



**NAPA COUNTY GRAND JURY  
2019-2020**

**FINAL INQUIRY REPORT  
May 8, 2020**

**NAPA COUNTY ELECTIONS:  
Results You Can Count On**

# Napa County Elections

May 8, 2020

## SUMMARY

The ability to vote and to have a personal impact in the election of City, County, State and Federal officials is a treasured right of all US citizens. With news reports of suspected election security breaches in other locations, residents of Napa County may wonder about the security of the voting process.<sup>1</sup> Are their votes counted and reported accurately and fairly?

The 2019/2020 Napa County Grand Jury (the Jury) elected to investigate the electoral process in Napa County, based on a letter of concern submitted by a Napa County resident. The complaint letter centered on social media and the security of election announcements. The Jury broadened the scope of the investigation to include electoral fraud, election accuracy and interference including social media security.

Electoral fraud is the illegal interference with the process of an election, including in-person voter fraud and fraudulent absentee or mail-in ballots. Voter fraud can occur at different points of the election process, from registration to the tallying of ballots. Election accuracy concerns include validating registered voters, ballot distribution, ballot collection and ballot tallying.<sup>2</sup>

The advent of the internet and the widespread use of social media have created concerns about the potential for election interference.<sup>3</sup> There are examples of individuals and entities interfering with elections in the United States and other countries. Interference can be the direct cyber-attack of election results, the posting of inaccurate articles on social media such as Facebook or the posting of false election returns prior to polls closing.

The election results of Napa County are posted to the Napa County's website, [www.countyofnapa.org](http://www.countyofnapa.org). Unauthorized access to this site or the County's social media sites such as Facebook or Twitter could have a negative effect on election results through the posting of inaccurate or false election results or incorrect voter instructions.

The Jury investigated the threat of voter fraud, election report accuracy and interference and concluded that the Napa County Election Department rigidly follows requirements and guidelines set forth by the Napa County Election Administration Plan (EAP).<sup>4</sup> In addition, the

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<sup>1</sup> Kristen Nyman and Kathryn Waldron, "Friendly Fire: The No. 1 Threat to America's Election Cybersecurity." Feb 5, 2020, Accessed Feb 10, 2020

<https://www.governing.com/security/Friendly-Fire-The-No-1-Threat-to-Americas-Election-Cybersecurity.html>

<sup>2</sup>Wayne Rash, "Election Security Faces First Major Test in Iowa." Jan 31, 2020. Accessed Feb 12, 2020

<https://www.forbes.com/sites/waynerash/2020/01/31/election-security-faces-first-major-test-in-iowa/#5b71567815bd>

<sup>3</sup>Alan Greenblatt, "Despite Concerns About Election Security, 'Vulnerabilities Abound'." Nov 15, 2019, Accessed Feb 13, 2020

<https://www.governing.com/topics/politics/Despite-Concerns-About-Election-Security-Vulnerabilities-Abound.html>

<sup>4</sup> "Voter's Choice Act, Updated Election Administration Plan." Jan 14, 2020, Accessed Feb 17, 2020

Election Division adheres to procedures prescribed by the California Secretary of State.<sup>5</sup> The Jury concludes that each citizen's vote is accurately counted, tallied and reported.

In order to reduce the risk of false or inaccurate election data being posted on the County's social media sites, the Jury recommends that the Napa County Election Division and County public information personnel review their login security procedures. The Jury recommends that multi-factor authentication of passwords be adopted. The Jury also recommends that all social media posts be logged by individual, time, date and content.

## **GLOSSARY**

### **Adjudicated Ballot**

A process of determining the intent of a voter who has submitted a damaged ballot or a ballot that requires interpretation, e.g. a write-in candidate.

### **California County Information Services Directors Association (CCISDA)**

The California County Information Services Directors Association is the official organization of the County Information Technology Directors and Chief Information Officers throughout the state of California. CCISDA represents all 58 California counties in the area of information technology and county government.

### **California Voter's Choice Act (VCA)**

A law passed in 2016 to expand options on how and when voters in California cast their votes.<sup>6</sup>

### **CIO**

Chief Information Officer

### **Election Administration Plan (EAP)**

Napa County's EAP defines the Vote-by-Mail ballot process including the County's Vote Centers and Ballot Drop Box locations.

### **Help America Vote Act (HAVA)**

The Help America Vote Act is a major federal election reform law passed by Congress in 2002. HAVA was established to assist states in replacing outdated voting equipment, establish new minimum administration standards for federal elections and establish the Election Assistance Commission (EAC).<sup>7</sup>

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<https://www.countyofnapa.org/DocumentCenter/View/15927/Napa-County-Election-Administration-Plan-PDF>

<sup>5</sup> "VoteCal", nd, Accessed Feb 3, 2020

<https://www.sos.ca.gov/elections/voter-registration/votecal-project/>

<sup>6</sup> "Voter's Choice Act.", nd, Accessed Feb 3, 2020

<https://www.sos.ca.gov/elections/voters-choice-act/>

<sup>7</sup> "Help America Vote Act (HAVA) of 2002." nd, Accessed Feb 5, 2020

[https://ballotpedia.org/Help\\_America\\_Vote\\_Act\\_\(HAVA\)\\_of\\_2002](https://ballotpedia.org/Help_America_Vote_Act_(HAVA)_of_2002)

## **IT**

### Information Technology

#### **Mobile Ballot Printer**

A mobile ballot printer provides ballots on demand at VoteCenters. Printers and supporting software are certified on a biennial basis.<sup>8</sup>

#### **Multi-factor Authentication**

Multi-factor Authentication, often referred to as two-factor authentication, requiring two or more identification sources such as a password, cell phone code and/or fingerprint.<sup>9</sup>

#### **Napa County Election Division**

The Napa County Election Division manages all aspects of elections including candidate processing, voter registration, ballot distribution, ballot collection, ballot counting and election results.

#### **Provisional Ballot**

A provisional ballot is provided to voters whose eligibility is uncertain or whose identity cannot be confirmed. Election officials investigate the validity of a provisional ballot within two to three days of an election.

#### **Risk Limiting Audit**

A risk limiting audit is an audit of an election contest that provides strong statistical evidence that the election outcome is accurate.<sup>10</sup>

#### **The Jury**

The 2019/2020 Napa County Grand Jury.

#### **U.S. Election Assistance Commission (EAC)**

The U.S. Election Assistance Commission (EAC) was established by the Help America Vote Act of 2002 (HAVA). EAC is an independent, bipartisan commission responsible for developing policies to meet HAVA requirements. EAC also serves as a national clearing house of information on election administration.<sup>11</sup>

#### **VoteCal**

A statewide centralized voter registration database that is linked to the County's voter registration servers.<sup>12</sup>

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<sup>8</sup> "California Code of Regulations, Title 2, Division 7, Chapter 4. Ballot Printing." nd, Accessed Jan 7, 2020 <https://www.sos.ca.gov/administration/regulations/current-regulations/elections/ballot-printing/#article1>

<sup>9</sup>"Back to basics: Multi-factor authentication (MFA)." Jun 28, 2016, Accessed Jan 10, 2020 <https://www.nist.gov/itl/applied-cybersecurity/tig/back-basics-multi-factor-authentication>

<sup>10</sup>"What is a risk limited audit?" nd, Accessed Dec 29, 2019 <https://www.sos.state.co.us/pubs/elections/VotingSystems/riskAuditFiles/UnderstandingRiskLimitingAudits.pdf>

<sup>11</sup> U.S. Election Assistance Commission. nd, Accessed Jan 12, 2020 <https://www.eac.gov/about-the-useac>

<sup>12</sup> "VoteCal", nd, Accessed Feb 3, 2020 <https://www.sos.ca.gov/elections/voter-registration/votecal-project/>

## **BACKGROUND**

“Fair and free elections are a hallmark of American democracy. The American people’s confidence in the value of their vote is principally reliant on their confidence in the security and resilience of the infrastructure that makes the Nation’s elections possible.”<sup>13</sup>

“If the people don’t have confidence in the outcome of an election, then it becomes difficult for them to accept the policies and actions that pour forth from it.”<sup>14</sup>

Historically, there have been concerns about election results being fair and accurate. Prior to computers and the internet, these concerns centered around ballot stuffing, incorrect recording of votes, tampering with voting machines and voter impersonation. While recent elections, such as the 2000 presidential election focused on the need for improved methods of vote casting and counting, the rise in the use of computers and the internet have introduced new ways to defraud the election process.<sup>15</sup>

The Jury reviewed the election processes in Napa County to determine if new policies and procedures implemented since the 2000 election have increased the safety and fairness of the election process. Is my vote counted correctly?

## **METHODOLOGY**

The Jury obtained information through the following sources:

- Seven interviews with the County Registrar of Voters, County IT Professionals and the County Public Communication Webmaster.
- Documents
  - Election Administration Plan
  - Voter’s Choice Act
  - Ballot Custody flow data
  - Public Information Release example
- Public election data available on sites, including Napa County, the CA Secretary of State and DMV
- Site visit to the Napa County Election Division office

## **DISCUSSION**

A review of election processes in Napa County and how they adhere to VoteCal standards are presented in this section.

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<sup>13</sup> “Election Infrastructure Security.”, nd, Accessed Jan 6, 2020  
<https://www.cisa.gov/election-security>

<sup>14</sup> Kim Zetter, “The Crisis of Election Security.” Sept 26, 2018, Accessed Jan 4, 2020  
<https://www.nytimes.com/2018/09/26/magazine/election-security-crisis-midterms.html>

<sup>15</sup> Thomas E. Mann, “Reflections on the 2000 U.S. Presidential Election.” Jan 1, 2001, Accessed on Dec 28, 2019  
<https://www.brookings.edu/articles/reflections-on-the-2000-u-s-presidential-election/>

## Voter Registration

Napa County is one of only 14 California Counties authorized to conduct any election as an All-Mailed Ballot and Vote Center election. The conversion to all-mailed ballots is a key element of the California Voter's Choice Act (VCA) that was signed into law in 2016.<sup>16</sup> The primary goal of the VCA is to increase voter participation and expand voting options. Paper ballots are sent to registered voters 29 days before the election, allowing ample time to fill in the ballot and return to the Election Division via mail, drop box, Vote Center or Election Division office. Prior to VCA, voters would be limited to voting on election day at a predefined location unless an absentee ballot was requested in advance.

VoteCal is the State of California's centralized voter registration database. The VoteCal servers are located in Sacramento and service all 58 counties. Napa County election officials use VoteCal to check for duplicate registrations, verify registered voters who move from one county to another and to check for those who have been convicted of a felony crime that would preclude them from being eligible to vote.

There are three ways to register to vote in Napa County. The data from all methods are stored and maintained on VoteCal and Napa County election servers:

1. Paper.

Citizens may pick up a voter registration form at the Election Division, city halls, libraries and post offices throughout the County. The Election Division will mail a voter registration on request. Completed registration forms can be mailed to the Election Division office or delivered in person. Voter registration data is entered manually by County election staff and is simultaneously entered on the VoteCal statewide server.

2. Online.

Registration can be completed online at <https://registertovote.ca.gov>. The applicant's signature is automatically pulled from DMV records, if available. This allows ballot signatures to be compared to the DMV signature when a ballot is submitted.

3. Department of Motor Vehicles (DMV)

Those who apply for a driver's license or an Identification Card are automatically registered to vote if eligible. To be eligible to vote, a registrant must be

- A United States Citizen
- A residence address in California
- At least 18 years old
- Not currently in a state or federal prison or on parole for conviction of a felony
- Not currently found mentally incompetent to vote by a court<sup>17</sup>

The registrant must provide an electronic signature at a DMV kiosk. The electronic signature and voter registration are transferred electronically to VoteCal and the Napa County election database server. Access to electronic signatures allows election

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<sup>16</sup> "Voter's Choice Act, Updated election Administration Plan." Jan 14, 2020, Accessed Feb 4, 2020  
<https://www.countyofnapa.org/DocumentCenter/View/15927/Napa-County-Election-Administration-Plan-PDF>

<sup>17</sup> "California Motor Voter Program", nd, Accessed Feb 4, 2020  
<https://www.dmv.ca.gov/portal/dmv/detail/dl/motorvoter>

staff to compare signatures on mail-in ballots. The applicant can opt out if not a citizen or if undocumented. Applicants who are not able to provide proof of legal citizenship in the United States may apply for a California Driver’s License under the provisions of AB 60. Those who are issued a Driver’s License under this provision are not eligible to vote.<sup>18</sup>

## **Ballot Chain of Custody**

### **Ballot Creation**

Napa County has 170 different precincts, each requiring a unique paper ballot. A precinct ballot is based on the combination of multiple cities, school districts, police districts and municipal districts across Napa County. ProVote, a private third-party service company located in Paso Robles, prints the ballots for all individuals who are registered by the print deadline.<sup>19</sup>



*Figure 1. 2019/2020 Napa County Grand Jury. Napa Election Division Office. 2019*

### **Ballot Delivery**

Twenty-nine days before the election, ProVote mails all ballots to registered voters. ProVote mails printed ballots to the Election Division to be mailed to those registering after the cutoff deadline. For those who register to vote within 29 days of election, ballots are mailed to registered voters directly from the Napa County Election Division. Printed ballots are stored in a secure room at the Napa County Election office located at 1127 First Street in the City of Napa and are mailed to those who register to vote within 15 days of the election. Ballots can also be printed on an as-needed basis at all Vote Centers up to and including election day.

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<sup>18</sup> “AB 60 Driver License.”, nd, Accessed Feb 4, 2020

<https://www.dmv.ca.gov/portal/dmv/detail/ab60>

<sup>19</sup> ProVote Solutions “Company Overview.” Nd, Accessed Feb 4, 2020

<https://www.provotesolutions.com/index.php/about-us/company-overview>



*Figure 2. 2019/2020 Napa County Grand Jury. Secure ballot room. 2019.*

In addition, individuals can register to vote and obtain ballots at one of the ten Napa County Vote Centers.<sup>20</sup> One of these Vote Centers opens 29 days prior to an election, and one additional Vote Center opens 10 days before an election. All 10 Vote Centers are open the Saturday prior to the election. (See Appendix 2.) Each Vote Center is equipped to provide conditional voter registration and a ballot printed on a state certified Mobile Ballot Printer from any of the 170 county precincts.

### **Ballot Security**

The ballot room is only accessible with a unique key card assigned to a vetted election department individual. Access is monitored, recorded and saved to a server with a time stamp and employee identification. Room access data is stored for a minimum of one year.



*Figure 3. 2019/2020 Napa County Grand Jury. 2019. Key Fob Access to Ballot Room. 2019.*

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<sup>20</sup> Vote Center "Introduction." Nd, Accessed Jan 14, 2020  
<https://www.ncsl.org/research/elections-and-campaigns/vote-centers.aspx>



## **Collecting Ballots**

There are three methods of collecting completed ballots from voters in Napa County:

### **1. Vote-by-mail**

Completed ballots are delivered from the voter by the United States Postal Service to the secure ballot room located at the Napa County Election Division office. Ballots are hand counted, as they arrive, in advance of the election. Ballots postmarked on the day of the election can be officially counted if they arrive within three days after the election.

### **2. Drop Box**

Voters can deposit their completed ballot received in the mail in secure drop boxes set up at locations throughout the County, e.g. across from Starbucks at the Redwood Plaza on Solano Avenue. Currently there are six drop boxes. Due to their popularity, 11 drop boxes are planned for the 2020 election. (See Appendix 1.)

The boxes are available on a 24/7 basis 28 days prior to election day. Two election workers collect the ballots, count and log the number of ballots, then deliver them to the secure ballot room at the Napa County Election Division office. Drop boxes are secured by a lock and a tamper-evident seal. Only elections officials have access to the keys or lock combination. If keyed locks are used, each lock has a unique key.

### **3. Vote Center**

Completed ballots can be deposited at drop boxes available at each Vote Center. Two election workers gather, log and deliver these sealed ballots to the secure ballot room. Ballots can be personally delivered directly to the Election Division office at 1127 First Street. The Election Division office is counted as one of the Vote Centers. On Election day, election staff are available, at street level, to collect ballots from those dropping off sealed ballots from their car.

## **Completed Ballot Tally**

### **Election Staff**

The Registrar of Voters has overseen the Election Division since 1998.

The Napa Election Division is staffed with five full-time employees, including

- A Manager – 11 years' experience
- An Election Services Assistant – with nine years' experience
- Three Record Assessment Assistants with six to nine years' experience.

During the month leading up to an election, approximately 70 temporary election workers are hired to staff the vote centers and assist election officials. Five to seven contract workers supplement election division staff to process completed ballots including signature verification, ballot counting and adjudication of ballots. Once the signatures have been verified and the envelopes opened, the ballots are extracted from the envelopes and delivered to vote-by-mail boards. A board is a group of four specially trained election workers who prepare the ballots for counting and box the ballots for storage after they are counted. There are usually four boards that

begin their work on the Friday before the election and end on the Monday following the election.<sup>21</sup>

## Vote Tally Test

Prior to election day, a test of the vote counting scanners is performed by election officials. A set of pre-marked sample ballots are manually counted then processed through the vote counting scanners. The results are compared for accuracy, recorded and transmitted to the Secretary of State. The public is invited to witness the process.



*Figure 4. 2019/2020 Napa County Grand Jury. Ballot Counting Room. 2019*

Completed ballots collected from all sources are stored in the secure ballot room unless they are being processed. Signatures on each ballot are verified manually by the election staff. This is done by comparing ballot signatures to electronically stored signatures obtained from voter registration records. After signature verification, the ballots are sorted and bundled by precinct. Vote-by-mail ballots are processed as they are received. After receipt, it takes about two days for a vote-by-mail ballot to be entered in Napa County's election server database. On election day, the pre-sorted and validated ballots are counted with the scanners, then boxed and sealed. Napa County uses a third-party vote counting software company, Dominion Voting, to count the ballots.<sup>22</sup> Dominion Voting is certified by the Secretary of State.

Election day scanner validation is performed using a Risk Limited Audit. The audit utilizes a statistically derived number of ballots. This number of ballots is randomly selected and manually counted then electronically counted with the vote scanners. Results are compared and reported to the Secretary of State. In addition, 1% of the received ballots are manually counted and compared to machine results.

Ballots that are damaged, stained or marked in such a way that machine counting is not possible are documented and processed manually or adjudicated. An example would be if a voter

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<sup>21</sup> Data obtained during interview with the Registrar of Voters. Nov 19, 2019

<sup>22</sup> Dominion Voting company overview, nd, Accessed Jan 3, 2020  
<https://www.dominionvoting.com/products>

inserted a write-in candidate. Discretion is used by senior election officials to determine what was intended by the voter. All paper ballots are stored for 22 months then destroyed. If the voter's intent can't be determined, election officials formally notify the voter for clarification.

Any registered voter in Napa County can check if their vote-by-ballot or provisional ballot was received and counted by the Election Division by logging onto CalVote's website <https://voterstatus.sos.ca.gov>. If a ballot is not accepted, a reason is posted. The voter can then contact the Election Division to attempt a remedy.<sup>23</sup>

In the November 6, 2018 election, 50% of the ballots were returned by mail (USPS), 31% via the drop boxes and 19% at the Vote Centers.



Figure 5. 2019/2020 Napa County Grand Jury. Ballot Scanning Machines. 2019

A screenshot of the Voter Status website. On the left is a form titled 'Personal Information' with fields for First name, Last name, California driver license or identification card number, Social Security number (last 4 numbers), and Date of birth. Below the form are 'Next' and 'Clear' buttons. A blue arrow points from the form to the right, where the results are displayed. At the top right of the results area is a 'Show Status' button. The results text reads: 'For this election, you were mailed a vote by mail ballot.' Below this, the following information is shown: 'Date ballot was mailed by county' 10/8/2018 12:00:00 AM, 'Date ballot was received by county' 10/31/2018 12:00:00 AM, 'County' NAPA, and 'Ballot Status' Accepted.

Personal Information	
To find your record, you will need to enter some personal information. Close your browser when you are done to protect your personal information.	
First name*	<input type="text"/>
Last name*	<input type="text"/>
California driver license or identification card number*	<input type="text"/>
Social Security number (last 4 numbers)*	XXX-XX- <input type="text"/>
Date of birth*	Select month <input type="text"/> Select day <input type="text"/> (YYYY)
<input type="button" value="Next"/> <input type="button" value="Clear"/>	

For this election, you were mailed a vote by mail ballot.

Date ballot was mailed by county	10/8/2018 12:00:00 AM
Date ballot was received by county	10/31/2018 12:00:00 AM
County	NAPA
Ballot Status	Accepted

Figure 6. Voter Status. <https://voterstatus.sos.ca.gov>. 2019

<sup>23</sup> Voter Status, nd, Accessed Jan 5, 2020  
<https://voterstatus.sos.ca.gov>

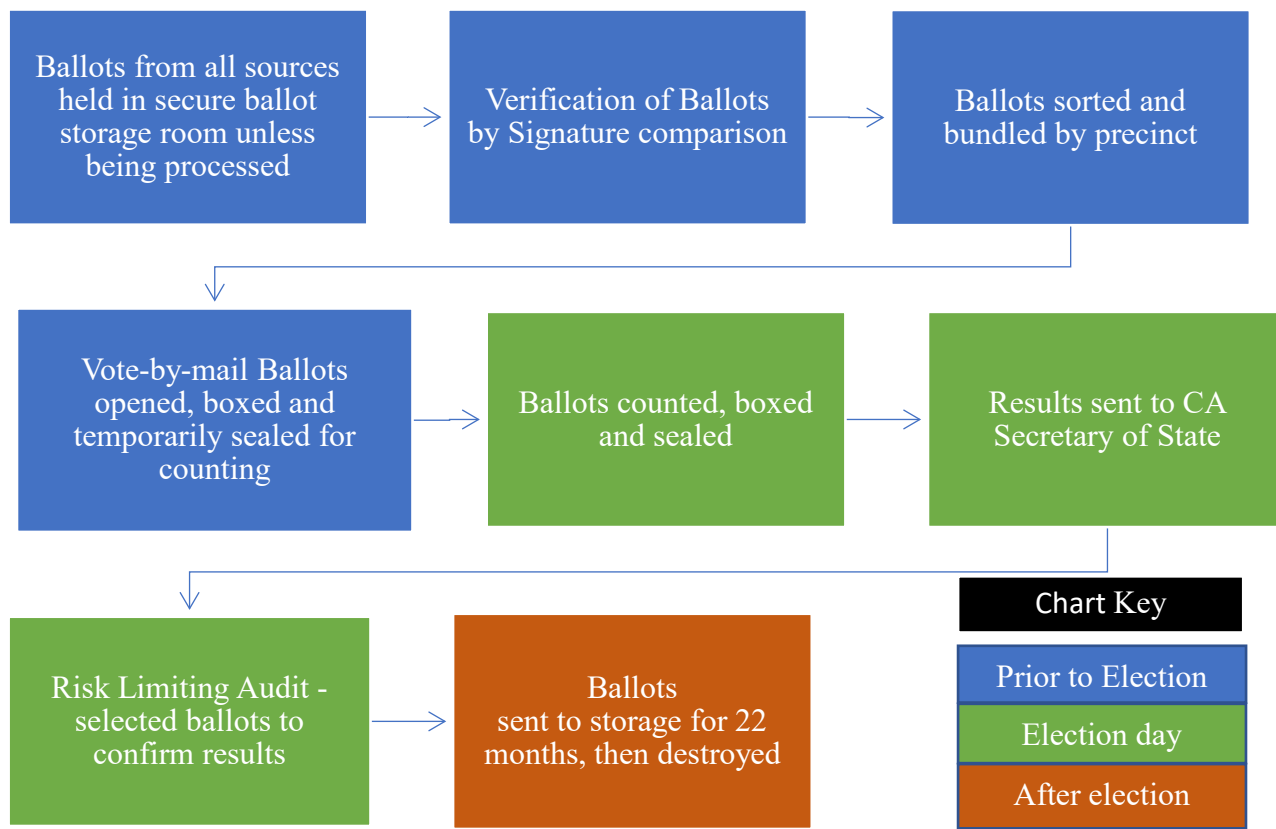


Figure 7. 2019/2020 Napa County Grand Jury. Ballot Chain of Custody. 2019<sup>24</sup>

## Publish Election Results

After the polls close at 8pm, on the day of the election, the results are transmitted to the Secretary of State via FAX and a VoteCal secure link. At the same time, election officials and other county personnel responsible for the county’s website and the county’s social media content publish election results to the County website and social media websites. Posted documents are reviewed by the head of the Election Division prior to publication. Documents posted to the County website are in PDF format. Facebook and Twitter are currently the only social media websites used for Napa County election results. Napa County's Election Division has no policy in place regarding access, logging, or accountability for their social media accounts.

<sup>24</sup> Chart data received from the Napa County Registrar of Voters, Jan 7, 2020

The following table summarizes actions taken by the Napa County Election Division:

**Table 1: A Summary of Election Risks**

<b>Election Step</b>	<b>Risk</b>	<b>Action</b>
Voter Registration	Fraudulent registered voters	Voter registration data and electronic signatures of citizens who register to vote at the DMV are transferred to the State’s VoteCal database as well as the County’s election database server. The VoteCal database provides a centralized source to help prevent ineligible parties from registering to vote.
	Duplicate Registrants	VoteCal serves all California counties. The system detects if a resident is registered in more than one county or address within a county.
	Hackers penetrating the state’s registered voter computers	Arizona <sup>25</sup> and Illinois <sup>26</sup> experienced minimal damage when hacked. AB 1043 and AB 1044 were signed into law in August 2019 to improve cybersecurity defenses and better safeguard California voter data. <sup>27</sup>
	Hackers remove the name of a registered voter from voter list	A registered voter who has his name removed may re-register at a Vote Center up to and including election day.
Ballot Distribution	Duplicate ballots	Duplicate ballots are possible if a registered voter changes party affiliation. VoteCal is programmed to detect duplicates and notify County election officials.

<sup>25</sup> Dustin Volz, “Arizona election database targeted in 2016 by criminals, not Russia: source.” April 8, 2018, Accessed Jan 5, 2020

<https://www.reuters.com/article/us-usa-cyber-election/arizona-election-database-targeted-in-2016-by-criminals-not-russia-source-idUSKBN1HF11F>

<sup>26</sup> Rick Pearson, “3 years after Russia hackers tapped Illinois voter database, officials spending millions to safeguard 2020 election”, Aug 5, 2019, Accessed Jan 10, 2020

<https://www.chicagotribune.com/politics/ct-illinois-election-security-russian-hackers-20190805-qtoku33szjdrhknwc7pxbu6pvq-story.html>

<sup>27</sup> Press release, “Governor Gavin Newsom Signs Campaign and Election Cybersecurity Legislation, July 12, 2019, Accessed Feb 7, 2020

<https://www.sos.ca.gov/administration/news-releases-and-advisories/2019-news-releases-and-advisories/governor-gavin-newsom-signs-campaign-and-election-cybersecurity-legislation/>

<b>Election Step</b>	<b>Risk</b>	<b>Action</b>
Ballot Collection	Lost Ballots from USPS	If one suspects their ballot was lost in the mail, they can verify at a County Voter Center. Provisional ballots can be printed, and votes cast at Vote Centers starting 29 days before an election.
	Lost ballots from Ballot Boxes	Two election personnel retrieve ballots dropped off at ballot boxes. Ballots are counted then transferred to the secure ballot room at the Election Department. A paper trail of the custody chain is maintained at the Elections Office.
	Hand delivered lost ballots	Ballots that are hand delivered to the Election Division are counted and delivered to the secure ballot room at the Election Division office.
	Forged ballots	Each cast ballot is checked for correct signature against the signature on file with the County election servers. The signatures are also stored on the VoteCal servers in Sacramento.
Ballot Tallying	Fraudulent signature	Signatures on every ballot are checked against signatures electronically stored on the election servers. Signatures are obtained from DMV records.
	Altered ballots	Ballots with write-in candidates or otherwise altered are processed as adjudicated ballots by senior election officials.
	Damaged ballots	Damaged ballots are physically inspected, and if the intent of the ballot is clear, votes are tallied. Adjudicated ballots are scanned and stored.
	Ballot security	Ballots are stored in a secure ballot room at the Election Office. Access is by key Fob. Only election staff are allowed access.
	Lost or stolen ballot	A registered voter can check the status of their ballot online for when it was received and counted by the Election Division.
Election Results Reporting	Tampered results reported to the CA Secretary of State	Election results are transmitted to the CA Secretary of State via facsimile to a secure VoteCal connection. Facsimiles are not subject to alteration. The connection to the VoteCal servers could, in theory, be penetrated. VoteCal server data is compared to the FAX data for verification. All election data is retained on the County election servers, providing a backup verification, if required. Communications between County servers and VoteCal servers are continuously monitored on election day.

Election Step	Risk	Action
	Hacking Napa County's election servers	<p>Results are posted to the County's website after they are approved by the head Election Department official. Documents are automatically generated and printed as PDF documents that are not edited by election personnel or county website content manager.</p> <p>The election servers are not connected to the internet. They are only plugged into the wall for power. The servers are physical bolted to a table in the secure ballot counting room, reducing the possibility of being penetrated.</p>
	Using hacked passwords to access county website	Napa County Information Technology Services sets password policies. They adhere to best practices set by the California County Information Services Directors Association (CCISDA).
	Hacking Facebook election posts with misinformation	Election results posted on Facebook are limited to links back to the County website. There is a possibility a hacker could hack the County's Facebook page and alter the link or post false results. Strengthened login credentials may be required. The Facebook pages are reviewed by election officials and the County Web Manager during and immediately after the election for correct content.
	Post-election hacking of county social media websites	The County does not have a policy for monitoring County social media sites after the election results (or links to the County website) have been posted.

## CONCLUSION

From the registration process to the posting of election results on election day, the Napa County Election Department exercises electoral transparency on voter registration and in providing a clear chain of custody for paper ballots. According to County Election Officials, in the last 20 years, there has only been one case of voter fraud involving duplicate ballots. Napa voters should be confident that their votes are being counted fairly and accurately while maintaining secret ballot confidentiality.

## **FINDINGS**

F1. Napa County's Election Division accurately registers voters and maintains a secure database.

F2. Napa County's Election Division accurately counts, records and reports citizens' votes.

F3. Napa County's Election Division's lack of policy regarding social media account access exposes them to risk of someone using their accounts to post false or misleading election information on social media.

## **RECOMMENDATIONS**

R1. The Grand Jury recommends the Napa County Election Division and County Webmaster strengthen social media Password policy including a robust schedule for password updates and dual authentication logins by November 1st, 2020.

## **REQUEST FOR RESPONSES**

Pursuant to Penal Code sections 933 and 933.05, the Jury requests responses as follows:

1. Napa County Board of Supervisors (F3-R1)
2. Director of the Napa County Election Division (F3-R1)

Reports issued by the Grand Jury do not identify individuals interviewed. Penal Code section 929 requires that reports of the Grand Jury not contain the name of any person or facts leading to the identity of any person who provides information to the Grand Jury.
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## **APPENDICES**

1. Drop Box Locations
2. Vote Center Locations



### Appendix 1: Drop Box Locations

<b>Drop Box Locations</b>	<b>Address</b>
Napa County Election Division	Alley – 2 <sup>nd</sup> Street Parking Garage Alley, Napa
Cooke Orthodontics	3392 Solano Ave., Napa
Soscol Ave at Lincoln Ave.	South of Soscol Plaza across from Walmart
East side of South Jefferson Ave.	Near Chevron and Goodwill
Napa Valley College	2277 Napa-Vallejo Hwy
City of American Canyon City Hall	4381 Broadway, American Canyon
Walgreens Parking Lot	Broadway St., American Canyon (awaiting approval)
Yountville Community Center	6516 Washington St. (near the library drop box)
St. Helena Library	1492 Library Lane, St. Helena
City of Calistoga	Fair Way – next to bus stop (outside CalMart)
Howell Mountain Market & Deli	15 Angwin Ave, Angwin

Source: Voter’s Choice Act. Updated Election Administration Plan. Napa County – Jan 14, 2020

### Appendix 2: Vote Center Location

<b>Vote Centers</b>	<b>Location</b>	<b>Days Open before Election</b>
Napa County Election Division	1127 First St., Napa	29
Holiday Inn Express	5001 Main St., American Canyon	10
American Canyon Boys & Girls Club	60 Benton Way, American Canyon	3
Yountville Veterans Home	260 California Blvd, Yountville	3
Napa Valley College – Upper Valley Campus	1088 College Ave., St. Helena	3
Calistoga Community Center	1307 Washington St., Calistoga	3
Angwin Fire House	275 College Ave., Angwin	3
Crosswalk Community Church	2590 1 <sup>st</sup> ., Napa	3
Las Flores Community Center	4300 Linda Vista, Napa	3

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