

APPROVED

September 15, 2014

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

In Attendance:

Board Members:

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

Board Attorney:

Kevin Karpinski

Staff:

Margaret Jurgensen, Election Director
Alysoun McLaughlin, Deputy Election Director
Laletta Dorsey, Acting Voter Registration Manager
Lisa Merino, Office Services Coordinator
Marjorie Roher, Management and Budget Specialist III
Janet Ross, Information Technology Manager
Christine Rzeszut, Operations Manager
Leslie Woods, Election Judge Coordinator
Gilberto Zelaya, Outreach Coordinator

Guests:

Dolly Kildee
Barbara Sanders

Convene the Board Meeting and Declare a Quorum Present

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

Public Comments

No Public Comments were given.

Additions/Changes to the Agenda

Ms. Jurgensen requested that Ms. Roher give a brief statement regarding media after the budget. Ms. Keeffe agreed. Mr. Naimon stated that he had a New Business item to discuss.

Approval of the July 21, 2014, Board Meeting Minutes

The Board was sent the July 21, 2014, Board meeting minutes in advance. Mrs. Khozeimeh made a motion to approve the July 21, 2014, minutes as presented. The motion was seconded by Mrs. Jeter. Ms. Keeffe inquired if there was any discussion. Mr. Naimon stated that the minutes did not accurately reflect a discussion that took place during the meeting and he would like clarification before the minutes are approved. He added that a conversation occurred where Ms. Jurgensen was asked to contact SBE/MVA and to follow up with the Board. He added that she indicated she would bring it to the September meeting and the Board agreed that September was not soon enough and asked for the information to be provided in August. Mr. Naimon stated that he wants the minutes to reflect what took place in the meeting. Ms. Keeffe stated that she recalls the conversation and assumed it was during the MVA issue. She inquired if Mr. Naimon wanted to amend the minutes. Mr. Naimon stated he was not comfortable making any changes to the minutes as he has not listened to audio of the meeting.

Ms. Jurgensen responded that she and staff have listened to the Voter Registration and Board Attorney report, both items where MVA was discussed, and in those sections there is no specific date or direction from the Board to provide information to them. She noted that staff also listened to the EPB section, where the Board did request that information be provided prior to the September Board meeting, which is reflected in the Board meeting minutes. (The information was provided via email in August.) Ms. Roher identified page 5, of the Electronic Poll Book Issue, second paragraph, last sentence, indicating "Ms. Jurgensen stated that once all the information is compiled, a report will be made available to the Board," not specifically prior to the September Board meeting.

Ms. Keeffe and Mr. Naimon indicated that is not where they recall the conversation taking place. Mr. Naimon added that if the Board gives specific direction with a deadline, it should be reflected in the minutes. Ms. Keeffe agreed. The Board discussed the matter further. Mr. Karpinski suggested that another person listen to the audio and the Board table the minutes until clarification is made. The Board reached a consensus to table the minutes to September pending additional review. Ms. Roher inquired whom the audio should be sent to. The Board asked that the audio be sent to all members. Ms. Roher stated that she and Ms. Merino will work with IT staff to make the audio of the Board meeting available as soon as possible.

Election Director Report

Personnel

Ms. Jurgensen reported that temporary personnel will be returning over the next several weeks as the General Election approaches. She added that four election judge trainers have left for full time employment and staff is in the process of recruiting additional staff. Ms. Keeffe expressed concern that some election judges felt they did not receive enough training and noted that staff needs to be more vigilant on the issue. Ms. Woods addressed the Board and stated that a considerable number of the individuals hired to serve during the Primary Election were new, as many of the experienced judges were not available due to the timing of the election. Several were not as proficient; however, judges have gained more knowledge, and a better understating of the process, and can now return with experience. More importantly, they have learned from their mistakes. Ms. Woods stated that several long time election judge trainers will be returning for the General Election. The new incoming election judge trainers will focus on specific sections, as it is too much to ask them to learn the entire process. Mrs. Rivera-Oven inquired what the ratio of students is; Ms. Jurgensen responded 16 to 20 students to 4 trainers, one teaching and three circulating through the class to assist.

Mrs. Jeter inquired if there had been any IT personnel changes. Ms. Jurgensen responded yes - two staff members were replaced. One previously served as Chief Judge in the Primary Election and the other previously worked for us in IT.

Significant Meetings

Ms. Jurgensen reported she attended the Election Center Annual Conference where issues related to upcoming USPS changes and their impact on delivery of mail was discussed. Other topics included voting systems for the future, emergence of concepts with voter interaction, and the readability of election material to encourage the use of more graphics instead of words.

Ms. Jurgensen reported that the Election Assistance Commission expects to hold a US Senate hearing on September 17, 2014, for the appointment of new Commissioners.

Ms. Jurgensen stated that Cuyahoga County in Cleveland, Ohio, was acknowledged for best practices on tracking media messages and corporate inclusion for election judges and poll workers (marketing to lead corporations). This information was shared with Ms. Roher and Ms. Woods. Ms. Jurgensen stated that the Board of Elections is recruiting with some success with *GEICO*, *Westat* and *NIST*. Ms. Keeffe inquired if staff has reached out to Chambers of Commerce and local jurisdictions. Ms. Jurgensen responded that Ms. Roher and Ms. Woods have reached out to several Chambers throughout Montgomery County. Ms. Keeffe noted that in every election it gets harder to recruit and keep election judges; she suggested arranging a meeting with the Board members and several chairs of Chambers to discuss bringing them in as true partners.

Ms. Jurgensen reported that, in response to a discussion regarding fires in ballot drop off boxes, our ballot drop box now has a fire suppression unit installed.

Ms. Jurgensen stated that Auburn University and the Election Center are working on benchmarking and measures research to establish a nationwide industry standard and definitions

due to the wide gap of understanding the differences between Early Voting, Absentee Ballots, and Online Ballots. She noted that Montgomery County has agreed to participate and, if selected for the study, there will be no cost to us (via survey.)

An important meeting was held with the Council of Governments regarding planning for National Voter Registration Day, September 23. Participants were DC, several counties in Virginia, Prince George's County, and Montgomery County. Bilingual information will be distributed and media releases issued. Mrs. Rivera-Oven requested a copy of the flyer, Ms. McLaughlin agreed to provide it.

Budget (Incorporated as attachment A)

The FY14 Operating Budget was provided in advance. Ms. Roher reported on the FY14 Operating Budget, noting a potential surplus. She stated that all figures have not been received and a final report should be available at the October Board meeting. Ms. Phillips inquired if all the State billing has been submitted. Ms. Roher responded that the last bill has not yet been received, although funds have been accrued and are now reflected in the current fiscal year budget.

The FY15 Operating Budget was provided in advance. Ms. Roher provided an up to date budget through September 14, 2014. She noted the budget is on track.

Media

Ms. Roher reported that the International Foundation of Electoral Systems (IFES) contacted her to request that two hundred individuals be allowed to observe the election process. She contacted Ms. Keeffe and, per their discussion, IFES will visit four polling places, at two different times, with 20 people at each site. As mentioned in the Primary Election, a different group, comprised of previous Board Members and our former Deputy Director, will assist with this visit. She added that Ms. Jurgensen received a request last week from the State indicating that the Project on Middle East Democracy has requested to bring eight observers to visit a polling place. Ms. Khozeimeh agreed to meet with them.

*** Ms. Roher left the room at 3:30 p.m. ***

Voter Registration

Ms. Jurgensen reported that monthly statistics have been posted to the website. She stated that all voters registered since January 2012, whose party affiliation is categorized as "Other Party," have been sent a letter (provided to the Board). She reported a state mandated mailing was sent to all individuals who will not be 18 by November 4, to inform them they are not eligible to vote in the upcoming Gubernatorial Election.

Ms. Jurgensen stated that due to the MVA issues with Voter Registration, she accompanied Ms. McLaughlin's on visits to the Walnut Hill MVA to experience the procedures and processes that

take place. Information was previously provided to Ms. Jurgensen as to what screens (about Voter Registration) would appear. They conducted both transactions using a kiosk and face to face interaction. Attached to these minutes is Ms. McLaughlin's detailed account of those visits. (Incorporated as attachment B).

Ms. Keeffe wanted clarification if the issue at hand is "Other Party" or "Unaffiliated"; Ms. Jurgensen noted the issue initially brought to the attention of the Board of Elections was "Other Party." The Board discussed and reviewed system screen shots of MVA screens provided. Ms. Jurgensen stated that although the screen shots provided indicate a process, that is not what occurred on their visit to Walnut Hill. At no time was Ms. McLaughlin asked to change her Voter Registration through face-to-face or kiosk interaction. A few days later, Ms. McLaughlin's signature was superimposed on an Electronic Voter Registration form received from the MVA. Ms. Jurgensen contacted Thomas Surock, MVA liaison with SBE, and is scheduled to meet with him on September 23. Ms. McLaughlin explained the procedural steps experienced at MVA. The Board discussed the matter further. Mr. Naimon questioned if MVA staff is rated on how quickly people are processed. Ms. Phillips asked if an individual selects "Other Party" at a kiosk, and does not (what is presumed is directed) call SBE and select one of those other parties, what happens next. Ms. Jurgensen responded that a Voter Notification Card (VNC) indicating "Other" is sent, and now a letter is also sent, explaining their choice and providing an opportunity to select a party.

Mr. Naimon stated that the letter sent to "Other Party" is not clear and should be modified. Ms. Keeffe stated that a separate letter should be sent to those individuals identified as "Unaffiliated." Mr. Naimon will provide edits to the letter. The Board discussed the matter further. Mr. Naimon noted there should be clarification if there is any requirement for those individuals who select "Other Party." Ms. Phillips stated that Montgomery County Board of Elections has expressed many concerns with how the Board's and staff's reputation is judged in regard to registrations processed through MVA and SBE. She suggested that an outside audit occur to ensure that the voter registration process at MVA, SBE, and Montgomery County is done as well as it possibly can be. The Board discussed this briefly.

Ms. Keeffe acknowledged the article from the *Gazette* "Voter registration woes draw finger pointing" posted Friday, August 15, 2014. She indicated that SBE states that the problem does not occur at MVA, but at local Boards (Montgomery County) not processing applications correctly. Ms. Jurgensen stated that she spoke to Mary Wagner, Director, Voter Registration and Petition Division, prior to the article being published and Ms. Wagner indicated that when an individual does not select a party they are automatically categorized as "Other Party." Subsequently, after the article ran, she contacted Ms. Wagner for clarification via email. Ms. Jurgensen provided Ms. Wagner regulations from 2014 outlining the process for applications provided by MVA and Ms. Wagner admitted she had mistaken the wrong classification of "Other." However, that is not what was described in the article. Ms. Keeffe stated that she reached out to Linda Lamone, State Administrator, and Donna Duncan, Assistant Deputy for Election Policy, as Ms. Wagner was not available, for further clarification on the procedure/selection for "Other Party." Ms. Jurgensen and Ms. Keeffe agreed the information provided by them is not the same information available on the State Board of Elections' website FAQs. Ms. Jurgensen requested printed information be provided to share with staff; that information has yet to be provided. Ms. Keeffe also requested the regulation be provided (at the time of meeting no information been provided). Mrs. Jeter stated that with so much confusion, there needs to be clarification of "Other" and "Unaffiliated," and the

Board agreed. Ms. Keeffe added that the letter (mentioned above) should have a definition of both "Other" and "Unaffiliated."

Mr. Naimon questioned Ms. Jurgensen's statement from the *Gazette* "*Voter registration woes draw finger pointing*" that the Board has known about other registration problems at the Motor Vehicle Agency for about the past two years. Ms. Jurgensen stated the issue was brought up in March of 2012. Mr. Karpinski noted that two issues had been brought up regarding MVA, 1) multiple duplicate voter registrations coming electronically from MVA, and 2) right before the Primary, party affiliation changes. Ms. Jurgensen noted that March of 2012 was the launch of the electronic process. Because there were several glitches to iron out, there was no overwhelming concern within a few months of the initial soft launch. Mr. Naimon stated the article implies the Board knew of the issue and did nothing about it; Ms. Jurgensen responded that was not the statement she provided to the reporter. The Board expressed their concern that Ms. Jurgensen's statement was taken out of context. The Board agreed action must be taken with regard to the MVA issue. Ms. Phillips made a motion that the Montgomery County Board of Elections hire an outside auditor to investigate/survey the voter registration process at MVA through SBE to the Montgomery County Board of Elections utilizing a controlled group of in person and or mail documents to a large sample of the MVA registrations of all party affiliations. The motion was seconded by Mr. Naimon. The Board briefly discussed the motion. Mrs. Rivera-Oven noted that the article was published on August 15 with no response to date from the Board; she suggested that the Board respond to the editor, to let the public know they are aware of the issue and are moving forward to resolve it. Ms. Keeffe agreed and suggested that the letter indicate that an outside auditor will be brought in to investigate further; the Board agreed. Mrs. Keeffe, Mrs. Khozeimeh, Mrs. Rivera-Oven, and Ms. Phillips voted for the motion; Mrs. Jeter abstained. The motion passed. Ms. Phillips will prepare a draft letter and provide it to Ms. Jurgensen. Mrs. Jeter expressed concern that the letter to be written to the editor should clearly identify what the problem is. She suggested that the letter inform the public about what the BOE is doing to resolve the issue. Mr. Karpinski will look into auditing firms. The Board will provide comments to Ms. Phillips regarding the letter.

State Board of Elections

Ms. Jurgensen reported ballot preparations began August 19 and the ballot has been proofed and cleared for printing. Screenshots of the sample ballot will be submitted on September 16. The Board was provided a copy of the ballot. Mrs. Rivera-Oven suggested a change to the Spanish verbiage. Ms. Jurgensen noted that the ballot has been approved and no further changes can be made. She added that the County Attorney's and Attorney General's Office chose the language on the Constitutional Amendment. Mrs. Rivera-Oven requested a copy of the ballot.

Board Attorney Report

Mr. Karpinski reported that the United States District Court for the Court of Maryland issued an opinion on the online ballot marking tool. The suit was brought by the National Federation for the Blind and three plaintiffs against the State Board of Elections. The plaintiffs allege since they are disabled, they were qualified to receive benefits of the service (i.e. the marking device) being provided (absentee voting) and thus were excluded from the benefits of this service. The Court

found that the plaintiffs were denied meaningful access. The Court also found that the use of the ballot marking tool was a reasonable modification of the State's current system. He noted that this option will only be made available to the disabled community. Ms. Phillips inquired how an individual would notify the Board that they are disabled and thus qualify for the online ballot marking tool. Ms. Jurgensen responded that the SBE is developing a process for those individuals to self-identify that they are disabled to request an absentee ballot with an online marking tool.

Mr. Karpinski updated the Board on a request from Mrs. Jeter regarding Early Voting sites. He stated that all nine sites that were in place for the Primary Election must also be used for the General Election. The Board has no authority to make any reductions or additions at this time according to statutory requirements.

Mr. Karpinski updated the Board with information regarding those individuals categorized as "other" party who voted a provisional ballot during the Primary Election. He noted the information was not very useful. His staff contacted sixty-two individuals who voted a provisional ballot on June 24 due to party affiliation change. Of those, twenty-seven responded and nine of them visited Walnut Hill. Others stated they visited an MVA in Gaithersburg, as well as other locations. Individuals were asked if MVA staff asked them to register to vote; six responded no, eight responded yes, and thirteen could not remember. Individuals were asked if MVA staff asked them to choose a political party; of the eight, four said yes, others could not remember. Mr. Karpinski stated that the survey was inconclusive, as most of the answers were "I don't remember."

Old Business

2014 Gubernatorial Primary Election Follow Up

Election Judge Performance and Voter Comments (Incorporated as attachment C)

Ms. Woods provided a report of Election Judge recruitment and training activities to the Board. Mrs. Rivera-Oven requested a breakdown of bilingual judges and trainers who serve by age and position. In addition, Mr. Naimon requested a breakdown of all judges by age group (specifics were provided to Ms. Woods). Mrs. Rivera-Oven requested that the report be redone to reflect the new categories. Mrs. Khozeimeh inquired if the recruiters follow up with those judges who do not show up on Election Day. Ms. Woods responded that staff attempts to contact them the day they are to serve; however, no additional calls are made – staff marks them in the database as a "no-show" and they are no longer considered. The Board discussed the matter further.

Spanish Speaking Election Judge Summary

Mr. Zelaya will provide a breakdown to Mrs. Rivera-Oven. A report was made available to the Board in advance.

Future Vote Report (Incorporated as attachment D)

The Future Vote report was made available to the Board in advance.

Information Technology (Incorporated as attachment E)

A report was made available to the Board in advance. Mrs. Ross reported that it was determined that the card in slot B of the duplicator was loose, causing the indicator light to fail to indicate that the card was bad. That card loaded an incomplete file onto the poll books which led to the poll books crashing on Election Day. This has since been corrected and the State Board and Montgomery County have implemented additional checks to ensure the quality of logic and accuracy testing. Mrs. Ross provided procedural improvement plans.

Mrs. Ross reported that a recount did not need to occur (as mentioned at the previous Board meeting by Mr. Satterfield). After further investigation by SBE, it was determined that the issue was human error and not an optical scanner error. Only two cards in the Provisional and Absentee II Canvasses needed to be retested to ensure accuracy.

Ms. Jurgensen reported that Early Voting Tabulation will begin at 1:00 p.m. on Election Day.

Polling Place Operations (Incorporated as attachment F)

Mrs. Rzeszut provided a report to the Board. The Polling Place Support Program (PPSP) observed a lack of parking spaces, as those spaces near the building were consistently occupied by campaign organizers, students, or election judges. Ms. Keeffe requested that staff reach out to political parties at Early Voting sites and advise them that parking close to the building/polling place should be reserved for voters. The Board briefly discussed polling room space at the Activity Center at Bohrer Park and additional issues. Mr. Naimon noted that Mrs. Rzeszut's report notes a camera in a polling room (that was later turned off); he asked that staff consider checking with Montgomery County High Schools and Middle Schools that also have cameras. Ms. Jurgensen responded that staff will be meeting with Sean Gallagher on September 25 and will inquire with him then.

Absentee Services and Runbeck Issue (Incorporated as attachment G)

An Absentee report was made available to the Board in advance. Ms. Jurgensen reviewed a few items. She noted a letter of apology was provided from Runbeck regarding the return envelopes addressed to wrong local board.

*** Mrs. Ross, Mrs. Rzeszut, Ms. Woods, and Mr. Zelaya left the room at 5:15 p.m. ***

Report on Right to Vote Task Force (Incorporated as attachment H)

A B E C O U N T Y

A report was made available to the Board in advance. Ms. McLaughlin summarized the report and recommendations of the Right to Vote Task Force.

2014 Gubernatorial General Elections

Delegation of Authority

Ms. Keeffe made a motion to direct Ms. Jurgensen, Election Director for the Montgomery County Board of Elections, to conduct Logic and Accuracy testing and preparation of all TS Units, Optical Scanners, and On-line ballot scanners/printers to be used in the General Election in accordance with COMAR 33.10.02.14 and 33.10.02.15. The motion was seconded by Mrs. Rivera-Oven and passed unanimously.

Election Judge Status (Incorporated as attachment I)

Election Judge Status was provided in advance, and an update was provided to the Board.

Mrs. Rivera-Oven stated that she recently visited the Anna G Mendez facility and was disappointed that there was no specific outreach to recruit bilingual judges. She noted there were applications and pamphlets; however, it is not personal. There should also be a signup sheet so that interested individuals can make contact with someone. She stated that it would be a shame to not take advantage of a high volume of potential bilingual judges. She noted that Spanish Heritage month will occur from September 15 through October 15 and the Board of Elections should be able to participate in some upcoming events. Mrs. Rivera-Oven noted that the person in charge has not heard back from the Board of Elections. Ms. Jurgensen responded that staff has reached out to Ana Mendez and has a copy of the letter and response. The letter will be provided to Mrs. Rivera-Oven. Ms. Keeffe requested that information be provided to Mr. Zelaya. Mrs. Rivera-Oven urged staff to consider recruiting at Gaithersburg High School for Future Vote students.

Polling Place Supply Update

This item was discussed during the Director's report.

Ballot Preparation

Ms. Jurgensen reported that ballot proof preparation has been completed and signed off.

General Election Calendar

The Board reviewed the Tentative Board Member Calendar and the Board requested informational changes. The calendar will be edited and then forwarded to the Board by Ms. Roher.

Ms. Jurgensen noted that when the smoke detector went off at the Silver Spring Civic Center, it was somewhat difficult to get in touch with Board members. After discussion with Ms. Keefe, it was recommended that two Board members be on call for emergency purposes. Mr. Naimon suggested that a group text message be sent to check availability.

The Board selected sites they will be visiting during Early Voting.

- Mid-County Recreation Center– staff assigned
- County Executive Office Building – Mrs. Khozeimeh
- Germantown – staff assigned
- Marilyn J. Praisner Recreation Center– Mrs. Jeter
- Silver Spring Civic Building– Mrs. Keefe
- Activity Center at Bohrer Park – Mrs. Rivera-Oven
- Damascus Recreation Center – Mrs. Dacek
- Jane Lawton Recreation Center– Ms. Phillips
- Wheaton Recreation Center– Mr. Naimon

New Business

Mr. Naimon asked that the Board consider the idea that the Board of Elections public meetings be available via webcast or audio recording to the public. The item will be tabled for the October Board meeting due to time.

Future Meetings

- A. October 9 2014 – 10:00 a.m. Public Testing
- 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.

Approval of Executive Session

The Executive Session minutes were provided in advance. Mrs. Jeter made a motion to approve the July 21, 2014, Executive Session minutes. The motion was seconded by Mrs. Khozeimeh and carried unanimously.

Convene as Board of Canvassers

Mrs. Jeter made a motion to convene as the Board of Canvassers at 6:33 p.m. The motion was seconded by Mrs. Rivera-Oven and carried unanimously.

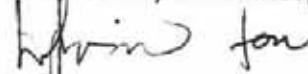
The Board Members will review the Canvass meeting minutes within the next few days.

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

Adjournment

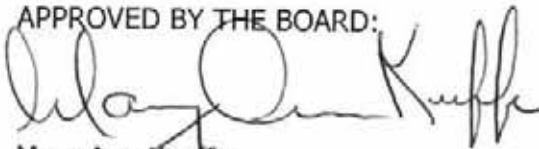
With no further business, Mrs. Khozeimeh moved to adjourn the regular session and the Board of Canvassers. The motion was seconded by Mrs. Rivera-Oven and carried unanimously. The meeting adjourned at 6:35 p.m.

Respectfully Submitted,



Marjorie M. Roher
Management & Budget Specialist III

APPROVED BY THE BOARD:



Mary Ann Keefe
President

APPROVED

FY15 OPERATING BUDGET SPREADSHEET
Through July 31, 2014 (As of August 5, 2014)

| LINE ITEM | FY15 APPROVED | FY15 YEAR TO DATE |
|--|------------------|-------------------|
| PERSONNEL COSTS | | |
| 5A001 - Salaries & Wages | 3,685,082 | 172,594 |
| 50010 - Full Time Salaries | 3,004,216 | 145,896 |
| 50012/50020 - Part Time Salaries/Seasonal Temps | 1,910,342 | 71,387 |
| 60168 - Temporary Office Clerical (moved from OP for clarity) | 648,960 | 55,420 |
| SUBTOTAL FOR TEMPORARY PERSONNEL | 200,801 | 5,963 |
| 60324 - Overtime (includes emergency, multi-lingual & holiday) | 849,561 | 61,383 |
| | 244,313 | 13,126 |
| 5A002 - FICA | | |
| 5A003 - Group Insurance | 209,979 | 10,474 |
| 5A004 - Group Retirement | 286,432 | 10,096 |
| | 184,455 | 6,128 |
| OPERATING EXPENSES | | |
| 6A001 - Services and Contracts | 3,040,356 | -529,050 |
| 60060 - Legal/Attorney Services | 1,133,723 | -529,630 |
| 60066 - SBE Program Management | 100,000 | |
| 60304 - Maintenance - Electrical | 313,459 | |
| 60314 - Maint - Computer Systems | 0 | |
| 60326 - Repair/Maint Agrmts - Office Equip | 25,000 | |
| 60412 - Moving Services | 11,000 | 950 |
| 60414 - Building Construction | 25,000 | |
| 60416 - Building Design | 0 | |
| 60530 - Other Professional Services - EJ Stipend | 0 | |
| 60532 - Other Non-Professional Services (includes EJ mod.) | 624,764 | -530,580 |
| | 34,500 | |
| 6A002 - Maintenance | | |
| 61010 - Computer Equip Repairs/Maint (EPB) | 85,000 | 0 |
| | 85,000 | |
| 6A003 - Rentals/Leases | | |
| 61902 - Furniture Rentals (Polling Place) | 844,021 | 250 |
| 61904 - Copiers, Fax, Mailing Machine Rentals (see 63020) | 7,000 | |
| 61924 - Other Equipment Rentals (MDVoters) | 0 | |
| 61926 - Bldg or Space Rental/Leases (Pol. Place) | 500,000 | |
| 61932 - Other Rentals/Leases (DREs) | 24,500 | 250 |
| New Voting System (Optical Scan) | 312,621 | |
| | 0 | |
| 6A004 - Office Supplies & Equipment (<\$5,000) | | |
| 62010 - General Office Supplies+ | 185,600 | 0 |
| 62016 - Computer Supplies | 84,140 | |
| 62018 - Computer Equip (<\$5,000) | 5,000 | |
| 62022 - Paper and Supplies for Copiers | 26,000 | |
| 62028 - Other Supplies & Equipment | 0 | |
| | 68,460 | |
| 6A011 - Books, Videos, and Subscriptions | | |
| 62700 - Books/Reference Materials | 3,500 | 0 |
| 62712 - Other Books, Videos, and Subscriptions | 2,500 | |
| | 1,000 | |
| 6A012 - Other Supplies/Materials/Equipment | | |
| 62826 - Keys and Locks | 77,668 | 0 |
| 62946 - Charges from SBE | 0 | |
| | 77,668 | |
| 6A013 - Printing/Central Duplicating Services | | |
| 63016 - Imaging | 172,116 | 0 |
| 63020 - Office Mach. Cop. Leasing (see 61904) | 35,380 | |
| 63022 - Other Central Dup Svc - Printing (all printing costs) | 11,760 | |
| | 124,975 | |
| Mandated Legal Requirements | | |
| Charges from SBE | | |
| Election Specific Costs | | |
| Personnel Charges | | |
| Temporary Personnel Charges | | |
| Overtime Costs | | |
| Benefits | | |

FY15 OPERATING BUDGET SPREADSHEET
 Through July 31, 2014 (As of August 5, 2014)

| LINE ITEM | FY15 APPROVED | FY15 YEAR TO DATE |
|--|------------------|-------------------|
| 6A014 - Outside Printing | | |
| 63100 - Outside Printing/Copying | 105,550 | 0 |
| 63104 - Sample Ballot Printing | 550 | |
| | 105,000 | |
| 6A015 - Mail | | |
| 63200 - Central Dup - Postage - Bulk (services, NO postage) | 138,361 | 232 |
| 63202 - Central Dup - Postage - Individual (PO Box rental) | 36,530 | |
| 63206 - Inter-Office Mail/Pony Charge | 21,081 | 232 |
| 63208 - Other - Mail (Sample Ballot Postage) | 750 | |
| | 80,000 | |
| 6A016 - Outside Postage and Mail | | |
| 63300 - Outside Mail Services (VNCs and all other postage) | 38,000 | 0 |
| 63304 - Other Outside Mail Services | 37,500 | |
| | 500 | |
| 6A017 - Motor Pool | | |
| 63500 - Assigned Motor Pool Vehicles | 29,114 | 4 |
| 63504 - Daily Rental Motor Pool | 25,614 | |
| 63508 - MP EZPASS Charges | 3,500 | |
| | 0 | 4 |
| 6A018 - Communications Services | | |
| 63600 - Local Telephone Service Charges | 150,399 | 0 |
| 63604 - Cellular Phone Line Charges | 25,000 | |
| 63618 - Blackberry Charges (smart phones) | 6,800 | |
| 63624 - Communication Circuits | 9,000 | |
| 63628 - Communication Modems (SBE) | 27,729 | |
| 63634 - Other Communication Services (PP Phone Lines) | 24,870 | |
| | 57,000 | |
| 6A020 - Charges from Others | | |
| 63810 - Charges for Facility Maintenance | 26,148 | 0 |
| | 26,148 | |
| 6A021 - Travel | | |
| 64010 - Metropolitan Area Travel | 13,996 | 94 |
| 64012 - Non-Metropolitan Area Travel | 7,996 | 94 |
| | 6,000 | |
| 6A022 - Education, Tuition, and Training | | |
| 64100 - Local Conference Related | 10,125 | 0 |
| 64120 - Other Education, Tuition, & Training | 2,000 | |
| | 8,125 | |
| 6A023 - Dues/Memberships | | |
| 64200 - Professional Memberships (Individual) | 2,000 | 0 |
| | 2,000 | |
| 6A024 - Advertising | | |
| 64300 - Advertising - Jobs | 20,036 | 0 |
| 64304 - Advertising - Marketing/Sales | 0 | |
| | 20,036 | |
| 6A099 - Miscellaneous Operating Expenses | | |
| 69999 - Other Misc Operating Expenses | 5,000 | 0 |
| | 5,000 | |
| DEPARTMENTAL TOTAL | 6,725,438 | -356,456 |
| + 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 | | |

*Alysoun McLaughlin's comments about her visits to the MVA Walnut Hill location
Summary prepared from audio recording of September meeting*

I had four separate transactions at the MVA.

At the end of July [July 31], I went to the MVA and I updated my vehicle registration but I did not update my license at that time. They had two addresses for me on file, an address for my car registration and an address for my driver's license. When I later went to the kiosk, I realized that my car registration showed up as my residence, but my driver's license address showed up as a mailing address. The screens explain that if you have a mailing address that they will use it for driver's license purposes, but all other information will go to the residence address.

I tried to go to the kiosk [September 10] and I couldn't use the kiosk. It's somewhat to the side of this conversation today, but they happened to have a very helpful individual there who was helping me without my wishes. He was pressing buttons without fully explaining to me what was on the screen. I have used my email address with the MVA in the past but had not used my phone number. He simply asked me my phone number and then he typed it in. It asks you to uncheck a box if you don't want to update that information with the MVA and this worker simply clicked right past it. I got to the end of the kiosk transaction and had a flag for a ticket that I had to pay in Virginia. I didn't know that was the reason, I just knew that I could not use the kiosk.

In the face-to-face transaction, I had a screen in front of me. There are screens asking if you want to be an organ donor, if you want to donate \$2. I was not actually asked these questions. They were flipping past these screens, filling them in, maybe they just weren't just changing them. Maybe they're supposed to tab through those screens. I don't know if they're supposed to ask you or not. I'm already an organ donor, maybe she just figured I didn't want to change it unless I said something. I saw nothing about motor voter. Then I get to the point where the flag comes up that I had a driving offense in Virginia and had to pay a ticket.

I pay the ticket, I come back. We get there after they close, and I go to the kiosk. That's when I first saw the mailing address screen. I had not seen that in the previous discussion. Maybe I missed it. In the kiosk, I deleted the text for my old address that was in the mailing address screen. I saw nothing about motor voter there either. I believe that is the transaction that then came through.

I went back the next day [September 11] to get a duplicate license. Because I had only done it in the kiosk, they send you a little card, and I wanted to actually update my license. That was the first time somebody asked me about my voter registration. After we had done everything and I had signed and paid, he asked me if there was any change in my voting status. I said no and that was that.

That was the interesting group of different experiences I had there that I thought you would all be interested in.

June 24, 2014

Primary Gubernatorial Election

Report of Activities

Election Judge

Recruitment & Training

Election Judge Recruitment & Outreach

June 24, 2014 Primary

Total Applications Received: 3,912

ONLINE New Cycle (Returning Judges): 2,288

ONLINE (New Applicants): 963

Questionnaires (Paper): 661

Sources of Questionnaires (paper)

Outreach Events: 348

Mailed to Judges w/no email: 101

MD Voters Monthly Mailing: 86

Downloaded from Website: 58

Future Vote: 26

Front Desk Walk-in: 25

Recruiter Mailed: 14

Corporate: 3

SBE Applicants Weekly List: 120 (Contacted and provided application)

Submitted Application - Served: 30

Submitted Application - Did not serve: 28

Did not respond: 53

Applicant already a MC Judge: 9

Outreach Locations/ Events

Brookside Gardens

High Schools - BCC, Clarksburg, Richard Montgomery, Walter Johnson, Watkins Mill & Wootton

Corporate Outreach - Geico, Westat

County Agency Buildings - EOB, Hungerford Drive, Piccard Drive

Libraries - Gaithersburg, Long Branch, Rockville & Wheaton

Japanese Fair - Rockville

MC Recreation - Job Fair (Bauer Dr)

Montgomery College Volunteer Fair - Germantown, Rockville & Takoma Park Campuses

Montgomery Mall

Youth Job Fair @ Richard Montgomery High School

Riderwood

Strawberry Festival

Takoma Park Festival

Election Judge Training & Service

June 24, 2014 Primary

Training held March 6, 2014 through June 23, 2014

Stage I Online Training Quiz - Completed Quiz: 2,896

Stage II Hands-on Training - Completed: 3,122

For Election Day: 3,122

New Chiefs: 245

Returning Chiefs: 228

New Closers: 322

Returning Closers: 182

New Voting Operations: 1,106

Returning Voting Operations: 798

Roamers/Greeters/Line Manager: 61

Needed Review: 180

For Early Voting: 461 (completed after Election Day training)

Number of judges served: 2,705

Election Day: 2,278

Chiefs: 440

Closers: 432

Voting Operations (full day): 1,124

Voting Operations – Provisional: 27

VOP – Opener (morning shift): 36

Roamer/Greeter/Line Manager: 48

Spanish Speaking VOP's: 171

Early Voting: 427 (Filled 1,224 positions; avg - 3 days/judge)

Age Summary

17 year olds: 61

18 year olds: 86

19 year olds: 40

17 - 25 year olds: 279

26 - 40 year olds: 274

41 - 89 year olds: 2,163

90 + year olds: 1

Precinct Performance Summary Report

June 24, 2014 Primary Election

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

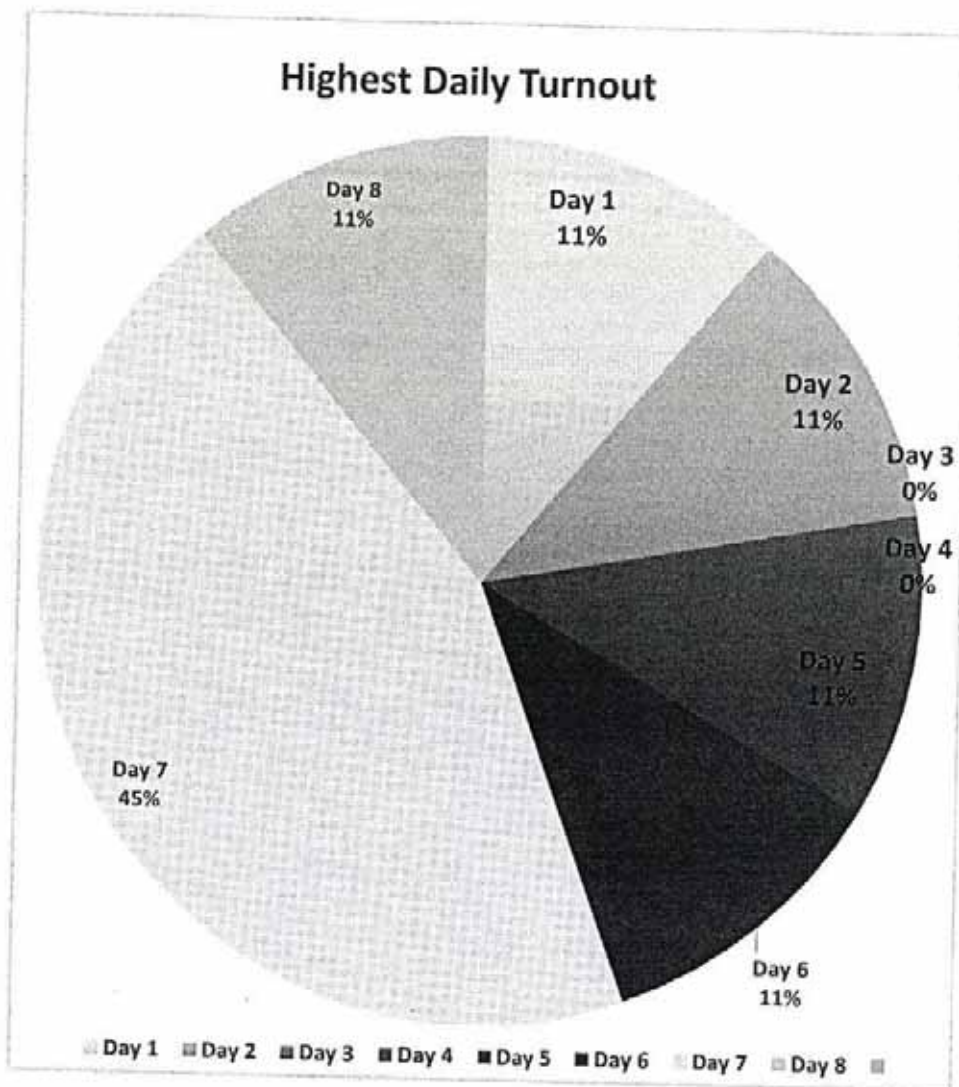
*Each item listed on the Precinct Performance Report not completed/completed incorrectly is worth 1 point. EXCEPT: Opening the voting units, Monday evening is worth 10 points; removing Inner Seals on EPB's is worth 5 points and a blank Closing Totals Report, failure to return memory cards, and failure to return electronic pollbooks are worth 3 points each. Each incomplete provisional ballot is worth 1 point.

| Rating Scale | |
|---------------------------|-------|
| Outstanding = | 0-2 |
| Very Good = | 3-6 |
| Good = | 7-10 |
| Fair = | 11-13 |
| Needs Improvement (N I) = | 14-17 |
| Unsatisfactory (U) = | 18+ |

| Report Totals | | |
|---------------------------|----|-----|
| Outstanding = | 51 | 193 |
| Very Good = | 85 | 85% |
| Good = | 47 | |
| Fair = | 14 | 34 |
| Needs Improvement (N I) = | 9 | 15% |
| Unsatisfactory (U) = | 11 | |

Early Voting Voter Comment Card – Question #1

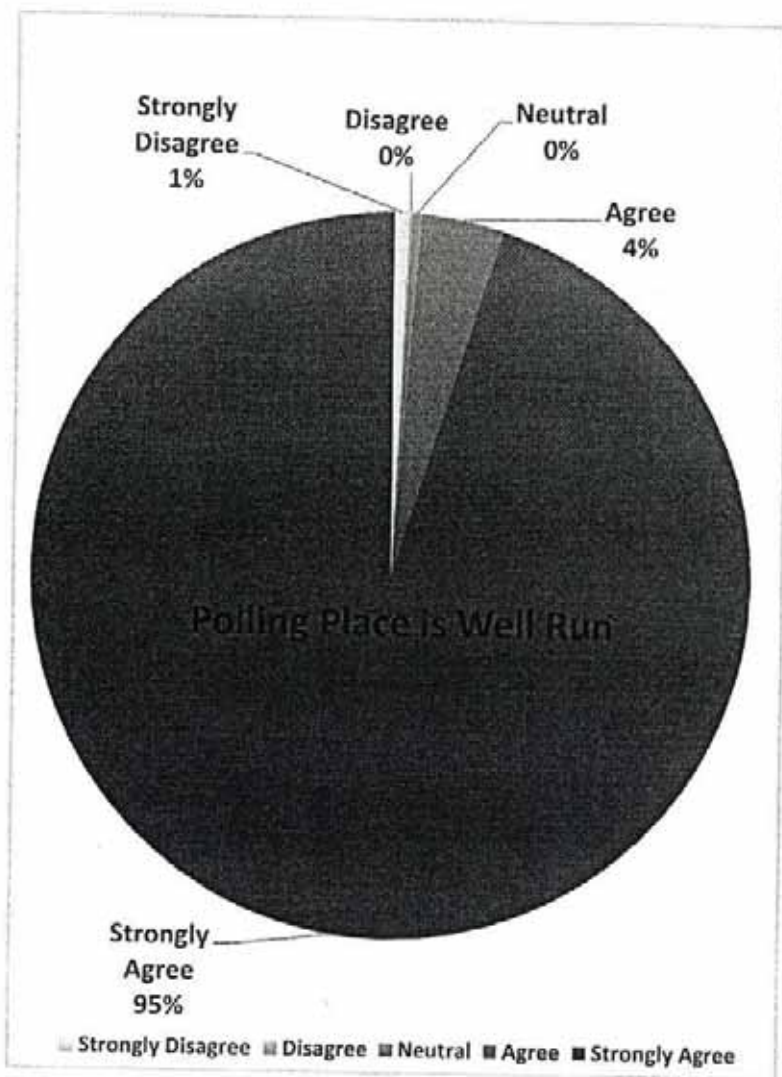
“What day did you vote?”



Day with Highest Turnout by EV Center

| | |
|--------|--------------|
| EV - 1 | Day 6 (21 %) |
| EV - 2 | Day 8 (21 %) |
| EV - 3 | Day 1 (26 %) |
| EV - 4 | Day 5 (28 %) |
| EV - 5 | Day 2 (24 %) |
| EV - 6 | Day 7 (20 %) |
| EV - 7 | Day 7 (19 %) |
| EV - 8 | Day 7 (22 %) |
| EV - 9 | Day 7 (25 %) |

Early Voting Voter Comment Card – Question #2



Number of Responses by District

EV 1 – 561

EV 2 – 742

EV 3 – 292

EV 4 – 533

EV 5 – 612

EV 6 – 704

EV 7 – 286

EV 8 – 733

EV 9 – 512

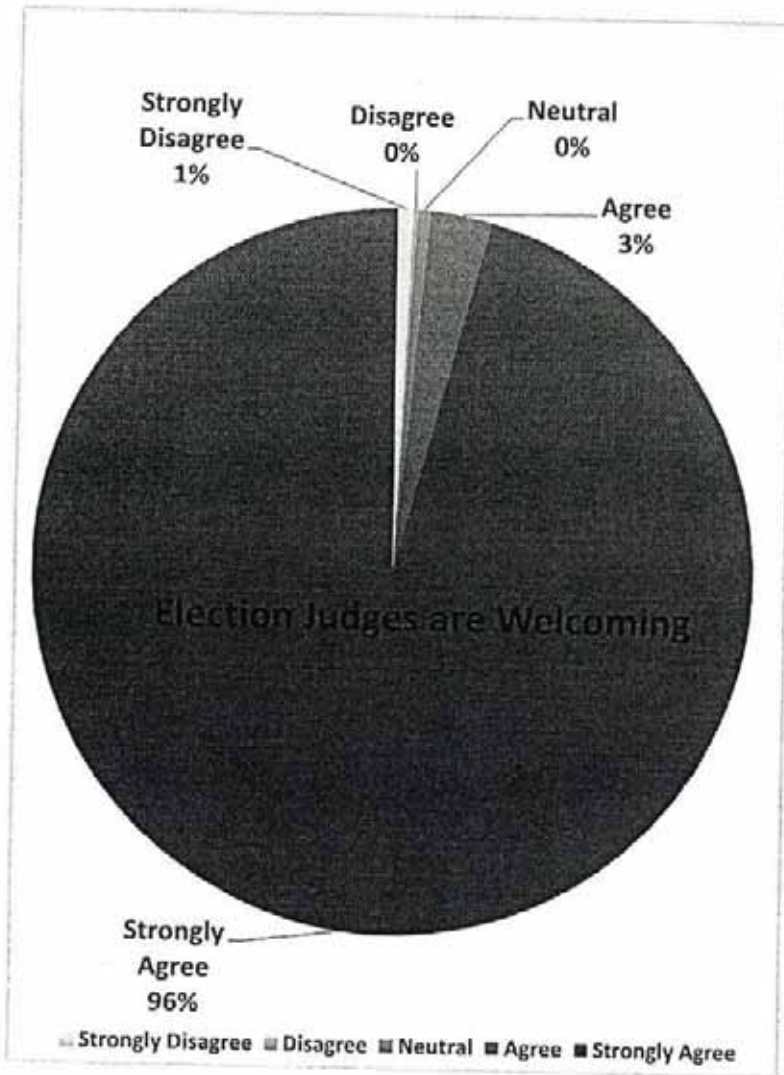
Total Responses – 5,015

Early Voting Voter Comment Card – Question #3

Number of Responses by District

| | | |
|------|---|-----|
| EV 1 | – | 560 |
| EV 2 | – | 749 |
| EV 3 | – | 283 |
| EV 4 | – | 534 |
| EV 5 | – | 621 |
| EV 6 | – | 712 |
| EV 7 | – | 294 |
| EV 8 | – | 782 |
| EV 9 | – | 516 |

Total Responses – 5,051

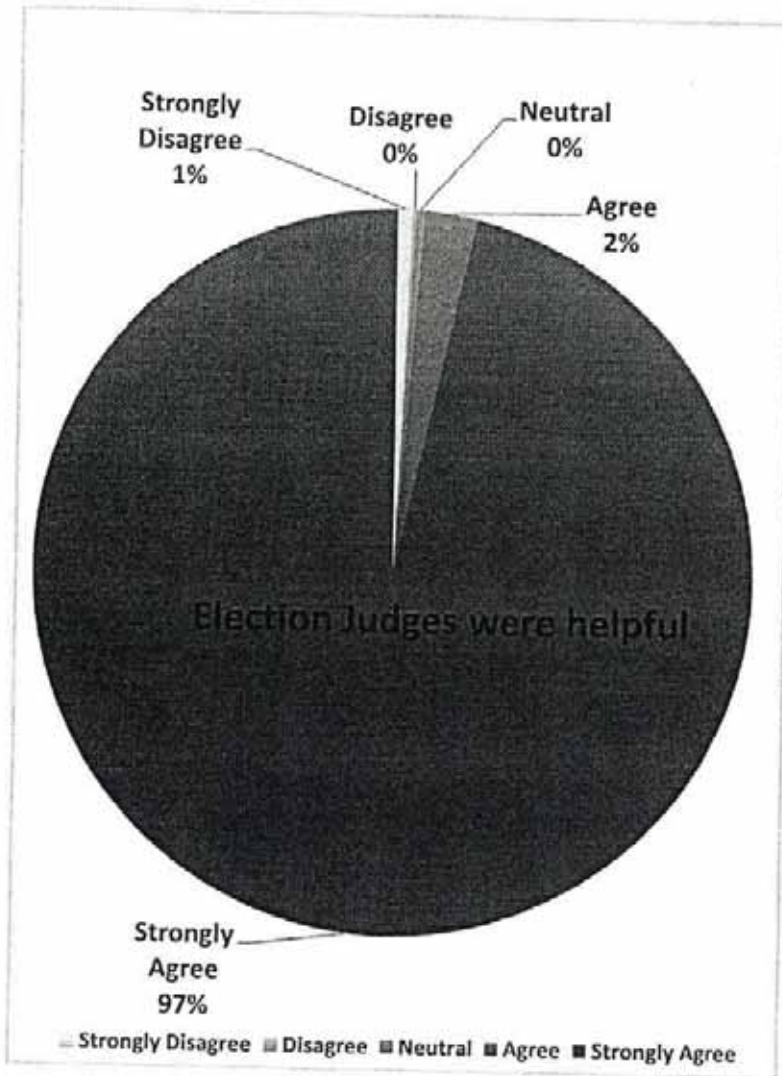


Early Voting Voter Comment Card – Question #4

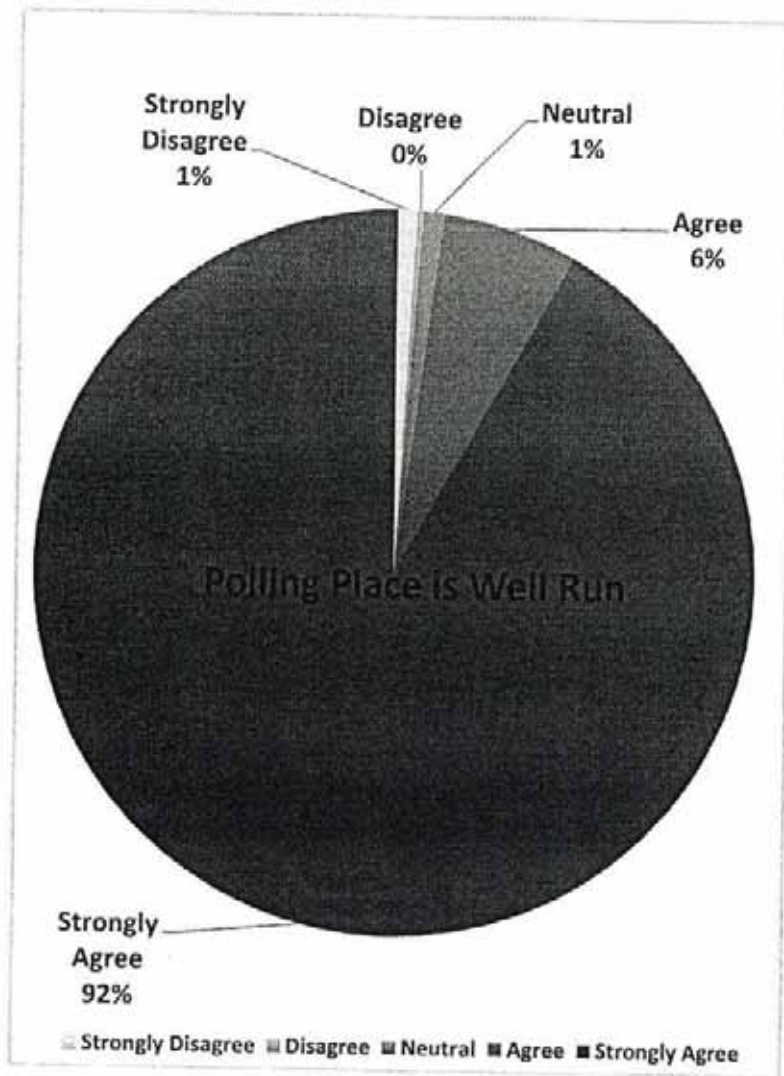
Number of Responses by District

| | | |
|------|---|-----|
| EV 1 | – | 551 |
| EV 2 | – | 750 |
| EV 3 | – | 285 |
| EV 4 | – | 526 |
| EV 5 | – | 613 |
| EV 6 | – | 702 |
| EV 7 | – | 288 |
| EV 8 | – | 772 |
| EV 9 | – | 501 |

Total Responses – 4,988



Election Day Voter Comment Card – Question #1



Number of Responses by District

| | | |
|-------------|---|------|
| District 1 | – | 270 |
| District 2 | – | 250 |
| District 3 | - | 36 |
| District 4 | – | 1267 |
| District 5 | – | 924 |
| District 6 | – | 640 |
| District 7 | – | 652 |
| District 8 | – | 862 |
| District 9 | – | 1508 |
| District 10 | – | 510 |
| District 11 | – | 12 |
| District 12 | – | 283 |
| District 13 | – | 3024 |

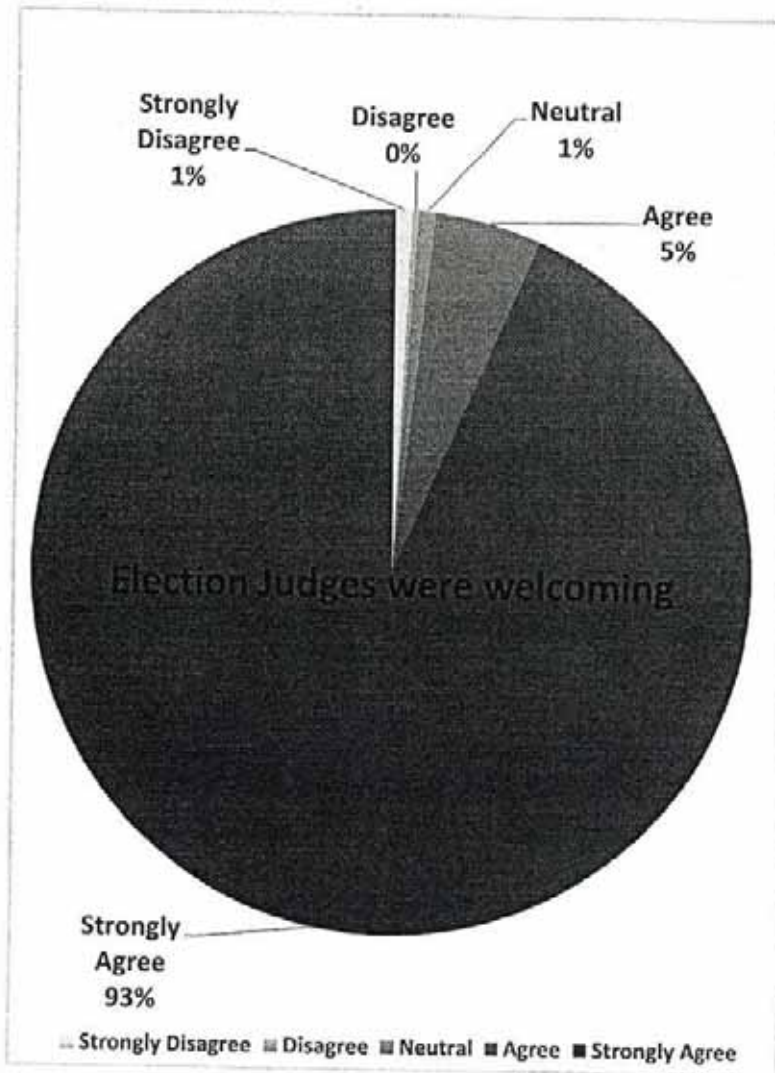
Total Responses – 10,142

Election Day Voter Comment Card – Question #2

Number of Responses by District

| | | |
|-------------|---|-------|
| District 1 | – | 267 |
| District 2 | – | 246 |
| District 3 | – | 39 |
| District 4 | – | 1256 |
| District 5 | – | 911 |
| District 6 | – | 635 |
| District 7 | – | 647 |
| District 8 | – | 856 |
| District 9 | – | 1484 |
| District 10 | – | 502 |
| District 11 | – | 10 |
| District 12 | – | 283 |
| District 13 | – | 2,988 |

Total Responses – 10,124

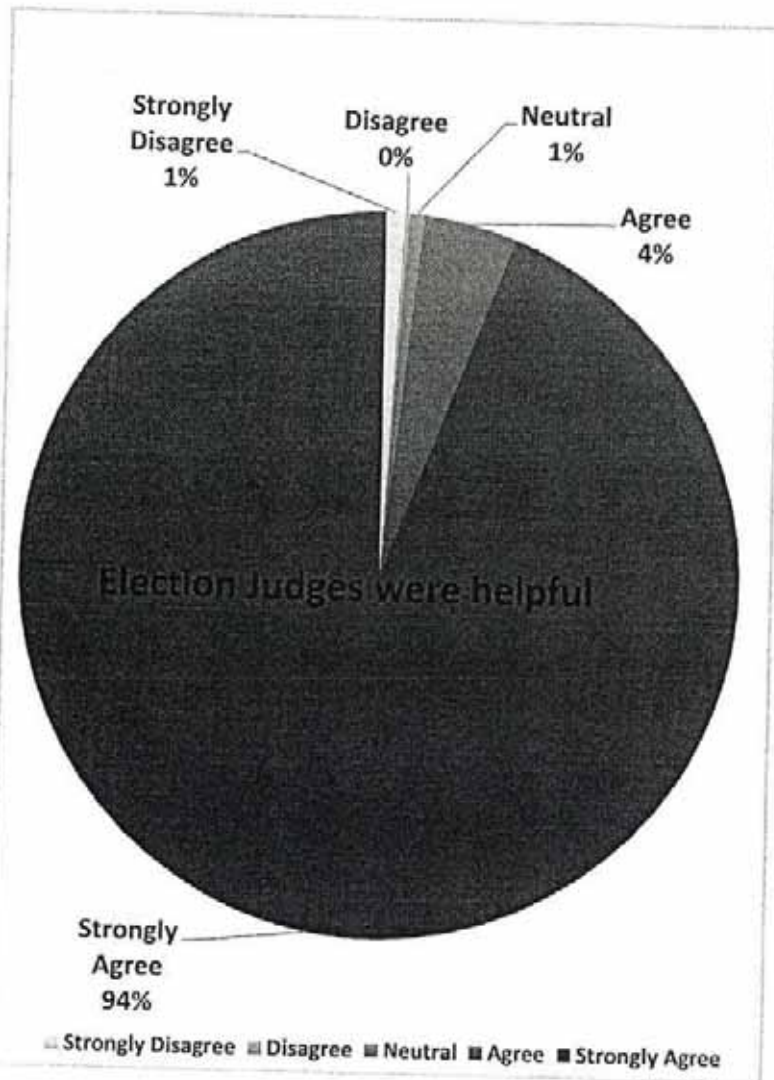


Election Day Voter Comment Card – Question #3

Number of Responses by District

| | | |
|-------------|---|-------|
| District 1 | – | 266 |
| District 2 | – | 245 |
| District 3 | – | 39 |
| District 4 | – | 1243 |
| District 5 | – | 907 |
| District 6 | – | 632 |
| District 7 | – | 641 |
| District 8 | – | 852 |
| District 9 | – | 1474 |
| District 10 | – | 493 |
| District 11 | – | 10 |
| District 12 | – | 284 |
| District 13 | – | 2,955 |

Total Responses – 10,041





Montgomery County Board of Elections
Prepared by Gilberto A. Zelaya II, PhD
Future Vote Update
Monday, September 15, 2014

- 723 students recruited for November 4th
- Confirmed Future Vote training sessions
 - Wednesday, October 8, 2014 @ Walt Whitman High School, Bethesda, MD
 - Thursday, October 9, 2014 @ Northwest High School, Germantown, MD
 - Thursday, October 16, 2014 @ Montgomery Blair HS High School, Silver Spring, MD
 - Friday, October 17 @ Richard Montgomery High School, Rockville, MD
- Future Vote families assisting with
 - Voter Registration Drives held at libraries and community events
 - 47 confirmed events (July 1st – November 13th)
 - National Voter Registration Day, Tuesday, September 23rd

I.T. Report for 2014 Gubernatorial Primary

IT Overview for Conducting Elections: *The Information Technology Department is responsible for maintaining, testing, preparing, distributing and accounting for all IT related election equipment. The I.T Department also offers support in other areas which includes the call center, set up and dismantling of Early Voting Centers, runners for pre-election set-up activities and Election Day, data upload and verification on election night, and canvass support. Our staff consists of three permanent employees; a varying number of temporary and support employees are recruited specifically for elections.*

IT Overview for Daily Operations: *The Information Technology Department is responsible for security, maintaining a productive IT environment at the Montgomery County Board of Elections (BOE) and for handling all county and state related IT tasks.*

Personnel for Conducting the 2014 Gubernatorial Primary (20 Total):

- BOE Permanent IT Employees: 3
- BOE Temporary IT Employees: 12

The I.T. staff is also assisted by the following:

- SBE Regional Manager (State Employee): 1
- County Technician (State Employee): 1
- Department of General Services: 3

Equipment and Documents Tested and/or Prepared for the 2014 Primary Election

- DREs (Direct-recording Electronic or Touch-Screen Voting Unit): 2,948
- DRE Power Cords: 2,948
- DRE PC Memory Cards: 2,948
- EPBs (Electronic Poll Books): 943
- EPB Power Supplies: 943
- EPB Compact Flash (CF) Memory Cards: 943
- EPB Integrity Reports: 228 (1 per voting center)
- DRE Integrity Reports: 228 (1 per voting center)

Integrity Reports Accuracy Rates

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

DRE overall accuracy rate 98.68% (117 errors reported for 8,844 items)

| Categories | Issues | Total Items | Error Rates | Accuracy Rates |
|--|--------|-------------|-------------|----------------|
| DRE Integrity Report for Serial Number | 34 | 2,948 | 1.15% | 98.85% |
| DRE Integrity Report for Tamper Tape | 25 | 2,948 | 0.85% | 99.15% |
| DRE Integrity Report for Outer Seal | 28 | 2,948 | 0.95% | 99.05% |

EPB overall accuracy rate 98.02% (56 errors reported for 2,829 items)

| Categories | Issues | Total Items | Error Rates | Accuracy Rates |
|--|--------|-------------|-------------|----------------|
| EPB Integrity Report for State Asset Tag | 10 | 943 | 1.06% | 98.94% |
| EPB Integrity Report for Inner Seal | 23 | 943 | 2.43% | 97.57% |
| EPB Integrity Report for Outer Seal | 23 | 943 | 2.43% | 97.57% |

EPB Issues Encountered During the Primary

Incorrect Software Version

The IT Staff was notified by the State IT department that 56 out of the 943 pollbooks deployed for the election had the incorrect software version. The problems that the incorrect software version could have potentially caused were:

- Synchronization issues
- Slow search
- voters listed in the search grid multiple times.

Diagnosis: It was a known issue that a large percentage of the pollbooks had outdated software when logic and accuracy testing began. The IT staff relied on logic and accuracy testing to catch, and correct, this issue. Staff concludes that this 0.06% failure rate occurred due to human error because so many other steps are also a part of this test and the difference in the number being verified was a single digit.

Resolution: All EPBs now have the correct software. In the future, IT staff will institute additional checks to ensure that the software version is correct, if there has been an update since the last election.

Bulk Update Process

The bulk update process refreshes the database on the EPBs used for Election Day with the following changes:

- Updates the status of the voters who voted during Early Voting.
- Updates the status of voters who requested an Absentee Ballot after the initial precinct register was extracted from MDVoters.
- Adds new registrations dated prior to Registration close but processed after the initial extract from MDVoters.
- Updates changes to registrations that were dated prior to Registration Close but processed after the initial extract from MDVoters.

The bulk update must be performed on every pollbook that is deployed on Election Day. There are two ways in which the Bulk Update process can be performed:

- Wireless (preferred option)
- Manual

The BOE It Staff attempted to perform the bulk update using the wireless option for over an hour. SBE IT Staff indicated the issue with the wireless bulk update was a statewide problem and to use the manual update process.

During the manual update process the BOE IT Team received an error message on pollbooks in seven precincts. The SBE Regional Manager was notified of the error and the CF memory cards were reformatted and reloaded with the bulk update database. This appeared to correct the bulk update error issue.

On Election Day numerous precincts reported that the judges were unable to search for a voter by name on the pollbook. When attempting to search by name an error message was received similar to the error message received during the bulk update process. Judges were able to search and check in voters by using their voter ID and this was the workaround used until replacement pollbooks were delivered to the affected precincts.

Diagnosis: It was determined, in later investigation working with the State Board of Elections, that these two issues were different symptoms of the same problem. SBE personnel retrieved an error log from the equipment used to duplicate cards and found evidence of a file corruption in 1 of 16 memory cards used to perform the bulk update.

There was no part of the testing process designed to catch such a problem, although some failed testing because of the nature of the file corruption; SBE staff determined that the affected pollbooks had an incomplete list of supplemental voters. If voters in that precinct were on the corrupted list, the pollbook failed testing. If there were no voters on the list, the pollbook passed testing. However, all of these pollbooks failed on Election Day because looking up a voter alphabetically caused a fatal error.

Resolution: The State Board of Elections is adding two additional steps recommended by the BOE IT Staff to the testing regimen – a hash value analysis upon duplication of the bulk update files and an alphabetical lookup of voters on each pollbook – that would catch and prevent problems due to file corruption in the supplemental list of voters, which is not loaded into pollbooks until the weekend before Election Day.

In addition, BOE IT staff will adjust its procedures for duplicating cards to confirm that cards have successfully copied, rather than relying on a red indicator of a problem. Also, in the event of a technical issue on the weekend before Election Day in the future, the BOE IT Team will also communicate directly with SBE technical staff to avoid any delay or miscommunication in diagnosing and resolving a problem.

Optical Scan Logic and Accuracy Testing

Logic and accuracy testing must be performed for each election on the Board's optical scan equipment to confirm that it will correctly count absentee and provisional ballots. Testing must be performed not only for each piece of equipment, but also for each memory card used during the canvass.

Board staff received two copies of each ballot for testing, and they were collated inaccurately. Normally, this error would be caught quickly because it would not match a predetermined test result. Board staff did not receive a copy of the predetermined test result to compare the test run against. Staff determined that the equipment must be counting accurately because it was all returning the same result.

This error was caught shortly before Election Day, when SBE personnel reviewed the testing database and flagged the problem. Staff performed the test a second time on all equipment, but in the second round of testing, two test ballots were not scanned properly. One of the cards that was tested with a missing ballot was used during the absentee canvass, and one was used during the provisional canvass.

Diagnosis: Results of each test illustrate which ballot was not scanned. SBE personnel reviewed the test results and received a full explanation of when and how the errors occurred. SBE personnel determined that the test results indicated the Board's equipment was counting accurately and the incorrect test results were due to human error.

Resolution: At the direction of SBE personnel, the Board IT Team performed logic and accuracy testing again on two cards.

In the future, the Board's IT Team will calculate the predetermined test result if it is not received from the SBE, to prevent delays and the need for repeated testing. In addition, staff will not use any card for the canvass that had an inaccurate test result but will perform the entire test again, even if the reason is clear for the discrepancy.

Election Night Reporting

The results from early voting locations were released when the polls closed at 8:00 p.m. However, staff did not have any results from polling places ready for release at 9:20 p.m., as advertised in the Board's media guide. The first results from polling places were released when the second release was scheduled to occur, at 9:40 p.m.


Diagnosis: Staff erred in assuming that, when no results had yet been received for processing, the reason must be that Election Judges were not finished closing down their equipment and had not attempted to send results. Staff did not begin investigating whether there was a technical problem until after the first report was received from an Election Judge who was unable to transmit.

When staff identified that the Board's modems were not answering calls, the issue was resolved quickly by rebooting the equipment. However, when results started coming in, there was not enough time to process them for release at 9:20 p.m.

Resolution: Staff will reboot the equipment on Election night as a preventative measure. In addition, staff from the county's Department of Technology Services will ping the server shortly after the polls close, so that the Board IT Team can confirm that the equipment is

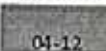
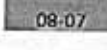
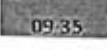
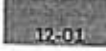
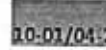
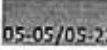
operating properly and take any necessary steps to resolve issues before the Election Judges begin attempting to transmit results.

EPB's w/ Incorrect Software Version


 1 pollbook software incorrect


 2 pollbooks software incorrect

 3 pollbooks software incorrect

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

ELECTION DAY EPB PROBLEMS

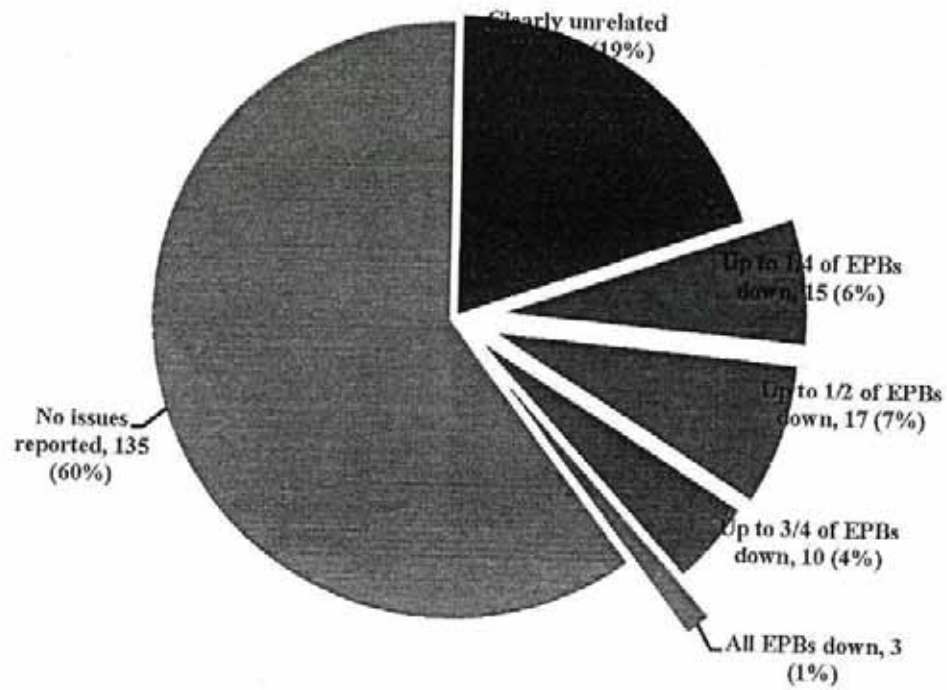
 Fatal error during bulk update

 1 or more EPBs failed

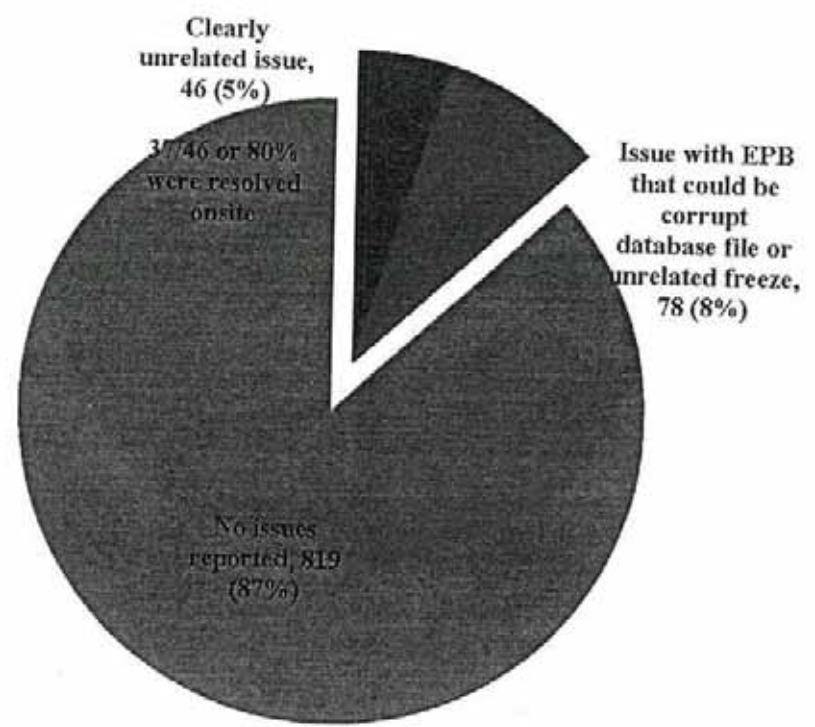
 All EPBs failed

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

Chief Judge Reports of EPB Issues on Tuesday, June 24 (by Polling Place)



Chief Judge Reports of EPB Issues on Tuesday, June 24 (by EPB)



Appendix

The chart below illustrates the complete list of process improvements agreed upon between Montgomery and SBE personnel to address issues encountered in the 2014 primary election.

ACTION ITEMS

| # | Action Item | Assigned to | Due Date or Period | Status | Comments |
|----|--|-------------------|------------------------|--------|---|
| 1. | SBE needs to ensure they have the fully updated database from Montgomery County from the Primary Election. | SBE (Paul) | 7/8/2014 | Closed | SBE was able to confirm that the database received on 7/8/2014 was the final database for the Primary Election. |
| 2. | Reinforce with all testers the need for them to follow the documented process for performing a reboot on a pollbook. | Montgomery County | During tester training | Open | IT Staff will conduct formalized EPB L&A and Bulk Update training with temporary staff and post process steps for testers to review while conducting the processes. |
| 3. | Update the instructions concerning the when a pollbook is able to launch off a memory card then that card does not need to be wiped when there are issues. Just perform another bulk update. | SBE | End of August | Open | Pollbook troubleshooting documentation update. |
| 4. | Develop updated procedures for the supplemental file. | SBE (Brandon) | End of August | Open | CTE Guide |
| 5. | Provide instructions for performing (dial-up) modem checks. | SBE | End of August | Open | Documented instructions for Montgomery. |
| 6. | Provide clarification of when the public test is required. | SBE (Paul) | 8/4/2014 | Closed | Email sent to Alysoun and Shafiq detailing the requirements and timeline for the public test. |
| 7. | When test decks arrive, make sure there are steps in place for ballot accounting and quality control checks. | Montgomery County | When test decks arrive | Open | Director and IT Manager will develop and implement process for ballot accounting and quality control checks. |

| # | Action Item | Assigned to | Due Date or Period | Status | Comments |
|----|--|-------------|--------------------|--------|---------------------------------|
| 8. | Create or update the instructions for making sure to retain a copy of any logs from pollbooks with issues. | SBE | End of August | Open | Pollbook troubleshooting guide. |

PROCESS IMPROVEMENTS

| # | Process Improvement | Assigned to | Due Date or Period | Status | Comments |
|----|--|--------------------------|--------------------|--------|---|
| 1. | Provide clear naming conventions for files. | SBE | | Open | |
| 2. | Reinforce the requirements for reporting problems to/from Montgomery County and SBE. | SBE Montgomery County | | Open | SBE will provide a reminder closer to the election. |
| 3. | Have in place and communicate the timelines, task lists, and action items for projects and election preparation. | SBE Montgomery County | | Open | Updated calendar for the General Election will be provided to Regional Manager by September 3 rd . Tasks have been identified and communicated to the Regional Manager for which we will require assistance. Those tasks are the start of L&A Testing of TS and EPBs and Bulk Update. |

| # | Process Improvement | Assigned to | Due Date or Period | Status | Comments |
|----|---|--|--------------------|--------|---|
| 4. | Reinstitute having regular meetings bi-weekly Friday meetings between Montgomery County IT management and staff and the Regional Manager. | SBE Montgomery County | | Open | Every meeting will have an agenda and meeting minutes and at a minimum will cover outstanding items, status, time lines for completion, assignments, and risks/issues. First meeting will be on August 15, (meeting changed to August 13 th due to scheduled vacations). Subsequent meetings will be scheduled for September 5 and 19, October 3, 17, and 31. The schedule can updated per the agreement of all participants. |
| 5. | Provide access to Election calendars to better understand overall timelines of SBE and Montgomery County. | SBE (Shafiq) Montgomery County (TBD) | | Open | Updated calendar for the General Election will be provided to Regional Manager by September 3 rd . |
| 6. | Establish and document roles and responsibilities for the election related tasks and deliverables related to the Montgomery County and its voting system. | Montgomery County SBE | | Open | This should be addressed in the first bi-weekly meeting on August 13th. |
| 7. | Return to the process of creating a CD of the final databases. | SBE (Paul) | | Open | This will resolve the issue of confusion of what may or may not be available in the in/outbox. |
| 8. | Improve the process for keeping track of memory cards to include the use of labels to record use of cards. | Montgomery County | | Open | IT Staff will develop a process and communicate the process to the Regional Manager when completed. |
| 9. | Provide a hash value so that Montgomery County can perform checks on their duplicated cards. | SBE (Andrew) | | Open | Montgomery County will then have the responsibility of performing the hash value checks and documenting the results of the tests. |

| # | Process Improvement | Assigned to | Due Date or Period | Status | Comments |
|-----|--|---------------------------|--------------------|----------|--|
| 10. | On the pollbook, as part of the bulk verification process, the instructions will be added for more comprehensive testing to include name searches. | SBE (Brandon) | | Open | |
| 11. | Set aside the 16 or so cards used for duplication and make sure they are not wiped or written over. | Montgomery County (Jerry) | | Open | Cards used for duplication will be labeled and set aside to avoid being reused. |
| 12. | Have one individual serve as a quality checker on selected pollbooks. | Montgomery County | | Analysis | Janet Ross and Lisa Jones will perform quality checks on selected pollbooks during L&A and Bulk Update. |
| 13. | SBE will correct the issue with archiving so that the additional step can be eliminated. | SBE (Brandon) | | Open | Apparently, this step is not needed for the bulk file update. Correction will be made to the CTE Guide. |
| 14. | Notify SBE as soon as possible of any reoccurring incidences of errors during the entire bulk file update process. | Montgomery County | | Open | Timely reminders will be sent out by SBE. Jerry will notify Janet Ross, Shafiq Satterfield, Andrew Johnson and Brandon Mulvey of any issues during the bulk update process. |

Polling Place Review for the 2014 Gubernatorial Primary Election

- There were 229 Polling Places hosting 250 Precincts.
- Polling Places were deemed accessible and appropriate to conduct a safe, efficient election prior to the 2014 Election cycle.
- Presently, a full audit of Precinct/Polling Place activities is being conducted by BOE staff members and the resources include:
 - Peer-to-Peer Judge Evaluations
 - Roamer Reports
 - Voter Comment Cards
 - Chief Judges' Red Folders
 - PPSP Evaluations
- **PPSP Observations:**
 - Parking spaces near the building were consistently occupied by campaign organizers, students or Election Judges—recommend training to cover this issue to encourage Judges to park elsewhere away from building, campaign should be sent letters to encourage behavior that is more voter friendly and schools will be closed to students in November.
 - Some ADA H/C automatic doors were propped open for access at some sites as the electronic opener was inoperable—recommend that school system staff/security improve functionality.
- **Polling Place Supplies:**
 - Requests for additional supplies were mainly based on equipment needs, signage and failure to look in supply bags for materials.
- **Phones:**
 - All phone lines were operational except two:
 - Precinct 10-13, Potomac Community Rec Center.
 - Precinct 13-16, Rosemary Hill ES.
 Note: These lines were tested and were operational prior to Election Day. Reports regarding inoperable phones were human error.
- **Poll Openings:**
 - Many polling places had no voters at 7:00 am.
 - All buildings were opened to voters by 7:00 am.
 - Precinct 13-01 opened and greeted voters at 7:00 am; however the first access card was not issued until 7:26 am because access to the room was delayed until 6:25 am—no one called the BOE office or

Roamer to alert BOE of the delayed process. MCPS Building Service was confused regarding arrival time.

- **Polling Places in General:**
 - It was noted at one polling place there were cameras in the polling room which were turned off during voting.
 - Two school locations experienced faulty fire alarms and the buildings was evacuated.
 - Photos of facilities/aerial will be updated.
 - Room diagrams are being evaluated with Chief Judges and updates will be incorporated into the General Election Judges' packet.
 - Equipment deliveries went as expected and all polling places had the equipment allocated the evening prior to Election Day. Inability to find equipment at one location was do to human error.

- **Overlying Issue – Election Date:**
 - June 24th posed multiple issues regarding availability of rooms, buildings and reservations creating whole set of new hurdles and logistics.
 - Air conditioning became a focus because of time of the year and state regulations.
Note: Many rooms needed to be relocated because of the lack of air conditioning.
 - Summertime renovation projects were underway at many locations which created issues with availability and access. Contractors disregarded PM of School system at some sites creating facility issues; no water pressure, concrete broken up for renovation, etc.
 - Summer School was in session creating parking conflicts
 - Summer camp activity was taking up most of the available space in private locations.
Note: BOE lost locations because of camps.
 - Golf Tournament.
 - Summer Camps caused the greatest number of changes and space constraints.

- **Voters:**
 - There were several comments from voters regarding the changes with redistricting which ultimately changed their polling place.
 - And voters were unaware of polling place and district changes.
Note: Several arrived at the incorrect polling place and were directed to the current, new location; however some voters opted to stay and vote provisionally.
 - Voters complained of aggressive tactics by campaign workers.

2014 GUBERNATORIAL GENERAL ELECTION**ABSENTEE SECTION - LESSONS LEARNED AND CURRENT STATUS REPORT**

For the 2014 Gubernatorial General Election 6,067 applications (of those, 278 UOCAVA were processed by SBE). 3,723 Domestic Voters and 81 UOCAVA have requested that their ballots be delivered via the USPS; 1,278 Domestic Voters and 197 UOCAVA Voters have requested web delivery; 787 Domestic Voters (participating in the Nursing Home and Assisted Living Program have requested in-person delivery and 3 have requested we mail their ballots); and, 1 Domestic Voter has requested a faxed ballot as of September 2, 2014.

Web Delivery:

- Currently, 1,476 ballots will require duplication for the Absentee Canvass.
- During the 2014 Gubernatorial Primary Election, approximately 40 web delivery ballots had to be e-mailed directly from the LBE because voters either couldn't access or print out their ballots. SBE will begin posting ballots on September 20, 2014. We will not know how many voters were unsuccessful when downloading their ballots until that time.
- Voters continue to question why they were required to complete an OLVR VRA if they applied online. LBE's explain that SBE's system is programmed to require online applicants to first complete an online (OLVR) registration. This allows the system to identify the voter and to update the voter's data. Once completed, the voter is able to complete a request for an Absentee Ballot.

Runbeck:

- Runbeck apologized for their error during the 2014 Gubernatorial Primary Election. They attributed the error to their move to their Arizona plant. Runbeck moved materials from Florida to Arizona and mixed return ballot envelopes for several LBE's.
- 31 Montgomery County voters received Prince Georges County return ballot envelopes. Runbeck says they have corrected the problem and it should not reoccur during the 2014 Gubernatorial General Election. (See attachment A - Runbeck Election Services)

USPS:

The following has been reported to USPS:

- During the 2014 Gubernatorial Primary Election, some voters encountered delivery delays; 1st class delivery took more than a week after data was submitted to SBE in those cases.
- TrackMyMail (USPS site) indicated a home delivery date, but voters never received ballots.
- Ballots were misdirected, one domestic ballot in particular was sent to a foreign country.

Lessons Learned and Current Status Report (con't.):

Electronic Transmission Problem:

- SBE believes the following problem encountered during the 2014 Gubernatorial Primary Election has been corrected: SBE incorrectly transmitted data to Runbeck containing incorrect zip code numbers. We discovered that zip codes whose first digit was zero were transmitted without the leader zero causing 5 digit zip codes to be transmitted as 4 digit zip codes. This omission caused delays in ballot delivery. Upon discovery the problem was thought to have been a Runbeck problem. However; Runbeck was able to produce the data they received from SBE. That data was incorrect in that SBE dropped the first zero from zip codes before transmitting data to Runbeck. Both Runbeck and Montgomery County reported the problem to SBE.

Non UOCAVA OLVR

- After the Absentee Deadline for the 2014 Gubernatorial Election, SBE instructed LBE's to take screen shots of data that was captured in OLVR; to delete those images and not to process those applications. Post Election, once Registration reopened, LBE's were instructed to submit the deleted data list to SBE. SBE would then provide images to LBE's to be scanned and attached in MDVoters to enable processing of those requests. On August 27, 2014 we received notice that images have been mailed to Montgomery County for processing. We await their arrival.



July 11, 2014

Nikki Charlson
State of Maryland Board of Elections
151 West Street, Suite 200
Annapolis, MD 21401

Dear Ms. Charlson:

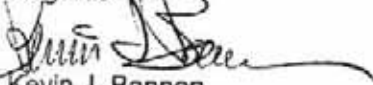
The purpose of this letter is to outline the course of action Runbeck Election Services will take to ensure that the proper return envelope is inserted with each outgoing mail packet.

The insertion of the wrong return envelope occurred as a result of human error when assembling the outgoing packets. In order to ensure this cannot happen again, we are proposing to add a small barcode to each return envelope. The barcode will be unique to each county and will be read on the inserter, similar to how the ballot is read. The inserting system will do a match to the database to ensure the envelope read matches the county as indicated in the database. Should there be a mismatch, the machine will either stop or that piece will be diverted prior to printing the voter information and a message displayed identifying the problem.

We are currently exploring exactly which machine will be equipped with the camera technology on the pocket that handles the return envelope, and will follow up with you when that determination is made.

We apologize for the problems this has caused within the counties and are confident that this solution will mitigate similar problems in the future. If you have any additional questions or comments, please contact either Wendy Ricker or myself.

Regards


Kevin J. Bannon
President

MEMORANDUM

To: Members of the Montgomery County Board of Elections
From: Alysoun McLaughlin, Deputy Election Director
Subject: Report and Recommendations of the Right to Vote Task Force
Date: September 4, 2014

Introduction

This memorandum summarizes the Report and Recommendations of the Right to Vote Task Force, established by the Montgomery County Council by Resolution No. 17-867. The Task Force was established to review election laws and regulations and recommend legislation and administrative practices and regulations to uphold voting rights and increase voter participation.

This is the first of two reports to be delivered by the Task Force. A second report due by February 2015 will expand on these recommendations and deliver an assessment of the strengths and weaknesses of election laws and practices in the 2014 election.

I was appointed by the Council to serve on the Task Force in an ex officio capacity. While I did not vote on the recommendations nor attend many of the subcommittee meetings that occurred during preparations for the primary election, I provided staff support to Task Force meetings including a preliminary briefing and responses to inquiries and requested data, and I offered comments throughout on the administrative context of the policies they were discussing.

Now that the Task Force has completed its report, I offer this summary for review. For the most part, recommendations of the Task Force relate to state laws and practices and are directed to the General Assembly and/or the State Board of Elections. However, there are eight areas of the report, summarized beginning on page 4 of this memo, where the Task Force has specifically recommended action by the Board.

I encourage the Board to review and consider the report in its entirety. However, as we can expect the Task Force's post-election review to include an assessment of the eight items highlighted on page 4, I draw your attention to those recommendations in particular. I have also provided staff comment on each and seek your guidance on any actions that should be taken in these areas.

Preliminary Recommendations

The Task Force was appointed on September 24, 2013 and made two preliminary recommendations on February 28, 2014:

- 1) Recommending that the Council and Executive Branch agencies to more prominently advertise voter registration on county websites and
- 2) Recommending edits to the countywide Sample Ballot mailing to emphasize voters' three different choices for how to cast their ballot (early, by mail, and at the polls on Election Day).

Consistent with direction received from members of the Board of Elections, staff subsequently worked with the Department of Technology Services to add a link to the State of Maryland's online voter registration portal, along with the preexisting polling place locator link, to the drop-down menu for online services on the county website.

The second Task Force recommendation, proposing changes to the Sample Ballot mailing, was also consistent with direction provided by members of the Board of Elections. Staff found the discussions of the Task Force timely as staff was, at that time, making comprehensive edits to the Sample Ballot and was able to discuss those changes with members of the Task Force.

Final Report

In contrast to these preliminary recommendations, the June report does not confine itself to short-term recommendations. Many of its 59 recommendations, divided into 22 categories, would require significant changes to state law.

As most of these recommendations are matters of state law and policy, not county administrative practice, most of the recommendations are directed toward the State Board of Elections and/or the Governor and General Assembly. The chart below reviews the 22 policy areas in the report and identifies the entity and/or branch of government that is requested to act in each area. The recommendations seeking action by the Montgomery County Board of Elections are listed on page 4 of this memorandum; the rest of the recommendations are summarized beginning on page 7.

Breakdown of Task Force Recommendations: Who Would Implement

| Task Force Recommendation | Action Proposed by... | | | | |
|---|--------------------------------------|------------------------------|--------------------------|------------------------------------|--------------------|
| | Montgomery County Board of Elections | County Council and Executive | State Board of Elections | General Assembly or State Agencies | Federal Government |
| Improvements to Online Voter Registration | | | ✓ | ✓ | |
| Same Day Voter Registration | | ✓ | | ✓ | |

| | | | | | |
|--|---|---|---|---|--|
| Automatic Registration Options | ✓ | ✓ | ✓ | ✓ | |
| Friendlier Ballot Design | * | ✓ | ✓ | ✓ | |
| Clearer Language for Referendums | | ✓ | | ✓ | |
| Understanding Long Lines | ✓ | ✓ | ✓ | | |
| Improving Voter Registration, Ballot Access and Voting for U.S. Military and Overseas Citizens | ✓ | | ✓ | | |
| Supplementing Information in the Sample Ballot | ✓ | | | | |
| Voter Application for Mobile Devices | ✓ | | ✓ | | |
| Get Out the Vote | ✓ | ✓ | | | |
| Off-Year Elections | | ✓ | ✓ | ✓ | |
| Special Elections for Legislative and Executive Vacancies | | ✓ | | ✓ | |
| Primary Elections | | ✓ | | ✓ | |
| Ranked Choice Voting/Instant Runoff Voting | | ✓ | | ✓ | |
| Fair Redistricting | | ✓ | | ✓ | |
| Initiative and Referendum | | ✓ | | ✓ | |

* Indicates that the recommendation is phrased, in part, toward the Montgomery County Board of Elections but decisionmaking on the request is not within the Board's jurisdiction.

| | | | | | |
|--|---|---|---|---|---|
| "Minor" or "Non-Principal" Party Ballot Access | ✓ | ✓ | ✓ | ✓ | |
| Candidate Debate Access | | ✓ | | ✓ | ✓ |
| Voting Access for Noncitizens With a Permanent Resident Visa | | ✓ | | ✓ | |
| Voting Rights for Residents With Felony Convictions | ✓ | ✓ | | ✓ | |
| Voting Rights for Residents Who Are 16 and 17 Years of Age | | ✓ | | ✓ | |
| Financial Support of the Board of Elections to Uphold Voting Rights and Increase Voter Participation | | ✓ | | | |

Recommendations to the Montgomery County Board of Elections

The Task Force recommendations below seek action by the Montgomery County Board of Elections. This list does not include recommendations that only describe a role for the county in administering a shift in state policy. Requests made of others - i.e., the State Board of Elections or the General Assembly - are summarized in a separate section of this memo beginning on page 5.

1. **Automatic Registration Options.** Most of the recommendations in this section would require action by the General Assembly and/or the State Board of Elections. However, the Task Force includes among its recommendations that "the State and/or County Boards of Election conduct voter registration outreach by building a list of all eligible non-registrants", which it envisions "would be similar to the Electronic Registration Information Center outreach process, but would incorporate a broader base of data" (i.e., "state-level departments, tax agencies, public assistance offices, U.S. Postal Service address change updates, and schools and colleges"). This group of voters would then be targeted for outreach via a postcard or preprinted form.

Staff comment: Staff believes that the best way to accomplish this goal would be to work with the State Board of Elections to expand, over time, the list of datasets submitted to the Electronic Registration Information Center.

The "Electronic Registration Information Center outreach process" described in the Task Force report is a submittal of state records to the nonprofit Electronic Registration Information Center

(ERIC), which employs full-time staff to perform data matching and analysis, to identify voters who appear to have moved, who appear to be deceased, or appear to be eligible but not registered. ERIC's initial data analysis uses motor vehicle and Social Security data, but U.S. Postal Service data will be added in the near future and the interstate agreement anticipates using additional sources of data such as those listed by the Task Force.

Through this process, more than 1 million postcards were sent to apparently eligible non-registrants in Maryland in 2012, and it was clear from the telephone calls received by the Board at the time that many who received postcards were, in fact, already registered to vote (and received a postcard because of differences between how their name appears on motor vehicle records and how it appears on their voter record). This year's data match will result in fewer postcards, with approximately 100,000 being sent to Maryland residents in September. This experience demonstrates the value of coordinating any list of potentially eligible voters we contact with the state's efforts through ERIC, rather than trying to build a separate list.

2. **Understanding Long Lines.** The Task Force asks for a report from the Montgomery County Board of Elections comparing the recommendations and best practices in recent highly-cited reports to reduce lines with current practices. The Task Force asks that this report be prepared in coordination with the State Board of Elections.

Staff comment: Staff is familiar with the reports cited by the Task Force and notes that one of the three studies found that Montgomery County voters had the *shortest* lines among the five most populous jurisdictions in Montgomery County.

Staff also notes that the vast majority of the best practices and recommendations of the Presidential Commission on Election Administration are current law and practice in Maryland, yet the state consistently ranks among the highest in the length of lines in presidential elections.

While staff time can be allocated to preparing a Report Card as described by the Task Force, staff feels that the core issue is that the growth of the county and the region has outstripped our capacity to manage high turnout. Our election system has not kept pace with growth. The number of voters per polling place has grown by more than 40 percent in the last thirty years. Even with many voters casting their ballot early or by mail, the average polling place in Montgomery County is accommodating significantly more voters than it did a few decades ago. States without lines for presidential general elections either have fewer voters per polling place, a much higher rate of early voting and voting by mail, or both.

Staff is also worried that implementing a new paper ballot voting system, depending on how many scanners will be purchased by the state per polling place, may exacerbate the issue in the 2016 presidential election.

3. **Improving Voter Registration, Ballot Access and Voting for U.S. Military and Overseas Citizens.** Although the Task Force recognized that military and overseas voters are served by the State Board of Elections, it asks that the county provide overseas voters with information on the

timing of municipal elections and contact information for municipal election staff. The Task Force was silent on the frequency with which this information should be sent and in what form.

Staff comment: Staff notes that municipal elections are governed under a separate section of the Maryland Code. The Montgomery County Board of Elections has no authority to compel municipal governments to provide this information.

Also, now that military and overseas voters are being exclusively served by the State Board of Elections, it may make more practical sense for the State Board of Elections to provide any additional information that overseas voters require.

- 4. Supplementing Information in the Sample Ballot.** The Task Force notes in its report that the county has incorporated recommendations discussed by the Task Force, highlighting the three choices that voters have to cast their ballot (early, by mail or on Election Day), in a recent overhaul of the sample ballot. The Task Force asks that these choices be emphasized throughout the Board's other means of communicating with voters, i.e., paid advertising, media outreach, distribution of fliers and other volunteer efforts.

Staff comment: Staff appreciates the input provided by Task Force members and points out that the input of Task Force members is consistent with feedback received from Board members and the views of staff. Staff also notes that the recommended emphasis is similar to the approach the Board took in 2010 for the introduction of early and no-excuse absentee voting.

- 5. A Voter Application for Mobile Devices.** The Task Force notes in its report that the county was in the process of developing a mobile web app when the vote was taken on this recommendation, which urges developing a mobile app to make it easier for voters to find their polling place and other information normally found on the Board's website. The Task Force further asks that the county make greater use of the app to provide updates on the election, provide an online sample ballot through the app, and work with the State Board of Elections to make it easier to register through an online app.

Staff comment: Staff appreciates the input provided by Task Force members and is striving to expand the content provided on the mobile web app.

- 6. Get Out the Vote.** The Task Force asks the County Council to direct the Board to develop a plan for public release before Election Day of state data on early voters and voters who have applied for an absentee ballot. The Task Force also asks that the Council direct the Board to evaluate the feasibility of providing more information, during the day on Election Day, on who has voted at polling places. If feasible, the Task Force asks that the Board provide regular updates on who has voted throughout Election Day.

Staff comment: Staff notes that this information on early and absentee voters is currently available from the state through a paid subscription. The data, including such fields as voter ID number, date of birth, party, mailing address, precinct, district information, absentee type,

absentee request status, early voting location and voting date, is available for a subscription fee of \$125 and is updated for download on a daily basis.

The most significant impediment to public release of this data by the county is that according to Maryland law, the dataset can only be requested by a registered voter who must sign a statement, under penalty of perjury, that the list is not intended to be used for commercial solicitation or any other purpose not related to the electoral process.

Upon procurement of a new voting system, staff will evaluate what information will be available, and when, on Election Day. However, staff notes that the primary responsibility of Election Judges is to serve the voters and that candidates and/or political parties must assign watchers at the polls if they would like detailed information on who is voting.

7. **“Minor” or “Non-Principal” Party Ballot Access.** While most of the recommendations in this section are aimed at changing state requirements for ballot access, the Task Force specifically recommends that the Montgomery County Board of Elections provide information explaining the current signature-gathering requirements for non-principal parties and independent candidates.

Staff comment: Staff can provide such information on its website if that is the desire of the Board. However, funds for a full-time employee to handle candidate and campaign services lapsed several years ago. Information on ballot access is typically provided on the website of the State Board of Elections.

8. **Voting Rights for Residents With Felony Convictions.** While most of the recommendations in this section are directed toward changing state eligibility requirements, the Task Force specifically asks that Montgomery County develop a voter registration and civic education program as part of re-entry services for prisoners being released from the Montgomery County Correctional Facility.

Staff comment: This recommendation is included here although the phrasing of the recommendation requests that the county provide expanded services at the correctional facility, not the Board of Elections. The Board does not have the resources to send personnel to any facility on a regular, year-round basis. We equip interested individuals to perform voter registration drives on their own, after receiving “voter registrar” training from the Board of Elections.

Recommendations to the State Board of Elections, the General Assembly and/or the County Council
While members of the Montgomery County Board of Elections may choose to agree or disagree with these policy recommendations, the Board was not asked to take specific action on any of the following:

1. **Improvements to Online Voter Registration.** The four recommendations in this section propose means for prospective voters to register through the state’s online voter registration system even if they do not have a Maryland driver’s license or identification card.

One option would involve the use of an electronically captured signature and the other options would involve the use of a supplemental postcard or paper form to capture a paper signature to complete the registration. With the current process, a voter who does not have a Maryland identification number can print and sign a form, but they cannot create a pending record.

The fourth recommendation is to improve the cost-effectiveness of online voter registration by providing for automatic transfer of data. In Maryland, every online registration is manually reviewed before any record is updated, while in some other states, records with exact matches in certain fields are updated without the same amount of review by staff.

2. **Same Day Voter Registration.** The Task Force report recommends Election Day registration. Under current law, same-day registration will be available during early voting, but not on Election Day, beginning in 2016. Because same-day registration on Election Day would require a constitutional amendment, this recommendation is directed to the General Assembly. It also urges the County Council to encourage passage of a constitutional amendment.
3. **Automatic Registration Options.** The four recommendations in this section propose means for making voter registration more automatic. One option would build upon the status quo, whereby potentially eligible voters are identified by the State Board of Elections and a postcard is mailed periodically, but it envisions using additional data sources to create the list. A second option would prepopulate the statewide voter registration database with the names of these potentially eligible voters, creating 'pending' voter records that would require a signature to activate. A memorandum was circulated in the General Assembly during consideration of the new law establishing voter registration at early voting sites in which State Board of Elections personnel described potentially implementing the legislation in this manner.

The third and fourth options focus on expanding voter registration by state, county and municipal agencies by integrating checkboxes on their own paperwork and online forms and by electronically transferring information rather than using paper forms.

4. **Friendlier Ballot Design.** The Task Force recommends that ballots used in the State of Maryland be redesigned taking best practices into account, such as avoiding centered case, using larger sans serif fonts, using simpler clear language, and using illustrations, icons, contrast and color to support meaning and show what's important.

The Task Force uses language - "local and State" – suggesting that their recommendation is aimed, in part, at the Montgomery County Board of Elections. County personnel are familiar with the best practices cited and are taking steps to incorporate the recommendations into materials designed by the county. However, ballots are designed in the State of Maryland to be used on a single statewide voting system and at the present time, the county does not have a role in designing the ballot. As a result, it is marked with an asterisk in the chart above.

5. **Clearer Language for Referendums.** The Task Force cites federal plain language legislation as a model for the phrasing of questions on the ballot and urges the General Assembly and the

County Council to evaluate best practices of other jurisdictions in developing questions to be placed on the ballot. It also urges review by a citizen commission and/or judicial review of ballot language.

6. **Improving Voter Registration for U.S. Military and Overseas Citizens.** The Task Force recommends that the state provide more Q&A information on its website for overseas voters and recommends specific information to be included.
7. **A Voter Application for Mobile Devices.** The Task Force recommends that the state develop a mobile application to make it easier for voters to register to vote, find their polling place, and view sample ballots and other election information.
8. **Off-Year Elections.** The Task Force recommends that the state conduct a study of whether municipal voters would be better served by municipal elections occurring in even years and appearing on the same ballot with federal, state and county offices. The Task Force also seeks one-time county funding for municipalities making such a change.
9. **Special Elections for Legislative and Executive Vacancies.** The four recommendations in this section generally propose that vacancies in the offices of U.S. Senator, seats in the General Assembly, and the County Executive be filled in a manner similar to those of the County Council. The Task Force proposes a single special election that may be held entirely by mail, unless the vacancy occurs after December 1 of the year before an office is scheduled to appear on the ballot, in which case appointments could be made but only from the same political party as the incumbent, but not necessarily from a list submitted by that political party. It notes that legislation to fill a vacancy in the office of County Executive by special election has passed the General Assembly but is subject to a constitutional referendum.
10. **Primary Elections.** The Task Force asks the County Council to urge political parties to open their primaries but does not ask that it be mandated. The second recommendation contains a partial exception that would increase the complexity of the ballot; it urges that a determination be made prior to finalizing the ballot as to whether each office is to be uncontested in the general election, and if there are only candidates in one party then that contest would be open to all who are entitled to vote in the general election.
11. **Ranked Choice Voting/Instant Runoff Voting.** The first two recommendations in this section of the report endorse ranked choice voting for county and state offices, in which voters rank candidates in order of preference. Ballots may then be counted multiple times, with the candidate receiving the fewest votes eliminated until one candidate receives a majority. The third recommendation encourages the state to purchase voting equipment designed to tabulate ranked choice ballots.
12. **Fair Redistricting.** The six recommendations in this section propose changes in the rules and processes for redistricting. Specifically, the Task Force would establish a state redistricting commission and change the rules that apply to the existing county redistricting commission to

add unaffiliated and minor party members, to bar its members from seeking elected office for two years after their tenure, to bar the use of incumbent data in establishing districts, to impose limitations on drawing district lines with the intent to favor or disfavor a political party or incumbent, and to make a number of additional requirements including that Congressional districts consist of adjoining territory, be compact in form, and have substantially equal population.

13. **Initiative and Referendum.** The three recommendations in this section include a proposal that Maryland voters be permitted to place indirect initiatives, which would require action by the General Assembly, on the ballot. Currently, referenda are permitted but not initiatives. The Task Force also proposes financial disclosure for signature gathering efforts, requirements for geographic distribution of petition signers, and a process to ensure that ballot questions are written so that they can be understood by the average voter. The recommendations also include allowing referenda to be signed completely online, without a requirement for a paper signature.
14. **"Minor" or "Non-Principal" Party Ballot Access.** The four recommendations in this section would grant ballot access to any party with at least 10,000 registered voters and would reduce the number of signatures required for an unaffiliated candidate to appear on the ballot to 10,000. In addition, the recommendations would ask the State Board of Elections to relax the standard for accepting a petition signature to "reasonable certainty".
15. **Candidate Debate Access.** The three recommendations in this section seek to have Montgomery County Cable provide free and equal radio and television time to all candidates slated to appear on the general election ballot, encourage the state to adopt similar programming, and ask the County Council to write to federal lawmakers. The Task Force also seeks to have the League of Women Voters manage presidential debates or create a new publicly funded Citizen's Commission on Presidential Debates.
16. **Voting Access for Noncitizens With a Permanent Resident Visa.** The Task Force asks that the State of Maryland provide, at county option, for counties to create a separate ballot for voters who are only eligible to participate in county offices, and that noncitizens with permanent resident visas be permitted to register to vote and cast ballots in those contests. The Task Force recommends that Montgomery County exercise this option if the law is changed to allow it.
17. **Voting Rights for Residents With Felony Convictions.** The four recommendations in this section seek to permit felons who have been released from prison to register to vote, even if they are still serving a term of probation or parole; to allow felons participating in pre-release programs to register to vote pending their release; and to include a voter registration and civic education program as part of re-entry services provided prior to release from the Montgomery County Correctional Facility. The Task Force specifically rejects restoration of voting rights to felons who are still incarcerated or under house arrest or home-based detention.
18. **Voting Rights for Residents Who Are 16 and 17 Years of Age.** The Task Force asks that the State of Maryland provide for a separate Montgomery County ballot for voters who are only

eligible to participate in county offices, and that residents who are 16 years old and 17 years old be permitted to register to vote and cast ballots in those contests.

19. **Financial Support of the Board of Elections to Uphold Voting Rights and Increase Voter Participation.** The Task Force voted as a part of its recommendations to “remind the County Council that increased financial resources may be needed by the Board of Elections to meet the Council’s goal of maximizing voter participation in the election process.”

In addition, the Task Force included three position statements for which it did not recommend action:

17. **Election Day Holiday.** The Task Force did not support a recommendation to establish Election Day as a county holiday.
18. **Online Voting.** The Task Force recommended that the county not promote online voting at this time.
9. **Voter Photo Identification.** The Task Force recommended against consideration of requiring photo identification in order to vote.

2014 General Election Judge Update

