

APPROVED

July 21, 2014

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

In Attendance:

Board Members:

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

Board Attorney:

Kevin Karpinski

Staff:

Margaret Jurgensen, Election Director  
Alysoun McLaughlin, Deputy Election Director  
Laletta Dorsey, Acting Voter Registration Manager  
Lisa Merino, Office Services Coordinator  
Jerry Quarshie, Information Technologist Specialist III  
Marjorie Roher, Management and Budget Specialist III  
Janet Ross, Information Technology Manager  
Gilberto Zelaya, Outreach Coordinator

Guests:

Lois Antos  
Virginia Azurée  
Kim Meiklejohn  
Adol Owen-Williams  
Keith Ross  
Barbara Sanders  
Shafiq Satterfield  
Rachel Silberman  
Michael Subin

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

Ms. Keeffe called the Board Meeting to order and declared a quorum present at 2:31 p.m.

## **Public Comments**

Virginia Azurée requested to address the Board in advance. Ms. Azurée expressed her concerns with the impact that the use of Jane E. Lawton Community Center has as an Early Voting site on small business owners who use the Center. She provided several questions and kindly requested that the Board provide a response. Ms. Keeffe thanked Ms. Azurée for her time and stated that staff would respond to her questions in the next few days.

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

Ms. Jurgensen requested that the "Electronic Poll Book Issue" and "Election Night Tabulation" items be discussed under State Board of Elections and an Executive Session item be added to discuss the FY16 Budget. Ms. Keeffe agreed.

## **Approval of the June 16, 2014, and June 24, 2014, Board Meeting Minutes**

The Board was sent the June 16 and 24, 2014, minutes in advance. Ms. Roher noted that edits were made to the June 24 minutes on pages 4 and 6, adding information at the request of the Board. Mrs. Khozeimeh made a motion to approve the June 16 and 24, 2014, minutes as amended. The motion was seconded by Mrs. Jeter and carried unanimously.

## **Election Director Report**

### **Personnel**

Ms. Jurgensen reported that the Board of Elections will be releasing several temporary personnel over the next several weeks and they will return closer to the General Election.

### **Budget**

Ms. Roher reported on the FY14 Operating Budget, noting that this was not the final fiscal year information. Election related line items were able to be accrued due to the late timing of the Election Cycle. Accrued funds were identified by line item (see attachment A): the State Board of Elections' billing, EJ stipends, and canvass expenses. Ms. Roher added that significant changes will be reflected next month as payroll is expected to be reflected in July. In advance of the meeting, the Board was provided an allocation of funds saved due to the use of Future Vote students volunteering during the Primary Election. If they had been paid for their services, it

would have cost \$111,113.31. Ms. Roher stated that the Future Vote Program is a huge contribution to the election process. Ms. Keeffe noted that several past Future Vote students were able to be hired this election, which is also beneficial.

Ms. Jurgensen reported that the Election Judge payroll has been sent to finance. Staff expects that election judges will be paid no later than six weeks from June 24, 2014.

### **Voter Registration**

Ms. Jurgensen reported that Voter Registration is processing the backlog of Voter Registration and Provisional Ballot applications.

### **State Board of Elections**

Ms. Jurgensen stated that the RFP (Request for Proposal) regarding the new voting system has not yet been posted. Certification documents, the audit of the Touch Screen and Optical Scanner units, and the verification results of the MDVoters E31 report were submitted in a timely manner. The documents were sent via e-mail on July 8.

Mr. Ross, Ms. Meiklejohn, and Mr. Satterfield from the State Board of Elections (SBE) were invited to sit at the table. Ms. Jurgensen stated that SBE staff and Montgomery County Board of Elections staff will meet in the next few weeks to discuss the issue experienced on June 24 with the EPBs.

### **Electronic Poll Book Issue**

Mrs. Ross provided a preliminary report (power point) on the process and procedures followed by the Montgomery County Board of Elections to prepare the EPBs for operation. In summary, Montgomery County recommends that staff perform three additional checks that include a hash value check and searches on name and address on all CF Cards that are copied during the manual bulk update process, performing as well as the current State protocol.

Ms. McLaughlin provided a preliminary summary from SBE staff who analyzed the bulk update files outlining SQL issues and a wrong software version. A brief response to that preliminary analysis (which had not yet been submitted to SBE) was made available to the Board (see attachment B.) She briefly reviewed the response with the Board, adding that staff has looked through Chief Judge logs to compile information pertaining to specific EPB issues. Ms. McLaughlin reported that log files show 56 EPBs with outdated software; however, there were no reports of issues in 49 of those precincts. Mr. Naimon inquired if the 56 precincts included the Boards' list of polling places provided at the June 24 Board meeting and calls received on Election Day. Ms. McLaughlin responded they were not included in the analysis if it was not mentioned in the Chief Judge log. Ms. Jurgensen stated that the outdated software did not affect the EPB issue in question.

Ms. Keeffe thanked SBE personnel for attending the meeting today. She asked if the EPB issue occurred throughout the State. Mr. Ross thanked the Board and staff for the opportunity to address them regarding the EPB issue. He then responded no, the EPB issue was isolated to Montgomery County. Ms. Keeffe stated that the Board requested that SBE attend the Board meeting to obtain as much information as possible about what occurred on Election Day with the EPBs.

Mr. Ross stated that SBE and Montgomery County staff plan to assemble and discuss what occurred so that further analysis may be done and a resolution reached - including implementing additional procedures, checklists, and verifications to avoid the issue occurring again.

Ms. Keeffe inquired if anything new has been done with the EPBs. Mr. Satterfield responded that a new supplemental database was implemented for this election cycle. He added that a few cosmetic things have been done to ensure the transfer that occurs is in place; however, nothing new has been added structurally. The Board inquired if the EPB issue may have occurred due to equipment failure. Mr. Satterfield responded it is very unlikely; on Election Day he pulled a couple of the databases from EPBs that showed the error and sent them to SBE to be analyzed. After review, SBE staff noticed that the database was corrupted. The corruption is being analyzed further to find where it occurred. Mr. Satterfield noted that the process that Montgomery County follows is not in question. When the bulk update was done to a handful of EPBs and then the voter ID was verified, and the voter information showed up without any issue, those poll books would not have been identified during testing. The State is looking into the datasets in the database that were corrupt at the reboot point.

Mrs. Rivera-Oven inquired if the issues occurred to the EPBs on the Saturday prior to Election Day why were they not caught prior to deployment. Mr. Naimon asked what the process would have been on Saturday. Mr. Satterfield responded that following the steps outlined by Mrs. Ross and reformatting the CF cards seemed to fix the issue. He stated, without jumping to assumptions, some may have already gone out with the error. Mr. Satterfield noted that the corruption of the database was not complete but, instead, the corruption was in specific fields of the data base. Ms. Keeffe inquired if any of the EPBs used during Early Voting were used on Election Day. Mr. Quarshie responded that, yes, some were sent out to replace the ones that had issues. Ms. Meiklejohn asked if there were any issues with the "replacement" EPBs. Mrs. Ross responded yes. Mrs. Dacek stated that, in her opinion, all the EPBs affected were in route two.

Ms. Keeffe stated that human error could have occurred, as the IT staff is comprised primarily of temporary personnel. Ms. Jurgensen responded that when the bulk update was done, in accordance to SBE verification steps, each EPB was tested, passed, and then seals were applied. Mr. Naimon acknowledged the verification was done by verifying the voter ID, not the name. Ms. Jurgensen responded that testing procedures to verify by name is not SBE procedure. She added that is why Mrs. Ross recommends that future bulk updates include verification by implementing tests to include name, address, and voter ID. Ms. McLaughlin gave a scenario for a better understanding of what may have occurred due to equipment failure.

Ms. Jeter inquired if the duplicator has been checked. Ms. Jurgensen responded that is why she believes it is important that a manufacturer representative be available for discussion to ensure all slots are working for the General Election. Mr. Ross stated that SBE has well versed

personnel who can review the duplicator (for slot issue). Mr. Naimon asked if Mr. Satterfield had a comment in response to the Board of Elections' rebut of the SBE preliminary summary. Mr. Satterfield noted that the State has not had time to review the response.

Ms. Meiklejohn inquired if the CF memory cards compromised can be reviewed. Mr. Quarshie responded that the CF memory cards are no longer with the data as they were reused. Ms. McLaughlin noted that there currently is no protocol (although one should be in place) if a card is bad except to simply re-burn/reformat the card to make it functional. Ms. Keeffe thanked all parties for the in depth analysis of the issues and asked that SBE provide follow up to the Board. Ms. Jurgensen stated that once all the information is compiled, a report will be made available to the Board.

## **Election Night Tabulation**

Ms. Jurgensen provided a graph indicating posted times of results for the past Primary Elections. The chart depicts the percentage of the voter turnout reported in the past Primary Election using the reports from previous Primary Elections. This election, at 9:40 p.m., the Board of Elections reported approximately 20% of the total votes cast and, by the 11:00 p.m. news broadcast, the Board generally reports 50% of results. Ms. Jurgensen reported that Election Night tabulation issues related to missing the first report to the media at 9:20 p.m., due to human error, and slow tabulation after 12:10 a.m., due to server issues. She outlined the steps that occurred on Election night. She added that staff discussion of the problems identified during lessons learned included reaching out to Montgomery County Department of Technology Services (DTS). DTS staff will implement an additional procedure - checking the modems at 8:05 p.m. to confirm the portal is open and, if issues occur, the IT Tech will immediately notify the Public Information Officer of a potential delay.

Mr. Satterfield clarified his process on Election Day. He noted that two hard reboots needed to be done to the server and, at least a few times, the GEMs application needed to be closed and brought back up (a known issue State wide.) He asked the Board to consider the following information regarding manual uploads – every time a card is inserted into a touch screen unit for upload and download, a backup log is generated; the backup log generates back onto the unit itself and is used as integrity verification. Over time, the more cards are used the more backup logs are created. In the case of Montgomery County there could be several hundred. This will cause the transmission to slow down and purging the archives should be done prior to sending results.

Regarding the modem error, Mr. Satterfield stated there were two items cited: the modem must be plugged in, and two indicators lighted to receive and transmit results. At 9:20 p.m. only one light was lighted – the one to "receive calls" not the one allowing transmission. To establish a line of connection, it was necessary to reboot the server, which was done.

Ms. Keeffe inquired if Early Voting tabulation started late. Mrs. Jurgensen responded that it has always started at the same time; however, for the General Election, staff is taking steps to begin earlier in the day as there are now additional units due to the additional sites. She noted the 8:00 p.m. results were transmitted with no issue. Ms. Keeffe asked the SBE staff if any equipment needs to be reviewed. Mr. Satterfield responded no, stating that an extensive modem

test was done weeks before the election. He stated that the process Montgomery will implement to verify the modem bank is open at 8:05 p.m. is a good idea.

Ms. Keeffe asked if Montgomery County was compliant with the Absentee II and Provisional Canvasses. Mr. Satterfield responded that, prior to attending the meeting this afternoon, one of the post-election analyses identified that logic and accuracy testing for the Absentee II and the Provisional canvasses needs to be revisited. He added that the tabulation conducted to verify optical scan results revealed two issues that require retesting of the units used for those canvasses (the test prior to the zero count). Ms. Keeffe inquired if a count will need to be redone and Mr. Satterfield responded yes; it would need to be redone. He stated that everything will need to be rechecked since the testing is incorrect. Mrs. Jeter requested that SBE notify the Board if there are any improvements that can be made during the election process; Mr. Ross agreed.

Ms. Keeffe and the Board thanked SBE staff for attending the meeting.

\*\*\* Ms. Meiklejohn, Mr. Ross, and Mr. Satterfield left the meeting. \*\*\*

## **Board Attorney Report**

Mr. Karpinski reported that a charge of discrimination has been filed with the Office of Human Rights against the Montgomery County Board of Elections by a temporary employee hired in 2014 and then let go. Mr. Karpinski has contacted County Attorney Marc Hansen. The individual was a temporary county employee. The County Attorney's office has agreed to handle the defense, and the case has been assigned to Anne Wendall. Mrs. Rivera-Oven inquired what the allegations are; Mr. Karpinski responded they involve discrimination based upon National Origin.

Mr. Karpinski updated the Board on an issue regarding MVA registrations discussed at the June 16 Board meeting. He stated his staff contacted 62 individuals who voted a provisional ballot on June 24 due to party affiliation change. Mr. Karpinski provided a brief summary of the data and will provide further data to the Board once it is finalized. Ms. Keeffe asked if the individuals could be asked if they were surprised they voted a provisional ballot. Mr. Karpinski stated that his staff would follow up. Mr. Naimon suggested that the Board of Elections notify individuals to verify their voter registrations if they have visited MVA. Ms. Keeffe noted that the Board will need to follow-up with the State regarding the problems with MVA. Ms. Jurgensen stated that she is working with staff to create a letter to those individuals who, from this point on, register to vote as "Other" or "Unaffiliated" to educate them on what a closed primary is. This letter will be translated in several languages to proactively assist voters in future elections.

## **Old Business**

### **Other Old Business**

No items were discussed.

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## 2014 Gubernatorial Primary Election Preparation

### Board Observations

Mrs. Jeter noted the following items:

- Her site maps need to be reviewed.
- Electioneering boundaries on her route need to be reviewed.
- Maps of polling place set up of touch screen units need to be reviewed.

Ms. Jurgensen stated that staff is in the process of contacting Chief Judges requesting suggestions on the placement of tables, EPBs, touch screen units, etc. at polling places. She noted that staff is looking into using a more permanent method to identify the electioneering boundary at the request of election judges. Ms. Jurgensen stated that, in the future, staff will provide a map of the polling room to the Board so they may mark it up to suggest changes.

Ms. Keeffe noted the following items:

- She also encountered maps of polling place set up with errors.
- Suggested that, in the future, potential trainers come into an empty training class to see an actual set up in process as many judges commented to her that they were overwhelmed with the set-up.
- St. Elizabeth School - entrance needs to be reviewed.

Mr. Naimon noted the following items:

- Judges noted they were unclear how items should be unpacked – as many judges commented to him that during class all items were already unpacked.
- Precinct 13-3 - electioneering map needs to be reviewed.

Mrs. Rivera-Oven noted the following items:

- Suggested that staff consider hiring those individuals who “stand out” as election judges to serve as trainers.
- Signage for handicap parking was placed along the fire lane on the ground. She inquired if large poster like signage could be used. Mr. Subin asked if the Board could identify the precincts needing additional signage to indicate handicap parking as the County may be able to assist in providing larger signage. The Board appreciated the assistance.
- It was brought to her attention that the Executive Office Building (EOB) was not aware that the Montgomery County Board of Elections was going to use the EOB as an Early Voting site and it was scheduled for other events. Mr. Subin disagreed; he stated that the EOB was aware it was to be used as an Early Voting site. Ms. Jurgensen agreed that EOB was notified well in advance.
- Laytonsville Elementary - the entrance was located in the back near the dumpster (typically used for delivery.)
- Set-up for handicap tables for voting should be located closer to the entrance and exit of the polling place for ease of handicap voters (Gaithersburg High School, Stedwick Elementary School, and Church of the Nazarene.)

Mrs. Dacek noted the following items:

- At what point are the judges told that a minimum of 15 votes need to be voted on each voting unit? Mrs. Ross responded they are told during training that if turn out is low they are to use only a few machines and when busy there should be a minimum of 15 votes on each machine. Mrs. Dacek stated that, at Summit Hall around 2:30 p.m., the precinct was using all the voting units - they had a total of 39 voters at the end of the day. She suggested that training should reemphasize using fewer machines until needed.
- One of the precincts on her route had touch screen units facing incorrectly due to cords.
- Suggested that the gym at Wootton High School be used again.

Mrs. Jeter inquired if, according to State law, all of the Early Voting Centers need to be opened for the General Election. Mr. Karpinski responded that by legislation eight of the sites will need to be opened and the ninth Early Voting Center was at the discretion of the Board. However, he will follow-up and provide further information via email to the Board.

Mrs. Khozeimeh noted that a few centers she visited with Ms. Keeffe during Early Voting had touch screen units facing inward, allowing the public to see how people were voting. She suggested that judges be instructed to place machines in a manner for more privacy.

Ms. Keeffe suggested staff consider using additional personnel to visit polling places to ensure the set-up of the facility is correct.

Ms. Phillips noted that two polling places she visited had touch screen units facing a glass wall. She will provide further information to Ms. Jurgensen.

### **Attorney Observations**

Mr. Karpinski noted the following items:

- Agreed that the maps need to be updated and reviewed further, especially all schools which have been renovated (Seven Locks Elementary, Bells Mill, Cabin John, and Hoover.)
- Suggested that staff consider using more semi-permanent signage.
- Chevy Chase Elementary School – parking is located in the front and the entrance is in the back of building by the basketball courts. This is different from in the past years.

Ms. Keeffe requested that any additional items be forwarded to Ms. Jurgensen.

### **New Business**

Ms. Jurgensen stated that the polling place review for the 2014 Primary Election and Early Voting lessons learned synopsis was made available in the Board packets.



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Mrs. Rivera-Oven made a motion to move to Executive Session. The motion was seconded by Mrs. Khozeimeh and carried unanimously. The Board convened in Executive Session at 5:16 p.m.

\*\*\* Ms. Antos, Ms. Azurée, Ms. Dorsey, Mr. Owen-Williams, Mr. Quarshie, Mrs. Ross, Ms. Silberman, Mr. Subin, and Mr. Zelaya left the room at 5:17 p.m. \*\*\*

### **Report on Executive Session**

The Montgomery County Board of Elections convened in Executive Session at 5:17 p.m., pursuant to State Government Article 10-508(a)(3)(13) to discuss the FY16 Future Fiscal Impact Statement.

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

The Board discussed the FY16 Future Fiscal Impact Statement.

The Board discussed the potential expansion of warehouse space.

With no further business, Mrs. Jeter moved to adjourn the Executive Session. The motion was seconded by Mrs. Rivera-Oven and carried unanimously. The Board meeting reconvened in regular session at 6:09 p.m.

### **Approval of Executive Session Minutes**

Mrs. Khozeimeh made a motion to approve the June 16, 2014, Executive Session minutes. The motion was seconded by Mrs. Dacek and carried unanimously.

### **Board Salary**

Mrs. Khozeimeh made a motion to increase the salary of the Board President from \$11,000 to \$12,000 and all other Board members, including alternate Board members, an increase from \$10,000 to \$11,000, effective June 1, 2015. The motion was seconded by Mrs. Rivera-Oven; Mrs. Keeffe, Mrs. Rivera-Oven, and Mrs. Khozeimeh voted for the motion; Mrs. Jeter and Mrs. Dacek voted against the motion. The motion passed.

### **Future Meetings**

Since a majority of the Board will be on vacation, the Board agreed to not meet in August.

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- A. September 15, 2014 - 2:30 p.m.
- B. October 20, 2014 - 2:00 p.m. with Early Voting Cage Supply Check
- C. October 23, 2014 - First Day of Early Voting
- D. October 30, 2014 - Last Day of Early Voting
- E. November 4, 2014 - Election Day
- F. November 6, 2014 - Absentee I Canvass Begins 10:00 a.m. to 7:00 p.m.
- G. November 12, 2014 - Provisional Canvass Begins 10:00 a.m. to 7:00 p.m.
- H. November 14, 2014 - Absentee II Canvass Begins 10:00 a.m. to 7:00 p.m.
- I. November 17, 2014 - *Tentative*
- J. November 25, 2014 - Certification/Audit (TBD)
- K. December 15, 2014 - 2:30 p.m.

### **Convene as Board of Canvassers**

Mrs. Dacek made a motion to convene as the Board of Canvassers at 6:12 p.m. The motion was seconded by Mrs. Rivera-Oven and carried unanimously.

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

### **Adjournment**

With no further business, Mrs. Khozeimeh moved to adjourn the regular session and the Board of Canvassers. The motion was seconded by Mrs. Jeter and carried unanimously. The meeting adjourned at 6:13 p.m.

Respectfully Submitted,

*Marjorie M. Roher*

Marjorie M. Roher  
Management & Budget Specialist III

APPROVED BY THE BOARD:

*Mary Ann Keeffe*

Mary Ann Keeffe  
President

**FY14 OPERATING BUDGET SPREADSHEET**  
**Through June 30, 2014 (As of July 7, 2014)**

LINE ITEM	FY14 APPROVED	FY14 YEAR TO DATE	
<b>PERSONNEL COSTS</b>	<b>3,343,744</b>	<b>2,840,517</b>	
<b>5A001 - Salaries &amp; Wages</b>	<b>2,693,965</b>	<b>2,278,250</b>	
50010 - Full Time Salaries	1,769,402	1,620,398	
50012/50020 - Part Time Salaries/Seasonal Temps	470,531	472,930	
60168 - Temporary Office Clerical (moved from OP for clarity)	209,719	27,927	
<b>SUBTOTAL FOR TEMPORARY PERSONNEL</b>	<b>680,250</b>	<b>500,857</b>	
50324 - Overtime (includes emergency, multi-lingual & holiday)	244,313	156,995	
<b>5A002 - FICA</b>	<b>188,420</b>	<b>165,758</b>	
<b>5A003 - Group Insurance</b>	<b>281,302</b>	<b>241,375</b>	
<b>5A004 - Group Retirement</b>	<b>180,057</b>	<b>155,134</b>	
<b>OPERATING EXPENSES</b>	<b>3,180,548</b>	<b>3,069,704</b>	
<b>6A001 - Services and Contracts</b>	<b>1,090,650</b>	<b>1,050,422</b>	
60060 - Legal/Attorney Services	100,000	29,345	
60066 - SBE Program Management	367,569	367,569	Accrued
60304 - Maintenance - Electrical	0	0	
60314 - Maint - Computer Systems	25,000	27,509	
60326 - Repair/Maint Agmts - Office Equip	11,000	8,031	
60412 - Moving Services	25,000	0	
60414 - Building Construction	0	0	
60416 - Building Design	0	160	
60530 - Other Professional Services - EJ Stipend	534,080	534,080	Accrued
60532 - Other Non-Professional Services (includes EJ mod.)	28,001	83,728	
<b>6A002 - Maintenance</b>	<b>85,000</b>	<b>85,000</b>	
61010 - Computer Equip Repairs/Maint (EPB)	85,000	85,000	Accrued
<b>6A003 - Rentals/Leases</b>	<b>1,137,689</b>	<b>1,129,000</b>	
61902 - Furniture Rentals (Polling Place)	7,000	2,197	
61904 - Copiers, Fax, Mailing Machine Rentals (see 63020)	0	12,499	
61924 - Other Equipment Rentals (MDVoters)	691,320	691,320	Accrued
61926 - Bldg or Space Rental/Leases (Pol. Place)	24,500	8,115	
61932 - Other Rentals/Leases (DREs)	414,869	414,869	Accrued
New Voting System (Optical Scan)	0	0	
<b>6A004 - Office Supplies &amp; Equipment (&lt;\$5,000)</b>	<b>125,093</b>	<b>125,855</b>	
62010 - General Office Supplies+	69,006	48,244	
62016 - Computer Supplies	5,000	9,957	
62018 - Computer Equip (<\$5,000)	20,000	11,018	
62022 - Paper and Supplies for Copiers	0	10,211	
62028 - Other Supplies & Equipment	31,087	46,424	
<b>6A011 - Books, Videos, and Subscriptions</b>	<b>3,500</b>	<b>3,801</b>	
62700 - Books/Reference Materials	2,500	350	
62712 - Other Books, Videos, and Subscriptions	1,000	3,451	
<b>6A012 - Other Supplies/Materials/Equipment</b>	<b>77,668</b>	<b>81,998</b>	
62826 - Keys and Locks	0	4,330	
62946 - Charges from SBE	77,668	77,668	Accrued
<b>6A013 - Printing/Central Duplicating Services</b>	<b>170,953</b>	<b>165,440</b>	
63016 - Imaging	35,380	4,075	
63018 - Document Shredding	0	180	
63020 - Office Mach. Cop. Leasing (see 61904)	11,760	0	
63022 - Other Central Dup Svc - Printing (all printing costs)	123,813	161,185	
Mandated Legal Requirements			
Charges from SBE			
Election Specific Costs			
Personnel Charges			
Temporary Personnel Charges			
Overtime Costs			
Benefits			

**FY14 OPERATING BUDGET SPREADSHEET**  
**Through June 30, 2014 (As of July 7, 2014)**

<b>6A014 - Outside Printing</b>	<b>80,550</b>	<b>90,404</b>
63100 - Outside Printing/Copying	550	0
63104 - Sample Ballot Printing	80,000	90,404
<b>6A015 - Mail</b>	<b>138,361</b>	<b>128,687</b>
63200 - Central Dup - Postage - Bulk (services, NO postage)	36,530	29,823
63202 - Central Dup - Postage - Individual (PO Box rental)	21,081	21,372
63206 - Inter-Office Mail/Pony Charge	750	2,292
63208 - Other - Mail (Sample Ballot Postage)	80,000	75,200
<b>6A016 - Outside Postage and Mail</b>	<b>38,000</b>	<b>87,770</b>
63300 - Outside Mail Services (VNCs and all other postage)	37,500	87,507
63304 - Other Outside Mail Services	500	264
<b>6A017 - Motor Pool</b>	<b>29,002</b>	<b>6,136</b>
63500 - Assigned Motor Pool Vehicles	25,502	5,809
63504 - Daily Rental Motor Pool	3,500	277
63508 - MP EZPASS Charges	0	50
<b>6A018 - Communications Services</b>	<b>127,809</b>	<b>85,572</b>
63600 - Local Telephone Service Charges	25,000	61,893
63604 - Cellular Phone Line Charges	6,800	1,710
63618 - Blackberry Charges (smart phones)	9,000	8,436
63624 - Communication Circuits	27,729	6,538
63626 - Communication Modems (SBE)	2,280	1,445
63634 - Other Communication Services (PP Phone Lines)	57,000	5,550
<b>6A020 - Charges from Others</b>	<b>26,148</b>	<b>0</b>
63810 - Charges for Facility Maintenance	26,148	0
<b>6A021 - Travel</b>	<b>13,996</b>	<b>15,349</b>
64010 - Metropolitan Area Travel	7,996	9,329
64012 - Non-Metropolitan Area Travel	6,000	6,020
<b>6A022 - Education, Tuition, and Training</b>	<b>10,125</b>	<b>3,851</b>
64100 - Local Conference Related	2,000	2,475
64120 - Other Education, Tuition, & Training	8,125	1,376
<b>6A023 - Dues/Memberships</b>	<b>2,000</b>	<b>2,790</b>
64200 - Professional Memberships (Individual)	2,000	2,790
<b>6A024 - Advertising</b>	<b>20,036</b>	<b>5,864</b>
64300 - Advertising - Jobs	0	0
64304 - Advertising - Marketing/Sales	20,036	5,864
<b>6A099 - Miscellaneous Operating Expenses</b>	<b>3,968</b>	<b>1,766</b>
69999 - Other Misc Operating Expenses	3,968	1,766
<b>DEPARTMENTAL TOTAL</b>	<b>6,524,292</b>	<b>5,910,221</b>
+ Includes office supplies, polling place supplies, and office furniture		
Mandated Legal Requirements		
Charges from SBE		
Election Specific Costs		
Personnel Charges		
Temporary Personnel Charges		
Overtime Costs		
Benefits		

From: "[REDACTED]" <[REDACTED]@maryland.gov>

Date: Jul 18, 2014 3:04 PM

Subject: Re: Pollbook issues

To: "[REDACTED]" <[REDACTED]@montgomerycountymd.gov>

Cc: "[REDACTED]" <[REDACTED]@maryland.gov>, "[REDACTED]" <[REDACTED]@maryland.gov>

Hi [REDACTED]

Below is our summary of the pollbook issues encountered in Montgomery. Let us know if you have any questions.

Thanks,

[REDACTED]

SQL Exception issue:

We analyzed the bulk update files provided by Montgomery County used on the affected pollbooks and determined that the supplemental voters database was corrupt. We determined the reason for this was that the card the files were copied to was ejected before file copying was complete (safely remove hardware was not used). We assume: this card was then duplicated so multiple cards with corrupt files were used to update a number of precincts. Shafiq encountered this problem on the Saturday before the election and wiped and re-burned cards which corrected the issue. However, we believe the pollbooks that were sent out with the corruption were updated on the Friday before the election. Most of the pollbooks affected would have crashed on launch, so the problem should have been discovered during bulk update (after bulk update the user must power off the pollbook, power it back on, log back in and verify bulk update date before searching for updated voters). I do not recall which precinct but one of the precincts affected was also sent replacement pollbooks which had also been updated with corrupted files and not tested, causing the problem to persist. To prevent this problem in the future SBE plans to require a hash value check on manual bulk update files and will require the user to search supplemental voters on name, rather than ID (which would capture any pollbooks that could launch even with a corrupted file).

Wrong Software version:

58 pollbooks used on Election Day were running either the wrong version of EzRoster or had an old version of the operating system installed. 56 of the 58 were running EzRoster 2.7.12.3 - a test build last used during statewide testing in November. This build has a number of problems that were discovered in the November testing and corrected in later builds. Users using this build could encounter problems with LAN synchronization, would encounter slow searching, voters in the search grid multiple times, and exceptions searching on the supplemental database. Ballot counts would also be incorrect if being used in a precinct with no non-partisan ballot.

Shafiq mentioned the judges thought some of the menus were inconsistent, which would not have been caused by the software version. The only thing I could think they are thinking of is that some instructions screens were changed on the advice of the judge's committee between this election and the presidential general, so if the judge was very familiar with the way the instructions were (for example searching on 4+3+DOB which was changed to 4+3, and entering date of birth if more than 2 voters are found), they may have felt it was inconsistent. It is possible that the resource file was also corrupt, in which case the software displays the default text on menus. SBE provides hash values of the master files so the files on a card can be checked before being duplicated.

From CTE Guide 2.5.2:

The hash values of the master CF card used for duplication should be checked before duplication begins.

It is recommended that the hash values of at least one card from each duplicated batch be checked.

Points to consider re: initial analysis of SBE (email dated 7/18, 3:04pm)

### **SQL Exception Issue**

“We determined the reason for this was that the card the files were copied to was ejected before file copying was complete (safely remove hardware was not used).”

- Montgomery staff created a single master CF card file for all bulk update files. All updates – including the update that corrected the issue for EPBs that were getting an SQL error message in testing – were burned from this single master CF card file.
- This master file was used for every EPB. There were no issues reported by Election Judges with at least 817 EPBs in 135 polling places on Election Day.

### **Wrong Software Version**

“Users using this build could encounter problems with LAN synchronization, would encounter slow searching, voters in the search grid multiple times, and exceptions searching on the supplemental database.”

- Log files show that there were 56 EPBs with an outdated version of EzRoster. There were no reports of issues in 49 of the precincts. Seven of the precincts with issues did receive an EPB with the outdated version of EzRoster. We have not yet identified whether these were the same EPBs that Judges reported issues in using.

### **From CTE Guide 2.5.2 (hash values)**

“It is recommended that the hash values of at least one card from each duplicated batch be checked.”

- This section of the Conducting the Election Guide relates to the master EPB voter file, not the bulk update. The SBE provides hash values for that file. The SBE has not provided hash values in the past for the bulk update file. Montgomery and SBE staff are in agreement on the value of extending this check to the bulk update as well.