

AI Voter Help Hub - Final Report

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The AI Voter Help Hub project was initiated to improve the efficiency and accuracy of voter information delivery within our county's election operations. The proposal also focuses on leveraging AI Chats that land on our website, with FAQs related to voter registration laws and policies that impact voters to support call center staff and seasonal workers by providing quick, accurate responses to voter inquiries.

My goal is to enhance voter registration information accessibility and reduce inconsistencies in responses provided by election staff, ultimately improving public trust and operational efficiency by decreasing the call volume of questions into the voter registration office by providing tools for residents to get election related via Chat Box integrated into our web page.

The AI Voter Help Hub project is designed to streamline voter assistance, making sure that both voters and staff have instant access to reliable information. By integrating AI-powered chat solutions, the initiative seeks to address frequently asked questions, reduce response times, and ensure compliance with complex election regulations. This approach not only enhances the user experience but also supports staff members in managing high volumes of inquiries more efficiently.

As Chief Deputy of the Board of Voters Registration, I am responsible for overseeing certain voters registration processes as it relates to the overall election operations and ensuring compliance with state and federal standards. This project aligns with my role in modernizing processes and supporting staff performance during in person Early Voing period and election day, by have quick and accessible information regarding voter records that impact their vote.



The project aims to develop an AI-powered help hub dedicated to providing accurate voter information. To ensure the system delivers reliable responses, existing standard operating procedures (SOPs) and voter materials will be collected and prepared for integration into the AI platform. By benchmarking similar AI implementations in other government agencies, the team will identify and apply best practices throughout the development process. Additionally, the implementation of a web-based AI Voter Information Chat will allow voters to access accurate information online, thereby reducing the volume of inquiries handled by the call center and improving overall accessibility for the public.

- Call center staff can quickly access accurate and consistent voter information.
- Voters can self-serve through a secure, web-based AI chat tool To ask FAQs related to the upcoming or current election
- Reduced reliance on lengthy training for seasonal staff, by having on demand information ready to share.
- Improved voter confidence through accurate and timely responses from election frontline staff.



- Initial proposal submitted and IT consultation completed. September through March
- Current phase: Research and data preparation. September through March
- Next phase: Pilot implementation and evaluation, including web-based chat integration. April 7th through May 5th
- Consulted IT and CEATS staff departments for feasibility and integration guidance.
- Researched AI applications in other government agencies.
- Collected SOPs which included Military and Oversees mail ballots process, Certificate of Error and VRG 4/12 process and voter information materials for system training.
- Internal IT systems and SOP documentation
- Web development resources, such as Indiana State and local information tech professional for chat interface.

Success will be measured by: To evaluate the success of the AI Voter Help Hub, we will compare the number of phone calls received on previous election days with the volume after implementation of the web-based chat system. This quantitative measure will help determine the impact on call center workload and voter self-service rates. Additionally, staff feedback will be actively solicited regarding their experiences with the new SOPs and system changes, focusing on usability, workload, and overall satisfaction. Based on this feedback, we will review and, if needed, revise procedures to address any concerns and further optimize the platform for both voters and staff.

