

APPROVED

June 13, 2016

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

In Attendance:

Board Members:

Jim Shalleck, President
Nahid Khozeimeh, Vice President
Mary Ann Keefe, Secretary
Alexander Vincent
David Naimon
Jacqueline Phillips

Staff:

Margaret Jurgensen, Election Director
Alysoun McLaughlin, Deputy Director
Lisa Merino, Office Services Coordinator
Marjorie Roher, Management and Budget Specialist III
Janet Ross, Information Technology Manager
Christine Rzeszut, Operations Manager
Jessica White, Voter Services Manager

Board Counsel:

Kevin Karpinski

Guests:

Jacob Dalager
Mike Subin
Helen Vallone

Audio of the minutes can be found at the link below:

<https://youtu.be/YIwHNUI21u8>

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Convene the Board Meeting and Declare a Quorum Present

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

Mr. Shalleck took a moment to commemorate the victims who lost their lives in Orlando, Florida. Prayers go out to the victims and their families.

Mr. Shalleck requested that the minutes be reviewed once Mr. Naimon arrives to the meeting.

Additions/Changes to the Agenda

Mr. Shalleck added an Agenda item under Old Business – to discuss the process of reviewing Board correspondence.

Public Comments

No one requested to speak in advance.

Jacob Dalager requested to address the Board members. Mr. Dalager shared that he noticed his party affiliation had changed while voting during the Primary Election. He stated that as a new Maryland resident, he registered with the Green Party last August and then changed his political party to Democrat on January 5 (he provided registration documentation pulled from the State Board of Elections’ website, linked from the Montgomery County website). However, when he voted on Election Day, the poll book indicated that he was still registered with the Green Party and he was only able to vote provisionally. He stated that on Primary Election Day, the record showed that his party affiliation was changed from Green Party to Green Party [rather than Democrat Party] on January 5.

Board members inquired if Mr. Dalager had received a sample ballot or a Voter Notification Card (VNC) prior to the election. He stated that he has a VNC indicating he is registered to the Green Party. His current voter registration status, according to the State Board of Elections’ website, shows he is a registered Democrat. Mr. Dalager expressed concern with his provisional ballot not counting as he should have been a registered Democrat in the poll book. Ms. Jurgensen stated that this is the first that she is hearing of the issue and she will direct staff to research the issue and respond to Mr. Dalager. The Board members thanked Mr. Dalager.

*** Mr. Naimon arrived at 2:34 p.m. during the public comment. ***

Approval of the April 18, 2016, Board Meeting Minutes

Mr. Naimon made a motion to approve the minutes as amended. The motion was seconded by Mrs. Khozeimeh. Remove paragraph here

*** Ms. Phillips arrived at 2:43 p.m. during the discussion of minutes. ***

Ms. Keeffe noted that with amendments and changes to the minutes, they have gone from nine to fourteen pages, adding that the minutes have begun to be extensive. She recalled discussions in past Board meetings regarding the minutes where Board members agreed that they did not need to be as detailed because the audio recordings are available on the website. It is her understanding that there are no errors to the minutes and it is her belief that Mr. Naimon wants the minutes to be fuller in substance (as all the edits to the minutes were submitted by him). She suggested that a link to the audio be placed in the minutes, as well as a sentence indicating the reasoning for the link. Ms. Khozeimeh stated that explaining an entire scenario of a conversation in the minutes is not necessary. Mr. Naimon disagreed, stating that the minutes are no longer than previously written, the change in the number of pages was caused by changing to single spacing in shorter minutes, and his reason for giving a more detailed description of the discussion is important especially if staff does not follow what the Board members direct. He stated that the minutes should reflect what was said. Mr. Naimon stated that there are parts of the minutes that are inaccurate and incomplete and he would be more than happy to go through them line by line. Ms. Khozeimeh suggested that the minutes be kept as originally submitted prior to edits and that the Board approve Ms. Keeffe's suggestion to place a link of the audio to the minutes. Mr. Naimon stated that he would consider Ms. Keeffe's suggestion for future minutes but not for the minutes presented today.

Mr. Vincent agreed with Ms. Keeffe's suggestion, adding that he appreciates Mr. Naimon's efforts in reviewing the minutes. He agrees that if there are times the minutes are blatantly inaccurate or misinterpreted, they should be corrected. However, the nature of the discussion should be able to be described in one or two sentences. Mr. Vincent stated that it is his opinion that most Board members agree the minutes do not need to be verbatim. Mr. Naimon agreed with Mr. Vincent's statement. Ms. Phillips inquired how the tape would be referenced in the minutes; Mr. Naimon provided his suggestions. Ms. Keeffe stated that the Board members had previously come to a compromise on how the minutes were to be written, with the understanding that Board members would not edit them extensively.

The Board members voted on Mr. Naimon's motion to approve the minutes as amended. Mr. Naimon voted for the motion; Mr. Shalleck, Ms. Khozeimeh, Ms. Keeffe, and Mr. Vincent voted against the motion. The motion to accept the April 18, 2016, minutes as amended failed.

Ms. Keeffe made a motion that a link and a statement be placed at the beginning of the minutes so that the link may take the public to the audio of the meeting. Mr. Naimon amended the motion to also place a link (to audio) on the Board of Elections minutes' web page. The motion was seconded by Ms. Khozeimeh and passed unanimously.

Mrs. Khozeimeh made a motion to accept the minutes originally sent to the Board members (without changes). The motion was seconded by Mr. Vincent. Mr. Naimon requested an edit on page 3, first sentence, first paragraph to change "as they differ" with "as they sound slightly different." He added that the first part may be interpreted as an accusation when he wanted a clarification. Ms. Keeffe seconded the amendment. In order to not go through line by line of Mr. Naimon's edits to the minutes, Mr. Vincent stated that he would be prepared to accept Mr. Naimon's edits, other than the ones on pages 3, 4, 8, and 9 of his draft as he added too much detail.

Ms. Keeffe made a motion to table all the minutes, that includes April 18, April 26, May 11, and May 16, 2016. Mr. Shalleck added that it would give Board members time to review Mr. Naimon's edits. The motion was seconded by Ms. Khozeimeh. Mr. Shalleck, Ms. Khozeimeh, and Ms. Keeffe voted for the motion. Mr. Vincent and Mr. Naimon voted against the motion. The motion to table all sets of minutes passed.

Election Director Status Report (Incorporated as Attachment A)

Personnel

Ms. Jurgensen reported that all temporary staff has been placed on inactive status, except those in voter services. She stated that the MDVoters system was down which lead to temporary personnel being sent home until the issue was resolved. It was discovered that there was a data connection issue with Verizon. The Board of Elections had to wait several days until Verizon could fix the issue. MDVoters is currently functional and temporary personnel have returned.

Budget (Incorporated as Attachment B)

Ms. Jurgensen reported that a copy of the letter sent to the County Executive requesting funding for additional scanners for FY17 is in the packet.

Ms. Roher provided a spreadsheet detailing FY16 expenditures through May 31, 2016, in advance. Ms. Khozeimeh inquired why line item 60530 – Other Professional Services – EJ Stipend - reflects \$0.00 to date. Ms. Roher stated that the Election Judge stipend checks will be reflected in the June spreadsheet, as the checks were processed in early June. Board members inquired what the line item would reflect; Ms. Roher responded that an estimated cost would be \$644,000.00.

Ms. Keeffe stated that there was insufficient time to convene a formal budget committee; however, she and Ms. Khozeimeh discussed a few overspending concerns:

Line item 61926 – Building or Space Rental/Leases (Polling Place) - Ms. Roher reminded the Board members of the additional cost added by the lease of the Wheaton Volunteer Rescue Squad that resulted in overspending on that line item.

Line item 62028 – Other Supplies and Equipment - Ms. Roher stated that several thousand pens were purchased to supply polling places so that voters could fill out the ballot. A rental cost and purchase of lift trucks was also needed to place items on high shelves in the IT and supply warehouses.

Line item 63022 – Other Central Duplicating Services (Printing) - Ms. Roher stated additional funding was requested to cover all the required printing for signage, election judge manuals, and all other printing needs. The line item was underfunded.

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Line item 63104 – Sample Ballot Printing - Ms. Keeffe stated that the line item came in under budget. She recalled she was disappointed that the ballots were not printed in color, as they were done in the past. Ms. Jurgensen stated that the State Board of Elections abolished placing color on the sample ballots; however, a request may be made to add color for the next Primary Election.

Ms. McLaughlin stated that the spray color for the sample ballot is not costly; however, in the initial preparation of the sample ballot contract, it included the placement of the ballot screen shots in the sample ballot, which would have been costlier. The exclusion of the screen shots resulted in coming in under budget. Mr. Naimon advocated the use of a colored sample ballot. In the past, Unaffiliated sample ballots came in yellow, Republican came in Pink, and Democrat came in blue. Ms. White noted that postal regulations do not allow red or purple tones due to their bar code machines. She added that colors would need to be approved by the United States Postal Service (USPS). Ms. McLaughlin will meet with the USPS printers to clarify the process to color the front and back of the sample ballots as well as inquiring about options for the General Election. Ms. Keeffe asked that placing color on the sample ballot be placed on the agenda for future discussion.

Line item 64304 - Advertising – Marketing/Sales - Ms. Keeffe inquired why the funds were not all expended. Ms. Roher stated that all invoices have not been received to date and that an updated expenditure spreadsheet will be available in July. Ms. Roher added that an estimated \$1,000.00 was not spent in line item 64304 due to the discontinuation of the "Topper" inserted in the Express Newsletter.

Mr. Naimon noted that less money was spent under 6A018 Communications that includes lines items: 63604 – Cellular Phone Lines, 63624 – Communication Circuits, 63626 – Communication Modems (SBE), and 63634 – Other Communication Services (PP Phone Lines). Ms. Roher referred to line item 63604, stating that another phone bill is expected. She referred to line item 63624, stating that the charges are unclear; she will provide further information to the Board regarding the charges and the expectation for the rest of the fiscal year. She referred to line item 63626, stating that the charges are from SBE and are estimated based on previous billing costs. She referred to line item 63634, stating that the line item reflects charges for placing phone lines into polling places. Funds are added in expectation of new polling places needing phone lines dropped; during this election new polling places were minimal.

Board members thanked Ms. Roher. Ms. Roher reminded them that the supplemental appropriation will go before the County Council at 1:30 p.m. on May 14. Ms. Roher will send further clarification as to what number on the agenda the Board of Elections will be. Mr. Shalleck noted that he and Ms. McLaughlin will be in Annapolis for Senator Kagan's hearing.

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Voter Registration

Ms. Jurgensen reported that staff is processing the voter registration backlog.

Ms. Jurgensen noted that Voter Registration was closed until the election was certified. She added the certification was not completed until Baltimore City's issue was resolved. Voter Registration "books" were closed until the State Board of Elections certified the election on May 31, 2016.

Ms. White reported on the backlog process, noting that there are 22,000 to 25,000 electronic records that have been held over since the close of voter registration. In addition, 5,000 paper registration forms were received. An estimated 8,800 transactions have been received through the ERIC program. Staff is working through backlogs and the ERIC transaction to ensure clean records. Ms. White added that confirmation cards are being sent to previously inactive voters that had been held in queue for 90 days.

State Board of Elections

Ms. Jurgensen reported that Ms. White and Ms. Jones assisted in the Baltimore City certification process.

Ms. Jurgensen stated that the State Board of Elections required the City of Baltimore to research and re-Certify the election which delayed the certification and opening of MDVoters for registration processing.

Ms. Jurgensen reported that State Board Administrator Linda Lamone requested that she Chair the Provisional Voting Committee to improve outcomes by the election judges. Ms. Jurgensen agreed to assist along with six other Election Directors.

Ms. Keeffe inquired if Election Judge manuals will be reprinted. Ms. Jurgensen responded no; she has not had an opportunity to discuss the election judge training plan for the General Election. She agreed that election judges need reinforced training on opening, closing, payroll, and cultural competency.

Ms. Keeffe stated that she and Ms. Phillips attended the State Board of Elections' Board meeting where the topic of discussion was the City of Baltimore Election. She had the opportunity to advocate the need for funding of additional equipment for Montgomery County Board of Elections.

Board Attorney Report

Bylaws

Mr. Karpinski stated that he spoke with Mr. Shalleck regarding the definition of a quorum in the Bylaws. They agreed to table the Bylaw discussion at this time.

Mr. Karpinski stated that a petition from Robin Ficker being circulated but nothing has been submitted to the Board of Elections.

Mr. Karpinski stated that an advanced determination for a petition was submitted to reduce the number of County Council members needed to vote on raising taxes. He stated the language was misleading and therefore the summary was deemed deficient.

Old Business

Ms. Jurgensen reported that on Monday, April 25, 2016, there were issues with the board's telephone system and she asked Ms. Ross to provide further information. Ms. Ross reported that issues occurred due to the lack of pre-testing with the Telecommunications Section of the Department of Technology Services (DTS). She added that DTS personnel had issues connecting to our remote site that impaired their ability to fix the issue. Planning for the General Election, DTS will pre-program the phones in the call center in a testing environment at DTS, phones will then be jointly tested with additional testing in the call center. This will occur three weeks prior to Election Day. Staff will be taught how to login to phones, as well as creating a checklist, to ensure phones work well. Ms. Ross stated that DTS staff will be onsite to resolve any issues.

Review of Board Correspondence

Mr. Shalleck stated that his process to have Board member input is delaying correspondence. Ms. Keeffe explained her process for correspondence as the previous Board President. The Board members briefly reviewed a draft letter to Senator Raskin and made edits. Mr. Shalleck and Ms. Keeffe with nodding agreement from Mrs. Khozeimeh, agreed to have correspondence handled and signed off by Board President Mr. Vincent, and Ms. Phillips agreed to have future correspondence (unless controversial), including the letter to Senator Raskin, signed off by the Board President only.

2016 Primary Election

Communication Report (Incorporated as Attachment C)

Ms. Roher reported on the Board of Elections Call Center, the Integrated Voice Response System (IVR), MC311, Media Visitors, Media Advisories, and Public Service Announcements. She briefly provided lessons learned and expected changes for the General Election. Ms. Roher stated that additional funding for advertising would be beneficial. She provided information on Press Releases provided by Gov Delivery (a communication outlet provided by Montgomery County Government). She stated that an estimated 3,500 recipients are on the list, some of which are distribution lists which reach another 20,000 people. Information shows that 19% of the mail is not being opened. Mr. Naimon asked if there is any data as to whom is opening the emails. Ms. Roher responded that she will check if that information is available and report back to the Board members. Mr. Naimon asked how much funding she would suggest for advertising; Ms. Roher suggested an additional \$30,000.00 would provide sufficient funds to broaden the demographic reach.

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Information Technology (Incorporated as Attachment D)

Ms. Ross provided an overview of Information Technology tasks for conducting an election. Her report included Equipment preparation, Integrity reports, Early Voting equipment deployment, Early Voting equipment issues/replacements, Election Day equipment deployment, Election Day equipment issues/replacements, Election night reporting, and absentee and provisional canvasses. Ms. Ross briefly provided future staff processes and improvements.

Operations Report (Incorporated as Attachment E)

Ms. Rzeszut provided an overview of the Operations process for the Primary Election. She reported on Campaign Filing, Polling places, Polling Place Support Program, and the Supply Warehouse. Ms. Phillips inquired if the request for funding to lease an additional 125 scanners is granted, will additional black carts be included. Ms. Jurgensen responded no, the black carts can hold two scanners. Ms. Keeffe inquired if the blue bins that hold the scanned ballots are returned in the black carts on Election Day. Ms. Jurgensen explained that a new process is being worked out with Montgomery County Police and Office Movers to have the blue ballot bins returned on Election Night at the regional sites. The black carts are typically not back at the Board of Elections until four to six days later.

New Business

Ms. Jurgensen stated that on June 14, 2016, there will be a State Senate Hearing regarding briefings on election issues. She added that Mr. Shalleck and Ms. McLaughlin will be attending the hearing.

Future Meetings

Ms. Jurgensen inquired if Board members would like to confirm or cancel the August meeting. The Board members agreed to further discuss the August meeting in the July Board meeting.

- A. July 18, 2016 - Board Meeting
- B. August 15, 2016 – Board Meeting (Tentative)
- C. September 19, 2016 - Board Meeting
- D. October 14, 2016 - Public Testing
- E. October 17, 2016 - Board Meeting and Sworn In
- F. October 27, 2016 - Early Voting Begins 9:00 a.m. - 11:00 a.m.
- G. October 28, 2016 – Election Day Equipment Verification
- H. November 3, 2016 - Close of Early Voting 8:00 p.m.
- I. November 7, 2016 - Monday Night Visit 6:00 p.m.
- J. November 8, 2016 - Presidential General Election 6:00 a.m. - 8:00 p.m. and Board Meeting 11:00 a.m.

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- K. November 10, 2016 - Absentee Ballot Canvass I 10:00 a.m. - 8:00 p.m.
- L. November 11, 2016 - Absentee Ballot Canvass I cont. 9:00 a.m. - 7:00 p.m. HOLIDAY
- M. November 12, 2016 - Absentee Canvass I cont. 10:00 a.m. - 8:00 p.m.
- N. November 13, 2016 - Absentee Canvass I cont. 10:00 a.m. - 7:00 p.m. (Tentative)
- O. November, 21, 2016 – Board Meeting
- P. December, 19, 2016 – Board Meeting (Tentative)

Board of Canvassers

Ms. Khozeimeh made a motion at 5:59 p.m. to adjourn the Regular Board meeting and convene as the Board of Canvassers. The motion was seconded by Ms. Keeffe and passed unanimously.

Mr. Karpinski presented late absentee ballots received at the Board of Elections to the Board members for rejection. Ms. Khozeimeh made a motion to reject the ballots received as untimely. The motion was seconded by Mr. Vincent and passed unanimously.

Adjournment

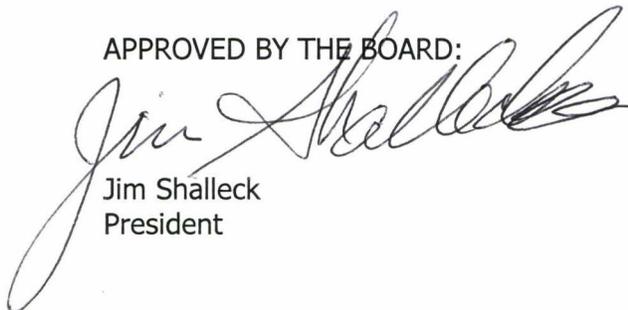
With nothing further to discuss, Ms. Khozeimeh moved to adjourn as the Board of Canvassers at 6:03 p.m. The motion was seconded by Ms. Keeffe and passed unanimously.

Respectfully Submitted,



Lisa Merino
Office Services Coordinator

APPROVED BY THE BOARD:



Jim Shalleck
President

Election Director's Report June 13 2016

Meeting notice posted on Tuesday, May 31, 2016 and on website

1. Quorum
2. Minutes for approval
3. Addition/changes to agenda
4. Public Comments
5. Director Status Report
 - A. Personnel – staff released except for Voter Services Section.
 - i. MDVoters functionality issues occurred on May 31, 2016 and the system was down most of that week. It was a Verizon issue and everyone involved had to wait for service call by Verizon. Temporary staff was sent home. MDVoter system came back up last Friday and then became unresponsive on Monday. Temporary staff sent home, again. System remains functional now.
 - B. Budget – Margie Roher
 - i. Letter to Executive for additional equipment
 - ii. County Council – June 14 at 1:30pm the supplemental appropriation is scheduled. Item 5 on the agenda.
 - C. Voter Registration
 - i. Staff is processing the backlog of voter registrations. The voter registration books were closed since April 6, 2016 until the certification of the election on May 31, 2016. Jessica White will provide an update
 - D. State Board of Elections
 - i. State certification of election occurred May 31 2016.
 - ii. State Board of Elections required the City of Baltimore to research and re-certify the election which delayed the certification and opening MDVoters for registration processing.
 - iii. Lessons Learned Survey is the first step and will have a meeting of the Election Directors in July.

- iv. Ms. Lamone requested that I chair a committee to improve the Provisional Voting procedures to improve outcomes by the election judges. I agreed to assist the State Board with the assistance of six other election directors and to wrap up the recommendation by August.

- 6. Board Attorney Report
 - A. Discussion of by-law change – define Quorum

- 7. Old Business
 - A. Phones on Monday, April 25, 2016 and functionality. J. Ross will report on conclusions of County Telecommunications

- 8. 2016 Primary Elections
 - A. Communications Report by Margie Roher
 - B. Information Technology Report by Janet Ross
 - C. Operations Report by Chris Rzeszut
 - D. Correspondence
 - 1. Alan Banov for Montgomery County Democratic Central Comm.
 - 2. J. Park

- 9. New Business
 - A. State Senate Hearing – Briefing on Election Issues
 - 1. June 14 at 10:00 a.m. Miller Senate office Bldg

- 10. Future Meetings.

Board of Canvassers Meeting

- 1. Absentee ballots (too late) – (2)

FY16 OPERATING BUDGET SPREADSHEET
Through May 31, 2016 (As of June 6, 2016)

LINE ITEM	FY16 APPROVED	FY16 YEAR TO DATE*
PERSONNEL COSTS	3,943,284	3,642,811
5A001 - Salaries & Wages	3,244,549	3,017,944
50010 - Full Time Salaries	2,137,481	1,714,380
50012/50020 - Part Time Salaries/Seasonal Temps	656,424	854,630
60168 - Temporary Office Clerical (moved from OP for clarity)	201,329	48,827
SUBTOTAL FOR TEMPORARY PERSONNEL	857,753	903,456
50324 - Overtime (includes emergency, multi-lingual & holiday)	249,315	400,108
5A002 - FICA	218,646	219,782
5A003 - Group Insurance	305,315	254,139
5A004 - Group Retirement	174,774	150,946
OPERATING EXPENSES	3,609,635	2,971,350
6A001 - Services and Contracts	1,688,863	731,542
60060 - Legal/Attorney Services	75,000	77,238
60066 - SBE Program Management	613,682	300,223
60304 - Maintenance - Electrical	0	9,079
60314 - Maint - Computer Systems	25,000	4,596
60326 - Repair/Maint Agmts - Office Equip	11,000	3,427
60412 - Moving Services	27,857	21,237
60414 - Building Construction	277,060	281,242
60530 - Other Professional Services - EJ Stipend	624,764	0
60532 - Other Non-Professional Services (includes EJ mod.)	34,500	34,500
6A002 - Maintenance	188,765	133,212
61010 - Computer Equip Repairs/Maint (EPB)	188,765	133,212
6A003 - Rentals/Leases	842,337	1,151,363
61902 - Furniture Rentals (Polling Place)	7,000	6,596
61924 - Other Equipment Rentals (MDVoters)	717,448	574,324
61926 - Bldg or Space Rental/Leases (Pol. Place)	24,500	35,052
61932 - Other Rentals/Leases (Voting System)	93,389	535,392
6A004 - Office Supplies & Equipment (<\$5,000)	125,004	161,362
62010 - General Office Supplies+	70,000	87,528
62016 - Computer Supplies	5,000	468
62018 - Computer Equip (<\$5,000)	28,000	14,673
62022 - Paper and Supplies for Copiers	0	980
62028 - Other Supplies & Equipment	22,004	57,713
6A011 - Books, Videos, and Subscriptions	3,500	5,652
62700 - Books/Reference Materials	2,500	2,140
62712 - Other Books, Videos, and Subscriptions	1,000	3,512
6A012 - Other Supplies/Materials/Equipment	107,726	39,088
62826 - Keys and Locks	0	6,717
62946 - Charges from SBE	107,726	32,371
6A013 - Printing/Central Duplicating Services	169,336	286,616
63016 - Imaging	35,380	24,045
63018 - Document Shredding	0	169
63020 - Office Mach. Cop. Leasing	11,760	16,364
63022 - Other Central Dup Svc - Printing (all printing costs)	122,196	246,038
Mandated Legal Requirements		
Charges from SBE		
Election Specific Costs		
Personnel Charges		
Temporary Personnel Charges		
Overtime Costs		
Benefits		

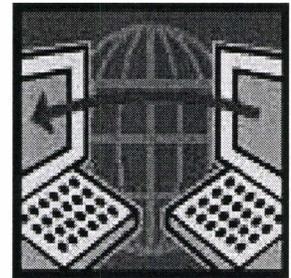
FY16 OPERATING BUDGET SPREADSHEET
Through May 31, 2016 (As of June 6, 2016)

LINE ITEM	FY16 APPROVED	FY16 YEAR TO DATE*
6A014 - Outside Printing	100,550	74,479
63100 - Outside Printing/Copying	550	1,080
63104 - Sample Ballot Printing	100,000	73,399
6A015 - Mail	138,361	179,923
63200 - Central Dup - Postage - Bulk (services, NO postage)	36,530	95,764
63202 - Central Dup - Postage - Individual (PO Box rental)	21,081	1,658
63206 - Inter-Office Mail/Pony Charge	750	2,501
63208 - Other - Mail (Sample Ballot Postage)	80,000	80,000
6A016 - Outside Postage and Mail	38,000	54,658
63300 - Outside Mail Services (VNCs and all other postage)	37,500	54,345
63304 - Other Outside Mail Services	500	313
6A017 - Motor Pool	10,832	11,105
63500 - Assigned Motor Pool Vehicles	8,832	8,475
63504 - Daily Rental Motor Pool	2,000	2,356
63508 - MP EZPASS Charges	0	275
6A018 - Communications Services	123,549	90,291
63600 - Local Telephone Service Charges	50,000	47,725
63604 - Cellular Phone Line Charges	2,800	720
63618 - Blackberry Charges (smart phones)	9,000	8,671
63624 - Communication Circuits	36,279	22,967
63626 - Communication Modems (SBE)	4,870	582
63634 - Other Communication Services (PP Phone Lines)	20,600	9,626
6A020 - Charges from Others	11,148	444
63810 - Charges for Facility Maintenance	11,148	444
6A021 - Travel	23,996	20,138
64010 - Metropolitan Area Travel	17,996	17,473
64012 - Non-Metropolitan Area Travel	6,000	2,665
6A022 - Education, Tuition, and Training	5,125	6,578
64100 - Local Conference Related	2,000	1,120
64120 - Other Education, Tuition, & Training	3,125	5,458
6A023 - Dues/Memberships	2,000	2,150
64200 - Professional Memberships (Individual)	2,000	2,150
6A024 - Advertising	25,036	21,796
64300 - Advertising - Jobs	0	0
64304 - Advertising - Marketing/Sales	25,036	21,796
6A099 - Miscellaneous Operating Expenses	5,507	953
69999 - Other Misc Operating Expenses	5,507	953
DEPARTMENTAL TOTAL	7,552,920	6,614,161
* Included prior year encumbrances		
+ 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		

April 26, 2016



**PRESIDENTIAL PRIMARY ELECTION
COMMUNICATION REPORT**



This Communication Report provides an overview of the communication efforts of the Board of Elections related to the Primary Presidential Election. Additional detail will be provided in a Power Point presentation during the June 13, 2016, Board meeting.

- I. **Board of Elections Call Center:** The Call Center was in operation for seven weeks, from March 15 through April 25. Staffing included four temporary employees, two bilingual in Spanish, and one permanent employee serving as the supervisor. Hours of operation were 8:30 a.m. to 5:00 p.m. with expanded hours during Early Voting of 8:30 a.m. to 8:00 p.m. (including Saturdays, April 16 & 23 and Sundays, April 17 & 24) in accordance with State Regulation. During this period the Call Center answered 2,307 calls.
- II. **Integrated Voice Response System (IVR):** Caller who dial 240-777-8500 or 240-777-8683 (VOTE) are automatically connected to our IVR which provides detailed information on voter registration and absentee deadlines and applications, the election judge program, as well as a polling place locator and other services. During Early Voting the IVR handled 1,770 calls and on Election Day 925 calls were received.
- III. **MC311:** Montgomery County residents who dial 311 receive information from a series of knowledge base articles created by staff. During peak election period the majority of the calls are immediately transferred to our staff for assistance, minimizing the number actually tracked by their software. Between April 14 and 21 they handled 78 calls. On Election Day they handled 74 calls.
- IV. **Media/Visitors:** Two (2) appointments were scheduled for media representatives to visit polling places on Election Day. Former Board President Susan Bratten assisted with one reporter and current President Jim Shalleck handled the other. Additionally, twenty media representatives – local, national, and international – were issued credentials to capture footage and interview voters at polling places throughout the county.
- VI. **Media Advisories:** All media advisories (which include legal notifications) are distributed in English via an electronic delivery system (GovDelivery) and in Spanish via e-mail to general distribution lists developed and maintained by the Montgomery County Office of Public Information. In addition, English media advisories are distributed to all Federal, State, and Local candidates and elected

officials as well as all individuals appearing on the ballot and several county agencies who, in turn, forward them to their distribution lists. There are currently 3,597 subscribers in GovDelivery; when you include the number of people on distribution lists (County Council, Regional Service Centers, and local municipalities especially) the media advisories are ultimately reaching more than 50,000 individuals. In addition to the electronic distribution described above, each media advisory is also posted on the Board of Elections' website, Facebook page, and Twitter. For the Primary Election, 37 media advisories were issued from January 6, 2015, through April 19, 2016.

- VII. **Public Service Announcements:** The Montgomery County Office of Public Information again provided assistance to staff by creating three public service announcements – Voter Registration, Early Voting/New Voting System, and Election Day Preparation/New Voting System. These PSAs were distributed in both English and Spanish throughout the County. Staff is still awaiting statistics from the various media outlets.

LESSONS LEARNED

Integrated Voice Response System – The Integrated Voice Response System needs to be upgraded with current software to ensure there is no interruption in service. A contract is currently in process so that this can occur before September.

Media/Visitors – Staff will work with the SBE to develop an improved Election Day management plan to accommodate the increasing needs of the media while ensuring the efficiency of the polling places.

Media Advisories – Staff will work with the local municipalities to ensure all are participating in the distribution of notices prior to the General Election.

Public Service Announcements – A lot was accomplished with minimal funding. Additional funding continues to be needed in order to reach a broader range of voters with important deadline and process information.

2016 Presidential Primary Election IT Staff Summary Report

During the 2016 Presidential Primary Election, the IT Staff was challenged with learning new voting equipment and new processes due to the implementation of the new Maryland voting system.

The objective of this summary is to provide a summary of the functions accomplished by the IT Team and to identify processes that can be improved which will result in improved performance in the upcoming November 8, 2016, General Election.

Overview of IT Tasks for Conducting Elections

The Information Technology Staff is responsible for maintaining, testing, preparing, distributing and accounting for all IT related election equipment. The IT 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.

IT Personnel (20 Total):

- BOE Permanent IT Employees: 3
- BOE Temporary IT Employees: 8

The IT Staff is also assisted by the following:

- SBE Regional Manager (State Employee): 1
- Department of General Services: 5
- Temp Agency Employees: 3*

* - *Temp Agency Employees shared with Operations Staff*

Equipment Preparation

Preparation of the election equipment normally consists of four major processes;

- **Logic and Accuracy Preparation** – allocation of voting equipment and peripherals to precincts and Early Voting sites is performed. The Integrity Reports for the equipment are also created during this process.
- **Creation of media for election equipment** – loading the election database onto memory sticks for Early Voting and Election Day for all Early Voting sites and Election Day precincts.
- **Logic & Accuracy Testing** – all equipment that will be used in the election is tested prior to the election to ensure it is functioning properly.
- **Bulk Update** – adds supplementary database to Election Day EPBs so that the voters who voted early and voters who were issued absentee ballots after Registration Close are reflected correctly in the pollbook.

With the implementation of the new voting system for this election, an additional process, Acceptance Testing, was added to the tasks that the IT Team had to complete. Acceptance Testing consisted of performing specific SBE tests for each scanner and ballot marking device received in the IT warehouse. Also included as part of acceptance testing was inspecting each voting booth received.

Integrity Reports

The Integrity Reports for the BMDs, scanners and pollbooks are created during the Logic and Accuracy preparation process. The data contained on these reports are validated by the IT Team during Logic and Accuracy Testing for the scanners and BMDs and during the Bulk Update process for the EPBs.

For this election, the IT Team achieved the following overall accuracy rates for the three different Integrity Reports:

BMD Integrity Reports – 97.59% (15 errors reported for 620 items)

Pollbook Integrity Reports – 99.37% (15 errors reported for 2397 items)

Scanner Integrity Reports – 98.52% (52 errors reported for 3500 items)

Early Voting

Equipment Deployed

The BOE deployed the following equipment to accommodate voters during Early Voting:

- 24 scanners
- 12 ballot marking devices
- 96 pollbooks

Equipment Issues/Replacements

During Early Voting the BOE's Help Desk received several calls relating to malfunctioning pollbooks and scanners. Listed below is a summary of the scanner and pollbook issues and resolutions:

- one scanner – screen would not turn on; scanner replaced (*Silver Spring Civic Center*)
- one scanner – ran out of paper at start up on first day; paper removed from scanner with malfunctioning screen and used in this scanner (*Silver Spring Civic Center*)
- 11 pollbooks replaced – incorrect Same Day Registration software received from State (see *Other Issues Encountered During Early Voting* for description and resolution of the software issue.)
- 5 pollbooks replaced – syncing issues with State server at closing; not syncing with other pollbooks at site and screen freezes

Other Issues Encountered During Early Voting

The IT Staff was notified by a member of the State IT Staff Wednesday night during Early Voting set-up that there was an issue with the Same Day Registration software. This issue only

affected Montgomery and Prince Georges Counties. The issue with the software was that in some instances the voter's name would not print on the Same Day Registrants Voter Authority Card. This was caused by the State accidentally deleting code when inserting code for Montgomery and Prince Georges Counties to print Spanish text on the Voter Authority Card.

Resolution: BOE IT Staff notified the Early Voting Center Managers of the issue and provided a work around to use for the first day of Early Voting. BOE IT Staff worked with the State IT Staff and developed a plan for the State to provide the correct software. BOE IT Staff prepared eleven pollbooks to replace the pollbooks which were being used for Same Day Registration. These pollbooks were switched the first day Early Voting after the polls closed at 8 PM.

Election Day

Equipment Deployed

The BOE deployed the following equipment to accommodate voters on Election Day:

- 310 scanners
- 310 ballot marking devices
- 799 pollbooks

Equipment Issues/Replacements

On Election Day, the BOE's Help Desk received six calls relating to malfunctioning scanners and two calls relating to malfunctioning pollbooks that had to be replaced. Listed below is a summary of the scanner and pollbook issues and resolutions:

Scanners

- 04-11 – 'Invalid Signature File' error message received at opening; scanner replaced
- 04-15 – scanner 2 ran out of paper at opening; paper sent to precinct and scanner was operational after paper was changed
scanner 1 – Chiefs could not get scanner working scanner was changed from 'voting mode'; Roamer was able to change scanner back to voting mode and the scanner was operational
- 07-11 – screen unresponsive at opening; scanner replaced
- 07-23 – scanner stopped scanning ballots early evening; scanner was not replaced because the precinct had two scanners.
- 09-31 – scanner stopped scanning ballots mid-day; ES&S Tech tried to repair on site but could not get the scanner to work properly; scanner replaced
- 13-05 – memory error message received at opening; scanner replaced

Pollbooks

- 04-31 – pollbook would not turn on
- 13-14 – pollbook not syncing with other pollbooks

Election Night Reporting

The results from Early Voting were tabulated by 2:00 PM on Election Day and provided to the State prior to 8 PM. However, the results could not be released or posted on our website until 9 PM due the extended hours voting in Baltimore City. The Early Voting results were not posted to our website until 9:20 pm. The delay in posting the data was caused by problems copying the file from the server; issues accessing the website link and the time it takes the file to upload because the files are large.

With the implementation of the new voting system, Regional Upload centers were used for reporting results for Election Day. Montgomery County used eight regional sites with seven of the sites being located throughout the county and the BOE location was the central or main site.

Using the regional sites improved our ability to report the results earlier. By 11:00 PM 95.13% of the results were received and uploaded which is equivalent to 254 out of 264 Early Voting and Election Day precincts.

Canvass (Absentee & Provisional)

The DS850 high speed scanner was used to scan the ballots for the Absentee I, Absentee II and Provisional canvasses. Using the high speed scanner greatly reduced the time and personnel needed to scan ballots for the canvasses.

After certification of the election by the BOE, it was discovered that during the Absentee I Canvass approximately 163 ballots were not scanned. The IT Staff identified two batches in which problems were noted during the canvass and located the batches. After a manual count of the ballots in these batches it was determined that all of the ballots in the two batches were not scanned. The State Board of Elections was notified and informed the BOE to rescan all of Absentee I and to recertify the election.

Planned IT Staff Process Improvements

IT Staff plans to implement the following to improve performance and effectiveness for the upcoming November 8, 2016 General Election and future elections:

1. Verification team consisting of two employees not part of the IT Staff to assist during L&A Testing to perform the following:
 - Verify the steps required during L&A Testing for each scanner and BMD is performed and the associated paperwork is completed accurately.
 - Verify the data on the Integrity Reports to ensure numbers are correct when the machines are sealed to improve accuracy of the Integrity Reports for the BMD and scanners
2. Pack of roll of paper in the Black Transfer Cart for every scanner assigned to the precinct as a back-up.
3. Provide Early Voting and Election Night Results to DTS Staff member uploading to the BOE website 30-40 minutes earlier to allow more time to upload the file.
4. Work with Absentee and Voter Registration to develop a cover sheet that provides the total number of ballots contained in each batch prior to scanning on the DS850 during canvass.

**2016 Presidential Primary Election
Operations Group
Summary Report to Montgomery County, MD Board of Elections
June 13, 2016**

During the 2016 Election Cycle, the Operations group was confronted with a different set of challenges. With the implementation of the new Maryland voting system, significant planning was required. Objectives changed. Incentives focused on incorporating new procedures through collaboration with the entire Board of Election staff. A paper-based voting system was unfamiliar to many of the staff members. Consequently, discussions centered on primary goals—voter satisfaction, the integrity of the system, executing a sound election and applying measures that matched the system’s requirements. Planning concentrated on the end product—a sound election.

Operations provides multiple roles when conducting this election. Through a power point presentation Board members will have an opportunity to see various functions accomplished during the 2016 Primary Election. Also included in this summary are brief reports of the activities of Campaign Filing, Polling Place coordination, the Polling Place Support Program, mapping services and the Supply Warehouse.

Campaign Filing:

During presidential elections Montgomery County staff members have the responsibility of filing Board of Education candidates. For the 2016 Election Cycle, nine individuals filed candidacies for the School Board contests, At-Large and Districts 2 or 4. Inquiries were handled by staff members with the goal of assisting and ensuring that each candidate understood the filing process and was in compliance with Maryland Campaign Finance Laws. Complex issues such as candidate filing and finance laws require attention to detail as non-compliance may result in the candidate incurring fines or penalties. Maryland State Board of Elections continues to use the MDVOTERS database for filing, linking candidates to their registration records. BOE Staff using the software are trained on the database system and maintain knowledge of updates and current regulations. As in past elections, ballot verification and candidate lists were proofed and provided to the public as well as Certificates of Nomination were prepared for the six candidates moving forward to the Presidential General Election.

Polling Places:

Early Voting was received, once again, positively and the selection of ten sites proved effective as Montgomery County experienced a significant increase in voter turnout during Early Voting. With the likelihood of a continued increase in voter participation during Early Voting, it is anticipated that Early Voting will potentially decrease Election-Day lines for the General Election.

With regard to Election-Day polling places, 2015 locations were reviewed in early 2015 and contacts were made to confirm reservations at each location. A list of polling place, proposed changes was presented to the Board for review and handouts with staff recommendations were presented in September and October 2015 with final approval of 255 Precincts and 232 polling places in November 2015. After approval, final arrangements were completed and affected voters were notified of the change in their polling place by BOE issuing a new Voter Notification Card (VNCs). VNCs regarding polling place changes were sent to all impacted voters in January 2016. Voter comments point to voter satisfaction with the voting experience provided to them by the Montgomery County, Maryland Board of Elections during the Primary Election.

Polling Place Support Program (PPSP):

Based on the Polling Place Evaluation Forms submitted by the PPSP volunteers who visited polling places during the 2016 Primary Election Day and from the comments offered during the PPSP debriefing session held on May 10th, it was evident that the election ran smoothly. As one of the volunteers at the debriefing said "I was extremely impressed by the dedication, knowledge, patience, friendliness and savvy of the judges, especially in dealing with difficult voters." Reports noted a warm and welcoming atmosphere created by Election Judges and state that Judges appeared to possess good knowledge of the new voting system. Volunteers observed a few instances where problems with Electronic Poll Books and Scanners were experienced; however, with the availability of the roamers, issues were resolved quickly. Ultimately, voting was minimally impactful.

Supply Warehouse:

In the past, the Supply Warehouse staff consisted of two permanent staff members, a Project Specialist and an Office Services Coordinator, along with two temporary staff members assigned during peak election preparation. However, because of the anticipated change in work requirements to prepare the paper

ballots, staffing was increased by three individuals to assist with the added physical demands in the warehouse. The nature of the product produced detailed plans were essential and staff members were put to the test and met their challenge by coordinating efforts with the IT group and devising procedures that maintained a smooth, constant workflow. Preparation of a full complement of supplies for 232 polling places, serving 255 precincts, and ten early voting sites moved along seamlessly.

As in the past, it is with pride that we provide the above information. The goal of Operations staff members is to utilize the tools given us and exploit staff talents to provide a positive voting experience for the residents of Montgomery County, Maryland.

Respectfully submitted by Christine Rzeszut
on Behalf of the Operations Group.