

Hartford County ROVAC Minutes - Tuesday, January 8th, 2019

Vice Chairperson Sharon Krawiecki called the meeting to order at 9:30 am and led the Pledge of Allegiance. (Darlene Burrell was unable to attend.)

Vice Chair's Report by Sharon Krawiecki. Sharon introduced new Registrars.

Susan - Berlin; Karen - East Windsor; Tom - Enfield; Joanne - Granby; Don Francis - Rocky Hill; Patrice - West Hartford; Rose - Windsor Locks Please use your fellow Registrars as a resource. Before calling the Secretary of the State with questions, call another Registrar. There are many committees. We encourage you to go to the meetings, the dates, times and places are on the ROVAC.org website, and participate. Please consider getting involved to gain experience and learn our process.

Sign in sheet is going around, please sign in. Thomas Miano is our guest speaker, he is the head of IT at the Secretary of State's office, for cybersecurity - not the CVRS system. Darlene will place a request with the Certification Committee to have this presentation count towards our continuing education hours.

Treasurer's Report. Sue Burnham reported that all the money collected last year for the raffle basket was used. \$3 per Registrar = \$6 per town will be collected at the March Hrfd Cnty meeting. If you need a receipt for reimbursement, just let Sue know. The baskets are raffled off at our two conferences to raise money for the Registrar's Association, to be used for the Judi Beaudreau Scholarship Fund. In the fall the baskets are from donations, but in the Spring, each county collects money from its membership. This program awards money to high school students who are poll workers, for a lottery to be used towards their college expenses. Last year we gave out three checks for \$250. South Windsor has been putting together these baskets for the last few years.

Secretary's Report by Laura Wolfe. June 2018 meeting minutes approved, motion made by Peter Gostin and second by Linda Cultrera. Passed unanimously.

Convention Committee Report by Ann Clark. The next convention will be three days, April 15, 16 and 17th - which is a Monday, Tuesday and Wednesday, in Cromwell at the Red Lion Hotel .

Credentials Committee by Anita Mips. No report. For new members, is only done at the conference, to ensure that only Registrars are voting. We sign the Registrars in and give them paddles, (with a green side to vote yes, and a red side for no).

Education Committee Report by Sharon Krawiecki. The plan for the Spring conference is to have three classes Monday morning in a general session style. Lunch with a guest speaker. In the afternoon on Monday we will try something new. There will be a Refresher Moderator Certification class, led by Darlene Burrell, for Certified Registrars who need to recertify their Moderator Certification (This is needed by all Moderators and Registrars every two years.) The class size will be limited to 60. There will also be a Newbie Registrar class at the same time, for

all our new Registrars. For the rest of the attendees, there will be two other classes to choose from. On Tuesday, there will be three classes in the morning, general session style; Kevin O'Hern attorney at SEEC (State Elections Enforcement Commission); Sullivan & LeShane, ROVAC's lobbyist for election legislation will and they are hoping to get either Tom Hennick for FOI (Freedom of Information Commission) and/or someone from the State Library to talk about records retention. We are still working on five more classes to fill the program. Topics being considered are CVRS reminders page, Poll worker training, Getting to know your tabulator, Budgeting for your office, Canvass duplicates, Voter communication letters, IVS, Navigating Title 9, and Machine testing. These are all suggestions, and we have another Saturday meeting January 12th in South Windsor at the Town Hall. All our welcome. Please send me any suggestions you have to share with the committee. The committee is still looking for two more guest speakers for lunch - we are looking for non-partisan speakers who are not current office holders. (Tuesday afternoon is our opportunity to vote on ROVAC officers and bylaws.)

There is going to be a class for Deputies offered on March 23rd in Vernon. It will be similar to the Newbie class. All deputies are invited to attend if they would like to learn more about the Registrars job, so that they are prepared to move up. The New Registrar Class is being held on March 2nd, also in Vernon. Both classes are being hosted by Chris Prue.

Legislative Committee Report by Pete Gostin, Sue Larson and Lisbeth Becker This year our chairperson is Tim DeCarlo, and we are going to keep it to a very limited agenda on our own, as the legislative committee is anticipating having to play a lot of defense given the changes in the makeup of the legislature. We are expecting the Secretary of State to be putting forward a lot of legislation down the pike. We are going to try to offer three bills as ROVAC. Two of them are holdovers from last year. One is to move the Municipal Primary to August, so that they match the state years. Last year our bills never came out of committee. The second is Title IX cleanup, which we have been trying to do for a few years, we will try again this year. We also have a new proposal for EDR. We know some bad legislation for changing EDR is being proposed, and we want to get out in front of it. Some legislators are likely to push for EDR in all polling places, making it mandatory. This would violate the 75 foot rule, that does not allow non-electors to be in the polling place. Other problems would also be created, so this is our attempt to be out in front of this. Tim will be coming to Hartford County in March and by then we will know what all of the bills are.

We know there were problems in one city that was reported in the newspapers. In this city there was such a long EDR line that SOTS had to send their attorneys, and they ended up swearing in a lot of people at the last minute so that all the people who had been waiting could be allowed to vote. Understaffing is a problem. Our recommendation is certification to the SOTS how many poll workers you are hiring for EDR with a historical record of previous years. This would be similar to the certification reporting the number of ballots ordered and the history of what was used in the past.

We need your feedback on what currently works and what snags in the system currently exist in the law, that would be very helpful. Bring your ideas to the March meeting, or discuss with us

any time before then, so we can develop needed legislation. Because all of us are working in different size location, it is so helpful to get that kind of feedback. One size fits all does not work for us. The more we can address it, for those large town and small town, the legislation will make a lot more sense. Hartford County does have a diverse number of towns of all sizes.

Another potential proposal may be for mandatory EDR locations on college and university campuses. We are proposing making this optional, for towns that feel the need for more EDR locations. The technical aspect of having CVRS hardwired in multiple locations has not been addressed. So, this is about us adhering to the rules we already have in place, your EDR location needs to be hardwired to access CVRS. If you don't have this now, start talking to your IT department and get it done, run the wires, whatever you need. If you are having special Elections, you need to get this in place.

The legislative committee will email information to the county chairs and they will send it to all of you. Sullivan & LeShane gives weekly status change reports that lists the bills that are important to us - everything that is Election oriented. On the left hand side, you will see the priority for ROVAC of the bill - whether or not we are taking action on it. For example: no opinion (neutral), support (approve), kill (disapprove).

Meeting adjourned at 10:00 am for our:

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Guest speaker, Tom Miano, SOTS Agency Information Technology Manager of Cybersecurity
Tuesday, January 8th, 2019

I would like to talk with you this morning about some cybersecurity issues that we will be undertaking this year. My first question to all of you is how many towns needed their CVRS passwords reset? (Many hands went up.) We have been having a lot of problems with multiple people getting locked out when after 90 days, the password wasn't updated. If you let your password lapse, your account gets locked out. The system warns for fourteen days that you need to change. So, we are getting hundreds and hundreds of calls from people requesting a password reset. So, we are changing CVRS, so that when you hit the 90 days it expires but does not lock the account. It will simply require you to change your password before using the system.

Q. What about the supervisory function?

A. Same thing. Reset your password when the 90 days expires.

This will save on the calls to SOTS and it will make it easier for you to use the system. It will be less secure for you, because if someone has your credentials, they can go in and ask for a new password and change your password. We are making it easier for everyone, but once we put in two factor authentications, that will help tighten up the security that lapses from the password relaxed change.

The second thing I would like to talk with you about is two factor authentications. If you don't know, that is the process where, when you turn on the system and log in for the first time, it is going to ask for a code. This is a hard stop. We will email the code to the email address you provided. What happens then, it that when you type in your code, it is registering you for that workstation. So, this allows you and your workstation access to CVRS. It ties those two together. So anytime you log on a different machine, it will ask you to do register. The requirement for this new program, is that we are requiring email addresses for every user id, to be able to use the CVRS system. Peggy Reeves, who is the Director of Election services Division, will be sending out an email very shortly asking for an email address for everyone who uses the system. So, your deputies, your assistants and your poll workers for EDR. Anyone who logs onto CVRS to help you do your work, they will need to provide an email address (to receive their two-factor code). Again, this will be a hard stop, and we need to email to a specific (and personal) email address.

Q. So, will this change our user ids to our email addresses?

A. No, your user id will still stay the same, but your email address will be on the system to allow you to register on your workstation, so we know where to send your (two factor authentication) code.

Q. Will be able to use text messaging to get the code instead.

A. Eventually, but not initially. We are going to add text messaging later. The reason for that is because it is going to be hard enough to collect email addresses, people do not like to share their personal cell phone numbers. Some people won't give out their cell phone numbers.

Q. So, if five different people use three different computers in our office, how does that work?

A. Each person will need to enter the code for each computer they use, so they are registered for all of the workstations they wish to use CVRS on.

Q. So, a week later, are we entering the code for same workstation?

A. No, you enter the code just one time for each workstation you use.

Q. What about remote workstations, like on a personal computer or tablet at home?

A. No, you can no longer do that, we are going to a virtual desktop environment. That implementation will eliminate the ability to use a remote workstation from anywhere other than your office space.

Q. Will the authentication code need to be changed when we change our CVRS passwords?

A. No, you will not need to re-register the workstations when you change your password. But with the addition of the two factor, we may extend the 90 days expiration. Once we put in the two factor, we may be able to give you a little longer on the passwords because we have that added level of security by registering your work stations. We are still working on the timing.

Q. When is all this going to be implemented?

A. For two factor, we are hoping for April. But that is given that everybody participates and gets us those personal email addresses. We are going to need critical mass to turn this on.

Q. What email addresses are allowed?

A. Initially we were only going to allow town government email addresses, but then we learned that many towns use personal emails and g-mail - so Peggy and I discussed this, and we are going to allow any email addresses.

Q. So if your town uses one email for two Registrars, they will need to change their email addresses?

A. Yes, they will need to change to personal emails. Each person will need their own email address.

The next initiative I would like to discuss is the virtual desktop environment. This is where the workstation that you are accessing CVRS from will be a virtual machine that will reside on a server in the state's data center. So your workstation in your town will only be used to allow you access to this virtual machine. So you will have a client running on your workstation and you will click on that client and log into the virtual machine and then you will be on a PC (personal computer) in the State's data center. What that allows us to do is control the security, it allows us to standardize the software - so you will all be running on the same operating system, you will all be running the same browser when you are on the virtual machine. It will eliminate all of the problems (with CVRS) that we have with different browsers and old software, old desktop operating systems, and it allows us to manage this from a central location.

Q. What about print drivers? Each town is using different printers, how is that going to be handled?

A. That is one of the things that we are testing right now. This client that will run on your workstation will lock that workstation so you will only be allowed to print and move files from the virtual machine. Any other traffic on your workstation will not be allowed (into CVRS.)

Q. What other things would not be allowed?

A. The reason we are doing this is that we can't control other things going on in your workstations. Right now you can print lists and upload information, you can continue to do those. We are eliminating, for example, if your local machine has a virus - none of that traffic can pass through into that virtual machine. We are locking that, securing that client's access to the virtual machine. So for all of your town activities you will continue to use your desktop, and for all CVRS activities you will use the virtual desktop.

Q. So will we be able to run other things on our computers while we are using CVRS? Like Outlook, Adobe or Excel?

A. Yes, on your computer, not on the virtual workstation. You will be able to use all the applications (and software) you normally do.

Q. So you can run CVRS concurrent with your email and other applications?

A. Yes.

Q. Is there anything our towns need to know to implement all of this?

A. Yes, we will be contacting each town through the Town Clerks and Registrars, who will then need to communicate with your IT departments.

Q. What is the timeframe for this (virtual desktop)?

A. We are hoping by the end of July, but we will be piloting this in some towns in late January and early February. We are going to be looking for some volunteer towns to help us pilot this.

Q. So it sounds like using this virtual desktop will work the same for us as CVRS does now?

A. Correct, when you are in that client it will be slightly different. You will notice the browser that will bring CVRS right up.

Q. So basically we will be eliminating all of the old CVRS files off of our desktops? We won't need those old software files now that we are going through a dedicated client we won't need what we have installed on our PCs?

A. No, CVRS is just a browser based application. If you have those old files, they predate the current system.

Q. Will we still be using our dedicated state routers?

A. Yes, we will still be using the state dedicated routers and we are looking at towns who may have slower connections. We put some money from the HAVA funds towards increasing the capacity of some of the connections within some towns.

Q. So with the removal of remote workstations from home, some towns may want to consider adjusting their office hours?

A. Correct, the reason why we are doing this is we have no control over how the town workstations are secured and how your remote home workstations are secured. With all of the cyber security issues that we are seeing we have got to lock this thing down as tightly as we can.

Q. How will this all work with the DMV information, right now we are getting all these changes from the DMV, are they going to still work?

A. Yes, all of the overnight changes you get - the new voters and the change of address will all still be going on behind the scene, at the server/state level. CVRS will act exactly the same as it does today.

Q. So is the state system really being pinged every day, all the time, by people trying to hack into CVRS?

A. Yes, the state network gets pinged millions of times a day, by people we are turning away. The state firewalls and edge security that we have on the state network turns away so much stuff everyday. You would be amazed. We use multi-layered security, so even with CVRS, even though it is part of our network, you really can't get to it unless you are connected by the town or state network. And even with that level of security, we are still filtering for everything. We filter for outside access just like we would for CVRS.

Q. Are you also responsible for the EMS program where we enter all of our Election Results?

A. Yes, and yes we get pinged on that one too. So we will be adding two factor authentication for that too. That will happen just before the Election.

Q. Will these changes affect the timing out in CVRS when there is no activity?

A. No, the client activity using the virtual desktop will not affect this, or CVRS will continue to time out normally.

Q. How will this work when more people are using CVRS, won't we time out quicker?

A. We design these systems for the capacity they need, so we will have hundreds of virtual machines going running at the same time and we will have multiple servers that are serving those machines. We will scale that to what we need to do for the capacity requirements. So when we have EDR, on Election Day, we will scale that and add servers to that pool so that we can add more virtual machines - because we know we will have an increased number of users on the system. And that is what we do with CVRS just before Elections, we increase the capacity and we scale it up for the Election Day.

Q. What is the plan if the virtual platform goes down?

A. There will be multiple servers, so if one goes down, another server would pick up the load. If the whole environment goes down, like if the whole state network goes down, the system is down. We have contingency plans for that, especially on Election Day. We have a voter look up tool that is not even on the state network that in the event that CVRS goes down, you can at least check when you are registering them manually, to see if they are registered. We have several contingency plans in place.

Q. Will this in anyway affect the ability of voters to check if they are registered on Election Day?

A. No, and again, this lookup tool is a completely separate system. It is gapped from the CVRS data base.

Q. How long is the gap, how often is the database updated?

A. We replicate or refresh the data once a week, and two weeks prior to the Election we are updating every day.

Q. If we are using our own personal emails, especially for deputies and pollworkers who do not have government accounts, won't they now be subject to FOI if they are required for CVRS

use? I am new to this, but from my experience on the BOE, I am very leary of doing anything with my personal email. At any point an FOI request can come in, and open up the doors to all of your personal email. Is someone looking into that or let us know we can do about that?

A. Our position is that we rather that you use an individual town email address. But we heard some Registrars, not Clerks, but Registrars are using their own email address for town business. So that is why we are opening it up, but we prefer that you use the town email addresses.

Q. So you would like an individual government account for each Registrar?

A. Yes, that is correct.

Q. What would be the objection to using a town email? Why is it a problem to use two emails?

A. We have heard that people are using a single G-mail account specifically for their Registrar duties, and that is why we left this open, for that purpose. But again, we prefer the town email address.

Q. We have changed our town's emails to two different emails and we sent a note to Tammy telling her of this change in October, but she is still sending to our old email addresses. Are you going to have a process to update and add all of these email accounts?

A. Once we turn this on, you will have a process to update and change all your town email address within CVRS. Under your super user ID, when you add a new user for your town, you will be able to enter and maintain email addresses within the system. We just want the initial email addresses sent to us so that we can mass populate the database. But going forward you will be able to maintain those databases with email addresses on your own.

Q. You mentioned you are going to launch this two factor Authentication in April. In the past SOTS has failed to realize when they implement new programs that some Registrars are in the middle of special elections, or petitions, so please be sensitive to when you are going to do this.

A. Yes, we try to do our best to position it at a time where it is not so disruptive. We know there are some May Municipal Elections, that we have to be careful about. But we have quite a few initiatives that we are trying to implement, we really want to get them in this year. Next year is going to be a very, very big year for all of us. We really don't want to do anything next year that could really impact anything. So we want to get done as much as we can this year.

Q. Will there be a URL that will perhaps so that we could access the system from home, using our normal log in from our work? Will we have the ability to look things up on CVRS from home or a remote location?

A. No, it would have to be connected to the computer at work, that is on the network that has access to CVRS state network.

Q. So only one per Registrar, for the state router?

- A. Even with the ability to work remote into your work station from home you will not be able to access that client from that remote desktop. That is how we are locking this down. Again, what we are trying to protect is what we have no control over. And that includes the town workstations and your personal workstations where you accessed CVRS remotely.

Q. With this entry through the client does this open up the possibility of using electronic pollbooks? Won't these change the security of the system surrounding it, to allow us to move forward. Are there any positive implications for electronic pollbooks?

- A. This really doesn't change anything for pollbooks. There are a couple of big holes in electronic pollbooks for us. And I knew this would come up today. (General laughter) This is one of those things where we have got to mitigate as much risk as we can with these systems and anytime you expose your data or anything to the internet - a lot of these poll book systems require access to the servers at the vendor's sites. We have no control over that vendor's ability to secure their environment.

Q. Will you be updating the CVRS manual? Are you going to have a quick start cheat sheet for us to use?

- A. Yes, there will be revisions to the manual, just as we did with the security policy change. We sent out a supplement to the manual. We will do the same thing for two factor.

Q. Are we going to get that before the changes are implemented?

- A. Yes.

Q. You mentioned implementing as much as you can this year, 2019 - is there any update on the DMV (planned) update on their interface? Will that be this year or 2020? We were told December 2019.

- A. They are shooting for December. We are not leading that project. That is primarily on the DMV side. We are not changing anything on our side, with one exception. We may make one change with the DMV interface is when a voter is at DMV and they are registering to vote, we are going to look up data from CVRS and bring it back if there is a one to one hit for that voter because they are already registered. So hopefully we will eliminate a lot of the duplicates.

Q. Are we going to be able to store the DMV ID numbers in CVRS?

- A. Yes, we are. We are storing it now, but we weren't up until two years ago.

Q. Will we get access to that information?

- A. Not initially, no.

Q. What does that mean?

- A. When you are looking at a potential duplicate voter listed in two different towns, you could (if we had access) compare their driver's license numbers, in addition to name and date of birth.

Q. Ted led us to believe that we would have access to the DMV IDs at some point when we were discussing this at a Technology committee meeting.

A. Because this is protected data, I am not sure, but I will check with Ted. That is news to me.

Q. Actually if you look on your system, and someone is moving on the DMV lists, you will find their DMV license number amongst the data in the match at that point in time, for moves within the last few years. We see this all the time. It is on the printout of the list of DMV changes, the license numbers are right there.

A. If it is printed. Steve and Ted sometimes make changes and they don't notify me, they'll sneak them in on me.

Q. For the (CVRS) superuser, did I understand you saying those passwords expire in 90 days too?

A. Yes, every 90 days.

Q. It is not too often that we use the superuser password, so is there a reminder sent, or are we just going to get locked out?

A. On any of the passwords there is a fourteen-day period with reminders for any passwords that are expiring. These reminders pop up every day during the fourteen days.

Q. But that is only when you log in, and sometimes we don't use the superuser for three months.

A. Yes, it will expire, but once we put in this new change, you will be able to reset your password instead of being locked out. So once this new change is in, it really won't matter. It is not going to lock you out anymore - it is just going to ask you to change your password.

Q. It was my understanding that with the superuser you could only change the staff within our office, but I was able to unlock and reset passwords for the Town Clerk's office and everybody who was listed on CVRS.

A. So, you are listed as the superuser for your town.

Q. When I was talking to Steve, he said I was only able to change our staff with the Registrars. But our Town Manager was panicking the other day because she was locked out, and I was able to fix it.

A. It depends on who, and I will check to verify this, what user ID created that user ID. I am not 100% sure how that works. If the SSVR account created the Town Manager's account, their user ID, then you would have access to it. But let me verify that.

Q. Why does your Town Manager have a user ID and access to CVRS?

A. Because she was our Town Clerk and never let it go.

Q. But as the superuser for your town, can't you take that away?

A. Yes, superusers can take accounts away.

Q. Not me, I can't do that, I am only a deputy. I would need something in writing to take it away.

A. We are not going to say anything (in writing) about that right now, but that is not good.

Q. When our mayor requested access to CVRS, we denied it. Then the mayor went to our IT department to request it from them, and they gave the supervisory functions and ID to our office manager, and she is the only one who can do anything now. For security reasons we limited access.

A. The only people who should have access to CVRS are people who need to do work with CVRS, Town Clerks for Absentee Ballots and Registrars for registering voters. That's it.

Q. When our selectman wants to make appointments to boards, and needs to know what party they are in, every month we put a new Excel spreadsheet on our server with a list of all the voters in our town, and their party affiliations information. I give the selectmen access to the spreadsheet, they can use that, but they are not seeing another town's information.

A. I thought Peggy was going to send an email to all towns explaining that only the Registrars and Town Clerks should be users. Just people who need access to the system to register voters or to do the absentees.

Q. To be fair, Peggy sent out an email, probably over a year ago, saying here is your current list of who has access to CVRS, please take off anybody who is inappropriate, and we did that. We took all the people who are no longer using the system out.

A. At the conference last spring Peggy had given out that information.

Q. When will you let us know what the workstation requirements are for this new system? We have an older workstation and we will need to know.

A. There may be a few with issues. If you are still using an old version of XP, which from Microsoft's standpoint it is no longer supported, you may have problems with the client.

Q. So, will it matter which version of IE we are using?

A. That really doesn't matter for IE because you will be using the IE in the virtual desktop, not a local IE (browser).

Q. What is IE?

A. IE is Internet Explorer, which is a browser. (Laughter)

Q. Tom, do you have anything to do with EMS the Election Management - results reporting system? Is there any talk of the reporting system being matched up to tally tapes?

A. I do. Which tally tapes?

A. Ann Kilby answered that Yes, on the next release of End of Night reporting they are proposing to work with Stuart Wells to match the tabulator totals when you put in all that

information in to the end of night reporting. So you will be able to balance out to zero (when you have correctly entered in the subtotals).

A. We are discussing all of these enhancements.

Q. But the point we are making is that right now when you are entering the tally sheets you should not have to be jumping all over, going back and forth, which is what we have to do now to put in the results.

A. Stuart Wells is trying to get the point of contact to look exactly like the tabulator tape. They are also trying to let you put in the summary totals for the midnight deadline and fill in the components the next day. The technology committee has presented a list of enhancements to the SOTS that we would like to see.

Q. Summary total is huge, because if you can put that on the results you send, and on your town website you'll eliminate all of those sixty gazillion calls at the end of the night. The next day you can put in the rest of the information.

A. The only reason I hesitate is because all of these changes require funds to make the changes and depending on how large the change is we may have to find the funds or put in a request to the Capital IT improvement committee. Which is to say, this is a long process. So I am hesitant to say this can be implemented for the next Election. But it is on the list, it on our radar.

Q. The Secretary of State is always asking for quicker results and when you have these issues, plus you get timed out, and you are not familiar with it since you only use it once or twice a year in most towns.

Q. Ted mentioned that 19 towns never hit the submit button to certify their results by midnight and they would like to talk about that at the next conference to educate us more. It is a two part process to submit, you have to click at the top and then scroll all the way to the bottom of the page and hit submit again.

Q. At midnight our counters were not done counting, they were done at 1:30 am. They entered everything at 1:30 am but there was no way they were going to get done by midnight. We had such a long ballot with so many different entries required.

A. The issue with the 19 towns is they never submitted their results, so statewide the results could not be certified within the time required. Those towns entered the data, they saved the data, but never hit the second button to submit their results to the State. So, they thought they were done, but they never submitted their results. They just needed to hit that button one more time to certify their results.

Q. Is there any consideration, has it been given, would it be given for uploading directly from the (optical scanner) machines, taking out the memory card and uploading that to a central data base for summary reports of all the tape tallies at the polls? Massachusetts does this and doesn't seem to have any problems with it. Towns that can do this have all the information for most of the election results within an hour, hour and a half. It doesn't mean the details that we put into EMS would go away, as we would still need to complete that for the finalized report, but

just to get the Secretary of State the numbers that she wants in a timely manner. That is what is driving all of this on EMS system.

A. We looked at doing that, this was right when I started in this position. There was a project to bring in that GEMS software. We looked at that software and back then it was over 10 years old, it wasn't secure, it added another level of cyber problems because if those machines were compromised, they could change the vote coming off the cards. And again, they weren't maintaining their software. We weren't going to put money into a project that was with software that was going away.

Q. But this would allow us to post unofficial results, and it hasn't gone away, as many towns are still using it today. I am sure GEMS must have been updated.

A. It hasn't, we looked at it, and they really haven't done much with it. And again if you look at the life of the tabulators that we have in place, they are coming to their end of life. So to invest in reading those cards probably not prudent at this point. We are starting that process of looking at what is the next generation of tabulators.

Q. Any word on when that proposed timeline will be? Two years, five years?

A. I think will have a good indication of what direction we want to go in by the end of this year. That is what Peggy and I are talking about.

Q. With the tabulators? But we have a 20-year agreement with LHS, that began in 2007.

A. I think there is only five years left on the agreement.

Q. No, seven or eight years. We started in 2007, so we are on year 12.

A. I don't think it is that long, but I will find out. But again, to get funding for new equipment it could take us that long. We want to have our direction and be ready. We are seeing a lot more failures (of this equipment.) So LHS is keeping track of how many failures they are encountering, and we want to trend that and see where it goes.

Q. Since you mentioned LHS, we are still waiting on using the E-pollbooks. Our tabulators are about to go out the door in Hartford and we do not have the money in our budget to replace them. They are breaking apart as they go. Does the Secretary of State have a big objection to replace with the E-pollbooks to do our Election as a whole, as a tool? LHS has these upgraded tabulators that we could use, but there are so many costs associated with it. Is the state doing anything to approve LHS replacing broken machines with newer ones?

A. Yes, we are looking at what is going to follow the current tabulators. But again, we are going to take time to get funding and testing and approval and go through the whole evaluation process. It is not going to happen in the short run.

Q. It sounds like your office will be thinking about the EMS requirements, in your thought process for the next version of tabulators.

A. Correct. Again, our whole goal is to speed up the results at the end, but not to add any risk to that process. What we saw with GEMS, the software was not locked down, it was too loose.

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County meeting resumed at 10:40 am

Nominating Committee by Charlie Murray. No report. Sue Larson reported that all of the ROVAC board members: The President, Vice-President, Senior Vice-President, Secretary and Treasurer and the Audit Committee terms are up, and we will be voting on them at the Spring Conference. If anyone is interested in running, please let Fred DeCaro, from Greenwich, chair of the nominating committee. The nominating committee will be having a meeting in January to discuss the process. We know that Kevin McCauley is not running again as Secretary. If anyone is interested, you learn so much when you are involved on the board or in any of our committees. This is another plug for getting involved, you ramp up your education level and understanding of what your job is threefold.

Technology Committee by Lisbeth Becker and Ann Kilby. Some non-technology items. Stuart Wells from Norwalk had trouble with one of the blue (Election on Wheels) cabinets on Election Day. In the morning at 5:00 am, one of his moderators couldn't unlock it to get into it (to get their tabulator, ballots, checker books and other essential supplies). They had to get a drill and undo the screws holding the door to get their election equipment. So, they are stating that this should be part of the emergency contingency plan and also noted in the moderator handbook, how to get in if the locks fail, to get your supplies on Election Day. The other non-technology thing that came up was that they would like some feedback from Registrars, specifically Ted Bromley would, to funnel the information to the legislative committee. He would like to know which Connecticut laws relating to Elections (need amending), including Election due dates, wet signatures requirements on various documents, such as the Ballot Order Certificate, the Absentee Ballot Certification, and the Canvass Completion Certification. There could be compliance issues.

There was an impact on the last Election because of one of the Gubernatorial candidate's name was not available when the absentee ballots were required to be printed. So that impacted the State Election Calendar and forced a reprinting of the absentees, so those are the types of things he wants to know about. These things really impacted us and printing services like Adkins were going crazy because some people's ballots were late. This also affected our tabulator testing, because the memory cards needed reprogramming, so we did not get the ten-day window for testing.

Q. Legislatively the state is proposing to move the date for the candidates to be on the ballot and they asked if we would support that, and we said yes, we would. We will definitely support that. So, they are going to move the bill forward and we are just going to support it.

A. And that is what Ann was talking about, that we really got into a jam with a lot of towns that had to do a whole reprinting of their ballots. It was very expensive for those towns. This is a cost effectiveness measure. So please write to Sue Larson, or anyone on the legislative committee - that contact information is on the ROVAC website, to add support when we go to talk to SOTS and the legislators.

Another non-technology issue that we talked about was the end of night reporting. If the Secretary of State determines that a town needs to be recounted and the final results weren't posted until Friday, well then there is only a small window for the recount and for you to get all of your stats. So they are trying to emphasize that just because you have three days to finalize results, that has a really negative impact if you need a recount and you waited until the third day to finalize, forcing the SOTS to quickly determine if you need a recount.

Our next meeting is January 24th and everybody is welcome. One of the things, in talking to Stuart, who is our point person, he has been talking to the Secretary of State for about eight years about how to refine this information that is going through Election Management System and the end of night reporting segment. So, in January what we are going to do is start benchmarking some dates, so that we actually do see results. Our main point has always been the developer of this Election Management System has never even seen the tape tallies that come out of our tabulators in constructing this system. If you look at the program, they have a space with subtotals at the bottom, which is a totally meaningless number. So, since they have the system set up to total we think there is that ability to program it in so that you are taking the tape numbers. The whole thing about doing the summary is that all towns are configured so differently - we have to manually calculate things to put in this system, if you have different Congressional, or State districts. You are segregating numbers. If you could just do the summary totals for your town, you are giving the State the numbers, but not the detail. And then, the next day, when you are mentally alert, you can actually then do it in the detailed way that the state wants the numbers. But the primary way of doing would be in accordance with your town, while getting all of the data up to the state. And then, the next day, break it down for the state's reporting system. That is the primary goal. Unless we have hard data to share with the Secretary of State, this could just drag on.

Q. In Enfield we have two Congressional districts and we had the Registrar of Voters and Probate Judge, it was a two sided ballot. So is what you are saying, that at the end of the night that the way it goes into the system, is the way it is on the tally tape. You start at the top and just enter the numbers? We had a tally tape that was 500 feet long, and to go back and forth to find the right part of the tape, and to roll it up over there, so you could get to the part you needed was terrible.

A. Yes, that is really our goal. The other side of this, is that if you do have that type of ballot, with per district and per entry columns, and you make an entry error - and we all do, these are numbers, it is late at night - (you can't see it now). So, with usable subtotals you can more easily track this, and you will notice if you are over or under the total number of ballots cast.

Q. The idea that you could take the memory cards out, stick it into some box they give us, to allow us to load the information up onto a computer and you could then take the total sheets and use that instead of tally tapes. That would be great!

A. Yes, that is what Pete said, but Tom was talking about that the fact that it would require the GEMS software and they are basically saying that they haven't updated it. Ten-year-old technology, it is just not something they are willing to risk using.

Q. My contention is that the State is just looking for a summary of your results. This is not the official returns; they will get that later. So, if they want the numbers quickly, there is a way to do it. Massachusetts does it and doesn't seem to have a problem with it and they get their results quicker. Now if there is a change, there is a change, but how many times do we see numbers transposed because we are there late at night trying to make the midnight deadline and then we have to come back and file an amended return. 1:21

A. But as Ann said all is not heavenly in Massachusetts and Rhode Island, who use the GEMS software. Maybe that is the perception, that it is working perfectly there, but we are not necessarily getting that. Stuart Wells has talked about GEMS over the years, he has brought it up in different ways. So, this again is a place where we need to put a deadline on it.

The DMV has said they want to have all of their updates in place by a deadline of December 2019. They also have been working with an outside vendor, rather than doing everything in house. So, this is the same issue, we are having people who are working with something, but they don't recognize the end user. This happens all over the place. So, this is another one, where we have asked and asked for a meeting with DMV. There are all these FOI requirements with these meetings if you have a formal meeting, that it has to follow certain rules. So according to Peggy when we talked to her about it, they have been doing this off book. Well we are trying to do this on book. So, if you have any specific things that you are running into with the DMV, that would be very helpful to know. I think some of the issues are with those towns who have a lot of apartments. The whole issue of getting apartment numbers because we have huge expenses with postage because they won't deliver mail without an apartment number. Duplicates are also an issue.

We have done a major effort over this last year, because Peggy Reeves, Ted Bromley and Tom Miano have been coming to our meetings on a regular basis.

Q. Has there been any discussion, I emailed you when you asked for feedback, any discussion of moving the question segment of EMS over to where it should be?

A. We have passed that information on, but we didn't get any answers. And that is why we talk about trying to prioritize things. Our first priority is so they can get the numbers more easily reported and to get it easier to avoid mistakes. But we get it about the questions.

Q. This goes into the order it is put on the tape, if the question is the last thing on the tape, why isn't it the last thing you enter in? Why do you have to get out of there and go over there to enter those numbers? That makes errors too, because you are going back and forth.

A. Some of that is difficult, and it depends upon the questions. In our town, we had the two state questions and one from our town. We are not sure what the impact is and maybe that would work with just the state questions but there were towns with eight questions so maybe it goes into a whole different bucket because there are other questions

possible. Perhaps this is to accommodate individual towns with their individual questions. We will ask them about that.

Q. What is the big issue with why the numbers are getting to the State?

A. At the end of the night, some towns never hit the submit button, so the results never got certified by the Secretary of State.

Q. When you do your data entry you have to submit all of your districts to them at the end of the night?

A. Yes, some towns never did that at all.

Q. So, you mean some towns weren't done with their counts by midnight?

A. No, they never submitted their results. Regardless of midnight, the issue was they never hit the second button to certify their results. That time is not the issue, 19 towns failed to ever certify their results, which prevented the Secretary from being able to certify the statewide totals.

Q. So out of the 19 towns, how many didn't post their results by midnight?

A. This has nothing to do with the midnight deadline, they never submitted their results.

Q. I would like to point out that the EMS was cancelled because there was a parade. We had a brand-new head moderator doing our results, which is why she was there until 1:30 in the morning. Brand new, she was being super careful with her entries and she was one of the people who did not know about putting that extra button. I would say to the State if they have a problem with it, hold a class. There was very limited access to those classes.

Q. I couldn't log in.

A. They plan to discuss this at the next conference. There are a couple of different issues here with EMS but this year is going to be a good year because it is a Municipal election, so we won't have the same turnout and other big issues. We have to look at this year as keying up for the Presidential. Please let us know when you run into different things, we appreciate your feedback and we make use of it as best as possible to make changes.

Q. Two years ago, in 2017, EMS for the Municipals was not required, but it is now. Municipal ballots are far worse than other ballots. So, it is not easier this year, it could be a lot harder with far more entries and everything else.

A. Yes, this can be, but we have a system setup in our town, on an Excel spreadsheet, because we have different Congressional districts and it is all tied into the way the Secretary of State wants us to do it. For us, that works better because we don't have to do any manual calculations. Whereas with EMS, with our two Congressional districts, we have to literally sit there and do the addition before we can enter the numbers. We did use a separate system to back up and verify our numbers.

Please anything else on technology send them to Lisbeth or Ann and they will bring it up. Their next meeting is January 24th, if you are interested, everyone is welcome to attend. The meeting will be in Glastonbury, 300 Wells St at the Riverfront Community Center at 10 am.

Ways and Means Committee report by Sue Burnham. For the new Registrars, the fall conference is where ways and means is directly involved. What we do is we create different raffle baskets, but for this conference, the Spring conference in April, each county does a basket. It is really fun. Some baskets are big, some are small, all with different themes. So that is why I am looking for money for the conference, so we can start getting going on that.

Q. Do we have a date for Presidential Preference Primary?

A. Yes, unless there is a legislative change, it is the last Tuesday in April.

Q. For the new people in 2008, they did make a last-minute change from February to April.

A. So right now, it is in statute.

Q. I have a suggestion, remember to put it in your budget! We just did our budget in November and all of a sudden I woke up around New Year's saying oh my god I forgot the Presidential Primary in April!

A. We always budget for two elections, the November Election and a possible primary but now you have to add the third one for the Presidential Preference Primary 2020.

Q. We use a spreadsheet for the full four-year cycle so that we don't forget anything. We just keep pushing forward, it makes a big difference.

Handbook Committee report by Sharon Krawiecki from Darlene Burrell. The committee is getting ready to meet again as they have been asked to create a poll worker training handbook. Darlene is asking anyone with great pollworker training, please forward it to her. If you have a booklet that you hand out, whatever you use for training, send it to Darlene, so that when the handbook committee meets, they can start going looking over them. Another update is also being planned to include EMS, and updates to Chapter 13 on Elections. So, when we meet we have a lot to do there. No date has been set yet for the next meeting, but we are looking for a new member from Hartford County.

Old Business:

Observers: We had people from the ADA come to observe. (many voices with we did too.)

New Business:

It is January, permanent absentee letters need to go out.

Q. We had a registration come in through motor vehicles and we processed it. Later the person who registered called and said I didn't register in that party. We invited her to come in

and look at her registration, and when she did, she showed us a copy of what the DMV did, and they registered her in the wrong party. Has anyone else had this problem?

- A. The education committee is having a DMV interface class on that would be a good idea. After that last class we had at a conference the DMV had done a fairly major change in their interface. There is also a secondary change due to the HAVA rule, their new language very clearly says if you don't choose a party, they are going to make you unaffiliated which is the opposite of what we do on CVRS. On the page that they have you sign at the bottom there is some very small print there, asking if you are using this address for your voter registration. So, people are signing on the bottom because that is clear, but they are missing the party choice. Remember the HAVA rules require that the voter not be asked to repeat information or write anything additional at all. So, the only thing they are asking the voter to do is to pick a party.

Q. I had a voter call me yesterday, and she said that when she was at the DMV she did not want to register to vote and they insisted she fill it out.

- A. You should be able to sign on the form that you are opting out. There is some of that going around because there is so much talk about automatic voter registration. We will bring that to the education committee, a DMV class is a very good idea.

March 12th and June 11th are our next meeting dates. Motion to adjourn by Peter Gostin. Seconded by Ann Kilby. Motion is approved unanimously. Meeting adjourned at 11:15 am.