

June 18, 2012

**APPROVED**

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

In Attendance:

Board Members:

Mary Ann Keeffe, President  
Donice Jeter, Vice President  
Nancy Dacek, Secretary  
Nahid Khozeimeh  
David Naimon  
Jacqueline Phillips

Staff:

Margaret Jurgensen, Election Director  
Sara Harris  
Lisa Merino, Election Aide II  
Marjorie Roher, Management and Budget Specialist  
Christine Rzeszut, Operations Manager  
Leslie Woods, Election Judge Coordinator

Guests:

Cathy Drzyzgula  
Holly Joseph  
Mayor Sydney Katz  
Dolly Kildee  
Joan King  
Barbara Sanders  
Michael Subin  
Stephen Sylvan  
Adol Owen-Williams

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

Ms. Keeffe called the meeting to order and declared a quorum present at 2:19 p.m.

### **Public Comments**

Ms. Keeffe asked if there were any public comments; Ms. Jurgensen responded Mr. Sylvan requested to address the Board regarding Precinct 13-47. Mr. Sylvan, from the neighborhood association in Precinct 13-47, thanked the Board for the opportunity to address

them and for a previous decision made in 2008. He stated that a power point presentation had been submitted previously. Mr. Sylvan briefly expressed his concerns with use of the Silver Spring Civic Center as a polling place. (See comments attached 1A) Ms. Keeffe thanked Mr. Sylvan for coming and submitting comments in advance, noting there would be further discussion in the meeting if he would like to stay.

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

Ms. Jurgensen requested a power point presentation be added under item IX, 2012 Presidential Primary Election Review and Ms. Keeffe agreed.

Ms. Jurgensen stated that the Board of Elections, along with DTS, had received a national achievement award for the Election Judge Module.

## **Approval of May 21, 2012, Minutes**

Minutes from the May 21, 2012, Board meeting were distributed for review. A motion was made by Mrs. Dacek to approve the minutes as presented. The motion was seconded by Mrs. Jeter and carried unanimously.

## **Review of Primary Issues Brought Before the Board**

Ms. Jurgensen reviewed the proposed new legislative district map lines with the Board, noting they will have to revisit in January 2013 because there will be significant changes to be addressed. She stated that the lines looked slightly distorted and will clarify with GIS to ensure they are correct.

Mrs. Rzeszut reviewed the Polling Place Concerns spreadsheet provided to the Board (See attachment 2A). Ms. Kildee was invited to the table for discussion.

- The Board discussed Precinct 4-20, Frost Middle School; split was due to School Board and Congressional Redistricting which created Precinct 4-29, Cold Spring Elementary School. Voters expressed concern with the split of the precinct adding they wanted to stay at their old polling place. Ms. Keeffe stated that unfortunately no change can be done due to redistricting; the Board accepted staff recommendations to make no change.
- The Board discussed the split of Precinct 5-5, Springbrook High School due to Council District split that created Precinct 5-22, Burnt Mills Middle School which holds a smaller number of voters. Voters in Precinct 5-22 expressed concern with passing their previous polling place to get to the new one. Mrs. Rzeszut noted neither polling place is in its actual precinct, but it holds the appropriate amount of voters, adding that very few voters expressed concern with the new polling place. Staff recommended no change. The Board discussed various options, with Ms. Keeffe asking if two precincts could be held in one polling

place. Ms. Jurgensen stated it is done, but not typically, adding there are cons with the possibility of voters waiting in the wrong lines which may cause confusion. She added the BOE can assure the Board that staff will be available to direct individuals, as well as providing sufficient signage. Mrs. Dacek noted no one really wants to change precincts, but every ten years there is a required change due to redistricting. Ms. Jurgensen recommended that a decision be made today due to SBE not meeting in August and the lengthy process if held off until next month. A motion was made by Mrs. Dacek to appoint staff to send a letter to SBE requesting the use of Springbrook High School as a dual precinct for 5-5 and 5-22. The motion was seconded by Mrs. Jeter and passed unanimously.

- Mayor Katz and Ms. Drzyzgula were invited to take part in conversation regarding Precinct 9-28. Mrs. Rzeszut stated voters had complained about access to Asbury Methodist Village (Asbury) and improper signage for use of gate entrance. She stated staff recommends that additional signage be added throughout the campus and at walk through entrance gate. Ms. Drzyzgula stated that Asbury is not welcoming to outsiders, adding in her opinion the continued use of Asbury as a polling place will project more problems. She noted Asbury is a big campus where voters get lost due to insufficient signage and security officers have no knowledge of what is going on and are not able to direct voters accordingly. Ms. Jurgensen stated staff has reached out to administrators at Asbury and they have expressed their willingness to be a polling place. She stated once the BOE goes through redistricting and litigation staff will look back into using Gaithersburg Elementary School as a polling place for the 2014 Gubernatorial Elections. Mayor Katz stated if Gaithersburg Elementary School is used in 2014 there needs to be better notification. Ms. Jurgensen agreed, adding mailings will be sent. Ms. Drzyzgula requested that a special postcard be sent to those affected by change. Ms. Keeffe obliged her request and suggested that a Board member be available at Asbury throughout the day to be able to pinpoint issues as they arise. Ms. Phillips suggested a Board member attend a meeting to address staff and emphasize the importance of voting. The Board requested that staff arrange a meeting with Asbury security two weeks prior to the election to discuss important key items. The Board accepted staff recommendations to coordinate with Asbury security, post numerous signs, and send an additional mailing.
- The Board discussed Precinct 9-15 regarding The Oaks residents complaints with accessibility to the polling place. Mrs. Jeter requested staff go to The Oaks and assist them with absentee voting, including them in the Nursing Home Program, the Board concurred. Ms. Jurgensen agreed.
- The Board discussed Precinct 13-47 regarding complaints with the use of the Silver Spring Civic Building as a polling place and voters wanting to be within precinct boundaries. Mr. Sylvan was invited to take part in the discussion. Mrs. Rzeszut stated site selection is very limited, however she had contacted NOAA and their facility will not be available for the General Election because of a conference scheduled at that time. She added that Montgomery College

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classrooms on the upper level are also not available; however, they are willing to discuss the use of their facility for the 2014 Elections. Mr. Naimon asked if the lobby area of the College could be used. Mr. Sylvan noted the lobby area is very large. Mrs. Rzeszut stated staff does not recommend this site, due to problematic issues. She continued to say the lobby is large; however, the lobby is oval shaped and surrounded by windows, which will result in privacy and glare issues with touch screens. Mrs. Rzeszut noted the campus will be open to students that day. There are only three electric wall sockets that will have to power 28 touch screen units; all campus parking requires a permit, with public parking available 1/2 block from the auditorium. She expressed concern with the limited sidewalk space at Montgomery College which will cause issues with electioneering boundaries. Ms. Phillips asked if electioneering could be done inside the building and Ms. Jurgensen responded no. Another issue Mrs. Rzeszut expressed was that only one door is ADA approved for entrance and exit, although there is a push plate emergency exit. She added there will be no protection from weather for electioneers or voters as they would have to stand outside. Mr. Sylvan stated parking should not be an issue since the majority of the neighborhood are walkers noting there is sufficient sidewalk space on the other side of the building and more electrical outlets in the auditorium. Ms. Keeffe asked if Montgomery College had been used previously. Ms. Jurgensen responded no, it is a new building and added that staff recommends the Silver Spring Civic Center be used for the 2012 General Election, and look into using the upstairs classrooms for the 2014 Elections. Mrs. Jeter stated she is opposed to the use of Montgomery College as a polling place and recommended a new facility along East West Highway. Mrs. Dacek stated every year finding a "good" facility is always difficult, especially for Precinct 13-47, adding the Civic Center should be used for the 2012 General Election. Ms. Phillips agreed and suggested using the Fillmore, although she is against the idea of being obligated to pay for parking as individuals vote. Mr. Sylvan stated the Fillmore is too far for residents, and suggested the Mayorga warehouse space, noting his main interest is a permanent polling place for Precinct 13-47. Ms. Sanders suggested the Van Go shuttle bus be redirected to the Civic Center to assist with transportation for the 2012 General Election. Ms. Keeffe agreed, asking if Mr. Subin would explore the idea. She added that additional mailings will be sent to voters to notify them. Mr. Sylvan stated he would assist in any way to distribute notifications. The Board thanked him.

- The Board discussed Precinct 5-14 regarding complaints with road closures and inaccessibility to the polling place. Mrs. Rzeszut stated the issue has been resolved and road work is completed. She added on 2012 Primary Election Day unauthorized work was being done that had not been approved by WSSC.
- The Board discussed Precinct 13-32 where no ADA approved door was used at the polling place. The staff recommended a redo of the aerial map, assignment of a greeter, and to work very closely with the building service manager to provide additional signage and confirm original designated BOE entrance. Ms. Keeffe requested Precinct 13-32 be assigned to a Board member the night before the 2012 General Election. The Board accepted staff recommendations.

- The Board discussed Precinct 13-34 regarding voters wanting to remain at the original site. Mrs. Rzeszut stated because of the School District change voters needed to be moved to Precinct 13-03. The staff recommends no change, and additional mailings. The Board accepted staff recommendations.
- The Board discussed Precinct 13-46, Children's Learning Center (CLC), regarding an election judge's complaints of food meeting kosher tradition at polling place. Mrs. Rzeszut stated the facility, Lucy Barnsley Elementary School, is about 1 mile away from CLC and has been used since 2010. Mr. Naimon did not agree with having to inconvenience voters so that judges can have their choice of lunch. Ms. Jurgensen stated the Board Attorney currently has letters in his possession. She added the judges were told of terms and conditions before being assigned to the polling place and all election judges signed forms in agreement. Ms. Woods stated another issue with the use of CLC is the unavailability of space the night before an election due to the late closure of day care. Ms. Keeffe stated no change will be done for the 2012 General Election, adding the issue can be revisited. Mr. Naimon disagreed with her decision regarding the use of using Lucy Barnsley as a polling place. Ms. Jurgensen reminded the Board that a polling place can be placed in the center of a precinct or adjacent for the 2014 Election. Mr. Naimon requested staff provide a map showing the distance of the school and CLC. Mrs. Rzeszut supplied a map for Mr. Naimon.

## **Board Committee Reports**

### **Website Review**

Ms. Jurgensen stated she met with Mrs. Rivera-Oven before she left town to review the website and Mr. Satterfield has incorporated her changes. Ms. Jurgensen noted that a soft launch of the website will be in early July.

Mr. Satterfield gave an overview of the new website. He noted that all Montgomery County websites have the same template; however, he pointed out the current structure and layout of the BOE website. He stated that the overall concept to the website is to limit the number of "clicks" to get the information a potential voter may need - the new BOE website now has a two click maximum. Ms. Keeffe requested that a list of polling place changes be highlighted and posted to the website, Ms. Jurgensen agreed. Mr. Satterfield pointed out that the Board of Elections will be using Google Analytics which will report how often the site is visited and how it is used. He added that graphs will show times of high and low usage. Ms. Phillips asked that under FAQ's directions be added on how to return sample ballots. Mrs. Jeter requested a notice be placed on website regarding the different alternatives potential election judges have related to the quiz. Ms. Keeffe stated she was very impressed and happy with the website overview and thanked Mr. Satterfield for his efforts.

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## **Election Director Reports**

### **Budget**

Ms. Jurgensen stated there had been no significant changes to the budget, adding that overtime has occurred due to petitions and a State required inventory of voting equipment.

Mrs. Jeter requested the Board Budget Committee meet with staff in June or July to review the budget procedures. Ms. Keeffe noted a change in the Committee members, stating Mrs. Jeter will be chair, with Mr. Naimon and Mrs. Dacek.

### **Voter Registration**

Ms. Jurgensen stated that Voter Registration completed processing the Civil Marriage petition which was returned to SBE on June 13, 2012. She reported the redistricting petition will be returned to SBE on June 18, 2012.

Ms. Jurgensen reviewed the National Change of Address Procedures (NCOA) with the Board, adding it is the process the SBE regulations and guidelines outline. She added the United States Postal Service sends confirmation to old and new address as list maintenance and updates are processed to improve higher deliverability of specimen ballot mailing.

Ms. Jurgensen reported that Mrs. Harris inquired with the Postal Service on filling a change of address request, and it is verified that a payment and email address is required to process a change online; however, a form can be printed and hand delivered to the local post office with the request.

### **State Board of Elections**

Ms. Jurgensen stated SBE requested that a survey be distributed to the Board regarding the voting system. She reported that electronic pollbooks have not received the updated software, but it is expected in late July or early August. Ms. Jurgensen stated SBE had provided state wide reports regarding the absentee and provisional ballots, with Montgomery County having the highest requested absentee ballots and the second highest acceptance rate of provisional ballots in comparison to other counties.

Ms. Keeffe noted there was a high percentage of rejects for provisional ballots due to missing signatures. She raised an issue at MAEO with the actual requirement of two signatures, stating she attempted to reach Ross Goldstein to discuss requirements to no avail. She added that perhaps the election judge trainers need to review this part of training in more detail. Ms. Keeffe expressed an idea that a provisional ballot should only be given to a voter after the signatures have been verified to avoid a rejection.

Ms. Keeffe reported the State previously required a 10% verification audit for bag check; however, they will only require a 5% verification with a minimum of three precincts in future elections.

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Ms. Keeffe stated she had spoken to the State regarding the issue to permit voting a partial ballot for a school board candidate, a non-partisan candidate. Based on a Court of Appeals decision, she was told no, it was not allowed, but there has been no written opinion and SBE cannot continue until there is a written opinion.

Ms. Jurgensen noted she had received a leadership award at the MAEO Conference and Mrs. Harris received an award for her years of service. The Board applauded the recipients.

## **Board Attorney Report**

### **Petition Case**

Ms. Jurgensen noted that Mr. Karpinski was not able to attend the Board meeting because he was in court regarding the Fraternal Order of Police action, noting he had provided his report in advance (see attachment 2B). Ms. Keeffe briefly outlined Mr. Karpinski's report stating the Dream Act will appear on the ballot for the 2012 General Election. Ms. Jurgensen reported the Court of Appeals had recorded their opinion on the Libertarian Party case regarding naming standards, and emphasized a request for an advance determination. She stated, according to Mr. Karpinski's report, the Montgomery County Board of Elections received a request for advance determination from Mr. Bentivoglio, who represented the Montgomery County Volunteer Fire-Rescue Association in 2010. An advance determination has been provided to Mr. Bentivoglio regarding the form of the petition.

### **Redistricting Litigation**

Mr. Karpinski provided a copy of the Court Order as well as a Per Curium Order to the Board for review in advance of the meeting.

## **2012 Presidential Primary Election**

### **Communications Report**

Ms. Jurgensen stated the communications report was sent in advance, noting that Ms. Roher was unable to give the report due to laryngitis (see attachment 2C). Ms. Jurgensen briefly outlined the report noting that we hope to continue to have funding available for Google Ad words. She stated that SBE had approved Patch.com to be able to record voters, not units in a polling place. However, staff would like to request that they choose the polling place for future requests. Ms. Phillips and Mr. Naimon requested that signage be placed indicating that individuals will be recorded upon entering polling place. Ms. Jurgensen agreed.

### **Early Voting/Future vote**

Ms. Jurgensen noted that Mr. Zelaya prepared a brief report on Early Voting and Future Vote and was unable to attend because he was out of town (see attachment 2D). She briefly

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reviewed his report, stating Early Voting went very well, and additional units will be placed at each site for the General Election. Mr. Zelaya prepared a spreadsheet outlining the Spanish speaking election judge breakdown for the Board.

### **Election Judge Training/ Recruitment**

Ms. Woods approached the Board and reported on Election Judge Training and Recruitment (see attachment 2E). She noted that for individuals without access to a computer, staff had offered the opportunity for them to take the test in person. She added of the 77 judges who made an appointment to take the quiz in person; 8 failed to show, 7 failed the quiz, 1 cancelled, 1 took it online, 5 faxed the quiz to us, and 3 took it in a class held during the week prior to the election. The remaining 52 passed and went on to attend hands-on training; 48 served on Election Day. She added that 21 judges took the quiz and failed twice making them ineligible to serve. Ms. Woods stated overall the quiz was a huge success. Mr. Naimon asked if there were two full time recruiters, Ms. Jurgensen stated there were with two additional temporary employees serving as recruiters full time during the election period.

Ms. Woods stated the election judge module scheduling feature for the hands-on training allowed judges to select and schedule a class and location that best accommodated their schedule and was very successful. Over 90% of the judges used the system to schedule and reschedule training for the Primary.

Ms. Keeffe discussed the problem with absentee ballots being dropped off at polling places. Ms. Jurgensen stated a question will appear on the quiz in reference to absentee ballot drop off to help prevent judges from accepting absentee ballots at polling places.

Ms. Woods reviewed a Precinct Performance Summary Report with the Board, indicating the rating scale; a graph was also provided. Mr. Naimon asked if election judges are aware of the report - specifically error rates with each precinct. Ms. Woods stated that every judge received the report when it became available. Ms. Phillips asked the difference between election judges and closing judges and Ms. Woods explained the responsibilities of each. The Board thanked Ms. Woods for her detailed report.

### **Polling Place Operations**

Mrs. Rzeszut reported on polling place operations (see attachment 2F). She briefly reviewed campaign finance and filings, supply warehouse and reconciliation, as well as statistics reflecting the 2012 Primary. Ms. Jurgensen identified polling place complaints with regards to the following items: "Vote Here" signs, unfavorable name tags, handicap press plates turned off, the use of ADA required doors, issues with facilities at Precinct 13-67 and Precinct 1-1. She notified the Board of staff recommendations/solutions to complaints in the 2012 Primary Election, stating there will be additional "Vote Here" signs available at each precinct, new plastic name tags will be used for the 2012 General Election and all proceeding elections, and doors will be propped open to meet ADA requirements. Mrs. Jeter asked who installs the ramps used at the polling places and Mrs. Rzeszut responded BOE staff does. Mrs. Jeter noted an issue at Precinct 13-67, with a gap being between the door ledge and ramp, as well as the door not



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having an automatic push button. Ms. Jurgensen responded she will have staff follow up with General Services to ensure proper set ups of ramps and Mrs. Rzeszut noted remote door bells will be placed where necessary.

Ms. Jurgensen addressed the Board regarding their concern with "bags being too heavy" for election judges, stating staff had come up with various ideas and, since the State mandates the contingency ballot bags be available at each precinct, staff recommends having Office Movers deliver them with the EPB's the night before. The Board concurred.

Ms. Phillips recommended that a letter be sent to the Legislature regarding not scheduling another Primary Election during spring break to reduce issues with recruiting election judges and issues with school use. Ms. Keeffe asked Ms. Jurgensen to draft a letter and she agreed.

Mrs. Rzeszut detailed the success of polling place operations. Ms. Keeffe thanked Mrs. Rzeszut for her report.

### **Old Business**

Mr. Subin approached the table to address the Board. He updated the Board on the use of County employees as election judges. Mr. Subin stated that in last month's meeting he reported that Mr. Lattner, Assistant County Attorney would send a letter to the Ethics Committee regarding County Employees. However, that was not done and Mr. Lattner will not go to the Ethics Committee this month because bigger fiscal issues arose. Ms. Jurgensen stated the ACAO wants to know how many County employees worked in past years. She stated because election judges are not identified as County employees there is no accurate number available; noting in the past there was only a need to identify employees from private sectors. Ms. Jurgensen stated she will identify and estimate the number of county employees using information from 2008 and will submit to the ACAO; adding that time is running out for a decision.

### **New Business**

No new business was discussed.

## **2012 Presidential General Election Preparation**

### **Electioneering Boundaries**

Ms. Keeffe requested this item be carried over to the July 16, Board Meeting. The Board agreed.

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## Future Meetings

Ms. Jurgensen stated that the Election Calendar through November will be made available to the Board in the July Meeting. Ms. Keeffe requested that the August 20, 2012, tentative meeting be taken off calendar, the Board agreed.

## Board Calendar

- A. July 16, 2012 – 2:30 p.m.
- B. September 10, 2012 – 2:30 p.m.
- C. October 15, 2012 – 2:30 p.m. – Board Meeting and Early Voting Supply Cage Check
- D. October 19, 2012 – Early Voting Public Testing – 10:00 a.m. – 1:00 p.m.
- E. October 27, 2012 – Early Voting – 9:00 a.m. – 11:00 a.m.
- F. October 27– November 1, 2012 – Early Voting (available during voting hours by cell)
- G. October 29, 2012 – Election Day Public Testing – 9:00 a.m.
- H. November 1, 2012 – Review Canvass Procedure – 4:30 p.m. – 5:30 p.m.  
Supply Bag Check – 5:30 p.m. – 7:00 p.m.
- I. November 5, 2012 - Polling Place Check – 6:00 p.m. – 9:00 p.m.
- J. November 6, 2012 – Election Day – (phones on at 6:00 a.m. coverage until midnight)
- K. November 8, 2012 – Absentee I Canvass Begins – 10:00 a.m. – 7:00 p.m.
- L. November 14, 2012 – Provisional Canvass Begins – 10:00 a.m. – 7:00 p.m.
- M. November 16, 2012 – Absentee II Canvass Begins – 10:00 a.m. – 7:00 p.m.
- N. November 19, 2012 – *Tentative*
- O. December 17, 2012 – *Tentative*

## Adjournment

With no further business Mrs. Khozeimeh moved to adjourn the Regular Session. The motion was seconded by Mrs. Jeter and carried unanimously. The meeting was adjourned at 5:45 p.m.

Respectfully Submitted,

*Marjorie M. Roher*

Marjorie M. Roher  
Management & Budget Specialist III

APPROVED BY THE BOARD:



Mary Ann Keeffe  
President

# South Silver Spring Neighborhood Association

September 10 2007

Stephan Fineberg Sylvan  
South Silver Spring Neighborhood Association  
7981 Eastern Avenue Apt 401  
Silver Spring, MD 20901

Montgomery County Board of Elections  
51 Twinbrook Parkway  
Rockville, MD 20851

Dear Montgomery County Board of Elections:

On behalf of the South Silver Spring Neighborhood Association, I would like to thank the Board of Elections for this opportunity to comment on the proposed changes to the polling place for precinct 13-47. I would also like to thank the Board of Elections staff, especially Paul Valette, for their work on polling place accessibility for precinct 13-47.

This letter contains comments by the South Silver Spring Neighborhood Association regarding the proposed move of the polling place for our precinct, 13-47. We support a new, more accessible polling place for precinct 13-47. We believe this polling place move would be a critical step towards implementing the Voting Rights of Maryland provision that registered voter have the right to:

*"Have voting be as convenient and accessible as possible"*

As you probably know, our current polling place—First Baptist Church of Silver Spring—is an unacceptable do to its distance, location, and physical inaccessibility. The current polling place is not even located within our precinct.

We would like to see our polling placed moved to the NOAA Science Center or the Bennington Apartments next door to the NOAA Science Center, if the NOAA Science Center does not prove to be feasible. For a host of reasons described in this letter, the NOAA Science Center would be a far more accessible polling place than the First Baptist Church. It is not only located within our precinct, but it is just one to three blocks away from most from most voters in the precinct.

## **The New South Silver Spring**

As you know, downtown Silver Spring and especially South Silver Spring have experienced a dramatic real estate development boom in the last three to five years. Just three or four years ago, South Silver Spring was a neighborhood dominated by a large number of light industrial facilities and vacant lots along with few large apartment complexes.

The new South Silver Spring is dominated by two things: (1) large, new condo and apartment buildings and (2) construction sites for additional condo and apartment buildings. The attached documents from Montgomery County Planning Department help illustrate the rapid residential development of our neighborhood.

### **An Urban District**

Our neighborhood is part of the Silver Spring Urban District. It is unlike most of the rest of the county. It is now a highly population dense urban neighborhood. It is one of the most population-dense in the county. What may make sense to residents and voters of Damascus or other sparsely populated areas of the county no longer makes sense for precinct 13-47 of South Silver Spring.

### **The Current Polling Place Is Inaccessible**

In doing conducting our research on this issue, we talked to dozens of neighborhood residents and leaders. Everyone polled agrees that the current polling location—First Baptist Church of Silver Spring at 8415 Fenton Street—is not an appropriate polling place for our precinct. The following are the most frequently cited concerns:

- **Excessive travel distance.** The current polling place is too far from home for many voters, especially those without automobiles. According to Mapquest, First Baptist Church at 8415 Fenton Street is approximately one mile from what we believe to be the demographic center of the precinct. See attached Mapquest print out. One mile is a significant distance in a densely populated urban neighborhood where most people rely on foot and transit and many do not own vehicles or have just one vehicle per household.
- **Poor location.** The current polling place is not located on or near the commuting path of most voters.
- **Poorly visibility.** The current polling place is not a prominent landmark. Many do not know where this polling place is since a very large number of voters in our precinct are new to the precinct having moved into one of the many condo and apartment buildings developed in the last three years.
- **Not very wheelchair accessible.** While we have not received direct reports from wheelchair bound individuals, some have reported witnessing difficulties for people with disabilities.
- **Not in our precinct.** The current polling place is not located in our precinct

## **NOAA Would Be a Highly Accessible New Polling Place**

We believe the NOAA Science Center—located at 1315 East-West Highway in downtown Silver Spring—would be a highly accessible polling place for the voters in our precinct for the following reasons:

- **Close proximity to voters.** NOAA is very near the demographic center of the precinct. For a large percentage of voters, this polling place will be literally across the street or across a grocery store parking lot (Giant Foods) from their homes. For another very large percentage of voters, this polling place will be within one or two blocks from their homes. The longest walk would be four blocks according to a Mapquest analysis. Please see the attached Mapquest map. For voters who are two to four away from NOAA can use the VanGo circulator bus to turn the four block walk into a half-block walk. Please see the attached route map for VanGo. (Note that while 1315 East-West Highway is the official NOAA address, the NOAA Science Center is located closer to 1215 E West Hwy).
- **Located on commuting paths.** NOAA is located in the direct or near-direct commuting path of most voters in the precinct. Note that NOAA is adjacent to one of the largest and busiest transit hubs in the entire region. This hub—Silver Spring Station—is a major connection point for Metrorail, Metrobus, Ride-on bus, MTA bus, Marc Train, and the VanGo circulator bus. According to WMATA Silver Spring Station “is the busiest bus transit center in the WMATA system as measured by buses per hour” and “has the second highest Metrorail ridership of all stations in Montgomery County ... with 57,000 boardings and alightings per day on the 1250 buses, Metrorail trains, MARC trains and taxis serving the facility.” See the attached map.
- **Wheelchair accessible.** The NOAA facility appeared both to me at Paul Valette during a recent walk through as a facility designed from the beginning for wheelchair accessibility. It has all the necessary ramps, handrails, wide paths and doors, automatic doors, etc. to meet and exceed ADA compliance.
- **Proper size.** The NOAA Science Center is much larger than the current polling place. In fact, at over 3000 square feet, the NOAA Science Center is nearly double the space the county typically requires for a polling place according to Mr. Valette.
- **Outstanding visibility.** The NOAA complex is probably the most prominent, visible, and widely recognized landmark in the area with the possible exception of the metro station adjacent to NOAA. The NOAA Science Center building is easily identified within the complex because it has a large ocean wave machine in front of the entrance. The task of informing voters of the new polling place would be greatly simplified. This is true for not just existing voters but also the thousands of new voters in this neighborhood who will know where to find the prominent NOAA building but not necessarily the First Baptist Church nearly a mile away.

Please note that the Bennington Apartments located adjacent to NOAA headquarters at 1215 E West Highway is also a highly accessible location in terms of location, wheelchair accessibility, and community path. Please see attachment.

**Concern: Perceived Lack of Parking**

Mr. Valette indicated that some concerns were raised about the number of parking spaces near the NOAA facility. There are several ways we would like to address these concerns.

First, there are several county parking garages within 2 blocks of the NOAA site including Montgomery County garage #58. Please See the attached parking map from the County's Department of Public Works and Transportation.

Second, parking requirements established for other parts of the county do not make sense for South Silver Spring and 13-47. It is critical to remember that unlike most precincts in the county, this precinct is in a very dense urban setting with 100% or nearly 100% apartment and condo dwellers located in close proximity to each other and NOAA headquarters. If the polling place is moved to NOAA, the vast majority of voters will get to the polling place the same way they currently get to their places of employment and schools: by foot and transit.

Lastly, for a large percentage of voters, this polling place will be literally across the street or across a grocery store parking lot (Giant Foods) from their homes. For another very large percentage of voters, this polling place will be within one or two blocks from their homes. The longest walk would be four blocks according to a Mapquest analysis. Please see the attached Mapquest map.

For voters who are two to four away from NOAA can use the VanGo circulator bus to turn the four block walk into a half-block walk. Please see the attached route map for VanGo.

**Concern: Cost of the Facility**

According to a message we received from Glenn Kreger of the Silver Spring Team at Montgomery County Department of Planning, the NOAA Science Center facility was built as part of the public amenity requirements for the NOAA complex. We therefore believe the appropriate officials at NOAA should be contacted to see if they would be willing to waive any fees normally charged to outside organizations.

**Concern: Possible Delays Due to Metal Detector**

The South Silver Spring Neighborhood Association is very confident that it can get several volunteers to commit to in expediting the metal detector process (much like TSA personnel do at airports). If you'd like them to send you letters of intent, we can pursue such letters.

From preliminary web-based research, we have found the cost of walk-through detectors cost only about \$3500. So we would estimate that a one-day rental for an additional metal detection would probably not cost more than \$400. Please see attached webpages.

**Conclusion**

In conclusion, the South Silver Spring Neighborhood Association recommends that the Board of Elections relocate the 13-47 precinct polling place from the First Baptist Church to the NOAA Science Center. We believe such a relocation would be a critical step towards implementing the Voting Rights of Maryland. Thank you.

Sincerely,

Stephan Fineberg Sylvan  
South Silver Spring Neighborhood Association

2012 Polling Place Concerns

D/P	Voters	Polling Place	Status	Reasoning for Choice	Redistricting	Staff Recommendation
04-20	3991	Frost MS	Majority of original voters remained at Frost	Stabilization, Precinct 04-23 redistricted out of existence	New to Cong. 6 & School 2	Staff recommends no change and additional mailings.
04-29	1256	Cold Spring ES		Available facility in adjacent precinct.	Redistricted to Cong. 8	Staff recommends no change and additional mailings.
05-05	2608	Springbrook HS	Majority of voters remained at the original PP/Redist.	Greater number of voters in the Springbrook HS.	New to Cong. 8 & Counc. 5/Split precinct	Staff recommends no change and additional mailings.
05-22	1540	Burnt Mills ES	New D/P & PP/Redist.	Smaller population moved to smaller, new facility.	New to Counc. 4/Split precinct	Staff recommends no change and additional mailings.
05-14	1580	Broad Acres ES	Work requested by neighboring such. On water main/contractor was asked to cease work for the Elec. Day.	N/A	New to Cong. 8	Worked w/MC Permitting Of. & WSSC. Work completed before Oct. 1st.
09-15	56?	Watkins Mill ES	The Oaks/Redist.	Voters moved into appropriate district by reconfiguring precinct.	New to Sch. 1	Staff recommends no change and additional mailings.
09-28	2223	Asbury 417, Hefner Aud.	New to some voters/Redist.	Voters moved into appropriate district by reconfiguring precinct.	New to Sch. 1	Staff recommends coordinating w/Asbury Security & post numerous signs.
13-32	2710	Glen Haven ES	ADA Access designated, main entrance to the school.	Long standing PP.	N/A	Redo Aerial map, confirm w/BSM, Greeter assigned, additional signage, confirm original designated BOE entrance.
13-34	2321	Kensington Town Hall	Half of original 13-34 moved to 13-03, original PP	Kept voters at original site.	New to Sch. 4	Half of original 13-34 moved to 13-03. Additional mailings, staff recommends no change.



## 2012 Polling Place Concerns

D/P	Voters	Polling Place	Status	Reasoning for Choice	Redistricting	Staff Recommendation
13-46	2153	Lucy Barnsley ES	Moved in 2010.	Public vs. Private, distance between sites=1.0 mi., walkable through neighborhood w/sidewalks	N/A	Resolve judge's legal complaints re: Foods must meet Kosher Tradition.
13-47	3843	Silver Spring Civic Bldg.	Moved/Voters want site within precinct boundary. Site selection is limited within precinct.	Co. Rec. site w/no fees attached/0.7 mi. distance between 2010 site & 2012 site/avg. distance traveled by voter, 1.08 mi.	N/A	

**Memo**

To: Boardmembers and Margaret Jurgensen  
From: Kevin Karpinski, Esquire

**Board Attorney Report**

Dear Boardmembers:

As I indicated at our last Board meeting, the Court has scheduled a hearing on all open motions for Monday, June 18, 2012. It was originally scheduled as a half day hearing but I expect that it will take the entire day given the number of outstanding motions. Therefore, please allow this to serve as a brief attorney status report on pending matters:

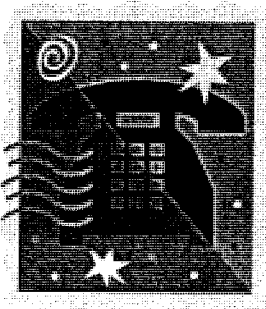
1. *Montgomery County v. Montgomery County Board of Elections*. A hearing on pending motions is scheduled for Monday, June 18, 2012. Set forth below is a list of the motions:

- FOP's Motion to Dismiss for Failure to Transmit the Record
- FOP's Motion to Dismiss Montgomery County, Motion *in Limine*, and Motion for Protective Order
- FOP's Motion to Compel Answers to Interrogatories
- FOP's Motion *in Limine* and for Protective Order
- Plaintiffs' Motion for Summary Judgment
- Plaintiffs' Supplement to Motion for Summary Judgment
- FOP's Motion for Discovery Sanctions
- Board of Elections' Opposition to Plaintiffs' Motion for Summary Judgment and Cross-Motion for Summary Judgment
- FOP's Memorandum in Support of Cross Motion for Summary Judgment
- Plaintiff's Motion for Sanctions

Trial is scheduled to begin on June 25, 2012 if the Court does not grant summary judgment. I will, via email, provide the Board with a status report regarding the hearing.

2. The *Dream Act* litigation. As I am sure you have heard, the Court of Appeals has ruled that the Dream Act question will appear on the ballot. I am enclosing a copy of the Court of Appeals' Order.

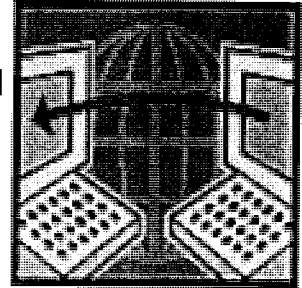
3. *Maryland State Board of Elections v. Libertarian Party of Maryland, et al.* The Court of Appeals issued a reported opinion in the above-referenced matter. The Court concluded that *Montgomery County Volunteer Fire-Rescue Association v. Montgomery County Board of Elections* did not overrule *Doe v. Montgomery County Board of Elections*. In



APRIL 3, 2012

PRIMARY PRESIDENTIAL ELECTION  
COMMUNICATION REPORT

June 18, 2012



- I. **Board of Elections Call Center:** The Call Center was in operation from March 19 through April 6 and was staffed by two temporary employees. Hours of operation were 8:30 a.m. to 5:00 p.m. with expanded hours during Early Voting of 8:30 a.m. to 8:00 p.m. in accordance with State Regulation. Call volume was low, with 264 calls received. The majority of calls prior to Election Day consisted of questions related to absentee voting, party affiliation, and registration. On Election Day, the number one question was clarification of polling place location and, as appropriate, why the location had changed. Remaining Election Day calls focused on voter registration and party affiliation questions.
- II. **Google Adwords:** For the first time, Google Adwords was utilized to reach a segment of the population. Utilizing a first time user discount, our message reached 4,252 individuals with 181 visiting our website as a result. (See attached analysis) Staff recommends the continuation of this effort limited by availability of funds.
- III. **Integrated Voice Response System:** Callers to the Board of Elections are automatically connected to our IVR which provides detailed information on voter registration and absentee deadlines and applications, election judge program, as well as our other services.
- IV. **MC311:** Montgomery County residents who dial 311 receive information from a series of knowledge base articles created by staff. Between March 16 and April 6 they handled 146 calls, 33 of which were handled on April 2 and 3. (See attached breakdown)
- V. **Media/Visitors:** Patch.com is a fairly new blog that reaches specific communities in the county. This was the first election with their participation and they were a very active source of election information for the public. A summary of all media/visitors, which was reviewed at a previous Board meeting, is attached.

For the first time the media was granted permission, under the direction of the SBE, to place a camera in the polling room and remain in the room all day transmitting live. I contacted the Chief Judges in advance and arranged to meet

with them during their Monday night meeting. On Monday night I visited the selected polling place, as well as the back-up location, and met with the election judges to explain the request. Based on machine set up, the Chief Judges and I determined the best location for the camera to be located and the Chief Judges were reminded that the media was not allowed to interview in the polling room and that the camera was not to go further in to the room than the location identified. In addition, live transmissions were to cease upon the close of the polling place. The Chief Judges were given my business card and informed to call me should there be any problems. I did receive a complaint from one of the voters; however, after checking with the Chief Judge, determined that the media representative had acted within their guidelines. Despite initial concerns there were no problems with this unusual request. Staff recommends that if we receive another such request a polling place be selected adequate parking and room size be verified before making a final determination on location as we need to ensure minimal disruption to the voters.

- VI. **Media Advisories:** All media advisories are distributed in English and Spanish via e-mail to general distribution lists developed and maintained by the Montgomery County Office of Public Information. In addition, English media advisories are distributed to all elected officials as well as all individuals appearing on the ballot and several county agencies who, in turn, forward them to their distribution lists. (A copy of this additional distribution list is attached)

In addition to e-mailing the media advisories, each advisory is posted on the Board of Elections' website and Facebook page as well as being sent to anyone who has signed up for Election Alerts through Alert Montgomery.

A complete listing of media advisories is attached.

- VII. **Public Information Officer Report:** Due in large part to the timing of the election and the county's demographic, call volume was much lower than seen in previous elections. Attached is a report, previously summarized for the Board, which details telephone calls handled by the Public Information Officer.

- VIII. **Public Service Announcements:** The Montgomery County Office of Public Information provided assistance to staff by creating three public service announcements – Voter Registration, Early Voting, and Election Day Preparation. Utilizing Comcast and Verizon internet and Comcast and Telemundo cable television channels, these PSAs were distributed in both English and Spanish throughout the County. Attached is an analysis from Comcast as well as a sample listing of airtimes for the various PSAs. (Repeated attempts to obtain information a list of airtimes, as well as an invoice, from Telemundo have been unanswered. The information will be forwarded upon receipt.)

- IX. **Technical Call Center:** The Technical Call Center was in operation on April 2 and 3 and was staffed by the Deputy Election Director and representatives of the election judge, information technology, and operations teams. The total number of calls logged was 662 with 249 reporting the polling place was okay, 164 reporting they were open, and 16 reporting they were closed. The remaining 233 calls were problem solving in nature varying from missing election judges, problems with the red seals, request for additional signage, and equipment issues such as screen freezes and slow synching of EPBs. In all cases staff responded to the call and provided appropriate information to resolve the situation.
- X. **Section 203 Outreach:** A comprehensive report detailing all efforts of the Section 203 Outreach Committee was prepared by Gilberto Zelaya and is attached to this report.



We have detected that you are using Internet Explorer 7. We plan to discontinue support for this web browser on June 30, 2012. We recommend upgrading to a modern browser. [Learn more](#)

.gov | [Announcements \(1\)](#) | [Help](#) | [Sign out](#)  
Customer ID: 131-181-7313

Home Campaigns Opportunities Tools and Analysis Billing My account

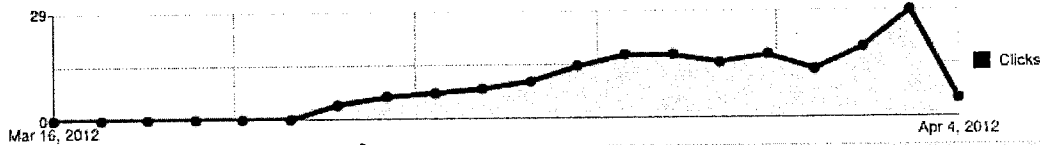
None of your ads are running. Can we help? See more

All online campaigns

3/16/12 - 4/4/12 Go

Campaigns Ad groups Settings Ads Keywords Networks Dimensions

All but deleted ads Segment Filter Columns Search



[View Change History](#)

+ New ad Change status... Alerts Automate More actions...

<input type="checkbox"/>	Ad	Campaign	Ad group	Status	% Served	Clicks	Impr.	CTR	Avg. CPC	Cost	Avg. Pos.
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>Montgomery County Voting Take Advantage Of Early Voting In Montgomery County. <a href="http://www.montgomerycountymd.gov">www.montgomerycountymd.gov</a></li> </ul>	Montgomery County Board of Elections - Google Build	Voter Registration	Campaign paused	82.62%	166	3,513	4.73%	\$0.34	\$56.38	1.8
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>Voter Information Frequently Asked Questions When It Comes To Voting In Montgomery Count <a href="http://www.montgomerycountymd.gov">www.montgomerycountymd.gov</a></li> </ul>	Montgomery County Board of Elections - Google Build	Voter Registration	Campaign paused	7.17%	8	305	2.62%	\$0.68	\$5.46	3
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>Voting {KeyWord:Montgomery County} Frequently Asked Questions When It Comes To Voting In Montgomery Count <a href="http://www.montgomerycountymd.gov">www.montgomerycountymd.gov</a></li> </ul>	Montgomery County Board of Elections - Google Build	Voter Registration	Campaign paused	7.43%	6	316	1.90%	\$0.41	\$2.44	2.9
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>Can I Vote? Find Out If You Are Registered to Vote - Montgomery County, MD <a href="http://www.montgomerycountymd.gov">www.montgomerycountymd.gov</a></li> </ul>	Montgomery County Board of Elections - Google Build	Voter Registration	Campaign paused	2.78%	1	118	0.85%	\$0.52	\$0.52	3.2
Total - Search						181	4,064	4.45%	\$0.36	\$64.80	1.7
Total - Display Network						0	188	0.00%	\$0.00	\$0.00	7.6
<b>Total - all ads</b>						<b>181</b>	<b>4,252</b>	<b>4.26%</b>	<b>\$0.36</b>	<b>\$64.80</b>	<b>2</b>

Show rows: 50 1 - 4 of 4

Reporting is not real-time. Clicks and impressions received in the last three hours may not be included here. There is a 24-hour delay in conversion tracking reporting. Time zone for all dates and times: (GMT-05:00) Eastern Time. [Learn more](#)

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### Service Requests by Area

Time run: 5/31/2012 11:25:08 AM

Open Date is between 3/19/2012 12:00:00 AM and 4/6/2012 12:00:00 AM

Organization Name	Area	Closed	In Progress	# of SR
BOE	Absentee	26	0	26
	Election Judge Information	16	0	16
	General Questions	50	0	50
	Other	15	0	15
	Unspecified	1	0	1
	Voter Registration	38	0	38
<b>BOE Total</b>		<b>146</b>	<b>0</b>	<b>146</b>
<b>Grand Total</b>		<b>146</b>	<b>0</b>	<b>146</b>

### Service Requests by Area

Time run: 5/31/2012 11:25:51 AM

Open Date is between 4/2/2012 12:00:00 AM and 4/3/2012 12:00:00 AM

Organization Name	Area	Closed	In Progress	# of SR
BOE	Absentee	1	0	1
	Election Judge Information	5	0	5
	General Questions	16	0	16
	Other	5	0	5
	Voter Registration	6	0	6
<b>BOE Total</b>		<b>33</b>	<b>0</b>	<b>33</b>
<b>Grand Total</b>		<b>33</b>	<b>0</b>	<b>33</b>

**2012 PRESIDENTIAL PRIMARY ELECTION  
APRIL 3, 2012  
SUMMARY OF MEDIA/VISITORS AT POLLING PLACES**

As anticipated, requests to visit the polling places were fairly low for this election.

Credentials were issued to the following organizations to visit a polling place and interview a member of the Board:

- Embassy of Japan at Precinct 07-26 (Mary Ann Keeffe)
- Center for Democracy and Election Management from American University at Precinct 07-26 (Donice Jeter)
- Germantown Patch.com at Precinct 02-05 (Nancy Dacek)
- Potomac Patch.com at Precinct 04-12 (Nahid Khozeimeh)
- American University at Precinct 09-35 (Jacqueline Phillips)

Credentials were also issued for Washington Post reporters to interview two Board members; however, the interviews were cancelled by the Post election morning.

Outreach Coordinator Gilberto Zelaya participated in the kick-off of Radio America by calling in during their inaugural broadcast to encourage listeners to visit their polling place and vote.

Additional credentials were issued to the following organizations to visit the polling places, interview voters, and capture video:

- Edison Research (Associated Press) at Precincts 04-02, 04-20, 07-01, and 13-22
- CBS Newspath at Precinct 13-05
- Reuters TV at Precincts 13-02 and 13-28 (this was a special arrangement detailed in a previous report)
- NHK Japan at Precinct 07-26
- Associated Press Television at Precinct 07-26
- WJLA/News Channel 8 at Precinct 09-02
- TV Asahi (Japan) at Precincts 07-26 and 10-11



## Roher, Margie

---

Distribution List Name: Press Release

### Members:

#PIO.Releases

Bernstein, Olga

Bush, Andrea

Chohda, Anjoo

Greater Silver Spring Chamber of Commerce

Greenberger, Neil

Hartman, Ken

Hoffmann, Susan

Hunt, Bryan

Lockerman, Vicki

MCGEO

MCPS

Oneda-Brown, Mary

Rzeszut, Nancy

Santora, Anne

Sonya Burke

Zelaya, Gilberto

## MONTGOMERY COUNTY MEDIA SCHEDULE - 2012 PRESIDENTIAL PRIMARY - APRIL 3

NUMBER	TITLE	LEGAL DEADLINE	RELEASE DATE	DATE WRITTEN	STAFF REVIEW	DIRECTOR REVIEW	SPANISH	BOARD REVIEW	SENT	FB/ALERT MONT.
1	Spanish EJ Recruitment	N/A	9/1/2011	GZ	√	√	√		8/30/2011	8/30/2011
2	Future Voter Recruitment	N/A	9/12/2011	GZ	√	√	√		9/21/2011	9/21/2011
3	Voter Registration Drive - Fall 2011	N/A	9/30/2011	GZ	9/8/2011	√	√		10/3/2011	10/3/2011
4	Absentee Ballot Applications Available	N/A	11/9/2011	11/4/2011	11/4/2011	11/4/2011	11/28/2011		11/28/2011	11/28/2011
5	Future Vote Recruitment	N/A	12/1/2011	GZ			11/30/2011		11/30/2011	11/30/2011
6	Spanish EJ Recruitment	N/A	12/2/2011	GZ			11/30/2011		12/1/2011	12/1/2011
7	Candidate Filing Deadlines	1/11/2012	12/12/2011	11/4/2011	11/4/2011	11/4/2011	11/30/2011		12/12/2011	12/12/2011
8	Voter Registration Drive - Winter 2012	N/A	1/4/2012	GZ	1/10/2012	1/13/2012	1/23/2012		1/24/2012	1/24/2012
9	Election Judges Needed*	3/13/2012	1/13/2012 2-13-12	11/7/2011	12/2/2011	12/2/2011	1/6/2012		1/16/2012 2/13/12	1/16/2012 2/13/12
10	Alternate Accessible Polling Places*	3/13/2012	1-17-12 2/10/12	11/7/2011	12/2/2011	12/2/2011	1/9/2012		1/17/2012 2/10/12	1/17/12 2/10/12
11	Spanish EJ Recruitment	N/A	2/1/2012	GZ					2/1/2012	2/1/2012
12	Voter Registration Deadline	3/13/2012	2/14/2012	11/7/2011	12/2/2011	12/2/2011	2/8/2012		2/14/2012	2/14/2012
13	Party Affiliation Change	3/13/2012	2/15/2012	11/7/2011	12/2/2011	12/2/2011	2/7/2012		2/15/2012	2/15/2012
14	Early Voting Public Testing	3/15/2012	2/16/2012	11/7/2011		12/2/2011	2/8/2012		2/16/2012	2/16/2012
15	Early Voting (Sunday 12-6)	3/24/12 - 3/29/12	2-23-12 3-23-12	11/7/2011		12/2/2011	2/16/2012		2/23/2012	2/23/2012
16	Voting Unit Demonstrations	N/A	2/24/2012	GZ	√	√	8/10/2011		2/24/2012	2/24/2012

NUMBER	TITLE	LEGAL DEADLINE	RELEASE DATE	DATE WRITTEN	STAFF REVIEW	DIRECTOR REVIEW	SPANISH	BOARD REVIEW	SENT	FB/ALERT MONT.
17	Absentee Ballot Deadline	3/27/2012	2/27/2012	11/7/2011	12/2/2011	12/2/2011	1/17/2012		2/27/2012	2/27/2012
18	Spanish EJ Recruitment	N/A	3/1/2012	GZ			2/28/2012		3/1/2012	3/1/2012
19	Early Voting Dashboard	N/A	3/2/2012	DELETED - GZ AGREED DUPLICATION OF EFFORT W/ EV PRESS RELEASE						
20	Five Ways to Ensure Your Voting Rights	4/3/2012	3/5/2012	12/1/2011		12/2/2011	1/13/2012		3/5/2012	3/5/2012
21	Public Testing	3/21/2012	3/9/2012	12/1/2012		12/2/2011	2/15/2012	√	3/9/2012	3/9/2012
22	Sample Ballots Arriving Soon	3/16/12 3/23/12	3/16/2012	12/1/2011		12/2/2011	3/8/2012	√	3/16/2012	3/16/2012
23	Emergency Absentee Ballots	3/28/12 - 4/3/12	3/26/2012	12/1/2011	12/2/2011	12/2/2011	3/14/2012	√	3/26/2012	3/26/2012
24	Primary Election Returns on Website	4/2/2012	3/28/2012	12/1/2011		12/2/2011	3/14/2012	√	3/28/2012	3/28/2012
25	Absentee Ballots Do Count (Canvass Info) [AB1 4/5; PROV 4/11; AB2 4/13]	4/10/2012	4/4/2012	12/1/2011		12/2/2011	3/14/2012	√	4/4/2012	4/4/2012
26	VR Extended Hours	3/13/2012	3/6/2012	3/1/2012		3/1/2012	3/2/2012	√	3/6/2012	3/6/2012
27	Candidate Briefing		3/12/2012	3/2/2012		3/5/2012	3/9/2012	√	3/12/2012	3/12/2012
28	Congressional Districting Changes		3/20/2012	3/16/2012		3/16/2012	3/16/2012	√	3/20/2012	3/20/2012

\* Press Release to run twice and is also to be advertised in the Gazette, Times, and Hispanic Print media (Gilberto)

**2012 PRESIDENTIAL PRIMARY ELECTION  
APRIL 3, 2012  
SUMMARY OF TELEPHONE CALLS  
HANDLED BY THE PUBLIC INFORMATION OFFICER**

Call volume was extremely light due to low turn out at the polling places. There were three periods of heavy calls - mid-morning, mid-afternoon, and after the polling places closed. Callers represented WMAL, WUSA, The Washington Post, The Gazette, The Sentinel, The Herald Dispatch, and Patch.com. Requests were for turn out information and the reason for the low turn out during the day and then, after the polls closed, the calls were focused on when the results would be posted and how many absentee and provisional ballots were cast.

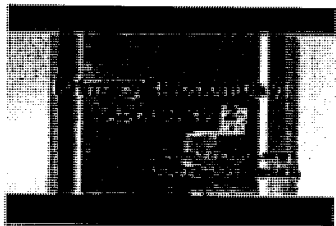
Approximately one dozen calls were received from election judges complaining that there were media representatives trying to photograph the polling place. This is not a high number; however, I anticipate that this number will increase in November as it did during the Gubernatorial General Election in 2010. Election judges are provided with media guidelines and the trainers review procedures during training. Staff recommends the guidelines be printed on brightly colored paper so they can be found more easily in the Chief Judge Tool Kit.

A complaint was received from a voter who claimed to have been harassed by a pollster from Edison Research (AP). Board President Keeffe was on-site at the time and spoke to both the pollster and a witness and doesn't believe the accusation is accurate. Information was provided to legal counsel who learned that a complaint had been filed with the SBE as well. He left a message for the complainant to contact him and, as of this writing, no resolution has been reported.

# board\_of\_elections\_wdc

Mar 1, 2012 -- Apr 2, 2012

Impressions: 113095



## Board of Elections PSA

Engagement Rate: 3.17%

Views/Impressions Rate: 2.81%

Avg. Viewed: 42%

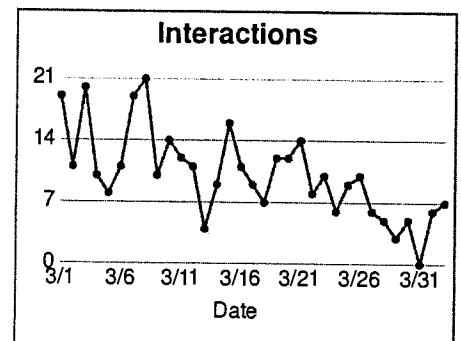
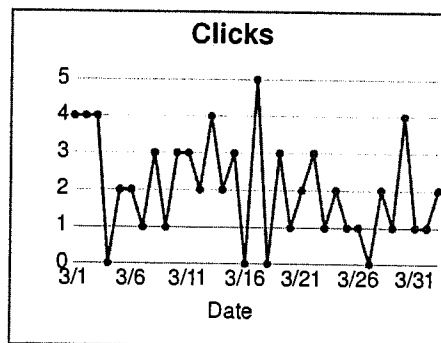
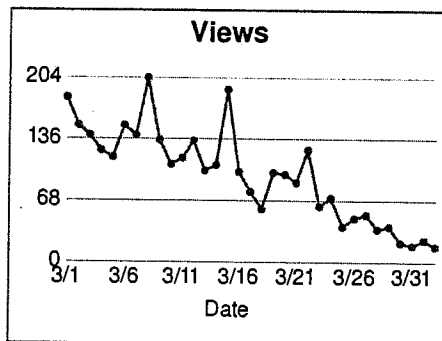
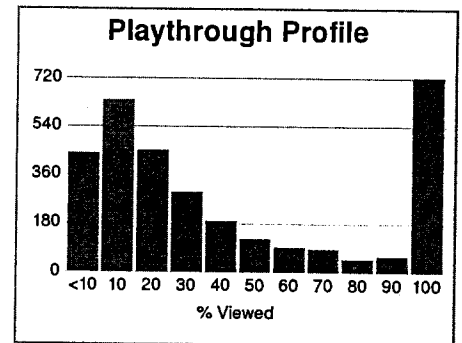
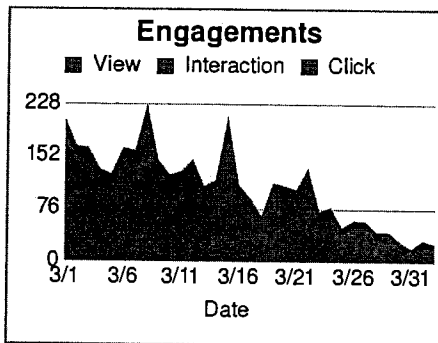
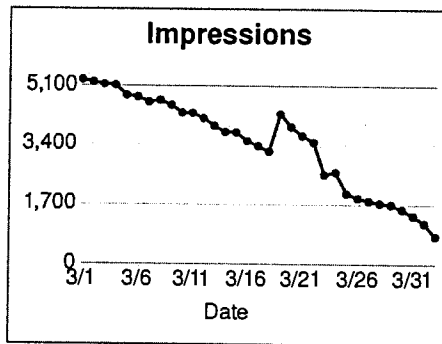
Exposure (min): 663

Engagements: 3582

- Views: 3179

- Clicks: 68

- Interactions: 335



**Your Campaign generated 3179 views**

Views drive brand awareness and lead to more qualified actions (e.g. clicks, leads) and interactions (e.g. sharing, replays).

# Glossary

## Engagement Rate

Measures actions viewers take after they choose to view an VideoAd. Calculated by dividing total number of views, interactions, and clicks by total number of impressions.

## Active View Rate

Measures viewer interest. Calculated by dividing total number of views by total number of impressions (Views/Impressions).

## Average % Viewed

Percentage of the VideoAd that viewers watched averaged across all viewers.

## Exposure

Total number of minutes all viewers of an VideoAd spent watching it.

## Impressions

Counted each time a viewer loads the webpage where the VideoAd is embedded.

## Playthrough Profile

Compares the number of viewers on the y-axis with the percentage of an VideoAd watched on the x-axis.

## Views

A view is counted each time a viewer takes an action to play or replay the VideoAd.

## Clicks

A click is counted each time a viewer clicks:

- More Info in the INFO menu to open a webpage.
- The ad itself or an overlay to open a webpage (counted as a Clickthrough).
- A lead capture overlay or a Contact Us link in the INFO menu, and submits the form.
- A survey overlay and votes in the survey.
- A share overlay to open the Share with Friends window and click a social media icon.
- A redirect overlay and starts the new video.
- A Print overlay and opens the Print dialog.
- A Map Direction overlay to open a Google Map Directions page.
- The message or image in an expanded VideoAd.

## Interactions

An interaction is counted each time a viewer takes one of the following purposeful actions:

- Pauses the cursor over an expandable VideoAd.
- Clicks to continue an expandable VideoAd after moving the cursor off the ad.
- Replays an VideoAd.
- Pauses an VideoAd.
- Restarts a paused VideoAd.
- Clicks the full screen control.
- Exits full screen mode.
- Changes the volume in a viewing session (one interaction counted per session).
- Clicks to set the HD (high definition) control on or off.
- Manually moves the scrubber button.
- Clicks INFO.
- In the INFO menu, selects Share, Copy Link, Embed Video, or Share via Email.
- In the INFO menu, rates an VideoAd.
- In the Copy Link form, presses CTRL-V (Command (Apple)-V on the Mac) to copy the direct link to the VideoAd.
- In the Embed Video form, clicks Copy.
- In the INFO menu, selects Contact Us and opens (but doesn't submit) the form.
- Clicks an overlay and opens (but doesn't submit) a lead capture form.
- Clicks an overlay to open the Share with Friends window (but doesn't click to share).
- Clicks an overlay to open a survey but doesn't vote.
- Clicks a Play Audio button in an VideoAd set to play with audio off.

Note: VideoAds with 0 impressions for the reporting period are not included in this report.

# Log Times Report

Run Date: 04/06/12 14:30:33

Date: 02/01/12 - 04/04/12  
 Level Of Detail: Detailed  
 Retail/Region: ALL  
 Network/Group: ALL  
 Log Type: Unverified Only  
 Customer: B38080 -- Board of Elections

First Sort: By Spot ID  
 Second Sort: By Retail

## Unverified Logs

Retail	Network	Spot ID	Spot Title	Date	AiredTime
MNTC	ESPN	NW197139	Early Voting 30 Sec PSA	03/31/12	10:26:15
MNTC	HIST	NW197139	Early Voting 30 Sec PSA	03/29/12	06:29:38
MNTC	HIST	NW197139	Early Voting 30 Sec PSA	03/30/12	02:53:31
MNTC	HIST	NW197139	Early Voting 30 Sec PSA	04/01/12	02:11:12
MNTC	HIST	NW185193	Voter Registration PSA Fixed	02/28/12	05:59:38
MNTC	HIST	NW185193	Voter Registration PSA Fixed	03/04/12	00:14:33
MNTC	HIST	NW185193	Voter Registration PSA Fixed	03/04/12	00:44:13
MNTC	HIST	NW185193	Voter Registration PSA Fixed	03/05/12	05:30:08
MNTC	HIST	NW185193	Voter Registration PSA Fixed	03/10/12	05:59:10
MNTC	HIST	NW185020	Voter Registration PSA Spanish	02/27/12	05:30:07
MNTC	HIST	NW185020	Voter Registration PSA Spanish	02/29/12	06:59:37
MNTC	HIST	NW185020	Voter Registration PSA Spanish	03/03/12	01:39:32
MNTC	HIST	NW185020	Voter Registration PSA Spanish	03/09/12	05:29:39
MNTC	HIST	NW185020	Voter Registration PSA Spanish	03/11/12	05:59:09
MNTC	HIST	NW185023	Voting Experience PSA	03/16/12	05:00:07
MNTC	HIST	NW185023	Voting Experience PSA	03/17/12	02:16:46
MNTC	HIST	NW185023	Voting Experience PSA	03/17/12	02:40:48
MNTC	HIST	NW185023	Voting Experience PSA	03/21/12	05:00:38
MNTC	HIST	NW185023	Voting Experience PSA	03/23/12	05:00:38
MNTC	HIST	NW185023	Voting Experience PSA	03/27/12	06:29:39
MNTC	HIST	NW185023	Voting Experience PSA	03/28/12	05:30:09
MNTC	HIST	NW185022	Voting Experience PSA Spanish	03/14/12	00:14:28
MNTC	HIST	NW185022	Voting Experience PSA Spanish	03/15/12	05:59:24
MNTC	HIST	NW185022	Voting Experience PSA Spanish	03/17/12	00:42:01
MNTC	HIST	NW185022	Voting Experience PSA Spanish	03/18/12	00:40:11
MNTC	HIST	NW185022	Voting Experience PSA Spanish	03/22/12	02:42:50
MNTC	HIST	NW185022	Voting Experience PSA Spanish	03/24/12	02:14:49
MNTC	HIST	NW185022	Voting Experience PSA Spanish	03/26/12	05:59:25
MNTC	MNBC	NW185193	Voter Registration PSA Fixed	03/03/12	05:12:20
MNTC	NICK	NW197139	Early Voting 30 Sec PSA	04/01/12	23:53:01
MNTC	NICK	NW185193	Voter Registration PSA Fixed	03/03/12	23:51:46
VMTE	ESPN	NW197140	Early Voting 30 Sec PSA Spanish	04/01/12	10:46:27
VMTE	ESPN	NW185193	Voter Registration PSA Fixed	03/03/12	10:26:58
VMTE	HIST	NW197139	Early Voting 30 Sec PSA	03/30/12	05:29:33
VMTE	HIST	NW197139	Early Voting 30 Sec PSA	03/31/12	00:17:12
VMTE	HIST	NW197139	Early Voting 30 Sec PSA	04/01/12	02:44:57
VMTE	HIST	NW197140	Early Voting 30 Sec PSA Spanish	03/29/12	05:29:33
VMTE	HIST	NW197140	Early Voting 30 Sec PSA Spanish	03/31/12	05:29:33
VMTE	HIST	NW185193	Voter Registration PSA Fixed	03/02/12	05:00:03
VMTE	HIST	NW185193	Voter Registration PSA Fixed	03/05/12	05:59:34
VMTE	HIST	NW185193	Voter Registration PSA Fixed	03/07/12	05:00:02
VMTE	HIST	NW185193	Voter Registration PSA Fixed	03/08/12	01:42:31
VMTE	HIST	NW185020	Voter Registration PSA Spanish	03/04/12	00:43:38
VMTE	HIST	NW185020	Voter Registration PSA Spanish	03/06/12	05:59:34
VMTE	HIST	NW185020	Voter Registration PSA Spanish	03/08/12	02:42:26
VMTE	HIST	NW185023	Voting Experience PSA	03/16/12	00:39:33
VMTE	HIST	NW185023	Voting Experience PSA	03/23/12	05:00:03

VMTE	HIST	NW185023	Voting Experience PSA	03/25/12	05:59:19
VMTE	HIST	NW185022	Voting Experience PSA Spanish	03/19/12	02:12:40
VMTE	HIST	NW185022	Voting Experience PSA Spanish	03/27/12	05:00:03
VMTE	MNBC	NW185022	Voting Experience PSA Spanish	03/28/12	05:51:11
VMTN	ESPN	NW197139	Early Voting 30 Sec PSA	03/31/12	10:25:44
VMTN	ESPN	NW197139	Early Voting 30 Sec PSA	03/31/12	11:40:24
VMTN	HIST	NW197139	Early Voting 30 Sec PSA	03/30/12	00:15:06
VMTN	HIST	NW197139	Early Voting 30 Sec PSA	03/30/12	05:00:03
VMTN	HIST	NW197139	Early Voting 30 Sec PSA	04/01/12	05:00:03
VMTN	HIST	NW197139	Early Voting 30 Sec PSA	04/01/12	05:59:34
VMTN	HIST	NW185193	Voter Registration PSA Fixed	03/02/12	00:14:24
VMTN	HIST	NW185193	Voter Registration PSA Fixed	03/02/12	00:39:51
VMTN	HIST	NW185193	Voter Registration PSA Fixed	03/04/12	05:59:34
VMTN	HIST	NW185193	Voter Registration PSA Fixed	03/07/12	01:39:57
VMTN	HIST	NW185193	Voter Registration PSA Fixed	03/08/12	01:42:31
VMTN	HIST	NW185193	Voter Registration PSA Fixed	03/08/12	05:29:33
VMTN	HIST	NW185193	Voter Registration PSA Fixed	03/10/12	00:13:44
VMTN	HIST	NW185193	Voter Registration PSA Fixed	03/10/12	05:59:33
VMTN	HIST	NW185020	Voter Registration PSA Spanish	02/27/12	01:43:25
VMTN	HIST	NW185020	Voter Registration PSA Spanish	03/03/12	00:42:02
VMTN	HIST	NW185020	Voter Registration PSA Spanish	03/03/12	01:38:57
VMTN	HIST	NW185020	Voter Registration PSA Spanish	03/09/12	03:43:43
VMTN	HIST	NW185020	Voter Registration PSA Spanish	03/09/12	05:00:03
VMTN	HIST	NW185020	Voter Registration PSA Spanish	03/09/12	05:59:33
VMTN	HIST	NW185023	Voting Experience PSA	03/16/12	03:42:14
VMTN	HIST	NW185023	Voting Experience PSA	03/18/12	05:00:03
VMTN	HIST	NW185023	Voting Experience PSA	03/19/12	05:29:33
VMTN	HIST	NW185023	Voting Experience PSA	03/27/12	05:00:03
VMTN	HIST	NW185022	Voting Experience PSA Spanish	03/17/12	00:14:49
VMTN	HIST	NW185022	Voting Experience PSA Spanish	03/22/12	01:40:39
VMTN	HIST	NW185022	Voting Experience PSA Spanish	03/26/12	07:39:18
VMTN	HIST	NW185022	Voting Experience PSA Spanish	03/27/12	00:11:59
VMTN	MNBC	NW197139	Early Voting 30 Sec PSA	03/31/12	12:17:52
ZMNE	ESPN	NW197140	Early Voting 30 Sec PSA Spanish	04/01/12	10:46:28
ZMNE	ESPN	NW185193	Voter Registration PSA Fixed	03/03/12	10:26:59
ZMNE	HIST	NW197139	Early Voting 30 Sec PSA	03/30/12	05:29:39
ZMNE	HIST	NW197139	Early Voting 30 Sec PSA	03/31/12	00:17:18
ZMNE	HIST	NW197139	Early Voting 30 Sec PSA	04/01/12	02:45:03
ZMNE	HIST	NW197140	Early Voting 30 Sec PSA Spanish	03/29/12	05:29:39
ZMNE	HIST	NW197140	Early Voting 30 Sec PSA Spanish	03/31/12	05:29:39
ZMNE	HIST	NW185193	Voter Registration PSA Fixed	02/29/12	05:29:37
ZMNE	HIST	NW185193	Voter Registration PSA Fixed	03/02/12	05:00:08
ZMNE	HIST	NW185193	Voter Registration PSA Fixed	03/05/12	05:59:39
ZMNE	HIST	NW185193	Voter Registration PSA Fixed	03/07/12	05:00:07
ZMNE	HIST	NW185193	Voter Registration PSA Fixed	03/08/12	01:42:36
ZMNE	HIST	NW185193	Voter Registration PSA Fixed	03/12/12	05:59:39
ZMNE	HIST	NW185020	Voter Registration PSA Spanish	02/28/12	05:00:07
ZMNE	HIST	NW185020	Voter Registration PSA Spanish	03/01/12	05:00:08
ZMNE	HIST	NW185020	Voter Registration PSA Spanish	03/04/12	00:43:43
ZMNE	HIST	NW185020	Voter Registration PSA Spanish	03/06/12	05:59:38
ZMNE	HIST	NW185020	Voter Registration PSA Spanish	03/08/12	02:42:31
ZMNE	HIST	NW185020	Voter Registration PSA Spanish	03/08/12	05:59:38
ZMNE	HIST	NW185020	Voter Registration PSA Spanish	03/09/12	00:14:04
ZMNE	HIST	NW185020	Voter Registration PSA Spanish	03/13/12	05:29:39
ZMNE	HIST	NW185023	Voting Experience PSA	03/14/12	02:18:03
ZMNE	HIST	NW185023	Voting Experience PSA	03/14/12	05:59:08
ZMNE	HIST	NW185023	Voting Experience PSA	03/15/12	00:41:45
ZMNE	HIST	NW185023	Voting Experience PSA	03/16/12	00:39:39
ZMNE	HIST	NW185023	Voting Experience PSA	03/17/12	00:41:30
ZMNE	HIST	NW185023	Voting Experience PSA	03/23/12	05:00:09
ZMNE	HIST	NW185023	Voting Experience PSA	03/25/12	05:59:25



ZMNE	HIST	NW185022	Voting Experience PSA Spanish	03/16/12	01:42:59
ZMNE	HIST	NW185022	Voting Experience PSA Spanish	03/19/12	02:12:45
ZMNE	HIST	NW185022	Voting Experience PSA Spanish	03/24/12	05:29:39
ZMNE	HIST	NW185022	Voting Experience PSA Spanish	03/27/12	05:00:08
ZMNE	HIST	NW185022	Voting Experience PSA Spanish	03/28/12	05:00:09
ZMNE	MNBC	NW185020	Voter Registration PSA Spanish	03/02/12	08:54:33
ZMNE	MNBC	NW185022	Voting Experience PSA Spanish	03/28/12	05:51:15
ZMNE	NICK	NW185193	Voter Registration PSA Fixed	03/03/12	21:47:15
ZMNE	NICK	NW185020	Voter Registration PSA Spanish	03/10/12	20:47:36
ZMNE	NICK	NW185022	Voting Experience PSA Spanish	03/15/12	17:43:14
ZMNN	ESPN	NW197139	Early Voting 30 Sec PSA	03/31/12	10:25:45
ZMNN	ESPN	NW197139	Early Voting 30 Sec PSA	03/31/12	11:40:25
ZMNN	ESPN	NW185020	Voter Registration PSA Spanish	03/04/12	08:41:44
ZMNN	ESPN	NW185023	Voting Experience PSA	03/25/12	19:56:33
ZMNN	HIST	NW197139	Early Voting 30 Sec PSA	03/29/12	00:14:24
ZMNN	HIST	NW197139	Early Voting 30 Sec PSA	03/30/12	00:15:12
ZMNN	HIST	NW197139	Early Voting 30 Sec PSA	03/30/12	05:00:09
ZMNN	HIST	NW197139	Early Voting 30 Sec PSA	04/01/12	05:00:09
ZMNN	HIST	NW197139	Early Voting 30 Sec PSA	04/01/12	05:59:40
ZMNN	HIST	NW185193	Voter Registration PSA Fixed	03/02/12	00:14:29
ZMNN	HIST	NW185193	Voter Registration PSA Fixed	03/02/12	00:39:55
ZMNN	HIST	NW185193	Voter Registration PSA Fixed	03/04/12	05:59:39
ZMNN	HIST	NW185193	Voter Registration PSA Fixed	03/07/12	01:40:02
ZMNN	HIST	NW185193	Voter Registration PSA Fixed	03/08/12	01:42:36
ZMNN	HIST	NW185193	Voter Registration PSA Fixed	03/08/12	05:29:37
ZMNN	HIST	NW185193	Voter Registration PSA Fixed	03/10/12	00:13:51
ZMNN	HIST	NW185193	Voter Registration PSA Fixed	03/10/12	05:59:40
ZMNN	HIST	NW185193	Voter Registration PSA Fixed	03/13/12	06:29:39
ZMNN	HIST	NW185020	Voter Registration PSA Spanish	02/27/12	01:43:30
ZMNN	HIST	NW185020	Voter Registration PSA Spanish	03/03/12	00:42:07
ZMNN	HIST	NW185020	Voter Registration PSA Spanish	03/03/12	01:39:02
ZMNN	HIST	NW185020	Voter Registration PSA Spanish	03/09/12	03:43:48
ZMNN	HIST	NW185020	Voter Registration PSA Spanish	03/09/12	05:00:09
ZMNN	HIST	NW185020	Voter Registration PSA Spanish	03/09/12	05:59:39
ZMNN	HIST	NW185023	Voting Experience PSA	03/14/12	02:40:15
ZMNN	HIST	NW185023	Voting Experience PSA	03/16/12	03:42:19
ZMNN	HIST	NW185023	Voting Experience PSA	03/18/12	05:00:07
ZMNN	HIST	NW185023	Voting Experience PSA	03/19/12	05:29:37
ZMNN	HIST	NW185023	Voting Experience PSA	03/21/12	05:00:08
ZMNN	HIST	NW185023	Voting Experience PSA	03/27/12	05:00:08
ZMNN	HIST	NW185023	Voting Experience PSA	03/28/12	05:29:39
ZMNN	HIST	NW185022	Voting Experience PSA Spanish	03/15/12	00:10:45
ZMNN	HIST	NW185022	Voting Experience PSA Spanish	03/15/12	01:42:45
ZMNN	HIST	NW185022	Voting Experience PSA Spanish	03/16/12	01:42:59
ZMNN	HIST	NW185022	Voting Experience PSA Spanish	03/17/12	00:14:55
ZMNN	HIST	NW185022	Voting Experience PSA Spanish	03/20/12	01:41:48
ZMNN	HIST	NW185022	Voting Experience PSA Spanish	03/22/12	01:40:45
ZMNN	HIST	NW185022	Voting Experience PSA Spanish	03/26/12	07:39:24
ZMNN	HIST	NW185022	Voting Experience PSA Spanish	03/27/12	00:12:05
ZMNN	MNBC	NW197139	Early Voting 30 Sec PSA	03/31/12	12:17:57
ZMNN	MNBC	NW185020	Voter Registration PSA Spanish	03/08/12	06:54:06
ZMNN	MNBC	NW185023	Voting Experience PSA	03/15/12	08:53:23
ZMNN	MNBC	NW185022	Voting Experience PSA Spanish	03/27/12	09:16:54
ZMNN	NICK	NW185193	Voter Registration PSA Fixed	03/04/12	06:44:33
ZMNN	NICK	NW185020	Voter Registration PSA Spanish	03/10/12	21:45:13
ZMNN	NICK	NW185023	Voting Experience PSA	03/16/12	13:55:17

**Section 203 Outreach, Election Judge Recruitment and Voter Empowerment**  
**Prepared by Gilberto A. Zelaya II, PhD, CERA**  
**2011-2012**

**April 2011**

- Linkages to Learning Empowerment Training, Rockville, MD (04/11)
- Identity, Inc, Gaithersburg, MD (04/12)
- MCPS Rocking Horse center, Rockville, MD (04/14)
- St. Alban's Episcopal Hispanic Social Concerns Committee, Washington DC (04/17)
- Down County Latino Network, Wheaton, MD (04/27)
- Centro Católico Hispano, Voter Empowerment, Gaithersburg, MD (04/25)

**May 2011**

- Chinese Culture & Community Service Center Health Fair, Gaithersburg, MD (05/01)
- Archdiocese of Washington-Pastoral Center, Hyattsville, MD (05/03)
- CASA de Maryland, Silver Spring, MD (05/11)
- Montgomery College, Latino Student Government, Takoma Park, MD (05/18)
- Silver Spring YMCA, Voter Empowerment Training, Silver Spring, MD (05/23)

**June 2011**

- Latino Leadership Roundtable, Silver spring, MD (06/06)
- Housing Opportunities Commission, Crabbs Branch Apartments, Derwood, MD (06/11)
- Casa de Maryland Multicultural Center, Empowerment Training, Hyattsville, MD (06/13)
- Housing Opportunities Commission, Fatherhood Initiative, Gaithersburg, MD (06/16)
- Council of Government, Empowerment presentation, Washington DC, (06/17)
- Sacred Heart School, Empowerment presentation, Washington DC (06/19)
- Down County Latino Network, Wheaton, MD (06/21)
- Upcounty Latino Network, Gaithersburg, MD (06/22)
- Identity, Inc Community Celebration, Gaithersburg, MD (06/23)
- National Federation for the Blind, Empowerment training, Silver Spring, MD (06/30)

**July 2011**

- Housing Opportunities Commission, The Willows Apts, Gaithersburg, MD (07/11)
- Education 2000, Voter Empowerment, Gaithersburg, MD (07/21)

**August 2011**

- Centro Católico Hispano, Voter Empowerment, Silver Spring, MD (08/01)
- Colesville Presbyterian Church, Voter Empowerment, Silver Spring, MD (08/07)
- Housing Opportunities Commission, Stewartown Homes, Gaithersburg, MD (08/20)

**September 2011**

- Housing Opportunities Commission, Georgian Court Community Day, S. Spring (09/11)
- Salvadorean Festival, Gaithersburg, MD (09/11)
- Olde Towne Gaithersburg Day, Gaithersburg, MD (09/18)

- Naturalization Ceremony @ City Hall, Gaithersburg, MD (09/18)

### **October 2011**

- National Federation of the Blind, Silver Spring, MD (10/11)
- MoCo African Advisory Committee, Rockville, MD (11/13)
- World of Montgomery Festival/Ama tu Vida Health Fair, Wheaton, MD (10/16)
- Homeless Resource Fair, Bohrer Recreation Center, Gaithersburg, MD (10/19)
- Health & Wealth Fair (AKA), Praisner Community Center, Burtonsville, MD (10/22)
- Montgomery County Latino Advisory Committee, EOB, Rockville, MD (10/11)
- Montgomery County Cable: EOB, Rockville, MD (taping 10/12)
- Youth Town Hall, COB (10/12)
- Radio El Zol, Comunidad Zol, Lanham, MD (live radio 99.1FM 10/24)
- Knights of Columbus, Gaithersburg, MD (10/25)
- Annual Diwali (Deepawali) Celebration, EOB, Rockville, MD (10/27)
- Chinese Culture & Community Service Center Health Fair, Gaithersburg, MD (10/29)

### **November 2011**

- Veterans Resource Fair, White Flint Mall, Kensington, MD
- MoCo Caribbean Advisory Committee, Silver Spring, MD (11/01)
- Marilyn Praisner Recreation Center Job Fair, Burtonsville, MD (11/01)
- MoCo African American Advisory Committee, Rockville, MD (11/02)
- Voter Registration/Recruitment Drive @ MCPL
  - Bethesda & Rockville Libraries (11/11)
  - Germantown & Silver Spring Libraries (11/12)
  - Praisner & Wheaton Libraries (11/19)
- Casa de Maryland, Workforce Development, Silver Spring, MD (11/15)
- Montgomery County Latino Lions Club, Rockville, MD (11/29)

### **December 2011**

- Revista Semanal (Week in Review), Rockville, MD (Cable TV taping 12/01)
- Mi Escuela es su Escuela (My School is Your School/MC) (Radio Amor 900AM), Wheaton, MD (12/05)
- MCPS Social Committee, Gaithersburg, MD (12/12)
- Upcounty Latino Network, Germantown, MD (12/14)
- Boy Scouts of America, Kensington, MD (12/15)

### **January 2012**

- MLK Community Festival, Rockville, MD (01/16)
- Future Vote Training
  - Richard Montgomery HS, Rockville, MD (01/09)
  - Blair High School, Silver Spring, MD (01/10)
  - Churchill High School, Potomac, HS (01/17)
  - Blake High School, Silver Spring, MD (01/19)
  - Quince Orchard High School, Gaithersburg, MD (01/27)
- Catholic Charities, Voter Empowerment Training, Silver Spring, MD (01/26)

- Telemundo TV, Arlington, VA (DC Metro, 01/27)
- Family Services, Inc, Voter Empowerment training, Gaithersburg, MD (01/27)
- Voter Registration/Recruitment Drive @ MCPL
  - Aspen Hill, Little Falls, Quince Orchard Libraries (01/28)
  - Bethesda, Silver Spring & Praisner Libraries (01/29)

## February 2012

- Governors Commission on Hispanic Affairs, Wheaton, MD (02/01)
- Housing Opportunities Commission, Bedford Ct, Silver Spring, MD (02/03)
- Voter Registration/Recruitment Drive @ MCPL
  - Chevy Chase, Long Branch, Twinbrook Libraries (02/04)
  - Wheaton, Rockville, Germantown Libraries (02/05)
  - Damascus, White Oak, Potomac Libraries (02/11)
  - Davis, Poolesville & Kensington Park Libraries (02/18)
- Knights of Columbus, Rockville, MD (02/07)
- Telemundo TV, Arlington, VA (DC Metro, 02/08)
- Revista Semanal (Week in Review), Rockville, MD (Cable TV taping, 02/09)
- La Positiva Radio, Spotsylvania, VA (live radio, 1350AM, 02/10)
- Housing Opportunities Commission, Outreach, Bedford Court, S. Spring, MD (02/11)
- County Report this Week, EOB/PIO, Rockville, MD (02/14)
- Ana Mendez University, Voter Empowerment, Wheaton, MD (02/16)
- Radio America, Wheaton, MD (live radio, 1540AM, 02/16)
- Archdiocese of Washington, Voter Empowerment, Hyattsville, MD (02/17)
- Univision TV, Washington, DC (DC Metro, 02/18)
- St. Raphael's Hispanic Social Concerns Committee, Rockville, MD (02/20)
- AME Zion Church, Voter Empowerment, Silver Spring, MD (02/28)

## March 2012

- Community Ministries, Rockville, MD (03/05)
- Centro de Familia, Silver Spring, MD (03/07)
- Ana Mendez University, Bilingual EJ Training, Wheaton, MD (03/19 & 03/20)
- Telemundo TV, Arlington, VA (DC Metro, 03/28)
- Univision TV, Washington, DC (DC Metro, 03/29)
- La Positiva Radio, Spotsylvania, VA (live radio, 1350AM, 03/30)

## April 2012

- Univision TV, Washington, DC (DC Metro, 04/02)
- Montgomery al Día, Wheaton, MD (live airing Radio America 1540AM, 04/03)
- La Positiva Radio, Spotsylvania, VA (live radio, 1350AM, 04/03)
- Wootton High School, Civic Expo, Rockville, MD (04/20)

## May 2012

- Unity Day @ Long Branch Community Recreation Center (05/05)
- Lay Leadership Institute, Archdiocese of Washington (05/12)

- Linkages to Learning Senior Management Retreat, Silver Spring, MD (05/17)
- MoCo Latino Civic Committee, Gaithersburg, MD (05/18)
- GUIDE Youth Services, MCPS Center Mangers Retreat (05/25)

#### **June 2012**

- MCPS/Linkages Health Fair, Gaithersburg, MD (06/09)
- Housing Opportunities Commission, 2<sup>nd</sup> Annual Fatherhood Initiative, Gaithersburg, MD (06/16)
- White House Action Summit, Blair HS, Silver Spring, MD (06/16)

#### **July 2012 (TBD)**

#### **August 2012**

- National Night Out, Silver Spring, MD (08/17)

#### **September 2012**

- Voter Registration/Recruitment Drive @ MCPL
  - Damascus, Quince Orchard & Twinbrook Libraries (09/01)
  - Little Falls, Poolesville & White Oak Libraries (09/08)
  - Wheaton & Bethesda Libraries (09/09)
  - Germantown, Long Branch & Aspen Hill Libraries (09/15)
  - Rockville & Praisner Libraries (09/16)
  - Damascos, Davis & Chevy Chase Libraries (09/22)
  - Germantown & Wheaton Libraries (09/23)
  - Silver Spring, Praisner & Kensington Libraries (09/29)
- Future Vote Training (General 2012)
  - Richard Montgomery HS, Rockville, MD (09/04)
  - Northwest High School, Germantown, MD (09/06)
  - Kennedy High School, Silver Spring, MD (09/10)
  - Whitman High School, Potomac, MD (09/12)
  - Quince Orchard High School, Gaithersburg, MD (09/14)
  - Blair High School, Silver Spring, MD (09/19)
  - Richard Montgomery HS, Rockville, MD (09/14)

#### **October 2012**

- Voter Registration/Recruitment Drive @ MCPL
  - Bethesda, Rockville & Twinbrook Libraries (10/06)
  - Praisner, Silver Spring & Germantown Libraries (10/07)

**Prepared by Dr. Gilberto A. Zelaya**

**Early Voting**

- Early Voting Center Managers :Janet, Jody, Lois, Cheryl, David and Tamara
  - Able to triage issues before brining it up to my attention
- Larsen antennas functioned therefore no issues regarding synching with SBE Epic server
- Daily opening/closing procedures, BOE staff (Ken, Brian and Jeff) and EJ runners worked seamlessly
- Recognition to Andrew Johnson at SBE, Alan Vinh/Jerry Quarshie/Shafiq Satterfield for being accessible and accommodating during Early Voting
- No connectivity issues
- Election Judges completed tabulation in timely Manner
- Election results submitted to SBE via secured network before 8:00pm
- Election Results validated by Director and Early Voting Coordinator prior to posting on website at 8:01 p.m.

**Future Vote**

- 312 total students participated
- Welcomed by voters and election judges
- Enrollment down sue to spring break and college visits
- Commitment of 1000 students to date for the General Election
- Students will assign in 4 hour shifts beginning at 6:00am to 10:00 p.m.
- Youth outreach events includes opportunity to serve as paid Election Judges if community service hours have been fulfilled.
- Parents in certain instances will assist as Greeters at precincts where children assigned.
- Food Drive for Manna will take place at training sites for Future Vote students as past of the County Community Service month.

**Montgomery County, Maryland  
Board of Elections  
Election Judge Program Post Election Report  
April 3, 2012 Primary Election**

The Election Judge Program is responsible for recruiting and training registered, Maryland voters to serve as election judges. Several thousand individuals are needed for an election with the exact number dependent on the complexity of the election and anticipated turnout.

**Recruitment**

Recruitment of volunteer election judges is done year round with increased effort and focus in the six months preceding an election. We typically kick off our campaign by mailing an application to all active judges in our database; under Maryland law, a new application is required for each election cycle.

For the April 3, 2012 Primary Election, we mailed 9,456 pre-populated applications using data from the Election Judge Module (Module). We developed the pre-populated form for several reasons. First, it was felt that judges would return the form faster if they did not have to fill it out – that proved to be correct; we received 2,234 forms in the first five weeks. Secondly, it was difficult to achieve a high rate of data accuracy with incomplete and/or illegible forms. The pre-printed form eliminated this concern. In most cases there were few changes to the judge's personal data. Lastly, it eliminated judges using older versions of the form that did not pertain to this election.

Though we received over 4,346 applications less than half of those who applied, 2,126 served this election. We can identify some of the reasons for this circumstance; specifically 547 judges were available only for the General election, many had schedule conflicts with the date of the election (during Spring Break); almost 90 County employees declined to serve after being notified that the administrative leave policy had changed, and over 1,100 did not respond to numerous requests to complete training. Furthermore, 286 trained judges, including Chief Judges; withdrew in the three weeks prior to the election. For this election, 25% of those trained did not serve on Election Day. In 2010, we lost 50% of the judges that applied after they had completed training.

In the three weeks prior to the election, we contacted all current applicants to encourage their participation and to schedule training. Those sources included individuals in the database from prior years that were inactive, those that had indicated they were not available for the Primary, and new applicants. We also contacted, trained and assigned 37 people that applied for temporary employment with the agency and 19 individuals from a temporary agency. After all of these efforts, we were still short 104 judges

on Election Day. In total, we fielded 2,126 judges -- 1,985 on Election Day and 141 judges in 391 positions for Early Voting.

## **Training**

Maryland law requires training on polling place policies and procedures, for each election, for all Election Judges.

This year we instituted an online quiz as a prerequisite to our in-person hands-on training. Online training is intended to be used in conjunction with in-person hands-on training and is not intended to be a replacement or stand alone training program.

In our traditional classroom training environment, as much as 1½ hours were spent covering the information in the introductory chapters of the Election Judge Manual, specifically chapters one and two. Though important this information is applicable to all judges and is better suited to independent study; whereas the remainder of the instruction is delineated by level of experience (new vs. returning) and by position and requires interaction with the training staff.

The change in format allowed us to concentrate more time and effort on our hands-on training, which is not only preferred but shown to be more productive in terms of Election Day performance and judge retention. Coupled with posting the Election Judge manual online our printing costs were also significantly reduced.

Using Google Docs, we created a 40 question quiz on the subject matter contained in chapters one and two of the Manual. The quiz is accessed by use of a link on our website. Judges log into the Election Judge Module with their BOE issued credentials to access the Training Menu. The link is available 24 hours a day, 7 days a week, allowing individuals to take the quiz at their convenience and from any location with Internet access. Once there they are asked to read the chapters and to take the quiz. When they are finished with the quiz – by hitting a single “Submit” button, the quiz is transmitted to us for review. Unfortunately, we do not have a process that allows judges to immediately receive results on the test nor do the results update automatically to the module.

However, several times a day Board training staff access the link, grade the quizzes and update the Recruiters on the names of those completing the quiz. Recruiters then update the results to the judge’s record. Judges who pass are given access and instructions to schedule their hands-on training.

Those who fail the quiz are instructed to review the chapters (many did not do so initially) and to retake the quiz. Judges are allowed to retake a “failed”



training quiz and 88 did so for this election. Twenty-one (21) judges took the quiz and failed twice, making them ineligible to serve.

For those persons without access to a computer, we offered the opportunity to take the test in person in our offices. Initially, the appointment times were limited to twice weekly – as we had limited staff and most were working part time. Eventually we were able to accommodate judges anytime during normal business hours. Of the 77 judges who made an appointment to take the quiz in person; 8 failed to show, 7 failed the quiz, 1 cancelled, 1 took it online, 5 faxed the quiz to us and 3 took it in a class held during the week prior to the election. The remaining 52 passed and went on to attend hands-on training; 48 served on Election Day.

Overall the quiz was a huge success with 2,592 judges taking it online. Of those who took it online, 1,937 passed, attended hands-on training and worked the election. While 368 others passed the quiz but did not serve.

The majority of our judges appreciated the use of current technology and the 1½ hour reduction in the length of the in-person training classes. Many took the opportunity to study the training materials online prior to taking their training. The process also provides an unbiased means of verifying that all judges meet the legal requirement of having the ability to read and comprehend not only the English language but are capable of understanding and performing the required tasks and duties.

The quiz coupled with access to the training materials online helped to prepare our judges for the hands-on training and led to a more capable and confident workforce as evidenced by the Precinct Performance Report.

Once again we successfully used the Election Judge module's scheduling feature for the hands-on training; allowing judges to select and schedule a class and location that best accommodates their schedule. Over 90% of the judges used the system to schedule and reschedule training for the Primary.

The hands-on training was held primarily in our Gaithersburg office with a limited number of classes held at two offsite locations, the Bethesda Chevy Chase Regional Services Center and the Ana G. Mendez University System campus in Silver Spring.

Hands-on training is conducted based on experience level. Experienced judges attend a full hands-on training which includes practice exercises at each station and on the voting equipment. It provides an opportunity for judges who have worked previous elections and have an understanding of the duties of their position and the voting equipment to demonstrate their ability to correctly perform the tasks for their assigned position. Students work individually and in pairs to complete practice exercises, sample documentation and assembly/disassembly of the voting equipment. Since the student has served previously they are typically familiar with the procedures

and the voting equipment. For many this class is a welcome refresher. This format has greatly improved the skill level and confidence of our judges and according to the students is the preferred method of training.

New Judges attend a course comprised of lecture and hands-on training. Attendees include new judges and returning judges who did not serve in 2010. The class provides students with a thorough description of the duties and responsibilities of their assigned position along with step-by-step instructions on use of the voting equipment. Time is also spent completing practice exercises and sample documentation.

All of the classes are fast paced, so students are strongly encouraged to attend the walk-in training clinics offered a few days before each election for more individual attention.

Walk-In Training is an open training environment for judges desiring further clarification on their assigned duties. Held March 12 through 17, 2012, 135 judges took advantage of the opportunity to work with one or more trainers to prepare for Election Day. Mirroring the proficiency training format of functional stations, judges spend time reviewing procedures or practicing on the voting equipment. Practice forms and exercises are available for use in the session and for at-home review. Students often attend multiple sessions and most spend a minimum of two hours per visit.

## **Conclusions**

**Challenges** encountered during the Primary include reconfiguring the module for redistricting changes and consolidated precincts and the scheduling of the election during Spring Break. Our greatest challenge was coping with a 50% reduction in training staff. The uploading of redistricting data was not finalized until late February delaying individual judge assignments and construction of precinct teams. The date of the election conflicted with the schedules of our judges depleting the number of available judges. The timing also posed challenges for Chief Judges trying to access facilities and to interact with MCPS staff.

Recruitment of registered Republicans continues to be a struggle which resulted in eight precincts being without at least one Republican judge. A mailing to all registered Republicans is planned for July 2012.

Training staff reductions and the lack of overtime for Recruiters earlier in the recruiting cycle impacted all aspects of our program. We reduced the number classes and increased class capacities to compensate but in fact burned out the staff and eventually increased overtime costs. Trainers worked six to seven days a week and 10 to 12 hours a day during peak periods – weeks 3 through 11. Reductions also made it difficult to respond to staffing shortages

at the end of the training period as the training staff was tasked to work early voting.

For the Primary, we conducted 233 classes, had a total of 2,557 judges attend with 2,288 passing, 43 failing, 152 no shows and 74 who needed additional training prior to being assigned.

**Successes** included two new external EJ Module features for the primary, establishment of a standardized pre-election meeting time, and a monthly newsletter. We also efficiently used our imaging software to scan thousands of recruiting and training documents, which contributed to a relatively smooth payroll process. As recently as Thursday, June 14, 2012 BOE was notified that our Election Management System (EJ Module) was selected as a 2012 NACo Achievement Award winner.

One of the new features is an online view of a judge's assignment, available 3 weeks prior to the election, once training is completed and an assignment entered into the system. Judges receive an email, automatically from the module, once they have been assigned telling them to log in to see their specific assignment. This was very successful, eliminating many calls from judges to get this information.

We also developed a Precinct Staffing List for Chief Judges that provides an online view of all judges assigned to a precinct. Also available three weeks prior to Election Day, the list updates daily as judges are added to the precinct. This feature gave us a fast and automated process to get up-to-date information to Chief Judges so that they can communicate with their teams and prepare for Election Day.

Both of these enhancements increased our efficiency by minimizing telephone calls during a critical period allowing the recruiting staff to focus on making assignments. It also reduced the uncertainty of judges about where they would be working on Election Day.

In response to many requests, we established a standardized time for the Monday pre-election meeting. This reduced the anxiety of judges assigned in the days prior to the election and the workload of Chief Judges who are tasked with contacting each team member. Our communication channels were expanded through the use of a monthly newsletter. It was sent to all judges by mail with their Welcome Letter then via email with the training and assignment notifications. It is an easy and effective method to disseminate new information and reminders.

Though this election presented some challenges it was an overall success as evidenced by the following comment from one of our judges; "There was a marked difference in the quality and competency of judges which is attributed to the outstanding training this cycle and the weeding out of less capable people."

## Statistics

### Staffing

- 4 Recruiters (2 Perm/ 2 Temp)
- 8 Trainers
- 1 Support staff person (Part time)

### Recruitment

#### **Election Judge Requirements**

Election Day 2,230  
Early Voting 375

#### **Assigned Judges**

Election Day 1,985  
Includes 136 Spanish speaking judges in Tier 1 and Tier 2 precincts.

Early Voting 141 in 391 slots\*

EV CHF & VOP judges are assigned to work 3 non-consecutive days  
and EV Runners 6 consecutive days to ensure continuity.

Vacancies 104

#### **Election Judge Applications**

Pre-populated Q sent to those previously applied = 9,456

Total received - November 28, 2011 to April 2, 2012 = 4,346

Served Election Day = 2,126

Available for General Election only = 547

County employees unavailable = 90

Withdrew after training = 286

Did not complete training = 1,100 +

#### Primary Sources of Applications

1. Pre-populated Q
2. Online
3. Sent by Recruiter
4. All other sources

## **Training**

### **Online Quiz Results**

Judges who completed quiz = 2,592

Passed and served in election = 1,937

### **In Person Quiz Results**

Scheduled In-Person Quiz at BOE = 77

Passed and served in election = 48

Failed to show = 8

Failed the quiz = 7

Faxed it to the office = 5

Took in class week prior to election = 3

Cancelled appointment = 1

Took it online instead = 1

### **Hands-on Training**

Number of classes held = 233

Total trained = 2,557

Total passed = 2,288

No Shows = 152

Needs Review = 74 (additional training required to serve)

Failed = 43

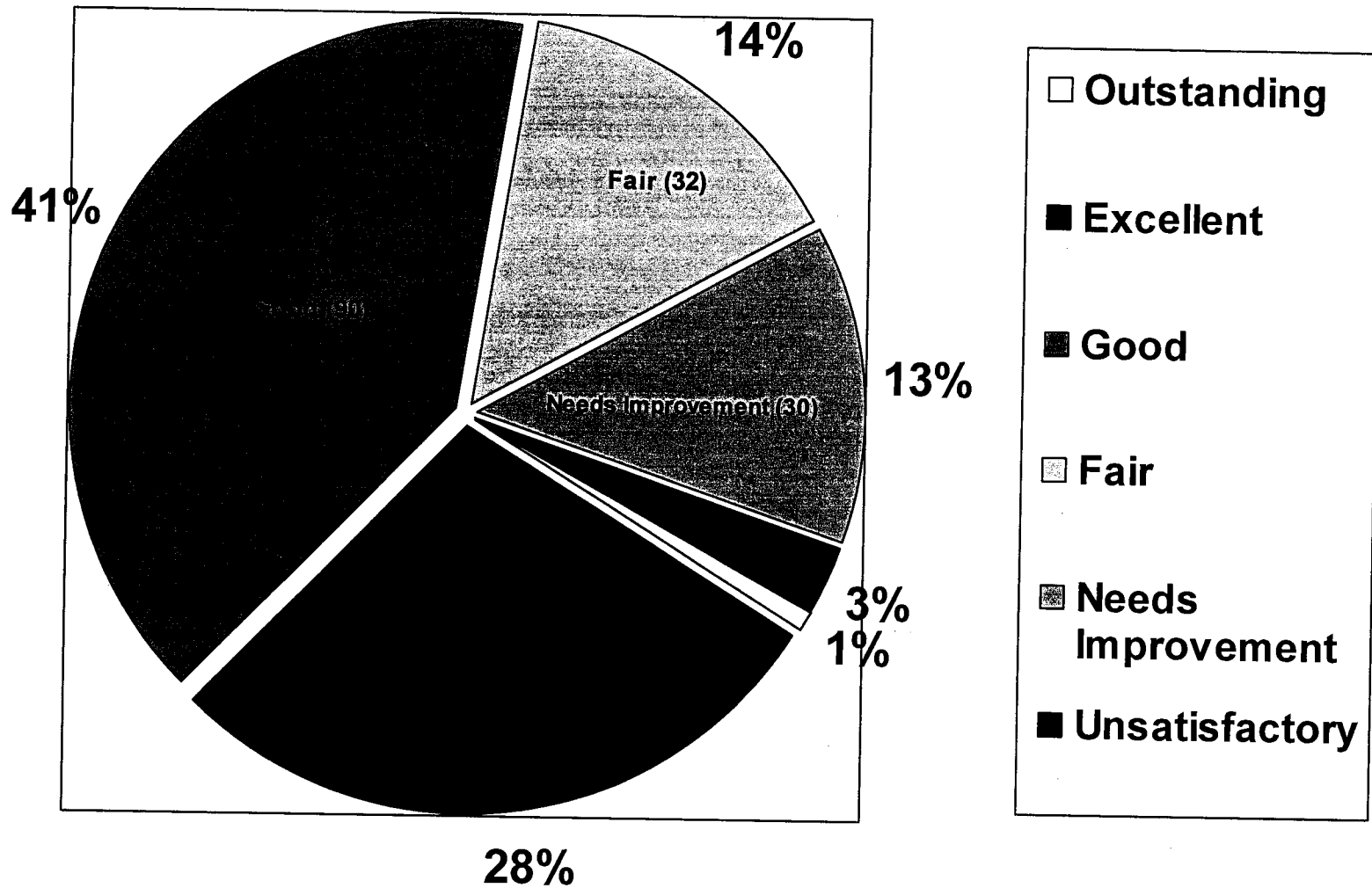
### **Walk-In Training**

Dates: March 12 - 17, 2012

Attendance = 135 judges (includes those in Needs Review status)

# Precinct Performance Summary

## April 3, 2012 Primary Election



# Precinct Performance Summary Report

D-P	Rating	D-P	Rating	D-P	Rating	D-P	Rating	D-P	Rating
01-01	Excellent	05-01	Excellent	07-13	Good	09-21	Excellent	13-16	Fair
01-02	Good	05-02	Excellent	07-15	Good	09-22	Good	13-18	Excellent
01-03	Excellent	05-03	Good	07-16	Excellent	09-24	Excellent	13-19	Excellent
01-04	Good	05-04	Good	07-18	Fair	09-25	Fair	13-20	Fair
01-05	Good	05-05	Good	07-19	N I	09-26	Excellent	13-21	N I
01-06	Fair	05-06	Excellent	07-20	Good	09-27	Good	13-22	Good
01-07	Good	05-08	Good	07-21	N I	09-28	Fair	13-23	N I
02-01	Good	05-09	Excellent	07-22	Excellent	09-29	Good	13-24	Excellent
02-02	N I	05-10	Fair	07-23	N I	09-30	U	13-25	N I
02-03	Good	05-11	Excellent	07-24	Excellent	09-31	Good	13-27	Excellent
02-04	Excellent	05-12	Excellent	07-25	Good	09-33	Good	13-28	Good
02-05	Good	05-13	U	07-26	Good	09-34	Fair	13-29	Excellent
02-06	Good	05-14	Good	07-27	Excellent	09-35	Excellent	13-30	Excellent
02-08	Good	05-15	Good	07-28	Fair	09-36	Good	13-31	Good
02-11	N I	05-16	Fair	07-31	Fair	09-37	Good	13-32	Fair
03-01	Good	05-17	Excellent	07-32	Excellent	10-01/04-23	Excellent	13-33	Outstanding
03-02	Good	05-18	Outstanding	08-01	Excellent	10-02	Good	13-34	Good
04-01	Good	05-19	Good	08-02	Good	10-03	N I	13-35	Fair
04-02	N I	05-21	N I	08-03	Good	10-04	Fair	13-36	Good
04-03	Good	05-22	Excellent	08-04	Fair	10-05	Excellent	13-37	Good
04-04	Excellent	05-23	Good	08-05	Fair	10-06	Good	13-38	Good
04-05	U	06-01	Excellent	08-06/13-60	N I	10-07	Good	13-39	N I
04-06	Good	06-02	Fair	08-07	Good	10-09	Good	13-40	Good
04-07	Excellent	06-03	Good	08-08	Excellent	10-10	Excellent	13-42	Excellent
04-08	N I	06-04	Excellent	08-09	Good	10-11	U	13-43/13-70	Good
04-09/04-27	Good	06-05	Good	08-10	Excellent	10-12	N I	13-44	Good
04-10	N I	06-06	Good	08-11	Good	10-13	Good	13-45	Good
04-12	N I	06-07	N I	08-12	Good	11-00	Good	13-46	Good
04-13	Excellent	06-08	Excellent	08-13	Excellent	12-01	Good	13-47	Fair
04-14	N I	06-09	Excellent	09-02	Good	12-02/02-07	Excellent	13-49	Fair
04-15	Good	06-10	Excellent	09-03	Excellent	12-03	Good	13-50	Fair
04-16	Excellent	06-11/06-15	Good	09-04	Good	12-04	Excellent	13-51	Fair
04-17	Fair	06-13	N I	09-05	Good	12-05	Excellent	13-52	N I
04-18	N I	06-14/04-35	Excellent	09-06	Excellent	13-01	Good	13-53	N I
04-19	Excellent	07-01	Excellent	09-07	N I	13-02	Excellent	13-54	Fair
04-20	Good	07-02	Good	09-08	Fair	13-03	Good	13-55	Fair
04-21	Excellent	07-03	N I	09-09	Good	13-04	Good	13-56	Good
04-24	Good	07-04	Excellent	09-10	Excellent	13-05	Good	13-57	Good
04-25	Excellent	07-05	Excellent	09-11	Good	13-06	Excellent	13-58	Good
04-26	N I	07-06	N I	09-12	Good	13-07	Good	13-59	Excellent
04-28	Excellent	07-07	Fair	09-13	Fair	13-08	Excellent	13-61	Fair
04-29	Good	07-08	Good	09-14	Excellent	13-10	Good	13-63	Fair
04-30	Excellent	07-09	Good	09-15	N I	13-11	Fair	13-64	N I
04-31	Fair	07-10	Fair	09-16	Fair	13-13	Excellent	13-65	Good
04-32	Good	07-11	Excellent	09-18	U	13-14	Good	13-67	N I
04-34	Good	07-12	Good	09-20	Excellent	13-15	Good	13-68	Good
								13-69	U

\*Each item listed on the Precinct Performance Report not completed/completed incorrectly is worth 1 point. EXCEPT: (1) blank Closing Totals Report, (2) failure to return memory cards, and (3) failure to return electronic pollbooks are worth 3 points each. Each incomplete provisional ballot is worth 1 point.

Rating Scale*	
Outstanding =	0
Excellent =	1-3
Good =	4-6
Fair =	7-9
Needs Improvement (N I) =	10-13
Unsatisfactory (U) =	14+

Report Totals	
Outstanding =	2
Excellent =	63
Good =	90
Fair =	32
Needs Improvement (N I) =	30
Unsatisfactory (U) =	6

April 3, 2012 Primary Election  
Election Judge Training Results (Weekly)

Election Judge Training Results (Weekly)						
Date	Classes	Passed	Failed	No Show	Needs Review	Total
01/12/12	1	19	0	0	0	19
01/13/12	1	20	0	1	0	21
01/19/12	1	2	0	0	2	4
01/20/12	1	15	1	0	0	16
<b>Mock</b>	<b>4</b>	<b>56</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>60</b>
01/23/12	2	24	0	0	0	24
01/24/12	3	21	0	1	2	24
01/25/12	3	24	0	2	6	32
01/26/12	3	30	0	2	0	32
01/27/12	2	8	0	1	3	12
01/28/12	3	12	0	0	2	14
<b>Week 1</b>	<b>16</b>	<b>119</b>	<b>0</b>	<b>6</b>	<b>13</b>	<b>138</b>
<b>Total</b>	<b>20</b>	<b>175</b>	<b>1</b>	<b>7</b>	<b>15</b>	<b>198</b>
01/30/12	2	16	0	0	1	17
01/31/12	3	15	0	0	0	15
02/01/12	0	0	0	0	0	0
02/02/12	3	24	0	0	0	24
02/03/12	1	10	0	0	0	10
02/04/12	2	24	0	1	1	26
<b>Week 2</b>	<b>11</b>	<b>89</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>92</b>
<b>Total</b>	<b>31</b>	<b>264</b>	<b>1</b>	<b>8</b>	<b>17</b>	<b>290</b>
02/06/12	4	44	7	2	0	53
02/07/12	2	18	3	0	1	22
02/08/12	4	43	3	1	2	49
02/09/12	3	5	1	1	1	8
02/10/12	3	38	3	1	3	45
02/11/12	2	29	0	0	0	29
<b>Week 3</b>	<b>18</b>	<b>177</b>	<b>17</b>	<b>5</b>	<b>7</b>	<b>206</b>
<b>Total</b>	<b>49</b>	<b>441</b>	<b>18</b>	<b>13</b>	<b>24</b>	<b>496</b>
02/13/12	3	34	0	0	5	39
02/14/12	3	38	0	0	8	46
02/15/12	4	35	3	1	1	40
02/16/12	4	55	1	2	3	61
02/17/12	3	30	0	0	2	32
02/18/12	3	39	0	2	3	44
<b>Week 4</b>	<b>20</b>	<b>231</b>	<b>4</b>	<b>5</b>	<b>22</b>	<b>262</b>
<b>Total</b>	<b>69</b>	<b>672</b>	<b>22</b>	<b>18</b>	<b>46</b>	<b>758</b>
02/20/12	5	37	2	0	5	44
02/21/12	3	39	1	2	1	43
02/22/12	3	32	3	1	0	36
02/23/12	2	25	0	3	2	30
02/24/12	3	23	0	0	1	24
02/25/12	3	33	0	3	0	36
<b>Week 5</b>	<b>19</b>	<b>189</b>	<b>6</b>	<b>9</b>	<b>9</b>	<b>213</b>
<b>Total</b>	<b>88</b>	<b>861</b>	<b>28</b>	<b>27</b>	<b>55</b>	<b>971</b>
02/26/12	2	22	0	3	1	26
02/27/12	4	37	1	4	3	45
02/28/12	3	44	0	2	1	47
02/29/12	3	47	1	1	0	49
03/01/12	3	31	0	1	0	32
03/02/12	3	32	1	6	1	40
03/03/12	3	42		1	4	47
<b>Week 6</b>	<b>21</b>	<b>255</b>	<b>3</b>	<b>18</b>	<b>10</b>	<b>286</b>
<b>Total</b>	<b>109</b>	<b>1116</b>	<b>31</b>	<b>45</b>	<b>65</b>	<b>1257</b>
03/04/12	3	41	0	4	0	45
03/05/12	5	44	1	1	0	46
03/06/12	3	36	0	0	1	37
03/07/12	4	63	0	0	2	65
03/08/12	5	55	0	4	3	62
03/09/12	4	75	0	5	0	80
03/10/12	3	50	0	4	0	54
<b>Week 7</b>	<b>27</b>	<b>364</b>	<b>1</b>	<b>18</b>	<b>6</b>	<b>389</b>
<b>Total</b>	<b>136</b>	<b>1480</b>	<b>32</b>	<b>63</b>	<b>71</b>	<b>1646</b>



April 3, 2012 Primary Election  
 Election Judge Training Results (Weekly)

<b>Election Judge Training Results (Weekly)</b>						
<b>Date</b>	<b>Classes</b>	<b>Passed</b>	<b>Failed</b>	<b>No Show</b>	<b>Needs Review</b>	<b>Total</b>
03/12/12	8	54	0	7	1	62
03/13/12	8	43	0	1	0	44
03/14/12	8	41	1	0	0	42
03/15/12	10	52	2	2	0	56
03/16/12	7	39	0	6	0	45
03/17/12	8	61	3	5	1	70
<b>Week 8</b>	<b>49</b>	<b>290</b>	<b>6</b>	<b>21</b>	<b>2</b>	<b>319</b>
<b>Total</b>	<b>185</b>	<b>1770</b>	<b>38</b>	<b>84</b>	<b>73</b>	<b>1965</b>
03/18/12	3	57	0	10	0	67
03/19/12	3	42	0	10	0	52
03/20/12	4	67	2	6	0	75
03/21/12	3	44	1	13	0	58
03/22/12	3	63	2	9	0	74
03/23/12	2	32	0	13	0	45
<b>Week 9</b>	<b>18</b>	<b>305</b>	<b>5</b>	<b>61</b>	<b>0</b>	<b>371</b>
<b>Total</b>	<b>203</b>	<b>2075</b>	<b>43</b>	<b>145</b>	<b>73</b>	<b>2336</b>
03/26/12	3	34	0	4	0	38
03/27/12	6	30	0	3	1	34
03/28/12	5	25	0	0	0	25
03/29/12	7	34	0	0	0	34
03/30/12	4	42	0	0	0	42
<b>Week 10</b>	<b>25</b>	<b>165</b>	<b>0</b>	<b>7</b>	<b>1</b>	<b>173</b>
<b>Total</b>	<b>228</b>	<b>2240</b>	<b>43</b>	<b>152</b>	<b>74</b>	<b>2509</b>
04/02/12	5	48	0	0	0	48
<b>Week 11</b>	<b>5</b>	<b>48</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>48</b>
<b>Total</b>	<b>233</b>	<b>2288</b>	<b>43</b>	<b>152</b>	<b>74</b>	<b>2557</b>

**Montgomery County Board of Elections  
2012 Primary Election Comment Card Summary - Early Voting**

**Total responses received: 2210**

**(Note: Not all questions were answered, so total may not equal 100%)**

**Survey Questions**

<b>Where did you vote?</b>	<b>Responses</b>
EV01	812
EV02	528
EV03	319
EV04	437
EV05	114

<b>What day did you vote?</b>	<b>Responses</b>
03/24/2012	474
03/25/2012	534
03/26/2012	436
03/27/2012	281
03/28/2012	307
03/29/2012	178

<b>This polling place is well run.</b>	<b>Responses</b>
Strongly Agree	93%
Agree	5%
Neutral	1%
Disagree	0%
Strongly Disagree	1%

<b>The Judges in this polling place are welcoming.</b>	<b>Responses</b>
Strongly Agree	93%
Agree	4%
Neutral	1%
Disagree	0%
Strongly Disagree	1%

<b>The Judges in this polling place are helpful.</b>	<b>Responses</b>
Strongly Agree	92%
Agree	3%
Neutral	1%
Disagree	0%
Strongly Disagree	1%

<b>How did you hear about Early Voting?</b>	<b>Responses</b>
Ad/Sign/Facility	135
BOE – all sources	366
Campaign/Candidate/Phone Call	101
Church/Community	40
Election Judge	41
Internet	84
League of Women Voters	77
Mail/Media	777

Prior Early Voter/Self	72
Word of Mouth	126
Work	21
Unknown	364

### **I think the following could be improved**

Most voters felt no improvement or changes were needed and expressed positive views of the experience and the opportunity to utilize the process. A sample of responses is shown.

#### **Positive comments:**

- Process was well organized and efficient
- It was convenient and easy
- The Election Judges were wonderful
- Appreciated being able to vote on Sunday
- Could not have voted otherwise due to work, travel, etc...
- Much better than voting absentee
- Touch screen machines easy to use and clear to operate

#### **Improvements Requested:**

- Eliminate Early Voting – costs outweigh turnout
- Better signage needed at Centers
- Parking should be free
- Sample Ballot should include map/directions to Centers
- Electioneers too close to entrance
- Centers wanted in Gaithersburg, Bethesda and Kensington
- Open Centers earlier (start time 7 – 8 am) and extend days of voting
- Advertise dates and locations more, perhaps via radio
- Reduce hours and days of voting when turnout is low
- Announce last day of EV in media

#### **Procedural/Legal Changes Requested:**

- Voters should be required to show ID
- Provide ability to write-in candidates during Primary election
- Use English only ballots and materials, especially "I Voted" stickers
- Eliminate touch screen machines and return to paper ballots
- Need larger print on Comment Card and other materials
- Allow voters to use electronic equipment in polls (cell, ipad, etc...)

**Montgomery County Board of Elections  
2012 Primary Election Comment Card Summary - Election Day**

**Number of Responses received: 8229**

**(Note: Not all questions were answered, so total may not equal 100%)**

**Survey Questions**

**This polling place is well run.**

	<b>Responses</b>
Strongly Agree	86%*
Agree	4%
Neutral	2%
Disagree	0%
Strongly Disagree	1%

**The Judges in this polling place are welcoming.**

	<b>Responses</b>
Strongly Agree	87%*
Agree	3%
Neutral	0%
Disagree	0%
Strongly Disagree	1%

**The Judges in this polling place are helpful.**

	<b>Responses</b>
Strongly Agree	87%*
Agree	3%
Neutral	0%
Disagree	0%
Strongly Disagree	1%

Individual Election District percentages for the "Strongly Agree" category ranged between 91% and 99% somewhat higher than the County aggregates shown.

**I think the following could be improved**

Most voters felt no improvement or changes were needed and expressed positive views of their overall experience and the election judges. A sample of responses is shown.

**Positive comments:**

- o Many thanks and kudos expressed for judges
- o Experience was very quick and easy
- o The quality and competence of the election judges is improved

**Improvements Requested:**

- o Comments on facility – temperature, automated bells/tones, etc...
- o Encourage more participation - turnout
- o Provide chairs for those in line (i.e. seniors/disabled)
- o Prefer box to collect Voter Access cards – wicker basket insecure
- o Electioneers too close to entrance

**Procedural/Legal Changes Requested:**

- Voters should be required to show ID
- Use English only ballots and materials, especially "I Voted" stickers

**Montgomery County, Maryland  
Board of Elections  
Election Operations Group Post Election Report  
April 3, 2012 Primary Election**

The Board of Elections (BOE) Election Operations Group is an umbrella group comprised of Campaign Finance and Filing, Election Judge Recruitment and Training, the Bilingual Compliancy Program, the Future Vote (FV) Program, the Supply Warehouse, the Polling Place Support Program, Mapping and Management of polling place facilities. The permanent staff includes an Operations Manager, a Program Specialist for the Supply Warehouse, a Coordinator for Recruitment and Training, a Coordinator for the Bilingual and FV Programs, two Recruiters, and five support staff members. Operations is a collaborative team within the Board of Elections in which election logistics and services are coordinated and delivered in order to conduct an efficient, fair election for the voters of Montgomery County.

**Campaign Finance and Filing**

The Board employs one support staff member, Brian McKeivitt, to provide assistance to the public, answering questions as well as filing and creating the Certificate of Candidacy for each candidate by utilizing the State software, ElecTrack. ElecTrack, a data software system, records and maintains candidate filing and campaign finance information. The goal when working with potential candidates is to provide a basic understanding of Maryland campaign laws, i.e., instruct interested individuals, highlighting details to avoid mistakes and provide the necessary resources to successfully comply with all filing requirements.

Along with providing support to the public, this position is a central function to pass information to State Board officials for the State Board staff to have the critical data during ballot creation and proofing of said ballot for appropriate contests, candidate names, with the correct spelling and pronunciation of each candidate's name. This staff member is also responsible for maintaining a current Elected Officials List on the Montgomery County Board website.

During a gubernatorial election cycle, on average, 130 to 140 local individuals are served and filed. In 2011, eleven County residents were filed for the 2012 School Board contests. Three local races will appear on the 2012 General ballot, Board of Education At-Large, District 2, and District 4. Over 100 e-mails were answered associated with these contests and approximately 50 telephone calls and numerous in-office discussions were handled with voters/interested parties. Presently, we are beginning to receive numerous requests from residents contemplating running in upcoming local contests for the 2014 Election. Filing for the 2014 Election will begin April 2013.

## **Supply Warehouse**

The function of the Supply Warehouse during the General Election is to provide upwards of 3300 Election Judges and 1500 Student Volunteers with materials, including paper ballots for provisional voting as well as contingency and extended hours voting, needed to facilitate public voting in 238 precincts on Election Day and at five polling locations during the six days of Early Voting. The staff is comprised of a Warehouse Supervisor, two full-time employees, two temporary Aide positions and a team of 50 plus members for the Election night return of materials. The entire Polling Place Supply program starts with the inventory of materials from the previous election. Once items are inventoried, the purchasing process for ordering new materials begins. Once materials are ready for the upcoming election, supplies are organized, counted, labeled, packed, proofed, and distributed to their designated polling place. Once materials are packaged appropriately, they are placed in their color-coded bags; each bag is labeled for a specific precinct. When all bags are prepared, the Board, as instructed by the State, performs an inventory check of random bags to ensure accuracy; the bags are picked up by one of the Chief Judges on the Saturday before Election Day. For 2012 Primary Election, the above process served 2,126 Election Judges at 229 polling places and 141 Election Judges at five Early Voting sites.

The Polling Place Supply Program team works collaboratively especially close with both the Judge Training team and the IT team in order to best assist and prepare Election Judges for Election Day in order to provide premium voter service.

Election Judges bring all materials back to the BOE on Election night and receiving teams consisting of internal and external county employees and volunteers accept and verify materials received. In order for the process to flow in accordance with planned expectations, over 50 individuals are required. Through experience, it has been observed that moving numerous heavy bags and equipment totaling close to 2000 pieces from cars to the interior warehouse can cause over exertion of staff members. To resolve and eliminate fatigue, this situation requires a sufficient number of staff members.

### **Materials provided to polling places include but not limited to include:**

- Provisional Ballots (Distribution of and upward of 50,000 or more cardstock Ballots)
- DRE and Electronic Pollbooks peripheral and security items (Keys, Voter Access Cards, etc.)
- Election Judge Documentation & Voter forms
- Voter information

- ADA peripherals (VIBS units, headphones, and Handicap Signage)
- Outdoor and Indoor Polling Place Signs
- Phones, Pens, Tape, Pencils, Name Tags, etc. (items needed for polling places to operate)

238 Polling Places x 4 bags x (upwards of 30+ items) = 28,560  
individually counted/proofed/package items – not including ballots

5 Early Voting Sites x (upwards of 200+ items for 6 days of voting) = 1000  
individually counted/proofed/package items – not including ballots

**Supply Warehouse Reconciliation:**

In addition to material distribution and returns, the supply warehouse conducts a comprehensive polling place reconciliation of voters who checked in at a voting facility and used the EPB and voters who voted on the touchscreen. This is accomplished using the following materials:

- Voted VAC cards
- GEMS report of touchscreen votes per precinct
- MDVoters report
- Chief Judge documentation from the polling place

Reconciliation, completed in the days following Election Day and before certification, is designed to identify and resolve anomalies. The most common example is when a voter checks in using the EPB, then decides not to cast a ballot on the touchscreen. Using sufficient evidence when this has occurred, we can remove a voter's credit in MDVoters and balance the number of voters checked in with the votes cast.

**Statistics from the 2012 Primary:**

76065 GEMS Cards Cast  
76104 MDVoters Posted Credit  
Difference of 39

\*Through reconciliation, 14 people who did not cast a ballot were removed through verification.

76065 GEMS Cards Cast  
76090 MDVoters Posted Credit  
Difference of 25

\*This is the lowest number to date.



### **Other Major Tasks Supported by the Supply Warehouse Staff:**

- Polling Place Support Program
- Sample Ballot Design and Layout
- Ballot Proofing
- Document Preparation and Proofing
- Print Shop Requests
- Records Maintenance
- Data Entry
- Evaluation Program
- Inventory
- Ordering
- School Board & Municipal Elections Support

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

Following State mandates, PPSP was originally developed by Montgomery County to support Election Judges, using individual approved by the State to make unannounced visits to early voting and polling places to evaluate the election judges' compliance with procedures and their general performance. Montgomery County Board of Elections contracts the League of Women Voters (LWV) to provide LWV members to act as evaluators. Members are organized and trained by Ethmahn Pena and Judy Morenoff, a temporary staff member who is a LWV member. Fifty-six members covered 58 designated routes, visiting and reporting on all 238 precincts.

Training encompasses issues such as ADA compliancy, knowledge and courtesy of judges, use of equipment and several other situations inside and outside the polling place. Evaluators are instructed not to interfere with the voting process, but are encouraged to discuss procedures and corrections with judges if time permits. A State-prepared form is used by each evaluator to assess and record information for the polling places assigned to them. After the election, the forms are reviewed by our staff and the Director, and at that point, the completed forms are forwarded to the State Board of Elections as part of the audit procedures. "Needs correction or improvement" is duly noted and adjustments tracked for implementation by the 2012 General Election.

### **Challenges**

One of the most significant challenges for the Operations staff during the 2012 election cycle was the 2010 Census redistricting mandate. With the assistance from Montgomery County GIS, Sara Harris, Susan Campbell, Ken Perschau, several additional staff members, and you, the Board, the 2010 redistricting was accomplished. Legislative, approved district lines for Congressional and Montgomery County School Board and Councilmanic districts were overlaid onto the County precinct map which created 70 precinct boundary

realignments. As part of the redistricting process, in November 2011, in collaboration with staff, the Board offered the public an opportunity to review and comment on proposed jurisdictional boundaries and polling place locations. After the review, legal descriptions were written describing each newly created precinct boundary. The legal descriptions are maintained at the BOE for public review and preserved as historic record.

Along with the mapping, MDVoters, the State voter database, was updated by reassigning approximately 98,500 voters to their appropriate precinct. The County GIS staff and Ms. Campbell played critical roles by interfacing the GIS street system with MDVoters. Voter Notification Cards and Specimen Ballots were issued, providing written notice to registered voters of their precinct/polling place location which is in accordance with State voter regulations. As a result of redistricting, Montgomery County currently consists of 238 precincts and 229 polling locations.

As the final phase of 2010 redistricting, Legislative District lines, approved by the 2012 Maryland Assembly, will be applied to the Montgomery County jurisdictional map and appropriate changes will be incorporated where necessary. In retrospect, the past year presented numerous changes to precinct makeup with limited disruption. Response from County residents proved an overarching acceptance and understanding of redistricting.

A second challenge during the 2012 cycle was 2011 Legislation that amended criteria for electioneering boundaries in Montgomery County. Through public comment and Board discussion, polling place "No Electioneering" lines were reviewed, approved by the Board, and lines published. The Primary Election was, if you will, a "test drive" of the new guidelines. Application of lines at facilities is subject to ongoing debates; training of election judges is expected to be ongoing as well. Training will assure that pollworkers understand the legal requirements and mark boundaries as directed. As with redistricting, new guidelines yielded limited questions. After the Primary Election, fewer than ten concerns were brought to the attention of the Board and those facilities will be re-evaluated before the 2012 General Election.

Lastly, the Primary date for the 2012 cycle presented a set of issues not experienced before. The election date was during the Montgomery County Public Schools (MCPS) spring break when staffing in the buildings was extremely low. Considerable time was invested in numerous discussions involving Office Movers, the voting equipment moving contractor, MCPS Administrators, and BOE staff members and the Director resulting in the development of smart plans to accommodate the election process in order to eliminate potential delays in delivery of equipment and opening of buildings on Election Day. With this collaboration and cooperation, logistics and operations at the polling places housed in schools was seamless.

## Successes

- *All* supply bags were distributed in a timely manner during Saturday's "election judge bag pickup."
- Early voting centers showed increased interest from the voting public since the initial launch in 2010 and functioned without incident, serving 10,000 early voters over the six-day period.
- *All* voting units and EPBs were delivered and collected correctly within the pre-arranged timeframe.
- As a result of supply verification, the fewest number of special requests from election judges for delivery of supplies was received during the setup of the polling room.
- *All* polling places were accessed and ready for a 7:00 am Election Day opening.
- On Election Day morning, Management Leadership Services (MLS) Corp of Montgomery County Government employees provided valuable delivery services of necessary supplies to polling places at *no cost* to the Board of Elections.
- *All* payroll sheets were returned by Chief Judges on Election night.
- *All* materials were returned and collected by 12:45 pm Election night, a record time.
- There was no reported back-up of traffic onto Route 355, North Frederick Avenue on Election night. Kudos was received from the Montgomery County Police Department.
- Timely modeming and collection of memory cards on Election night allowed Primary results to be accumulated and uploaded into GEMS by 1:00 am.
- Polling place rental fees for the Primary Election were reduced by \$8,700.00.
- Considering a reduction in delivery costs, staffing, and miscellaneous fees, an additional \$25,175.00 in costs were saved by reducing the number of polling locations.

Independently, some of these items might appear insignificant; however, when taken as a whole these successes contributed to a smooth, successful

2012 Primary Election. Through multiple efficiencies, team effort, collaboration, and employee dedication, the Montgomery County Board of Elections presented the voters of Montgomery County with a sound, fair election. I am personally proud of the valuable contribution made by the Board of Elections Operations staff members.

Respectively submitted by Christine Rzeszut, Operations Manager  
Brian McKevitt  
Kenneth Perschau

Supply Warehouse – Ryan White, Program Specialist  
John Chapman, Aarti Chumble, and Ethmahn Pena

Future Vote Program – Gilberto Zelaya

Recruitment and Training – Leslie Woods, Coordinator  
Deborah Hamer and Jessica Jones