



City of Richmond Office of Elections

November 2, 2021 General Election

Post-Election Report

By

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For

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Administering an election is serious business. The stakes are high and there are many moving parts. This community has put its faith in us and in our ability to conduct elections with accuracy, with transparency, and with integrity. Every election has its challenges. These challenges present us with a unique opportunity to learn, and to grow as an institution. It is only by taking the time to self-reflect after each election, and to look with an honest eye at each of these challenges, that we begin to take the steps to improve. That is the purpose of this Post Election Report. We need to be able to look at what happened during this election so that it can foster a conversation about how we can make productive changes going forward.

There were over 157,000 registered voters at the time of the November election. This past Gubernatorial election saw a total turnout of 80,318 voters. This number, which is over 51% of the city's registered voters, represented a sharp increase in turnout from the last Gubernatorial election held back in 2017. That election saw a total turnout of 71,455. Statewide, the turnout increased from 2017 by a remarkable 24%. Almost 55% of Virginia's 5.9 million registered voters cast a ballot in the election. Back here in Richmond, the turnout was high for a number of reasons: the still relatively new 45-day window for Early Voting; the removal of an excuse in order to cast an absentee ballot; a hotly-anticipated Governor's race; and the fate of the Urban One Casino that was proposed to be built on the city's Southside. There were some issues that arose. But all in all, the administration of my first general election was a success, and it speaks to the hard work and dedication of everybody involved: the General Registrar, The Electoral Board, the staff of the Registrar, and the over 700 election officers who provided the assistance needed to ensure Richmond City conducted a (mostly) smooth election.

I was sworn in as only the third General Registrar of the last 50 years back in May 2021. Prior to my appointment I had worked in Virginia elections for 11 years at both the local and state level. I needed each and every one of those 11 years to give me the experience, the knowledge, the passion, and the confidence that is needed in order to fulfill the duties of this extraordinary position. The emotions that I have experienced in the past eight months have truly run the gamut: from exhilarating, to exhausting, to gratifying. It is a job that demands diligence, critical thinking, and problem-solving on the fly. It is also a job that needs a staff that is hardworking and steadfast in their commitment to serving the voters of this city. I am grateful every day for the staff that I have, and the voters of this city should be grateful as well.

Keith Balmer

General Registrar/Director of Elections

Recap Topics

1. New Legislation
2. COVID Protocols
3. The 2021 Ballot
4. Early Voting
5. Vote by Mail
6. Central Absentee Precinct
7. Election Day
8. Election Night Reporting
9. Chief Roundtable
10. Lessons Learned from the Election

NEW LEGISLATION

Every year, at the end of the General Assembly's legislative session, new laws that are related to the administration of elections are introduced. In 2021 several significant pieces of legislation passed both chambers of the General Assembly and were signed into law by Governor Ralph Northam. These laws are listed below.

- a. **SB 1239 – allowed for general registrars to contract with a third party vendor to print and mail absentee ballots.** It was my desire to use the services of our printing vendor Printelect, in an effort to outsource the mailing of our absentee ballots. The reason for this change in policy is obvious. It takes a tremendous amount of manpower in order to mail out absentee ballots. Printelect has the technology to automate this process, making it more reliable, cost-efficient, and less prone to human mistakes. However, a crucial update to VERIS that was planned for completion right near the deadline to mail absentee ballots failed to materialize. This led to the decision to push this new implementation to 2022.
- b. **SB 1245 – Codified the establishment of drop-off locations and created the cure process for absentee ballots.** Drop off locations were available during the Early Voting period via drop boxes at our office, City Hall, and the Social Services Center on Hull Street. Absentee ballots were also received at Hickory Hill Community Center. The law states that absentee ballots can be returned to any Early Voting location, and (on Election Day) to any polling precinct. We also reached out to over 200 voters in an effort to get them to cure their absentee ballots. The overwhelming majority of voters needed to cure their ballots due to the fact that they forgot to include a witness signature.
- c. **SB 1331 – allowed voters with a print disability or visual impairment to receive their absentee ballots electronically, and to mark that ballot with a ballot marking tool provided by the Department of Elections.** Only two voters chose to vote using this method.
- d. **HB 1888 – removed the in-person requirement for first-time voters who registered to vote by mail; mandated pre-paid postage; required Early Voting totals, vote by mail totals, and postmarked absentee ballots received before noon on Friday November 5th to all be reported separately from each other.** In regards to pre-paid postage, the cost that the city was eligible to receive based on the amount of money spent mailing out absentee ballots was \$6,000. For the first time ever, absentee results were reported separately in VERIS. Our Early Voting totals, and our Vote By Mail totals were both reported into VERIS and made available for the public to see by 10:30 PM on Election Night. Our post-election numbers were officially reported into VERIS on the Saturday afternoon following the election.

- e. **HB 2081 – prohibited any person from knowingly possessing a firearm within 40 feet of any building used as a polling place, including one hour before and one hour after its use as a polling precinct.** There were no issues regarding this new law that was reported to us by our precinct chiefs on Election Day.
- f. **HB 1968 – allowed for the Electoral Board or the General Registrar to implement Sunday voting during the Early Voting period.** For the first time ever, Richmond City voters were given the option to cast their ballots on Sundays. This change in policy led to rallies on those two Sundays by both political parties, and it led to extensive media coverage.
- g. **HB 1890 and SB 1395 – known as the Virginia Voting Rights Act, this is a first of its kind legislation that seeks to prevent the denial or dilution of voting rights to a language minority group.** This legislation is what inspired the creation of Richmond’s first ever bilingual ballot that provided accessibility to voters in Richmond’s burgeoning Hispanic community, which now represents 10% of the city’s population.

COVID PROTOCOLS

Let’s start by addressing the fact that we are, unfortunately, still the midst of a global pandemic that has claimed many lives and stricken many more. I engaged in numerous conversations with my Deputy Registrar and with my staff before, during, and after the election about steps that we felt were necessary in order to keep the coronavirus at bay. In order to create an environment that was as safe as possible, my office hired ServPro, a cleaning company licensed through the city, to spray the entire building once a week during the election. We also used motorized air purifiers from ServPro as well. Our staff and our election officers all adhered to the guidance from the Mayor’s Office with regard to wearing face masks and maintaining six feet of social distance. The fiscal impact for all the resources we employed to keep our office as COVID-free as possible was \$40,000. The end result was that, with the exception of two isolated cases, our office avoided any outbreaks which had the potential to cause major disruptions to Early Voting.

THE NOVEMBER BALLOT

As mentioned earlier, the ballot created for the election was historic. For the first time in the city’s history the ballot was bilingual in English and Spanish. The motivation behind this policy change was due in part to the passage of HB1390 and SB1395. This bill, which has been dubbed the Virginia Voting Rights Act, states that *“no voting qualification or prerequisite to voting or standard, practice, or procedure shall be imposed or applied by the state or any locality in a manner that results in a denial or abridgement of the right of any citizen of the United States to vote based on race or color or membership in a language minority group.”* In order to abide by

the framework of this legislation a locality that has 10% of a language minority should provide election materials to residents within that minority. Upon receipt of the 2020 census data, it was discovered that Richmond had indeed had a language minority that was applicable to this new legislation. Richmond now has over 20,000 residents within its Hispanic community. This number puts our Hispanic community over the 10% threshold. My office worked in conjunction with our Ballot vendor, Printelect, with the Department of Elections, and with The Office of Immigrant and Refugee Engagement to ensure that the Spanish translations of every word on the ballot was accurate.

EARLY VOTING

Early Voting, also known as In-Person Absentee, is the 45 day window that allows voters to cast their ballots in-person before Election Day. Early Voting became law on July 1, 2020, and it was first implemented starting with the November 2020 General Election. This was the second general election in which Early Voting was employed.

Early Voting took place for 45 days at the Registrar's office, which is a requirement by law (24.2-701.1). Early Voting officially kicked off on September 17th. State election law also provides for the creation of satellite offices during Early Voting in an effort to prevent the Registrar's office from being overwhelmed, and to make Early Voting accessible to voters in areas of the locality that is not near the Registrar's Office. These satellite offices can be opened at any time during Early Voting based on the needs of the locality. Our two satellite offices, City Hall and Hickory Hill Community Center both opened on September 28th. Also, for the first time ever, Richmond voters were able to cast their ballots on a Sunday. On October 17th and October 24th (both Sundays) Early Voting was available from 12 noon until 5 PM at all three locations.

At our three Early Voting locations, a total of 20,563 voters showed up to cast their ballots. For the two Sundays that we offered Early Voting, the turnout looks like this:

10/17/2021

Registrar's Office – 167

City Hall – 20

Hickory Hill – 65

Total – 252

10/24/2021

Registrar's Office – 294

City Hall – 40

Hickory Hill – 139

Total – 473

Overall Turnout for Sunday Voting – 725

To put this 20,563 number into perspective: four years ago during the 2017 Gubernatorial Election, a total just north of 3,000 voters showed up to cast their ballot before Election Day. The reason for such a stark increase is likely due to the introduction of the 45 day Early Voting window, and the removal of an excuse that was once required to vote absentee.

It is also important to state that turnout for in-person absentee followed the same pattern as every other election in recent memory. While there are roughly six weeks of voting prior to Election Day, the overwhelming majority of voters waited until the end of the Early Voting window before they decided to cast their ballot. For the November 2020 election, 55% of Early Voters voted during the last two weeks of Early Voting. One year later for the November 2021 election, the numbers were remarkably similar. Over 51% of all Early Voters voted during the last two weeks of this election. These voting patterns are a great resource for the Electoral Board when it comes time to craft policy regarding the operating hours of our satellite offices.

Staffing – We used over 30 election officers to staff our three Early Voting sites. These election officers worked from 8 AM until 5 PM. They performed admirably. The biggest issue of concern was our ongoing efforts to make sure that they understood the importance of handing voters the correct ballot. There were eight different ballot styles used for this election. In order to make sure that the correct ballots were handed out to voters, we advised the election officers to use color coded pens. Each ballot style had its own assigned color. The poll book officer marked the receipt printed from the poll pad that corresponded with that specific ballot style. The color was a way to confirm with the ballot officer that the voter was asking for, and receiving, the correct ballot. This change in procedure proved to be successful.

There was one incident that deserves mention. On the last Friday of Early Voting, my staff within the Office of Elections had to walk across the hall and provide immediate support to the election officers. This was because the chief and assistant chief allowed numerous officers to take their lunch breaks simultaneously, which left their team ill-prepared to deal with the high volume of voters who showed up to vote that afternoon. As a remedy, my office has discussed a solution that would lead to a change in Election Officer staffing at our main office.

Poll watchers became a point of contention at our Early Voting sites. My staff had to step in and diffuse tension on several occasions. There were numerous complaints from the poll watchers about the election officers and the election officers about the poll watchers. While a lot of complaints from poll watchers can be chalked up to the poll watchers not understanding the laws and procedures regarding the administration of the election, some of their complaints carried the weight of validity. In those instances, my staff had to inform our officers that they were not following correct protocols. I observed an interesting dynamic regarding the poll watchers and our election officers. Some members of both parties seemed to view the other in a suspicious light. There were often times of underlying tension. In order to foster a healthier relationship with poll watchers going forward, I believe that poll watchers should take some of the training that the election officers receive.

Fiscal Impact - Elections are expensive. And they are even more expensive once you expand Early Voting to 45 days and two Sundays. On Election Day, our election officers are paid a flat rate based on if they are a chief (\$210), an assistant chief (\$140), or a regular officer (\$130). For Early Voting, are officers are hired through a temp agency. Our chiefs make \$16 an hour, our assistant chief makes (\$15) an hour, and our regular officers make \$14 an hour. We employed over 30 officers for our three Early Voting sites. We employed 12 officers to work our CAP (Central Absentee Precinct). In addition, we hired 14 temps to help out here at our office. The total cost that we paid to the temp service was over \$240,000. I have begun to engage in conversations with the city's Human Resources office about granting our department the ability to hire additional staff in order to lessen the budgetary impact that comes from hiring dozens of temporary workers per election season.

In addition, the Department of Elections recently notified us that we will be receiving a reimbursement for a significant portion of funds that we spent for Early Voting. This was because of the Electoral Board's decision to expand Early Voting to two Sundays. ELECT notified registrars and electoral boards last summer that if they opened their offices to allow for Sunday voting then they may be eligible to receive reimbursement funds.

VOTE BY MAIL

The following report on vote by mail was produced by our Absentee Coordinator Cynthia Johnson.

Effective 7/1/2022 in compliance with the 2021 Election Laws. 24.2-703.1 created a new application allowing voters who want to vote by mail an option to receive a Permanent status in VERIS (Virginia Election and Registration Information System). This law flipped all the Annual Absentee voters to Permanent Absentee Voters. To assist with this new election law, the State

Board did a mass mailing to our Annual Absentee voters giving the voter an option to opt out of being on the Permanent Absentee list in VERIS. Once the voter type changed it created a major increase with ongoing absentee applications.

In addition to the permanent application, another tool was implemented for the disabled voters that had internet access. The voter could now choose to have an interactive ballot emailed to them by using the online application through the DMV OAB (online absentee application) portal. The tool named "My Ballot" was created by Enhanced Voting software. We only had 2 voters who used this application correctly. However, this is a major improvement to allow ALL voters who used this application correctly. However, this is a major improvement to allow ALL voters to vote in an election. I feel certain moving forward this tool will be utilized more for those voter who have mobility issues.

The feedback our office received initially was that our Annual Voters were confused. Each January our Annual Voters would have to fully complete an Annual Application before being added to the Annual list, in order to receive all ballots for a calendar year. Any disabled voter who in the past was not mobile could be a part of the Election process.

The 45 days prior to the election compliance was on 9/17/2021. The UOCAVA (Uniformed and Overseas Citizens Voting Act) email ballots were sent on 9/8/2021. Also, on 9/8/2021, we received and counted the vote by mail ballots, which changed our completed date for the email ballots to 9/9/2021. On 9/14/2021, the VBM team completed the initial VBM mailing of 4500 ballots and 246 UOCAVA ballots (It was later discovered that some of the UOCAVA ballots that were sent in the first mailing had 2020 instructions. Once this was brought to my attention I emailed the 2022 instructions to the voters that were affected). The days that followed we continued to process and mail an average of 300-400 applications and ballots. On 9/23/2021, the Electoral Board had an emergency meeting to discuss the complaints from City Council members, early voters and media regarding the open date for the Satellite precincts. In conclusion, it was decided to open the Early Voting precincts on 9/28/2021. My entire VBM 6 people team was all satellite Election Officers. This created a domino effect with VBM. My team went from 6 Election Officers to 2 new temporary employees that needed one-on-one training. With the change it strongly effected time management/3 day compliance with daily processing of applications and ballots mailed. Having only 2 people created a challenge to comply with the 3 day turnaround. We were out of compliance for 2 days, that I had to use for training my new team. Once the training was completed we maintained the 3 day compliance requirement. Returned ballots that did not meet the new VBM laws that went into effect on 7/1/2021, were added the AB Cure List within 3 days of receipt. We noticed that the majority of ballots that needed to be cured were missing the "witness signature". The rate of cured

ballots was overwhelming, not only for City of Richmond but it impacted all localities even reaching the media.

Another concern with VBM was the drop boxes being compromised because there was no Election Officers managing each box. The GR decided to close the drop boxes on the VBM application deadline date 10/30/2022.

We were successful processing and mailed over 9000 regular ballots for the November 2, 2021 election. Email ballots were over 200 and UOCAVA over 300. The issues that occurred could not have been predicted. The solution was more staffing was needed throughout the entirety of Vote by Mail.

CENTRAL ABSENTEE PRECINCT (CAP)

The following report on CAP was produced by Cynthia Johnson with assistance from the chief of CAP, Wendy Brown.

10/25/2021 – the CAP team led by our new Chief, Wendy Brown, and her Assistant Chief, Virginia “Ginny” Anderson, began pre-processing.

Because all of the printers in the Registrar’s Office were down we had to outsource printing the poll books to Speedy Printing. The DS450 was inoperable. This machine was specifically purchased for Vote by Mail (VBM) ballots because of the expedited ability to read the folded ballots. The CAP machine operators had to feed the individual ballots through the DS200.

Even with the challenges, Chief Brown and her team had successfully completed over 2500 ballots on October 27th, which the VBM team had processed in VERIS. The CAP team continued to process ballots received daily from the VBM Coordinator as the VBM team processed the returns.

October 28, 2021, Electoral Board Chairman addressed the CAP team over concerns some of the Republican Party members of the CAP team were overstepping by recording voting information and asserting their interpretations of the Code of Virginia into the process. The Chairman spoke to the team to reiterate the process to the team and asked that any concerns be addressed with the CAP Chief and Assistant Chief.

November 2, 2021(Election Day), the last of the ballots received at the Post Office were picked up by an Asst. Registrar by 12:00pm. They were processed by the VBM team and brought back to CAP for processing. Ms. Brown and Mrs. Anderson completed the CAP SOR.

November 5, CAP returned to process any ballots received within the appropriate timeframe or with an Election Day postmark.

Ms. Brown and Mrs. Anderson worked toward completing the CAP Supplemental SOR.

Post CAP Feedback Meeting

On December 21, 2021, a feedback meeting, specific to the CAP process, was held.

In attendance were:

Wendy Brown – CAP Chief

Virginia (Ginny) Anderson - CAP Asst. Chief

Observers - Susan Hogge (CAP Election Officer) Elizabeth Butler (Republican Party representative - CAP observer)

Observations and Suggestions

1. Separate specific mandatory training for all CAP officers to include mock CAP process training.
2. Redesign of the SOR to specifically address the nuances of information collected in the CAP process.
3. Need for each Satellite Chief need to complete a SOR or their results for inclusion on the CAP SOR.
4. A dedicated point of contact for the CAP Chief during pre-processing and processing for lookups, supply requests, access, etc. This would alleviate adding a burden to the already busy VBM manager.
5. A CAP processing area with more of a physical barrier from the Registrar's staff in order to show a clear demarcation of the two entities.
6. Larger paper poll books (size and print) or preferably use of electronic poll books for processing.

The following report on our high speed scanner, the DS 450, was written by Christian Javins, the lead technician of our voting machines.

DS-450 November 2, 2021 Report

This is a short detailed overview of the operation of the DS-450 during the Nov.2 2021 General Election. The set up and login of the machine ran smoothly as expected. When it came time to run the first 100 ballots through the machine that's when errors started to occur. The machine ran about 50 ballots when the first pick error came up on the machines screen. When the error occurred I ran the proper steps to correct the problem. In doing so I deleted the current batch so the machine could scan the same 100 ballots without the 50 already ran ballots being scanned twice. After the first error I tried running the batch of 100 ballot again and received the same error. I repeated the same process stated above and then proceeded to run the ballots again. The machine proceed to give the same errors every time I tried to run the

ballots, with a mix of pick errors and multi feed errors. I tried to run the batch of 100 ballots about five times, then tried a different batch of 100 with the same results multi feed errors and pick errors. After multiple errors and several attempts and making no head way with the machine the decision was made after consulting with the General Registrar to shut the DS-450 down and replace it with two DS-200. After speaking with Print Elect about the issues that occurred while running the DS-450 it was assumed that the machine was having issues with the amount of pressure it was using to feed the ballots into the ballot path and into the trays. At this point there is still no definite answer on what the cause was that made these errors occur.

Errors for reference:

- Pick Error (can happen when folded ballots are processed through the machine)
- Multi Feed Error(the machine feeds to many ballots from the intake bin to the scanner)

ELECTION DAY ISSUES

Election Day was not flawless, because no Election Day ever is. There were some issues but they were all minor. Some of the issues that were observed by Secretary Starlet Stevens are presented below (in her own words).

“I think all in all, Tuesday went well. In my precincts, I saw very few issues. The biggest issue was the Chiefs bags were missing forms. In past elections, in many instances, these missing forms were in the Chiefs supply bags. I found in several instances that they were indeed missing some forms such as Voter Registration Forms. As to basic supplies, items such as paper clips and staplers were missing.”

“In regard to precinct #112, I was dispatched there at 9:30 due to a problem with one of the pollbooks not working. It was something that I could not correct but a Tech person came by shortly after I left. This was the longest line that I saw all day but once the pollbook was working again, the Chief reported no other issues. She had a problem with two of her officers, Sandra Reid and Kathleen Lowry having inappropriate conversations about the low pay they were receiving and also questioning her authority and she indicated that she would like them to leave. I told Chief Burgo that she was the "CEO" of her precinct and that she had the authority to have them leave if that was indeed the case. The two ladies were asked to leave while I was there.”

“At precinct #503, I was dispatched there because a complaint was made that Chief Deirdre Jackson was turning away voters if they did not have their absentee ballot to surrender. After

talking to her, I found that this was not the case as she had been offering these individuals a Provisional Ballot. She indicated that the Republican poll watcher, Tayne Renmark had reported this. I noticed that while I was there that Ms. Renmark was interacting with voters and moving around in the voting area. I spoke with her and told her she was there to observe and she was not to speak with anyone other than the Chief and if she could not obey the rules, she would have to leave. Chief Jackson reported me later that Ms. Renmark left shortly thereafter. Chief Jackson also indicated that she was short-handed and she called our office and someone told her to "deal with it". She did not know who she spoke with so I am at a loss to comment further. I did ask her if she wanted me to call Adriene to see if we had someone to send but she indicated that she had everything under control."

"At #213, they were extremely busy. I am concerned about how the flow of this precinct is; i.e. it has a lot of college students and I see some of the same "chaos" there like we used to experience at #214. It appeared that there were voters all over the place and it was hard to tell who was coming and going. I would suggest that we look into another area at this location, perhaps they have a gymnasium or other large room that we could use. I did not have time to check this out while I was there due to being dispatched to #504."

"In regard to #504, there was an employee at the entrance telling people that they had to put on a mask. This could have been one of the precincts that was reported to the State. I did tell this person that the mask mandate did not apply to voters but it seemed to go in one ear and out the other with him."

"At #204, Chief Mary Wallace said the contact person for First Baptist, Bonnie Wilmouth was complaining that the campaign workers are too close to the church entrance but Mary said they were outside of 40 foot area and I also found this to be the case when I visited. Apparently, the former Chief made the campaign people stay at the end of the parking lot. Ms. Wilmouth indicated that due to this, some church members were felt uncomfortable with this which I find hard to believe. At any rate, Ms. Wilmouth told Mary that maybe First Baptist would have to reconsider whether they want a polling place to be there in the future."

ELECTION NIGHT REPORTING

My first experience with reporting election night reports was less than ideal. Several precincts reported their results after 11 PM, and two precincts failed to report their totals at all that night. I did not get their results until the next morning. These late results led to a small amount of negative coverage from the local media. In order to remedy this for the November election, I spoke directly with my precinct chiefs and asked them what problems had they encountered while attempting to phone in their results. They said that the number one problem, by far, was their inability to get anybody in the office to answer the phones. So in an effort to address this, I reached out to the city's IT department and requested nine additional phone lines for my

office. I settled on the number nine because that is the number of local election districts that we have within the city. This would create one phone line per district. Richmond has 69 polling precincts. Instead of having these chiefs attempt to call in their results on the same line, they now had a designated phone number that they shared with the other seven or eight chiefs within their district. These designated phone numbers were not just for calling in the results. These numbers were available for use during the day for chiefs who had questions or issues that arose. We also had members of our staff posted near our building's exit who collected all of the machine tapes from the chiefs who returned to our office on Election Night to turn in their election materials. This was done in an effort to catch any precinct chief who may have forgotten to call in their results before they left their precinct. The end result was that all of our results were submitted on time on Election Night. All of our results were entered into VERIS shortly before 10:30 PM. This also included our in-person absentee totals and our vote by mail totals. The chart below provides a breakdown of the time that each precinct called in their results.

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Call in Times

Precinct Number:	Time called in:	Called in by:
101	7:45 PM	Sue
102	8:00 PM	Sue
104	8:00 PM	Teresa
105	8:15 PM	Philippa Clark
106	7:18 PM	Tovia Martirosian
111	7:23 PM	Claire
112	7:41 PM	Barbera Burgo
113	7:17 PM	Dale
114	??	Debra
115	7:52 PM	Ann
203	7:35 PM	Chris Allen
204	8:13 PM	Mary Wallace
206	7:46 PM	Brooks Brun
207	7:40 PM	Denise Butler
208	8:05 PM	Sheryl Johnson
213	8:15 PM	Waye Stokes / Cynthia Truesdale
214	8:00 PM	TriVonda Mines
215	8:12 PM	Jada Flowers

301	7:48 PM	Keith Washington
302	7:16 PM	Baylen F
303	7:56 PM	Barbara Johnson
304	8:26 PM	Letitia Gaines
305	7:20 PM	April Winn-Brown
306	8:03 PM	Levia Finney
307	7:22 PM	Cybil Brown
308	??	James Schmidt
309	7:28 PM	Stuart Lowry
310	7:36 PM	Christian Campbell

402	8:36 PM	Robley
404	8:40 PM	Beverly Bacote
409	8:27 PM	Stephen Pancham
410	7:47 PM	Bernard
412	8:42 PM	Destiny
413	7:24 PM	Ralph Smith
414	8:21 PM	Louise Brierre
415	7:00 PM	Maya Bay

Precinct Number:	Time called in:	Called in by:
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501	7:34 PM	Malissa Short
503	9:51 PM	Deirdre Blair
504	8:16 PM	Mary D Whitfield Tyree
505	8:40 PM	Irvin Henderson
508	7:57 PM	Robin Pratt
509	9:15 PM	D Radden Booth (came in)
509 / HD 69	8:55 PM	Debra
510	8:02 PM	Sharon Thomas

602	7:42 PM	Nellie Turner
603	??	Michelle Mabry
604	7:33 PM	Cynthia Bethea
606	7:49 PM	Patricia Haden
607	7:35 PM	Carolyn Moseley
609	8:05 PM	Morgan Dehaven
610	7:20 PM	Rob Dungee

701	7:45 PM	Michelle Tolliver
702	8:29 PM	Frances Morris
703	7:38 PM	Crystal Page
705	8:44 PM	Janice Jones
706	8:14 PM	Shirley
707	7:22 PM	John Gerner
708	9:08 PM	Jill Hunter

802	7:45 PM	Rodney Gaines
806	8:20 PM	Latasha Smyre
810	7:37 PM	Marilyn Henderson
811	7:29 PM	Robert Layne
812	8:12 PM	Stacie Harris
814	7:53 PM	Dennis Wooldridge

902	7:17 PM	Doris Davis
903	8:00 PM	Thren Baugh
908	7:33 PM	Sharon Jackson
909	7:45 PM	Robert Henderson
910	8:00 PM	Sala Powell-Dabney
911	7:35 PM	Harry Holt

POST ELECTION ROUNDTABLE DISCUSSION WITH PRECINCT CHIEFS AND ASSISTANT CHIEFS (Saturday, November 20, 2021 @ 10:00 AM)

I called this meeting of Chief and Assistant Chiefs following the November 2021 General Election: The purpose of this meeting was to get collective feedback from our Chiefs and Assistant Chiefs who worked the most recent election. Approximately 40 people were present for this meeting which included two Electoral Board members; Chaiman Jim Nachman and Vice Chairwoman Joyce Smith.

I stated to those in attendance that I will be bringing back (by popular demand) individual training classes for the Statement of Results. I also stated my desire to create a mock Election Day video, and to embrace technology in an effort to modernize our election officer training.

Below is a brief summary of what our Chiefs and Assistant Chief discussed during the meeting:

❖ What seemed to go right

- Training classes seemed to be more focused
- SignUpGenius for election officer training
- Chief stated she spoke with her new elections officers regarding their work background, to decide where placement would be on Election Day
- Call Center setup
- Chief rotating staff to ensure all persons are cross-trained

❖ Suggestions

- More evening and/or hybrid classes for Pollbook and DS200s. Have training classes recorded and put on-demand via YouTube. Divide amount of classes up evenly between day and evening
- One Chief suggested others to communicate frequently with Election Officers, also attend class with them
- Hands on training, online as a refresher, maybe have a test/quiz
- Assistant Chiefs should take EVERY class

❖ Concerns

- Training: new election officers not have training, although they'd taken EO training on Dept of Elections website. Not enough evening classes for persons working during day. More focus on Election Law changes and paperwork associated with election, i.e. Ballot Officer Report, Affirmation of Eligibility and Confirmation Statements. Focus on closing procedures and that Mandatory Training covers everything
- SignUpGenius, not being able to change/edit a class for an officer
- Scanning ID feature was turned off on the poll pads, will it be turned back on?

- Pollwatchers: interference from them during day and being a nuisance. Who is authorized to sign their credential letter? In need of training
- Election Officers not wanting to work
- Staffing shortages of Election Officers
- Inactive voters – can this be covered in future trainings
- Not enough signage for Precinct 207
- EPBs not syncing. EPB with checking voter in, cancelling them and doing the process again
- How many tapes are to be run in the morning and in the evening
- One Chief mentioned that she did not like the SmartBox, prefers Chief's Notebook.

Chairman Nachman informed attendees of who should be the authorized signatures for letters delivered to the chiefs by the poll watchers. Going forward, my office will be providing these names to our chiefs before each election. Chairman Nachman also stated that poll watchers should be watching and not interfering, nor asking questions to Election Officers, and that chiefs should set the parameters. If poll watchers interfered in the process of conducting the election, chiefs were advised to reach out to our office.

LESSONS LEARNED FROM THE ELECTION

Below are two lessons that I learned that really stood out.

Drop boxes – There was some controversy regarding the three drop boxes that we used for Early Voting. The questions that arose centered on the security apparatus surrounding our drop boxes. In fact, one of our drop boxes was deliberately tampered with after hours at our office. Regulations from the Department of Elections surrounding drop boxes mandate that they be monitored by a video surveillance system. Our drop boxes were located on city property. However, we were not in control of the video system that monitored them. The length of time that it took to receive a response from the city about the video system was frustrating to myself, my Electoral Board, and to members of the public. The solution to this is to simply not use drop boxes, which are not a legal requirement. In fact, the words “drop box” do not appear in the Code of Virginia. Instead of drop boxes, the code simply says “drop off locations.” 24.2-707.1 states that absentee voters must be allowed to return their ballots to a site where voting is occurring during Early Voting and on Election Day. The law also states that “the general

registrar may establish additional drop-off locations as he deems necessary.” I do not feel it is necessary to have drop boxes located at the same exact location where voters can hand their ballots to an election officer.

Communications – This election demonstrated the need for our office to have a communications infrastructure. We need to be able to send out press releases, newsletters, and social media updates so that the public is always aware of what is going on with elections. Voters look to our website for information about the election process, so it is important to keep the site up to date with easy-to-find information on frequently asked questions. For instance, voters complained that information regarding our satellite voting locations was difficult to find. We also need to make sure that we are constantly pushing back against misinformation, including proactively providing updates when policy changes create confusion among voters. Our office needs to communicate to the public early and often. I have identified that the best way to accomplish this is to hire a full time Communications Specialist.

In Summary

All in all, I am proud of the administration of this election, and I look forward to working with the Electoral Board to make improvements going forward.

Thank you.

