



## OFFICIAL ELECTION BULLETIN

October 27, 2020

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**TO: County Election Officials and County Registrars**  
**FROM: Chris Harvey, Elections Division Director**  
**RE: ImageCast Precinct Maximum Capacity Message**

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Dominion Voting released a customer advisory yesterday stating that when an ImageCast Precinct (ICP) Tabulator reaches approximately 10,000 ballots cast for a single election, a message will appear that reads, "Maximum Ballot Capacity Reached."

Please closely monitor the usage of all ICPs. If you believe that a single ICP will reach 10,000 ballots cast, please select from the two options below, which are both recommended by Dominion Voting. If you believe that any ICP will reach 10,000 ballots cast during the next day of voting, you should complete one of the two options below prior to the polls opening that day so that voting is not interrupted.

### **Option 1 (Preferred) – If you have additional ICPs to deploy, follow these steps:**

1. Add a tabulator in your election project.
2. Create memory cards for the new tabulator.
3. Insert the memory cards into the ICP that you are preparing for deployment.
4. Perform logic and accuracy testing on the ICP prior to deployment. Make sure that the public count is reset to zero once you are finished with testing.
5. Deploy the new ICP.
  - a. If you are replacing an ICP that is displaying the "Maximum Ballot Capacity Reached" message, then remove the ICP displaying the message from service and store it securely. If you had to use the emergency box for any ballots, make sure to properly scan those ballots through the new ICP.

### **Option 2 – If you do not have additional ICPs to deploy, follow these steps:**

1. Add a tabulator in your election project. You will need to complete this step even if you are not adding a physical tabulator.
2. Create new memory cards to replace the cards in the ICP at or nearing maximum capacity.

3. If the ICP that is nearing 10,000 ballots cast has not yet displayed the "Maximum Ballot Capacity Reached" message, then continue using the ICP until the voting site closes for the day. Proceed to step 4 once voting has ended for the day. If the ICP is already displaying the maximum capacity message while voting is occurring, then proceed to step 4 as soon as possible. If another scanner is not available for voters, allow voters to use the emergency box until the scanner is ready to accept ballots.
  4. Make sure that the ICP is completely off.
  5. Remove the original memory cards from the tabulator that has reached or is nearing maximum capacity. **DO NOT CLOSE THE POLLS ON THESE MEMORY CARDS UNTIL 7:00PM ON ELECTION NIGHT.** Store the memory cards securely.
  6. Empty all the ballots from the ballot box when you replace the memory cards so you can clearly delineate between the ballots scanned by the first set of memory cards and the ballots scanned by the second set.
  7. Perform light Preventative Maintenance on the ICP.
  8. Insert the new memory cards.
  9. If voting is still occurring, power the ICP back on it will be ready to accept ballots.
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[www.dominionvoting.com](http://www.dominionvoting.com)

**Subject:** Maximum Ballot Capacity Message

**Product:** ImageCast Precinct

**NOTE:** The information contained in this document is for reference only. It is recommended that each jurisdiction consult with their state election authority with respect to applicable laws, regulations, procedures and other guidelines, which may influence how this information is used.

**Description:**

In elections with high voter turnout, the ICP will show a "Maximum Ballot Capacity Reached" message on the display screen, similar to the image below:



This message is reached when approximately 10,000 ballots have been cast on a single tabulator for a single election project.

**Recommendation:**

**Option 1 (If additional tabulators are available to deploy):**

- 1) Add tabulators to the election project
- 2) Create memory cards for the new tabulators
- 3) Deploy the new tabulators. Additional tabulators will allow ballot scanning across more tabulators and therefore reducing the number ballots per scanner

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**Option 2 (If no additional tabulators are available to deploy):**

- 1) When the ICP reaches approximately 10,000 ballots cast for an election project, add a new logical tabulator to the project
- 2) Remove the original memory cards and for store tabulation at the appropriate time
- 3) Create new memory cards for the "new" logical ICP in the original election project
- 4) Clean the ICP and do a light Preventative Maintenance
- 5) Return the ICP to the field for use.

Please contact your Dominion Voting customer service representative if you have any questions regarding this Customer Advisory Notice.

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