



BRIEFING MEMO

FROM: Palm Beach County Supervisor of Elections Office

TO: Interested Media Outlets

SUBJECT: Primary Election Results Display Technical Issues and Solutions

Background

Last night, a technical issue occurred that impacted the display of election results across most counties in Florida, including Palm Beach County. The problem stemmed from the vendor who provides the system used to publish these results. While the public display was affected, the integrity and accuracy of the election results were never compromised. This was strictly a technical issue that impacted the viewing of results, not the tabulation or recording of votes.

How We Responded

Recognizing the importance of timely information, the Palm Beach County Supervisor of Elections Office acted swiftly to execute its contingency plan which included sharing the election results with PBC TV Channel 20, and launching a secure landing page that would not be affected by the vendor's technical challenge, providing the public and media with real-time access to unofficial election results. Throughout the night, seven updated reports of unofficial results were published to ensure that voters and media had the most current information available. Additionally, media was alerted detailing the situation and the public was notified via social media and news outlets of the challenges and the secure website that was launched to display results online. VotePalmBeach.gov was fully restored by 10:15 p.m., August 20, 2024.

We Were Prepared

In planning for any election, our office has a contingency plan in place, including the development of a secure backup site for displaying election results. This preparation allowed us to quickly pivot and maintain transparency with the public, ensuring uninterrupted access to accurate information.

Integrity & Accuracy of the Results were Never Compromised

At no point was the security or accuracy of the election results in question. Our systems are designed with multiple layers of protection to ensure that the tabulation and reporting processes are secure, including a post-election audit. The issue was isolated to the display of results, not the integrity of the results themselves.

Solutions & Next Steps

Together with Supervisors of Elections across Florida, we are working with the vendor to address the issue, and they are working to identify the cause of the problem so it can be rectified. Ensuring the integrity, accuracy, and transparency of our elections remains our top priority.

For more information, please contact Alison Novoa at (561) 656-6264 or alison@votepalmbeach.gov.

VR Systems Statement Attached

FOR IMMEDIATE RELEASE

August 21, 2024

STATEMENT FROM VR SYSTEMS, INC.

Clarification on Florida Supervisors Of Elections County Website Issues

From Ben Martin, VR Systems Chief Operating Officer

“We want to clarify our response to what happened yesterday to the websites we host for county supervisors of elections in Florida.

“All of the customers websites that we host were impacted and we take full responsibility.

“The websites were down as we took steps to correct issues that were caused by logging that was enabled as a security measure on the sites. Once we resolved this, all of the sites were restored.

“To ensure this doesn’t happen again, we have begun working with external technical experts to assist us with further analyzing and optimizing our system.”