

APPROVED

July 18, 2016

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

In Attendance:

Board Members:

Jim Shalleck, President
Nahid Khozeimeh, Vice President
Mary Ann Keeffe, Secretary
David Naimon
Jacqueline Phillips
Graciela Rivera-Oven

Staff:

Margaret Jurgensen, Election Director
Alysoun McLaughlin, Deputy Director
Lisa Merino, Office Services Coordinator
Janet Ross, Information Technology Manager
Christine Rzeszut, Operations Manager
Jessica White, Voter Services Manager

Board Counsel:

Kevin Karpinski

Guests:

Dolly Kildee
Mike Subin

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

<https://www.youtube.com/watch?v=5Pv0bwtOJ7Y>

Convene the Board Meeting and Declare a Quorum Present

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

Mr. Shalleck noted that Mr. Vincent was not in attendance and that Ms. Phillips would be a majority voting member for the meeting.

Mr. Shalleck took a moment to acknowledge the passing of Ms. Roher's mother.

Mr. Shalleck congratulated the election of Ms. McLaughlin as Vice President and Mr. Zelaya as Board Member of the MAEO (Maryland Association of Election Officials) Board.

Mr. Shalleck stated that he had a conversation with Board Members Ms. Keeffe and Mr. Naimon separately regarding the minutes. He acknowledged that Mr. Naimon puts a lot of effort in reviewing the minutes to accurately reflect the audio. The concern has been the length of the minutes and Mr. Shalleck appreciates the compromise of Board members.

Ms. Keeffe concurred with Mr. Shalleck's comments. She noted that there is so much ahead for the Board members and they must continue to work together and with the staff. Together we are doing yeoman work and should be very proud of what has been achieved. It's imperative that the Board members work in a non-partisan spirit for the citizens of Montgomery County.

Ms. Phillips agreed and stated that it's important to move forward and support each other with the objective of an honest, clear cut election.

Mr. Naimon thanked Mr. Shalleck for meeting with him to discuss a number of issues and noted his commitment to work together to ensure that records of the meeting are complete. He thanked Ms. Keeffe for endorsing this month's changes to the minutes.

Approval of the April 18, 2016, Board Meeting Minutes

Mrs. Khozeimeh made a motion to accept the April 18 minutes with proposed amendments. The motion was seconded by Ms. Keeffe and passed unanimously.

Approval of the April 26, 2016, Board Meeting Minutes

Mrs. Khozeimeh made a motion to accept the April 26 minutes with proposed amendments. The motion was seconded by Ms. Phillips and passed unanimously.

Approval of the May 11, 2016, Board of Canvassers Minutes

Mrs. Khozeimeh made a motion to accept the May 11 Board of Canvassers minutes with proposed amendments. The motion was seconded by Ms. Keeffe. Mr. Naimon noted that in line with being transparent, he has requested in the proposed amendments that the May 11 and the corrected May 13 certification documents be added as attachments. Ms. Jurgensen stated that only an unsigned draft of the certification documents from May 11 is available for attachment, as the State Board of Elections told her to discard the incorrect version of the May 11 certification documents. The May 11 minutes were passed unanimously as amended.

Approval of the May 16, 2016, Board Meeting Minutes

Mrs. Khozeimeh made a motion to accept the May 16 Board meeting minutes. The motion was seconded by Ms. Keeffe and passed unanimously.

Approval of the June 13, 2016, Board Meeting Minutes

Mr. Naimon stated that he had requested that approval of the June minutes be put off until the next Board meeting. Mrs. Khozeimeh made a motion to accept the June 13 Board meeting minutes. The motion was seconded by Ms. Keeffe. Board members made additions and edits to the minutes.

Mr. Naimon made a motion to postpone the approval of the June 13 minutes until the next Board meeting. The motion was seconded by Mrs. Rivera-Oven; Mr. Naimon voted in favor of the motion; Mr. Shalleck, Ms. Keeffe, Mrs. Khozeimeh, and Ms. Phillips voted against the motion. The motion failed.

Mr. Naimon proposed recommended edits to the June 13 minutes. Some edits were accepted and others declined by the other Board members. Mr. Naimon made a motion to delete a statement that Board members agreed to have future correspondence (unless controversial), signed off by the Board President only. The motion was seconded by Ms. Rivera-Oven; Mr. Naimon voted in favor of the motion; Mr. Shalleck, Mrs. Khozeimeh, Ms. Keeffe, and Ms. Phillips voted against the motion. The motion failed. Mr. Naimon made a motion to amend the sentence to change "Board members" to "Mr. Shalleck and Ms. Keeffe." Ms. Keeffe provided her suggestion to add verbiage. Mr. Naimon withdrew his motion. Ms. Keeffe made a motion to amend the sentence and remove "Board members" to read "Mr. Shalleck and Ms. Keeffe, with nodded agreement from members Mr. Vincent, Mrs. Khozeimeh, and Ms. Phillips, ...". The motion was seconded by Mrs. Khozeimeh. Mr. Shalleck, Ms. Khozeimeh, Ms. Keeffe, and Ms. Phillips voted in favor of the motion; Mr. Naimon voted against the motion. The motion passed. Mrs. Khozeimeh made a motion to accept the June 13 minutes with proposed amendments. The motion was seconded by Ms. Keeffe. Mr. Shalleck, Mrs. Khozeimeh, Ms. Keeffe, and Ms. Phillips voted for the motion; Mr. Naimon voted against the motion. The motion passed.

Approval of the May 16, 2016, Executive Session Minutes

Ms. Phillips made a motion to accept the May 16 Executive Session minutes with proposed changes. The motion was seconded by Ms. Keeffe and passed unanimously.

Mr. Karpinski stated that the April 18 Executive Session minutes need to be approved and he will circulate them to the Board.

Additions/Changes to the Agenda

Ms. Khozeimeh and Ms. Keffe requested to discuss items under Old Business.

Public Comments

There were no comments.

Election Director Status Report (Incorporated as Attachment A)

Personnel

Ms. Jurgensen reported that all IT temporary staff has been activated to perform post-election maintenance on voting equipment and poll books. Operations temporary staff has been placed on active status to clear out supplies from the Primary Election and begin organization for the General Election. Election Judge Recruiters and some trainers have been activated in preparation for the General Election. Outreach staff has been activated and are currently attending events as needed.

Budget

Ms. Jurgensen reported that, due to the absence of Ms. Roher, no updated budget spreadsheet is available. Upon her return a spreadsheet will be distributed to the Board members. Ms. Jurgensen stated that the final FY16 SBE bill has not been received.

Voter Registration

Ms. Jurgensen reported that staff has cleared the voter registration backlog. She added that an ERIC list is expected in July to clean up files. Ms. Jurgensen reported that no petitions have been submitted. Mr. Shalleck requested that Mr. Karpinski provide the petition verification process used by staff. Mr. Karpinski confirmed that staff has twenty days from the date of submission to process petitions. Ms. Naimon inquired if the statute makes a distinction of the roles of the Board members and staff and if Board members need to approve the verification of petitions. Mr. Karpinski will clarify the statute.

State Board of Elections

Ms. Jurgensen reported that ES&S will be performing analysis and maintenance on the equipment. A report on findings will be sent to the State Board of Elections in late August.

Ms. Jurgensen stated that training conducted at the MAEO Conference was related to election preparedness.

Ms. Jurgensen reported that the deadline to submit charter amendments is August 15, 2016.

Board Attorney Report

Mr. Karpinski had nothing new to report.

Old Business

Mrs. Khozeimeh requested clarification on comments/observations provided by Mrs. Rivera-Oven during the May 16 Board meeting. Mrs. Rivera-Oven stated that she observed a Chief Judge incorrectly tell a handicapped voter that he could not make accommodations for the voter to enter the EOB but instead directed the voter to the Potomac Early Voting Site. Ms. Khozeimeh inquired if Mrs. Rivera-Oven spoke directly with the voter and Mrs. Rivera-Oven stated that she spoke with the judge soon after he got off the phone with the disabled voter. Mrs. Khozeimeh requested (from Ms. Jurgensen) the Chief Judge log book for the day in question for the EOB. The log book says that the voter was not refused. The voter had requested that someone (election judge/Chief Judge) bring a wheelchair to his car and wheel him into the polling place (due to construction in the circle, handicapped voters were not able to use the entrance next to the circle). Mrs. Khozeimeh noted that the voter was sent to Potomac as the site was easily accessed by handicap voters. Mrs. Rivera-Oven stated she spoke with a Chief Judge and that information was not conveyed to her. Ms. Keeffe recalled discussions regarding election judges not physically assisting/operating wheelchairs to prevent any liability issues, as well as noting that neither Chief Judges or election judges can leave the polling place. Mrs. Khozeimeh is requesting that the record be cleared since the judge did not direct the voter incorrectly. The Board members requested a map indicating handicap parking surrounding the EOB.

Mr. Naimon requested that the Board receive notification in writing as to when the construction will be completed at the EOB. Ms. Jurgensen said she would get something in writing. Mrs. Rivera-Oven requested that Mr. Karpinski inquire what the policy for the SBE is for handicapped voters.

Ms. Keeffe requested an update on the issue presented by Mr. Dalager at the June 13 Board meeting. Ms. White stated there was a delay in receiving Mr. Dalager's voter registration application (handwritten) from MVA, which indicated that he was registered with the Green Party. In January, when he thought he was changing his party affiliation to Democrat, he was actually registering to vote for the first time. When his application was received in February at the Board of Elections, staff changed his registration application to Green Party as indicated. Ms. Keeffe inquired if a date was noted on the paper application that may have negated the other request. Ms. White stated that it is unclear why the application was delayed as there could be several scenarios. Ms. Jurgensen noted that staff did overlook the date and should have contacted the voter to clarify, she added that a VNC (voter notification card) was sent to the voter, indicating he was registered with the Green Party, and if he had taken the opportunity to review it, the issue may have been resolved earlier.

Ms. Keeffe requested that the audio link be visible on the website.

Mr. Naimon requested staff review and correct the Board Meeting tab on the website.

Ms. Keeffe requested an update on the use of color on the sample ballot. Since Ms. McLaughlin was not in attendance an update will be provided in the September Board Meeting.

Ms. Keeffe requested an update on the process for the return of the blue ballot bins. Ms. Jurgensen stated that cost estimates have been requested; currently the plan is to have trucks at the regional sites to receive the bins.

Mr. Subin stated that the EOB construction is expected to be completed in October prior to Early Voting.

2016 Primary Election

Election Judge Report (Incorporated as Attachment B)

Ms. Woods reported on the Election Worker Program, Recruitment, and Outreach and provided data and statistics. The Board members requested that Ms. Woods verify if at least one Republican judge was assigned to each polling place. Ms. Woods stated that training will begin August 22.

Voter Services (Incorporated as Attachment C)

Ms. White reported on Voter Services activities, the Call Center, Absentee Voting, Canvasses, new processes, and improvements for the Voter Services process. Ms. White also provided data and statistics. Ms. Rivera-Oven requested a breakdown of calls in different languages received in the call center. Ms. White will forward information to the Board members. Mr. Naimon requested a copy of the power point presentation and additional clarification on the 1,900 missing voter credits. Ms. White stated that the 1,900 credits had nothing to do with the vote count. She stated that on May 10, while reconciling the Absentee Canvass, a discrepancy was found with a missing batch. After running several reports, and comparing them to previous reports, it was discovered that a batch had been deleted. The issue was reported to Ms. Jurgensen and the State Board of Elections. The State responded that there was a hard delete that occurred at the database level (backend) and no log file was created; the exact cause has not been determined. Ms. White stated that, after restoring receipt record, a discrepancy still existed. MDVoters showed 163 more ballots received than counted during the canvass. After reviewing the Canvass sheets, it was determined that during Absentee I, 163 ballots were not scanned. Ms. Ross stated that IT staff had identified two batches in which anomalies occurred during the scanning. Upon manually counting the ballots in the batch it was determined that the ballots entered into the scanner were not counted. Human error may have played a factor in the ballots not being scanned. SBE was notified and they informed staff to rescan all of the Absentee Canvass ballots and recertify the election. Ms. Jurgensen stated 113 ballots had been scanned twice by Mrs. Ross and there was a question as to whether the scanner counted the ballots correctly. She added that human error may have not been the concluding factor, and noted that

the scanner had incorrectly counted them. Ms. Jurgensen stated that SBE will follow up to ensure that software failure did not contribute to the issue. She noted that the server had issues transmitting Absentee Canvass results, which is why ES&S is performing maintenance.

Outreach (Incorporated as Attachment D)

Mr. Zelaya reported on Outreach and empowerment movements throughout Montgomery County; data and statistics were also provided.

Ms. Keeffe inquired about the status of the Ballot Marking device during Early Voting for the General Election. Ms. Jurgensen responded that no decision has been made by SBE, but that the use of paper ballots is likely for the General Election.

New Business

Ms. Jurgensen reported that a letter from Alan Banov, Member of the Montgomery County Democratic Central Committee, arrived this afternoon. Mr. Shalleck stated that the letter questioned the certification process followed by the Board and the transparency of its conduct and similar questions were raised in the legislature and the media. He added that the certification/recertification process was done correctly at the guidance of the Director with direction from the State Board of Elections. Mr. Shalleck stated the Board members and staff are very devoted to the election and it is unfair that false allegations of an improper process certifying the election are made. Mr. Shalleck asked that Mr. Karpinski respond to the letter. Mr. Karpinski noted that the procedure followed has been the same since 2003, and is the same procedure, he's been told by the Attorney General's office, followed for over 20 years. He stated that no other Board meets to certify an election nor is it required by the State Board of Elections.

Ms. Keeffe shared her vehement agreement with Mr. Shalleck's comments adding that the allegations are incorrect. Ms. Keeffe stated that as a Democrat on the Board she was not contacted about the issue or the letter. She added that the Board of Elections has become very transparent with the use of audio, full minutes, and website revamping.

Mr. Naimon stated that the explanation received today (by Ms. White) has been the best thus far. He suggested that her explanation form the basis of the response letter to the Democratic Central Committee and consideration be given to putting it on our web site. He said it is not a frivolous legal concern about whether the state law requires the Board to vote on the certification. Mr. Naimon stated he had not seen the letter until today. Mrs. Khozeimeh stated that she does not like the language used in the letter prior to facts being checked.

Future Meetings

Mrs. Phillips made a motion that no August 15 Board meeting is needed but that a teleconference may be scheduled if needed. The motion was seconded by Ms. Keeffe and passed unanimously.

APPROVED

- A. September 19, 2016 - Board Meeting
- B. October 14, 2016 - Public Testing
- C. October 17, 2016 - Board Meeting and Sworn In
- D. October 27, 2016 - Early Voting Begins 9:00 a.m. - 11:00 a.m.
- E. October 28, 2016 – Election Day Equipment Verification
- F. November 3, 2016 - Close of Early Voting 8:00 p.m.
- G. November 7, 2016 - Monday Night Visit 6:00 p.m.
- H. November 8, 2016 - Presidential General Election 6:00 a.m. - 8:00 p.m. and Board Meeting 11:00 a.m.
- I. November 10, 2016 - Absentee Ballot Canvass I 10:00 a.m. - 8:00 p.m.
- J. November 11, 2016 - Absentee Ballot Canvass I cont. 9:00 a.m. - 7:00 p.m. HOLIDAY
- K. November 12, 2016 - Absentee Canvass I cont. 10:00 a.m. - 8:00 p.m.
- L. November 13, 2016 - Absentee Canvass I cont. 10:00 a.m. - 7:00 p.m. (Tentative)
- M. November, 21, 2016 – Board Meeting
- N. December, 19, 2016 – Board Meeting (Tentative)

Board of Canvassers

Ms. Khozeimeh made a motion at 5:34 p.m. to convene as the Board of Canvassers. The motion was seconded by Ms. Keeffe and passed unanimously.

Ms. Jurgensen stated that Mr. Naimon had inquired about the "Board Action" identified in the Absentee II canvass minutes. The Board members agreed that "Board Action" is misleading, since no actual action was taken by Board members, and it was suggested that "other" be used to identify rejections not made by Board members.

Mrs. Khozeimeh made a motion to accept the Absentee Canvass I minutes for the 2016 Primary Election. The motion was seconded by Mr. Naimon and passed unanimously.

Mrs. Khozeimeh made a motion to accept the Absentee Canvass II minutes for the 2016 Primary Election as amended. The motion was seconded by Mr. Naimon and passed unanimously.

Mrs. Khozeimeh made a motion to accept the Provisional Canvass minutes for the 2016 Primary Election. The motion was seconded by Mr. Naimon and passed unanimously.

With nothing further to discuss, Mrs. Khozeimeh made a motion to adjourn the Board of Canvassers meeting at 5:38 p.m. and return to the Board Meeting. The motion was seconded by Ms. Keeffe and passed unanimously.

Mrs. Khozeimeh mad a motion to adjourn the Board meeting and convene in Executive Session at 5:39 p.m. The motion was seconded by Ms. Keeffe and passed unanimously.

APPROVED

Executive Session

The Montgomery County Board of Elections convened in Executive Session at 5:39 p.m., pursuant to State Government Article 10-508(a)(13) to review Executive Session minutes.

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

The Board reviewed the Executive Session minutes.

Mrs. Khozeimeh made a motion to adjourn the Executive Session and reconvene in the Regular Board meeting at 5:45 p.m. The motion was seconded by Ms. Keeffe and passed unanimously.

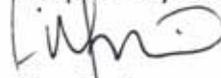
Executive Session Minutes

Ms. Khozeimeh made a motion to accept the April 18, 2016, Executive Session minutes. The motion was seconded by Ms. Keeffe and passed unanimously.

Adjournment

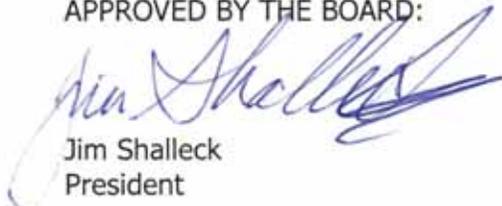
With nothing further to discuss, Mrs. Khozeimeh made a motion to adjourn the Board meeting at 5:46 p.m. The motion was seconded by Ms. Keeffe and passed unanimously.

Respectfully Submitted,



Lisa Merino
Office Services Coordinator

APPROVED BY THE BOARD:



Jim Shalleck
President

Election Director Report
July 2016

Meeting notification posted July 8, 2016

Board Meeting for July 16 at 2:30 p.m.

Public Comments – None

Minutes

Director Status Report

A. Personnel

1. IT Services – 5 temporary persons to perform post-election maintenance on voting systems and poll books.
2. Operations – 4 persons part-time to clear out ballots/package ballots and supplies from Primary election. Begin organizing supplies for general election.
3. Election Judge Recruiters – 2 recruiters to prepare data files for the general election and filed calls and electronic applications.
4. Election Judge trainers – 3 trainers to assist with preparation materials for the General Election.
5. Outreach – 4 part-time persons for events as needed.

B. Budget

1. No report this month, have not received final bill from the State Board of Elections.

C. Voter Registration

1. The backlog of registrations has been cleared. Staff is expecting list maintenance report from ERIC during July to clean up list of voters.
2. Petition – at this time no petition has been submitted for verification but staff expects a petition to be submitted the beginning of August 2016.

D. State Board of Elections

1. State Board has directed ES&S to perform maintenance on the servers for the upcoming election cycle.
2. State Board and ES&S have copied the local boards of elections data bases from the Primary election to trouble shoot the issues related to the past election. These issues include slow transmission of data, inability to transmit data to the State servers or back to local servers and election reporting of results. Report is expected in late August 2016 to the State Board of Elections.
3. State Board training at the MAEO Conference was related to Election Preparedness address line management and national review of best practices.

E. Board Attorney Report – Kevin Karpinski

F. 2016 Primary Election

1. Election Judge – Leslie Woods
2. Outreach Report – Gilberto Zelaya
3. Voter Services – Jessica White

G. New Business

H. Future meetings

I. Adjournment

Board of Canvassers

1. Adopt canvass minutes of absentee 1, 2 and provisional meeting.

The **Election Worker Program** is responsible for the recruitment of registered Maryland voters to serve as election (poll) workers. Our duties also include the training, assignment and service of each worker. We recruit several thousand individuals for each election with the exact number determined by the complexity of the election and anticipated turnout.

The staffing for the Primary election consisted of the following:

- 3 Permanent staff – one Program Coordinator and two Recruiters
- 3 Temporary Recruiters – two for Election Day and one for Early Voting
- 1 Receptionist/Clerical Support
- 18 Trainers – 13 full time and 5 part time workers

Recruitment of volunteers is done year round utilizing a variety of methods, with increased effort and focus in the six months preceding an election. We maintain an active database of interested volunteers which is supplemented each election cycle with new applicants. We utilize a variety of methods and resources to solicit volunteers.

Training in polling place procedures is required by State law for all election workers and is necessary for them to be successful on Election day. Our training program includes an online quiz and hands-on class of instruction.

Assignments are done once all required training is completed. Most workers want to serve in their voting or “home” precinct. Our policy is to fill positions on a first come, first serve basis. This practice works very well and encourages returning workers to take training early in the cycle. It also helps us to establish a core of experienced people and to pinpoint precinct vacancies. Each precinct team is comprised of different functional positions and each position plays a vital role in the voting process.

Service during Early Voting and on Election Day is the culmination of our efforts.

Recruitment

2016 Presidential Election Cycle Kick-off on December 9, 2015

- Sent an invitation to participate to 18,000+ volunteers in our database
 - Included workers that had worked previously
 - Those recruited since the 2014 General election
 - Provided each person with their login information to apply for online
 - Expedited the process for them
 - Improved our processing by reducing volume of data entry and minimizing errors

- Initially focused on getting returning workers to sign up again, to ensure that we had a core of experienced workers in each precinct.
 - 56% of the primary election workforce were returning workers.
 - 733 workers notified us that were unavailable for the primary election
 - 243 applications could not be processed due to registration issues or missing data.

Outreach

Outreach plays a key role in our ability to have enough workers and we utilize a variety of outreach methods and resources to solicit volunteers.

Outreach began in 2015 and continued up to the election. In conjunction with the Outreach team and our recruitment volunteers, 560 events were conducted with the following results:

• Election Worker Applications	2737
• Voter Registration Applications	2129
• Absentee Applications	117

Advertising is done through the use of PSAs which are issued every two to three weeks by the PIO. We were also featured in the following publications:

- MC Recreation Guides and several community center newsletters
- Local Link (a publication of the UFCW Local 1994 MCGEO) and
- The Beacon newspaper

Direct mailings are made monthly using a postcard to each voter who indicated on their Voter Registration Application that they want information on working as an election worker. This is a cost effective way to get our message out to the public.

Household mailings were sent monthly January through March to specific precincts in each election district where workers were needed and to voters registered with the Republican party. Mailings were also sent to voters who had completed the election day sign sheet on Election Day in 2014. This mailing was sent in January and March.

Weekly calls were made to all active and inactive voters in our database, in addition to weekly emails being sent to volunteers to remind them to submit their application, to complete the training quiz or to schedule their training.

Our Workforce

Age

The average age for our judges is down from 68 to 53. We had a significant increase in those under 21 years old, due to an increased effort to recruit at our local high schools.

17 year olds = 6.5%

18 year olds = 5.0%

Under 21 years = 13%

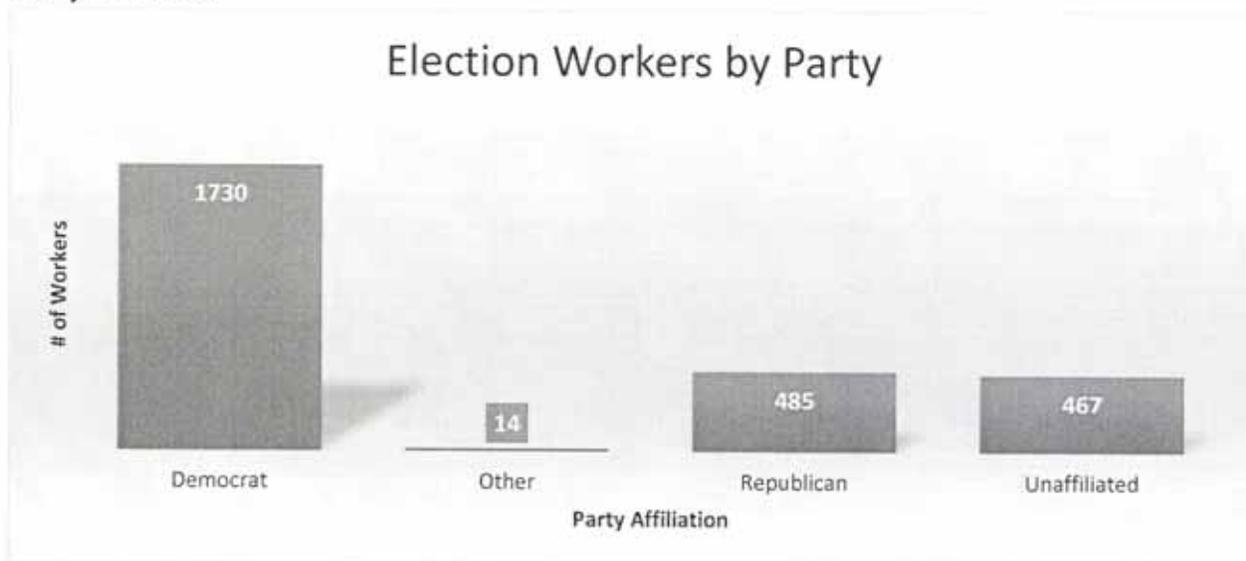
51 – 60 = 22.1%

61 – 70 = 27.6%

Language Assistance

We have a multilingual workforce to support voters requesting language assistance. In this election we had 330 workers who speak Spanish, 188 who speak French, 62 who speak Chinese and 16 who speak either Korean or Vietnamese.

Party Affiliation



Training

Our training program consists of two stages. Stage I is an online quiz and Stage II is an in-person hands-on class of instruction.

Stage I requires each applicant to read chapters 1 through 4 of the Election Worker Manual and to take a quiz on the material covered in the chapters.

Training Quiz

Took the quiz	4,115*
Passed	3,594
Failed	511

* 25 were done in-person in the office

Stage II requires each applicant to complete a training class structured to provide them with an understanding of polling place procedures, their duties and responsibilities and an opportunity to interact with the equipment in a mock Election Day setting.

Trained by Position

Chief Judges	416	
Closing Judges	436	
VOP Judges	1679*	
VOP Spanish-speaking	172	
Opening Judges	144	
Line Managers	145	
Greeter	1	
Early Voting	549	in 44 classes (all positions)

*Includes Chief Judges (249) & Staff (57).

We offer training at various times to accommodate election worker schedules. Election workers are able to schedule themselves for training using the EJ Connection online application.



Locations

We conducted 284 hands-on training classes for the Primary at four locations. The majority of the training was at our office (BOE) with the remainder at Montgomery College (MC) Rockville and Takoma Park campuses and the Silver Spring Civic Building (SSCB). Offsite training accommodates election workers living in the southern and eastern portions of the county.

Occupancy by Location

BOE	2753
SS Civic Bldg.	389
Montgomery County College – Rockville	254
Montgomery County College – Takoma Pk.	120

Evaluations

Total Training Classes:	284
Total Evaluations Received:	2483
Overall Satisfaction Rating:	95%

- 94% of trainees felt the key topics/procedures were covered well.

Assignment

Each precinct is staffed with a complement of workers assigned to perform a different role. We have both all day and part time positions.

All Day Positions (6:00 am to approximately 10:30 pm)

- Chief (CHF)
- Voting Operations (VOP)
- VOP Driver (VOP-D)
- Spanish speaking VOP (SPN)
- Line Manager (LM)
- Greeter (GRT)

Part Time Positions

- Opening (OPN) 6:00 am – 1:00 pm
- Closing (CLS) 6:30 pm – approximately 1:30 pm
- Line Manager (LM) (shift A – 6:00 am – 1:30 pm/shift B – 1:00 pm – 8:30 pm)
- Greeter (GRT) (shift A – 6:00 am – 1:30 pm/shift B – 1:00 pm – 8:30 pm)

For the primary we expanded the Opening Judge position to over half of our precincts. We also assigned Line Managers for Election Day, using the format developed for early voting. Line Managers are responsible for managing lines inside and outside the voting room to prevent delays. This is in contrast to Greeters who are assigned outside the polling room and direct voters entering the facility. Unfortunately, we did not provide the LM Judges with VOP training, making it difficult for them to assist at the other tasks. For the General election they will receive VOP training.

For the most part, the part time positions worked well, allowing us to provide additional staffing during the busiest part of the day and providing an opportunity for those with limited availability to participate. Over half of those assigned as an Opening judge, eventually worked all day in response to missing workers and understaffing.

In some precincts, the Chiefs felt that more than 2, part time workers took away from the precinct's effectiveness (continuity was affected) and presented an additional task for them to handle, i.e. making sure people signed in or out during the day.

For the Primary Election we assigned a total of 2,789 election workers.

Here is a further breakdown:

Requirements	3145
Assigned	2789
Pre-election vacancies	356

- Due to staffing challenges we did not meet our requirements goal. Precincts were missing an average of two positions. In many instances Opening Judges stayed longer and Closing Judges reported early to help their precinct.

Served

Election Day	2656
	<ul style="list-style-type: none">• 2434 Judges• 205 Spanish speaking• 17 Roamers *• 133 Did Not Show

Early Voting	523
	<ul style="list-style-type: none">• 10 EV sites• 1587 positions filled

*We fielded a total of 37 Roamers for the Primary election. Twenty (20) of the Roamers were staff.

We also assigned 12 staff members to serve in precincts as either Chief or VOP judges.

Vacancies

Total Vacancies	563
	<ul style="list-style-type: none">• Chiefs 46• Spanish Speaking 13• Average/Precinct 2

46 precincts were staffed by only one Chief Judge with 32 of the positions filled by a field promotion of a VOP judge. We had 17 Chief judges withdraw during the week leading up to the election at a time when training and the ability to recruit new Chiefs was very limited.

Service

How did we do? Were the judges and voters pleased with the service they received, if not, what can be improved?

After each election we review a host of information to evaluate our successfulness.

- Voter feedback
- Roamer Reports and the Call Center Log
- Early Voting Comment Cards
- Election Day Comment Cards
- Election Worker Survey (1606 responses) See attachment

Early Voting

Total Early Voting Comment Cards Received: 6579

Overall Satisfaction Rating: 96%

97% of respondents felt that the EV site they visited was well run.

- Busiest Day Friday, April 15th
- Slowest Day Wednesday, April 20th

Election Day

Total Election Day Comment Cards Received: 14087

Overall Satisfaction Rating: 98%

The majority of voters voted between 7:00 am and 12:00 noon.

Post-Election

Following the election, we worked on the following activities as our wrap-up of the Primary:

- Mailed Peer-to-Peer and Election Worker Survey to all judges
- Retrieved precinct documentation to prepare for audit and canvass
- Trainers assisted warehouse with disassembly of precinct supplies
- Completed scanning of all applications and training documents
- Compiled data from Comment Cards and Training Evaluations
- Initiated Precinct Performance audit of documentation and Red Folders
- Processed election worker payroll for payment on June 2, 2016
- Reviewed returned Peer-to-Peer Surveys for all judges and precincts
- Compiled data from Election Worker Survey
- Began processing Election Day Sign-up sheets from precincts and new applications
- Hosted three Debriefing Sessions with Chief Judges
 - Received insights and suggestions for improving polling place operations and streamlining forms

Debriefings

With the implementation of the new system, new challenges arose. In order to have a better idea of what worked and what did not for the election, we hosted three debriefing sessions for Chief Judges.

We received many helpful suggestions and insights on polling place operations both for the judges and the Chief Judges. We have committed to hosting focus groups in the future to validate our revisions and improvements to ensure we are meeting the needs of our volunteers and giving them the information and tools necessary to be successful.

Main topics of discussion:

- Recruiting
- Training
- Precinct Management
- Forms
- Closing Procedures

Some suggestions from the Debriefings

- Opening Judge worked well; recommend a split shift for the VOPs
- Line Management judges need to be trained as a VOP
- Reorganize the Chief's Quick Start Toolkit
- Provide more training on provisional voting
- Simplify forms using numbering and/or color-coding to make it easier to find/use them
- Include videos in training class presentation
- Need more trainers for the Walk-in Practice sessions to decrease wait time
- Suggest all judges work at least one day of EV as training for election day
- Distinguish the provisional ballots from the regular ballots
- Limit the number of telephone calls to the precincts when judges are busy
- Reorganize the Chief's Red Folder to meet Chief Judge's needs, use a 3-ring binder
- Highlight provisional VACs at check-in to alert Ballot judges
- Assign the Closing judges to close down the scanning units, freeing up Chief judges
- Provide more training on using the forms
- Future facility reports should include a Scanning Unit table to handle VACs
- Some facilities are not suitable – no air, dirty, not easily accessible, etc.
- Each precinct needs to have two scanners
- Provide more Comment Cards
- Provide a poster showing how to spoil a ballot
- Use Velcro or a magnet to attach VAC envelopes to the scanner
- Clarify the policy on inserting the printer batteries
- Issue duct tape to hang outdoor signs
- More name tags are needed; one set for Monday and another for Tuesday
- Improve website to be more customer friendly
- Give Chiefs graphs showing voting patterns for their precinct, to help schedule breaks
- Improve response time for the Call Center
- Increase the size of the ovals on the ballot
- Use a microphone for the Chief Judge Briefings

Positive Comments

- Election Judge Manuals are great and very informative
- Future Voters and teenage judges did an amazing job
- Maps for election day were much better than in past
- The helpline line was helpful
- The person doing the briefing for Chief's was excellent

2016 Presidential Primary Election Voter Services Summary Report

The Voter Services Division is a deadline-driven section that diligently processes a constant stream of incoming data. The 2016 Primary Election brought several new processes and several challenges as a result. This summary provides a synopsis of Voter Services functions, an overview of the implementation of the new processes and identifies improvements for the General Election.

Voter Services Personnel:

- Permanent Voter Services Employees: 10
- Temporary Voter Services Employees: 28*
- Nursing Home Program Judges: 25
- Canvass Team members: 63

*Includes two full-time and two temporary agency bilingual employees

Voter Registration Activities

Registering and Updating Voters – This activity is driven directly from voter requests. A Voter Notification Card is generated and sent when the voter is registered, or a change is made to an existing registration record.

List Maintenance – Performed to keep voter registration rolls accurate and voter information current. List maintenance is performed in compliance with NVRA, HAVA, and State regulations. Sources other than direct voter requests drive this activity. Sources include:

- Returned Mail and NCOA updates
- Jury Commission Reports
- ERIC Reports
- DHMH Files

Registrar Training – Classes are held to train interested parties in the practice of registering voters. Since January, over a 100 volunteer registrars have attended.

Petitions –Voter registration staff verifies signatures and update voter information from local and statewide petitions. Before the Primary Election, 998 signatures were verified for a statewide Primary Election Candidate Nomination Petition for President of the United States.

Provisional Processing – Voter Registration staff research provisionals, made allowed updates, manually input relevant information into the MDVOTERS provisional module and recommended ballot dispositions.

Call Center

Staffing and Operations – The Call Center was in operation for seven weeks before the Primary Election. The phone lines were answered by five call center staff, two of which were bilingual.

Call Types – The type and volume of calls shifted during several key points leading up to the Primary Election.

Voter Requests – The Call Center staff fulfilled requests from voters for absentee ballot applications and sample ballots.

Absentee Voting

Application Processing – Absentee Staff process both paper and electronic requests for absentee ballots. Batches are transmitted to the SBE several times per week, as directed by the SBE schedule, for processing by Runbeck or Web Delivery transmission.

Nursing Home and Assisted Living Program – Bi-Partisan teams of election judges are trained and dispatched to facilities to assist the homebound residents to vote.

In-Person and by Agent Absentee – Absentee Staff serves voters at the front counter and ballot room.

Mailing, Emailing, and Faxing Absentee Ballots – Absentee staff issue ballots for voters who required special assistance, such as large print ballots. BOE staff directly mail ballots to voters one week before the mailing deadline to ensure timely delivery to voters.

Canvass

Double Voting Credit – before the first canvass, any voter who received more than one voting credit is researched. Several reports, such as the Multi-Status report and E-40 report are used to identify these occurrences.

- **Challenge:** Provisional Reissue from the Electronic Poll Book results in false double voting credit.
- **Resolution:** The best solution to this issue is removing the provisional reissue option from the Election Poll Book. Until then, this can be addressed as part of Election Judge training during primary elections.

Absentee Canvass

Receiving and Staging Ballots – All incoming ballots are date stamped and received into MDVOTERS daily.

Canvass I and II– Over 30 Bi-Partisan teams count ballots, review envelopes for completeness, oaths for signature and postmarks for timeliness. Ballots are opened and separated from the envelope. Staff confirms and records the count. Ballots are batched and placed into boxes with header sheets to be scanned.

Ballot Duplication –Web delivery ballots, ballots that are damaged and ballots that do not scan are duplicated during the canvass.

- **Challenge:** Duplicating is labor intensive and extremely time-consuming, significantly increases the overall canvass processing time.
- **Resolution:** Conduct a trial in August to evaluate if using a ballot marking device would make duplicating faster and more accurate.

Ballot Status - After the canvass is completed, all ballots accepted by the Board of Canvassers are marked as such in MDVOTERS. All rejected ballot reason codes are entered into MDVOTERS.

Reconciliation – The final step in the canvass is to enter totals into a master spreadsheet and compare to the counts by the canvass teams, MDVOTERS and ElectionWare report of ballots scanned

- **Challenge:** On May 10th, while reconciling Absentee Canvass, a discrepancy was found. 1,923 fewer ballots were marked as received in MDVOTERS than counted during the canvass.

A barcode is printed on the return mailing label of each ballot sent to a voter. When ballots are returned to the BOE, a batch is created in MDVOTERS, and the barcode of every ballot that was received is scanned, saving it to a numbered batch. This process creates an entry on each voter's record, showing the voter's ballot has been received and on what date it was received.

After running several reports and comparing those to previous reports, it was discovered that batch 189, containing 1,923 had been deleted. This batch was created on April 26th. In reviewing reports from earlier dates, it was determined that the batch was deleted at some point between after 11 am on May 6th and 10 am on May 7th.

After discovering this issue, a message was left for the MDVOTERS Help Desk, and a message was also left with SBE technical staff, outlining the issue. An email was received from SBE technical staff, stating "We have reviewed under the covers and we do not have a log of batch 189 to see who deleted it. It is a "hard" delete which means it is not listed in the tables any longer".

- **Resolution:** Because the deletion happened at the database level and no log file was created, the exact cause has not been determined. The MDVOTERS Help Desk is still evaluating the issue, and it is unknown if a solution will be found.

To mitigate future risk, a new absentee canvass process has been developed. The new method aims to reduce the number of ballots received in a single batch to minimize the impact should this occur again. Batch sizes will be standardized, and batch header sheets have been revised to streamline the reconciliation process, which will take place concurrently with scanning.

Provisional Canvass

This process is similar to the Absentee Canvass, except the research and disposition recommendation that must be done before canvass.

New Processes in 2016 Primary Election

Same Day Registration Processing– The implementation of Same Day Registration during early voting created a new back-end procedure for voter registration staff. This procedure comprised of electronic registration files for new voters and address updates for existing voters.

To prepare, 13 voter services staff members received Same Day Registration training and most spent at least a day at an Early Voting location serving as a Same Day Registration judge. This training and hands-on experience aided in the handling of Same Day Registration transactions and was vital when processing the difficult Same Day Registration Provisionals.

Electronic Provisionals - This process was implemented in conjunction with Same Day Registration. BOE management decided against the proposed electronic provisional application to limit the overall risk of so many new procedures.

- **Challenge:** The lack of time to properly implement the process coupled with technical issues when uploading the batches into MDVOTERS, created some barriers to success.
- **Resolution:** Knowledgeable staff, using the legacy provisional forms overcame this challenge.

Absentee Application in Sample Ballot – A tear-out, full page Absentee Application was included in the sample ballot mailing that went out to all registered voters. This new addition was well received by voters and generating much positive feedback. An estimated 20 percent of voters who mailed in a request for an absentee ballot utilized the new form.

Additionally, 25 percent fewer voters called in to ask for an absentee ballot application than in the 2014 Primary Election. When requests were received, Call Center staff directed voters to the sample ballot and educated them about the new form. Many opted to use the form from the sample ballot instead.

- **Challenge:** The tear-out application is difficult to scan using the equipment that is compatible with MDVOTERS
- **Resolution:** Staff is actively brainstorming and testing ideas to try and minimize this issue.

Planned Voter Services Process Improvements

Voter Services plans to test or implement the following changes for the 2016 General Election:

1. Implement a new Absentee Canvass process.
2. Test Ballot Marking Device for use duplicating ballots.

MONTGOMERY COUNTY BOARD OF ELECTIONS
Community Outreach & Empowerment Executive Summary
2016 Presidential Primary Election/Early Voting
Prepared by: Gilberto Zelaya, PhD, Outreach Coordinator

Summary

During the 2016 Presidential Primary Elections, the Montgomery County Board of Elections (BOE) expanded and strengthened its outreach division to meet the growing needs of the ever expanding multicultural, multigenerational and special needs communities residing in our community. With this in mind, outreach efforts coordinated were based on three parameters: Outreach must be **Accessible** (location ADA compliant, language, etc.), **Convenient** (close to public transportation, safe, etc.) and **Frequent** (multiple visits, varying time/date, etc.).

Cultivating outside partnerships with the interest and ability to play a role in empowerment and outreach was also critical to expanding our desired outcomes. This included a range of strategies to reach residents, particularly in historically underserved communities. Creating opportunities for direct contacts was a particular focus and was facilitated through expanding external partnerships as much as possible to expand that reach.

Partners/Ambassadors

- **Montgomery County Government**
 - Department of Recreation, Human Rights Commission, MCGEO Local 1994, Public Libraries, Human Resources, Commission on People with Disabilities, Community Use of Public Facilities, Housing and Community Affairs, Office of Public Information, Regional Service Centers, Commission for Women, Housing Opportunities Commission, Montgomery College, Montgomery County Public Schools, Montgomery County Council, Office of Community Partnerships, Office of the County Executive, etc.
- **Non Profit/Faith**
 - Allen Chapel African Methodist Episcopal Church, Alpha Kappa Alpha Sorority, Boy & Girl Scouts of America, Casa de Maryland, Cedar Lane Unitarian Universalist Church, Center for Civic Design, Chinese Culture and Community Service Center, Clinton AME Church, Delta Sigma Theta Sorority, Guru Nanak Foundation of America, Har Tzeon Synagogue, Idara-e-Jaferia Islamic Center, IMPACT Silver Spring, Jack & Jill, Korean American Senior Citizens Associations, Linkages to Learning, League of Korean Americans, Manna Food Bank, Maryland Vietnamese Mutual Association, Montgomery County League of Women Voters, Montgomery County NAACP, Mount Jezreel Baptist Church, National Council for Negro Women, National Federation for the Blind, National Active & Retired Federal Employees, Ohr Kodesh Congregation, The People's Community Baptist Church, Volta Association, Young Israel Shomrai Emunah, and Xi Sigma Omega Chapter, etc.
- **Press/Media**
 - El Zol (FM 99.1), La Nueva Mega (FM 92.7/94.3), Radio America (AM 1540), WPGC (95.5FM), Univision, Telemundo, Montgomery Community Media, Gandhi Brigade Youth Media, Senior Beacon, etc.
- **Private**
 - Asbury Methodist Village, Big Train Bethesda, Discovery Communications, Evergreen Adult Day Care, GEICO, Habitat America, Image Makers Barber Shop, Leisure World, Montgomery County Chamber of Commerce, Oasis Senior, Potomac Chamber of Commerce, Rainbow Adult Care, Riderwood Village, Ring House, Universities at Shady Grove, WESTSTAT, etc.
- **HOA**
 - Clarksburg Village Community Association, Flower Valley Citizens' Association, Flower Hill Association, Georgian Court Home Association, Montgomery Village Foundation, Maplewood Citizens Association, Old Georgetown Village Homeowners Association, Village of Friendship Heights, etc.
- **Partisan**
 - Democratic Club of Leisure World, District 18 Breakfast Club, Montgomery County Democratic Central Committee, Montgomery County Woman's Democratic Club, Montgomery County Federation of Republican Women, Montgomery County Republican Central Committee, Montgomery County Republican Party, Rockville Mid-County Democratic Breakfast Club, etc.

- **Federal**
 - National Institutes of Standards and Technology, National Institutes of Health & U.S. Department of Homeland Security
- **Union**
 - AFL-CIO, LiUNA, MCGEO-UFCW Local 1994, UFCW Local 400 & SEIU Local 500

Total Outreach events completed = 631

ZIP	AREA	Total
20812	Glen Echo	5
20814	Bethesda, Westboro, Alta Vista (NIH)	34
20815	Chevy Chase, Friendship Village, Somerset	26
20816	Bethesda, Brookmont	8
20817	Bethesda	14
20818	Cabin John	9
20832	Olney,	15
20833	Brookville, Olney, Sunshine	11
20837	Poolesville	6
20850	Rockville	61
20851	Rockville	6
20852	North Bethesda, Rollins Park	14
20853	Aspen Hill, Rockville	14
20854	Potomac, Travilah	28
20855	Derwood, Redland	9
20860	Ashton-Sandy Spring	6
20866	Burtonsville	21
20871	Clarksburg, Hyattstown	4
20872	Damascus	20
20874	Germantown	27
20876	Germantown	3
20877	Gaithersburg	29
20878	Darnestown, North Potomac, Gaithersburg	16
20879	Gaithersburg, Stewart Town	17
20886	Montgomery Village, Stewart Town	7
20895	South/North Kensington, Chevy Chase View	6
20899	Gaithersburg (NIST)	2
20901	Kemp Mill, White Oak	42
20902	Wheaton-Glenmont	32
20904	Colesville-Fairland	43
20905	Cloverly, Colesville Park Spencerville	9
20906	Aspen Hill	24
20910	Forest Glen	43
20912	Takoma Park	18
21037	Edgewater	1
21717	Buckeystown	1
	Total	631