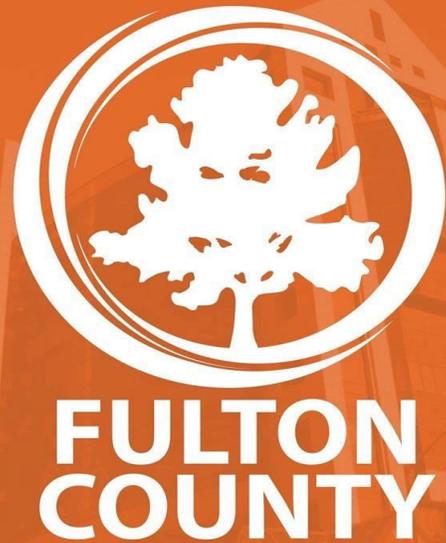# FULTON COUNTY
REGISTRATION AND ELECTIONS

POST ELECTION ASSESSMENT AND PLAN

Prepared By:
County Manager's Office
Internal Elections Work Group

OVERVIEW

The Office of the County Manager partnered with the Fulton County Board of Registration and Elections and the Registration and Elections Department to provide administrative, guidance and operational support for the 2020 election cycle following the June 2020 election. The County Manager, along with the COO and CFO, formed an internal work group that consisted of County leaders from various departments.

Tasked with evaluating current operations and providing tools, resources, support and recommendations for the Department, this group worked directly with the Registration and Elections Department to facilitate the conduct of the remaining 2020 election cycle.
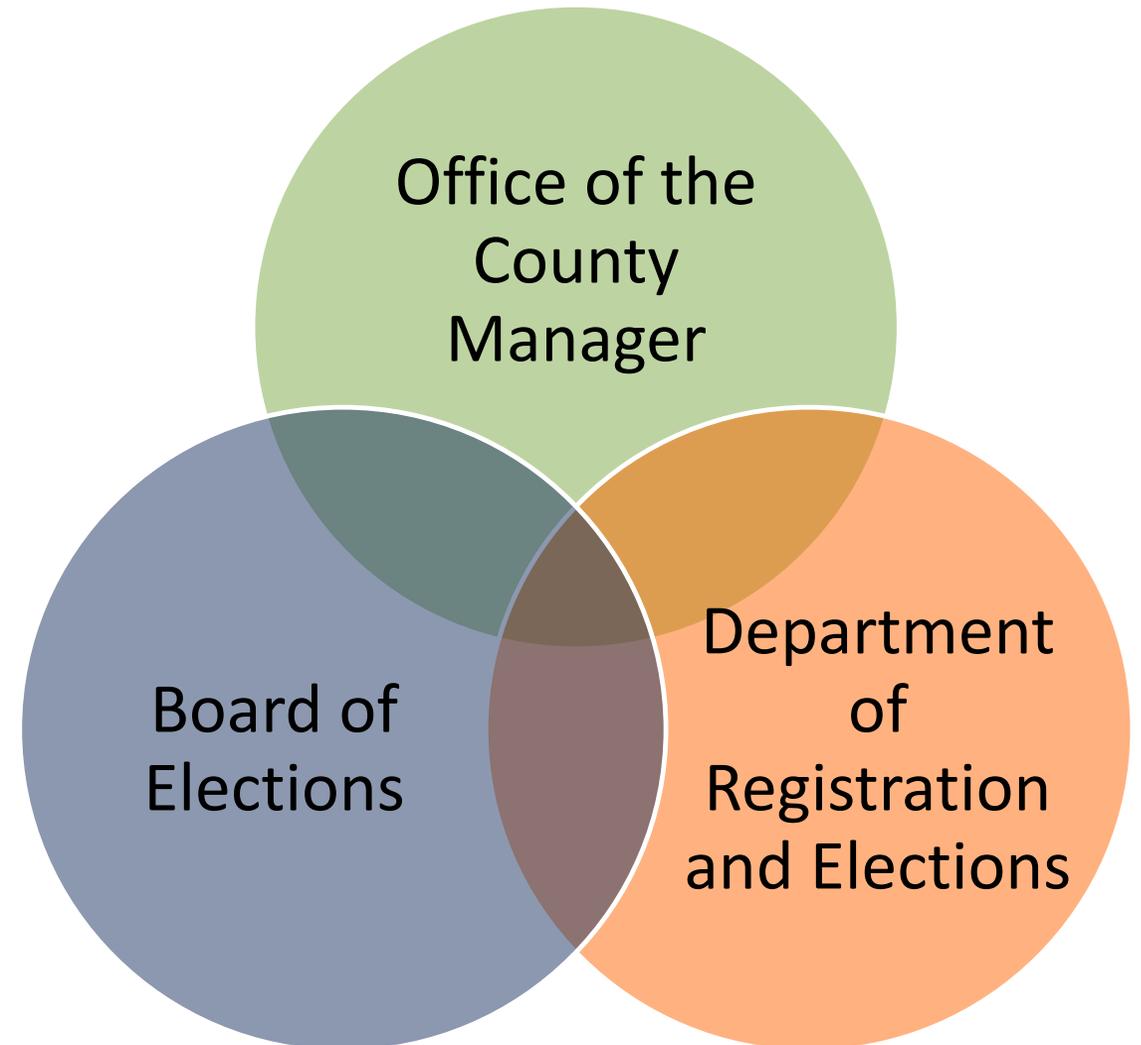
ENHANCEMENTS

WHAT WE ACCOMPLISHED

- Hiring Election Day Poll Technicians

- Hiring security for every precinct on Election Day

- Development of data reporting systems

- Development of a poll worker staffing plan

- Increased funding to cover the cost of staff, election operations and equipment

- Implementation of a mobile application

- Implementation of an Elections Call Center

- Enhanced early voting communications plan

- Staffing response in the midst of a COVID-19 Outbreak

- Expansion of absentee ballot drop boxes

- Implementation of a work plan to more efficiently process absentee ballots

- Identification of alternate space to accommodate work processes

- Deployment of mobile voting buses

Voter Wait Time= averaged <15 minutes on Election Day   98.8% Voter Satisfaction Rating

ELECTION LEARNINGS

As the internal work group continued to work with the Registration and Elections Department, **twenty nine recommendations were made** in an effort to allow the department to realize sustained operational efficiencies. Those items have been identified below in four broad categories, which include:

Operational

Administrative/ Education and Outreach

Elections Central

Legislative

ELECTION PLAN

OPERATIONAL
Recommendations
Develop an Annual Automated Elections Project Plan
Create Poll Worker Staffing Plan for Election Day Workers
Implementation of Poll Worker University for Election Day and Early Voting Staff
Enhance Poll Worker and Election Technician Screening Process
Automate Poll Worker AMS Entry and Pay
Implement Early Voting Staffing Plan
Provide Absentee Ballot Security Transport
Document Absentee Ballot and Signature Verification Process
Document Polling Location Selection Process
Create an Equipment Inventory and Tracking Process
Revise Elections Check-In Lists for Election Equipment Return

ADMINISTRATIVE
Recommendations
Restructure/Reorganize the Department
Develop Contingency Plans
Develop Grant Tracking Procedures
Create a Shared Permanent Call Center
Develop Standardized Departmental Operating Procedures (SOP's)
Document Standardized Election Budget Process
Develop a Departmental Cross Training Program

EDUCATION AND OUTREACH
Recommendations
Develop a Robust Voter Education Program

ELECTION PLAN

ELECTIONS CENTRAL
Recommendations
Procure/Build Centralized Elections Warehouse and Offices

LEGISLATIVE
Recommendations
Modify the Absentee Ballot Request Deadline
Implementation of Vote Centers
Codify on Poll Watchers/Observers Rights and Responsibilities
Implement Election Worker Security Plan and Penalties
Defending mobile voting centers, drop box and Sunday early voting

MOST CRITICAL RECOMMENDATIONS:

Of greatest importance for operational continuity and efficiency are the **top six recommendations** for immediate consideration:

- A review of the departmental leadership structure

- Elections Central

- Development of Standard Operating Procedures

- Automated elections project plan

- Implementation of an inventory and tracking system

- Defend voter rights and accessibility without restrictions

QUESTION AND ANSWER