LAST MILE PARTNERSHIP: ARKANSAS

NASS Summer Conference 2023
Arkansas: Election Day Emergency Response Guide

ELECTION DAY EMERGENCY RESPONSE GUIDE

IMPORTANT CONTACT INFORMATION

STATE CONTACTS
- Arkansas Secretary of State (SOS) Elections Division (501) 683-1825
- Arkansas Division of Information Systems (DIS) (501) 682-9990
- Arkansas Department of Emergency Management (ADEM) (501) 683-6700
- Arkansas State Fusion Center (501) 615-8001, (866) 781-2332

FEDERAL CONTACTS
- Cybersecurity and Infrastructure Security Agency (CISA) (888) 282-0870
- Elections Infrastructure Information Sharing and Analysis Center (EI-ISAC) Security Operations Center (866) 787-4722
- Little Rock FBI Field Office (501) 221-9100

WHEN IN DOUBT, CALL THE SECRETARY OF STATE (SOS) ELECTIONS DIVISION

Cybersecurity Incident RED FLAGS
- Voter lines around voting equipment for an unusually long period of time and/or attempts to tamper with the equipment
- Email containing long hyperlinks and/or attachments with no additional information
- Email message from an unrecognized sender trying to persuade you to click on a link or open an attachment
- Unexplained or unauthorized activities occur on election system software
- Software operates slower than usual or frequently freezes or crashes

Severe Weather RESPONSE STEPS
1. Secure ballots and voting equipment
2. Evacuate to a safer location, time permitting
3. If unable to evacuate, take shelter under a stable, heavy object
4. Stay away from power sources, power lines, phone lines, gas lines, and windows
5. Follow directions of emergency response personnel
6. Stay in contact with ADEM
7. Notify SOS Elections Division

Violent Incident RESPONSE STEPS
1. When or if it is safe to do so:
   - Call 9-1-1
   - Secure ballots and voting equipment
   - Evacuate the building
   - Notify SOS Elections Division
   - Report incident details to the AR State Fusion Center
2. Bomb threat or suspicious object:
   - Keep everyone away from the object
   - Call 9-1-1
   - Notify the SOS Elections Division and AR State Fusion Center
3. Active shooter: RUN, HIDE, FIGHT
   - Report suspicious activity to local law enforcement and the AR State Fusion Center

Fire/Fire Alarm RESPONSE STEPS
1. Evacuate the building
2. Proceed to designated assembly location
3. Call 9-1-1
4. Take a head count
5. Take note of and report any missing people to emergency response personnel
6. If safe, secure ballots and voting equipment
7. Notify SOS Elections Division

Cybersecurity Incident RESPONSE STEPS
1. Take note of any unauthorized or unusual activity
2. Save the compromised device offline—disconnect it from the internet and from Wi-Fi
3. Remember any information you entered into a fraudulent website
4. Report the incident to SOS Elections Division, AR State Fusion Center, and DIS
5. Report the incident to the Little Rock FBI Field Office, EI-ISAC, and CISA
6. Change your passwords by logging into the real website from a different computer
# Last Mile Products: Overview

## Product Benefits

**Customizable**
- All Last Mile products can be tailored to meet the needs of state and local election officials.

**No Costs to the User**
- Costs covered for the development, printing, and shipping of these products.

**Expedited Turnaround**
- Drafts can often be developed in under a week.
- Printing and shipping typically takes 30-45 days.
- Digital products can be available immediately upon finalization.

CISA has developed Last Mile products for more than 6,000 election officials in 35 states.

### ELECTION DAY EMERGENCY RESPONSE GUIDE

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<th>Severe Weather Response Steps</th>
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<tr>
<td>1. Secure ballots and voting equipment.</td>
<td>1. Execute the building.</td>
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<tr>
<td>2. Evacuate to a safer location, time permitting.</td>
<td>2. Proceed to designated assembly location.</td>
<td>2. Document compromised device from infected and from Wi-Fi.</td>
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<td>3. If unable to evacuate, take shelter under a stable, heavy object.</td>
<td>3. Call 9-1-1.</td>
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<td>4. Stay away from power sources, power lines, phone lines, gas lines, and windows.</td>
<td>4. Take a head count.</td>
<td>4. Report incident to SOS, Elections Division, CIRG, and NIAC.</td>
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<td>5. Follow directions of emergency response personnel.</td>
<td>5. Take note of and report any missing people to emergency response personnel.</td>
<td>5. Report incident to NIAC, CIRG, and FBI Chilmark Field Office.</td>
</tr>
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<td>6. Stay in contact with NEMA.</td>
<td>6. If safe, secure ballots and voting equipment.</td>
<td>6. Change passwords by logging into real website from another device.</td>
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</tbody>
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### Cybersecurity Incident RED FLAGS
- Value faxes around voting equipment for an unusually long period of time and attempts to tamper with the equipment.
- Email containing long hyperlinks and attachments with no additional information.
- Email message from an unregistered sender trying to persuade you to click on a link or open an attachment.
- Unexplained or unauthorized activities occur on election system software.
- Software operators slower than usual or frequently freeze or crash.

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Actual Size: 11” x 17”
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