

APPROVED

May 19, 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
Nancy Dacek, Secretary
Nahid Khozeimeh
Graciela Rivera-Oven
Jacqueline Phillips
David Naimon

Board Attorney:

Kevin Karpinski

Staff:

Margaret Jurgensen, Election Director
Alysoun McLaughlin, Deputy Election Director
Laletta Dorsey, Acting Voter Registration Manager
Marjorie Roher, Management and Budget Specialist III
Janet Ross, Information Technology Manager
N. Christine Rzeszut, Operations Manager
Lisa Merino, Election Aide II

Guests:

Dolly Kildee
Adol Owen-Williams
Barbara Sanders
Michael Subin

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 comments were given.

APPROVED

Additions/Changes to the Agenda

No changes were made.

Approval of the April 21, 2014, Board Meeting Minutes

The Board was sent the April 12, 2014, minutes in advance. Mrs. Dacek made a motion to approve the minutes. The motion was seconded by Mrs. Rivera-Oven and carried unanimously.

Election Director Report (Incorporated as attachment A)

Significant Meetings

Ms. Jurgensen reported that the Board of Elections staff had met with County Public Safety and Homeland Security personnel to review emergency procedures for the polling places. She added that a large capacity generator will be delivered to the Board of Elections in June and a smaller one will be available for use during Early Voting.

Ms. Jurgensen briefed the Board on the potential issues staff has discussed with Mr. Subin regarding the impact the Tiger Woods/Quicken Loans National Golf Tournament may have on Precinct 10-03, Seven Locks Elementary School, Precinct 10-07, Carderock Springs Elementary School, and Precinct 10-09, Our Lady of Mercy School. Mr. Subin will provide further information later in the meeting. The Board expressed concern with parking at these precincts.

Ms. Jurgensen reported that she attended a meeting with the City of Rockville Board of Elections. The City of Rockville is considering a referendum which would include the Municipal election races on the same ballot as the county-wide races. They have requested information on the costs involved with the process. Due to the uncertainty of which voting units will be ordered by SBE, that estimate cannot be determined at this time. Ms. Jurgensen provided the City with information on costs to conduct an election and the current formula SBE uses to charge local boards.

APPROVED

Personnel

Ms. Jurgensen reported that Lisa Jones has been hired for the Information Technology Technician position. She fills the complement of Information Technology staff with IT Manger, Janet Ross, and IT Specialist, Jerry Quarshie. The Board inquired if Mr. Satterfield would be available to provide information to Ms. Jones. Ms. Jurgensen responded that he is a shared resource with other LBEs and will be available to our staff and other LBEs in his region. Other senior staff from SBE and county personnel will also be available. She added that Ms. Woods has returned to work as the Election Judge Coordinator and is currently working 20 hours per week.

Ms. Jurgensen provided correspondence from SBE to the Board that proposed the allocation of precinct based optical scanners. The Board reviewed the document and expressed their concerns with the proposed one optical scanner for each precinct. Staff proposed that a formula be used to determine scanner allocation; the Board agreed. Following discussion, Mrs. Dacek made a motion to instruct staff to prepare a letter to the SBE requesting an allocation of a minimum of two units per precinct and a formula allocation for additional optical scanner units for precincts with populations greater than 3,000 voters, such as one unit for every 1,500 voters, rounded up. The motion was seconded by Mrs. Khozeimeh and passed unanimously.

Ms. Jurgensen reported that Ms. McLaughlin is working with the Department of Technology Services (DTS) to create a mobile app. A soft launch will occur over the next few weeks. Ms. McLaughlin briefly described the mobile application as it would appear and stated that a link in the application will direct users to the Board of Elections' (BOE) website.

Ms. Keeffe expressed her dissatisfaction with the BOE website, noting the site is not engaging and continues to have insufficient information regarding important deadlines. She stated that the Early Voting buttons are visually pleasing and likes that clicking on the image provides further information. The Board expressed the need to have more information regarding voter registration deadlines, as well as a Spanish statement asking for election judges. Ms. Jurgensen stated the banner format that was used in the 2012 elections will be used again. Staff will update the website and contact Chris Daniels, from DTS, for technical web assistance.

Ms. Phillips inquired if PSAs are created for election judge recruitment. Ms. Roher stated that PSAs were created for Early Voting, Election Day preparation, and Registration deadlines. Mr. Zelaya coordinates several outreach events prior to the elections. Ms. Roher will email her local media contacts requesting advertising on the need for election judges. Ms. Jurgensen stated that a mailing of 94,000 was done reaching out to Republicans, in addition to a mailing which was sent to all newly registered voters age 17 and up with a positive response. Ms. Jurgensen reminded the Board that Future Vote does heavy outreach as well.

APPROVED

Budget

Ms. Roher stated that the current fiscal year expenditures through May 6, 2014, are on track. The third State billing has been received and an additional bill is expected. She stated that an email was received late Friday regarding the FY15 budget, indicating that the \$40,000 in additional funds requested for advertising was not moved to the reconciliation list which the County Council voted on last week. She reminded the Board that the Gubernatorial General Election falls in the FY15 budget and that the Board will need to be proactive in requesting additional funds in the FY16 budget where the Presidential Primary and General Election occur with the implementation of the new voting system.

Voter Registration

Ms. Jurgensen reported that monthly statistics have been posted to the website. She added that a Voter Registration drive will occur on May 31 in collaboration with radio and TV stations.

State Board of Elections

Ms. Jurgensen reported that staff has begun to integrate the new audit requirements established by SBE with the Montgomery County Board of Elections procedures. She stated that SBE and Runbeck held a training session for the Runbeck mail ballot system and the first mailing occurred on May 10, 2014. Ms. Jurgensen reported that ballots were delivered on May 13, 2014, and the contingency ballots are expected soon.

Ms. Jurgensen updated the Board on a pending complaint that came to the attention of SBE regarding the online voter registration link on the SBE website. Findings of the issue were sent this afternoon and were made available to the Board (see attachment). The Board discussed the issue. Ms. Jurgensen updated the Board on previous issues regarding voter registrations received from MVA adding that over 50 individuals were called by staff to verify their party affiliation and 21 were reached successfully (staff continues to make random calls). The voters acknowledged the selection on record of party reflected their choice of party affiliation or non-affiliation.

Ms. Dorsey stated that several registered voters selected "other party," although they had not been aware they did so until reviewing their VNC (Voter Notification Card). Nine (9) of the 25 registered voters unknowingly selected "other party." Mr. Naimon expressed his concern. Ms. Dorsey noted that it is the voter's responsibility to contact the Board of Elections to select their party affiliation after indicating "other party." The Board members expressed concern that several voters unknowingly made that selection. Mr. Karpinski inquired if the BOE can obtain the paperwork submitted to the MVA. Ms. Jurgensen responded that it is an on-line voter registration with DMV (Department of Motor Vehicle), not BOE or SBE websites. She will provide a report of all the voters who have registered through DMV, showing party affiliation selected, after June 3, 2014. Mr. Naimon suggested that the Board look into how DMV operates/processes voter registration requests. The Board agreed.

APPROVED

Legislative Update

No information was given.

Board Attorney Report

Mr. Karpinski reported that according to Election Law Article 9-306 subsection "(b) *transmittal of ballot - if the applicant qualifies to vote by absentee ballot, the local boards shall send the ballot: (1) as soon as practicable after receipts of the request; or (2) if the ballots have not been received from the printer, as soon as practicable after the local boards receives delivery of the ballots. (c) Rejection of application. - (1) If the members of the local board determine that the applicant is not entitled to vote by absentee ballot, the local board shall notify the applicant as soon as practicable after receipts of the application of the reasons for rejection.*" He added that the Board may delegate that transmittal letter to staff. Noting that the voter has the right to appeal to the Board, and the Board would then make a final decision, Mr. Karpinski recommended the delegation. Mrs. Khozeimeh made a motion to delegate staff to reject absentee ballot requests that are submitted late and send a letter to those individuals indicating the reason for rejection and their appeal rights. The motion was seconded by Ms. Keeffe and passed unanimously.

Old Business

MAEO Conference

Ms. McLaughlin stated that she has been appointed as Chair of the 2015 MAEO Conference. The Board congratulated her.

16 Year Old's Voting Eligibility

Ms. Keeffe requested an update from the previous Board Meeting regarding the status of 16 year olds "eligibility" vs "ineligibility" to vote when they receive a VNC. Mr. Karpinski stated a letter was provided to the Board in advance of the meeting with the State's decision. The State will notify those voters (16 years old and older) that are eligible to vote by sending a VNC, and those who are 16 years of age and will not be 18 years of age before the General Election will receive a letter notifying them of ineligibility to vote due to their age. Mr. Karpinski stated that, according to State statute, when a local board receives a voter registration application, the Director shall send a voter acknowledgement notice (formatted by the State) notifying whether the applicant is qualified to vote or not. The VNC can serve as a voter acknowledgement. Ms. Keeffe expressed her concern with the different category labels as active registrants and eligible registrants and the potential for the 16 year olds coming into a polling place ready to vote due to receiving their VNC.

Tiger Woods/Quicken Loans National Golf Tournament

Ms. Keeffe acknowledged Mike Subin. Mr. Subin addressed the Board regarding the upcoming Tiger Woods/Quicken Loans Golf event on Election Day. He stated that Montgomery County Government is not anticipating any major issues with parking or traffic at the nearby polling places (10-03, 10-07, and 10-09) on June 24, as it is expected to be a practice day. He stated there will be police patrolling at the Carderock Springs Elementary School (10-07). Ms. Jurgensen noted that Captain Liquorie stated that police will be patrolling the polling places surrounding the event. The Board thanked Mr. Subin.

2014 Gubernatorial Primary Election Preparation

Election Judge Update (Incorporated as attachment C)

Ms. Jurgensen expressed her concern for the need for additional election judges. She provided an updated graph showing election judge status and added that staff is calling individuals to complete their quizzes and assign them to training classes. More classes are being added to accommodate those last minute potential election judges. The current number of election judges needed to serve in the Primary Election is 2,600. The Board inquired where training has occurred. Ms. Jurgensen responded that training has been held in White Oak, Bethesda, and Potomac in addition to on-site in Gaithersburg. Mrs. Rivera-Oven asked that the Election Judge status graph include bilingual judges. She also asked that Ms. Jurgensen contact the Ana G. Mendez University System in Wheaton as they have been trying to contact BOE to assist with Voter Registration and Election Judge recruitment at their facility. Ms. Jurgensen responded that Mr. Zelaya works very closely with the Ana G. Mendez University System and she is surprised to hear this new information. She will ask Mr. Zelaya to contact the Director of the Ana G. Mendez University System, Cynthia Osario, for further information. Mrs. Rivera-Oven asked that the status of county employees serving as election judges be made available. Mr. Subin stated that he will request that another e-mail be sent to Montgomery County employees alerting them of the need for election judges.

Supply Equipment Update

Ms. Jurgensen stated that supplies and equipment are in various stages of preparation. The verification process is 100% of the required supplies for polling places.

Election Day Visitors

Ms. Roher stated that in order to lessen the number of interviews assigned to the Board on Election Day, Ms. Keeffe and she discussed revising the scheduling process. Sam Statland, Bob Clark, Sue Bratten, and Sara Harris have agreed to assist the Board members. Ms. Roher presented a list of potential categories of visitors to determine which the Board would prefer to meet with personally. Mrs. Dacek, Mrs. Rivera-Oven, and Ms. Philips agreed to meet with any group.

Ms. Roher stated that each Board Member will be assigned to interviews at only one site in order to eliminate the need to drive all around the county. She asked the Board members to select one of the designated locations. The following locations were selected:

- 04-16 – Thomas Wootton High School – Mrs. Dacek
- 07-03 – Clara Barton Community Center – Mrs. Khozeimeh
- 07-26 – Friendship Heights Village Center – Mrs. Jeter
- 09-33 – Summit Hall Elementary School – Mrs. Rivera-Oven
- 10-11 – Pauline Betz Addie Tennis Center – Ms. Keeffe
- 13-21 – Takoma Park Middle School – Ms. Phillips
- 13-54 – Leisure World Clubhouse I – Mr. Naimon

Ms. Roher noted that any media requests during Early Voting will be handled by staff if the Board is unavailable. Mrs. Jeter and Mrs. Khozeimeh stated they would be available if necessary. Ms. Roher asked if the Board would like to schedule a media event at Silver Spring before Early Voting begins. The Board agreed.

Board Calendar

Ms. Roher provided a tentative Board Member Calendar in advance, requesting availability for Early Voting, Election Day, and Canvass requirements. The Board will provide remaining availability dates to Ms. Roher via email and an updated calendar will be made available.

Ms. Jurgensen requested that Board members come to the BOE on June 24 to conduct election business. The Board members decided to arrive at 11:00 a.m. on June 24.

Early Voting Assignments

The Board was provided a list of their selected Early Voting sites as discussed at the April Board meeting.

Media Update

Ms. Roher stated the PSAs have been completed and transmitted to Comcast and Radio America with ads placed in *the Gazette* and *El Tiempo Latino*. Bus signs are up and media advisories are out and on track. The Board thanked Ms. Roher.

New Business

No new items were discussed.

APPROVED

Future Meetings

- A. June 2, 2014 – Early Voting Public Testing 10:00 a.m.
- B. June 10, 2014 – Election Day Public Testing 10:00 a.m.
- C. June 12, 2014 - *First Day of Early Voting*
- D. June 16, 2014 - *Tentative*
- E. June 19, 2014 - Last Day of Early Voting – Bag Check
- F. June 24, 2014 - Election Day
- G. June 26, 2014 - Absentee I Canvass Begins 10:00 a.m. to 7:00 p.m.
- H. July 2, 2014 - Provisional Canvass Begins 10:00 a.m. to 7:00 p.m.
- I. July 7, 2014 - Absentee II Canvass Begins 10:00 a.m. to 7:00 p.m.
- J. July 17, 2014 - Certification/Audit
- K. July 21, 2014 - 2:30 p.m.
- L. August 18, 2014 - 2:30 p.m. - *Tentative*
- M. September 15, 2014 - 2:30 p.m.
- N. October 20, 2014 - 2:00 p.m. with Early Voting Cage Supply Check
- O. October 23, 2014 - First Day of Early Voting
- P. October 30, 2014 - Last Day of Early Voting
- Q. November 4, 2014 - Election Day
- R. November 6, 2014 - Absentee I Canvass Begins 10:00 a.m. to 7:00 p.m.
- S. November 12, 2014 - Provisional Canvass Begins 10:00 a.m. to 7:00 p.m.
- T. November 14, 2014 - Absentee II Canvass Begins 10:00 a.m. to 7:00 p.m.
- U. November 17, 2014 – *Tentative*
- V. November 25, 2014 – Certification/Audit (TBD)
- W. December 15, 2014 – 2:30 p.m.

Adjournment

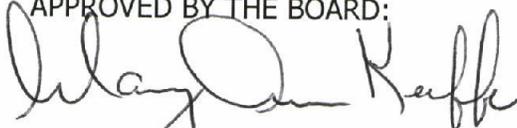
With no further business, Mrs. Khozeimh moved to adjourn the regular session. The motion was seconded by Mrs. Jeter and carried unanimously. The meeting adjourned at 5:20 p.m.

Respectfully Submitted,



Marjorie M. Roher
Management & Budget Specialist III

APPROVED BY THE BOARD:



Mary Ann Keeffe
President

Election Director's Report for May 2014

Significant Meetings:

The Board of Election staff met with County Public Safety and Homeland Security staff to review the emergency procedures for the polling places. The staff discussed improvements for Election Judge training and provided updated handouts related to emergency situations. The staff also discussed the Tiger Woods/Quicken Loan Golf Tournament and possible impact to voters on June 24, 2014. Mike Subin will attend the Board Meeting to provide an update related to traffic and parking issues as requested by staff.

City of Rockville Supervisor of Elections and Elected Officials requested information related to a referendum issue that appeared on the 2013 municipal ballot. I appeared at the meeting as requested. I was asked to provide estimated costs to the city if the elections were held concurrently and placed on the ballot in even year general elections. I stated that currently it is impossible to determine the costs to the municipalities because of the unknown election system the State Board of Elections will purchase. I provided the City Council information on costs to conduct an election and the current formula the State Board of Elections charges the local boards of elections. The formula is based on a percentage of the county's population to the overall statewide population. I urged caution and stated the Montgomery County Board staff would inform City of Rockville staff of the developments as they relate to a voting system for the future.

The position of Information Technician has been filled. Ms. Lisa Jones will not be attending the meeting as she must attend mandatory orientation for county employees the day of the Board meeting on May 19, 2014.

Voter registration remains steady and the monthly statistics are posted on the website.

State Board of Elections

I have attached a letter that was sent to the Election Directors related to the purchase of the new voting system. The proposed allocation of the optical scan paper precinct based scanner unit is attached for your review. Please read and review the document.

The State Board of Elections (SBE) held a training session for the Runbeck mail ballot system. The request for mail ballots was sent to SBE and mailed commencing May 10, 2014, from the Runbeck headquarters in Arizona.

Memorandum

Date: May 14, 2014
To: Election Directors and Deputy Election Directors
From: Keith Ross
Subject: Precinct Based Scanner Unit Initial Order

I wanted to update each of you on the number of Precinct Based Scanner (PBS) units that SBE will request in the Voting System Solution RFP which is expected to be out very soon for vendor response.

A significant amount of analysis was conducted to in order to come up with the possible initial number of PBS units to purchase. We used different statewide scenarios that included: one unit per precinct, one for every 1,500 registered voters, one for every 2,000 registered voters, and one for every 3,000 registered voters. After reviewing those totals and after hearing from several of you and your thoughts and concerns on this matter, it became evident that a single across the board statewide approach would not work.

As a result, SBE concluded that for the Voting System Solution RFP we will include an **initial** request of 3,108 PBS units in the following categories:

- 166 units for Early Vote centers based on two (2) units per center and the maximum number of centers (83) statewide.
- 1,989 units for Election Day precincts based on one (1) unit per precinct.
- 323 units which represent an additional 15% number of units for each LBE for spares, training, and backup units.
- 10 units for SBE.
- 620 units that will go into a statewide pool of units. There will be a process established that will involve SBE working with the LBEs to justify and determine the LBE allocation of these pooled units based on identified needs.

It is also important to understand that beyond the initial order of equipment, SBE does have in the RFP a requirement option for the purchase of additional PBS units.

Please do not hesitate to let SBE know of any questions you may have as we continue to define and refine the requirements for the New Voting System Replacement (NVSR) project.

FY14 OPERATING BUDGET SPREADSHEET
Through April 30, 2014 (As of May 6, 2014)

LINE ITEM	FY14 APPROVED	FY14 YEAR TO DATE
PERSONNEL COSTS	3,343,744	1,961,028
5A001 - Salaries & Wages	2,693,965	1,532,398
50010 - Full Time Salaries	1,769,402	1,281,631
50012/50020 - Part Time Salaries/Seasonal Temps	470,531	197,201
60168 - Temporary Office Clerical (moved from OP for clarity)	209,719	23,792
SUBTOTAL FOR TEMPORARY PERSONNEL	680,250	220,993
50324 - Overtime (includes emergency, multi-lingual & holiday)	244,313	29,773
5A002 - FICA	188,420	110,270
5A003 - Group Insurance	281,302	192,105
5A004 - Group Retirement	180,057	126,256
OPERATING EXPENSES	3,180,548	1,171,127
6A001 - Services and Contracts	1,090,650	326,234
60060 - Legal/Attorney Services	100,000	22,405
60066 - SBE Program Management	367,569	185,602
60304 - Maintenance - Electrical	0	0
60314 - Maint - Computer Systems	25,000	27,509
60326 - Repair/Maint Agmts - Office Equip	11,000	7,281
60412 - Moving Services	25,000	0
60414 - Building Construction	0	0
60416 - Building Design	0	160
60530 - Other Professional Services - EJ Stipend	534,080	0
60532 - Other Non-Professional Services (includes EJ mod.)	28,001	83,277
6A002 - Maintenance	85,000	0
61010 - Computer Equip Repairs/Maint (EPB)	85,000	0
6A003 - Rentals/Leases	1,137,689	514,316
61902 - Furniture Rentals (Polling Place)	7,000	0
61904 - Copiers, Fax, Mailing Machine Rentals (see 63020)	0	7,672
61924 - Other Equipment Rentals (MDVoters)	691,320	191,320
61926 - Bldg or Space Rental/Leases (Pol. Place)	24,500	1,764
61932 - Other Rentals/Leases (DREs)	414,869	313,560
New Voting System (Optical Scan)	0	0
6A004 - Office Supplies & Equipment (<\$5,000)	125,093	91,689
62010 - General Office Supplies+	69,006	22,363
62016 - Computer Supplies	5,000	19,857
62018 - Computer Equip (<\$5,000)	20,000	11,018
62022 - Paper and Supplies for Copiers	0	2,097
62028 - Other Supplies & Equipment	31,087	36,354
6A011 - Books, Videos, and Subscriptions	3,500	3,146
62700 - Books/Reference Materials	2,500	0
62712 - Other Books, Videos, and Subscriptions	1,000	3,146
6A012 - Other Supplies/Materials/Equipment	77,668	3,197
62826 - Keys and Locks	0	33
62946 - Charges from SBE	77,668	3,164
6A013 - Printing/Central Duplicating Services	170,953	61,440
63016 - Imaging	35,380	4,075
63018 - Document Shredding	0	0
63020 - Office Mach. Cop. Leasing (see 61904)	11,760	0
63022 - Other Central Dup Svc - Printing (all printing costs)	123,813	57,365
Mandated Legal Requirements		
Charges from SBE		
Election Specific Costs		
Personnel Charges		
Temporary Personnel Charges		
Overtime Costs		
Benefits		

FY14 OPERATING BUDGET SPREADSHEET
Through April 30, 2014 (As of May 6, 2014)

6A014 - Outside Printing	80,550	450
63100 - Outside Printing/Copying	550	0
63104 - Sample Ballot Printing	80,000	450
6A015 - Mail	138,361	21,609
63200 - Central Dup - Postage - Bulk (services, NO postage)	36,530	17,745
63202 - Central Dup - Postage - Individual (PO Box rental)	21,081	1,372
63206 - Inter-Office Mail/Pony Charge	750	2,292
63208 - Other - Mail (Sample Ballot Postage)	80,000	200
6A016 - Outside Postage and Mail	38,000	63,719
63300 - Outside Mail Services (VNCs and all other postage)	37,500	63,595
63304 - Other Outside Mail Services	500	124
6A017 - Motor Pool	29,002	4,310
63500 - Assigned Motor Pool Vehicles	25,502	4,016
63504 - Daily Rental Motor Pool	3,500	277
63508 - MP EZPASS Charges	0	17
6A018 - Communications Services	127,809	64,180
63600 - Local Telephone Service Charges	25,000	46,232
63604 - Cellular Phone Line Charges	6,800	7
63618 - Blackberry Charges (smart phones)	9,000	6,165
63624 - Communication Circuits	27,729	4,836
63626 - Communication Modems (SBE)	2,280	1,390
63634 - Other Communication Services (PP Phone Lines)	57,000	5,550
6A020 - Charges from Others	26,148	0
63810 - Charges for Facility Maintenance	26,148	0
6A021 - Travel	13,996	10,096
64010 - Metropolitan Area Travel	7,996	4,076
64012 - Non-Metropolitan Area Travel	6,000	6,020
6A022 - Education, Tuition, and Training	10,125	3,851
64100 - Local Conference Related	2,000	2,475
64120 - Other Education, Tuition, & Training	8,125	1,376
6A023 - Dues/Memberships	2,000	2,640
64200 - Professional Memberships (Individual)	2,000	2,640
6A024 - Advertising	20,036	0
64300 - Advertising - Jobs	0	0
64304 - Advertising - Marketing/Sales	20,036	0
6A099 - Miscellaneous Operating Expenses	3,968	250
69999 - Other Misc Operating Expenses	3,968	250
DEPARTMENTAL TOTAL	6,524,292	3,132,155
+ 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		

Jurgensen, Margaret

From: Nikki Charlson -SBE- [nikki.charlson@maryland.gov]
Sent: Monday, May 19, 2014 12:45 PM
To: [REDACTED]
Cc: Mary Kiraly; Jurgensen, Margaret
Subject: Re: Online Voter Registration System - Summary of Findings

Gina,

Thank you for sharing your experience with SBE's online voter registration system, and I appreciate your patience while we looked into the issues you reported through Mary Kiraly.

On or about April 25th, you received a message saying that the website you were trying to reach is "probably not the site you are looking for!" The message you saw was appropriate since you were trying to access our website using a web address that is not verified by our third party certificate. This certificate validates that the web address provided by the user matches the web address with which our website identifies itself. While the old address (<https://voterservices.elections.state.md.us>) will still work, our website now identifies itself with the new web address (<https://voterservices.elections.maryland.gov>). Clicking "Proceed anyway" would not have exposed your computer to vulnerabilities.

On May 8th between 6 pm and 9 pm, you reported that you received a message saying that the "requested service is temporarily unavailable. It is either overloaded or under maintenance. Please try later." This message came from our firewall, not the online voter registration system. We looked into system activity during this time frame, and our investigation found:

1. The system was not "overloaded" or "under maintenance." There were about 25 users per hour using the online voter registration system.
2. There is no indication in the firewall logs of any errors.
3. There is no record of your IP address accessing the online voter registration system. You confirmed that you did not proceed past the opening instructions pages and did not enter any information. (The system does not capture IP addresses until a user enters information.)
4. There were no reports from any other users having issues.

Although we do not know what version of Internet Explorer you used, our logs show users successfully using the online voter registration system with every version of Internet Explorer except version 11. We, however, have tested internally with version 11, and the system worked with this version.

At this point, we have concluded our investigation and are unable to explain why you received the message you did. Other users were successfully using the online voter registration system during the time you attempted to use it on May 8th, and none of the system's records indicate an issue. If you have any additional information to provide, please forward it to me.

I understand that you have since been able to update your voter registration record using the system. You will receive shortly - if you have not already done so - a updated voter registration card reflecting this change.

If, in the future, you experience issues with SBE's website, I encourage you to contact this office directly so we can respond appropriately and promptly. You can email any concerns to me directly or info.SBE@maryland.gov. If you have any questions or more information to provide, please do not hesitate to contact me.

Nikki Charlson
State Board of Elections
[410.269.2843](tel:410.269.2843)



2014 Primary Election Judge Update

