
Election Support

Election Support Guide



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Part number: :



Document History

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1. Overview

This document is intended for Diebold Election Systems, Inc. staff attending elections, and attempts to address the majority of representative situations that may be encountered at an election. The document aims primarily at educating novice election support staff, and is in no way intended to provide an authoritative basis of product information.

Please note that this document is intended strictly for the consumption of Diebold Election Systems, Inc. staff, and is not intended for customers or other election-related authorities.

2. Travel

Book a flight, car rental, and hotel either through Bolack Travel in Albuquerque or Creative Travel in Vancouver. Bolack is our designated travel agent, although Creative will offer possibly much cheaper fares. Air fares booked through Bolack are paid directly by the company, while air fares booked through Creative are paid directly by the booking individual. You pay for car rentals, hotels, and restaurant bills directly. Collect all receipts, then following the election, submit expenses using the forms recently issued by Larry Hogan.

Book your trip so that you are onsite the full Monday before the election, and leave no earlier than the afternoon following the election.

2.1. Border crossing

Indicate that you are attending an election when questioned by US customs. Provide a terse explanation of what your job is as well as the business the company you work for is in. Under no circumstances should you indicate that you intend on working in the US. If requested, give Tab's name and work telephone number as reference.

If you anticipate suffering jet lag or don't otherwise deal well with flying, travel a day earlier to the election. Remember that you may easily be expected to be awake alert for up to 20 hours continuously on election day.

Unless you are content to live off of crackers and pop, bring food on board the plane, since few US carriers will provide proper meals on flights to the US.

You can bring one piece of baggage in addition to a laptop on board the plane. You cannot substitute another piece of baggage in place of a laptop.

2.2. Site location

Find out where county headquarters are. Find out where you are supposed to go to, if not county election headquarters. Determine any specific access instructions, codes, badges required, etc. in order to enter premises. Note that election staff often gather at the warehouse where voting machines are stored, rather than election central.

Get driving instructions from the internet or from county officials.

3. General issues

As representative of Diebold on election day, you will be considered the paragon of knowledge and authority with respect to the jurisdiction's election, even though you may in fact be the least qualified person on site. In light of this, present yourself in as diplomatic, reassuring, and professional a manner as possible.

Your welfare is not necessarily a priority for the jurisdiction on election day. On the day preceding the election, ascertain where there may be an acceptable place to eat or take out food in the vicinity of the location you will be assigned to. Bring bottled water onsite, since you cannot necessarily assume that drinkable water will be available.

Dress should be business/casual.

A well-run election is usually uneventful to the point of being excruciatingly boring. Nonetheless, you should remain alert and attentive throughout, since you cannot be sure when are where troubles will arise.

You may be asked to assist in the processing of absentee ballots, or help out at a poll. You are under no circumstances allowed to handle ballots at the election. If you are asked to assist in the processing of absentee ballots, clarify your role with the election administrator.

3.1. Role

Determine what exact role the jurisdiction envisions that you assume on election day. For example:

- Do they want you at the polls?
- Do they want you to remain at election central all day?
- Do they want to provide telephone support when the polls open and/or close?
- Do they want to run GEMS at election close?

3.2. Communication

You will generally be considered to be a high-ranking election specialist and a paragon of knowledge and solutions, which may be disconcerting when things go wrong. Do not promote your ignorance - in case of doubt, call a designated contact who may be more knowledgeable than you.

Ideally, you should not remain all day at election central, but spend at least several hours visiting polling places in order to view the voting process itself.

Be observant throughout the election, making notes of any anomalies or issues you believe the company could/should be aware of.

Be aware of the fact that pollworkers are often quite aged, and that technological issues that to you are utterly banal may be quite daunting to the pollworkers.

Do not flaunt your knowledge, particularly if it is technical only, and not election specific. Not only may your audience be less than receptive, you may be called to task where you least expect it, and can least make a difference.

Carry with you a list of telephone numbers of Diebold Election Systems, Inc. contact people. Carry a cell phone with you if possible - if you don't already have one, attempt to procure one from the jurisdiction. Remember to take along the Excel spreadsheet containing all employee phone numbers.

Be aware of any senior technical staff that will be present at the election other than yourself. Be aware of their strengths and limitations as far as product and election knowledge is concerned. Just because

someone has been working for our organization for years does not mean they will be aware of every facet of election management requirements.

Defer to more experienced staff where possible. Do not offer answers if you are not perfectly comfortable with doing so - an incorrect answer may well have more serious consequences than no answer at all. It is acceptable to indicate that you are not aware of the answer requested, and that you will contact another company representative who will be equipped with the answer.

Offer the minimum amount of information necessary. Consider the nature of information being discussed, your familiarity with the subject being discussed, the position of the individual you are discussing the issue with, as well as any individuals or press who may be present who you are not familiar with.

Under no circumstances should you discuss anything to do with the election with the press, or appear on press cameras. The same applies generally to any individuals outside of the immediate election environment. You cannot be familiar with the partisan politics that may be rife in the jurisdiction, and possible oppositional sentiments towards our product or company.

Do not offer damaging opinions of our systems, even when their failings become obvious.

Contact Tab or Ken at the Vancouver office once the election has been deemed to have been closed.

3.3. Attendance

Expect to be onsite on election day between 6am and 7am. Depending on how well the election goes, you may be able to leave the site as early as 10pm or 11pm. If things go badly, you could be there until the next morning.

Do not leave the site until the election administrator has given you permission to do so.

4. Election architecture

Obtain the database for the election you are attending from the support person assigned to the jurisdiction, or a representative of the jurisdiction. Probe either the appointed support person or jurisdiction election official for as many details as possible following review of this document.

Check the GEMS server's date and time in order to verify that the time/date stamp on reports will be correct.

Familiarize yourself to the best of your abilities with the election database, in particular, the following:

- Counter groups
- Voter groups
- Voter center categories
- Voter centers by vote center category
- Vote centers by Count Method (AccuVote-OS, AccuVote-TS, Manual Entry Only, Central Count, Challenge)
- Write-in candidates
- Registered write-in candidates
- Races with # to vote for greater than 1
- Number of polling places in the election
- Which voting devices are being used for Polling, Absentee, and Early Voting
- Review the manner in which Polling, Absentee, and Early Voting has been implemented in terms of vote centers
- Is the jurisdiction subdivided into regions? How many distinct regions are in use?
- Are vote centers on record which tally to multiple report precincts? Are there multiple vote centers which tally to the same report precinct?
- Reporting sets
- Report Settings
- Monitor Scripts
- Results export requirements
- Results importing requirements

5. Election day

The primary issues of concern to us on election day involve potential equipment failure in the course of voting.

When replacing memory cards or voting devices, be aware that the seal numbers of memory cards installed in the voting devices must usually be recording beforehand.

Remember that 'undervoting' in industry is generally considered to be no candidate selection or less candidates selected than the number to vote for, while we consider undervoting to be the latter only.

5.1. AccuVote-TS

This section applies to elections using the AccuVote-TS only.

The AccuVote-TS does not allow overvoting.

If the voter abandons the AccuVote-TS ballot in the middle of voting, the pollworker may either advance the ballot the summary screen and cancel the ballot, or open the PCMCIA slot compartment, reboot the unit, and continue. The specific course of action in this case should be determined by local procedure.

At least one pollworker at each polling location should be familiar with audio voting requirements. Carry a booklet with audio ballot voting instructions just in case.

Audio voters may only use AccuVote-TS units equipped with headphones and a numeric keypad. A volume control button should be available on the headphones.

Visually impaired voters may select one of the following: an audio ballot only, a combined audio and visual ballot, or a magnified ballot. They must indicate prior to picking up the voter access card which they prefer. When voting using the combined audio and visual ballot, the visual ballot will track alongside audio selections, and vice versa, the audio ballot will track alongside visual ballot selections.

If a straight party race has been defined, all candidate selections made prior to straight party selection will be lost on the ballot, unless the Pennsylvania Straight Party Voting option was selected in GEMS.

In order to change the candidate selection on the ballot, the voter must first touch the candidate again on the AccuVote-TS ballot before making another selection, unless the One Click Vote option was selected in GEMS.

Pollworkers using the Voter Card Encoder to program voter access cards should be very clear as to which slot on the Voter Card Encoder corresponds to which ballot. If they are unclear, they should refer to the head election judge at the polling location, or someone else in a higher position of authority.

In case a Voter Card Encoder is accidentally reset due to the insertion of a Supervisor card, or for that matter, the unit otherwise malfunctions, the Voter Card Encoder may be re-programmed using a spare set of voter access card masters that should be on hand with every report precinct, but only if either you or the officials on hand are aware of how the proper procedure. If not, contact a qualified technician at election central. If not spare voter access card masters are available, then use a backup Voter Card Encoder for the precinct, if it is available. If it is not available, a spare AccuVote-TS unit may be used to program the cleared Voter Card Encoder. Otherwise, a new unit must be sent from election central.

5.1.1. Recuperation

If the AccuVote-TS fails, fault will lie either with the hardware itself or the memory card. If the unit hangs while voting, ie. touching candidate names, the Next, Previous, review or casting buttons has no effect, re-boot the unit and continue. If the problem persists, replace the unit. If the memory card is at fault, a new memory cards must be programmed and current results restored to the memory card, then the memory card installed in the AccuVote-TS. Follow recuperation procedures provided either by the

jurisdiction or Diebold. Ideally, you should familiarize yourself with these recuperation activities prior to the election.

The following are suggested memory card recuperation procedures.

1. Download the VC onto a blank memory card.
2. Insert the memory card into unit and power unit on.
3. Insert Supervisor card and enter Supervisor Functions.
4. Press the Elections Archive button.
5. Click All Machines check box to display all a election results files.
6. Select the election results to restore for in the Archived Results list.
7. Press the Restore button.
8. Remove the memory card.
9. Install memory card in AccuVote-TS at poll.

5.2. AccuVote-OS

This section applies to elections using the AccuVote-OS only.

AccuVote-OS memory cards may be programmed to reject certain ballots, such as overvoted and entirely blank voted ballots. It is possible to override ballot rejection by refeeding the ballot while pressing the Yes button of the AccuVote-OS.

Stubs must be removed from AccuVote-OS ballots prior to processing on the AccuVote-OS. Ballots may be fed in any orientation – face up or face down, head first or foot first.

AccuVote-OS ballot processing may experience the following issues:

Overvotes: If the voter is not present to remark the ballot, remedial action may not be clear. Ballot duplication may be in order where a voter has clearly made one candidate selection, crossed out the candidate selection, then made another candidate selection. To the AccuVote-OS, this is an overvote, although the intent of the voter is clear. In this case, duplication may be in order.

Undervotes and blank votes Ballots are processed as is.

Ballot Not Read/Invalid Ballot These are common messages. Ensure that ballots are being processed with the correct memory card. Refeed ballots, in reverse orientation if necessary. If messages persist, observe ballots for poor cutting or damage - submit ballots for duplication if necessary.

Undefined marks: The AccuVote-OS has detected a marginal mark on the ballot, usually a result of either a marginally marked oval, or a possibly slightly skewed sensor on the card reader not aligning with a voting oval possibly out of position due to poor quality ballot printing. The ballot should be duplicated, as there is no assurance as to whether candidate selections will be properly counted. Do not promote the fact that the AccuVote-OS is anything but absolutely accurate in this case - in case you encounter numerous undefined marks, indicate that ballot printing is at fault.

Ballot jams: Ballots may jam in the AccuVote-OS if the ballot box – if it is in use – is full, or appears full. Shake the ballot box and continue attempting to feed ballots.

Ballots may jam when the AccuFeed is in use. Change ballot orientation and continue. If ballot jamming persists, measure the width of ballots - if ballots are as much as 1/16" over an 8 1/2" width, they may jam in the card reader. AccuVote-OS card readers vary in tolerances, so you could try processing the ballots with another AccuVote-OS. As a final resort, ballots cut too wide

must be duplicated or hand counted. Ballot jamming may also be occurring due to ballot damage - ensure that ballot edges are clean, and all control marks on both ballot sides are undamaged.

Calibration-related errors: These usually occur when using the AccuFeed. Reverse the orientation of the ballot(s) and continue. If problems persist, use another AccuVote-OS.

The following two cases are the worst-case scenarios when using the AccuVote-OS. Be very diplomatic in both cases, offering the minimal amount of information necessary to officials:

- **Counter did not increment when ballot was processed:** Possibly workers were not observant when using the AccuVote-OS. Otherwise, indicate that you are not able to provide an appropriate explanation, but will contact your superiors in this matter.
- **Memory card corruption:** Memory card corruption is manifested when the ballot counter on the LCD changes to one of the following: Reports error, Counter error, Text Check error, numeric gibberish, etc. Reboot the AccuVote-OS and continue. In many cases this is sufficient. If the message persists, move the memory card to another AccuVote-OS - if the message persists, all ballots processed with the memory card must be re-processed.

6. Absentee ballot processing

This section only applies to elections processing absentee ballots. Absentee ballots are ballots that have been mailed out to voters prior to the election who were not able to attend the election in person. Absentee ballot processing will occur using AccuVote-OS ballots only, as these ballots will have been mailed out (not possible with the AccuVote-TS).

6.1. Scheduling

The scheduling of absentee ballot processing varies, but is critical, as it often holds up election close. For example, the outer envelopes of absentee ballots received may be opened as of the opening of the election on election day, but the actual absentee ballots processed only as of election close. If absentee ballots are processed on memory cards assigned to a certain range of precincts only, the precinct affiliation of the ballot must be determined at the time of envelope opening, unless the precinct affiliation of the ballot is printed on the ballot itself.

Absentee memory cards may only be uploaded once absentee ballots have completed processing. If interim absentee totals are desired, the AccuVote-OS memory card may be either:

- electronically locked and uploaded, and following upload more ballots counted in Resume Count mode, or
- all absentee ballot processing concentrated on a limited set of memory cards, which are uploaded once ballots have completed processing, and the remaining ballots left for the remaining memory cards, which are uploaded later in the election close proceedings.

6.2. AccuFeed

The jurisdiction may be using the AccuFeed in order to process absentee ballots in batch mode. The AccuFeed is often sensitive to the orientation, size, and print quality of the ballot. AccuFeed units tend to reflect varying behavior in terms of speed and quality of processing. Familiarize yourself with the functioning of the AccuFeed before the election if it will be used in the election. Do not offer information as to the AccuFeed's shortcomings to the jurisdiction, even where obvious.

Ballots rejected by the AccuVote-OS are dropped on top of the outfeed tray. Do not continue processing ballots before the rejected ballot has been removed.

6.3. Central Count

Absentee ballots may optionally be processed in Central Count - unless you are already quite familiar with Central Count, ensure that you familiarize yourself with Central Count beforehand.

6.4. Duplication

Absentee ballots are often mismarked or damaged, which necessitates a jurisdictionally-designated duplication procedure, which usually involves paper work as well as the physical re-creation of the problem ballot.

This process is time-consuming, and it may well be that the jurisdiction has insufficient absentee board members available to perform these activities, thus bottlenecking the election close process.

Which ballots are duplicated depends on the rule of the jurisdiction - do not offer an opinion in this matter unless asked. Optimizing voter intent may be in order, which means that the jurisdiction need do whatever possible in order for every vote to count. On the other hand, the jurisdiction may decide to discard votes/ballots if the voter clearly violating voting instructions.

7. Early voting closing

This section only applies if early voting occurred in the election. Early voting is an in-person voting process that occurs over several weeks prior to election day. Early voting will have been completed by election day. At election close, the election must be ended on early voting memory cards, be they AccuVote-TS or AccuVote-OS, prior to uploading. The reason for this is that ending the election will also automatically tally results, which is illegal prior to election close.

In most cases, a single voting device is sufficient to end the election and print election results reports prior to uploading.

Early voting memory cards may be uploaded prior to polling vote centers. In order for this to occur, enough time must be available to end the election, print the Election Totals tape, then upload. The early voting Election Totals report may include every precinct in the election, and therefore be both extremely lengthy and time-consuming to print. In this case, numerous voting devices may be set aside to end the election and print paper tapes, while one unit only may be used to upload early voting results to the GEMS host computer, either directly or over a LAN connection.

8. Election closing at the polls

Ending the election on either AccuVote-OS or AccuVote-TS will automatically prevent any further voting from occurring, and will automatically print the Election Totals report.

Pollworkers, usually representatives of various parties, will sign the oath area at the bottom of the Election Totals report.

One or more copies of the report may be printed on either voting device. Commonly, one copy is posted on the polling place wall, and another copy is filed.

In theory, the format of all Election Totals reports should be similar in all polling locations. In the case of AccuVote-TS reports, it is technically possible to print write-in votes on the Election Totals report as well as detailed race statistics. Pollworkers should have been trained to print reports according to standard procedure, but this may not necessarily occur.

Pollworkers normally need to complete paper work at the polls prior to driving equipment in, so expect corresponding delays where modem upload failures have occurred that could not be resolved.

Ideally, every polling location should be available by telephone or cell phone. The jurisdiction should have informed the chief election judge of every polling location to answer their appointed telephone in all circumstances. Unfortunately, this does not always occur.

8.1. Outstanding ballot processing

This issue pertains only to polls using the AccuVote-OS.

Ballots voted in polling locations while the AccuVote-OS unit was unavailable, either due to AccuVote-OS or memory card problems, would have been dropped in the ballot box side compartment. Once the AccuVote-OS with memory card have been recuperated, the ballots located in the side compartment may be fed into the AccuVote-OS unit when the polling location is less busy. However, it is recommended that this activity be left for after the closing of the polls in order to not make a questionable impression on voters.

8.2. Results accumulation

Results accumulation applies only to AccuVote-TS units used at the polls.

Results accumulation is usually performed at polling places with multiple AccuVote-TS units. The accumulation procedure involves accumulating results from all memory cards at the polling location prior to uploading. The AccuVote-TS unit intended for results accumulation should be clearly marked. The jurisdiction should provide a clearly written accumulation procedure to each polling location. Furthermore, pollworkers charged with performing the accumulation should have been well-trained.

The Results Accumulation procedure at each polling location should approximate the following. Accumulation occurs after elections have been ended on all units, and all necessary Election Totals reports printed. Use the procedure provided by the jurisdiction; if none is provided, use the following:

1. The election is ended on every AccuVote-TS at the polling location.
2. PCMCIA doors are unlocked and opened on each AccuVote-TS.
3. PCMCIA cards are removed from all units except the unit designated for accumulation.
4. In Post-Election Mode on the Accumulator unit, insert the Supervisor Card, and enter the Supervisor Password.
5. Touch the Accumulator button in order to access the Results Accumulator.

6. In the Results Accumulator window, touch the Load button. Observe that an entry corresponding to the memory card installed in the Accumulator unit is now listed in the display panel.
7. Remove the memory card, then install the next memory card. Touch the Load button.
8. Continue this process until all cards have been loaded.
9. Collapse the AccuVote-TS within the voting booth, disconnect from AC power, roll the voting booth to the designated phone jack, open the voting booth so that the PCMCIA slot is accessible, and connect unit to AC power. Note that the unit will operate on battery power while it remains powered on and disconnected from AC power.
10. Alternatively, collapse the AccuVote-TS, disconnect from AC power, remove from the voting booth, carry to the designated wall phone jack, and re-connect to AC power.
11. Insert the modem PCMCIA card provided, then cable to the designated wall phone jack.
12. Touch the Transfer button in the Results Accumulator window.
13. In the Transfer Results window, the Type field should display a value corresponding to the modem card, the Host field the IP address of the GEMS host, and Phone the phone number of the receiving modem. This information may be changed by touching the Change button, however, this information should be correct and not require re-configuration at the polling location. Touch the OK button in order to initiate the upload.
14. Once a message is displayed indicating the upload has completed, the AccuVote-TS may be dismantled.

Note that every memory card comprising the accumulated upload will be logged as uploaded on the AccuVote-TS Server 2 console in GEMS.

9. Election closing at election central

Determine what your role is to be in the election close process. There should be one person dedicated to the GEMS server continuously throughout the election close process, at least until all uploads have been received.

9.1. Backups

Backup the GEMS database prior to election close, then on a regular basis until the final polling upload has been received. Continue backing up the GEMS database after any other activities that may affect counts, such as:

- re-uploading
- early voting uploads are complete
- absentee uploads are complete
- challenged ballots have been processed
- all manual entry has been completed
- recount is complete

9.2. GEMS functions

The following functions may be active on the GEMS server at election close:

- AccuVote-OS Server 1 console, only if AccuVote-OS units are employed in the election (mandatory).
- AccuVote-TS Server 2 console, only if AccuVote-TS units are employed in the election (mandatory).
- Results Server, only if JResultClient is in use (mandatory).
- Election Summary Report window, used to generate ongoing Election Summary reports (optional).
- Statement of Votes Cast window, in order to print SOVC reports (not recommended).
- Export Results window, in order to run results exports (should only be run at election close; optional).
- Windows Explorer, in order to track Results Server-generated files (optional).

9.3. When you can leave the site

Do not assume that the election has finished just because all results have been uploaded. The administration may need to:

- all outstanding questions and issues pertaining to our products and procedures have been answered
- all voting equipment has been delivered to the election central
- review all necessary reports
- ensure that results exporting has occurred in a satisfactory manner

- perform a post-election Logic and Accuracy Test
- sign off with senior officials, including the Secretary of State's office
- remain onsite until all press representatives are satisfied with the information they have been provided with
- prepare for a recount
- prepare post-election audit materials

10. Write-in management

The processing of write-in votes varies according to the voting device used. Write-in candidates on AccuVote-OS ballots are generically counted only, that is, for every race, a count is maintained as to the fact that write-ins have occurred, however, no count is maintained for specific candidates. Write-in candidates must be manually counted on AccuVote-OS ballots. Write-in candidates on AccuVote-TS ballots, on the other hand, are counted by the AccuVote-TS.

Write-in results must be manually entered into GEMS. Ensure that write-in ballots are organized by region, vote center, report precinct, counter group, memory card, etc. - in correspondence with election architecture - prior to performing manual entry.

Write-in candidate totals are commonly only entered for candidates defined in the GEMS database as registered write-in candidates. These are candidates would have registered with the jurisdiction following the candidate filing deadline. Registered write-in candidates do not affect ballot artwork, but do appear on election results reports. Write-in candidates not registered with the jurisdiction are commonly ignored.

Use the GEMS write-in reports available as a source for performing manual entry of AccuVote-TS write-in votes.

AccuVote-OS memory cards may have been programmed to separate write-in ballots in the ballot box. If memory cards were not programmed in this manner, write-in ballots must be manually culled from all ballots in the ballot box once the election has closed. Pollworkers must manually count these votes if the AccuVote-OS is being used at the polling place, otherwise, absentee workers in case of absentee ballot processing.

11. Results uploading

Memory cards from the polls may be either uploaded to the GEMS server by modem, or driven in to election central for direct or LAN-based upload. The former is far quicker and fraught with difficulties, while the latter is slower but represents a much more stable process.

11.1. GEMS

The AccuVote-OS Server 1 and AccuVote-TS Server 2 consoles list all vote center/machine Id combinations running in the election. Each vote center/machine Id corresponds to a memory card. Every memory card that has been programmed is logged in the console under the Vote Centers tab with a red down arrow located on the left-hand side of the vote center/machine Id entry, while every uploaded memory card is logged with a green up arrow.

The number of separate machines or memory cards corresponding to a vote center is defined in the No. Mem Cards field in the Vote Center Editor. Numbering on the consoles begins at 0, so that if the number of memory cards is set to 10 in the Vote Center Editor will appear on the console as being numbered from 0 to 9.

Vote centers and memory cards are relevant in the AccuVote Server consoles as well as the GEMS upload status reports, however, election results reports are concerned with report precincts only. Vote centers do not necessarily correspond to report precincts on a one-to-one basis – review the GEMS database in order to understand what the relationship between vote centers and report precincts is.

In some cases, not every memory card is used in an election. Memory cards may be programmed, but not used – these should also be uploaded, in order for the AccuVote Server consoles as well upload status reports to register that all vote centers have uploaded.

11.2. Modem uploads

11.2.1. Schedule

Commonly uploads are received by modem starting 10 minutes after election close. The majority of modem uploads should have been received within the first $\frac{3}{4}$ of an hour following election close. Usually, a few stragglers will delay closing procedures for a lengthier amount of time. Delayed transmission or outright failure may be due to one of the following:

- GEMS host computer receiving modems may be occupied. Either re-dial, or stop and restart the upload process.
- Pollworkers not following instructions properly.
- Pollworkers terminated the upload when it was not in fact complete.
- The telephone jack designated for results uploading was not used.
- The telephone jack designated for results uploaded is not accessible at election close.
- The telephone number or related dialing options, such as dial-out or long distance codes, may be incorrect.
- The AccuVote-OS pocket modem or AccuVote-TS modem card may have failed.
- The telephone line is possibly malfunctioning.
- Cabling may be malfunctioning.
- The GEMS host computer's modem/telephone line configuration may be malfunctioning.

- The memory card may have become corrupt upon upload (very rare).

11.2.2. Driving in memory cards

One of the deliverables of a well-run election are the receipt of uploads from the polling places on as expedient a basis as possible. If modem uploads do not succeed, it may be quicker to drive equipment in, rather than attempting to explained to potentially harried pollworkers how to upload results. Driving equipment with memory cards in to election central may be delayed by the fact that:

1. The polling location is far away from election central.
2. Traffic between the polling location and election central is prohibitive.
3. Paper work necessary to close the polls.

Alternatively, a team of qualified technical support staff may be answering phones at election close, providing assistance to pollworkers experiencing difficulties with uploads as well as other closing issues. Drawbacks include:

1. Assistance provided is only as valuable as the experience of the individual providing it. Often, the experience of the telephone support person is limited to training provided, rather than hands-on experience.
2. Pollworkers responsible for uploading are probably only familiar with the upload process from training, rather than hands-on processing.
3. Polling place closing is often hectic and stressful. Pollworkers experiencing difficulties with uploads need to navigate through potentially irate voters, managing other pollworkers, organizing equipment and paper work for closing, and so on. Adding the additional responsible of attempting to navigate through a failed modem upload may not be appropriate.
4. The telephone line in question may be malfunctioning, even though it was tested (or so you have been told).
5. The AccuVote-OS pocket modem or AccuVote-TS modem card may be temporarily malfunctioning.

Phoning in results read from the AccuVote-OS paper tape in order to perform manual entry of results should be avoided at all costs.

11.2.3. Regional uploading

In some cases, larger jurisdictions may designate a number of polling locations throughout the jurisdiction as being regional upload centers. Polls whose uploads failed drive their memory cards to these sites in order to upload. Regional sites are usually staffed by technically experienced pollworkers, where the equipment and telephone line configuration is deemed to be reliable.

The use of regional sites saves the time required in driving equipment directly to the equipment warehouse. In this manner, uploads are received more quickly than if memory cards for failed uploads were to be driven directly to election central.

Regional uploading should not be implemented on election day as a last resort; this configuration should have been implemented and tested prior to the election.

11.2.4. Manual entry

It is also possible to manually enter election results into GEMS for any polling location that was not able to upload. If no other means of integrating results from the voting device to GEMS is possible, then a long report must be printed from the voting device, that is, a report that contains not only candidate totals but overvotes, undervotes, and blank votes, as all of this information is necessary in order to properly complete manual entry.

However, this is not recommended, as it creates unnecessary confusion during election close.

11.3. GEMS host computer modems/telephone lines

11.3.1. Cascade lines

The GEMS host computer should be configured with approximately 1 modem/telephone line combination for every 10 polling locations modeming results. Telephone lines used in modem uploading are usually bundled into a so-called 'cascade' or 'roll-over' line. All modem transmissions dial a single telephone number, which connects to the head line within the cascade. If that line is busy, the call rolls over to the next line, and so on. If all lines are busy in the cascade, the transmission will not be able to complete, as the receiving line will be busy.

Often, every telephone line within a cascade is assigned in an internal number which may be used for testing purposes.

Cascade lines may roll over calls either in a linear or random manner. In a linear manner, the call will descend to the next line in sequence. Random cascading, as the name suggests, occurs in a random manner.

11.3.2. Hardware

Modems and telephone lines are commonly configured to the GEMS computer as follows:

1. A port expansion device, such as a DigiBoard, is installed on the GEMS computer. This involves the installation of a card internal to the computer, cabling either a multi-port octopus cable or a black box with multiple ports to the DigiBoard connector on the card. Modems are cabled to either the black box or octopus cable.
2. Alternatively, an intelligent port server is installed on the GEMS computer. The GEMS PC is cabled to a hub, which in turned is cabled to the intelligent port server, which is in turned cabled to modems.
3. US Robotics modems, connected to the ports on the DigiBoard or intelligent port server. We commonly use from 28.8 to 56.6 kbps modems. The outer RJ-11 jack of the modem is connected to the wall phone jack by means of an RJ-11 cable, and the power jack is connected to AC power by means of an AC adaptor cable.

11.3.3. Modem configuration

Pins 3 and 8 at the back of each modem are pushed down, whereas all other pins should be pushed up. Modems should be internally set to factory settings.

The following LEDs should be illuminated on the modem:

1. **Modem powered off:** None
2. **Powered on, without port activated on AccuVote Server console:** AA is illuminated.
3. **Powered on, with port activated on AccuVote Server console:** AA, TR, and possibly CS are illuminated.
4. **In course of transmission:** AA, TR, and possibly CS are illuminated. CD lights up from the outset until the end of the transmission, and RD and SD flash as the transmission is in progress.

11.3.4. Labels

Ideally, all transmission equipment at election central is properly labelled for clarity. Each port on either the DigiBoard or intelligent port server and every modem should be marked with the corresponding COM port number as well as internal telephone number.

11.3.5. Diagnostics

11.3.5.1. Onsite

Once the election is in progress, there is not a lot that available in terms of equipment diagnostics. If you observe that transmissions consistently either skip a modem or do not complete over the modem, but do successfully complete over other modems, then re-booting the modem as well as stopping, then re-starting the corresponding port on the AccuVote Server console may be in order. Vary the sequence in which these activities occur, ie., vary the sequence of the following and observe results:

1. Stop the port.
2. Power off the modem.
3. Power on the modem.
4. Activate the port.

Also, observe modems for inconsistent LED illumination. Perform this activity with this port only, otherwise you will be obstructing the transmission of election results at election close.

11.3.5.2. Pre-Election

Preceding the election, the entire modem configuration installed on the host computer should have been tested. Testing should have included the following:

1. Individual telephone lines.
2. Individual modems.
3. Individual ports.
4. The roll-over feature of the cascade line.
5. A volume test, in order to approximate the volume of calls over the time frame expected at election close.

12. GEMS Election Results Reporting

Print an Election Summary report prior to election close, ensuring that results in GEMS are 0 prior to uploading. As results are received by modem, print the Election Summary report every 10 minutes. Distribute this report to election officials; only distribute the report to election officials upon approval of election officials (ie. the election administrator).

Print the Cards Cast report as well as the SOVC report, although the latter should be printed only at the conclusion of the election, due to its potentially large size, and the computer resources that it may occupy.

Ideally, the jurisdiction will have reviewed reporting requirements prior to election day in conjunction with the support person assigned by Diebold Election Systems, Inc. It is essential that election officials are clear as to the format and content of results issued by the reports, and that no unpleasant surprises.

Election results reports should be printed with as limited options as possible in order to minimize any confusion possible in the presentation of results (ie. candidate totals only).

Remember that the lowest level of detail in GEMS is the report precinct, not the base precinct.

Election Summary reports may be printed in HTML format, and may be attached to a county or press web site.

12.1. Reporting options

Determine what options will be used to print election results reports. In general, options and formatting specifications should be as simple as possible at election close.

For report precinct/district: The report includes results from the requested set of report precincts or district only.

By district: Results are divided by district and sub-district for the district(s) requested.

Reporting set: Results are reported for the reporting set specified.

Report setting: Results are presented according to the formatting options defined in the report setting.

Counter group: Results are included only for the counter group specified (ie. Polling, Absentee, Early Voting).

Show options: Results are presented using the Show options specified.

Percents by: Print candidate totals with percentages that totals represent in terms of either votes cast or ballots cast. The default votes cast should be used.

Sort candidates by: Candidates may be ordered either in terms of the report sequence number assigned in GEMS, or in descending order of votes received.

Use Only Polling Counter for Precincts Reporting: Precincts reporting include both polling and cumulative (ie. Absentee and Early Voting) report precincts as well as polling precincts if this check box is not selected. It is recommended that this check box is selected.

12.2. Scenarios to avoid

Examples of confusion that may arise in election results reports include the following:

- combining district-based reporting, limited-race reporting sets, limited counter groups
- reporting percentages by ballots cast rather than votes cast

- reconciling total votes by race with candidate counts in case of races with number to vote for greater than one
- using all precincts rather than polling precincts only as precincts reporting statistic

12.3. Reconciliations

Typical post-election reconciliations may involve comparing AccuVote-OS and AccuVote-TS tapes with the results posted to the SOVC report. If this occurs, it may take place the day after the election, due to the time potentially involved in performing this review.

12.4. Primary election

It is not possible to generate GEMS election results reports by voter group or political party in a primary election. However, election results reports required by party may be configured in terms of reporting sets. In order to report Republican results only, define a reporting set with all Republican races as well as non-partisan races, for Democrat results, define a reporting set with all Democrat as well as non-partisan races only, and so on, then issue the reports for the corresponding reporting set.

12.5. Voter registration

Turnout percentages on election results reports are only as meaningful as the voter registration amounts defined in the GEMS database. There is no electronic link between GEMS and voter registration systems, so that voter registration amounts must be either manually entered or updated, or imported. Verify with the jurisdiction upon arrival that voter registration amounts are current – if not, they must be updated prior to the election in order to provide meaningful turnout values. Ensure that the GEMS database is backed up followed voter registration definition.

Voter registration amounts are defined by base precinct in the <N.P.> voter group in a general election. Voter registration amounts may be either logged in this manner in a primary election, or by political party.

13. JResultClient

This section is only applicable if JResultClient is used in the election.

Determine the number of JResultClient machines in use, and where they are located. Determine the extent to which JResultClient was tested prior to the election.

Verify the following in JResultClient usage:

1. Results may be transferred from Results Server to the JResultClient machines either by sneaker net (ie. on a floppy, from GEMS host to one of the JResultClient machines), over a LAN connection, or over an ftp or http connection. These transfer methods should hopefully have been tested. All network connections should be configured so as to be specific to the GEMS server and JResultClient machines only.
2. All Results Server-generated results files remaining from testing efforts are deleted prior to commencing JResultClient display. GEMS does not necessarily clear legacy results files.
3. JResultClient is properly installed on every intended machine. Refer to the *GEMS User's Guide* for installation instructions for more information.
4. Normally, JResultClient is run with a single Monitor Script only. In some instances, a jurisdiction may define multiple Monitor Scripts, with multiple Monitor Script Properties in each Monitor Script. JResultClient is capable of displaying a single Monitor Script at one time. Multiple Monitor Script Properties allow distinct race/report precinct or district results to be displayed in contiguous order. The greater complexity JResultClient is configured with, the more confusing the presentation of results will be.
5. Ensure that any JResultClient presentations on large screens are clear under intended lighting conditions. At election close, ensure that either yourself or a reliable election official verifies that all races displayed in the JResultClient Monitor Script appear and scroll as intended, and that results correspond roughly to the latest printed Election Summary report.
6. Ensure that the refresh rate is not below 5 minutes on Results Server. Reducing the refresh rate to an unacceptably low value may cause GEMS to hang.
7. Determine the exact procedure used to test JResultClient. Failure in the JResultClient usage process may be indicated by steps in testing that were omitted.
8. Each JResultClient machine will be attended by an election official.

13.1. Customization

It is possible to customize the following in JResultClient:

- the refresh rate (normally more frequent than the GEMS Results Server issuance rate)
- static or scrolling display
- whether results scroll by page or by race
- scrolling rate

You may activate Windows Explorer in order to ascertain that results files are being refreshed as intended.

14. Logic and Accuracy Test

A Logic and Accuracy Test typically occurs prior to the election, and often following the election. The Logic and Accuracy Test is demonstrated to the public as well as election officials, and is intended to demonstrate that the election system correctly counts and tallies ballots in the election at hand. The test will involve a representative set of ballots and memory cards, and may be either limited to counting and tallying on the voting devices, or may also involve uploading and reporting to GEMS. Results are reconciled with manual tallies of expected results.

The size and complexity of the Logic and Accuracy Test depends entirely on the jurisdiction. The initial Logic and Accuracy Test will have occurred a significant period prior to the election, that is, prior to memory cards being sealed in the voting devices, and thus will not fall within the scope of company support staff attending the election. The post-election, Logic and Accuracy Test, on the other hand, will fall within your scope.

The following procedure drafts a possible Logic and Accuracy Test scenario.

This section provides a generic template for the Logic and Accuracy Test using the AccuVote-TS. This template may be used for both the Pre-Election Test as well as the Post-Election Test.

14.1. Designing the Logic and Accuracy Test

Before performing the official Logic and Accuracy Test (L&A Test), determine the test's components:

- the number of AccuVote-TS units
- number of VIBS AccuVote-TS units
- voter card creation technology
- early voting/polling
- vote centers
- one vote center with multiple machines
- report precincts
- ballots
- ballot marking scheme
- straight party voting rules
- write-in voting
- a manual tally equivalent of the Logic and Accuracy Test deck against which AccuVote-TS results may be proofed

14.2. Logic and Accuracy Test components

Assemble the supplies necessary for performing the Logic and Accuracy Test:

- AccuVote-TS units
- VIBS equipment
- GEMS host computer
- download/upload configuration equipment
- election media

- Supervisor card
- VC Programmer, if necessary
- Voter Card Encoder, if necessary
- voter cards
- manual tally materials

14.3. Performing the Logic and Accuracy Test

The suggested Logic and Accuracy Test is as follows:

1. Build manual tally based on ballot marking scheme.
2. Assemble Logic and Accuracy Test components.
3. Install voter card creation equipment.
4. Install AccuVote-TS units and power on.
5. Connect one AccuVote-TS to GEMS host computer.
6. Make a copy of a GEMS database titled *L&A Test*.
7. Set GEMS database *L&A Test* to *Set for Election*.
8. Reset election results in the GEMS database *L&A Test*.
9. Program all election media.
10. Create voter cards.
11. Insert programmed election media into each AccuVote-TS unit.
12. Print Test Total reports with zero counts for each AccuVote-TS.
13. Print zero Election Summary report on *L&A Test* database in GEMS.
14. Verify that all reports are zero.
15. Observers vote on each AccuVote-TS unit in Test Count using ballot marking scheme designated and pre-programmed voter cards.
16. Perform Manual L&A Test on every AccuVote-TS as necessary.
17. Perform Automatic L&A Test on every AccuVote-TS as necessary.
18. Print Election Totals report on each AccuVote-TS.
19. Ask the observers to verify accuracy of all report totals using manual tally.
20. Assemble all election media for accumulation that correspond to the multiple unit vote center.
21. Accumulate election media to one AccuVote-TS.
22. Print Accumulated Total report and reconcile with the Test Total reports of the individual election media.
23. Assemble all election media for upload.
24. Upload election media to GEMS host computer.
25. Print the Election Summary report in GEMS and reconcile results with AccuVote-TS Test Total reports.
26. Print the Statement of Votes Cast report in GEMS and reconcile results with AccuVote-TS Test Total reports, if results are necessary by precinct.

15. Challenge ballots

Challenge or provisional ballots are ballots of voters whose right to vote has been challenged. The following are possible scenarios as to why a voter may be considered challenged:

- The voter has recently moved, and remains registered in another precinct or jurisdiction.
- The voter is thought to have voted already in the election.
- The voter experienced problems with the voting process, and has apparently cast a ballot, although claiming that this has not occurred.

The challenged voting process should be transparent to the voter, that is, the voter receives the same ballot as regular voters.

It is possible to enter Challenge results either into existing report precincts in GEMS, or into designated Challenged report precincts. The exact configuration is determined by the jurisdiction, and cannot be altered on election day. Note that the processing options available for Challenge ballots are not listed comprehensively in this section.

Following completion of challenge ballot processing, the GEMS database should be backed up.

Note that challenge or provisional ballot processing should occur after most other administrative procedures in the election have been completed, and therefore should not cause any potential bottlenecks in proceedings.

15.1. AccuVote-TS

The voter is issued a challenged voter access card by pollworker at the registration desk. The pollworker must indicate at the time of voter access card creation that the card is challenged, whether a Voter Card Encoder, VCProgrammer, or AccuVote-TS is used to create the card. It is unlikely (but possible) that AccuVote-TS units are used at the polls to create voter access cards.

A challenged voter Id must be entered at the time of voter access card creation; only in the case of the Voter Card Encoder must the Id number correspond to a number included on a list that Diebold Election Systems, Inc. provides to the jurisdiction.

Election results reports do not include the results of challenge ballots that were cast until these ballots are accepted on the Challenge Board. This is true for candidate counts as well as ballots cast and any other race statistics, both on the AccuVote-TS, as well as GEMS once results have been uploaded.

An electronic Challenge Board is available on both the AccuVote-TS Ballot Station software as well as GEMS. A group of officials meet as Challenge Board and review all ballots in the election, determining which ballots are to be accepted, and which are not.

While it is more plausible to process challenge ballots in GEMS, it is unlikely that the GEMS Challenge Board is fully operational at this point, either in the GEMS 1.17 or 1.18 threads. Therefore, challenge ballots should be processed on the AccuVote-TS, using the following procedure:

1. The Provisional board convenes and decides which Provisional ballots are re rejected.
2. The GEMS Challenge Voter report is printed. All vote centers containing provisional ballots are identified on this report.
3. All memory cards containing provisional ballots which have been rejected are gathered, as identified in the Challenge Voter report.
4. For each memory card:
 - a. Supervisor Functions is activated.

- b. The Challenge Board is activated.
- c. Each ballot on the memory card to be accepted is identified using the challenge voter Id, then accepted.
- d. Results are saved.
- e. The Election Totals report is re-printed.
- f. The memory card is reset in the AccuVote-TS Server 2 console in GEMS.
- g. The memory card is re-uploaded to GEMS.
- h. Once all memory cards have been re-uploaded, fresh GEMS election results reports are printed.

15.2. AccuVote-OS

It is also possible to process challenge ballots using the AccuVote-OS. Ballots designated as Challenged are set aside at the polling location, then reviewed by the Challenge Board following the election. These ballots may either be processed on a memory card designated as Challenged, or ballots either counted by the AccuVote-OS or by hand, then results manually entered into the corresponding report precincts or vote centers.

16. Recount

One of the least desirable components of an election is a recount. A recount involves the recounting of some subset of ballots in an election, in order to ascertain whether a particular official did or did not in fact win in the race for an office. Recounts may be called either if the difference between two leading candidates in a race falls within a designated margin, or if a candidate requests that the race be recounted. One or more offices may be recounted in an election. The basis for recounts varies from jurisdiction to jurisdiction.

The recount process should be limited to the recounting of the race(s) in question only, not the entire election. The more limited the scope of the office, the easier the recount should be.

Once the recount has completed, the recount database should be backed up.

Ideally, a recount yields exactly the same results as the initial count. However, in the case of AccuVote-OS ballots, this is qualified by the following considerations. These considerations become increasingly relevant over larger quantities of ballots.

1. Poorly cut ballots may not necessarily give identical results upon repeat counts.
2. AccuVote-OS units with slightly skewed sensors may not necessarily give identical results upon repeat counts.
3. Refeeding AccuVote-OS ballots may smear voting marks across the ballot, as well as leave traces of the AccuVote-OS roller on the ballot, which may not necessarily give identical results upon repeat counts.

Irrespectively, we must always promote the consistency and accuracy of our voting systems.

16.1. AccuVote-OS recount

An election recount is usually performed for a subset of races in the election only. The election database is backed up, configured for recount, vote centers are re-programmed onto a new set of memory cards and ballots re-processed. Memory cards are uploaded, and election results reports will only contain the results of recounted ballots, excluding the results of all other races.

1. Before performing the recount, a backup copy must be made of the election database with full election results, since the recount will clear the database of all election results and tally new results only for the recount races. Rename the current database copy to include the text 'Recount'.
2. Set the Election Status to 'Cards Printed' in the recount database.
3. Create a recount reporting set in the Reporting Sets window. Note that any endorsement or preference race that may affect the outcome of the recount race should also be included in the recount reporting set.
4. Set the election for recount. In the Election Options window, select the 'Set for Recount' check box, and select the recount reporting set.
5. Set the election to 'Set for Election'.
6. Print the Election Summary report with zero totals, for the recount reporting set.
7. Determine the vote centers that need to be re-programmed. Print the Races with Vote Centers report, and observe and mark on the report the vote centers in which the recount races occur.
8. Assemble and program AccuVote-OS memory cards for every recount vote center/machine combination.

9. Activate the AccuVote-OS Server 1 console, select the vote centers that need to be re-programmed, and start the port to be used for memory card programming.
10. Program all recount memory cards. Ensure that labels are attached to memory cards, and set each memory card to Election Mode.
11. Group all ballots to be recounted by vote center/machine combination. The number of machines used for each vote center may be varied for the convenience of the recount, as this does not affect report precinct or counter group association of results.
12. In order to expedite processing, ballots may be recounted using AccuFeeds, provided they are available. To accomplish the recount, set memory cards to AccuFeed usage and install AccuFeeds. AccuVote-OS units will print Election Zero reports with or without AccuFeeds installed.
13. All ballots in the vote center are re-counted, excluding those cards that do not contain the recount race.
14. Once all ballots for a vote center/machine combination have been counted, electronically lock the memory card. Print and collect the AccuVote-OS Election Results reports. Note that Election Zero and Election Results reports will contain the recount race(s) only.
15. If any recount vote centers were originally centrally counted, install a central count equipment configuration that will allow the re-processing of all centrally counted ballots corresponding to the recount race, vote center by vote center.
16. Once all ballots have been recounted, upload election results to the AccuVote-OS Server 1 console. Once election results have been uploaded, click on the Close button in the console.
17. Print the recount Election Summary report for the recount reporting set, and compare results of the recounted races with the results in the original database.
18. Optionally, print the SOVC report for the recount reporting set, and compare results of the recounted races with the results in the original database.

16.2. AccuVote-TS recount

1. Before performing the recount, a backup copy must be made of the election database with full election results. Rename the current database copy to include the text 'Recount'.
2. Reset election results in the recount database using the 'Reset Election' option.
3. Print the Election Summary report with zero totals.
4. Determine the vote centers that need to be re-programmed. Print the Races with Vote Centers report, and observe and mark on the report the vote centers in which the recount races occur.
5. Assemble all memory cards corresponding to vote centers which need to be recounted.
6. Re-upload memory cards to the AccuVote-TS Server 2 console. Once election results have been uploaded, click on the Close button in the console.
7. Print the recount Election Summary report for the recount reporting set, and compare results of the recounted races with the results in the original database.
8. Optionally, print the SOVC report for the recount reporting set, and compare results of the recounted races with the results in the original database.

17. Suggested documentation

Obviously, it will be neither convenient nor appropriate to carry these documents with you to the election site. If you do not have hard copies, verify whether the jurisdiction has any of the following. You may alternatively access these live from our staff site, assuming you have access to a computer and an internet connection will be available.

1. *AccuVote-OS Central Count User's Guide*
2. *AccuVote-OS Hardware Guide*
3. *AccuVote-OS Precinct Count User's Guide*
4. *AccuVote-TS Hardware Guide*
5. *Ballot Station User's Guide*
 - a. *Section 6.5 Transfer Results*
 - b. *Chapter 10: Visually Impaired Ballot Station*
 - c. *Chapter 11: Pollworker's Guide*
 - d. *Chapter 12: Voter Manual*
6. *GEMS System Administrator's Guide* (currently applicable to Texas only).
7. *GEMS User's Guide*
8. *VCProgrammer User's Guide*
9. *Voter Card Encoder User's Guide*