

Roanoke County Electoral Board Meeting Minutes

Date: December 6, 2022

Time: 10:00 AM

900 Chestnut St. Vinton, VA 24079

Chair: Ken Srpan

Vice Chair: Maurice McBride

Secretary: Jeff Krasnow

Attendance: Ken Srpan, Maurice McBride, Jeff Krasnow, and Anna Cloeter

Visitors: John Young

- I. **Call to Order and Welcome:** Ken Srpan called the meeting to order at 9:59 AM
- II. **Approval of Agenda:** On motion of Maurice McBride, adoption of the meeting agenda, which was to review the precinct feedback collected by the Electoral Board members and office staff on Election Day, was seconded by Jeff Krasnow and approved unanimously.
- III. **Old Business:** Approval of Minutes from last meeting - Mr. McBride moved to accept the minutes of the November 26, 2022 meetings as submitted. Mr. Srpan seconded the motion and it passed unanimously. All members signed the minutes.
- IV. **New Business:** The Roanoke County Electoral Board and Director of Elections Anna Cloeter met to review Election Day feedback regarding polling places and issues obtained by the Board during their precinct rounds and by office staff via Election Day phone calls, etc.
 - a. **101 – Catawba (Masons Cove Elementary School):**
 - i. Needed replacement batteries for Curbside doorbell (consistent across all precincts).
 - ii. Would like one additional pollbook tablet for curbside voting.
 - iii. Officers at the polling place and staff working in the main office received several complaints and calls from voters upset that former Precincts 101 – Catawba, 102 – Mason Valley, and 107 – Bennet Springs were merged into one precinct during the redistricting process.
 - b. **102 – Richfield (Glenvar High School):**
 - i. Signage between precincts 102 and 103 needs to be improved upon as the entrances used to two separate buildings/polling places are beside one another; one option would be to add maps of voting areas to signs outside of entrances to allow voters to self-direct.
 - ii. Electoral Board Member Jeff Krasnow volunteered to visit both schools and attempt to determine whether there is any way that voting in one of the precincts could be moved to another location in the assigned polling place that would allow for use of a different entrance/exit.
 - iii. Reported pollbook tablets shutting down and restarting several times during the day.
 - iv. School had a volleyball tournament toward the end of the day and traffic for that was entering through the same doors that voters were using and occupying the parking spaces outside of the same; would it be possible to reschedule sports events or have the school provide additional direction regarding building access and parking?
 - c. **103 – North Glenvar (Glenvar Middle School):**
 - i. Same signage issue as above – reported voter confusion of the difference between North and South Glenvar that could be remedied by providing maps of each precinct to signage.
 - ii. Experienced issue with pollbook tablets needing to be restarted during the day.
 - d. **104 – Northside (Northside High School):**
 - i. Pollbooks seemed to freeze and shut-down at random, required restart.
 - ii. Hand scanners for pollbooks needed to be reprogrammed to work with their tablets. A voter had requested a permanent assistance form which is not available. Could an Assistance Form be provided in advance so it could be filled out in advance and brought to the precinct on election day.
 - e. **105 – Hanging Rock (Glen Cove Elementary School):**
 - i. Precinct forgot to open voting on electronic pollbook at beginning of the day and caught the oversight after calling the office to see why they couldn't complete the voter check-in process.
 - ii. Would like to have a third pollbook tablet during busier elections.
 - f. **106 – South Glenvar (Glenvar Library):**
 - i. Received notice from their electronic pollbook tablets that there was a “time issue.”
 - ii. “Time issue” notice kept popping up throughout the day and office staff instructed precinct workers to tap OK through the popups and/or restart the pollbook application.
 - g. **107 – Fort Lewis (Fort Lewis Elementary School):**
 - i. Precinct forgot to open voting on electronic pollbook at beginning of the day and used paper pollbook for a period; officers caught the oversight after calling the office to see why they couldn't complete the voter check-in process.
 - ii. Precinct experienced issues with the electronic pollbooks being slow and had to restart both the pollbook application and their tablets several times throughout the day.
 - iii. Couldn't find OVO cord at the beginning of the day and could use longer OVI power cords if possible.
 - iv. Had a significant number of voters come in with old versions of their Voter ID cards that did not reflect the changes to their district and polling place assignments after redistricting; voters had to be redirected to their new precincts.

- h. 201 – *Plantation (Summerdean Church of the Brethren)*:
 - i. Pollbook time issue kept popping up during the day.
 - ii. No other issues reported.
- i. 202 – *Burlington (Burlington Elementary School)*:
 - i. Had a problem with OVI machine in the morning and required assistance of machine tech.
 - ii. No other issues reported.
- j. 203 – *Mountain View (Mountain View Elementary School)*:
 - i. OVO machine presented with a code upon start up, so officers called the office and a machine tech walked them through shut-down and restarting of the ballot scanner.
 - ii. Pollbooks “logged out by themselves.”
 - iii. Would like additional training on the meaning of pollbook icons; office will prepare a glossary for review during training and inclusion in pollbook manual going forward.
- k. 204 – *Green Ridge (Life Church)*:
 - i. Would like a third pollbook tablet for future elections.
 - ii. No other issues reported.
- l. 205 – *Orchards (Bonsack Baptist Church)*:
 - i. OVI ballot marking device could not complete start-up at the beginning of the day, so precinct staff called the Elections Office and a machine tech brought and set up a spare.
 - ii. Pollbook tablets “logged out by themselves” and required multiple restarts during the day.
 - iii. Hand scanners only worked intermittently with pollbook tablets.
 - iv. Some confusion about when provisional voters must provide follow-up information to the office so that their votes may be counted; highlight this during future training.
 - v. Bonsack Baptist Church does not have cell phone service, so elections officers had to go to the kitchen to contact the office for assistance.
- m. 206 – *Hollins (Hollins Library)*:
 - i. No issues reported.
- n. 301 – *Bent Mountain (Bent Mountain Community Center)*:
 - i. Pollbook tablet B “just cut off” two times, hours apart from one another and had to be restarted.
 - ii. No other issues reported.
- o. 302 – *Back Creek (Back Creek Elementary School)*:
 - i. Precinct had difficulty setting pollbooks up in the morning, would like more practice during training. This was a commonly reported request and office staff is awaiting delivery of additional equipment that will permit officer training on pollbook set-up/poll opening and poll closing/pollbook disassembly processes in addition to the check-in.
 - ii. Three voters reported that they had never requested absentee ballots but were listed as having done so in the electronic pollbook; two of these voters later contacted the office and were provided with copies of their valid absentee ballot requests which had been submitted online and via USPS.
 - iii. Polling place reported security concern that precinct staff allowed members of the public access to the school for non-voting purposes without requiring that they enter through the front office; during training, we will remind all officers working in schools that this is not permitted and is a serious safety hazard.
- p. 303 – *Windsor Hills (Our Lady of Nazareth Catholic Church)*:
 - i. Would like a third pollbook tablet going forward.
 - ii. Would like to practice electronic pollbook setup and shut-down during training.
 - iii. Had some issues with the electronic pollbook tablets running slowly and not syncing voter counts in a timely manner; were advised that closing and restarting the pollbook application and/or restarting the tablets themselves would resolve this but were not able to attempt this resolution for a while due to high voter turnout.
 - iv. Received several complaints from the public and voters assigned to Precinct 303 – Windsor Hills regarding the pro-life/anti-abortion banner hanging by the road where voters turn in to access the polling place. As the banner was located well outside the 40 feet area surrounding the entrance to the building in which voting takes place, the Electoral Board did not believe that any action on this matter would be appropriate or warranted.
- q. 304 – *Oak Grove (Oak Grove Elementary School)*:
 - i. OVO ballot scanner shut down and precinct called machine tech to check that machine was still in good working order (loose power supply cable).
 - ii. Would like the office to provide a separate phone number that officers can use to report any tech issues.
 - iii. Requested more training on pollbooks and at least one officer who is comfortable or good with technology.
- r. 305 – *East Hidden Valley (Hidden Valley High School)*:
 - i. Had to request more ballots from the office (more ballots were sent to each precinct on Election Day due to high turnout).
 - ii. Had multiple voters come in with old versions of Voter ID cards that did not reflect the changes to their district and polling place assignments after redistricting.
 - iii. School had a basketball game toward the end of the day and traffic for that was entering through the assigned voting room (auxiliary gymnasium) and occupying the parking spaces outside of the same; would it be possible to reschedule sports events or have the school provide additional direction regarding building access and parking?

- s. *306 – Garst Mill (Brambleton Center – Satellite Voting Office):*
 - i. Room used for voting was too small and cramped – precinct set up two rows of voting booths and taller voters could have potentially seen into the booths in front of them; will request that precinct staff use the same setup utilized during early voting at the Satellite.
 - ii. Tablets didn't work consistently and searches seemed to take too long.
 - iii. Had quite a few voters come in with old versions of Voter ID cards that did not reflect the changes to their district and polling place assignments after redistricting; many were formerly part of Precinct 506 – Mount Vernon, which became part of the new Precinct 504 – Green Valley during redistricting.
 - iv. Also had voters assigned to precincts other than Precinct 306 – Garst Mill come into their voting room with the mistaken belief that they could still “vote early” on Election Day; voters confused about the end of early voting, which is held in the same location.
- t. *307 – West Hidden Valley (Hidden Valley Middle School):*
 - i. Curbside doorbell buzzers do not work at such a great distance from the polling place; remind officers that they may need to staff an officer at a place where they can view whether anyone is waiting for curbside voting assistance.
 - ii. Pollbook tablets froze, shut down, and required rebooting throughout the day.
 - iii. The OVO went down but there were no issues after the plug was re-secured in the outlet.
- u. *401 – Bonsack (Bonsack Elementary School):*
 - i. Hand scanners for pollbook tablets did not work consistently throughout the day.
 - ii. Curbside doorbell buzzers did not work; office will check batteries before each election and replace them when needed.
- v. *402 – North Lindenwood (William Byrd Middle School *WBHS Under Construction*):*
 - i. School custodian did not arrive until 5:30 to open the building for officers.
 - ii. Precincts 402 – North Lindenwood and 405 – South Lindenwood were only able to open on time because the Chiefs met to arrange furniture and signage for their precincts the night before.
 - iii. Jeff Krasnow commented that he really liked the way that Precincts 402 and 405 divide the Middle School's cafeteria between them, using cafeteria tables to separate the precincts and having each precinct use a different set of doors to enter and exit, and would like to explore making this arrangement permanent. If making it permanent, he would like the office to look into providing more sizable and visible barriers between the two sides of the cafeteria like 4' x 8' pieces of plywood which could be placed upright, though logically this may present problems, if it is even necessary.
- w. *403 – North Vinton (Herman L. Horn Elementary School):*
 - i. Officers requested a more convenient space in which they could take breaks; school layout makes this impossible and the only alternative is to place a microwave and mini-fridge on the stage in the gymnasium (similar situations at most schools).
 - ii. Pollbooks “dropped out” multiple times throughout the day and required restarts.
 - iii. Precinct called the office for additional ballots and pens.
- x. *404 – South Vinton (W.E. Cundiff Elementary School):*
 - i. Precinct had an OVO malfunction on startup; called the office and a staff member came to the precinct and was able to resolve the issue by restarting the scanner.
 - ii. School custodian arrived late to open the precinct, did not know where the key for the equipment storage room was, and the Chief was at least 30 minutes late as well; luckily the rest of the precinct staff was able to get the precinct set up and opened by 6 AM.
- y. *405 – South Lindenwood (William Byrd Middle School):*
 - i. Same issue with late arrival of custodian and delayed opening of facility as reported under Precinct 402 – North Lindenwood.
 - ii. Since doorbell was not working, precinct posted a phone number for voters to call to request curbside assistance; all precincts were assigned at least one additional officer of election who could be assigned to watch for any curbside voters and/or provide voters with direction upon entering the polling place, but the Electoral Board appreciates the precinct staff's efforts to make voting readily accessible.
- z. *406 – Mount Pleasant (Mount Pleasant Elementary School):*
 - i. Pollbook tablets seemed to run slower than usual when searching for a common name and restarted “on their own” on multiple occasions.
 - ii. Secretary Krasnow reported that the sign with the name of the precinct which goes out by the street sign was missing. The other Electoral Board member who visited Precinct 406 did not notice a missing sign.
- aa. *501 – Starkey (Penn Forest Elementary School):*
 - i. Precinct experienced an OVO issue at the start of the day, but it was resolved after staff shut down and restarted the ballot scanner.
 - ii. No other issues reported.
- bb. *502 – West Cave Spring (Cave Spring Middle School):*
 - i. Precinct requires better signage at the corner of Ranchcrest Dr. and Brambleton Ave. and at the front of the Middle School.
 - ii. Add ‘Cafeteria/Enter at Ranchcrest Dr.’ to voter cards if possible; per precinct staff, office might consider speaking with GIS regarding establishment of an address point for the Middle School's cafeteria to help voters navigate to the correct entrance.

cc. 503 – *East Cave Spring (Cave Spring High School):*

- i. Significant voter complaints and concerns about the relocation of the voting room in the precinct from the gymnasium to the cafeteria, which is at the back of the building and which voters reportedly entered by passing between two dumpsters. The school needed to replace a basketball hoop which could only be done while school was not in session and had to move voting to accommodate that. Chairman Mahoney of the Board of Supervisors contacted the RCPS Administrators and School Board about the difficulties this created and it was agreed that voting will either be held in the gymnasium going forward or enough advance notice provided to allow the Electoral Board and Elections Department time to notify voters of an alternative location.
- ii. Officers noted that there is no cell phone reception in the school which made contacting the office for technical assistance more difficult.

dd. 504 – *Green Valley (Green Valley Elementary School):*

- i. Dropped and broke the OVO ballot scanner first thing in the morning; contacted the office and the machine technician was able to deliver a replacement before polls opened.
- ii. Precinct requested a third tablet for use by the chief and in curbside voting.

ee. 505 – *Clearbrook (Clearbrook Elementary School):*

- i. Custodian did not have the key required to open the room in which voting equipment was stored so that officers could begin setting it up, but the precinct staff “figured it out.”
- ii. Jeff Krasnow reported that the precinct’s name and hours sign had blown down when he arrived and that he fixed it as he arrived.;

ff. 506 – *Buck Mountain (South County Library - Auditorium):*

- i. Precinct requested larger, improved signage for use inside the building to aid voters in determining the room in which they are supposed to vote; Electoral Board requested that the office consider allocating separate entrances and exits for Precincts 506 – Buck Mountain and 507 – Hunting Hills or use of maps on signs to help voters self-direct.
- ii. Pollbook tablets did not seem to be syncing properly but the office told them to reboot each tablet and then everything was OK.

gg. 507 – *Hanging Rock (South County Library – Meeting Rooms):*

- i. Difficulty starting both OVO and OVI; officers contacted the office and a machine technician arrived, reseated/replaced the TMs containing the election files and machine keys for this election in both machines, secured them, and started them without issue.
- ii. Pollbook tablets seemed slow, both the pollbook program and the tablets had to be restarted multiple times throughout the day.

V. **Chair’s Report:** None.

VI. **Director’s Report:** None.

VII. **Comment from Board Vice-Chair and/or Secretary:** None.

VIII. **Public Comment:** Mr. Young shared his concerns about voting systems and technology based on reports from Cobb County, Georgia and Maricopa County, Arizona with the Electoral Board. Recognizing time constraints and limits to building access, he also suggested that it might be nice for officers of election to be able to meet their chief and the rest of their precinct’s staff at their assigned polling places to set up sometime during the Monday before each Election Day; he said that having now worked multiple elections in different precincts with different staffs, it would be helpful to know ahead of time who he would be working with on Election Day.

IX. **Next Meeting:** The next meeting was scheduled for 10:00 AM on January 20, 2023 for the purpose of reorganizing of the Roanoke County Electoral Board, reviewing any additional feedback received from officers about their training and Election Day experiences, and reappointing officers of elections.

X. **Adjournment:** By motion of Ken Srpán, and seconded by Maurice McBride, this meeting was unanimously adjourned at 11:27 AM.

Secretary _____

Chair _____

Vice Chair _____