

Solving the Big Problems



THE UX OF VOTING

Elizabeth Rosenzweig

UX of Voting



- Introduction/Voting Machines
- How Does UX effect Voting
- When did this become important
- HAVA
- UX Voting Projects
 - NIST Voting
 - UPA Voting Project
 - Design for Democracy
 - MIT-CalTech Voting Project
 - Brennan Center
 - Center of Civic Design
- What Can You do?

Solving Big Problems: UX of Voting



- Voting machine technology have become digital and that presents more UX problems then before.
- UX has the solution for correcting user error, and in voting that is the difference between success and failure.



Impact of Voting



Have a say in how your city is run

- Mayor and Alderman impact how things run in my city
- City school board elections impact the environment children experience in school, their budget impacts the taxes I pay each year
- My city voted on whether to ban leaf blowers in the summer months
- Value of municipal bonds impacted by economic health of my city as a result of all of above

Help decide what laws are passed

- This year my state voted on whether to legalize marijuana and whether to fund charter
- Last year Oregon voted on whether to require GMO labeling on food

Voting Machines



Automatic Voting Machine



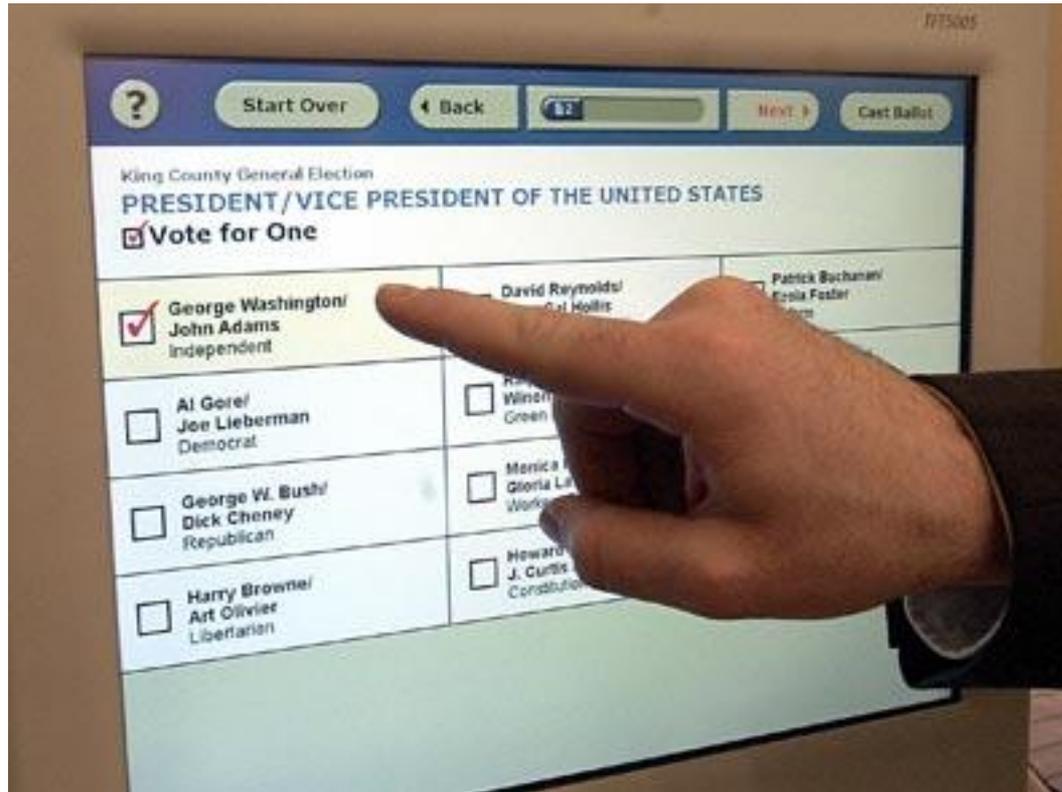
- Pull the handle to close the curtain
- Turn the voting levers over the names of your chosen candidates to expose X-safety mechanism where built in to keep a voter from spoiling their vote
- Pull the handle back to register your vote and reopen the curtains.
- Mechanism built in to lock out other candidates for a race once a vote is made and built to last decades



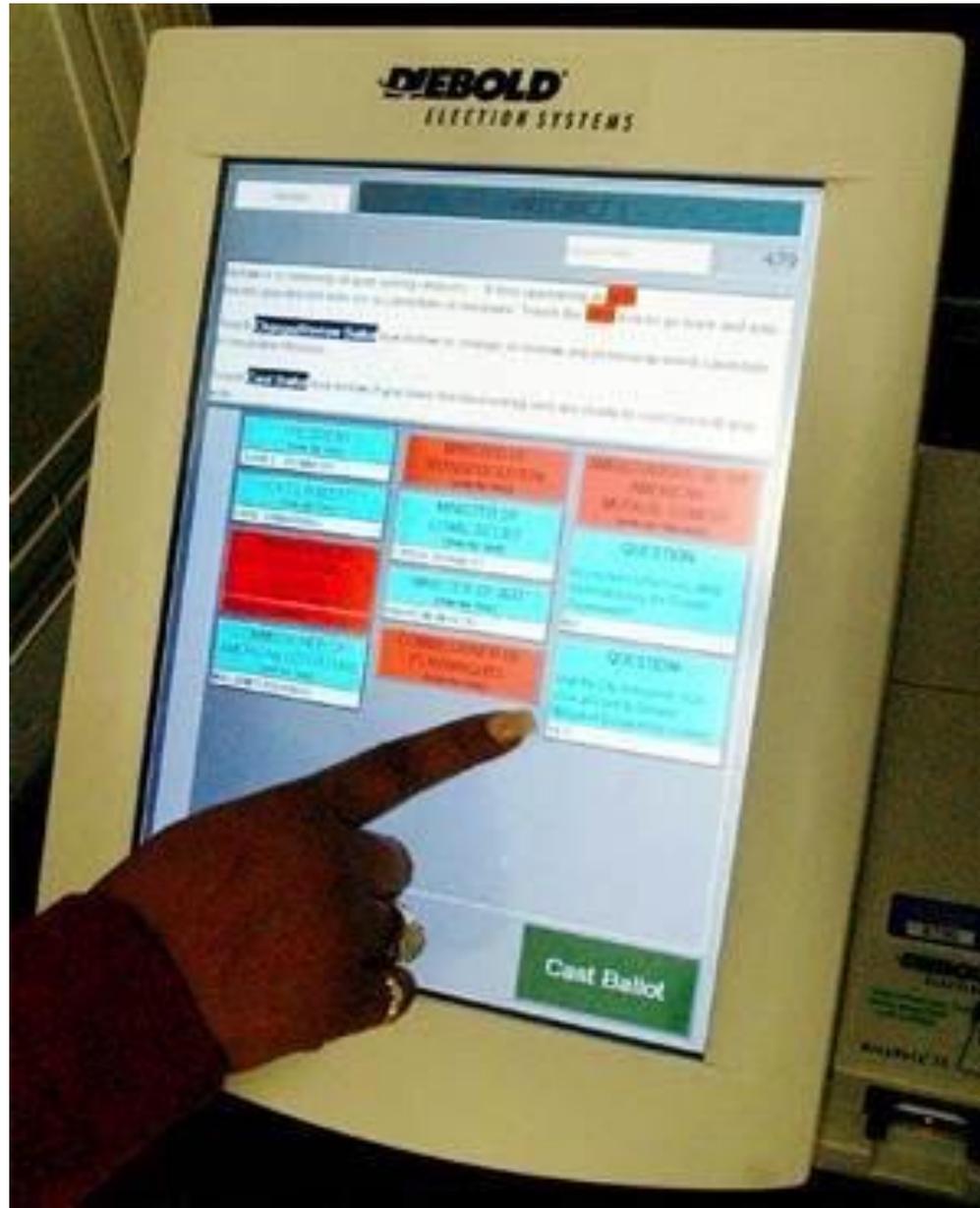
Pull level machine (punchcard technology)



Finger Electronic voting



- Digital voting machines are aging out and some are over 10 years old.
- Would you trust your important work on a computer that was 10 years old?



Vote Recorded Feedback



Do all voters understand these words?



Optical Scan Paper Ballot



	U.S. SENATOR VOTE FOR ONE	<input checked="" type="radio"/> YES <input type="radio"/> NO
	<input type="radio"/> DEAN BARKLEY Independence	COUNTY OFFICES COUNTY COMMISSIONER DISTRICT 3 VOTE FOR ONE
	<input type="radio"/> NORM COLEMAN Republican	
	<input checked="" type="radio"/> AL FRANKEN ✓ Democratic-Farmer-Labor	
	<input type="radio"/> CHARLES ALDRICH Libertarian	
	<input type="radio"/> JAMES NIEMACKL Constitution	
write-in, if any	write-in, if any	
U.S. REPRESENTATIVE DISTRICT 1 VOTE FOR ONE	SOIL AND WATER CONSERVATION DISTRICT SUPERVISOR DISTRICT 4 VOTE FOR ONE	<input type="radio"/> ANN HADDORFF <input type="radio"/> PAUL F. WILSON write-in, if any
<input type="radio"/> GREGORY MIKKELSON Independence	<input type="radio"/> STEVEN L. CONNELLY	
<input type="radio"/> BRIAN J. DAVIS Republican	<input type="radio"/> MICHAEL CHRISTENSON	
<input type="radio"/> TIM WALZ Democratic-Farmer-Labor	write-in, if any	
write-in, if any	write-in, if any	

OFFICIAL MUNICIPAL ELECTION BALLOT

November 3, 2003

JUDGE OF THE SUPERIOR COURT
 Vote for Not More Than THREE

Jacob Penick
 Tom J. D'Amico
 ...
 ...
 ...
 ...
 ...

THE MARKER
 THE BALLOT
 ABSENT.

VVPAT



- Voter Verified Paper Trail



Voter Verified Paper Trail



How does UX Effect Voting?



How Does UX Effect Voting



Usability Factors

- Useful
- Usable
- Findable
- Credible
- Desirable
- Accessible
- Valuable

Impact of errors and misuse have quality of life implications.

Aging Voting Machines



- Aging machines create errors
- Create situations where users might create errors
- Impact voter's trust in the voting system



Voting Machine Accessibility



- Federal requirements state all voting machines must be accessible for any voter



When Did it Become Important?



- Original voting machines were mechanical, a technology designed to last decades. Design was considered less important for mechanical machines. **CASE STUDY:** Butterfly ballot showed that to be wrong.
- Today voting technology has evolved and computers were used to count and record votes.
- Digital technology needs UX even more, where bad design creates confusion that lead to user error.

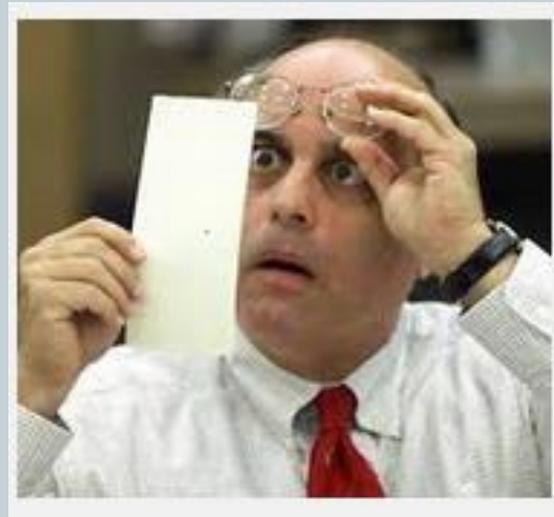
Case Study: 2000 USA Presidential Election



2000 Presidential Election



- Florida recount because of the tight race.
- Hanging and pregnant chads on the butterfly ballot



Ballot Design



5A | **PRIMARY ELECTION BALLOT** | Latah County, Idaho
DEMOCRATIC PARTY | May 25, 2004

CANDIDATES FOR UNITED STATES OFFICES

PRESIDENT VOTE FOR ONE	JOHN KERRY	78	→
	DENNIS KUCINICH	79	→
	AL SHARPTON	80	→
	LYNDON H. LaROUCHE, JR.	81	→
	NONE OF THE NAMES SHOWN (UNCOMMITTED)	83	→

UNITED STATES SENATOR | NO CANDIDATE FILED

NAOMI PRESTON | 90 →

FLUSH PAGE
NO LONGER
VOTING

GEORGE W. BUSH — DIANA CHENEY	2	→
AL GORE — JOE LIEBERMAN	4	→
RAEY BROWN — ART OLIVER	5	→
RALPH NADER — WYNNE LARUKE	6	→
JOHN KASSELN — KAT DOLEHAGER	10	→
PET BUTHANAN — EZOLA FOSTER	12	→
RAYMOND G. BERDMOLEY	18	→
BOBBY L. RUSH	20	→

Two page design caused confusion



Confusion over Palm Beach County ballot

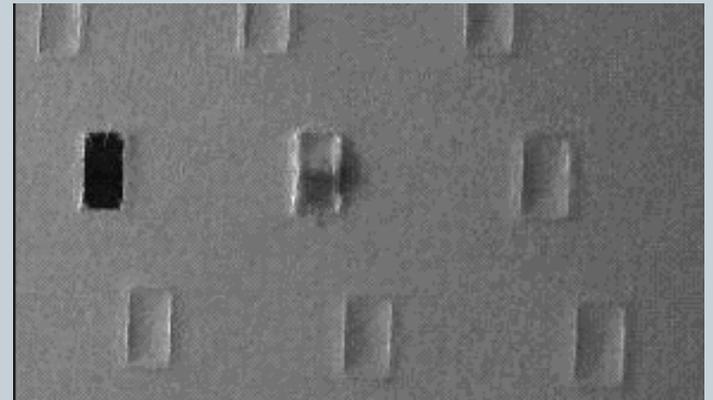
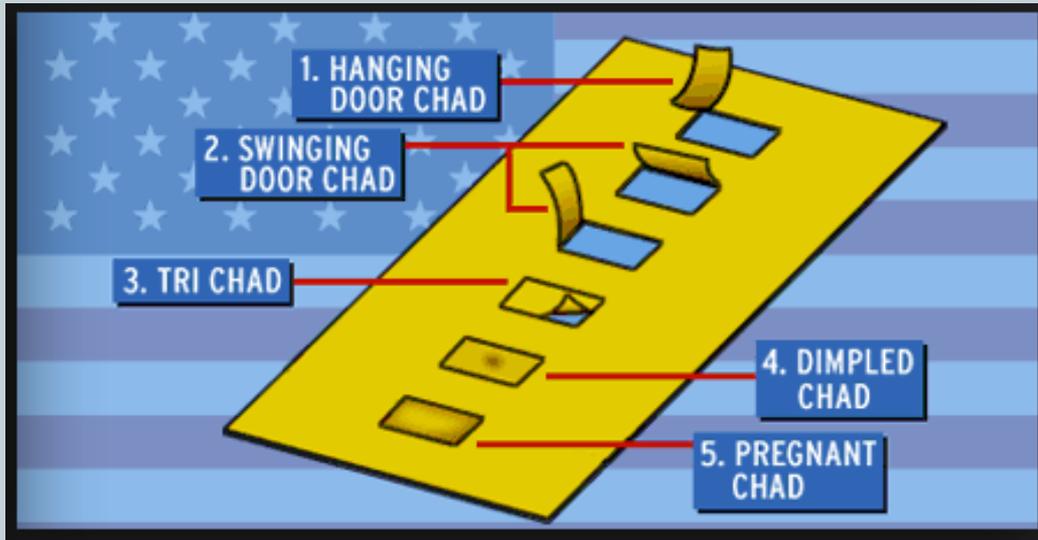
Although the Democrats are listed second in the column on the left, they are the third hole on the ballot.

Punching the second hole casts a vote for the Reform Party.

(REPUBLICAN) GEORGE W. BUSH - PRESIDENT DICK CHENEY - VICE PRESIDENT	3 →	
(DEMOCRATIC) AL GORE - PRESIDENT JOE LIEBERMAN - VICE PRESIDENT	5 →	← 4
(LIBERTARIAN) HARRY BROWNE - PRESIDENT ART OLIVIER - VICE PRESIDENT	7 →	← 6
(GREEN) RALPH NADER - PRESIDENT WINDY LA DUKE - VICE PRESIDENT	9 →	← 8
(SOCIALIST WORKERS) JAMES HARRIS - PRESIDENT MARGARET TROWE - VICE PRESIDENT	11 →	← 10
(NATURAL LAW) JOHN HAGELIN - PRESIDENT NAT GOLDBERGER - VICE PRESIDENT	13 →	
		(REFORM) PAT BUCHANAN - PRESIDENT EZOLA FOSTER - VICE PRESIDENT
		(SOCIALIST) DAVID McREYNOLDS - PRESIDENT MARY CAL HOLLIS - VICE PRESIDENT
		(CONSTITUTION) HOWARD PHILLIPS - PRESIDENT J. CURTIS FRAZIER - VICE PRESIDENT
		(WORKERS WORLD) MONICA MODREHEAD - PRESIDENT GLORIA LA RIVA - VICE PRESIDENT
		WRITE-IN CANDIDATE To vote for a write-in candidate, follow the directions on the long stub of your ballot card.

Sun-Sentinel graphic/Daniel Niblock

Hanging Chads



Florida Recount



- <http://www.nytimes.com/2001/11/12/politics/12VOTE.html>

Study of Disputed Florida Ballots Finds Justices Did not Cast the Deciding Vote by Ford Fessenden and John M. Broder, published New York Times, November 12, 2001.

- Review by independent consortium, looking at the broader group of rejected ballots, found that Mr. Gore might have won if the courts had ordered a statewide recount of all the rejected ballots
- “In addition, the review found statistical support for the complaints of many voters, particularly elderly Democrats in Palm Beach County, who said in interviews at the the election that confusing ballot designs may have led them to split their ballots by voting for more then one candidate.”

Help America Vote Act 2002



H. R. 3295

One Hundred Seventh Congress of the United States of America

AT THE SECOND SESSION

*Begun and held at the City of Washington on Wednesday,
the twenty-third day of January, two thousand and two*

An Act

To establish a program to provide funds to States to replace punch card voting systems, to establish the Election Assistance Commission to assist in the administration of Federal elections and to otherwise provide assistance with the administration of certain Federal election laws and programs, to establish minimum election administration standards for States and units of local government with responsibility for the administration of Federal elections, and for other purposes.

*Be it enacted by the Senate and House of Representatives of
the United States of America in Congress assembled,*

SECTION 1. SHORT TITLE; TABLE OF CONTENTS.

(a) **SHORT TITLE.**—This Act may be cited as the “Help America Vote Act of 2002”.

Help America Vote Act



- Human Factors

H. R. 3295—18

under subchapter I of chapter 57 of title 5, United States Code, while away from their homes or regular places of business in the performance of services for the Development Committee.

(e) TECHNICAL SUPPORT FROM NATIONAL INSTITUTE OF STANDARDS AND TECHNOLOGY.—

(1) IN GENERAL.—At the request of the Development Committee, the Director of the National Institute of Standards and Technology shall provide the Development Committee with technical support necessary for the Development Committee to carry out its duties under this subtitle.

(2) TECHNICAL SUPPORT.—The technical support provided under paragraph (1) shall include intramural research and development in areas to support the development of the voluntary voting system guidelines under this part, including—

(A) the security of computers, computer networks, and computer data storage used in voting systems, including the computerized list required under section 303(a);

(B) methods to detect and prevent fraud;

(C) the protection of voter privacy;

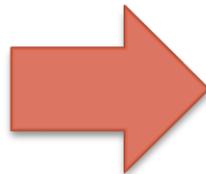
(D) the role of human factors in the design and application of voting systems, including assistive technologies for individuals with disabilities (including blindness) and varying levels of literacy; and

(E) remote access voting, including voting through the Internet.

(3) NO PRIVATE SECTOR INTELLECTUAL PROPERTY RIGHTS IN GUIDELINES.—No private sector individual or entity shall obtain any intellectual property rights to any guideline or the contents of any guideline (or any modification to any guideline) adopted by the Commission under this Act.

(f) PUBLICATION OF RECOMMENDATIONS IN FEDERAL REGISTER.—

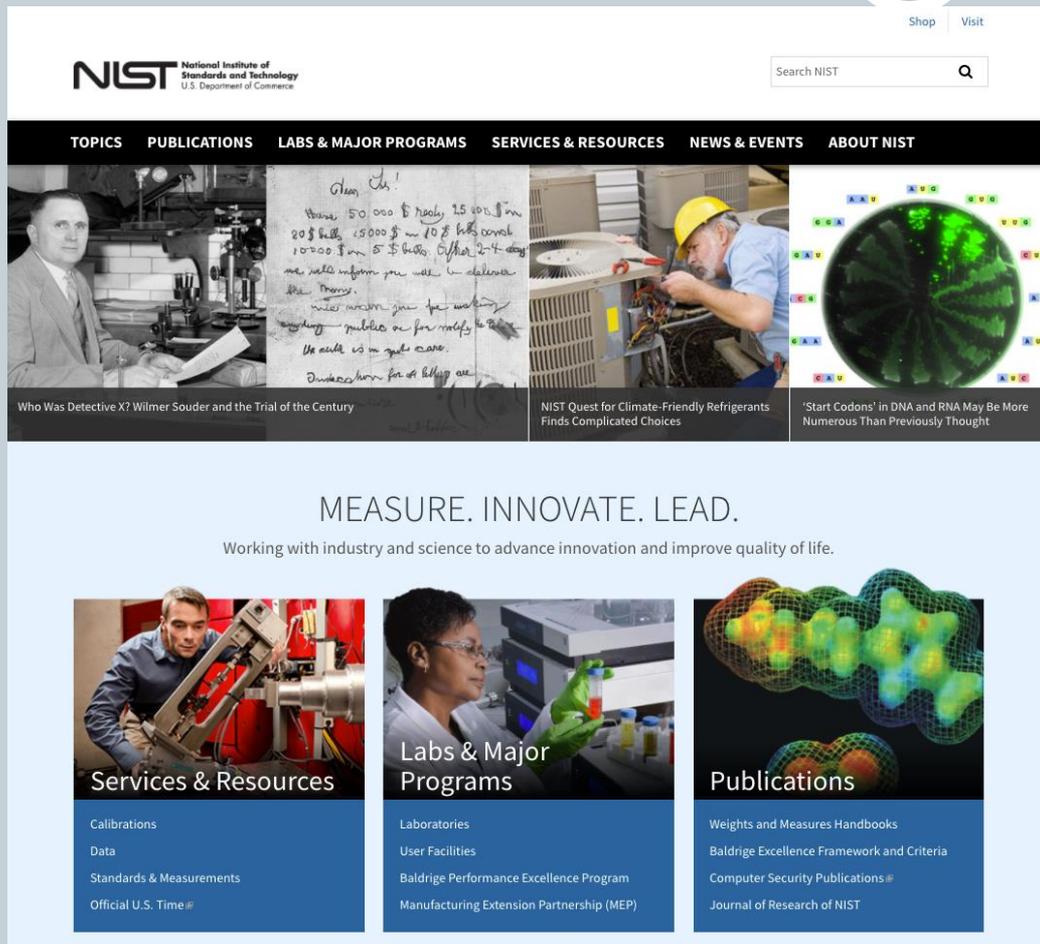
At the time the Commission adopts any voluntary voting system guideline pursuant to section 222, the Development Committee shall cause to have published in the Federal Register the recommendations it provided under this section to the Executive Director of the Commission concerning the guideline adopted.



UX Voting Projects



National Institute of Science and Technology



The screenshot shows the NIST website homepage. At the top, there is a navigation bar with 'Shop' and 'Visit' links, a search bar labeled 'Search NIST', and a main menu with categories: 'TOPICS', 'PUBLICATIONS', 'LABS & MAJOR PROGRAMS', 'SERVICES & RESOURCES', 'NEWS & EVENTS', and 'ABOUT NIST'. Below the menu are three featured articles: 'Who Was Detective X? Wilmer Souder and the Trial of the Century' (with a photo of a man), 'NIST Quest for Climate-Friendly Refrigerants Finds Complicated Choices' (with a photo of a technician), and 'Start Codons' in DNA and RNA May Be More Numerous Than Previously Thought' (with a molecular model). The main heading reads 'MEASURE. INNOVATE. LEAD.' followed by the tagline 'Working with industry and science to advance innovation and improve quality of life.' Below this are three columns: 'Services & Resources' (listing Calibrations, Data, Standards & Measurements, and Official U.S. Time #), 'Labs & Major Programs' (listing Laboratories, User Facilities, Baldrige Performance Excellence Program, and Manufacturing Extension Partnership (MEP)), and 'Publications' (listing Weights and Measures Handbooks, Baldrige Excellence Framework and Criteria, Computer Security Publications #, and Journal of Research of NIST).

- Voting technology requirements
- Voting machine certification
- Appointments on the Election Action Committee technical working groups, including human factors. The results of these groups develop into guidelines and regulations for voting machines.

Design for Democracy



- <http://www.aiga.org/design-for-democracy/>

AIGA INSPIRATION ABOUT AIGA WHY DESIGN? EVENTS & COMPETITIONS TOOLS & RESOURCES

Home > Tools and Resources >

DESIGN FOR DEMOCRACY Recommendations

Established in 1998, AIGA Design for Democracy applies design tools and thinking to increase civic participation by making interactions between the U.S. government and its citizens more understandable, efficient and trustworthy. Independent, pragmatic and committed to the public good, Design for Democracy collaborates with researchers, designers and policy-makers in service of public sector clients and AIGA's goal of "demonstrating the value of design by doing valuable things."

Ballot and election design

Since 2000, Design for Democracy's ballot and election design project has worked to make voting easier and more accurate for all U.S. citizens. Recent accomplishments include the "[Field Guides To Ensuring Voter Intent](#)" to help county election officials design ballots, write instructions for voters, test ballots for usability and create effective poll worker materials.

Get Out the Vote

Every four years AIGA invites members to create nonpartisan posters and videos to inspire the American public to vote. All posters from AIGA's 2012 Get Out the Vote campaign are [available online](#) in PDF format for you to download, print and hang in your town, and we encourage you to share video and poster entries with your friends, colleagues and social networks.

Get involved!

[Resources for designers](#)
Individual designers and local AIGA chapters can make a difference! Learn how.

[Next steps for government officials](#)
As government looks for ways to be more accessible, transparent and efficient, Design for Democracy can help.

MIT-CalTech Voting Technology Project



Caltech/MIT Voting Technology Project

[About](#) [People](#) [Research](#) [Data](#) [VTP Media](#) [Election Updates Blog](#) [Polling Place Tools](#)

The Caltech/MIT Voting Technology Project (VTP) applies social science and engineering to voting. Our work ranges from the functioning of voting machines to the effects of reforms on voter behavior to the assessment of voting systems. We are an interdisciplinary group that both conducts original research in this area and engages in an active program of outreach to the public and election officials.



Voting Methodology



JUS
JOURNAL OF USABILITY STUDIES

Vol. 2, Issue 1, November 2006, pp. 7-21

A Methodology for Testing Voting Systems

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Abstract

This paper compares the relative merit in realistic versus lab style experiments for testing voting technology. By analyzing three voting experiments, we describe the value of realistic settings in showing the enormous challenges for voting process control and consistent voting experiences.

The methodology developed for this type of experiment will help other researchers to test polling place protocols and administration. Comparing the results from laboratory experiments with voter verification and realistic voting experiments further validates the procedure of testing equipment in laboratory settings.

The methodology and protocol for testing voting systems can be applied to any voting technology. This protocol matches the real-world conditions of voting by replicating them for the experiment.

Keywords

Usability testing, voting technology testing, methods and tools, voting systems, audit trails, user-centered design.

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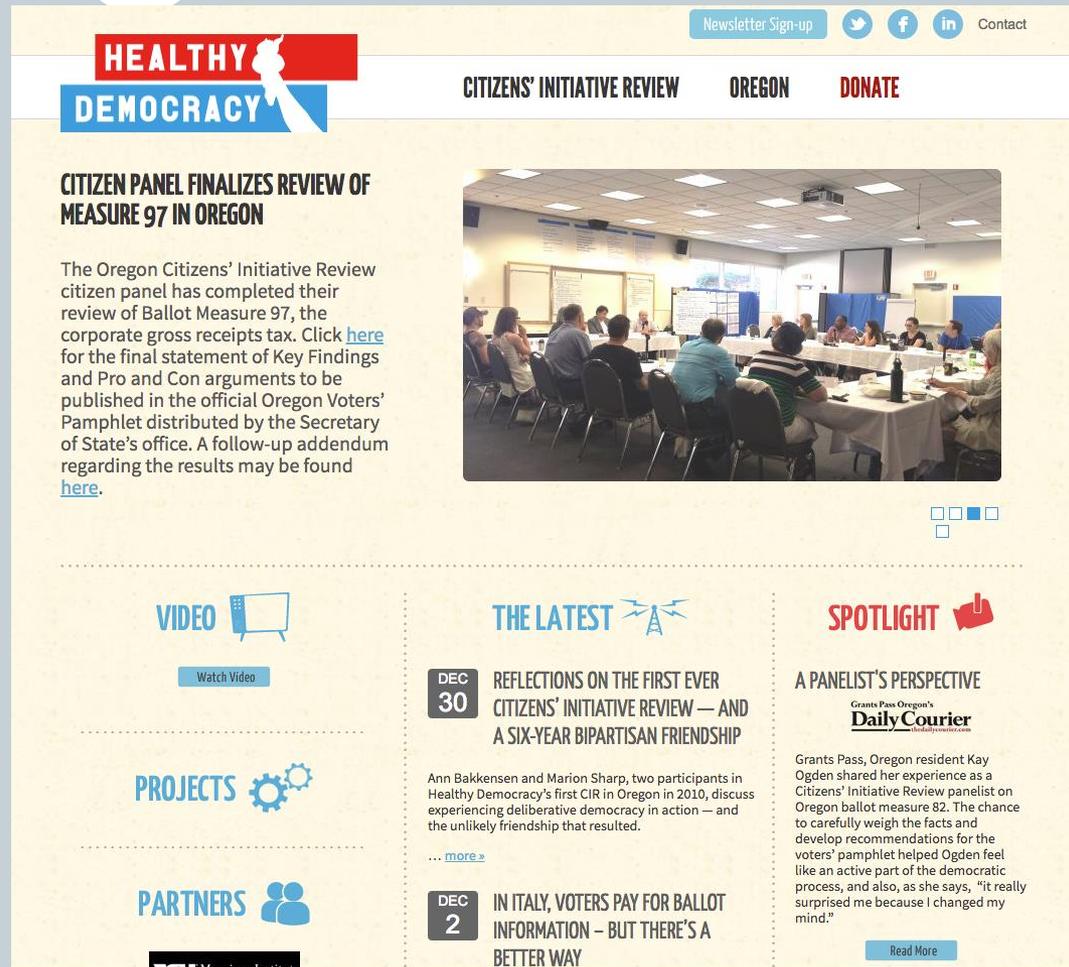
Healthy Democracy-Citizens Initiative Review

Bentley User Experience Center worked with Penn State to study Voter's guide

A total of 60 interviews were conducted in:

- Portland, Oregon
- Denver, Colorado

Findings were that people found the new Citizen's Initiative Review helpful but not completely trustworthy and more work needs to be done to make it trust worthy



The screenshot shows the website for Healthy Democracy. At the top, there is a navigation bar with "HEALTHY DEMOCRACY" in a red and blue logo, and links for "CITIZENS' INITIATIVE REVIEW", "OREGON", and "DONATE". A "Newsletter Sign-up" button and social media icons for Twitter, Facebook, and LinkedIn are also present. The main content area features a headline: "CITIZEN PANEL FINALIZES REVIEW OF MEASURE 97 IN OREGON". Below the headline is a paragraph of text: "The Oregon Citizens' Initiative Review citizen panel has completed their review of Ballot Measure 97, the corporate gross receipts tax. Click [here](#) for the final statement of Key Findings and Pro and Con arguments to be published in the official Oregon Voters' Pamphlet distributed by the Secretary of State's office. A follow-up addendum regarding the results may be found [here](#)." To the right of the text is a photograph of a group of people sitting around a table in a meeting room. Below the article are three sections: "VIDEO" with a "Watch Video" button, "PROJECTS" with a gear icon, and "PARTNERS" with a person icon. On the right side, there are two "SPOTLIGHT" sections. The first is titled "REFLECTIONS ON THE FIRST EVER CITIZENS' INITIATIVE REVIEW — AND A SIX-YEAR BIPARTISAN FRIENDSHIP" with a date of "DEC 30" and a "Read More" button. The second is titled "A PANELIST'S PERSPECTIVE" with a date of "DEC 2" and a "Read More" button. The "Daily Courier" logo is also visible.

Brennan Center



BRENNAN CENTER FOR JUSTICE TWENTY YEARS

at New York University School of Law



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Non-Citizens Are Not Voting. Here Are the Facts.

The Trump administration continues to double down on its false and widely-criticized assertion that 3 to 5 million non-citizens illegally voted in the 2016 election.

[Read more](#)



Brennan Center to House: Do Not Terminate the Only Federal Agency Protecting Voter Systems

Wendy R. Weiser, Nicole Austin-Hillery

The Brennan Center for Justice urges members of the House Administration Committee to reject bills to terminate the Electoral Assistance Commission and the Presidential Election Campaign Fund. Read the letter here.

ISSUES

[Voting Rights & Elections](#)

[Liberty & National Security](#)

[Money in Politics](#)

[Justice for All](#)

[Government & Court Reform](#)

FEATURED VIDEO



Michael Waldman on MSNBC: Trump's False Voter Fraud Claim



[More Videos](#)

FEATURED BOOK



Center for Civic Design



- <http://centerforcivicdesign.org/>

Center for Civic Design

Democracy is a design problem

[Home](#) [Projects](#) [Field Guides](#) [About the Center](#) [Contact Us](#)

Our goal:

Ensuring voter intent through design

We want every citizen's interactions with government to be effective and enjoyable.

This means giving every election official access to useful, researched guidelines to use in communicating with citizens.



Field Guides to Ensuring Voter Intent

The Field Guides to Ensuring Voter Intent are a collection of 8 small books with evidence-based tips and guidelines for usability and design issues in voting and elections in an easy-to-digest pocket format.

[Get yours today](#)

Current Projects

We work on:

- ballot design and plain language
- voter ed in print and online
- poll worker best practices
- voting system standards
- accessibility in elections

[Current projects & reports](#)

[Updates on our blog](#)

Civic Design Bibliography

An annotated bibliography of resources from peer-reviewed articles to white papers relevant to civic design.

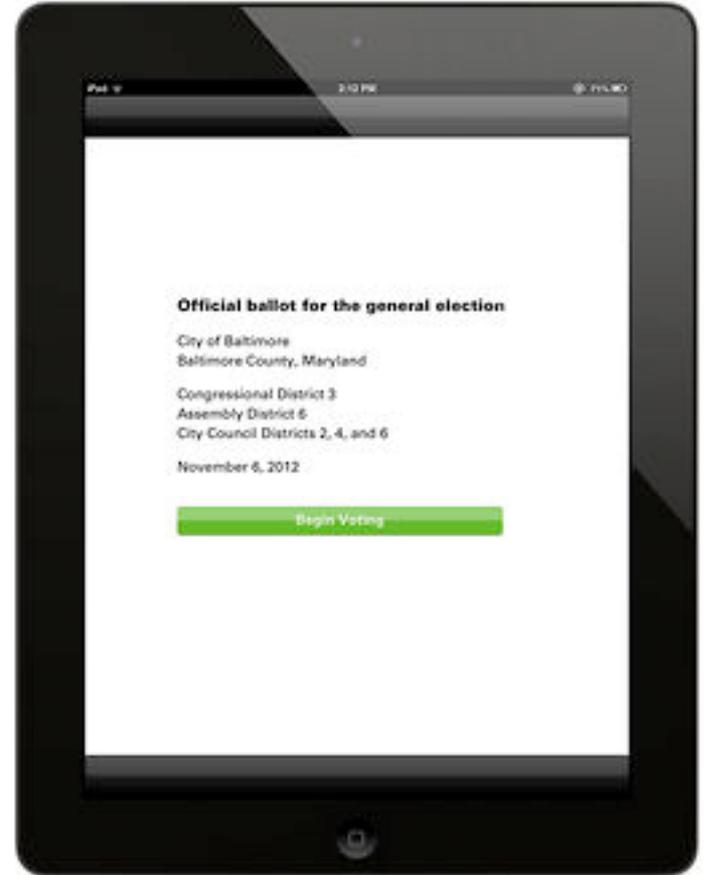
It covers topics from election statistics to universal design.

[Search the bibliography](#)

Anywhere Ballot



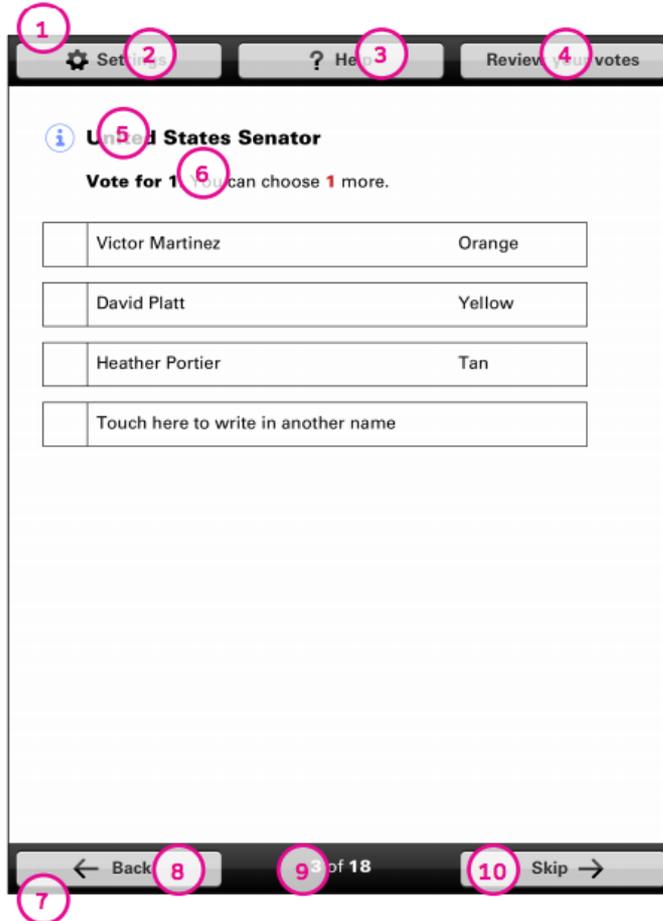
- Designed to answer the question “What is anyone could vote on any device?”
- Center of Civic Design created a responsive ballot that was designed to be device agnostic.
- CCD did rapid iterative testing starting with a paper prototype and then a working digital version between November 2012 and January 2013.
- By January 2015 the team had address screens and created patterns.
- Anywhereballot.com



Anywhere Ballot Pattern Library



Anywhere Ballot pattern library



Basic Screen Layout

- 1 Header bar Page 2
- 2 Settings button Page 3
- 3 Help button Page 4
- 4 Review button Page 5
- 5 Page title Page 6
- 6 Page instructions Page 7
- 7 Footer bar Page 8
- 8 Back button Page 9
- 9 Progress indicator Page 10
- 10 Skip/Next button Page 11



UX of Voting



- Voting Machines
- How Does UX effect Voting
- When did this become important: Case Study Election 2000
- HAVA
- UX Voting Projects
 - NIST Voting
 - Design for Democracy
 - MIT-CalTech Voting Project
 - Citizens Initiative
 - Brennan Center
 - Center of Civic Design
- What Can You do?

What Can You Do



Participate



- Take something off the table in the debate about problems in our voting systems- make sure the voting technology works
- See the list on Center for Civic Design
<http://civicdesign.org/make-a-difference/>
- Join NIST Human Factors Public Working Group
- Investigate/Volunteer/Publish/Blog
 - Do the district report problems with the voting machines?
 - Do pollworkers find the technology hard? Become a pollworker to find out.
 - Does the technology need constant attention like calibration etc. Volunteer and help others know about this problem so we can get machines upgraded.



Join a Code for America Brigade. The brigades work on projects in their local community, often in cooperation with local officials. As the name implies, many of these groups are focused on coding apps using civic data. But anyone in UX knows that the best use of data starts by understanding real needs. Code for America has embraced user research, design, plain language and all the UX skills, so your work can make the difference between a good project and an awesome user experience.

Volunteer for Design for America. Most of the studios are on university campuses, but putting students of all ages together with working professionals is a winning combination.

If you are specifically interested in elections, creating, editing, or designing voter information is a critical part of motivating turnout and helping everyone be an informed voter.

Start with the League of Women Voters. This amazing national non-partisan organization goes back to the suffrage movement. (Don't be put off by the name – there are lots of men in the group.) In addition to the national organization, the **local leagues** work on a wide variety of issues in local and state government from advocacy to voter information.

You might know them from local candidate forums and voter guides. Their work is also online, with the non-partisan nationwide guide to candidates and measures in national, state, and local elections, **vote411.org**. This guide goes far beyond data, with carefully curated questions about local issues, and analysis.

As part of our work on **designing better voter guides**, we have partnered with the League in California. They produce an online guide, **Voter's Edge** and create the **Easy Voter Guide**, written for (and tested with!) for people with lower literacy, in 5 languages. Their work is hands-on with an opportunity for you to use your web, plain language, or content skills to help people understand elections.

If you have other passions, take some time to find out who else is working on those goals. They all need your help – and one might be the place where you can make a huge difference. It's a chance to work with people in your community, not just work for distant users.

Chances are there were a few new people elected to be your mayor or county council, or state legislator. Check in with them. Whether you show up at meetings or public hearings to speak out, or join one of their initiatives, it's a chance to have a voice all year.

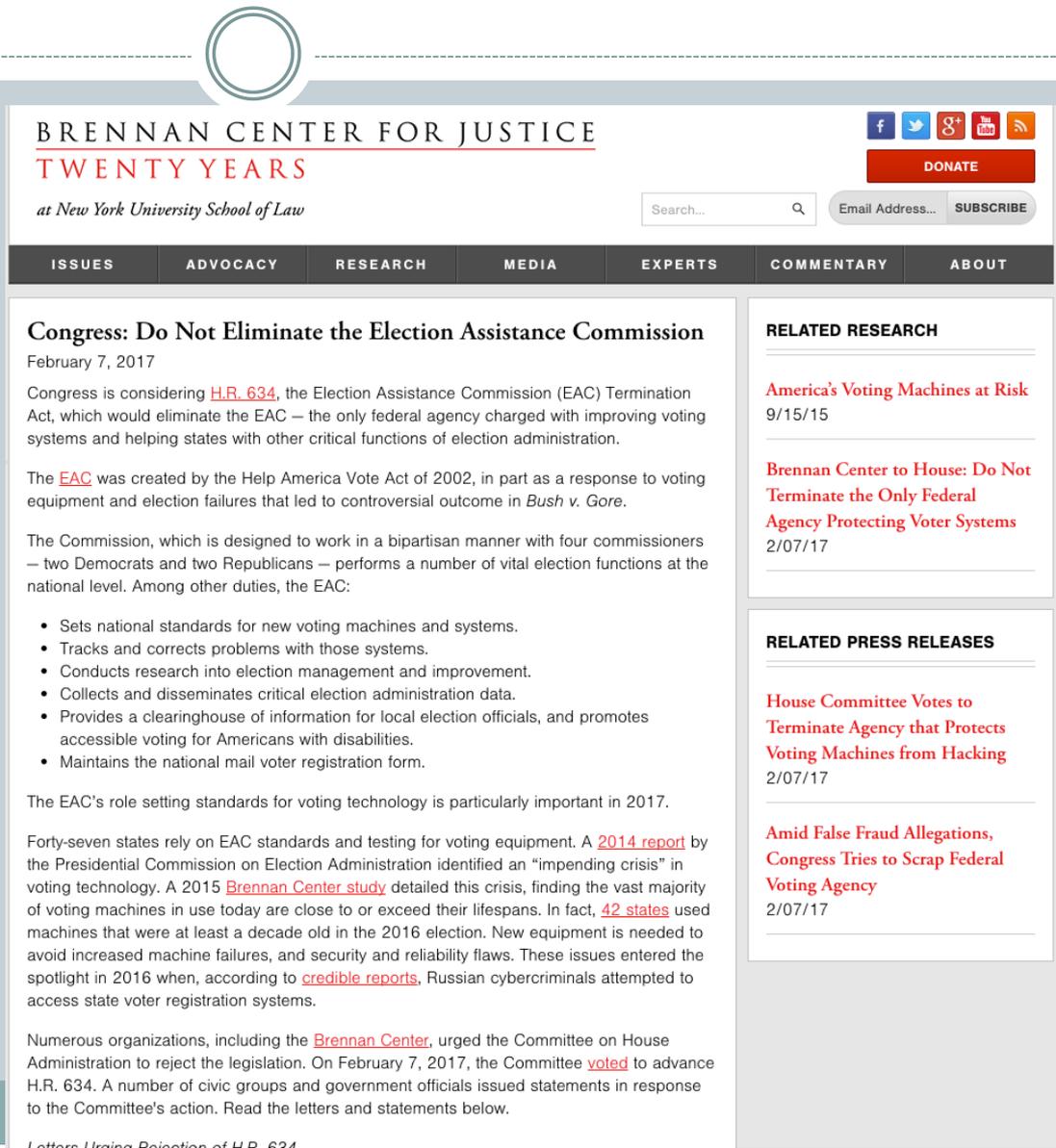
Most importantly, **show up**.

No matter what issue you care about, chances are that there are others with the same passion. Join them and commit your skills and time and energy to making your community a better place.

Democracy works best when we all participate. Every election. And every day.

Become Engaged

- Communicate with your representatives and tell them how you feel
- Save the EAC!



BRENNAN CENTER FOR JUSTICE
TWENTY YEARS
at New York University School of Law

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ISSUES **ADVOCACY** **RESEARCH** **MEDIA** **EXPERTS** **COMMENTARY** **ABOUT**

Congress: Do Not Eliminate the Election Assistance Commission
February 7, 2017

Congress is considering [H.R. 634](#), the Election Assistance Commission (EAC) Termination Act, which would eliminate the EAC – the only federal agency charged with improving voting systems and helping states with other critical functions of election administration.

The [EAC](#) was created by the Help America Vote Act of 2002, in part as a response to voting equipment and election failures that led to controversial outcome in *Bush v. Gore*.

The Commission, which is designed to work in a bipartisan manner with four commissioners – two Democrats and two Republicans – performs a number of vital election functions at the national level. Among other duties, the EAC:

- Sets national standards for new voting machines and systems.
- Tracks and corrects problems with those systems.
- Conducts research into election management and improvement.
- Collects and disseminates critical election administration data.
- Provides a clearinghouse of information for local election officials, and promotes accessible voting for Americans with disabilities.
- Maintains the national mail voter registration form.

The EAC's role setting standards for voting technology is particularly important in 2017.

Forty-seven states rely on EAC standards and testing for voting equipment. A [2014 report](#) by the Presidential Commission on Election Administration identified an "impending crisis" in voting technology. A 2015 [Brennan Center study](#) detailed this crisis, finding the vast majority of voting machines in use today are close to or exceed their lifespans. In fact, [42 states](#) used machines that were at least a decade old in the 2016 election. New equipment is needed to avoid increased machine failures, and security and reliability flaws. These issues entered the spotlight in 2016 when, according to [credible reports](#), Russian cybercriminals attempted to access state voter registration systems.

Numerous organizations, including the [Brennan Center](#), urged the Committee on House Administration to reject the legislation. On February 7, 2017, the Committee [voted](#) to advance H.R. 634. A number of civic groups and government officials issued statements in response to the Committee's action. Read the letters and statements below.

Letters Urging Rejection of H.R. 634

RELATED RESEARCH

[America's Voting Machines at Risk](#)
9/15/15

[Brennan Center to House: Do Not Terminate the Only Federal Agency Protecting Voter Systems](#)
2/07/17

RELATED PRESS RELEASES

[House Committee Votes to Terminate Agency that Protects Voting Machines from Hacking](#)
2/07/17

[Amid False Fraud Allegations, Congress Tries to Scrap Federal Voting Agency](#)
2/07/17

Thank you



ANY QUESTIONS?

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