From: Frank Henry

To: Review Team

The upgraded version of the VVSG seems to reflect the best effort of the team(s) who generated the new version.

But from a Quality Assurance point of view it seems to be that a very important component is missing; namely, Customer Feedback.

In order to maintain or improve the performance of a voting machine system one needs positive and accurate Feedback from our customers.

A practical way to receive this Feedback is for the election laws to require a post election verification count by a manual hand count of every position on every ballot cast at each election, including voter intent. The verification count should be done after the closing count at each and every precinct before the election workers go home. The closing count will be done by machine or by hand.

If the Verification count is not the same as the closing count, then the verification count shall become the official count for that precinct.

A copy of the verification count report should be sent back to the voting machine provider when machines were used. This report can be treated as Feedback for the machine provider.

The Feedback can provide quantitative data which will point to:

1. Machine generated errors.
2. Voter generated errors.
3. Election workers/officials generated errors.
4. etc.

This Feedback will provide the machine provider positive info for cost effective maintenance and upgrade programs.

Thanks and Good Luck.