Module 1: specifications & storage
equipment specifications

• Included in the *Support Procedures Guide*
• Dimensions & weight
• Collapsed & deployed
• Serial numbers/product codes
• Case labels
equipment environmental standards

- Recommended operating temperature range of 41°-104° F
- Recommended storage temperature of less than 150° F
- Recommended less than 85% average humidity for operation
- Recommended less than 95% average humidity for storage
- Power requirements: 120 VAC, 60 Hz, 60 W
- Avoid excessive vibration or shock
storage best practices

- Store devices on racks (off the floor).
- Cover racks to protect from leaking roofs, if possible.
- Follow best practices for static storage (no more than 3 high) and transport (do not stack; strap down to reduce movement).
- Position cases so that case label/serial number visible.
- Follow thermal paper storage recommendations (climate-controlled area)
rechargeable device batteries

- Read and follow recommended practices
- Use approved chargers
- Standard procedure for batteries:
  1) After the election, remove the batteries.
  2) Test each battery before storage.
  3) Charge any depleted batteries to bring to 40%-60%.
  4) Store batteries properly.
  5) 30 days before next election, charge all batteries to 100%.
  6) Install batteries in devices for deployment.
Verity hardware keys

- Keys are universal across devices.
- Each device has three keys:
  - Device case
  - Device tablet
  - vDrive compartment
- “Stoplight” color-coding method works well.
- Ballot boxes may be configured with an optional second key.
Module 2:
acceptance testing
acceptance testing overview

- Performed each time new or repaired equipment is received.
- Purpose is to assess:
  - Basic physical condition
  - Hardware functionality
  - Software version/configuration
- Follow an acceptance testing checklist (developed in consultation with Hart project manager)
acceptance testing workflow

• Plan ahead in consultation with Hart project manager:
  • Develop logs & checklists.
  • Plan for physical space and workflow (warehouse).
  • Plan for adequate personnel resources.
  • Train personnel — ensure consistency in the testing process.
acceptance testing for workstations

- At minimum, testing of workstations should verify that:
  - All hardware components are present and free of shipping damage.
  - All components and accessories connect properly.
  - All components power on.
  - Peripheral components (microphones, printers, scanners, etc.) are mechanically functional.
  - All software components ordered are present and installed with the correct configuration and version.
verifying software version

• For devices, use the Power-On Self Test (POST) report.

• For workstations, click the **Help** tab on each Verity application, and then click **About**.
Module 3: device functionality testing
functionality testing overview

• Verifies the device will work as intended.
• Recommended at least once per year or prior to each election.
• On-board testing of:
  • Touchscreens (all devices)
  • Report printers (all devices except Touch, Duo)
  • Ballot printers (Touch Writer & Print)
  • Vote record printer (Touch Writer Duo)
  • Barcode scanners (Print, Touch Writer, Controller)
  • Verity Access (Touch Writer, Touch/Duo with Access)
  • Ballot scanners (Scan)
• Batteries have integrated tester.
running tests

1) Select **Menu** to access the Main Menu.

**NOTE:** On voter-facing devices (Touch Writer, Touch, Duo, Scan), if an election is loaded, press the blue Poll Worker button on the back of the device to access the Menu button.
2) Select Run Tests.
running tests

3) Select the test to be run (list of tests vary by device type).
device functionality testing

testing touch screens

- Tests the accuracy of the touch screen.

1) Select Test touch screen.
2) Touch the screen to illuminate the boxes.
3) Select Exit (bottom right) when done.

Support Procedures
device functionality testing

device functionality testing

Support Procedures

testing thermal report

Select Print thermal test page (all devices except Touch/Duo) to test the thermal report printer.
testing ballot printers

- Select **Print laser test page** (Touch Writer/Print) to test the ballot printer.
- Select **Print test page** to test the Touch Writer Duo printer.

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Support Procedures
testing barcode scanners

- Print/Touch Writer/Controller with AutoBallot only.
- Tests barcode reader hardware, not the compatibility of the Poll pad election with the voting system election.

1) Attach barcode reader to the vDrive compartment.
2) Scan the barcode on the screen to test the barcode scanner.
testing Verity Access

• Tests functionality of the Verity Access controller (Touch Writer/Touch or Duo with Access).

1) Push each button to test response.

2) Attach headphones **before** entering the test to test audio.

3) Attach tactile switches before entering the test to test functionality.
testing ballot scanners

• Tests ballot scanner (Scan).
• Requires bitonal test sheet.

1) Insert the bitonal sheet as shown.

2) If speed test passes, view the image to check contrast.
   • Zone 0 should be white
   • Zone 5-8 should be black
testing ballot scanners
testing batteries

• Battery located in door at the back of the tablet.
• Press button on the battery to see current charge level.
• Check proper battery connection to the device.
Exercise 3.1

Break class into groups. Perform a functionality test on each equipment type present. Check device report and verify software version.
preventative maintenance overview

See label on inside of device (behind tablet).

For Verity devices, preventative maintenance may include:

- Cleaning touch screens
- Calibrating touch screens *(if needed)*
- Cleaning Verity Scan scanners
- Calibrating Verity Scan scanners *(if needed)*
- Calibrating Verity Touch Writer Duo paper sensors *(if needed)*
- Replacing internal tablet CMOS batteries *(every 3 years)*

* Test touch screens/printers/scanners first to determine if calibration is needed.
cleaning touch screens

- Power off device before cleaning
- Use lint-free cloth and 50% isopropyl alcohol.
- Do not pour or spray liquids on the display, as this can cause liquids to come into contact with internal circuitry.
calibrating touch screens

1) Tap **Menu** to access the Main Menu.

**NOTE:** On voter-facing devices (Touch Writer, Touch, Duo, Scan), if an election is loaded, press the blue Poll Worker button on the back of the device to access the Menu button.
calibrating touch screens

2) Select **Change settings**.

3) Enter the Maintenance code and tap **Accept**.*

*NOTE: If no election is loaded, the maintenance code is the one from the previous election.*
4) On the device settings screen, select Touchscreen calibration.

NOTE: On Verity Scan, select Calibrate, and then select Touchscreen calibration.
calibrating touch screens

5) Follow the instructions on the screen to calibrate the touch screen; select **OK** when complete. Retest the touch screen.
cleaning ballot scanners

- Power off device before cleaning
- Use lint-free cloth and 50% isopropyl alcohol.
- Gently lift scanner door to clean upper and lower glass plates.
- Do not pour or spray liquids on the scanner, as this can cause liquids to come into contact with internal circuitry.
- Do not use compressed air.
calibrating ballot scanners

1) Tap **Menu** to access the Main Menu.

**NOTE:** If an election is loaded, press the blue Poll Worker button on the back of the device to access the Menu button.
calibrating ballot scanners

2) Select **Change settings**.

3) Enter the Maintenance code and tap **Accept**.*

*NOTE: If no election is loaded, the maintenance code is the one from the previous election.
calibrating ballot scanners

4) On the device settings screen, select **Calibrate**.

5) Select **Scanner speed calibration**.
6) Insert the speed calibration sheet, and follow the on-screen instructions.

7) Select **OK** when done.
1) On the device calibration screen, select **Scanner contrast calibration**.
calibrating ballot scanners

2) Insert a blank sheet of white paper, and follow the on-screen instructions. Paper must be:
   • 8.5”x11”
   • 92 brightness
   • non-recycled

3) Select OK when done. Retest the scanner.
1) For Scan devices used with Touch Writer Duo: On the device calibration screen, select Scanner multi-feed calibration.
calibrating ballot scanners

2) Select **Calibrate**, and then insert TWO sheets of thermal paper.

3) Wait, and then remove both sheets when prompted.
calibrating ballot scanners

4) When prompted, select **Calibrate**, then insert ONE sheet of thermal paper.

5) Wait, and then remove the sheet when prompted.
calibrating ballot scanners

6) When prompted, select **Calibrate** with NO sheets inserted.
7) Select **OK** when done.
replacing tablet CMOS batteries

1) Power off device.
2) Remove tablet; turn tablet over and remove the wire seal on the CMOS battery compartment.
3) Remove the CMOS battery compartment door (4 screws).
4) Release clip to remove old battery.
5) Replace battery and compartment door and apply a new tamper seal.
additional settings

The following are also available in the Device Settings menu:

• Set clock *(all devices)*
• Set alert volume *(Scan)*
• Change report settings *(all devices except Touch/Duo)*
setting device clocks

1) From the Change Settings menu, select **Set clock**.

2) Adjust the date/time as needed; select **Exit** when done.

**NOTE:** When using Verity Controller and Touch or Touch Writer Duo, the Controller date/time setting will set/override the time setting of any Touch or Duo device connected to it.
setting the Scan alert volume

1) From the Change Settings menu, select **Set alert volume**.

2) Adjust the volume setting as needed; select **Exit** when done.
changing report settings

- Used to override the report detail setting from Verity Build.

1) From the Change Settings menu, select **Change report settings**.

2) Adjust the report settings as needed; select **OK** when done.

RMA steps

1) Jurisdiction contacts Hart Support (1-866-ASK HART).

2) If necessary, Hart Support will issue an Equipment Chain of Custody (ECC) form.

3) Upon receiving the completed ECC form, Hart will issue an RMA ticket and email the packing/shipping instructions.

4) Jurisdiction packs and ship device(s) to Hart repair depot.

5) Hart will notify when repairs are completed and shipped back.

6) Jurisdiction must run acceptance test of equipment when received (within 7 days).
Exercise 4.1

Break into groups. Clean and calibrate touch screens.
Exercise 4.2

Calibrate Verity Scan or Touch Writer Duo (as applicable).
Exercise 4.3

Set a device clock.
Exercise 4.4

Remove and test a rechargeable device battery. Replace the battery and tablet when done.
Module 5:

election preparation
election preparation tasks

• Performing functionality tests (*Module 3*)
• Preparing ballot printers (*if applicable*) and other peripheral devices
• Identifying required quantities of equipment and supplies
• Testing, charging and installing batteries
• Installing and logging vDrives and seals on the voting devices
• Predefining voting devices
• Organizing/staging equipment and supplies
• Arranging transport of the equipment and supplies to the polling places
preparing ballot printers

• Gather printer accessories:
  • Verity USB printer cables
  • Power cords
  • Plastic tray extenders (*optional*)

• Follow instructions in the *Support Procedures Guide* to configure paper tray(s) (*OKI b432 printer*).

• Check toner cartridge life using printer menu, and replace if necessary.

• If using UPS devices with ballot printers, test and charge UPS devices.
equipment needs and supplies

• Determine equipment quantity for each polling place:
  • Registered voters by precinct
  • Past turnout
• Prepare polling place paperwork and other supplies.
• Develop polling place layout plans:
  • Security
  • Power availability
  • Privacy
  • Voter flow
1) Charge all batteries.
2) Power off device and remove the tablet.
3) On the back of the tablet, open the battery door.
4) Connect the battery.
5) Replace the battery door.
installing vDrives

- Keep track of vDrives, seal numbers, serial numbers, etc. using a tracking log and a seal certificate (or equivalent).

1) Set up device and power on.
2) Unlock and remove vDrive compartment door.
3) Insert a vDrive into one of the available ports.
predefining voting devices

1) Once a vDrive is installed, select **Yes, load new election**.
predefining voting devices

2) Insert the Verity Key into the unused USB port.
3) Enter the Verity Key password for devices, and then select **Accept**.
predefining voting devices

4) You may remove the Verity Key when prompted.

5) When prompted, enter the Maintenance code for the election, and then select **Accept**.
predefining voting devices

6) Select the desired polling place from the list, and then select **OK**.*

*NOTE: If you are predefining a spare device, you may shut down the device before assigning a polling place.
predefining voting devices

7) Select **Yes, assign it** to confirm the polling place assignment.

8) You can now print a zero report, and/or shut down the device and prepare it for deployment (affix & record tamper seals, etc.).

**NOTE:** After printing the Zero report, you can print and scan a configuration readiness report to track device type, serial number, vDrive ID, and polling place assigned.
Exercise 5.1

Break class into groups. Install a vDrive and predefine the device(s) with a polling place.
Exercise 5.2

Print a zero report, then change the report settings and reprint.
Module 6: election support
election support

Best practices for field and call center support:

• Avoid distractions to voters and delays.
• Support staff should communicate with poll workers, not voters.
• Refer media to a designated contact.
• Don’t leave Hart Support phone number with poll workers.
• If taking a call, get name/call back number.
• Log all calls and onsite visits for follow up later.
election support

Documentation:

- Verity Polling Place Field Guide
- Verity Device Troubleshooting Field Guide
- blank troubleshooting/call logs
using the *Device Troubleshooting Field Guide*

1) **Issue Directory**—Look up the problem you are having. Error messages are listed alphabetically, by device type.

2) **Resolution Steps**—Follow these steps in order to resolve the problem; check for success after each step.

3) **Procedure Reference**—Explains how to do each resolution step.
Support Procedures

**a systematic approach to troubleshooting**

- Remain calm
- Listen to the symptoms
- Gather further information
- Do not jump to conclusions
- Establish a theory
- Research resolution steps
- Attempt resolution
- Check for success
- Repeat
troubleshooting topics

- Checking AC power and connections
- Checking battery power
- Troubleshooting headphones/audio
- Troubleshooting ballot printers (*if applicable*)
- Restarting voting devices
- Replacing equipment
election night procedures

Follow local procedure/preference, for example:

- Receive sealed devices
- Verify paperwork and seals
- Fill out transfer envelopes
- Break seals and remove vDrives to transfer envelopes
- Deliver vDrives to the counting station
post-election tasks

- Tag, inventory, and log any hardware issues that occurred.
- Remove and vDrives from spare devices not used.
- Remove and test batteries and prepare for storage.
- Remove peripherals (headphones, barcode readers, ballot printers) and prepare for storage.
- Clean device touch screens and scanners and prepare devices for storage.
Exercise 6.1

Have groups of trainees look up one of the following scenarios in the *Verity Device Troubleshooting Field Guide* and explain their proposed resolution steps to the class:

- A Verity device has shut down in the middle of the day. The device was working previously.
- A device screen gives the warning “Battery power is running low”.
- A **Verity Touch with Access** device was used for curbside voting. Sometime after the voting session, a poll worker noticed that the device screen displayed the message “Stranded Ballot”.
- A voter attempted to scan their ballot on **Verity Scan**, and the Scan displays the message “Your ballot did not scan; The machine has a paper jam.”
- A voter receives the message “Resolve printer error” when attempting to print a ballot using the **Verity Touch Writer**.
- One of the devices displays the message “No vDrive Found”.

Module 7:
device administrator functions
the administrator menu

The Administrator menu allows an authorized staff to perform certain actions, once an Administrator passcode (set in Verity Build) has been entered. Functions available in the device Administrator menu vary by the type of device and its current state:

- Create recovery vDrive (*all devices*)
- Enable/disable recount mode (*Verity Scan only*)
- Change scanning rules (*Verity Scan only*)
- Change print settings (*Verity Touch Writer and Verity Print*)
- Change device mode (*Verity Controller and Scan only*)
the administrator menu

1) Tap **Menu** to access the Main Menu.

**NOTE:** On voter-facing devices (Touch Writer, Touch, Duo, Scan), if an election is loaded, press the blue Poll Worker button on the back of the device to access the Menu button.
the administrator menu

2) Select **Administrator Menu**.

3) Enter the Administrator passcode and select **Accept**.
creating a recovery vDrive

Used to recover vote data if the original vDrive is lost or damaged.

A recovery vDrive cannot be read into the same task as the original vDrive.

1) From the Administrator Menu, select **Create recovery vDrive**.
creating a recovery vDrive

2) Insert a vDrive that has not been used previous in the election.
3) Select the election data you want to recover, and then select **OK**.
creating a recovery vDrive

4) Wait while the vDrive data is written.
5) Select OK. You can now remove the vDrive.
enabling recount mode

• May be used when conducting a recount using Verity Scan.
• Can configure recount to include specific contests.

1) From the Administrator Menu, select **Enable recount mode**.
enabling recount mode

2) Select Yes, enable recount mode to confirm.

3) Select the contest(s) you want to recount, and then select OK.
enabling recount mode

4) Select **OK** to confirm the selected contest(s).
5) Select **OK**. You can now begin scanning ballots.
changing scanning rules

- Used to override the Verity Scan second-chance voting settings from Build.
- Changes remain in effect until device is restarted.

1) From the Administrator Menu, select **Change scanning rules**.
changing scanning rules

2) Set the desired ballot processing rules.

3) When finished, select **Exit**.
changing print settings

- Used to override Touch Writer/Print ballot numbering settings from Build.

1) From the Administrator Menu, select **Change print settings**.
changing print settings

2) Select whether or not you want to include sequential ballot numbering on printed ballots.
changing device mode

• Used to switch configuration of Controller/Scan for use with Touch Writer Duo or Touch/Touch Writer.

1) When loading an election, select Menu from the Enter Maintenance Code screen. From the Administrator Menu, select Menu.
Support Procedures

device administrator functions

changing device mode

2) Select **Administrator Menu**.

3) Enter the Administrator passcode and select **Accept**.
changing device mode

4) Select **Change controller mode** or **Change scan mode**.

5) Change the mode to the desired setting, and then select **OK**.
• Specifications & storage
• Acceptance testing
• Device functionality testing
• Device maintenance & settings
• Election preparation
• Election support
• Device administrator functions
questions?
CASE STUDY

Denton County’s Smooth Transition to Paper-Ballot Elections
The eyes of Texas – and election watchers across the nation – were upon Denton County as it launched all-paper voting on a brand-new system.
Problem

When it came time for Denton County, Texas to replace its aging voting system, community insistence on a move to all-paper balloting signaled a major shift. Serving more than 472,000 registered voters from 179 polling places, the Elections Office for the growing North Texas County was adjusting to other significant changes as well. Adding to the pressure: the need for a smooth transition to a new voting system and method in time for the November 7, 2017 election – with a September election in the interim.

Action

County officials chose to stay with experienced election solution provider, Hart InterCivic, trusting the company’s change management expertise and new, easy-to-use Verity system.

Results

November 7, 2017, Denton County conducted its first successful all-paper-ballot election, using Hart’s Verity system. Voters were pleased with the security and ease of casting their ballots. Poll workers and election officials look forward to a long future with the easy-to-use system. The compact, lightweight Verity system is easy to store, transport and set up, and it provides a paper trail – a feature Denton County Commissioners deemed a necessity.
Stepping into the Future of Denton County Elections

Last summer, Denton County Commissioners mandated a switch to 100 percent paper ballots – and the race was on to make the transition to Denton County’s new voting system in time for the November constitutional amendment election. With a new Elections Administrator at the helm, shifting team member roles, new warehouse management software and a migration to a new electronic poll book system, the Verity implementation and move to paper ballots stood out as the election team’s primary change initiatives.

Selecting Verity made sense for Elections Administrator Frank Phillips, who had returned to Denton County in December 2016. “Verity is the only new system that is both Texas-certified and federally certified by the EAC [Election Assistance Commission]. Other vendors are still selling old technology,” he said.

“One of the biggest plusses is that it can be configured in a variety of different ways – all electronic, a mixture of paper and electronic, or all paper. With other systems, I’d be reluctant to recommend all paper because of the expense and logistics of pre-printing all those ballots. Verity provides true on-demand ballot printing. Voters check in, and a bar code scan identifies the appropriate ballot to print for that voter.”

Phillips added, “Denton County wanted to stay with a trusted partner. We rely on Hart to provide a level of service I don’t believe we’d find with another vendor.”

Phillips’ strong leadership and highly capable team were vital to the project’s success. Throughout the transition, Hart’s experienced project manager, Julian Montoya, was regularly on site, listening to concerns, suggesting solutions and explaining what to expect. He set up timelines and guided the team to meet every deadline.

“He was on top of all of it. Any time we called him, he was right there,” said Phillips. “I also liked that Hart put us in touch with other counties that had implemented a configuration similar to ours.”

Expedited Delivery and Smooth Acceptance Testing

Within weeks of the Commissioners’ approval of the Verity purchase, Hart’s project manager was on
site overseeing delivery of new equipment and preparing for acceptance testing of each device. He worked with County staff to develop a timeline, coordinating personnel and resource needs. Over 40 days, the team tested more than 1,300 Verity units. Hart also coordinated removal of the County’s legacy equipment, freeing up valued warehouse space.

**Planning and Training to Prepare Staff**

Crossing the bridge to Denton County’s election future required planning and training. The Hart project manager’s long career in election administration and experience implementing Verity for other jurisdictions smoothed the way for the Denton team. He guided them through a business process analysis, leading discussions about existing Elections Office processes, needed changes and contingency planning. By helping the Denton team examine current ways of doing things and “turning over every rock,” he assisted them in identifying where processes needed to change to make the most of Verity’s capabilities, accommodate the shift to all paper voting and streamline operations.

Together, the team considered planning for scenarios such as “What if you had to hand off responsibilities in the middle of an election cycle?” Election staff set up checklists, communication plans and backups, with Hart’s help to fill in gaps in documenting, troubleshooting and creating decision trees. For example, one discussion of the best ways to communicate answers to common questions resulted in establishing Election Day hotline protocols. The switch from Hart’s legacy system to Verity’s up-to-the-minute software brings new levels of security, flexibility, efficiency and ease to tasks such as creating ballots, pre-defining equipment, managing absentee and tabulating results. Staff members responsible for these tasks learned Verity’s new methods in one-on-one training sessions with the Hart project manager. The project manager remained available throughout the implementation to answer any questions.

Denton County’s technical lead, Jason Slonaker, said, “This is a multi-vendor implementation with Verity and the [electronic poll books]. I’ve had questions all over the place, but it’s been a pretty easy implementation.”
Mock Election Advances Training
The Elections Office staff hosted an open house Sept. 11-13, inviting party chairs, commissioners and poll workers to participate in a “mock election.” Conducting this dress-rehearsal election allowed staff to go through each step to validate everything it takes to create an election and to fine tune checklists. Hart’s project manager helped staff dig into layers of responsibility to identify tasks such as election night reporting. By stepping through setup and functionality, the team was able to identify bottlenecks and develop processes allowing time for all tasks, such as preparing electronic media used for device setup.

For staff members, this dry run served as a real-world opportunity to solidify skills learned in training.

For poll workers, the exercise marked the beginning of informal training and buy-in. Workers were excited, vocal and eager to get their hands on the new equipment. Those who took advantage of the hands-on experience became confident leaders during formal poll worker training.

Training Instills Polling Place Confidence
Denton County’s team knew that in-person voters would experience the election through the lens of poll workers’ confidence in the new system and procedures. To arm the County’s more than 200 election judges and other workers with the knowledge needed to operate independently and efficiently at the polling place, Training Lead Coordinator Paula Paschal worked with Hart’s...
project manager and her team to create a detailed training plan.

Hart had provided a wealth of resources—what Paschal described as “an overkill amount of training materials”—and a sample election database to use in the classroom. The illustrated, step-by-step instructions and pacing of the courses helped keep learners engaged. Paschal said, “The field guide is extremely helpful, and it’s designed to allow us to tailor topics to our own needs.”

Denton County is fortunate to have a loyal following of polling place workers who return, election after election, to serve their community. The big aha moment for these dedicated workers, both at the open house and during formal training? Every voter will cast a paper ballot.

Paschal said, “I was surprised at how quickly the poll workers picked up Verity. It worked well to have an open house before the poll worker training.”

A key election team decision simplified logistics for poll workers. Elections Office staff would deliver all the equipment to polling places and set it up. “Shifting to this new system was quite a change,” said Brandy Grimes, Deputy Elections Administrator. “Our staff will continue to deploy the polling place equipment. This ensures that everything is set up properly and that equipment is connected in the correct sequence.”

Verity’s Denton County Debut

Denton County voters first experienced Verity with the November 2017 election. Ballots included statewide constitutional amendments, plus 11 additional district elections (two school districts, seven cities and two small water districts).

“It was fantastic,” said Elections Administrator Phillips. “Given the short time period from the contract signing to acceptance testing, staff training, poll worker training, the election was a huge success.”

Check in and ballot printing were smooth, and voters quickly had ballots in hand. As voters scanned their completed ballots, they received the acknowledgment, “Your vote has been counted.”

The last site closed at 10:15 p.m., and vote totals were reported by 10:30. With efficient polling place operations and streamlined early vote counting, results reporting was quick.
Importantly, the public received the assurance it sought with the return to paper ballots. “With paper, we can show the vote was counted as it should have been,” said Phillips. “If there’s a recount we go straight back to the ballot that was cast.”

Long-Term Solution Built on Trust
The November election cycle has concluded, but Hart’s assistance in Denton County continues. Following the election, the Hart project manager met with the Denton team to discuss how to build on successes and apply efficiencies and lessons learned to larger elections.

With the completion of its Verity implementation phase, Denton County continues to have 24/7/365 access to expert support through Hart’s Customer Support Center.

“I talk to election administrators everywhere,” said Phillips. I never get negative comments about Hart, but I do get them about other vendors. If you can’t depend on your voting system vendor, you might be in trouble. It’s never an issue with Hart.”

Conclusion
Denton County Commissioners set the bar high, and the Elections Office delivered with the help of Verity Voting and the skilled Hart team.

The Denton transition to new equipment and processes was efficient and thoughtful. Their secure, transparent and user-friendly November election set the stage for successful voting for years to come.