

FINAL REPORT  
OF THE  
RIGHT TO VOTE  
TASK FORCE



MONTGOMERY COUNTY,  
MARYLAND

March 2015



MONTGOMERY COUNTY COUNCIL  
ROCKVILLE, MARYLAND

March 31, 2015

Montgomery County Council  
Stella Werner Council Office Building  
100 Maryland Avenue, 6<sup>th</sup> Floor  
Rockville, Maryland 20850

Dear Councilmembers:

On behalf of the Montgomery County Task Force on Voting Rights, we have the honor of delivering to you this final *Report and Recommendations of the Right to Vote Task Force*.

The Council established the Task Force to:

- Review all local laws and practices that may affect the right to vote;
- Review and recommend changes at the local level to uphold voting rights and increase voter participation;
- Develop plans and take action to promote early voting and same-day registration and make recommendations to the Council on any policies or actions needed to strengthen these efforts;
- Develop plans for a voter registration program designed to register eligible high school students and support voter education programs to increase citizenship knowledge and participation in the democratic process;
- Review Maryland election laws and regulations and recommend legislation that would strengthen the right to vote in Montgomery County; and
- Review with the Montgomery County Board of Elections the strengths and weaknesses of our election practices and regulations after the 2014 general election.

Since inception, the Task Force has submitted or presented to the Montgomery County Council the following:

- Letter of Organization dated February 28, 2014 which described our organizational structure to address the charges given the Task Force;
- Letter for immediate consideration dated February 28, 2014 suggesting two recommendations on Voter Registration and Sample Ballot Information that could be implemented before the June 2014 primary election;
- "Report of the Right to Vote Task Force" dated June 4, 2014 which presented 59 recommendations with supporting documentation for the Montgomery County Council's consideration;
- Testimony from several Task Force members to the full County Council at the Public Hearing on September 23, 2014;

- Testimony on October 9, 2014 to the Government Operations and Fiscal Policy Committee on 23 recommendations thought to be within the direct control of the County Council, and not requiring implementation by State agencies or by legislation through the General Assembly and the State Board of Elections; and
- Testimony before the Government Operations and Fiscal Policy Committee on 12 specific recommendations, on February 10, 2015.

In addition, several Task Force members have attended the County Board of Elections monthly meetings on a regular basis and have provided supporting testimony.

It should be noted that the Voter Registration and Sample Ballot recommendations submitted by the Task Force to the Montgomery County Council dated February 28, 2014 were implemented. Both the Government Operations and Fiscal Policy Committee and the Montgomery Board of Elections highly praised the simple and improved ballot form suggested by the Task Force which emphasized that there are three ways to vote. Of the 61 total recommendations submitted to date, the Voter Registration and Sample Ballot were the only recommendations implemented for the 2014 election cycle.

This final Report incorporates by reference, but does not reattach the recommendations the Task Force has submitted previously. This final Report contains eight additional recommendations for consideration, two poll watching observation reports made by Task Force members during the 2014 election cycle,<sup>1</sup> and a one-page cross reference index of the various recommendations. Also included in an appendix are the subcommittee research and recommendation issue papers, Board of Elections minutes and comments collected right after the general election in November 2014, Board of Elections staff reports evaluating the 2014 elections, and a polling place support program questionnaire. The three additional topics with eight recommendations for the County's consideration are:

- High School Voter Registration Program and Civic Education to Encourage Participation;
- Election Security and Penalty Issues; and
- Provisional Ballots and Registration Address Changes.

It has been our privilege to serve as current chair and vice chair of the Task Force and to work with the citizens appointed to the Task Force who hold such deep commitment to our democracy and election system. It has also been a pleasure to work with Amanda Mihill, Alysoun McLaughlin, and Karen Pecoraro, whose support for the Task Force has been extraordinary.

The Task Force commends the Council for creating this Task Force and being open to new ideas - big and small - that could make our local, state, and federal elections work better and attract even greater participation. The Task Force hopes that our efforts to produce this report will result in subsequent actions by the Council, County staff, and the County Board of Elections to implement many of the recommendations provided herein, and to convey strong Council support to the General Assembly delegation and the State Board of Elections for action on the recommendations that require state-level attention.

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<sup>1</sup> These reports are individual observations that do not necessarily reflect the views of the Task Force as a whole.

We thank the Council for holding public hearings and soliciting feedback both on the June 4, 2014 Report and information on voter experiences during the 2014 primary and general elections. We would be pleased to respond to any further requests from the Council on this or previous submittals.

The Council charged the Task Force, in collaboration with the Board of Elections, to review the strengths and weaknesses of election practices and regulations as they would affect the 2014 general election. The Board of Elections is expected to provide their reports on the general election throughout the first half of the year, so these cannot be included at this time. Therefore, only the November 2014 Board of Elections' meeting report is included. If the Council does not extend the Task Force's term, no additional reviews can be provided. We appreciate the Council's extension of the Task Force until March 31, 2015 to include these materials collected since the 2014 elections. We suggest the Council consider extending the term of this Task Force and fill the current four vacancies or establish another Task Force to follow up on these recommendations and help prepare for successful 2016 primary and general elections, especially considering the introduction of new voting equipment.

Again, thank you for your leadership and for giving us and the members of the Task Force this opportunity to serve.

Respectfully Submitted,



Gary Featheringham  
Chair



Dolly Kildee  
Vice-Chair

# RIGHT TO VOTE TASK FORCE

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# CONTENTS

Letter .....	i
Right to Vote Task Force Members .....	iv
Contents .....	v
Recommendations	
High School Voter Registration Program and Civic Education to Encourage Participation .....	1
Security of Election Systems and Penalties for Election Law Violations .....	4
Provisional Ballots and Registration Address Changes .....	6
Personal Observations fo the 2014 Elections .....	9
Index of Task Force Recommendations .....	19
Appendices	
Appendix I: Subcommittee Research and Recommendation Issue Papers .....	A-1
Appendix II: November 17, 2014 Minutes from Board of Elections Meeting .....	A-23
Appendix I: Board Staff Election Evaluation Reports .....	A-55
Appendix I: Polling Place Support Program Questionnaire .....	A-127

# **HIGH SCHOOL VOTER REGISTRATION PROGRAM AND CIVIC EDUCATION TO ENCOURAGE PARTICIPATION**

## **Background**

The County Council charged the Task Force “to develop plans for a voter registration program designed to register eligible high school students and support voter education programs to increase citizenship knowledge and participation in the democratic process.” At the hearing on the initial Task Force report, Council members expressed concern that many County residents lacked an understanding of how the local and state governments’ deliberations and actions affect a citizen’s everyday life and pocketbook. Increasing coverage and knowledge about local and state government were suggested as ways to increase residents’ civic engagement throughout the year, as well as voting.

Registration programs are a tradition since 1971 in the Montgomery County Public Schools (MCPS). The MCPS Student Affairs Coordinator cooperates with the Montgomery County Board of Elections to recruit and train student registrars to conduct annual registration drives in April, prior to the annual spring election of the student representative on the Board of Education. Both the registration drive and annual student election are unique aspects of the County that encourage early engagement with a governing board. The Board of Elections also engages private and religious high schools in the County to participate in the registration drive.

The Montgomery County Board of Elections also conducts a nationally honored Future Vote training program for middle and high school students and their parents to participate in registration drives and work at election polls for community service credit. MCPS works with the Board of Elections to recruit participants for the Future Vote training program and to serve as election judges.

The comprehensive Pre-K – grade 12 MCPS Social Studies curriculum includes a grade 10 National, State, and Local (NSL) Government course. It is the most focused on preparing future citizens with knowledge about local government and the role of citizen participation and involvement. The most relevant units include:

- how participation in the political process is essential for the survival of democracy;
- how the electoral process works and the effect of participation and influence;
- how groups, political parties, and media influence debate over the common good;
- the role of individuals, interest groups, and media in affecting public policy decisions; and
- how issues can have national and local importance, such as fair housing.

Additionally, there are extra curriculum programs used in Montgomery County that facilitate civic awareness, such as Project Citizen, ICivics, and We the People. Use of the programs is at a teacher’s discretion, and many of the topics focus on the national scene, instead of local issues.

Both the MCPS Student Affairs Coordinator and Board of Elections staff recognize decreasing participation in the spring voter registration drives. With voter registration now available at 16, students may register as part of the driver license application program. This extended registration

window also offers more opportunities for students to be approached at registration drives in the community.

Despite all the registration avenues open to students and opportunities for civic engagement presented in and out of the classroom, there are still significant numbers of eligible students not registered and not engaged in many civic or electoral activities in the community. Although intended to increase outreach to students, many of the Task Force's recommendations would aid community-wide awareness of voter registration opportunities, as well as the advantages to both a citizen and the community-at-large to be knowledgeable and involved. The Task Force recommends several steps to augment the current programs:

- Non-curriculum programs sometimes get lost in the layers of school administration. Stronger encouragement by the Superintendent, the Board of Education members, and MCPS administration to high school principals would help in both the participation and promotion of the April registration program. Similarly, messages from both the educational hierarchy and elected officials should encourage all eligible students to become an engaged member in the civic life of the County and state as they complete their high school education.
- In Presidential election years, the April registration drive occurs after the registration deadline to participate in the April Presidential Primary for current 17- and 18-year-olds, although same day registration will be available during early voting. Along with the voter registration cards included in the packets distributed to seniors in the fall, the educational hierarchy and high school staff could augment the curriculum on American governments with a message about civic responsibility by highlighting and possibly participating in registration events tied to Constitution Day and National Voter Registration Day in September.
- Registration-oriented contacts with students in the senior packets and during the April registration, as well as with the general public, would benefit from a succinct brochure about the registration process and voting opportunities in the next county elections. A two-sided bookmark-style hand-out, available separately in the languages already used by the BOE for voting instructions, should assist in promoting all the registration and voting information, including registration eligibility requirements and deadlines, but also the next election dates, the offices on the ballot, the various ways to vote (absentee, early voting centers, precincts on Election Day), the early voting center locations, and contact information for learning more. By providing advance knowledge, it would reinforce similar information available in each election's sample ballot and during the campaign and early voting outreach, helping to reinforce the many ways voting can happen beyond specific hours on a single Tuesday.
- Increased interaction with MCPS by the Council and General Assembly members and the County's organizations and businesses could facilitate state and local civic knowledge through essay contests and/or student learning and leadership opportunities. Teachers could augment the curriculum with government, organizational, or business resources about local initiatives or accomplishments, and supplement election explanations with the Future Vote training materials of the Board of Elections. Existing MCPS Social Science teacher newsletters could share these programs and resources. Several national organizations, like the National Association of Counties and the National Association of State Legislatures, and university programs, like the Youth Leadership Initiative at the

University of Virginia, have educational resources to assist connecting elected officials with students and the community, beyond the campaign season.

**Recommendations**

*(Voting record on all recommendations: 10-0)*

60. Use existing ties of the Office of Community Partnerships and the Board of Elections to community organizations and constituencies to promote and run a coordinated county-wide annual or biennial National Voter Registration Day or Week.
61. Encourage the Montgomery County Board of Elections to create a catchy, short format piece for distribution at all registration drives and in public information displays at libraries and government offices, along with the registration forms. Possibilities include a two-sided bookmark or tri-fold brochure, including eligibility requirements, with separate language publications instead of incorporating them together.
62. Encourage more formalized collaboration between the County Council, the County Board of Elections, the County Board of Education, the MCPS Superintendent, principals, student affairs and social studies coordinators to promote visible, priority-level opportunities for voter registration, sources for ballot education, and the variety of voting options as first steps toward adult civic engagement of our youngest county citizens. Possibilities include: (1) using educational leaders, principals, and faculty in verbal communications, curriculum, and written packets; (2) emphasizing registration eligibility requirements and changes in registration and voting laws; (3) promoting and providing voter registration opportunities prior to the Presidential election deadline (in addition to the annual registration drive held with the election of the student Board of Education member); (4) reiterating summer and fall voting opportunities in graduation packets in election years; and (5) capturing the current Future Vote training program and/or similar public affairs discussions as a civic education tool in high schools and the community.
63. Encourage the Montgomery County Board of Elections to promote the economic and civic value of the Future Vote training program in budget discussions with the County Council and the Executive.
64. The Council should develop ways that government, businesses, and nonprofits can provide strategic civic opportunities for high school students to facilitate a broader knowledge of the impact of state and local governments and a citizen's ability to influence them as the students approach voting age.

**Comment of Reservation**

Recommendation 64 is a very noble idea, but lacks consideration for implementation and especially control. Having federal, state, or local government, or narrowly focused businesses, or non-profits (like political parties) gaining access to students through the schools is a dangerous idea. For sure, the civic education in public schools is not sufficiently robust and needs expansion, but having external influences and additional indoctrination on the students beyond what they are currently receiving, is quiet concerning. This recommendation would need close coordination and control with the Board of Education to ensure it does not become a vehicle for biased indoctrination.

## SECURITY OF ELECTION SYSTEMS AND PENALTIES FOR ELECTION LAW VIOLATIONS

### **Background**

Maryland's computerized election and registration systems are works in progress, and security concerns have been raised about the possibility of hacking into the systems for nefarious purposes. However, State-level remedial actions may not be keeping pace with evolving, technologically driven abilities to thwart the integrity of elections. In addition, deterrents to different levels of criminal violations of Maryland's election laws should be significantly strengthened; indeed, stiffening election-law-related penalties might help to discourage commission of such crimes and mitigate some of the evolving security concerns as well.

**Security:** The 2014 Deloitte/National Association of State Chief Information Officers (NASCIO) report, "*Cybersecurity Study—State governments at risk: Time to move forward,*" demonstrated that upper level State officials are more confident than their Chief Information Security Officers (CISOs) about the security of their election systems. On average, CISOs were about 25% confident, while "state business and elected officials found that 60% had a high level of confidence in the ability of states to protect and defend against external cyber threats ... This disconnect may significantly undermine the CISOs' ability to gain funding and support for cybersecurity programs."

In Maryland, there is an ongoing debate over the security of the online election and registration systems, despite assurances by State Board of Elections (SBE) officials to the contrary. Numerous objections have been raised by qualified professionals about the possibility of hacking into the online systems to compromise the voting process. In a detailed letter on the information technology (IT) environment, three such individuals wrote to SBE officials and maintained that the "ability to fraudulently impersonate Maryland voters enables several kinds of attacks that could disrupt or undermine the integrity of elections." These include the potential to actually alter records remotely in order to affect election outcomes (address changes, removal from the rolls, precinct assignment switches that lead to provisional balloting, etc.). Repeated questions have gone unanswered, so efforts to clarify and illuminate the situation remain unresolved.

No doubt, additional safeguards have been and will be implemented to ensure that both online registration and requests for absentee ballots are not subject to fraudulent attempts to remotely steal eligible voters' ability to cast votes. These and other identified problems with Maryland's online registration system are not insurmountable, particularly if it is a matter of installing proper firewalls and using encryptions. However, critics still maintain that there is no reason why the process cannot be made as fraud-proof as the safeguards used in the banking industry. It might be best to have the State contract with a nationally renowned IT/security firm or organization to independently assess and rank, or certify, Maryland's online registration and election systems.

**Penalties:** What are the deterrents to misusing currently available personal information (name, party, birthdate, gender, residential/ mailing addresses), impersonating a voter (new or already registered), changing via hacking the online information (and thereby, eligibility to vote) of Maryland voters, or altering election tallies? And how far should the State of Maryland go to

ensure the integrity of the electoral process? While a penalty of perjury and being fined \$1,000 and/or imprisoned may be considered a slight deterrent for unlawful use of voter rolls (via CD or by hacking remotely), it may not be nearly enough to put off an individual or group determined to commit this sort of election fraud. Where a review finds they are warranted, better impediments would comprise stiffer fines and longer incarceration, as suggested in Recommendation 66.

### **Recommendations<sup>1</sup>**

*(Voting record: 7-1 on both recommendations)*

65. The County Council should encourage the Montgomery County Board of Elections and the Maryland State Board of Elections to maintain a highly vigilant evaluation and regular, periodic review of all of its online voter registration and electronic systems (data storage, interrelated digital systems, Internet, and databases). The State Board of Elections should keep all of its electronic systems upgraded and in line with state-of-the-science security policies (i.e., the multi-pronged National Association of State Chief Information Officers/NASCIO approach) because of the evolving nature and increased sophistication of computer technology and hackers, while remaining cognizant of the need to maintain voter accessibility.
66. The County Council should recommend to the Montgomery County State Delegation and the State Board of Elections that penalties for flouting the Maryland Election Laws should be reviewed, and where warranted, increased and/or reclassified as felonies. Specifically, the General Assembly should be urged to consider upgrading penalties to a felony level and/or escalating fines and/or sentences where warranted for serious offenses relating to the categories of voter identity theft; misuse of registration lists for commercial, non-electoral, fraudulent, or voter intimidation purposes; registration tampering; fraudulent voting; fraudulent registration; election tampering; vote tampering; and for other election offenses under Election Law Title 16 (Offenses and Penalties) and Election Law Title 33 § 3-506(c) (misuse of registration lists), as warranted. The County Council could consider local legislation for similar violations. In making any changes, the General Assembly and County Council should consider any chilling effect on legitimate election activities that would be created by such changes.

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<sup>1</sup> The Task Force considered and deliberated on four Recommendations for submission to the County Council on the subjects of election security and restrictions on the distribution of the voter registration list. Of the four, the Task Force voted to continue to consider two Recommendations in principle: one on the subject of cybersecurity, and the second regarding consideration of increased penalties for election law violations. The Task Force voted not to move forward on two Recommendations that would have restricted the availability of statewide voter data, including disclosure of birthdates and addresses, in an effort to protect voter privacy as well as help thwart identity theft. The originally submitted paper — covering the IT environment, referring the reader to extensive Source material, and supplemented by objections and alternatively proposed Recommendations — can be found in the Appendix.

## **PROVISIONAL BALLOTS AND REGISTRATION ADDRESS CHANGES**

### **Background**

Currently, Maryland voters who move to a new precinct and whose addresses do not get updated before the election may vote in the precinct assigned to their new address, but they have to cast provisional ballots. This is true even if the election official can locate their existing registration information.

Failure to update addresses is caused by several issues. First, many voters do not know that the update is not made automatically. According to the Cooperative Congressional Election Study (CCES), one in four voters wrongly believes that registrations are automatically updated when voters change their address with the Postal Service. Other voters may fill out the paperwork or make changes online, but due to miscommunications or other problems transferring information between agencies and/or election officials, the update is lost or not processed in time. This has occurred recently in Montgomery County, including to a member of the Task Force, despite that the existing registration at the old address was easily located when the person was voting and the individual moved within Montgomery County. The ballot was accepted in full and the address change processed after the election, because provisional ballot applications are also used as a voter registration application in the State of Maryland. Upon investigation of the complaint, it was determined that no record of the change of address had been received from any agency by the Board of Elections, despite the Task Force member reporting that they had updated information with multiple other state and county agencies. Such complaints are among the reasons that the Montgomery County Board of Elections has requested a legislative audit of the statewide Motor Voter program.

Provisional ballots cast solely due to an address change that was not reflected on the voter roll are by definition all counted, unless a technical error is made in the filling out of the provisional ballot such as the voter failing to sign their provisional ballot application.

Statewide, 79,876 individuals cast provisional ballots at polling place locations and early voting locations during the 2012 presidential general election, representing 2.92% of total voter turnout, with 68,747 or 86.07% being counted in whole or in part. In the 2012 general election there were 49,500 provisional ballots issued with reason #1 (“not in precinct register”)— 62% of all provisional ballots. The vast majority of these voters’ ballots were counted because they were registered to vote, but appeared at a polling place other than where their name was listed on the precinct register. This category would include people who moved and did not update their addresses before election day (or errors occurred in the transfer of the new information), some number of whom appeared at the correct polling place for their new address and would not have needed to cast a provisional ballot if the Board of Elections had received their new address.

Provisional ballots, while an important safeguard for individuals whose registrations cannot be located, are problematic for several reasons. Provisional ballots increase paperwork and lines and cause delays at the polls compared with regular ballots. By allowing voters who are already properly registered to update their address information easily and vote a regular ballot, lines would

move quickly and counting would proceed more easily and more cost-effectively. Provisional ballots require time and resources to examine.

For example, in 2012 Florida saw huge increases in provisional ballots compared with 2008 when it changed its law to require voters who moved to vote a provisional rather than a regular ballot. These increased numbers resulted in a time-consuming process for counting those ballots. In 2013, Florida changed its law again to allow people who make in-state address updates at the polls to vote a regular ballot as long as the county uses electronic pollbooks.

Other states that allow casting of a regular ballot after making an in-state address change include Delaware, Hawaii, and Oregon as well as various states that allow same day registration, such as Colorado.

The issue is remedied if election officials are permitted to allow the voter to cast a regular ballot after accessing the statewide voter registration database to confirm that the voter is already registered in Maryland. The entire statewide voter registration database is available in every electronic pollbook used at the polls in the State of Maryland. The voter can then complete a simple affidavit with the person's new address, and vote a regular—not provisional—ballot. This procedure would improve the voter's experience, waste fewer resources completing and processing provisional ballots, and require less time for voters and workers at the polls, reducing lines and allowing pollworkers to devote this time to other necessary tasks. Such time would be better devoted to processing new registrants during early voting under the new law, for example.

Under this recommendation, provisional ballots would still be made available for their intended purpose: providing a failsafe for those whose registration status is not confirmed or for those who do not appear in the correct precinct for their current residence and do not wish to go to that precinct. This recommendation also does not affect other reasons an applicant must cast a provisional ballot, for example, because the precinct register indicates that the voter was issued an absentee ballot or already voted.

The Task Force chose not to take up a suggestion from a member that proof of address be required. Members generally felt that an affidavit under penalty of perjury and the ease of catching double-voters in the statewide voter history system was sufficient to deter fraud, and that proof of address is not currently required for existing voters to make an update or to cast a provisional ballot that will be counted.

**Recommendation**  
*(Voting record 9-1)*

67. The County Council should recommend to the State Board of Elections that registered individuals who move within Maryland and whose existing valid registration is confirmed by the election official at the time they go to vote, but whose new address is not yet updated in the registration roll, be permitted to vote a regular ballot on completing an affidavit affirming their new address, as long as they are voting in the precinct assigned to their new residence or an appropriate early voting location.

### **Minority View**

This recommendation should be rejected and not sent forwarded to the State Board of Elections, because it opens the door to potential fraud. Because current voting locations do not have the capability to connect in real time to the electronic pollbook, a voter could cast a ballot at both the old and new precinct. A valid Voter-ID could possibly rectify this potential situation, or proof of address change might also slow down some voter fraud. The weak written threat of penalty of perjury is insufficient to stop voter and/or registration fraud, because there is no current validation of citizenship in the registration or voting process in Maryland.

# **OBSERVATIONS OF THE 2014 GENERAL ELECTION**

## **Gary Featheringham**

### **Background**

The Montgomery County Council chartered the Right to Vote Task Force to review with the Montgomery County Board of Elections (BOE) the strengths and weaknesses of our election practices and regulations after the 2014 general election. The Task Force must also submit a final report by March 31, 2015 (extended from February 28, 2015) that evaluates the efficacy and implementation of its recommendations during the 2014 general election. The interim report dated June 2014 with fifty-nine recommendations was submitted to the Montgomery County Council and the Board of Elections. None of the recommendations could be implemented by the time of the 2014 general elections, so the Task Force agreed to visit the early voting and general elections sites to observe the voting process and comment upon its observations. This statement is the observations and comments of one of the Task Force members, Gary Featheringham, Chair of the Right to Vote Task Force and resident of Montgomery County for 27 years.

### **Observations**

I wish to relate my experiences at the Early Voting site in Germantown (EV 03) from October 23 to 30, 2014 and Precinct 06-008 at the Stone Mill Elementary School in North Potomac on Election Day, November 4, 2014. I was a designated Challenger and Watcher at those sites for the Republican Party as well as for the Montgomery County Council Right to Vote Task Force.

In Germantown, my experiences were quite mixed as a Poll Watcher. I introduced myself to Lashelle Lee, EV3 site manager, presented my signed Challenger and Watcher Certificate, and was presented with a badge for the election duration. Most poll workers were polite and courteous. Barbara Falz, one of the Chief Judges was quite helpful and pleasant. It was indicated that requests to see machines and review the counts was under the control of Lashelle Lee. Lashelle was not very cooperative nor friendly and it was apparent to me that she was not pleased to have a Poll Watcher at her location. I understood that she was under a lot of pressure and I would be considered an intrusion. I personally worked very hard not to be intrusive and maintain professional courtesy. Each of the eight evenings, the rules on what a Poll Watcher could and could not do seemed to change.

There was a specific incident on the 26th about whether a Poll Watcher could view the serial number on the voting booth machine. I was previously made aware that requesting the serial number was not permitted, but this was requested by another Poll Watcher. On entering the voting area towards closing, Lashelle brought forward Marjorie Jorgenson, who identified herself as the Election Director of BOE and handed me a phone. An attorney from the Maryland BOE (I did not get his name) said that we were being disruptive, loud, and intimidating toward the judges and we would be removed if there were additional complaints. It goes without saying that Marjorie was less polite than Lashelle and never responded to our attempts to be friendly and professional. I specifically mention Ms. Jorgenson because she was identified by three Poll Watchers at two different locations as being very difficult, non-professional and unfriendly. At the November 17, 2014 meeting of Montgomery County Board of Elections, two Poll Watchers presented their

concerns and suggested that election judges obtain better training, especially in communications and friendliness.

A major concern of the Poll Watchers was the multiple occurrences of people having their votes switched from a Republican vote to a Democrat vote. I personally had two people from the General Election and one from Early Voting (EV) indicating that their votes were flipped. Similar reports were made throughout the county. I asked the MC BOE, just how many complaints were registered and what is being done about it? The voters with whom I spoke said the judges were helpful, but the judges indicated that nothing was wrong with the machines and it was voter error. Poll workers at sites said that voters with long fingernails accidentally selected the wrong candidate when touching the screen. It should be noted that a fingernail cannot activate a screen and the touch screen is only sensitive to the finger tip. As of October 28, the Maryland State Board of Elections announced that it has received reports that about 20 voting units allegedly have displayed a candidate different than what the voter selected. I asked the BOE how many more were reported since October 28, during the EV and during the General Election? How many votes were cast on those machines? How many Democratic votes were switched to Republican? Isn't it odd that only Republican votes were flipped? None of these questions was answered.

On November 10th it was announced the Montgomery County Board of Elections plans to seek an independent audit of voter registrations handled by Maryland's Motor Vehicle Administration (MVA), after reports that voters' registrations were being changed without consent during visits to the MVA. I requested the BOE to conduct a similar independent audit of vote flipping during the Early and General voting. Ms M. Keeffe, President of the BOE indicated that they heard about the vote flipping issue, investigated several sites, and they could not be confirmed to be a valid technical issue. She stated that in 2016 the touch screen units will no longer be used, as the State will transition to a new method of voting. Problem solved? Nine individuals testified to the BOE on November 17 about their concerns as a voter. At the end of the meeting Ms. Keeffe thanked those in attendance and noted that "the issues brought to the BOE's attention are taken very seriously and the Board will be reviewing the election process in its entirety."

### Comments

The Maryland General Assembly enacted HB 224/SB 279 to improve access to voting. This was mostly accomplished by extending the Early Voting days, hours of operation, and number of locations for 2014. Montgomery County has increased its number of Early Voting Centers from six to nine, extended its hours of operation to 10 hours per day, and has Early Voting for a period of eight days. As a Poll Watcher, I was surprised at the modest use of the EV centers and the subsequent underutilized resources of people and equipment.

It is unfair to compare the Gubernatorial to the Presidential elections because of the difference in voter turnout, but the *percentage* of registered voters using the early voting centers is quite similar: 12.4% in 2014 and 15.4% in 2012. The number of EV centers, days of operations, and hours of availability could easily be reduced without significantly effecting voter access. Keep in mind that absentee ballots are generally not restricted in Maryland and a vast majority of the voters still prefer to go to the polls on Election Day. I have requested the BOE budget for Early Voting, but costs apparently are not allocated between Early Voting, the General Election, and Absentee

processing. I feel some Early Voting is important, but 720 hours of availability across the county for 15% of the vote seems excessive and the costs may not be justifiable.

### **2016 and Beyond - Items for Consideration**

The Right to Vote Task Force elected to include into the Final Task Force Report additional recommendations that should be considered by the Montgomery County Council or future Right to Vote Task Force, which were not previously fully considered. The objective of the recommendations below are to either help increase voter turnout or to increase the security of the peoples' vote. We are especially concern that some of the recommendations previously submitted focuses on extending the franchise instead of increasing the voter turnout. It is mathematically true, if the franchise is extended without increasing the voter participation, the voter participation rate will decrease and not increase. The recommendations below are meant to increase voter interest in the election process and ensure a person's vote will not be cancelled by an illegal vote.

1. Give high consideration and take a lead position to support State-level Fair Redistricting (item 36 in Initial Report) through a non-partisans process, which will help increase voter turnout
2. Consider requiring the At-large positions on the Montgomery County Council to be geographically dispersed. Simple geographic boundaries like North, South, East, and West will provide better diversity in the council and in turn better representation. Current At-large structure impedes equal representation.
3. Support Maryland legislature bills of HB-1076 Proof of Citizenship; HB-1017 Voter ID; and HB-0253 Interstate crosscheck. All three of these will decrease voter fraud potential, especially Voter ID
4. To renew public interest in the voting process implement Term Limits for Montgomery County Council and the legislative branches of Maryland state government as is required in the executive branches.
5. Instead of expanding the franchise to youth and non-citizen which, will not increase voter turnout percentage; concentrate on increasing the political diversity within the county and state, which will increase voter interest and participation.

## **OBSERVATIONS OF THE 2014 GENERAL ELECTION**

**Barbara Sanders**

### **Election Day Observation:**

I participated in the League of Women Voters of Montgomery County's (LWVMC) contract to conduct the Polling Place Support Program of the Montgomery County Board of Elections. I would find it to be the one of the best observations of the election. A document is prepared summarizing the reports of issues found by 50+ contracted League observers visiting all the precinct voting locations on the General Election day from 7:30 AM – about 1 PM. Highlights from the summary are presented during the post election reporting to the local Montgomery Board of Elections. I have not seen either, yet, but would hope that the County Council should at least be appraised of this effort by “outside” eyes, and if possible, some piece of it be referred to in our report and, if possible, provided to the Task Force, if Alysoun has access. The reference and the Task Force should also see a copy of the questionnaire, prepared by the State Board of Elections for statewide observation in recent years, although a more detailed questionnaire and program has been in existence for longer in Montgomery.

Each participant completed a 5- page form of questions from the State Board of Elections regarding what was happening at the polling place to make sure proper procedures were being followed between election judges and voters, as well as the regulations regarding outside electioneers and posting of information signs (bilingual in Montgomery County). If any observer had concerns about anything observed, the Board's supervising staff encouraged us to discuss the situation with the chief judges and try to have it altered or corrected before we left the premises. Ongoing concerns were listed on the questionnaire. If there were still issues not rectified that inhibited the rights of a voter, observers contacted the Board to explain the situation so it could be corrected.

### **Turnout and the League of Women Voters of Montgomery County's (LWVMC) Voters' Guide (VG)**

For the last seven election cycles, I have led the team compiling the County League's *Voters' Guide*. In 2014, LWVMC printed 70,000 *Voters' Guides*, distributing the majority through as an insert in the subscription and free outlet racks of the October 2014 *Beacon*, and in a stand-alone pile at Montgomery County libraries, government offices, regional, community and recreation centers, as well as numerous sites frequented by our members such as gyms and Y's, medical offices, grocery stores, etc. Additionally, we mailed about 10,000 copies – to our membership, our donors and those that requested a copy during voter registration drives and events throughout the last two years. We also acquired the names and mailed to voters newly registered in the period from the June primary through late August, to meet the mid-September print/mail deadline of the October *Beacon*. It is the League's major activity to encourage informed voting by those already motivated to participate (evidenced by their registration).

Each election cycle, we have compared the turnout records comparing those receiving a mailed *Voters' Guide* versus those of similar traits who did not. This cycle, we compared voting records for both the individuals and the households that received a mailed copy of the *Voters' Guide*.

When we compare like to like targeted populations, in most cases the households that received the *Voter's Guide* had a higher rate of voting. This is particularly noteworthy when comparing the sample group to the non-sample, but less pronounced when comparing to the population as a whole.

Preliminary data analysis suggests the mailing to those newly registered in the County (from the 2014 Primary to our August cut-off) shows a 5+% higher participation rate in the 2014 General Election, compared to similar subsets

Household turnout rates for the 2014 General Election	
with a change or new registration from 6 - 8/2014, <b>received mailed VG:</b>	26 %
with a change or new registration from 1 - 5/2014, not vote primary, <b>no VG:</b>	17 %
all voters, not voting in primary, <b>no VG:</b>	11 %

Household turnout rates with a registrant under 20	
with a change or new registration from 6 - 8/2014, <b>received mailed VG:</b>	14 %
with a change or new registration from 1 - 5/2014, <b>no VG:</b>	9 %

All individual voters under 20, a mix of received mailed VG and no VG:	13.5%
--	-------

First time eligible for general, registered since Primary, received VG -	14 %
First time eligible for general, registered January to May – not received VG	8 %
All first time eligible for general, either category	13 %

3. Roundtable on Civic Engagement: I am also offering a third set of observations about the election process from the perspective of the participants in a LWVMC-sponsored January 7 Roundtable on Civic Engagement at the Bethesda-Chevy Chase Regional Services Center. The 24 participants were specially selected as opinion leaders and representatives of a variety of community groups in the County, including some less represented in our voting population, they also self-identified in our invitation process that they are interested in preparing and implementing an action plan to engage more citizens in the political process. After a review of research regarding citizens' motivation for voting, each participant provided a short statement on:

- What are the challenges or barriers to civic participation and voting in your community?
- What are one or two possible solutions?

As a participant, and with the permission of the Roundtable convenors, I am sharing my summary of the challenges and barriers observed by the group, some of the solutions offered, and some indication of the lack of information about some aspects of the electoral process by these community-engaged participants. Many of the same points the Task Force mentioned and the Board of Elections and the League of Women Voters have tried to disseminate within the County.

A quick review of the challenges expressed by the participants were summarized by the LWV convenors into five areas:

- Reaching new voters
- Education
- How to overcome the “People are too busy” barrier

- Systemic problems
- Negative campaigns and media coverage

Each discussion group at the meeting was asked to:

- develop proposed solution or means to address the issue and
- identify who could undertake this effort.

Following are the League's notes on the summary reporting-out of the small group discussions:

### **Reaching New Voters:**

- There is a need for community conversations around changing demographics - including age, culture, ethnic and racial diversity. How do we bring these groups together?
- Different approaches are needed to organize residents of apartments compared to those in detached houses.
- Government officials should be encouraged to go to the community, to places where it is convenient for people to contact them. It is hard for many families to get to the few locations where government officials are routinely available.
- Children should participate in mock elections to learn that elections have effects.
- We need accountability for candidates; perhaps in place of endorsement questionnaires, we should invite candidates into continuous participation in Twitter conversations.
- The Right to Vote Task Force, including League participants, has developed good ideas for engaging communities.

### **Systemic Problems**

- Structural changes that would improve the elections process include voting on weekends, on-line registration and online voting, making election day a holiday. We recognize that any of those choices have costs. Suggested a blue ribbon commission to consider such structural changes. [SEE FOLLOW-UP at end]
- Suggested creating a nonprofit focused on civic education and grassroots advocacy. Important to do that organizing around issues, such as "Why does it take an hour to get a bus across the county?" We should then tie that into leadership development in the communities.
- We need a public education campaign on "My vote matters." Could be online, direct mail, other media. In this election, people did not feel that they had anything to vote for.
- Underserved communities often do not vote - and currently elected officials overlook them.

### **People are too Busy**

- It is critical to help people to understand the relationship between elected officials and why your vote matters. We need to inculcate civic engagement 12 months a year – not just before the elections.
- Issues are the way that people that become connected to the political process. Could we turn that on its head and build relationships with elected officials - providing venues to get

to know them as people, so that voters will know who to go to and feel comfortable/trusting of that person.

- Civic organizations are important for creating those opportunities - people knowing who they can call.
- One goal should be to get elected officials to meet with people on a regular basis.
- There are existing toolkits about who to put these events together, e.g., Women's Commission for Health Care Reform - make it easier for people to meet with candidates and officials wherever citizens regularly go.
- Officials need to go where the people are rather than people always going to the government centers.

### **Education:**

- We should coordinate the 11th grade social science classes to conduct voter registration, but we should also include civics education in elementary grades.
- Although the MCEA publishes its "apple ballots" at election time, the organizations should encourage their teachers to talk about voting throughout the year.
- To reach first and second generation Americans, it may be most effective to focus on elders and seniors. The best way to reach these groups is often through religious centers (mosques, temples, etc.).
- Even if there is a language barrier, community leaders can help overcome by explaining civic issues. It is then possible to reach children through their parents if they are reached through a community gathering, especially cultural events.
- Religious and cultural organization heads should meet the elected officials. Candidates would then find it easier to encourage civic participation.
- Building relationships with community leaders and religious leaders - requires time and effort. It would be helpful to identify people who can be the bridges.
- Montgomery County has multiple boards and commissions - each large group commission could be talking about importance of voting and civic engagement. At least the executive staff should be trained to have this on their agenda.
- Need to reach out to media outlets with stories on the various communities, so that issues of the community are highlighted with personal stories. All groups should use social media to educate the public about the new voting system.

### **Participation of both New Americans, specifically, and the General Population**

- We need to enhance the education of the immigrant community about the process of civic engagement.
- Going to where people are - grocery stores, churches, schools - is essential.
- We don't need to have multi-lingual materials in all situations. Many people do read English even if that is not their primary source of information and will take materials home to study them.
- Some officials go to a community but don't always listen to what the community is saying. Some are naive about how to contact new communities.
- We need to cultivate candidates from the ethnic communities. Those communities already have leaders doing amazing things - they need to be encouraged to run for public office.
- We should support an open primary, similar to California.

- We should also incentivize candidates to reach out to a broader range of voters.
- The *LWV Voters' Guide* should be linked online to the Board of Elections page.
- We need some way to reach more voters. We should also offer voting by mail - like Oregon, where a ballot is automatically mailed to every registered voter.
- We should also make it easier to become a voter registrar, rather than requiring people to travel to the Board of Elections, but it was noted there are budgetary constraints with expanding training off-site, but off-site trainings can be arranged with larger groups.

### **Conclusion, Next Steps**

LWV compiled the notes of the meeting and grouped suggestions into action items which are to be discussed at the next meeting, March 11, with the hope of having participants take responsibility for leading joint efforts to address the problems discussed.

### *FOLLOW-UP*

One of the items is already moving forward –the Committee for Montgomery’s push for a statewide Blue Ribbon Commission on Voting, Openness, Transparency, and Equality (VOTE) in Election topics – HB997/SB680 in the General Assembly. The bills specify a large membership, including geographical, ethnic, racial and gender diversity around the state. But, on a personal note, LWVMD will highlight in its testimony our support of the concept, but the lack of focus beyond the two major parties to the other two recognized political parties, and the increasing group of people that don’t affiliate with any party. The emphasis has to be also non-partisan, not just bi-partisan.

The topics listed for study include

- open/closed, top 2 and top 4 primaries,
- public financing for candidates for all 3 branches of State government,
- use of proportional representation voting systems, e.g cumulative, preference, instant runoff, and
- any other issue deemed relevant to increasing voter participation.

On a personal note, the attached League of Women Voters' outreach document, developed and continually revised for encouraging voter turnout, was shared with Task Force members at several times during our tenure, and was presented as a prototype for a similar publication by the Board of Elections.

**YOUR VOICE,  
YOUR VOTE!**



**Voting in Montgomery County, MD**

**Who's on the ballot in 2016?**

Candidates for President, Congress, Montgomery County Board of Education, Judges and more.

**2016 PRIMARY ELECTION**

**Early Voting:** March 24 thru March 31

**Election Day:** Tuesday, April 5

**2016 GENERAL ELECTION**

**Early Voting:** Oct. 27 thru Nov. 3

**Election Day:** Tuesday, November 8

**REGISTER** or make changes to your name, address or political party affiliation:

by **Tuesday, March 15** for the Primary and by **Tuesday, October 25** for the General.

**VOTE by MAIL** - Apply for an absentee ballot: pick it up, have it mailed or sent via e-mail **or**

**VOTE EARLY** at any Early Voting Center, 10 am until 8 pm, prior to each election **or**

**VOTE ELECTION DAY** at your local precinct polling location from 7 am until 8 pm.

**WHY VOTE?** Your vote makes a difference...

**It's about money** - how your taxes are spent.

**It's about education** - how to strengthen the quality and performance of the schools.

**It's about mobility** - how to balance the needs of drivers, transit riders, bikers and walkers.

**It's about the environment** - how to protect natural resources and ecosystems.

**It's about your community** - how to decide among many priorities - health, housing, parks.

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**WANT TO VOTE?** You must register by *three weeks before* the election and:

- \* Be at least 16 years old; however, to vote in the primary you must turn 18 on or before the General Election, Tuesday, November 8, 2016.
- \* Be a citizen of the US and resident of MD.
- \* Not be under court-ordered ineligibility to vote due to mental disability.
- \* Not have been convicted of buying/selling votes. Not have been convicted of a felony, or, if so, have completed any sentence, parole and probation.

#### **HOW DO I REGISTER?**

- \* Register online at [www.elections.state.md.us](http://www.elections.state.md.us) if you have a valid MD driver's license or ID. *or*
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Return a paper application to the Board of Elections in person at 18753 N. Frederick Ave, Suite 210, Gaithersburg, MD 20879 or by mail to PO Box 4333, Rockville, MD 20849-4333. Do not fax application.

To verify your registration status before deadlines: <https://voterservices.elections.state.md.us/VoterSearch> or call the Board at 240-777-8500.

#### **SHOULD I REGISTER WITH A PARTY?**

**In Maryland**, you usually must be a registered Republican or Democrat to vote in that party's primary, and influence the choice of the party's general election candidates.

**QUESTIONS?** Contact the League office: 301-984-9585, [lwwmc@erols.com](mailto:lwwmc@erols.com) or check our website at [mont.lwvmd.org](http://mont.lwvmd.org). Follow us on **Facebook**

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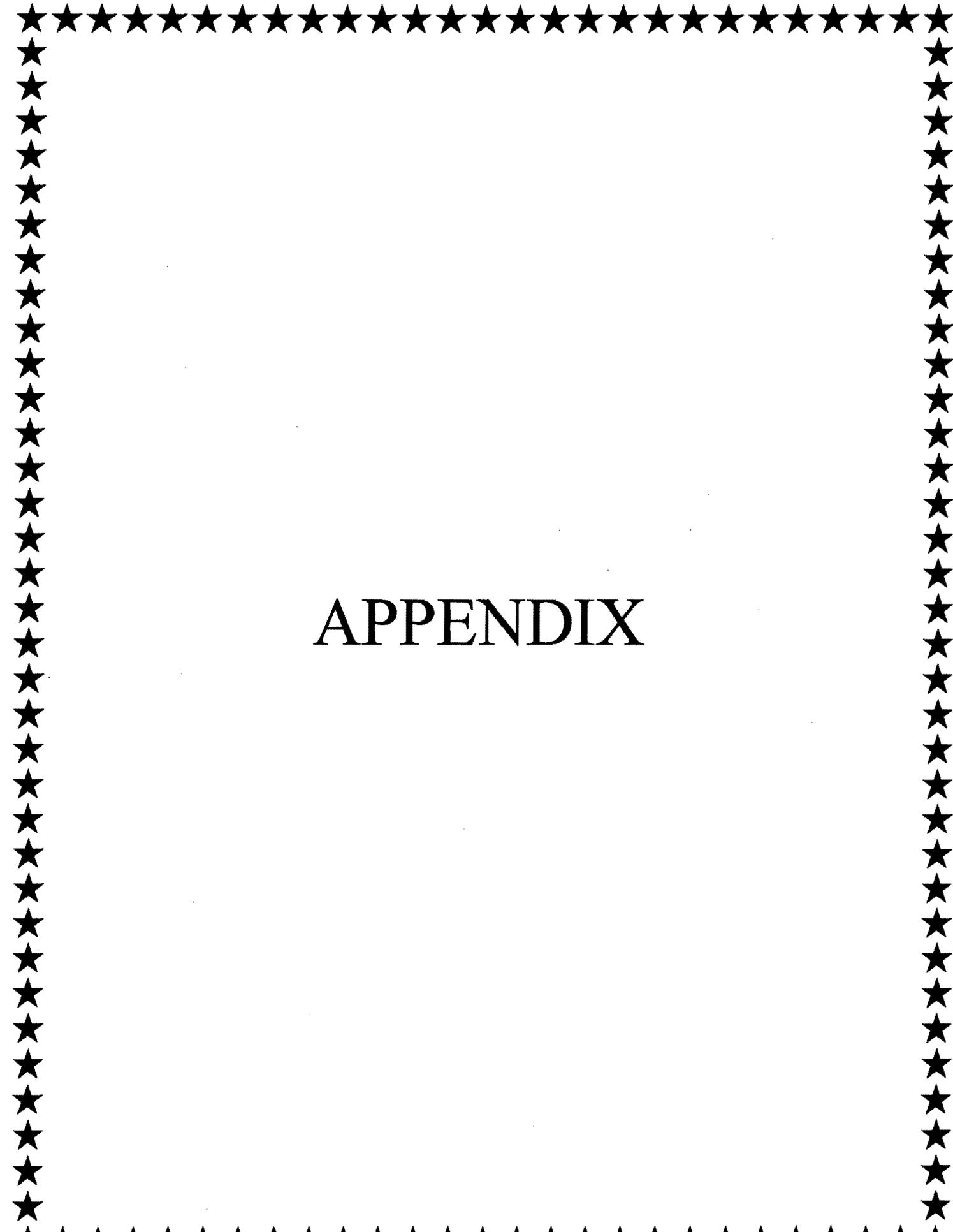
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## Index for Right to Vote Task Force Report

Topic	Recommendation Number	Page Number: Report, Report Appendix; Evaluation, Eval. Appendix
Airwaves, Equal Access to	Rec. #49-51	R 53-55, RA 84-87
App: Voter Application for Mobile Devices	Rec. #18-21	R 29-30, RA48-50
Automatic Registration Options-Opt-In Enhancements	Rec. #6-9	R 15-17, RA24-30
Ballot Access for "Minor" or "Non-Principal" Parties	Rec. #45-48	R 51-52, RA78-83
Ballot Design: Friendlier Ballot Design	Rec. #10	R 18-20, RA 31-35
Board of Elections Financial Support	Rec. #59	R 65
Candidate Debate Access	Rec. #49-51	R 53-55, RA 84-87
Election Day Holiday	No Rec.	R 66, RA 102-105
Equal Access to Airwaves	Rec. #49-51	R 53-55, RA 84-87
Felons: Voting Rights for Felony Convictions Residents	Rec. #54-57	R 59-61, RA 92-95
Geographical Distribution Requirement	Rec. #42, bullet 2	R 58, RA75
Gerrymandering/Redistricting	Rec. #37-41	R 44-48, RA 68-73
Get Out the Vote	Rec. #22-24	R 31-32, RA 51-52
High School Voter Registration	Rec. #60-64	E 1-3, EA 1-5
Immigrants: Voting Access for Noncitizens With a Permanent Resident Visa	Rec. #52-53	R 56-58, RA 88-91
Improvements to Online Voter Registration	Rec. 1-4	R 11-12, RA 19-21
Increase Voter Participation	[All]	R 65
Initiatives and Referendums	Rec. #42-44	R 49-50, RA 74-77
IRV/Ranked Choice Voting/Instant Runoff Voting	Rec. #33-35	R 40-43, RA 63-67
Long Lines	Rec. #10	R 23-24, RA 38-41
Off-Year Elections	Rec. #25, 26	R 33-34, RA 53-55
Online Voter Registration, Improvements to	Rec. 1-4	R 11-12, RA 19-21
Online Voting, No Rec. #	No Rec.	R 67-68, RA 106-109
Penalties for Election Law Violations	Rec. #65-66	E 4-5, EA 6-20
Photo Identification, No Rec. #	No Rec.	R 69-76, RA 110-118
Primary Elections	Rec. #31, 32	R 37-39, RA 59-62
Provisional Ballots	Rec. 67	E 6-8, EA 21-22
Referendum: Clearer Language for Referendums	Rec. #10	R 21-22, RA 36-37
Same Day Voter Registration	Rec. #5	R 13-14, RA 22-23
Sample Ballot Supplementing Information	Rec. #17	R 27-28, RA 45-47
Security of Election Systems	Rec #65-66	E 4-5, EA 6-20
Special Elections for Legislative & Executive Vacancies	Rec. #27-30	R 35-36, RA 56-58
Top Two	No Rec.	R 37
US Military & Overseas Citizens	Rec. #15, 16	R 25-26, RA 42-44
Voter Education, Promoting Registration and Voting,	[All]	RA 3-7
Voter Privacy and Identity Theft Considerations	No Rec.	
Voter Registration Rolls, Sale & Distribution	No Rec.	
Youth: Voting Rights for 16-&17-Year Old Residents	Rec. #58	R 62-64, RA 96-100



APPENDIX

## High School Voter Registration Program and Civic Education to Encourage Participation Recommended by the Registration Subcommittee, Right to Vote Task Force

### Summary:

The Council requested the task force to develop plans for a voter registration program designed to register eligible high school students and support voter education programs to increase citizenship knowledge and participation in the democratic process. Subsequently, at the July 2014 presentation of the report, six of the Council members were especially focused on their perception of a decline in civics awareness. They believed a lot of County residents lacked an understanding of how the local and state governments' deliberations and actions affect a citizen's everyday life and pocketbook. They inferred that this resulted in a lack of interest in local and state elections. The Council members seemed in general agreement that there needs to be a better effort at civic education in the schools, by the governmental bodies themselves, and through more press coverage of the local and state scene, which competes with our region's focus on national institutions and issues. If more attention is spent promoting coverage and knowledge about local and state government, Council members expressed hope for more residents engaging in the civic arena, not only at elections, but throughout the year.

### Background:

The Montgomery County Public Schools have had a registration program in existence since 1971. In current years, the MCPS Student Affairs Coordinator cooperates with the Montgomery County Board of Elections to recruit and train student registrars to conduct annual registration drives in April, prior to the annual spring election of the student representative on the Board of Education. Both the registration drive and this annual election are unique aspects of Montgomery County practices that encourage early engagement with a governing board. The Board of Elections also contacts and encourages private and religious high schools in the County to participate in the registration drive.

There are some issues that arose out of our Spring 2014 discussion with the retiring MCPS Student Affairs Coordinator :

- For the MCPS the spring voter registration drive is getting less and less participation. Outside groups are unaware of the spring program and approach individual schools and communities, especially targeting the students in the fall. Some schools are encouraging this cooperation, but as a whole, the high schools resist any proposals in past years for a MCPS sponsored fall registration due to crowded schedules.
- Some of the students complete a voter registration form which is turned in with the driver's license program. Online registration also becomes easier when a learners' permit number is available, although the use of this number as appropriate ID is not as widely known.
- Beginning in 2013, many students who were juniors were also able to register early with the age lowered to 16 for registration, despite voting still being limited in primary and general elections to those 18 by the day of the General Election.
- Registration drives include information about the availability of absentee ballots, with the focus especially geared to the college-bound population. However, information about any upcoming election – dates, offices on the ballot, various ways to vote, locations for Early Voting Centers - is generally not available at the student registration drives.
- An April registration drive is too late for participation for students turning 18 by the November General Election day to vote in the Presidential primary – currently held quadrennially in March.

- Although voter registration cards are included in senior packets, students new to the system and those previously not registering may not receive sufficient encouragement to become civically engaged directly from the Superintendent, the Board of Education President, and/or MCPS administration and teachers prior to the spring primary while still a student or a new graduate. Having a brochure about imminent elections and ability to vote other than on a single Tuesday included in the senior packet may be helpful.

The Board of Elections also conducts a nationally-honored Future Vote program, with training for middle and high school students and parents to participate in registration drives and for the students to work at election polls for community service credit. MCPS works with the Outreach and Future Vote coordinator of MCBE to recruit participants in the Future Vote program and registered students (17 years and older) to serve as election judges. MCPS advertises extensively (including on the MCPS QuickNotes as well as direct emails to activity advisors at schools).

Turning to the perceived decline in civic awareness, the MCPS Acting Program Supervisor, PreK-12 Social Studies MCPS Curriculum confirmed the Maryland State Department of Education (MSDE) standards and the Montgomery County Public School (MCPS) curriculum have government concepts and themes woven throughout all of the grade levels, including both rights and political participation.

The most specific attention is given in grade 10 with the National, State, and Local (NSL) Government course. It includes the study of the local government and citizen participation and involvement. Four of the units provide both information about different levels and roles of government and emphasize the value of civic involvement.

“Participation in the Political Process” includes

- how participation in the political process is essential for the survival of democracy,
- the process for electing national, state, and local governments and apply this knowledge to understanding participation and influence, and
- how groups, political parties, and media influence debate over the common good.

“Functions and Powers: Executive, Legislative, and Judicial” includes

- how federalism, separation of powers, and checks and balances shape government actions at all levels,
- the roles and powers of federal, state, and local executives and how each respond to issues such as emergencies,
- the roles and powers of legislatures at the federal, state, and local levels and how they vary, and
- the impact of the judicial branch at the federal and state level.

“Attaining Justice and Protecting Rights” includes

- the struggle over voting rights and
- the importance of voting rights as part of equal protection.

“Public Policy Debate” examines

- the role of individuals, interest groups, and media in affecting public policy decisions, and
- includes issues that have national and local importance such as fair housing.

Additionally, there are extra curriculum programs used in Montgomery County that facilitate civic awareness. These include Project Citizen and ICivics, and We the People. Blake High School has a nationally competitive program, under the leadership of Dr. Donna Phillips. All three have been or are

used currently by some government teachers, but it is a teacher decision. Not all of these programs provide much support for teaching local government, focusing instead on the national scene.

The MCPS Social Studies supervisor also suggested that Council and General Assembly members might look into ways of reaching out to the students themselves or encourage organizations or businesses to offer students essay contests and/or student learning and leadership opportunities to facilitate a broader knowledge of state and local connections. Teachers might also be provided with government, organizational or business resources about local initiatives or accomplishments to help teachers connect their instruction more directly to state and local government.

The MCPS Social Science department has a monthly newsletter that goes directly to teachers and can share these programs and any additional resources available. Some source of these type of programs that could be resources adapted for local elected officials or organizations include:

National Conference of State Legislators (NCSL) Back to School program for facilitating meaningful classroom visits by state legislators [<http://www.ncsl.org/legislators-staff/legislators/legislators-back-to-school.aspx>]

Youth Leadership Initiative at the University of Virginia has educational resources designed to assist civics teachers, and encourage students to participate in the political process, including legislative simulations and mock elections, and

National Association of Counties with several web pages suggesting ways to connect with both students and county residents:

- <http://www.naco.org/Counties/countiesdo/Pages/ModelCountyPrograms.aspx> for model programs in civic education and public information
- <http://www.naco.org/Counties/countiesdo/Pages/ncgm.aspx> and <http://www.naco.org/Counties/countiesdo/Pages/CountyGovernmentWorksCampaign.aspx> for raising public awareness and understanding about the roles, responsibilities and contributions of county government
- <https://www.icivics.org/games/counties-work> for a description of the game, Counties Work, which targets students in grade 6 - 12

The introduction of a new voting system in 2016 may also be an opportune time to involve the MCPS student population during the election of the student member of the Board of Education, as was done with the introduction of the DRE units in the early 2000's.

Recommendations:

*(Endorsed by three out of four members of the Registration Subcommittee)*

1. Use existing ties of the office of Community Partnerships and the Board of Elections to community organizations to promote and run a coordinated county-wide annual/biennial National Voter Registration Day or Week (9/23 in 2014).

Pros: to gain the most publicity, expand the volunteer labor throughout the county and register not only newly eligible students but family and community members

Cons: requires staff time of the Office of Community Partnerships, Board of Elections or soliciting an outside coordinator (contract or volunteer).

2. Encourage the Board of Elections to create a catchy, short format piece (maybe two-sided bookmark style or tri-fold brochure, with separate language publications instead of incorporating together) for distribution at all registration drives and in public info displays at libraries and government offices along with the form.

Pros: provides immediate knowledge when citizen is focused on civic engagement; gives guidance on actual dates of the next Countywide election, the offices on the ballot; increases knowledge of the various ways to vote (absentee, early, Election Day), alerts new registrants of the variety of locations for early voting, not just local precinct on one day and how to obtain absentee ballots

Cons: requires staff time to compose or review a publication by outside group and keep it up-to-date, requires funds to copy.

3. Encourage slightly expanded collaboration between the Board of Elections staff, the student registrars, student affairs and social studies coordinators to highlight changes in registration and voting laws that especially affect MCPS and private HS population while here (e.g. new laws for registering 16 year olds and numerous ways to vote: Early Voting, voting by mail as well as Election Day at local poll), including in student publications. Through the teachers or counselors, the current edition of the bookmark could be included in a graduation packet for reference when possibly away from the County.

Pros: provides immediate knowledge when students are part of the community and may be more interested and aware of county issues, with easier access to registration sites.

Cons: requires staff time to coordinate and compose the message.

4. Recommending the Superintendent of MCPS and/or the Board of Education President and members reiterate to high school principals the importance of encouraging registration at the April registration or during application for driver's permits/licenses at MVA as a first step in civic engagement – move it to a more visible, priority level, rather than just a memo from the Student Affairs Coordinator to the HS principals.

Pros: encourages students to be active members of the community – reiterates the significant affect that elected officials already have had on their lives as students, with the Board of Education members controlling over half the County budget and working with the Superintendent in all the many issues surrounding a student's educational experience.

Cons: requires staff time to coordinate and compose the message.

5. Recommend establishing an independent Future Vote and Outreach line in the Montgomery County Board of Elections budget. A guaranteed source of funding for continuation and possible expansion of these types of activities produces a wealth of benefits, both monetarily in free services, and in the engagement of both students and their families working in the community to encourage civic involvement, especially in the approximate 10,000 MCPS graduates every year.

Pros:

- Future Vote volunteers have provided free services, with the value of their efforts at the polls approximately \$111,100 from January 1, 2014 to present, and about \$754,000 since 2004.
- Approximately 750 volunteers registered to participate for the Primary, 650 attended training in April & 500 served on Election Day; over 15,000 students have participated in FV since 2004, accompanied by 23,000 guardians who have attend mandatory FV training. Voter empowerment topics are covered at training: Vote by Mail, Early Voting, Election Day expectation, Election Judge recruitment, Voter Registration, Section 203, LWV Guide, etc...)
- Assisted with registration efforts at 69 community events from March 21-July 16 2014, as well as helping with packing of materials for the Primary Election

- Approximately 193 current students served as election judges - Building on the Future Vote /MCPS cooperation to institutionalize Election Judge recruitment of 17 year olds. Former Future Vote participants return to work as judges –several serving as Chief Judges, some returning from out of state educational institutions to serve
- Would augment and institutionalize the financial value of an already nationally recognized student and community outreach program, including the National Association of Counties, the National Election Center, the National Association of County Recorders, Election Officials & Clerks and the Governors Commission on Hispanic Affairs.
- Future Vote Ambassadors at the early polling centers and precinct locations supplemented the Board’s multi-cultural outreach by providing services when called upon in this multitude of languages:: Albanian, American Sign Language, Arabic, Armenian, Assamese, Bengali, Cantonese, Catalan, Chinese, Farsi, French, German, Greek, Gujarati, Gujarati, Hebrew, Hindi, Indonesian, Italian, Japanese, Kannada, Konkani, Korean, Latin, Malayalam, Mandarin, Nepali, Nepali, Oriya, Polish, Punjabi, Russian, Spanish, Tagalog, Tamil, Telugu, Telugu, Urdu & Vietnamese
  - Cons:
    - Recognition of volunteer efforts may not be easy to present in county budget format

6. Recommend the Board's outreach staff capture the current Future Vote training or a similar public affairs discussion about the upcoming election and voting choices and logistics in a video, and offering it as a civic education tool in high school social studies classes or other sites with video feeds, such as in the counseling office.

Pros: provides immediate knowledge when students are part of the community and may be more interested and aware of county issues, with easier access to registration sites.

Cons: requires staff time to coordinate and compose the message.

7. The Council should explore additional ways the Council, businesses and nonprofits, independently or in partnership, work with the MCPS to provide additional opportunities for students during the final two years of high school, following the 10<sup>th</sup> grade government course, to facilitate a broader knowledge of state and local connections, and for the community at large as they approach voting age.

Pros:

- Makes deeper connections between students and residents with Montgomery County and officials and the organizations already interacting with the County.
- Explains the importance of the breadth of activities under County jurisdiction and the effect on residents’ every-day life.

Cons:

- Requires time and financial resources to design, publicize and conduct interactive programs on part of the Council and County government, non-profit organizations and MCPS and private schools.
- Requires time commitment from students and residents to participate.

## Security Issues & Registration List (Distribution & Voter Privacy)

### Background

Maryland's computerized election and registration systems are works in progress. Security concerns have been raised about the possibility of hacking into the systems.

Maryland participates in the Pew Charitable Trusts' Electronic Registration Information Center (ERIC) ([www.ericstates.org/](http://www.ericstates.org/)). ERIC collects State-level voter registration rolls and motor vehicle department records, as well as Social Security death records and U.S. Postal Service addresses, and then shares these data with the member States to assist in cleaning up statewide voter registration lists. The alternative multi-State organization that also inspects voter registration lists is the Kansas-based Interstate Voter Registration Crosscheck Program (IVRC). ERIC's approach is to check, verify, and sort out discrepancies among their amassed lists before turning them over to their member statewide voter registration authorities. IVRC tends to not be nearly as stringent as ERIC in its screening and identification of potential duplicate voter records; their efforts have resulted in comparatively flimsy matches that have been used to amass new lists of 'suspect' voters. Such lists are sent to States' voter registration authorities and/or filed in court to challenge registrants in an attempt to cut voters from statewide registration rolls.

Even though section 8 of the National Voter Registration Act (NVRA) stipulates that it is illegal to remove a voter from the rolls without proper State notification prior to removal, numerous registration authorities have received the generated-out-of-State results and removed voters based on assumed matches for dual registration or double voting. Because the Task Force is recommending logistical enhancements to the statewide voter registration list, these ancillary issues become extremely relevant. Any Recommendations have to hew to the NVRA provisions for public inspection, making the lists viewable at election offices. In addition, the NVRA is 20 years old and newer technologies afford undue access to personal information. When there are already so many hacking, identity theft, or just spamming attempts afoot, this is the perfect time to act preemptively to protect Maryland voters.

### Security

A new report issued by the consulting firm Deloitte & Touche LLP and the National Association of State Chief Information Officers (NASCIO) is entitled *2014 Deloitte-NASCIO Cybersecurity Study—State governments at risk: Time to move forward* (Deloitte, 2014). The report notes that State officials are more confident than their Chief Information Security Officers (CISOs): "An accompanying survey of state business and elected officials found that 60% had a high level of confidence in the ability of states to protect and defend against external cyber threats. Contrast that to the considerably smaller percentage – only a quarter of state CISOs, expressing a similar level of confidence. State leaders need to be better informed regarding the gravity of the situation. This disconnect may significantly undermine the CISOs' ability to gain funding and support for cybersecurity programs." It went on to recommend a "multi-pronged approach involving Chief Privacy Officers, security technology leaders, agency business executives, and governors' offices, all working with the CISOs could help gain more executive accountability and support." The National Association of Secretaries of State participated in the study.

Despite assurances by State Board of Elections (SBE) officials to the contrary, it must be acknowledged that concerns have been raised about the security of Maryland's online election and registration systems. In a September 2012 letter to the SBE, three eminently qualified experts opined on vulnerabilities in Maryland's online voter registration system, and identified the fact that the "ability to fraudulently impersonate Maryland voters enables several kinds of attacks that could disrupt or undermine the integrity of elections." One particular point was made on signing up unregistered voters: "Unregistered eligible voters could be gleaned from other lists of publicly available information such as telephone directories, Facebook, or other sources and fraudulently registered without their knowledge. Votes could be submitted for them either in person or via absentee ballot. Combined with online delivery of absentee ballots, this could make large-scale attacks easier because the ballot could be delivered to an email address and would not have to be intercepted physically." ([www.verifiedvoting.org/wp-content/uploads/2013/04/maryland-online-voting-concerns.pdf](http://www.verifiedvoting.org/wp-content/uploads/2013/04/maryland-online-voting-concerns.pdf)).

Numerous concerns have been raised about the possibility of hacking into the online system to compromise the voting process, and actually altering records remotely for nefarious purposes of affecting election outcomes (addresses, removal from the rolls, precinct assignment switches that lead to provisional balloting, etc.). The SBE contracted with Unatek, Inc., a Maryland-based information technology (IT) and security firm, to conduct a review of the online voter registration, online ballot delivery, and ballot duplication systems. Unatek deemed the online system to be safe in December 2013 ([www.elections.state.md.us/press\\_room/documents/Voter Services Security Assessment Executive Report Final.pdf](http://www.elections.state.md.us/press_room/documents/Voter_Services_Security_Assessment_Executive_Report_Final.pdf)). A January 2014 Department of Legislative Services FY 2015 SBE Budget Analysis maintained that "No security issues were found with the online voter services" (<http://mgaleg.maryland.gov/pubs/budgetfiscal/2015fy-budget-docs-operating-D38I01-State-Board-of-Elections.pdf>, page 4). In February 2014, the administrator for the SBE reported to the Department of Legislative Services that the "online voter registration and ballot request system now requires additional authentication information to use the systems and allows any user to request an absentee ballot." (See page 4, <http://dbm.maryland.gov/agencies/operbudget/FY2015Testimony/D38I01.pdf>.)

Ongoing concerns about the online system have continued despite State-level reassurances. In April 2014, the board that oversees the SBE refused to certify an online tool for marking an absentee ballot, which would then have been printed and mailed to the SBE. These ballots can still be accessed online, printed, filled in, and mailed. Opponents remain concerned that, unless absentee ballots are mailed to an actual address, voter impersonation could occur. No doubt, additional safeguards will be implemented to ensure that both online registration and requests for absentee ballots are not subject to fraudulent attempts to remotely steal eligible voters' ability to cast votes. These and other identified problems with Maryland's online registration system are not insurmountable, particularly if it is a matter of installing proper firewalls and using encryptions. However, critics still maintain that there is no reason why the process cannot be made as fraud-proof as the safeguards used in the banking industry. It might be best to have the State contract with a nationally renowned IT/security firm or organization to independently assess and rank, or certify, Maryland's online registration and election systems.

## Verification/Protection of Voters and List Maintenance

Around the country, numerous well-funded efforts are underway to thwart voter registration, among other ancillary activities that can only result in a diminished democracy. National-level organizations (e.g., American Legislative Exchange Council/ALEC) have sought to manipulate the voter rolls of numerous States in an asserted effort to clean up voter fraud. Unstated purposes include culling registered voters who happen to align with another political party, as well as thwarting increased voter registration, among other ancillary activities that can only result in a diminished democracy. Maryland is not immune to these efforts by virtue of being a member of ERIC. When such organizations interfere with State elections in this manner, it amounts to outsider manipulation to effect whatever change they might want on election outcomes.

An organization called Election Integrity Maryland (EIM), affiliated with the Texas-based True the Vote national group, has repeatedly petitioned the Maryland SBE to clean up its registration list. Their website (<http://electionintegritymaryland.com/archives/category/eim-news>) states the goal: “Just like EIM, volunteer cadres in 39 other states are critically examining voter registration records and looking for ripe candidates that should be removed from active voter rolls. They too, provide Research findings to election board officials in their respective states.” EIM may have superimposed an IVRC list over Maryland’s cleaner ERIC data.

**Virginia** joined IVRC in January 2013; some 57,000 names were identified for removal from the voting rolls as of April. Just before the 2013 election, about 40,000 registrants were removed from the voting rolls before the Virginia SBE stopped the process. (As of 2014, Virginia officials have indicated that no voters are being removed on the basis of IVRC alone.) True the Vote and Judicial Watch successfully filed suit against the **Ohio** Secretary of State to impose an 8-year-lock-in arrangement to the IVRC multi-State registration system. High numbers of “false positives” were generated by IVRC for **North Carolina** and **Pennsylvania**; and the latter State finally gave up on appealing the court ruling against the postponed voter ID law. It must be noted that these efforts occur, and it is yet another reason for instituting serious ramifications for interfering with the electoral process in Maryland (Recommendation 4).

### Selling and Purchasing Maryland’s Voter Registration List

Not only are cyberattacks on State databases escalating, but Maryland continues to distribute sensitive voter registrants’ information for the price of \$125.00 per CD to any State resident who pays for a copy. State Election Law, Title 16, §3-506, (a) (ii) 2, and (c) dictates that voter registration data may be used only for purposes related to the electoral process. Within Title 16, §3-506 (under Editor’s note), it is stated that “any member of the public is entitled to inspect and copy registration records of the board.” Through the Maryland Application for Voter Registration Data form, a statewide CD list may be purchased for \$125, and a County or district list for \$75. While this form must be signed as a promise not to use the data for commercial purposes or non-electoral process purposes, the penalty is a charge of perjury, and allowing the purchased list to be obtained by another party is subject to a misdemeanor. Registration-related misdemeanors, such as causing the name of a qualified voter to be stricken from the statewide voter registration list, subjects the offender to a fine of \$1,000, or imprisonment for not more than 5 years, or both [State Election Law, Title 16, §16-101, (b)].

Neither NVRA nor the Help America Vote Act of 2002 (HAVA) call for the **distribution** of registration lists. According to the U.S. Justice Department website, (1) Section 8 of the NVRA requires that States keep and make available for public inspection, for a period of at least two years, all records concerning the implementation of programs and activities conducted for the purpose of ensuring the accuracy and currency of official lists of eligible voters; and (2) 42 U.S.C. 1974 mandates that all records and papers relating to any application, registration, or other act requisite to voting in any election for federal office, be preserved for a period of twenty-two months from that federal election. The *Open Government Guide — Access to Public Records and Meetings in Maryland* (The Reporters Committee for Freedom of the Press, 6th Edition, 2011) does not call for it; page 11 shows the following: “J. Election records. 1. Voter registration records. There is no statutory or case law addressing this issue.”

As with other States, any practices regarding the distribution and selling of voter information originate with the General Assembly and/or the SBE. Three years ago, the Pew Center on the States assessed official election websites nationwide for various factors (“Being Online Is *Still* Not Enough”). They suggested that Maryland should describe “circumstances under which voters may keep their registration information private (22 states offer)” (<http://www.pewstates.org/research/state-fact-sheets/election-websites-maryland-85899376991>). An earlier Pew report (*Holding Form: Voter Registration 2006*) also covered the issue of access to voter registration lists: “All states permit access to registration lists for partisan political purposes – i.e. to parties to contact voters through mailings, etc. Many states also use registration lists for jury pools and some states allow unrestricted access to lists, including for commercial purposes. Access is usually granted for a fee. All states redact certain information when supplying access to registration lists though what information is redacted varies from state to state, including Social Security numbers, birth dates and other info. Thirty-five states allow certain voters to have some parts of their voter registration record (generally their address) withheld from public view, *electionline.org*’s survey and research found. Often this is available to members of the law enforcement community and victims of domestic violence. How states go about this varies.” (See pages 10-11 of this paper for relevant Maryland State laws.)

**State Case Study:** Following the 2013 posting of the entire **Utah** voter register to a website registered in New Hampshire that posted numerous State registration lists (such as **Colorado, Florida, Rhode Island, Delaware, Oklahoma, and Connecticut**), the Utah statehouse reacted to the release of voters’ personal data by pushing for various bills (see video link in the Sources). For **\$1,050** a copy, Utah sold the names, addresses, phone numbers, and full birth dates of registered voters to anyone. The final bill signed by the governor in April 2014 (SB 36) may have codified more divulgence than protection: “The portion of a voter registration form that lists a person’s date of birth is a private record, the use of which is restricted to government officials, government employees, political parties, or certain other persons.” Birth date data was approved for government employees; agents, employees, or independent contractors of political parties, health care providers, insurance companies, and financial institutions. The new law allows voters to remove themselves from public divulgence due to safety considerations (labeled ‘private’ voters), and introduced penalties for breaking the law. Those who can legally exempt their files from any personally identifying data (name, address, birth date, etc.) disclosure include these protected categories: victims of domestic and child abuse, leaders of the LDS church, police officers, judges, foster children families, and the elderly (the list can be sorted by age or address,

subjecting older voters to scamming or worse). An earlier version of a House bill would have permitted an average voter to opt-out of public disclosure of their personal data; the passed bill has a provision to permit voters, during the 90 days prior to a primary or general election, to request in writing that they be removed from the official register but remain qualified to vote as “inactive” voters.

### Voter Identity Theft & Privacy Issues

Such readily available voter information data as voter ID number and full date of birth could also be hijacked for purposes of identity theft, whether via online hacking or CD sales. Telephone companies permit unlisted numbers, and the Federal Trade Commission advises consumers on all kinds of identity theft and scamming hazards. The Maryland Attorney General’s Identity Theft Unit website (<http://www.oag.state.md.us/idtheft/index.htm>) lists various methods used, including “when a thief uses your personal identifying information to open credit accounts in your name or evade criminal liability,” as well as “stealing mail, completing a ‘change of address’ form to divert your mail to another location, ‘dumpster diving’ for documents with personal information,” etc.

Maryland needs to step up and protect our registered voters, or else many will want to opt-out of voting entirely. We do not need our well-intentioned State election authorities inadvertently selling personal voter data to outsiders, and potentially enabling identity theft or worse.

#### **Current Data Fields of For-Sale Maryland Registration List CD File:**

District/Precinct/Municipality; Voter ID Number; Last Name, Suffix, First Name, Middle Name; Residence Address, Apt. Number, City, Zip, Mailing Address, Mailing City, Mailing Zip, Political Party, Registration Date, County, Registration Date, Gender, Full

If this Task Force is going to make a genuine contribution toward expanding the voting rolls, we should at the same time recommend protecting all registrants from being avoidably subjected to identity theft, scamming, and hacking. Many would-be voters recuse themselves for various reasons – but to be able to gain the public’s support and trust by limiting the exposure of personal voter information may go a long way toward maximizing opt-in registration in Maryland.

### Penalties

What are the deterrents to misusing currently available personal information (name, party, birthdate, gender, residential/ mailing addresses), impersonating a voter (new or already registered), or changing via hacking the online information (and thereby, eligibility to vote) of Maryland voters? And how far should the State of Maryland go to ensure the integrity of the electoral process? While a penalty of perjury and being fined \$1,000 and/or imprisoned may be considered a slight deterrent for unlawful use of voter rolls (via CD or by hacking remotely), it is not nearly enough to put off an individual or group determined to commit this sort of election fraud. A better impediment comprises stiffer fines and longer incarceration, as suggested in Recommendation 4.

## Recommendations:

- #1. Because of ongoing security concerns expressed by numerous experts in the field, the Maryland SBE should maintain a highly vigilant evaluation and regular, periodic review of its online voter registration and election systems (data storage, interrelated digital systems, and databases), using the multi-pronged NASCIO approach (involving State security officers, security technology leaders, agency business executives, and the Governor's office) to keep the systems in line with state-of-the-science security policies.
- #2. The Maryland SBE and/or General Assembly should consider restricting disclosure of voter registration roll birth date data, addresses, and voter ID numbers to only election-related activity entities, such as all election officials, ERIC, all political parties, and all political organizations or advocacy groups. To keep to the letter of the law of the NVRA, full inspections and copying of the voting rolls should instead remain available by appointment at the offices of the SBE and County Boards of Election.
- #3. The Maryland SBE and/or General Assembly should prohibit the CD sale of the statewide voter registration list to anyone but election-related activity entities, such as all election officials, ERIC, all political parties, and all political organizations or advocacy groups.
- #4. The penalties for flouting the Maryland Election Laws should be reviewed and increased where warranted. The General Assembly should consider upgrading penalties for serious offenses relating to voter identity theft, misuse of registration lists, election tampering, vote tampering, fraudulent voting, registration, or election interference to the felony level, left to the sliding-scale discretion of the court. Suggestions follow:
  - Class A felony — upon conviction, subject to a fine of not more than \$100,000 or imprisonment for not more than 20 years, or both.
  - Class B felony — upon conviction, subject to a fine of not more than \$50,000 or imprisonment for not more than 10 years, or both.
  - Class C felony — upon conviction, subject to a fine of not more than \$25,000 or imprisonment for not more than 5 years, or both.
  - Class A misdemeanor — upon conviction, subject to a fine of not more than \$5,000 or imprisonment for not more than 1 year, or both.
  - Categorize as a Class A felony any election interference, to include (1) hacking into the online election system, (2) tampering with voting machines (remotely or via software coding), (3) deliberate fraudulent voting, or (4) altering or removing entries in the online voter registration system that should only have been authorized by the duly registered voter or the proper election administration official(s) (e.g., false change of address, change of name, or change of party affiliation).
  - Categorize as a Class B felony voter intimidation, providing misleading election information, and frivolous attempts to challenge voters' eligibility or to clear duly registered names from the registration rolls due to overly broad cross-State search strategies, which comprise efforts to wastefully use up valuable election administration time and in effect reduce the voting power of minority populations.

*{These bulleted items are based on the North Dakota Election Laws model/Source list.}*

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{Original article is no longer available on the Internet.}

## **Experts worry about election fraud threat - Maryland online registration, absentee ballots raise alarms**

by Dan Rodricks / 5:00 a.m. EST, February 6, 2014

By now, just about everyone connected to the Internet is familiar with this process: Required to fill out and sign a form of some kind, you ask for and receive a hyperlink via email. You open the link, find the form you need (perhaps a pdf), download it, print it, fill it out and mail it off.

That's a common practice, though increasingly old-school by today's online standards. There doesn't seem to be anything particularly risky about the transaction; few would think twice about conducting business that way.

But while integrity is important in all transactional realms, it rises to precious when we're talking about voting.

And that's why a similar process, new this year and slated to be part of Maryland's primary election in June, has some civic-minded computer security experts sounding alarms about the potential for fraud.

A small group of them, including three researchers based in other states, has also warned Maryland's Board of Elections about vulnerability in the state's online voter registration process. In fact, more than two years ago, they found the Maryland system to be susceptible to "large-scale, automated fraud" and said so in a letter to the board.

The concerns of these experts, however, have not led to major changes. Online registration has been available since before the 2012 elections. The new plan for absentee ballots — making them available electronically to any Maryland voter who requests one — is in place.

Regarding the latter, here's what the Board of Elections website says:

"Election officials can mail or fax your ballot to you, or you can download your ballot from the States website. If you want to download your ballot, make sure you provide your email address. ... We will send you an email when your ballot is ready. The email will include your ballot tracking number and a link where you can print your ballot and instructions. You must enter the ballot tracking number to access your absentee ballot."

This is what has security experts concerned. They say there is no way to know for certain that the person requesting the absentee ballot is the one filling it out and mailing it in.

Michael Greenberger, the University of Maryland law professor who serves as director of the Center for Health & Homeland Security, says the identification system currently in place is not an effective way to authenticate a voter; in fact, it's vulnerable to fraud.

Therefore, he says, "bad actors" could impersonate real voters, have the tracking numbers sent to them by email, then fill out and return ballots to local election boards without any meaningful check for fraud. Voter signatures are not checked against those on file, Greenberger points out.

A member of the Maryland Commission on Cybersecurity Innovation and Excellence, Greenberger advocates dropping the current plan and going old-school — that is, mailing absentee ballots to "brick and mortar addresses."

The other major concern was the potential for fraud in online registration.

The three experts who wrote to the board about this in 2012 were David Jefferson, a computer scientist based at the Lawrence Livermore National Laboratory in California; J. Alex Halderman, assistant professor of electrical engineering and computer science at the University of Michigan; and Barbara Simons, a retired **IBM** computer scientist and an expert on electronic voting.

They are part of network of vigilant computer security experts who independently assess state elections systems and report their concerns.

"We have identified severe security vulnerabilities in Maryland's online voter registration system," Jefferson and his colleagues wrote state elections officials in September 2012. "These problems leave the system open to large-scale, automated fraud, and make the Maryland system among the most vulnerable of all the states' new online voter registration systems."

The letter said, in boldface: **"Given the grave potential for harm, we urge the State of Maryland to take immediate defensive steps to safeguard the online voter registration system or else shut down the system."**

That statement was reiterated in a follow-up letter last February.

In an interview Tuesday, Jefferson said he and his colleagues have never received a response.

For its part, the elections board says the system has been adequately tested by an independent consultant who found it to be secure. Teams of testers tried to hack into the system but couldn't, says Nikki Charlson, deputy administrator of the board. And, she says, there are additional measures in place to alert officials to any unusual transactions during the three-week absentee voting period.

Del. Jon Cardin, a candidate for attorney general in the June primary, serves as chairman of a House of Delegates subcommittee on election laws. He is well aware of the concerns that were raised about the new absentee system when the General Assembly considered and approved it last year. On balance, he says, the legislative mandate to make voter access as convenient as possible outweighed the security concerns. He says the system will continue to be scrutinized for any irregularities.

OK, I guess we'll see.

Here's hoping, for the sake of our precious democracy, this works better than the state's health insurance exchange.

*drodricks@baltsun.com*

*Dan Rodricks' column appears each Tuesday, Thursday and Sunday. He is the host of "Midday" on WYPR-FM.*

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## **Title 33 State Board of Elections [Maryland] Subtitle 04 Inspection and Copying of Public Records Chapter 02 Confidentiality of Certain Information**

### **.01 Purpose.**

This chapter sets out the procedures for when and how residence addresses [and], telephone numbers, *and email addresses* as contained in registration records, certificates of candidacy, or statements of organization to form a campaign finance entity, may be designated as confidential and precluded from disclosure under State Public Information Act, State Government Article, Title 10, Subtitle 6, Part III, Annotated Code of Maryland, or COMAR 33.04.03.

### **.02 Persons Entitled to Seek Confidentiality.**

**A. In General.** The categories of individuals who may request to have their residence addresses, telephone numbers, and email addresses designated as confidential are as provided in this regulation.

**B. Law Enforcement Personnel.** Subject to proof of employment (for example, letter from employer), the following current or former law enforcement personnel may request confidentiality:

- (1) Police officers;
- (2) Correctional employees with frequent inmate contact;
- (3) Members of the State or federal judiciary; and
- (4) Prosecutors and investigators employed by prosecutors.

**C. Persons Being Threatened.** Subject to proof of a threat to their personal safety (for example, restraining order, police report, statement from social service agency), the following individuals may request confidentiality:

- (1) Abused spouses or other domestic partners;
- (2) "Stalked" individuals; and
- (3) Others whose personal safety has been threatened by unidentified persons.

**D. Victim of or Witness to Felony.**

(1) Subject to appropriate documentation satisfactory to the local board, an individual may request confidentiality if the individual is a victim of or a witness to a felony or a delinquent act that, if committed by an adult, would be a felony.

(2) The State may request confidentiality on behalf of a victim of or a witness to a felony or a delinquent act that, if committed by an adult, would be a felony.

**E. Others.** Subject to appropriate documentation satisfactory to the local board, an individual may request confidentiality on the grounds that the disclosure of the individual's residence address, telephone number, or email address:

(1) Poses a threat to the individual's safety; or

(2) Is likely to lead to an unwarranted and serious invasion of privacy.

**.03 Applications.**

**A. Form.**

(1) A person seeking to keep the person's residence address [and], telephone number, *and email address* of a record confidential shall apply in writing on a form approved by the State Administrator.

(2) The form shall be filed:

(a) At the appropriate local board if the applicant wishes to keep the applicant's residence address [and], telephone number, *and email address* provided on a voter registration application confidential; or

(b) At the State or local board at which the applicant filed the certificate of candidacy or statement of organization if the applicant wishes to keep the applicant's residence address [or], telephone number, *or email address* provided on a certificate of candidacy or statement of organization confidential.

**B. Contents.** In the application, the applicant shall:

(1) Explain the basis for the request;

(2) Attach any documentation in support of the request, such as proof of employment or a restraining order;

(3) Acknowledge that, notwithstanding approval of the request for confidentiality, the information will be made available:

(a) To the jury commissioner;

(b) To other public officials as required by law; or

(c) Otherwise as may be required by subpoena or other court order;

(4) Waive any right of action against the State, the county, the State Board, the local board, or their employees, for failing to keep the information confidential; and

(5) Swear or affirm, under the penalties of perjury, that the information in and accompanying the request is true.

## **Commentary and Opposition to Recommendations Regarding Security Issues & Registration List (Distribution & Voter Privacy)**

### **Recommendation 1: Security**

#### **Alternative Recommendation 1:**

*Because of the evolving nature and increased sophistication of computer technology, the Council should encourage the Maryland SBE to maintain a highly vigilant evaluation and regular, periodic review of its online voter registration and election systems (data storage, interrelated digital systems, and databases) to keep the systems in line with state-of-the-science security policy, while remaining cognizant of the need to maintain voter accessibility.*

The December 2013 study required by the General Assembly in 2013 Chapter Laws 157 and subsequent report seems to have been successful in informing election officials of vulnerabilities. There are experts that counter the opinions presented above in the background section, and the Task Force is unable to assess the appropriate outcome with its limited background on these issues. Ideally, the Task Force should also gain a better understanding of the role of the Governor's office and other referenced individuals before seeking their involvement in the online voter registration system and other election systems. The use of the word "numerous" and the identity of "agency business executives" is also ambiguous.

Regular periodic review to ensure that the system remains in line with state of the science security policies is certainly recommended. But in addition, security must be balanced with the need to make voter access as convenient as possible. The purpose of the system to serve voters must not be forgotten or neglected. Before making any changes to the system, players should understand the potential negative impacts on access and usability.

### **Recommendations 2 and 3: Restriction on Disclosure of Birthdates, Addresses, and Voter ID numbers, and Restriction on Availability of Statewide Voter Data**

Recommendation 2 would restrict disclosure of key pieces of voter records to members of the public. Specifically, key election information would only be disclosed to "election-related activity entities." Recommendation 3 seeks to restrict ability of non-"election-related activity entities" to access the voter list. Both recommendations appear to originate with the concern that data will be misused. However, existing law in Maryland provides a number of already-active restrictions on misuse of data that provide protection. When voter data is obtained, the person or entity acquiring it has to swear to the following:

Under penalty of perjury, I hereby declare, as required by Election Law Article, § 3-506, *Annotated Code of Maryland*, that **I do not intend to and I will not use the list of registered voters for which I am applying for purposes of commercial solicitation or for any other purpose not related to the electoral process**, and that I will not knowingly allow the list to be used by any other person or entity for purposes of commercial solicitation or for any other purpose not related to the electoral process. I am aware that any person who knowingly allows such a list under his or her control to be used for commercial solicitation or for any other purpose not related to the electoral process is guilty of a

misdemeanor and is subject to punishment under Election Law Article, Title 16, *Annotated Code of Maryland*.

In addition, identity theft and similar crimes are, of course, illegal in Maryland and under various federal laws. Therefore, instead of addressing an existing issue, both Recommendations 2 and 3 would restrict speech and associational rights and prevent groups and individuals from important analysis regarding voter registration and elections that is important to providing a check on election officials and protecting voters.

These restrictions would interfere with members of the public's rights to conduct political activity, expression and association. For example, a group of people who wanted to support a candidate or issue could not get information necessary to go knock on doors to support that candidate or issue. Indeed, an individual who wanted to do this also has every right to do so. It also seems likely that a group or individual who is intent on mass identity theft would also not have qualms about creating a false entity to get around the law, so a new restriction also seems unlikely to actually solve any problem. Restricting the availability, rather than the usage, of current data is not advisable, because all the pieces of the current data available have uses in get-out-the-vote (GOTV) efforts, turnout research, and evaluation. Some of this information is also readily available in other ways or is not actually sensitive.

The "voter ID" number currently available with the Maryland list is assigned by the voter registration system, and has no other security consequence, except to keep election records tied together. These numbers would have no use, for example, in obtaining a credit card or committing other identity theft as does a full Social Security number. Addresses are also often public record in other ways, such as with respect to property owners.

Significantly, non-"entity" groups and academics need access to data to analyze it for voting discrimination and other issues consistent with federal law, and possibly even state law. For example, academics or other investigators could not determine whether illegal gerrymandering under the Voting Rights Act or the Constitution was occurring without the addresses of the voters in a district, and certainly not without access to the voter roll. Birth dates are also an important field for making sure that people who registered get on the rolls, and for example, for advocates to make sure that list maintenance is done properly. Though it is true that Maryland does not have the history of recent voting discrimination as do some other states, history shows that election officials do not always comply with voter registration laws, and sometimes voters are removed in unlawful, inaccurate list maintenance or purge procedures. Disclosure of records is necessary to protect voters and keep election officials accountable. As an example, using copies of submitted applications as well as the list of registered voters, advocates can ensure that officials' practices do not keep eligible voters from registering or staying registered to vote.

The recommendations also ignore journalists' role in analyzing election information, such as whether cross checking between databases is done accurately (a recent issue in the news). Such investigation requires the voter roll be available, and specifically, fields like birthdate and address to help determine whether multiple records are in fact a "match."

Also, contrary to the seemingly narrow interpretation in the background material above, the United States Court of Appeals for the Fourth Circuit, which covers several states including Maryland, has recently held the public disclosure provision of the National Voter Registration Act of 1993 (NVRA) to be broad. The statutory provision reads (in relevant part):

Each State shall maintain for at least 2 years and shall make available for public inspection and, where available, photocopying at a reasonable cost, all records concerning the implementation of programs and activities conducted for the purpose of ensuring the accuracy and currency of official lists of eligible voters...”

As the Fourth Circuit court ruling indicated, “public disclosure promotes transparency in the voting process, and courts should be loath to reject a legislative effort so germane to the integrity of federal elections.” This ruling has implications for the fields required to be made available to the public: it held that rejected voter registration applications are records that the NVRA requires election officials to disclose, with only Social Security numbers—Virginia requires the full SSN for voter registration—redacted. Therefore, addresses and birthdates, also required on Virginia voter registration forms, are required to be disclosed. Disclosure was notably supported in the lawsuit by the Reporters’ Committee for the Freedom of the Press, which filed an amicus brief in the case. This brief explained the important “watchdog” role of journalists in the elections process.

Any change to the availability of voter registration information in Maryland would require serious consideration of these provisions and legal background in addition to the policy arguments discussed.

#### **Recommendation 4: Increased Penalties for Election Offenses**

Alternative Recommendation 4:

*The penalties for violating the Maryland Election Laws should be further reviewed and elevated to felony status where warranted. The General Assembly should consider upgrading to the felony level penalties for serious offenses relating to voter identity theft, unauthorized altering of voter registration records, fraudulent registration, fraudulent voting, vote tampering, election interference and the crimes listed in Title 16-201 of the Election Code.*

*The crimes in Title 16-201 include:*

*(a) A person may not willfully and knowingly:*

- (1) (i) impersonate another person in order to vote or attempt to vote; or (ii) vote or attempt to vote under a false name;*
- (2) vote more than once for a candidate for the same office or for the same ballot question;*
- (3) vote or attempt to vote more than once in the same election, or vote in more than one election district or precinct;*
- (4) vote in an election district or precinct without the legal authority to vote in that election district or precinct;*
- (5) influence or attempt to influence a voter’s voting decision through the use of force, threat, menace, intimidation, bribery, reward, or offer of reward;*
- (6) influence or attempt to influence a voter’s decision whether to go to the polls to cast a vote through the use of force, fraud, threat, menace, intimidation, bribery, reward, or offer of reward;*

or

(7) *engage in conduct that results or has the intent to result in the denial or abridgement of the right of any citizen of the United States to vote on account of race, color, or disability.*

In 2013, the General Assembly recently increased fines for a number of election offenses. However, considering the seriousness of these offenses, and citizen concerns regarding security, the GA should further consider whether elevation of certain offenses to the felony level would be a better deterrent.

The current information reviewed by subcommittee members does not contain a clear description of current penalties (both federal and state) and a determination of whether there is a need for an increase given that existing structure. Therefore, there is no current assessment to support increased penalties. Any study should include studying penalties for voter intimidation, providing misleading election information to applicants, and penalties for grossly negligent or frivolous challenges to voters' eligibility. In the past, voters have been provided with false information regarding election times ("Your party votes on Wednesday" and the like), and their rights to vote have been questioned by spurious techniques using information such as poor matching between voting lists and flawed or outdated public databases. The penalties for such actions under Maryland law should be reviewed, and if necessary, increased.

One potential downside to at least consider in increasing penalties is that people become intimidated from doing *legitimate* activities if there is any ambiguity in the laws themselves.

#### **Sources:**

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*Project Vote/Voting for Am., Inc. v. Long*, 682 F.3d 331, 339 (4th Cir. 2012).

Reporters' Committee for Freedom of the Press, Amicus Brief Filed in *Project Vote/Voting for America v. Long*, <http://www.rcfp.org/sites/default/files/20111021-projectvotevotingforamericavlong.pdf>

## **Provisional Ballots and Registration Address Changes**

### **Background**

Currently, Maryland voters who move to a new precinct and whose addresses do not get updated before the election may vote in the precinct assigned to their new address, but they have to cast provisional ballots. This is true even if the election official can locate their existing registration information.

Failure to update addresses is caused by several issues. First, many voters do not know that the update is not made automatically. According to the Cooperative Congressional Election Study (CCES), one in four voters wrongly believes that registrations are automatically updated when voters change their address with the Postal Service. Other voters may fill out the paperwork or make changes online, but due to miscommunications or other problems transferring information between agencies and/or election officials, the update is lost or not processed in time. This has occurred recently in Montgomery County, including to a member of the Task Force, despite that the existing registration at the old address was easily located and the individual moved within Montgomery County.

Provisional ballots cast solely due to an address change that was not reflected on the voter roll are by definition all counted, unless a technical error is made in the filling out of the provisional ballot.

Statewide, 79,876 individuals cast provisional ballots at polling place locations and early voting locations during the 2012 presidential general election, representing 2.92% of total voter turnout, with 68,747 or 68.07% being counted in whole or in part. In the 2012 general election there were 49,500 provisional ballots issued with reason #1 (“not in precinct register”)— 62% of all provisional ballots. This category would include people who moved and did not update their addresses before election day (or errors occurred in the transfer of the new information).

Provisional ballots, while an important safeguard for individuals whose registrations cannot be located, are problematic for several reasons. Provisional ballots increase paperwork and lines and cause delays at the polls compared with regular ballots. By allowing voters who are already properly registered to update their address information easily and vote a regular ballot, lines would move quickly and counting would proceed more easily and more cost-effectively. Provisional ballots require time and resources to examine.

For example, in 2012 Florida saw huge increases in provisional ballots compared with 2008 when it changed its law to require voters who moved to vote a provisional rather than a regular ballot. These increased numbers resulted in a time-consuming process for counting those ballots. In 2013, Florida changed its law again to allow people who make in-state address updates at the polls to vote a regular ballot as long as the county uses electronic pollbooks.

Other states that allow casting of a regular ballot after making an in-state address change include Delaware, Hawaii, and Oregon as well as various states that allow same day registration, such as Colorado.

The issue is remedied if election officials can access the statewide voter registration database to confirm that the voter is already registered in Maryland. If the database is not available, the election official could call a central location to confirm the person's registration. The voter can then complete a simple affidavit with the person's new address, and vote a regular—not provisional—ballot. This procedure would improve the voter's experience, waste fewer resources completing and processing provisional ballots, and require less time for voters and workers at the polls, reducing lines.

Provisional ballots would still be made available for their intended purpose: providing a failsafe for those whose registration status is not confirmed. This recommendation also would not affect other reasons an applicant must cast a provisional ballot, for example, because the precinct register indicates that the voter was issued an absentee ballot or already voted.

**Recommendation** *(supported by 3 members of the Registration Subcommittee; 1 abstention):*

The County Council should recommend to the State Board of Elections that registered individuals who move within Maryland and whose existing valid registration is confirmed by the election official at the time they go to vote, but whose new address is not yet updated in the registration roll, be permitted to vote a regular ballot on completing an affidavit affirming their new address, as long as they are voting in the precinct assigned to their new residence or an appropriate early voting location.

**Sources:**

Maryland Administrative Code Section 33.16.03.01(A)(4)(c).

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APPROVED

November 17, 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  
Janet Ross, Information Technology Manager  
Marjorie Roher, Management and Budget Specialist III  
Christine Rzeszut, Operations Manager  
Gilberto Zelaya, Outreach Coordinator

Guests:

Kate Alexander  
Ed Amaritti  
Linda Del Castillo  
David Drake  
Gary Featheringham  
Richard Fidler  
Daniel Gray  
Lewis Porter  
Robin Sachs  
Barbara Sanders  
Tanzi Stafford  
Michael Subin  
Josephine Wang  
Gail Weiss

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**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.

Ms. Keeffe noted that Mrs. Dacek is unable to attend the Board meeting today.

**Public Comments** (Incorporated as attachments A-F)

Josephine Jung-Shan Wang, Poll Watcher at Bohrer Park during Early Voting, asked to address the Board in advance. She expressed her request that election judges obtain better training, especially with communication and friendliness. (A)

Ms. Keeffe thanked Ms. Wang for her comments and agreed that election judges should be respectful and friendly.

Robin Sachs, President of the Maryland Voter Alliance, asked to address the Board in advance. She reported on three classes of complaints that were brought to her attention on Election Day: non-citizens voting, voting machine problems, and voters who still appear in the registration rolls who moved away years several years ago or have been dead for more than five years. (B)

Ms. Keeffe pointed out that the non-citizen voting information provided by Ms. Sachs should be directed to the State Board of Elections. She noted that the public should be made aware that removing a voter from the registry is not an easy process, but instead is a clearly defined process. Ms. Keeffe thanked Ms. Sachs for her concerns. Mr. Naimon thanked Ms. Sachs for her testimony and asked if she had any evidence or specifics of non-citizens voting in Montgomery County. He added that Montgomery County cannot do anything with complaints outside of their jurisdiction. Ms. Sachs stated she would go through her data and provide information to the Montgomery County Board of Elections once it is compiled.

Lewis Porter, Poll Watcher in Baltimore City and longtime resident of Montgomery County, asked to address the Board in advance. He expressed his concern with issues experienced at his polling place in Baltimore City. Mr. Porter asked how a poll watcher registers a problem in real time and who should be contacted to report concerns. (C)

Ms. Keeffe thanked Mr. Porter for his time. She noted that he may report his concerns to the campaign he assisted, Baltimore City Board of Elections, and/or the State Board of Elections.

Linda Del Castillo, resident of Bethesda, asked to address the Board in advance. She expressed her concern with the Task Force recommendation to allow non-citizens to vote. She added that upon further research she has learned that, due to the Motor Voter Law, it seems very easy to register without the need to prove one's citizenship. Ms. Del Castillo asked how the State Board of Elections can devise a way to ensure that voter registration applicants at the MVA are, in fact, U.S. citizens. (D)

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Ms. Keeffe thanked Ms. Del Castillo for her time. She noted that questions/concerns regarding MVA should be brought to the attention of the State Board of Elections. Ms. Keeffe noted that Montgomery County Board of Elections takes the MVA issue very serious, which is why the Board has begun discussion on conducting an audit of the MVA and voter registration process.

Gary Featheringham, Challenger/Watcher for Precinct 06-08, asked to address the Board in advance. As a member and Deputy Chair of the Montgomery County Council's Right to Vote Task Force he observed multiple issues. Mr. Featheringham brought forth the issue of several people having their votes switched from a Republican to Democrat. He stated that judges indicated nothing was wrong with the machines, but instead stated it was due to human error. Mr. Featheringham urged the Board to conduct an audit on the "vote flipping issues" that occurred during Early Voting and the General Election. (E)

Ms. Keeffe thanked Mr. Featheringham for his time. She added that the Board of Elections is aware of the issue and calls received. Ms. Keeffe stated that, during Early Voting, Board members and staff visited sites with vote flipping complaints, none of which could be confirmed to be valid technical issues. Staff conducted checks throughout polling places on Election Day and could not replicate the issues reported. She stated that in 2016 the touch screen units will no longer be used, as the State will transition to a new method of voting.

Daniel Gray, member of the Bar in Maryland, asked to address the Board in advance. He expressed his concern with non-citizens found on the voting rolls. Mr. Grey supports the Board's proposal of an audit. Ms. Keeffe thanked Mr. Grey.

Gail Weis expressed her concern with the omission of Ms. Lei, candidate for the House of Delegates, Legislative District 16, from the laminated sample ballot that is provided and created by the Board of Elections. Ms. Weis inquired what action will be taken to the staff who created and proofed the ballot prior to its distribution. She also inquired why it took three hours for the laminated sample ballots to be pulled from the affected polling places in Legislative District 16.

Ms. Keeffe acknowledged that she spoke with Ms. Weis at an affected polling place when she realized there was an issue. Ms. Keeffe stated that a call came in to the precinct and the laminated sample ballot was quickly pulled. She spoke with Ms. Jurgensen who confirmed that phone calls were made to Legislative District 16 precincts and all laminated sample ballots were in the process of being pulled. Ms. Jurgensen stated that staff has been identified and will be handled in accordance with Montgomery County Personnel Regulations. Ms. Keeffe stated that the Board did not review the laminated sample ballot prior to distribution, nor did it go through the proofing process as with other documents. She apologized on behalf of the Board for the error. Ms. Weis inquired further if staff would be identified to the public. Ms. Jurgensen responded that she will look into what the Montgomery County Personnel Regulations state. Ms. Jurgensen made herself available to Ms. Weis if she had further questions. Ms. Keeffe thanked Ms. Weis.

Richard Fidler served as a closing judge at Precinct 07-23. He expressed his concern with how long the closing process takes. Mr. Fidler asked that the Board consider different options for closing a precinct and returning critical items on Election Day in 2016. He stated that he will provide further written documentation of his concerns at a later date.

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The Board thanked Mr. Fidler for serving. Ms. Keeffe stated that discussions have begun on how the closing process and reporting of results can be modified to avoid the long hours.

Tanzi Strafford expressed concern about the integrity of the voter registration and voting process in Maryland. She stated she has received complaints from residents who have received sample ballots from voters who do not live at the address. (F)

Ms. Keeffe thanked Ms. Strafford. She added that sample ballots are often mailed to registered voters who no longer live at the address. Due to the time it takes to take someone off the registration log, this action may take several years. Ms. Keeffe stated the directions to those who receive a sample ballot not belonging to them are to "return to sender" to ensure it is tracked at the Board of Elections.

Ms. Keeffe again thanked those in attendance; she noted that the issues brought to the Board's attention today are taken very seriously and the Board will be reviewing the election process in its entirety.

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

Ms. Jurgensen requested an Executive Session to discuss the FY16 budget, Executive Session minutes, and a personnel matter.

#### **Approval of the October 20, 2014, Board Meeting Minutes**

The Board was sent the October 20, 2014, Board meeting minutes in advance. Mrs. Khozeimeh made a motion to approve the minutes. The motion was seconded by Mrs. Jeter and passed unanimously.

#### **Approval of the November 4, 2014, Board Meeting Minutes**

The Board was sent the November 4, 2014, Board meeting minutes in advance. Mrs. Khozeimeh made a motion to approve the minutes. The motion was seconded by Mrs. Rivera-Oven and passed unanimously.

#### **Election Director Status Report**

##### **Budget**

The FY15 Operating Budget was provided in advance. Ms. Roher noted that significant changes will be reflected in the next update.

A detailed spreadsheet reflecting prior year surplus and/or deficit was provided in advance. The Board agreed to add this item to the December Agenda to discuss further.

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### **Voter Registration**

Ms. Jurgensen reported that staff is completing audit requirements and all testing documentation had been submitted prior to the election. Polling place evaluations have been completed – equipment has been returned to the Board of Elections and accounted for. The Provisional data review has been completed and the Absentee data is expected to be completed by close of business Tuesday. The precinct audit will also be completed by close of business Tuesday.

Ms. Jurgensen reported that registrations will be processed beginning this week once MDVoters is reopened. Confirmation mailings will commence after the backlog of registrations are cleared, beginning with Provisionals. On or before February 1, 2015, the State Board of Elections is expected to cancel voters who have not voted in two consecutive Federal elections, in accordance with rules and regulations under the Maryland law.

Ms. Keeffe inquired what documentation/notice will be provided to those individuals who were not registered to vote and voted a provisional ballot. Ms. Jurgensen responded that those individuals will now be registered voters and receive a voter notification card. Ms. Keeffe asked if those unregistered voters are notified that their provisional ballot was not counted. Ms. Jurgensen noted that when an unregistered individual votes a provisional ballot, the cover sheet they retain has instructions for them to determine whether their vote was counted or not (phone number or SBE website). Ms. Keeffe requested that staff add information on the VNC to notify those individuals who were not registered at the time they voted a provisional ballot that their vote did not count but they are now registered voters.

The Board discussed issues that occur when a voter requests an absentee ballot through the State website and the voter registration is updated and a VNC created. Ms. Keeffe suggested that the Board prepare a presentation for the State Board of Elections meeting to discuss issues and concerns with voter registration through MVA and other issues.

### **State Board of Elections**

Ms. Jurgensen reported that the State has selected the new voting system and information was provided to the Board. The equipment is scheduled to be received in March 2015 for acceptance testing; however, distribution of equipment to local Board of Elections will occur at a later date.

### **Board Attorney Report**

Mr. Karpinski updated the Board on a request regarding the external audit process. His research found that the Board will need to provide a letter to the Joint Audit Committee outlining issues and concerns. A draft letter was provided to Ms. Keeffe and Ms. Jurgensen prior to the Board meeting. Mr. Karpinski outlined four issues to be included in the letter.

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1. Complaints regarding party affiliation changes at MVA from Democrat to Other Party. This includes registered voters who are already registered and are re-registered at MVA creating a duplicate VNC. Both issues are occurring without the knowledge of the voter/customer.
2. Individuals classed as permanent residents who visit MVA for identification cards/ drivers licenses and are registered to vote without their knowledge in many cases. Complaints have been received from those individuals inquiring how to be taken off the voter rolls. Included in this complaint is the issue of superimposing signatures taken from the identification card/driver's license onto a voter registration application without the knowledge of the customer.
3. The lack of any affirmative action, i.e. signature, at MVA if an individual declines to register to vote and no documentation is provided. The only record kept is in the MVA system where a verbal notice is received that the customer declined to register.
4. Individuals who fill out a voter registration application and drop it off at a local MVA drop box. The concern is how to keep the chain of custody of applications and security of the system.

Ms. Phillips stated that the Board should review the interfacing of the Jury list and the voter registration rolls. Ms. Jurgensen responded that the Jury list is a combination of the voter registration roll and driver's license list. Mr. Naimon stated there was a complaint that a Republican had her party affiliation changed to Democrat. Mrs. Rivera-Oven stated that, for the record, a U.S. Resident is a legal resident, but not a U.S Citizen; several of these U.S. Residents' names do not show on the Voter Registration roll; however, they do show on the jury list. Many of these legal residents make several attempts to be removed from the jury list with no success. She stated that there is a problem with the process and the Agency's need to cross check information within the system for accuracy. The system is failing at MVA.

Mr. Karpinski stated items discussed in the meeting today will be added to the draft letter prior to distribution to the Board. The Board agreed that Mr. Karpinski move forward with the letter to the Joint Audit Committee this week. Mr. Karpinski stated a copy of the letter will be provided to the Montgomery County Delegation in Annapolis. Ms. Keeffe asked that the State, members of the State Board of Elections, County Executive and County Council also receive a copy of the letter.

## **Old Business**

### **Other Old Business**

No items were discussed.

### **Board Observations**

The Board will provide information via email to Ms. Jurgensen in preparation for the December Board meeting.

APPROVED

**Attorney Observations**

Board Attorney will provide information to Ms. Jurgensen via memo.

**Election Night Tabulation (Incorporated as attachment G)**

Ms. Jurgensen reported on the process of reporting preliminary election results from polling places on Election Day and the timeline followed on November 4, 2014. A graph detailing the time results were posted was provided to the Board.

Mrs. Jeter requested that staff provide information on how many polling places do not have modem capability.

Mrs. Ross briefed the Board on the closing process. She added that training requires that Chief Judges close machines in pairs and create an assembly line. Every card needs to be read and zeroed, the results accumulated and then modemed. She stated that the VAC count is independent to the closing of the machines. More often than not judges think this process goes hand in hand and are waiting together to close the precincts. Mrs. Rivera-Oven agreed that there is confusion during the closing process.

Ms. Jurgensen noted that the local Board of Elections must receive confirmation if the results will be modemed in 2016 (pending new equipment). She recommend that additional modem lines be added at each polling place, DTS support staff assist election judges at polling places, and/or establish several satellite sites in Montgomery County and modem to BOE. These items are all pending available funding in 2016.

Mr. Subin addressed the Board. He stated that he will brief Mr. Leggett on the election process. Mr. Subin requested that staff provide him with a "wish list" in priority order. Ms. Roher suggested that the letter attached to the OMB FY16 submission be provided to him. The Board requested that additional time be added when BOE meets with the County Executive to discuss the budget submission.

**New Business**

There was no new business discussed.

**Future Meetings**

A. December 15, 2014 – 2:30 p.m.

Staff will include 2015 dates in the December agenda.

APPROVED

**Convene as Board of Canvassers**

Mrs. Khozeimeh made a motion to convene as the Board of Canvassers at 4:41 p.m. The motion was seconded by Mrs. Rivera-Oven and carried unanimously.

**Late Ballots**

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

With no further items to discuss, Mrs. Khozeimeh made a motion to adjourn as the Board of Canvassers at 4:44 p.m. The motion was seconded by Mrs. Rivera-Oven and carried unanimously.

\*\*\* The Board took a brief recess \*\*\*

Mrs. Rivera-Oven made a motion to go into Executive Session. The motion was seconded by Mrs. Khozeimeh and passed unanimously.

**Report on Executive Session**

The Montgomery County Board of Elections convened in Executive Session at 4:53 p.m., pursuant to State Government Article 10-508(a)(3)(13) to discuss the FY16 operating budget, Executive Session minutes, and a personnel matter.

The Montgomery County Board of Elections met in closed session on this date. The following members of the Board and staff were in attendance: Mary Ann Keeffe, Donice Jeter, Nahid Khozeimeh, Graciela Rivera-Oven, David Naimon, Jackie Phillips, Margaret Jurgensen, Alysoun McLaughlin, Marjorie Roher, Lisa Merino, and Board Attorney Kevin Karpinski.

The Board discussed the FY16 operating budget.

The Board reviewed the October 20, 2014, Executive Session minutes.

The Board discussed a personnel matter.

With no further business, Mrs. Khozeimeh moved to adjourn the Executive Session and reconvene in Regular Session. The motion was seconded by Mrs. Rivera-Oven and carried unanimously.

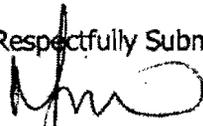
APPROVED

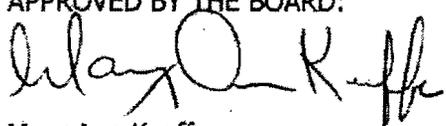
**Executive Session Minutes**

Mrs. Khozeimeh made a motion to approve the October 20, 2014, Executive Session minutes. The motion was seconded by Mrs. Rivera-Oven and passed unanimously.

**Adjournment**

With no further business, Mrs. Khozeimeh moved to adjourn the meeting. The motion was seconded by Mrs. Rivera-Oven and carried unanimously. The meeting adjourned at 5:20 p.m.

Respectfully Submitted,  
  
Lisa Merino  
Office Services Coordinator

APPROVED BY THE BOARD:  
  
Mary Ann Keefe  
President

Monday, November 17, 2014  
Josephine Jung-shan Wang

Testimony at the Board of Elections (BOE)

Good afternoon, ladies and gentlemen!

My name is Josephine Wang and I am here to give a few observations during the Early Voting period at Bohrer Park, Gaithersburg, Maryland. As you recall Early <sup>Voting</sup> was from October 23, through October 30, 2014 from 10 am until 8 pm. I was a Poll Watcher for the first time.

It was for 8 mornings and evenings which meant that I needed to be at Bohrer Park twice daily. Little did I know that I was met with "unwelcome" attitudes from the judges, I was to take the numbers from each voting machine twice a day. I was told that I was NOT allowed to do this.

I objected to this refusal.

After my protest, I was then given the opportunity to do my job. Then about the second day, Ms. Marjorie <sup>Margaret</sup> Jergenson came in and spoke with me and probably her chief judge about the "law" which did not allow me to take the numbers from each machine. It was only the tamper tape from each machine. But it did NOT specify that I could not take the numbers from

each machine. Afterwards, I was able to take the numbers each morning and evening before 10 am and after 8 pm for 7 and a half days. All the while, most judges were friendly and helpful, except one chief judge.

During the 8<sup>th</sup> day in the evening, everyone was busy trying to close the place and I thought I should get it done before closing time. No, I was denied and then I waited until 8 pm came and then I was totally denied as the machines were being closed up.

There is inconsistency here:

Why was it OK for 7 ½ days and then the very last part was NOT permitted???

I would have gladly followed the directions if I was totally denied on the first day. I would have gone to my organization attorney to straighten the confusion.

Better communication and training of the judges are desired for the next election cycle.

Bohrer Park has excellent parking facility and a good physical lay-out for Early Voting!

Thank you for listening!

MC BOE Testimony (11-17-14):

- Good afternoon, I appreciate the opportunity to testify, sometimes I feel like I work for the BOE, during early voting and around the election, I was getting 5-10 e-mails/calls per day!
- 
- My name is Robyn Sachs, I am the President of the Maryland Voter Alliance, we are committed to the integrity of our election process, making sure every legitimate vote counts.
- I'm sure, like me, everyone in this room believes that the people of our great State should have the utmost confidence in our election system in the State and here in Montgomery County. I was happy to see from a recent Gazette article that the County will be seeking an audit of voter registrations, in addition to what was mentioned in the article, I wanted to add some items that were reported to us during the last election.

The 3 categories fall into:

- Non-Citizen Voting
- Voting Machines Behaving Badly – I know these were calibration issues and a new voting system is coming in 2016, so I am not going to expand on this class of report.
- Registrations in Montgomery County that showed up for people who moved away years ago or are dead for more than 5-years.

-Since I only have a few minutes, I want to focus on the non-citizen voting, here is a report we received from Jose Flores:

"Good morning,

My name is Jose Flores and I have some Facebook screen shoots of an elections board person in Maryland bragging on bringing non-citizens to vote because his governor Omalley had brought the first state to issue driving licenses to undocumented non-citizens. This is a big brag because Omalley had his "Acorn" voting fraud. If any good to show evidence that more democrats knew their fraud was covered I have screen shoot. And what's the legal way to show the evidence? Ok thanks"

-Or this report from Garth Phoebus:

"Here is something you may want to look into. Attached is a photo of a voter registration deadline mailer sent "only" to my wife. My wife is not a citizen? Why would Maryland elections send this to my non-citizen wife who cannot legally vote? Seems like they are trying to commit fraud."

-You may have also heard about the Virginia Voter Alliance, through a FOIA request, got the list for Frederick County of people excused for Jury Duty because they were not citizens. We took a small sample of these, 120 out of about 1,200 and crossed them over with the 2012 Election Rolls to see if any were still on the active voter rolls and if they voted. What we found was disturbing, it seemed like:

- 10 seemed to have voted in 2012
- 6 seemed to have bogus addresses
- 6 who are on the rolls but have not voted

-So, as the Washington Post article mentions, if non-citizens are voting they could be turning close elections. They are also "cancelling out" the votes of legitimate citizens and threatening our election system.

-In closing, merely cross-checking Jury Commissioner Lists of non-citizens against the active voter rolls is insufficient. Only a small % of people are called for Jury Duty each year. We obviously need better controls when people register, since as Jose stated, non-citizens are getting on the active voter rolls and they are voting.

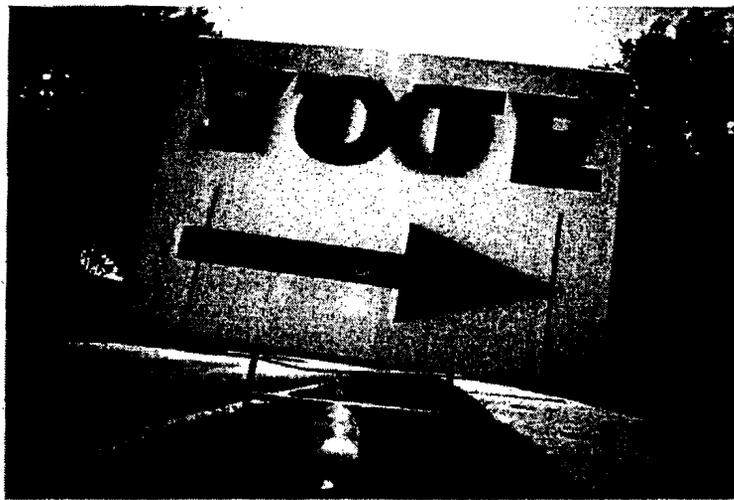
-Thank you for your time this afternoon and I look forward to tracking this issue closely.

# The Washington Post

Monkey Cage

## Could non-citizens decide the November election?

By Jesse Richman and David Earnest October 22



(AP Photo/Orlin Wagner)

Could control of the Senate in 2014 be decided by illegal votes cast by non-citizens? Some argue that incidents of voting by non-citizens are so rare as to be inconsequential, with efforts to block fraud a screen for an agenda to prevent poor and minority voters from exercising the franchise, while others define such incidents as a threat to democracy itself. Both sides depend more heavily on anecdotes than data.

In a forthcoming article in the journal *Electoral Studies*, we bring real data from big social science survey datasets to bear on the question of whether, to what extent, and for whom non-citizens vote in U.S. elections. Most non-citizens do not register, let alone vote. But enough do that their participation can change the outcome of close races.

Our data comes from the Cooperative Congressional Election Study (CCES). Its large number of observations (32,800 in 2008 and 55,400 in 2010) provide sufficient samples of the non-immigrant sub-population, with 339 non-citizen respondents in 2008 and 489 in 2010. For the 2008 CCES, we also attempted to match respondents to voter files so that we could verify whether they actually voted.

How many non-citizens participate in U.S. elections? More than 14 percent of non-citizens in both the 2008 and 2010 samples indicated that they were

(continued)

registered to vote. Furthermore, some of these non-citizens voted. Our best guess, based upon extrapolations from the portion of the sample with a verified vote, is that 6.4 percent of non-citizens voted in 2008 and 2.2 percent of non-citizens voted in 2010.

**Estimated Voter Turnout by Non-Citizens**

	2008	2010
Self reported and/or verified	38 (11.3%)	13 (3.5%)
Self reported and verified	5 (1.5%)	N.A.
Adjusted estimate	21 (6.4%)	8 (2.2%)

Because non-citizens tended to favor Democrats (Obama won more than 80 percent of the votes of non-citizens in the 2008 CCES sample), we find that this participation was large enough to plausibly account for Democratic victories in a few close elections. Non-citizen votes could have given Senate Democrats the pivotal 60th vote needed to overcome filibusters in order to pass health-care reform and other Obama administration priorities in the 111th Congress. Sen. Al Franken (D-Minn.) won election in 2008 with a victory margin of 312 votes. Votes cast by just 0.65 percent of Minnesota non-citizens could account for this margin. It is also possible that non-citizen votes were responsible for Obama's 2008 victory in North Carolina. Obama won the state by 14,177 votes, so a turnout by 5.1 percent of North Carolina's adult non-citizens would have provided this victory margin.

We also find that one of the favorite policies advocated by conservatives to prevent voter fraud appears strikingly ineffective. Nearly three quarters of the non-citizens who indicated they were asked to provide photo identification at the polls claimed to have subsequently voted.

An alternative approach to reducing non-citizen turnout might emphasize public information. Unlike other populations, including naturalized citizens, education is not associated with higher participation among non-citizens. In 2008, non-citizens with less than a college degree were significantly more likely to cast a validated vote, and no non-citizens with a college degree or higher cast a validated vote. This hints at a link between non-citizen voting and lack of awareness about legal barriers.

There are obvious limitations to our research, which one should take account of when interpreting the results. Although the CCES sample is large, the non-citizen portion of the sample is modest, with the attendant uncertainty associated with sampling error. We analyze only 828 self-reported non-citizens. Self-reports of citizen status might also be a source of error, although the appendix of our paper shows that the racial, geographic, and attitudinal characteristics of non-citizens (and non-citizen voters) are consistent with their self-reported status.

Another possible limitation is the matching process conducted by Catalist to verify registration and turnout drops many non-citizen respondents who cannot be matched. Our adjusted estimate assumes the implication of a "registered" or "voted" response among those who Catalist could not match is

(continued)

the same as for those whom it could. If one questions this assumption, one might focus only on those non-citizens with a reported and validated vote. This is the second line of the table.

Finally, extrapolation to specific state-level or district-level election outcomes is fraught with substantial uncertainty. It is obviously possible that non-citizens in California are more likely to vote than non-citizens in North Carolina, or vice versa. Thus, we are much more confident that non-citizen votes mattered for the Minnesota Senate race (a turnout of little more than one-tenth of our adjusted estimate is all that would be required) than that non-citizen votes changed the outcome in North Carolina.

Our research cannot answer whether the United States should move to legalize some electoral participation by non-citizens as many other countries do, and as some U.S. states did for more than 100 years, or find policies that more effectively restrict it. But this research should move that debate a step closer to a common set of facts.

*Jesse Richman is Associate Professor of Political Science and International Studies at Old Dominion University, and Director of the ODU Social Science Research Center. David Earnest is Associate Professor of Political Science and International Studies at Old Dominion University, and Associate Dean for Research & Graduate Studies in the College of Arts and Letters.*

<http://www.washingtonpost.com/blogs/monkey-cage/wp/2014/10/24/could-non-citizensdecide-the-november-election/>

# The Frederick News-Post

## State, county to respond to voter identity lawsuit

■ Official: It is 'possible' noncitizens are voting

Posted: Thursday, October 30, 2014 2:00 am

By Sylvia Carignan and Danielle E. Gaines News-Post Staff [scarignan@newspost.com](mailto:scarignan@newspost.com) [dgalates@newspost.com](mailto:dgalates@newspost.com) | 4 comments

The state and Frederick County election boards are expected to respond today to a lawsuit alleging that noncitizens who are registered to vote could influence the Nov. 4 election.

It is "possible" that noncitizens are voting, said Mary Cramer Wagner, director of voter registration for the Maryland Board of Elections, because no verification system exists.

"There's no database that I can or local boards can turn to and say, 'Aha, Mary Cramer Wagner is not a legal citizen,'" she said.

The voters in question in the lawsuit were on Frederick County's registered voter list; when called for jury duty, they were required to tell the county if they were U.S. citizens.

"They answered no and continued to vote," said Cathy Kelleher, president of Election Integrity Maryland.

The lawsuit was filed by John Miller and Virginia Grant, of Frederick, and Kathy Troxell and Robert Bogley, of New Market, on Friday in U.S. District Court.

It was served on the attorney general's office Tuesday, according to online court records.

The four residents state in the lawsuit that a comparison of voter rolls and juror qualification questionnaires show residents who told the courts they were not citizens but were nevertheless registered to vote.

The residents' lawyer, Daniel M. Gray, declined to comment on the motivation behind filing the suit.

The state attorney general's office entered its appearance on behalf of the state and Frederick County boards of election Wednesday afternoon.

Judge Ellen Lipton Hollander filed an order Tuesday afternoon seeking a response from the boards by 10 a.m. Wednesday.

Alan Brody, spokesman for the attorney general's office, said the government has asked for an extension to file its response today.

Frederick County Board of Elections Director Stuart Harvey declined to comment Wednesday through Frederick lawyer Daniel Loftus.

Hollander has issued two orders in the case, noting the "time-sensitive" claims.

The second order allowed the plaintiffs to refile a document to seek an injunction before Election Day. The group wants the elections boards to remove the names of all noncitizens from the voter rolls before Tuesday.

According to Kelleher, noncitizen voters have been a persistent issue in Maryland.

"This is a problem that has been whispered in back rooms for years," she said.

(continued)

**Election Integrity Maryland has not directly contacted any of the voters in question, citing an invasion of privacy.**

**"It's up to the state board of elections to investigate," Kelleher said.**

**Wagner said she is unsure how the board would verify voters' citizenship status on its own.**

**"We don't have any tool for investigative work," she said.**

**Local boards, such as the Frederick County Board of Elections, process registration information, but the boards do not combine voter information and citizen information.**

***Follow Sylvia Carignan and Danielle E. Gaines on Twitter: @SylviaCarignan and @DanielleEGaines.***

**Lewis T. Porter**

November 17, 2014

Montgomery County, Maryland Board of Elections

Members of the Board:

I am Lewis Porter and I have been a life-long Montgomery County citizen. I come to you today with some concerns that I have from serving as a Poll Watcher in Baltimore City. I know that is not your jurisdiction, but my questions are generic to the voting process so I thought I would begin with you.

On Election Day, I went to one polling place in the city and was then redirected by the Hogan campaign to go to a different polling place. The first polling place I went to I found the judge and told her I was a poll watcher and she welcomed me in and said have a seat. That was not the case with the second one where the judge told us that we had to watch from the hallway. We had to sit in front of the door in order to see in, but we could not hear well. Actually, it was double doors and we asked if we could open the second door. She responded that she did not want it opened. Later in the day she complained that our one chair was in the way so she asked us if we would move. If we moved our observer would not have been able to see the voting machines so we did not move. We were in an assisted living home and had already been moving when necessary to allow voters full use of the single door.

One of us had been a poll judge before, so we counted heads that were voting at the machines. There were a number of people milling about that were not voting. Our watcher said he believed one person came in and had voted 3 times. I looked in to confirm, but although I had seen her in the room before could not testify to the happen sake. There were other problems, but the last main one of note was at the end of the day when a man came in and started taking numbers off the machines and directing the break-down of the equipment. We asked the judge who is this man, what is he doing with the machines and could we get his name and she said no!

Now my question for you is how as a poll watcher are we suppose to register a problem of note in real time and who should we call on when we have concerns? Thank You.

Good Afternoon, Members of the Board of Election..

Thank you for this opportunity to speak today.

My name is Lynda del Castillo and I have lived in Bethesda for more than 30 years. This is my second time to publicly offer my opinion before a board setting like this in the three decades I have lived here in Bethesda.

My topic is the same, however.

In July of this year, I became aware, through a chance email I received, that the County Council was reviewing the suggestion made by its Fair Vote Task Force. One of the Task Force recommendations was to allow non U.S. citizens to vote in county elections. I spoke then that I disagreed and argued that it violated Maryland state law.

Just before the recent November election, I read about a lawsuit filed in Frederick County, Maryland alleging that massive and fraudulent voting by non U.S. citizens was

occurring in the county. The group contends that such illegal voting has been going on for years because jury duty and voter registrations did not match for many people.

I consider this a serious problem and upon some independent research of my own, have become very disturbed to learn that due to the Motor Voter laws, it seems very easy to register to vote without the need to prove one's U.S. citizenship.

I found a quote attributed to Maryland State Board of Elections Administrator, Linda H. Lamone, stating the following on the subject of verifying required U.S. citizenship:

"There is no way of checking. We have no way of doing that. We have no access to any information about who is in the United States legally or otherwise."

So it seems this situation has been going on for some time now.

The issue here is whether or not an applicant is here legally or not. The issue is whether the applicant is a U.S. citizen.

There are many applicants for drivers Maryland drivers licenses who might be here legally but are not U.S. citizens, and therefore, not eligible to register to vote. Legal residency is not enough; one must be a U.S. citizen in order to vote.

My reading has also revealed another disturbing fact.

Federal agencies don't always assist in clearing up records and confirming the citizenship of applicants, resulting in state election officials relying almost entirely on the "honor system" to keep non-citizens from the polls.

For some non citizens, getting a voter registration card, easily obtained by just checking a box at the MVA office, opens the door to getting many federal government benefits which should only be received by U.S. citizens. The voter registration ID can be a critical pathway to identifying as a US citizen.

The accuracy and integrity of voter registrations is critically important to honest and fair voting, ensuring we have a system people believe in.

I would like to hear from the Board of Elections to learn of how the State of Maryland can devise a way to ensure that voter registration applicants at the MVA are in fact, U.S. citizens.

Thank you very much

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Thank you very much

Montgomery County Board of Elections  
17 November 2014

My name is Gary Featheringham, a resident of Montgomery County for 27 years. I want to first, thank the Montgomery County Board of Elections for permitting me to speak today. I wish to speak about a few of my experiences at the Early Voting site in Germantown in October and on election day at Precinct 06-008 of Legislative District 15 in North Potomac. In addition to greeting voters outside as they approached the voting sites for the Republican Party, I also was designated as a Challenger/Watcher at those poll sites. The Republican Party of Montgomery County requested that I observe some of the activities at the sites. I also was suggested to observe the voting process as a member and Deputy Chair of the Montgomery County Council Right to Vote Task Force.

There are multiple issues that I could address at this time, but time permits me only to focus on the most important. My main concern that I wish to bring forward is the multiple occurrences of people having their votes switched from a Republican vote to a Democrat vote. I personally had two people from the General Election and one from Early Voting coming to me and indicating that their votes were flipped. I heard that there were quite a few throughout the county. I would like to ask the Montgomery County Board of Elections, just how many similar complaints were registered and what is being done about it? The voters with whom I spoke said the judges were responsive, but the judges indicated that nothing was wrong with the machines and the flippings were voter errors. I asked several people working at sites about the issue and was told that voters with long fingernails accidentally selected the wrong candidate listed above when touching the screen for the candidate listed below. This was dubbed as a calibrations issue. It should be noted that a fingernail cannot activate a screen and the touch screen is only sensitive to the finger tip. As of October 28th, the Maryland State Board of Elections announced that it had received reports that about 20 voting units allegedly had displayed a candidate different than what the voter selected. How many more were reported since then and during the General Election? How many votes were cast on those machines? Were any machines taken off line? How many Democratic votes were switched to Republican or other party? I did not hear of any such switches in the opposite direction. Isn't it odd if only Republican votes were flipped? On November 10th it was announced that Montgomery County Board of Elections plans to seek an independent audit of voter registrations handled by Maryland's Motor Vehicle Administration (MVA), after reports that voters' registrations were being changed without consent during visits to the MVA. I believe the Montgomery County Board of Elections should do the same for vote flipping and conduct an independent audit of vote flipping during the Early and General voting of this year. Thank you for your consideration.

Montgomery County Board of Elections Office  
18753 N. Frederick Ave. #210  
Gaithersburg, MD 20879

November 17, 2014

My name is Tanzi Strafford, I am testifying to express major concerns about the integrity of the voter registration and voting process in Maryland.

Full participation of all eligible voters should be the goal of every election. Fair voting rules that are enforced are necessary to create and sustain a democratic society. Without fair rules, evenly enforced, citizens' trust in the process and their government could be eroded. Over the past several years, the State of Maryland has focused on making the voter registration procedure a lot easier, but has removed many safeguards that would ensure the registration was limited to only eligible voters. The U.S. Constitution stipulates that only U.S. citizens are eligible to register to vote and participate in voting process. The U.S. Constitution, Amendment 14, Section 1 states: "All persons born or naturalized in the United States, and subject to the jurisdiction thereof, are citizens of the United States and of the state wherein they reside. No state shall make or enforce any law which shall abridge the privileges or immunities of citizens of the United States."

Today, the State of Maryland Board of Elections' current practice is to register people to vote:

- 1) With a state ID or drivers licenses without a Social Security number
- 2) Only with a last 4 digits of a Social Security number
- 3) Moreover, Maryland has made it is so easy that people can register to vote without any IDs and Social Security numbers.

For more than two years, Maryland has been taking the word of a person that he or she does not have any ID and Social Security number when registering them to vote. This will lead to fraud. Frederick County, MD recently discovered that non-citizens are registered to vote. Moreover, some of the non-citizens have already participated in the voting process in Frederick County, MD. In addition, I

personally met a stranger who told me he was a non-citizen residing in Kensington, MD (Montgomery County) but voted in past primaries. Ironically, when I mentioned this to an election judge at the Early Voting Center in Germantown, I was told "it is only one. "

Based on all these facts, the State of Maryland has been violating the law and the 14th Amendment of the U.S. Constitution. The current practices of voter registration do not ensure the eligibility of a voter. For example,

- 1) Registration to vote with only a driver's license doesn't allow the verification of U.S. citizenship. The State of Maryland offers driver's licenses to undocumented immigrants who crossed the border in violation of federal law without due process of law. Nowadays, almost anyone who is older than 16 can get a driver's license, but MVA doesn't verify U.S. citizenship.
- 2) Registration to vote with the last 4 digits of a Social Security number doesn't allow verification of U.S. citizenship either.
- 3) Registration to vote with no documents (or confirmation that the applicant does not have any of these three items of identification.) How can someone verify that someone doesn't have something? You cannot prove a negative.

Moreover, for some strange reason, there are voters that the Board of Elections is aware of who are "inactive." And yet, they are on the active voter rolls. For example, for the upcoming election I received a current sample ballot in the mail for a Mr. Daniel Ruben Odio-Paez. I have been living at my current address for the past 4 years and have never gotten a piece of mail for this person before this sample ballot. When I called the local Board of Elections, I was told that they don't know why it was sent to me, because this voter is inactive. I was also told that they would get back to me, but that never happened. Unfortunately, these cases are not isolated. On November 4th, 2014, I was a poll watcher at Wheaton High School in Montgomery County. Some voters at that location told the election judges about getting sample ballots for years for people that don't reside at their addresses. They responded to direction by election judges to send the sample ballots back to the Montgomery County Board of Election, by saying that they had already done that and that they continue to get sample ballots for the same voters that don't reside at their addresses. There are multiple reports by precinct chairs that dead people and people that have moved are also on the voter rolls.

It doesn't stop there. During the voting process, there have been multiple cases of "fraud" that the Board of Elections knows about and simply calls "irregularities." In the last election, media reports indicate that voters trying to cast ballots had their votes switched from a Republican candidate to a Democrat candidate. During early voting, it was reported that 20 machines across Maryland switched votes from Republicans to Democrats.

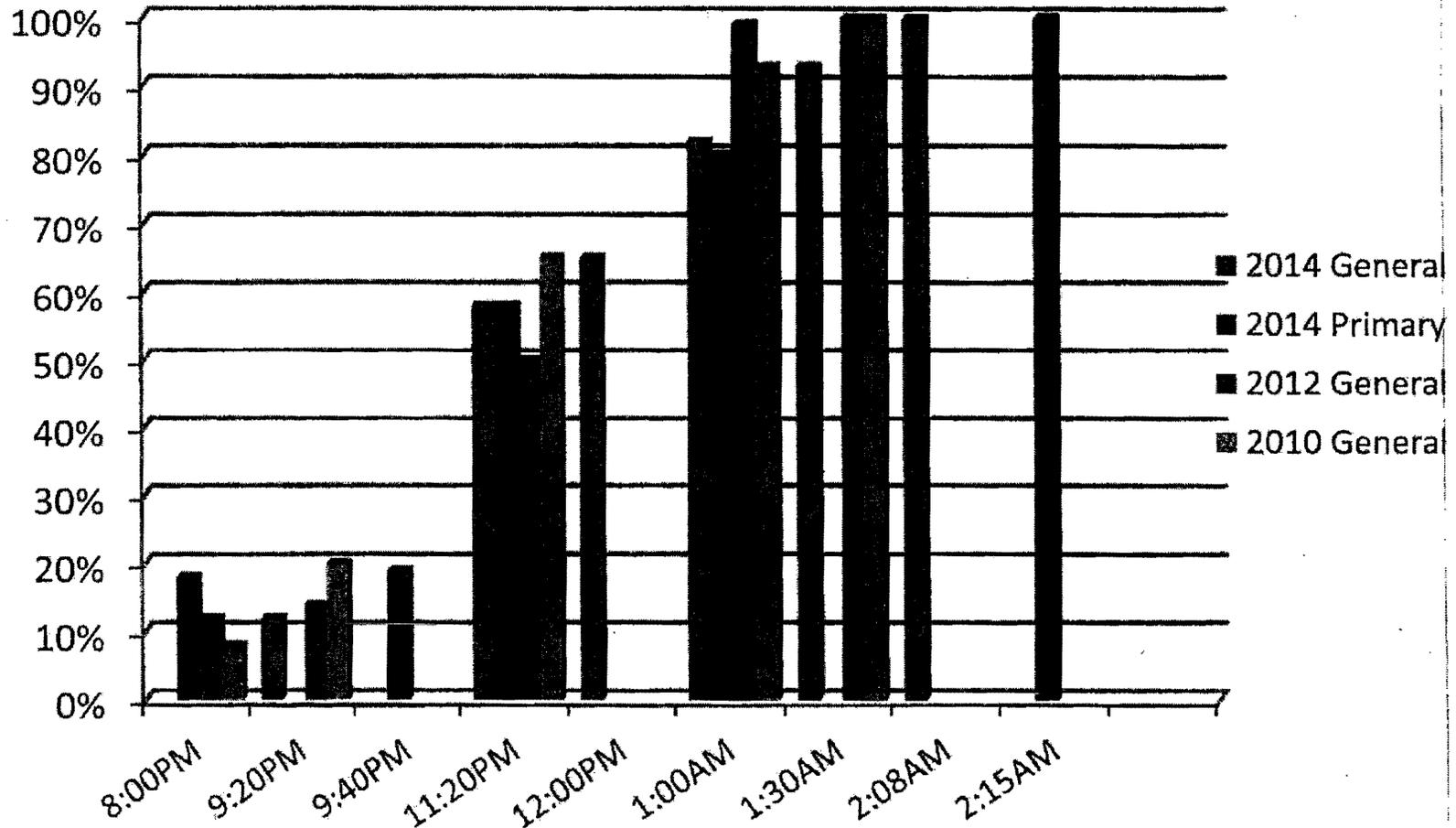
The State Board of Elections needs to revise its current voter registration policies in order to ensure the integrity of the election process. Integrity is the key to a democratic society and voter turnout. If people don't trust in the legality and integrity of the election process, they will not trust the government.

Respectfully submitted,

/s/ Tanzi Zh Strafford

Tanzi Zh Strafford

## Comparison of Time Results Posted for the Gubernatorial Election



**2014 General Election  
Operations Group  
Report to Board of Elections  
March 16, 2015**

The Operations group provides multiple roles leading into and during Election Day or Early Voting. Today you will have an opportunity to see various reports regarding Operations which includes Campaign Filing, Future Vote and Section 203 Outreach, Election Judge Recruitment and Training, Polling Place coordination, the Polling Place Support Program, mapping services and the Supply Warehouse. When the various tools were evaluated that Operations staff members use to determine election success and efficiency, it was clear that the General Election was conducted with the mission of providing a safe, efficient, welcoming environment for the voters of Montgomery County. Early Voting was received, once again, positively and the nine sites eliminated excessive lines. The performance report compiled for each polling place indicates that 52% performed at the "Outstanding" level. No particular issues were presented during the process outside of the final stage of Redistricting which created minimal change in precinct boundaries and voting locations.

**Campaign Filing:**

Candidate filing during the gubernatorial elections is the busiest filing period for the local boards of elections as the local contests are addressed during the gubernatorial elections. Approximately 140 local candidates were filed for the various contests and about 400 inquiries were addressed by Board of Elections staff members. During the second half of the cycle questions regarding petitions were handled as well as Write-In candidates were processed. Ballot verification and candidate lists were proofed and provided to the public and Certificates of Nomination were prepared, as usual, for General Election candidates. Along with filing services, Board of Election staff was trained on new MDVoters software enabling campaign records to be incorporated into the State database.

**Supply Warehouse:**

The Warehouse staff consists of Mr. Ryan White, Project Specialist, Mr. Pena and two temporary staff members. Mr. White is detailed oriented and conscious, providing a valuable service to voters and election judges. Supplies were prepared for 227 Election Day polling locations and nine Early Voting Centers. The staff is required to prepare all locations with an adequate compliment of materials. During the packing process, their output of work was focused and staff showed exceptional work ethic.

The implementation of additional Early Voting Centers presented additional planning, distribution logistics and material and equipment acquisitions; however the challenge was met successfully due to a solid communication network within the department as well as support from other County agencies. Previous lessons learned regarding Early Voting were pivotal in creating well-organized Centers.

Though the volume wasn't as intense as previous Presidential Elections, preparations were still detailed and planning was in place for contingencies. No additional Provisional Ballots were requested from the Centers throughout the course of the eight days and basic supply replenishment was minimal. Innovation remains a goal when planning for future elections, making the election process positive for both the Election Judges and most importantly the voters.

The gubernatorial election cycles present challenges as the number of ballot styles is magnified. During the General Election, 33 styles were represented. Ballot packing was intense, requiring more space and maneuverability to accommodate the numerous packages which are precinct specific. A system has been developed to best utilize the limited space while ensuring accuracy during distribution—the most important aspect of ballot distribution. Ballots were correctly distributed to all precincts. As was the case during Early Voting, minimal supply requests were encountered for Election Day.

Election Night returns, using a double line of cars and an adequate number of personnel has proved successful—intake went smoothly with minimal election judge issues.

During post-election reconciliation minimum errors were detected. The election judge competence can be attributed to training and the reinforcement, communicating the importance of accuracy at the polls which improves voter confidence and establishes the integrity of the election process. With each election cycle, staff will continue to review what works well and what can be improved. As we move into a new voting system, many of the positive lessons learned will continue to evolve and improve the process.

#### **Polling Place Support Program (PPSP):**

It is the responsibility of PPSP volunteers to direct concerns to the Board of Elections in order to ensure that superior voting service and high quality polling locations are maintained throughout Montgomery County. Each volunteer is assigned a route of several polling locations to visit and instructed to follow the Maryland State Board of Elections questionnaire provided to them. The questionnaire consists of yes/no questions regarding several items such as security for specific polling place supplies, procedures, etc. Each polling place is reviewed and a copy of the questionnaire is completed for the location, and then a copy is provided to the Chief Judges and a copy is kept and returned to the Board of Elections for review and action where appropriate.

#### **Training and Trainee Evaluations:**

In order to the staff election polls, the State of Maryland mandates all poll workers receive training before each election. The major goal and concern of training is to recruit new and retain returning judges. To achieve this goal efficiently, the Montgomery County (Maryland) Board of Elections develops training packages for citizens to obtain skills to work in one of the 227 County polling sites as Election Judges. The goal in recruiting is to maintain a pool which will adequately staff Early Voting Centers and the polling places on Election Day. History has proven that people respond to attending sessions in a convenient location which is why the staff conducted classes at three off-site locations during the training cycle. The same training was available at all sites. Training is applicable to the various functions performed by the staff of election judges and quizzes are administered throughout the sessions to ensure student comprehension.

As part of the training process, evaluations are requested from the students to provide feedback on the success of sharing of information and suggestions for better preparing prospective election judges. The perception of these trainees is valuable in creation of new or revised strategies in future training. The findings of the evaluation reflect thoughtful consideration indicating that trainees appeared to consider all components of the session. Trainees commented on positives and attributes of materials/equipment, time/class management, staff/trainer roles and behaviors. Recommendations emerged from the general comments and future Trainers and training efforts will incorporate the insights of the students.

**Polling Places:**

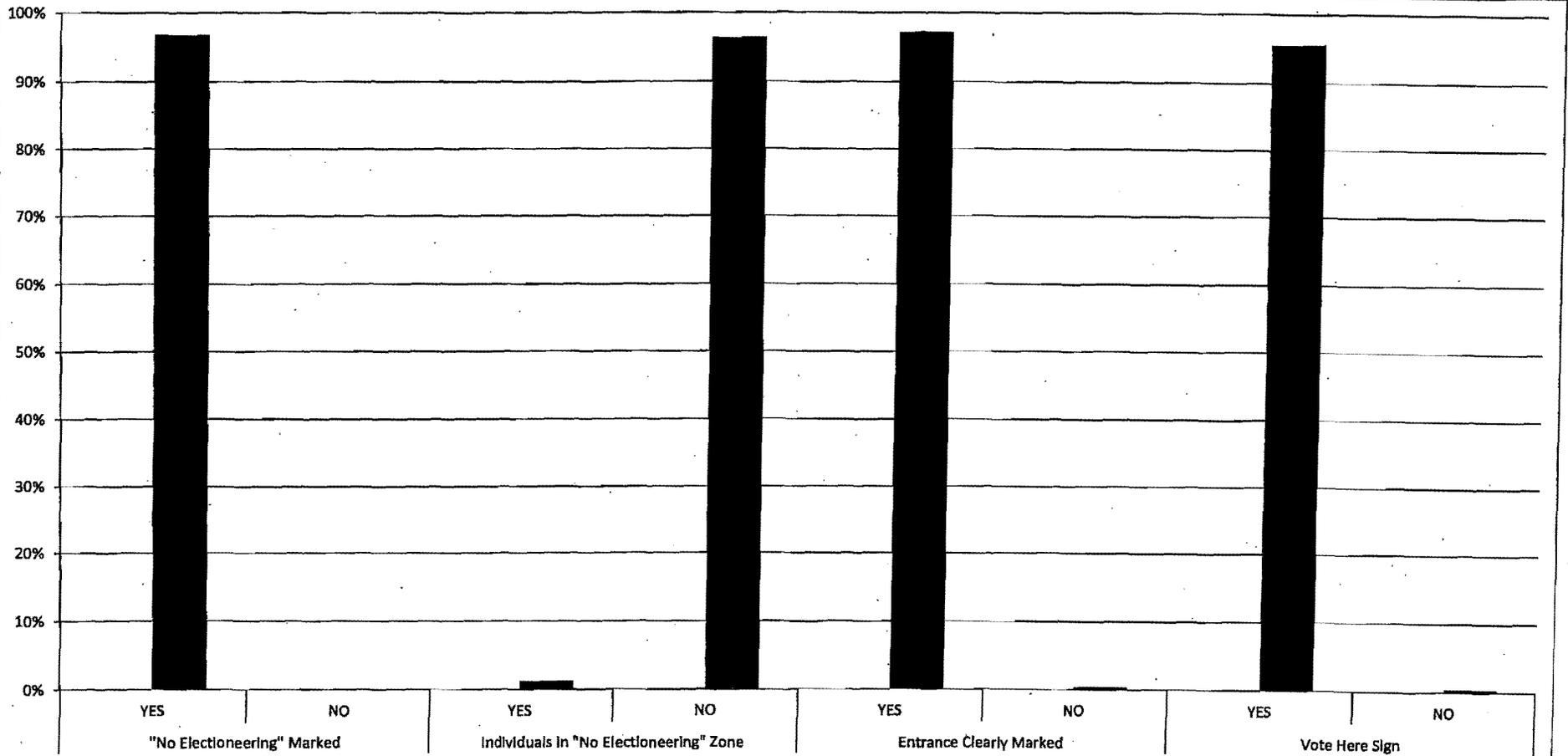
All polling places opened on time and a few reported lines. The lines were managed and "wait time" in the morning hours was short. Delivery of equipment went well with approximately 4000 pieces being delivered correctly. All 227 locations had all of the necessary equipment available and ready for setup at the Monday night meetings.

Voter comments were positive with most complimenting the operation and the friendliness of the election judges. As mentioned earlier, because 2014 implemented the new Legislative Districts, there were some changes in boundaries of precincts and polling locations. Pre-emptive measures were taken to alert voters of the potential changes for the 2014 Elections. Most voters were prepared and either voted early or arrived at their assigned precinct on Election Day.

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

Respectfully submitted by Christine Rzeszut on Behalf of the Operations Group

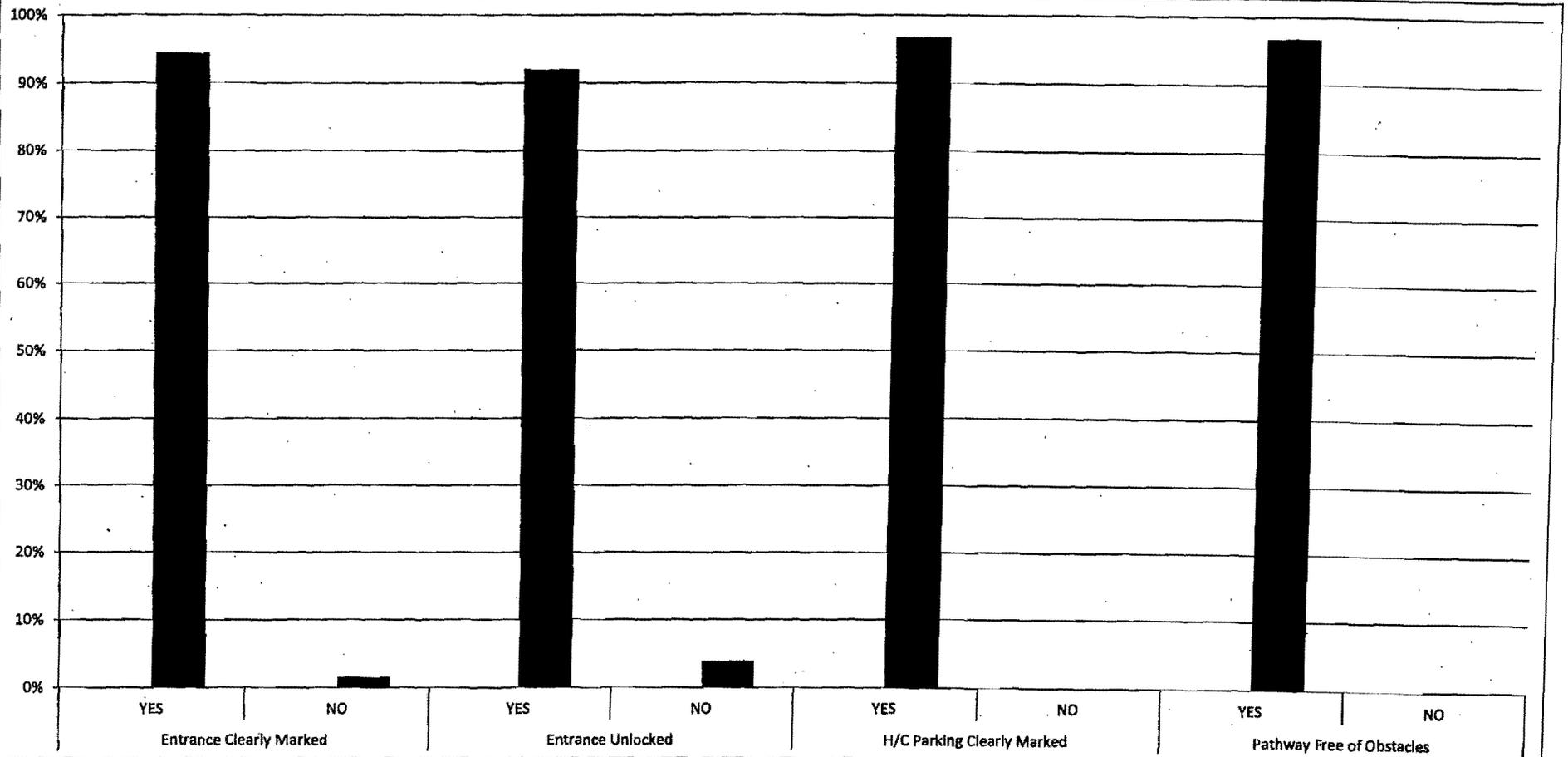
2014 Polling Evaluation – Outside the Polling Place



Comments: Data is based on 250 Precincts. It should be noted that five precincts were not surveyed because of an emergency—the volunteer was unavailable on Election Day.

"Vote Here Signs" were moved or not received; however once judges were aware, signs were obtained and the correct location marked. At Rosemary Hills, roamer had moved sign to the street.

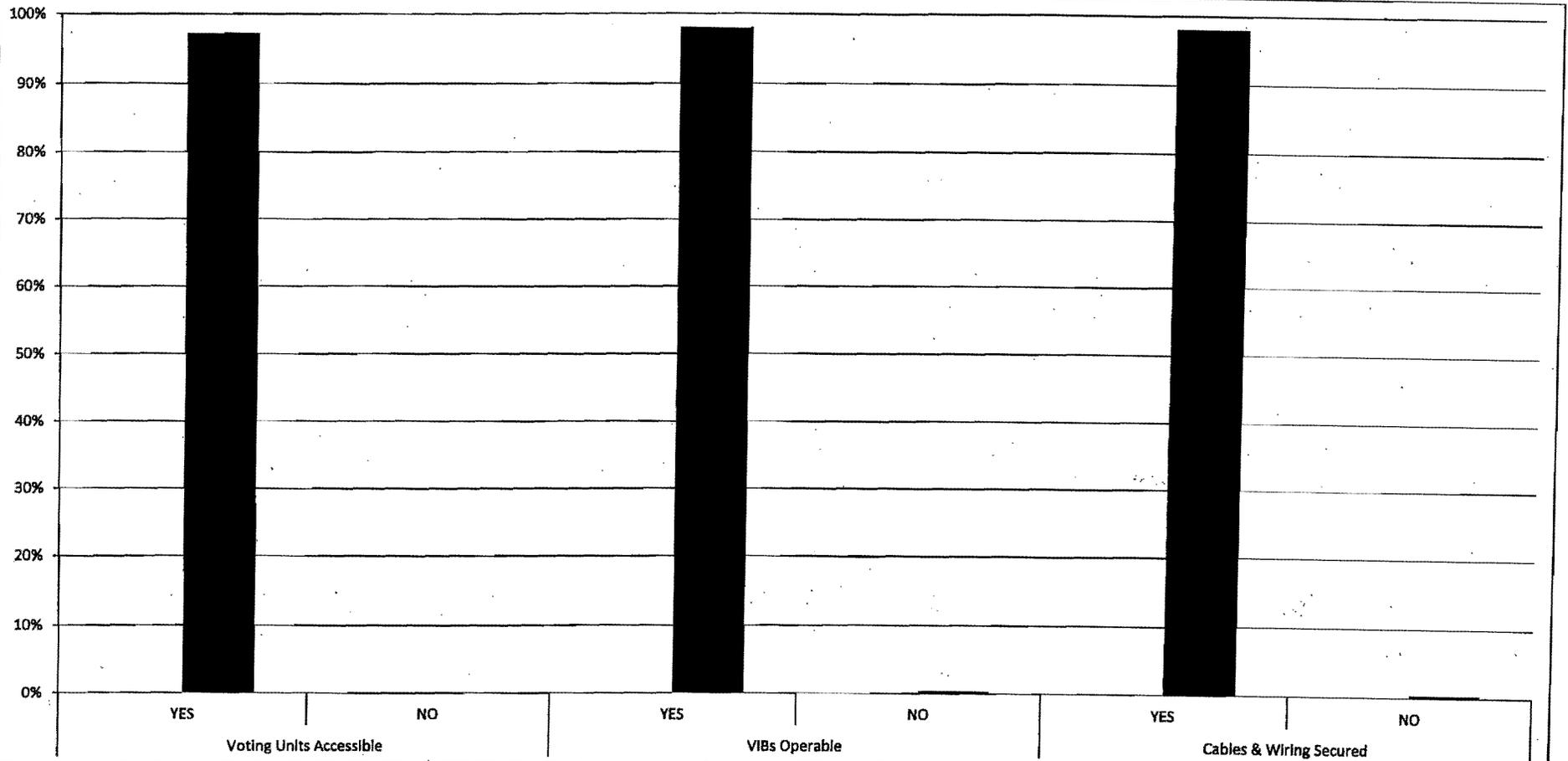
2014 Polling Evaluation – Outside Accessibility



Comments: Data is based on 250 Precincts. It should be noted that five precincts were not surveyed because of an emergency—the volunteer was unavailable on Election Day.

It was requested that some locations have more signage at the street leading to the polling place and issues arose regarding entrances where most voters choose to use alternate entrances rather than the main entrance. Additional outdoor signs were requested in order to direct voters to appropriate entrances. Prior to the election, arrangements were made with MCPS administration to unlock all main entrances electronically. It should be noted that modernized schools no longer provide a push plate accessible door; however doors are designed for easy access by providing appropriate door handles.

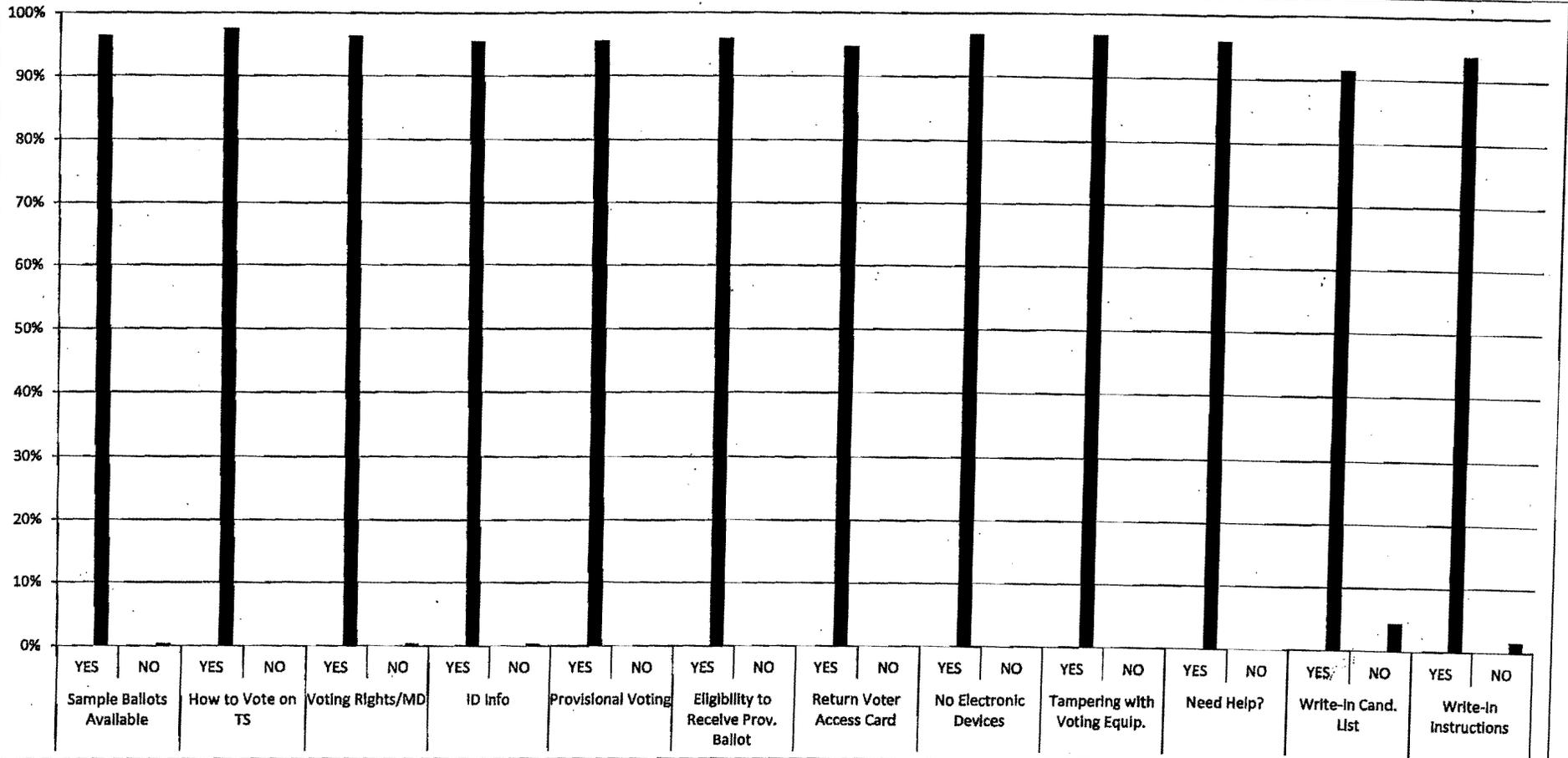
2014 Polling Evaluation – Inside Accessibility



Comments: Data is based on 250 Precincts. It should be noted that five precincts were not surveyed because of an emergency—the volunteer was unavailable on Election Day.

It was discovered at a polling location that the VIBs audio had not been confirmed by the election judges.

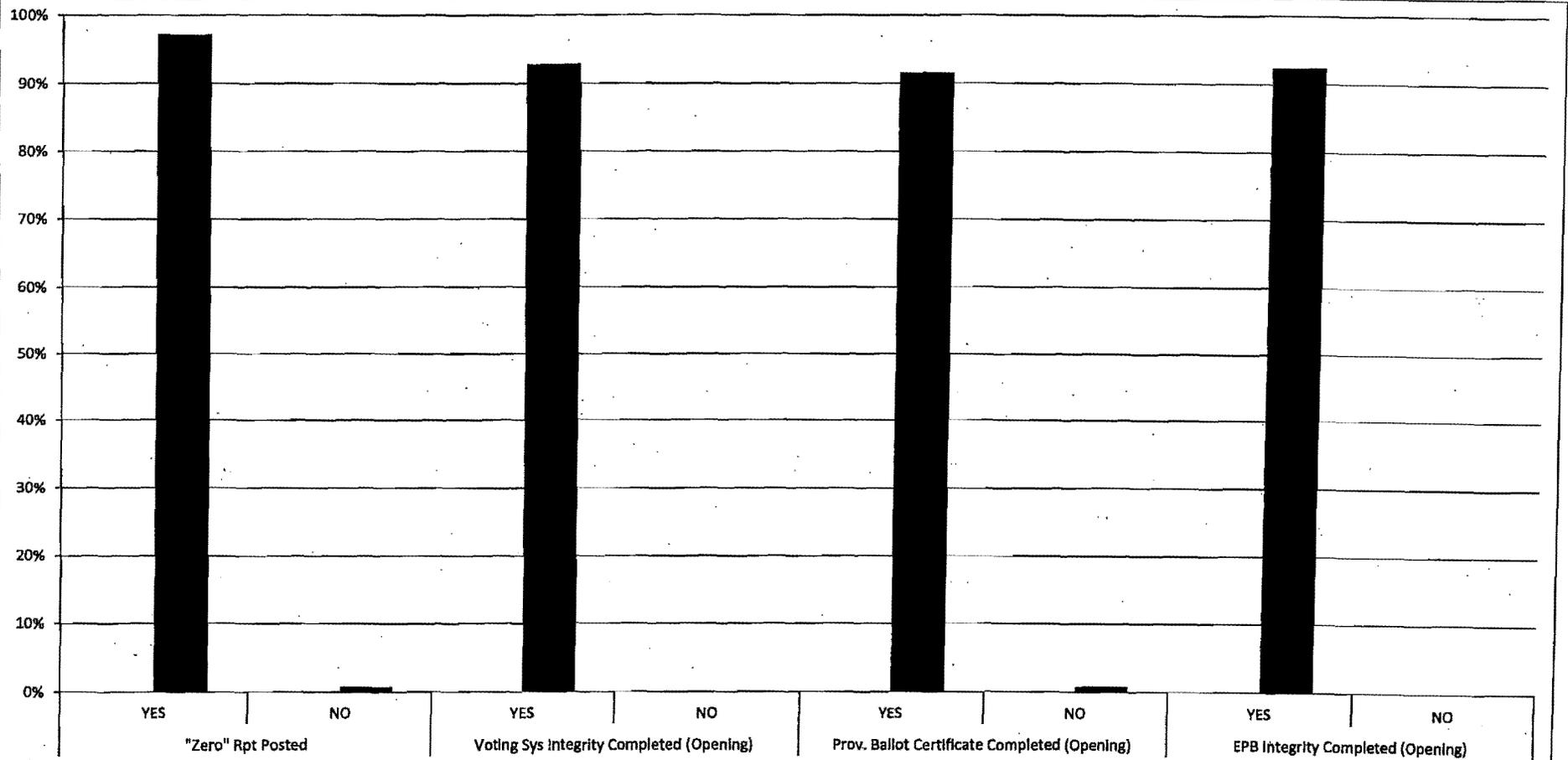
2014 Polling Evaluation - Polling Place Signs



Comments: Data is based on 250 Precincts. It should be noted that five precincts were not surveyed because of an emergency—the volunteer was unavailable on Election Day.

It was noted that some Write-In information was not displayed; however where noted corrections were made. Directions are also provided to voters on the Touch Screen voting unit and are included in the Sample (Specimen) Ballot.

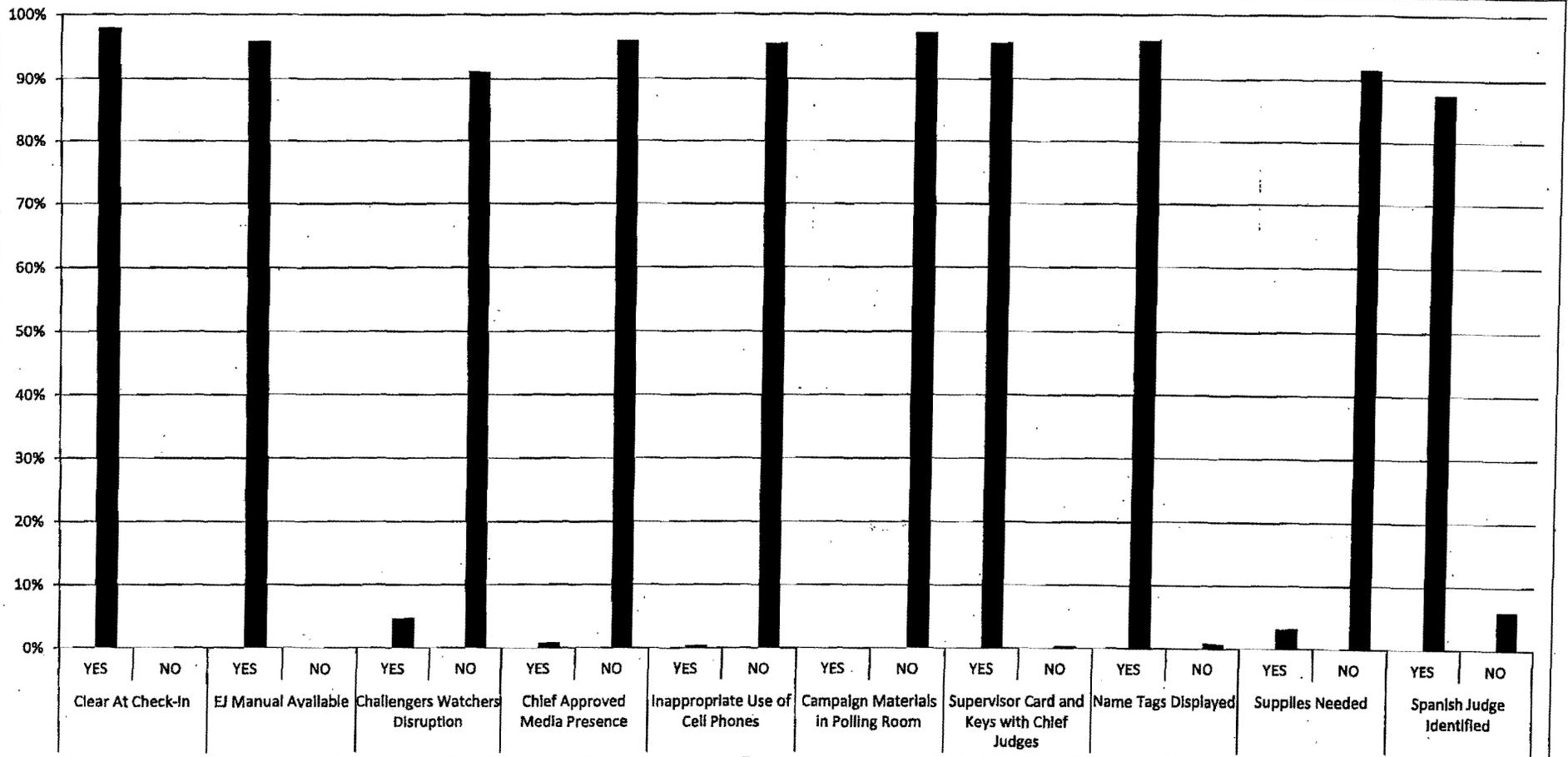
2014 Polling Evaluation – Reports



Comments: Data is based on 250 Precincts. It should be noted that five precincts were not surveyed because of an emergency—the volunteer was unavailable on Election Day.

At one location the judge had forgotten to print the "0" report for one voting unit and at another location, the judge missed completing the Provisional certificate at the beginning of the day.

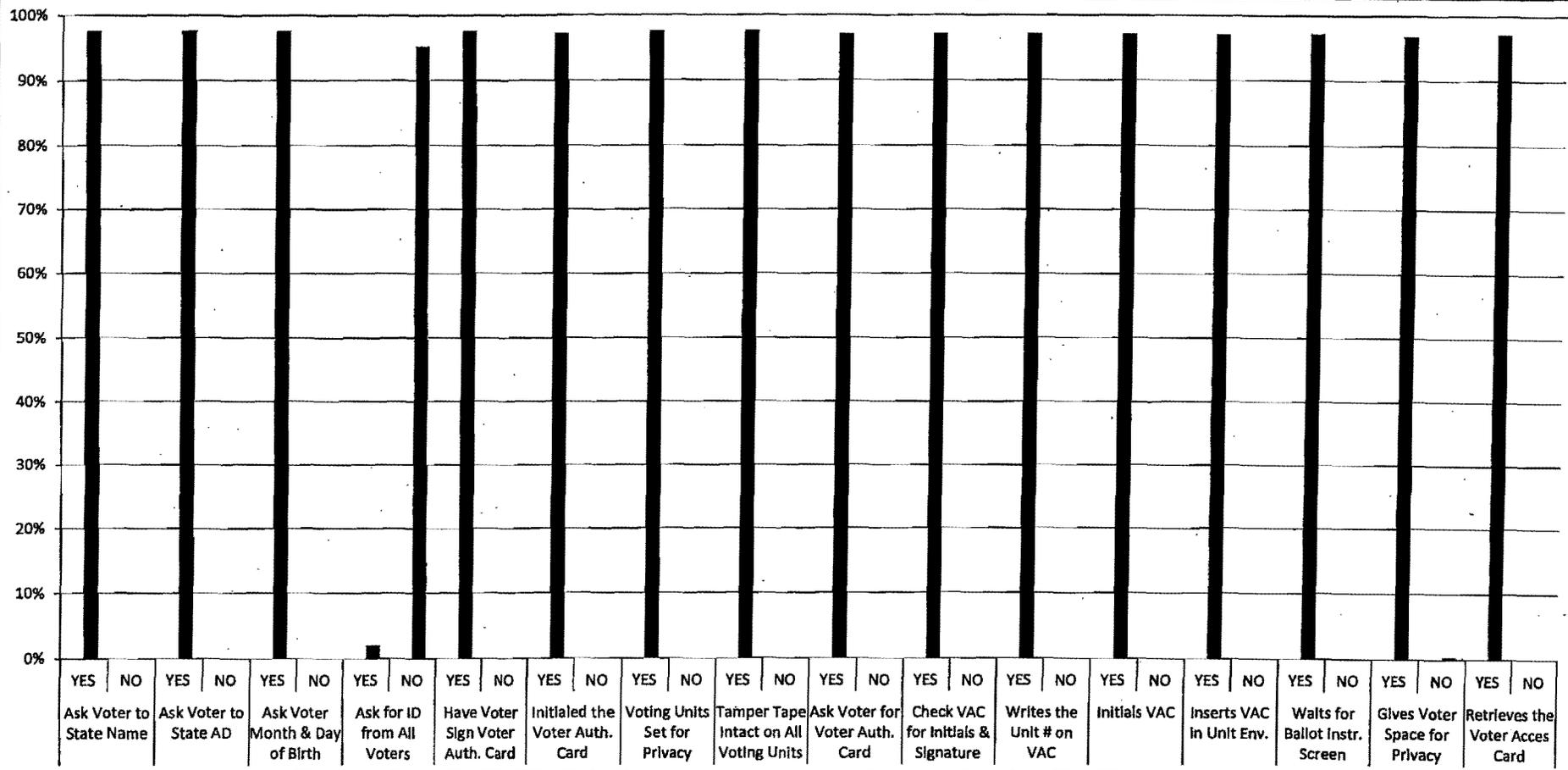
2014 Polling Evaluation – Inside the Polling Place



Comments: Data is based on 250 Precincts. It should be noted that five precincts were not surveyed because of an emergency—the volunteer was unavailable on Election Day.

In a few instances, voters attempted to use cell phones inside the polling room. Some locations a Spanish speaking Judge had not reported on Election Day and substitutes were arranged.

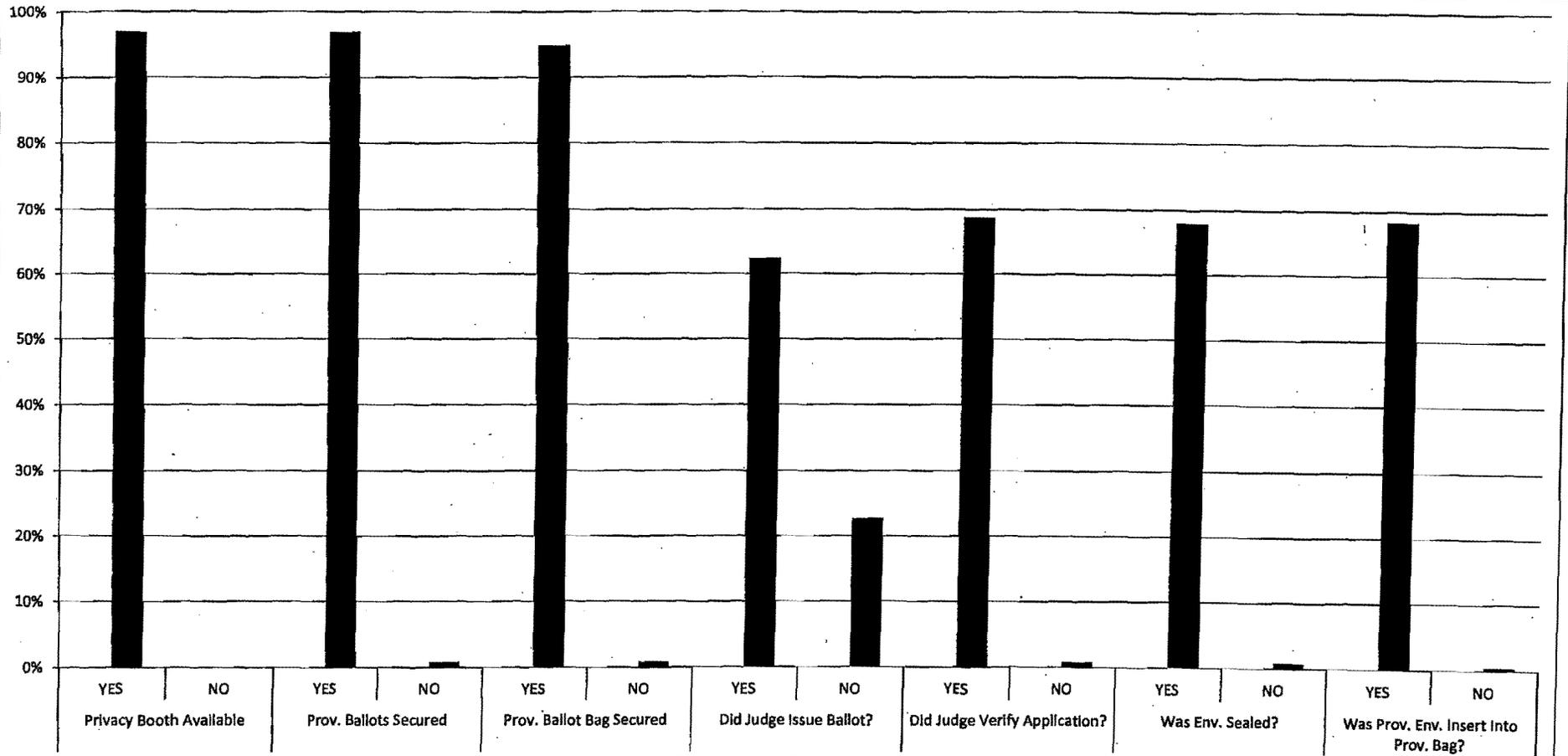
2014 Polling Evaluation – Election Judges



Comments: Data is based on 250 Precincts. It should be noted that five precincts were not surveyed because of an emergency—the volunteer was unavailable on Election Day.

At a polling location it was noted that voting units were not positioned for maximum privacy; however it was noted and the voting units were repositioned for better voter privacy.

2014 Polling Evaluation – Provisional



Comments: Data is based on 250 Precincts. It should be noted that five precincts were not surveyed because of an emergency—the volunteer was unavailable on Election Day.

A voter was observed receiving a Provisional ballot or League volunteer acted as the voter by doing "role playing." When discrepancies were noted, the volunteer spoke with election judges to ensure the process continued correctly.

# 2014 Voter Registration Report

Submitted by Laletta Dorsey and Voter Registration Staff

## Overview

Voter Registration (VR) and Absentee (ABS) are subsections of Voter Services. VR is a deadline driven database management section which is responsible for the timely and accurate maintenance of voter registration documents. There is a continuous stream of paper and electronic information from a number of sources which must be processed. The sources include: in person, by mail, State Board of Election (SBE) electronic batches transmitted from the Motor Vehicle Administration (MVA) as well as paper forms distributed and collected by MVA, on-line voter registration (OLVR), Office of the Jury Commissioner, Montgomery County Circuit Court, other Boards, petitions, provisional ballots, U.S. Postal Service, Electronic Registration Information Center (ERIC), Department of Health and Mental Hygiene (DHMH), Administrative Office of the Court (AOC), etc. In addition to managing the statewide voter registration database (MD Voters), staff processes incoming and outgoing mail; are responsible for front counter and telephone coverage for the Board of Elections and perform registrar training for individuals interested in outreach efforts to register voters. Staff also oversees stocking Voter Registration Applications (VRAs) for the mandated agencies: Montgomery County Post Offices, Public Libraries, Public Schools, College Campuses, Regional Services Centers, Community Health Centers, Aging and Disability Services, MVA Offices, Licensing, and Register of Wills.

As of December 31, 2014 there were 671,095 registered Active and Inactive voters in Montgomery County. The party breakdown consisted of 375,337 Democrats, 129,009 Republicans, 1,762 Green, 2,422 Libertarians, 158,557 Unaffiliated (independent of any party), and 4,008 Other Parties.

There are five (5) permanent employees. This section is currently understaffed by two positions, with a hiring freeze in place. Eight (8) temporary employees were hired for the 2014 Gubernatorial Election, three (3) of whom were assigned to the Call Center. As in the past, some temporary employees will remain on the payroll for an extended period to continue the back scanning of pre-MD Voters records.

## Document Processing

Table 1: Monthly Statistical Report Summary for 2014

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
New Registrations	2874	1683	1913	2450	2245	820	4360	2815	2714	2790	2452	4250	31386
Exact Duplicates	344	270	223	372	493	873	1542	620	481	691	2082	913	8904
Cancelled Active	1844	1893	1456	1504	1324	448	4333	1627	1464	2229	1403	4358	23883
Inactive	341	204	220	420	305	86	677	394	221	600	259	15445	19172
Party Changes	857	544	577	824	1005	527	2291	682	844	1284	1377	1333	12145
Inactivated	914	1029	407	321	6	9	2067	92	0	9	0	3045	7899

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Reactivated	186	121	112	168	148	46	331	144	130	139	600	182	2307
Address Changes	4151	2421	2376	4109	3850	2428	7030	4101	4715	5703	6129	6638	53651
Name Changes	2100	1151	1212	1504	1608	1318	2544	1426	1691	3338	2180	2733	22805
Confirmation Mailings Sent	13611	9316	8496	11672	10984	6555	25175	11901	12260	16783	16482	38897	182132
Confirmation Responses	58	33	135	27	9	3	427	192	57	12	5	95	1053
<b>Total</b>	<b>27286</b>	<b>18665</b>	<b>17127</b>	<b>23371</b>	<b>21977</b>	<b>13113</b>	<b>50777</b>	<b>23994</b>	<b>24577</b>	<b>33578</b>	<b>32969</b>	<b>77889</b>	<b>365317</b>

➤ Electronic Voter Registration Applications (EVRA)/On-Line Voter Registration (OLVR)

Electronic voter registration transmissions are relatively recent, having been introduced as of February 27, 2012 with a soft launch of transactions from MVA. The full implementation was in July 2012 with the introduction of OLVR from the State Board of Elections website. Applicants with a driver's license or MVA ID number were able to register on-line. There have been some changes in the terminology and document processing since then.

During 2014, approximately 61,333 transactions were released. (This number does not include OLVR Non-UOCAVA absentee or OLVR UOCAVA Records and is included in the figures on Table 1.)

Table 2 –Electronic Transactions Transmitted from the State Board of Elections Summary

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
4525	4076	3750	4631	4938	1159	8550	5650	5887	4342	8350	5475	61333

(These figures are not readily available from our existing reporting tools and the numbers above are estimates based on the number of batches processed, which usually contain 25 records.)

➤ Petitions

Addresses are used to update the voter's record. When petitions are submitted, there is a spike in voter registration activity. No petitions were processed in 2014.

➤ Provisional Ballots

Provisional ballots are a source of many changes in the month after an election. Their volume is generally highest in presidential general elections and lowest in gubernatorial primary elections.

Table 3- Provisional Ballots Received and Processed Summary

	Early Voting	Election Day	Total
Primary Presidential Elections – 6/24/2014	362	2098	2460
General Presidential Elections – 11/4/2014	591	5962	6553
<b>Total</b>	<b>953</b>	<b>8060</b>	<b>9013</b>

This year, we identified and implemented procedures to improve the accounting of Provisional Ballots. Managing these documents was more efficient which allowed for easier reporting prior to the General Election canvass.

## List Maintenance

➤ Returned Mail

The primary tool that the Board of Elections uses in maintaining the accuracy of our voter registration lists is returned mail from the U.S. Postal Service. When mail is returned with a yellow sticker or markings indicating that the voter was not able to be reached at that address, we generate a Residential Confirmation Notice and flag the record for inactivation. The National Voter Registration Act (NVRA) prohibits our office from cancelling voters without giving them an opportunity to respond. If a forwarding address is received, staff is required to update their address or send another Residential Confirmation to the new address. Voter specific addresses outside of Montgomery County are forwarded to the appropriate county if the voter lives in that county or to the State Board of Elections if the voter is a Uniformed and Overseas Citizens (UOCAVA) voter. If the voter is inactivated, when they go to the polls to vote they must attest to their address. If there is no activity by the voter within two federal elections, such as voting, updating their voter registration or responding to a Residential Confirmation Notice, their registration is cancelled.

➤ U.S Postal Service National Change of Address Data (NCOA)

Montgomery County also purchases change of address data from the U.S. Postal Service on a periodic basis. This data provides complete information on all voters whose mail is subject to being returned by the Postal Service. This improves the efficiency of our processes rather than waiting for mail to be returned with the yellow sticker indicating a change of address.

➤ Electronic Registration Information Center (ERIC)

The newest tool available to Maryland for list maintenance is ERIC, which is governed and managed by states that have chosen to join. ERIC is a non-profit organization with the mission of using technology to improve the accuracy of the state voter registration systems by matching and analysing data from multiple states. Maryland was one of the seven states that pioneered the formation of ERIC in 2012 along with Colorado, Delaware, Nevada, Utah, Virginia, and Washington. Washington D.C., Oregon, Connecticut, Louisiana, and Minnesota joined in 2014.

A challenge we face as we strive to remove duplicate registrations, cancel registrations of deceased voters, better process address updates and more efficiently manage records of voters

who have moved and registered in another state is the inconsistency of data. One record may include the driver's license number of a voter and their social security number and their maiden name, for example, while another record may include the last four digits of their social security number and their married name. ERIC takes a composite of data from multiple states to identify matches with a higher degree of confidence.

ERIC also identifies potentially eligible but unregistered residents. A requirement of membership in ERIC is to also contact these residents and offer them an opportunity to register. The State of Maryland does this by sending a statewide postcard. Within the next few months, ERIC is also expected to begin incorporating U.S. Postal Service Change of Address data, so that Montgomery County will no longer have to purchase that data separately.

Table 4 – Summary of ERIC Transactions

	In-State Updates	Cross State	In-State Duplicates	Deceased	Total
4/3/2014	527	171	0	704	1402
7/23/2014	3314	1032	28	506	4880
	3841	1203	28	1210	6282

➤ Death Cancellation

After new data has been loaded, the State Board of Elections notifies each Local Board of Elections that the *Potentially Identified Deceased Report* (VR-023) is available for processing. This report includes a list of all voters who are identified as deceased by Department of Mental Health and Hygiene (DHMH). Below is list of what was received last year. Once received the local board has five days to complete the processing of each list.

Table 5 – Summary of Deceased Records Received from the DHMH Report

List Number And Dates	Pages	Records
List 1 – Feb 7 – Feb 8, 2014	20	291
List 2 – Mar 6 – Mar 7, 2014	24	349
List 3 – Mar 8 – May 10, 2014	41	615
List 4 – May 29 – May 30, 2014	2	21
List 5 – Jun 1 – Jul 24, 2014	47	701
List 6 – Jul 30 – Jul 30, 2014	17	255
List 7 – Aug 18 – Aug 19, 2014	13	182
List 8 – Aug 28 – Aug 29, 2014	18	261
List 9 – Sep 24 – Sep 25, 2014	20	288
List 10 – Oct 30 – Oct 31, 2014	20	292
<b>Total</b>		<b>3255</b>

\*No Reports received in November and December

The Board of Elections is also notified of potentially deceased voters by family, friends, return mail, update forms, ERIC and other sources. If we cannot confirm through the DHMH module, we follow up with a letter to the family to confirm death.

Legislation has been passed in the Maryland General Assembly to allow the use of Social Security death records as well, although it has not yet been implemented.

➤ Criminal Convictions

After new data has been loaded, the State Board of Elections notifies each Local Board of Elections that the *Potentially Identified Felony Report* (VR-022) is available for processing. Data is provided by the Administrative Office of the Court (AOC). The AOC Search module assists in identifying potential felons whose names might appear in the voter registration system. For example, a resident with a felony who is still serving a parole sentence would be ineligible to vote.

If a match is identified, a Notification of Cancellation of Voter Registration letter is generated and mailed. If there is no response in ten days, the voter is cancelled.

➤ Cancellation Of Inactive Voters For Two Federal Elections

As described above, staff flags a voter as inactive who has moved without leaving a forwarding address, mail has been returned after the forwarding order has expired (FOE) or when otherwise undeliverable mail has been returned. Before a voter can be cancelled due to inactivity, a Residential Confirmation Notice has been mailed and the record has been flagged for a change to inactive status. Then the voter has remained inactive and has not voted or had any other communication with our office in the previous two federal elections. 15,160 inactive voters were cancelled on December 19 - 22, 2014.

➤ Merged Records

When multiple records are identified in the database, they are researched and merged. 383 records were merged in 2014. This is an outcome that can result from any of the above processes for managing the quality of our voter list.

## Audits

There are two main audits that the State Board of Elections performs and oversees of the local boards' voter registration procedures.

1. Critical Data Oversight is a monthly audit established and monitored by the State Board of Elections. The state has moved to a peer-to-peer audit. A procedure to audit each other's voter registration activities has been established. Montgomery, Anne Arundel, Baltimore City, Baltimore and Prince George's Counties rotate in the performance of audits of each other's records. Reports are due on the 12<sup>th</sup> of each month. Areas evaluated and reported on are: Additions – new and pending voters to the county, Cancellations – voters removed because they moved out of state, requested removal, died, and criminal convictions, Party Changes – all affiliation change requested, DHMH (Department of Health and Mental Hygiene) Reports – potentially identified deceased voters and AOC (Administrative Office of the Court) Reports – potentially identified criminal convictions. During an election year, Absentee data is also reviewed. In each instance, staff of one county identify a representative sampling of records and confirm that staff in the other county properly handled the data received about that voter.
2. A Comprehensive Audit is performed by the State Board of Elections to ensure that local boards of elections are adequately performing tasks as required by election law and State regulations (COMAR). The comprehensive audit is performed for each election and an Audit Report is sent to each local board after each election identifying any quality issues for example.

## **Registrar Training**

Voter registrar training is offered every Wednesday at 10:00 am and 3:00 pm. In the months prior to an election, two classes are offered during the week. Evening classes are also available by appointment. Although it is not mandatory to obtain training to register voters, we receive positive feedback on the training. The purpose of voter registrar training is to instruct individuals who are interested in conducting voter registration drives. Areas of focus include the importance of properly and accurately completing the voter registration application (VRA), informing them of relevant deadlines, informing them that an applicant has a choice of returning the VRA themselves and the importance of not influencing an applicant's affiliation choice.

## **High School Drive**

For four decades, the Board of Elections has participated in a partnership with Montgomery County Public Schools (MCPS) to provide registrar training to students, who conduct a Voter Registration Drive. It is held during Student Leadership Week and the same week as the election of the Student Member to the Board of Education. In 2014, the drive was held April 2<sup>nd</sup> – 30<sup>th</sup>.

The program has registered more than 138,608 students over the past 43 years. Currently Montgomery County has 10,079 16 to 18 year old registered voters. 4,681 were registered in 2014.

Students have a number of options when applying to become a registered voter. 16 year olds may now register although 18 is still the legal age of voting, registration is now available at the MVA when students apply for their learner's permit and/or drivers' license and the state website now offers on-line registration.

Although students have more options to register to vote, the Montgomery County Board of Elections remains committed to training student volunteers, both to provide a convenient channel for some student to register and to train future generations of knowledgeable civic leaders through our partnership with MCPS.

We would like to acknowledge the contributions of Karen Crawford, who retired as the Student Affairs Coordinator with MCPS and are excited as we partner with the new Coordinator, Katie C. Rossini.

## **Municipal Elections**

There are 19 municipalities plus the Village of Friendship Heights and the Glen Echo Fire Department in Montgomery County. 12 elections were held in 2014. Although municipal elections are managed by the municipality, the Montgomery County Board of Elections compiles the schedule, emails precinct registers, and are available to answer questions on Election Day. We also process returned sample ballots and any mailings associated with their election.

## **Call Center**

Prior to the election, the call center is established to handle incoming call volumes so other sections may meet their increased workload. Call Center personnel are able to answer questions, mail absentee ballot applications and assist in a variety of other tasks such as calling early voting sites to verify wait times.

Table 6 –Call Center Phone Calls Summary

	<b>Number Of Calls</b>	<b>Days</b>	<b>Average Per Day</b>
2014 Primary Election	1926	24	80
2014 General Election	2916	30	97
<b>Totals</b>	<b>4842</b>	<b>54</b>	<b>90</b>

Call volume for this election was low, although it is expected to be much higher in 2016 with the implementation of a new voting system and voter interest in the presidential election. There were surges of call volume corresponding to the dates when sample ballots were mailed, when press releases went out and when letters went out from our office seeking Election Judges. There were also surges in call volume corresponding to the end of early voting and the week before Election Day as voters were concerned with requesting or troubleshooting issues with their absentee ballot request. Media attention to reports of voting equipment issues during early voting and campaign activities such as mailings and robocalls also prompted calls.

The evaluation of section management is that the 2014 Gubernatorial Election as a whole went well. Voter Services personnel did an outstanding job of meeting deadlines and performing as a team to accomplish the many tasks before them.

**2014 GUBERNATORIAL GENERAL ELECTION**  
**ABSENTEE VOTING REPORT**

The Absentee Department encountered fewer problems in administering the 2014 General Election than in the last several elections. However, voter confusion about the process continued to be an issue. Outsourcing of ballot mailing by the state continued to impede efficient service to voters in Montgomery County in that, initially mail is not processed daily and errors by Runbeck have continued to occur.

**SUMMARY**

For the 2014 Gubernatorial General Election, the volume of ballots handled by the absentee voting staff was as follows\*:

<b>Ballots Sent</b>	17,378
<b>Returned Voted Ballots</b>	13,702
<b>Total Accepted by the Board</b>	13,500
<b>Total Rejected by the Board</b>	206**

\*Statistics are based on 01-15-2015 MDVoters E-001 and Absentee Voter Search data

\*\*Includes Late Rejects received after Canvass. Subtotals do not add because of the four voters who returned more than one ballot.

\*\*\*\*\*

**The Absentee Department's duties include but are not limited to:**

- Analysis of Absentee Department budget requirements
- Preparation of annual Absentee Department budget request
- Preparation of the Absentee Election Calendar
- Preparation of monthly Critical Data Oversight for SBE
- Analysis of statistics to determine staffing requirements
- Accessing the HR database to identify, interview and make job offers for Temporary Staff
- Hiring Nursing Home and Assisted Living Teams and Canvass Teams
- Creating and implementing Training Programs for Temporary Employees, Nursing Home and Assisted Living Teams and Canvass Teams
- Scheduling, Evaluating and Supervising Temporary Staff

- Order office supplies, furniture and fixtures necessary for successful operation of the Absentee Department
- Analysis statistical data to prepare the Ballot Order
- Inventory and Ballot Accounting
- Preparing Web Page Absentee Data and FAQs
- Direct Customer Service for Walk-In Voters:
- Application Distribution
- Data Entry
- Scan and attach Applications
- Generate Absentee Ballot and Labels
- Distribute Absentee Ballots
- Perform Ballot Accounting
- Receiving and filing voted Absentee Ballots
- Answering telephones, e-mail and faxed messages
- Preparing FAQs for the Call Center
- Fulfilling requests for Absentee Ballot Applications
- Performing Data Entry for Absentee Ballot Applications and Voter Registration Applications to order Absentee Ballots for applicants
- Receiving, sorting, distributing and filing of incoming mail
- Contacting Voters directly, as required, to enable processing of Absentee Ballot Applications
- Scanning and Attaching associated documents to voters' files in MDVoters
- Administering and Implementing the Nursing Home and Assisted Living Program as required by Maryland Law:
- Preparing contact letters for both 54 large and 106 small facilities
- Preparing associated voter lists, and Absentee and Voter Registration Applications for prospective voters
- Interviewing, hiring, training, supervising and assigning Nursing Home and Assisted Living Teams
- Conducting Voter Registration for residents
- Preparing ballots and supply bags for Facility Visits
- Absentee Voting for Residents
- Preparing payroll for Team members
- Prepare Ballot Envelope sets with associated certificates and oaths
- Directly mail Ballots as necessary
- Directly e-mailed and faxed ballots as required
- Preparing Canvass Documents
- Organizing and implementing Canvasses
- Duplication of Ballots during Canvasses
- Post-Election Analysis for Lessons Learned
- Post-Election Audit Preparation
- Forecasting possible impacts upon future election
- Creating suggestions to improve and implement future elections

- Processing and preparing returned Sample Ballots for post-election Confirmation Mailing
- Sorting, scanning and attaching returned Sample Ballots for MDVoters
- Performing Confirmation Mailing Data Entry
- Assist with data entry for Voter Registration
- Assist in Registrar Training
- Assist in processing Petitions
- Research deletes to pull, print, scan and attach voter registration information
- Provide Call Center Assistance
- Distribute fliers at Metro Stations for Voter Registration drive
- Translation services for required documents
- Assist with list maintenance (ERIC and NCOAA)

**The Absentee Department provides the following Special Services to other departments as needed:**

- Election Judge Recruiting Assistance
  - Assistance Recruiters in calling prospective Election Judges
  - Assistance with large mailings
  - Absentee Temporary Staff became Election Judges
- Operations Assistance:
  - Sorting and packaging of Contingency Ballots for Polling Places
  - Assisted in D&P Labeling of supply materials for Polling Places
  - Assisted in proofing Ballots
  - Translation of Sample Ballot
  - Recording Audio Ballot in both English and Spanish
  - Assisted in proofing Maps
- Administrative Department:
  - Translation of Press Releases
  - Back-Up facilities maintenance contact
  - Preparation of documents for Board Attorney
    - Canvass Documents
    - Canvass Minutes
  - Back-Up paying bills

**STAFFING**

Temporary staffing was reduced by 25% for the 2014 Gubernatorial Election, compared to the 2012 Presidential Election, and overtime was greatly reduced. In addition to the three full-time personnel, two temporary employees were hired to manage the program for nursing home voters, two were hired to staff the secure area where ballots are stored and to assist voters with in-person absentee

voting, five were hired in the absentee warehouse with primary responsibility for data entry, one was hired for mail processing and filing and four were hired for customer service, front counter support and case research. Additionally, 14 Bi-Partisan Teams, consisting of Election Judges and/or Temporary Employees, were hired to work at Nursing Homes and Assisted Living facilities. Sixteen Election Judges were hired to work in the Canvasses and 5 Temporary Employees from other BOE departments were borrowed to work along with the Absentee Staff during the Canvasses.

### **ISSUES AND SUGGESTED SOLUTIONS**

The absentee voting staff encountered issues with, and has identified possible solutions for, the following in the 2014 Gubernatorial General Election:

1. Confusing language regarding the mailing address in Step 2 of the Absentee Ballot Application;
2. Confusing language in Step 3 of the Absentee Ballot Application as applied to in-person voters;
3. The frequency with which voters cast provisional ballots, not having realized that they had an active Absentee Ballot application;
4. Difficulty that voters who selected to print their own absentee ballot experienced in downloading their ballot from the state's website;
5. Complaints received from voters that they had to enter all of their registration information into the online voter registration system again, believing they were required to reregister, in order to request an Absentee Ballot;
6. Delays due to the outsourcing of absentee ballot mailing, with ballots being mailed less frequently than in the past when the LBE directly mailed ballots;
7. Ballot mailing packages being assembled inaccurately by the state's vendor, with voters receiving return envelopes for the wrong county;
8. Ballot delivery issues on the part of the U.S. Postal Service;
9. Inefficiencies in the Canvass process due to the scope of work that cannot be performed until the Canvassing Board convenes; and
10. Ballots rejected because voters cast more than one ballot, despite signing an oath in each case stating that the enclosed ballot was the only one that they had voted or would vote in the election.

**ISSUE #1: CONFUSING LANGUAGE IN STEP 2  
OF THE ABSENTEE BALLOT APPLICATION**

**Issue:**

The Board of Elections must have a signed written request in order to issue an Absentee Ballot to a voter. Although voters are not required to use the standard form and may make their own request in writing, as long as they provide the necessary information, most voters use a standard form designed by the State Board of Elections.

The Montgomery County Board of Elections handles the highest volume of Absentee Ballots in the state and has provided input and comments to SBE regarding the state form. The 2014 Absentee Ballot Application was far less confusing to voters than previous applications and very few voters submitted unsigned applications, which is a huge improvement over 2012 and previous years.

Some voters, however, were still confused regarding Step 2 (see Attachment 1 for current SBE Absentee Ballot Application).

Although the instructions are clear, many voters apparently **did not read the instructions properly** and were confused as to what address to provide for the address where they were registered to vote. Many voters supplied their new residential address or a temporary address, such as a school address, rather than the address where they were registered in this section.

**Suggested Solution:**

We believe that the State Board of Elections should reevaluate the design of this form and provide simpler instructions or, at minimum, print the instruction portion of the application in bold or italic print.

**ISSUE #2: CONFUSING LANGUAGE IN STEP 3  
OF THE ABSENTEE BALLOT APPLICATION**

**Issue:**

The Absentee Ballot Application requires voters to specify how they want their ballot delivered, but does not provide an option for walk-in voters (see Attachment 1)

**Step 3: Tell us where you want your ballot sent.**

I want my absentee ballot:  
Check only one

- mailed to the address you gave in Step 2. Go to Step 4.
- mailed to a different address. Complete Step 3.
- posted to the State Board of Elections' website. You will print the ballot and return it by mail. Make sure you gave an email address in Step 2. Go to Step 4.

For the primary election, I want my absentee ballot mailed to:

Street Address \_\_\_\_\_ Apt \_  
\_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_  
\_\_\_\_\_

For the general election, I want my absentee ballot mailed to:

Street Address \_\_\_\_\_ Apt \_  
\_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_  
\_\_\_\_\_

Voters tend to check the box that directs the county Board of Elections to mail the ballot when they wish to vote in-person.

**Suggested Solution:**

We believe a possible solution would be for SBE to create a separate application to only be issued to walk-in voters. SBE does produce a separate application specifically designed for Nursing Homes which does have an in-person delivery choice.

I wish to obtain an absentee ballot, in-person for the Primary Election (*for those voters who come, in-person, to the Board of Elections Office*)

I also wish to vote in  
Check only one

**the General Election. Please send my ballot:**

- mailed to the address you gave in Step 2. Go to Step 4.
- mailed to a different address. Complete Step 3.
- posted to the State Board of Elections' website. You will print the ballot and return it by mail. Make sure you gave an email address in Step 2. Go to Step 4.

2. Go to Step 4

I wish to obtain an absentee ballot, in-person for the General Election (*only*) (*for those voters who come, in-person, to the Board of Elections Office*). 2. Go to Step 4

**Otherwise:**

I want my absentee ballot:  
Check only one

- mailed to the address you gave in Step 2. Go to Step 4.
- mailed to a different address. Complete Step 3.
- posted to the State Board of Elections' website. You will print the ballot and return it by mail. Make sure you gave an email address in Step 2. Go to Step 4.

**ISSUE #3: VOTERS CASTING PROVISIONAL BALLOTS BECAUSE THEY DID NOT REALIZE THAT THEY HAD AN ACTIVE ABSENTEE BALLOT APPLICATION**

**Issue:**

A voter may submit an Absentee Ballot Application at any time. In the past, a voter was required to either request, complete and submit an application from the SBE or county Board of Elections or a voter could write and submit an informal application as long as required data was present including the voter's signature. Now voters who have a Maryland driver's license may submit Absentee Ballot Applications online (OLVR) without providing a new signature. Voters who access the state's database see an option to request an Absentee Ballot and many choose that option; therefore, we expect an increase in Absentee Ballot Applications for future elections. Voters who apply now may not realize, in 2016, that they have already applied for an Absentee Ballot and that they will have to vote by Provisional Ballot if they appear at polling places in 2016.

This is already a problem that has been encountered by the Montgomery County Board of Elections; as many as a quarter of our provisional ballots in recent elections have been cast by voters who previously requested an Absentee Ballot.

**Suggested Solution:**

We believe that it would make sense to proactively send voters a reminder before each election that they had previously requested an Absentee Ballot, and give them an opportunity to make changes or cancel their request. In January 2016, we propose to access the MDVoters database to identify voters who have applied for Absentee Ballots. We propose to send correspondence to those voters that will remind voters that they have already applied for an Absentee Ballot for 2016 and ask the voters to notify the Board of Elections if they would like to make changes or cancel their requests.

We also believe that the SBE should review the design of their online application to make it clearer how long the request for an Absentee Ballot will be in effect, and to make clearer that voters will have to vote using a Provisional Ballot if they do not return their Absentee Ballots for upcoming elections by mail.

**ISSUE #4: WEB DELIVERY - DIFFICULTY EXPERIENCED BY VOTERS IN DOWNLOADING THEIR BALLOT FROM THE INTERNET**

**Issue:**

MDVoters Absentee Voter Search reports that 5,353 ballots were requested to have been posted to SBE's website. However only 3,527 of these voted ballots were returned to the Montgomery County Board of Elections. Each had to be duplicated during the Canvass. SBE provided assistance to many voters who were unable to access their ballots directly from SBE's website. Additionally, many other voters contacted the Montgomery County Board of Elections and requested that their web delivery ballots be directly e-mailed as they had trouble downloading their ballots from the SBE website. This also likely contributed to the number of Provisional Ballots that were cast at the polls by voters who had requested an Absentee Ballot.

**Suggested Solution:**

We believe that the SBE should simplify and consider automating the ballot access process for voters. Voters reported they had problems with their temporary passwords not being accepted or that they had difficulty inputting their temporary passwords. We suggested that voters copy and paste passwords but voters replied that once out of the system, they were unable to reenter the system using their new passwords. Voters were referred to SBE for assistance or, when requested, were directly e-mailed ballots by the Montgomery County Board of Elections.

**ISSUE #5: COMPLAINTS THAT VOTERS HAD TO ENTER ALL OF THEIR INFORMATION TO REQUEST AN ABSENTEE BALLOT**

**Issue:**

SBE's website allows voters who wish to apply for an Absentee Ballot to apply online by clicking on the "Absentee Voting" Quick Link. The link takes you to the SBE's online voter registration system (OLVR) where you can request an absentee ballot.

At the bottom of SBE's homepage there is also a "Register to Vote" link. Voters who click on that link access SBE's online voter registration system (OLVR) (for Voter Registration) which includes a section that allows voters to request an Absentee Ballot. While completing steps to register, voters see (and in many cases complete), step 9 which allows voters to apply for an Absentee Ballot. The Absentee Ballot request page displays for all voters who click on step nine.

- After entering identifying information, the Absentee Ballot request page displays for all voters and the user can indicate if he or she would like to receive an Absentee Ballot for the upcoming election.
- This page displays before the user sees the final "Submit" button.
- The identifying information requested in OLVR is almost the same as the information requested on the paper form and is needed to confirm that we are issuing the ballot to the correct voter. The Absentee Ballot request form page will display after the voter enters the requested information.

However, we received a number of complaints from voters that this was not intuitive. To voters, it seems that an online process should require less information than does a paper form, since it only takes a few pieces of information and a few clicks to look up their voter registration. Voters also got confused when they were given a link to an Absentee Ballot request form that was the same as the link to register to vote.

**Suggested Solution:**

We have inquired with SBE about this and it has been explained to us that security concerns prevent them from allowing voters to make changes – such as requesting a ballot – with just the information required to look up their information. However, we believe that the SBE should evaluate this online form and consider making a separate form that is targeted specifically to Absentee Voters who do not necessarily want to make changes to their voter registration.

**ISSUE #6: DELAYS IN THE OUTSOURCING OF ABSENTEE BALLOT MAILING**

**Issue:**

Beginning with the 2012 Presidential Election, the State of Maryland outsourced the mailing of Absentee Ballots under a contract with Runbeck Election Services.

Under the terms of that contract, ballots are mailed from a vendor, whose facility is out of state, under a schedule that increases in frequency as the election date approaches (See Attachment 2). Prior to the state contract, once ballots were received from SBE, Montgomery County personnel processed and delivered ballots to the U.S. Postal Service office in Shady Grove every day. According to the state's schedule for sending data to the vendor, daily transmission of requests did not begin until October 21, 2014.

In addition, SBE only transmits ballots for overseas voters 45 days prior to an election as required by federal law. Domestic voters must wait longer for their ballot. SBE began transmitting data for domestic ballots to Runbeck one week after data was transmitted for UOCAVA voters, which also contributed to voter complaints about delayed delivery of their ballots. In the past, Montgomery County began mailing ballots to domestic voters at the same time as overseas voters.

- For example, voters whose ballots were transmitted to SBE on October 10, 2014 for mail delivery, according to SBE's schedule should have been transmitted to Runbeck (file 5) on October 14, 2014. As seen by the attached image, voter 2334045 who was processed on October 10, 2014 was processed by Runbeck and sent to USPS on October 17, 2014 (see Attachment). Subsequently, we found that other voters ballots transmitted for delivery by mail on October 10, 2014 also had their ballots processed and mailed by Runbeck on October 17, 2014 according to TrackMyMail (see Attachment 3).

**Suggested Solution:**

We recommend that the SBE consider terminating the Runbeck contract. Alternatively, Montgomery County may wish to opt out of having ballots mailed by the state contractor at the beginning and/or end of the process. At a minimum, the state contract should be amended to provide for mailing ballots every day. We may also consider printing labels for post cards to be sent to each voter to alert them that their ballot data has been transmitted to SBE's vendor and to request that voters notify the Montgomery County Board of Elections if their ballots are not soon received.

**ISSUE #7: ERRORS BY THE VENDOR RESPONSIBLE FOR MAILING  
ABSENTEE BALLOTS, RESULTING IN VOTER RECEIVING A RETURN  
ENVELOPE FOR THE WRONG COUNTY**

For the third election in a row, Montgomery County voters were affected by an error at Runbeck's mail processing facility.

- In the 2012 presidential general election, more than 20,000 ballots had to be reissued because of an error that caused an incorrect intelligent mail barcode to be printed on outgoing envelopes, causing the Postal Service's automation equipment to route mail to the wrong address. Because the intelligent mail barcode did not match the name or address printed on the ballot, some of this mail got caught in a "loop" where it was severely delayed or never delivered to the voter, and worse still, a significant number of voters returned both ballots or erroneously returned a ballot meant for a different voter. In addition, an unknown number of voters received only one page of their ballot. These issues caused a major increase in the workload for Montgomery County, as each situation had to be painstakingly researched and follow-up handled manually to make sure that voters received and cast only one correct ballot. Several hundred voters returned more than one ballot; under the circumstances, the Board accepted one of the two ballots rather than rejecting both.
- In the 2014 gubernatorial primary election, at least 30 Montgomery County voters received return envelopes for Prince George's County. The Prince George's County Board of Elections forwarded the ballots they received from our voters to our office.
- In the 2014 gubernatorial general election, more than 400 Baltimore County voters received return envelopes for Montgomery County. Our office forwarded the ballots that we received to the office of the Baltimore County Board of Elections.

In 2012, the state's vendor attributed the issues they encountered to difficulties at a new location they had opened in Florida, which handled ballots for Maryland. In 2014, the mailing of ballots was moved to their main facility in Arizona and we received assurances that appropriate steps had been taken to prevent errors. However, errors still occurred.

**Suggested Solution:**

We recommend that the SBE consider terminating the Runbeck contract. Alternatively, Montgomery County may wish to explore opting out of having ballots mailed by the state contractor.

**ISSUE #8: BALLOT DELIVERY ERRORS ON THE PART OF THE U.S.  
POSTAL SERVICE**

**Issue:**

Although there were fewer issues for this election than there have been in some past elections, such as with ballot delivery affected during Hurricane Sandy in 2012, we continued to receive complaints during the 2014 General Election regarding delivery delays; 1<sup>st</sup> class delivery took more than a week after data was submitted to SBE in those cases. The state's vendor subcontracts with TrackMyMail, a private firm that uses USPS data, and in some cases that site indicated a home delivery date, but voters never received ballots. Approximately 65 ballots had to be reissued by direct e-mail for voters who never received their mailed ballot.

We also received reports of mail being correctly addressed but forwarded to incorrect locations. Mail arriving at the Shady Grove Post Office for distribution in Maryland was among the mail that was impacted. We received reports that several pieces of mail were misdirected to states other than the states to which they were mailed. At this time, we have no information that this was a repeat of the issues with intelligent mail barcodes printed by the state's vendor rather than an issue with the Postal Service.

**Suggested Solution:**

If budget allows, we may consider printing labels for post cards to be sent to each voter to alert them that their ballot data has been transmitted to SBE's vendor and to request that voters notify the Montgomery County Board of Elections if their ballots are not soon received.

**ISSUE #9: INEFFICIENCIES IN THE CANVASS PROCESS**

**Issue:**

The 2014 General Election Canvasses were successful, but improvements must be made to make the process more time efficient.

Local Boards of Elections are not permitted to open ballots or to duplicate them until the Board of Canvassers convenes two days after Election Day. The Canvass process would go more smoothly if the Board of Canvassers were permitted to convene before Election Day to supervise duplication of ballots. One task that brings the Canvass to an abrupt halt is the need to duplicate ballots. This problem is expected to become a greater issue in the future with the steadily increasing number of web delivery and e-mailed ballots.

For this election, only voters who claimed a disability were allowed to use the state's online ballot marking wizard. While that process ran smoothly for the 2014 General Election and prior to use, all Ballot on Demand printers were thoroughly tested and prepared for usage, it was still an inefficient part of the Canvass process that moved slowly. In addition, late identification of these ballots during the Canvass process, when envelopes were not clearly marked, meant that special time consuming steps were required to ensure that "Wizard Ballots" were properly distributed to ballot on Demand Canvass Teams. Had "Wizard Ballots" been improperly identified other delays and the opportunity to record inaccurate data on cover sheets and other sources of data used for audit would have occurred.

While partial results are typically released late in the evening – if at all –there was heightened interest in partial results for this election. To accelerate the process and allow for earlier completion of scanning for each day, our Canvass procedure was changed part of the way through the Canvass to allow ballots to be transported directly to the server room from the Canvass Teams, rather than having all tallies verified at a central station prior to scanning. While that change enabled us to complete the task more quickly we found that audit numbers were not always proofed accurately before coversheets were completed which resulted in additional time required to proof and make any necessary corrections once ballots were sent to be scanned to ensure clean audit numbers.

**Suggested Solution:**

The Board could ask the General Assembly to permit the Canvassing Board to assemble earlier to supervise duplication of ballots and staging for scanning, so that duplication does not cause delay during the Canvass.

To assist LBE's in properly identifying ballots marked with the online ballot marking tool, SBE could create a tracking number with a specific character – such as the letter "W" to signify ballots marked using the "wizard" - to ensure that these ballots are properly handled.

If direct running of results from Canvass Teams to the tabulation room is going to continue, runners must verify that Canvass Teams have entered data correctly before they complete Scanner Coversheets.

If direct running of results from Canvass Teams to the tabulation room is going to continue, Runners must have Canvass Teams sign and verify that the Runners have entered the correct data on the Scanner Coversheet.

If earlier reporting of results is a priority, but we need to continue to scan ballots during extended hours due to the compressed timetable for the Canvass, the Board may wish to consider departing from its past practice of only reporting results at the end of each day. For example, the Board might release results each day at 5:00 p.m., and then release results for ballots tabulated that evening as part of the next day's results.

**ISSUE #9: REJECTION OF BALLOTS DUE TO VOTERS CASTING MORE THAN ONE BALLOT**

**Issue:**

Voters who are unfamiliar with the laws and requirements of the State of Maryland, particularly voters with cognitive disabilities such as Nursing Home and Assisted Living residents, sometimes vote more than once. In most cases there is no indication of attempted fraud; such voters openly sign their own name to more than one oath, despite the oath stating that the ballot is the only one that they will cast in the election. Residents of Nursing Homes, in particular, vote at their residences and apparently forget that they have already voted and then go to polling places a month, or more, later to vote (frequently encouraged to do so by a relative or friend). Both ballots cast by these voters are rejected and their names are forwarded to the Office of the State Prosecutor.

**Solution:**

The Board might consider, given the disproportionate impact of this consequence on voters with cognitive disabilities, approaching the General Assembly to obtain a change in the law that would allow the Board to count one ballot from these voters.

To assist voters in remembering, and to possibly alert helpful family members/friends that the residents have already voted, we may wish to begin providing an additional handout to nursing home residents such as an "I Voted in 2016" fan or tote bag, etc. in addition to the traditional "I Voted" sticker.

Report prepared and submitted by:  
Bobbie Payne, PS I – Absentee Department  
January 16, 2015

References: MDVoters E-001  
MDVoters Absentee Voter Search  
SBE Runbeck Schedule  
TrackMyMail

# State of Maryland

## Request an absentee ballot for the 2014 elections

You must be registered to vote to get an absentee ballot. Read the instructions on how to get an absentee ballot.

### Step 1: Tell us the election you want an absentee ballot for.

I want an absentee ballot for the:  primary election  general election  both elections

### Step 2: Tell us who you are. Print your information.

Last Name \_\_\_\_\_ First \_\_\_\_\_ Middle \_\_\_\_\_

Date of Birth \_\_\_\_\_ Party Affiliation \_\_\_\_\_

Phone Number \_\_\_\_\_ Email address \_\_\_\_\_  
(Used only if needed to process this request.) (Warning: spam filters might prevent receiving official election mail.)

Print the address where you are registered to vote, even if you do not live there anymore. You can give your new address later.

Street Address \_\_\_\_\_ Apt \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

If you do not live at the address you gave above, print the address where you now live. If your new address is in Maryland, we will update your voter registration information. Do not give an address here if you are away for school, work or travel and your address is temporary.

Street Address \_\_\_\_\_ Apt \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

When did you move here? If you do not remember the exact date, give the month and year. \_\_\_\_\_

### Step 3: Tell us where you want your ballot sent.

I want my absentee ballot:  mailed to the address you gave in Step 2. Go to Step 4.  
Check only one  mailed to a different address. Complete Step 3.  
 posted to the State Board of Elections' website. You will print the ballot and return it by mail. Make sure you gave an email address in Step 2. Go to Step 4.

For the primary election, I want my absentee ballot mailed to:

Street Address \_\_\_\_\_ Apt \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

For the general election, I want my absentee ballot mailed to:

Street Address \_\_\_\_\_ Apt \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

### Step 4: Sign here. If you do not sign here, we cannot get you a ballot.

X \_\_\_\_\_ Date \_\_\_\_\_

### Step 5: Someone helped me with this form. See instructions.

Under penalty of perjury, I hereby certify that this voter needed help with this form because he or she has a disability or is unable to read or write. The voter authorized me to complete this form. If the voter could not sign Step 4 of this form, I printed the voter's name in Step 4 and wrote my initials.

Signature of Assistant \_\_\_\_\_ Date \_\_\_\_\_

Printed Name of Assistant \_\_\_\_\_

**Can I vote by absentee ballot?** Yes, if you are a registered voter in Maryland. If you are not registered to vote, you can register online at [www.elections.maryland.gov](http://www.elections.maryland.gov).

### How do I get an absentee ballot?

1. Fill out and sign this form.

If you want your ballot mailed to you, use the form to tell us where you want the ballot mailed.

If you want to print your ballot from the State Board of Elections' website, make sure you give us your email address in Step 2. If you do not, we will mail your ballot to you.

2. Return this form to your election office. Your form must be received – not just mailed – by the deadline. The deadline depends on how you submit this form and how you want to get your ballot.

#### *Primary Election*

- If you want your ballot mailed to you, your deadline is Tuesday, June 17, 2014. If you mail or deliver this form, your election office must have it by 8 pm. If you fax or email it, they must have it by 11:59 pm.
- If you want to print your ballot from the State Board of Elections' website, your deadline is Friday, June 20, 2014. If you mail or deliver this form, your election office must have it by 5 pm. If you fax or email it, they must have it by 11:59 pm.

#### *General Election*

- If you want your ballot mailed to you, your deadline is Tuesday, October 28, 2014. If you mail or deliver this form, your election office must have it by 8 pm. If you fax or email it, they must have it by 11:59 pm.
- If you want to print your ballot from the State Board of Elections' website, your deadline is Friday, October 31, 2014. If you mail or deliver this form, your election office must have it by 5 pm. If you fax or email it, they must have it by 11:59 pm.

To email this form, print the form, sign it, scan it, and attach it to the email. We do not accept digital or electronic signatures. You must sign this form by hand.

**Can someone help me with this form?** Yes, if you have a disability or cannot read or write. Anyone can help you, except a candidate on your ballot, your employer or an agent of your employer, or an officer or agent of your union. The person can help you with Step 1 – 4 and must complete Step 5. If you cannot sign this form, ask the person helping you to print your name in Step 4 and write his or her initials after your name.

**How will I get my absentee ballot?** If your election office has your signed request by the deadline, the office will issue you an absentee ballot. Ballots are usually ready about 3 weeks before an election.

If you tell us you want to print your ballot from the State Board of Elections' website, we will send you an email when your ballot is ready. The email will come from [absentee.SBE@maryland.gov](mailto:absentee.SBE@maryland.gov). Add this email address to your address book. If you do not, the email may be blocked by spam filters or put in your junk folder.

**Can someone pick up my absentee ballot and bring it to me?** Yes, if you fill out this form and the *Designation of Agent* form. You can get the agent form at your election office or at [www.elections.maryland.gov](http://www.elections.maryland.gov) – "Absentee Voting". The person you want to pick up your ballot must be at least 18 years old and not a candidate on your ballot. This person must sign, under penalty of perjury, that he or she gave you your ballot and if you wish, returned your voted ballot to your election office.

**Large type application is available upon request.**

# State of Maryland

## How to reach your Local Election Office

### Local Election Offices

**Allegheny County**

701 Kelly Road, Suite 213  
Cumberland, MD 21502-2887  
301-777-5931  
301-777-2430 (fax)  
elections@allconet.org

**Anne Arundel County**

P.O. Box 490  
Glen Burnie, MD 21060-0490  
410-222-6600  
410-222-6833 (fax)  
410-222-6824 (fax)  
elections@aacounty.org

**Baltimore City**

Benton Office Building, Room 129  
417 E. Fayette Street  
Baltimore, MD 21202-3432  
410-396-5550  
410-727-1775 (fax)  
Election.judge@baltimorecity.gov

**Baltimore County**

106 Bloomsbury Avenue  
Catonsville, MD 21228  
410-887-5700  
410-832-8493 (fax)  
elections@baltimorecountymd.gov

**Calvert County**

30 Duke Street - Lower Level  
P.O. Box 798  
Prince Frederick, MD 20678-0798  
410-535-2214 or 301-855-1376  
410-535-5009 (fax)  
elections@co.cal.md.us

**Caroline County**

Health & Public Services Building  
403 S. Seventh Street, Suite 247  
Denton, MD 21629-1378  
410-479-8145  
410-479-5736 (fax)  
election@carolinemd.org

**Carroll County**

300 South Center Street, Rm. 212  
Westminster, MD 21157-5248  
410-386-2080  
410-876-3925 (fax)  
ccboe@ccg.carr.org

**Cecil County**

200 Chesapeake Blvd, Suite 1900  
Elkton, MD 21921-6395  
410-996-5310  
410-996-5068 (fax)  
bwilson@ccgov.org

**Charles County**

P.O. Box 908  
La Plata, MD 20646-0908  
301-934-8972 or 301-870-3167  
301-934-6487 (fax)  
elections@charlescounty.org

**Dorchester County**

501 Court Lane, Room 105  
P.O. Box 414  
Cambridge, MD 21613-0414  
410-228-2560  
410-228-9635 (fax)  
kjones@docogonet.com

**Frederick County**

Winchester Hall  
12 E. Church Street  
Frederick, MD 21701-5447  
301-600-8683  
301-600-2344 (fax)  
electionboard@frederickcountymd.gov

**Garrett County**

2008 Maryland Highway, Suite 1  
Mtn. Lake Park, MD 21550-6349  
301-334-6985  
301-334-6988 (fax)  
sfratz@garrettcountry.org

**Harford County**

133 Industry Lane  
Forest Hill, MD 21050  
410-638-3565  
410-638-3310 (fax)  
elections@harfordcountymd.gov

**Howard County**

9770 Patuxent Woods Drive, Suite 200  
Columbia, MD 21048  
410-313-5820  
410-313-5833 (fax)  
cbdavis@howardcountymd.gov

**Kent County**

135 Dixon Drive  
Chestertown, MD 21620-1141  
410-778-0038  
410-778-0265 (fax)  
elections@kentgov.org

**Montgomery County**

P.O. Box 10159  
Rockville, MD 20849-0159  
240-777-8550  
TDD 800-735-2258  
240-777-8560 (fax)  
absentee@montgomerycountymd.gov

**Prince George's County**

16201 Trade Zone Ave., Suite 108  
Upper Marlboro, MD 20774  
301-430-8020  
TDD 301-627-3352  
301-430-8081 (fax)  
election@co.pg.md.us

**Queen Anne's County**

132 North Commerce Street  
P.O. Box 274  
Centreville, MD 21617-0274  
410-758-0832  
410-758-1119 (fax)  
margie.calvella@maryland.gov

**St. Mary's County**

P.O. Box 197  
Leonardtown, MD 20650-0197  
301-475-7844 ext. 1100  
301-475-4077 (fax)  
wendy.adkins@stmarysmd.com

**Somerset County**

P.O. Box 96  
Princess Anne, MD 21853-0096  
410-651-0767  
410-651-5130 (fax)  
elections@somersetmd.us

**Talbot County**

P.O. Box 353  
Easton, MD 21601-0353  
410-770-8099  
410-770-8078 (fax)  
patti.mitchell@maryland.gov

**Washington County**

35 W. Washington Street, Rm. 101  
Hagerstown, MD 21740-4833  
240-313-2050  
240-313-2051 (fax)  
elections@washco-md.net

**Wicomico County**

P.O. Box 4091  
Salisbury, MD 21803-4091  
410-548-4830  
410-548-4849 (fax)  
election@wicomicocounty.org

**Worcester County**

100 Belt Street  
Snow Hill, MD 21863-1300  
410-832-1320  
410-632-3031 (fax)  
teresa.rigglin@maryland.gov

State Board of Elections • P.O. Box 6486 • Annapolis, MD 21401 • 1-800-222-8683 • MD Relay Service: 1-800-735-2258  
www.elections.maryland.gov • absentee.sbe@maryland.gov

**Absentee Ballot Mail and Email Schedule  
2014 General Election**

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					9/12 SBE -- send UOCAVA file 1 <sup>1</sup>	9/13
9/14	9/15	9/16	9/17 *1ST UOCAVA EMAIL*	9/18 SBE - send UOCAVA file 2 <sup>2</sup> UOCAVA email SBE handles UOCAVA files through COB 9/19	9/19 LBE/SBE <sup>3</sup> -- send DOMESTIC <sup>4</sup> file 1 UOCAVA email RES -- mail UOCAVA files 1 & 2	9/20 UOCAVA 45 DAY DEADLINE
9/21	9/22 UOCAVA email	9/23 UOCAVA email SBE -- send UOCAVA file 3 LBE/SBE -- send DOMESTIC file 2	9/24 UOCAVA email	9/25 *1ST DOMESTIC MAILING* ALL email RES -- mail UOCAVA files 3 & DOMESTIC files 1 & 2 LBE/SBE -- send ALL file 1	9/26 ALL email	9/27
9/28	9/29 ALL email	9/30 ALL email LBE/SBE -- send ALL file 2	10/1 ALL email RES -- mail ALL files 1 & 2	10/2 ALL email LBE/SBE -- send ALL file 3	10/3 ALL email RES -- mail ALL file 3	10/4
10/5	10/6 ALL email	10/7 ALL email	10/8 ALL email LBE/SBE -- send ALL file 4	10/9 ALL email RES -- mail ALL file 4	10/10 ALL email LBE/SBE -- send ALL file 5	10/11
10/12	10/13 Columbus Day SBE CLOSED USPS Holiday	10/14 ALL email LBE/SBE -- send ALL file 6 RES -- mail ALL file 5	10/15 ALL email RES -- mail ALL file 6	10/16 ALL email LBE/SBE -- send ALL file 7	10/17 ALL email RES -- mail ALL file 7	10/18
10/19	10/20 ALL email LBE/SBE -- send ALL file 8	10/21 DAILY MAILINGS BEGIN ALL email RES -- mail ALL file 8 LBE/SBE -- send ALL file 9	10/22 ALL email RES -- mail ALL file 9 LBE/SBE -- send ALL file 10	10/23 ALL email RES -- mail ALL file 10 LBE/SBE -- send ALL file 11	10/24 ALL email RES -- mail ALL file 11 LBE/SBE -- send ALL file 12	10/25 ALL email
10/26	10/27 ALL email RES -- mail ALL file 12 LBE/SBE -- send ALL file 13	10/28 ALL email RES -- mail ALL file 14 LBE/SBE -- send ALL file 15 *AB REQUEST DEADLINE FOR MAILED BALLOTS*	10/29 ALL email RES -- mail ALL file 14 LBE/SBE -- send DOMESTIC file 3	10/30 ALL email RES -- mail DOMESTIC file 3 LBE/SBE -- send DOMESTIC file 4	10/31 ALL email RES -- mail DOMESTIC file 4 *AB REQUEST DEADLINE FOR ONLINE BALLOT DELIVERY*	11/1 ALL email
11/2 ALL email Only requests entered in MDVOTERS by NOON <sup>7</sup>	11/3	11/4 GENERAL ELECTION DAY				

\* All domestic mail will be mailed 1st class.

<sup>1</sup> SBE will run MDVOTERS UOCAVA AB labels and send file to Runbeck Election Services (RES) by 11am.

<sup>2</sup> UOCAVA file 2 will include all absentee ballot requests from UOCAVA voters received after UOCAVA file 1 was sent. Each subsequent file number will include requests received since the previous file was sent.

<sup>3</sup> LBE/SBE -- LBE will run MDVOTERS AB labels by 10am and SBE will send those files to RES by 11am.

<sup>4</sup> Includes only domestic AB requests.

<sup>5</sup> Includes all domestic and UOCAVA voters.

<sup>6</sup> SBE will send last UOCAVA file at 11am on 10/28. After this, SBE will handle UOCAVA requests in-house.

<sup>7</sup> AB requests entered in MDVOTERS after NOON must be sent an individual email with attachments posted in Online Library.

**Dates for LBEs to begin handling AB Locally  
2014 General Election**

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
10/19	10/20	10/21	10/22	10/23	10/24 LAST FILE TO RES: Allegany Co. Cecil Co. Garrett Co. Queen Anne's Co. Somerset Co. (Mailed by RES 10/27)	10/25
10/26	10/27 LAST FILE TO RES: Anne Arundel Co. Prince George's Co. (Mailed by RES 10/28)	10/28 LAST FILE TO RES: SBE UOCAVA (Mailed by RES 10/29)	10/29 LAST FILE TO RES: Baltimore City Carroll Co. Caroline Co. Washington Co. (Mailed by RES 10/30)	10/30 LAST FILE TO RES: Baltimore Co. Calvert Co. Charles Co. Dorchester Co. Frederick Co. Harford Co. Howard Co. Kent Co. Montgomery Co. St. Mary's Co. Talbot Co. Wicomico Co. Worcester Co. (Mailed by RES 10/31)	10/31	11/1
11/2	11/3	11/4 GENERAL ELECTION DAY				



User: rose.page@16MD

On Demand Reports - View Results -



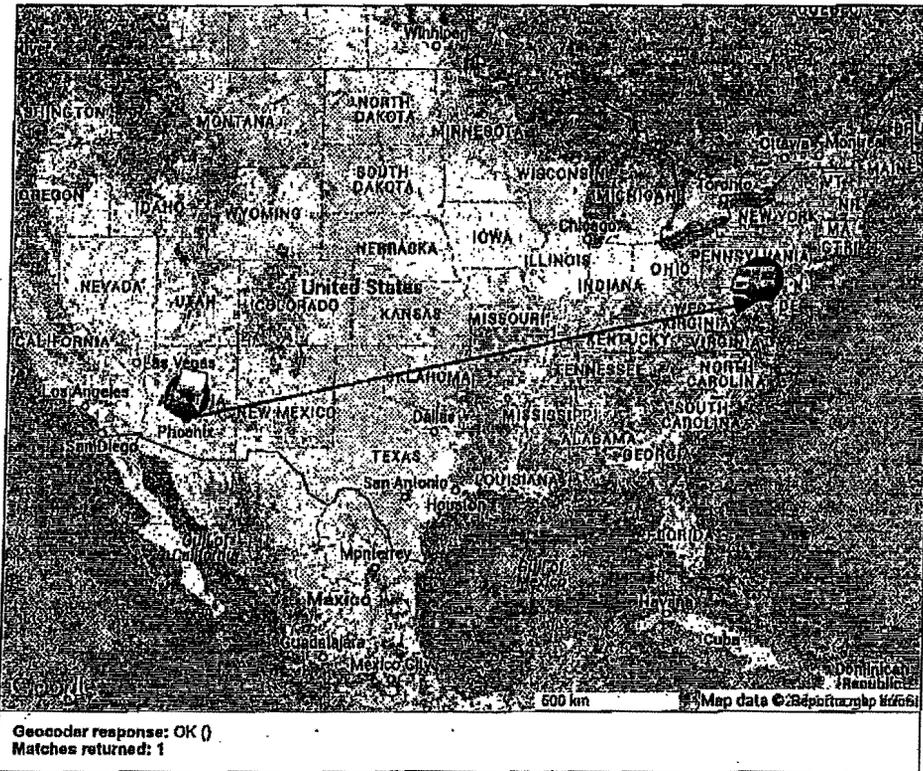
Address: 12141 MC DONALD CHAPEL DR  
 City, State ZIP:

Branch:  
 Customer/Division: Montgomery County MD

No ACS data received

Mailing Details:

Mail Piece Destination	Scan Date/Time	Scan Site ZIP	Scan City/State	Activity	Tr
Gaithersburg MD 20878-2250-41	10/17/2014 00:12:03	85028	Phoenix AZ	Left original USPS facility	



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# **I.T. Report for 2014 Gubernatorial General**

***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: 5*

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

- *DREs (Direct-recording Electronic or Touch-Screen Voting Unit): 2,762*
- *DRE Power Cords: 2,762*
- *DRE PC Memory Cards: 2,762*
- *EPBs (Electronic Poll Books): 871*
- *EPB Power Supplies: 871*
- *EPB Compact Flash (CF) Memory Cards: 871*
- *EPB Integrity Reports: 228 (1 per voting center)*
- *DRE Integrity Reports: 228 (1 per voting center)*

## Post-Election Evaluation of Tasks:

- Reviewing existing procedures for Logic & Accuracy Testing (voting units and pollbooks) and better supervision of tasks enabled the IT Team to complete Logic & Accuracy prior to defined deadlines.
- Incorporating multiple steps and checks for the data housed on the Integrity Reports during the Logic & Accuracy processes resulted in improved accuracy on the reports.
- Quality control testing performed by IT Manager, IT Staff, Director and Deputy to confirm equipment functioning properly prior to Election Day deployment.
- Managed the reloading of pollbooks during the Bulk Update process due to incorrect file that was provided by the State.
- Due to process improvements implemented for the EPB Bulk Update process and packaging of pollbooks and peripherals, the IT Staff was able to complete the process by defined deadline with the rework of some of the pollbooks.
- Implemented an additional verification step during the packing of the electrical supplies and peripherals (voting units and pollbooks). As a result of this additional step, 100% accuracy was achieved in the electrical supplies and peripherals delivered to each precinct.
- Completed early voting tabulation (on Election Day) for all Early Voting Sites:

## Integrity Reports Accuracy Rates

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

**DRE overall accuracy rate 99.82% (15 errors reported for 8,286 items)**

Categories	Issues	Total Items	Error Rates	Accuracy Rates
DRE Integrity Report for Serial Number	7	2,762	0.25%	99.75%
DRE Integrity Report for Tamper Tape	3	2,762	0.11%	99.89%
DRE Integrity Report for Outer Seal	5	2,762	0.18%	99.82%

**EPB overall accuracy rate 99.50% (13 errors reported for 2,613 items)**

Categories	Issues	Total Items	Error Rates	Accuracy Rates
EPB Integrity Report for State Asset Tag	1	871	0.11%	99.89%
EPB Integrity Report for Inner Seal	8	871	0.92%	99.08%
EPB Integrity Report for Outer Seal	4	871	0.46%	99.54%

### ***Equipment Performance Issues***

Issues related to hardware or software for the voting units and pollbooks recorded in the Chief Judge Logs are classified as performance issues. The chart below categorizes the issues reported on Election Day.

#### **Voting Units:**

Broken Legs - 4

Card Reader - 4

Battery Issues - 6

Screen Freezes - 18

Monitor Display – 3

#### **Pollbooks:**

Screen freezes - 4

Syncing - 2

Printer - 5

**Montgomery County Board of Elections**

**November 4, 2014**

**Gubernatorial General Election**

**Report of Activities**

**Election Judge Recruitment &  
Training**



## **Election Judge Recruitment & Outreach**

*November 4, 2014 General*

**Total Applications Received: 1,147**

**ONLINE New Cycle (Returning Judges): 244**

**ONLINE (New Applicants): 650**

**Questionnaires (Paper): 253**

**Sources of Questionnaires (paper)**

MD Voters Monthly Mailings: 91

Outreach Events: 79

Downloaded from Website: 47

Front Desk Walk-in: 13

Recruiter Mailed: 10

Other: 10

Future Vote: 2

Primary Election Day Sign-up: 1

**SBE Applicants Weekly List: 76 (Contacted and provided application)**

Submitted Application - Served: 14

Submitted Application - Did not serve: 22

Did not respond: 40

**Outreach/ Events (September - October)**

Community - Boy Scout Roundtable - White Oak District

Community - Damascus Community Fair (3-day)

Community - Friendship Picnic (Wheaton)

Community - Germantown Oktoberfest

Community - Poolesville Day

Community - South Silver Spring Street Fest

Community - Takoma Park Folk Festival

Corporate - GEICO, NIST, Westat, Pentagon (Multiple visits)

Montgomery College - Volunteer Fairs (Rockville, Takoma Park, Germantown)

## Election Judge Training & Service

*November 4, 2014 General*

*Training held August 25, 2014 through November 1, 2014*

**Stage I Online Training Quiz - Completed Quiz: 965** (Taken once/cycle)

**Stage II Hands-on Training - Completed: 3,397**

**For Election Day: 2,951**

**For Early Voting: 446** (completed after Election Day training)

**Number of judges served: 2,824**

**Election Day: 2,364** \*(Excludes Roamers)

Roamers: 46

Spanish Speaking VOP's: 179

Opening Judges (New position): 48

*Election Day No Shows: 77*

**Early Voting: 414** (Filled 1,232 positions; avg - 3 days/judge)

**Number Attended Chiefs Pre-Election Briefing: 337 (74%)**

**Returning: 256**

**New: 81**

### **Age Summary of Election Day Judges\***

**17 - 20 year olds: 88**

**21 - 30 year olds: 104**

**31 - 40 year olds: 155**

**41 - 50 year olds: 291**

**51 - 60 year olds: 616**

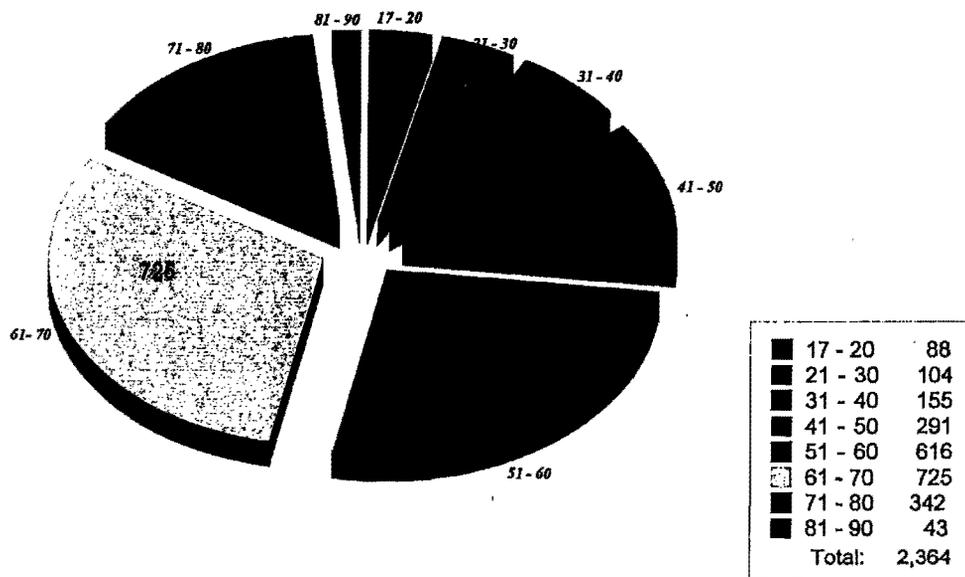
**61 - 70 year olds: 725**

**71 - 80 year olds: 342**

**81 - 90 year olds: 43**



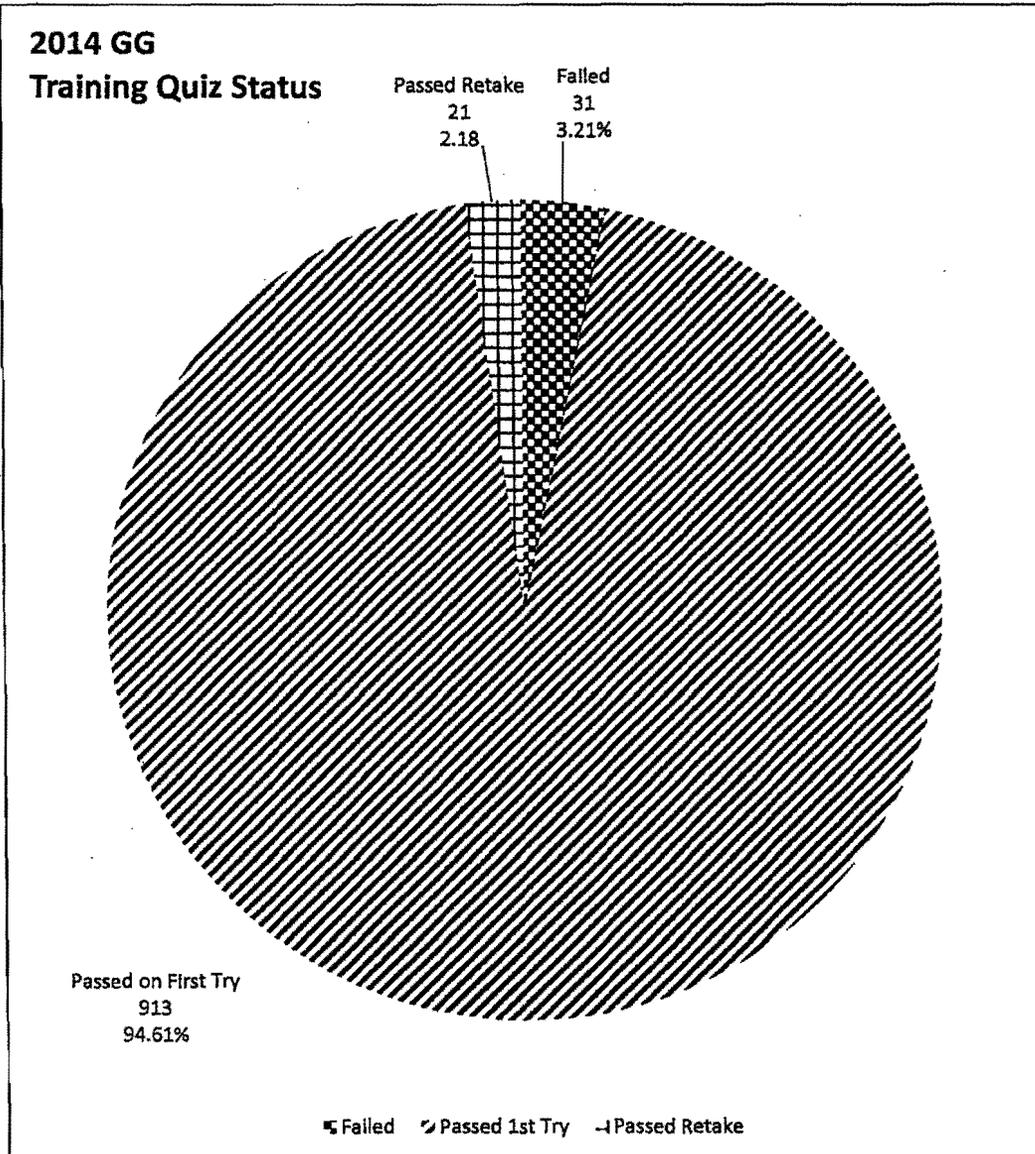
Montgomery County Board of Elections  
Assigned Election Judges by Age Range  
2014 Gubernatorial General Election



Training Quiz Status

Status	# Trainees	% Trainees
Passed 1st Try	913	94.61%
Failed*	31	3.21%
Passed Retake	21	2.18%
<b>Total Individuals Tested</b>	<b>965</b>	<b>100.00%</b>

\* Individuals failed the quiz and either did not retake or failed the retake of the quiz.



## 2014 General Election - Summary of Training Feedback

Two-thirds (2/3) of all completed evaluation forms received were from trainees with "Returning" status. They had attended training for another election.

### Training Materials:

#### Summary of Positive Feedback:

- Comprehensive, covered a lot of material
- Nice class size
- Able to ask questions

#### Summary of Constructive Comments:

- Illogical Flow
- Glitches in printed material
  - Forms not updated
  - Page numbers not matching/updated
  - Misspellings
  - Forms/exercises not in order of class/presentation
- The two books were confusing (i.e. Position workbook and Exercise booklet)
- Opening Slides presume knowledge retention from prior elections

#### Suggested Remedies:

- Put exercises and instructions on facing pages so they can be referenced together
- Provide more graphic representation and flow charts
- Names of forms/stations/activities need to be consistent throughout (terminology)

### Equipment:

#### Summary of Positive Feedback:

- Hands on training is very good

#### Summary of Constructive Comments:

- Broken VIBS, Red lock seals missing, Access Cards not working

#### Suggested Remedies:

- Verify all equipment for training is functional
- Have spare seals for replacement where needed

## **Time/Class Management:**

### **Summary of Positive Feedback:**

- Good coverage of Chief issues
- Enjoyed doing exercises together
- Like doing class in 2 hours (CLSR)
- Class pace was good – covered all material

### **Summary of Constructive Comments:**

- Class too long – for those who are returning judges
- Class too short – for those trainees who are new to the process
- Break time is not long enough (for the longer classes)
- Not enough time to practice hands-on exercises – particularly for new judges
- Difficult to hear the trainer speaking
- Chaotic atmosphere when self-paced
- Lead trainer (at presentation) out of sync with trainees
- Trainers didn't always handle disruptive students well
- Too much information presented too fast

### **Suggested Remedies:**

- More time requested for completion of exercises
- More time with EPBs

## **Staff/Trainers:**

### **Summary of Positive Feedback:**

- Liked trainers walking around room and checking work/answering questions
- Trainers were professional, kept class moving
- Liked that trainees could move at own pace and continue forward in training

### **Summary of Constructive Comments:**

- Some questions not answered
- Some trainers seemed unfamiliar with the material and/or procedures
- Trainers didn't know how to handle difficult trainees – those with lots of questions

### **Suggested Remedies:**

- Train the trainers how to keep in sync with each other (presentation and classwork)
- Equip trainers to deal with lots of questions
- Trainers need to know the procedures not just training material
- Trainers need to stand in the middle of the room so both sides can hear

**General Commentary:**

**Summary of Positive Feedback:**

- Training materials at Polling place were helpful
- Informative session
- Learned a lot about what happens when voting
- Lots of information in a short time – grateful for walk-in training

**Summary of Constructive Comments:**

- Returning training between Primary and General is too long
- Difficult finding the building
- Include the PowerPoint slides in handouts
- Put samples of items up higher on screen so back rows of class can see them – i.e. the equipment bags
- Review map for Closers on Election Night
- Put the page numbers on the outside corner of the workbooks
- Have the Quick Start available to distribution at class (CHF)
- Liked having class held in locations other than Gaithersburg
- Would like more training materials available online

**Evaluation Forms Returned by Training Site**

<b>Training Site</b>	<b>Total Attendance</b>	<b>Total Forms</b>	<b>% Forms Completed</b>
Mendez	370	245	66%
Lawton	151	122	81%
White Oak	221	193	87%
<b>Total Off-Site</b>	<b>742</b>	<b>560</b>	<b>75%</b>
Gaithersburg	2530	1885	75%
<b>Total All Sites</b>	<b>3272</b>	<b>2445</b>	<b>75%</b>

## Precinct Performance Summary Report

November 4, 2014 gubernatorial General 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
01-01/08-14	7	VG	05-03	14	G	07-18	8	VG	09-27	5	O	13-24	2	O
01-02	2	O	05-04	7	VG	07-19	6	VG	09-28	4	O	13-25	9	VG
01-03	7	VG	05-05-22	5	O	07-20	8	VG	09-29	3	O	13-27	3	O
01-04	1	O	05-06	5	O	07-21	5	O	09-30	3	O	13-28	16	G
01-05	7	VG	05-08	9	VG	07-22	2	O	09-31	1	O	13-29	4	O
01-06	2	O	05-09	7	VG	07-23	6	VG	09-33	1	O	13-30	1	O
01-07	5	O	05-10	10	VG	07-24	9	VG	09-34	5	O	13-31	9	VG
02-01	4	O	05-11	11	VG	07-25	6	VG	09-35	3	O	13-32	4	O
02-02	6	VG	05-12	8	VG	07-26	9	VG	09-36	6	VG	13-33	3	O
02-03	14	G	05-13	9	VG	07-27	6	VG	09-37-39	4	O	13-34	2	O
02-04	12	G	05-14	4	O	07-28	6	VG	09-38-32	1	O	13-35	3	O
02-05	7	VG	05-15	2	O	07-31	6	VG	10-01/04-23	3	O	13-36	2	O
02-06	25	NI	05-16	15	G	07-32	2	O	10-02	3	O	13-37	4	O
02-08	0	O	05-17	5	O	08-01	5	O	10-03	8	VG	13-38	6	VG
02-11	6	VG	05-18	15	G	08-02	7	VG	10-04	8	VG	13-39/7-16	3	O
03-01	4	O	05-19	3	O	08-03	2	O	10-05-06	1	O	13-40	7	VG
03-02	8	VG	05-21	18	F	08-04	5	O	10-07	4	O	13-42	6	VG
04-01	3	O	05-23	4	O	08-05	11	VG	10-09	3	O	13-43-45-70	31	U
04-02	3	O	06-01	1	O	08-06/13-60	4	O	10-10	9	VG	13-44	4	O
04-03	0	O	06-02	1	O	08-07	3	O	10-11	13	G	13-46	5	O
04-04	6	VG	06-03	3	O	08-08-15	9	VG	10-12	8	VG	13-47	7	VG
04-05	4	O	06-04	2	O	08-09	0	O	10-13	4	O	13-49	5	O
04-06	5	O	06-05	4	O	08-10	4	O	11-00	9	VG	13-50	4	O
04-07-37	9	VG	06-06	1	O	08-11	2	O	12-01	6	VG	13-51	4	O
04-08	3	O	06-07	7	VG	08-12	6	VG	12-02/02-07	6	VG	13-52	10	VG
04-09-27-38-43	11	VG	06-08	15	G	09-01	10	VG	12-03	2	O	13-53	2	O
04-10	10	VG	06-09	9	VG	09-02	9	VG	12-04/02-09	5	O	13-54	5	O
04-12	11	VG	06-10	9	VG	09-03	3	O	12-05	3	O	13-55	5	O
04-13	7	VG	06-13	6	VG	09-04	9	VG	13-01	8	VG	13-56	10	VG
04-14-19	4	O	06-14/04-35	15	G	09-05	8	VG	13-02	5	O	13-57	2	O
04-15	7	VG	06-15-11	5	O	09-06	10	VG	13-03	4	O	13-58	11	VG
04-16	10	VG	07-02	9	VG	09-07	18	F	13-04	6	VG	13-59	4	O
04-17	13	G	07-03	0	O	09-08	9	VG	13-05	13	G	13-61	19	F
04-18	8	VG	07-04	6	VG	09-09	5	O	13-06	11	VG	13-63	7	VG
04-20-42	3	O	07-05	10	VG	09-10	0	O	13-07	5	O	13-64	4	O
04-21	10	VG	07-06	1	O	09-11	1	O	13-08	17	F	13-65	2	O
04-24	13	G	07-07	11	VG	09-12	8	VG	13-10	4	O	13-67	6	VG
04-25-11	2	O	07-08-01	17	F	09-13	3	O	13-11	4	O	13-68	4	O
04-26	4	O	07-09	5	O	09-14	7	VG	13-13	8	VG	13-69	4	O
04-28	6	VG	07-10	23	F	09-15	6	VG	13-14	3	O	13-71	10	VG
04-29	6	VG	07-11	4	O	09-16	9	VG	13-15	1	O			
04-30	4	O	07-12	4	O	09-18	5	O	13-16	2	O			
04-31	6	VG	07-13	23	F	09-20	7	VG	13-18	1	O			
04-32	0	O	07-15	4	O	09-21	2	O	13-19	8	VG			
04-34	2	O				09-22	5	O	13-20	1	O			
05-01	9	VG				09-24	1	O	13-21	4	O			
05-02	6	VG				09-25	4	O	13-22	6	VG			
						09-26	4	O	13-23	7	VG			

\*Each item listed on the Precinct Performance Report as "not completed" or "completed incorrectly" is worth 1 point.

**EXCEPT:**

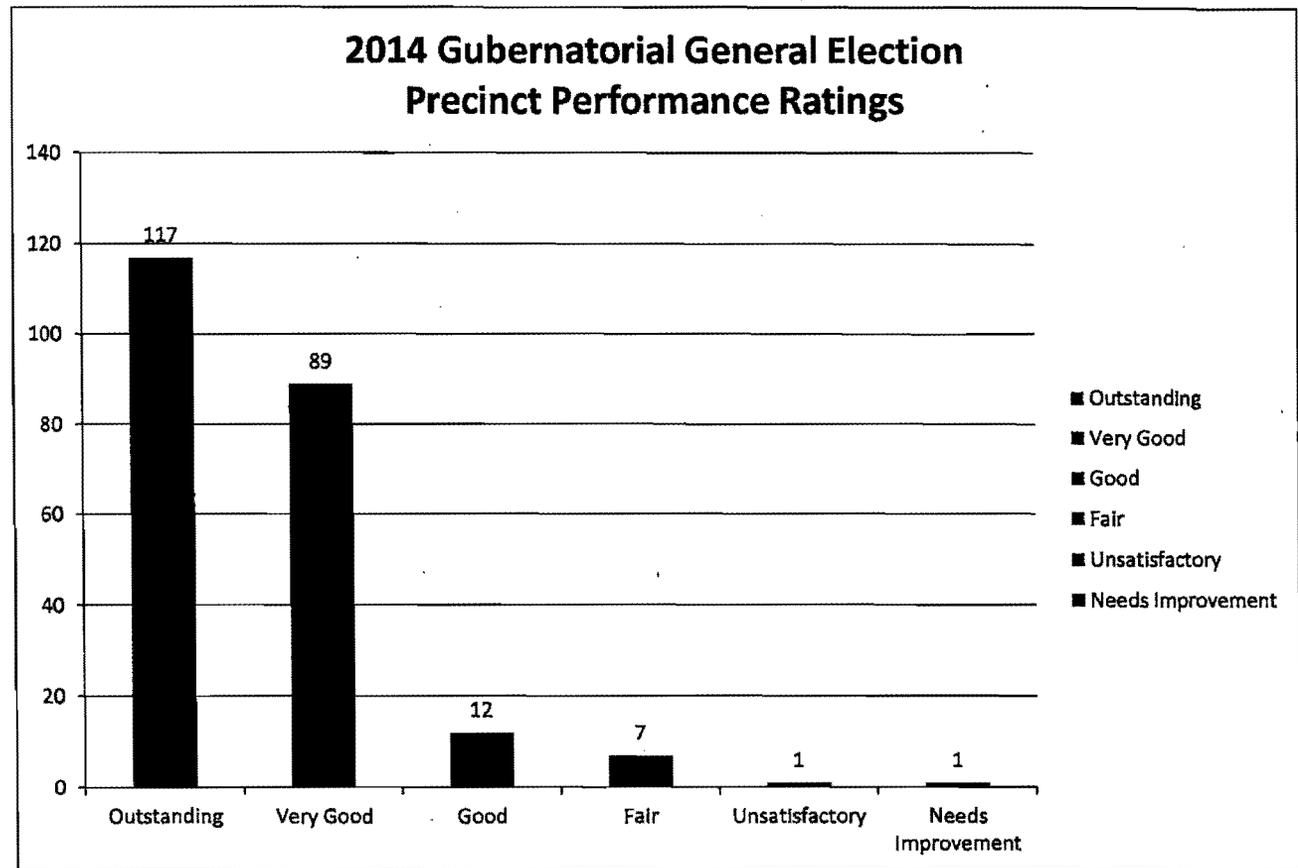
~ The following items are 3 point penalties: (Item 1) EPB Inner Seals remain intact; (Item 5) Voting Unit red lock seals removed (not powered on); (Item 30) Returned Olive Bag Election Night.

~ The following items are 5 point penalties or capped at 5 points: (Item 5) Voting Units turned on Monday night; (Item 10) VACs signed and initialed correctly; (Item 19) Rejected Provisional ballots 1 point each up to 5; (Item 27) All Electronic Pollbooks returned.

~ The following items are 10 point penalties: (Item 17) Provisional Ballots issued incorrectly, 1 point each up to 10; (Item 26) Closing Totals Report not completed; (Item 27) All Memory Cards returned to BOE in Black Leather Case.

Rating Scale*	Report Totals	# of Pcts	%
Outstanding (O) = 0 - 5	Outstanding (O) =	117	52%
Very Good (VG) = 6 - 11	Very Good (VG) =	89	39%
Good (G) = 12 - 16	Good (G) =	12	5%
Fair (F) = 17 - 23	Fair (F) =	7	3%
Needs Improvement (NI) = 24 - 30	Needs Improvement (NI) =	1	0.44%
Unsatisfactory (U) = 31 +	Unsatisfactory (U) =	1	0.44%
<b>Total Possible Points 97</b>		<b>227</b>	<b>100%</b>

Precinct Rating	# of Precincts
Outstanding	117
Very Good	89
Good	12
Fair	7
Needs Improvement	1
Unsatisfactory	1
<b>Total Precincts</b>	<b>227</b>

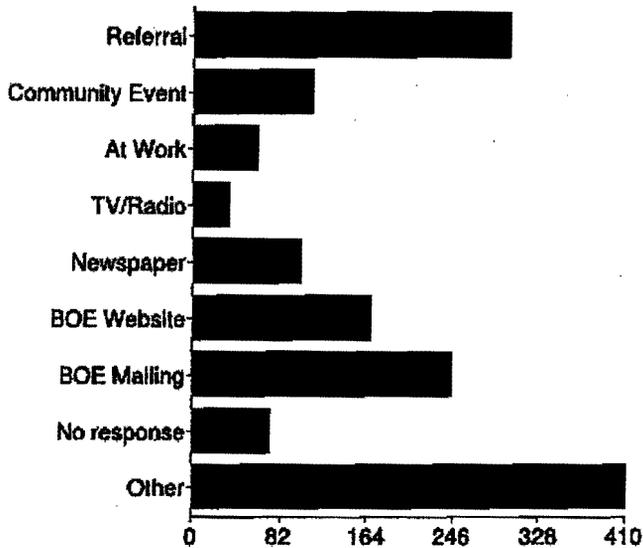


Montgomery County Board of Elections  
**2014 Election Judge Post Election Survey**

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**Summary (1533 responses)**

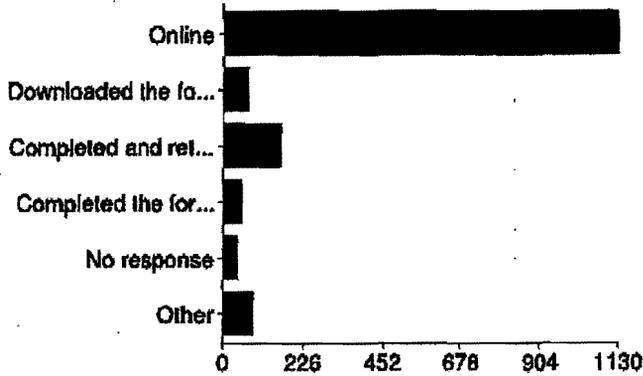
**1. How did you learn about the Election Judge Program?**



Referral	299	20%
Community Event	110	7%
At Work	60	4%
TV/Radio	33	2%
Newspaper	100	7%
BOE Website	167	11%
BOE Mailing	244	16%
No response	72	5%
Other	410	27%

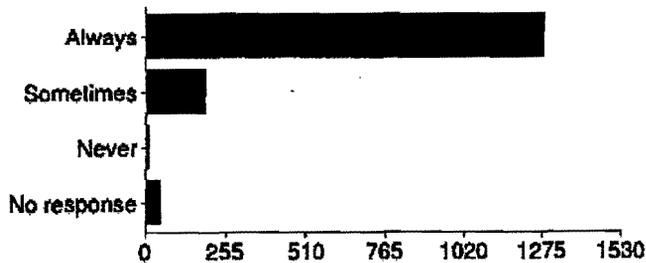
Montgomery County Board of Elections  
**2014 Election Judge Post Election Survey**

**2. How did you submit your Election Judge Application?**



Online	1128	74%
Downloaded the form from the website and mailed it in	70	5%
Completed and returned a form mailed to me by the BOE	162	11%
Completed the form at a community event	52	3%
No response	40	3%
Other	84	5%

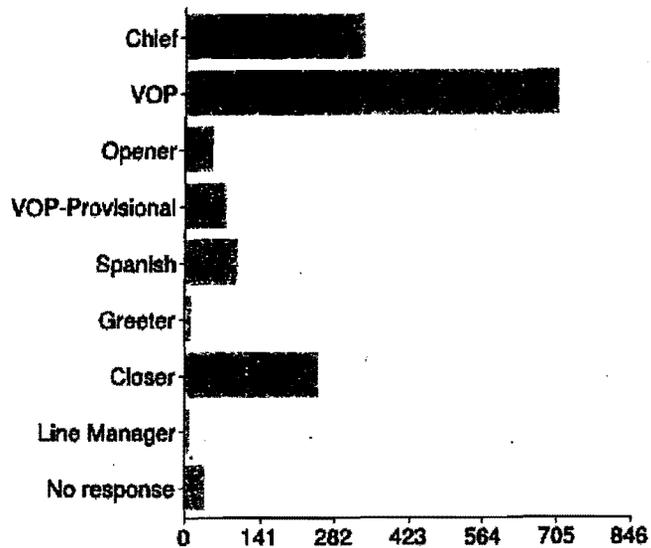
**3. Were you able to log into and use the EJ Connection easily?**



Always	1277	83%
Sometimes	192	13%
Never	8	1%
No response	48	3%

Montgomery County Board of Elections  
**2014 Election Judge Post Election Survey**

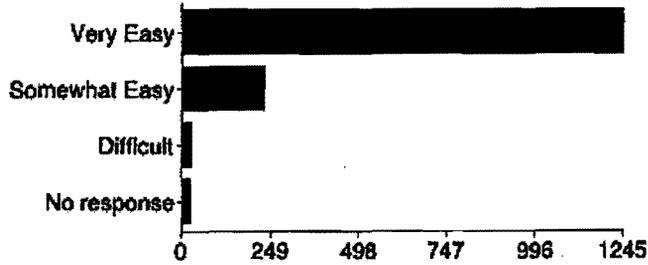
**4. What position did you work on Election Day?**



Chief	335	22%
VOP	707	46%
Opener	50	3%
VOP-Provisional	73	5%
Spanish	97	6%
Greeter	12	1%
Closer	252	16%
Line Manager	8	1%
No response	36	2%

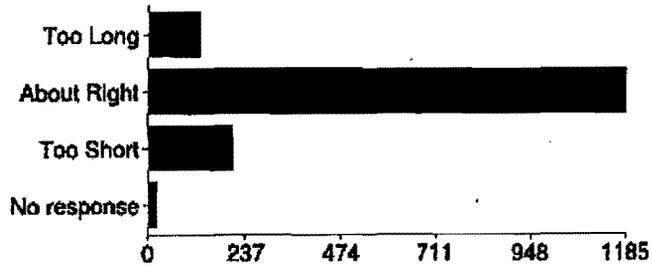
Montgomery County Board of Elections  
**2014 Election Judge Post Election Survey**

**5. How easy was it to schedule your hands-on training online?**



Very Easy	1244	81%
Somewhat Easy	229	15%
Difficult	26	2%
No response	22	1%

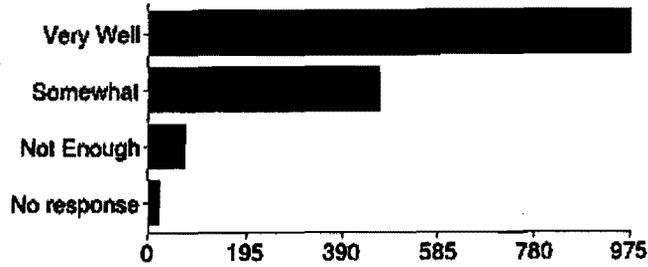
**6. Please rate the length of your training class.**



Too Long	124	8%
About Right	1183	77%
Too Short	204	13%
No response	17	1%

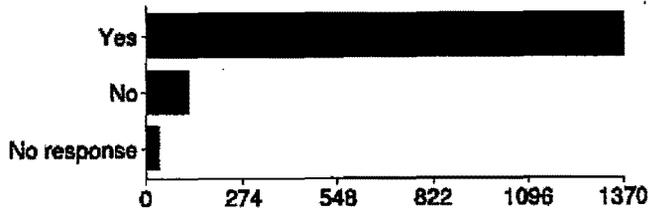
Montgomery County Board of Elections  
**2014 Election Judge Post Election Survey**

**7. How well did the training prepare you for your Election Day duties?**



Very Well	975	64%
Somewhat	464	30%
Not Enough	71	5%
No response	20	1%

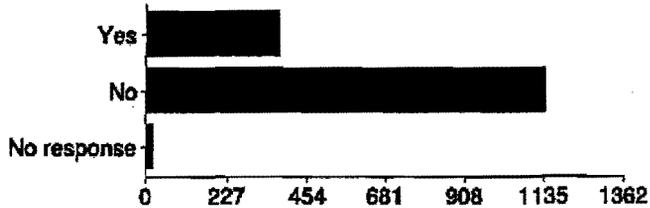
**8. Were the training materials easy to understand and helpful?**



Yes	1369	89%
No	120	8%
No response	35	2%

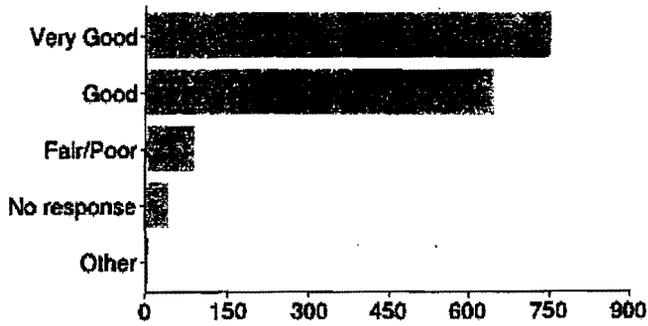
Montgomery County Board of Elections  
**2014 Election Judge Post Election Survey**

**9. Did you take advantage of the Walk-in Practice sessions?**



Yes	373	24%
No	1136	74%
No response	19	1%

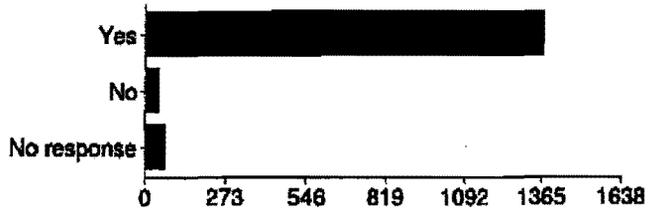
**10. Please rate your overall training experience.**



Very Good	751	49%
Good	645	42%
Fair/Poor	88	6%
No response	42	3%
Other	3	0%

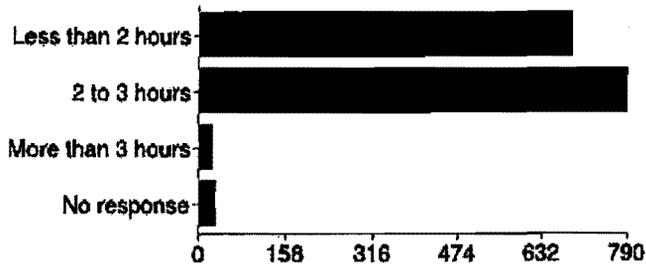
Montgomery County Board of Elections  
**2014 Election Judge Post Election Survey**

**11. Did a Chief Judge contact you prior to the Monday Night Meeting?**



Yes	1366	89%
No	46	3%
No response	66	4%

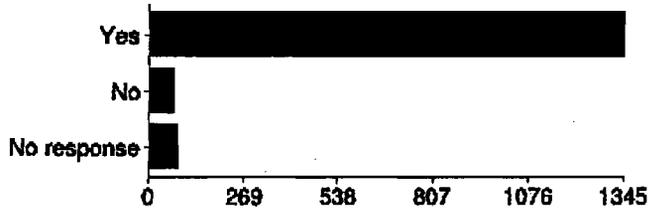
**12. How long was your team's meeting?**



Less than 2 hours	687	45%
2 to 3 hours	788	51%
More than 3 hours	23	2%
No response	30	2%

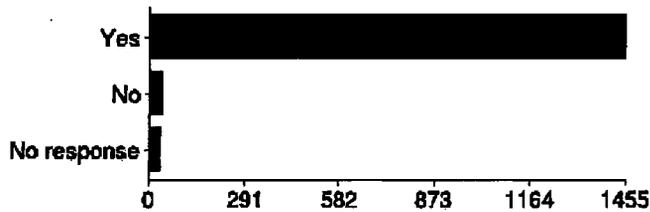
Montgomery County Board of Elections  
**2014 Election Judge Post Election Survey**

**13. Were the Chief Judges organized and prepared for the meeting?**



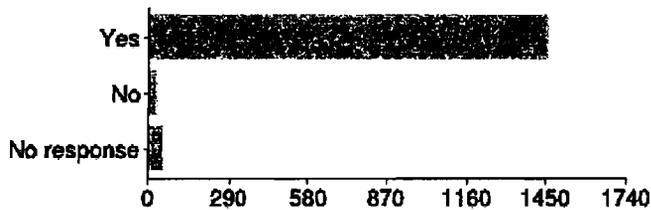
Yes	1345	88%
No	67	4%
No response	76	5%

**14. Was the facility clean and have sufficient lighting?**



Yes	1454	95%
No	38	2%
No response	32	2%

**15. Were the checklists and job guides useful on Election Day?**

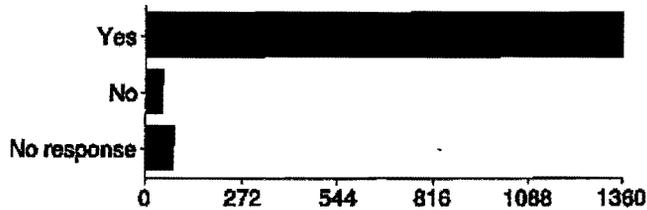


Yes	1452	95%
No	24	2%
No response	48	3%

Montgomery County Board of Elections

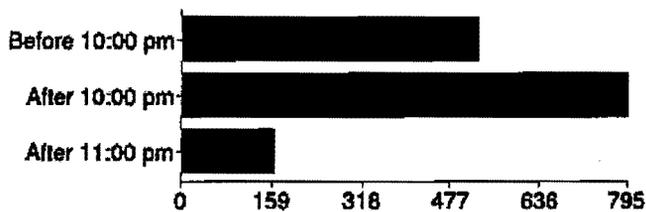
# 2014 Election Judge Post Election Survey

## 16. Did your Chief Judge(s) manage the precinct effectively?



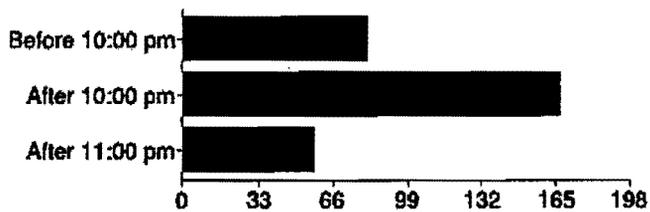
Yes	1358	89%
No	46	3%
No response	79	5%

## 17. What time did you leave on Election night?



Before 10:00 pm	524	34%
After 10:00 pm	795	52%
After 11:00 pm	161	11%

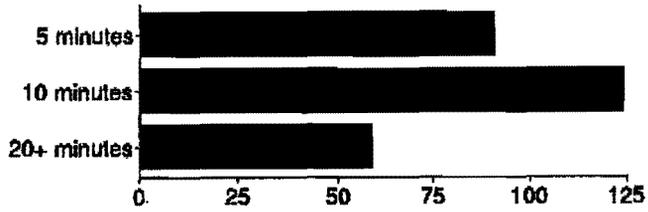
## 18. \*\*\* Closing Judges Only\*\*\* What time did you leave the polling place to go to the BOE?



Before 10:00 pm	80	5%
After 10:00 pm	166	11%
After 11:00 pm	57	4%

Montgomery County Board of Elections  
**2014 Election Judge Post Election Survey**

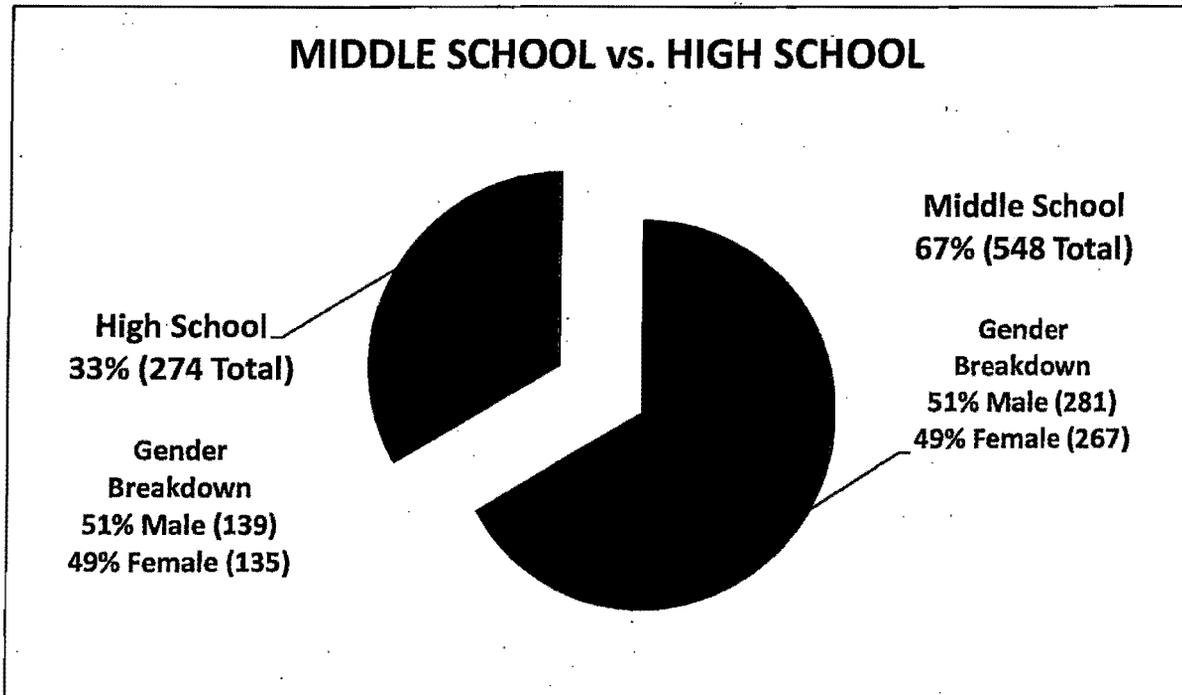
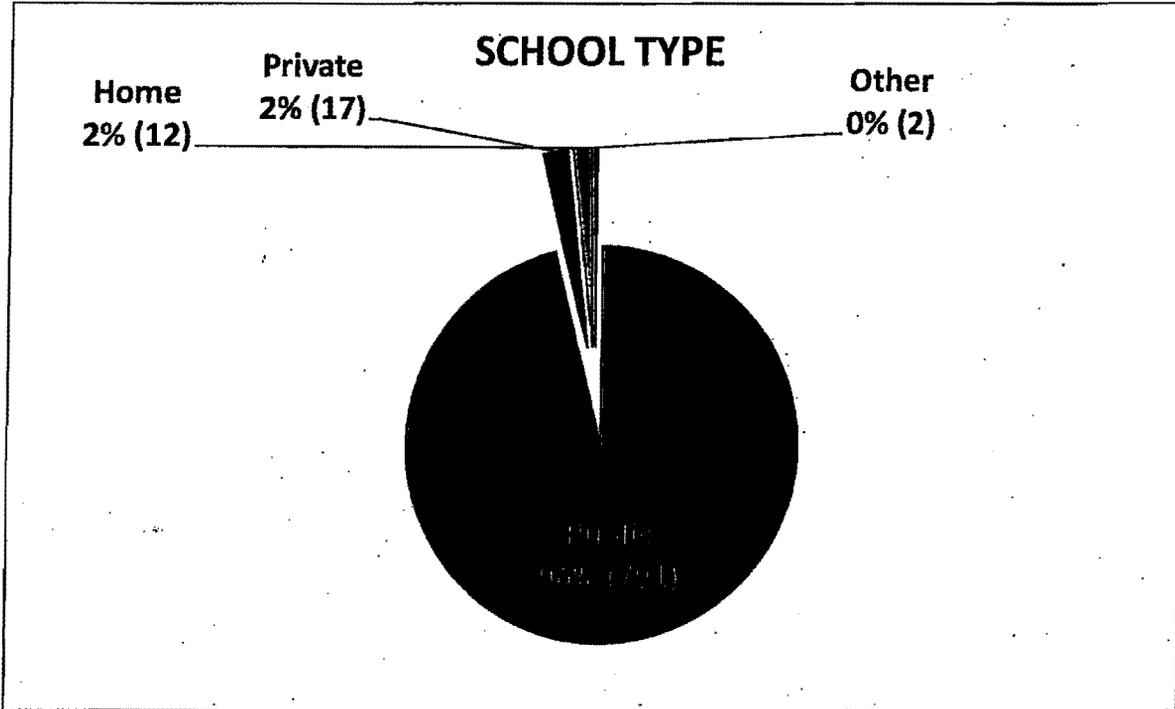
**19. \*\*\* Closing Judges Only \*\*\* How long did you wait in line to return the precinct's materials?**

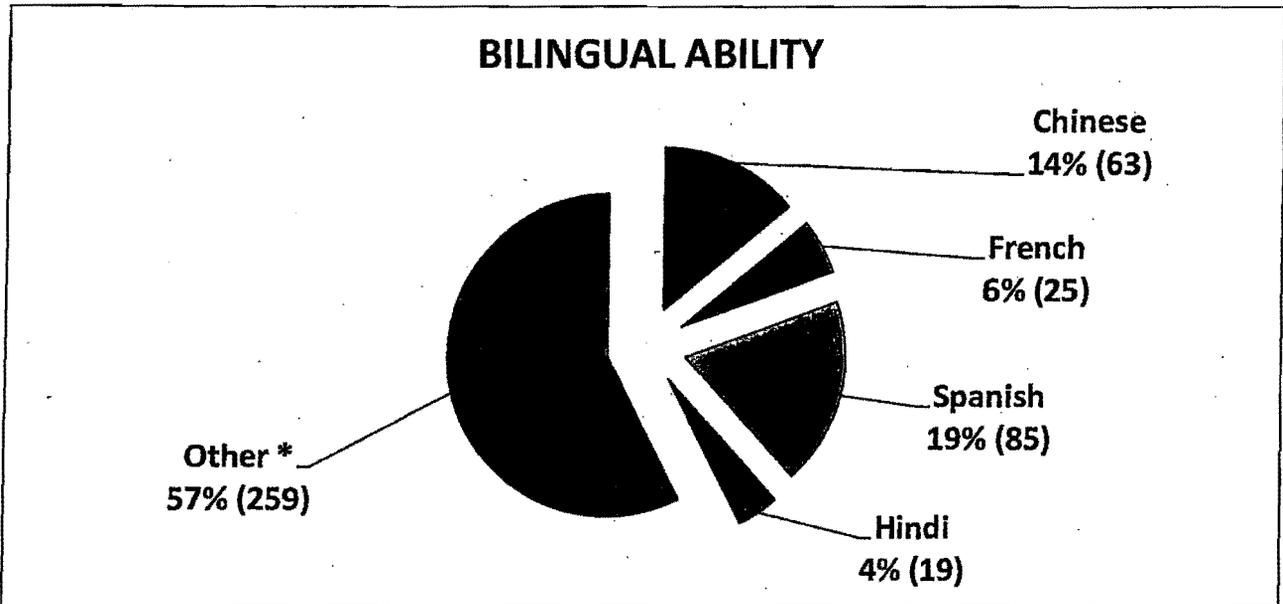
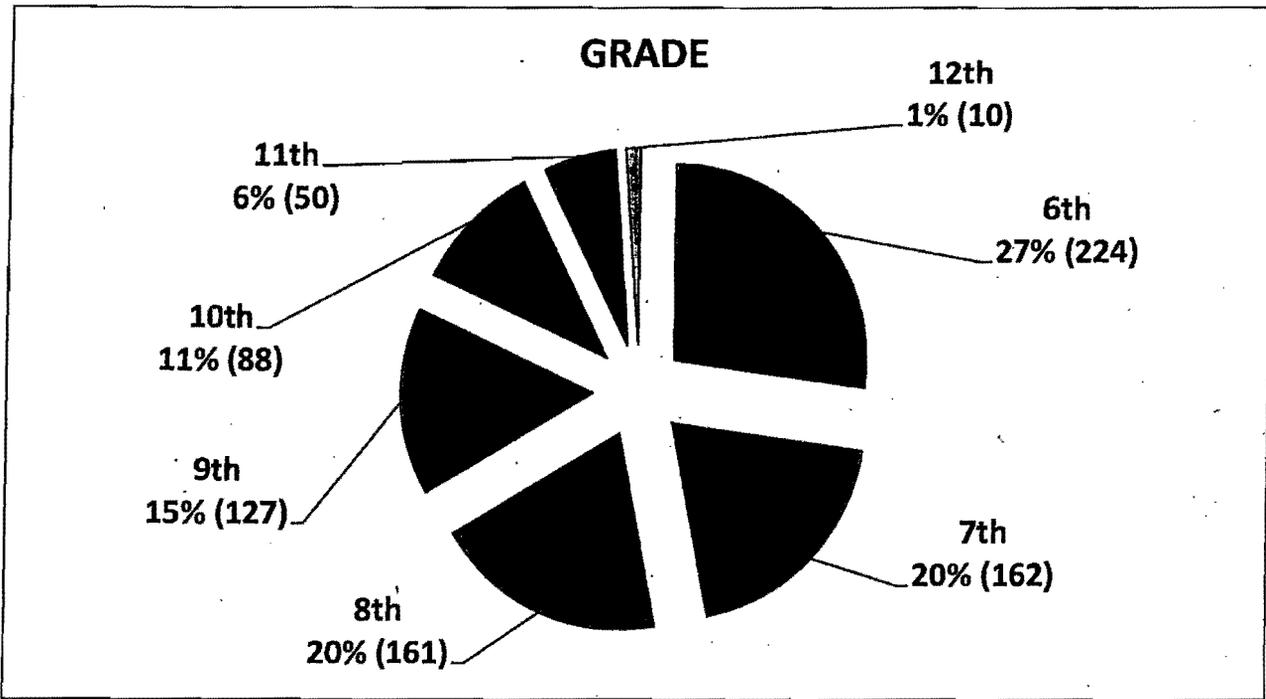


5 minutes	91	6%
10 minutes	124	8%
20+ minutes	59	4%

**Future Vote Breakdown: 2014 Presidential General Election**  
**Prepared by: Gilberto Zelaya II, Ph.D., CERA**  
**Early Voting/Outreach Coordinator**

- 822 Future Vote Ambassadors served on Tuesday, November 4, 2014





**\* OTHER LANGUAGE:**

Albanian, American Sign Language, Arabic, Armenian, Assamese, Bengali, Catalan, Danish, Korean, Farsi, Georgian, German, Greek, Gujarati, Hebrew, Indonesian, Italian, Japanese, Kannada, Konkani, Korean, Latin, Malayalam, Mandarin, Marathi, Nepali, Nepali, Oriya, Polish, Punjabi, Russian, Tagalog, Tamil, Telugu, Thai, Urdu and Vietnamese.

## Future Vote Breakdown: 2014 Presidential General Election

Prepared by: Gilberto Zelaya II, Ph.D., CERA

During the 2014 Presidential Election cycle, Future Vote Ambassadors were an integral part of the Board of Elections outreach efforts aimed at creating opportunities for civic engagement. Future Vote's intent is to increase current and future voter and family with knowledge, education and strengthen ties related to civic participation for Montgomery County's youth and families by actively providing an opportunity for civic duty, community involvement, and emphasizing the importance of preserving participatory democracy.

- **Total Volunteer Hours (General Election):**

1. Office Support 319 hrs.
2. Outreach 406 (hrs.
3. Early Voting 148 hrs.
4. Election Day 3954 hrs.

- **Outreach Events: 155 community events were staffed by Future Vote Ambassadors & Families**

- Acknowledgement to the numerous organizations supporting the Board of Elections**

- **Montgomery County Government:** County Executive Office, Departments of Public Libraries, Recreation, Senior & Swim Centers, Health and Human Services, Latin American Health Initiative, Regional Services Centers, Office of Human Rights, Community Engagement Cluster, Human Resources, Office of Community Partnerships Community Use of Public Facilities, Public Safety Police, Fire and Homeland Security, General Services, Permitting Services, Transportation and Gilchrist Center for Cultural Diversity.
    - **Academia:** Montgomery County Public Schools, Montgomery College (Rockville, Takoma Park & Germantown Campus), Archdiocese of Washington (Catholic Schools), University of Maryland, Ana Mendez University, Mother of God School, Academy of the Holy Cross, Bullis, Stoneridge, Georgetown Prep and Maryland Home School Association.
    - **Non-profit/Faith:** Montgomery County League of Women Voters, Boat People S.O.S., Chinese Culture & Community Service Center, Casa de Maryland, Latin American Youth Center, Boys Scouts of America, Jack and Jill of America, 4H Club, Girl Scouts of America, KEEN, ARC of Montgomery County, Maryland Federation for the Blind, Friends of the Library, Linkages to Learning, Guide Youth Services, Liberty's Promise, Latino Student Fund, Korean Society of Maryland, Organization of Chinese Americans, Peoples Community Baptist, Church and Leadership Montgomery.
    - **Other:** Montgomery County Housing Opportunities Commission, City of Rockville, City of Gaithersburg, National Institutes of Health, George Washington University, Alpha Kappa Alpha Sorority, Washington Metropolitan Area Transit Authority (METRO-WMATA), MARC and Township of Chevy Chase.
    - **Media:** Telemundo, Univision, El Zol (107.9FM), La Mega (96.5FM), Radio America (1540AM), Radio One, WHUR (96.3FM), WPGC (95.5FM), Majic (102.3FM), WKYS (93.9FM), WTOP (103.5FM), El Pregonero, , Montgomery County Media, El Tiempo Latino, Somos Montgomery, Revista Semanal, Montgomery al Dia and Week in Review.



### Future Vote Breakdown: 2014 Presidential General Election

During the 2014 Presidential Election cycle, Future Vote Ambassadors were an integral part of the Board of Elections outreach efforts aimed at creating opportunities for civic engagement. Future Vote's intent is to increase current and future voter and their families knowledge, education and strengthen ties related to civic participation for Montgomery County's youth and families by actively providing an opportunity for civic duty, community involvement, and emphasizing the importance of preserving participatory democracy.

- **Outreach Events:** 155 community events were staffed by Future Vote Ambassadors & Families
- **Total Volunteer Hours (General Election):** Office Support (319 hrs.), Outreach (406 (hrs.)), Early Voting (148 hrs.) & Election Day (3954 hrs.)

DATE	LOCATION	ADDRESS
Monday, September 23, 2013	Poolesville Day Celebration	b/ Wootton Ave & Elgin Rd, Poolesville, MD
Saturday, March 22, 2014	Bauer Community Center Fair	14625 Bauer Dr, Rockville, MD 20853
Friday, March 21, 2014	Holiday Park Senior Center	3950 Ferrara Drive, Wheaton, MD 20906
Saturday, March 22, 2014	Bauer Drive Community Center	14625 Bauer Dr, Rockville, MD 20853
Friday, April 4, 2014	Holiday Park Senior Center	3950 Ferrara Drive, Wheaton, MD 20906
Saturday, April 5, 2014	Aspen Hill Library	4407 Aspen Hill Rd, Rockville, MD 20853
Saturday, April 5, 2014	Bethesda Library	7400 Arlington Road, Bethesda, MD 20814
Saturday, April 5, 2014	Gaithersburg Library	18330 Mont Village Ave, Gaithersburg, MD
Saturday, April 5, 2014	Kensington Park Library	4201 Knowles Avenue, Kensington MD 20895
Saturday, April 5, 2014	Quince Orchard Library	15831 Quince Orchard Rd., N Potomac, MD
Saturday, April 5, 2014	Ama tu Vida Health Fair	506 S. Frederick Avenue, Gaithersburg, MD
Sunday, April 6, 2014	Bethesda Library	7400 Arlington Road, Bethesda, MD 20814
Sunday, April 6, 2014	Gaithersburg Library	18330 Mont Village Ave, Gaithersburg, MD
Wednesday, April 9, 2014	Mid-County Community Center	2004 Queensguard Rd, Silver Spring, MD
Saturday, April 12, 2014	Chevy Chase Library	8005 Connecticut Ave, Chevy Chase, MD
Saturday, April 12, 2014	Germantown Library	19840 Century Blvd., Germantown, MD
Saturday, April 12, 2014	Little Falls Library	5501 Massachusetts Ave, Bethesda, MD
Saturday, April 12, 2014	Long Branch Library	8800 Garland Ave, Silver Spring, MD 20901
Saturday, April 12, 2014	Twinbrook Library	202 Meadow Hall Drive, Rockville, MD 20851
Sunday, April 13, 2014	Germantown Library	19840 Century Blvd., Germantown, MD 20874
Sunday, April 13, 2013	Long Branch Library	8800 Garland Ave, Silver Spring, MD 20901
Saturday, April 19, 2014	Damascus Library	9701 Main Street, Damascus, MD 20872

Saturday, April 19, 2014	Poolesville Library	19633 Fisher Avenue, Poolesville, MD 20837
Saturday, April 19, 2014	White Oak Library	11701 New Hampshire Ave., Silver Spring, MD
Saturday, April 26, 2014	Davis Library	6400 Democracy Blvd., Bethesda, MD 20817
Saturday, April 26, 2014	Potomac Library	10101 Glenolden Drive, Potomac, MD 20854
Saturday, April 26, 2014	Rockville Memorial Library	21 Maryland Avenue, Rockville, MD 20850
Saturday, April 26, 2014	Marilyn J. Praisner Library	14910 Old Columbia Pike, Burtonsville, MD
Saturday, April 26, 2014	Silver Spring Library	8901 Colesville Rd, Silver Spring, MD 20910
Saturday, April 26, 2014	Wheaton Library	11701 Georgia Ave, Silver Spring, MD 20902
Saturday, April 26, 2014	Olney Library	3500 Olney-Laytonsville Road, Olney, MD
Sunday, April 27, 2014	Rockville Memorial Library	21 Maryland Avenue, Rockville, MD 20850
Sunday, April 27, 2014	Silver Spring Library	8901 Colesville Rd, Silver Spring, MD 20910
Sunday, April 27, 2014	Marilyn J. Praisner Library	14910 Old Columbia Pike, Burtonsville, MD
Sunday, April 27, 2014	Wheaton Library	11701 Georgia Ave, Silver Spring, MD 20902
Sunday, April 27, 2014	Olney Library	3500 Olney-Laytonsville Road, Olney, MD
Saturday, May 3, 2014	Long Branch Community Center	8700 Piney Branch Road, Silver Spring, MD
Saturday, May 3, 2014	Housing Fair & Financial Fitness Day	506 S. Frederick Avenue, Gaithersburg, MD
Sunday, May 4, 2014	Bradley Hills ES	8701 Hartsdale Ave, Bethesda, MD 20817
Friday, May 16, 2014	Holiday Park Senior Center	3950 Ferrara Drive, Wheaton, MD 20906
Saturday, May 17, 2014	Good Hope Community Day	14715 Good Hope Road, Silver Spring, MD
Saturday, May 17, 2014	Jane E. Lawton Community Center	4301 Willow Lane, Chevy Chase MD, 20815
Saturday, May 17, 2014	Telemundo Dia de las Madres	1 Verterans Plaza, Silver Spring, MD
Friday, May 30, 2014	Holiday Park Senior Center	3950 Ferrara Drive, Wheaton, MD 20906
Friday, May 30, 2014	Voter Campaign: WHUR/Telemundo	1 Verterans Plaza, Silver Spring, MD
Saturday, May 31, 2014	Bethesda Big Train	10600 Westlake Drive, Bethesda, MD 20852
Sunday, June 1, 2014	Bethesda Big Train	10600 Westlake Drive, Bethesda, MD 20852
Thursday, June 5, 2014	Early Voting-Election Day Outreach	Bethesda Metro Station
Thursday, June 5, 2014	Early Voting-Election Day Outreach	Forest Glenn Metro Station
Thursday, June 5, 2014	Early Voting-Election Day Outreach	Glenmont Metro Station
Thursday, June 5, 2014	Early Voting-Election Day Outreach	Grosvenor-Strathmore Metro Station
Thursday, June 5, 2014	Early Voting-Election Day Outreach	Medical Center Metro Station
Thursday, June 5, 2014	Early Voting-Election Day Outreach	Rockville Metro Station

Thursday, June 5, 2014	Early Voting-Election Day Outreach	Shady Grove Metro Station
Thursday, June 5, 2014	Early Voting-Election Day Outreach	Silver Spring Metro Station
Thursday, June 5, 2014	Early Voting-Election Day Outreach	Twinbrook Metro Station
Thursday, June 5, 2014	Early Voting-Election Day Outreach	Wheaton Metro Station
Thursday, June 5, 2014	Early Voting-Election Day Outreach	White Flint Metro Station
Friday, June 6, 2014	Early Voting-Election Day Outreach	Bethesda Metro Station
Friday, June 6, 2014	Early Voting-Election Day Outreach	Forest Glenn Metro Station
Friday, June 6, 2014	Early Voting-Election Day Outreach	Glenmont Metro Station
Friday, June 6, 2014	Early Voting-Election Day Outreach	Grosvenor-Strathmore Metro Station
Friday, June 6, 2014	Early Voting-Election Day Outreach	Medical Center Metro Station
Friday, June 6, 2014	Early Voting-Election Day Outreach	Rockville Metro Station
Friday, June 6, 2014	Early Voting-Election Day Outreach	Shady Grove Metro Station
Friday, June 6, 2014	Early Voting-Election Day Outreach	Silver Spring Metro Station
Friday, June 6, 2014	Early Voting-Election Day Outreach	Twinbrook Metro Station
Friday, June 6, 2014	Early Voting-Election Day Outreach	Wheaton Metro Station
Friday, June 6, 2014	Early Voting-Election Day Outreach	White Flint Metro Station
Sunday, June 8, 2014	Arora Hills Community Picnic	23030 Birch Mead Rd, Clarksburg, MD
Sunday, June 8, 2014	Taste of Wheaton	Reedie Drive & Grandview Ave
Monday, June 9, 2014	Early Voting-Election Day Outreach	Bethesda Metro Station
Monday, June 9, 2014	Early Voting-Election Day Outreach	Forest Glenn Metro Station
Monday, June 9, 2014	Early Voting-Election Day Outreach	Glenmont Metro Station
Monday, June 9, 2014	Early Voting-Election Day Outreach	Grosvenor-Strathmore Metro Station
Monday, June 9, 2014	Early Voting-Election Day Outreach	Medical Center Metro Station
Monday, June 9, 2014	Early Voting-Election Day Outreach	Rockville Metro Station
Monday, June 9, 2014	Early Voting-Election Day Outreach	Shady Grove Metro Station
Monday, June 9, 2014	Early Voting-Election Day Outreach	Silver Spring Metro Station
Monday, June 9, 2014	Early Voting-Election Day Outreach	Twinbrook Metro Station
Monday, June 9, 2014	Early Voting-Election Day Outreach	Wheaton Metro Station
Monday, June 9, 2014	Early Voting-Election Day Outreach	White Flint Metro Station
Saturday, June 21, 2014	Shady Grove Apartments	16125 Crabbs Branch Way, Derwood, MD
Friday, July 11, 2014	Damascus Days	United Methodist Church Parking Lot

Saturday, July 12, 2014	Damascus Days	United Methodist Church Parking Lot
Saturday, July 12, 2014	The Willows Apartments	429 West Diamond Ave, Gaithersburg, MD
Wednesday, July 16, 2014	Stewartown Homes	9310 Merust Ln in Gaithersburg, MD
Sunday, August 3, 2014	3rd Annual Latino Health Fair	Corner of Reedie Drive and Grandview Avenue
Friday, September 5, 2016	Damascus Community Day	United Methodist Church Parking Lot
Saturday, September 6, 2014	Damascus Community Day	United Methodist Church Parking Lot
Saturday, September 6, 2014	Aspen Hill Library	4407 Aspen Hill Rd, Rockville, MD 20853
Saturday, September 6, 2014	Bethesda Library	7400 Arlington Rd, Bethesda, MD 20814
Saturday, September 6, 2014	Gaithersburg Library	18330 Montgomery Village Ave, Gaithersburg
Saturday, September 6, 2014	Quince Orchard Library	15831 Quince Orchard Rd., N Potomac
Saturday, September 6, 2014	Kensington Park Library	4201 Knowles Avenue, Kensington MD 20895
Saturday, September 6, 2014	Bethesda Library	7400 Arlington Rd, Bethesda, MD 20814
Saturday, September 6, 2014	Gaithersburg Library	18330 Montgomery Village Ave, Gaithersburg
Sunday, September 7, 2014	Damascus Community Day	United Methodist Church Parking Lot
Saturday, September 13, 2014	Chevy Chase Library	8005 Connecticut Ave, Chevy Chase, MD 20815
Saturday, September 13, 2014	Germantown Library	19840 Century Blvd., Germantown, MD 20874
Saturday, September 13, 2014	Little Falls Library	5501 Massachusetts Ave, Bethesda, MD 20816
Saturday, September 13, 2014	Long Branch Library	8800 Garland Ave, Silver Spring, MD 20901
Saturday, September 13, 2014	Twinbrook Library	202 Meadow Hall Drive, Rockville, MD 20851
Sunday, September 14, 2014	Long Branch Library	8800 Garland Ave, Silver Spring, MD 20901
Sunday, September 14, 2014	Germantown Library	19840 Century Blvd., Germantown, MD 20874
Sunday, September 14, 2014	MoCo Friendship Picnic	Wheaton Regional Park
Saturday, September 20, 2014	Poolesville Day Celebration	19633 Fisher Avenue, Poolesville, MD 20837
Saturday, September 20, 2014	Damascus Library	9701 Main Street, Damascus, MD 20872
Saturday, September 20, 2014	Marilyn J. Praisner Library	14910 Old Columbia Pike, Burtonsville, MD
Saturday, September 20, 2014	Olney Library	3500 Olney-Laytonsville Road, Olney, MD
Saturday, September 20, 2014	Poolesville Library	19633 Fisher Avenue, Poolesville, MD 20837
Saturday, September 20, 2014	Wheaton Library	11701 Georgia Ave, Silver Spring, MD 20902
Saturday, September 20, 2014	White Oak Library	11701 New Hampshire Ave., Silver Spring, Md
Sunday, September 21, 2014	Marilyn J. Praisner Library	14910 Old Columbia Pike, Burtonsville, MD
Sunday, September 21, 2014	Olney Library	3500 Olney-Laytonsville Road, Olney, MD

Sunday, September 21, 2014	Wheaton Library	11701 Georgia Ave, Silver Spring, MD 20902
Sunday, September 21, 2014	Chalk for Peace	25520 Oak Dr, Damascus, MD 20872
Tuesday, September 23, 2014	TESS Center	8513 Piney Branch Rd, Silver Spring, MD 20901
Tuesday, September 23, 2014	Ana Mendez University	11006 Veirs Mill Road, Wheaton, MD
Tuesday, September 23, 2014	National Voter Registration Day	Gaithersburg MARC Station
Tuesday, September 23, 2014	National Voter Registration Day	Bethesda Metro Station
Tuesday, September 23, 2014	National Voter Registration Day	Glenmont Metro Station
Tuesday, September 23, 2014	National Voter Registration Day	Rockville Metro Station
Tuesday, September 23, 2014	National Voter Registration Day	Shady Grove Metro Station
Tuesday, September 23, 2014	National Voter Registration Day	Silver Spring Metro Station
Tuesday, September 23, 2014	National Voter Registration Day	Twinbrook Metro Station
Tuesday, September 23, 2014	National Voter Registration Day	Wheaton Metro Station
Tuesday, September 23, 2014	TESS Center	8513 Piney Branch Rd, Silver Spring, MD
Saturday, September 27, 2014	Davis Library	6400 Democracy Blvd., Bethesda, MD 20817
Saturday, September 27, 2014	Potomac Library	10101 Glenolden Drive, Potomac, MD 20854
Saturday, September 27, 2014	Rockville Memorial Library	21 Maryland Avenue, Rockville, MD 20850
Saturday, September 27, 2014	Silver Spring Library	8901 Colesville Rd, Silver Spring, MD 20910
Saturday, September 27, 2014	Burtonsville Day	14906 Old Columbia Pike, Burtonsville, MD
Sunday, September 28, 2014	Rockville Memorial Library	21 Maryland Avenue, Rockville, MD 20850
Sunday, September 28, 2014	Silver Spring Library	8901 Colesville Rd, Silver Spring, MD 20910
Thursday, October 2, 2014	Youth Leadership Montgomery	155 Gibbs St, Rockville, MD 20850
Saturday, October 4, 2014	Georgian Court Community Day	3600 Bel Pre Road, Silver Spring, MD 20906
Saturday, October 4, 2014	YMCA-MC Family Fall Festival	9800 Hastings Drive, Silver Spring, MD 20901
Sunday, October 5, 2014	Germantown Oktoberfest	23730 Frederick Rd, Clarksburg, MD 20871
Wednesday, October 8, 2014	Future Vote Training @ Whitman HS	7100 Whitter Blvd, Bethesda, MD
Thursday, October 9, 2014	Ana Mendez University	11006 Veirs Mill Road, Wheaton, MD
Thursday, October 9, 2014	FV Training @ Northwest HS	13501 Richter Farm Rd, Germantown MD
Thursday, October 16, 2014	FV Training @ Blair HS	51 University Blvd, Silver Spring, MD
Friday, October 17, 2014	Early Voting Outreach	Bethesda Metro Station
Friday, October 17, 2014	Early Voting Outreach	Rockville Metro Station
Friday, October 17, 2014	Early Voting Outreach	Shady Grove Metro Station

Friday, October 17, 2014	Early Voting Outreach	Wheaton Metro Station
Monday, October 20, 2014	Early Voting Outreach	Bethesda Metro Station
Monday, October 20, 2014	Early Voting Outreach	Rockville Metro Station
Monday, October 20, 2014	Early Voting Outreach	Shady Grove Metro Station
Monday, October 20, 2014	Early Voting Outreach	Wheaton Metro Station
Friday, October 17, 2014	FV Training @ Richard Montgomery HS	250 Richard Montgomery Dr, Rockville, MD
Friday, October 17, 2014	FV Training @ Richard Montgomery HS	250 Richard Montgomery Dr, Rockville, MD
Sunday, October 19, 2014	World of Montgomery Festival	Wheaton Westfield Mall, Wheaton, MD
Thursday, November 13, 2014	Homeless Resource Fair	506 South Frederick Avenue Gaithersburg, MD

**State of Maryland**  
**Polling Place Evaluation Form 2014**

Under COMAR 33.07.03.04 and 33.17.06.03, members and staff of the local board of elections or other individuals approved by the State or a local board of elections must make unannounced visits to early voting centers and polling places to evaluate the election judges' compliance with procedures and their general performance.

Do not change the questions. Answer all questions. Do not indicate "NA" where not allowed. Use the comments section to explain answers when needed. Do not hinder or interfere with the voting process. If the chief judges are available, discuss any issues or procedures needing correction. Remember, chief judges are in charge of the operations of the polling place.

**Montgomery** County/City Board of Elections

District/Precinct #: \_\_\_\_\_

<input checked="" type="checkbox"/> <b>General Election</b>
<input type="checkbox"/> <b>Early Voting</b>

Voting Location Name: \_\_\_\_\_

Date: **November 4** Arrival Time: \_\_\_\_\_ Departure Time: \_\_\_\_\_

Evaluator: \_\_\_\_\_ Evaluator: \_\_\_\_\_

**Note to evaluators:** Alert a chief judge immediately if you observe issues inside or outside the polling place that interferes with the voting process.

- | <u>I. Outside the Polling Place</u>   | Yes                      | No                       |
|---|--------------------------|--------------------------|
| 1. Is the "no electioneering" zone clearly marked outside?  | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Is anyone electioneering <u>within</u> the "no electioneering zone"?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Is the <u>entrance</u> to the polling place clearly marked?  | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. "VOTE HERE" Sign (To direct voters to polling place from street  | <input type="checkbox"/> | <input type="checkbox"/> |
| <u>II. Polling Place Accessibility (Outside)</u>  | Yes                      | No                       |
| 1. Is the accessible entrance to the polling place clearly marked?<br><i>(If the accessible entrance is the same as the main entrance, the main entrance should also be clearly marked as the accessible entrance.)</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Is the accessible entrance to the polling place unlocked and free of obstacles?  | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Are handicapped parking spaces clearly marked and visible to voters looking for parking?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Are there any obstacles in the parking lot / drop-off area or on the path toward the polling place?<br><i>(If yes, please explain in the comments section)</i>   | <input type="checkbox"/> | <input type="checkbox"/> |

**III. Polling Place Signs**

**Yes No**

**1. Is the sample ballot(s) posted or available for voters?**

**2. Are the following signs posted in view of the voters?**

- a. Attention Voters: (No Smoking, No Cell Phone, No Photo...)
- b. Eligibility for Receiving a Provisional Ballot.....
- c. How to Vote on a Touchscreen.....
- d. Identification Information.....
- e. Need Help Voting? .....
- f. No Cell Phones or other Electronic Devices.....
- g. No Electioneering. ....
- h. Provisional Voting.....
- i. Return of Voter Access Card.....
- j. Voting Rights Act - Subsection F...
- k. Voting Rights in Maryland.....
- l. Voting Time Warning Notice (Voting unit Table). ....
- m. "Wait" for Escort to Voting Unit (Voting Unit Table). ....
- n. Warning: Tampering with Voting Unit.....
- o. Write-In Candidates List (general election only) .....
- p. Write-In Instructions (general election only) .....

**3. Are all voting signs posted bilingual (English/Spanish)**

**4. Is there a working land telephone in the polling room?**

(Confirm dial tone) (If no, please call 240-777-8580)

**IV. Reports**

**Yes No**

**1. Are "Zero Reports" from all voting units posted?**

***If the polling place is not busy, ask the chief judges to answer the following questions:***

**2. Has the *Voting System Integrity Report* (Opening) been completed?**

**3. Has the *Provisional Ballot Certificate* (Opening) been completed?**

**4. Has the *Electronic Pollbook Integrity Report* (Opening) been completed?**

**I could not ask the chief judges questions 2, 3, and 4 because they were too busy.**

**V. Inside the Polling Place**

Names of chief judges: \_\_\_\_\_

	Yes	No
1. Is the Spanish Language judge identified with a name tag?	<input type="checkbox"/>	<input type="checkbox"/>
2. Is it clear where voters are to check-in?	<input type="checkbox"/>	<input type="checkbox"/>
3. Is a copy of the Election Judges' Manual in the polling place?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are Challengers/Watchers present inside the polling place?	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>If yes:</u> Ask a chief judge if the Challengers/Watchers are being disruptive or are otherwise interfering with the voting process? (If "yes", explain in the comments section)</b>		
5. Are members of the press inside the polling place?	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>If yes:</u> Ask a chief judge if the members of the press received permission from chief judges to enter the voting area?</b>		
6. Except for chief judges and tech support, is anyone using a cell phone or any electronic device inside the voting room? (If "yes", describe action taken by election judges in the comments section)	<input type="checkbox"/>	<input type="checkbox"/>
7. Are political campaign materials (e.g., signs, brochures, etc.) on display or lying around inside the polling place? (If "yes", describe action taken by election judges in the comments section)	<input type="checkbox"/>	<input type="checkbox"/>
8. Are supervisor cards and keys in the custody of the chief judges?	<input type="checkbox"/>	<input type="checkbox"/>
9. Are all election judges wearing name tags?	<input type="checkbox"/>	<input type="checkbox"/>
10. Are election judges in need of supplies? (If "yes", explain in the comments section)	<input type="checkbox"/>	<input type="checkbox"/>

**VI. Polling Place Accessibility (Inside)**

	Yes	No
1. Are accessible voting units easy for voters to get to?	<input type="checkbox"/>	<input type="checkbox"/>
2. Are the keypad and headphones of the audio ballot voting unit (VIBS) attached and ready to use?	<input type="checkbox"/>	<input type="checkbox"/>
3. Are all cables and power cords out of the way or secured?	<input type="checkbox"/>	<input type="checkbox"/>

**VII. Check-in Judges:** (Try to observe the checking-in of at least 4 voters) **Note:** Check-in judges may accept ID's **if offered** by a voter but **must ask** for the voter's name, address, and month and day of birth.

<b>Did the check-in judges:</b>	<b>Yes</b>	<b>No</b>
1. Ask the voter to state his or her name?	<input type="checkbox"/>	<input type="checkbox"/>
2. Ask the voter to state his or her address?	<input type="checkbox"/>	<input type="checkbox"/>
3. Ask the voter to state his or her month and day of birth?	<input type="checkbox"/>	<input type="checkbox"/>
4. Ask for ID from all voters?	<input type="checkbox"/>	<input type="checkbox"/>
5. Ask the voter to <u>review and sign</u> the voter authority card?	<input type="checkbox"/>	<input type="checkbox"/>
6. Initial the voter authority card?	<input type="checkbox"/>	<input type="checkbox"/>

**VIII. Voting Units** (Try to observe at least 4 voters voting on a voting unit.) **Yes** **No**

1. Are all voting units (including accessible voting units) set up so voters have privacy while voting?	<input type="checkbox"/>	<input type="checkbox"/>
2. Is tamper tape intact on all voting units?	<input type="checkbox"/>	<input type="checkbox"/>

**IX. Voting Unit Judges:**

<b>Did the voting unit judges:</b>	<b>Yes</b>	<b>No</b>
1. Ask the voter for the voter authority card?	<input type="checkbox"/>	<input type="checkbox"/>
2. Check that the voter authority card was signed by the voter and initialed by the check-in judge?	<input type="checkbox"/>	<input type="checkbox"/>
3. Write the voting unit's number on the voter authority card?	<input type="checkbox"/>	<input type="checkbox"/>
4. Initial the voter authority card?	<input type="checkbox"/>	<input type="checkbox"/>
5. Insert the voter authority card into the designated envelope?	<input type="checkbox"/>	<input type="checkbox"/>
6. Wait until the ballot instruction screen loaded before leaving the voter?	<input type="checkbox"/>	<input type="checkbox"/>
7. Give the voter sufficient space to ensure the voter's privacy?	<input type="checkbox"/>	<input type="checkbox"/>
8. Retrieve the voter access card from voters or direct voters where to place the voter access card after voting?	<input type="checkbox"/>	<input type="checkbox"/>

**X. Provisional Voting**

- |   | <b>Yes</b>               | <b>No</b>                |
|---|--------------------------|--------------------------|
| 1. Is a privacy booth set up for provisional voters?          | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Are the provisional ballots kept in a secure location?     | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Is the provisional ballot bag kept in a secure location?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Was a voter issued a provisional ballot during your visit? | <input type="checkbox"/> | <input type="checkbox"/> |

**If yes to #4 above:**

**Did the election judge:**

- |   | <b>Yes</b>               | <b>No</b>                |
|---|--------------------------|--------------------------|
| a. Verify that the provisional ballot application was completed and signed by the voter?  | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Make sure that the voter sealed the ballot envelope?                                   | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Make sure that the voter inserted the ballot envelope into the provisional ballot bag? | <input type="checkbox"/> | <input type="checkbox"/> |
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Polling Place Evaluation Form – 2014

**Other Issues**

Yes

No

Are there any other issues that are adversely affecting the voting process?

**If yes, describe the issue(s) and what action was taken. Please write clearly.**

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