



The Commonwealth of Massachusetts
William Francis Galvin, Secretary of the Commonwealth

DECISION AND ORDER RELATING TO THE ADMINISTRATIVE COMPLAINTS
AGAINST THE CITY OF BOSTON
PREPARED PURSUANT
TO M.G.L. c. 56, § 60 AND 950 C.M.R. 56.04

I, William Francis Galvin, in my capacity as Secretary of the Commonwealth of Massachusetts (“Secretary”), initiated an investigation of certain matters concerning standards, practices and procedures of election officials in the City of Boston (“City”) that may be contrary to election laws. The investigation was initiated based on information provided by the City to this Office, as well as from complaints that were received by this Office from Boston voters in connection with the State Election in the City held on November 5, 2024 (“State Election”). I accept and agree with the determinations contained in the Report, which is attached hereto.

Given the urgent circumstances that necessitate addressing these matters immediately, I issue the following Order.

It is HEREBY ORDERED that:

- 1. The Boston Election Department shall deliver to each polling location in the City a number of ballots equal to the number of registered voters for that polling place, prior to the opening of the polls and shall submit an implementation plan, subject to the Secretary’s approval.**
- 2. The Boston Election Department shall provide a plan, subject to the Secretary’s approval, to ensure that the City and poll workers can communicate with each other in real time during the election. The plan shall include contingencies for additional communication lines for each election and for public access to communicate with the Boston Election Department. Each warden at a polling location shall have a communication device allowing the warden to be immediately accessible and to timely contact the Boston Election Department in real time.**
- 3. The Boston Election Department shall provide a plan, subject to the Secretary’s approval, to establish a designated team of City staff to contact every polling location throughout the City on election day in order to receive information which includes, but is not limited to, voter turnout, ballot supply status, voting machine issues and any other significant matters affecting the election. For each election day, these communications shall take place at 9 a.m., 12 p.m., 3 p.m. and 6**

p.m. or at other times throughout the day should events dictate additional contact. This information shall be timely provided by a person designated by the Boston Election Department following each contact, in a form acceptable to the Secretary, and submitted to the Director of Elections for the Secretary's Office immediately following each contact time. If the Boston Election Department is unable to reach any particular polling location at the designated times, the City will immediately dispatch a specified team to go to that particular location. Upon arrival, the specified team will immediately confirm the contact and location status with the Election Department.

4. The City will develop, in consultation with the Secretary, comprehensive warden and poll worker training programs to ensure that all election laws are understood and followed by every election officer.

5. The City shall provide a comprehensive plan, developed in consultation with the Secretary, concerning pre-election preparation, election day administration and post-election day issues.

6. The Secretary shall appoint, after consultation with the City, an individual or individuals (hereinafter "Secretary's Designee") to assist the Boston Election Department in their preparation and administration of elections in the City through and including the election cycle held in 2026.

7. After the 2026 State Election, a review will be conducted regarding the election practices of the City to determine whether this Agreement and Order shall be extended.

Failure to comply with this Order will result in referral to the Attorney General for enforcement, in accordance with General Laws chapter 56, section 60 and 950 C.M.R. 56.05.

By William Francis Galvin, Secretary of the Commonwealth of Massachusetts, this 24th day of February 2025.

A handwritten signature in blue ink, reading "William Francis Galvin". The signature is fluid and cursive, with the first name "William" and last name "Galvin" clearly legible.

William Francis Galvin
Secretary of the Commonwealth