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Freeman, Craft, McGregor Group
Teleconference with Colorado County Clerk and Recorders and Staff
Identified as Tier 1 Counties

1:00PM to 2:35PM MDT, June 18, 2013

Subject: Needs under HB 13-1303 for the SCORE System and the online voter registration system.

Attendance

FCMG:
Steve Freeman
Paul Craft
Kate McGregor

Counties:
Douglas
Weld
Jefferson
Larimer
Pueblo
Mesa
Boulder
Arapaho
El Paso
Denver

The following needs and issues were discussed:

Among the larger counties there appears to be a consensus regarding the needs for 2013, but some disagreement on needs for 2014.

Among the changes being made to SCORE modules for 2013, the activation of the Issue Paper button is understood but the inactivation of the Carry button is not understood and needs clarification or reconsideration.

We were advised that the system did crash on Election Day in 2010. There needs to be consistent load testing on the system. Load testing is critical.
The procedures used by the counties in the 2013 election and beyond are contingent on the upcoming rule promulgation by the Secretary of State.

The recall election in Senate District 11 may accelerate the need for system changes to a date prior to November.

There is a need for counties to be able to pull e-mail addresses out of SCORE for those voters opting in to e-mail correspondence, in an efficient manner.

When a voter does not have, or does not produce, a driver’s license or state ID, the ability to instantly validate Social Security Numbers is critical. An instant check through the Social Security database to validate the last four of the SS Number is desirable. The possibility that this may be a function that the Social Security Administration either cannot or will not support was discussed. There may be privacy and security issues, but there may be a process for performing such checks through the driver’s license group at CDOR. At least one county felt that being able to perform this check for same day registration and voting was going to be necessary. At least one other county disagreed or thought it was not a high priority. We agree that the possibility needs to be explored.

There is a need to eliminate the gap between the functionality of the system and the business processes.

There needs to be a prioritized list of changes or needs.

The business process will be discussed at the upcoming conference of the Clerks and Recorders.

There is a need for a statewide poll book or voter registration list so voters can be checked in if the system goes down. Currently, many counties maintain a complete list of voters at each voting location.

There is concern about keeping the backbone of the system but rebuilding the application used in the voter service center. It is perceived as being high risk.

Concerns were raised as to whether conversion to a web application is the best approach. This needs to be clarified.

There was discussion as to whether Cloud technology had been considered and whether it would be less expensive and appropriate.

There is a need to consider redundancy, perhaps in the form of a local database, in case the system goes down. Using e-poll books loaded with a local database of all voters was discussed. (Comment: how much data would be needed to give each location a list of all active and inactive voters and associated data sufficient to allow them to service those voters with the system down and allow new voters to vote a provisional ballot? This would also have to include a street segment database and the relationship to ballot styles to issue the correct ballot.)
Concerns were expressed regarding connectivity and the need to provide a back up poll-book or poll book functions. There were also concerns about redundancy, included connectivity.

We were reminded that redundancy and connectivity are going to be issues for 2013 as well as 2014.

The counties would like the user interface to be very user friendly by the 2014 election. This makes training easier and the process less prone to errors, so less need for support is required.

Last year (2012) the state had a backup pipe. (Connection)

Residency date verses registration date must be properly handled.

During the Mock Election, counties plan to change the last date for registration to Election Day. That makes it cleaner and easier. Residency is currently outside of SCORE and is part of the Clerk’s business process.

Bringing the residency process into SCORE is not part of HB-1303 and is, perhaps, a want rather than a need but it could be considered a need for Election Day Registration

The system needs to provide a simple provisional ballot lookup where the proper ballot style for provisional ballot voters can be determined quickly and easily.

In addition to an address lookup for provisional ballots, a process for recording provisionals in SCORE may be desirable. The automatic locator is valuable, particularly to provisional ballot judges. It allows them to simply enter an address and, through the lookup function, process the provisional ballot.

Pueblo developed a database for Mill…(?)

It was mentioned that Amber was meeting with Hilary Rudy on NCOA.

There is a need for bar coding lists.

The data developers need to establish queries and processes to deal with inconsistencies in the NCOA data. The data obtained and used through NCOA must be correct and efficient.

The counties expressed a desire for the ability to swipe the mag strip or read the bar code on driver’s licenses to automate the check in, eliminate data entry errors and speed up the process.

If mag card swipers are to be purchased, there is a general consensus that the state should pay for them.

It is our understanding that counties pay the hardware costs, but there is a grant program for counties that cannot afford new equipment.
A bigger question rests with the funding of elections. The state reimburses counties for election expenses but is is not transactional. There is a policy question. What kind of hardware will be needed who will pay for it and what will it be.

On the Uniform Voting System Side, create a catalog of services.

The SCORE system is viewed as the first piece of a new uniform election system.

Special districts and municipalities have issues that must be cleaned up by the next legislature.

There are conflicts in residency requirements resulting from the fact that Title 1 has not been rewritten in 25 years.

Special districts are not required to conduct their elections under HAVA, and HB-1303 attempted to keep them under Title 8. A move to observing a statewide residency standard would probably have to originate from the special districts and municipalities.

There is a want to bring special districts into SCORE and, perhaps, a need to design the system with an eye towards that possibility.

IT security for SCORE. CDOS recently required county users to go through OIT training. Do SCORE end users also take it? It is unclear whether OIT standards have been adopted by CDOS.

Security requirements must be reasonable and feasible. Some of the OIT standards simply cannot be met by the counties. One example is a firewall requirement that at least one county could not meet due to conflicts with their already existing county-wide protocols.

Counts can, and are willing, follow whatever security procedures are defined. They just need to have the procedures defined.

By the 2014 election, the reporting engine must be more flexible. There is a call for more capability for custom reports. Most of the parts that needed to conduct an election are readily available on demand, but some have to be scheduled. Counties also need to be able to run reports as an export. Scheduled reports should just go automatically to the FTP sites.

There needs to be more capability to get reports without manual intervention. Counties should be able to run any or all reports without having to go through the state.

There should be a good way to capture the data assessing the numbers of voter assistance centers.

Trent is not sure what logic reports are based upon.

The SCORE Advisory Board has been disbanded and needs to be put back into place.
The counties were advised that, at least on a temporary basis, a subcommittee of the commission had been set up to take the place of the SCORE Advisory Board.