From: Nate Young (MCRO) <█████████████████>
Sent: Thursday, September 1, 2022 5:36 PM
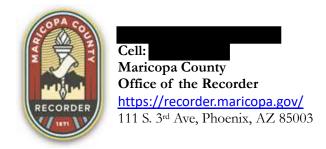**To:** Megan Gilbertson - RISCX; Zach Schira (BOS); Darron Moffatt - RISCX; Scott Jarrett - RISCX; Rey Valenzuela - RISCX; Michael Moore (MCRO); Ilene Haber - RISCX; Fields Moseley (OOC); JASON BERRY (OOC); Matthew Roberts (MCRO)
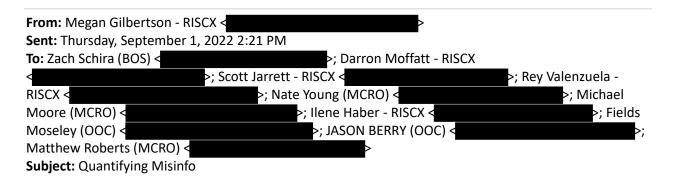**Subject:** RE: Quantifying Misinfo

I like it, Megan. Thanks for taking the time to consolidate all of this down.

Nate Young
Information Technology Director

Cell: █████████
Maricopa County
Office of the Recorder
https://recorder.maricopa.gov/
111 S. 3rd Ave, Phoenix, AZ 85003

From: Megan Gilbertson - RISCX <█████████████████████>
Sent: Thursday, September 1, 2022 2:21 PM
To: Zach Schira (BOS) <██████████████████>; Darron Moffatt - RISCX <████████████████████>; Scott Jarrett - RISCX <███████████████████>; Rey Valenzuela - RISCX <███████████████████>; Nate Young (MCRO) <███████████████████>; Michael Moore (MCRO) <██████████████████>; Ilene Haber - RISCX <██████████████████>; Fields Moseley (OOC) <█████████████████>; JASON BERRY (OOC) <███████████████████>; Matthew Roberts (MCRO) <██████████████████>
Subject: Quantifying Misinfo

Hi All,

The AP is asking us to quantify our work in combating misinformation. While it's difficult to do, below is my stab at doing so. Thoughts? Is it comprehensive enough? I'd like to send her something by COB today.

Hi Ali,

It's difficult to quantify much of this because our staff does not track their time separately, but the workload has definitely increased with the vast spread of misinformation and the time it takes to response.

The Recorder's constituent services team who work to respond to voters that send inquires to the Elections Department and Recorder's Office. There are five members of that team. During an election

cycle 75% of the email requests are voter registration and election requests, while 25% of their time is spent on responding to mis- and dis- information.

The Recorder's Office and County Office of Enterprise Technology have six staff members actively threat monitoring. The teams work to identify specific threats to county and elections staff and property and report them to law enforcement. The reason why monitoring social media and other internet channels for threats and misinformation is important is because these can lead to physical threats. As a direct result of the Primary, half of our Information Security Officer's time was reporting threats and online harassment to law enforcement. Because of this, we've implemented a new reporting system to help manage this information.

Our public records custodian also has an increased work load. For example, misinformation was spreading that Maricopa County was going to destroy the ballots and election data in September and told people to request the 2020 cast vote record. In just a few weeks, we went from a handful of requests for that very technical data set to 172 requests this year. In previous years, that was more than the total number of public records request the office received.

While not their only job, our election and IT subject matter experts also work to debunk mis-, dis- and mal- information. When a claim arises that we must respond to, the team is able to conduct research to debunk misinformation. This type of response takes time. In 2021, Maricopa County produced hundreds of thousands of documents, data and equipment to the Senate for its investigation, about every topic imaginable concerning the election. We responded to every allegation put forward by the Senate and its subcontractors and conclusively demonstrated that Maricopa County administered the election with integrity and the results were accurate and reliable. We created a webpage called *JusttheFacts.Vote* to provide a central location for factual information about election administration in our county. The website is continually growing and changing. Our team was able to launch it in just a week. In January 2022, we released our report titled, *Correcting the Record: Maricopa County's In-Depth Analysis of the Senate Inquiry*. It took hundreds of hours of staff time to complete the in-depth analysis.

Megan Gilbertson
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