



## NASS EXECUTIVE BOARD

Hon. Jim Condos, VT  
President

Hon. Paul Pate, IA  
President-elect

Hon. Maggie Toulouse Oliver, NM  
Treasurer

Hon. Steve Simon, MN  
Secretary

Hon. Connie Lawson, IN  
Immediate Past President

Hon. Denise Merrill, CT  
Eastern Region Vice President

Hon. Tre Hargett, TN  
Southern Region Vice President

Hon. Jay Ashcroft, MO  
Midwestern Region Vice President

Hon. Alex Padilla, CA  
Western Region Vice President

Hon. Al Jaeger, ND  
Member-at-Large (NPA)

Hon. Matt Dunlap, ME  
Member -at-Large (ACR)

March 7, 2019

Mr. Kevin Kane  
Public Policy, Twitter  
1133 15th St NW  
Washington, D.C. 20005

Dear Mr. Kane:

On behalf of the National Association of Secretaries of State (NASS), I would like to thank you for your willingness to work with the Secretaries of State, election directors and other important stakeholders to address misinformation and disinformation on your platform related to the elections process. We believe significant progress has been made to understand and address these issues. As we move into 2019 and the 2020 general election, we urge Twitter to further engage on the following issues:

**First, the elections community faced many challenges as a result of Twitter's use of a non-government, third-party site to prompt users to register to vote.** We instead encourage Twitter to either connect directly to the chief state election webpages, state online voter registration system webpages, and/or [vote.gov](https://www.vote.gov). These government-backed websites will provide accurate information to the public, eliminating confusion and frustration in the voter registration process. As we have previously discussed, in the 2018 midterm election cycle, a non-government, third-party site failed to properly notify users of incomplete voter registration applications initiated through their site. Many of these individuals then went to the polls and quickly found out they were not registered. This incomplete process was not effectively addressed by the third-party platform or Twitter at the time. Moving forward, we would like to avoid future issues of this nature.

**Secondly, Twitter's election mis/disinformation "election partner portal" was inefficient.** Leading up to and during the 2018 midterm elections, mis/disinformation was reported to Twitter through a "election partner portal." The portal created an additional step to report false information, causing the states to utilize NASS or the National Association of State Election Directors (NASED) to make the report on their behalf. This approach does not allow for reporting to happen as quickly as a state may need, especially on Election Day. States must be



# NASS

National Association  
of Secretaries of State

able to report directly to the platform to ensure a speedy report and response. Twitter should also consider on-boarding local election officials, particularly large jurisdictions, into the portal.

**Finally, Twitter's user agreement rules were ineffective when addressing reported election mis/disinformation.** While we appreciated the ability to report false information, in some cases the reported mis/disinformation was not taken down, causing the perpetuation of false information and distrust in the platform as a source of reliable information. The frequent response from Twitter was the mis/disinformation did not violate your standards, with no further explanation. Secretaries of State and their staff often appealed this decision, but to no avail. Transparency and consistency in the reporting process is crucial to ensure accurate information in the public domain to instill voter confidence.

**As election officials and the federal government continue to fight mis/disinformation around elections, we believe it would be beneficial for state and local election officials to give direct input on your platform's user agreement rules.** Election officials have first-hand knowledge of false claims (past and present), and a strong familiarity with state laws, campaigns, candidates and politically active local organizations. Advisement on Twitter's standards could include establishing a working group of Secretaries of State, election directors and their communications directors. NASS would be happy to help facilitate this working group.

Again, NASS and its members appreciate our continued positive working relationship with Twitter. I look forward to your consideration of these requests as we all prepare for the 2020 elections. In the interim, if you or your staff have any questions please feel free to contact NASS at 202-624-3525, or [mbenson@sso.org](mailto:mbenson@sso.org).

Sincerely,

Hon. Jim Condos  
NASS President and Vermont Secretary of State

cc: Committee on House Administration  
U.S. Senate Committee on Rules and Administration  
The U.S. Election Assistance Commission  
The Department of Homeland Security  
The National Association of State Election Directors