

Clear Ballot Response to COVID-19



To our Clear Ballot customers and the election community:

As a result of the discovery of the SARS-CoV-2 virus and the spread of the associated coronavirus disease (COVID-19), we are taking proactive measures to ensure service continuity as we adapt to this unforeseen and challenging situation. Clear Ballot is following guidelines and best practices from the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) within our company. We have instituted a teleworking policy consistent with our designation by the Department of Homeland Security as a private sector entity within a Critical Infrastructure Subsector.

The CDC [has issued guidelines](#) on minimizing the spread of viral illnesses in polling locations. One of the key recommendations is promoting mail-in methods of voting such as absentee ballots. Clear Ballot is a leader in central count tabulation, and is able to help your jurisdiction handle an increase of absentee ballots or a move to mail-in methods. If we can help you with these needs, please email info@clearballot.com.

Our team is dedicated to working with our customers to help them minimize the disruption to their elections. We have issued documents regarding [voting hygiene](#) and [technical support](#), which we encourage you to reference and distribute as appropriate.

We are active participants in the Information Technology Information Sharing and Analysis Center (IT-ISAC), as well as the Cyber Hygiene network scanning program provided by the Cybersecurity and Infrastructure Security Agency (CISA). As regular participants on cross-sector calls with DHS/CISA, CDC, and our public and private sector partners, we are actively responding to the changing landscape, both as it applies to our physical reality and our information technology resources and products. We have also taken steps to harden our network infrastructure, both to ensure continuity of services as demand on digital services increases and to increase our cyber resilience.

As we all become accustomed to this new way of working, we will continue to provide best-in-class customer support. Our team is actively working to increase our capacity to support you remotely, where advised by public health guidance or local policy, and we are ready and able to adapt to meet your changing needs.

Thank you for your time, patience, and support, as we work together to support safe and secure elections and accurate and efficient post-election analysis.

Sincerely,

Bob Hoyt
Chief Executive Officer