

Edward Morgan

From: Merlin Klotz <mklotz@douglas.co.us>
Sent: Monday, December 14, 2015 4:09 PM
To: Pilot Elections Review Committee
Subject: FW: Douglas Hart/Dominion comments

Second Request to Post--

From: Merlin Klotz
Sent: Sunday, December 13, 2015 11:18 AM
To: 'pilot.elections@sos.state.co.us' <pilot.elections@sos.state.co.us>
Subject: Douglas Hart/Dominion comments

At the 12/11 PERC meeting consensus appeared to narrow the system choice(s) to Dominion or Hart or Dominion and Hart. I am in agreement with the committee as compared to the other vendors.

I am a new Clerk but I have participated in elections doing scan/ballot resolution most elections since 2008 so at least some of my perspective is hands on rather than theoretical.

By May, Douglas County had received an in house hands on demonstration of the Hart/Verity system but had 95% decided against doing a pilot as our plate was full with other commitments. However, in observation of the May Dominion/Denver city election pilot we abruptly decided we had to pilot the Hart/Verity system as Dominion struck us as a clone of the Hart system that we were approaching end of life on rather than an advancement in technology, speed or usability.

At that demo we heard many ooohs and ahhs but the best analogy I can make is that these comments were analogous to guests comparing a horse to a 1955 Chevy. The rave comments seemed to be from people who had never seen on screen ballot resolution before etc. In our case the system we saw in Denver compared to the Hart/Verity system was like comparing the 1955 Chevy to my 2014 Ford Fusion Hybrid. That demonstration was the reason we felt obligated to pilot the Verity system.

The complaints that we had in executing the Hart/Verity pilot were analogous to the positioning of the in-lane guidance system on my Fusion Hybrid (a concept not even thought of in 1955) and those issues are addressed in the version currently being certified.

Specifically to Chuck's comment re: direct feedback from a resolution team, in the first version of Verity the filter option to auto resolve under-votes could not be locked "on" as in the legacy version that myself and our resolve team was used to. Hart immediately put this fix in the version now being certified. If the same had occurred on another vendor with first generation on screen ballot resolution software it would not have been a complaint as their resolve team would not have had prior experience to compare to. This demonstrates the point as to the value of Hart's expertise with more than 10 years' experience and thousands of customer feedback comments to enhance their product.

From a functional/speed perspective, I see no advantage for Douglas County to move from our Legacy Hart system to Dominion. However, should Hart/Verity be an option I will be proposing an upgrade as soon as budget permits, perhaps even in 2016.

Merlin Klotz, Douglas County Clerk