Frequently Asked Questions
Hart InterCivic and the Verity Voting system

Will the state fully cover the purchase cost for Verity?
Yes; Michigan is providing 100% funding for the cost of purchasing Verity. Along with the state-funded hardware and software system components, counties who purchase Verity will also receive 5 years of Hart's industry-leading mainte-nance and support program at no cost.

How is Verity different from/better than the other systems available?
Only Verity offers:
• Election technology launched in 2015, not in 2007 or 2009 like other vendors' systems
• EAC certified electronic transmission solution
• Smallest voting system footprint
• Easiest to use election platform – only Verity has a consistent, plain-language interface, based on EAC/AIGA Design for Democracy templates
• U.S. based vendor and manufacturer

Is Verity a good deal?
Yes; Verity is a highly competitive overall investment. As a superior, modern system launched in 2015, Verity offers a longer service life than the older systems available. This means you get a much better return on investment (ROI).

Does Hart currently have customers in Michigan?
Not yet. However, Hart serves more than 560 jurisdictions in 17 states. Verity is in 8 states and has run multiple success-ful elections. And Verity includes features custom-tailored for Michigan jurisdictions.

Will you have a local presence in Michigan?
Yes; we will maintain one or more facilities in Michigan to ensure all our customers' needs are met. We will locate our Michigan facilities in the regions that best serve our customer base.

Will Hart use a service subcontractor in Michigan?
No. Your service team is made up of Hart personnel. Our direct partnership service model ensures you get expert help from your system's designer and builder – not from a costly, once-removed middleman.

How is Hart's service different from/better than what other vendors offer?
With professional implementation services and 24 x 7 expert support, we empower our customers to conduct election operations more independently than with other systems or service models, gaining efficiency and cost savings. Hart customers report the highest customer satisfaction of any in the industry (97 percent rated us "excellent" or "above average" in our 2016 survey).

What about the other 3 percent of customers who didn't rate you excellent or above average?
We are serious about customer satisfaction at Hart. Since 2007, we have consistently conducted customer surveys to elicit feedback and rate customer satisfaction. Hart customers' satisfaction ratings, as measured by the questions asked in our survey, have consistently exceeded 90 percent in key categories for more than 5 years. Hart employees review every comment in the surveys and make personal calls to customers to address and resolve any issues noted. Our goal is to keep improving on great service to meet all customers' needs.

Is our print vendor required to pass an annual Hart ballot printing test using Hart's exclusive official ballot paper for ballot production?
No. While Hart does provide a printer certification program as well as official ballot stock, we do not require that customers use Hart-certified printers or official ballot stock. We do recommend you use both, though – to ensure the best-quality ballots for your election. We will be happy to work with the vendor you choose to complete certification requirements, if desired. We'll also be happy to provide specifications for recommended commercial-off-the-shelf paper. And don't forget – Hart provides ballot production and certified ballot printing services!

Do we have to purchase ballot stock from you?
No; you can purchase ballot stock from any vendor you choose. We do provide specifications and strongly recommend you purchase paper that meets those specs. You also have the option of buying Hart's official ballot stock.

Will the ballots have removable tabs (stubs)?
Yes, your pre-printed ballots will include removable tabs. Because Verity Touch Writer (Verity's accessible ballot marking device) prints ballots as needed, using cost-effective, commercially available paper without removable tabs, the ballots produced from Touch Writer will not include tabs.

How will we keep the "receipt" or tab (stub) for a voter that uses the accessibility unit?
The "Access Code" ticket associated with each accessible voting session, when reconciled against the Ballot Count Report that Verity Touch Writer produces, serves the same function as a tab on a pre-printed ballot.

How long is your ballot?
Currently, our longest ballot is 17 inches. We will add 20-inch ballots in 2018.

What if the paper jams in the Scan unit?
Paper jams are extremely rare with Verity Scan. This is because Verity Scan doesn't use a physical diverter (it digitally "diverts" ballots that require resolution), and it doesn't require card stock that is affected by humidity and static. Also, the ballot box is designed to prevent jams. In the rare event of a jam, Verity Scan's intuitive, plain-language screens indicate to the voter and poll worker exactly what happened. The next time you see Verity Scan in action, ask to see how well it handles even crumpled paper.

Does Verity provide straight-party voting functionality?
Yes; Verity incorporates Michigan rules for straight-party voting.

Does Verity provide text to speech capability for audio ballots?
Yes; Verity users can import synthesized speech files.

What is "electronic transmission?"
Electronic transmission (sometimes referred to as "remote transmission") is an optional feature used to transmit election results via secure telecommunications channels. Verity is the only voting system that includes an EAC-certified option for electronic transmission. This Verity option, called Relay, enables authorized users to transmit results directly from the Verity Scan tabulator in the polling place to a central jurisdiction office. This feature is especially valuable for rural, remote areas or in difficult travel conditions, because it eliminates the need to physically transport memory devices that contain results to a central office. Relay provides an intuitive graphic dashboard that lets administrators at the central office monitor and manage polling place status in real time.

Won't the data get hacked if it is transmitted through our cell phones?
Verity's electronic transmission option complies with encryption and authentication protocols defined in the Federal Information Processing Standard (FIPS), along with other rigorous federal telecommunication standards for election technology. Encryption converts the data into a code to prevent unauthorized access. Authentication is a way of ensuring only authorized users have access to the data. And only Verity's electronic transmission feature offers the assurance of EAC certification.

Where can I get more information about Verity and Hart?
Visit the Verity 4 Michigan web page at www.hartintercivic.com/Michigan.