

From: [Hakim, Nadia Amalia \(Elections\)](#)
To: [Rogalski, Jeremy](#)
Subject: RE: KHOU-TV interview request
Date: Monday, May 15, 2023 10:52:04 AM
Attachments: [image005.png](#)
[image007.png](#)
[May 6 Upgrades - Release.pdf](#)
[Final - Fast Facts 11-08-2022.pdf](#)

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Hi Jeremy,

Attached you will find the office's analysis as well as a press release highlighting the upgrades made to the system and processes to increase visibility and accountability. EA Tatum respectfully declines your request for an on-camera interview.

Best,
Nadia



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Harris County Elections Administrator's Office (EAO) Facts about Election Day, November 8, 2022

For immediate release: April 17, 2023

Contact: media@vote.hctx.net

- **First major midterm** using county-wide locations and paper ballots
- **782 Vote Centers**
- **5,600+ election workers**
- **6,000 calls logged and 1,600 tickets opened** from 5:30 a.m. to midnight
- **160 technicians** (average 1 technician per 5 locations, each technician worked within 5-10 mile radius)
- **1 mile** - average distance between locations
- **All locations** received enough ballot paper for at least 600 voters
 - **99 locations** also served as early vote centers and had supplies left over
 - **16 locations** received higher allocations based on applicable historical data
 - **Approximately 200 locations processed 600+ voters.** Paper and supplies were delivered throughout the day.

Analysis

- **97% of vote centers (759 out of 782 locations)** show no significant slowdown in voting based on analysis of voter check-in times from 7 a.m. to 7 p.m.
- **Approximately 3% of vote centers (23 out of 782 locations)** experienced a gap in voter check-ins for varying lengths of time:
 - **2% of vote centers (16 out of 782 locations)** show a lag in voter check-ins for less than an hour before 7 p.m.
 - **1% of vote centers (7 out of 782 locations)** show at least an hour with 0 recorded voter check-ins before 7 p.m.
 - In many instances, judges report they informed voters in line of nearby locations and this is supported by increases in their check-in numbers. (Example: When Seabrook Intermediate School 52045 stopped processing voters at 5 p.m., the Captain Inn and Suites Seabrook, 1.9 miles away, saw an increase in voter check-ins.)
- At 54 locations where a judge indicated a ballot paper outage, the opposite judge and/or reported voter check-ins do not support the claim because voters were still checked in. This would not have been possible without paper available at the location. (Example: Alief Middle School 72003 received ballot paper for 600 voters and processed 333 for the day. One judge indicated running out of paper at 6:00 p.m., but the check-in numbers show 62 voters processed during that hour, which was their busiest, as they had an average of 28 voters per hour throughout the day.)

Upgrades deployed for May 6, 2023 Election

- Ticketing system to track calls and issues more accurately and efficiently
- Software update to resolve "Controller not found" error message
- Improve ratio of call center operators and field technicians to vote centers
- Development of permanent guide to reduce paper jams for voters
- Digitized inventory system (supplies, paper, and equipment)

Harris County election issues prior to creation of EAO

as the SOS noted, every election has issues

2019 After the Secretary of State issued an advisory during early voting, the County Clerk's Office "had to make a last-minute change" in tabulating. Election results were released 12 hours after polls closed.

2018 Court order issued for County Clerk to keep nine polling locations open an extra hour because of opening delays and technical difficulties.

2016 Ballots cast after 10 p.m. County Clerk said, "The voters have been exceeding our expectations. We have sent out a number of machines throughout the day..." One judge reported she requested more machines at 8 a.m. and two were delivered at 5:30 p.m.

2012

"The outcome of the May primary election for the Harris County school board remains uncertain after revelations Tuesday that a few thousand voters were prevented from casting ballots or voted in the wrong race due to a county error."

"A significant consolidation of polling places left voters, and even poll workers, confused about where to cast ballots..."

Harris County Clerk attributed slow results to technical difficulties. Final tallies did not appear after 1 a.m. and incorrect results were publicly posted for hours.



HARRIS COUNTY ELECTIONS ADMINISTRATION OFFICE

FOR IMMEDIATE RELEASE
TUESDAY, MAY 9, 2023

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Upgrades prove effective with 126 vote centers

Harris County Elections Administrator's Office to scale changes for November's Countywide Election

The Harris County Elections Administrator's Office (EAO) piloted new systems and processes for the small May 6 Joint Election, including a ticketing platform, digitized inventory, and multiple drop-off locations. Not only did the office and election workers experience increased efficiency and streamlined communications, we have the data to show it.

"The hard work and adaptability of the staff in this office, especially under a tremendous amount of pressure and scrutiny should be saluted. I also express gratitude to all the election workers who come back every cycle, whose dedication make each election run more smoothly and efficiently than the last. These public servants made it happen, and I am so proud of our operation," said Elections Administrator Clifford "Cliff" Tatum.

The office implemented a new ticketing system called ServiceNow throughout early voting and Election Day. Feedback from staff and election workers on ServiceNow was extremely positive. Going forward, staff will continue to use it in day-to-day tasks both inside and outside of election cycles.

The way ServiceNow works is, when an election worker or voter calls to report an issue, a ticket is created and categorized. Immediately, all data related to the case is captured, including time stamps, who answered the call, and whom the ticket was assigned to (if it was escalated). Photos and screenshots can also be attached to the notes. The caller receives an email confirmation and regular updates until the ticket is closed.

On Election Day (May 6), 502 service tickets were created, documenting everything from judges verifying their location was open to issues with equipment. Notes show that support staff resolved 462 of these tickets over the phone. Thirty-seven of those tickets required assistance from a technician. The office dispatched 27 technicians to solve these issues throughout the day, and nearly all tickets were resolved within minutes.

There were no wait times at any location during Election Day. The busiest centers were West University Place City Hall with 751 voters and Kingwood Community Center with 607 voters.

At the end of the day, judges brought equipment to their assigned regional tabulation center. Every one of these six sites was within ten miles from a vote center, shortening the amount of time a judge (or clerk appointed by the judge) was on the road after working a 14-15 hour day, and enabling the EAO to report 99% of all unofficial results prior to midnight. For November, the office will increase the number of these tabulation centers to support speedier election night reporting with accuracy as the top priority.

Going forward, the EAO will conduct a full assessment on last weekend's election, as it did after the election in November to see if further improvements can be made. Based on findings, EAO staff will tailor the procedures specifically to meet the needs of Harris County's medium and large elections.

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