★ VIRGINIA ★
DEPARTMENT *of* ELECTIONS

VERIS RFP Project

Locality Survey Results

Version 1.0 – 10/03/2019

Contents

Introduction

In August 2019, as part of the VERIS RFP Project, a survey was sent to general registrars and electoral boards in all Virginia localities. The purpose of the survey was twofold: to gather detailed information about VERIS-related issues identified by localities in previous surveys and to obtain input on specific VERIS functions.

Survey Questions

The survey consisted of demographic questions (i.e., name, role, locality, contact information) and the questions listed below.

- Questions 1-3: Please choose the three areas in VERIS you are most satisfied with; describe why.
- Questions 4-6: Please choose the three areas in VERIS you are least satisfied with; describe why.

  For questions 1-6, the following menu of VERIS functions was provided. Respondents could also select "other" as a choice and write a response.

  Absentee Ballot Management
  Address Management
  Ballot Proofing
  Candidate Management
  Certification of Elections
  Citizen Portal
  Create/View/Update Capability
  Document Scanning
  Election Management
  Election Preparation
  Election Results and Election Night Reporting (ENR)
  Geographic Information System (GIS)
  Hopper Processing
  List Maintenance
  Merge and Duplicate Processing
  Petition Processing
  Poll Location Management
  Pollbook
  Redistricting/Reprecincting Management
  Reporting
  Search Capability
  Voter Credit
  Voter Registration

- Question 7: What job functions do you perform outside of VERIS that use data from VERIS?
- Question 8: What job functions do you perform manually which are most time consuming?
- Question 9: What enhancements are needed to improve VERIS functionality?
- Question 10: What other VERIS features would most help our citizens in the voter registration process?
- Question 11 (part 1): How satisfied are you with VERIS documentation?
- Question 11 (part 2): How satisfied are you with VERIS Help?
- Question 12: What would make VERIS documentation better?
- Question 13: What would make VERIS Help better?
- Question 14: Are there other identified needs related to VERIS not addressed by this survey?

Response Rate

Of the 133 localities in Virginia, 128 (96.2%) participated in the survey; 235 individuals responded.

Job Title – # of Respondents	Specific Job Titles Noted by Respondents	#
General Registrars – 114	Director of Elections	37
	Director of Elections and General Registrar	31
	General Registrar	46
Electoral Board Members – 20	Board Secretary	11
	Chair	2
	Vice Chair	2
	Member	1
	Not given	4
Staff – 101	AB Coordinator	1
	Acting Deputy Registrar	1
	Administrative Assistant (various levels)	11
	Assistant Registrar (various levels)	46
	Deputy Director	2
	Deputy Registrar	29
	Elections Manager	1
	Processor	1
	Registrar Assistant (various levels)	4
	Training Coordinator	1
	Voter Registration and Elections Management	1
	Voter Registration Assistant	1
	Voter Registration Supervisor	1
	Not given	1

Presentation of Respondent Information

Overall, respondents provided just over 2,750 discrete comments in response to open-ended questions.

The information presented in this report from those comments was edited and organized in the following ways:

- Respondent comments such as "not applicable" or "no comment" were excluded.

- Similar respondent comments were grouped under a heading that represents the theme of the group of comments. The number of actual comments within a group is noted.

- Where there were comments that were identical or almost identical, only one of the comments was listed. Thus, the total number of respondent comments noted for a topic may not always match the number of comments listed.

- For comment groups with large numbers of comments, the information was broken down into subgroups.

- Groups entitled "Miscellaneous" or "Other" include comments that did not easily align with comments grouped under a theme.

- Some grammar, punctuation and sentence structure changes were made to improve readability, without altering the meaning of the comment. Comments that seemed confusing but could not be easily clarified were left as they were entered by the respondent.

- Some abbreviations and acronyms were spelled out to facilitate understanding. A glossary of abbreviations and acronyms is provided at the end of this report.

- Actual county, city, street names and named individuals were removed.

Bar charts are included to provide a quick glimpse of the most commonly referenced issues. Information is presented from the highest number to the lowest number of votes or comments.

Comments about a particular topic can be found in various sections of this report. Depending on the format of this report that you have received, you may use the Microsoft Word "Find" function or the PDF "Search" function to locate comments about a particular topic of interest.

Executive Summary

The VERIS functions with which respondents were most satisfied are voter registration, hopper processing, search, and document scanning. Respondents mentioned that all are easy to use.

The VERIS functions with which respondents were least satisfied are petition processing, hopper processing, document scanning, and election results and election night reporting. Note that two of the functions (hopper processing and document scanning) are also listed in the top four functions with which users have the most satisfaction. Thus, there are both positive and challenging aspects to these functions, as viewed by users.

With respect to the voter registration function, respondents reflected the thoughts of several others by stating, *"Processing an application could not be easier." "It works efficiently when all the proper information is provided by the voter."* However, voter registration placed sixth (based on vote counts) in the list of functions with which VERIS users were least satisfied. Issues mentioned over and over were the processing of incomplete or inaccurate voter registration application forms through the DMV, caused in part by the lack of mandatory fields and lack of warning messages in the process that could prevent registration mistakes. To quote one respondent, *"Voters should be forced to answer all questions and (be) required to give either a phone number or email, so we have a way to contact them."* Section 10 in this report contains extensive information about voter registration issues.

Positive comments about hopper processing mentioned the ease of navigation through this function and the ease of adding or removing voters. Users mentioned that it is *"…nice to get things automatically loaded into the hoppers for processing." "The hoppers make processing of voter information/forms much more efficient."*

The flexibility and ease of use of the search function was seen as a positive aspect of this VERIS function. *"Searching for voters by social security number is almost foolproof."*

There were many positive comments about the scanning function. Users view this function as a time saver. "*The auto scanning of OVR/OAB documents has reduced staff time for scanning."* This function is also viewed as a money saver because of reduced mailings. One respondent noted that the function is: *"Wonderful! Allows documentation of voters' status/changes/history electronically viewed or shared between localities; resolves issue of lost mail for transferring a voter with access to a paper trail/reprint document for office if needed."*

Hopper processing and document scanning were both seen as time savers. Yet, those two VERIS functions were among the top four VERIS functions with which respondents were least satisfied. The two most problematic issues mentioned for hopper processing were duplicate registrations and the interface with the Department of Motor Vehicles (DMV). Another interface issue is with the Post Office. As indicated by one respondent, *"Often times VERIS has an address entered not matching the Post Office, requiring street file research."*

Some of the challenges mentioned with respect to document scanning were a cumbersome process, difficulties with associating a document with a record, and size issues that occur when printing.

Petition processing was the function with which respondents were least satisfied. Respondents viewed this function as "unnecessarily complicated" and not as good as it used to be. Specific issues mentioned were a cumbersome process for setting up a master petition, problems with blank lines on pages, and different page sizes.

In terms of VERIS system performance, users seemed most frustrated with the reliability of the system. Respondents mentioned that the system tends to go down or slow down too frequently and at inopportune times. This can cause processing delays and rework. The concern increases as Election Day approaches.

In terms of system design and functionality, users expressed frustration with the speed and frequency with which the system times out, which necessitates logging back in with the two-factor authentication process. Respondents indicated that, at times, this seems to occur even when they are actively working in the system. This was seen as a time-wasting process.

Another frustration is VERIS' lack of ability to enable the user to view two different function screens on the monitor at the same time or easily toggle between screens. One respondent explained this as follows: *"…we need the capability to do multiple tasks at once in VERIS and not have to exit one screen to perform a task in another section of VERIS."* This is especially frustrating in the petition processing function, which, as noted, was the function with the highest level of dissatisfaction.

With more than 2,750 comments, there is much more information in this report about the positives and negatives of VERIS as it works today. There are also many suggestions on how to make the system—or its replacement—better. Responses to questions 7 and 8 focus on manual tasks done outside of VERIS. These comments present potential opportunities for automation. Question 9 focuses on how VERIS functions—the system's design and how it performs. Making voter registration easier for citizens is the focus of question 10. Additional comments on this topic can be found throughout the document.

Questions 11 through 13 specifically address the VERIS Documentation and VERIS Help functions. The final question gave respondents an opportunity to mention ideas they had not expressed in response to any other question.

Questions 1-3: What is the VERIS function that you are most satisfied with and why?

Respondents were asked to select their first, second and third choices for the VERIS functions with which they are <u>most satisfied</u>, and then provide reasons why. The following VERIS functions received the greatest number of combined votes:

- Voter Registration

- Hopper Processing

- Search Capability

- Document Scanning

A table that lists all VERIS functions and their associated votes is on the following page.

VERIS Functions with Most User Satisfaction
First, Second and Third Choices - August 2019
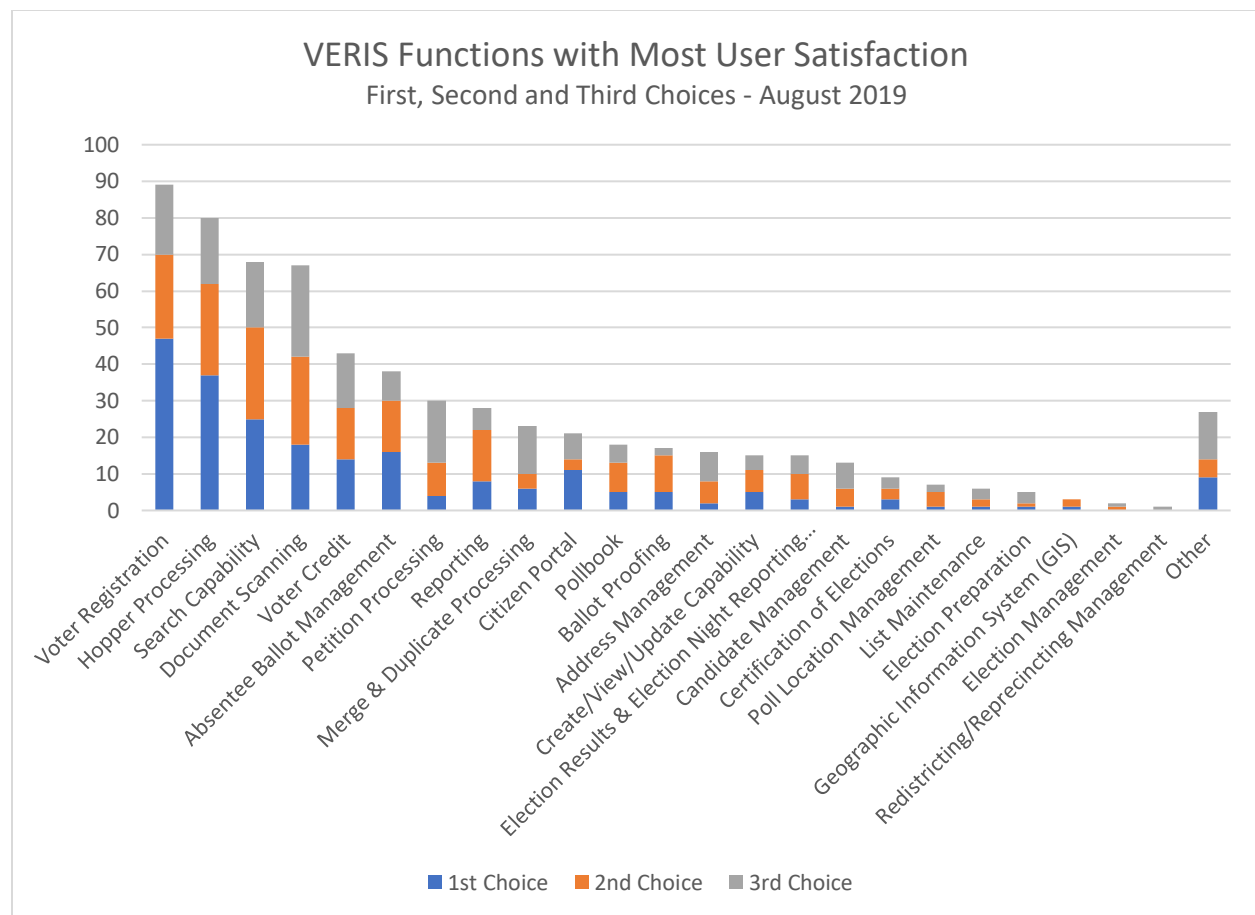
Statistics for VERIS Functions – Most Satisfied

The number of votes for each VERIS function is shown in the "most satisfied" table below. Data are broken down by respondents' first, second and third choices. The total number of votes for all three choices is shown in the "Total Votes" column.

Functions are listed in order from those with the greatest number of total votes to those with the lowest number of total votes. The exception is the category called "Other," which is listed last.

The number of comments provided by respondents for each function is shown in the far-right column. Respondents provided 517 comments in total.

VERIS FUNCTIONS – Most Satisfied	1st Choice	2nd Choice	3rd Choice	Total Votes	# of Comments
Voter Registration	47	23	19	89	66
Hopper Processing	37	25	18	80	65
Search Capability	25	25	18	68	58
Document Scanning	18	24	25	67	60
Voter Credit	14	14	15	43	35
Absentee Ballot Management	16	14	8	38	27
Petition Processing	4	9	17	30	27
Reporting	8	14	6	28	25
Merge and Duplicate Processing	6	4	13	23	18
Citizen Portal	11	3	7	21	19
Pollbook	5	8	5	18	16
Ballot Proofing	5	10	2	17	14
Address Management	2	6	8	16	12
Create/View/Update Capability	5	6	4	15	10
Election Results and Election Night Reporting (ENR)	3	7	5	15	14
Candidate Management	1	5	7	13	10
Certification of Elections	3	3	3	9	7
Poll Location Management	1	4	2	7	6
List Maintenance	1	2	3	6	5
Election Preparation	1	1	3	5	4
Geographic Information System (GIS)	1	2	0	3	3
Election Management	0	1	1	2	0
Redistricting/Reprecincting Management	0	0	1	1	1
Other	5	2	8	27	15

Respondent Comments

A summary of comments from respondents is provided for each VERIS function. Comments are presented in the same order of presentation as the table on the previous page (i.e., greatest number of votes to least number of votes). In some cases, comments are listed verbatim. In other cases, similar comments are combined under a theme.

Although questions 1-3 focused on VERIS functions with which users were satisfied, the respondents provided some improvement suggestions. Those are noted in blue. Comments were aligned to a VERIS function by each respondent; thus, they were not moved to a different function that may be a more logical fit.

VOTER REGISTRATION – 66 COMMENTS

Comments are broken down into three categories; ease of use, helpful features and things that work well.

- **Ease of Use** – Respondents made several comments about the ease of using this function, including the following: ease of processing and entering voter information; easy input fields, 95% is easy; easy to confirm registration for updates as well as new voters. You hit add and then input the information. Easy to add/change registration. New applications are a breeze. Easy to navigate and manage.

  Additional, specific comments are noted below:

    o Glitches seem to be cleared up.

    o Out of all of the applications to process, voter registration seems to be the easiest and most reliable process. Simple and straightforward.

    o Voter registration using VERIS is simple, requiring only a few steps to complete a new registration.

    o The processing of the registration is one page and easy to follow.

    o The process is quick and easy. I like the way it transfers voters out automatically from other localities and it produces reports so that we can remove voters that I have moved from our hard copy files.

    o Much of what I do involves processing applications on a day-to-day basis, so I appreciate that VERIS is clear cut as far as the fields needed to register, how the fields match what is on applications, and the amount of checks that are in place to ensure applications are accurate, voters are eligible, and information is consistent.

    o Processing an application could not be easier.

    o Searching for the person or creating a new vote is seamless.

    o Works efficiently when all the proper information is provided by the voter.

    o Easy to move through if you have all of the information requested.

    o The way that it comes in the hopper and how easy it is to process is great! It makes it so much easier to process efficiently and quickly.

    o VERIS is equally easy to create a new voter profile or modify an existing voter profile.

- **Helpful Features** – Respondents listed specific features with which they were satisfied.

    o Tracks registration history.

    o Voter information can be put into the state system or updated with current information instantly.

    o VERIS easily allows us to quickly enter voter registration applications. I also appreciate

that the program gives us the ability to run a report that allows us to go back and check the applications we have entered to ensure that they are accurate.

- o It provides a listing of all registered voters in the state.
- o Helps in processing applications but is not perfect.
- o Being able to process applications in VERIS and now scanning the voter registration forms in VERIS.
- o The ability to look at the voter's entire registration history is very helpful in analyzing registration problems.
- o Thank you for automatically adding the voter registration to the voter record.

- **Works Well**
  - o Works as it should for the most part. Works pretty well for this. System works well for processing voter registration records. Overall it seems to run well. It seems to be working fine. Entering a registration seems to work well.
  - o The process is basically self-explanatory, and it tries to limit human errors.
  - o I believe it captures correctly the voter information and takes care of most of the processing and is pretty accurate.
  - o It does what I need it to do most of the time.
  - o For the most part, the basic registering process goes pretty well when VERIS works quickly.
  - o It is the simplest it has ever been now that the duplicates are handled, and the scanning has taken place.
  - o I work with it every day and I seldom ever have any problems.
  - o Smooth process.
  - o It does what it needs to do. History tracking, upload documents, validate addresses.
  - o This is the VERIS feature that I personally use the most and I think it works great. I can quickly and easily find out if a voter is currently registered or not, and what their status is.
  - o This area has improved greatly in past few years.
  - o Registration works well and voter searching is easy and reliable.
  - o I feel it is a great system, although sometimes a little messed up. For the most part, I like it.
  - o Information tends to be the most accurate.
  - o I enjoy VERIS because I do voter application registration and process every day.
  - o It appears the Department of Motor Vehicles (DMV) is working with us and the whole process has improved.
  - o I'm glad it's digitized. I'd hate to go back to paper.

HOPPER PROCESSING – 65 COMMENTS

Comments are broken down into four categories: ease of use, efficiency, reliability and improvement opportunities.

- **Ease of Use** – There were several comments about the ease of use of the hopper processing function, with specific examples noted, as follows: easy to manage processing applications; easy to understand; now with attached application it's even better; easy access; easy to process items out of the hopper; easy to bring information into VERIS; easy processing of OVRs. Hopper is very easy to navigate.

> *"After being here almost 20 years, I know the difference this has made in processing workloads."*

    DMV makes it very easy to add voters or remove voters. As a new user (a year in the office) I found the hopper processing easy to learn.

    Although like anything it has its problems but for the most part it is an easy workable process. It is easy and quick to do. It's fairly automated. A VERIS user does not need to enter information that is already there; just review it and take the appropriate action. Most duplicates are removed – simple to use (like plug-n-play); shows need to do so when you log on. It is easier to plan your day. Applications are ready to print. Plus, they are already scanned into the system

    One screen containing all the information needed to register makes it convenient to use. The OVR and OAB submissions are easy to process since the voter has inputted almost all of the information.

- **Efficiency** – Several comments were made about the efficiency, simplicity and speed of the function, as follows: fairly smooth processing; fast and accurate; prefills information making processing more efficient; well organized; quick, simplified process for better time management; everything in one place – can monitor throughout the day; more streamlined; simple to use (everything is in one place under headers, can easily see what needs to be done and how many).

    Don't have to try to decipher handwriting. Faster processing since we don't have to do as much data entry. Applications are electronically sent creating efficient processing. New work is in one place for viewing and processing. Has become more efficient.

    The DMV OVRs have decreased processing time if none of the variables that I previously noted did not occur. It helps too if all of your existing alpha cards have been scanned. NCOA processing is also easier for the felons, deaths and NCOAs (decreased processing time especially scanning).

    It is nice to get things automatically loaded into the hoppers for processing. The hoppers make processing of voter information/forms much more efficient. I like that OVR and OAB hopper records automatically are scanned into VERIS without us doing anything on our end. The information needed is already in the system and we only need to verify that the information is correct.

- **Reliability** – Much better now. Minimal shut-downs due to lack of servers. Not a perfect system but does allow processing without many problems. The hopper continues to improve and is really quite reliable. Very few problems processing. This is another function that has improved in the past few years. Information in VERIS from the DMV tends to be compatible and reliable. The hoppers work, they populate from DMV. Honestly, this part of the process has never worked better. Fewer errors than typing in everything manually. As long as VERIS is up, processing hopper information is done with speed and efficiency.

- **Improvement Opportunities**

    o Needs a lot of work from what the voter can actually give us as information. Sometimes we should be able to delete certain repetitive registrations vs. denying them.

    o At times the system slows down or stops working completely. This requires the need to

place a help desk ticket, which may take minutes to hours to figure out. This slows down the day-to-day operations of the office.

- o Only one issue I see and that's sometimes how I get a vote already registered at the same address he is re-registering. Other than that, it processes well.

- o Processing procedure is fine; however, WHEN will the answers to the questions be back on their applications. It would be better for applicants to not be permitted to proceed if non-citizen is checked.

SEARCH CAPABILITY – 58 COMMENTS

Comments are broken down into four categories: ease of use, options / flexibility, things that work well and miscellaneous.

- **Ease of Use** – Do not have to type in entire name. Easy to maneuver; simple to use. Easy to search and review a voter's record without being bound by your own locality. I think VERIS has a user-friendly search option by way of looking up voters. Easy to search for voters in the system using name or SSN. Quick and thorough. Searching for voters by social security number is almost foolproof. When I have had to search for a voter, the process has been pretty easy. Information easy to find. Easy access. Having information at a click of a button is very helpful. Very handy being able to search for voters efficiently. It's fairly simple to search for a voter using their name, SSN, or ID number. User friendly. When searching directly it remembers search type.

  "Very pleased with this function."

- **Options; Flexibility** – There were several comments about the search options available. A sample of comments is noted below.

  - o There are many options of ways to search for a voter, e.g., name, social security number, by scanning barcodes on mail, address. Can look up people only in our locality or statewide. Quickly can find voter history, address history and so on.

  - o While not perfect, the ability to search using different criteria makes it one of the more usable functions in VERIS. Having the option to search voter records more than one way is helpful.

  - o It allows for research to be done and data to be gathered when an issue or question comes up from a voter or their validity for registration on Election Day.

  - o When a voter provides illegible writing being able to input just a few characters and still find the voter's record really helps.

  - o I believe search capability is great across VERIS due to the extended amount of optional search criteria, the comprehension of the system, and the accuracy of results regardless of how basic or specific a search is.

  - o Great that I can tell the location and address of a voter's precinct.

  - o It's great that I can put in whatever criteria it needs and be able to look in the whole state of Virginia or look in just my county. It makes things so much easier when trying to search a voter when needed.

  - o Thank you for eliminating the * wild card. Its search capabilities are great.

- **Works Well** – Several respondents noted that this function works well and that they have no issues with it.

- **Miscellaneous** – Two respondents noted this function's use for verification purposes.

DOCUMENT SCANNING – 60 COMMENTS

Respondents provided several positive comments as well as comments about how the document scanning function is a timesaver (efficient) and is easy to use. Improvement suggestions were also provided.

- **Positive Comments**
  - Best part of VERIS. I appreciate this function.
  - Great not having to mail original Alphas. Process has become streamlined and much easier.
  - Scanning is wonderful because you don't have to worry about mailing papers out and it saves money for stamps and envelopes.
  - Wonderful! Allows documentation of voters' status/changes/history electronically viewed or shared between localities; resolves issue of lost mail for transferring a voter with access to a paper trail/reprint document for office if needed.
  - I LOVE that I scan any and all correspondence with a voter into their profile on VERIS.
  - All records are attached to voter's record.
  - Online records are automatically uploaded and the abundance of categories that now exists for scanned items.
  - The one complaint I had had previously about document scanning in VERIS was that DMV hopper applications were not automatically added to a voter's documents file. That has since changed! I like that you can scan a whole batch of documents as it really speeds up the process.
  - With the recent changes to VERIS document scanning (namely the automatic upload of DMV OVRs to a voter's document record once an OVR is processed and the inclusion of historical OVRs in VERIS Document's), I LOVE the way scanning of documents makes my life so much easier. Scanning is also easy to do (either completely manually, in batch or through a vendor) to scan any number of voter documents. We have found it so useful to track all kinds of things besides just voter registration applications (returned correspondence), etc. It is so easy and very helpful.
  - When other localities have scanned in historical applications and other information, it also makes voter registration application processing so much quicker and easier (no more mailing of applications, address verifications, etc. to other localities). Love this feature!
  - I LOVE how once the application is processed through the hopper it automatically shows up in the documents page. It has been a life saver as I'm scanning in the non-hopper applications into VERIS.
  - The document type for scanning list has numerous selection types.
  - Tends to be most reliable.
  - Able to scan all information used to make decisions or changes to voter records. All in one place and easy to find even if voter changes locality.
  - Works well since space issues have been resolved.
  - Now that the DMV OVR application is automatically associated to the voter's record, it is great!
  - Love capability of record retention. No more paper.
  - Even though scanning is a bit slow, I like the functionality because it creates a digital backup to easily look at when doing some research or analysis.

- o Accessibility of Alphas from other localities.
- **Timesaver; Efficient**
    - o The auto scanning of OVR/OAB documents has reduced staff time for scanning.
    - o Documentation that is now attached to voter records reduces research time (3 comments).
    - o DMV OVR apps are auto scanned and attached to voter's record. Less time needed for staff to scan and attach.
    - o Scanning saves us time and money so as to NOT send the alphas by snail mail and no postage is necessary.
    - o The implementation of scanning has been a timesaver! All localities should be required to scan at least Alpha cards.
    - o This feature adds to office efficiency and cuts down on filing. There are minimum steps to associate a document to a voter. Though tedious when scanning large batches, it is overall simple and efficient. Do not need to pull master card each time to see document.
- **Ease of Use** – Specific features mentioned as being easy to use are listed below.
    - o Ease of processing a transfer in without requesting documents.
    - o Convenient to have access to online applications.
    - o More choices of which document is scanned helped tremendously.
    - o The process of adding a document to the voter record is very easy and much quicker than mailing a document to another locality.
    - o The OAB/OVR applications directly scan to voter's documents. Fairly easy.
    - o Scanning could not be easier. All you do is scan in the voter card, save it and upload to VERIS. Fabulous!
- **Improvement Opportunities**
    - o Sometimes time-consuming for other documents outside of hopper.
    - o Other than having to scan documents in again for those what don't show the questions answered, it's a pretty easy process.
    - o One complaint I have would be that we are unable to upload documents for voters who have transferred out when scanning a batch of documents. Though they may have previously been registered in our locality and we have a document to scan for them, we have to re-scan the document and upload it individually to the voter's profile. The process would be much easier if we could just upload the file as a part of the batch scanning process.
    - o Needed procedure because we do not have completed applications in hopper.
    - o The ability to scan all alpha files into VERIS: I wish the signature was an automated process and the scanning could be more streamlined. Also, there are major concerns with the server capacity and VERIS's ability to function once we are all digital.
    - o Good feature but it does error a lot.
    - o NCOA dropdown would be helpful.

VOTER CREDIT – 35 COMMENTS

Respondents indicated that the voter credit function seems to work well and described it as quick and easy to use, easy to upload, simple, clear and straightforward. They also provided several improvement suggestions.

- **Works Well**
    - Voter credit is easily uploaded from data obtained from the Electronic Poll Books used on Election Day. We used to have to scan a bar code from the paper poll books or manually add the voter credit. Much improved!
    - (Respondent likes this function) because it functions as it should every time I attempt to use it. It is quick, simple and intuitive. Where it is located is in a weird spot, but it works.
    - Much better than inputting credit manually.
    - Importing voter credit is easy and fast. This helps a lot when we are on a deadline to get in the voter credit by the code.
    - The simplicity of it and how it works well with Advocate.
    - It is a smooth process compared to giving voting credit one by one.
    - Improved with thumb drives and not manual.

- **Miscellaneous**
    - Abstracts – completed using a VERIS report leaves less error than before when manually completed.
    - DMV scanned apps. You can do the lookup from VERIS and never need to put your hands on the physical application.
    - Forms warehouse is a good resource and has lots of information. It is also good to have older versions of forms available.
    - Makes the GR happy when it works
    - OVR processing has greatly improved as well.
    - Relatively easy to move through the different applications. Return button allows you to go back to previous screen without having to start from the beginning.
    - Security with 2-part verification
    - The in-person absentee voting button is great! Since our county has a large number of satellites and a corresponding large number of absentee, in-person voters, this button helps a great deal with streamlining the processing of voters.
    - VERIS is now filtering online annual applications to check that they have pertaining medical certificate. That is great! I used to help last year, and this was done manually.
    - Voter Overview – great having all a voter's information in one place.
    - Voter search so far is mostly what I use.

- **Improvement Opportunities**
    - Forms warehouse-items are not updated in a timely manner.
    - As an electoral board member, I don't use or have access to VERIS. Our Board does use some of the products (e.g., reports), but we are aware of problems that the GR/DOE staff and general public bring to us. The responses in this survey are based on that caveat, and some responses will be used to illustrate specific problems or suggestions for incorporating into the RFP for a new software system.

- o Denials are not so easy.

- o 90% of the process is flawless. However, numerous variables occur such as an address not recognized by street file, protected voter codes without the required PO Box, or underage applicants, unrestored rights felons/mentally incapacitated come through to the VERIS hopper.

- o At submission, the voter should receive an alert message and the registration does not go through because they do not qualify.

- o Additional comments only print on the letter when the denial reason selected is Other. Allowing comments for all denial options would be beneficial if more explanation is necessary.

- o Easy to follow and suggested changes do take place, perhaps not at the speed we would like. Having said that I realize VERIS is a large system with many linkages.

- o There is more wrong than right with VERIS.

ABSENTEE BALLOT MANAGEMENT – 27 COMMENTS

Most comments from respondents about the absentee ballot management function were about ease of use. Additional comments were made about reporting and tracking. A summary of comments is provided below.

- **Ease of Use** – Able to process easier; relatively straightforward (look up voter, put information and enter); easy; user friendly; easy access to all facets whether inquiry or updating; process works smoothly; simple and straightforward; easy to navigate; easy to understand; easy to process ballots; entering applications is somewhat simplified; simple to use and update.

  Information is easy to clarify as opposed to a paper application. The process for in-person absentee voter is simple and straightforward. Processing absentee ballots from the hopper is quick and easy due to the information already being in the system.

- **Reporting and Tracking** – Can verify people by using reports at the end of each night. The reports are helpful for keeping track of what is done. Provides us with labels, tracking and ease of entering in VERIS applications and ballots returned. Keeps track; printing reports. VERIS keeps the absentee log on track for both in-person absentee ballots as well as those sent by mail. Seems to work well in keeping track of who has requested absentee ballots and the current status of each. Good tracking tool.

- **Miscellaneous** – Thank you for adding the online app to the voter record. Provides a means of keying the data for in-person voters directly into VERIS. It needs to be incorporated into the Voter Overview screen. Staff are available and respond quickly.

- **Improvement Suggestions** – Would like an approve and print button solving another step. This is mostly tolerable, although there have been questions about what happens before the books close.

PETITION PROCESSING – 27 COMMENTS

Most comments from respondents about the petition processing function were about ease of use. A summary of comments is provided below.

- **Ease of Use**

  - o Easy entry (easy to enter names); user-friendly, even when used very seldom; works well and is not overly complicated. It's quick to process petitions. Easier to identify duplicates, out of area, non-registrants. It's simple and easy to file petitions for each candidate and save information. Complex process made as easy as possible. Simple, easy and detail to accuracy for record keeping.

- o Petition processing is a fairly easy process to complete. The steps in petition processing are easy to follow and not complicated. Once familiar with the process, it is clear and easy to use. Organizational ability. Candidate petition processing is easy to manage for processing signatures for the candidates and know when they exceed the number they need.

  - o It has evolved to be easier for setting up; entering information (candidate, date/time, circulator dropdown, select after initial enter, pages); searching voters to determine status, acceptance, NR, etc., and the benefit of the Print Petition Signature Report. Thank you!!!

  - o Helps you find any duplicates. The petition processing interface is extremely user friendly. I appreciate the fact that our office can deploy a team to enter petition signatures efficiently. Parameters set in the petition processing make it easy to accept or not accept signatures. Intuitive process, once past the initial setup of petition. Easy to work through large numbers of petitions if uninterrupted.

  - o I like the ability to see the status of each entry. I don't seem to have very many problems with this process. It works well for me. Straightforward application that consistently works well. Works fairly well; allows processor to search using different fields.

- • **Improvement Opportunities**:

  - o Once you're in it, it works great, especially identifying voters by the correct district. But it's a pain to get into and good luck if you have to leave that section to handle another VERIS situation in the middle.

  - o Petition processing is good except all pages should be on one size paper instead of two sizes because the petition is set up for 21 signatures and all pages with less must be listed as blank signatures. Need to have legal size only with 21 signatures instead of 8 1/2 with 12 signatures.

REPORTING – 25 COMMENTS

Respondents viewed the reporting function as a valuable resource with many options.

- • **Valuable Resource** – Most helpful. Meets my current needs; seems to provide information when needed. Being a new GR, the reports area has been very beneficial to me because I can run reports on demand that help me get a picture of what I need to run the upcoming election. Election Turnout Statistics captures data that the office readily needs.

  There is an abundance of information for the office to use and compare. Again, most of these reports are invaluable as they point to the data needed to manage elections. I joined the Office of Elections in August 2018 as a budget liaison to the Board of County Supervisors and find the reports are a valuable tool. Reports are a valuable resource in and out of VERIS. Accessing records from the library is useful.

- • **Reporting Options** – Being able to pull so much information at any time. Love that we get reports to compare information from previous elections, etc. Reports are useful and accurate. Wide variety of types and ways to focus data. Reports are listed and easily selected; date range is also easy to select. Separation of item types (such as auto dups) on reports has been helpful. Reports can be requested by date so historical information is available.

  Extensive library of reports available. I like the ability to run numerous reports that we need to use on a daily basis for various functions and that they are readily accessible. I like the reports library and the breadth of reports available. We like this feature because VERIS has anything and everything you want in a report. I like being able to see how many voters are in each precinct any time I want to. Good choice of reports. Good information on the reports.

- • **Efficient** – Daily reports are easy. Ease of use; by this I mean reporting election night. It works efficiently.

- **Improvement Opportunities** – Haven't used too many features as I don't have access, but the reporting is okay but could use some improvement. It does allow you to capture a lot of historical information which I've used for analysis. The statistics list can be confusing.

MERGE AND DUPLICATE PROCESSING – 18 COMMENTS

Comments for this VERIS function were mostly about processing efficiency and ease of use.

- **Efficient Processing** – Most duplicates are handled administratively within VERIS. This makes it very easy when we do not have to touch them. Merge is an intuitive process yet again and allows us when there is a duplicate profile to combine and not delete anything. Being able to find duplicate registrations and merging together. Nice to not have to process all the duplicates myself. The way it is set up, makes it very easy to correct and merge our duplicates. It is a very nice feature to have VERIS automatically remove duplicate registrations. The lack of duplicates that need to be processed saves time and is more efficient. I have used the merge feature of VERIS quite a few times. It is an easy feature that is convenient. Prevented double absentee voting.

- **Ease of Use** – Respondents commented that the process is simple, effective and easy to use. It is a quick way to clean up voter list. It's easy to merge duplicate registrations after running the report. The process is simple and effective; minimum steps. Although we do find a lot of records that did not match when the registration was processed, it is easy to accomplish the merge.

- **Improvement Opportunity** – I do wish the merge feature would cause the default to be the original voter ID number and original registration date for merged records. Saves time, though does not catch everything.

CITIZEN PORTAL – 19 COMMENTS

Respondents' comments were primarily about the citizen portal being a good tool for citizens and about ease of use.

- **Good Tool for Citizens; Reduced Workload for Locality**

  - Very important for voters to enter their own data from the convenience of their home.
  - Voter accessing up to date information.
  - The Citizen Portal allows me to simultaneously walk callers through various verification and/or update processes. Citizens appreciate being able to manage their own information.
  - It provides transparency to voters and allows them access to their voter registration information, as well as the opportunity to update their records.
  - Having a voter enter their own information in the Citizens Portal when completing an absentee application. You don't have to try to read someone's handwriting.
  - Efficient and easier for citizens to register to vote, apply for a ballot, etc.
  - I am very pleased with the citizens portal because it gives the public a way to register or update a registration at their convenience. It also helps us as office workers to not have to key in applications as the information is already there. It also makes it less possible for errors in spelling as the citizen enters the information.
  - Provides important election information to the general public.
  - Allows voters the opportunity to register to vote and update their voter registration without a trip into our office.

- o It has tremendously reduced the number of calls we receive to see where voters are registered.
- o I like the fact the voters can check and update their information online although I believe there could be some improvements.
- o Fairly comprehensive and allows a voter to look up their information, which is very helpful.

- **Ease of Use**
  - o It is easy to find and look up.
  - o Seems to be straightforward and easy advance through.
  - o Very simple and straightforward use, when they are complete applications.
  - o Very user friendly.
  - o Registrations are clearer.

- **Improvement Suggestions**
  - o I would like to see the menu to be in a simpler format and easier access to applying for an absentee ballot. Great tool for citizens as long as VERIS is working. Hate it when we get the "fallout" when it's not working.
  - o Allows voters to see all information about their record and absentee effectively. It would be nice if there was more public awareness of this online feature, so we receive fewer phone calls.

POLLBOOK – 16 COMMENTS

Respondents viewed the pollbook function as working well and being easy to use.

- **Ease of Use** – Just grab the file and take it to the program; easy to download. It is very easy to use for us who do not have electronic poll books, and a well-designed program. DAGR is fairly easy to use. Ease of accessibility; simple. Makes life a lot easier. Easy to download exactly what you need.
- **Works Well** – Great program and free. Again, huge change in efficiency from when pollbooks had to be printed so far in advance and then manually updated. Pollbook file creation works like it should. The pollbook does everything it needs to and there are few problems with the program on Election Day. Downloading the pollbook to use with our laptops works well

BALLOT PROOFING – 14 COMMENTS

Respondents noted that the ballot proofing function is easy to use, works fine and is a big time-saver. Specific comments are noted below.

- It is very easy to check and read the ballot in VERIS.
- You can check and see if you have left out any ballot styles.
- Appreciate the double set of eyes at ELECT.
- It makes proofing easier to identify errors.
- Candidate information is easily accessible.
- Ballot proofing is mainly done outside of VERIS. Just running the reports in VERIS is easy.
- I don't think the registrar and staff have complained much about this VERIS function.

- Seamless between vendor (Printelect), locality, and ELECT.
- Minimum steps to generate certification of candidates for proofing
- Love the new Ballot Design Report which puts each of the precincts for each ballot style in an easy to read format.

ADDRESS MANAGEMENT – 12 COMMENTS

Respondents noted that this is a straightforward application that generally works well and efficiently. It saves time and energy year-round and especially on Election Day. It is easy to make address changes. Updating information is quick and the verify option helps with accuracy. Respondents commented that the street file is very easy to use and the application, overall, is very helpful.

CREATE/VIEW/UPDATE CAPABILITY – 10 COMMENTS

Respondents indicated that this function seems to work fine. It is simple, straightforward, easy to navigate and quick. It does what you ask it to do without issues, unless there is a human error. Generally, it allows for records to be viewed and updated without too many issues. It is easy to add voters, to view voters and to update their information.

ELECTION RESULTS AND ELECTION NIGHT REPORTING (ENR) – 14 COMMENTS

Respondents noted that this function is easy, quick and that it works well. They noted that it is a very straightforward system for recording totals. Some specific comments are noted below.

- We can refer inquiries to the Department of Elections' site, so we don't have to answer results 1,000 times.
- Tab functions allow easy entry of numbers. There is also enough space between candidates that prevent or help to prevent confusing entries.
- Election night reporting is easy, and I like the choice of entering by precinct or office.
- Submitting results with few steps to complete after a long day.
- Hopefully, it is more accurate. It could change.

CANDIDATE MANAGEMENT – 10 COMMENTS

Respondents viewed the candidate management process as straightforward, quick, clear, and simple or easy to use.

- **Specific Comments**
  - I feel it is easy to access the candidates and the way it is set up to show all of the required paperwork with check marks beside each one as they are completed makes it easy to keep track of everything.
  - As long as you input information as required, everything moves along pretty well.
  - Easy to look up candidates and put in the information needed.
  - I like seeing records pop up of the previous years the candidate ran. Helps for checking information.
  - Keying candidates into the system is very simple and not very time consuming.

- o Verifying petition signatures has been made manageable and easy to understand.
- **Improvement Opportunities**
  - o The date and time stamp for independents needs to be changed to state once they have delivered 125 signatures.
  - o Would like it to be set to only handle ballot names as dictated by the Department of Elections.

CERTIFICATION OF ELECTIONS – 7 COMMENTS

Most comments from respondents referenced the abstracts feature.

- Abstracts being created once all data is input is wonderful. I am from "dinosaur" days when we had to type candidate names, vote totals, etc.
- I like that abstracts can be generated. Like the various error reports that we can run, this helps us make sure things are correct before sending to ELECT.
- I like how the abstracts can be printed out, instead of having to handwrite in the names like back in the day.
- The abstracts are easy to prepare now.

Respondents also stated that the function is user friendly and pretty straightforward. However, it could be simplified.

POLL LOCATION MANAGEMENT – 6 COMMENTS

Respondents indicated that "this is a simple function in VERIS and appears to work as needed." It is easy to use (one and done); simple and straightforward; easy to search on both voter page and Street File. "Never have to change."

LIST MAINTENANCE – 5 COMMENTS

Respondents' comments are noted below.

- I like that ability that I am able to search statewide for a voter, import them into my locality, make the necessary changes, and save it all in relativity few steps. I like that felons, deaths, and NCOAs generate in a hopper. Makes it easy to see that there is an issue that needs to be processed.
- Proactive measures assisting with accuracy of records: No response to NCOA/OOS automatically moved to "Inactive" status after designated response due date; Cross-check; GR/staff able to add "other" correspondence being returned to assist with documentation; Voter Correction allows to mark for confirmation.
- Ease of use. Pretty straightforward process that is not very complicated to do. List maintenance works well.

ELECTION PREPARATION – 4 COMMENTS

Respondents appreciated the access they have to forms, guidelines, checklists, etc. and felt that this function works smoothly. *"Forms Warehouse in VERIS has every form we need to print off for our poll workers on Election Day, and the way they are grouped together makes it easy to print things off in order."*

GEOGRAPHIC INFORMATION SYSTEM (GIS) – 3 COMMENTS

Specific comments are noted below.

- Ease of use

- Streetfile is easy to maintain and DMV would benefit from having the same feature.

- Improvement Opportunity – Given that VERIS really doesn't have a GIS function, it is easy to be satisfied by something that doesn't exist.

ELECTION MANAGEMENT – 0 COMMENTS

There were no comments for this VERIS function.

REDISTRICTING / REPRECINCTING – 1 COMMENT

There was one comment that stated that it is easy to make changes and updates.

OTHER – 15 COMMENTS

All respondent comments are listed.

- Security with 2-part verification

- The In-Person absentee voting button is great! Since our county has a large number of satellites and corresponding large number of in-person absentee voters, this button helps a great deal with streamlining the processing of voters.

- GR uses to support voters and EB. EB does not access VERIS

- Voter search so far is mostly what I use.

- DMV scanned apps. You can do the lookup from VERIS and never need to put your hands on the physical application.

- GR uses for reports

- Return button allows you to go back to previous screen without having to start from the beginning.

- Forms warehouse-items are not updated in a timely manner.

- Forms warehouse is a good resource and has lots of information there. It is also good to have older versions of forms available.

- Abstracts - completed using a VERIS report leaves less error than before when manually completed.

- VERIS is now filtering online annual applications to check that they have pertaining medical certificate. That is great! I used to help last year, and this was done manually.

- Voter Overview - great having all a voter's information in one place.
- Relatively easy to move through the different applications.
- Makes the GR happy when it works.
- OVR processing has greatly improved as well.

Questions 4-6: What is the VERIS function that you are least satisfied with and why?

Respondents were asked to select their first, second and third choices for the VERIS function with which they are <u>least satisfied</u>, and then provide reasons why. The following VERIS functions received the greatest number of combined votes:

- Petition Processing
- Hopper Processing
- Document Scanning
- Election Results and Election Night Reporting (ENR)

The category listed as "Other" contains a wide variety of VERIS functions, rather than just one. Thus, it was not included in the list of the top four functions with the least user satisfaction.

A table that lists all VERIS functions and their associated votes is on the following page.

VERIS Functions with Least User Satisfaction
First, Second and Third Choices - August 2019
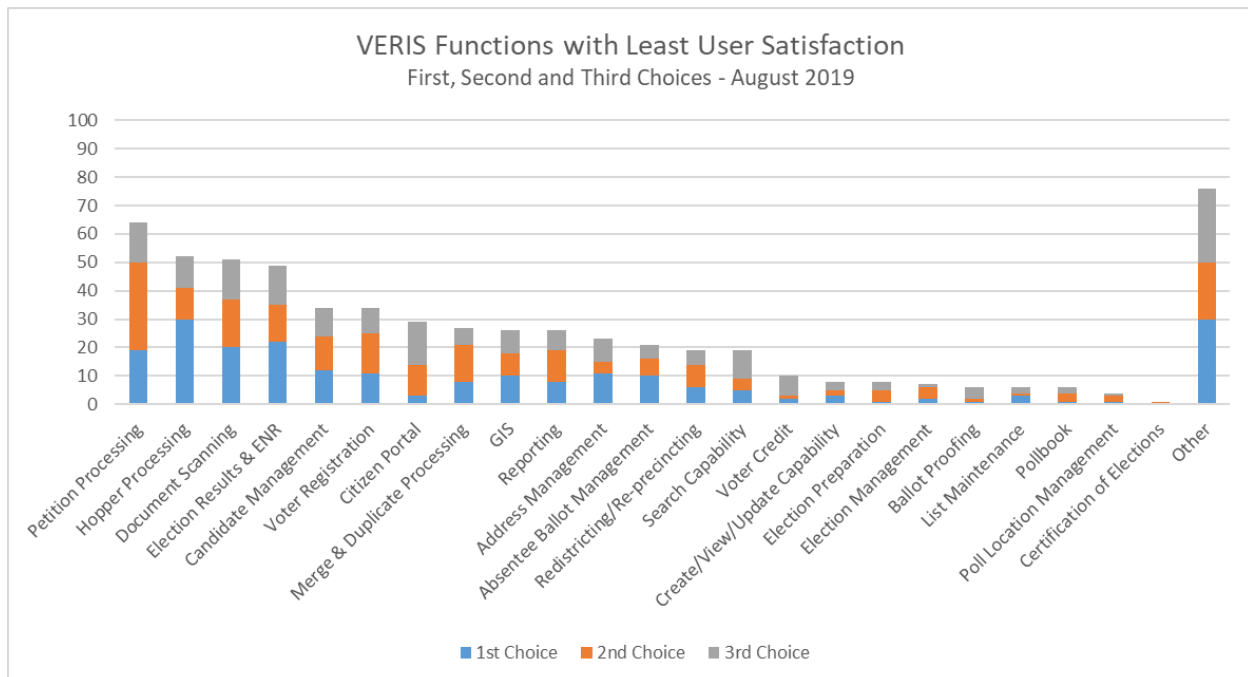
Statistics for VERIS Functions – Least Satisfied

The number of votes for each VERIS function is shown in the "least satisfied" table below. Data are broken down by respondents' first, second and third choices. The total number of votes for all three choices is shown in the "Total Votes" column.

Functions are listed in order from those with the greatest number of total votes to those with the lowest number of total votes. The exception is the "Other" category, which is listed last. Comments were aligned to a VERIS function by each respondent; thus, they were not moved to a different function that may be a more logical fit.

The number of comments provided by respondents for each function is shown in the far-right column. Respondents provided 626 comments in total.

VERIS FUNCTIONS – Least Satisfied	1st Choice	2nd Choice	3rd Choice	Total Votes	# of Comments
Petition Processing	19	31	14	64	67
Hopper Processing	30	11	11	52	58
Document Scanning	20	17	14	51	61
Election Results and Election Night Reporting (ENR)	22	13	14	49	44
Candidate Management	12	12	10	34	30
Voter Registration	11	14	9	34	44
Citizen Portal	3	11	15	29	35
Merge and Duplicate Processing	8	13	6	27	28
Geographic Information System (GIS)	10	8	8	26	23
Reporting	8	11	7	26	33
Address Management	11	4	8	23	23
Absentee Ballot Management	10	6	5	21	29
Redistricting/Reprecincting	6	8	5	19	15
Search Capability	5	4	10	19	16
Voter Credit	2	1	7	10	9
Create/View/Update Capability	3	2	3	8	5
Election Preparation	1	4	3	8	7
Election Management	2	4	1	7	6
Ballot Proofing	1	1	4	6	4
List Maintenance	3	1	2	6	6
Pollbook	1	3	2	6	5
Poll Location Management	1	2	1	4	3
Certification of Elections	0	1	0	1	2
Other	30	20	26	76	73

Respondent Comments

A summary of comments from respondents is provided for each VERIS function. In some cases, comments are listed verbatim. In other cases, similar comments are combined under a theme.

PETITION PROCESSING – 67 COMMENTS

Among those who were not satisfied with the features and functionality of VERIS, this area received the highest number of comments. Comments fell into the following categories: system design, ease of use, master petition, signature management and redundancy.

- **System Design**
    - You cannot go back to previous screen.
    - This process is cumbersome, and we need a way to adjust the number of lines on different pages.
    - Would be nice to add voter all at one address or on one street.
    - When there is more than one person listed on the petition with the same address and are voters, we are unable to process them on the same page. Only one at a time...such as wife and husband.
    - Search process could be improved; searching for the set-up petition requires too many steps.
    - Sometimes I need to go into VERIS, and I cannot unless you get completely out of the petition screen and then have to go through several steps to get back where you left off; need a toggle between screens.
    - You have to jump through too many screens; Have to leave the processing screen to research voter information or docs; I wish we were able to click on the voter record without having to back out of petition section. It would save a lot of time if we were able to view the voter record from the petition processing screen.
    - No way to check on a signer's status without logging out of the processing screen. Such a hassle.
    - It would be helpful if we could access our street file information without having to exit the petition processing screens. Sometimes, you can read the address but cannot make out the name and it is helpful to view the registered voters on the street file screens.
    - The same address functionality is sorely missed. The requirements for the circulator in VERIS do not match what is on the printed petition pages resulting in having to leave out of the petition field to find the zip/SSN4. The abbreviations and reasons do not match. If a candidate brings in long pages after submitting short pages initially, all pages have to be adjusted for 21 signatures.
    - Have button for "not in locality" instead of having to choose "not registered." Be faster to check petitions when you recognize that address is out of locality and just click for out of locality.
    - I would prefer that the election be established in VERIS instead of a list of upcoming elections.
    - The issue of blank lines needs to be correct. When keying a petition that has blank lines, those should not be included in any line count. For example, you have a page of 21 signatures but there are 3 blank lines and 2 names you can't count, so that is 2 not accepted on that page, however the count will reflect that there are 5 on that page as not counted. (2 responses)

- There needs to be a way to toggle to voter search during petition checking.
- Have to scroll for calendar.
- Very easy to overwrite if you are not careful as it defaults back.
- When checking local petitions would like more choices for rejecting name.
- Searching for each voter is time consuming. The ability to also search by address and check everyone at that address at one time would be more efficient. No information is lost - signature dates are still recorded - but the number of searches is reduced.

- **Ease of Use**
  - Cumbersome/time consuming/too many steps/difficult to use. (17 responses)
  - You should be able to check a block of signers with the same last name instead of having to do each individually. Takes way too long to perform these matches. Old way was much simpler and required less time and input.
  - The old system allowed you to check off as many names as appeared without having to go out and come back in to enter and then select just one voter; it used to be so simple.
  - Setting the date is difficult. Where the date is entered seems out of place.
  - Setting up the petition requires a lot of duplication of information. Takes way too long to do a petition.
  - Need to be able to search and add voters more efficiently.
  - Too much information required to be entered, but mainly handwriting (not your fault) and lack of last 4SSNs.
  - Too much toggling back and forth to complete, really needs to be updated. When you are inundated with 20-25 candidates - it takes forever.
  - Recent changes have made it too convoluted; The old way of processing petitions was easier.
  - Everything you do is tied to a search. The entry screens do not flow well as compared to other systems I have used prior to becoming GR.
  - Used to stop after you hit correct number now you have to enter everything.
  - Hard to process different size pages from same candidate.
  - Not user friendly. Should automatically move to next page # with the petitioner information at top; unable to enter names until that's entered.
  - The steps to get to entering the petition are overkill.

- **Master Petition**
  - Setting up the Master Petition and then a petition, you must enter the same information over and over. Once everything is set up, however, the petition tracking system works.
  - Setting up the petition process is confusing. Starting with the master petition then leaving that to go to petitions then processing petitions are too many steps in too many screens; Setting up the master petition should be easier.
  - I think it could be much simpler to add a petition.
  - Master petition: Requires you to set the number of signatures, either 12 (short) or 21 (long). This causes a waste of time when you receive a mix of short and long pages from candidates because you must click 'blank' on a short page.
  - Enter a master petition and then enter the petition again. Redundant and time consuming when searching for names. I don't like that you have to bounce between Master Petition

and Petition when entering. We set up Master petition then the petition and then have to go back to the Master to enter names.

- o The master page vs. petition page gets old trying to navigate and figure out which one to do what in.
- o Unnecessarily complicated to manage petitions.

- **Signature Management**
  - o Setting up and maintaining petition signatures is cumbersome and confusing.
  - o Too many clicks per signature.
  - o Manage Signatures: The 'Date Signed' goes blank after each save. This is cumbersome because most of the signatures are on the same day.
  - o Seems like it takes longer and more steps to process signatures.
  - o Picking the correct rejected reason on signatures is still messed up - too many choices and some overlap; instructions say different things depending upon where you look for help.

- **Redundancy**
  - o Redundant for the master and the subsequent petition.
  - o Some of the steps are redundant, which causes you to second guess if you are completing the process correctly.
  - o Repetitive input of information.
  - o We often enter the same information multiple times.

- **Miscellaneous**
  - o Candidates should be able to buy their way onto a ballot like in other states. Petitions should only be required for candidates who don't want to or cannot afford to pay for access. It is a completely inefficient use of a voter's time, candidate's time, and registrar's time.
  - o I use this function periodically, so it may be confusing to me because I just don't use it often.

HOPPER PROCESSING – 58 COMMENTS

Respondents' comments about hopper processing fell into the following categories: duplicate registrations, interfaces with the DMV, Post Office and other localities, incomplete applications, system design and ease of use.

- **Duplicate Registrations**
  - o Can't discard duplicate registrations anymore. Out of state registrations can't be discarded either.
  - o A lot of duplicate voters and voters who do not belong to locality.
  - o Duplicate registrations should be overridden by the newest registration.
  - o This can be frustrating because the hopper results seem to change a lot. Sometimes duplicates, sometimes not. Duplicates not fully filtered out.
  - o ELECT took away the discard feature and now we have to process every duplicate.
  - o DMV duplicates.

- o The DMV registration process creates unnecessary work by encouraging irrelevant and redundant duplicate registrations.

- o We have little control over the applications in the hopper. We are unable to delete multiple duplicates from one voter.

- o Duplicate DMV registrations needs to be fixed.

- o So many duplicates. We have experienced as many as 3 for one voter applicant.

- o Current time frame for running the OVR ADMIN DUP matches causes the report to be lengthier due to names being duplicated for 2 consecutive days on report. Suggestion: If time frames performed were before midnight then names on this report would not be duplicated when putting TO: and FROM: consecutive dates on report.

- **Interface with DMV**

  - o Applications from DMV come without necessary information filled out; extra research needs to be done in order to process them.

  - o Improve the link with DMV so that problems with addresses, protected status etc. can be addressed.

  - o DMV hopper.

  - o Missing critical information from DMV.

  - o Bugs with DMV hopper registration apps, inability to transfer NCOAs to proper locality when placed in our hopper, DMV incompletes that require effort to find original and complete registration.

  - o When someone updates their information through the DMV, they aren't given the opportunity to let us know if they are no longer in the military, want to cancel their absentee ballot or if they have returned from overseas. Those questions are not asked of them. We have to assume that those things are unchanged.

  - o Most of the applications in the DMV OVR are incomplete. If the DMV will ask all of the necessary questions, as promised, it will stream-line the process.

  - o Incomplete DMV registrations should be not allowed.

  - o DMV-OVR processing is quite easy but there are certain steps that can omitted or add to make it easier and more user friendly. Sometimes, the auto-populated capability of VERIS does not help much in other areas.

- **Interface with Post Office**

  - o Instead of relying on the Post Office locality information to decide what locality to send a record to, it needs to rely on the Street File first, then Post Office if there is not a match in the VERIS street file. Otherwise it is pretty simple.

- **Interface with Other Localities**

  - o Other locality registrations should have their own hopper.

  - o When processing a new voter registration (VR) application and the non-citizen clarification from another locality does not clear off then the non-citizen prohibited match comes up; this stops the VR process.

- **Incomplete Applications**

  - o A lot of incomplete applications without the citizenship question being answered.

  - o Incomplete applications and no contact information; applications not complete.

  - o Not all required questions are asked on online Virginia Voter Registration Application as required by law. This requires obtaining original alpha from previous locality or from voter

if prior locality does not have.

- o Must look at voter registration applications to verify complete before being able to process.
- o Lack of felony and citizen answers.
- o ROR date not applied in VERIS as frequently as needed. In our area, too many felons apply to register and ROR dates are not in VERIS.
- o Incomplete applications should never get to be submitted. Incompletes not having answered the questions or having a signature or mark should not be accepted. The program should highlight the missing information from a prompt or something advising them that this information is required.

- **System Design**
  - o Having to go completely back to the beginning after processing in the DMV hopper is time wasting.
  - o The hopper does not allow you to go back to the next voter to process. You have to go back to the home page first and then process the next voter.
  - o The records sometimes come through in all CAPS. This tricks the system from recognizing it's a duplicate.
  - o The "City" column in the OVR hopper should specify the locality the voter is coming FROM instead of where they are relocating to. This would eliminate the need to click on every voter and research.
  - o OVR's are not populated as they should be. Recently there seems to be quite a lot of problems with the hopper being populated properly.
  - o Not easy to go back to the previous screen, for example the DMV applications. It doesn't update in real time.
  - o In the OVR hopper, the screen should show how the voter answered the questions on the application. During close of books there should be an "on hold" hopper that we can enter applications during that time and then when the books open those in that hopper are automatically processed. Confusion is caused when an FPCA is put in the OAB and the OVR hopper. Should be one or the other.
  - o Have to go back and forth; should be able to access all options from voter's overview screen (example, enter AB) instead of having to re-enter search criteria.
  - o Street File needs to have better perimeters set (Sets highs and lows for current locality), Duplicates, also have it set as to where they have to answer every question every time.
  - o The "add voter" screen should show how every question was answered on the application and there should be an easier way to view the actual application. The system keeps the previously checked boxes for things like military or overseas even if the voter said no to those. Once you hit approve there should be a way to go straight from the voters record back to the hopper you were working out of instead of clicking home and then clicking on the hopper every single time.
  - o The hopper only "matches" with active, inactive registrations. The only other option is to enter as "new." We should be able to match to denied and cancelled voters as well. Adding these matches would associate the registration with all activity for a voter and not create multiple records and id #s.
  - o After finishing with voter, you should be taken back to the hopper not left on the voter overview.
  - o All hoppers don't have a name search.

- Needs improvement. Would be nice to go right back to the hopper you are working in from the voter's record screen. Would be nice to be able to search by part of a name not only the full name.

- I wish we had the ability to print all of the OVR voter registration cards at one time instead of manually clicking and printing each one. Is there a way to do this?

- You cannot delete some submissions. The "x" or delete button next to OVR and OAB hoppers. There should be separate hoppers.

- The actual processing is okay, but what is so frustrating is processing one record then being required to go back to the home page>choose the hopper category again> select the next record to process: over and over again. There needs to be a "Save and New" type button that allows you to continue to process records from the same hopper category if you wish.

- Do not like the fact that absentee labels go into batch reports. It makes it too easy to accidentally click on these when going to print voter cards, denials, cancellations, etc. If you click to print yet don't actually print when you realize that is not the choice you meant to make, it takes them out of the batch. It needs to be its own title such as ABS Batch Reports.

- **Ease of Use**
  - Sort of cumbersome
  - Difficult for more than one person to work in the Hopper at a time.
  - Could be easier.
  - The process is easy to manipulate.
  - The hopper is wishy washy. Sometimes it will generate, other times it won't. Then sometimes while we are working on something it will vanish and we can no longer access it.
  - Lag time on getting information to appear and reconcile with the VERIS system; it seems to take quite a while and sometimes will even be the next day or so before the hopper has processed.

- **Miscellaneous**
  - Felon hopper is not always accurate (though that is because of other agencies).
  - Not sure why we need the Paper OVR Hopper.
  - Applications do not always populate in the hopper which causes a delay in the application process.
  - The paper OAB and OVR we don't really know what to do with them. There should be a way that if you have a registration that is not signed, it shouldn't go in to the regular OVR or OAB.

Document Scanning – 61 Comments

Although document scanning was viewed positively, respondents also has many comments about this function's limitations and challenges. Comments fell into the following categories: ease of use, system design, data uploading, handling double-sided documents, document size, incomplete applications, associations, printing scanned documents and interactions with other localities.

- **Ease of Use**
  - This process is cumbersome; has become more difficult.
  - Time consuming and lots of steps; Sometimes...time consuming.

- o   I push Epson printer each time then I scan many times.
- o   It takes a while to start working.
- o   Way too many clicks involved in scanning. With thousands of documents to scan, my hand and wrist get tired.
- o   Scanner crashes (2 responses).
- o   Very slow, times out too quickly.
- o   More difficult than it was in the beginning. My deputy said it was much easier at first...we have stopped.
- o   Ability to change contrast or brightness when viewing a document to better see a badly scanned document.
- o   I do not scan yet, but sometimes have trouble retrieving a scanned Alpha that is legible/not blackened. Also, various sizes come off and I have to enlarge, etc. to get a standard sized Alpha.
- o   Having to load and pair.
- o   The scan feature in VERIS is awful. It has never worked properly. I use a scan software and upload all documents.
- o   Not enough server storage or outages throughout the year. "Scan batch" feature gets difficult to use when you have multiple users in the office uploading documents.
- o   Occasionally does not work and messages received are annoying and misleading.

- **System Design**
  - o   There should be some way to go back if you've skipped a document. If you run several documents, it tends to run slow and will sit there and spin.
  - o   It's okay but maybe due to the scanner that we have it could be better. Wish more could be scanned at one time.
  - o   Would like to see a "C" or the word complete card beside the date the alpha was scanned in, so we don't have to click on each document to see if it is a completed card or not.
  - o   Still have issues with document processing. No way to name your own document. A lot of them you need to clip the signature.
  - o   3 people scanning in our office, I am the last alphabetically, so it requires 2 extra clicks to pull my scanned records EVERY time. If there was some way to only have to pull my records once.
  - o   It seems like it would be much easier if you could scan directly to the voter's account. Also, I wish there were an option when adding a new application, to be able to scan the document while entering the rest of the information.
  - o   The process for new applications is pretty easy and simple. The process of scanning in old cards for people who have transferred out needs to be improved. We should not have to go into each individual record and add the document, we should be able to batch scan them as well.
  - o   Need to remove signature requirement for felony, mentally incapacitated and death certificate documents as those documents do not have the voter's signature.
  - o   The documents will not save under the correct title such as: Death Certificates - when you click "save" it states document not found. So, it has to be saved under Other or Other (with signature).

- o Several times we ran out storage when several people are scanning several documents.
- o "Save all" button for capturing signature step if there is no signature to capture or you don't want to replace the current signature with an old one.
- o The green scan panel hasn't worked since it was first introduced, the yellow upload panel is passable.
- o Ability to add "batch name" to individual documents for better recordkeeping.
- o Scanned documents hopper should remember your username so it defaults to your documents, and really it should just automatically go to the next one down the list after you have associated one.
- o No uniformity on what to scan and concern on crashing VERIS with the endless amount of data being entered and never to be removed or cleaned out.
- o Devices used for this process can be temperamental; server storage space has been an issue on several occasions.
- o When processing from the scanned document hopper VERIS should automatically show the documents for the user that is logged in. When uploading "Other" documents you should have the ability to "save all" instead of each individual one. A user should be able to add a description to an individual record and not just a batch scan.
- o Place a default that stays on filter by username. The current dropdown menu allows you to select your name, but you must do that for EVERY document you want to upload.
- o Inability to see scanned docs from time to time, function which only allows person who uploaded the scan to delete - even if a person with high level admin functions is trying to delete it.

- **Data Uploading**
  - o The only thing I dislike about the uploading aspect of the document scanning is that there isn't an option for NCOA. I have to keep putting the NCOA under "Other With Signature" It would be great if there was an option for the NCOA.
  - o The upload feature can be quite slow at times.
  - o Uploading documents into VERIS is not too challenging or frustrating. However, while uploading documents, the scans sometimes do not show up in the hopper to be associated if the number of scans is over 400. They show up only after several documents have been attached.

- **Handling Double-Sided Documents**
  - o Difficulty scanning double-sided documents. Implementation of the step-by-step instructions did not resolve the issue.

- **Document Size**
  - o Sometime documents are of a different size; not sure why that happens.
  - o Some of the applications are too large to copy. Each office has different scanners and the quality is very different.
  - o Some apps when pulled from other localities are too large when need to pull offline; inconsistent or sporadic process when occurs.

- **Incomplete Applications**
  - o When you are researching information there are numerous incomplete applications attached to a voter's VERIS file. Why do we need the incomplete ones? There is not a way for the registrar to delete the incomplete ones unless the office scans it into VERIS.

- **Associations**
  - Scanning and associating has annoying things that have to be dealt with that slow down the user.
  - The scanning part works well but the association can be slow.
  - When batch scanning, we go through Scan Batch and then Scanned Document Image and then we associate, if that can be bunched together.
  - Ability to associate documents to other localities if there is prior history.
  - Ability to move scanned documents within VERIS to other records if document is associated to the wrong record; accounts for human error.
  - When associating applications, it pulls everyone's name under Filter name, it should only have documents from that user, not everyone in office.
  - The inability to associate a document with a voter that has transferred out of your locality through a batch upload. This would be very helpful even if it required toggling a button on the search screen. This makes the process much more time consuming.

- **Printing Scanned Documents**
  - Although the document scanning has helped a great deal, the printing of such documents leaves a bit to be desired as the size of the print can be so different and no way to control it before printing.
  - When you print alpha, comes out in many sizes you can't use. Not simple.
  - Can't always print scanned documents; edges of page are often clipped off.
  - Printing documents in the proper size is a big issue.
  - Some documents (alpha cards) do not print true to size for those that maintain paper files.
  - Dashboard does not seem user friendly. There have been a couple of issues already reported including that the voter registration card is displayed in its entirety on the screen, however, when it is printed, the left side is cut off.
  - The cards often print enlarged. Our IT department has checked our hardware and software and it is not on our end. VERIS help stated they were aware of this issue and to "print screen" in order to print these alphas.

- **Interaction with Other Localities**
  - Scans from other localities are crooked, sized wrong and sometimes not legible. Training is needed for localities that scan so we can all scan the same.
  - Having to request applications from other localities from having an incomplete OVR.
  - Documents cannot be scanned to a voter's record if they have never registered in your locality.
  - Receive documents from ELECT and have to be mailed to correct locality because they cannot be scanned: applications, NCOA's etc.
  - If another locality moves a voter, we are unable to scan in a batch and have to delete the record. This cannot be done without attaching the record to another voter and deleting it.
  - Ability to add comments to other localities for better recordkeeping.

ELECTION RESULTS AND ELECTION NIGHT REPORTING (ENR) – 44 COMMENTS

Comments about the ENR function fell into the following categories: ease of use, uploading of data and results reporting, turnout reporting, data entry, provisional count and absentee processing, and system design.

- **Ease of Use**

  - Since I don't use this feature regularly, it's still confusing to me when I do use it. Is it available in sandbox?

  - Too many screens to navigate. The uncertainty of where to place data requested.

  - Overly complicated; too difficult; confusing; hard to follow instructions; not concise.

  - Too much to capture on Election Night and prior to creation of abstracts.

  - Horribly complicated. Verbiage needs to change on some of the processes.

  - Too many steps at the end of a very long day. Do not like the fact we have to give a reason for changing totals the next day; they are unofficial totals - mistakes happen.

  - There has to be an easier way to enter provisional information.

  - For Primary Elections, the write-in space is not removed. This causes keying issues when follow the results tapes.

- **Uploading of Data / Results Reporting**

  - No ability to upload undervotes and write in totals yet we are required to report them.

  - No CAP upload template.

  - Inputting information should be simplified.

  - Elections results reporting with all the variables showing is so confusing. There must be a better way.

  - Public and media want quick results. (2 respondents)

  - I was asked by someone in ELECT to post election results on the state website. She, however, could not tell me how to do it. Not helpful!

- **Turnout Reporting**

  - The turnout reporting is INCREDIBLY confusing and prone to errors.

  - Turnout and results should be on the same screen.

  - Election Turnout: 'In Person' has a different meaning to us in the field as well as Absentee on these pages.

- **Data Entry**

  - Entering same information multiple times.

  - Difficult and time consuming to process/enter data; there should be a simpler process for entering the information.

  - There is no place listed for the under votes.

  - Nightmare please put information input into each precinct.

  - Still very confusing when entering numbers manually. I keep missing a section where numbers are required.

  - Entering the split info, VERIS has that. Headers to show throughout the pages on election turnout/in person/curbside.

- o After 12 to 16 hours everything starts to look the same when entering in data.
- o Some screens have data fields that extend beyond the width of the monitor and do not display column headings when scrolling down the page.
- o It is also very difficult to have to enter by congressional district, senate, and house districts when there are split precincts.
- o It would be nice to be able to enter all information on one screen and not have to move between candidate reporting and turnout screens.
- o It is not intuitive, cumbersome, and makes absolutely no sense. I had to make my own step by step to make sure that I enter data properly. There should be an automated upload for election night results. They say they have one currently and it does work, but not for all categories or precincts. So, if you have something that only works for part of the items that you have to report then it does not work.

- **Provisional Count and Absentee Processing**
  - o Provisional reporting is very confusing as is absentee.
  - o Election Night Provisional Counts: Massive confusion with the Absentee and Precinct totals.
  - o Provisional ballot reporting on the turnout report is too confusing and difficult (2 respondents)
  - o I don't like how the column headers won't freeze on the provisional results page. By the time you get down to the bottom you lose your place and have to scroll back up to the top, very annoying. Don't tell me to make the screen resolution so small I can't see it either.
  - o Labeling on Absentee and Provisional Reporting is so confusing it makes each election feel like I'm back to square one.

- **System Design**
  - o The reporting of the CAP - In Person and Absentee seems to confuse me and others as to what goes where.
  - o Headings, reasons, and categories don't clearly match what we have in front of us (prov reasons, etc.). Seems like no matter what it's difficult to get it correctly entered.
  - o Hard to understand some of the data elements.
  - o System is unnecessarily complicated and overly complex.
  - o When you scroll down the page, you lose the headers when in-putting data.
  - o Too many screens. You have to go back and forth to input the results from just one precinct. (3 respondents)
  - o There are so many fields to report and many of them are on different pages in a very crowded/unorganized fashion. There's even a portion of requested data that is obsolete, but it still remains in VERIS which confuses GRs on election night. The Provisional page is particularly poorly designed. It would be nice if you had a database designed almost like a survey where you're asked to enter totals and not allowed to proceed unless all required fields are filled in. It is stressful at the end of night when we're trying to ensure all election night totals have been reported. VERIS doesn't make it clear which sections can wait and which sections need immediate attention.

CANDIDATE MANAGEMENT – 30 COMMENTS

The 30 comments about candidate management were categorized into the following groups: data entry, process management and system design.

- **Data Entry**
    - I would like to be able to add/edit Comm. Atty. candidates that live in a specific city but are running for a county office. This is allowed in the Code but VERIS doesn't know that. I have to get ELECT to update them for me. I think an enhancement request has been done on this (?).
    - Laborious. Too many steps. (2 respondents)
    - The information that we type in for the Candidate does not transfer to the next screen so it must be typed in again.
    - I feel like you have to go around in circles to get the candidate in the system and qualified; you have to re-do a lot of the same information.
    - Seems like there could be fewer clicks back and forth setting up candidates.

- **Process Management**
    - I liked when we received notification of a candidate filing and now, we don't.
    - Process needs to be simplified. (2 respondents)
    - Too many layers between candidate filing and petition processing
    - Could allow for better tracking of the complicated legal requirements to sort out (1) ballot order, and (2) who has actually qualified for the ballot.
    - Insufficient reports to manage this effectively.
    - Would like to scan candidate documents to candidate's record.
    - Candidate and office management are not user friendly when you need to randomly search.
    - Just a pain, associating offices with candidates to an election, etc.
    - When processing Independent candidates, it is difficult to track the order of filing in VERIS. Having to manipulate the date filed after the fact to get the correct ballot order leaves a lot of room for error. It seems it would be better to have an additional date field for 125 signatures filed to get the correct ballot order.
    - Candidate forms filed through COMET are not accessible.

- **System Design**
    - Being new to the office and using VERIS for the 1st time has been quite difficult and time consuming compared to other systems. Everything you do is tied to a search. The entry screens do not flow well as compared to other systems I have used prior to becoming GR.
    - Don't like the idea on election day sometimes candidates have to bring in forms to be qualified to run in the next election. I feel that's too much to look forward to on the day of an election.
    - You have to hop around too many screens; Too many screens to hop back and forth to qualify a candidate; Too many extra steps to identify candidates; It should be more consolidated
    - Entering petition information, correcting typos and mistakes is cumbersome.
    - Not user friendly. Disorganized, too many places to go to accomplish entry. Should have

only 1 real comment section and all items required to be certified must be filled in or can't process, with the exception of petitions. Steps to get to the candidate entry are overkill.

- o Sometimes it's hard to remember to make all the correct moves to dot all i's, cross all t's.
- o The Election should default to the current election.
- o Cumbersome at times, must keep "going back around" repetitively.
- o Could be more automated and intuitive. Could prompt for errors.
- o The codes for voters whose signatures do not match the instructions.
- o Klutzy interface to get through all steps to properly certify and qualify a candidate. Date handling is awkward

VOTER REGISTRATION – 44 COMMENTS

Comments regarding this function fell into the following categories: system design, DMV interface, ease of use, hopper interface, and accurate and complete information.

- **System Design**
  - o Really need a tab for voter to select if no middle name online so we know definitively that there is no middle name and require a person to check box prior to processing.
  - o The old form was a nice size for alpha filing vs. the newest one that has to be cut and folded to fit.
  - o Current OVR system allows unnecessary duplication.
  - o Should be able to search a name in a batch by typing in name. Currently user has to search by page.
  - o Unable to correct type of application V to P, etc.
  - o When processing application with address system doesn't recognize.... when you click override it makes you re-enter the information even though you can clearly see the address noted.
  - o VERIS should be allowed to have 2 separate windows open! One can be the master screen they can edit records. The other screen can be read only screen for research purposes only.
  - o If voter is not in your jurisdiction you may not comment. (Example: Denial of transfer for lack of information on application unable to communicate to other localities.
  - o Street File needs to have better perimeters set (Sets highs and lows for current locality).
  - o Underage will not be 18 years of age by November election. Systems should have safeguard or message pops up alerting User that voter does not qualify.
  - o Helpful if system doesn't advance if voter DOB too young. (2 respondents)
  - o Should not have to send cancelled letter to voters as a result of them notifying the locality per OOS or NCOA that they have moved out of state. Mailing the letter is returned as UNDELIVERABLE Mail. This is an added postage cost to locality. OR set up VERSIS so the letter is addressed to OOS address. This involves the Cancellation OTHER batch. Would have to identify other cancellations that go into this batch? Maybe have batch that says Cancellation Other#2

- **DMV Interface**
  - o The DMV applications need to be complete instead of Updates. This causes so much time to check each update and locate a completed application. If no completed

application is scanned into VERIS, we must contact other localities for the completed application. If the application is complete, it does not require this time and effort to locate the completed application from another locality. It would only take a few minutes more to complete the application at DMV. If we receive an incomplete application from other sources, we must deny for missing information so why should we process an incomplete DMV application?

- o DMV submitted applications frequently have bad information or are incomplete.
- o How does the DMV, VERIS relationship work and why does it seem to fail too frequently?
- o Mostly the problem is with the DMV. Addresses outside of Virginia should be rejected.
- o When the card comes from the DMV online portal and it's not completely filled out with the felon, citizenship, etc. data that was on the previous card.
- o DMV interface.

- **Ease of Use**
  - o SSN matching, duplicates match - allows between jurisdictions and then hard to fix.
  - o Correspondence does not address all issues and can create more work.
  - o No state has to be provided if it is not VA. We spend countless hours.
  - o Not intuitive, will not remember search terms from initial search screen searching.
  - o No aspect of the VERIS registration process is intuitive.
  - o The scanned documents would be very helpful for them to populate the specific fields instead of having to do manual entry.
  - o The override for mailing addresses is always slow process.

- **Hopper Interface**
  - o Need to separate the Felony and Mentally Incapacitated question so we know which one it is.
  - o Differentiate between active duty, spouse or dependent vs. overseas so we know whether stateside or overseas.
  - o The OVR hopper is a mess that involves many unnecessary functions. Many are duplicates, but not identified as Adm dupes.
  - o The question of felony conviction or mental incapacitated should be separate because we only have one reason listed on the denial dropdown.
  - o Voters moving out of state need a cancel hopper, so they can be cancelled from the form with their out of state address instead of us denying it and having to send a cancel form.
  - o Previous status of Oversea or Military stay on the record even if the online registration show they did not check the box; the same for previous state registration. When cancelling a registration, I would like the ability to add a mailing address so the letter will print with their new address if cancelling for out of state.

- **Accurate and Complete Information**
  - o Have voters answer ALL questions every time they register so we don't have to waste so much time tracking down a complete application or trying to get them to fill one out.
  - o Spend lots of time researching voters that want their mailing address to go to another physical address. Do not understand why DMV, Online Voter Registration, and paper applications cannot give specific instructions to save time in processing the applications and get the voter registered in a timely manner. Time consuming also when street file has to be researched. Application has to be put in incomplete in order to view street file and

resolve the problems. NVRA is prepopulated once first one is put in. This is great when working on stacks of the same applications. When one is different and you realize you didn't change it before pressing approve, you cannot go in and change it. The ability to change NVRA would be helpful to have more accurate records.

- o ALL questions should be asked and answered on every application. Often, we are unable to verify from previous registrations in other localities that valid answers exist to the questions regarded as "material".
- o ONLINE lack of having voter answer all questions; DMV only?
- o Have it set as to where they have to answer every question every time.
- o Often address will not verify but if registration is put in incomplete, it will then process exactly as entered.
- o The online application fields should be required fields and you couldn't go any farther until the application was filled out completely.

- **Miscellaneous**
  - o Although not a VERIS issue, the current voter registration application is not adequate.
  - o Once a manual procedure is changed, VERIS is very slow to update the record and in return, we cannot approve the application until we go back in a couple of times to process the application. Sometimes even overnight. VERIS used to be "real time", but not anymore.
  - o Duplicates
  - o The form letters need some work.
  - o Changes could be better.

CITIZEN PORTAL – 35 COMMENTS

Comments about the citizen portal fell into the following categories: language issues, voter registration information and process, information accuracy and clarity, U.S. vs. foreign addresses, absentee ballot process and system design.

- **Language Issues**
  - o Different languages needed

- **Voter Registration Information / Process**
  - o Citizen Portal doesn't offer citizens a straightforward platform for them to check their voter registrations information nor apply for absentee ballots.
  - o Understandable information for tracking.
  - o This could be operator error on behalf of the voters, but we do get a lot of calls that they can't look themselves up. I think it needs to be a little more user friendly especially when they are applying for an absentee ballot. The whole landing page for it is not the best.
  - o Have the felon state and ROR dates back on applications.
  - o Would like all the questions on the application answered. Also, we are still getting a lot that appeared to be duplicates that are not coming through as Admin. Duplicate Match.
  - o The registrar and staff regularly complain about duplicate entries coming through the hopper, created because voters don't understand they succeeded with their registration or update the first time.
  - o If this is referring to the DMV OVR process, then it is the worst thing we ever allowed!

Voters should be forced to answer all questions and required to give either a phone number or email, so we have a way to contact them.

- o Too many pages that the voter has to go through; people get frustrated. Need to prevent voters from putting dashes and parenthesis in the phone numbers. Note that the full middle name is required by law.

- o I had a voter recently cancelled for being out-of-state; she checked to verify she had been properly cancelled on ELECT's portal and it showed her being 'active' although we had already cancelled her in VERIS. She called to confirm with me over the phone that she had been cancelled because she received the cancellation letter; however, the portal still showed her as being 'active.' This issue was reported to VERIS Help in August 2019.

- o There should be a way to make sure voter has completed all necessary info. Like if they are missing the complete SSN or don't check they are US citizen. Is there a way to block those from list?

- o Hidden; too hard to find citizens; always lost; just title it Register Online and same with absentee online.

- **Information Accuracy and Clarity**

  - o Clear and pop up instructions.

  - o The wordings on citizen portal need to change to plain language as it might be hard to understand some questions.

  - o Voter who lives in one locality always picks a different locality with a similar name and vice versa.

  - o Important information is left off of online DMV applications or there are false positive answers to those questions.

  - o Not asking all the questions on the form.

- **U.S. vs. Foreign Addresses**

  - o Entering an overseas address into the Citizens Portal. The Citizens Portal is really set up for a domestic address. These two types of addresses need to be separated. We see double countries printed or if the voter doesn't have a "Zip Code?" along with their overseas address, it will not let them move on until something is entered into the zip code box.

- **Absentee Ballot Process**

  - o Only allow voter to select eligible elections for AB application.

  - o Annual Absentee Ballot requests should not be an option when voters submit through the citizen portal, they usually fail to have their initial application signed by physician or clergyman.

  - o All OABs with OVRs should not be in the OABs hopper. We have to pull them out and work on the good OABs. Time consuming when you are dealing with hundreds of OABs.

  - o The Citizen Portal has been reported by quite a few voters as being difficult to navigate and understand. We've had some submit absentee requests who did not want to do so. But they felt the system was prompting them to go through those steps. The reason codes for the overseas voters are also a bit vague and don't really match the reason codes we have in VERIS. So, we have to essentially make an educated guess as to which code to dictate on their absentee request. It also gives the voter the option to list "federal only" as a ballot choice even if they meet the qualifications to receive a full ballot. If this is missed on our part, we have to delete the original application and start a new one from scratch.

- **System Design**
  - Confirmation email when submitting application or changes.
  - Sometime the information may not be updated sooner in the system.
  - Have required fields for applicants to complete (ex., contact information, questions answered).
  - In "Show all Batches", we should be able to do a search and find the election right away and within that election so a voter search, instead of guessing where to find both. Very time consuming.
  - Should not allow voters to complete process if they omit critical information which will in any event result in us denying the application.
  - Change "What's on my Ballot" link back to the way it was before!
  - We get quite a few calls about "why didn't it work?"
  - Citizens Portal should block invalid addresses and missing information.
  - I have had to answer citizen's questions because they were unable to maneuver through ELECT website.
  - Stop voters from registering if they are underage and also have a way to stop the voter from completing with a Protected Voter status.
- **Miscellaneous**
  - Request for Outside polls voters within same Precinct, separated by District should not be needed (it is the same precinct/polling place with the same ADA requirements).
  - Provisional ballot information required by precinct and reason is onerous.
  - If you are referring to the citizen portal on the State website, it is frequently down and requires too much information to find out what will be on a ballot.

MERGE AND DUPLICATE PROCESSING – 28 COMMENTS

Respondents' comments were categorized as follows: duplicate registrations, merge function, system design and ease of use.

- **Duplicate Registrations**
  - We are still receiving a lot of duplicate registrations through the OVR portals that need to be processed. Maybe on the online portal or at the DMV the question can be asked if they are already registered or have the voter verify their current voter registration information before submitting a new one.
  - Sometimes VERIS does not pick up on a previous registration so we have to manually merge records. When processing "New" registrations, I always check VERIS to make sure that there isn't a current record with a slight name difference or address (like Apartment number). Then I manually merge the two files.
  - Sometimes the administrative duplicate match is not correctly linking duplicate registrations.
  - Duplicate processing is too strictly defined to catch many duplicates.
  - The duplication of the numbers of voter's VERIS overview link at the bottom of the voter search page if multiple localities denied the voter's applications, for example.

- o Not all duplicates are taken up or pulled together, so some are not merged.
- o When a person actually goes to a DMV office, personnel do not tell them they are updating a voter registration (more often than not they are told "just answer these questions"). If a person was asked if they need to register or update their voter registration instead, the volume of work and costs related to duplicates would likely decrease.
- o Bombarded with duplicates.
- o Admin. Duplication process and explanation is cumbersome. It appears to not be real time information which creates uncertainty when registering people. We have a college and students often invert social security numbers (They are using it for the first time.) which causes duplication of registrations which may not be discovered until a report is run.

- **Merge Function**
  - o This function, often times, will not work unless the operator exits and re-enters VERIS (sometimes more than once).
  - o Merge seems fine.
  - o Screen needs to be plainer about which record is which in the merge fields. Duplicate processing is not much that can be done except for to merge, delete or ask another locality to research and correct.
  - o Do not understand why denied applicants cannot be merged when this gives the complete history of the voter.
  - o I am not familiar with the merge process.
  - o Merging is confusing and I am never positive which is entered first. It always needs to be researched first, usually another local needs to be notified, then we discuss which way to go. So confusing for me.
  - o Confusing process on what VERIS will automatically merge and what I am responsible for merging.

- **System Design**
  - o Need alert when processing duplicate SS# before completing the application. Too many duplicate SS#'s.
  - o If a name or address comes in on a registration and the only difference in the voter's current application is capitalization of name or address, the system does not recognize the similarity to Admin duplicate the application out.
  - o This is one of the major flaws in VERIS. VERIS incorrectly creates duplicate registrations. I complained to ELECT for years that the match criteria were set too high and was causing this problem.
  - o It shouldn't allow duplicate registrations to be sent in from DMV. Most people DON'T wish to make changes to their registration, but somehow the box gets checked and then we have to explain to them why we are updating their registration with NO update. Just as a duplicate.
  - o Unnecessary auto dups are constantly created. When applying online, there should be a process to notify the applicant that they are simply creating a duplicate and give them the option to cancel before processing.
  - o If voters were able to have their current information appear, they would see all the information was the same and nothing should be allowed to be processed. Eliminating the duplicates.

- **Ease of Use**
    - Records are coming through with an update and the only change is the 4-digit extension of the zip code because it was missing before. This should be disregarded. Merge can be a little tricky maneuvering.
    - When merging voters, the original registration date is wiped out. Taking the extra steps of merging the voter's duplicate record by actually searching the voter and merging from the voter's record is simpler although more time consuming than processing straight from the hopper.
    - Not user friendly! You can't tell which record is which and which one will end up as the current record.
    - Too long of a process.
    - Confusing
- **Miscellaneous**
    - We get a lot of calls and voters coming in because they did not intend to re-register through the DMV and didn't know they had but they want to make sure it didn't affect their registration.

GEOGRAPHIC INFORMATION SYSTEM (GIS) – 23 COMMENTS

Comments about GIS were about its lack of availability in VERIS, the requirement for an override, the "address does not exist" message and ease of use.

- **GIS Not Available**
    - This is not your fault, but we are required to add shape documents to VERIS. We do not have GIS available to us to meet this objective.
    - It doesn't exist in VERIS. (3 respondents)
    - Is GIS part of VERIS? (5 respondents)
    - I didn't know VERIS has GIS. This would be helpful to match a voter to an actual existing address where registering.
    - I don't have access to GIS. Is it available and I don't know about it?
    - Is this a thing in VERIS?
    - There is no GIS offered in our current system. The address management we have is antiquated, unreliable, and reliant on people who might or might not be able to read a map. We depend on post office addressing, and address files that are created within the registrar's office. It would be nice to have address points on an integrated GIS system.
- **Requires Override**
    - Constantly having to override address that I shouldn't have to.
    - I do not see the purpose in having to override the street segments in order to add or update. In several cases in doing an update on a voter who has been in the system with the same address VERIS still makes you override and then it will make you do it several times because it doesn't like something that has been in the system already. Not necessary!!
- **"Address Does Not Exist" Message**
    - For whatever the reason may be, whenever we receive an application that has an

address that is new construction, VERIS claims that the address does not exist and that we need to manually add the address' precinct. When we receive an application like this, we always check the street file to ensure that the street name is correct and that the street number range encompasses the address. Whenever this happens, the address on the application is in the range and the road is spelled correctly; however, we are unable to process the application. My only guess as to why this is would be that no one has ever registered at that address before, therefore, VERIS does not recognize it.

- **Ease of Use**
  - o It would be wonderful if VERIS was linked to a GIS file and the boundary lines and house numbers were.
  - o Can be very picky at times.
  - o Difficult to figure out and update. Not sure where to go to add streets.
  - o Takes several weeks usually to update street information.
  - o Issues found with street file that we have found, maybe due to our locality being more rural but that has been an issue numerous times with voters being processed.
  - o When processing applications, a lot of pcts have to be added in order to the application.
  - o Minimal

REPORTING – 33 COMMENTS

Comments about reporting fell into the following categories: report usage, report design and flexibility, ease of use and system design.

- **Report Usage**
  - o So many reports are never used; too many reports and many aren't understood or used.

- **Report Design and Flexibility**
  - o VERIS needs an ad hoc reporting function where we can choose what information we need and eliminate the unnecessary information.
  - o We need some better naming and explanation or preview of the reports we are trying to download.
  - o Would be helpful to have a "most common" reports type feature.
  - o Would like to customize reports; not flexible; not able to personalize reports to download.
  - o I would like to see a simple report to use for "Those Who Voted" with only data required for Public without having to manipulate blocking/removing personal data and to fit on an 8 1/2 x 11 page. It may be there and may be "operator" issue on my end (:
  - o I prepare a report to "Walk the Files" and the report when printing would cut-off part of the information for voters listed at the very bottom of the report--a VERIS Help ticket was sent in and they were viewing/researching, not sure if it was resolved.
  - o The '.csv' reports are basically in most cases just pdf converted to .CSV so the data is not presented in a useful format.
  - o Every report should be able to generate as a csv, many of the reports in Excel have clunky formatting with many merged fields.
  - o It takes forever to get any sort of custom report. With data that already exists we should have the ability to create and run custom reports ourselves as needed.
  - o Does not allow for user-defined reporting. Example: Would like to have a report for an

election of absentee voters receiving ballots by email, providing the email addresses.

- o For the most part, VERIS has a very good selection of pre-programmed reports to choose from. It's nice that you can produce reports in either PDF or an Excel spreadsheet format. However, I would like the ability to customize my reports more easily directly from VERIS.
- o Needs Ad-Hoc Reporting.
- o Reports are often poorly formatted and/or impractical so can't be used or used efficiently. Some reports needed aren't included in library; user-created reports aren't possible.
- o Doesn't offer reports to assist with sending email ballots. Reports are produced in a format that makes them difficult to use and extract data from them.
- o We need a report that just lists those who voted Absentee In-Person. Even better would be able to break the report down by satellite location.
- o Most reports show no data when there is data.

- **Ease of Use**
  - o The reporting feature is awful. I often require several attempts of processing in order to get the actual report I'm looking for.
  - o VERIS/DAGR = It has progressed to be easier thank goodness.
  - o Not easy to use.
  - o Filtering criteria is not user friendly.
  - o The reports are great, but there are too many of them and often there's no way to tell what they do. This is a lost opportunity for VERIS.
  - o It's just ok, I would think we could do a lot more with it.
  - o This seems to be the best or the worst - when it works it is great, but when it doesn't it is frustrating.

- **System Design**
  - o When recap instructs you to run more reports (such as name change, transfer in, etc.), why can't those be included in the report instead of running separately?
  - o Often, the VERIS reports show no DATA or two of similar reports may not have the same information and they should.
  - o There are SO many reports that by the title look like they'll be helpful and end up blank or not usable for what we need; many reports that are not helpful.
  - o Any report that can allow a date range should allow a beginning and end date instead of just a beginning date (e.g., "Applications Denied" report does not have an end date).
  - o It needs to be better organized with descriptions of the reports on the front end, not after you go into the link.
  - o Not able to upload our own letters to be sent for provisional ballot and absentee rejections, VR, etc.; voters should receive immediate confirmation of AB application submission; no provisional ballot report.
  - o Need additional reporting access (ex., voters by precinct and multiple split districts - Congressional/Senate/House). List of Protected Voters.
  - o Do not have the ability to query certain data when needed.
  - o User defined reports as the library does not address the questions asked.

ADDRESS MANAGEMENT – 23 COMMENTS

Categories of comments about address management are as follows: invalid addresses, matching to Post Office data, and data entry and processing.

- **Invalid Addresses**
    - It allows a voter to register at a non-existing address. It should validate against GIS or tax property records.
    - Some of my locality comes up as county not city even after entering the correct street file numbers.
    - I get a lot of invalid address notifications for addresses that are valid and waste a lot of time trying to correct them.
    - If the address is Not your locality and the previous address was Not and it states the other locality, a red flag should appear.

- **Matching to Post Office Data**
    - Post office records do not match street files. Post office has not updated their records.
    - Painful, but not totally "solvable" by VERIS. Seems to be an issue with the Post Office as much as an internal one.
    - Within DMV OVR if the street file does not match exactly with P.O., it wants you to override and sometimes manually assign - sometimes we get alphas for other localities. For example, I get County X and they get County Y voters.
    - I have too many streets that I have to override in order to process them. Our system matches to the USPS list and they do not have correct information. This causes us to override and, there is no way to correct this.
    - Addresses don't match up well sometimes. Is there some way to get better, real time address confirmation with USPS? I'm sure that's extremely difficult to do.
    - Can't find sometimes.

- **Data Entry and Processing**
    - Sometimes the system will not accept an address because it wants me to enter the exact information manually.
    - The process needs to speed up so as to NOT have the "spinning wheel" each time we click "process." The more you manually change, the longer the wait to approve an application.
    - You have to override or enter manually. It will not approve addresses.
    - If you enter a street name in VERIS when receiving hundreds of voter drives from university X, and you enter it exactly how it is on the street file, you should not have to override and re-enter it into VERIS.
    - The system does not recognize the difference between sentence case and fully capitalized addresses until after the application is processed resulting in needless processing of an application that should have been viewed as a duplicate registration.
    - After updating street file, VERIS takes some tinkering to get it to take on a registration, VERIS sometimes needs strange overrides to get addresses to take.
    - Would like to be able to put in college dorm addresses without it being so hard to prevent an exception.
    - Makes you re-enter some addresses that were already there.

- VERIS needs to be more intuitive and recognize that City is the same as CITY. There are a lot of duplicate matches that should be matched based on simple intuitive processing. We waste so much time processing and reprocessing over and over the same people and the same information.

- Just about every day we have new voters or address changes in which VERIS will not accept an address that is perfectly valid in the street maintain. We can type exactly the same address in the processing page, and it can be rejected, but if we override and copy and paste the address from street maintain, it is accepted. Overriding and simply typing does not work but copying and pasting from street maintain does - the exact same address. That is a waste of time to have to go to that trouble.

- Find street file a bit cumbersome and not easy to add addresses. Could be user error. Maybe need clearer step by step instructions.

- Seems like a lot of duplicates

ABSENTEE BALLOT MANAGEMENT – 29 COMMENTS

Respondents highlighted the following as areas where VERIS was not working to their satisfaction: ability to make changes, ballot processing, required signature, functional reliability, intuitiveness, information accuracy, and ballot / information tracking.

- **Ability to Make Changes**
  - It's difficult making simple changes (in person/mailed) if entered incorrectly.

- **Ballot Processing**
  - Too many clicks to get a person in; So many clicks
  - When processing applications, dates do not change. You are on a roll then you realized the date was not changed. (*sigh*).
  - VERIS should have an interface to send email ballots or at least to download email addresses to voters receiving the ballots via email to avoid manual processing.
  - VERIS AB rejection letters poor.
  - Can't click a button from voter's AB application page to print a single set of labels.
  - Not able to print a list-only of in person or mail AB voters for a given time period.

- **Required Signature**
  - Need to add where in-person doesn't have to fill out the AB application and can just sign the signature.

- **Functional Reliability**
  - Is at times cumbersome; reports are unreliable; there are insufficient reports to manage email ballots.
  - In the last election something glitched in my ongoing absentee ballot processing and I had to go back in and redo every single one of them. The labels did not populate until after I went back in to redo them.
  - Sometimes too much information is not good.
  - DMV hopper for FPCA often makes it so that you still have to add the application manually as it seems that Federal Only is automatically selected.
  - Ballot lines not removed from voters' pages when application is deleted or primary cancelled.

- o Hopper dumps AB applications late in the day so they can't be processed until the next morning.

- **Intuitiveness**
    - o I would prefer the upcoming election be established in VERIS instead of a list of upcoming elections.
    - o We shouldn't need to select the election.
    - o Future years should not be listed as a choice.
    - o The biggest issue I have with keying absentee ballot applications into the system is all the elections listed. We don't need so many elections listed. You can only apply if it is within a year of the election, so there is no need to already have 2024 Elections listed. This causes too many errors.
    - o There are certain aspects of absentee ballot management that are confusing. For example, in the dropdown menu when you go to select the election for an absentee ballot application, there are too many options listed for a current election. It's too easy to select the wrong election. I think, in general, absentee ballot management needs to be made clearer and simpler.
    - o Voters able to request ballots for elections for which they don't qualify.
    - o Mailing and return address labels can't be customized e.g., to show ballot style or allow font colors, highlighting, print order.
    - o Files uploaded can't be named by user.
    - o Can't scan return address barcode to search for voter in CAP EPB.

- **Information Accuracy**
    - o The overseas information is not clear on the apps and VERIS to which out-of-country to choose.
    - o In-person AB voting locations can't be set for users so know where voters voted.
    - o Absentee reports do not provide correct information making processing and accuracy.
    - o FWAB voters not given auto credit.

- **Ballot / Information Tracking**
    - o Voters don't have full information on ballot status from the portal.
    - o No way to track return of more than one ballot sent to voter (one returned unused, another voted).

REDISTRICTING/REPRECINCTING MANAGEMENT – 15 COMMENTS

Respondents' comments were broken down into four categories: ease of use, redundancy, system design and address management.

- **Ease of Use**
    - o Hard to move around the process.
    - o The directions we were given during this most recent redistricting overcomplicated the process.
    - o Would be much easier to not have to think like a computer programmer or logician in making the changes.
    - o Complicated for new users.

- o Instructions not clear; too confusing; simplify step by step process.
- o Reprecincting is a difficult and onerous task.

- **Redundancy**
  - o I found that sometimes you had to perform a function more than once in order for VERIS to accept it.

- **System Design**
  - o Based on data input via user, the information should automatically appear on the screen based on accurate address input.
  - o The process is very clunk and the "How to" in the manual does little to help clarify. It needs to specify which parts are completed by who (office or ELECT), in which order, and to state that the entirety of any precinct that is being edited needs to be included rather than simply new street segments.
  - o I would like to know how to add precinct information to my locality information. Two of our precincts had this information removed and it's helpful when I'm taking calls from poll chiefs.
  - o No checks and balances, errors can be made.

- **Address Management**
  - o The street file system is very difficult to manage.
  - o There has to be an easier way to manage addresses and all the layers of districts associated with redistricting other than hand entry. There needs to be verification and a better process to ensure that they are correct.
  - o Redistricting for me is very difficult; you have to go through too many changes to make the streets in the right precincts.
  - o It is so complicated. It would be great if GIS were integrated somehow with VERIS. As many splits as we have, entering the street files can be very challenging.

SEARCH CAPABILITY – 16 COMMENTS

Comments about the search capability function were primarily about ease of use and system design.

- **Ease of Use**
  - o Can be a little confusing.
  - o Could be easier to find items.
  - o Sometimes the system will not access information by a voter's name + SSN4. I have to request the voter's complete SSN when they insist they are registered and sure enough, their information comes up!
  - o There needs to be an easy way to search a topic from the step-by-steps or GREB handbook.
  - o Being new to the office and using VERIS for the 1st time has been quite difficult and time consuming compared to other systems.

- **System Design**
  - o Can't go "backward" in search tree without starting over at beginning; not being able to go back a page on any category.
  - o Would like to go back to the locality being default. Need to move Statewide Search box to

top of page above Voter ID so can choose without having to scroll down page.

- o Often the search using SSN does not work but when entered by name, it does - and the SSN entered was the correct one.
- o We should be able to search on every field available. If I know the middle name. Or the 3rd letter of the first name, I should be able to search on that criteria.
- o When searching for an address, I would like to have ability to search by a locality name instead of whole state.
- o It doesn't clear out when you return to the page.
- o Have to return HOME to navigate too often.
- o Everything you do is tied to a search. The entry screens do not flow well as compared to other systems I have used prior to becoming GR.
- o Sometimes it will not pull information that you know is in the system.
- o There are many times in VERIS where it would be so helpful to have another tab open in VERIS just to search something you need elsewhere in VERIS without having to leave your current screen. Basically, having a master screen to do everything and a research screen that can only look stuff up. On a regular voter search, it saves what you just searched only if you didn't change the record, otherwise it goes back to the default search settings. It should always remember what you just searched and let the user clear it if they need to go back to the default. This also applies to the voter search within the associate screen in the scanned documents hopper.
- o There is NO search capability, the search space should actually be more than a name search. We should be able to type in key words for what we're looking for, like a particular report or a candidate name or office or even a state form, election results with ease not having to hunt and hunt

VOTER CREDIT – 9 COMMENTS

Voter credit comments were primarily about system design and this function being time consuming.

- **Time Consuming**
  - o It takes a long time (at least 24 hours) for VERIS to process the voter credit file after it is uploaded. We can't run reports to cross check that the credit is correct until the file has been processed by VERIS.
  - o Takes forever to upload. There are always issues when uploading a dual primary.
- **System Design**
  - o I feel like Voter Credit for us is always an issue. Either we submit it all and it gets deleted or it simply doesn't allow us to at all and we have to forward our scanned in information directly to the Department of Elections for someone to submit for us. This is partially the locality's fault for not having EPB's which I think would completely alleviate this issue. But unless they're mandatory the locality will not fork out the money to make the switch.
  - o Need the ability to upload voter credit for absentee and no excuse absentee.
  - o Voter credits do not go back to time voter first voted. We have numerous calls for this information, but we can only give them the date they registered to vote but not first time they voted if before we changed from VVRS to VERIS.
  - o We have had errors in uploading a dual primary.

- **Miscellaneous**
  - Antiquated
  - FWABs must manually be entered...why?
  - It's a long process for us who do not have electronic poll books, although I'm sure I would love it if I did.

CREATE/VIEW/UPDATE CAPABILITY – 5 COMMENTS

Respondents only shared a couple of issues regarding this VERIS feature. They felt that:

- Where do I start...first we need the capability to do multiple tasks at once in VERIS and not have to exit one screen to perform a task in another section of VERIS.

- VERIS should be set to not accept applications that are not complete and not accept applications from underage voters - it used to catch underage kids; however, it no longer does that. It is also difficult to understand the history of the voter - seems hard to understand it - also would like to add comments to other localities records.

- It is offline too often.

- It is not user friendly.

ELECTION PREPARATION – 7 COMMENTS

Comments were primarily about poll worker tracking, communications and process.

- **Poll Worker Tracking**
  - There is little to no election preparation available. Some requests include tracking of poll workers. This would include a historical aspect of their service connected to their voter registration. It would allow a voter/poll worker to be assigned to a specific precinct for a specific election.

- **Communications**
  - An Excel list that could be mail merged for notification letters and election day forms. While I appreciate the fact that many forms are now available in PDF format, it would be nice if they were able to be filled either directly into the PDF or via a mail merge.
  - Would like heads up on form changes.

- **Process**
  - I wish there was a checklist of what needs to be done and in what order. I think it would help new GR's like myself especially to not forget anything.
  - There are a lot of steps that need to be done in VERIS to proceed with each part of an election. When entering information in these fields the election never defaults to the current election it makes you pick one.

- **General**
  - I don't think this is really what you use VERIS for.
  - VERIS should include an asset management function.

ELECTION MANAGEMENT – 6 COMMENTS

There were only a few comments about the election management function.

- There to my knowledge are no tools in here that actually allow you to manage an election within VERIS. I image election management would include everything from poll worker management (please never include) to ballot orders. These are things that should be separate from VERIS based on history. I would love these features added but unless the state is going to give proper funding to this project, a new software on old unsupported server space and dedicated speed (I know VITA issue) is a waste of resources. We need to cover all aspects of the system not just software.

- It doesn't exist.

- Would be easier if the process went in order and it notified you that you can't do this until you do this

- Less steps/screens would be helpful.

- A lot of duplication of keying information.

- For 2020 we need one of the following: 1) A No Excuse button for absentee voting or 2) at a minimum, No Excuse as a reason code in absentee voting.

BALLOT PROOFING – 4 COMMENTS

Respondents shared only a few issues regarding this VERIS feature. They felt that:

- Too many people are involved.
- Ballot proofing isn't done through VERIS.
- Not like it used to be.
- Never used this feature through VERIS.

LIST MAINTENANCE – 6 COMMENTS

Comments fell into two categories: up-to-date information and system design.

- **Up-to-Date Information**

  - Sometimes it takes several months for records to be loaded into VERIS; therefore, ELECT isn't getting the lists on a monthly basis from BVS or NTIS agencies.

  - Felon list is not updated.

- **System Design**

  - Automated list maintenance appears inconsistent. Some voters with little or no Voting History are marked Inactive while others are still Active, etc.

  - The Registrar and staff mention difficulties on a regular basis related to VERIS crashing, duplication of entries in the hopper, etc.

  - FIX the STREET file. VERIS should be smart enough to know that STREET and ST are the same. We should not have to correct an application if the voter writes the word STREET in the DMV. We could reduce the number of applications in the hopper if VERIS would consider this a duplicate.

  - There are way too many overrides when processing.

POLLBOOK – 5 COMMENTS

Respondents had only a few comments about this VERIS feature.

- It seems after the pollbook printing ,program gets changed too much.

- I am not able to get an accurate pollbook for special elections that have been held in my locality and are to be held in November.

- Sometimes when uploading it will have errors that take time to correct.

- Having to wait on Sunday mid-morning to ensure Pollbook is actually usable.

- I haven't heard too many complaints lately, but VERIS did not successfully create/download an accurate pollbook for a dual primary (probably March 2016). The problem has not recurred since then.

POLL LOCATION MANAGEMENT – 3 COMMENTS

A few respondents addressed this issue.

- I always felt like the system should be better able to handle all of the poll worker management, but it is not complex enough to handle the job.

- Sometimes it's hard to find polling locations to accommodate the voters.

- Directions on this are sometimes hard to understand.

CERTIFICATION OF ELECTIONS – 2 COMMENTS

- Request for Outside polls voters within same Precinct, separated by District should not be needed (it is the same precinct/polling place with the same ADA requirements).

- Provisional ballot information required by precinct and reason is onerous.

OTHER – 73 COMMENTS

From those who were not satisfied with the features and functionality of VERIS, this area received the most comments from respondents. Comments were broken down into the following categories: system design, system reliability, felon-reporting issues, address issues, correspondence issues, documents and forms issues, training issues, scanning issues, DMV-related issues, and election management.

- **System Design**
    - Log In process - Having a Key Fob as one of the 2FA devices would make office life much easier when logging in.
    - Logging in VERIS and having to go through the prompts to log in.
    - The help button redirects to "show help menu", then 404 - File or directory not found. The resource you are looking for might have been removed, had its name changed, or is temporarily unavailable.
    - DMV Duplicates not caught by VERIS.
    - Have to click on Print application to open every application before processing. It should pop on screen that voter marked yes to felon and needs more research.
    - Not being able to search or compare two voters at once. If I search, then I have to go back and search again. Would be so much better if I could open a second window with

the 2nd voter and be able to see each at the same time.

- o Revamp denial codes: Out of State and Residency code names are confusing. When correspondence prints, the language on the voter letter is not expected according to the name of codes.

- o Navigating voter information - we should be able to get back to a voter's main screen without having to do a second search.

- o Photo Id software needs to be incorporated in VERIS. Need better quality camera. Need to be able to go off site to nursing homes etc. and take photos then import back in VERIS.

- o I don't like having the SSN stick in the Voter search page.

- o The Admin/Directory is pretty awkward; Directory for Localities (under Administration tab) has out of date information.

- o When signing in with TFA you should be able to choose from more than one method. For instance, you should be able to choose to sign in using a phone call or with Google authenticator. One may be more convenient than the other at a particular time.

- o VERIS functionality overall, there are functions and reports that are rarely used.

- o Some days you will log into the system going all the way through the 2FA at least 6 times and other days you may only do it 2 times and the rest of the time you can just put in the password and keep working. I realize there is a warning screen that appears to let you know you are going to be logged out, however that does not appear on the main screen in VERIS, it is on the tab where you click to enter VERIS which is useless because you don't see that screen.

- o Calling to sign on to VERIS numerous times during the day. If on the phone with a registrant, it is very hard to call for number to sign on to VERIS. It is ok to call for sign on in the morning, but it is very hard to call numerous times during the day.

- **System Reliability**

    - o Reliability is abysmal; lack of reliability and speed.

    - o Speed - when it gets slow, it creates real problems, particularly during a busy election cycle; the system is just unreliable at times, it is slow, and it takes too many steps to do simple things.

    - o Report production is hit or miss. Difficult to decipher what will actually be produced.

    - o Several times VERIS is down and slow and makes it hard to do our job in a timely manner especially during our busy times and this usually happens around that time; VERIS tends to be slower later in the day.

    - o Overloaded system at times.

    - o VERIS timing out - wish it was longer between having to call for pass code or ideally should be daily; system times out too quickly (2 respondents).

    - o Timing Out and frequency of timeouts in VERIS (12 respondents). Comments associated with this issue were:

        - ▪ Example: searched voters then when attempted to go back to VERIS Home it sent me to log-in again. I understand the concept of idle time period and having to re-log, but when utilizing VERIS, it seems it should not do this.

        - ▪ Makes me wonder what Election Day/Night may behold.

        - ▪ Occurs while still in the middle of working/processing information.

        - ▪ 2FA - needs improvement so that myself and my staff are not being kicked off

VERIS so often.

- ▪ VERIS asks for the Authenticator code and should let you proceed, but it makes you go back to the sign in page and then you have to put the code back in a 2nd time. If you're going to have to go back to sign in, then it should start from there instead of having to enter the authentication code twice.
- ▪ Sometimes, there are days when it will time out every 10-15 minutes and other days only a couple times a day.
- ▪ VERIS times out too soon and even when we are working in VERIS it times out!
  - o 2-factor to have to get into VERIS when kicked off. (3 respondents)
  - o Provisional entry is horrendous because it's divided into too many options and the headers do not stay stagnant at the top of the screen as you scroll down.
  - o The major complaint I have is when VERIS is not fully functional. This keeps offices from doing the work required to properly maintain voter records. When functioning properly VERIS is great.
  - o VERIS DOWN - It seems some of the most important times we need to use VERIS the system is down. A voter screen with all information inputted will time out and the whole process needs to be completed again.
  - o Implementation and execution of 2FA, and varied length of time for being logged off of VERIS, having to go through Authentication again and again.

- **Felon-Reporting Issues**
  - o Updating Felon records. Felons should be updated from the State level and not the locality, unless instructed by ELECT. Processing is delayed because locality restoration cannot be processed until the next day.
  - o Updating felon records in VERIS - this should be updated by state level not the locality.
  - o Felon search needs to be updated more frequently.
  - o When a Voter has been convicted of a felony and has had their rights restored but the file has not been end dated on the state level, we have to manually enter an end date for each individual charge which can be tedious and time consuming when the Voter has had multiple offenses.

- **Address Issues**
  - o Address management within the DMV OVRs, i.e., Street File needs to be set to ascertain between actual street name and direction. Examples: West Road is actually a street name, not W Road, and North Boulevard is actually a street name not N Boulevard. All have to be overridden to process.
  - o Determine County Street names that are shared with City but have different address ranges.
  - o Determine County Street names that are not shared with City but have a City address.
  - o Address management within the DMV OVRs. Establishing a way to distinguish full street names that contain directions and recognition of streets that run for miles that cross into another locality.
  - o Address verification does not always verify a residence address on the 1st attempt.
  - o The issues we face are most with the addresses not matching with the DMV or the USPS. So maybe some sort of integration would be of great help.
  - o Ability to research streets in the street file while processing Voter Applications without having to delete entry. Able to toggle back and forth between the two files.

- **Correspondence Issues**
  - o VERIS generated correspondence. Some letters do not allow processor to include additional comments useful to informing the voter.
  - o Voter letters produced in VERIS: Wording is confusing to voters, particularly the letter a voter receives when an update to voter registration is denied. Letter reads "....…it has been determined that you are ineligible to register to vote at this time". Sends message to voter that they are not registered to vote.
  - o Ability to add more detailed comments to voter correspondence/denial letter. Because of the wide variety of voters living in our jurisdiction, would like to include additional details to our letters so that our voters have a better understanding of the process.

- **Documents and Forms Issues**
  - o Forms Warehouse. Hard to find documents, order of documents is confusing, and if you find the wrong document not easy to go back to forms to try another topic to find the documents. Forms Warehouse needs to be more use friendly.
  - o Forms Warehouse - There is sloppy editing and the forms are often posted before they are completely correct. This leaves us with having to re-print forms at election time when it's already busy with Absentee Voting. The forms should all be properly updated well before AB begins so we can print and prepare before we have AB voters to deal with.
  - o Document management in the individual's folder is weird. Why is it so hard to find the fully filled out document/alpha? Updates are not fully filled in, and part of my job is to make sure we are processing people with full alphas and/or requesting their former county/city for the complete alpha.
  - o Organization of documents.... sometimes required documents and information can be difficult to find.

- **Training Issues**
  - o Sandbox/Training Portal: we train 120-150 satellite workers for every election. For accurate training we must be able to use the training portal as it was designed to be used: For the localities' training needs. More and more, ELECT has started using the training portal as their testing portal which has conflicted and hampered our training classes. There must be a training portal available to the localities for their training needs!
  - o EBs are responsible for the performance of GRs in their operation of VERIS but have no exposure or training in what VERIS is capable of nor how their GRs are utilizing its capabilities.

- **Scanning Issues**
  - o Documents cannot be scanned to a voter's record if they were never registered in your locality.
  - o Many of the "weekly" mailings from ELECT contain other localities Applications, Out of State Cancellations, NCOAs, etc. that I have to turn around and mail to the correct locality if I cannot scan the document to the voter's record. ELECT is able to scan to the voter's record. Shouldn't localities be allowed the same right?

- **DMV-Related Issues**
  - o DMV needs to make each person do a completed application!!
  - o Felony and mentally incapacitated questions need to be put back on the DMV applications regardless if they answered the questions before.
  - o Incomplete DMV OVR Applications take too long to research.

- **Election Management**
  - Election Officer management.
  - VERIS has NO ability to track Officers of Elections and precincts they work.
- **Miscellaneous**
  - Locality is installing new computers with dual monitors - would be so helpful to be able to be in 2 areas of VERIS at once.

Question 7: What job functions do you perform outside of VERIS that use data from VERIS?

There were 191 respondents who provided input, 14 of whom had no comments. The remaining 177 respondents provided 320 comments that fell into the categories noted below.

Job Functions Performed Outside of VERIS that Use VERIS Data
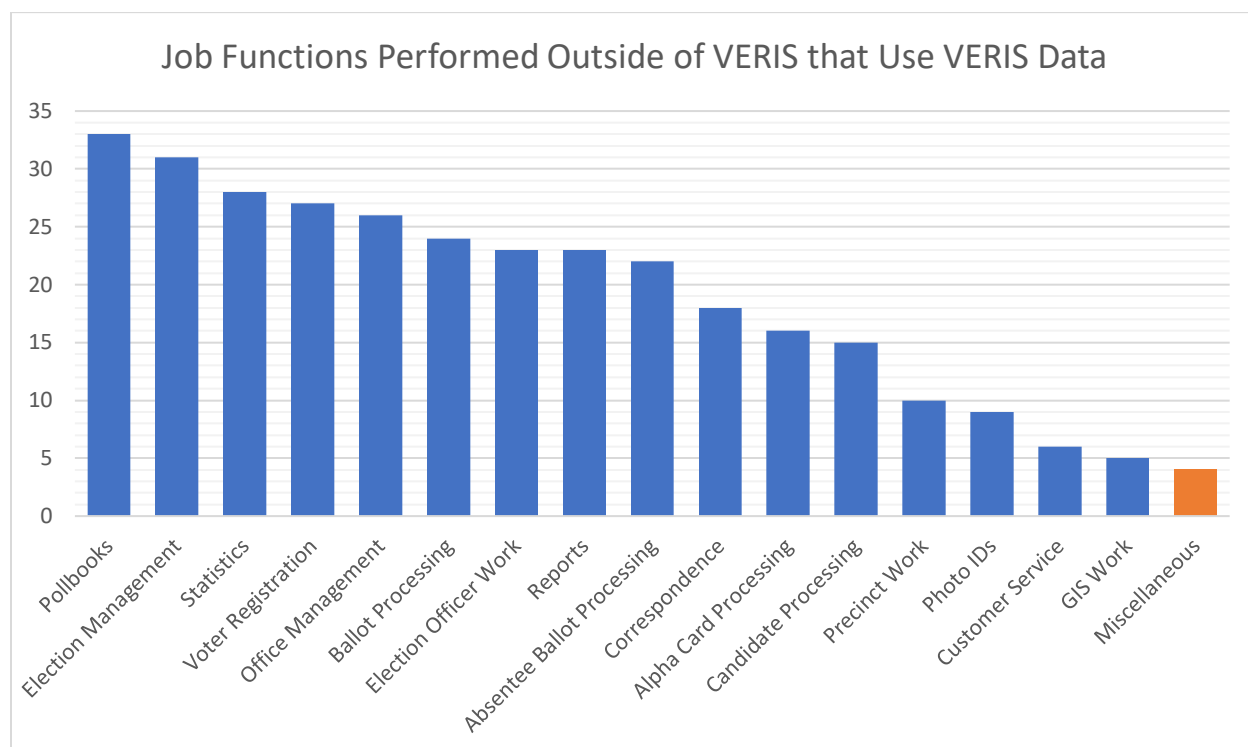
POLLBOOKS (19) AND ELECTRONIC POLLBOOKS (14) – 33 COMMENTS

Comments were generally about creating pollbooks.

- When VERIS is down you cannot retrieve the most up-to-date data.
- Creating paper pollbooks for referendums in my locality that do not include a complete precinct.
- Download and install pollbook data files.
- Poll book preparation
- Using the locality pollbook to build elections on the Advocate Precinct Automation Management software.
- Programming electronic pollbooks (EPBs)
- Data extracts for electronic pollbooks (EPBs) and other reports
- When programming and testing the accuracy of EPB data prior to an election, I run 'Final AB Totals,' and 'Registrant Counts by Locality' reports and check that data against the EPB data for accuracy.

ELECTION MANAGEMENT – 31 COMMENTS

Respondents listed several tasks related to election management *("All aspects from building the pollbooks to reconciling day to day entries of in-person and mailed voting.")* The Comments were broken down into the following categories: election preparation, election day, provisional ballots and post-election tasks.

- **Election Preparation**
  - Doing the precinct bags; making sure all documents in the bag are up to date and printed for each election if something has changed or been updated.
  - Pollbooks, set up ballot orders, supply orders
  - Many forms are in VERIS, but we must hunt, print, and manually fill them out.
  - I have developed an Excel Workbook that encompasses many aspects of Election Management.
  - Pull registration numbers from reports to crunch for ballot orders, polling place staffing, and budgeting.
  - Worker materials
  - Election Day forms including but not limited to: Yellow Printed Return Sheets, Statement of Results, and Ballot Record Reports (approximately 25 forms available)
  - Preparation of required envelopes.
  - Revise forms/labels used at precincts for elections.
  - We refer to the 'Registrant Counts by Locality' report to calculate the number of voting machines and privacy booths required for a given election.
  - Voting Equipment tracking that allows pre-population of forms such as Statement of Results
  - Registrant counts
  - Double check election data on voting equipment and on Electronic Poll Books; plus, information on training material to be used for election workers for training purposes.
- **Election Day**
  - Precinct preparation (ex. # of supplies, stickers, forms)
- **Provisional Ballots**
  - When considering provisional ballots, the electoral board sometime requests additional information about the voter's residence and voting history, so it can make the best decision possible. The registrar uses VERIS to find the information needed.
  - Also, use VERIS when researching provisional ballots after elections.
  - Researching provisional ballot voters' records and creating database of PB voters; creating and using CAP pollbook;
- **Post-Election Tasks**
  - Post-election reports
  - Certifying elections.
  - Election night verifications for the officers
  - Election Summary, we can gather all the important information from an Election and have it in one easy to find place.
  - Post-election canvass
- **Miscellaneous**
  - Planning the next election
  - Poll locations accessibility surveys and use of facility agreements.

PRODUCTION OF STATISTICS – 28 COMMENTS

Comments from respondents indicated that they gather and report statistics for various audiences and purposes.

- **Statistics for Electoral Board or Board of Supervisors:**

    o As liaison to the Board of County Supervisors for budget matters, we rely upon statistical data related to voters, including number registered in each precinct and voter turnout.

    o Use data to prepare budgets, review staffing, and reporting statistics to my Electoral Board and Board of Supervisors, as well as, prepare for Elections over the next 5 years. All of this data helps me, being a new GR, to prepare and get a picture of what to expect for the upcoming election.

    o Statistics regarding transaction counts for budget requests.

    o We print off the monthly statistics reports for budget.

    o I am often asked to compile statistics for reporting to the County and for budgeting or planning purposes

- **Voter and Election Statistics**

    o Voter Turnout

    o Creating lists for comparing data from elections, voter turnout comparisons from year to year or specific elections.

    o Using data from VERIS to create a voter's demographics within the locality.

    o Using election results from previous elections to project the turnout of future elections.

    o I export the Registrant Count Report (Excel) to make calculations for ballot ordering and Election Day Needs and Website updates listing the number of registered voters.

    o Not sure what you mean, I use the active/inactive voter numbers to figure out voting machine distribution, ballot orders, election officials needed, etc. I use VERIS to verify that potential election officials are registered and where, etc.

    o Often times we will use election data such as registration statistics and number of votes cast in order to determine the turnout for a particular election. There are times where we will take this data from VERIS and others that we are able to get it from the Department of Elections website.

    o Update Voter Statistics by District.

    o Reviewing a previous "like" election to review turnout in order to order ballots for an election.

    o Registrant count for determining ballot orders and voting machine use

- **Statistics for the Public**

    o Gathering elections data for citizens to view

    o Statistics for the public

VOTER REGISTRATION – 27 COMMENTS

Respondents noted that tasks related to voter registrations include the following:

- I check addresses on our county GIS website to try and figure out why I am getting error messages.

- Denial notifications

- Cancelation notifications

- Voter registration and felon research

- Checking voter registration status

- Creating files for voters

- Daily reconciliation of voter applications

- Searches - DMV research of names, SSN and addresses; Google and Bing searches for addresses; My neighborhood search for addresses- residential/commercial

- DMV verifications; the use of DMV to cross reference data for accuracy when in question of name, address or complete social security numbers

- Double checking if an address is commercial or not

- Felon Restoration of Rights - checking to see if someone's rights are restored.

- Searching addresses

- Scanning applications

- Review Duplicate Registrants (SSN, etc.) and Street File Exceptions - monthly.

- Voter registration card file (current, updates, transfers, cancels, etc.)

- I refer to the 'NCOA Out of Jurisdiction Movers' report and look at records that show no NCOA mailing address on the report and check those voters in the DMV database and if DMV has another VA address on file for those voters, I send them our own NCOA letter to the DMV address as an additional way to get the voter's address updated to the correct locality.

- Of course, we send out voter cards to notify voters of changes. I love Batch Reports. Press one button and you can send many letters by barely lifting a finger.

- Address updates, identification, address confirmations

OFFICE MANAGEMENT – 26 COMMENTS

Respondents listed various office management tasks that fell into categories of budgeting, staffing and daily operations.

- **Budgeting**
  - Budget planning and projections; FY budget, to show workload increase; election costs tracking; accounts payable; performance measures for budget
  - I use VERIS data to see how workflow has changed when doing budgets and performance evaluations.
  - Use locality statistics to justify postage, supply costs.

- **Staffing**
  - Office staff payroll, time sheets
  - Officers of election hiring, staffing, scheduling and paying
  - Training management; training for officers of election and assistant

- **Daily Operations**
  - Everything; FOIA requests, election supply orders, pollbooks, etc.

- o Filing
- o Paper file maintenance
- o Daily tasks such as generating the error and validation report to verify the information of voter registration applications processed on a previous day.
- o Maintaining daily operations in registrar's office which includes keeping up with daily work and customer service.

- **Miscellaneous**
  - o Information for the Electoral Board and Electoral Board meetings
  - o Serving as a notary public
  - o Public information and/or presentations; community education/speaking engagements
  - o Commonly Used Contact Information
  - o Surveys

BALLOT PROCESSING – 24 COMMENTS

Respondents indicated that ballot processing includes the following tasks done manually:

- Determining ballot styles; ballot development/proofing
- Ballot submissions to the state
- Ballot ordering (using data from previous elections)
- Determination of ballot count to send to precincts
- Ballot processing
- Ballot certification
- Ballot reconciliation

WORK RELATED TO ELECTION OFFICERS – 23 COMMENTS

Survey respondents listed the following as the tasks related to election officers and poll worker management:

- **Staffing for Elections**
  - o Determining the number of poll workers for precincts
  - o I assign Officers of Election to their work precincts for Election Day. It is helpful to know their most up to date residence address and voting precinct. The Registrar's staff can provide information from VERIS. Also, an Asst. Registrar will check the person's status as a Virginia voter before that person is added to the roster.

- **Election Officer Database**
  - o Preparing election official appointments lists for the Electoral Board to review

- **Election Officer / Poll Worker Management** (done outside of VERIS). It would be easier to manage poll workers through VERIS.
  - o Election officer database, Pay Sheets, Notice of Appointment, Oaths, and Election Day Name Badges
  - o Tracking and managing election officers to include pay, nametags with photos.
  - o Mailings (for) election officials
  - o Managing Election Officials, Electoral Board members (email, terms, oaths, etc.)

- Training of election officials

REPORTS – 23 COMMENTS

Respondents indicated that they generate and use several different reports.

- **Daily and Monthly Reports**
  - o Track voter changes. We monitor this for the use of the registrar's office and occasionally share with our Electoral Board.
  - o Reports Library > Statistics > Registrant Counts by Locality Historically:
  - o Check daily reports to include the E and V Report, Transfer In and Transfer Out Reports, Name Change Report, Absentee Ballot Reports, Daily Absentee Application Reports, etc.
  - o Voter Statistics Reports
  - o Purges – NCOA
  - o Election night reports
  - o Voter turnout reports
  - o Reports on registrant counts by precinct that are used to plan and prepare for the number of election officers needed for an election and budget preparation
  - o Review transactions processed (quarterly) for reporting purposes to Budget & Finance Department.
- Pull reports that are made available to the public and on our website.
- Creating reports for EB and governing body using VERIS generated data.
- Our Electoral Board frequently uses reports generated from VERIS data. One example is the abstract of votes generated upon completion of the canvass following an election. Another is the number of registered voters in a precinct which is used to determine an allocation of resources to a polling location for an election.
- Creating spreadsheets, candidate files, ballot information, using voter turnout information, etc.
- Results reporting
- Mainly the reporting - when I get requests from media, other departments, and voters - need to be able to pull the information easily and quickly.
- Maintaining/printing election documents, running Alpha Roster and Precinct Record Listing, running other reports.
- Miscellaneous internal reporting (for election and other planning purposes), miscellaneous reporting for some external information requests.
- Reporting and comparative historical data

ABSENTEE BALLOT PROCESSING – 22 COMMENTS

Respondents indicated that absentee ballot processing includes the following tasks:

- Sending email ballots to qualified voters, including overseas voters. Emailing UOCAVA voters their ballots.
- Proofing of mailing out of ballots
- Absentee ballot application denials
- Absentee ballot maintenance. Maintaining Annual AB Applications. Maintaining the original AB Applications along with their working folders.

- Absentee application processing for mailing.

- Assigning ballot style to a voter when absentee voting in person. It would be helpful if we could enter ballot styles in VERIS and have that display when we enter the AB in-person records.

- Balancing actual daily absentee ballots used with absentee totals in VERIS.

- Absentee research

- Absentee voting

- Email ballots and creating spreadsheets with voters' email addresses, names, ballot style, etc.

- Keeping track of which annual absentee ballot applications have a doctor signature already vs. a new applicant that needs one.

- Absentee data (totals) that are used in reports to the Board of Supervisors

- Absentee sorting

CORRESPONDENCE – 18 COMMENTS

Respondents indicated that they generate and respond to correspondence. This includes the following tasks:

- **Voter Correspondence**

  o Annual voters mailing: typing in their addresses to an Excel database to generate mailing labels at the end of the year.

  o Voter correspondence and letters because VERIS letters are not clear enough to actually help the voter. Most need more information and why does VERIS send cancel letters to voters that have moved out of state, but the letter goes to their VA address!?!

  o Voter correspondence when the default letters do not match the situation.

  o Returned correspondence updates. Initially start from a VERIS relation, and then follow-up is needed if returned for any reason.

  o As Secretary, I send out letters to voters whose absentee or provisional ballots have been rejected. Sometimes the absentee voter has moved, and the ballot is returned to the office. I ask the staff for the voter's current address, so I can send the letter again. Sometime the address provided on the provisional envelope is not legible, and I'll ask the staff to check in VERIS for the correct address.

  o Our GR/DOE uses extracts from VERIS to generate standard letters to voters, an important capability for large localities.

  o Special letters using voter information from VERIS to reach out to voters with Special Letter requests.

  o Preparing correspondence notifying Annual Voters and FPCA Voters regarding renewal.

- **Labels and Envelopes**

  o Label making, proofing and printing (using Dymo label printer; it would be helpful to print directly to the label printer)

  o Creating labels/envelopes for elections from forms warehouse which is also not user friendly. Needs a true search bar.

  o Envelope Printing

- Making a mail merge list to a large amount of cancellations to make envelopes because VERIS does not allow us to enter an address when cancelling.

ALPHA CARD PROCESSING – 16 COMMENTS

Respondents indicated that alpha card processing includes the following tasks:

- **Alpha Roster and Requests**
    - Generate an Alpha Roster in Excel to generate letters to voters regarding needed address updates based upon petition signatures or returned mail.
    - Request complete alpha cards from other localities each Friday - usually 20 alpha cards. I take the records from the hopper and enter the voters that are left because I do not have a complete alpha card and enter them into an Excel spreadsheet and then email each locality the alpha card request.
    - Alpha Roster (I like being able to have the report in different formats.)
    - Since we've been doing transfer alpha requests, I've also been doing that outside VERIS. (Thank god that's going to end soon.)
    - Alpha requests duplicate and SSN match corrections
    - Tracking incomplete alphas from municipalities; requesting alphas from municipalities
    - ID numbers for emails requesting complete alphas.
- **Audits and Reviews** – Do our Alpha card review to keep them up to date and with updated information. Audit alpha files; research voters to verify information. Research questions regarding alphas.
- **Alpha Card Scanning and Filing**
    - File alphas from hopper, reports, voter mail, deletes, forms.
    - Pull Alpha cards from the E and V reports and transfer in and out reports.
    - Scan all Alpha cards.
    - Destruction verification for alpha cards

CANDIDATE PROCESSING – 15 COMMENTS

Respondents indicated that they help candidates and handle candidate-related tasks in the following ways:

- **Candidate Processing**
    - Campaign filing on the state board of elections site
    - Checking candidate status
    - Candidate processing including campaign finance
    - Reviewing candidate filings to determine ballot order and whether the candidate has qualified for the ballot, reviewing candidate filings for timeliness and accuracy
    - Candidate verifications
- **Petitions**
    - We notify petition signees when the data does not match and even if the citizen is not registered.
    - Trying to locate voters during petition checking for candidates
- **Miscellaneous**
    - Notifying/follow-up candidates due to penalty

- o Campaign finance report tracking

- o Candidate documents, lists and updates for Electoral Board and office use

- o Responding to request for candidate list and their information

- **Improvement Opportunity**

   - o Would it be possible to have an automatic penalty notice sent to candidates who file on-line using COMET with an email sent to GR as notification of such?

PRECINCT WORK – 10 COMMENTS

Respondents indicated that they are responsible for the following precinct-related tasks:

- Maintaining the precinct list: (e.g., updating the list monthly)

- Annotating the precinct on the hardcopy card

- Using the precinct record lists

- Contacting polling place facility managers (such as principals at schools) to remind them that an election is coming up

- For redistricting purposes - Street File

- Looking up street file information. Looking at past Absentee data to predict upcoming election activity.

- Street file information and precinct assignment

PHOTO IDS – 9 COMMENTS

With the exception of the following comment, respondents just noted "Photo ID" in their responses.

- o *"It would be helpful to be able to get to the photo I.D. program from VERIS."*

CUSTOMER SERVICE – 6 COMMENTS

- Assist in the office at peak times to answer phones and share with voters their precinct. Several calls asking their voter registration status because they know they registered at the DMV.

- Information requests. Answering citizen questions

- Another important function is the public face of VERIS data. It is very helpful for our GR/DOE staff to refer a citizen to the ELECT website to look up his voting location and registration data. It is also very useful to satisfy FOIA requests when we can refer citizens to the ELECT website for a report that provided the information they request.

GIS WORK – 5 COMMENTS

Respondents use VERIS data for a GIS/Streeting project and do GIS map comparisons and GIS street mapping. They assigning voter addresses to buildings in county GIS system (aka, do "streeting") and they check VERIS precinct borders against county roads and address assignment.

MISCELLANEOUS – 4 COMMENTS

Comments not easily categorized are listed below.

- Abstracts

- Electoral Board rarely uses VERIS to input data but it's a critical tool and the concept of a central database is very important. Don't think replacement is a good idea but enhancing the functions and migrating the current, complex software to a modern platform is smart. It's actually quite a good piece of software that just needs some dedicated TLC. I've used Oracle and PeopleSoft which can be as or more complicated in their backend structure.

- Everything - I work alone with no assistance/no deputy.

- DAGR

Question 8: What job functions do you perform manually which are most <u>time consuming</u>?

There were 194 respondents who provided input. Fifteen of those respondents had no specific comments. The remaining 179 provided 308 comments.

Time Consuming Manual Tasks
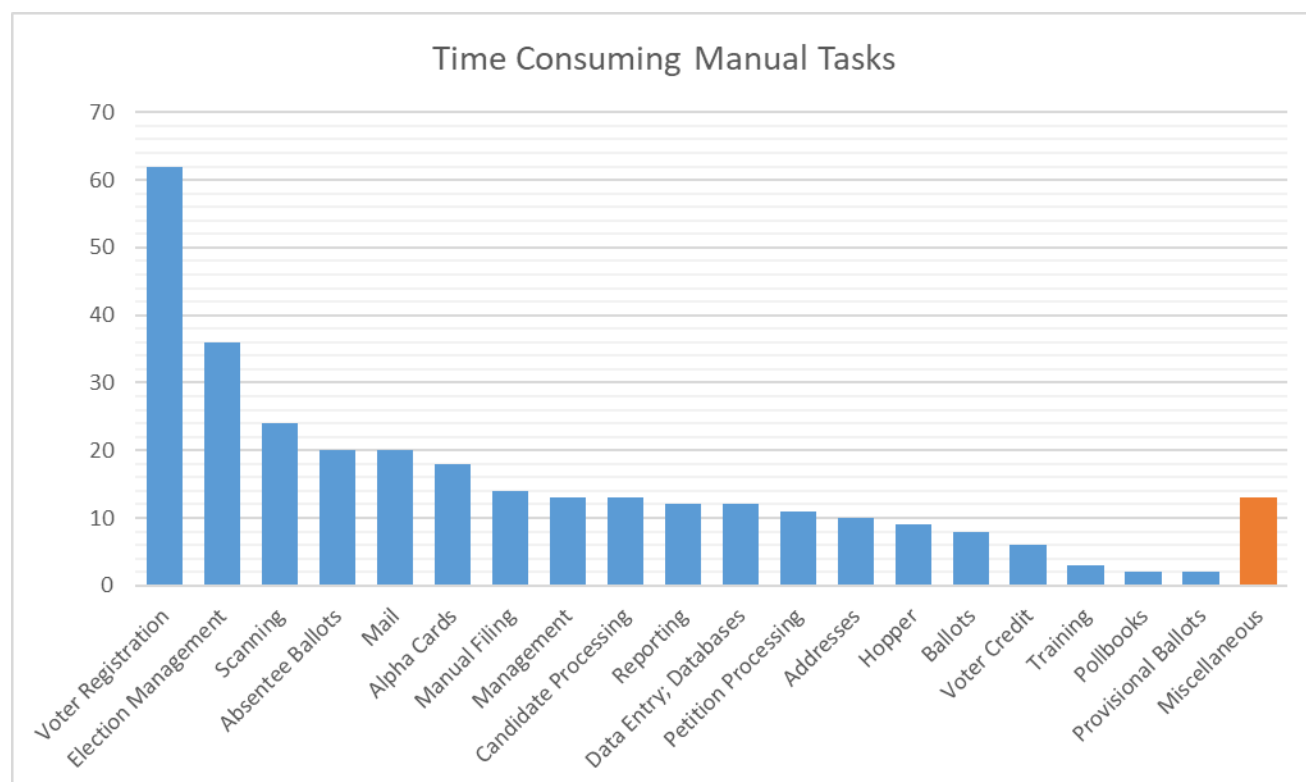
VOTER REGISTRATION – 62 COMMENTS

Comments about manual, time-consuming voter registration tasks were categorized as follows: processing applications, errors and research, felon status, addressing duplicate registrations, correspondence and physical voter registration cards.

- **Processing Applications – 19 Comments**
    - Printing/cutting new applications
    - Processing and scanning applications
        - Data entry for registrations (paper); last step in scanning applications
        - Entering application information that is in the system but will not process; you have to enter it manually.
    - Folding and taping the Voter Registration Applications. I know that you might say scan them all then. Our locality is working toward that step but for now we are keeping the tape company in business.
    - We still maintain paper files. Therefore, printing and trimming OVR documents. On paper Voter Registration application have to trim to file size and fold and tape.

- o Transfers.
- o The most time-consuming task on VERIS would still be capturing signatures on paper applications.
- o NCOA processing
- o The applications that come from State. They are DMV but are the State applications. Usually they are already entered in from the hopper and are duplicates. (Many times, the signature is dated way before the DMV hopper app.)

- **Errors and Research – 16**
  - o Social Security Number Issues
    - A "glitch" that requires marking a voter incomplete then reprocessing in order to update the SSN match corrections
    - Researching and contacting voters with duplicate SSNs.
    - Bad or incomplete social security numbers, we try and research within City records or DMV, so we do not have to deny.
    - Social security number verification
  - o Address Issues
  - o Application processing due to GIS (needs legislation that requires USPS, County, and Town addressing be synchronized to avoid USPS referring to a street as (example) Mainstreet and the county referring to it as Main Street)
  - o Applications that carry a LEO distinction, yet no P.O. Box was provided for!
    - Override addresses in VERIS which are not correctly validated by USPS.
    - Researching addresses for registration purposes. (No GIS)
    - Protected voter codes applications that do not provide the required PO Box or a phone # or any way to contact them.
    - Trying to determine if the DMV included an old locality address for the mailing address.
    - Trying to help problem solve bad addresses when provided and VERIS will not accept and/or when mail is returned. We research our City records, County Directory and DMV for updates on clarifying information to try and resolve notifying the voters affected. We also follow up with a mailed Questionnaire to try and have the voter to respond to such prior to any registration or updates deadline.
  - o Miscellaneous
    - Researching college students that do not know their SS#, Address, etc.
    - Before we went to scanning, the majority of our time was spent requesting and holding applications waiting on originals to process or pulling and scanning or sending files to other localities and tracking those files to ensure they were updated.
    - Bounced record
    - Incorrect information listed on OVR registration forms such address locations and age. Voters are normally denied based on incorrect address and age information.
    - Trying to decipher handwriting.

- **Felon Status – 8 Comments**
  - Felon research: looking up felons on other data bases; checking all NEW registrations for felony convictions; trying to figure out what state a felon was convicted in or if it's a felony or mental incapacity.
  - Researching ROR dates - it would be helpful to have the felon state and ROR dates added back on to all applications
  - Update End Date for prior Felon whose rights have been restored in Prohibited Felon Screen. This is time consuming when you have multiple persons/SSNs/DOBs that are cross-secting with different individuals and you need to update individually.
  - Researching felons and protected voter codes that do not provide the required PO box, or any contact information.

- **Addressing Duplicate Applications – 6 Comments**
  - Deleting duplicate registration letters when registration was entered in CAPS
  - Processing duplicate applications

- **Correspondence – 5 Comments**
  - Contacting registrants who say they are protected but don't put a PO box.
  - Mailing voter registration notices especially when NCOAs are processed
  - Manually associating documents that have Voter ID bar code on it
  - Sending out denials is like placing a STOP sign in front of many voters, even though their actions may have created the issues.
  - Special letters for incompletes/denials issues not reflected in current correspondence.

- **Physical Voter Registration Cards – 3 Comments**
  - Dealing with physical voter registration cards
  - Printing the OVR voter registration cards
  - Voter registration card file (current, updates, transfers, cancels, etc.)

- **Miscellaneous – 5 Comments**
  - I use the forms warehouse at times to print out election materials (that is a very useful link on the main page).
  - Since we have completed scanning our alphas, we don't have any manual functions that are that time consuming.
  - Dealing with different styles of applications
  - Maintaining a spreadsheet of voters in our OVR hopper and adding their current locality (who we need to request the original alpha card from).
  - Canceling out of state voters.

ELECTION MANAGEMENT – 36 COMMENTS

Comments about manual, time-consuming election management tasks were categorized as follows: preparing officers of election and poll workers, general preparations, election night reporting and canvass / certification.

- **Preparing Officers of Election and Poll Workers – 12 Comments**
  - Election officer management

- Recruiting, hiring, placing, training, etc.
- Notice to work, years of service, oaths, etc.
- Training info/aids for officers of election
- Election Officer lists and notification letters
- Assigning poll workers and payroll
- Honestly, contacting Election Officers takes a lot of time. If it were possible to flag them in VERIS and generate an email to the group (or by precinct designation) it would be incredible.
- Nametags with photos

- **General Preparations – 17 Comments**
  - All sorts of pre-election day preparations
  - Programming voting machines and programming electronic poll books.
  - Packing PCT bags. Preparing supply bags for the Elections.
  - Preparing documentation for precincts for the election, preparing laptops for EPBs, preparing all labels, envelopes, supplies and equipment for elections.
  - Preparing ballot preparation, canvass and certification of election(s).
  - Creating forms for elections that are specific to the elections (changing info, date, name of election, etc.)
  - Election Day material editing and printing.
  - Packing materials, paperwork and supplies need at the polls.
  - Printing forms for elections
  - Reprinting forms due to changes, i.e., Election Day Guide and What Ifs
  - Trying to locate all of the forms needed for election management such as oaths, SORS, Provisional Notices, etc.

- **Election Night Reporting – 5 Comments**
  - Election Night Reporting can take our locality up to three to four hours after polls close. I am of the strong opinion that a solution should be provided within VERIS, without manual entry.
  - Manually upload CAP results

- **Canvass / Certification – 2 comments**
  - Certification of Elections. However, it is better than it used to be. Since this is a major function of the Board, I think it is appropriate that we are "certifying" the elections and that we are reviewing all documents related to the Election. VERIS helps in making determinations of provisional ballots, amongst other things.
  - Write-in voting canvass

SCANNING – 24 COMMENTS

Respondents' comments about manual, time-consuming scanning tasks fell into the following categories: document scanning into VERIS, the function being time consuming, individual document processing, and challenges.

- **Document Scanning into VERIS**
    - Prepping for scanning (depends on the season)
    - Scanning alpha cards
    - Attaching scans
    - Associating voters
    - Scanning large amounts of documents
    - Scanning my entire alpha card file and associating the cards into VERIS (Alpha cards that were not completed electronically and before automatic scanning into VERIS began. It's great that automatic scanning was added recently.)

- **Time Consuming**
    - Having to scan, capture signatures, then link to each individual account is quite time consuming
    - Registering and scanning paper applications tend to be time consuming. It would be a great leap to combine input and scanning into one step.
    - Scanning and associating cancelled or OOS documents is really time consuming because you have to reset the ID and cancelled every time.

- **Individual Document Processing**
    - Having to save each individual document when uploading "Other" in the scan batches. After associating a document to a record, I have to go back into the scanned documents hopper and select my name from the drop-down menu to be able to access my next record to associate. That is too many steps when the software should automatically recognize the user and go right back to where they left off in the hopper.
    - Scanning each transferred out card individually.
    - Scanning documents individually for cancelled voter instead of doing it in a batch

- **Challenges**
    - The process in place to scan a document into VERIS is AWFUL.
    - Under Scan DMV Barcodes, not being able to attach document unless you go back to search and find your voter again.

ABSENTEE BALLOTS – 20 COMMENTS

Respondents indicated that there are several manual, time-consuming tasks associated with processing absentee ballot applications and absentee ballots, including the following:

- Creating list of thousands of email addresses, voter name and other pertinent information to use to send email ballots and record sent dates.

- For the first batch of email ballots, we have to manually type in and validate email addresses already in VERIS.

- Affixing mailing labels to ballot envelopes.

- Proofing AB Application against mailing labels. Sorting the AB Applications according to the ballot mailout. Pulling AB Application for every election based on the eligibility of the voter. Removing expired FPCAs and deceased Annual AB Applications.

- During absentee label printing, we are not able to use all labels because some of them are blank.

- Emailing absentee ballots to overseas voters (UOCAVA). Logging their ballots as received takes so much time.

- Emailing ballots to voters who are able to get ballots by email (incredibly lengthy process that would be great if automated!).

- Keeping totals on my spreadsheet of how many emailed ballots I have sent out.

- I have to make many spreadsheets for the officers of election to fill in on election day to call in the unofficial results.

- Requirement to report AB results and turnout by congressional district and by state house and senate districts. The county has 3 CDs and many Senate and HOD districts. This adds significant time required by CAP to complete necessary paperwork to report results. VERIS already knows this data because voters are given credit when marked ballots are returned and in-person AB voters are checked in on VERIS. We shouldn't have to re-enter this voter turnout data.

- Keeping track of absentee ballot log sheets.

- I process the incomplete/denied AB applications. Sending correspondence to the voters is the most time consuming. The VERIS generated Absentee Ballot Application Notification letter does not allow the address to be edited in any way. For example, the voter gives a ballot mailing address, but the application is incomplete. The generated correspondence will only provide the voter's registered address. To ensure the voter gets the correspondence, the ballot mailing address is handwritten on the mailing envelope.

- Helping with reviews of absentee ballot filers to ensure accuracy of the reports produced by VERIS and whether they align with our paperwork.

- Preparing correspondence for voters who have issues with their registration or absentee ballot application.

MAIL – 20 COMMENTS

There were 20 comments about manual, time-consuming mail tasks.

- Documenting returned mail as non-deliverable.

- Documents that we provide to citizens regarding street information per district/precinct.

- Doing a mail merge using the Excel spreadsheet. It doesn't alphabetize the name in the ENG voter information notice, it sometime hides one of the rows, like if you have 20 names, you'll look down the list and it will hide row 21 and jump to 22. If you don't catch it, you'll end up printing an extra page that you don't need. If you add the other Excel spreadsheets to it and miss it, then you can mess up your batch of printing. There's too much stuff on the ENG voter information notice Excel spreadsheet that you have to delete before making it a mail merge, that I'm not sure why it has to be on there. It should just have the needed information to mail out. I do this daily, when it's small it's not bad, but when I've got a lot of registrations this can definitely be time consuming.

- Drafting correspondence which should be generated by VERIS

- Entering undeliverable voter mail/correspondence in to VERIS

- Having to manually type some letters. For example, NOCA where voter moved to another state and yet the letter prints out with the old address VERIS address. We need capability to change wording to fit certain situations without having to create a whole new letter.

- I have to pull out the letters for voters that are produced by VERIS and should not have been - this is due to the voter's record being changed in an insignificant way - like middle name to middle initial or sometimes lower case to upper case. I will not mail letters to these types of voters because it is a waste of paper and postage.

- Making envelopes outside of VERIS if the letter needs to be sent to a different address, handling requests to and from other localities (a bit late now but it would be nice if there was something within VERIS to keep track of requests so we're not emailing back and forth).

- Preparing mailings; preparing envelopes for mailing out voter information notices, cancellation letters, denial letters, etc.

- Production of customized letters of denial, requests for information, informational letters to voters. Manual processing of letters and driving to USPS facility to mail. Manual processing of Absentee by mail.

- Reaching out to voters who claim Protected Voter Status without meeting the criteria.

- Sorting and distributing daily mail

- Stuffing envelopes with VERIS correspondence :)

- Used to help with annual applications and keeping a database to be used to generate mailing labels.

- Mailing to other localities

ALPHA CARDS – 18 COMMENTS

There were 18 comments about manual, time-consuming alpha card processing tasks.

- Printing alpha cards

- Alpha card filing

- Daily alpha file updates of pulling removed files and refiling the duplicate registrations.

- The implementation of alpha card scanning has reduced the amount of time performing manual functions. AGAIN...ALL offices should be required to scan alphas.

- Finding the correct alpha (not update) in the document folder. Every update that comes in, I have to make sure there is a fully filled out alpha somewhere in the file. **This is because update is labeled "voter registration application", it is not a fully filled out alpha/"voter registration application".

- Working with Other Localities:
  o Alpha requests; tracing down Alphas (verified? Locality?); searching for complete alphas; finding completed alphas for persons that have transferred out or has some information updated.
  o Trying to get sizing correct when printing out Alpha cards that have been scanned by other localities. Other localities scan Alpha cards the wrong size and crooked.
  o Gathering information to send to other localities to request completed alpha cards because applicants did not answer all the questions at DMV.
  o Obtaining completed alpha cards from other localities.

MANUAL FILING – 14 COMMENTS

There were 14 comments about manual, time-consuming filing tasks.

- Filing new applications and application updates as a result of changes voters have made.
- Filing of voter registration applications and other voter documents (although my time spent doing this is decreasing and will dramatically decrease even more once we have completed the scanning of our historical documents -- the historical scanning for our locality is almost complete). Once all historical applications, etc. have been scanned, I anticipate spending very little time in the future (if any at all) filing these documents. Processing paper voter registration applications (from those submitted in person or through the mail) is somewhat time-consuming, but we do not receive the volume of these that we used to. Most applications are now received as DMV OVRs which take very little time to process.
- Filing of voter registrations
- Filing the cards that come through the hopper from the DMV that contain duplicate information. We must still process these, print, annotate, and file each one.
- Searching for voters; pulling files
- Pulling old document to staple to OVR documents that are incomplete and refiling
- Filing--currently keep printed copies due to lack of confidence in VERIS dependability
- Merging files

MANAGEMENT – 13 COMMENTS

There were 15 comments about manual, time-consuming management tasks.

- Checking reports
- Budget details
- Doing the daily activities of the election office
- Reconciliation of invoices paid for voter registration and the electoral board
- Preparing all of the track sheets
- Preparing minutes for meeting
- Working with Election Officials
    - Electoral board minutes
    - Paying election officials; tracking payments to election officials
    - Scheduling election officials
    - Correspondence with election officials
    - Maintaining spreadsheets of election officials and essentially serving as an HR department for election officials.
- Correspondence with local government regarding the timing of referenda and whether the governing body or a private citizen has filed for a referendum
- Emailing party chairs and independents, as necessary, to notify them of logic and accuracy testing

CANDIDATE PROCESSING – 13 COMMENTS

There were 13 comments about manual, time-consuming candidate processing tasks.

- Candidate processing; set-up; updating
- Preparing all candidate forms and information that we provide to candidates
- Candidate management
- Candidate petitions, hopper
- Candidate questions on COMET
- Printing and filing candidate forms
- Reviewing campaign finance documents; campaign finance management

REPORTING – 12 COMMENTS

Comments about manual, time-consuming reporting tasks were mostly about gathering statistics and the reports that are produced.

- **Gathering Statistics**
  - Some of the statistical data we need since the reports, etc. do not necessarily break out the data in the ways that help our large locality.
  - Converting data in custom reports so that they are useable
  - Statistics for all aspects of absentee voting and the numbers never match VERIS. For approved applications, we need a separate report for in person vs. mail and we also break down by satellite location.
  - Using statistics and election results to determine how many ballots to order
  - Turnout, absentee counts
  - When I try to determine voter participation following an election, I find it almost impossible to find the current ELECT employee who can access the data for all 133 jurisdictions and generate accurate totals.
  - In trying to access GR and EB membership for the ASK booklet published by VEBA. Every year for the past decade this has been a daunting challenge. This data should be accessible.
- **Reports**
  - Daily reports; report handling; some reports that should be available through VERIS aren't.
  - Spreadsheet analysis
  - The reports are downloaded into other formats that are easy to modify, so the most time-consuming process is locating and downloading the correct reports.
  - I use the monthly stats to track growth by precinct.

MISCELLANEOUS DATA ENTRY / DATABASES – 12 COMMENTS

There were 12 comments about manual, time-consuming tasks that dealt with data entry and databases.

- Manipulate data from VERIS into a useful format.

- Except for scanning voter cards, I enter all information manually. It's easy to do and very effective.

- Having to take data from VERIS to enter into election officer database (e.g., precinct).

- Helped with FPCA input and filing records and pull outs for elections.

- Inputting candidate data and inputting petition data.

- Inputting election night results can be very time consuming unless you can execute a direct batch file import. The one at a time process takes too long and the process isn't set up for fast input.

- Inputting emails for ballots to be emailed out

- Loading data to EPBs

- Manually entering paper voter reg apps, petition circulator verification, street name research of VERIS vs. locality GIS vs. USPS, processing in-person voters on the paper pollbook count form

- Typing voter information when processing paper application

- Maintaining separate databases to do things such as precinct election officer assignments

- Our office has had to completely create a separate officer of election system. When an officer of elections updates their registration address, they assume we know to update it in the worker database.

PETITION PROCESSING – 11 COMMENTS

There were 11 comments about manual, time-consuming petition processing tasks.

- Petition set-up (entering, verification; processing, which is antiquated)

- Mostly when checking petitions, you have to go back and forward from voter's name back to the street to if there is anyone with that name on that street. That can take up some time.

ADDRESSES – 10 COMMENTS

- Assigning streets to the correct precincts. It would be wonderful if GIS could integrate with VERIS! Right now, I have to leave VERIS and go into my locality GIS maps to determine where a new home is to be placed.

- Despite the street file function in VERIS, we still find we need to manually precinct a good percentage of our applications. Having to confirm with our GIS department probably takes the longest.

- Researching streets that are not verified through VERIS. Calling GIS department, contacting building and zoning to check for new homes and addresses with certificate of occupancy. Contacting the Commissioner of Revenue to see if the address is that of a mobile home and is billed as personal property so it doesn't show up as a verified address in VERIS.

- Street file overrides. Address overrides.

- Street file research, a GIS issue here. We have to rely on driving the street addresses in question; or use the County Directory along with USPS of course.

- Street file updates, corrections, maintenance, keeping it current in VERIS

- Looking for residential addresses in the street file and manually assigning precincts

HOPPER – 9 COMMENTS

- Hopper Hopper Hopper Hopper Hopper Dupes Dupes Dupes Dupes Lack of information lack of information lack of info...you get the picture

- Processing hopper reports

- Alphabetizing hopper applications

- Discovering which locality voters are coming from in the OVR Hopper

- Setting a reminder to follow up on non-citizen hopper

- Having to select the "Home" page in order to proceed to the next VRA (voter registration application) in the hopper. It could be fixed with a Save and a Save/Next command button that automatically selects the next application.

- Many of the new registrations that I get daily in the OVR Hopper from DMV are duplicates but they are coming into my hopper because the zip code +4 is not hyphenated. So, if the voter registers with (example) 333333333 instead of 33333-3333 it comes into the hopper even though everything is the same. If this could be caught it would be less time consuming daily.

BALLOTS – 8 COMMENTS

- Ballot projections. Currently I must run stats of voter counts to generate the percentage of ballots manually. VERIS has no way for projecting these numbers.

- Determining ballot styles

- Data management with Election District splits for ballot preparation

- Ballot ordering (many split districts / voters within)

- Ballot proofing and processing

- Ballot reconciliation

VOTER CREDIT – 6 COMMENTS

- Entering voter credit for rejected absentee and provisional ballot voters

- Voter Credit upload for paper poll books; importing voter credit

- Voter credit is definitely a big one for us, but that could be alleviated with EPBs.

TRAINING – 3 COMMENTS

- Creating Training for officers of elections

- Putting together training material packets for officers of election and loading the cages for the precincts for election day.

POLLBOOKS – 2 COMMENTS

- Create paper pollbooks that are not supported by VERIS.

- Pollbooks

PROVISIONAL BALLOTS – 2 COMMENTS

- Entering data on hundreds of provisional ballots into a locally created database and then recording research conducted to determine whether ballots should be accepted.

- Processing provisional turnout by precinct and reason after each election.

MISCELLANEOUS MANUAL TASKS – 13 COMMENTS

- L and A on voting equipment

- List maintenance – Election official lists; we are not scanning at this time

- Manually: Email and written communication with election officials about training, assignments, etc. I use Access databases for that.

- I keep voting machine and electronic pollbook databases outside of VERIS. I know there is a poll worker function but never got into it, didn't trust it.

- Searching for forms in the Forms Warehouse (extremely inefficient); time consuming

- GIS map functions

- Searching for clear instructions with in the GREB manual; interpreting the GREB and VERIS manuals

- Going back to show all batch reports if accidentally, one of them was selected (critical for absentee)

- Logging into VERIS over and over after being timed out

- Record retention (shredding)

- Searching for things in VERIS

Question 9: What enhancements are needed to improve VERIS functionality?

There were 188 respondents who provided input, 14 of whom had no comments. The remaining 174 respondents provided 399 comments related to the categories noted below.

Improving VERIS Functionality
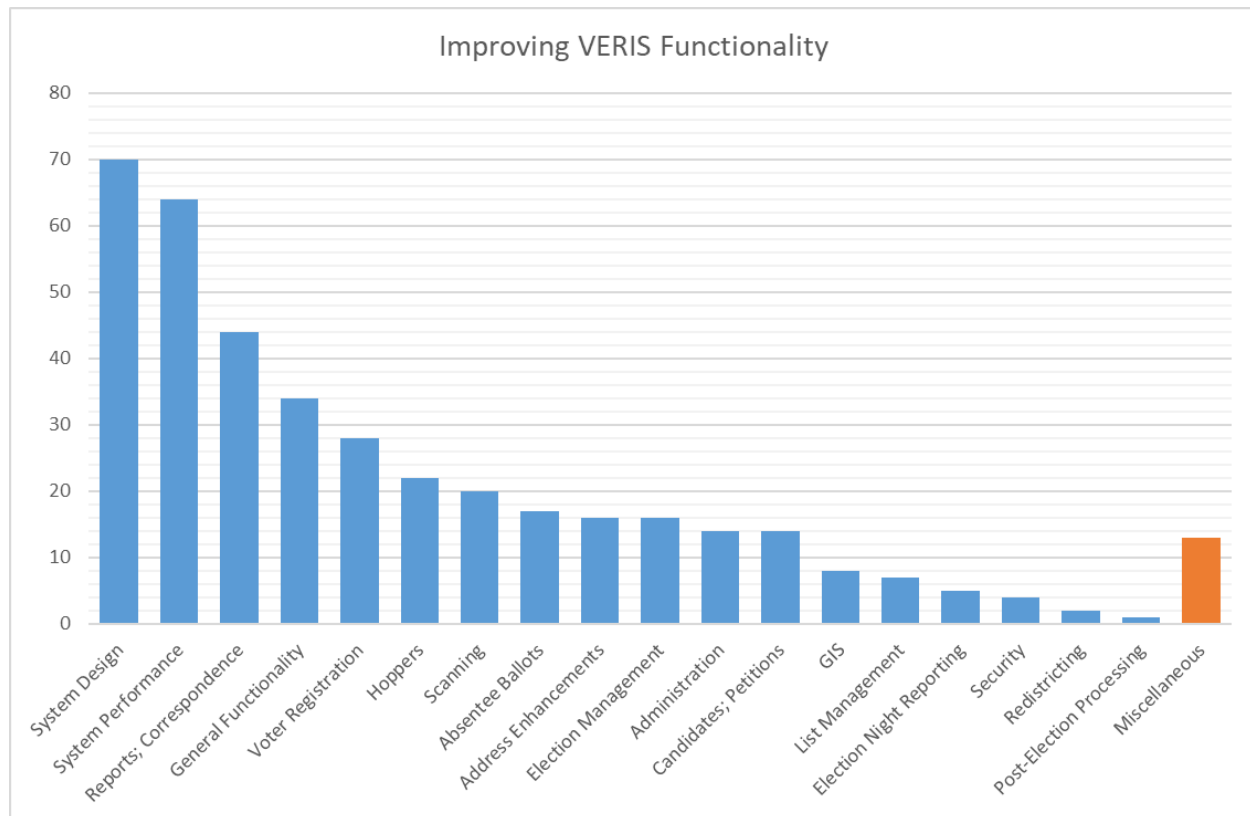
SYSTEM DESIGN – 70 COMMENTS

Respondents' comments about system design enhancements and issues fell into the following categories: efficiency and ease of use, viewing multiple screens at the same time, the search function, format / screen layout, DMV interface, warning messages and alerts, instructions, and miscellaneous.

- **Efficiency and Ease of Use – 12 Comments**
    - Accuracy – Date entry doesn't always work correctly so that the user must re-type the date. Easier data entry.
    - Back Button – A back button. There needs to be a return button to the page document in VERIS. Every time you process a record you have to literally go back to the beginning of a page to find the page you left off in processing OVRs.
    - Mouse Clicks and Keystrokes – Fewer mouse clicks and more tab features that work to cut down time. Fewer keystrokes to accomplish a task. Multiple screens and repetitive entries are time consuming. It seems too many keystrokes are required when entering some data such as setting up a petition for a new candidate. The menu tabs are not intuitive with too many steps (such as for entering election results). It takes too many clicks to get through certain processes, especially as they relate to candidate processing.

- o Duplication – You duplicate your effort with creating a master petition so you can create the candidate petition.
- o More User Friendly – In my mind, it really just needs to be simplified. It seems a lot of the time to go down a lot, sometimes in the middle of an operation, and it seem to me things are just a lot harder to do and more time consuming then they need to be. I totally get that certain steps and protocol have to be followed, but it sometimes seems to take forever to get from point a to point b.

- **Ability to View Multiple Functions at the Same Time – 11 Comments**

  Several respondents expressed the need to be able to view information on more than one function at the same time (side by side). Instead, they must back out of the current function and open the other one. A sample of comments is listed below.

  - o To be able to access more than one screen or function at a time. This would keep from getting out of one function to get information and then return (time consuming).
  - o Easier ability to go back and forth between screens.
  - o Shared screen options so we can look at two different VERIS screens at the same time for various issues.
  - o The ability to switch back and forth from the street file to the voter information would help.
  - o To have maybe 2 screens of VERIS opened at the same time. Ability to open up more than one screen at a time. Ability to work in multiple screens at once.
  - o Allow two VERIS screens to be opened at once, so when checking petitions if you can't locate an individual, you could flip to the other screen to do a search there without having to go out of the petition.
  - o If we want to reference instructions for different sections, we should not have to step out and go to a list of manuals and search for the information we need. There should be a help/information button at each VERIS function for more information about that particular feature and how-to info.
  - o Not having to go back to the home screen when you are done processing, including absentee entry
  - o User should be able to use the back button instead of having to enter voter information in the search bar. If a user looks at the voter history, etc. they should be able to go back to that voter's home page without having to enter their information again.

- **Search Function – 11 Comments**
  - o Add OVR Hopper Search to voter overview screen.
  - o Allow search by Voter ID for OVR Hopper Search.
  - o Capability to search records in VERIS while updating or processing others.
  - o Being able to search while a current record is up would be helpful.
  - o Overall navigation of VERIS should be improved as well.
  - o Voter Search: User-defined default search so we don't have to constantly change SSN to ID when processing NCOA Notifications; Registration Status needs ALL Option
  - o Search box
  - o Being able to voter search adjacent localities without having to search all of Virginia. Would like to search multiple localities for a voter, not all of Virginia.
  - o Just like I do in street file search.
  - o A search function! There should be an easier way to search certain documents, a code

section, etc.

- o Real search engine, with ability to enter a key word, state form #, candidate name, election name, report that would take you to real info.

- **Format / Screen Layout – 10 Comments**
  - o Home Page
    - Needs commonly used in middle (on the home page)
    - Also, I would like to see a more functional HOME Page. It should be a one stop location to find what you need. There are way too many dropdown menus that can be hard to follow depending on what you looking for. Too much unimportant information on the Home Page and too much unimportant information on the Voter Record Page.
    - User customizable front page
  - o Dropdowns and informational items need to be reversed; more organized dropdown menus
  - o All forms we use should match the VERIS screens.
  - o Put a check box on the registration screen that a voter has marked that they have no middle name.
  - o For the OVR transfer put the closest locality below you we have to scroll down to find.
  - o The layout needs to be more intuitive.
  - o Place the SSN match found on top of the screen versus on the bottom. It would allow processors to notice the match easier rather than scrolling down to the bottom of their screen.
  - o The reports tabs are overwhelming, with no real help as to which section you should select 1st to get to another dropdown menu. And, it always takes you back to 1st step instead of where you just left if you didn't run the right report. Hovering over these with a description would be beneficial. And highlighting or changing the color of the reports you ran that day so you don't run them again would be helpful.

- **Department of Motor Vehicles (DMV) Interface – 9 comments** were made about the need for a better interface between VERIS and the DMV's system for voter registration.
  - o The biggest, most important thing for freeing up time to actually do important things, would be FIX THE DMV INTERFACE. 1. MUST provide one form of contact information - phone number/email address. 2. MUST verify mailing address, even if it's the same as physical. 3. MUST answer ALL questions.
  - o Need to comply with the DMV to improve their system to let people know they are not taken off the voter registration. Too many people call to say they didn't understand what they would doing with the questions being ask on voter registration. Then they still fill out paperwork when they get home to sign a duplication of what they did at the DMV. Too much confusion from the DMV and people think they are taken off registration.
  - o Completion of apps between VERIS and DMV; definitely better communication between DMV and VERIS.
  - o All required information to appear on OVR applications. There MUST be a way for the DMV to change/enhance their system so that all required information, from existing Virginia voters, will appear on the applications.
  - o The DMV part is the worst. Sometimes you get a new application for a voter and it has changed back to an old address before 911 addresses came out or all the information isn't filled out on the form.

- **Warning Messages and Alerts – 4 Comments**

  - Warning messages that a registration (applies to paper registration only) has not been saved when user attempts to move to another screen and has not hit "approve". Warnings that a voter's in person absentee ballot application information has not been saved when user attempts to move off the screen and has erroneously not saved voter information. Just a simple "Information on this page has not been saved. Are you sure you want to proceed?"

  - The warning screen for VERIS timing out needs to show in VERIS and not the screen prior to you reaching the VERIS home screen.

  - Create a feature that would allow processors to be alerted that a duplicate SSN match was found. It would show a warning and allow them to stop before processing the submission.

  - VERIS should add an alert message for age. I complete many applications everyday that citizen is not old enough. Citizen can vote if a person must be 18 years old that do not process. I wish alert message that block then I can pay attention message. I save my time and remove application.

- **Instructions – 4 Comments**

  - Very confusing to figure where you are in process and what needs to be done.

  - Maybe there should be popup reminders for us on VERIS to do things rather than relying on emails.

  - The Merge and Duplicate Processing not clear--still confusing on which alpha to enter first.

  - There are too many steps to the procedures. I have been on VERIS since the beginning and have become accustomed to it.

- **Miscellaneous – 9 Comments**

  - Fix the problem with the help menu. Multiple help tickets have been in since March 2019 and the problem still exists.

  - Possibility of a ROR website data link for research much like the dropdown of "Maintain Prohibited List" Felon/Death records; auto update for easier association and be a work around.

  - Consider interface with other election-related systems: DMV, Other Virginia systems, Systems in other states.

  - The system requirements should be independent of platform and programming language.

  - Since election laws change every year, the new system requirements, design and software must be capable of quick update. For example, the use to very voter status for in-person absentee voting.

  - Have a program that was made specifically for Virginia

  - We need a much more robust system with multiple redundancies

  - The system needs a complete overhaul to more align with Virginia Laws using suggestions from above.

  - Some features have a lot of redundancy

SYSTEM PERFORMANCE – 64 COMMENTS

System reliability and speed were the two performance issues mentioned most often by respondents.

Having the system time out too quickly was also seen a performance issue along with server capacity and ease of use. A sample of comments is provided below.

- **Reliability – 21 Comments**
  - Dependability. I am generally happy with VERIS functions as long as VERIS is working. Make sure it works every day and is not offline. Seems like VERIS is not very reliable.
  - Do something to stop the periodic slowdowns in processing during the day.
  - Do not crash. It needs to be equipped to handle mass amounts of data at one time so that it doesn't crash. Improvement to the system for fewer outages.
    - Not going down so often. Not to crash during election cycles.
    - Reliability!!!! Very frustrating when deadlines are coming up and VERIS goes down.
    - Election Day: Keeping fingers crossed VERIS and the Photo ID systems don't crash due to the overload of inquires or processes between both due to utilization from all localities.
    - If VERIS crashes or goes very slowly it disrupts office operations, particularly during busy election cycles.
    - Stop the breakdowns. I worry about how we can best use VERIS for early voting. I think we should use it for security reasons, to avoid duplications, and streamline the process for voters and the registrar. But can VERIS handle the load? We are a college town. We are going to have peak loads, and probably a number of voters who are not registered in our jurisdiction. Can VERIS handle this?
    - The fact that VERIS seems to not be able to handle the volume of work being entered during busy election times.
    - The site should not go down during absentee voting.
    - Reliability, first and foremost. A system is needed that will be functioning efficiently and without significant delays. Election preparation, voter registration processing and maintaining up to date election records is essential in order for the public to maintain confidence in the work that Directors of Elections do.

- **Speed – 15 Comments**
  - Speed of processing. Speed...it is often very slow. Speed it up.
  - During the 2016 election, VERIS was much too slow. We could not process applications without long delays and being kicked off the system. This also made absentee voting more problematic.
  - Keep it on a fast platform and upgrade the servers if it's slowing down.
  - I really don't have too many issues with the present system. Most are minor annoyances that are present in most all the systems I've used in other jobs. The main thing for me is for it to do the jobs quickly with as little redundancy as possible.
  - Response time
  - Quicker lag times would be awesome

- **Time-Outs – 15 Comments**
  - Frequency of Time-Outs – Fewer time outs. Don't time out. Not getting kicked out as often. Less login OKTA having to do it over and over again. Stop VERIS logging users out when actively working in the system.

    Having to receive a telephone call to log in to VERIS throughout the day can be difficult,

especially during our busy times. More options need to be available.

Way too many things need to be done, all of which on different screens. More time needed before logout because of inactivity. It is such a pain when we are logged out, customer walks in or calls, we have to log back in, put the caller on hold, type in the 2nd password then help them.

- o Speed with which Time-Outs Occur – Do not get "timed-out" so quickly. Not timing out so quickly causing multiple logins to finish projects. Timing out needs to reduced. MORE time needed before VERIS times out. Possibly a little longer time before getting logged out. Updating the time for which VERIS requires a pass code. I know VERIS is concerned about security, but it is annoying that the system times out so quickly. I probably have to log back in 8-10 times a day.

Security is top concern but once we are signed in to VERIS it is ridiculous to be "kicked" off after 15 minutes because you got tied up on a phone call and didn't change to a different VERIS screen. Something needs to be done so we can keep working within VERIS. I have had to go through the entire 2FA numerous times in an hour. Delays my workflow and slows my response to citizens.

- **Capacity – 7 Comments**
  - o Ensure there is enough storage space for all the scanning.
  - o Bigger servers? It's really bad when it crashes for two hours during a busy in-person absentee season.
  - o Expand server capacity to allow for quicker processing.
  - o Larger Servers that can handle all the processes and entries that are made daily.
  - o Server space to accommodate the large influx of data and user traffic over the next 2 years.
  - o Anything to improve capacity

- **Ease of Use – 6 Comments**
  - o More easy to get around especially
  - o Finding past election results is not easy, used to be
  - o Better search results
  - o Making it more user friendly or creating a portal separate from the normal portal for OE's, and EB Members when Early Voting begins. For younger people or those who are savvy with technology I don't have any issue, but for my OE's that are well over 70, they get turned around and befuddled immediately trying to access any normal function in VERIS.
  - o Streamlining processes
  - o VERIS needs to be user friendly. The easier it is to utilize a system the fewer mistakes the user will make processing data.

REPORTS AND CORRESPONDENCE – 44 COMMENTS

- **Reports**
  - o Custom Reporting
    - We need to be able to customize reports. VERIS has endless data that could really improve outreach to voters, but I need to be able to get to it. Perhaps enhanced customized reporting capability. Ability to create custom reports from existing data.
    - Capability of requesting custom reports from VERIS specific to the locality. The ability to define locality specific reports (such as breaking down by satellite site etc.).
    - Make it more functional by letting us create our own reports. Need user-defined reports, we don't have that capability.
    - Improved reporting options; improve the flexibility of reporting
    - Ad-Hoc reporting and exporting features. Repeating reports w/o end date.
  - o Reporting Capabilities
    - Significantly increased reporting capabilities
    - More definition/description of reports
    - Better organized and reliable reporting features
    - Creating reports in a format that allows us to extract data easily
    - Increased reliability of report content
    - Report to generate Annual labels to be printed and mailed to voters per this county requirements.
    - Allow additional reporting by precinct and multiple districts (for those of us who have multiple split locations within the same precinct, i.e., Congressional/Senate/House)
    - Allow for reports to be produced using all the information in VERIS, not just the reports in the reports hopper.
    - It would be really helpful if we could print our AB reports sorted by ballot style in alpha order. It would make the first mailing of absentee ballots much easier and reduce the risk of sending an incorrect ballot style.
  - o Challenges
    - Election Provisional Reporting is difficult.
    - Final AB Totals Report: Difficult to reconcile printed ballots since number of email ballots is included in "issued" totals.
  - o Other – For our work order management function on an Oracle database we had the reporting exported to a business objects universe so the core function wouldn't be slowed down. The reports were largely canned which saved processing time and didn't impact the core functions.

- **Correspondence**
  - o Suggestion: Have a separate "email issued" column and "email Marked" column.
  - o Capability to edit (personalize) the standard notices sent to voters
  - o When you need to go back in the history to retrieve a letter, you will always get the

current date and not the date of the original letter. This is absolutely no use when you need to produce a copy of an original letter.

- o Remove information that prints on first page of absentee labels - wastes so many labels!
- o Election Officer correspondence, Candidate correspondence
- o I would like to be able to more easily log emails or calls in addition to mail correspondence with voters, so that we can keep track of when voters have been contacted.
- o Locality-specific correspondence or better-defined verbiage
- o Better communication and/or capability with other localities to correct voter records
- o More flexibility in the form letters for voter registration, less down time of VERIS
- o More selections or capability for voter letters.
- o Place voter information notices in ABC order in batch so that when printed they are in order.
- o Have more than one confirmation mailing a year.
- o VERIS to populate letters to officers of election, i.e., polling location, work hours, chief officers name and contact; just a generic information letter.
- o Allow localities to generate/enhance their own VERIS correspondence to voter.
- o Stop date changing on correspondence when looking up voter correspondence history
- o Have email batch for UOCAVA voters for emailing ballots
- o On Denial Letters we should have more specific reason codes.

- **Miscellaneous**
  - o Have ability to adjust print settings.... sometimes print is too big or too small.

GENERAL FUNCTIONALITY – 34 COMMENTS

- Default to current election with others listed in case of need.
- Make the transfer option available from the process screen and/or after the OVR has been moved to incomplete
- Create multiple indexes (by number, by name, by type) that link to forms. Lots of wasted time trying to find correct form.
- Be able to flag the most current/fully complete alpha as such (in documents)
- Allow changes to NVRA tracking ID after the application has been processed if entered as the wrong code.
- The pop-up calendar jumps all over the screen.
- The election date should default automatically to the current election in all VERIS programs.
- Election Section (Major Overhaul). Simplify # of steps to search and allow multiple search criteria
- Add address label print functionality to mailing addresses of other GR offices
- Return option on every page
- To be able to Go Back. If I go to the wrong place by one step, it seems I have to go back to Home, to try again.

- Put ballot styles in voter records.

- Make VERIS "real time".

- Ability for VERIS to recognize Dr AND drive and st AND street mean the same thing and prevent every one of these from going on the exception report.

- Less steps, modern design, and intuitive processes. Think of VERIS as an AMAZON shopping experience rather than a C++ programming expedition. There is a fear that to simply answer a question regarding a voter you risk making a change to that voter's record. The ability to use directional arrows when navigating VERIS would be greatly helpful.

- Create Photo ID without having to go to VOPHO and sign on again. Attach it to Registration where it asks if needed. Maybe something similar to the framing silhouette in Photo Id could be applied to the different document types in VERIS.

- No NCOA reason listed in document scanning dropdown box, when this is done every year and reports OOS and address changes.

- Voter lookup is a public facing functions that should be an exported function. Likewise, possibly reporting.

- Ability to electronically transfer a Hopper NCOA to the correct locality.

- Citizen portal needs to email customers that their application has been received. Citizen portal needs to ask voters if they want to vote in person or mail absentee before processing application.

- This is a little one -- but on a voter's 'Document' page, there is currently a checkbox to check if you want to view only a voter's Administrative Duplicates (the checkbox says 'Display only ADRM'). I think a useful enhancement would be to get rid of this box (I can't imagine why I would want to display only a voter's ADRMs) and to add a box that would let a user display all documents EXCLUDING the ADRMS (or Administrative Duplicates). Viewing the ADRMs is not all that useful to me.

- Have one screen for voter where all functions can be processed.

- VERIS to figure ballot styles.

- If some reports like the precinct records listing didn't have to be converted that would be great. It could save a lot of time if it just opened in excel

- The auto-populated capability of VERIS on DMV-OVR processing for previously registered voter needs to be evaluated.

- The new system should be capable of handling many transactions in a short period of time.

- Better duplication matching.

- Being able to download anything into an Excel spreadsheet.

- Fix the petition pages so that when you search for a voter, it will not bring you back to the first line on the page - it really is confusing and easy to start entering information in the wrong place

- This happens when I add new voters. I'll add the initial information, hit PROCESS and the file disappears. I have to go find it to finish it.

- Expand box to view entire comment when entering/typing. Larger comment box when typing comments to voter records.

- Need to allow notes to be added to the OVR applications, not delete them, but make notes.

- VERIS needs to be more sophisticated in its functions and more simple with its processes.

- The ability for localities to adapt VERIS to their specific needs would be great! For example: in training it would be extremely helpful to not have to recreate our training examples every election

cycle (due to Sandbox being "reset"). If we had a locality specific training ability, we could set our training examples and reuse them over multiple elections

VOTER REGISTRATION – 28 COMMENTS

Comments fell into the following categories: functional improvements, accuracy, duplicate entries and preventing mistakes.

- **Functional Improvements – 12 Comments**
  - Voter Registration/Absentee/Scanning needs to be combined in the Voter Overview
    - Address appears twice
    - District History and Comments should be a dropdown
    - Suggestions for alternative use of the space
    - Print Current Voter Notice
    - Button (Mark for confirmation mailing w/o processing address)
    - Link to Documents or better yet the latest VRA appear entirely
    - Date last voted
    - Absentee Application Status; Absentee Check-In (Preprint In-person Application?)
  - Be able to use ss#, ID#, or last 4 to do voter look up and it knows which of the three it is without us having to tell it
  - Tell us the name, address, etc. and if the voter has an AB App or has been sent a ballot. I don't need a 20-year history of addresses or elections he has voted in on the first page.
  - Now voter changes information online and all past digital apps in VERIS are changed so address/name originally entered disappears.
  - The voter records should be treated as one unit. Currently, they have a registration side, and an absentee side. It would be nice if there was a way to blend these two components together for easier processing and review.
  - Out of State voter application and other jurisdiction filters need to be improve.
  - Underage voter should be filter since VERIS also provide underage voter report.
  - Carrying over information from a previous search like in ST. File to an Add Voter function is not helpful.
  - Updating a registration. I have a problem with the update not taking the address even though it's the address where the voter is already registered.
  - When adding new voters after completing Voter Search, that at least all information inserted is transferred over to Add Voter window.
  - Focus on voter application registration and workflow. Day to day operation should be streamlined for efficiency.
  - Improvement to the Citizens Portal

- **Application Accuracy and Completeness; Verification of Information – 7 Comments**
  - For voter registrations to be matched and sent to the correct localities so there is no need to transfer cards when currently registered with same address. Some localities are not transferring them for up to or beyond 4 weeks after voter has registered. This is an issue!
  - Application (as required by law) so that GR locality will have complete alpha and not have to request from prior locality and/or voter.
  - Voter Registration addresses link to GIS to avoid voter registered to non-existing addresses.

- o If we're not to do anything with the paper OAB and paper OVRs, I'm not sure why they've got to listed in the hopper. If it's something we need to refer to during election maybe it could be added to a report that we can run of those that didn't get registered during election day due to the missing information. If you have a registration in the OVR because of signature, why should one get into the DMV OVR? That application is going to have to be denied due to missing signature. It should have gone into the paper OVR.

  - o Allow GR to place a voter who is not in his or her locality on confirmation as is required by the Code when checking petitions. Currently VERIS doesn't allow this.

  - o Online FPCA should make validations based on voters' self-classification and use the combination of information (employment or not, etc.) to make the pre-classification.

  - o Ability to identify voters who have written their Voter ID number from an existing registration as their SSN on a new application. Frequently occurs with National Forms.

- **Duplicate Entries – 5 Comments**

  - o There are too many registrations that are really duplicates but don't adhere to the strict definition of duplicate so aren't administratively processed (forgetting to have complete middle name and just placing middle initial--using term unit # vs apt# when updating registration at DMV or portal). Probably hard to address.

  - o Voter registration (VR) duplications. Automatic deletion or denial of incomplete registrations.

  - o The duplication of DMV entries almost crippled several localities. A database should be a labor-saving device. As an EB outsider, looking in, it seems that labor has been saved for ELECT but increased for localities.

  - o Duplicate Voter Registrations remain an issue and become a cost burden to localities.

  - o Less duplications

- **Preventing Mistakes – 4 Comments**

  - o When voters register at the Department of Motor Vehicles (DMV) they aren't aware that the DMV allows different addresses than actual residence, something that flags the address.

  - o Have REQUIRED fields that voters need to complete - ex. contact information (phone number and/or email address). Applicants should not be allowed to proceed unless all fields are completed - just like this form has a red * as required field

  - o Not allowing an applicant to proceed if they check Non-Citizen.

  - o Require ALL questions to be asked and answered for the online Virginia Voter Registration.

HOPPERS – 22 COMMENTS

- **Felon Records**

  - o When the Death Hopper and Felon Hopper come in it would be great to have it as a list that prints out instead of me having to print each page separately and then process it.

  - o Question: We occasionally get Felon information. We also get Felon information other ways. Why is that?

  - o Allow for GR to update Felon End date by SSN in one transaction rather than individual transactions when multiple individuals with same/similar SSN and/or name appear as End date may not apply to all.

- o Felon search needs to be updated more frequently.
- o Update restoration of felony convictions and restoration of rights.

- Automatically attaching a screenshot of the hopper "Match" screen for any voter cancelled by a hopper (Death Hopper, Mental Incapacity, Felon)

- The OVR Hopper Excel spreadsheet needs a column added for the voter's CURRENT locality.

- Paper: Ability to filter out Paper OVR Applications from the Hopper who have a 100% match (including address) to current registrations so we do not mail them applications. Get rid of the hopper paper for OVR and paper OAB. They are useless and confuse new people. Remove Paper Hoppers. Create a separate hopper for OVR's and Paper applications. Currently we have one hopper for denials and one hopper for incomplete applications that are shared by OVR and paper submissions.

- It would be nice to somehow go straight back to the DMV process hopper screen after completing processing a record. Being able to return to the hopper from the voter's record screen.

- There needs to be a search capability in all the hoppers. Can you make the incomplete hopper searchable? We enter in late applications to make them easier to find on Election Day. When we have to enter those applications after the election, they are difficult to process.

- Make the "City" column in the OVR hopper specify the locality the voter is coming from.

- More enhancements are needed for the DMV online hopper to prevent citizens that are too young, out of state addresses, and no signatures.

- A "save and new" button to allow quicker processing of hopper items, as opposed to returning to the home page and choosing the hopper category each and every time.

- It would be interesting to be able to customize VERIS to suit a particular locality's needs. Or maybe something like a hopper area for personal functions that are most used.

- Uploads not affecting hopper population

- Updates to hopper are not in real time.

SCANNING – 20 COMMENTS

- Have the association part of the scanning process remember what was used to search the last person. Or, have documents scanned in as Registration Cancellation Documents' status pre-set to include "cancelled" as well as have the "Voter ID: " set to ID. These documents are state forms and there is no place on them for the status's default SSN. The voter ID is automatically printed on these.

- Alpha Cards
  - o Scanning: alpha cards in documents do not print as seen on the screen. Most common for us is Section 1 information does not print.
  - o Set parameters for Document Scanning, i.e., Alpha Cards. We receive many scanned alphas that are too big/too small/too light/too dark when printed. Can VERIS be programmed to reject or resize scanned documents that do not fit established standards?
  - o You can start with the scanning of DMV applications to show under voter's record the same information that has been scanned into VERIS. Example: Alpha card has been completed and scanned into VERIS, but, the scanned document does not show that the application is completed. Looks like 2 different applications.

- Scanner settings to not save VERIS. Have to reset settings for every card scanned.

- Scanning is a wonderful function; however, the majority of the 'add document' descriptions

requires a signature such as 'returned mail - undeliverable'. when using the scan panel, it requires the signature be captured even though there is not a signature to capture. This in turn replaces the previously captured signature.

- To be able to scan/attach a document to outside our locality records would be helpful.

- Allow direct scanning to VERIS in grayscale or color. Some localities' scans are illegible because of black and white only. Allow direct scanning to VERIS in grayscale or color.

- Consistent document sizing on VERIS scans. Create templates depending on the document type, i.e., returned mail as a #10 envelope size. Some scans print out oversized with part of the information cutoff, and it does the same when I have sized it down before printing.

- Scanning more than 19 cards at a time would improve production.

- There should be a button that allows you to "save all" scanned documents that do not have signatures to capture. Now, you have to click "save" on every single one of the scanned documents even though it may not have a signature.

- I use the bar code that prints on the DYMO Label printer. It would be great if VERIS scanners could read that bar code. I've worked with all the VERIS documentation and so has my IT Department and it will not read that bar code. Data entry would be snap if it worked.

- When doing multiple document scanning it would be nice if it could process a little better. You have a skip but, on the documents, but you should also add a back button as well. If you forgot to get signature and hit next you have to go all the way back to the start to fix that one registration or document.

- Scanning documents storage needs to be increased.

- Scanning add denials and confirmations are missing from list

- It seems like with some things, like scanning, there are steps that could be eliminated.

- Scanning. There must be a better way to attach a document to the record.

- Be able to delete images scanned by people other than yourself, but not immediately after scanning. Maybe after a week or so. I realize it is important that other people don't accidently mess with other people's ongoing scanning projects

ABSENTEE BALLOTS (AB) – 17 COMMENTS

- **Early Voting**
  - Update the Absentee Ballot system for early voting to not request a reason code (or put drop-down for N/A) when the no-excuse early voting period begins.
  - Quite a few enhancements will be needed to implement early voting; for example, the ability to upload AB voting credit from EPBs on a daily basis (if we use EPBs to check in AB voters) and the ability to print some sort of voter receipt or ticket that the voter can exchange for a ballot (if we use VERIS to check in AB voters).

- **Searching**
  - Search on email in AB search
  - Add a search button on the Absentee Mailing labels, and Voter Registration Notices. We have voters call and have to dig through each batch to find their names.

- **Miscellaneous**
  - Bulk upload absentee applications.
  - Absentee ballot tracking (Ballot Scout is useless.)

- o When processing absentee it should not default automatically to "In-person" for ballot delivery.

- o Remove some of the upcoming elections to cut down on errors in keying absentee requests.

- o Handle FWABS in AB.

- o I would like VERIS to have the functionality to freeze a voter's record when an in-person absentee voter casts a ballot on an absentee voting machine prior to the voter registration deadline but moves to another locality and attempts to update their registration after actually 'casting' a ballot in a given election. VERIS should not allow the registration to be updated until books reopen.

- o I would love to see a button in VERIS that we can check on an in-person absentee ballot application that indicates the voter voted curbside (much like the assistance box); so that we don't have to keep track of it manually. That way this information gets stored directly in VERIS and ELECT could simply run a statewide or locality report to pull that information, rather than GR offices having to report that information manually on election night.

- o There are too many steps to click on to apply for an absentee ballot on the Citizen Portal.

- o A way to import ballot styles into VERIS to automatically populate on the voter's AB labels (alongside of NA, ID, etc.) would be great! A "Daily Ballot Style Issued" report would be a wonderful addition, too, if at all possible.

- o Emailing UOCAVA voters their ballots

- o Miscellaneous Comments - The AB application is awful. Should had never used Indianapolis because they HAD no excuse AB.

- o Interphase (sic) to generate a list or file of email ballots to be transmitted via email.

ADDRESS ENHANCEMENTS – 16 COMMENTS

Respondents' comments fell into the following categories: new developments, U.S. Post Office, Department of Motor Vehicles and miscellaneous.

- **New Developments**
  - o The street file issue we have seen with new construction
  - o Address confirmations such as Google Map for new community developments.

- **U.S. Post Office**
  - o Stop using USPS for address verification; go back to VVRS where we enter it. A lot of our applications are mixing between localities.

  - o Addresses to better coordinate with the Post Office addresses. Often times VERIS has an address entered not matching the Post Office, requiring street file research. To research, we have to leave the new entry in order to research. It would be nice to be able to toggle back and for the between the two files.

  - o Using USPS as the street guide is useless at times. I have streets that begin here in the city and extend into the county. The person could move next door and I'm changing their address and VERIS flips them to the county and it's a valid address for the city.

  - o Confirmation mailing to the address the USPS provided instead of the address that the voter no longer lives at or forward the notices

  - o The address integration between the post office and the street file is painful. This is the

Post Office's fault though, because they let people keep old zip codes for offices that haven't existed in 30 years. We have streets that have to be segmented almost house to house because the zip code changes.

- **Department of Motor Vehicles (DMV)**
  - o Verifying addresses that are misspelled or incorrect that are submitted through the DMV. The street file should be the same as DMV addresses.
  - o DMV needs to use correct addresses which will decrease manual overrides in the address field.
  - o Checking addresses on the street file. I don't understand why DMV has different road names. Sometimes spelling or the wrong word abbreviated. Confusion with some areas of the county. Also not differentiating between counties. Some areas can span four counties so researching takes time, so we are sure applications are transferred to the correct local.

- **Miscellaneous**
  - o There are still issues with individuals thinking one can give an out-of-state address thinking they will be removed from voter roll.
  - o The street file should search successfully on the first submission.
  - o It would be helpful to be able to update addresses from NCOA to other localities (scanning in the appropriate information to create a transfer situation without us having to mail forms and cards to other localities.
  - o Better address maintenance
  - o Street file needs to have better perimeters set (sets highs and lows for current locality), duplicates; also, have it set as to where they have to answer every question every time.

ELECTION MANAGEMENT – 16 COMMENTS

- **Election Officers; Poll Workers**
  - o Officer of Election Management
  - o Election Officer functionality
  - o Election Officer List Reports and Maintenance. Currently there are Poll Worker functions and reports in VERIS, but they do not work. Button to nowhere?
  - o Better poll worker functions - look at the needs of the large and small localities to prevent recreating the wheel, I feel like VERIS is close to being what we need, but it just is not enough.
  - o Poll worker management would be a great addition.
  - o Recommend having a "front end" where EB members can access basic information without having full access.

- **CAP**
  - o I feel like CAP should have the ability to be added to the upload template on Election Night. Just treat it like another precinct.
  - o Some way for VERIS to have a connection that we would not have to upload our electronic poll books every day for absentee voters for our CAP

- **Reporting**
  - o Eliminate Outside Polls reporting by district (only report by precinct).

- o Simplify Provisional Ballot reporting by precinct (too cumbersome).
- o Remove Write-In reporting in Primary Election.

Miscellaneous

- The step-by-steps and instructions for election day, etc. need LOTS of updating and help.
- Allow for VERIS to be used to check in voters similar to a pollbook for early voting
- When a person votes in person have it where they do not have to fill out an absentee application and just sign the signature thing.
- Voter credit uploading.
- Satellite voting locations should be able to access VERIS in real time to verify voter registrations at polling places.

ADMINISTRATION – 14 COMMENTS

- Add a contact in the Directory for the IT manager for the elections/registration office
- Cost to localities should be determined early so that they can plan for implementation expenses.
- Consider a training function. Training Management – used by ELECT to manage annual training for election officials. On-Line Training – accessible by officers of election in all localities for their training. On-Line Training – accessible by GR/DOEs and their staff for training.
- VERIS to have an area for officers of election working and their payroll information.
- I would like to see VERIS be more of an election management system. A one-stop place to retrieve, manage and enter data.
- Ability to track work by operator.
- Require GRs to update VERIS with the directory information, i.e., VERIS will not work unless you have put in the names of contact people or indicated the position is vacant or cannot be contacted)
- Stop providing us with Admin dup listing. No one cares. You are just killing trees.
- Asset Management (i.e., Pollbooks, Voting Equipment, Election Supplies)
- Quick enhancements to correct problems or enable efficiency once determined they should be done. Now it takes many weeks to receive 'management approval" and to get in the enhancement queue, then nothing happens.
- Problems hindering efficiency and accuracy continue. Take care of the problems listed in the "least satisfied" "why?" boxes. Make VERIS reliable and reliably speedy particularly during high use time frames.
- The VERIS maintenance team should have its own sandbox so localities can prepare VERIS sandbox for training. Now maintenance team changes/resets sandbox so training setup lost.
- Keep extra crap (could not think of a better way to word this) out of VERIS. We do not need the ability to manage poll workers inside of VERIS, training modules should always be separate from VERIS, and the citizen portal should not be tied in any way to VERIS (even if that means data has to populate overnight to a separate server).
- Allow for the GR and EB lists to be drawn from the Directory portion of VERIS.

CANDIDATES AND PETITION PROCESSING – 14 COMMENTS

- Improve the candidate process with regard to ballot order for Independent candidates.

- Update the candidate qualification screen where you are entering a date and time stamp for independent candidates to state that this should be the date and time that the individual has delivered 125 signatures.

- Put all the forms a candidate would need into one location, so when I have to make a candidate packet, I don't have to search.

- Streamline the candidate filing process and tracking in VERIS

- **Petitions**
  - Allow you to set up a candidate and the petition on the same screen.

  - In petition tracking, if it provided a column next to the voter's name to enter line #, it would save a tremendous amount of time processing petitions and you'd still be able to track which line on a given page the voter signed.

  - Petition Processing could be simplified - searching by street or household for signatures.

  - Petition processing; streamline petition process; simplify petition reporting

  - Bring back the petition processing function which allowed you to approve multiple signatures from the same address at the same time.

  - Allow voters to sign petitions electronically so that the data can be matched up to their VERIS record

- General Comments – Candidate processing work through is terrible. Candidate Information.

GEOGRAPHIC INFORMATION SYSTEM (GIS) – 8 COMMENTS

- GIS capabilities; Connect VERIS to local GIS.

- GIS capabilities to assign new streets to precincts/districts would be helpful.

- Real time GIS data

- New addresses should be geo-located into the correct precinct rather than manually.

- GIS functions (so we can see precinct boundaries and any changes that we make to those boundaries)

- GIS integrated.

- Visual interactive GIS interface with several layers incorporating county data and automatic location of addresses so voter registration staff can quickly confirm existence of a building.

LIST MANAGEMENT – 7 COMMENTS

- We question the clean-up of non-citizens who are actually citizens.

- We question the death records vs. the information provided stating such when in error. Heard at this past VRAV meeting, user error on the part of the Clerk's office.

- Death and out of state notices should be directed to new address. Registrar's Offices are spending a lot of funds in postage to send notices to old addresses.

- I have only worked in VERIS for a year, however having experienced working in other government databases and systems, my only concern is the "cross referencing" functions. I am

still unable to understand the merge process and why at times VERIS attaches past voter information on the record and sometimes it does not.

- Have felon state and ROR date added back to applications

- End dates for felons that are connected to the State Commission Restoration sites.

- It would be great to have access to other State Departments in the Commonwealth with information that affect the registration process such as felons, deaths and non-citizens who possibly answer the questions incorrectly.

ELECTION NIGHT REPORTING – 5 COMMENTS

- Ability to upload complete election results.

- Anything to make election night reporting better!

- A more intuitive method for election night reporting

SECURITY – 4 COMMENTS

- 2FA – Allow for a different method of authentication instead of cell phone or office phone. Suggestion: token

- Some functions should be migrated to an external platform that protected from intrusion.

- Increased data integrity

- Heavily reinforced cyber-security

REDISTRICTING – 2 COMMENTS

- Redistricting system needs to be a lot more intuitive.

- Simplify the precinct assignment process to include GIS mapping capability in VERIS.

POST-ELECTION PROCESSING – 1 COMMENT

- Post-election audit support

MISCELLANEOUS – 13 COMMENTS

- **Procedures**
  - Have each and every voter answer the questions each and every time.
  - Include in procedures how to set up when new cell phone. Both my assistant and I got new phones recently and couldn't figure out how to setup/transfer 2FA to new phone.
  - To enhance VERIS (some procedures) must be updated in the handbook.
  - Better step by step guides; Very repetitive instructions just for one field that changes.
  - Quick search in VERIS user manual step by step
  - A search engine within the GR/EB handbook and the VERIS step by step.
- Have statistics on each user (only available to GR of locality) to assist with staff performance.

- Live chat with an IT person would be helpful to solve issues on the fly versus sending an email to VERIS help.

- Space and use statewide all at once?

- Accuracy is most important.

- I really can't think of anything. Overall, I think VERIS is extremely functional as is. VERIS lets me quickly and easily do what I need to do, has pretty good search capabilities, and it's easy to find what I'm looking for. I think VERIS is a very good system the way it as long as it does not crash, and we have enough space to store scanned documents and all the data we need to capture.

Question 10: What other VERIS features would most help our citizens in the voter registration process?

There were 156 respondents who provided input, totaling 201 comments. There were some comments unrelated to this question that are listed as the end of this section but are not included in the bar chart.

VERIS Features to Help Citizens with Voter Registration
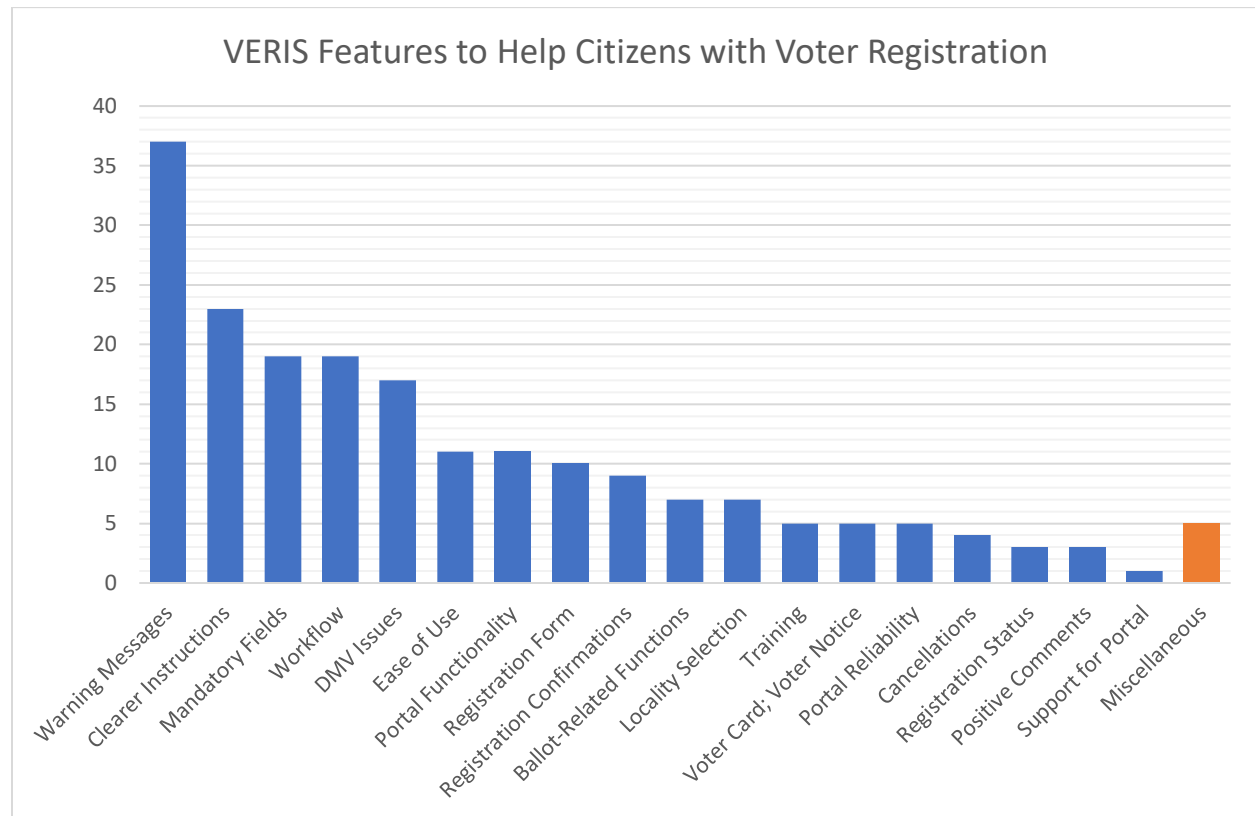
WARNING MESSAGES TO PREVENT ERRORS OR INCOMPLETE REGISTRATIONS – 37 COMMENTS

Respondents' comments fell into the following categories: preventing incomplete, inaccurate and invalid registrations, preventing duplicate registrations, underage voters, address and protected voter issues, and miscellaneous.

- **Preventing Incomplete, Inaccurate and Invalid Registrations**
    - o That VERIS not accept incomplete applications. Not being able to submit an incomplete application
    - o Ensure that VERIS is connected to the online registration portal to prompt voters to complete voter registration online and ensure accuracy and completeness.
    - o Haven't used voter registration but some pop ups with help and warnings about citizenship and other functions would be helpful. The DMV link seems to have been rushed out without all the validity checks.
    - o Specifically, if LEO is checked, force the PO BOX response or do not allow the application to proceed for submission. There is a LOT of manual follow-up necessary since this was added.

- Not allowing the voters to put through incomplete voter registration applications. Example: Each question should be answered, as situations do change/could change from initial time registered to the next time, this should also include the signature. If the system alerts the citizen incomplete fields and the application data is required to submit. Otherwise make it unable to submit would eliminate a lot of drama follow-up!

- Citizen's Portal: stopping them from submitting an invalid registration. Most websites will not allow user to advance unless the adequate information is supplied. The process being able to be completed by the user with errors, misleads them into believing they have completed the application satisfactory. It is very difficult to get in touch with a citizen to clarify the situation.

- All applications have all of the questions answered. That the citizen portal only accept Virginia residence addresses as local, not allow applications without signatures to make it through to the hopper.

- To avoid delays in processing their applications, build in the function that does not allow the voter to advance through or submit the application that isn't properly filled out with required information. Ex. does not allow you to submit a Protected Voter status without a PO Box filled in. Does not allow submission without a proper physical address...i.e., house number and street address. Most online forms have a similar requirement...why not a voter registration?

- Give them an "indicator message" when the form is not completely filled out

- EX: Have you ever been convicted of a Felony? If they do not answer, then it should not allow them to submit the registration.

- Make it impossible for a citizen to register without having a complete application and also make it impossible to submit an application with Protected Voter checked without a post office box. Also, do not allow an application to be submitted to an underage voter.

- Not to allow applicant to proceed if Non-citizen box is checked

- The electronic submission of application without signatures should be eliminated

- The inability to claim Protected Voter Status without also providing a valid PO Box.

- The inability to accept registration applications from voters claiming residency outside of VA.

- **Preventing Duplicate Registrations**

  - If the voter is already registered with all the same information, there is no need to re-register. Have some type of popup that states "Thank you for verifying your registration status. Your voter registration is Active"

  - If the citizen portal would be able to indicate to a voter when they are trying to register on line and the information they are entering is the exact same information VERIS already has, VERIS should be able indicate that the person is already registered at the same location and all the information is the same. Therefore, give the message, "*you are already registered, and your information is already on file"*, or something like that. Again the instruction on the citizen portal tells them that they will receive something from the local registrar within a certain time frame and for our part if the registration is an exact duplicate a voter notice is not produced and they do not receive anything, therefore people are reregistering over and over again!

  - Don't allow duplicates to come into our hopper.

  - That citizens receive an alert to notify them when completing duplicate or unnecessary registrations.

    Stop duplicates

- o Block ability to submit multiple apps at once. A simple 'application already submitted' message would eliminate a lot of work.
- o A pop-up message telling them that all of their information is entered correctly, and they do not have to resubmit their registration. That the information is a duplication and they will not receive further correspondence.

- **Underage Voters**

  - o Flag voters who are under age 18 and will not be 18 years of age on/before next General Election so as not to register at this time (built-in clock to advise of eligibility).
  - o The inability to accept registration applications from voters under 18.
  - o When Voter is underage, it should stop voter to register to vote and give eligibility date.
  - o Underage applications come in DMV resulting in a denial.
  - o Letting a person know when they are ineligible to register to vote, for example, if they are under 18.
  - o Underage applicants and felons/ mentally incapacitated that have not been restored should be alerted at the point of electronic registration that they do not qualify to register. I have gotten several underage duplicate DMV OVRs within 2-4 weeks of each other that resulted in a duplicate denial and mailing of a duplicate denial letter.

- **Address and Protected Voter Issues**

  - o Not allow citizens to enter a mailing address without a warning screen letting them know they cannot provide a mailing address unless they have one of the valid reasons.
  - o Not letting them click on protected voter without providing a PO Box, always asking them the three questions, not let them process duplicates (VR done with minutes of each other), and some kind of warning that when a voter enters in data and they have to mail it in, something that is big and bold.
  - o When a voter marks that they are a protected voter they should then be prompted to give an alternate address that is not the same as their residence.
  - o Do not allow persons to register in Virginia with Out of State address. Educate DMV regarding out of state.

- **Miscellaneous**

  - o Also, when a voter tries to cancel their registration because they have moved out of state, we have to deny the application because the voter is basically re-registering to vote instead of canceling their registration.
  - o We often see a voter has updated his information 3 times "after" it was showing the change.
  - o Special characters allow in names from DMV registration. Voters not able to give incomplete registrations or invalid addresses.
  - o On the paper hopper, if it flashed or was highlighted text that the citizen MUST print and mail in the application. Often the citizens call asking where their polling location is, and they claim to not see the statement that they must print and mail in the paper application.

CLEARER INSTRUCTIONS FOR COMPLETING THE REGISTRATION FORM – 23 COMMENTS

Suggestions to improve instructions for completing the registration fell into the following categories: instructions provided at the DMV, citizen portal instructions, instructions for military and overseas voters, preventing duplicates and miscellaneous.

- **Instructions Provided at the DMV**

    o For voter registration online and at the DMV: better help for voters to get the address questions correctly answered. This is particularly important in college towns.

    o Clearer instructions by DMV representative to customer who registers to votes or updates voter registration at DMV.

    o I thought adding more explanation for some of the requested information on the registration especially in the DMV process, however, from what I can tell most people don't read or look at what is there already. Possibly more internal prompts or blocks to try to stop some of the more common mistakes and problems?

    o DMV OVR - citizens are confused at the DMV because think they have to re-register.

- **Citizen Portal**

    o Better instructions on the citizen portal, letting them know that if they are already registered at their current address, they don't have to do it again!

    o Make certain that the public looking up their voter registration status understands that inactive does not mean they are ineligible to vote.

    o Citizen Portal should prompt any applicant to provide all required information to process the Registration and AB Applications. Clear instructions.

    o Have better directions for citizens using on-line portal for registration.

    o More information at the beginning on the on-line portal. The voter should easily check their voter registration status before beginning the new registration process to cut down on duplicate/incomplete registrations.

    o In filling out the electronic voter registration, if the information is incomplete the words "Application Completed Online " should be removed because even though the voter application is incomplete the voter thought that their application was successfully submitted to us. Simple words should be use at the end of the process like Application Approved or Denied.

    o Emphasize that a Virginia Driver's License is needed to complete the process prior to login.

    o Also, let public know when registering online that a person must manually process their registration and it will take time--better yet don't let them repeatedly register online everyday when their initial registration has not been processed yet

- **Military and Overseas Voters**

    o There needs to be better information provided for Military to advise they should register to vote by their home residence (what they declare on their LES).

    o A more user-friendly way to walk the overseas voters through the absentee process through the citizen portal

    o Define military as only for active military as people in their eighties mark military.

- **Preventing Duplicates**

    o Notify them to give the proper registration office time to review and process the application so that they do not submit multiple applications. Or if there is a 100% match to

a pending application (including address) tell them that the initial application is still in process.

- o A clearer set of directions that tells them or shows them their current registration so that they do not continue to re-register over and over with the same info.

- **Miscellaneous**

  - o Better define that to use protective code they must have a post office box address, or their address will not be protected. Indicate full names with no initials. Would like to see some explanation about restoration of rights. Citizens do not understand that statement.

  - o Provide information/documentation as to where information has come from that has prompted a Declared Non-Citizenship action, which can be included with the Citizen Confirmation letter.

  - o Make it clearer to voters when they are required to print and mail a paper registration or AB application (in cases when it cannot just be submitted electronically)

  - o A bit more clarity as to when a voter registration form must be printed or clear notice when a form CANNOT be processed and the reason why.

  - o Clearer instructions on when choosing a protected status that they are REQUIRED to enter a PO Box as a mailing address. Too many applications come through that do not have a box number with a protected status and it slows the process down.

MANDATORY FIELDS IN THE CITIZEN PORTAL – 19 COMMENTS

Respondents would like to have mandatory fields that, if not filled out, prevent the voter from completing the registration. In addition, respondents indicated a need for contact information so they can follow up with voters to address questions. Having address and name standards would be helpful as well.

- **Phone Number or Email Requirement for Follow-Up**

  - o Requiring a phone number (email) so that a voter can be contacted when there is a question about residence or any other simple item that can be remedied over the phone or email.

  - o Maybe not especially for the voter, but the registration form should not process unless either an email or phone number is given. Often, we need to clarify something and have no way to contact them.

  - o It should be mandatory for them to give us a phone number or email address so we can clear up a problem on registration and AB applications, so we don't have to deny them.

  - o Required phone number and / or email would help them because we as GRs could help them by contacting them.

  - o Get all questions answered on the registration forms with one form of contact listed! We spend too much time trying to get in contact with the voter for unlisted information or questions answered in error.

  - o Make certain fields required such as a telephone number and house number on the physical address when applying to avoid delays in processing.

- **Required Fields**

  - o Information in letting them know when filling out the application in VERIS they need to make sure every question is answered properly or will be denied or some indication that if they miss something off the application it will be a red flag that pops up.

  - o Having REQUIRED fields (ex., contact information (phone number and/or email address). Not to allow the applicant to proceed unless all fields are completed.

- o The online application fields should be required fields and you couldn't continue until the application was filled out completely.
- o Have them answer all questions period on their voter registration application. Period!

- **Name Standards**
  - o Citizens are confused by the DMV OVR questions. DMV should require the full legal name on everyone especially with the implementation of the Real ID. It would reduce unnecessary DMV OVRs due to middle name change to initial, or maiden name to middle name, etc. Basically, it is a duplicate recognized as a change and it generates a new voter registration notice that has to be mailed. And that results in a voter calling the office wanting to know why they received the mailing.
  - o Fix online application with DMV to require all questions so we receive complete alpha. If they will not do, then request that citizens utilize our online portal instead and not complete at DMV. Have DMV ask ALL the required questions. It would only take seconds and save localities a great deal of time.
  - o Do not allow suffix (Jr./Sr./I/II, etc.) when gender is female. We have college students indicating suffix as year in college.

- **Address Standards**
  - o Require ALL persons indicating Protected Status to provide a Post Office Box address when completing the application or deny for incompleteness.
  - o Making sure that they are reminded to provide their post office box for mailing if they do not receive their mail at their residence.

- **Miscellaneous**
  - o When a citizen fills in their information on the "Registered Voter" section, if they incorrectly select their locality, the portal would show that the "record is not found." This can send a citizen into a panic and think that they are not registered to vote, especially a citizen who lives next to a border of two localities. The portal should then direct citizens straight to their registration information to avoid confusion. The registration should include information on the voter's locality and residence address so voters can verify them. This will also help a citizen who recently moved because it will make them realize that their voter registration is at their old address. Hopefully, this will prompt them to update their voter registration.
  - o Emphasis on making sure the voter is a citizen of the United States.

VOTER REGISTRATION WORKFLOW – 19 COMMENTS

Respondents' comments fell into the following categories: issues with online registrations, the need for better information to be given to voters, the general registrar's workflow and registration updates.

- **Online Registrations**
  - o You need to change the workflow for voter registration. Rather than starting with their name, ask the voter if they would like to register online, by mail, in person. If they choose online, tell them they need a DMV ID. Don't give them the option to register online if they do not have the necessary ID.
  - o "Force" them to check their current voter registration information first. If there are no changes necessary, then have them check a button stating that no changes are necessary. If they would provide an email address, they could be sent a confirmation that they have checked their information (and show name, address and last four of SSN). It would cut down on duplicates and give them peace of mind that they are registered.

- o Citizen portal needs to ask voters if they want to vote in person or mail absentee before processing application.

- o If the voter is re-registering and there are no changes, the voter would receive a message that they are currently registered and if you just need a new voter notification to check a box for a duplicate notification.

- o Change OVR/OAB citizen input making it clear that submitting a form does not instantly register an individual to voter or immediately send them an absentee ballot.

- o Change OVR/OAB input to limit individuals to submitting only one application in a set period of time (such as a 24-hour period.)

- o When Voter marks Overseas, a pop up should come to advise to do FPCA Application. When Voter marks LEO, ACP a pop up should say we need PO Box to for protection. It should not let you close the application if any information is missing (just like this survey does)

- o One spot where they can register online, apply online for absentee and get voter information

- o Voter registration online - voters think they are active in the system after completing their online VR...resolve issue.

- o Once the voter types in his residence address, a pop-up window that asks is this where you receive mail? If the answer is yes, then they proceed to the next question. If "no" a pop up asking for their PO Box number in Virginia. If the voter states they are military, a pop-up window asking for their mailing address. If protected voter is selected, a pop-up window asking for their PO Box number in Virginia.

- **Better Information for Voters**

  - o Place the process of the challenge to the Clerk of the Circuit Court on denial letters on the Petition for Appeal of Denial of Virginia Voter Registration page. If denial is based on omission of information, voters often think filing with the court is mandatory in order to register.

  - o Also, voters don't understand that if they are currently registered and are moving to another locality, they have to associate themselves to the old locality. Leads to frustration and them giving up.

  - o Answer yes or no and hand them a letter asking them to contact the Registrar's office if they do not receive voting information within seven days. If they are already registered, they feel this may change their voting record. I think DMV should accept the fact that a person is already registered at the address they listed as residence address and not hand them a letter to call the registrar's office.

  - o If denied, problem should be pointed out like no VA. driver license #, SSN missing, Signature missing so the voter can correct it.

- **General Registrar Workflow**

  - o Being able to process folks as they are still in the office would be pretty swell.

  - o I would prefer to register voters electronically when at events. I can't do that if the voters don't have DMV IDs. There should be a GR electronic registration piece that allows this to happen.

  - o What is easier for the registrar makes it better for the voter. The steps required of a voter using the citizen portal is long and cumbersome.

- **Registration Updates**
  - A voter registration verification or review of their current record, before they submit an update.
  - Easy access to their current information before they "update" name or address.

DEPARTMENT OF MOTOR VEHICLES (DMV) ISSUES – 17 COMMENTS

- Fix the DMV issue on citizen and felon questions.

- The verbiage used online at the DMV website: "would you like to share your information with the Department of Elections" does not suggest registering or checking registration. I ran across this language when renewing my driver's license. Not very clear.

- Just wish the DMV would go back to the way it used to be, people need to complete the whole app!!!

- Some type of controlled addressing from the DMV or portal end so that the addresses they type in are factual actual addresses. Sometimes I think they make them up!

- As a more knowledgeable member of the public, even I found the questions asked at the DMV about voter registration were poorly worded. I understand how unneeded forms are generated and sent on to our office. This makes unnecessary work. PLEASE improve the interface!

- DMV to have a Streetfile for cross reference like we do in VERIS to eliminate the applications that have to be denied because the address is nonexistent.

- Improvements at the DMV would help. I know that much of this issue is out of our control. The questions about voter registration at the DMV seem to be repetitive and confusing. Our locality is a college town and we ALWAYS have trouble with DMV Provisionals. We are always told that this is due to voter error, but the documentation we receive is inadequate to show voter intention.

- Something is happening with the number of Declared Non-Citizens we get from the DMV. There is some part of the process that confuses voters who answer falsely that they are not a citizen. More ability to add text to standard voter letters that can fully explain voter issue, i.e., felon letters, protected voter letters. Right now, you can only add text to "other" option on letters. Would be nice if you could add explanatory text to all letter types that appear in the letter itself and not just VERIS notes.

- DMV process needs help. It is confusing to the voter and we get calls weekly saying they went to DMV and said they didn't want to update registration and it did it anyways.

- Improve the process/screen at the DMV. We have voters tell us over and over that it is very confusing, they didn't want to update their voter record.

- From DMV - our biggest issue is with people selecting protected status without a reason or without a PO Box.

- Change the process of registering at the DMV. So many of the registrants are very confused as to why they are asked to register at the DMV. This caused so much confusion, they tell me they tell the person at DMV they are already registered, but they tell them to push the button.

- The questions that are asked at the DMV are confusing to people. They believe if they don't answer yes to the voter's registration question then we will take them off the rolls. We get calls all the time from people saying I got this letter at the DMV and I'm not sure if I am still registered or not. Please check my status.

- Have all questions answered at DMV and if convicted of a felony, if rights are restored and which state convicted in.

- A lot of this relates to DMV, but people should not be able to so easily give a protected voter status without also providing a PO Box. If they give two addresses to DMV it would be nice if they could specify which one gets sent to us for our purposes. We shouldn't receive as many ADRMs as we do because the question needs to be reworded. We should better advertise that we give out Photo IDs for those that need it.

- Making it clear to people at DMV that not every single person that walks in needs to update their registration. I have had people come in and tell us they know they clicked "no" on changing or updating their registration and it comes through to us anyways. For the average citizens in our county, which are for the most part retired aged people, it creates mass confusion for us in the fact DMV is linked to VERIS. Maybe it is just the DMV our voters go to, but chances are if you live in our county and go to DMV, your voter registration is getting updated and you are getting a new card in the mail.

MAKING THE PORTAL EASIER TO USE – 11 COMMENTS

- A more user friendly, "Amazon" experience (if you will).

- Ease of registering online. It's not so bad now.

- The current process exasperates voters causing them to give up and call us.

- The citizens portal needs to be more user friendly. It is difficult to sometime know where to find information.

- Simplify the update voter registration online. You have to go through about the same number of screens to update an existing registration as to submit a new registration.

- Make it more user friendly. It doesn't work sometimes. I tried using the registration process and I cannot access it at all.

- Make the citizens portal more intuitive for voters to use. For instance, when applying online to vote absentee, the third question the portal prompts you to is to choose an absentee voting classification. It would be best if the 701 form options say in parenthesis '(no doctor's signature required)' and for the 703.1 form option says in parenthesis '(form must be printed and signed, and a doctor's signature is REQUIRED).'

- Having the site be more user friendly; clearer instructions as to what is being asked of the citizen.

- Easy access, easy to follow prompts, and quick processing is what the public demands.

- Simplify the correspondence that VERIS prints off for the voter. The letters seem a little too legalistic and I can't imagine my citizens are reading and understanding all of it.

- Eliminate some of the mouse clicks on the website.

CITIZEN PORTAL FUNCTIONALITY – 11 COMMENTS

- When they use the citizen portal sometimes their old address prior to 911 comes into the hopper not sure why that happens

- When people enroll online a large prompt comes up explaining the signature, if they do not have a driver's license to lift from, it cannot be saved until printed.

- The completion of apps between VERIS and the DMV.

- I think it would help to have the Voter Photo ID process as a part of VERIS or allow for faster communication between the Voter Photo ID software and VERIS. We often times have people come into our office who ask for a Voter Photo ID for a number of things other than for voting purposes. We advise them that it is only for voting; however, we are finding that employers and

other agencies will take them as valid photo ID. Similarly, DMV's website still claims that someone's voter card is a valid form of ID; however, we stopped issuing those 5 years ago. People are consistently looking for a photo ID and register to vote just to get one.

- Ensure all the public facing portals are consistent and correct. After a change in our precincts we had problems with differences between "Check my registration" and "Where do I vote." We were told this occurred because a "third party vendor" was in charge of one of those sites. Not reassuring for our voters.

- Pretty easy for citizens now, the VERIS back end day-to-day is where enhancements are needed.

- Enhance the citizen's portal. Send the voter to separate screens for the different types of applications. If voter provides an email address, send an autoreply when they have submitted. Give them some sort of feedback. For military/overseas voters, inform them that they need to provide their military/overseas address even if they request their ballot by email. Many voters do not provide this, and their applications are processed as incomplete. FVAP.gov does a much better job of providing this important information.

- On the citizen portal - different language capability, verbiage that voters can relate to (example is received instead of marked), better visuals and instructions when completing an application to tell the voter to mail it in, a confirmation email when something is submitted and any added instructions such as need to mail in, a pop up stating past VR deadline and when application will be processed, not allowing voter to apply for elections they are not eligible for to list a few. Allow voter to request a new voter registration card directly from portal.

- The VERIS system should upload/have access to the data base of non-citizens in the U.S. to stop non-citizens from being able to register knowingly or unknowingly.

- Can we get the list of deceased voters in our area more frequently? I think it might be considered rude to send out notification of voter cancellations as many as three months after a loved one's passing.

- Additional features on the online voting registration process where the documents transfer all pertinent information.

REGISTRATION FORM – 10 COMMENTS

- New voter application form. Make all registration applications identical and no longer use older versions. The current registration application does not flow properly and should be shorter. The voter has to list mailing address further down the application from the residence address.

- Voter Registration Office function: Entering Voter Registration Applications, for paper applications received with the box marked in Section 7 below the Signature (By checking this box...), it would be great to have in VERIS a box to also check in order to have it included on the E and V Report of those that indicate this to be proactive in providing Absentee Assistance information.

- Making the Citizenship box more visible on the paper application.

- The applications should match the flow in VERIS, and the paper application should have a space that is specific for the mailing address; as it stands now it is very confusing.

- A longer list having simplified category selections for the citizens to understand more clearly when sending a citizen to Elect's website for information.

- Also, the felony question and the mentally incapacitated questions need to be separated. Separate categories Felony and Mentally Incapacitated, Military and Overseas on the Voter Registration Application. Separate Felony and Mentally Incapacitated categories on denial letters.

- Have felon state and ROR date added back to applications

PROVIDING REGISTRATION CONFIRMATIONS – 9 COMMENTS

- When people register to vote online send them an email that their registration has been submitted with the contact number of their local registrar. I think it will help with duplicates and that instant gratification that people are looking for. Most other enhancements would be on the DMV side of things and not directly pertain to a VERIS enhancement.

- Immediate online response and email response that their application has been successfully submitted, with clear instructions about what to expect next. Instructions on online voter forms on the portal should be clear, complete, and accurate.

- A screen that says "you have successfully submitted your information to voter reg" would help them feel more confident that they completed the process. I have some people who submit OVRs over and over and over again. This may be a DMV thing and not VERIS's citizen portal.

- When voter applies online an email (if provided) verification should be sent saying it was successful.

- Letting them know that the application has been accepted and will be processed by a human very shortly, and they will be getting a voter card in the mail to confirm that all has gone smoothly.

- Have a system online so that voters could request a mailing or production electronically of their voter information notice without having to email or telephone the GR's office.

- An automatic reply that they have sent the required information which would cut back on duplicate registrations and absentee applications.

- Citizen portal needs to email customers that their application has been received.

- Confirmation mailings

BALLOT-RELATED FUNCTIONS – 7 COMMENTS

- A direct link to apply for an Absentee Ballot

- Related to absentee voting... We once could not count an absentee ballot, because another locality processed the voter's move to their locality after the absentee ballot was issued by our locality. We REALLY hated having to do that. I seem to remember hearing a change had been made somewhere to prevent this. I hope this is the case, because - again - we REALLY hated to have to reject their ballot!

- Personally, I wish it were clearer about how to request an AB (rather than having to verify voting status, first).

- A way to sign up for a ballot to be mailed to their residence for every election. A completely opt in ability to sign up for by mail ballots to our residence.

- Allow them to see what's on their ballot simply by inputting their name and SS# (which would bring up their ballot as well as name and address of their polling location).

- In a perfect world, having the ability to offer a sample ballot (or polling place information) to a voter based on their registration, rather than just an address, would be a great feature.

- Allow citizens to view a sample ballot as soon as they are available without having to complete a form. Just from an SSN.

LOCALITY SELECTION REQUIREMENT – 7 COMMENTS

- Allow other localities to request a voter registration notice be placed in the home locality's print batch. We have quite a few elderly people who want a new notice to be mailed to them from other localities, and we do not know it until we have looked them up, then have to send them to the correct place where they have to do it again. It would be easier for the voter if any locality could put in the request, but only the correct place can print.

- Register online without having to select a locality.

- Locality address validation needs improvement, i.e., cannot rely on zip alone. Web transactions should cross verify with adjoining localities who share a zip.

- State Board of Elections website - if you don't know your locality you won't be able to find your registration.

- Remove the requirement of locality from the check/update registration search on the citizen portal. Many Voters do not realize that they are not registered within the locality they live because of a denied or incomplete application. When they perform the search and receive the "Record Not Found" response they call our offices in a panic thinking they are not registered at all.

- Locality office should not have to have a public list available. This should be prepared by ELECT and available from their portal

- Only suggestion would be right now, if a person wants to update their registration online through the citizens portal, they are required to select a locality from a drop-down menu (besides inputting their name, date of birth and last 4 of their SSN). I would suggest NOT having to put in a locality because some voters do not know the name of their locality.

TRAINING – 5 COMMENTS

- VERIS processes training classes. I have this saying, just because I was trained to do it this way does not mean it's the right way. I can also guarantee that every office does things differently, but we have never had a "VERIS Daily Processes" Bootcamp from the state board as long as I've been here.

- Training should be more user friendly, and more explanatory.

- Being better informed of the DMV Voter Registration process.

- Training. Training. Training. For EB members

- You don't have to provide access to the voters' data but, please, explain what VERIS is capable of doing. Create a sandbox for EB members if necessary.

ABILITY TO REQUEST A VOTER CARD; VOTER NOTICES – 5 COMMENTS

- Voter should be able to request a duplicate Voter Card and it should fall under different Hopper Queue.

- Being able to request a new voter card. People often submit a new application just to receive a new card, but the system does not generate a new card if it is a duplicate. These requests could be a separate voter card batch that can be printed and mailed.

- The ability to request a new or duplicate voter registration card online.

- The ability to print their voter notice as long as no changes are required.

- A place where they can request a replacement voter notice and it sends it to your hopper

RELIABILITY OF THE CITIZEN PORTAL – 5 COMMENTS

- Having the citizen portal work consistently. We get calls saying that a citizen checked the citizen portal and could not find themselves. We have tried searching ourselves and it does not always locate us.

- The citizen portal needs to be functional all the time. I lead voters to that site to make changes and to do AB requests and I'm hearing all the time: the site is down.

- Reliability of portal platforms

- Other than the portal crashing, I don't see how VERIS negatively affects citizens in the voter registration process.

- To not be down in the busy times like election day

REGISTRATION CANCELLATIONS – 4 COMMENTS

- There should be an online option to request to cancel a voter's registration--either as a general request or because of moving out of state.

- The ability to cancel registration on-line other than complete an OVR that makes its way through the entire registration process. A simple click here on the portal to cancel registration would be helpful.

- Being able to cancel our DMV Hopper Applications from voters who moved out of state, there is no cancellation process for them.

- Allow citizens to cancel voter registration or provide an area where they can provide details for out of state addresses.

OBTAIN A STATUS OF YOUR REGISTRATION – 3 COMMENTS

- Have the information available and accurate when citizens inquire as to their status

- Being able to see where their application is in the process of being processed. Maybe sending them an alert when the office has received it and when we've completed the process. Also, know when their notice has been sent out. Also, we have had many voters calling to see why they only got a notice and not a voter "card". It would be great if somewhere on the website it could say about the transition from a Voter Card State to a Photo ID state maybe. If it already has it maybe a direct link to get there that's easy for the voter to see.

- An easier way for us to check the status of their registration.

POSITIVE COMMENTS – 3 COMMENTS

- I think it is very easy for our citizens to do this process. Does not need any further improvement.

- Between the online registration and online absentee systems, VERIS is serving citizens better than ever before. Any voter confusion in these processes is caused by Code, not VERIS.

- Citizens who access their information via the Citizen Portal are pleased with the availability.

PROVIDE SUPPORT FOR THE LISTED FUNCTIONS – 1 COMMENT

All information listed below was included in one respondent's comment.

- Maintain support of public-facing on-line functions
    - o Registration status
    - o Poll locations
    - o Request for absentee ballot
    - o Request to register.
- Consider support for the following:
    - o NCOA Processing
    - o Absentee Ballot Support
    - o Petition Processing
    - o SBE Support
    - o System Security Manager
- Password Control
- Access to specific system functions control
    - o Benchmark Index Reporting
- Electoral Boards
- Electoral Board Members
- General Registrars/Director of Elections
- ELECT

MISCELLANEOUS COMMENTS REGARDING THE CITIZEN PORTAL – 5 COMMENTS

- The ability to sign up to have reminders on upcoming elections and deadlines sent to their phones. They can choose what type of reminders they want so we don't bug them too much; generic statewide dates.

- It would be helpful to have FOIA reports (in) areas where citizens could generate public records information, they want directly from VERIS (how many voters in the locality, how many registered voters are at a given precinct, what was voter turnout at an election, election results history, etc.). The reports would have to be customized to remove sensitive information that cannot be disclosed. This could eliminate a lot of the FOIA requests we get that consume our time in the days closest to an election. If it is public information, make it available online.

- Allow for voters to sign petitions electronically (this would also alert them if they are not in the correct voter registration address, and prompt them to update their address).

- Our society, especially the younger generation, has become accustomed to using apps. It's a shame that this hasn't become an option as of yet.

- I think no new features should be added until all the features we currently have are improved.

Comments Unrelated to the Citizen Portal – 8 Comments (not included in the bar graph)

- Maybe an easier way to use the street file listing when redistricting. Seems to be hard to update a district assignment.

- I am not sure what this question means. I can only assume this insinuates that there would be a public facing component to VERIS. I find this very concerning and believe having any part of the VERIS system available to the general public would put it at risk for cyber-attack.

- Purges

- Consider incorporating Campaign Finance Capability (COMET).

- Teach EB members how to evaluate their GR's performance on VERIS.

- Not sure about this since citizens are not in VERIS. I think the voter registration process itself is pretty easy. If by citizens, you mean GR's and their staff, a back button without having to re-enter information all over again. Better search bar. Real notes section with the state requiring GR/Staff to enter what they're doing with each voter or candidate, etc.

- Push for a National Voter Registration that would reduce the ability of voters to vote in more than one location yet would provide for local voting ability for those who have more than one domicile.

- More thorough letters to voters generated by VERIS. Often times we hand write additional notes on bottom of letter to better clarify details to voters.

# Question 11 (part 1): How satisfied are you with VERIS Documentation?

Dissatisfied	Somewhat Dissatisfied	Neither Satisfied nor Dissatisfied	Somewhat Satisfied	Satisfied	Total
11	26	78	70	36	221
5.0%	11.8%	35.3%	31.7%	16.3%	100%

Just 48% of respondents were satisfied or somewhat satisifed with the VERIS Documentation function.
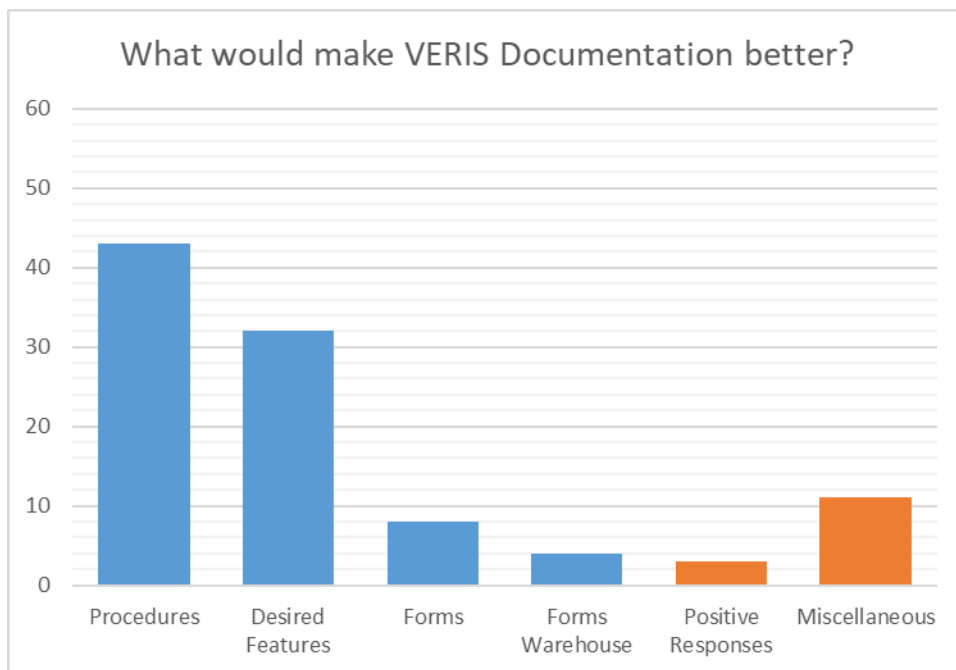
Question 12: What would make VERIS Documentation better?

There were 126 respondents who provided input. There were 31 respondents who expressed satisfaction with this function or noted their responses as "not applicable" or "don't know." The remaining 95 respondents provided 101 comments.

What would make VERIS Documentation better?
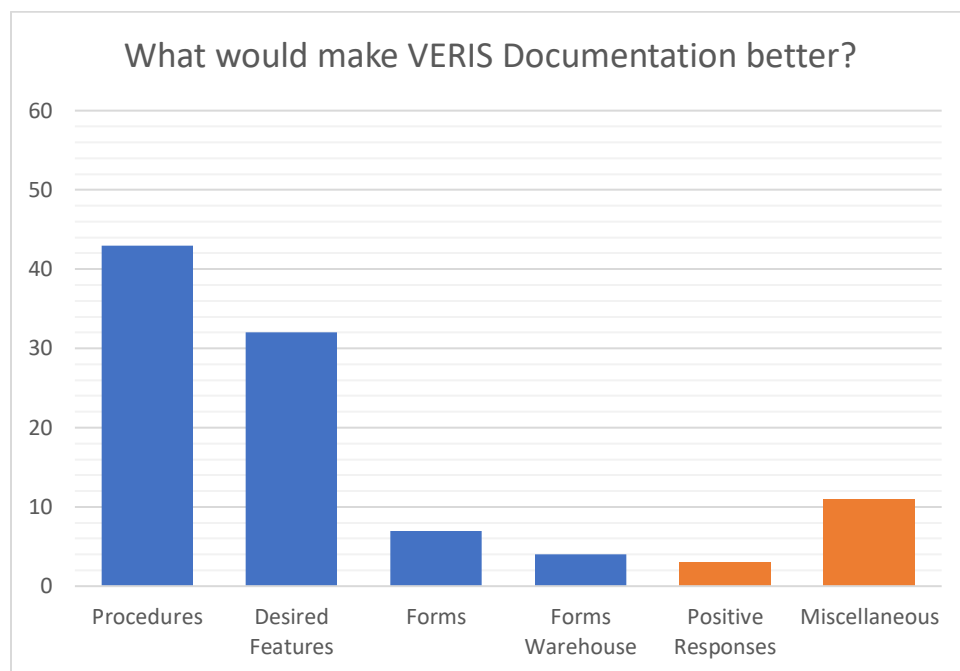
PROCEDURES – 43 COMMENTS

The comments in this section of the report are about various reference materials (e.g., procedures, step-by-step instructions) for using VERIS that are contained within the VERIS Help function or in documents that reside outside of VERIS. Comments are broken down into three categories: procedure content and format, procedure maintenance, and documentation needs.

- **Procedure Content and Format**
    - VERIS documentation is geared toward helping people on the state level know what to do and how to do it. All the 'low level' office processing is taught by coworkers and not the documentation.
    - Too general---these reference materials are usually consulted when something out of the ordinary occurs and the information is usually too basic.
    - Procedure adjusted to high volume offices.
    - Some of the instructions are only clear to veteran users. They could be simplified more so even newbies understand.
    - Description of different report capabilities
    - Uniformity throughout all localities pertaining to Alpha card scanning.
    - More thorough proofing so mistakes in citations of Code of Virginia don't get published. Careful proofing of instructions and checklists.
    - Clearly written instructions.

- Explaining the reason for the large increase in out-of-state DMV applications. No explanation so far if these are coming from DMV offices within or outside of Virginia or other details.

- More explanatory in terms of training and better examples either in the training or in the user manual.

- It's better than it was but still too cumbersome. I believe it could be done much better with better screen shots for step-by-step processes.

- The documentation is better than it used to be. The table of contents helps a great deal

- Step by step videos would be wonderful.

- The ease of printing scanned documents the size needed for paper alpha records. Different localities scan documents, but the way they print out is often a different size than what is needed for the paper file.

- It needs to be re-done entirely so it is all clearer.

- More concise. A good example is the procedures that were written by GR's to configure our PCs for Scanning. Very concise, step by step. VERIS Documentation is not written that way.

- The step-by-steps are difficult to find and often do not answer the categorical question, so you have to find a second step-by-step, which may be out of date.

- I think most of the VERIS documentation is pretty good. It's good to have step-by-steps with screen shots for all VERIS functionality, and for the most part, the documentation is there. It's just important to keep it up to date.

- Easier format. It is not really step by step, but large amounts of language that refers to code which leads to the registrar interpreting the code. Documentation should come in the form of training or demonstration videos.

- Step by Steps need to have clearer language and easier to understand steps. Some seem to be really out of date. Release notes need to be sent out before the change (that seems to have improved lately).

- For some reason, when I go to look something up, it is not covered in the steps which tend to be more general directions lacking specificity or special cases. The technical explanations for things going on in updates is largely useless. The guidance ELECT sends out in preparation for things is probably the most helpful.

- Fewer steps to perform tasks.

- For me, I find it hard to follow the step by steps and actually make a process work. It always seems that one little step that needs to be done is not included the step by steps. Which could be that a process has changed but the step by step has not been updated.

- The documenting is ok. It could be a little clearer to a new user, and I think video tutorials would go a long way (again not housed within VERIS).

- Accuracy, clear language, complete directions, a direct link to area of documentation from VERIS fields and pages.

- Better and more timely guidance on pressing questions, I'm specifically thinking back to what localities were supposed to do with transfer in requests.

- I started this job nearly a year ago. I caught on quickly and have been able to follow most things. The documentation makes it easy to look at something, note the steps and succeed at completing the task.

- Honestly, VERIS documentation (Step-by-Steps) are too general and are overwhelming to use. Plus, the screen shots in them often just take up space and don' t provide much

help. I'm reluctant to print 30 pages of a document for one paragraph buried in it that actually answers my question. This may not be solvable because of the number and diversity of VERIS users, but somehow integrating a 15 second video on the page where I'm having a question would be a vast improvement over the documents now.

- **Maintenance of Procedures**
  - Many of the step-by-steps are old and may not be correct anymore, and they can be confusing to read.
  - By keeping the release notes and the step-by-steps updated with new changes.
  - Accurate and more detailed updates so that all localities are consistent.
  - It needs to be kept up to date.
  - Updates should be more detailed, so all localities are consistent.
  - Better step by step procedures and updating as needed.
  - Make sure all is up to date and current.
  - I believe the documentation is up to date. This administration is doing well at updating and it needs to keep going in that direction.

- **Documentation Needs**
  - Have never seen the documentation. Why not add this to next year's training?
  - Need documentation prior to change going into effect.
  - Develop Standard Operating Procedures for Document Scanning.
  - Documentation and Code sections should be built into each section of VERIS. Universal procedures should be available for each GR to reference inside each program section.
  - Although, it does take time to properly place information or documentation into VERIS, when done, it makes it easier for localities to connect. The shared information between localities allows these offices to be on one accord.
  - VERIS documentation has helped us greatly with understanding certain tasks that need to be done with VERIS.

VERIS DOCUMENTATION DESIRED FEATURES – 32 COMMENTS

Respondents offered suggestions on how to improve the VERIS documentation function. Comments are categorized as follows: desired features and functions, correspondence, comments and notes, organization, duplication issues, scanning, and miscellaneous.

- **Desired Features and Functions**
  - An incorporated Help system
  - A "save all" button for scanned documents that do not have signatures to capture
  - Easier navigation
  - Adding a NCOA as part of the dropdown menu when uploading NCOA documents.
  - Would like a feature to help track election officer documents. Anxious to see what we come up with in our DMV relationship. Too many applications come to us with insufficient information.
  - For petition non-qualifying signatures - more listings with clearer meanings.
  - When working in the hoppers, it would be great after processing a record that VERIS

return you (go) to the next one in the hopper. It doesn't and we have start all over again. This is with NCOA, OVR and OAB.

- o Being able to query the information you want would be nice, too. I am often looking for statistics for budget presentation and the report with number of transactions is confusing. I also like to have statistics for number of voters in varying age groups for voter education.

- o There needs to be something in the documents section of VERIS when we process an online NCOA notice. As of now, it's very hard to detect why an address was changed because there isn't anything to state how it came about. You can go under the registration history currently, but that's not very informative.

- **Correspondence**

  - o If VERIS would send notices to officers of election of their working location, hours, chief's name, etc. When you notify university students of a temporary polling location change on campus and they were currently inactive or on confirmation; when you send out new voter notices changing a temporary polling location, VERIS activates them to Active status. Even though we know students are transient and most likely not even still there.

  - o If this is correlated to correspondence - need better verbiage and more reasons that explain the situation and not just use comments box, have locality able to save specific reasons in VERIS.

  - o Allowing users to create their own correspondence to the voter.

  - o Ability to edit or more selections for letters to voters.

  - o Additional details. Capability to add more explanation to our letters.

  - o Do not produce a letter for middle name to middle initial changes. Do not produce a letter for lower to upper case changes

  - o Improvements that would reduce the need for address overrides. Better warning message in OVR hopper when you are processing an older registration than one already processed by another locality. More ability to add explanatory text to form letters.

- **Comments / Notes**

  - o Comments section could be better available.

  - o Real notes sections, each voter 'page' s/h all things re: that voter, every change, every entry w/ a real comment section. If pending, why? this s/b in comments, if they called re: ng an issue, s/b noted w/in their comments section. This s/b @ bottom of their page not a separate tab to have to locate and enter information again. Missing critical information on applications from the DMV online hopper. If voter has an app. in both the DMV OVR and Paper OVR-you process the DMV hopper the paper app should automatically disappear. And. entry, entire process s/b made user friendly, not having to 'return' constantly. Most items to be entered s/b on 1 page, w/ ALL req. areas to be filled out, if not, then get red error, w/the petition pgs. being the only exception. Each should have a real notes section and only one notes section for interactions to be noted by date entry with a scrolling review instead of clicking the icons. Campaign finance should be on VERIS to be tracked and give the GRs a notice when reports are (produced).

  - o A comment block should be available on every transaction.

  - o I would like the ability to include a "description" in a scanned document when it is scanned directly to a voter record. Currently you can only do this with "Batch" scanning. What happens is a list of documents appear - such as multiple voter registration documents - but you don't know which one is an "original." Or "Other with signature" or "Address Change Document" - it would be nice to add "NCOA 2019" under description so we have a better idea of what that document really is.

- o Enabling the user/processor to add comments to the body of a letter or enable the locality to produce locality-specific correspondence to voters. User-defined reports allowing user to choose what fields to use to run a certain report.

- **Organization**
  - o It would be nice if all documents whether scanned or DMV generated appeared in the Documents section.
  - o Putting most critical information together instead of having to search, print and compile
  - o If links to the documentation were found within the section where you were doing the work, versus having to go back out to the homepage into a separate place to get the instructions that would be helpful.

- **Duplication Issues**
  - o Less duplication of the same process
  - o Do not allow duplicates and administrative duplicates.

- **Scanning**
  - o When referring to the alpha cards that have been scanned into the system and attached to voter's profile, we have issues with printing those cards. Some cards print so large that it cuts off some of the application, while others are so small you can't read them, some print pretty neatly and are readable, while some are so fuzzy it is hard to make them out. Something needs to be done to change this where they are all uploaded the same way so that they are the correct size to be placed in the alpha cabinet and are easily read.
  - o Scanning capabilities could be better, more storage and lesser steps if scanning inverted or landscape type documents.

- **Miscellaneous**
  - o Coverage of more unique situations
  - o Requiring Voters registering at the DMV to actually answer all questions
  - o Address verification process needs to be shorter. Verification of residents residing in the same location based on same last names.
  - o User-defined reports

FORMS – 8 COMMENTS

- Improve wording. Improve documents. Have dates on everything so we know at a glance when it was updated.

- All system letters need to be reviewed; specifically, deceased letters which may be sent months after an individual passed and the Out-of-State/Cancellation Letter.

- Update forms in a timely matter when law changes or processes change. It is nice we are able to edit using Microsoft Word. Each locality utilizes these forms, but we are all a little different.

- Place the process of the challenge to the Clerk of the Circuit Court on denial letters on the Petition for Appeal of Denial of Virginia Voter Registration page.

- For adding your signature to letters, it would be nice if there was a way you could examine your signature to make sure you are close to the line that is already on the document you are signing.

- The E & V report seems less useful since we have gone to scanning. I am not sure we need as much information. It can also be confusing with the duplicate voters mixed in.

- I would like to add different names to the differing types of letters going out as to who is actually sending them. Should be able to put their names upon and sign so they are the responsible party to address when later inquired upon since VERIS associate who is performing the action to create or address the letter to begin with.
- If some of the forms were improved, I think it could help the GR more. The form to question residency is one example. It does not ask enough questions to sometimes get all the information you need. For example, a voter registers with a specific locality physical address and a Hawaii mailing address and is not military. The letter does not get them to explain why they want their mail in Hawaii or ask if they are trying to cancel their registration.

FORMS WAREHOUSE – 4 COMMENTS

- I have found the Forms Warehouse, at times, difficult to find the forms that were being searched for.
- The Forms Warehouse could be improved to better locate the forms available.
- Forms Warehouse is challenging sometimes when looking for a specific form!
- Have the forms warehouse more organized. Too often there is a lot of time spent searching for a document.

POSITIVE RESPONSES – 3 COMMENTS

- This area has improved so much since I started in 2017. I really appreciate the increased communication.
- I'm not sure what all this includes but as far as what data is captured and what reports are produced, I feel VERIS is sufficient.
- The new "action/issue/why this is needed/how it affects you" emails have been a huge help.

MISCELLANEOUS – 11 COMMENTS

- Whenever VERIS is "down" it's a big problem. Keep it running smoothly. No breakdowns.
- Not sure I trust when a voter is designated a felon. I have seen too many mistakes or lag time in documentation. I find too many duplicate registrations since there are several ways to search a voter and you get different results with each.
- Ensuring every office is utilizing the tools.
- To have all questions answered on the voter registration applications that come in the hopper.
- I don't read it. VERIS is easy enough to use if you keep clicking that I don't really need it.
- Reliability. Say it louder for those in the back of the room: RELIABILITY! Consistency that VERIS is going to function with minimal interruptions/disruptions.
- Speed
- By not conducting any changes during absentee voting periods or election preprocessing.
- Bring EBs into the tent.

Question 11 (part 2): How satisfied are you with VERIS Help?

| Dissatisfied	Somewhat Dissatisfied	Neither Satisfied nor Dissatisfied	Somewhat Satisfied	Satisfied	Total
14	43	56	54	54	221
6.3%	19.5%	25.3%	24.4%	24.4%	100%

Less than 50% of respondents were satisfied or somewhat satisfied with VERIS Help.
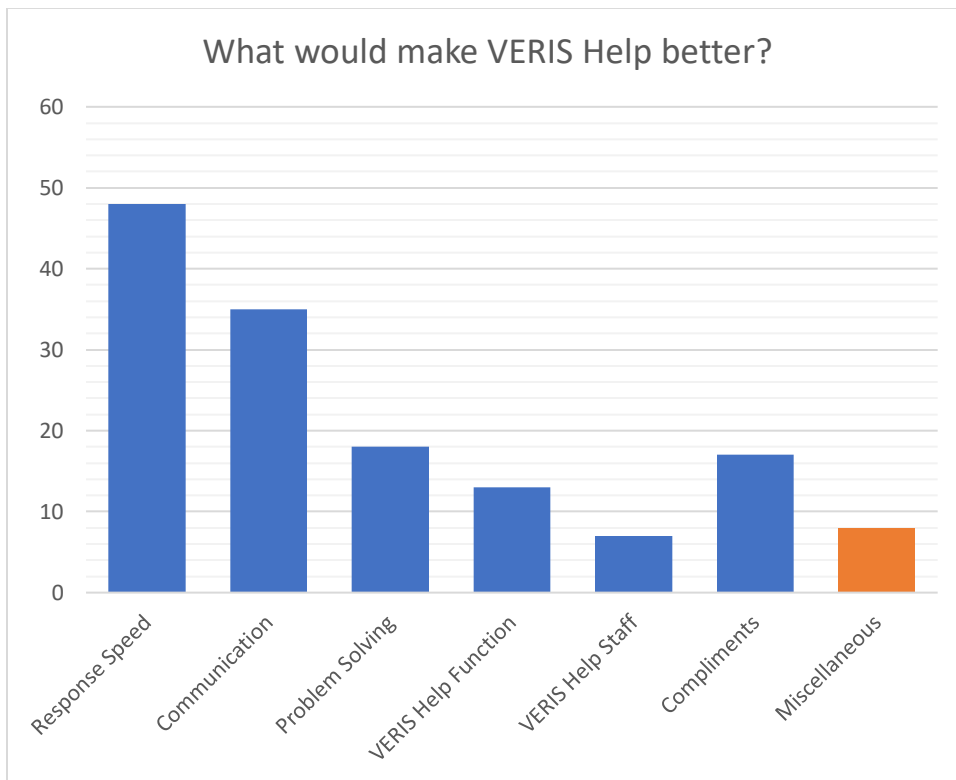
Question 13: What would make VERIS Help better?

There were 153 respondents who provided input. Twenty-three respondents indicated they had no further information to provide. The remaining 130 respondents provided 146 discrete comments, which fell into the categories shown in the bar graph. Five comments were excluded from the bar graph because they were unrelated to the topic.

Summaries of comments are provided after the graph. The majority of comments are about customer service rather than the VERIS help function.
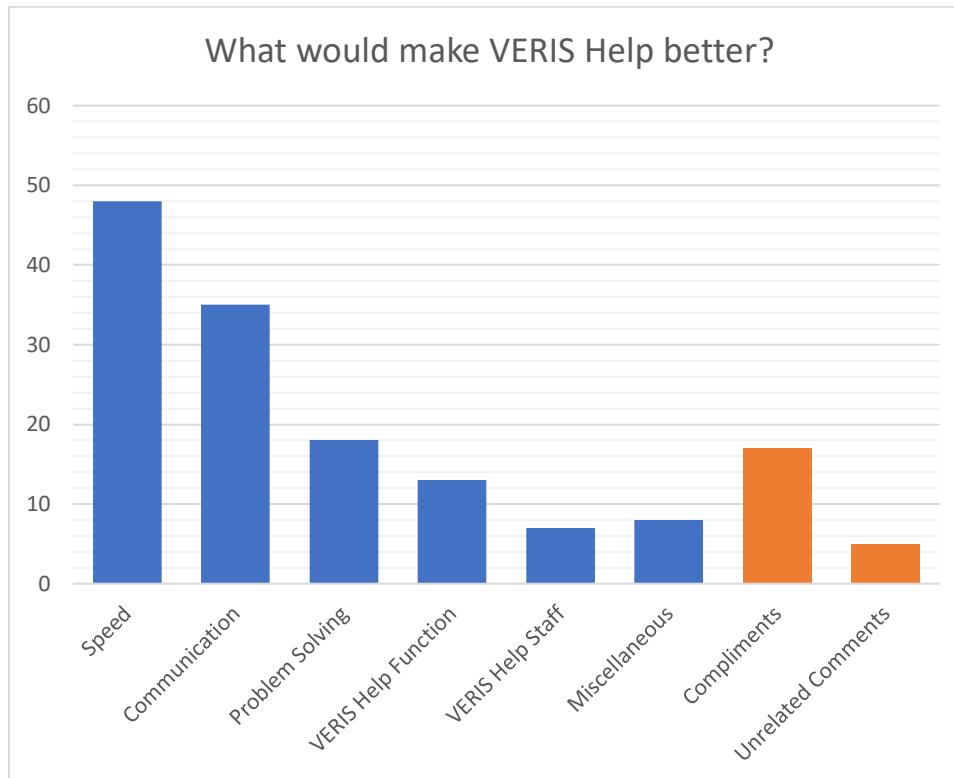
RESPONSE SPEED – 48 COMMENTS

Most comments (26) simply stated that a quicker response time would be good and provided no details. A sample of more specific comments about response speed is noted below.

- **Comments about the Length of the Response Time**
  - Now it takes two or more days for a response. Have had to go to more than one person for an answer to a question.
  - If we got a response sooner than three months later on some issues, if at all.
  - I have sent in problems and not heard anything for weeks other than it has been escalated to Elect. Then weeks later I get an email asking a question or a phone call, and I have forgotten what happened to make me send in the problem.
  - Got a ticket in now that I sent at the beginning of this week and still no answer.
  - They don't really seem to help. It can take months for them to look at an issue and by the time they've gotten to it, I've forgotten I put in the request.

- o The changes that have come to VERIS Help over the last year or so has made it much easier to get the assistance you need. There have only been a couple times that it took longer than a day to get a response and, in those cases, someone reach out to us to let us know they were working on the solution.
- o I have received answers months after the question was sent.

- **Comments about Urgency**
  - o Quicker response to problems especially during an election period.
  - o Sometimes a registrar needs an immediate answer. VERIS help does not provide an immediate answer. Sometimes VERIS help never provides an answer.
  - o At times we have waited to get answers that we needed ASAP.
  - o VERIS help has really stepped up and it is much better than before, BUT VERIS help is usually where we send a question about something that needs to be answered NOW, not a day or 7 later.

- **Miscellaneous Comments**
  - o Autoreply from email sent stating how long a response time should be given before calling someone else on the matter/subject.
  - o A response in a timely manner would be nice by the time some of the tickets are addressed I can't remember what I sent the ticket for
  - o It takes a while to get a response from an actual human. It can take VERIS Help a long time to respond to issues.
  - o More timely follow-up is needed; have a better understanding of impacts of situations and time sensitivity.
  - o We typically receive notification the ticket has been received, but often the resolution is not addressed in a timely manner.
  - o The response time is not as good as it used to be.
  - o There is not much that can be done about the wait time when there is a problem. Sometimes these problems require more attention or are on a larger scale which can take time to troubleshoot. Sometimes it requires more patience on our end to allow these individuals to do what is necessary to fix the problem.
  - o There is sometimes a delay in responding. This was particularly true with Voter Photo ID program problems.
  - o It surprises me the length of time it takes to get something approved. Why hasn't VERIS been working more on Election Physical and Resources Security? Obviously, we are headed into a possible confrontational election in 2020, yet little or nothing has been passed to localities regarding resource security or planning, preparation, and performance preparations for the 2020 election

COMMUNICATION ISSUES – 35 COMMENTS

Most comments were about the desire to have contact with a VERIS Help staff member via phone or chat, about the need for effective follow-up and about the desire to have advance warning about VERIS downtime.

- **Person-to-Person Contact**
  - o Being able to speak with someone at the Help Desk when there is a timely issue
  - o Being able to speak with someone.

- o Being able to talk to someone early on. It would help clarify the problem.
- o Communicate with the GR that is having the issue.
- o Having someone to call and speak with.
- o It would be nice to talk with a help desk person rather than emailing back and forth. Sometimes it is difficult to explain the issue. I would like to say that you have very capable and pleasant help desk personnel. I always enjoy talking with them. They know their stuff!
- o We need to speak directly with ELECT when we have issues. The multiple VERIS Help emails - "we have received your request," "we have forwarded your request," "we have escalated your request," are not helpful. We get these messages, and then no response from a person. This is especially frustrating when you are working under a deadline, have voters or a voter issue waiting for resolution. I have Help tickets open from a year ago that no one ever bothered to follow through.
- o When sending in a help ticket I rather for someone to contact me so I can follow through with their instructions.

- **Downtime Alerts**
  - o Possibly better communication when the system is down or failed for processing.
  - o Alert users when VERIS is down rather than half of the VERIS users sending in help desk tickets. Status updates when VERIS is back up.
  - o Send out statewide response that, for example, VERIS sign on appears to be affected. Respond within 30 minutes to all, not hours after we are affected. That way 133 localities won't be putting in same ticket. If an issue appears to affect most of state and a work around is given, let all localities know instead of finding out from another registrar. It is not a registrar's responsibility to let others know what they were told regarding VERIS outage or a fix.
  - o If you know you have an issue, blast it to the registrars. It will cut down on the ticket request
  - o Alerting users to VERIS issues when they occur rather than the barrage of emails from localities.
  - o Need to notify us sooner when problems are happening, at times we are not notified until 10:00am that they are aware of an issue. Understanding our problem-sometimes they don't know what we are talking about or they ask us if we are sure; like we don't know what we are doing. We work in this system every day.
  - o Send immediate alert to localities when VERIS goes down or is having other issues, with specific information on the problem. Include an expected repair time. Voters trying to submit applications when VERIS problem affects these systems should be given a similar message.

- **Follow-Up**
  - o Regular status updates when resolution is prolonged
  - o Better responses and actually letting you know when things are up and running again.
  - o It would be nice if we got notification as to when a ticket is being worked on and a detailed outline of the resolution to an issue.
  - o Get notices on the status during the process (i.e., ballot proofing). Sometimes I get the initial notification that the request has been received then don't hear anything else for days, weeks, or even months.
  - o I have asked the question about the historical letter date and never received a reply.

Responding to all inquiries would be a step forward.

- o It would be nice if we were notified that a problem has been officially fixed.
- o Someone actually following up. I have outstanding tickets from 3 years ago.
- o It's good to know that a Help request has been received. The only other thing would be just to keep a user in the loop to let the user know that status of their help requests.
- o Notify us when problems are fixed in VERIS.
- o Not having to go through the base request, to find out it was escalated.

- **Over-Communication**
  - o Not getting 2-3 emails advising of the escalation of a problem.
  - o So many emails come in regarding an issue it is hard to track at times.
  - o To not send out 2-3 emails saying we got it and will take care of the issue.... your ticket number is... (only need that one time).

- **Miscellaneous**
  - o Do not just explain the how to do a step but the why to do a step. Better explanations of reports would be nice as well.
  - o Remember when responding we work in customer service not tech service, so we don't always know the IT jargon. Speak in terms we may better understand.
  - o On certain issues, it takes several tries before anyone seems to listen.
  - o Not disregarding a ticket without solving or at least communicating about the request.
  - o VERIS to figure ballot styles. Street file changes during redistricting, integrated with GIS.

PROBLEM SOLVING – 18 COMMENTS

- **Escalation; People Involved in the Resolution**
  - o A lot of issues tend to be escalated and then the wait can be longer. when you do get someone, they tend to not understand the issue.
  - o Have one VERIS Help person address the issue.
  - o More consistency in the level of help provided. Sometimes when we put in a ticket, it gets responded to quickly and handled other times it takes a while and we don't know what is going on for extended periods of time.
  - o Problems have to go through too many hands, and it takes way too long to resolve problems.
  - o Real time help or responses. Every time we send a help ticket with screen shots, by the time it gets to whoever is supposed to be working the ticket, we have to resend the screenshots or attachments, why can't these be forwarded? I've got a ticket out now that's been unanswered for almost a full week now.
  - o There seem to be too many steps toward escalation, not every question needs that sort of process.

- **Resolution**
  - o Resolve the VERIS issue with details.
  - o If replies to HELP request were more specific, i.e., if you put in more than one request, the response comes back with a ticket number (and you don't have a clue which request

is being responded to).

- o If the issues that are sent to VERIS help be solved. Sometimes we have sent in what seems to be a problem or is not working accordingly, the issue doesn't change but somehow it seems to be that we are given the impression that we don't understand what we are doing or how things work. I realize that all problems can't be solved, so say so!

- o More concise. A good example is the procedures that were written by GRs to configure our PCs for scanning. Very concise, step by step. VERIS Documentation is not written that way.

- o Overall from what little dealings I have had with VERIS help, it has improved. However, for instance, there is a report I have asked to be created because it doesn't exist currently. This report is essential in determining how many registered voters are in each precinct and then in each split per ballot style. This report is necessary to determine ballot order and for planning for an election and yet it doesn't exist, and the report cannot be easily created even though all the data needed is in VERIS and the report is necessary.

- o Sometimes the response is not relevant to the issue or question.

- o Resolution of the problem instead of being transferred around and waiting.

- o Resolution of problems. We often are notified that an issue has been "escalated", but we don't get an actual resolution that resolves the issue. Sometimes we get a notification that the case is closed, but there has been no resolution.

- o The past few VERIS Help sent have an automatic response for receipt, status follow-up (sent to be reviewed) and when resolved by ELECT notice sent and notice of closed ticket. Continue with these proactive steps which provides GR/Staff with status of concern and if further communication is necessary. This was definitely an improvement.

- o Resolve all issues sent to them.

- o Quick response and action to take care of issues other than password, logon issues. Now it is inefficient, confusing to both the user and the help team, and too often a dead end. The format of the emails responding to submissions is poor, case/issue numbers change, original attachments and messages stripped from the forwards along the chain of the help team. Overall an exceedingly frustrating and ludicrous operation.

- o VERIS help is better than it was but recently we had an issue with a candidate's name. Several years ago, we had a problem that changed some our previous candidates' names. An ELECT staff member discovered it and fixed it for us. So, when this candidates' name had become disaffected by a DMV Hopper update, we had hoped that VERIS help could fix it, as the ELECT staff member had once fixed the problem. But unfortunately, VERIS help said that wasn't possible (yet we know it is) and we had to manually rekey the candidate, so that now there is a deleted record that will always show up.

VERIS HELP FUNCTION – 13 COMMENTS

Respondents commented on features they would like to change, delete or incorporate into the VERIS Help function.

- An issue tracking system incorporated into VERIS that allows the user to report problems/issue suggestions and see open issues and status changes along with comments from ELECT and the user instead of it being handled separately by email.

- A photo directory w/email link of ELECT employees. I have no issues with VERIS Help, but it would be useful to let us know "who" they are and where our requests are routed.

- Live chat: Contact with a live person. Could there be a way to chat with the Helpdesk? From the "Dream Big" list...a chat function to allow you to get your questions addressed as you are working on them.

- Direct call line or option number on phone 804-864-8901 for GR localities to reach VERIS Helpdesk in the event of an emergency or immediate assistance needed. Current phone line loops and typically cannot get anyone at ELECT to answer unless you call their phone line directly.

- Get rid of the ticket numbers!!!!!!!!!!!!!!!!!!!!!!

- Maybe a new system would help with response times. It seems that for VERIS we just keep putting a band-aid on the situation

- Maybe a Q and A page of the most asked questions and answers

- Place in a place that is easier to view. Change the type and size to make it more visible. I have used VERIS for 3 plus years and have never used the HELP button. I recently realized it is located at the top right. It the link sometimes it works and other times it does not work.

- Perhaps a choice to indicate which area the issue falls such as Voter Registration, Absentee, etc.

- Site map or some way of finding help topics easier.

VERIS HELP STAFF – 7 COMMENTS

- I think that it may help if there is a designated VERIS Help person to each region of the state. This allows GRs and staff to build a relationship with this person and gives a specific point of contact for GRs when a problem occurs.

- It would be more helpful if there was in person support and not just a help desk message center.

- I don't feel like the staff on the other end of VERIS Help understand how we use the system on a day to day basis. It would be helpful if they were trained in a way that could allow them to see how it's utilized so that their understanding of how to fix and enhance would increase.

- If they knew enough about VERIS to actually help you instead of having to "escalate" the problem to ELECT.

- More training for tier 1.

- VERIS help is obviously overwhelmed and does the best they can with limited resources. Additional resources are necessary and uniform responses would be helpful.

- I really don't have an opinion on VERIS help. Either they know what the problem is to issue, or they don't. I always get some sort of response, so it has gotten better over the years.

COMPLIMENTS FOR THE VERIS HELP STAFF – 17 COMMENTS

Respondents had several compliments for the VERIS Help staff. A sample of the comments follows.

- Always had good results with VERIS Help. Great service. Very helpful.

- I am satisfied with VERIS help. They have been answering all of my issues in a very timely and courteous manner.

- I have nothing bad to say about VERIS Help. They've always gotten back to me and helped me solve whatever issue I was having.

- I think the VERIS Help staff do their best to assist the elections community in our day to day assistance. Once our office found out that it is best to follow up with the same ticket number

instead of continuing to email and receiving numerous ticket numbers that assistance to the office improved.

- I think VERIS help has been doing an outstanding job at notifying registrars about malfunctions with VERIS via e-mail, as well as fixing issues or problems in a timely fashion.

- I'm not sure what else they can improve. I think they are great. Anytime I have an issue they respond pretty quickly and let me know and everyone else know as fast as they can that the problem is fixed. I've never had an issue of not getting a response. I appreciate all of the help I have received on fixing any issues that have arisen.

- Not a problem - we have good IT techs in the Office of Elections and at the Government Center building.

- I have found the folks at VERIS help to be pretty responsive. The help desk is very responsive. They are pretty good; I don't have any suggestions

- VERIS help better...hmmmm...Maybe we could clone two members of the team...their patience and knowledge is AMAZING!!

- VERIS help has always responded to my inquiries and been helpful.

- VERIS Help has been doing well. They respond quickly that they have received the problem and forward to the necessary person. The response after that can be slow.

- VERIS Help has been far more efficient and effective in recent months, at least for us.

- While we would always like for VERIS Help to be more responsive, it is generally pretty good in my experience. I feel like the folk stay with my issues until resolved. Only a couple of times have I not had responses or solutions in a timely manner, and those have been more special, unusual situations.

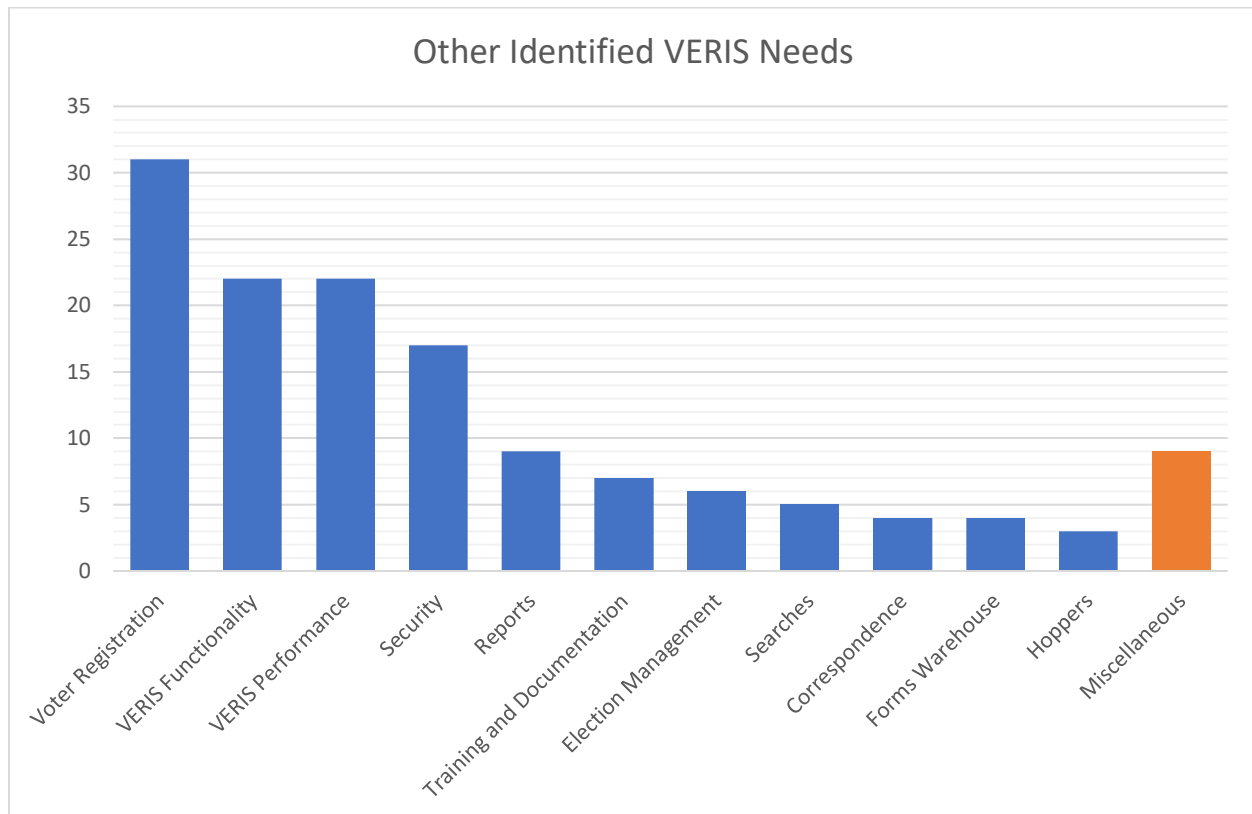## MISCELLANEOUS – 8 COMMENTS

- VERIS Help is a struggle. It doesn't even work. Fix it!!!

- I am not trying to say it is a difficult application, to me, it just seems to take a lot longer than it should to do simple tasks.

- Updating the VERIS User's Manual.

- Seems pretty streamlined. It's the underlying product that needs help!

- An orientation on VERIS for EBs so we can better support the daily work done in the Office of Elections in our locale.

Comments Not Related to the VERIS Help Function – 5 Comments

- An easier to read history field and less unqualified voters being allowed to register and their applications to be successfully submitted

- Just being dependable and improve on the scanning process, not crashing when it is most needed.

- Lag time in between electronic submission and reaching the Hopper should be reduced significantly.

- More streamline in processing application

- Removing the link between the street file and USPS

Question 14: Are there other identified needs related to VERIS not addressed by this survey?

There were 127 respondents who provided input. Forty-three respondents indicated they had no further information to provide. The remaining 84 respondents provided 139 comments.

Other Identified VERIS Needs

VOTER REGISTRATION NEEDS – 31 COMMENTS

Comments fell into the following categories: mandatory voter registration form filling, duplicate records, alpha cards, deletion capability, ability to combine records, and miscellaneous.

- **Mandatory Voter Registration Form Filling – 6 Comments**
    - **ALL** questions should be asked and answered every time.
    - Applications that are not complete should not be allowed to be submitted by the voter.
    - It should be mandatory that either a phone number or email address be entered on an OVR or OAB application.
    - Process should not allow a voter's mailing address to be outside the state of Virginia unless they are military.
    - Voters should have to answer ALL questions on their applications even if it is an update. There have been times that other localities do not have the original application and therefore these questions cannot be verified.

- o The application process should stop when a voter's residence address is outside the state of Virginia. Most voters that enter out of state residence addresses think they are transferring their registration to another state.

- **Duplicate Records – 5 Comments**
  - o Dealing with Duplicate registrations that are still showing up in our hoppers.
  - o "Updates" are being created when they are just auto dups because the 4-digit extension to the zip code does not contain the hyphen in the old record. If a process was run to check and insert the hyphen before processing the registration, some that are showing as "updates" would just be auto dups.
  - o AUTO DUP and DMV OVR HOPPERS and print batches should be separated by date. This way, you can easily access the ones on a report for a specific time period instead of items from one period being mixed in with another.
  - o Auto Dup images now automatically appear in the voter's documents. To make this more efficient, a corresponding line item should also automatically be entered onto the voter's record (page)—there is no reason to show these on a report, or to print, process, and file when we can refer to it electronically. It gives us no new information.
  - o When all information matches the voter's previous record, the process should only proceed after notifying the voter that an exact duplicate is being created and allowing them the option to cancel the process. It should also advise the voter that they will not receive any type of registration verification because it is a duplicate.

- **Alpha Cards – 3 Comments**
  - o I was just emailed a requested list of 19 alpha cards. These voters have already transferred to their new locality and since they are already transferred, I have to attach each alpha card individually to each record as opposed to batch scanning them. This is time-consuming and I wish there was a way to do a batch upload and attachment to records that have been transferred to another locality.
  - o Those counties that are scanning are not consistent. Some of the alpha cards print out fine. Others are missing the information at the top stating what the form is (VA voter registration app), some are not complete (missing citizenship box checked or felony question blank), some print out real small or crooked. The categories for the documents need to be better: COMPLETE app, updated info, etc.
  - o Why can't localities find Alpha cards when they are requested. This happens way too often.

- **Deletion Capability – 2 Comments**
  - o Ability to delete denial record when an error is made.
  - o Ability to delete/edit denied files after processing if denied in error.

- **Ability to Combine Records – 2 Comments**
  - o Ability to better combine records to one record.
  - o Ease process of combining all voter records to ''one'' record. Ex. denial, cancelled, active, etc.

- **Miscellaneous –13 Comments**
  - o A report that relays whether a VRA has been either scanned in or submitted via DMV as an audit for those of us who are scanning.
  - o A way to make it easier to track early voting voters or a way for VERIS to send a receipt to a Registrar for all the voters he/she entered into VERIS for that day. By user not locality, maybe 4 to 6 to a page to cut down on paper. It would have name, address, ID #

and in-person voting something like that. Something like a No excuse voter hopper for each person.

- o Access to DMV is very helpful for verification purposes in voter registration.

- o It would be helpful to have all "Registration Status" items activated by default for searches. This would help prevent duplicate records and/or the need to merge records where a previous active or cancelled registration exists. All voter records should be available for viewing in one location/record.

- o OVR Applications sent to the wrong localities. Even when voters put down the wrong locality VERIS should link to street files.

- o Reinstating voter records if cancelled in error.

- o Street file matching is not consistent. We sometimes have to override one person in a household, but not the other. Also, the maintenance function could be more user friendly.

- o There are registered voters in our system that registered back in 1990s that have never voted and are still listed as active. We discovered these during our scanning process. Solution?

- o There is an OVR Hopper Notice Letter for voter registrations---there should also be one for OAB applications.

- o There should be a procedure when a person is only requesting a copy of their voter registration (card). Sometimes a voter just wants a copy of their card, but they will apply numerous times creating auto dups which results in more office time and expense yet doesn't actually generate a card for the voter. The procedure could just send these to a print batch.

- o Ways to streamline the processing of voter registrations and absentee applications without so many 'clicks' of the mouse.

- o We have an awesome streetfile that eliminates voters being registered at nonexistent addresses. DMV sends us applications that are either non-existent or not complete (Partial Addresses) We do not know how this is not caught and able to be processed into our hoppers. We receive applications that must be denied, and a letter is sent to a non-deliverable address, only to obviously be returned to us and the voter never being notified that they are not registered until they show up at the polls on election day and cannot vote! We work with the DMV, why can't they work with us for ensuring also with Homeland Security that these drivers licenses have valid addresses on them.

- o We still have many registrations that go to county X first and they have to transfer them to us. It has to do with USPS and where the mail is sorted. have to override the county X addresses because USPS says they are in county Y.

VERIS FUNCTIONALITY – 22 COMMENTS

Comments about VERIS functionality fell into the following categories: expected demands for no-excuse absentee voting, incorporating other software, address issues, multiple screen views, and miscellaneous.

- **Expected Demands for No-Excuse Absentee Voting – 4 Comments**
  - o Early voting/no excuse absentee-- we're going to need a lot more workers, and we need to know if you are going to let us log in directly from satellite locations, etc. Can VERIS handle that?

  - o The issue of no excuse absentee voting. Will there be a pull-down menu similar to in person AB voting?

- o The demands no excuse absentee voting will put on the system next year may be too great.
- o In order to prepare for no-excuse early voting, will need to update Absentee system to allow for no reason or N/A from drop-down menu during time of no-excuse early voting.

- **Incorporating Other Software – 4 Comments**
  - o Incorporate DAGR software
  - o Incorporate Photo ID software (3 comments)

- **Address Issues – 3 Comments**
  - o Street file accuracy
  - o The requirement to override address verification for college dorm addresses. GIS integration would go a long way to fix that problem.
  - o I've been having trouble with no mailing address showing up in that search. I was told to ignore it for now by VERIS help
  - o VERIS needs to be linked with GIS in order for voters to be properly registered. VERIS only looks at a street range, not a point on the map.

- **Multiple Screen Views – 2 Comments**
  - o Need a return on most pages so you don't have to go back home and then click on where you just were working.
  - o VVRS used to allow for multiple screen access - would recommend allowing this in VERIS or whatever system may replace VERIS so you can handle multiple things (ex. search absentee and also perform online voter transaction processing).

- **Miscellaneous – 9 Comments**
  - o A user should be able to customize some aspects of the system to reflect their job needs. For instance, the current default is to voter search the entire state. Some users might want to make their default to search the locality only. There should be more "user preferences".
  - o As a whole, VERIS just does not seem to be very intuitive. Considering that so many of us are not thoroughly trained in VERIS, it would mean a lot to have an intuitive system.
  - o Batches for printing should be sorted by name by default instead of submitted to make filing (for as long as we keep printed records) easier.
  - o If you can't handle online services to the citizens, then curtail them so registrars can process what we do have.
  - o It would be great for the EPBs to receive the absentee/early voting data for CAP without having to upload the data on a daily basis.
  - o Radio button for a choice when doing absentees for "no excuse" once it becomes applicable.
  - o There needs to be a requirements document in which we can go through every function in VERIS and outline what works, what does not work and what is needed to make it work. I understand that there is a short window of time to make improvements but just saying to get what we need requires time.
  - o Updates to some functions could be more timely--for instance we can search the Secretary of the Commonwealth's site for felony voter rights restoration and find that the information in VERIS has not been updated.

- o Will Cloud capability be allowed by ELECT? In preparation for no-excuse early voting, would like to use Pollpads with Cloud capability for multiple voting sites. If unable to have this, then would have limited users at each location on VERIS.

VERIS PERFORMANCE – 22 COMMENTS

Comments were focused on system capacity and performance, speed, and miscellaneous.

- **Capacity and Performance – 19 Comments**
  - o The need for more capacity and fewer times when it is down. Need to determine server capacity and total amount of usage that VERIS can handle at one time.
  - o System availability has been an issue although it has improved recently. If the DMV hopper would not go down so often. Keep VERIS up and running - Office of Elections is open Thursday evenings until 7 pm. Needs to stay up all day for election day
  - o Trust in VERIS does not exist when we are in peak election cycles. The one thing we can depend on is that it will fail, or be very slow, on last days to register, and the deadline to get absentee ballots mailed out. Adding servers and moving some processes to nighttime has not fixed the issues.
  - o Um...to not crash in the weeks before EVERY election!
  - o VERIS is sometimes slow and kicks you out! Overall, I like VERIS, I just think it could use improvements.

- **System Speed – 2 Comments**
  - o Overall, how fast my workflow passes throughout the day depend on how fast or slow the VERIS system is processing for the day. Sometimes it's hard to determine how long a task takes to complete when the VERIS system is either fast or slow on that day.
  - o Speed, Efficiency, Stop the circle of Death

- **Miscellaneous – 1 Comment**
  - o Strange things have been going on in VERIS since August 19, 2016. I have a separate folder with several of these "happenings". I cannot duplicate them, but I took many screen shots to show VERIS help. Example: a GR for County X showed his address in VERIS as County/City Y.

SECURITY – 17 COMMENTS

Most comments expressed concern about time-outs and two-factor authentication, access, and security.

- **Time-Outs and Two-Factor Authentication – 13 Comments**
  - o Far less Time Outs - taking time out to contact OKTA.
  - o First Tuesday Error Messages and timing out seems to be an issue. However, it has been better lately.
  - o For me, getting logged out too quickly seems to happen often. I would like to see this time extended.
  - o The two-party authentication is not going to be easy to deal with on ELECTION 2020 night. It seems to drop us offline after a certain amount of inactivity. Is there a way to extend the VERIS availability after obtaining the passcode once?
  - o Time out is too often and unpredictable.

- o Staying in VERIS longer that 15 minutes. If you get up to take a restroom break knowing how some places are more than a few feet from the restrooms, it would be nice if it would stay up for an hour at least at a time.
- o 2-part OKTA - it times out too quickly - it is time consuming when someone is on the phone or in front of you waiting for you to help them.
- o Better handling of security time-out.
- o It's very aggravating when you have a voter looking at you and VERIS has timed out and you have to sign in again and call to get a code while they wait on this process.
- o There seems to be little consistency about being timed out with 2FA. Sometimes I only need to reenter my password to get back into VERIS. Other times, it is all the information required. It would make sense if only the password were required most of the time, unless there was prolonged inactivity, perhaps.
- o 2-factor! So hard to change passwords as often as we do. Part time employees find it difficult to understand and are confused with changing passwords so much. Plus, when you help citizens who need to know some information, it is embarrassing to tell them to hold while you sign in. If someone else is on the phone there is no other line to use. VERIS shuts down to quick.
- o Easier 2 factor authentication. When we get busy it is going to be difficult to work going from our front counter computer back to our desks.
- o It seems it may be frustrating at election time with having to dial in for the 2factor when VERIS kicks us off having to put people on hold for the code as many phone calls we get from the precincts with questions and checking on people's registrations.

- **Access – 3 Comments**
  - o Do not want to give VERIS access to all Officers of Election who may assist with early voting at satellite location. Concerned about how multiple or too many users may crash system.
  - o GR should control of employee access rights, especially with the use of seasonal employees.
  - o How many individuals have access to VERIS? How many levels of access are there? Is there a regular forensic evaluation of VERIS users to correlate with cybersecurity protocols?

- **Security – 1 Comment**
  - o The vulnerability of a system that will have hundreds if not thousands of seasonal workers who have had very limited background checks getting access to it next year. We need to isolate the information that early voting workers need access to in a way that doesn't completely compromise the system.

REPORTS – 9 COMMENTS

Comments focused on the desire for customer reports, as well as better reports and better report descriptions.

- Custom Reports - I am very happy overall with current VERIS functionality -- with the exception of being able to do more robust, customized user-initiated reporting. There should be the ability to run user designed reports with user specified parameters. For instance, all Precinct Election Officers for a locality could be "flagged" as they enlist. A report could then be run showing all officers. One of the advantages would be that the PEO information would be current.
- Design better reports and get rid of reports not used or needed.

- I don't understand the need for some of the reports in the Reports Library. I also don't understand Poll Copy.

- It would be helpful to have a FOIA reports area where citizens could generate public records information, they want directly from VERIS (how many voters in the locality, how many registered voters are at a given precinct, what was voter turnout at an election, election results history, etc. The reports would have to be customized to remove sensitive information that cannot be disclosed. This could eliminate a lot of the FOIA requests we get that consume our time in the days closest to an election. If it is public information, make it available to them online.

- Report descriptions are lacking as to what they information provide. Also, if there are some reports that should not be run except during certain time periods this information should be shown.

- There should be a reports section specifically geared to the information that should/could be released to the general public with personal identifiers already removed. This would prevent accidental disclosure.

- Transitioning from the queued reports page back to the reports listing could be easier.

- We used to get monthly reports from Vital statistics and CCRE (which made it a lot easier to update our files). Presently files in the death hopper can be 2 yrs. old; not to mention trying to the felony hopper becomes a daunting task when there are numerous entrees (with the same SID #) and one of them does not have an end date...............and even if you enter the end date, it won't take it causing us to have to make a call to Richmond for assistance.

TRAINING AND DOCUMENTATION – 7 COMMENTS

- VERIS daily processing training

- Additional training so all localities will be consistent in processing. Training on all of the components of VERIS - I have no idea where to find the GIS in VERIS.

- Anytime there is a change in how to do something, detailed directions on the new procedure should be added.

- I know there are restrictions as far as time and money, but more one on one training would be nice. Possibly having it by locality through the year, including new staff and updating veteran staff and getting their best practice ideas to share. The little bit of VERIS training I have gotten at meetings is helpful, but it's rushed and not often enough to keep up with changes.

- The training module of VERIS "sandbox" has never functioned properly and was never available when I needed it for training purposes.

- Training on all of the components/functions in VERIS, so all localities are more consistent, i.e. some localities merge a cancelled voter record from another locality when they receive a new application. I can understand if the voter was a recent cancel because of no activity, but should we really go back and merge a cancelled record from 3-4 years ago?

- Whether you choose to rebuild or replace VERIS, keep in mind when training the field that someone is there to answer the legal/code questions that arise when being shown how to use the system. VERIS training originally lacked that aspect GREATLY!

ELECTION MANAGEMENT – 6 COMMENTS

Comments focused on three subjects: having VERIS serve as an election management system, having the ability to create a "to do" list in VERIS for elections, and having the ability to manage poll worker tasks in VERIS.

- Having the ability to be more of an election management system where we can enter election officers, generate letters, etc. Our job is to plan and prepare for Elections and while Voter Registration is a VERIS priority, the election aspect is not.

- Election Scheduling/Election To-Do List. The ability to add to do's /scheduled events to an internal calendar that ELECT would populate with items that impact all and the user can add their own items. Many steps are repetitive from Election to Election. I do this in Excel, but the ultimate system would be comparable to Microsoft Project which is too expensive for most localities to justify for basically one project over and over.

- It would be nice to be able to manage poll worker training records, contact information, and commitments to work specific elections. We need Election Officer functionality ASAP. In-Person No excuse absentee voting process. Overall, VERIS has been incredibly improved compared to what we started with at its inception.

SEARCHES – 5 COMMENTS

- A search engine for the GREB Handbook.

- On some VERIS pages, you can hit enter to "search" and some you cannot (for instance in the Merge Voter function). You should be able to hit enter to search in every function.

- Overall there are too many steps to enter, search, find anything. Search Bar s/actually be a search bar for what you need w/in VERIS, not just searching for name. When entering a new voter (manually) after approving app. VERIS will automatically go back to voter add screen-needs to stay on the newly entered voter screen for the voter id #w/out having to do voter search. Forms warehouse needs to be revamped. Currently it's hard to locate a form. You should be able to SEARCH for keywords in a form or SBE form #'s completely unfriendly as is. You should be able to go back to where you were not start over again w/opening the individual "files" to see what's in them again.

- The default for any type of search should always be SSN with a default to search all capabilities (cancelled, active, inactive, etc.). On the Merge Voter function, the search defaults to ID which would not bring up multiple registrations under the same SSN and all search capabilities are not highlighted.

CORRESPONDENCE – 4 COMMENTS

- Create a static date on all correspondence.

- Enable processor to view a denial letter before completing to permanent record of voter.

- Localities need ability to create correspondence and have it in VERIS. We need to have the ability to write specific comments on letters.

- Maintain original date to VERIS letters when opening on later date.

FORMS WAREHOUSE – 4 COMMENTS

All comments were related to making it easier to find forms in the warehouse.

- It is very hard to find forms in the warehouse. Sometimes things in the forms warehouse are hard to find so that could be improved some but overall, I like it.

- VERIS forms warehouse needs to updated so you can find what you need. A search feature might help, but something needs to be done. You go where it seems item should be and have to expand categories before finally finding item last place you would look.

- Warehouse Forms Documents need a Large Search Feature Button that will relate to words used in document and that it will then be able to find the document. This feature would be a time saver for the GR's and staff.

HOPPERS – 3 COMMENTS

- Do not see the need for the paper hopper. The application must be mailed so what function does the paper hopper serve?

- Hopper and batch reports should populate concurrently. The matching algorithm often misses lower % matches due to name typos, etc. and results in duplications.

- I like the organization of the hopper. It makes it easy to track specific items that need to be worked on.

MISCELLANEOUS – 9 COMMENTS

- ELECT. Answer the phones.

- It would be nice to be able to completely delete candidates records that were keyed in error or absentee ballot records that contain mistakes.

- The most important need is to be sure to have the proper people in the required positions to help the system stay up and running. Simply because, when VERIS is up and running, it is great to work with.

- I said my piece during an office interview. Mostly, the system does not allow for easy upgrades. Every time a request for change is made, they say can't be done the way VERIS was built. Well, that needs to be changed! Our job and job requirements change yearly. We need and deserve a system that is able to grow and change with us. I do appreciate what the current Department of Elections has tried to accomplish with VERIS. When they were given "jalopy" they kept it running as long as possible, as well as they were able with the funding they had. It is time to let them stop patching something that is well past its prime and focus their attention elsewhere.

- I would be interested in features used in other states in elections offices, as well as voter registration features online that are available to citizens in other states. I don't know what these are, but they should be considered.

- If/when VERIS is to be replaced, better get it done by a reputable software designer, with a proven track record of reliability. Or, like that old song says, "You better shop around".

- Recommend replacing VERIS with user friendly system.

Glossary

- 2FA – Two-Factor Authentication
- AB – Absentee Ballot
- ADA – Americans with Disabilities Act
- ADRM – Administrative Duplicate Registration Match
- BVS – Bureau of Vital Statistics
- CAP or CAPS – Central Absentee Precinct(s)
- CCRE – Central Criminal Records Exchange
- CD – Congressional District
- COMET – COMmittee Electronic Tracking
- DAGR – Desktop Application for General Registrars
- DMV – Department of Motor Vehicles
- DOB – Date of Birth
- DOE – Department of Elections
- E and V – Error and Validation
- EB – Electoral Board
- ELECT – Department of Elections
- ENG – English
- ENR – Election Night Reporting
- EPB – Electronic Poll Book
- FPCA – Federal Post Card Application
- GIS – Geographic Information System
- FOIA – Freedom of Information Act
- FPCA – Federal Post Card Application
- FVAP – Federal Voting Assistance Program
- FWAB – Federal Write-In Absentee Ballot
- GR –General Registrar
- GREB – General Registrar / Electoral Board
- HOD – House of Delegates
- ID – Identification
- L and A – Logic and Accuracy
- LEO – Law Enforcement Officer
- N/A – Not Applicable
- NCOA – National Change of Address
- NR – Not Registered
- NTIS – National Technical Information Service
- NVRA – National Voter Registration Act
- OAB – Online Absentee Ballot
- OE – Officer of Election
- OOS – Out of State
- OVR – Online Voter Registration
- PCT – Precinct
- PDF – Portable Document Format
- PO – Post Office (Box)

- Q and A – Question and Answer
- RFP – Request for Proposal
- ROR – Restoration of Rights
- S/B – Should Be
- SORS – Statements of Results
- SSN OR SS# – Social Security Number
- TFA – Two-Factor Authentication
- UOCAVA – Uniformed and Overseas Citizens Absentee Voting Act
- USPS – United States Postal Service
- VA – Virginia
- VEBA – Virginia Electoral Board Association
- VERIS – Virginia Election and Registration Information System
- V to P – NVRA Tracking ID "V – DMV" to "P – In Person"
- VR – Voter Registration
- VRAV – Voter Registrars Association of Virginia
- VVRS – Virginia Voter Registration System