EXHIBIT E

TO
SUPPLEMENTAL DECLARATION OF GLENN BURHANS, JR.
Florida Voter Registration System
HSMV Processing

FSASE Conference

May 23, 2007
Florida Voter Registration System
HSMV Processing

- HSMV Process Overview
  - Verification of Voter Registration Application
  - Motor Voter Applications
- Current Issues
- Recent Changes
- Looking Ahead
Verification of Voter Registration Information

- Required by Help America Vote Act of 2002

- Title III Subtitle A Sec. 303(a)5
- Elections and DMV agreement...
  - To match information ... to the extent required to verify the accuracy of the information provided...
- DMV and SSA agreement
  - To verify the accuracy of information provided by the agency with respect to applications for voter registration for whom the last 4 digits of the social security number are provided instead of a drivers license number.
Verification Process Overview

Verification of DL/SSN Information

- DL/SSN verification is performed:
  - When the initial application is received from an individual
  - For applications not originating at HSMV
  - Not performed when voter changes name, DL number etc.
- Process is performed each weekday at 5:00PM.
- Records verified by DMV are returned to us at 11:00 PM that same evening.
- Records requiring SSA verification are usually returned the following weekday evening at 11:00PM.
## Applicant Information

### FLORIDA VOTER REGISTRATION APPLICATION

1. **Check boxes that apply:**
   - ☐ New Registration
   - ☐ Address Change
   - ☐ Party Change
   - ☐ Name Change
   - ☐ Card Replacement
   - ☐ Signature Update

2. **Are you a citizen of the United States of America?**
   - Yes? ☐
   - No? ☐ (If you cannot register to vote)

3. ☐ I affirm I am not a convicted felon, or if I am, my rights relating to voting have been restored.

4. ☐ I affirm I have not been adjudicated mentally incapacitated with respect to voting or, if I have, my competency has been restored.

5. **Date of Birth (MM/DD/YYYY)**: /

6. **If you have a current and valid FL Driver or FL ID card, you must provide the number in this box. If you do not have either, provide the last 4 digits of your SSN. If you have not been issued a FL Driver, FL ID card, or SSN, write "NONE":**

<table>
<thead>
<tr>
<th>First Name</th>
<th>Middle Name</th>
<th>Last Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Redacted]</td>
<td>[Redacted]</td>
<td>[Redacted]</td>
</tr>
</tbody>
</table>

---

**Applicant must provide**

- Florida Drivers License
- Last 4 Digits of Social Security Number
- "NONE"

---

9/17/2007
## POSSIBLE SCENARIOS

<table>
<thead>
<tr>
<th>APPLICANT PROVIDES</th>
<th>ACTION</th>
<th>SCENARIO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Florida Drivers License Number</td>
<td>DL number sent to DHSMV for verification</td>
<td>Scenario 1</td>
</tr>
<tr>
<td>Social Security Number (4 or 9 digits)</td>
<td>Only last 4 digits are used for verification by SSA</td>
<td>Scenario 2</td>
</tr>
<tr>
<td>DL Number and SSN (4 or 9 digits)</td>
<td>DL number sent to DHSMV for verification</td>
<td>Scenario 3</td>
</tr>
<tr>
<td>“None”</td>
<td>DL generated by DHSMV for possible match</td>
<td>Scenario 4</td>
</tr>
<tr>
<td>Line 6 is blank</td>
<td>An error is returned to the county software if DL and SSN are blank and “Voter claims neither DL or SSN” flag is not set to ‘Y’</td>
<td>No verification process is performed</td>
</tr>
</tbody>
</table>

9/17/2007
**Scenario 1**

**FL DL Number Only**

Search HSMV database for DL number

| Name matches exactly | • Data is verified.  
|                      | • Application is complete.  
|                      | • Applicant becomes an active voter.  
| Possible match on name | • Data is not verified.  
| (First 4 characters of both first and last name match exactly) | • Application is pending.  
|                      | • Application is routed to BVRS for review.  
| Name does not match | • Data is not verified.  
|                      | • Application is incomplete.  
|                      | • County receives notification of incomplete.  
|                      | • County receives notification of HSMV mismatch.  
| No license found | • Data is not verified.  
|                      | • Application is incomplete.  
|                      | • County receives notification of incomplete.  
|                      | • County receives notification of HSMV mismatch.  

Scenario 2
Social Security Number Only

- Search HSMV database for *generated* DL number
- Determine if the social security number on the HSMV record was previously verified by the Social Security Administration

<table>
<thead>
<tr>
<th>HSMV SSN has not been verified</th>
<th>Application is sent to SSA for verification.</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSN does not match the verified HSMV SSN</td>
<td>Application is sent to SSA for verification.</td>
</tr>
<tr>
<td>SSN matches the verified HSMV SSN</td>
<td>Data is verified.</td>
</tr>
<tr>
<td></td>
<td>Application is complete.</td>
</tr>
<tr>
<td></td>
<td>Applicant becomes an active voter</td>
</tr>
<tr>
<td>Scenario</td>
<td>Actions</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Multiple matches – all alive</td>
<td>- Data is verified</td>
</tr>
<tr>
<td></td>
<td>- Application is complete</td>
</tr>
<tr>
<td></td>
<td>- Applicant becomes an active voter</td>
</tr>
<tr>
<td>Multiple matches – all deceased</td>
<td>- Data is not verified</td>
</tr>
<tr>
<td></td>
<td>- Application is incomplete</td>
</tr>
<tr>
<td></td>
<td>- County is notified</td>
</tr>
<tr>
<td>Multiple matches – at least one deceased and at least one alive</td>
<td>- Data is verified</td>
</tr>
<tr>
<td></td>
<td>- Application is complete</td>
</tr>
<tr>
<td></td>
<td>- Applicant becomes an active voter</td>
</tr>
<tr>
<td>Single match - alive</td>
<td>- Data is verified</td>
</tr>
<tr>
<td></td>
<td>- Application is complete</td>
</tr>
<tr>
<td></td>
<td>- Applicant becomes an active voter</td>
</tr>
<tr>
<td>Single match - deceased</td>
<td>- Data is not verified</td>
</tr>
<tr>
<td></td>
<td>- Application is incomplete</td>
</tr>
<tr>
<td></td>
<td>- Application is routed to BVRS for further review</td>
</tr>
<tr>
<td>No Match Found</td>
<td>- Data is not verified</td>
</tr>
<tr>
<td></td>
<td>- Application is incomplete</td>
</tr>
<tr>
<td></td>
<td>- County is notified</td>
</tr>
</tbody>
</table>
Scenario 3
Florida Drivers License and Social Security Number is ignored

- Processing method is the same as Scenario 1 - Drivers License Only
Scenario 4
“NONE”

- Generate a drivers license number using the algorithm
- Search HSMV database for generated DL number

Possible Outcomes

- Drivers License record is found and the name matches
- Drivers License record is found and the name is a possible match
- Drivers License record is found and the name does not match
- No Drivers License record is found

For all outcomes

- Data is not verified
- Application remains pending
- Application is forwarded to BVRS for manual review
Motor Voter Registrations

- DMV receives new applications and updates to existing registrations daily.
- Data file with associated images is transmitted to FVRS daily by 9:00 AM.
- HSMV does not process data on State Holidays.

<table>
<thead>
<tr>
<th>Information entered at HSMV</th>
<th>FVRS Processing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Tuesday – 9:00 AM</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Wednesday – 9:00 AM</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Thursday – 9:00 AM</td>
</tr>
<tr>
<td>Thursday</td>
<td>Friday – 9:00 AM</td>
</tr>
<tr>
<td>Friday</td>
<td>Saturday – 9:00 AM</td>
</tr>
<tr>
<td>Saturday – HSMV Closed</td>
<td></td>
</tr>
<tr>
<td>Sunday – HSMV Closed</td>
<td></td>
</tr>
</tbody>
</table>
Motor Voter Registrations

■ Search FVRS for existing voter record

■ If no record is found...
  □ process new registration and suspend to county

■ If a record is found...
  □ Has the DL number been verified by HSMV?
    ■ Yes – Verified DL, update the voter record
    ■ No – process new registration and suspend to county
FVRS Voter Registration System

HSMV Processing

Suspend to County
Send Suspense Notification

Registration Change Notification sent to county

SOE Review & Eligibility Determination
Recent Changes

- HSMV street index lookup
  - Updated streets file to HSMV each week.
  - Improve quality of address information received on voter registration applications entered at HSMV.

- Social Security Number verification
  - Transmit only last 4 digits to HSMV
  - Ensure applicants privacy
  - Improve quality of matching with HSMV

- Process control for daily registrations
  - Tracking of registration problems
  - Email alerts to address problems timely
Current Issues

- Missing Images
  - HSMV is working with their imaging vendor to reduce the occurrence of missing images.
  - DOS has implemented daily tracking of missing images and now apprises HSMV each day of any missing images.

- Missing Records
  - DOS continues to work with HSMV on this issue.
  - DOS has asked for daily activity reports to help identify missing records.
  - DOS will work to make this information available to the counties.
  - When voided DMV transactions are reentered, voter registration data is sometimes not reentered.
    - This is an HSMV training issue which will be addressed at their May Conference
Current Issues

- New Application Data or Changes not received by DOS
  - The HSMV data entry screen prompts the clerk to ask: Do you want to update your voter registration information?
  - HSMV has indicated they will continue efforts to train their staff on these procedures.

- Null or Invalid County Code in application data
  - This problem has been addressed by HSMV
  - The problem is now limited to a single county
  - HSMV is working to resolve this problem

- HSMV enters wrong county or zip
  - This is an HSMV training issue which will be addressed at their May Conference
Current Issues

- Problems with hyphenated names and married names
  - We have discussed the methodology used to normalize names with HSMV.
  - HSMV will address this issue with the Social Security Administration.
- Problems with name changes
  - Applicant submits registration application with a name other than the name on his or her drivers license.
  - Applicant must submit proof to SOE verifying the DL or SSN number submitted.
  - SOE must use the HSMV override feature to make the applicant an active voter.
- HSMV registrations are returned to HSMV for verification
  - This would occur if the DL source is changed from H to F.
  - This problem is currently being investigated.
Looking Ahead

- Current Proposed Changes
  - Process control to alert us to problems as they arise
    - For missing images
    - For HSMV updates not received by DOS
  - New process for DL verification
    - No longer use the DL Algorithm
    - Provide real-time data verification
  - Formal tracking of HSMV issues
EXHIBIT F

TO

SUPPLEMENTAL DECLARATION OF GLENN BURHANS, JR.
State of Florida

Department of State
Division of Elections
Bureau of Voter Registration Services
Procedures Manual

Revised: 08/07/2007

DOS - 635
VRA User Manual
(Voter Registration Application)
Overview

Description of System and Purposes

The Voter Registration Application (VRA) allows its users to enter, access, update, or change data in the Florida Voter Registration System (FVRS). It also allows human intervention in workflows and processes where necessary. The VRA supports the Bureau of Voter Registration Service's (BVRS') voter registration application data entry process and it provides support for voter registration applicant eligibility determination.

Description of Voter Registration Workflow and HSMV Verification Process

The voter registration workflow can be broken into three stages:

- **Stage 1:** BVRS receives an application form, enters data from it into the FVRS via the VRA, and sends the record to the Department of Highway Safety and Motor Vehicles (HSMV).

- **Stage 2:** HSMV verifies the applicant's Florida driver's license number, Florida identification card number, or Social Security Number. If one of these numbers is verifiable, HSMV sends a notice to FVRS which makes the voter's record active. HSMV sends a list of undetermined verifications to be reviewed by BVRS.

- **Stage 3:** BVRS analyzes undetermined verifications and decides if the applicant entered into FVRS is the same person identified by HSMV on the list. If the person is the same on both databases, he or she is made an active voter. If not, the voter registration application is automatically made incomplete due to lack of a valid Florida driver's license, Florida identification card number, or Social Security Number.

New Registration Application

- **Stage 1:**
  - The BVRS staff member enters information from the voter registration application form into the VRA, and suspends the record to the voter's county of residence.
  - The staff member writes the number on the voter registration application form.
  - The FVRS sends the entered electronic voter registration application to HSMV. The application is now 'Pending.'
  - After the registration application form is entered into the FVRS and the voter registration number is assigned, the application image is scanned and the signature is clipped by Voter Services Section staff.
  - Hardcopy documentation is sent to the counties.

- **Stage 2:**

  While the application is being processed by HSMV it is 'Pending.' The voter's pending registration status does not affect processes in BVRS, but does affect how a voter can vote:

  - 'Pending' voters vote a Provisional Ballot at the polls;
  - 'Pending' voters appear on their Precinct Register with a message 'Must Vote Provisional Ballot'; or
Stage 3:

- In 24-48 hours the voter registration application record comes back to BVRS from HSMV.
- Either the Florida driver's license number, Florida identification card number, or Social Security Number was verified and the application record is transformed into an active voter record and the FVRS sends a 'notification' to the county to send the voter either a Voter Information Card or a Pre-Registration Letter.

OR

- The Florida driver's license number, Florida identification card number, or Social Security Number could not be verified, and a BVRS staff member must examine the verification record and try to determine if the voter registration applicant is the same person on the FVRS and the HSMV databases.
- If the staff member can resolve the verification, the application record is transformed into an active voter record and the FVRS sends a 'notification' to the county to send the voter either a Voter Information Card or a Pre-Registration Letter.
- If the examiner cannot resolve the verification, he or she sends the verification to the county for resolution.

Description of Data Entry Workflow

The VRA data entry workflow parallels the presentation of fields on the voter registration application form. However, as data is entered into the VRA, the staff member must make a number of decisions concerning appropriate information to be entered and appropriate disposition of applications based on information provided on them.

The data entry workflow begins with a search of existing voter records in the FVRS that might match the voter on the voter registration application form. If voter records are returned during the search and they appear to match the voter registration applicant, the staff member determines one of three outcomes:

- The records are NOT a match and the staff member must perform new voter registration application processing procedures.

If the staff member determines that all required information on the application has been provided and is a U.S. Citizen, and the applicant has signed the oath on the form, then he or she enters the information on the voter registration application form into the FVRS using the VRA and the application is imaged and indexed then sent to QA for inspection. The electronic record is then sent to FVRS for processing.

If the staff member determines that required information is missing, or the application otherwise does not meet requirements (not a U.S. Citizen, or the applicant has not signed the oath on the form), he or she disposes of the application as incomplete.

- One of the records IS a match and the staff member must perform existing voter data entry processing procedures.
If the staff member determines the voter registration application information matches a voter record in the FVRS, he or she enters the information on the applications as an update to the FVRS record.

- The staff member cannot determine if the application is for an existing voter and must do further research.

General Information about Registering New Voters

Terms

- FVRS: is the acronym for the Florida Voter Registration System.
- BVRS: is the acronym for the Bureau of Voter Registration Services in the Florida Department of State, Division of Elections.
- Suspended: Applications can be entered and suspended to the county for further review by county staff.
- Pending: means the voter registration application is being processed, but the voter is not registered yet.
- HSMV: is the acronym for the Florida Department of Highway Safety and Motor Vehicles.
- FDLE: is the acronym for the Florida Department of Law Enforcement.
- USPS: is the acronym for the United States Postal Service.
- NCOA: is the acronym for the National Change of Address system.

Also see Appendix T: Glossary of Terms.

FVRS Voter Identification Number

The FVRS system assigns each voter registration applicant an identifier called the FVRS Identification Number. The number is nine digits long in the form: 987654321. When a staff member receives a FVRS voter identification number from the FVRS system, he or she writes it on the top right corner of the application form in the box labeled 'For Official Use Only.'
EXHIBIT G

To

Supplemental Declaration of Glenn Burhans, Jr.
July 2007
Release 2.1.0

System Specification

Social Security Verification

American Association of Motor Vehicle Administrators
ERROR: undefined result
OFFENDING COMMAND: image

STACK:
- dictionary-
- mark-
- savelevel-
EXHIBIT H

TO
SUPPLEMENTAL DECLARATION OF GLENN BURHANS, JR.
FLORIDA STATE CONFERENCE OF THE
NATIONAL ASSOCIATION FOR THE
ADVANCEMENT OF COLORED PEOPLE
(NAACP), as an organization and representative
of its members; et al.;

Plaintiffs,

v.

KURT S. BROWNING, in his official capacity as
Secretary of State for the State of Florida,

Defendant.

CASE NO. 4:07CV-402-SPM/WCS

DEFENDANT BROWNING’S AMENDED RESPONSE
TO PLAINTIFFS’ FIRST SET OF INTERROGATORIES

Pursuant to Federal Rules of Civil Procedure 26(e) and 33, Defendant Kurt S. Browning,
Secretary of State for the State of Florida (the “Secretary”), amends his response to Interrogatory
Four of Plaintiffs’ First Set of Interrogatories. The initial response was served on October 19,
2007. The amended response below is subject to the General Objections posed in the initial
response.

Interrogatory No. 4:
State with specificity the number of Applicants, by race and by county, who submitted
Applications since January 1, 2006, including the number of such Applicants, by race and by
county, who: (a) were Unmatched Applicants at any point, however briefly; (b) submitted an
Application before October 11, 2006; (c) submitted an Application before October 11, 2006 and
became active registered voters before November 9, 2006; (d) submitted an Application before
October 11, 2006, and were Unmatched Applicants at any point, however briefly; (e) submitted
an Application before October 11, 2006, were Unmatched Applicants at any point, however
briefly, and did not become active registered voters before November 9, 2006; and (f) are
presently Unmatched Applicants.
Response to Interrogatory No. 4:

The Secretary objects to this Interrogatory as overbroad and unduly burdensome. The Secretary further objects to this Interrogatory as seeking information that is irrelevant and not reasonably calculated to lead to the discovery or relevant information, to the extent it seeks data relating to applications submitted earlier than March 1, 2007. Subject to these and the General Objections, the Secretary states that, according to data available in the FVRS system, the number of distinct applicants who submitted an application on or after January 1, 2006 but before October 11, 2006 and who were Unmatched Applicants (as defined in the interrogatories) at any point in the process was 21,854. The number of distinct applicants who submitted an application on or after January 1, 2006, but before October 11, 2006 and were Unmatched Applicants at any point in the process and did not become registered before November 9, 2006 was 12,804. The number of present Unmatched Applicants (as of the date of report generation) is 6,010. The number of distinct applicants who submitted a voter registration application on or after January 1, 2006 but before October 11, 2006 is 768,933. The number of distinct applicants who submitted an application on or after January 1, 2006 but before October 11, 2006, and became active registered voters before November 9, 2006 is 734,444. The Secretary further states that Exhibit A to the initial response is a chart demonstrating the number of applications submitted between January 1, 2006 and present, separated by race and county. All of the numbers in this paragraph were derived from the FVRS system.
VERIFICATION OF MARCIA BASSETT

I hereby verify that I, in consultation with counsel, provided the answers to Interrogatory numbered 4.

[Signature]
MARCIA BASSETT
Database Administrator
Division of Elections

STATE OF FLORIDA
COUNTY OF LEON

BEFORE ME, the undersigned authority, personally appeared MARCIA BASSETT, who swears or affirms that she has read the above and foregoing Answers to Interrogatories and the same are true and correct to the best of her knowledge and belief. She is personally known to me or has produced FL B230-55764610 as identification.

SWORN TO OR AFFIRMED before me this ___ day of November, 2007.

[Signature]
Signature of Notary

MARIE ANNE LUBER
Commission # DD382383
Expires February 4, 2009

PRINT, TYPE OR STAMP NAME OF NOTARY
Respectfully submitted, this ___ day of November, 2007.

Peter Antonacci  
Florida Bar No. 280690  
Allen Winsor  
Florida Bar No. 016295  
Andy Bardos  
Florida Bar No. 822671  
GRAYROBINSON, P.A.  
Post Office Box 11189  
Tallahassee, Florida 32302-3189  
Telephone: 850-577-9090  
Facsimile: 850-577-3311  
e-mail: pva@gray-robinson.com  
awinsor@gray-robinson.com  
abardos@gray-robinson.com  
Attorneys for Secretary of State
CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a copy of the foregoing has been served by United States mail
this 9th day of November, 2007, to the following:

Glenn T. Burhans, Jr.
Greenberg Traurig, P.A.
101 East College Avenue
Tallahassee, Florida 32301
Phone: 850-222-6891
Fax: 850-681-0207
(by email and United States mail)

Robert A. Atkins
D. Mark Cave
J. Adams Skaggs
Paul, Weiss, Rifkind, Wharton & Garrison LLP
1286 Avenue of the Americas
New York, New York 10019-6064
Phone: 212-373-3000
Fax: 212-492-0289

Justin Levitt
Myrna Pérez
Wendy R. Weiser
Brennan Center for Justice
161 Avenue of the Americas, 12th Floor
New York, New York 10013
Phone: 212-998-6730
Fax: 212-995-4550

Elizabeth S. Westfall
Jennifer Maranzano
Advancement Project
1730 M Street, NW, Suite 910
Washington, D.C. 20036
Phone: 202-728-9557
Fax: 202-728-9558

Brian W. Mollor
Project Vote
196 Adams Street
Dorchester, Massachusetts 02124
Phone: 617-282-3666
Fax: 617-436-4878

Allen Winsor