

APPROVED

September 15, 2014

MEETING OF THE MONTGOMERY COUNTY BOARD OF ELECTIONS  
18753-210 North Frederick Avenue, Gaithersburg, Maryland

In Attendance:

Board Members:

Mary Ann Keeffe, President  
Donice Jeter, Vice President  
Graciela Rivera-Oven  
Nahid Khozeimeh  
Jacqueline Phillips  
David Naimon

Board Attorney:

Kevin Karpinski

Staff:

Margaret Jurgensen, Election Director  
Alysoun McLaughlin, Deputy Election Director  
Laletta Dorsey, Acting Voter Registration Manager  
Lisa Merino, Office Services Coordinator  
Marjorie Roher, Management and Budget Specialist III  
Janet Ross, Information Technology Manager  
Christine Rzeszut, Operations Manager  
Leslie Woods, Election Judge Coordinator  
Gilberto Zelaya, Outreach Coordinator

Guests:

Dolly Kildee  
Barbara Sanders

**Convene the Board Meeting and Declare a Quorum Present**

Ms. Keeffe called the Board Meeting to order and declared a quorum present at 2:30 p.m.

## **Public Comments**

No Public Comments were given.

## **Additions/Changes to the Agenda**

Ms. Jurgensen requested that Ms. Roher give a brief statement regarding media after the budget. Ms. Keeffe agreed. Mr. Naimon stated that he had a New Business item to discuss.

## **Approval of the July 21, 2014, Board Meeting Minutes**

The Board was sent the July 21, 2014, Board meeting minutes in advance. Mrs. Khozeimeh made a motion to approve the July 21, 2014, minutes as presented. The motion was seconded by Mrs. Jeter. Ms. Keeffe inquired if there was any discussion. Mr. Naimon stated that the minutes did not accurately reflect a discussion that took place during the meeting and he would like clarification before the minutes are approved. He added that a conversation occurred where Ms. Jurgensen was asked to contact SBE/MVA and to follow up with the Board. He added that she indicated she would bring it to the September meeting and the Board agreed that September was not soon enough and asked for the information to be provided in August. Mr. Naimon stated that he wants the minutes to reflect what took place in the meeting. Ms. Keeffe stated that she recalls the conversation and assumed it was during the MVA issue. She inquired if Mr. Naimon wanted to amend the minutes. Mr. Naimon stated he was not comfortable making any changes to the minutes as he has not listened to audio of the meeting.

Ms. Jurgensen responded that she and staff have listened to the Voter Registration and Board Attorney report, both items where MVA was discussed, and in those sections there is no specific date or direction from the Board to provide information to them. She noted that staff also listened to the EPB section, where the Board did request that information be provided prior to the September Board meeting, which is reflected in the Board meeting minutes. (The information was provided via email in August.) Ms. Roher identified page 5, of the Electronic Poll Book Issue, second paragraph, last sentence, indicating "Ms. Jurgensen stated that once all the information is compiled, a report will be made available to the Board," not specifically prior to the September Board meeting.

Ms. Keeffe and Mr. Naimon indicated that is not where they recall the conversation taking place. Mr. Naimon added that if the Board gives specific direction with a deadline, it should be reflected in the minutes. Ms. Keeffe agreed. The Board discussed the matter further. Mr. Karpinski suggested that another person listen to the audio and the Board table the minutes until clarification is made. The Board reached a consensus to table the minutes to September pending additional review. Ms. Roher inquired whom the audio should be sent to. The Board asked that the audio be sent to all members. Ms. Roher stated that she and Ms. Merino will work with IT staff to make the audio of the Board meeting available as soon as possible.

## **Election Director Report**

### **Personnel**

Ms. Jurgensen reported that temporary personnel will be returning over the next several weeks as the General Election approaches. She added that four election judge trainers have left for full time employment and staff is in the process of recruiting additional staff. Ms. Keeffe expressed concern that some election judges felt they did not receive enough training and noted that staff needs to be more vigilant on the issue. Ms. Woods addressed the Board and stated that a considerable number of the individuals hired to serve during the Primary Election were new, as many of the experienced judges were not available due to the timing of the election. Several were not as proficient; however, judges have gained more knowledge, and a better understating of the process, and can now return with experience. More importantly, they have learned from their mistakes. Ms. Woods stated that several long time election judge trainers will be returning for the General Election. The new incoming election judge trainers will focus on specific sections, as it is too much to ask them to learn the entire process. Mrs. Rivera-Oven inquired what the ratio of students is; Ms. Jurgensen responded 16 to 20 students to 4 trainers, one teaching and three circulating through the class to assist.

Mrs. Jeter inquired if there had been any IT personnel changes. Ms. Jurgensen responded yes - two staff members were replaced. One previously served as Chief Judge in the Primary Election and the other previously worked for us in IT.

### **Significant Meetings**

Ms. Jurgensen reported she attended the Election Center Annual Conference where issues related to upcoming USPS changes and their impact on delivery of mail was discussed. Other topics included voting systems for the future, emergence of concepts with voter interaction, and the readability of election material to encourage the use of more graphics instead of words.

Ms. Jurgensen reported that the Election Assistance Commission expects to hold a US Senate hearing on September 17, 2014, for the appointment of new Commissioners.

Ms. Jurgensen stated that Cuyahoga County in Cleveland, Ohio, was acknowledged for best practices on tracking media messages and corporate inclusion for election judges and poll workers (marketing to lead corporations). This information was shared with Ms. Roher and Ms. Woods. Ms. Jurgensen stated that the Board of Elections is recruiting with some success with *GEICO*, *Westat* and *NIST*. Ms. Keeffe inquired if staff has reached out to Chambers of Commerce and local jurisdictions. Ms. Jurgensen responded that Ms. Roher and Ms. Woods have reached out to several Chambers throughout Montgomery County. Ms. Keeffe noted that in every election it gets harder to recruit and keep election judges; she suggested arranging a meeting with the Board members and several chairs of Chambers to discuss bringing them in as true partners.

Ms. Jurgensen reported that, in response to a discussion regarding fires in ballot drop off boxes, our ballot drop box now has a fire suppression unit installed.

Ms. Jurgensen stated that Auburn University and the Election Center are working on benchmarking and measures research to establish a nationwide industry standard and definitions

due to the wide gap of understanding the differences between Early Voting, Absentee Ballots, and Online Ballots. She noted that Montgomery County has agreed to participate and, if selected for the study, there will be no cost to us (via survey.)

An important meeting was held with the Council of Governments regarding planning for National Voter Registration Day, September 23. Participants were DC, several counties in Virginia, Prince George's County, and Montgomery County. Bilingual information will be distributed and media releases issued. Mrs. Rivera-Oven requested a copy of the flyer, Ms. McLaughlin agreed to provide it.

### **Budget (Incorporated as attachment A)**

The FY14 Operating Budget was provided in advance. Ms. Roher reported on the FY14 Operating Budget, noting a potential surplus. She stated that all figures have not been received and a final report should be available at the October Board meeting. Ms. Philips inquired if all the State billing has been submitted. Ms. Roher responded that the last bill has not yet been received, although funds have been accrued and are now reflected in the current fiscal year budget.

The FY15 Operating Budget was provided in advance. Ms. Roher provided an up to date budget through September 14, 2014. She noted the budget is on track.

### **Media**

Ms. Roher reported that the International Foundation of Electoral Systems (IFES) contacted her to request that two hundred individuals be allowed to observe the election process. She contacted Ms. Keeffe and, per their discussion, IFES will visit four polling places, at two different times, with 20 people at each site. As mentioned in the Primary Election, a different group, comprised of previous Board Members and our former Deputy Director, will assist with this visit. She added that Ms. Jurgensen received a request last week from the State indicating that the Project on Middle East Democracy has requested to bring eight observers to visit a polling place. Ms. Khozeimeh agreed to meet with them.

\*\*\* Ms. Roher left the room at 3:30 p.m. \*\*\*

### **Voter Registration**

Ms. Jurgensen reported that monthly statistics have been posted to the website. She stated that all voters registered since January 2012, whose party affiliation is categorized as "Other Party," have been sent a letter (provided to the Board). She reported a state mandated mailing was sent to all individuals who will not be 18 by November 4, to inform them they are not eligible to vote in the upcoming Gubernatorial Election.

Ms. Jurgensen stated that due to the MVA issues with Voter Registration, she accompanied Ms. McLaughlin's on visits to the Walnut Hill MVA to experience the procedures and processes that

take place. Information was previously provided to Ms. Jurgensen as to what screens (about Voter Registration) would appear. They conducted both transactions using a kiosk and face to face interaction. Attached to these minutes is Ms. McLaughlin's detailed account of those visits. (Incorporated as attachment B).

Ms. Keeffe wanted clarification if the issue at hand is "Other Party" or "Unaffiliated"; Ms. Jurgensen noted the issue initially brought to the attention of the Board of Elections was "Other Party." The Board discussed and reviewed system screen shots of MVA screens provided. Ms. Jurgensen stated that although the screen shots provided indicate a process, that is not what occurred on their visit to Walnut Hill. At no time was Ms. McLaughlin asked to change her Voter Registration through face-to-face or kiosk interaction. A few days later, Ms. McLaughlin's signature was superimposed on an Electronic Voter Registration form received from the MVA. Ms. Jurgensen contacted Thomas Surock, MVA liaison with SBE, and is scheduled to meet with him on September 23. Ms. McLaughlin explained the procedural steps experienced at MVA. The Board discussed the matter further. Mr. Naimon questioned if MVA staff is rated on how quickly people are processed. Ms. Phillips asked if an individual selects "Other Party" at a kiosk, and does not (what is presumed is directed) call SBE and select one of those other parties, what happens next. Ms. Jurgensen responded that a Voter Notification Card (VNC) indicating "Other" is sent, and now a letter is also sent, explaining their choice and providing an opportunity to select a party.

Mr. Naimon stated that the letter sent to "Other Party" is not clear and should be modified. Ms. Keeffe stated that a separate letter should be sent to those individuals identified as "Unaffiliated." Mr. Naimon will provide edits to the letter. The Board discussed the matter further. Mr. Naimon noted there should be clarification if there is any requirement for those individuals who select "Other Party." Ms. Phillips stated that Montgomery County Board of Elections has expressed many concerns with how the Board's and staff's reputation is judged in regard to registrations processed through MVA and SBE. She suggested that an outside audit occur to ensure that the voter registration process at MVA, SBE, and Montgomery County is done as well as it possibly can be. The Board discussed this briefly.

Ms. Keeffe acknowledged the article from the *Gazette* "Voter registration woes draw finger pointing" posted Friday, August 15, 2014. She indicated that SBE states that the problem does not occur at MVA, but at local Boards (Montgomery County) not processing applications correctly. Ms. Jurgensen stated that she spoke to Mary Wagner, Director, Voter Registration and Petition Division, prior to the article being published and Ms. Wagner indicated that when an individual does not select a party they are automatically categorized as "Other Party." Subsequently, after the article ran, she contacted Ms. Wagner for clarification via email. Ms. Jurgensen provided Ms. Wagner regulations from 2014 outlining the process for applications provided by MVA and Ms. Wagner admitted she had mistaken the wrong classification of "Other." However, that is not what was described in the article. Ms. Keeffe stated that she reached out to Linda Lamone, State Administrator, and Donna Duncan, Assistant Deputy for Election Policy, as Ms. Wagner was not available, for further clarification on the procedure/selection for "Other Party." Ms. Jurgensen and Ms. Keeffe agreed the information provided by them is not the same information available on the State Board of Elections' website FAQs. Ms. Jurgensen requested printed information be provided to share with staff; that information has yet to be provided. Ms. Keeffe also requested the regulation be provided (at the time of meeting no information been provided). Mrs. Jeter stated that with so much confusion, there needs to be clarification of "Other" and "Unaffiliated," and the

Board agreed. Ms. Keeffe added that the letter (mentioned above) should have a definition of both "Other" and "Unaffiliated."

Mr. Naimon questioned Ms. Jurgensen's statement from the *Gazette* "*Voter registration woes draw finger pointing*" that the Board has known about other registration problems at the Motor Vehicle Agency for about the past two years. Ms. Jurgensen stated the issue was brought up in March of 2012. Mr. Karpinski noted that two issues had been brought up regarding MVA, 1) multiple duplicate voter registrations coming electronically from MVA, and 2) right before the Primary, party affiliation changes. Ms. Jurgensen noted that March of 2012 was the launch of the electronic process. Because there were several glitches to iron out, there was no overwhelming concern within a few months of the initial soft launch. Mr. Naimon stated the article implies the Board knew of the issue and did nothing about it; Ms. Jurgensen responded that was not the statement she provided to the reporter. The Board expressed their concern that Ms. Jurgensen's statement was taken out of context. The Board agreed action must be taken with regard to the MVA issue. Ms. Phillips made a motion that the Montgomery County Board of Elections hire an outside auditor to investigate/survey the voter registration process from MVA through SBE to the Montgomery County Board of Elections utilizing a controlled group of in person and or mail documents to a large sample of the MVA registrations of all party affiliations. The motion was seconded by Mr. Naimon. The Board briefly discussed the motion. Mrs. Rivera-Oven noted that the article was published on August 15 with no response to date from the Board; she suggested that the Board respond to the editor, to let the public know they are aware of the issue and are moving forward to resolve it. Ms. Keeffe agreed and suggested that the letter indicate that an outside auditor will be brought in to investigate further; the Board agreed. Mrs. Keeffe, Mrs. Khozeimeh, Mrs. Rivera-Oven, and Ms. Phillips voted for the motion; Mrs. Jeter abstained. The motion passed. Ms. Phillips will prepare a draft letter and provide it to Ms. Jurgensen. Mrs. Jeter expressed concern that the letter to be written to the editor should clearly identify what the problem is. She suggested that the letter inform the public about what the BOE is doing to resolve the issue. Mr. Karpinski will look into auditing firms. The Board will provide comments to Ms. Phillips regarding the letter.

### **State Board of Elections**

Ms. Jurgensen reported ballot preparations began August 19 and the ballot has been proofed and cleared for printing. Screenshots of the sample ballot will be submitted on September 16. The Board was provided a copy of the ballot. Mrs. Rivera-Oven suggested a change to the Spanish verbiage. Ms. Jurgensen noted that the ballot has been approved and no further changes can be made. She added that the County Attorney's and Attorney General's Office chose the language on the Constitutional Amendment. Mrs. Rivera-Oven requested a copy of the ballot.

### **Board Attorney Report**

Mr. Karpinski reported that the United States District Court for the Court of Maryland issued an opinion on the online ballot marking tool. The suit was brought by the National Federation for the Blind and three plaintiffs against the State Board of Elections. The plaintiffs allege since they are disabled, they were qualified to receive benefits of the service (i.e. the marking device) being provided (absentee voting) and thus were excluded from the benefits of this service. The Court

found that the plaintiffs were denied meaningful access. The Court also found that the use of the ballot marking tool was a reasonable modification of the State's current system. He noted that this option will only be made available to the disabled community. Ms. Phillips inquired how an individual would notify the Board that they are disabled and thus qualify for the online ballot marking tool. Ms. Jurgensen responded that the SBE is developing a process for those individuals to self-identify that they are disabled to request an absentee ballot with an online marking tool.

Mr. Karpinski updated the Board on a request from Mrs. Jeter regarding Early Voting sites. He stated that all nine sites that were in place for the Primary Election must also be used for the General Election. The Board has no authority to make any reductions or additions at this time according to statutory requirements.

Mr. Karpinski updated the Board with information regarding those individuals categorized as "other" party who voted a provisional ballot during the Primary Election. He noted the information was not very useful. His staff contacted sixty-two individuals who voted a provisional ballot on June 24 due to party affiliation change. Of those, twenty-seven responded and nine of them visited Walnut Hill. Others stated they visited an MVA in Gaithersburg, as well as other locations. Individuals were asked if MVA staff asked them to register to vote; six responded no, eight responded yes, and thirteen could not remember. Individuals were asked if MVA staff asked them to choose a political party; of the eight, four said yes, others could not remember. Mr. Karpinski stated that the survey was inconclusive, as most of the answers were "I don't remember."

## **Old Business**

### **2014 Gubernatorial Primary Election Follow Up**

#### **Election Judge Performance and Voter Comments** (Incorporated as attachment C)

Ms. Woods provided a report of Election Judge recruitment and training activities to the Board. Mrs. Rivera-Oven requested a breakdown of bilingual judges and trainers who serve by age and position. In addition, Mr. Naimon requested a breakdown of all judges by age group (specifics were provided to Ms. Woods). Mrs. Rivera-Oven requested that the report be redone to reflect the new categories. Mrs. Khozeimeh inquired if the recruiters follow up with those judges who do not show up on Election Day. Ms. Woods responded that staff attempts to contact them the day they are to serve; however, no additional calls are made – staff marks them in the database as a "no-show" and they are no longer considered. The Board discussed the matter further.

### **Spanish Speaking Election Judge Summary**

Mr. Zelaya will provide a breakdown to Mrs. Rivera-Oven. A report was made available to the Board in advance.

APPROVED

**Future Vote Report** (Incorporated as attachment D)

The Future Vote report was made available to the Board in advance.

**Information Technology** (Incorporated as attachment E)

A report was made available to the Board in advance. Mrs. Ross reported that it was determined that the card in slot B of the duplicator was loose, causing the indicator light to fail to indicate that the card was bad. That card loaded an incomplete file onto the poll books which led to the poll books crashing on Election Day. This has since been corrected and the State Board and Montgomery County have implemented additional checks to ensure the quality of logic and accuracy testing. Mrs. Ross provided procedural improvement plans.

Mrs. Ross reported that a recount did not need to occur (as mentioned at the previous Board meeting by Mr. Satterfield). After further investigation by SBE, it was determined that the issue was human error and not an optical scanner error. Only two cards in the Provisional and Absentee II Canvasses needed to be retested to ensure accuracy.

Ms. Jurgensen reported that Early Voting Tabulation will begin at 1:00 p.m. on Election Day.

**Polling Place Operations** (Incorporated as attachment F)

Mrs. Rzeszut provided a report to the Board. The Polling Place Support Program (PPSP) observed a lack of parking spaces, as those spaces near the building were consistently occupied by campaign organizers, students, or election judges. Ms. Keeffe requested that staff reach out to political parties at Early Voting sites and advise them that parking close to the building/polling place should be reserved for voters. The Board briefly discussed polling room space at the Activity Center at Bohrer Park and additional issues. Mr. Naimon noted that Mrs. Rzeszut's report notes a camera in a polling room (that was later turned off); he asked that staff consider checking with Montgomery County High Schools and Middle Schools that also have cameras. Ms. Jurgensen responded that staff will be meeting with Sean Gallagher on September 25 and will inquire with him then.

**Absentee Services and Runbeck Issue** (Incorporated as attachment G)

An Absentee report was made available to the Board in advance. Ms. Jurgensen reviewed a few items. She noted a letter of apology was provided from Runbeck regarding the return envelopes addressed to wrong local board.

\*\*\* Mrs. Ross, Mrs. Rzeszut, Ms. Woods, and Mr. Zelaya left the room at 5:15 p.m. \*\*\*

**Report on Right to Vote Task Force** (Incorporated as attachment H)

A report was made available to the Board in advance. Ms. McLaughlin summarized the report and recommendations of the Right to Vote Task Force.

## **2014 Gubernatorial General Elections**

### **Delegation of Authority**

Ms. Keeffe made a motion to direct Ms. Jurgensen, Election Director for the Montgomery County Board of Elections, to conduct Logic and Accuracy testing and preparation of all TS Units, Optical Scanners, and On-line ballot scanners/printers to be used in the General Election in accordance with COMAR 33.10.02.14 and 33.10.02.15. The motion was seconded by Mrs. Rivera-Oven and passed unanimously.

### **Election Judge Status** (Incorporated as attachment I)

Election Judge Status was provided in advance, and an update was provided to the Board.

Mrs. Rivera-Oven stated that she recently visited the Anna G Mendez facility and was disappointed that there was no specific outreach to recruit bilingual judges. She noted there were applications and pamphlets; however, it is not personal. There should also be a signup sheet so that interested individuals can make contact with someone. She stated that it would be a shame to not take advantage of a high volume of potential bilingual judges. She noted that Spanish Heritage month will occur from September 15 through October 15 and the Board of Elections should be able to participate in some upcoming events. Mrs. Rivera-Oven noted that the person in charge has not heard back from the Board of Elections. Ms. Jurgensen responded that staff has reached out to Ana Mendez and has a copy of the letter and response. The letter will be provided to Mrs. Rivera-Oven. Ms. Keeffe requested that information be provided to Mr. Zelaya. Mrs. Rivera-Oven urged staff to consider recruiting at Gaithersburg High School for Future Vote students.

### **Polling Place Supply Update**

This item was discussed during the Director's report.

### **Ballot Preparation**

Ms. Jurgensen reported that ballot proof preparation has been completed and signed off.

## General Election Calendar

The Board reviewed the Tentative Board Member Calendar and the Board requested informational changes. The calendar will be edited and then forwarded to the Board by Ms. Roher.

Ms. Jurgensen noted that when the smoke detector went off at the Silver Spring Civic Center, it was somewhat difficult to get in touch with Board members. After discussion with Ms. Keeffe, it was recommended that two Board members be on call for emergency purposes. Mr. Naimon suggested that a group text message be sent to check availability.

The Board selected sites they will be visiting during Early Voting.

- Mid-County Recreation Center– staff assigned
- County Executive Office Building – Mrs. Khozeimeh
- Germantown – staff assigned
- Marilyn J. Praisner Recreation Center– Mrs. Jeter
- Silver Spring Civic Building– Mrs. Keeffe
- Activity Center at Bohrer Park – Mrs. Rivera-Oven
- Damascus Recreation Center – Mrs. Dacek
- Jane Lawton Recreation Center– Ms. Phillips
- Wheaton Recreation Center– Mr. Naimon

## New Business

Mr. Naimon asked that the Board consider the idea that the Board of Elections public meetings be available via webcast or audio recording to the public. The item will be tabled for the October Board meeting due to time.

## Future Meetings

- A. October 9 2014 – 10:00 a.m. Public Testing
- B. October 20, 2014 - 2:00 p.m. with Early Voting Cage Supply Check
- C. October 23, 2014 - First Day of Early Voting
- D. October 30, 2014 - Last Day of Early Voting
- E. November 4, 2014 - Election Day
- F. November 6, 2014 - Absentee I Canvass Begins 10:00 a.m. to 7:00 p.m.
- G. November 12, 2014 - Provisional Canvass Begins 10:00 a.m. to 7:00 p.m.
- H. November 14, 2014 - Absentee II Canvass Begins 10:00 a.m. to 7:00 p.m.
- I. November 17, 2014 – *Tentative*
- J. November 25, 2014 – Certification/Audit (TBD)
- K. December 15, 2014 – 2:30 p.m.

### **Approval of Executive Session**

The Executive Session minutes were provided in advance. Mrs. Jeter made a motion to approve the July 21, 2014, Executive Session minutes. The motion was seconded by Mrs. Khozeimeh and carried unanimously.

### **Convene as Board of Canvassers**

Mrs. Jeter made a motion to convene as the Board of Canvassers at 6:33 p.m. The motion was seconded by Mrs. Rivera-Oven and carried unanimously.

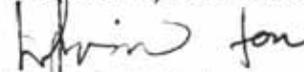
The Board Members will review the Canvass meeting minutes within the next few days.

The Board Attorney distributed late absentee ballots received at the Montgomery County Board of Elections. Mrs. Phillips made a motion to reject the ballots received late. The motion was seconded by Mrs. Rivera-Oven and carried unanimously.

### **Adjournment**

With no further business, Mrs. Khozeimeh moved to adjourn the regular session and the Board of Canvassers. The motion was seconded by Mrs. Rivera-Oven and carried unanimously. The meeting adjourned at 6:35 p.m.

Respectfully Submitted,



Marjorie M. Roher  
Management & Budget Specialist III

APPROVED BY THE BOARD:



Mary Ann Keefe  
President

APPROVED

**FY15 OPERATING BUDGET SPREADSHEET**  
Through July 31, 2014 (As of August 5, 2014)

LINE ITEM	FY15 APPROVED	FY15 YEAR TO DATE
<b>PERSONNEL COSTS</b>	<b>3,685,082</b>	<b>172,594</b>
<b>5A001 - Salaries &amp; Wages</b>	<b>3,004,216</b>	<b>145,896</b>
50010 - Full Time Salaries	1,910,342	71,387
50012/50020 - Part Time Salaries/Seasonal Temps	648,960	55,420
60168 - Temporary Office Clerical (moved from OP for clarity)	200,601	5,963
<b>SUBTOTAL FOR TEMPORARY PERSONNEL</b>	<b>849,561</b>	<b>61,383</b>
50324 - Overtime (includes emergency, multi-lingual & holiday)	244,313	13,128
<b>5A002 - FICA</b>	<b>209,979</b>	<b>10,474</b>
<b>5A003 - Group Insurance</b>	<b>286,432</b>	<b>10,096</b>
<b>5A004 - Group Retirement</b>	<b>184,455</b>	<b>6,128</b>
<b>OPERATING EXPENSES</b>	<b>3,040,356</b>	<b>-529,050</b>
<b>6A001 - Services and Contracts</b>	<b>1,133,723</b>	<b>-529,630</b>
60060 - Legal/Attorney Services	100,000	
<b>60066 - SBE Program Management</b>	<b>313,459</b>	
60304 - Maintenance - Electrical	0	
60314 - Maint - Computer Systems	25,000	
60326 - Repair/Maint Agmts - Office Equip	11,000	950
<b>60412 - Moving Services</b>	<b>25,000</b>	
60414 - Building Construction	0	
60416 - Building Design	0	
60530 - Other Professional Services - EJ Stipend	624,764	-530,580
60532 - Other Non-Professional Services (includes EJ mod.)	34,500	
<b>6A002 - Maintenance</b>	<b>85,000</b>	<b>0</b>
61010 - Computer Equip Repairs/Maint (EPB)	85,000	
<b>6A003 - Rentals/Leases</b>	<b>844,021</b>	<b>250</b>
61902 - Furniture Rentals (Polling Place)	7,000	
61904 - Copiers, Fax, Mailing Machine Rentals (see 63020)	0	
61924 - Other Equipment Rentals (MDVoters)	500,000	
61926 - Bldg or Space Rental/Leases (Pol. Place)	24,500	250
61932 - Other Rentals/Leases (DREs)	312,521	
<b>New Voting System (Optical Scan)</b>	<b>0</b>	
<b>6A004 - Office Supplies &amp; Equipment (&lt;\$5,000)</b>	<b>185,600</b>	<b>0</b>
<b>62010 - General Office Supplies+</b>	<b>84,140</b>	
62016 - Computer Supplies	5,000	
62018 - Computer Equip (<\$5,000)	28,000	
62022 - Paper and Supplies for Copiers	0	
<b>62028 - Other Supplies &amp; Equipment</b>	<b>68,460</b>	
<b>6A011 - Books, Videos, and Subscriptions</b>	<b>3,500</b>	<b>0</b>
62700 - Books/Reference Materials	2,500	
62712 - Other Books, Videos, and Subscriptions	1,000	
<b>6A012 - Other Supplies/Materials/Equipment</b>	<b>77,668</b>	<b>0</b>
62828 - Keys and Locks	0	
<b>62946 - Charges from SBE</b>	<b>77,668</b>	
<b>6A013 - Printing/Central Duplicating Services</b>	<b>172,115</b>	<b>0</b>
63016 - Imaging	35,380	
63020 - Office Mach. Cop. Leasing (see 61904)	11,760	
<b>63022 - Other Central Dup Svc - Printing (all printing costs)</b>	<b>124,975</b>	
Mandated Legal Requirements		
Charges from SBE		
Election Specific Costs		
Personnel Charges		
Temporary Personnel Charges		
Overtime Costs		
Benefits		

FY14 ACC

**FY15 OPERATING BUDGET SPREADSHEET**  
**Through July 31, 2014 (As of August 5, 2014)**

LINE ITEM	FY15 APPROVED	FY15 YEAR TO DATE
6A014 - Outside Printing	105,550	0
63100 - Outside Printing/Copying	550	
63104 - Sample Ballot Printing	105,000	
6A015 - Mail	138,361	232
63200 - Central Dup - Postage - Bulk (services, NO postage)	38,530	
63202 - Central Dup - Postage - Individual (PO Box rental)	21,081	232
63208 - Inter-Office Mail/Pony Charge	750	
63208 - Other - Mail (Sample Ballot Postage)	80,000	
6A016 - Outside Postage and Mail	38,000	0
63300 - Outside Mail Services (VNCs and all other postage)	37,500	
63304 - Other Outside Mail Services	500	
6A017 - Motor Pool	29,114	4
63500 - Assigned Motor Pool Vehicles	25,614	
63504 - Daily Rental Motor Pool	3,500	
63508 - MP EZPASS Charges	0	4
6A018 - Communications Services	150,399	0
63600 - Local Telephone Service Charges	25,000	
63604 - Cellular Phone Line Charges	8,800	
63618 - Blackberry Charges (smart phones)	9,000	
63624 - Communication Circuits	27,729	
63626 - Communication Modems (SBE)	24,870	
63634 - Other Communication Services (PP Phone Lines)	57,000	
6A020 - Charges from Others	26,148	0
63810 - Charges for Facility Maintenance	26,148	
6A021 - Travel	13,996	94
64010 - Metropolitan Area Travel	7,996	94
64012 - Non-Metropolitan Area Travel	6,000	
6A022 - Education, Tuition, and Training	10,125	0
64100 - Local Conference Related	2,000	
64120 - Other Education, Tuition, & Training	8,125	
6A023 - Dues/Memberships	2,000	0
64200 - Professional Memberships (Individual)	2,000	
6A024 - Advertising	20,036	0
64300 - Advertising - Jobs	0	
64304 - Advertising - Marketing/Sales	20,036	
6A099 - Miscellaneous Operating Expenses	5,000	0
69999 - Other Misc Operating Expenses	5,000	
<b>DEPARTMENTAL TOTAL</b>	<b>6,725,438</b>	<b>-356,456</b>
+ Includes office supplies, polling place supplies, and office furniture		
Mandated Legal Requirements		
Charges from SBE		
Election Specific Costs		
Personnel Charges		
Temporary Personnel Charges		
Overtime Costs		
Benefits		

***Alysoun McLaughlin's comments about her visits to the MVA Walnut Hill location  
Summary prepared from audio recording of September meeting***

I had four separate transactions at the MVA.

At the end of July [July 31], I went to the MVA and I updated my vehicle registration but I did not update my license at that time. They had two addresses for me on file, an address for my car registration and an address for my driver's license. When I later went to the kiosk, I realized that my car registration showed up as my residence, but my driver's license address showed up as a mailing address. The screens explain that if you have a mailing address that they will use it for driver's license purposes, but all other information will go to the residence address.

I tried to go to the kiosk [September 10] and I couldn't use the kiosk. It's somewhat to the side of this conversation today, but they happened to have a very helpful individual there who was helping me without my wishes. He was pressing buttons without fully explaining to me what was on the screen. I have used my email address with the MVA in the past but had not used my phone number. He simply asked me my phone number and then he typed it in. It asks you to uncheck a box if you don't want to update that information with the MVA and this worker simply clicked right past it. I got to the end of the kiosk transaction and had a flag for a ticket that I had to pay in Virginia. I didn't know that was the reason, I just knew that I could not use the kiosk.

In the face-to-face transaction, I had a screen in front of me. There are screens asking if you want to be an organ donor, if you want to donate \$2. I was not actually asked these questions. They were flipping past these screens, filling them in, maybe they just weren't just changing them. Maybe they're supposed to tab through those screens. I don't know if they're supposed to ask you or not. I'm already an organ donor, maybe she just figured I didn't want to change it unless I said something. I saw nothing about motor voter. Then I get to the point where the flag comes up that I had a driving offense in Virginia and had to pay a ticket.

I pay the ticket, I come back. We get there after they close, and I go to the kiosk. That's when I first saw the mailing address screen. I had not seen that in the previous discussion. Maybe I missed it. In the kiosk, I deleted the text for my old address that was in the mailing address screen. I saw nothing about motor voter there either. I believe that is the transaction that then came through.

I went back the next day [September 11] to get a duplicate license. Because I had only done it in the kiosk, they send you a little card, and I wanted to actually update my license. That was the first time somebody asked me about my voter registration. After we had done everything and I had signed and paid, he asked me if there was any change in my voting status. I said no and that was that.

That was the interesting group of different experiences I had there that I thought you would all be interested in.

**June 24, 2014**

**Primary Gubernatorial Election**

**Report of Activities**

**Election Judge**

**Recruitment & Training**

# Election Judge Recruitment & Outreach

*June 24, 2014 Primary*

**Total Applications Received: 3,912**

**ONLINE New Cycle (Returning Judges): 2,288**

**ONLINE (New Applicants): 963**

**Questionnaires (Paper): 661**

**Sources of Questionnaires (paper)**

Outreach Events: 348

Mailed to Judges w/no email: 101

MD Voters Monthly Mailing: 86

Downloaded from Website: 58

Future Vote: 26

Front Desk Walk-in: 25

Recruiter Mailed: 14

Corporate: 3

**SBE Applicants Weekly List: 120 (Contacted and provided application)**

Submitted Application - Served: 30

Submitted Application - Did not serve: 28

Did not respond: 53

Applicant already a MC Judge: 9

## **Outreach Locations/ Events**

Brookside Gardens

High Schools - BCC, Clarksburg, Richard Montgomery, Walter Johnson, Watkins Mill & Wootton

Corporate Outreach - Geico, Westat

County Agency Buildings - EOB, Hungerford Drive, Piccard Drive

Libraries - Gaithersburg, Long Branch, Rockville & Wheaton

Japanese Fair - Rockville

MC Recreation - Job Fair (Bauer Dr)

Montgomery College Volunteer Fair - Germantown, Rockville & Takoma Park Campuses

Montgomery Mall

Youth Job Fair @ Richard Montgomery High School

Riderwood

Strawberry Festival

Takoma Park Festival

## **Election Judge Training & Service**

*June 24, 2014 Primary*

*Training held March 6, 2014 through June 23, 2014*

**Stage I Online Training Quiz - Completed Quiz: 2,896**

**Stage II Hands-on Training - Completed: 3,122**

**For Election Day: 3,122**

New Chiefs: 245

Returning Chiefs: 228

New Closers: 322

Returning Closers: 182

New Voting Operations: 1,106

Returning Voting Operations: 798

Roamers/Greeters/Line Manager: 61

Needed Review: 180

**For Early Voting: 461 (completed after Election Day training)**

**Number of judges served: 2,705**

**Election Day: 2,278**

Chiefs: 440

Closers: 432

Voting Operations (full day): 1,124

Voting Operations – Provisional: 27

VOP – Opener (morning shift): 36

Roamer/Greeter/Line Manager: 48

Spanish Speaking VOP's: 171

**Early Voting: 427 (Filled 1,224 positions; avg - 3 days/judge)**

### **Age Summary**

**17 year olds: 61**

**18 year olds: 86**

**19 year olds: 40**

**17 - 25 year olds: 279**

**26 - 40 year olds: 274**

**41 - 89 year olds: 2,163**

**90 + year olds: 1**

# Precinct Performance Summary Report

June 24, 2014 Primary Election

D-P	D-P Rating		D-P	D-P Rating		D-P	D-P Rating		D-P	D-P Rating		D-P	D-P Rating	
	#	Rating		#	Rating		#	Rating		#	Rating		#	Rating
01-01	6	VG	05-03	4	VG	07-18	6	VG	09-27	6	VG	13-24	12	F
01-02	5	VG	05-04	1	O	07-19	9	G	09-28	3	VG	13-25	19	U
01-03	25	U	05-05/05-22	8	G	07-20	8	G	09-29	0	O	13-27	2	O
01-04	5	VG	05-06	3	VG	07-21	18	U	09-30	6	VG	13-28	7	G
01-05	6	VG	05-08	4	VG	07-22	9	G	09-31	5	VG	13-29	5	VG
01-06	1	O	05-09	2	O	07-23	7	G	09-33	2	O	13-30	3	VG
01-07	22	U	05-10	4	VG	07-24	4	VG	09-34	5	VG	13-31	2	O
02-01	2	O	05-11	2	O	07-25	1	O	09-35	12	F	13-32	10	G
02-02	14	NI	05-12	4	VG	07-26	11	F	09-36	6	VG	13-33	6	VG
02-03	8	G	05-13	3	VG	07-27	1	O	09-37	1	O	13-34	4	VG
02-04	6	VG	05-14	2	O	07-28	7	G	9-38-32	6	VG	13-35	14	NI
02-05	4	VG	05-15	8	G	07-31	7	G	10-01/04-23	0	O	13-36	4	VG
02-06	1	O	05-16	25	U	07-32	23	U	10-02	11	F	13-37	4	VG
02-08	2	O	05-17	1	O	08-01	3	VG	10-03	0	O	13-38	7	G
02-11	5	VG	05-18	2	O	08-02	7	G	10-04	5	VG	13-39/7-16	5	VG
03-01	1	O	05-19	3	VG	08-03	4	VG	10-05	7	G	13-40	11	F
03-02	5	VG	05-21	5	VG	08-04	4	VG	10-07	6	VG	13-42	7	G
04-01	8	G	05-23	3	VG	08-05	17	NI	10-09	3	VG	13-43-45-70	4	VG
04-02	8	G	06-01	6	VG	08-06/13-60	3	VG	10-10	8	G	13-44	7	G
04-03	10	G	06-02	0	O	08-07	2	O	10-11	2	O	13-46	2	O
04-04	10	G	06-03	2	O	08-08-15	7	G	10-12	2	O	13-47	15	NI
04-05	5	VG	06-04	10	G	08-09	7	G	10-13	27	U	13-49	14	NI
04-06	19	U	06-05	6	VG	08-10	4	VG	11-00	11	F	13-50	11	F
04-07	4	VG	06-06	10	G	08-11	7	G	12-01	5	VG	13-51	1	O
04-08	12	F	06-07	0	O	08-12	13	F	12-02/02-07	5	VG	13-52	9	G
04-09-27-38-43	12	F	06-08	6	VG	09-01	6	VG	12-03	2	O	13-53	8	G
04-10	6	VG	06-09	0	O	09-02	5	VG	12-04-09	3	VG	13-54	2	O
04-12	12	F	06-10	3	VG	09-03	6	VG	12-05	10	G	13-55	8	G
04-13	3	VG	06-11/06-15	13	F	09-04	5	VG	13-01	3	VG	13-56	6	VG
04-14-19	10	G	06-13	6	VG	09-05	5	VG	13-02	10	G	13-57	1	O
04-15	1	O	06-14/04-35	0	O	09-06	3	VG	13-03	5	VG	13-58	6	VG
04-16	4	VG	07-02	7	G	09-07	5	VG	13-04	3	VG	13-59	1	O
04-17	7	G	07-03	8	G	09-08	3	VG	13-05	25	U	13-61	15	NI
04-18	6	VG	07-04	8	G	09-09	6	VG	13-06	10	G	13-63	6	VG
04-20-42	5	VG	07-05	4	VG	09-10	1	O	13-07	3	VG	13-64	1	O
04-21	0	O	07-06	5	VG	09-11	6	VG	13-08	4	VG	13-65	1	O
04-24	3	VG	07-07	9	G	09-12	0	O	13-10	9	G	13-67	3	VG
04-25-11	0	O	07-08	32	U	09-13	4	VG	13-11	3	VG	13-68	7	G
04-26	3	VG	07-09	7	G	09-14	6	VG	13-13	17	NI	13-69	5	VG
04-28	3	VG	07-10	15	NI	09-15	1	O	13-14	1	O	13-71	5	VG
04-29	1	O	07-11	7	G	09-16	5	VG	13-15	5	VG			
04-30	5	VG	07-12	13	F	09-18	5	VG	13-16	19	U			
04-31	6	VG	07-13	5	VG	09-20	1	O	13-18	1	O			
04-32	3	VG	07-15	4	VG	09-21	4	VG	13-19	8	G			
04-34	0	O				09-22	0	O	13-20	2	O			
05-01	14	F				09-24	2	O	13-21	9	G			
05-02	8	G				09-25	8	G	13-22	8	G			
						09-26	14	NI	13-23	1	O			

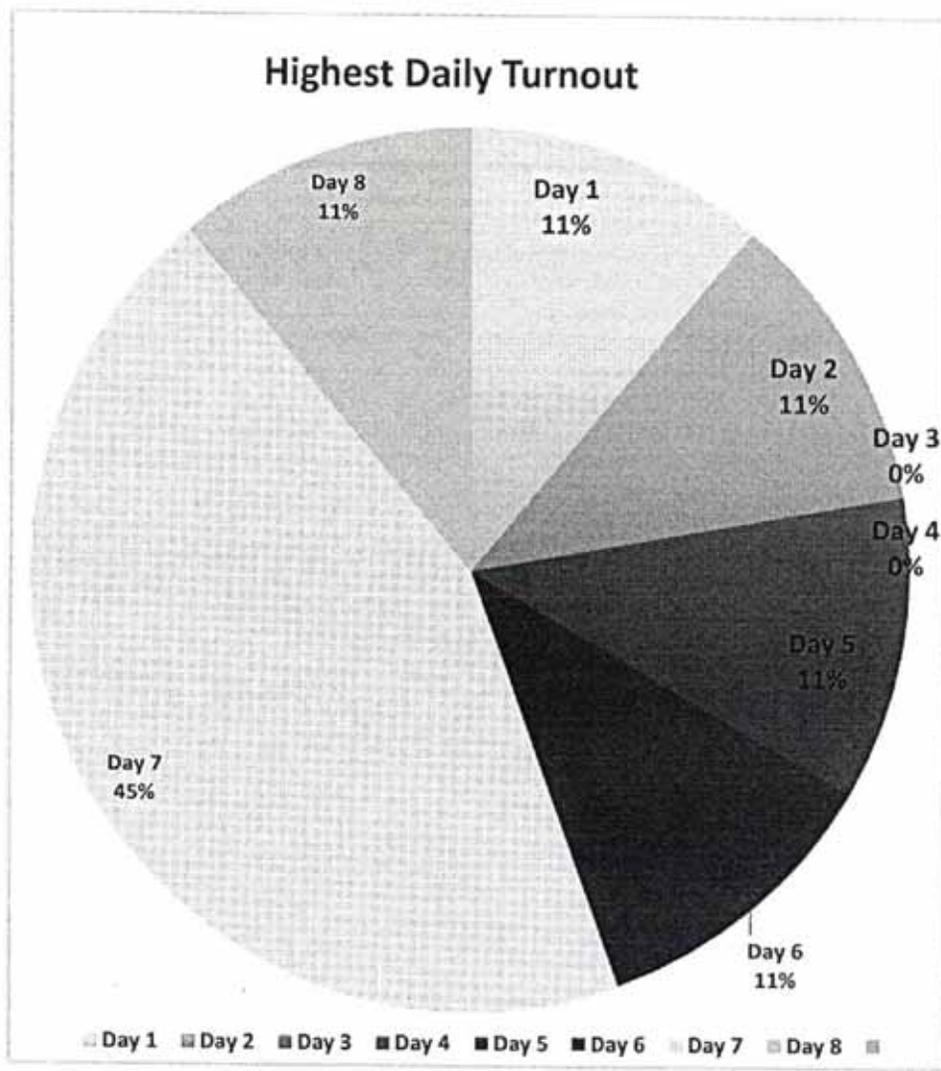
\*Each item listed on the Precinct Performance Report not completed/completed incorrectly is worth 1 point. EXCEPT: Opening the voting units, Monday evening is worth 10 points; removing Inner Seals on EPB's is worth 5 points and a blank Closing Totals Report, failure to return memory cards, and failure to return electronic pollbooks are worth 3 points each. Each incomplete provisional ballot is worth 1 point.

Rating Scale	
Outstanding =	0-2
Very Good =	3-6
Good =	7-10
Fair =	11-13
Needs Improvement (N I) =	14-17
Unsatisfactory (U) =	18+

Report Totals		
Outstanding =	51	<b>193</b>
Very Good =	95	
Good =	47	<b>85%</b>
Fair =	14	
Needs Improvement (N I) =	9	
Unsatisfactory (U) =	11	<b>15%</b>

## Early Voting Voter Comment Card – Question #1

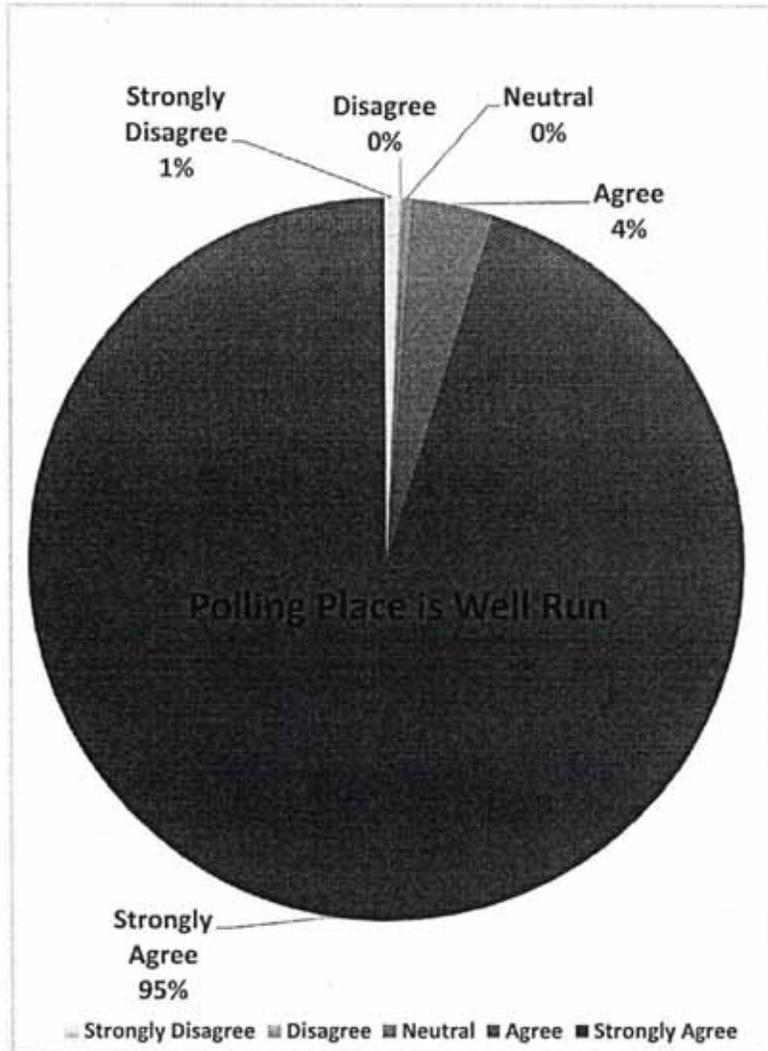
*“What day did you vote?”*



### Day with Highest Turnout by EV Center

EV - 1	Day 6 (21 %)
EV - 2	Day 8 (21 %)
EV - 3	Day 1 (26 %)
EV - 4	Day 5 (28 %)
EV - 5	Day 2 (24 %)
EV - 6	Day 7 (20 %)
EV - 7	Day 7 (19 %)
EV - 8	Day 7 (22 %)
EV - 9	Day 7 (25 %)

## Early Voting Voter Comment Card – Question #2

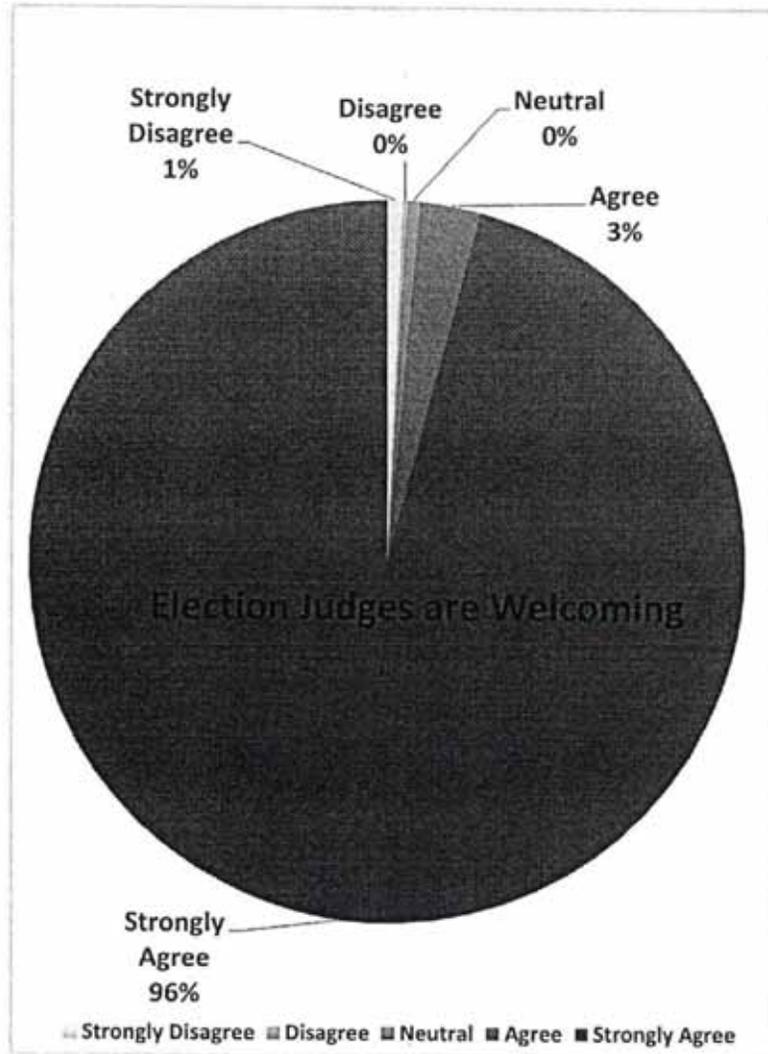


### Number of Responses by District

EV 1	–	561
EV 2	–	742
EV 3	–	292
EV 4	–	533
EV 5	–	612
EV 6	–	704
EV 7	–	286
EV 8	–	733
EV 9	–	512

**Total Responses – 5,015**

## Early Voting Voter Comment Card – Question #3

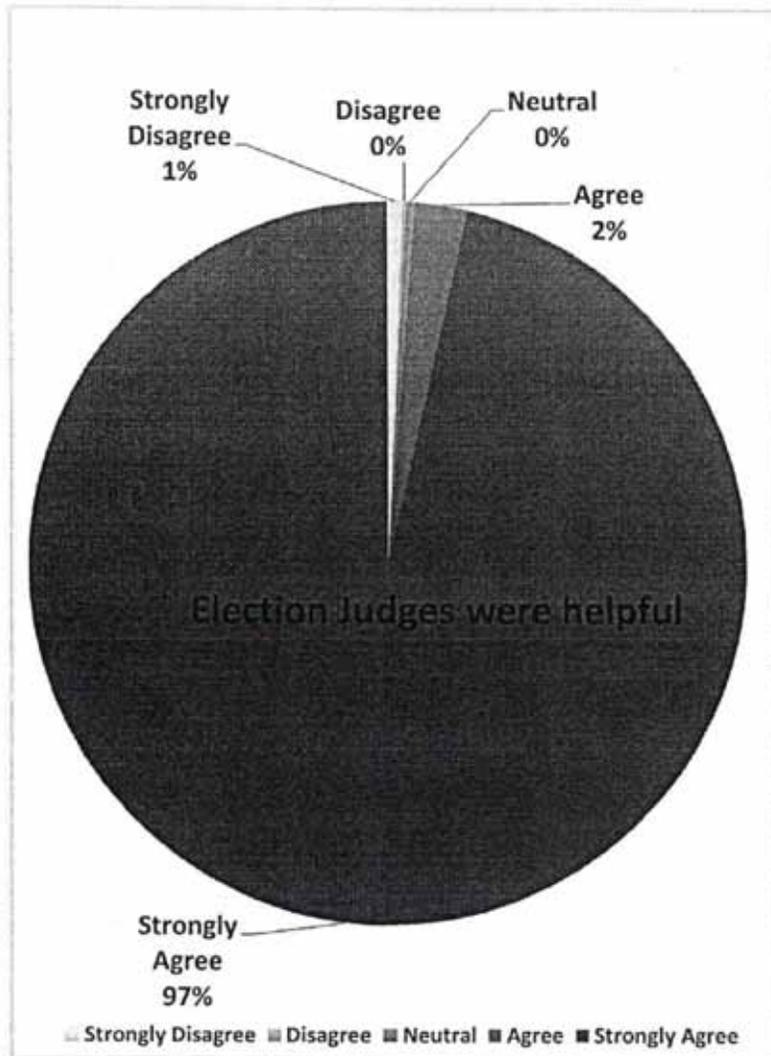


### Number of Responses by District

EV 1	–	560
EV 2	–	749
EV 3	–	283
EV 4	–	534
EV 5	–	621
EV 6	–	712
EV 7	–	294
EV 8	–	782
EV 9	–	516

**Total Responses – 5,051**

## Early Voting Voter Comment Card – Question #4

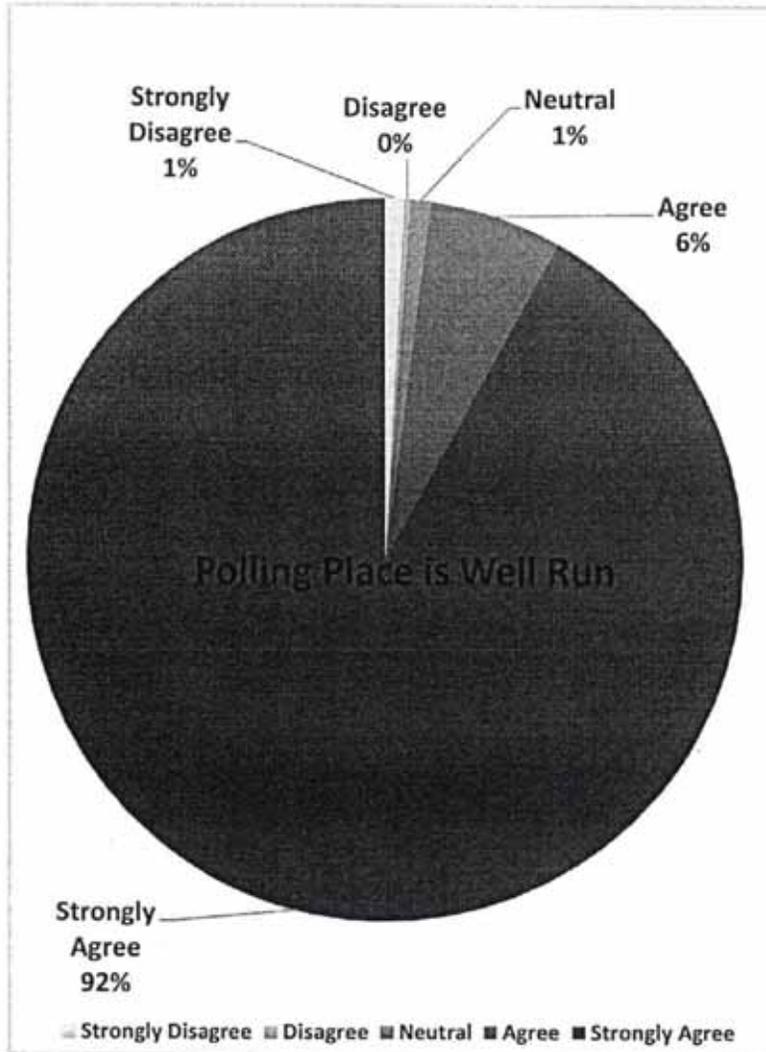


### Number of Responses by District

EV 1	–	551
EV 2	–	750
EV 3	–	285
EV 4	–	526
EV 5	–	613
EV 6	–	702
EV 7	–	288
EV 8	–	772
EV 9	–	501

**Total Responses – 4,988**

## Election Day Voter Comment Card – Question #1

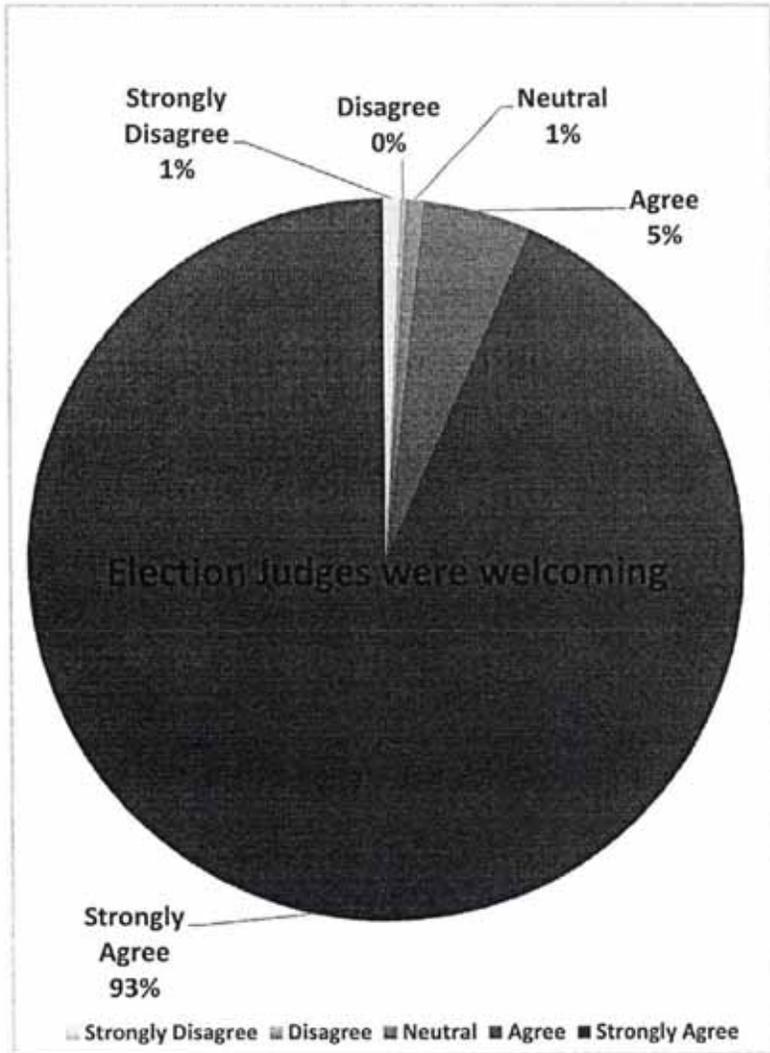


### Number of Responses by District

District 1	–	270
District 2	–	250
District 3	-	36
District 4	–	1267
District 5	–	924
District 6	–	640
District 7	–	652
District 8	–	862
District 9	–	1508
District 10	–	510
District 11	–	12
District 12	–	283
District 13	–	3024

**Total Responses – 10,142**

## Election Day Voter Comment Card – Question #2

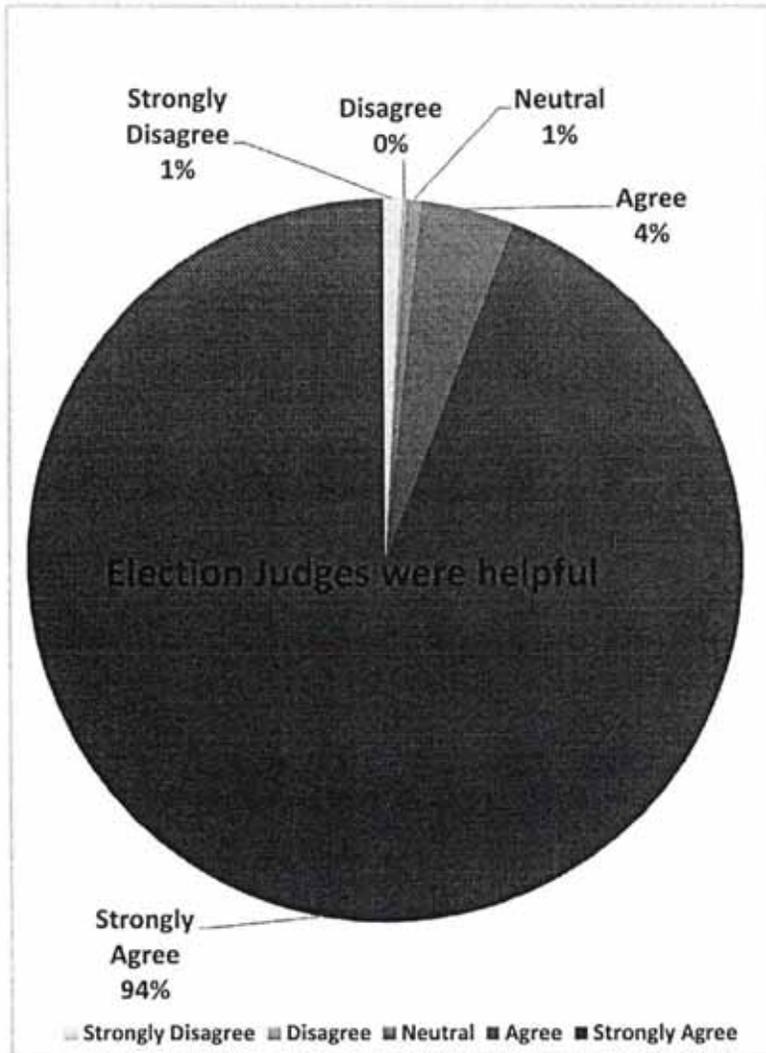


### Number of Responses by District

District 1	–	267
District 2	–	246
District 3	–	39
District 4	–	1256
District 5	–	911
District 6	–	635
District 7	–	647
District 8	–	856
District 9	–	1484
District 10	–	502
District 11	–	10
District 12	–	283
District 13	–	2,988

**Total Responses – 10,124**

## Election Day Voter Comment Card – Question #3



### Number of Responses by District

District 1	–	266
District 2	–	245
District 3	-	39
District 4	–	1243
District 5	–	907
District 6	–	632
District 7	–	641
District 8	–	852
District 9	–	1474
District 10	–	493
District 11	–	10
District 12	–	284
District 13	–	2,955

**Total Responses – 10,041**



**Montgomery County Board of Elections**  
**Prepared by Gilberto A. Zelaya II, PhD**  
**Future Vote Update**  
**Monday, September 15, 2014**

- 723 students recruited for November 4<sup>th</sup>
- Confirmed Future Vote training sessions
  - Wednesday, October 8, 2014 @ Walt Whitman High School, Bethesda, MD
  - Thursday, October 9, 2014 @ Northwest High School, Germantown, MD
  - Thursday, October 16, 2014 @ Montgomery Blair HS High School, Silver Spring, MD
  - Friday, October 17 @ Richard Montgomery High School, Rockville, MD
- Future Vote families assisting with
  - Voter Registration Drives held at libraries and community events
    - 47 confirmed events (July 1<sup>st</sup> – November 13<sup>th</sup>)
  - National Voter Registration Day, Tuesday, September 23<sup>rd</sup>

# I.T. Report for 2014 Gubernatorial Primary

***IT Overview for Conducting Elections:*** *The Information Technology Department is responsible for maintaining, testing, preparing, distributing and accounting for all IT related election equipment. The I.T Department also offers support in other areas which includes the call center, set up and dismantling of Early Voting Centers, runners for pre-election set-up activities and Election Day, data upload and verification on election night, and canvass support. Our staff consists of three permanent employees; a varying number of temporary and support employees are recruited specifically for elections.*

***IT Overview for Daily Operations:*** *The Information Technology Department is responsible for security, maintaining a productive IT environment at the Montgomery County Board of Elections (BOE) and for handling all county and state related IT tasks.*

## **Personnel for Conducting the 2014 Gubernatorial Primary (20 Total):**

- *BOE Permanent IT Employees: 3*
- *BOE Temporary IT Employees: 12*

*The I.T. staff is also assisted by the following:*

- *SBE Regional Manager (State Employee): 1*
- *County Technician (State Employee): 1*
- *Department of General Services: 3*

## **Equipment and Documents Tested and/or Prepared for the 2014 Primary Election**

- *DREs (Direct-recording Electronic or Touch-Screen Voting Unit): 2,948*
- *DRE Power Cords: 2,948*
- *DRE PC Memory Cards: 2,948*
- *EPBs (Electronic Poll Books): 943*
- *EPB Power Supplies: 943*
- *EPB Compact Flash (CF) Memory Cards: 943*
- *EPB Integrity Reports: 228 (1 per voting center)*
- *DRE Integrity Reports: 228 (1 per voting center)*

## Integrity Reports Accuracy Rates

*(Information on report did not match seals/tags on equipment)*

**DRE overall accuracy rate 98.68% (117 errors reported for 8,844 items)**

Categories	Issues	Total Items	Error Rates	Accuracy Rates
DRE Integrity Report for Serial Number	34	2,948	1.15%	98.85%
DRE Integrity Report for Tamper Tape	25	2,948	0.85%	99.15%
DRE Integrity Report for Outer Seal	28	2,948	0.95%	99.05%

**EPB overall accuracy rate 98.02% (56 errors reported for 2,829 items)**

Categories	Issues	Total Items	Error Rates	Accuracy Rates
EPB Integrity Report for State Asset Tag	10	943	1.06%	98.94%
EPB Integrity Report for Inner Seal	23	943	2.43%	97.57%
EPB Integrity Report for Outer Seal	23	943	2.43%	97.57%

## ***EPB Issues Encountered During the Primary***

### **Incorrect Software Version**

The IT Staff was notified by the State IT department that 56 out of the 943 pollbooks deployed for the election had the incorrect software version. The problems that the incorrect software version could have potentially caused were:

- Synchronization issues
- Slow search
- voters listed in the search grid multiple times.

**Diagnosis:** It was a known issue that a large percentage of the pollbooks had outdated software when logic and accuracy testing began. The IT staff relied on logic and accuracy testing to catch, and correct, this issue. Staff concludes that this 0.06% failure rate occurred due to human error because so many other steps are also a part of this test and the difference in the number being verified was a single digit.

**Resolution:** All EPBs now have the correct software. In the future, IT staff will institute additional checks to ensure that the software version is correct, if there has been an update since the last election.

### **Bulk Update Process**

The bulk update process refreshes the database on the EPBs used for Election Day with the following changes:

- Updates the status of the voters who voted during Early Voting.
- Updates the status of voters who requested an Absentee Ballot after the initial precinct register was extracted from MDVoters.
- Adds new registrations dated prior to Registration close but processed after the initial extract from MDVoters.
- Updates changes to registrations that were dated prior to Registration Close but processed after the initial extract from MDVoters.

The bulk update must be performed on every pollbook that is deployed on Election Day. There are two ways in which the Bulk Update process can be performed:

- Wireless (preferred option)
- Manual

The BOE It Staff attempted to perform the bulk update using the wireless option for over an hour. SBE IT Staff indicated the issue with the wireless bulk update was a statewide problem and to use the manual update process.

During the manual update process the BOE IT Team received an error message on pollbooks in seven precincts. The SBE Regional Manager was notified of the error and the CF memory cards were reformatted and reloaded with the bulk update database. This appeared to correct the bulk update error issue.

On Election Day numerous precincts reported that the judges were unable to search for a voter by name on the pollbook. When attempting to search by name an error message was received similar to the error message received during the bulk update process. Judges were able to search and check in voters by using their voter ID and this was the workaround used until replacement pollbooks were delivered to the affected precincts.

**Diagnosis:** It was determined, in later investigation working with the State Board of Elections, that these two issues were different symptoms of the same problem. SBE personnel retrieved an error log from the equipment used to duplicate cards and found evidence of a file corruption in 1 of 16 memory cards used to perform the bulk update.

There was no part of the testing process designed to catch such a problem, although some failed testing because of the nature of the file corruption; SBE staff determined that the affected pollbooks had an incomplete list of supplemental voters. If voters in that precinct were on the corrupted list, the pollbook failed testing. If there were no voters on the list, the pollbook passed testing. However, all of these pollbooks failed on Election Day because looking up a voter alphabetically caused a fatal error.

**Resolution:** The State Board of Elections is adding two additional steps recommended by the BOE IT Staff to the testing regimen – a hash value analysis upon duplication of the bulk update files and an alphabetical lookup of voters on each pollbook – that would catch and prevent problems due to file corruption in the supplemental list of voters, which is not loaded into pollbooks until the weekend before Election Day.

In addition, BOE IT staff will adjust its procedures for duplicating cards to confirm that cards have successfully copied, rather than relying on a red indicator of a problem. Also, in the event of a technical issue on the weekend before Election Day in the future, the BOE IT Team will also communicate directly with SBE technical staff to avoid any delay or miscommunication in diagnosing and resolving a problem.

## Optical Scan Logic and Accuracy Testing

Logic and accuracy testing must be performed for each election on the Board's optical scan equipment to confirm that it will correctly count absentee and provisional ballots. Testing must be performed not only for each piece of equipment, but also for each memory card used during the canvass.

Board staff received two copies of each ballot for testing, and they were collated inaccurately. Normally, this error would be caught quickly because it would not match a predetermined test result. Board staff did not receive a copy of the predetermined test result to compare the test run against. Staff determined that the equipment must be counting accurately because it was all returning the same result.

This error was caught shortly before Election Day, when SBE personnel reviewed the testing database and flagged the problem. Staff performed the test a second time on all equipment, but in the second round of testing, two test ballots were not scanned properly. One of the cards that was tested with a missing ballot was used during the absentee canvass, and one was used during the provisional canvass.

**Diagnosis:** Results of each test illustrate which ballot was not scanned. SBE personnel reviewed the test results and received a full explanation of when and how the errors occurred. SBE personnel determined that the test results indicated the Board's equipment was counting accurately and the incorrect test results were due to human error.

**Resolution:** At the direction of SBE personnel, the Board IT Team performed logic and accuracy testing again on two cards.

In the future, the Board's IT Team will calculate the predetermined test result if it is not received from the SBE, to prevent delays and the need for repeated testing. In addition, staff will not use any card for the canvass that had an inaccurate test result but will perform the entire test again, even if the reason is clear for the discrepancy.

## **Election Night Reporting**

The results from early voting locations were released when the polls closed at 8:00 p.m. However, staff did not have any results from polling places ready for release at 9:20 p.m., as advertised in the Board's media guide. The first results from polling places were released when the second release was scheduled to occur, at 9:40 p.m.

**Diagnosis:** Staff erred in assuming that, when no results had yet been received for processing, the reason must be that Election Judges were not finished closing down their equipment and had not attempted to send results. Staff did not begin investigating whether there was a technical problem until after the first report was received from an Election Judge who was unable to transmit.

When staff identified that the Board's modems were not answering calls, the issue was resolved quickly by rebooting the equipment. However, when results started coming in, there was not enough time to process them for release at 9:20 p.m.

**Resolution:** Staff will reboot the equipment on Election night as a preventative measure. In addition, staff from the county's Department of Technology Services will ping the server shortly after the polls close, so that the Board IT Team can confirm that the equipment is

operating properly and take any necessary steps to resolve issues before the Election Judges begin attempting to transmit results.