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Volume Test Incident Report

Date: 2/14/06

1. Error # (from Log): 1
2. Time of Occurrence: 9:55
3. Machine Number: 2
4. Machine ID/Serial #: 3
5. # of Ballots voted on machine: 0
6. Voter name: _______________

7. Description of the problem encountered:
   Voter issued wrong ballots

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   Tester issued wrong test deck by librarian

9. Error Message displayed (if any):
   "Defective Ballot" on tape (23 voted)

10. Actions taken to resolve the error:
    Reset machine & started over

11. Pictures taken? Y N
    Video taken? Y N

Incident report completed by: ____________________________
Volume Test Incident Report

1. Error # (from Log): 2
2. Time of Occurrence: 10:34
3. Machine Number: 5
4. Machine ID/Serial #: 
5. # of Ballots voted on machine: 401
6. Voter name: Robert Paul

7. Description of the problem encountered:
   Ballot stuck inside Insight, didn't drop into ballot box

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   Voter inserted over voted ballot -
   Couldn't return ballot (due to damaged edge)

9. Error Message displayed (if any):
   Ballot jammed while reading... moved to forward edge - Ballot not read

10. Actions taken to resolve the error:
    Opened ballot box - removed ballot & re-fed into Insight - different orientation
    (After doing this, was instructed by vendor that the correct way to clear the jam was done by lifting Insight not opening ballot box.)

11. Pictures taken? Y N  Video taken? Y N

Incident report completed by: Bruce
Volume Test Incident Report

1. Error # (from Log): 3
2. Time of Occurrence: 10:41
3. Machine Number: 7
4. Machine ID/Serial #: 
5. # of Ballots voted on machine: 0
6. Voter name: George Had
7. Description of the problem encountered:
   Same as # 2
8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   Same as # 2
9. Error Message displayed (if any):
   Same as # 2
10. Actions taken to resolve the error:
    Lifted insight to clear ballot - reinserted ballot
11. Pictures taken? Y N Video taken? Y N

Incident report completed by: Bruce
Volume Test Incident Report

1. Error # (from Log): 1
2. Time of Occurrence: 10:50
3. Machine Number: 9

4. Machine ID/Serial #: 
5. # of Ballots voted on machine: 203
6. Voter name: leah

7. Description of the problem encountered:
   Voters inserted ballot - may have beeped
   (may have flashed message) pull

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   Inserted ballot

9. Error Message displayed (if any):
   Tape - 'Ballot appears to be stuck in rear output slot - it could be stuck or the ballot bin may be full. Make sure the machine ballot was cleared, the machine is in the rear bin

10. Actions taken to resolve the error:
    Opened, lifted, inspected, cleared ballot that was stuck. Discovered ballot guide inside ballot bay had broken loose (Rivet missing, guide had moved causing ballots to jam)

11. Pictures taken? Y N Video taken? Y N

Incident report completed by: Bruce
Volume Test Incident Report

1. Error # (from Log): 5
2. Time of Occurrence: 11:04
3. Machine Number: 11
4. Machine ID/Serial #: ________
5. # of Ballots voted on machine: 226
6. Voter name: ________________

7. Description of the problem encountered:
   ERROR TONE & "Pull" on display

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   Voters inserted ballot (overvoted) ballot rejected - but got stuck on reject

9. Error Message displayed (if any):
   Tape: Ballot jammed while attempting to return

10. Actions taken to resolve the error:
    Noted left metal guide for insert feed had popped up causing ballot to jam on reject, lifted insight cleaned ballot, Pushed down paper guide. Reinserted ballot w/overside

11. Pictures taken? __ Y __ N  Video taken? __ Y __ N

Incident report completed by: Bruce
Volume Test Incident Report

1. Error # (from Log): ___60___
2. Time of Occurrence: 11:09
3. Machine Number: 9

4. Machine ID/Serial #: ___6___
5. # of Ballots voted on machine: ___224___
6. Voter name: ________Leah____

7. Description of the problem encountered:
   Ballot jammed on insert.

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   Voters inserted ___ballot___
   Display: ___

9. Error Message displayed (if any):
   Display: Pull Tape: Ballot jammed while reading. Remove ballot & return if to votes (Voter may need new ballot)

10. Actions taken to resolve the error:

11. Pictures taken? ___Y ___N    Video taken? ___Y ___N

Incident report completed by: ________________________
Volume Test Incident Report

1. Error # (from Log): 7
2. Time of Occurrence: 10:14
3. Machine Number: 20
4. Machine ID/Serial #: ________
5. # of Ballots voted on machine: 120
6. Voter name: __________

7. Description of the problem encountered:
   Display: Pull
   ...
   ...
   ...

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   Inserted ballot
   ...
   ...
   ...

9. Error Message displayed (if any):
   tape: Ballot jammed while attempting to return it to voter. Ballot has now been moved to forward slot to read output slot

10. Actions taken to resolve the error:
    Lifted insight to clean damaged ballot. Ballot bent at both ends. Remade ballot & replaced
    ...
    ...
    ...

11. Pictures taken? Yes  N  
    Video taken? Yes  N  

Incident report completed by: Bruce
Volume Test Incident Report

1. Error # (from Log): 8
2. Time of Occurrence: 11:42
3. Machine Number: 16
4. Machine ID/Serial #: 16
5. # of Ballots voted on machine: 219
6. Voter name: Robert

7. Description of the problem encountered:
   Jam - ballot rejected - jammed on reject
   Display: "Pull"

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   Inserted overvoted ballot

9. Error Message displayed (if any):
   Pull (display)
   tape - Ballot jammed while attempting to return
   Ballot not voted

10. Actions taken to resolve the error:
    Note: because aggressive voter was already inserting next ballot, a piece of the next ballot tore off and jammed in machine (not a normal polling place occurrence)
    Technician had to open insight to clear jam. Remade damaged ballot

11. Pictures taken? Y N Video taken? Y N

Incident report completed by: Bruce
Volume Test Incident Report

1. Error # (from Log): 9
2. Time of Occurrence: 11:54
3. Machine Number: 15
4. Machine ID/Serial #: ______
5. # of Ballots voted on machine: 247
6. Voter name: __________

7. Description of the problem encountered:
   Ballot jam

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   Inserted ballot -

9. Error Message displayed (if any):
   Display: Pull / tape. Ballot jammed while attempting to return. Ballot not processed

10. Actions taken to resolve the error:
    Lifted insight to clean jammed ballot. Reinserted

11. Pictures taken? __Y__ N    Video taken? __Y__ N

Incident report completed by: Bruce
Volume Test Incident Report

1. Error # (from Log): 10
2. Time of Occurrence: 11:44
3. Machine Number: 11
4. Machine ID/Serial #: _________
5. # of Ballots voted on machine: 350
6. Voter name: _______________
7. Description of the problem encountered:
   Ballot jammed during insert - not accepted
8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   inserting ballot
9. Error Message displayed (if any):
   Display "Pull"
10. Actions taken to resolve the error:
    Removed & reinserted different orientation
11. Pictures taken? _Y_ N  Video taken? _Y_ N
    Incident report completed by: Bruce
Volume Test Incident Report

1. Error # (from Log): 11
2. Time of Occurrence: 12:09
3. Machine Number: 50
4. Machine ID/Serial #: 
5. # of Ballots voted on machine: 52
6. Voter name: leah
7. Description of the problem encountered:
   
   ballot rejected on insert
   "defective ballot"
   
8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   inserted ballot
   
9. Error Message displayed (if any):
   tape: defective ballot - error reading ballot
   (start hair gapped)
   
10. Actions taken to resolve the error:
    reinserted ballot
    
11. Pictures taken? Y N Video taken? Y N
    Incident report completed by: Bruce
Volume Test Incident Report

1. Error # (from Log): 12
2. Time of Occurrence: 12:53
3. Machine Number: 26
4. Machine ID/Serial #: ________
5. # of Ballots voted on machine: 57
6. Voter name: Tim

7. Description of the problem encountered:
   Jammed w/ ‘Pull’ on display

8. Detail voter actions leading up to the incident (what was the tester doing at the time
   the error occurred):
   Inserted ballot

9. Error Message displayed (if any):
   Display: "Pull" Tape: Ballot jammed while attempting
   to return." Ballot not voted

10. Actions taken to resolve the error:

11. Pictures taken? ___Y ___ N       Video taken? ___Y ___N

Incident report completed by: ___________________________
Volume Test Incident Report

Date: 2/14/15

1. Error # (from Log): 13
2. Time of Occurrence: 12:54
3. Machine Number: 38
4. Machine ID/Serial #: 
5. # of Ballots voted on machine: 0
6. Voter name: Robert

7. Description of the problem encountered:
   
   Ballot jammed, "Pur" Display

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   
   Inserted ballot

9. Error Message displayed (if any):
   
   tape: Ballot jammed while attempting to return
   "Ballot not processed"

10. Actions taken to resolve the error:
    
    Lifted insight to clear ballot. Reinserted

11. Pictures taken? ☒ Y ☐ N  Video taken? ☒ Y ☐ N

Incident report completed by: Bruce
Volume Test Incident Report

1. Error # (from Log): 414
2. Time of Occurrence: 1:13
3. Machine Number: 38
4. Machine ID/Serial #: ______
5. # of Ballots voted on machine: 42
6. Voter name: Robert Hayes

7. Description of the problem encountered:
   same as #13

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   same as #13

9. Error Message displayed (if any):
   same as #13

10. Actions taken to resolve the error:
    same as #13

11. Pictures taken? ___ Y  ___ N  Video taken? ___ Y  ___ N

Incident report completed by: Bruce
Volume Test Incident Report

1. Error # (from Log): 15
2. Time of Occurrence: 1:25
3. Machine Number: 29
4. Machine ID/Serial #: 
5. # of Ballots voted on machine: 314
6. Voter name: 
7. Description of the problem encountered:
   Examination of tape reveals pt 1 voted twice, no other machines precincts run
   (see tape)
8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   
9. Error Message displayed (if any):
   
10. Actions taken to resolve the error:
    Clear/reset insight - Start tally over
    (see tape)
11. Pictures taken? ___ Y ___ X N
    Video taken? ___ Y ___ X N
    Incident report completed by: ____________________________
Volume Test Incident Report

1. Error # (from Log): 16
2. Time of Occurrence: 1:36
3. Machine Number: 37
4. Machine ID/Serial #: 
5. # of Ballots voted on machine: 408
6. Voter name: Phuna
7. Description of the problem encountered:
   Ballot Jam
8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   Inserted - error buzz & tape message
9. Error Message displayed (if any):
   Tape: Ballot appears to be stuck in the center output slot. It may be stuck on the bin may be full. Make sure the ballot has cleared the machine & is in the center bin. (Ballot has been processed)
10. Actions taken to resolve the error:
    Opened Insight - discovered a previous ballot had not dropped all the way into ballot box, causing this one to hang/jam.
    Pulled ballot & dropped into ballot box
11. Pictures taken? Y N Video taken? Y N

Incident report completed by: Bruce
Volume Test Incident Report

1. Error # (from Log): 17
2. Time of Occurrence: 1:45
3. Machine Number: 30
4. Machine ID/Serial #: ____________
5. # of Ballots voted on machine: 3850
6. Voter name: _________________

7. Description of the problem encountered:
   Ballot won't accept - defective ballot

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

9. Error Message displayed (if any):
   Defective ballot - Error reading ballot (Orientation Marks error)

10. Actions taken to resolve the error:
    Reread ballot - read ok, but rejected for over vote
        Override & ballot accepted!

11. Pictures taken? Y N
    Video taken? Y N
    Incident report completed by: Bruce
Volume Test Incident Report

1. Error # (from Log): 18
2. Time of Occurrence: 1:43
3. Machine Number: 45
4. Machine ID/Serial #: 
5. # of Ballots voted on machine: 403
6. Voter name: 

7. Description of the problem encountered:
   Ballot jam

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   Inserted ballot

9. Error Message displayed (if any):
   "Ballot jammed while attempting to return..."

10. Actions taken to resolve the error:
   
11. Pictures taken? ___Y___N  Video taken? ___Y___N

Incident report completed by: ___________________________
Volume Test Incident Report

1. Error # (from Log): 19
2. Time of Occurrence: 1:56
3. Machine Number: 50
4. Machine ID/Serial #: __________
5. # of Ballots voted on machine: 166
6. Voter name: Jonathan

7. Description of the problem encountered:
   Ballot rejected - defective ballot

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   3 inserted ballot

9. Error Message displayed (if any):
   Defective Ballot... (Startbar Detected)

10. Actions taken to resolve the error:
    Rerouted ballot - it was accepted

11. Pictures taken? Y N   Video taken? Y N
    Incident report completed by: BRUCE
Volume Test Incident Report

1. Error # (from Log): 20
2. Time of Occurrence: 2:11
3. Machine Number: 46
4. Machine ID/Serial #:
5. # of Ballots voted on machine: 331
6. Voter name: 

7. Description of the problem encountered:
   "Defective ballot (starbar gapped)"

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   Inserted ballot

9. Error Message displayed (if any):
   "Tape Defective Ballot - Starbar gapped"

10. Actions taken to resolve the error:
    Reread ballot - accepted

11. Pictures taken? Y N  Video taken? Y N

Incident report completed by: Bruce
Volume Test Incident Report

1. Error # (from Log): 21
2. Time of Occurrence: 2:12
3. Machine Number: 43
4. Machine ID/Serial #: ______
5. # of Ballots voted on machine: 320
6. Voter name: Marcus

7. Description of the problem encountered:
   Ballot jam

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   Inserted ballot

9. Error Message displayed (if any):
   Display: Pull tape, "Ballot jammed while attempting to return..."

10. Actions taken to resolve the error:
    Lifted insight to clear ballot jam. Reinserted ballot - it was accepted normally

11. Pictures taken? Y N Video taken? Y N

Incident report completed by: Bruce
Volume Test Incident Report

Date: 2/14/02

1. Error # (from Log): 22
2. Time of Occurrence: 2:20
3. Machine Number: 28
4. Machine ID/Serial #: __________
5. # of Ballots voted on machine: 74
6. Voter name: ________________

7. Description of the problem encountered:
   Ballot jam - display "Pull"

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   Inserted ballot

9. Error Message displayed (if any):
   Tape: "Ballot jammed while attempting to return"
   (Ballot not processed)

10. Actions taken to resolve the error:
    
    
    
    
11. Pictures taken? Y N Video taken? Y N

Incident report completed by: Bruce
Volume Test Incident Report

1. Error # (from Log): 23
2. Time of Occurrence: 2:25
3. Machine Number: 31
4. Machine ID/Serial #: 
5. # of Ballots voted on machine: 16
6. Voter name: 
7. Description of the problem encountered: jammed ballot - display = "Pull"
8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred): inserted ballot
9. Error Message displayed (if any): tape - "Ballot jammed while attempting to return... (Ballot not processed)"
10. Actions taken to resolve the error: lifted Insight, pulled clean ballot to clean. Reinserted - ballot accepted normally
11. Pictures taken? Y N Video taken? Y N

Incident report completed by:
Volume Test Incident Report

1. Error # (from Log): 241
2. Time of Occurrence: 2:27
3. Machine Number: 50
4. Machine ID/Serial #: __________
5. # of Ballots voted on machine: 338
6. Voter name: ________________
7. Description of the problem encountered:
   Ballot rejected: "Defective Ballot"
8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   Inserted ballot
9. Error Message displayed (if any):
   Tape: Error Reading ballot ("Startbar detect")
10. Actions taken to resolve the error:
    Resubmitted ballot - accepted OK
11. Pictures taken? ___ Y ___ N  Video taken? ___ Y ___ N

Incident report completed by: Bruce
Volume Test Incident Report

1. Error # (from Log): 25
2. Time of Occurrence: 2:28
3. Machine Number: 29
4. Machine ID/Serial #: __________
5. # of Ballots voted on machine: __
6. Voter name: _______________________
7. Description of the problem encountered:
   Ballot jam - display "Pull"
8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   Inserted ballot
9. Error Message displayed (if any):
   "Ballot jammed while attempting to return..."
   (Ballot not processed)
10. Actions taken to resolve the error:
    Lifted Insight - pulled ballot to clear.
    Reinserted ballot -- accepted normally
11. Pictures taken? ___Y ___N Video taken? ___Y ___N

Incident report completed by: BRUCE
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<td>2. Time of Occurrence:</td>
<td>2:27</td>
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<td>3. Machine Number:</td>
<td>32</td>
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<tr>
<td>4. Machine ID/Serial #:</td>
<td></td>
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<td>5. # of Ballots voted on machine:</td>
<td>397</td>
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<tr>
<td>6. Voter name:</td>
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<td>7. Description of the problem encountered:</td>
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<td>8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):</td>
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<tr>
<td>9. Error Message displayed (if any):</td>
<td>Same as #25</td>
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<tr>
<td>10. Actions taken to resolve the error:</td>
<td>Same as #25</td>
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<tr>
<td>11. Pictures taken?</td>
<td>Y N</td>
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Incident report completed by: [Signature]

Date: 2/14/20
Volume Test Incident Report

1. Error # (from Log): 27
2. Time of Occurrence: 2:32
3. Machine Number: 33
4. Machine ID/Serial #: 
5. # of Ballots voted on machine: 303
6. Voter name: 
7. Description of the problem encountered:
   Same as #25
8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   Same as #25
9. Error Message displayed (if any):
   Same as #25
10. Actions taken to resolve the error:
    Same as #25
11. Pictures taken? Y N
    Video taken? Y N

Incident report completed by: Bruce
Volume Test Incident Report

1. Error # (from Log): 28
2. Time of Occurrence: 2:37
3. Machine Number: 31
4. Machine ID/Serial #: 
5. # of Ballots voted on machine: 281
6. Voter name: 

7. Description of the problem encountered:
   
   Same as #25
   
   
   
8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   
   Same as #25
   
   
   
9. Error Message displayed (if any):
   
   Same as #25
   
   
   
10. Actions taken to resolve the error:
   
   Same as #25
   
   
   
11. Pictures taken? ___Y____N
    Video taken? ___Y____N

Incident report completed by: Bruce
Volume Test Incident Report

1. Error # (from Log): ________
2. Time of Occurrence: ________
3. Machine Number: ________
4. Machine ID/Serial #: ________
5. # of Ballots voted on machine: ________
6. Voter name: __________________

7. Description of the problem encountered:
   Machine rejected ballot - display "Pull"

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   Inserted ballot

9. Error Message displayed (if any):
   tape: "Ballot jammed while reading"
   (Ballot not read)

10. Actions taken to resolve the error:
    Removed & reinserted - Ballot read OK

11. Pictures taken? __Y ___N  Video taken? __Y ___N

Incident report completed by: Bruce
Volume Test Incident Report

1. Error # (from Log): 20
2. Time of Occurrence: 3:10
3. Machine Number: 35
4. Machine ID/Serial #: _________
5. # of Ballots voted on machine: 129
6. Voter name: _______________

7. Description of the problem encountered:

   Same as #25

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

   Same as 25

9. Error Message displayed (if any):

   Same as 25

10. Actions taken to resolve the error:

    Same as 25

11. Pictures taken? _Y_ _N_ Video taken? _Y_ _N_

Incident report completed by: ___________________________
Volume Test Incident Report

1. Error # (from Log): 31
2. Time of Occurrence: 3:14
3. Machine Number: 31
4. Machine ID/Serial #: ________
5. # of Ballots voted on machine: 324
6. Voter name: ______________
7. Description of the problem encountered:
   
   Same as 25
   
8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   
   Same as 25
   
9. Error Message displayed (if any):
   
   Same as 25
   
10. Actions taken to resolve the error:
    
    Same as 25
    ballot previously errored as #6
    
11. Pictures taken? ___Y___N  Video taken? ___Y___N

Incident report completed by: BRUCE
Volume Test Incident Report

1. Error # (from Log): 32
2. Time of Occurrence: 3:20
3. Machine Number: 35
4. Machine ID/Serial #: 
5. # of Ballots voted on machine: 159
6. Voter name: 
7. Description of the problem encountered:
   
   Same as #25
   
   
   
8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
   
   
   
9. Error Message displayed (if any):
   
   
   
10. Actions taken to resolve the error:
   
   Ballot damaged - bent corner
   - OK'd vendor to remake
   
   
11. Pictures taken? Y ☑️ N ☐️ Video taken? Y ☑️ N ☐️

Incident report completed by: Bruce
Volume Test Incident Report

1. Error # (from Log): 33
2. Time of Occurrence: 3:29
3. Machine Number: 40
4. Machine ID/Serial #: __________
5. # of Ballots voted on machine: 236
6. Voter name: Kathy Page
7. Description of the problem encountered:
   Same as #25
8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
9. Error Message displayed (if any):
10. Actions taken to resolve the error:
11. Pictures taken? __Y __N  Video taken? __Y __N

Incident report completed by: ____________________________