

Appendix A

2008 New Hampshire
Primary:

LHS Diebold Optical Scan
Service Reports

Robert L. Schulz
2458 Ridge Road
Queensbury, NY 2804

February 1, 2008

HAND DELIVERED

Mr. David Scanlan
Deputy Secretary of State
State of New Hampshire
Dept. of State
107 N. Main St. Rm 204
Concord, NH 03301

Re: Voting Machine Failures

Dear Mr. Scanlan:

I understand a number of vote counting machines failed on Primary Day 2008 in New Hampshire, and that your office has received a report on the nature and extent of those failures from LHS and a number of the towns and cities.

Under the authority of New Hampshire's Right to Know Law, I respectfully request a copy of the report(s) that have been received by your office.

Thank you for your assistance in this matter.

Yours truly,


ROBERT L. SCHULZ

The State of New Hampshire

William M. Gardner
Secretary of State



Robert P. Ambrose
Senior Deputy Secretary of State
David M. Scanlan
Deputy Secretary of State

DEPARTMENT OF STATE

February 1, 2008

Robert L. Shulz
2458 Ridge Road
Queensbury, NY 2804

Re: Right to Know request

Dear Mr. Shulz:

This letter is in response to your RSA Chapter 91-A request letter dated February 1, 2008 requesting a copy of the report(s) that have been received by our office regarding the nature and extent of vote counting machine failures.

Please find attached the copies of the reports received from LHS reporting "Election Day Problems" on the January 8, 2008 Presidential Primary Election Day. In general, the Secretary of State has not had time to check the information in these reports with the towns named in the reports. However, the towns of Bow and Stratham confirm visits by LHS in response to requests for service.

If you have any additional questions or request any additional information, please do not hesitate to contact me. Best regards.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Scanlan".

David M. Scanlan
Deputy Secretary of State

Cc: Mr. Orville B. Fitch, Deputy Attorney General

State House Room 204, 107 N. Main St., Concord, N.H. 03301
Phone: 603-271-3242 Fax: 603-271-6316
TDD Access: Relay NH 1-800-735-2964
www.nh.gov/sos email: elections@sos.state.nh.us



13 BRANCH STREET METHUEN MA 01844-1900
PHONE - 978-683-0777 ELECTION FAX - 978-687-3670 OFFICE FAX - 978-687-9962

FAX TRANSMISSION

TO: Anthony Steves

DATE: 1/15/08

FROM: John L

PAGES: 21
(INCLUDING THIS ONE)

CC: _____

IF YOU DO NOT RECEIVE ALL THE PAGES PLEASE CONTACT LHS

- Urgent
- For Review
- Please Comment
- Please Reply
- Please Recycle

MESSAGE

1/7/08

ELECTION DAY PROBLEMS

SYSTEM AV

PRECINCT # _____

TIME: 9AM INT GB

TOWN: STRATHAM

STATE: NH

CONTACT: DAVE (MODERATOR) PHONE: _____

PROBLEM: PRINTOUT INDICATED 550 "BLANK-VOTED" BALLOTS WHICH INDICATED THAT BAD PENS WERE USED.

SOLUTION: WENT TO STRATHAM TO CONFIRM THAT APPROXIMATELY 15 BAD PENS WERE USED ON ELECTION DAY. THE TOWN HAD BY THAT TIME, HAND COUNTED AND ANNOUNCED THOSE RESULTS AS OFFICIAL.

SENT: _____

TIME: _____

DID THEY LEAVE A MACHINE? YES _____ NO _____ SERIAL # _____

DID THEY BURN A NEW CARD? YES _____ NO _____ CARD # _____

DID THEY P/U BAD MACHINE? YES _____ NO _____ SERIAL # _____

ADDITIONAL COMMENTS: _____

ALL SET
CLERK WILL CALL BACK

~~207-547-208~~
207-547-208
11-2-16

603-271-8242

1/8/08

ELECTION DAY PROBLEMS

SYSTEM _____

PRECINCT # _____

TIME: 9pm INT Sue

TOWN: Stratham

STATE: NH.

CONTACT: _____

PHONE: _____

PROBLEM: Too many Blanks.

Used wrong marking pens.

SOLUTION: Sent Mary + Tina w/ Lucid machine

SENT: _____

TIME: _____

DID THEY LEAVE A MACHINE ? YES _____ NO _____ SERIAL # _____

DID THEY BURN A NEW CARD? YES _____ NO _____ CARD # _____

DID THEY P/U BAD MACHINE? YES _____ NO _____ SERIAL # _____

ADDITIONAL COMMENTS: _____

ALL SET
CLERK WILL CALL BACK

1/8/08

ELECTION DAY PROBLEMS

SYSTEM A

PRECINCT # _____

TIME: 830 INT JS

TOWN: NOTTINGHAM

STATE: MA

CONTACT: TRAVY

PHONE: 603-608-6798

PROBLEM: WOULD NOT TAKE BALLOTS

SOLUTION: SHUT OFF CLERK BB FOR PIN UP & READ BALLOT FROM BACK TO FRONT TURN ON OK

SENT: _____

TIME: _____

DID THEY LEAVE A MACHINE? YES _____ NO SERIAL # _____

DID THEY BURN A NEW CARD? YES _____ NO CARD # _____

DID THEY P/U BAD MACHINE? YES _____ NO SERIAL # _____

ADDITIONAL COMMENTS: _____

ALL SET
CLERK WILL CALL BACK

1/8/08

ELECTION DAY PROBLEMS

SYSTEM AW

PRECINCT # _____

TIME: 8:45A. INT P.W.

TOWN: Franklin

STATE: NH

CONTACT: _____

PHONE: _____

PROBLEM: Rot. Ballot Jammed
in Reader.

SOLUTION: Cleared

SENT: _____

TIME: _____

DID THEY LEAVE A MACHINE ? YES _____ NO _____ SERIAL # _____

DID THEY BURN A NEW CARD? YES _____ NO _____ CARD # _____

DID THEY P/U BAD MACHINE? YES _____ NO _____ SERIAL # _____

ADDITIONAL COMMENTS: _____

✓
ALL SET
CLERK WILL CALL BACK

11/8/08

ELECTION DAY PROBLEMS

SYSTEM AV

PRECINCT # ①

TIME: 5:42 INT BOM

TOWN: Wifeebury

STATE: NH

CONTACT: Pat / Randy

PHONE: (603) 387-6832

PROBLEM: Pol - 3096

Loan ballot in Read Head

SOLUTION: Needs

Machine All set - Conway Park Station
Church

SENT: ROD

TIME: 5:55 PM

DID THEY LEAVE A MACHINE ? YES NO SERIAL # _____

DID THEY BURN A NEW CARD? YES _____ NO _____ CARD # _____

DID THEY P/U BAD MACHINE? YES NO SERIAL # _____

ADDITIONAL COMMENTS: _____

ALL SET
 CLERK WILL CALL BACK

ELECTION DAY PROBLEMS

SYSTEM _____

PRECINCT # _____

TIME: 9:30 INT _____

TOWN: Manchester STATE: NH.

CONTACT: _____ PHONE: _____

PROBLEM: pl0 3rd BAD Machine
per John S.

SOLUTION: _____

SENT: _____ TIME: _____

DID THEY LEAVE A MACHINE ? YES _____ NO _____ SERIAL # _____

DID THEY BURN A NEW CARD? YES _____ NO _____ CARD # _____

DID THEY P/U BAD MACHINE? YES _____ NO _____ SERIAL # _____

ADDITIONAL COMMENTS: _____

ALL SET
CLERK WILL CALL BACK

1/8/08

ELECTION DAY PROBLEMS

SYSTEM _____

PRECINCT # _____

TIME: 3:45 INT _____

TOWN: MANCHESTER

STATE: N.H.

CONTACT: JEFF S.

PHONE: _____

PROBLEM: DEL 2 MACH TO JEFF 816224
82498 FOR BU. - "

2 Bad cust at LHS 2 LHS at Cust / custom 1 Bad
at site

SOLUTION: JENN w/ STAY IN MANCHESTER.

SENT: JENN

TIME: 4:30 PM

DID THEY LEAVE A MACHINE ? YES NO SERIAL # _____

DID THEY BURN A NEW CARD? YES _____ NO _____ CARD # _____

DID THEY P/U BAD MACHINE? YES _____ NO _____ SERIAL # _____

ADDITIONAL COMMENTS: _____

 ALL SET
 CLERK WILL CALL BACK

ELECTION DAY PROBLEMS

SYSTEM BCR

PRECINCT # 2

TIME: 6:10pm INT PCM

TOWN: Sabanoy

STATE: NH

CONTACT: Larry

PHONE: _____

PROBLEM: Stipped taking ballot -

SOLUTION: Card through back

SENT: _____

TIME: _____

DID THEY LEAVE A MACHINE ? YES _____ NO _____ SERIAL # _____

DID THEY BURN A NEW CARD? YES _____ NO _____ CARD # _____

DID THEY P/U BAD MACHINE? YES _____ NO _____ SERIAL # _____

ADDITIONAL COMMENTS: _____

ALL SET
 CLERK WILL CALL BACK

118/08

ELECTION DAY PROBLEMS

SYSTEM AV

PRECINCT # 2

TIME: 5:02 INT BCM

TOWN: Laborer

51 N. PARK ST.

STATE: N.H.

CONTACT: Jerry

PHONE: 603 448 7814

PROBLEM: Re-insert memory card

Clk # 603 381-3054 - Indi

SOLUTION: Shut off backon - Still Re-insert memory card

Swap to back Card Machine - Start Over - Rejected all ballots

SENT: ~~JEFF S~~ JEFF S

TIME: 5:30 PM

DID THEY LEAVE A MACHINE ? YES NO SERIAL # _____

DID THEY BURN A NEW CARD? YES _____ NO _____ CARD # _____

DID THEY P/U BAD MACHINE? YES _____ NO _____ SERIAL # _____

ADDITIONAL COMMENTS: _____

132 → 40

ALL SET
CLERK WILL CALL BACK

1/8/08

ELECTION DAY PROBLEMS

SYSTEM _____

PRECINCT # 1

TIME: 4:30 PM

TOWN: BOW

STATE: NH

CONTACT: _____

PHONE: _____

PROBLEM: BALLET JAM / TORN BALLET

SOLUTION: SWAP MACH.

SENT: JOHN S

TIME: 4:45 PM

DID THEY LEAVE A MACHINE? YES NO _____ SERIAL # _____

DID THEY BURN A NEW CARD? YES _____ NO _____ CARD # _____

DID THEY P/U BAD MACHINE? YES NO _____ SERIAL # _____

ADDITIONAL COMMENTS: _____

ALL SET
CLERK WILL CALL BACK

1/8/08

ELECTION DAY PROBLEMS

SYSTEM _____

PRECINCT # _____

TIME: 8:45 INT _____

TOWN: Bedford

STATE: N.H.

CONTACT: _____

PHONE: _____

PROBLEM: Confusion with Reporting
Over votes + undervotes to the
State.

SOLUTION: _____

SENT: _____

TIME: _____

DID THEY LEAVE A MACHINE ? YES _____ NO _____ SERIAL # _____

DID THEY BURN A NEW CARD? YES _____ NO _____ CARD # _____

DID THEY P/U BAD MACHINE? YES _____ NO _____ SERIAL # _____

ADDITIONAL COMMENTS: _____

ALL SET

CLERK WILL CALL BACK

1/8/08

ELECTION DAY PROBLEMS

SYSTEM ALV

PRECINCT # _____

TIME: 11am INT SUE

TOWN: Bedford

STATE: NH.

CONTACT: _____

PHONE: _____

PROBLEM: won't TAKE Ballots -

SOLUTION: Disconnect Battery - working ok -

2nd machine wouldn't TAKE Ballots all the way -
TURN OFF - Tuned BACK on +
It's working.

SENT: John S.

TIME: 11am.

DID THEY LEAVE A MACHINE ? YES _____ NO X SERIAL # _____

DID THEY BURN A NEW CARD? YES _____ NO _____ CARD # _____

DID THEY P/U BAD MACHINE? YES _____ NO _____ SERIAL # _____

ADDITIONAL COMMENTS: _____

_____ ALL SET
_____ CLERK WILL CALL BACK

1/8/08

ELECTION DAY PROBLEMS

SYSTEM _____

PRECINCT # _____

TIME: 8:45 INT P.B.

TOWN: Hampton

STATE: N.H.

CONTACT: Bob + Jane

PHONE: _____

PROBLEM: cannot get ender card through to get totals: switched card to another machine but got "OK to Format"

SOLUTION: Advised to wipe off gold tabs and try card again

SENT: _____

TIME: _____

DID THEY LEAVE A MACHINE ? YES _____ NO _____ SERIAL # _____

DID THEY BURN A NEW CARD? YES _____ NO _____ CARD # _____

DID THEY P/U BAD MACHINE? YES _____ NO _____ SERIAL # _____

ADDITIONAL COMMENTS: Jane called back @ 8:50 and said card worked.

X ALL SET
CLERK WILL CALL BACK

ELECTION DAY PROBLEMS

SYSTEM AV

PRECINCT # 2

TIME: 9:00 INT Leam

TOWN: Lebanon STATE: NH

CONTACT: Grey PHONE: _____

PROBLEM: Corrupt Count

SOLUTION: Shut off + Leam
Count back to 155

SENT: _____

TIME: _____

DID THEY LEAVE A MACHINE ? YES _____ NO _____ SERIAL # _____

DID THEY BURN A NEW CARD? YES _____ NO _____ CARD # _____

DID THEY P/U BAD MACHINE? YES _____ NO _____ SERIAL # _____

ADDITIONAL COMMENTS: _____

ALL SET
CLERK WILL CALL BACK

ELECTION DAY PROBLEMS

SYSTEM ALV

PRECINCT # 3

TIME: 11 INT SUE

TOWN: Manchester STATE: NH.

CONTACT: _____ PHONE: _____

PROBLEM: Machine TAKING Ballots But Counter NOT Incrementing

SOLUTION: Swap to spare machine + ReBurn a new card

SENT: _____ TIME: _____

DID THEY LEAVE A MACHINE ? YES _____ NO _____ SERIAL # _____

DID THEY BURN A NEW CARD? YES _____ NO _____ CARD # _____

DID THEY P/U BAD MACHINE? YES _____ NO _____ SERIAL # _____

ADDITIONAL COMMENTS: _____

_____ ALL SET
_____ CLERK WILL CALL BACK

1/8/08

ELECTION DAY PROBLEMS

SYSTEM ALV

PRECINCT # 1

TIME: 9am INT Sue

TOWN: Barnstead

STATE: NH.

CONTACT: Cynthia

PHONE: _____

PROBLEM: Ballots rejecting A LOT +
Even during TESTS
They did not call.

SOLUTION: Told them I would have
Someone bring a new machine -
They SAID NO - IT WAS WORKING.

SENT: _____

TIME: _____

DID THEY LEAVE A MACHINE ? YES _____ NO _____ SERIAL # _____

DID THEY BURN A NEW CARD? YES _____ NO _____ CARD # _____

DID THEY P/U BAD MACHINE? YES _____ NO _____ SERIAL # _____

ADDITIONAL COMMENTS: _____

_____ ALL SET
_____ CLERK WILL CALL BACK

1/8/08

ELECTION DAY PROBLEMS

SYSTEM AV

PRECINCT # 1

TIME: 1:20 INT Sue

TOWN: MILFORD

STATE: NH

CONTACT: _____

PHONE: _____

PROBLEM: Invalid Ballot-

SOLUTION: Put thro different way OR
TRY a new stack of Ballots.

SENT: _____

TIME: _____

DID THEY LEAVE A MACHINE ? YES _____ NO _____ SERIAL # _____

DID THEY BURN A NEW CARD? YES _____ NO _____ CARD # _____

DID THEY P/U BAD MACHINE? YES _____ NO _____ SERIAL # _____

ADDITIONAL COMMENTS: _____

ALL SET

CLERK WILL CALL BACK

1/8/08

ELECTION DAY PROBLEMS

SYSTEM AV

PRECINCT # ①

TIME: 9:58 INT PCM

TOWN: Madison STATE: NH

CONTACT: George PHONE: _____

PROBLEM: lots of invalid ballots

SOLUTION: 198 - Coit
Shot off - Checked for jams - ballot
through back

SENT: _____ TIME: _____

DID THEY LEAVE A MACHINE ? YES _____ NO _____ SERIAL # _____

DID THEY BURN A NEW CARD? YES _____ NO _____ CARD # _____

DID THEY P/U BAD MACHINE? YES _____ NO _____ SERIAL # _____

ADDITIONAL COMMENTS: _____

ALL SET
CLERK WILL CALL BACK

1/8/08

ELECTION DAY PROBLEMS

SYSTEM ALV

PRECINCT # 2

TIME: 8:30 INT SUE

603-643-0712

TOWN: Hanover

STATE: NH

CONTACT: Charlie / Betsy

PHONE: _____

PROBLEM: w/i's not separating properly.
on 2nd machine.

Says mach + BB sent to LHS in August.
SOLUTION: For repair

Will go thru all ballots at end of
night. I ordered a new BB but
the refused

SENT: JEFF

TIME: 8:55

DID THEY LEAVE A MACHINE? YES NO SERIAL # _____

DID THEY BURN A NEW CARD? YES NO CARD # _____

DID THEY P/U BAD MACHINE? YES NO SERIAL # _____

ADDITIONAL COMMENTS: LEFT MESSAGE FOR JEFF TO
DROP IN - JEFF RETURNED CALL - WILL DROP IN
REPAIRED - WIRE TO MOTOR UNPLUGGED

ALL SET
CLERK WILL CALL BACK



1/8/08

ELECTION DAY PROBLEMS

SYSTEM AV

PRECINCT # _____

TIME: 7:15 INT Gerry

TOWN: SEABROOK

STATE: NH

CONTACT: MODERATOR

PHONE: _____

PROBLEM: He had a problem with 18 his machines and took it off line around noon. Now, at the end of the day after the polls closed, he needed to put an ender card thru to obtain the results. But it wouldn't accept

SOLUTION: Instructed him to close out his other machine and then transfer the memory card from the broken machine to enter the ender card to obtain the results from the broken machines result.

SENT: _____

TIME: _____

DID THEY LEAVE A MACHINE? YES _____ NO _____ SERIAL # _____

DID THEY BURN A NEW CARD? YES _____ NO _____ CARD # _____

DID THEY P/U BAD MACHINE? YES _____ NO _____ SERIAL # _____

ADDITIONAL COMMENTS: OK at 7:25 PM

ALL SET
 CLERK WILL CALL BACK

1/8/08

ELECTION DAY PROBLEMS

SYSTEM AV

PRECINCT # _____

TIME: 7:15 INT Gerry

TOWN: SEABROOK

STATE: NH

CONTACT: MODERATOR

PHONE: _____

PROBLEM: He had a problem with 18 his machines and took it off line around noon. Now, at the end of the day after the polls closed, he needed to put an ender card thru to obtain the results. But it wouldn't accept

SOLUTION: Instructed him to close out his other machine and then transfer the memory card from the broken machine to enter the ender card to obtain the results for the broken machines result.

SENT: _____

TIME: _____

DID THEY LEAVE A MACHINE? YES _____ NO _____ SERIAL # _____

DID THEY BURN A NEW CARD? YES _____ NO _____ CARD # _____

DID THEY P/U BAD MACHINE? YES _____ NO _____ SERIAL # _____

ADDITIONAL COMMENTS: OK at 7:25 PM

ALL SET
 CLERK WILL CALL BACK