



Election Plan

November 8, 2016, Consolidated General Election

September 2, 2016

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I. Introduction

The Department of Elections (Department) conducts all public federal, state, district and municipal elections in the City and County in a manner that is free, fair, and functional.

The Department is responsible for conducting elections under the rules and regulations established by federal, state, and local laws – notably, the Voting Rights Act, the Help America Vote Act, the Americans with Disabilities Act, and the City’s Language Access Ordinance; maintaining an open process that inspires public confidence in the election system; providing and improving upon a public outreach and education plan to engage eligible potential voters in San Francisco; and continuing to improve its services by streamlining processes and anticipating the future needs of San Francisco voters.

Serving a registered voter base of nearly 477,000 citizens, the Department:

- Facilitates the filing of candidate nomination papers, ballot measures, and the ballot arguments that appear in the Voter Information Pamphlet;
- Produces San Francisco’s official and sample ballots and Voter Information Pamphlet;
- Provides services and voter education to registered voters and potential registrants;
- Administers the vote-by-mail program for nearly 270,000 voters who permanently vote by mail and 6,300 military and overseas voters;
- Secures polling places to administer voting on Election Day;
- Recruits and trains poll workers to administer mandated procedures and serve a linguistically and culturally diverse voter population;
- Facilitates voting at City Hall starting 29 days before every election;
- Organizes the collection of ballots and election results data on election night;
- Provides for ballot tabulation and reporting of election results; and
- Conducts the official canvass of votes cast to ensure the accuracy and validity of election results.

The Department develops an Election Plan prior to every election as required by the [San Francisco Charter, section 13.103.5](#). The Election Plan provides information about how the Department will conduct the election in a manner that is free, fair, and functional. Following is the Election Plan for the November 8, 2016, Consolidated General Election.

II. Organizational Structure and Staffing

The Department is comprised of eight divisions that undertake the diverse tasks necessary to plan and administer elections: Administration, Ballot Distribution, Campaign Services, Election Day Support, Polling Place Operations, Information Technology, Voter Services, and Voter Information.

The Department’s staffing composition includes 32 full-time year-round employees. Several months before an election, the staffing is augmented, as temporary employees are hired to assist with election preparations. Because of statutory deadlines and the numerous processes that must occur prior to, during, and after an election, the hiring process is staggered, with employees hired as they are needed.

For the November 8 election, the Department plans to hire and train approximately 300 seasonal workers to assist the year-round staff with a variety of functions. Some examples include assisting with candidate filings, maintaining voter rolls, preparation of ballots and supplies, poll worker recruitment and training, securing of polling places, providing support to polling places on Election Day, processing voted ballots, conducting post-election canvass, etc.

In addition, bilingual seasonal employees are hired to assist the Department in providing services in Chinese, Spanish, and Filipino for voters with limited proficiency in English. These services include voter outreach, and proofing and editing printed materials, including the Voter Information Pamphlet and all versions of the official ballot in paper, touchscreen and audio formats.

Some seasonal workers complete their assignments and are released before Election Day, but many remain for several weeks after the election to complete various processes. For example, Department staff verify signatures on vote-by-mail ballot envelopes and registration records of voters who voted provisionally before the envelopes can be opened and the votes counted. Also, workers who assist with post-election canvass and those who inventory and store supplies continue working for several weeks after the election.

III. New Practices

A. Developing Operational Plans, Schedules, and Staffing Ratios Commensurate With the Complexities of the November 8 Election

The upcoming November 8 election will present many operational challenges for the Department. Multiple factors make this Presidential election notable in its workload and complexity, including the typical high turnout for Presidential elections, which draw new registrants and once-every-four-years voters; an uptick in voter registration; increased public interest and media attention; a long ballot, and a Voter Information Pamphlet with the highest page count in at least 20 years.

The combination of these factors creates exponentially more work for the Department than in a “typical” election, with most processes and all divisions affected. Accordingly, the Department has developed plans, schedules, and staffing ratios commensurate with the projected workload and complexities of this election. Specifically, the Department has expanded upon the typical processes and staffing resources necessary to:

- process new registrations and manage expanding voter rolls;
- facilitate new vote-by-mail requests and address updates;
- coordinate intake and review of nearly 375 ballot arguments for local ballot measures;
- compile, proofread, and evaluate translations of all ballot content with 17 state ballot measures, 25 local measures, and 18 candidate races;
- compile, proofread, and evaluate translations of the Voter Information Pamphlet, which will likely consist of 300 or more pages;
- serve an increased number of voters at the City Hall Voting Center;
- reach higher poll worker recruitment goals, including placement of bilingual poll workers;
- facilitate additional poll worker training classes, with emphasis on line management;
- expand the public phone bank to handle a high volume of telephone and email inquiries;

- support polling place activities by augmenting the Election Center and Election Day Field Support teams;
- procure and manage additional vehicles to accommodate a higher number of Deputy Sheriffs tasked with picking up voted ballots;
- check signatures on thousands of vote-by-mail and provisional ballot envelopes; process and tabulate over two million potential ballot cards, etc.

Following are some of the specific tactics the Department plans to employ.

To provide a sufficient staffing level for the projected workload while working within the constraints of limited office space, the Department will incorporate evening auxiliary teams into its overall staffing plan. These auxiliary teams, who will be cross-trained to work with several divisions, will tentatively work weekdays from 5 p.m.–9 p.m. and on the weekends.

To alleviate voter lines at polling places, in the months before the election, the Department will use outreach events, social media, and press releases to encourage voters to study the candidates and issues on the ballot and use the Ballot Worksheet in the Voter Information Pamphlet to note their ballot selections prior to going to vote. Voters will also be encouraged to consider voting by mail or voting early at the Department's Voting Center.

In anticipation of accommodating any voters in line when the polls close at 8 p.m., the Department has developed a contingency plan for results reporting schedule changes. In poll worker training classes, the Department will emphasize that any voter in line when the polls close at 8 p.m. must be allowed to vote. In accordance with [California Elections Code section 15152](#), the Department cannot release election results as long as voting continues at San Francisco polling places. Accordingly, the Department will wait until any voters in line have voted before reporting election results. If voting continues at some polling places at the time the Department is expected to release the first preliminary results report, the Department will post a notice on its website informing the public that results will be provided as soon as possible after all polls have closed.

Although the Department plans to run some ballot processing operations 24 hours a day, the scope of the November election makes it likely that the Department will need the full 30-day period allowed under [California Elections Code section 15372](#) to complete the Canvass and certify the election results by December 8.

Of course, this is not an inclusive list of impacts that the Department is contemplating in its planning. As the election cycle unfolds and public and media engagement increases, the Department will continue to closely monitor and adjust the processes, schedules, and staffing resources necessary to effectively administer voting and provide assistance to voters and other stakeholders.

B. Expanding Functionality of Online Registration Lookup Tool to Provide More Information to Voters and Potential Voters

Several years ago the Department launched the Registration Lookup Tool to enable people to determine whether they are registered to vote in San Francisco and whether their registration information, such as party preference, home address, and election material language preference, is current. Previously, only "Active" voters could use the tool to view their information in the Department's voter registration records.

Following are screenshots of what “Active” polling place voters and vote-by-mail voters would see after locating their records via the Registration Lookup.

Voter Registration Status Lookup

You are registered to vote.

Review the Information below that we have in your registration record:

House Number: 12345

Apt Number: 123

Zip Code: 94110

Birth Date: 01/01/1900

Date of Registration: 01/01/2000

Party Preference: None

Language Preference: English

Polls will be open from 7 a.m. to 8 p.m. on Election Day, Tuesday, November 8.

Check the location of your polling place at sfelections.org/pollsite, on the back cover of your Voter Information Pamphlet, or by calling (415) 554-4375.

You also may vote at the City Hall Voting Center on the ground floor. Voting hours are:

- Monday–Friday, October 11–November 7, 8 a.m. to 5 p.m.
- Saturday–Sunday, October 29–30 and November 5–6, 10 a.m. to 4 p.m. (enter City Hall on Grove Street)
- Election Day, Tuesday, November 8, 7 a.m. to 8 p.m.

To request to vote by mail in the November 8 election, complete this [online application](#). **The deadline to request a vote-by-mail ballot is November 1.**

To make other changes to your voter registration, go to the [Secretary of State’s website](#). You can also obtain a Voter Registration Card at the Department of Elections’ office in City Hall, Room 48. Office hours are 8 a.m. to 5 p.m., Monday through Friday. Voter Registration Cards are also available at most post offices, San Francisco Public Library branches, and Department of Motor Vehicles offices.

The next election is the November 8, 2016, Consolidated General Election. The last day to make changes to your voter registration for this election is October 24.

If you have questions, call us at (415) 554-4375 or [email us](#).

Useful Links

[Read the Voter Information Pamphlet](#)

[View your sample ballot and location of your polling place](#)

[Look up your elected officials and their contact information](#)

Voter Registration Status Lookup

You are registered to vote as a permanent vote-by-mail voter.
Review the information below that we have in your registration record:

House Number: 12345
Apt Number: 123
Zip Code: 94110
Birth Date: 01/01/1900
Date of Registration: 01/01/2000
Party Preference: None
Language Preference: English

Approximately one month before the election, the Department will mail you a ballot to the address above.

To request that your ballot be mailed to a different address, provide your mailing address on the [Registration Update Form](#) and return it to the Department.

To make changes to your voter registration such as updating your residential address, name, or party preference, re-register to vote on the [Secretary of State's website](#). You can also obtain a Voter Registration Card at the Department of Elections' office in City Hall, Room 48. Office hours are 8 a.m. to 5 p.m., Monday through Friday. Voter Registration Cards are also available at most post offices, San Francisco Public Library branches, and Department of Motor Vehicles offices.

The next election is the November 8, 2016, Consolidated General Election. The last day to register to vote or update your registration information for this election is October 24.

If you have questions, call us at (415) 554-4375 or [email us](#).

Useful Links

[Check if your vote-by-mail ballot was mailed, received, or counted](#)
[Read the Voter Information Pamphlet](#)
[View your sample ballot and location of your polling place](#)
[Look up your elected officials and their contact information](#)

For the November 8 election, the Department will expand the tool's functionality to allow voters with "Inactive", "Incomplete" or "Cancelled" status and those who have not met federal HAVA ID requirements to review their records and learn about possible actions they may take to reactivate or complete their registration. Additionally, the tool will allow those who submitted a Voter Registration Card but are under 18 to view their pre-registration information.

Voters are placed in Inactive status when they have not voted in any election in the previous four years and have not updated or confirmed information in their voter registration record, or if they do not respond to an address confirmation notice the Department sends after receiving information from the U.S. Postal Service indicating that the voter has moved. "Inactive" voters are still registered and eligible to vote, provided they confirm residency, but the Department does not mail election materials to them or account for them when determining the number of signatures required for qualification of candidates or ballot measures, precinct size, or other election administration processes.

When using the Registration Lookup Tool, an Inactive voter will be advised that his or her registration was placed in Inactive status and informed of steps he or she may take to confirm residency with the Department, or, if the voter moved, options

for re-registering. Additionally, the tool will provide information on how to apply for a ballot by mail, add a language preference or mailing address for election materials, or receive the Voter Information Pamphlet online instead of by mail.

Following is a screenshot of what a voter with Inactive status would see after locating his or her record via the Registration Lookup.

Voter Registration Status Lookup

Our records indicate that you are registered to vote but your registration is placed in Inactive status. Voters become "Inactive" when they have not voted in any election in the previous four years and have not updated or confirmed information in their voter registration record, or if they do not respond to an address confirmation notice the Department sends after receiving information from the U.S. Postal Service indicating that the voter has moved. "Inactive" voters are still registered and eligible to vote, but the Department does not mail election materials to them.

Review the information below that we have in your registration record:

House Number: 12345
Apt Number: 123
Zip Code: 94110
Birth Date: 01/01/1900
Date of Registration: 01/01/2000
Party Preference: None
Language Preference: English

To make your voter registration active, you may simply vote in an election, call us at (415) 554-4375 or [email us](#) to confirm your address.

If you no longer live at the address above, you must re-register. To re-register, go to the [Secretary of State's website](#). You can also obtain a Voter Registration Card at the Department of Elections' office in City Hall, Room 48. Office hours are 8 a.m. to 5 p.m., Monday through Friday. Voter Registration Cards are also available at most post offices, San Francisco Public Library branches, and Department of Motor Vehicles offices.

The next election is the November 8, 2016, Consolidated General Election. The last day to make changes to your voter registration information for this election is October 24.

If you have questions, call us at (415) 554-4375 or [email us](#).

Useful Links

[Read the Voter Information Pamphlet](#)
[View your sample ballot and location of your polling place](#)
[Look up your elected officials and their contact information](#)

Voters are placed in Incomplete or Pending status when the voter submits an online voter registration application and either does not have a signature on file with the Department of Motor Vehicles (DMV) or declines to authorize the use of his or her DMV signature. A voter with an Incomplete registration status is not eligible to vote until he or she provides a signature to the Department. When using the Registration Lookup Tool, such voter will be advised of the reason his or her registration is incomplete and options to provide the signature to the Department before or on Election Day, or, if there is insufficient time, to complete a new registration form and vote a provisional ballot at the polling place.

Following is a screenshot of what the voter with Incomplete registration status would see after locating his or her record via the Registration Lookup.

Voter Registration Status Lookup

Our records indicate that you submitted an online voter registration but your signature was missing.

For you to be eligible to vote, we must receive a completed and signed registration form from you. To complete your registration and vote:

1. Come to the Department of Elections in City Hall, Room 48, to provide your signature. You can also vote at the City Hall Voting Center on the ground floor, if you visit during early voting period.

Voting hours are:

- Monday–Friday, October 11–November 7, from 8 a.m. to 5 p.m.
- Saturday and Sunday, October 29–30 and November 5–6, 10 a.m. to 4 p.m. (enter City Hall on Grove Street)
- Election Day, Tuesday, November 8, 7 a.m. to 8 p.m.

2. Obtain a voter registration card from the Department of Motor Vehicles (DMV), public library, or post office, and complete and return it to the Department of Elections.

3. Complete a registration card and vote a provisional ballot at your polling place.

The next election is the November 8, 2016, Consolidated General Election.

If you have questions, call us at (415) 554-4375 or [email us](#).

Useful Links

[Read the Voter Information Pamphlet](#)

[View your sample ballot and location of your polling place](#)

[Look up your elected officials and their contact information](#)

First-time voters who registered by mail without providing their California driver's license number or state identification number or the last four digits of their Social Security number have not met federal identification requirements under the Help America Vote Act (HAVA). These voters are eligible to vote but are required to establish their identity or prove their residency to the Department of Elections. "ID-required" voters who vote at a polling place on Election Day are asked to present an acceptable form of ID. If the voter does not present an ID, he or she is issued a provisional ballot. If the voter provides the required information on the provisional ballot envelope, the ballot is counted. However, in the next federal election, the voter will be asked to present an ID again. When an "ID-required" voter votes by mail, his or her ballot is initially challenged but later counted as a provisional ballot during the post-election canvass, as specified under HAVA.

If an ID-required voter uses the Registration Lookup to access his or her record, the voter will be notified of the reason he or she must establish identity or prove residency to the Department and options to provide acceptable ID in order for the identification requirement to be removed.

Following is a screenshot of what a voter with identification requirements would see after locating his or her record via the Registration Lookup.

Voter Registration Status Lookup

Our records indicate that you are registered to vote but have not met federal identification requirements under the Help America Vote Act (HAVA).

Review the Information below that we have in your registration record:

House Number: 12345

Apt Number: 123

Zip Code: 94110

Birth Date: 01/01/1900

Date of Registration: 01/01/2000

Party Preference: None

Language Preference: English

To meet federal identification requirements, make a photocopy of your current, valid photo identification or current utility bill, bank statement, government check, paycheck, or government document that shows your name and address and submit it to the Department of Elections.

If you do not provide an ID to the Department before Election Day, you will be asked to show an ID at the polling place.

If you do not show an ID, you will be issued a provisional ballot. If you provide the required information on your provisional ballot envelope, your ballot will be counted. However, in the next federal election, you will be asked to present an ID again. To meet the identification requirements, bring your ID to your polling place on Election Day and be prepared to show it to a poll worker upon request.

If you have questions, call us at (415) 554-4375 or [email us](#).

Useful Links

[Read the Voter Information Pamphlet](#)

[View your sample ballot and location of your polling place](#)

[Look up your elected officials and their contact information](#)

Voters are placed in Cancelled status when the Department receives a notification that a voter has moved out of San Francisco or when a voter submits a request to cancel his or her voter registration. When using the Registration Lookup Tool, such voter will be advised that his or her registration in San Francisco has been cancelled and urged to contact the Department as soon as possible if the voter registration was cancelled in error.

Following is a screenshot of what a voter with Cancelled registration status would see after locating his or her record via the Registration Lookup.

Voter Registration Status Lookup

Our records indicate that your voter registration in San Francisco County has been cancelled.

Voter registrations are placed in Cancelled status when the Department of Elections receives a notification that a voter has moved out of San Francisco or when a voter submits a request to cancel his or her voter registration.

To re-register in a county where you currently live, go to the [Secretary of State's website](#) or contact the elections office of the county.

The next election is the November 8, 2016, Consolidated General Election. The last day to register to vote or update your registration information for this election is October 24.

If your voter registration in San Francisco was cancelled in error, call us at (415) 554-4375 or [email us](#) as soon as possible.

Finally, the tool will display pre-registration information for those who have submitted a Voter Registration Form or online voter registration application, but are under 18. Following is a screenshot of what a voter will see if he or she has pre-registered before turning 18.

Voter Registration Status Lookup

We have received your voter registration form
Review the information below that we have in your registration record:

House Number: 12345
Apt Number: 123
Zip Code: 94110
Birth Date: 11/01/1998
Date of Registration: 11/01/2010
Party Preference: None
Language Preference: English

If you turn 18 on or before Election Day, November 8, 2016, you will be eligible to vote. Your registration will be processed and activated on your 18th birthday.

If you have questions, call us at (415) 554-4375 or [email us](#).

Besides providing information via the Registration Lookup tool, the Department will continue, as in prior elections, to proactively contact voters with registration statuses that are incomplete and those who have not met identification requirements. In the months preceding the election, the Department will send multilingual notices alerting affected voters of these registration issues and advising them of steps they can take to ensure that they can successfully cast their vote in the Presidential election.

C. Providing Avenues for Voters to Request Their Election Materials in Other Languages Besides English

As required by federal and local laws, the Department continually works to ensure that all voters have equal access to its services, including those with limited English proficiency or those who do not speak English. While voters may indicate their language preference on their Voter Registration Form or online voter registration application, the Department also takes a proactive approach to expand voter awareness that election materials are available in languages in addition to English.

To that end, in July, the Department mailed notices providing an avenue for voters to add a language preference to their voter registration records. Specifically, the Department mailed notices to nearly 8,000 new voters who were added to the voter roll since a similar mailer was sent prior to the June election cycle, have not indicated a language preference, and were either born in a Chinese-, Spanish- or Filipino-speaking country, or have not indicated their country of origin.

The notice advises voters that election materials such as the official ballot and the Voter Information Pamphlet are available in Chinese, Spanish, and Filipino, and provides different options voters may use to provide their language preference to the Department. Additionally, the notice advertises the opportunity to serve as a poll worker in the upcoming election, maximizing the Department's efforts to enrich its pool of volunteers by recruiting people with bilingual skills who can provide assistance to San Francisco's diverse electorate.

As the voter rolls grow for the November election, the Department will continue to facilitate these requests by mailing notices to new registrants each month, to accelerate the delivery of each voter's election materials in the appropriate language and to engage new registrants in civic activity through volunteering as poll workers.

Voters may submit their language preference for election materials by marking one of the language preference options on the notice and returning it to the Department, by calling (415) 554-4375, by visiting the Department's office, or by completing a form at sfelections.org/language. Those interested in applying to be a poll worker are invited to visit the Department's recruitment office to participate in a short interview, schedule the date and time for their poll worker training, and discuss their preferred placement on Election Day.

If a voter chooses to provide his or her language preference online, following is a screenshot of what the voter would see after entering his or her house number, ZIP code, and date of birth. From this information, the Department can determine if the person is a registered voter. If so, the voter is informed how he or she may request to receive materials in Chinese, Spanish, or Filipino. The online request form is available in Chinese, Spanish, and Filipino, in addition to English.

Language Preference Update Tool

You are registered to vote.

You entered:

House Number: 12345

Apt Number: 123

Zip Code: 94110

Birth Date: 01/01/1900

Date of Registration: 01/01/2000

Party Preference: None

Language Preference: English

If you want to receive election materials in a language in addition to English, select the language below. Then click 'Submit'.

Chinese

Spanish

Filipino

Submit

To make other changes to your registration, complete [a registration form online](#). You can also obtain a voter registration form from the Department of Elections, the Department of Motor Vehicles (DMV), public libraries, or post offices.

Changes must be postmarked or submitted at least fifteen days prior to Election Day to be effective for that election.

If you have questions, please contact the Department of Elections at 415-554-4375 or [email us](#).

Voters' language preferences are logged in the Department's Election Information Management System (EIMS) and reflected in the precinct ballot order, assignment of bilingual poll workers, etc. For the November 8 election, as in previous elections, voters who have provided their language preference to the Department will receive a Voter Information Pamphlet in English and their preferred language by mail, and a ballot in English and their preferred language either by mail, at the City Hall Voting Center, or at their polling place. Additionally, the Department will communicate voters' language preference to the Secretary of State's office, so that they will receive the State Voter Information Guide in that language.

D. Timing of Vote-by-Mail Ballot Delivery

For the November 8 election, the Department will work with the vendor who prints and assembles the vote-by-mail ballot packets and the United States Postal Service (USPS) to coordinate the ballots entering the mail for possible delivery to voters before the Columbus Day holiday, October 10.

While [California Elections Code sections 3105\(b\)\(1\) and 3114\(a\)](#) authorize the Department to begin sending ballots to military and overseas voters 60 days before the election, the Code is silent on a mailing start date to voters who applied to vote by mail.

The Department's ballot delivery timeline for the November 8 election contemplates delivery delays in prior similar elections primarily due to the weight of vote-by-mail ballot packets and the Voter Information Pamphlet (VIP).

The November 8 election ballot will feature one of the highest numbers of statewide and local measures in the past decade. 17 state measures and 25 local measures as well as 64 candidates running for various offices will be going before voters in this election, resulting in one of the longest San Francisco ballots, and, consequently, one of the heaviest vote-by-mail ballot packets. At the time of submission of this plan, the Department anticipates that the ballot will consist of five cards for voters in supervisorial districts 1, 3, 5, 7, 9, and 11 who will elect their supervisor, and four cards for voters in the remaining supervisorial districts.

A high number of measures and candidates on the ballot generally translates into a high page count in the VIP, which includes candidate statements, local measure text and information, and ballot arguments in favor of and against each measure. The November 8 election VIP will include over 300 pages, making it one of the heaviest guides produced in recent elections.

Increased weight of official San Francisco election materials, coupled with the high mail volume normally processed by USPS at this point in the election season, will likely present challenges for postal carriers, resulting in slower delivery of individual materials to voters.

In anticipation of these concerns, the Department met with USPS representatives to discuss challenges presented by this election cycle and to continue the dialogue about the importance of proper handling and timely delivery of ballots and other election materials so that each voter/postal customer can fully participate in the election. The Department also added another delay-preventive measure by requiring its ballot printing and assembly vendor to meet earlier production and mailing deadlines than in previous elections.

To the extent possible, the Department will attempt to sequence its election mail delivery so the VIP, with information about candidates running for federal, state, and local offices and local measures, is received by voters concurrently with their VBM ballot packets.

In general, all of San Francisco's VBM ballots (other than military and overseas ballots) are delivered to the post office on the same day; the VIPs are delivered over the course of several days, depending on production and labeling by ballot type and ZIP code. This, along with longer typical delivery times for the heavier, bulkier VIP, creates a situation in which it's possible for some voters to receive their ballot a few days before receiving their pamphlet. To facilitate voters' access to the VIP from the moment they receive their ballot, the Department will include a link to the pamphlet posted on [sfelections.org](https://www.sfelections.org) on the outside of the vote-by-mail ballot envelope and will continue to advertise availability of online versions of VIP at outreach events, in press releases, and through social media.

E. Providing Additional Opportunities for Voters to Correct Issues with Their Vote-by-Mail Ballots

A continuous focus of the Department is to equip voters with the knowledge necessary to successfully cast their ballots. To that end, the Department has implemented practices to facilitate a positive voting experience for those who vote by mail and continues to expand opportunities for voters to correct issues with their ballots in time for their vote to be counted.

For several elections, the Department has provided a [Vote-by-Mail Ballot Lookup Tool](#) for voters to track their ballots throughout the election process. Voters simply input their house number, ZIP code, and birth date to access step-by-step ballot status details, from the date the ballot is printed, to when the ballot packet is delivered to the post office en route to the voter, to when the Department receives the ballot, verifies the voter's signature on the return envelope, and counts the ballot. Following is a screenshot of what a voter sees when accessing his or her ballot status.

The screenshot displays a web interface titled "Vote-by-Mail Ballot Status Lookup and Replacement Ballot Request". Below the title, it says "Your ballot's progress:" followed by a green progress bar. The progress bar is divided into nine segments, each representing a step in the process. Each segment contains a numbered step, a description, and a date. Step 4 includes a blue button labeled "Replacement Ballot Request".

Vote-by-Mail Ballot Status Lookup and Replacement Ballot Request

Your ballot's progress:

- 1. Your request for a vote-by-mail ballot has been processed.**
04-20-2016
- 2. Your ballot cards have been printed.**
04-22-2016
- 3. Your ballot cards and voting information have been placed into an envelope for mailing.**
04-28-2016
- 4. Your vote-by-mail ballot is in the mail.**
05-03-2016
Your vote-by-mail ballot is in the mail.
[Replacement Ballot Request](#)
- 5. Your ballot envelope has been received.**
06-06-2016
We have received your ballot envelope and we are processing it.
- 6. The signature on your ballot envelope has been reviewed.**
06-06-2016
The signature on your ballot envelope has been reviewed.
- 7. Your ballot envelope has been readied for opening.**
06-07-2016
- 8. Your ballot was removed from its envelope so that your vote can be counted.**
06-07-2016
- 9. Your ballot was counted.**
06-07-2016

In situations in which the Department cannot count a ballot (such as when the voter did not sign the ballot envelope or the comparison of the voter's signature on the envelope with that on the voter registration form is inconclusive), the tool provides the reason and possible actions the voter must take to allow the Department to count the ballot, as shown on the following screenshot.

6. The signature on your ballot envelope has been reviewed.

06-08-2016

Your ballot has been challenged.

We have received your ballot envelope. However, your ballot cannot be counted because the comparison of the signature on your ballot return envelope with the signature in your voter registration record is inconclusive due to one of the following:

- The signature on the return envelope does not match the signature in your voter registration record
- You printed your name on the return envelope, but have a written signature in your voter registration record
- You used a mark or signature stamp, but have a handwritten signature in your voter registration record

We have mailed a [Signature Update Notice](#) to you advising you of actions you must take for your ballot to be counted. Help us count your ballot by providing the requested information **as soon as possible but no later than the deadline on the notice!**

Instead of using the online tool, voters may also check the status of their vote-by-mail ballot by phone or email or by visiting the Department's office.

Some voters may not take the initiative to check the status of their ballot unless they believe there might be an issue. To facilitate communication with voters whose ballots cannot be counted, the Department piloted several new processes in the June 2016 election, which will be refined for the upcoming November 8 election.

If there is an issue with a vote-by-mail ballot envelope that would prevent the Department from counting the ballot, the Department sends a notice to the voter with various options to submit the required information. To support this process, the Department developed eight notices, each available in English, Chinese, Spanish, and Filipino, responsive to the following reasons for which a vote-by-mail ballot may be challenged:

1. Voter did not sign the ballot return envelope, or the envelope was signed under the power of attorney
2. Voter's signature on the envelope does not appear to be the same as the voter's signature in his or her registration record
3. Voter has not provided the requested information in response to a previous notice about an incomplete vote-by-mail application
4. Voter returned the ballot by fax but is not eligible to do so
5. Voter returned the ballot by fax but did not include the completed and signed "Oath of Voter"
6. Voter returned the ballot by email
7. Voter did not enclose the ballot in the return envelope
8. Voter's ballot was received after his or her registration had been cancelled because of a notification received by the Department

The Department uploaded notices into its Election Information Management System (EIMS), which has a special feature that connects the name and address of the voter whose ballot has been challenged, the voter's language preference, the reason for the challenge, and the corresponding notice. From there, a voter-specific notice is generated using a merge data file and sent to the voter, along with a postage-paid envelope. Voters are encouraged to provide the required information as soon as possible, so that the issue can be corrected in time for their vote to be counted.

When a voter returns a notice with the required information, the notice is matched with the challenged ballot envelope to resolve the challenge, and is scanned and attached to the voter's record in EIMS, for reference when processing future ballots (e.g., if the returned notice includes the voter's current signature, the Department will use that signature to remedy the voter's ballot and attach the signature to the voter's record for comparing voter's signatures in future elections).

If a voter does not take steps to remedy the challenged ballot within several days of likely receipt of the notice, the Department contacts the voter through the additional means available in his or her registration record, such as email address or telephone number.

In the June election cycle, by implementing these processes, the Department was able to reach, gather the required information, and ultimately count the ballots of 1,100 voters whose ballots would have been challenged otherwise.

After the election, the Department contacted those voters whose ballots were challenged because the voter did not take action to remedy an issue or whose challenged ballot could not be remedied (e.g., the voter's ballot arrived after the deadline of three days after the Election Day). The notices informed voters why their ballots could not be counted to allow voters to avoid making similar mistakes and disenfranchising themselves in future elections. For instance, if the ballot was not counted because the signature on the return envelope did not compare, the notice included a voter registration card, to allow the Department to collect a record of the voter's current signature to keep on file for the next election.

For the November 8 election, the Department will address some logistical and administrative challenges associated with this new program, particularly in the week prior to Election Day when the workload increases significantly. Additionally, the Department will conduct another "plain language" review of vote-by-mail materials sent to voters. Although much of the envelope text is dictated by [California Elections Code section 3011](#), the Department will attempt to improve the content by simplifying the instructions and introduce a more attractive design. Also, key information will be printed on the back of the delivery envelope, for the benefit of those voters who might misplace or not notice the voting and return instructions inserted into the vote-by-mail packet. Further, in the voting and return instructions, the Department will urge voters to "Make it Count" by highlighting the most common reasons that vote-by-mail ballots cannot be counted, as shown in the following image.



VOTING INSTRUCTIONS

f /sfelections

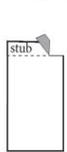
@sfelections

1. MARK your ballot

Go to sfelections.org/toolkit to read the Voter Information Pamphlet, which includes information on candidates and measures, and watch videos on voting instructions.



Refer to instructions on each ballot card. Complete the arrow pointing to your choice. If you do not want to vote on a contest, leave it blank.



Remove the stub from the top of each card and place cards in the return envelope.



Seal the envelope.

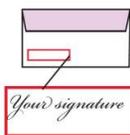
MAKE IT COUNT! Mark. Sign. Return.

The most common reasons that vote-by-mail ballots cannot be counted are signature issues or late returns:

- the voter did not sign the return envelope,
- the voter's signature on the envelope does not compare to the voter's signature in the Department of Elections records,
- the voter's ballot was postmarked after Election Day, or received later than three days after Election Day.

Avoid these issues to ensure that your ballot can be counted!

2. SIGN your return envelope



Complete and sign the declaration on the return envelope.

By law, for the ballot to be counted, your signature on the envelope must compare to your signature on your voter registration form or other correspondence on file with the Department.

If you need a replacement ballot



If you have spoiled your ballot and need a replacement, follow the instructions on the return envelope, call (415) 554-4375, or go to sfelections.org/vbmstatus.

The Department will mail replacement ballots through November 2. From November 3 and through Election Day, you can obtain a replacement ballot at City Hall, or, at your polling place on Election Day.

If you wish to vote at your polling place but do not have your vote-by-mail ballot, you will be asked to vote a provisional ballot. If you provide the required information on the provisional envelope to confirm your eligibility and have not cast another ballot, your provisional ballot will be counted.

3. RETURN your ballot

only to the Department of Elections, by mail or in person

By Mail



The return envelope must be postmarked by the U.S. Postal Service, or date stamped by a mail delivery company, before or on **Election Day, Tuesday, November 8**, and received by the Department no later than Monday, November 14.

No postage required if mailed in the U.S. The Postal Service recommends that voters mail ballots one week before the deadline to account for any unforeseen events or weather issues and to allow for timely receipt and processing by election officials.

In Person



City Hall, Room 48: Drop-off stations are available outside City Hall as indicated. No need to park! Avoid lines - return your ballot early!

Mon – Fri	October 11– November 7 <i>Drop-off available Mon, Nov 7</i>	8 am – 5 pm
Sat – Sun	October 29 – 30	10 am – 4 pm
Sat – Sun	November 5– 6 <i>Drop-off available</i>	10 am – 4 pm
Election Day	November 8 <i>Drop-off available</i>	7 am – 8 pm

Any San Francisco polling place on Election Day: Tuesday, November 8, from 7 am to 8 pm

NOTE: If you cannot return your ballot yourself, the law allows you to authorize only certain people to return your ballot. Follow the instructions on the return envelope.

We are here to help you! (415) 554-4375
sfelections.org | City Hall, Room 48 | svote@sfgov.org

Si usted desea que se le envíe una boleta en español, llame al (415) 554-4366 o visite sfelections.org/language.

Kung gusto ninyo ng balota sa wikang Filipino, tumawag sa (415) 554-4310 o bumisita sa sfelections.org/language.

CHECK if your ballot was received and counted
sfelections.org/vbmstatus

If your ballot CANNOT be counted, this tool will tell you how to correct the issue before Election Day so that we can count your ballot.

F. Contacting People Whose Provisional Ballot Cannot Be Counted Due to a Registration Record Issue

For several elections, the Department has provided a [Provisional Ballot Lookup Tool](#) that allows voters who cast a provisional ballot to learn if the ballot was counted and if not, the reason why it was not counted. Voters may also check the status of their provisional ballot by phone or email or by visiting the Department's office.

When circumstances require a voter to cast a provisional ballot (e.g., the person is not listed in the Roster for a precinct, the Roster indicates that the voter was issued a vote-by-mail ballot but is unable to surrender the ballot in exchange for a polling place ballot), the voter is given a provisional ballot receipt. Using the lookup tool, voters input the number printed on the receipt and their birth date to check the status of their provisional ballots. Following is a screenshot of what a voter whose provisional ballot was accepted sees when accessing his or her ballot status.

Provisional Ballot Status Lookup

You entered:

Provisional Voter Receipt Number: 123456789

Date of Birth: 01/01/1990

Election Title: Consolidated General Election

Election Date: November 8, 2016

Your ballot was counted.

For future elections, we advise you to vote at your assigned polling place. You can check the location of your polling place on the back cover of the Voter Information Pamphlet that the Department of Elections mails to voters approximately one month before an election, at sfelections.org/pollsite, or by calling (415) 554-4375. When voters vote somewhere other than their assigned polling place, the ballot may not include all of the contests for which they are eligible to vote. Provisional ballots also require manual review, resulting in additional processing time and expense.

In situations in which the Department cannot count a ballot (such as when the person's registration is incomplete), the tool provides the reason and actions the voter must take to ensure that his or her ballot can be counted in future elections, as shown on the following screenshot of incomplete COVR.

Provisional Ballot Status Lookup

You entered:

Provisional Voter Receipt Number: 98754321

Date of Birth: 01/01/1990

Election Title: Consolidated General Election

Election Date: November 8, 2016

Your provisional ballot was not counted.

Reason: Your registration is incomplete.

The California Voter Registration Form that you filled out online did not include your signature. A person who registers to vote must certify with his or her signature that the information provided on the Voter Registration Form is true and correct, under penalty of perjury. To ensure that your ballot can be counted in future elections, please provide your signature by completing and submitting a new Voter Registration Form to the Department of Elections. Alternatively, you may visit the Department's office in City Hall, Room 48 to provide your signature.

For more information, please call the Department of Elections at (415) 554-4375 or toll free (866) 325-9163. You may also write to sfvote@sfgov.org or visit the Department's office in City Hall, Room 48.

For the November 8 election, the Department will implement an additional process of contacting those voters whose provisional ballots have been challenged because of issues with their voter registration. Specifically, the Department will contact anyone whose voter registration record in the Department's Election Management Information System (EIMS) is

cancelled due to a VoteCal notification that the voter moved out of San Francisco. Additionally, the Department will contact anyone who indicates a San Francisco residential address on their provisional ballot envelope but for whom the Department is unable to find a voter registration record in EIMS based on the information provided.

The Department will inform these voters of the court-ordered voter registration process, which paves the way for a voter to seek a court order directing the Department to process his or her registration in order to count the provisional ballot for that election. This process is open to anyone who believes that he or she completed an Affidavit of Registration before the registration deadline and therefore should be registered, but either was informed that the Department did not receive the Affidavit or received it after the deadline, or believes that the Department's registration record shows different information from what he or she provided on the Affidavit. Voters who wish to petition the court must do so before the election results are certified so that, if their petition is successful, there is still an opportunity for their ballot to be included in the official results.

In addition to proactively contacting voters, the Department will add information about the court-ordered voter registration process to the Provisional Ballot Lookup tool message displayed for voters whose ballots are challenged for the aforementioned reasons.

The Department will make forms to petition the court available at the Department's office and on sfelections.org, and will list the hours during which the Superior Court hears registration-related petitions at the Civic Center Courthouse at 400 McAllister Street.

G. Expanding Library of Informational Videos

The Department will debut the fifth in its series of evergreen public service announcement videos that serve as another means of sharing election information with voters, community groups, and the media. The fifth installment—"Do you have a voting question?"—features the many resources the Department offers on its website, sfelections.org. This installment will highlight an array of interactive tools in English, Chinese, Spanish, and Filipino that allow voters to access their registration information, track the journey of their vote-by-mail ballot, find the location of their polling place and view their sample ballot, and add their language preference for election materials. The video will also draw attention to the eData tool, which, among other features, displays current registration statistics and graphs for the City and all of its districts, progress on operations such as poll worker recruitment and polling place procurement, information on the number of vote-by-mail ballots that have been issued and returned, and election results starting on Election Night. The video encourages voters to bookmark the Department's web pages and follow the Department on social media for reliable election information directly from the source.

In the five weeks leading to the November election, this new public service announcement will run in rotation with the four previous installments on broadcast and cable television, including commercial and public stations and SFGTV, the San Francisco government channel. It will also be posted on the Public Service Announcements page of sfelections.org.

The Department will also produce a new video to walk voters through the ranked-choice voting process. The video will explain the main concepts of ranked-choice voting, particularly how voters mark their ballots and how the ballots are tallied. The video, to be produced in English, Spanish, Cantonese, Mandarin, and Filipino, will provide an effective, transportable method of continuing public education about ranked-choice voting at many outreach events. The video will also be featured

on sfelections.org/toolkit allowing voters, campaigns, and the media to use it as an informational resource, complementing the collection of voter-education materials for the November 8 election.

H. Administering High School Student Ambassador Program

Building upon experience gained from this spring's launch of the pilot High School Student Ambassador Program, the Department will again invite students from San Francisco high schools to participate in the program during the last two weeks in September. The California Education Code designates the last two full weeks in April and September as "High School Voter Education Weeks" and authorizes schools to designate students as voter outreach coordinators. The Department's High School Student Ambassador Program is part of a statewide effort to engage high school students and prepare them to become active participants in the electoral process.

Through collaboration with teachers and school administrators, the Department will enlist students to promote civic education, voter registration, and opportunities to serve the community by volunteering as a poll worker.

Prior to the start of the program, student ambassadors will be invited to meet with Department staff to learn about voter registration procedures and ideas for promoting civic engagement and voter participation through face-to-face interaction and on social media. Ambassadors will also receive an "Ambassador Handbook" developed by the Department that further explains registration eligibility requirements, provides a sample calendar to help students plan their activities, a score sheet to track their achievements, FAQs about voting and volunteering as a poll worker, and other resources.

During High School Voter Education Weeks, student ambassadors will take an active role in encouraging their peers, family members, and community to register to vote, participate in elections, and volunteer as poll workers. High school students benefit in many ways by volunteering as ambassadors. They undertake hands-on responsibility for promoting awareness of the importance of voting. This, in turn, engages them in the electoral process and encourages their future election participation as educated voters. Moreover, the program provides the student ambassadors with a valuable learning experience and an opportunity to develop leadership skills to use in college and beyond.

Throughout the duration of the program, ambassadors will receive regular email communication from Department staff to assist them in their efforts, provide guidance, and cultivate a positive experience participating in the program. At the program's culmination, ambassadors receive a letter highlighting their contributions and successes, along with a "Certificate of Honor" for their work.

IV. Official Observer Panel

The Department welcomes the public to observe the election process. Observers are provided access to the fullest extent allowed by law and by the logistical and security constraints required to preserve voting system security and voter privacy.

To provide an avenue for public observation and encourage involvement in the election process, prior to each election, the Department invites representatives from political party central committees, the Civil Grand Jury, League of Women Voters, the media, and other groups or individuals who have expressed interest in observing pre-election, Election Day, or post-election activities to serve on the Official Observer Panel. In September, the Department will issue a press release and post

information on sfelections.org and social media sites to publicize the opportunity to observe election activities, and invite those interested in serving on the Panel to submit an [application](#) to the Department.

Once the Panel is formed, the Department will host an introductory meeting to provide an opportunity for panelists to learn about the Department's operations and the observation process and to ask any questions about the upcoming election. Panelists are invited to observe various election processes, such as Logic and Accuracy testing of voting equipment, processing of vote-by-mail ballots, poll worker training classes, voter outreach presentations, Election Day activities, Election Night ballot tabulation and reporting, and post-election Canvass, including the 1% manual tally of ballots cast.

At the meeting, panelists are provided with an [Observer Guide](#), a [schedule of observable activities](#) (see *Appendix A*), and a form that may be used to provide the Department with feedback on the observed activities. Additionally, panelists may receive a copy of the Poll Worker Manual, various outreach and education materials, and an Election Day memo addressed to polling place inspectors from the Director of Elections, letting the inspectors know who the Panel members are and their purpose for visiting the polling places. The memo explains the observation process and paves the way for panelists to observe at the polls.

As in previous elections, the Department will provide the [Election Observer Panel Plan](#) to the Secretary of State's Office, as required as a condition of approval of its voting system and in accordance with the [California Government Code, section 12172.5](#).

To expand observation opportunities, in October, the Department will host an Open House inviting the public to tour the Department's office and learn from staff about processes that take place well before, on, and after Election Day in support of the election. The Open House is an opportunity to glimpse at creation of the official ballot and the Voter Information Pamphlet, poll worker recruitment, vote-by-mail ballot processing, Election Day activities, Election Night ballot tabulation and reporting, and the post-election Canvass.

Attendees can visit a mock polling place where they can review signage, voting equipment, multilingual materials, and various accessibility tools that the Department provides at San Francisco's 576 polling places on Election Day. Attendees can also learn about different ways to cast a ballot, including voting by mail, voting at the City Hall Voting Center, and other voting programs that the Department facilitates, such as residential care facility, hospital, and inmate voting programs.

Visitors will receive a copy of the Observer Guide, which provides a schedule of activities related to the November election and information about observing these processes.

In addition to facilitating in-person observations, the Department will broadcast on sfelections.org various activities leading up to Election Day, as well as Election Day and post-election operations.

V. Services to Improve Voter Readiness and the Overall Voting Experience

The Department is committed to providing clear, up-to-date information to the public and maintaining transparency in its operations. The nature of customers' interactions with the Department characterizes the types of services the Department must develop and provide. In that regard, the Department's customers (e.g., voters, candidates, the media) fall into two

general categories: those who prefer digital information and interact with the Department online, and those who rely on traditional media and outreach mechanisms to get information.

A. Online and Telephone Services

For the November 8 election, to serve those who prefer to interact online, the Department will continue to provide an array of tools, available in English, Chinese, Spanish, and Filipino, that allow voters to access their registration information and find details about the upcoming election. These include: [Polling Place and Sample Ballot Look-Up Tool](#), [Voter Registration Status Look-Up Tool](#), [Language Preference Update Tool](#), [Vote-by-Mail Ballot Status Lookup and Replacement Ballot Request](#).

The Department will broadcast various operations on [SF Elections Live](#) to increase election transparency and facilitate public observation from anywhere, without having to visit the Department's office. Among some of the broadcasted activities are candidate workshops, selection of letters for local measures, Logic & Accuracy Testing of voting equipment, preparation of vote-by-mail ballots for counting, and precinct selection for the post-election manual tally.

As in previous election cycles, the Department will use [Facebook](#) and [Twitter](#) to provide updates and educate the public about what happens "behind the scenes" as well as post press releases with election news and important information on the home page as well as in the [Newsroom](#). Those who have subscribed to the Department's [email list](#) or [RSS feed](#) will also receive regular updates from the Department.

The Department strives to make *sfelections.org* accessible to all and ensure a positive user experience. To that end, where possible, information is presented in HTML, which makes it possible for assistive technologies such as screen readers to access the content. To serve a diverse voting population in accordance with federal, state, and local mandates, the website features a dedicated pages in [Chinese](#), [Spanish](#), and [Filipino](#), each with links to the information and voter tools available in that language.

The Department maintains a navigation structure that allows for an easy access to the vast amount of information on *sfelections.org*. The home page features topical information, key links, newsroom that hosts a library of current and archived press releases and public notices, and Twitter updates. To ease navigation from the home page, web content is organized into six menu topics:

- [Voting](#): tools and information regarding voter registration, voting by mail, military and overseas voting, and other voter services
- [Campaign Services](#): information and calendars developed for candidates, campaigns, and others interested in these areas
- [Data, Results, Maps](#): data for public reference in various formats, such as XML, TXT, CSV, and ZIP formats. From this page, the public can access the [eData Tool](#) which provides a dynamic in-depth look into elections operations and statistics.
- [Community Outreach](#): outreach presentations, public service announcements, voter education materials and videos, along with any live streams of election activity

- **Poll Workers**: information about becoming a poll worker and the **Poll Worker Profile**, which allows workers to view the dates, times, and locations of their assigned training classes, access the addresses of their assigned polling places, and view poll worker training resources and newsletters
- **Newsroom**: information on the Department's activities and key dates and deadlines
- **Contact Us**: an overview of the Department and its responsibilities, and contact information, including an **email contact form**.

During the November 2015 election cycle, the Department began publishing datasets in an open data, machine readable format on the **Data, Results, Maps** page and will continue to build upon this practice for the November 8 election. In effort to promote access to government data, in the months ahead, the Department will add data sets relevant to the November election to this portal. As part of the collaborative process, the Department will continue inviting the users of data to participate in the evolution of the catalog by suggesting a new dataset and by sharing some of the ways they use this resource.

For customers who prefer to call for information, the Department staffs public telephone lines during business hours, including dedicated lines for Cantonese, Mandarin, Spanish, and Filipino speakers and contracts with LanguageLine Solutions to provide year-round over-the-phone interpretation of over 200 languages. One month prior to Election Day, the Department will expand its phone and email assistance staff, with a seven-member team tasked specifically with answering public inquiries through Election Day.

B. Voter Outreach

The Department continuously reaches out to San Francisco residents to help increase voter registration and engagement while improving voter readiness and the overall voting experience.

For every election, the Department develops an outreach program to solicit community input and present information to the voting population about requirements related to federal, state, and municipal election laws and key election dates and deadlines. In addition, the program ensures the Department's compliance under statutory outreach mandates, including Section 203 of the Federal Voting Rights Act and the San Francisco Language Access Ordinance.

For the November 8 election, in addition to conducting mandated outreach activities, the Department will focus on increasing community access to election information and services, specifically for monolingual Chinese, Spanish, and Filipino voters; continuing its effort to educate San Francisco voters about ranked-choice voting; attracting new voters, specifically people between the ages of 18 and 24; engaging registered voters from communities with historically low voter turnout; and involving the public in observing election processes.

The November 2016 Outreach Program aims to meet both the mandates and the election-specific priorities using outreach mechanisms that promote community engagement. These mechanisms include:

- In-person communication made possible by serving as a resource at civic gatherings such as citizenship ceremonies and large community events; providing registration drive training to individuals and organizations; presenting election-specific information in narrated presentations at community-based organizations and residential facilities; providing Election Resource Table (ERT), a hybrid of narrated voter education presentations, resource

tabling, and poll worker recruitment at high-traffic service agencies, residential buildings, and school sites; being a non-partisan information source at candidate forums; conducting Merchant Walks in targeted neighborhoods as an opportunity for Department staff to work with merchants to display election posters in the primary languages spoken by their customers; and conducting media interviews.

- Dissemination of information in different video formats--the 30-second “Be A Voter” Public Service Announcements, two- to five-minute educational videos, and a digitized outreach presentation. Videos are shown during in-person presentations and are available on *sfelections.org*.
- Print materials including postcards, posters, and flyers that target specific communities or provide general information about voting and availability of multilingual services. These materials are distributed at events, through the Voter Information Network and other civic partners, and direct mailing to all San Francisco households.
- Online resources featured on the [Community Outreach](#) section of *sfelections.org* include voter education materials to download, links to various videos, and an outreach event calendar.
- Traditional and social media disseminate information through press releases and posts on the Department’s Twitter and Facebook. At in-person events, “selfie” photo opportunities are provided to engage voters in person and online. Attendees are encouraged to add a message to a pre-printed sign, take a photo, post it to the Department’s Twitter and Facebook accounts, and share on their own social media sites using #SFVotes.
- Paid advertising and Public Service Announcements share election announcements and information through community and citywide newspapers, transit placements, radio, and television.

The Department will continue to engage stakeholders in developing outreach mechanisms, creating outreach messages specific to the communities they serve, and disseminating election information.

For the November 8 election, community engagement will build upon the relationships the Department has developed over the last several years by networking with community organizations to leverage their community expertise and connections to reach voters. The Department will proactively seek advice from trusted sources in various communities on how to reach people in specific demographics, and then use that advice to connect with the targeted communities using culturally competent methods and with culturally competent election information.

Prior to the June 2016 election, the Department conducted focus group meetings with organizations and City agencies that identify themselves as serving a specific demographic: youth voters ages 18-24; Chinese-, Spanish-, and Filipino-speakers with limited English proficiency; and communities with low voter turnout. From these meetings the Department developed strategies on the communication style, language needs, learning style, events, media, and trusted sources of information to engage each group of potential voters. The Department used findings from the focus groups to identify specific advertising avenues, events, venues, print and video content. For the November 2016 election, the Department will utilize those outreach mechanisms piloted in the June 2016 election cycle.

Additionally, the Department will utilize communication resources of City departments, the Mayor’s office, the Board of Supervisors, the San Francisco Public Library (SFPL), the San Francisco Unified School District (SFUSD), and the United States Citizenship and Immigration Services (USCIS) to reach out to and voters with limited English proficiency.

To engage other hard-to-reach communities, the Department, in collaboration with the Youth Commission, the Department of Children, Youth and Their Families, SFPL, and SFUSD, is committed to reach out with election information to young voters. To serve the population of those who are or were incarcerated, the Department continues to work with the Reentry

Council to inform parole officers and jail employees of the voting rights of people who are incarcerated, and to distribute postcards and posters explaining voting rights for people who are on probation or off parole. The Department also seeks partnership with groups that serve voters with disabilities, including the Mayor's Office on Disabilities, representatives of Disability Rights California (DRC), and members of the Voting Accessibility Advisory Committee (VAAC). As a new outreach opportunity, the Department plans to work with DRC on conducting outreach activities to limited-English proficient Cantonese voters who may also benefit from receiving information on accessibility. The Department, in collaboration with the American Civil Liberties Union (ACLU), the Secretary of State's office, and the San Francisco Human Services Agency (HSA), continues to provide voter registration workshops to approximately 30 local agencies that are mandated by the National Voter Registration Act (NVRA) to provide registration opportunities to their clientele.

Regionally, the Department participates in the Bay Area Voter Outreach Committee meetings, which seek cooperation of the 11 Bay Area counties in promoting election information and serves as a forum for sharing best practices for voter outreach.

VI. Candidate Filing and Submission of Measures for the Ballot

To facilitate candidate filing and the submission of initiative measures for qualification for the November ballot, the Department prepared a [Candidate Guide for Local Elective Office](#) and a [Guide to Qualifying Charter Amendments, Ordinances, and Declarations of Policy](#) for the ballot through the initiative process. To further assist candidates and campaigns, the Department posted a [calendar](#) that outlines statutory dates for this election cycle and applicable code references (*see Appendix C*).

For the November 8 election, candidate filing activities commenced on April 5, when the submission period opened for signatures in lieu of filing fee for candidates running for the San Francisco Board of Supervisors. The nomination period for Board of Supervisors seats began on May 20 and ran until June 14. The submission period for signatures in lieu of filing fee for candidates running for Community College Board, Board of Education, and BART Board seats began on June 3 and ran through July 28, followed by the nomination period for these offices which began on July 18 and ended on August 12.

To ensure transparency of the election process, the Department provided a list of potential candidates in HTML and open data formats on the [Campaigns and Candidates](#) page; for federal and state offices, this potential candidate list included only those who had circulated signature petitions in San Francisco. Once the nomination periods closed, the Department posted final candidate lists in the aforementioned formats.

In July, the Department facilitated the intake of local ballot measures to be submitted to voters in the upcoming election. The submission deadlines varied depending on the type of measure, with most falling in July; the submission deadline for any school, college, or special district measure was August 12.

On August 15, the Department selected and assigned a letter to identify each local measure that will appear on the ballot for the November 8 election. The Department assigned letters to measures in alphabetical order and according to [California Elections Code, section 13109](#) and [San Francisco Municipal Elections Code, section 505](#). The order in which measures will appear on the ballot is as follows:

- School measures
- City and County measures
 - Bond measure
 - Charter amendments
 - Ordinances
- District measure

Since several Charter amendments and ordinances qualified for the ballot, the Department selected the letter designation for each measure by lottery among all measures within that category.

However, an exception to this process applied for this election. When the Board of Supervisors voted to place the General Sales Tax ordinance on the ballot, the legislation included a requirement that the ordinance be assigned the letter successive to the letter assigned to the Funding for Homelessness and Transportation Charter amendment.

The San Francisco Bay Area Rapid Transit District (BART) placed a district measure on the ballot in the counties of Alameda, Contra Costa, and San Francisco. BART requested that the three counties use the same letter to designate the measure on each county’s ballots, resulting in Alameda County election officials conducting the letter designation.

The Department webcast the selection of the letters and posted a recording of the selection process on sfelections.org/live.

In August, the Department facilitated the intake of nearly 375 ballot arguments (Proponents’ and Opponents’ arguments, rebuttals to Proponents’ or Opponents’ arguments, and paid arguments for City and County measures only) for inclusion in the Voter Information Pamphlet.

Prior to the intake, to encourage complete and efficient submissions, the Department hosted a Ballot Argument workshop aimed at answering questions for first-time and returning argument submitters and posted a [Guide to Submitting Ballot Arguments](#) and ballot argument forms accompanied by instructions for completing the forms.

All ballot arguments are subject to a 10-day public examination period. These public examination periods allow for an opportunity to review and possibly challenge the language of a proposed ballot argument before it is published in the Voter Information Pamphlet. As authorized by state election law, during each 10-day public examination period, registered voters may seek a court order requiring changes to or removal of materials related to a ballot measure on which they are eligible to vote.

Filing activities for the November election will draw to a close on October 25, which is the deadline for any write-in candidates to file their Declarations of Write-in Candidacy and nomination paperwork.

VII. Official Ballot

For the November 8 election, the following offices will appear on the ballot:

- President and Vice President of the United States
- United States Senator

- United States Representative in Congress, Districts 12 and 14
- State Senator, District 11
- Member of the State Assembly, Districts 17 and 19
- Judge of the Superior Court, Office No. 7
- Member, Board of Education
- Member, Community College Board
- BART Director, Districts 7 and 9
- Member, Board of Supervisors, Districts 1, 3, 5, 7, 9, and 11
- 42 measures: 17 state measures, two school measures, 22 City and County measures, and one District measure

The November 8 ballot will consist of five cards per voter in supervisorial districts 1, 3, 5, 7, 9, and 11; those voter residing in supervisorial districts 2, 4, 6, 8, and 10 will receive a four-card ballot.

A first step in producing ballots is to determine the number of different ballot types that apply for an election. Different ballot types are necessary in part because San Francisco is comprised of overlapping federal, state, and local voting districts; voters living in different parts of the City are eligible to vote for different combinations of contests. In addition, state law requires the rotation of candidate names on the ballot to mitigate the statistical advantage of a candidate's name appearing at the top of the candidate list for a contest. Approximately 85 days before an election (unless there is extended filing for a contest), after the candidate nomination period ends, the Department determines how many ballot types will apply for the election and how many of each type and language version will need to be printed.

Starting in mid-June with the close of the nomination period for the Board of Supervisors contests, the Department began transmitting the names and ballot designations (occupations) of nominated candidates and related translations to the voting system vendor to populate ballot drafts; additional ballot content was sent in August, once the other nomination periods closed and submission deadlines for ballot measures passed.

Ballot translations can come from a variety of sources: from the Secretary of State (for candidates for state or federal office and state ballot measures), from local candidates who request a particular Chinese name, or from the Department's typesetting/translation contractor. When appropriate, the typesetting/translation contractor references the Department's established glossaries of election terms, for consistent terminology as possible from election to election. The translations are reviewed and approved by the Department's team of bilingual proofreaders before the material is sent to the voting system vendor to be implemented into the ballot.

The Department and the voting system vendor work together to lay out ballots that are as easy and clear as possible for voters to use while also meeting the requirements of federal, state, and local law and the functional requirements of the voting system. In addition, the Department aims to use the space of each ballot card as efficiently as possible, and also to consider best practices for ballot design and usability.

The Department sends the final ballot image files and an assembly matrix to its printer. The printer assembles the ballot images and sends proofs for each ballot type and category (vote-by-mail, precinct, generic, etc.) to the Department for review and final approval.

In addition to printing all of the paper ballots, the printer assembles, addresses, and mails the vote-by-mail ballot packets. This process requires precise coordination of voter data and production machinery; each voter's envelope must contain a complete ballot that correctly corresponds to his or her precinct, ballot type, and language preference. The ballot packets are packaged in trays and on pallets for delivery to the mail facility, where they are scanned into the USPS mail tracking system, and then delivered by postal carriers to the voters.

Ballots destined for polling places or the City Hall Voting Center are shipped to the Department's warehouse, where staff conduct an inventory and a quality control check. The generic ballots (those without a preprinted precinct number) used at the Department's Voting Center are then transported to City Hall and secured. Precinct ballots, along with other precinct-specific materials, are packaged in separate supply bags for each polling place and transported to City Hall for distribution to Inspectors.

In addition to paper ballots, the Department, with the voting system vendor, produces touchscreen and audio ballot versions for the accessible AVC Edge II machines.

For the November 8 election, based on the 32 ballot types for which there are voters, three bilingual ballot versions, and three ballot formats, the Department will need to produce more than 288 separate versions of the San Francisco ballot.

VIII. Ballot Simplification Committee

The [San Francisco Municipal Elections Code, section 610](#), requires that a Ballot Simplification Committee be appointed to create digests, or summaries, of ballot measures in simple language. Committee members review the legal text of each measure, which can range from a few paragraphs to many pages, and work in public meetings to distill the main ideas into a straightforward and neutral passage for publication in the Voter Information Pamphlet (VIP).

The Department facilitates the Committee meetings by communicating with Committee members about meeting times, places, and agenda items; requesting analyses on the Committee's behalf from City departments that are most likely to be affected by passage of any proposed initiative measure; providing and posting copies of agendas and all pre- and post-meeting materials for Committee members and the public on the [Ballot Simplification Committee](#) page and at the Department's office, in accordance with public meeting laws; responding to inquiries from City agencies and the public about meeting logistics and procedures; providing audio recording and live display of digest draft revisions during meetings.

The Committee normally schedules meetings during the two-week period prior to the submission deadline for their digests. However, in anticipation of the many local ballot measures, the Committee added a week to its meeting schedule. The Committee commenced public meetings on July 25 and completed its digests by August 15, 85 days before the election, as required under the [San Francisco Municipal Elections Code, section 610](#).

IX. Voter Information Pamphlet and Sample Ballot

The Department produces the Voter Information Pamphlet (VIP) in multiple languages and formats: English, Chinese, Spanish, Filipino, large print, audio cassette, audio compact disc, audio on USB flash drive, PDF, and MP3. As instituted before the November 2015 election, the Department will again include HTML and XML versions of the VIP in English,

Chinese, Spanish, and Filipino in the online Voting Toolkit approximately one month before Election Day. The HTML version enhances access to election-related content, especially for people using assistive devices. The XML version provides an open data format that enables developers to incorporate pamphlet content into their own applications or websites.

In addition to the Sample Ballot, the VIP includes information about local candidates and ballot measures, the voting process, and voters' rights. Creating the VIP requires continuous collaboration with the typesetting/translation contractor, the printing contractor, and the United States Postal Service.

Approximately four months before an election, the Department creates a production plan for all work associated with the project, and organizes planning meetings with the contractors to ensure that all stakeholders agree on proposed schedules and deadlines. The Department and its printer/mailing contractor also confer with postal authorities to ensure that the VIP meets all USPS requirements.

For the November election, the Department began transmitting updated content for the general information pages, as well as candidate statements for the Board of Supervisors contests, to the typesetting/translation contractor in mid-July. As additional candidate statements and local ballot measure information became available following submission deadlines in late July and August, the Department has been compiling and formatting the material, proofreading it against the official submissions, and sending the files to the contractor, who lays out, typesets, and translates the material. The contractor returns typeset English-language material on a flow basis, as sections are complete, to Department staff for review, any corrections, and final approval.

Once the Official Ballot is finalized, the Department transmits the final ballot images to the typesetting/translation contractor for creation of the various versions of the Sample Ballot for inclusion in the VIP. Every voter receives an English-language pamphlet, and accordingly, each voter's Sample Ballot, corresponding to his or her residential address, is inserted into his or her English-language VIP. In addition, each voter's English-language VIP includes candidate statements only for the contests for which the voter is eligible to vote. To guide the contractor with assembling an appropriate VIP for each ballot type, the Department provides a matrix showing pagination of the entire VIP, including content that varies by ballot type (the Sample Ballot and candidate statements). Once all VIP material is finalized, the contractor assembles the pages according to this matrix, and, after Department review and approval, sends the final files to the printer. The printer, in turn, shares proofs of what they intend to print for each ballot type, to ensure there were no transmission or communication errors. Upon approval, printing, trimming, and binding of the English-language VIP begins.

The translated versions of the VIP follow a similar process to the English version, with the additional step of translation and approval of the translations. Referencing the glossary of election terms in each language that the Department and vendor have developed and agreed upon over multiple elections, the typesetting/translation contractor translates the content into Chinese, Spanish, and Filipino, and, upon Department approval of the translations, typesets the translated content. The translated versions of the VIP include all candidate statements for contests throughout San Francisco and refer the voters to their Sample Ballot to see what contests appear on their ballot. The contractor also works with the Department to produce large-print versions of the pamphlet in English, Chinese, Spanish, and Filipino, and audio, HTML, and XML formats.

Approximately 48 days before the election, September 21, the Department sends the voter file extract to the printing vendor. The vendor uses the file to label each VIP cover with the voter's name, address, and polling place information. The printing vendor provides labeling proofs and requests written approval from the Department before continuing with labeling and

mailing. The contractor also sorts the VIPs by postal carrier route and delivers them to the postal facility for mailing. During the mailing period, Department staff act as a point of contact for both the printing vendor and the US Postal Service Business Mail Entry Unit to facilitate delivery.

The Voter Information Pamphlets will be mailed to voters no later than 29 days before the election, October 10, as required by the [San Francisco Municipal Elections Code, section 502](#). Chinese, Spanish, Filipino, and alternate format (audio, large print) VIPs will also be mailed to those who have requested them. There will also be several supplemental mailings to voters who register after the initial voter file is sent to the mailing vendor in late September.

The Department also makes copies of the VIP available at its office and works with the San Francisco Public Library to coordinate adequate supplies for all branches.

Voters who wish to stop mail delivery of the pamphlet, and instead view it online, can make their requests by submitting an [online form](#) or by calling (415) 554-4375. Those who requested to stop mail delivery of the VIP receive an email approximately 40 days before the election, September 29, with a link to the pamphlet on [sfelections.org](#).

X. Ballot Delivery to Voters

A. Military and Overseas Voters

As authorized by the [California Elections Code, sections 3105\(b\)\(1\) and 3114\(a\)](#), the Department may begin sending ballots to military and overseas voters 60 days before the election, September 9, and must complete the mailing no later than 45 days before the election, September 24.

The ballots are provided via the method voters requested on their applications: postal mail, email, or fax. Military and overseas voters may return their voted ballots to the Department by mail or, in certain circumstances, by fax. Along with their ballots, voters receive information regarding their return options, how to track and confirm receipt of their ballots, and election deadlines.

The [Military and Overseas](#) page on [sfelections.org](#) provides information on registering to vote and explains several ways voters can request, receive, and return their ballots. On this webpage, voters can also learn how to use a [federal write-in absentee ballot](#) if they do not receive their Official Ballot in sufficient time to allow for its return.

B. Voters who Request to Vote by Mail

For voters who wish to vote by mail, the Department provides many options to request a vote-by-mail ballot, including [online application](#), via telephone, in person, and by mail. For this election, mailed or hand-delivered applications must be received by the Department no later than 5 p.m. on Tuesday, November 1; online vote-by-mail applications must be submitted no later than 11:59 p.m. on that day.

Approximately one month before the election, the Department mails ballots to permanent vote-by-mail voters and those registered as one-time vote-by-mail voters.

Along with their ballots, voters receive instructions on how to complete and return their ballots. Voters may mail their ballots to the Department postage free, or return them in person to a drop-off station at City Hall, any polling place, or the Department's office. Voters may also authorize a relative or person living in the same household as the voter to return the ballot on voter's behalf, in accordance with the [California Elections Code, section 3017\(a\)\(2\)](#).

For the November election, the Department will again organize drop-off stations outside the Grove Street and Goodlett entrances to City Hall on the Saturday, Sunday, and Monday prior to the election, as well as on Election Day. At least two staff people will be on duty at each station at all times, with red ballot boxes, prepared to accept signed and sealed ballots.

During the last seven days before the election, the Department facilitates an emergency vote-by-mail ballot pick up option, which allows voters to complete a [ballot pick-up authorization form](#) authorizing any person to pick up and return their ballot, in accordance with the [California Elections Code, section 3021](#).

[Vote by Mail](#) page on *sfelections.org* features information about voting by mail that may interest voters. It includes a page that gives voters the opportunity to learn about the [main steps in a vote-by-mail ballot's life cycle](#), from the time the packet is assembled and mailed to a voter to the time it is counted at the Department's office, and an image of the vote-by-mail ballot return envelope with [explanations of the return envelope components](#), including the type of information contained in the bar codes printed on each envelope. This section also features a [Vote-by-Mail Ballot Lookup and Replacement Ballot Tool](#) that enables voters to track their vote-by-mail ballots at several points in the process, from the date on which the ballot packet was delivered to the post office en route to the voter, to when the Department received the voter's ballot, to when the signature on the return envelope was verified and the ballot was extracted from the envelope, to the date that the ballot was counted. In situations when a ballot is challenged, the reason (e.g., no signature on envelope, signature does not match signature on file) is displayed and the voter is advised of actions he or she must take to have the ballot counted. This information will be updated daily, giving voters the opportunity to follow their ballots to the counting of the vote. The tool also allows the user to request a replacement ballot in case he or she lost or damaged the original ballot or prefers to receive the ballot in a different language. The Department also provides a toll-free telephone number by which voters can track and confirm the receipt of their voted vote-by-mail ballots.

C. Voters who Reside in Mail Ballot Precincts

For the November 8 election, there are 15 mail ballot precincts, each with fewer than 250 registered voters (other 6 mail ballot precincts have no registered voters). Because these precincts do not have assigned polling places, the Department mails ballots, instructions, and postage-paid return envelopes to all voters in these precincts approximately one month before the election. For voters in these precincts who would prefer to drop off their ballots at a polling place, the addresses of the two polling places nearest to their precinct are provided in the instructional inserts.

D. Voting at the City Hall Voting Center

Beginning October 11, any voter can vote at the Department's office on the ground floor of City Hall during weekday hours, 8 a.m. to 5 p.m. Weekend voting is available from 10 a.m. to 4 p.m. on the two weekends before the election, October 29–30 and November 5–6, and on Election Day from 7 a.m. to 8 p.m.

As during early voting period for the June 2016 election, the Voting Center will feature expanded number of check-in stations and voting booths in a larger voting area, and additional informational stations with staff available to assist voters, answer questions, and register new applicants to vote.

The Voting Center is equipped to meet the diverse needs of San Francisco voters. Voters may choose to vote a ballot in English, Chinese, Spanish, or Filipino, each available in several formats: paper, accessible touchscreen, or audio. The Department also provides ballot facsimiles in Vietnamese, Japanese, and Korean for voters to use as a reference, and various accessibility tools to help voters cast their ballot privately and independently.

XI. Polling Places

For the November 8 election, the Department will support 576 polling places to serve the voters of San Francisco.

Securing polling places is a multi-step process. First, the Department contacts the providers of facilities used in the last election to query their availability for the upcoming election. If a polling place owner can no longer offer a facility, a team of two poll locators is dispatched to the precinct to find a suitable replacement for the site. The poll locators make every attempt to identify a centrally located site that complies with the ADA and other laws pertaining to accessibility. Each locator is trained on how to use surveying tools, such as a digital slope level, path of travel level, digital measuring wheel, door pressure gauge, and a voltage tester for checking power outlets. They are also instructed on the types of temporary solutions (i.e., threshold ramps) that the Department may use to mitigate accessibility obstacles.

[California Elections Code, section 12286](#), requires that all poll locations be finalized at least 29 days prior to every election, which is also the deadline for mailing the Voter Information Pamphlet (VIP) to each voter. However, the Department intends to secure all poll locations by 46 days prior to the election, so that polling place information can be provided to the printer in time for inclusion in the VIP. This information includes a polling place address and cross street, an indication of whether it is accessible for persons with disabilities, and a physical description of the polling place entryway, such as slope or ramped access.

Additionally, voters can check their polling place locations using the [Polling Place and Sample Ballot Lookup Tool](#), which interfaces with Google Maps for easy door-to-door walking, driving, public transit, or bicycling directions from their homes to their polling places.

If a polling place becomes unavailable after the VIP is mailed, the Department will notify affected voters by mailing “Change of Polling Place” notification cards and posting “Change of Polling Place” signs at the cancelled location on Election Day. The signs provide directions on detachable sheets of paper that include the address, cross-streets, and accessibility information of the new polling place.

In the weeks leading up to the election, the Department encourages voters to confirm the location of their polling place through announcements posted on social media sites, press releases issued to the media, and at outreach events throughout San Francisco.

A. Timely Opening of Polling Places on Election Day

Voting begins at 7 a.m. at all polling places on Election Day. Therefore, the Department takes steps to ensure that all facilities hosting polling places are unlocked and open by 6 a.m. so poll workers can begin setting up voting equipment and preparing the polling place to serve voters. The Department arranges with the owners of polling places for either a representative of the facility to open the site by 6 a.m. or to provide Department staff with keys or door codes to open the site on Election Day. The Department also contacts all polling place owners to compile Election Day emergency contact information to be used in case the polling place needs to be opened.

XII. Poll Workers

For the November 8 election, the Department will assign approximately 2,400 poll workers to 576 polling places. Each polling place will be staffed with at least four poll workers: one inspector, one adult clerk, and two additional adult or student clerks. Additionally, the Department will recruit and train approximately 80 standby poll workers, to be stationed at City Hall on Election Day for dispatch to precincts that may require additional assistance.

A. Recruitment

Each election, approximately 65% of experienced poll workers return to volunteer again; the remaining - 35% are recruited from a pool of new applicants.

The Department recruits new poll workers through various means, continuously diversifying its recruitment methods. The Department focuses on retaining poll workers for future elections by maintaining positive relationships through excellent service and support through the election cycle, acknowledgement and gratitude for their Election Day service, and continuous communication via newsletters, and working group meetings.

The Department recruits poll workers from the general voter population through mail or email messages targeting voters in specific precincts, radio and neighborhood newspaper ads, and advertising in the Voter Information Pamphlet. The Department continues to expand its network with various community organizations such as senior centers, community committees, local colleges and universities, health care organizations, and other community-based agencies to increase the number of volunteers.

Those interested in applying may submit a [poll worker application](#) or apply in person at the recruitment office. The Department will open its recruitment office in City Hall to conduct testing and process new applicants for poll worker positions in August.

In addition to hiring new adult poll workers, the Department plans to recruit 900 high school students through its High School Student Poll Worker Program. [California Elections Code, section 12302](#), allows high school students to actively participate in the election process by serving as poll workers, even if they are not eligible to vote. Launched in 2002, this program continues to be the most successful recruitment avenue to recruiting bilingual poll workers. Typically, two-thirds of recruited students are bilingual fluent in one of the mandated languages.

For the November election, student recruitment began in August with the mailing of [application materials](#) to the high schools, so that administrators can hang the posters, distribute applications, and advertise the position in their school newspapers. Additionally, the Department has contacted teachers and administrators to schedule appointments to conduct outreach presentations in social studies, civics, and history classes, or to drop off additional materials.

To provide Election Day assistance to voters with limited English proficiency, the Department recruits and assigns bilingual poll workers to polling places where such assistance is likely to be needed. The Department uses established criteria to assign Chinese-, Spanish- and Filipino- bilingual poll workers to precincts that include:

- Voter Requests for Translated Election Materials: Currently, when people register to vote or request a vote-by-mail ballot, they have the opportunity to request election materials in Chinese, Spanish, or Filipino. The Department tracks these requests and uses them to assign bilingual poll workers. The Department assigns at least one bilingual poll worker to every precinct where 10 or more registered voters (approximately one percent) have requested election materials in one of the required languages, and at least two bilingual poll workers in every precinct where 75 or more registered voters have requested election materials in one of these languages.
- Voter Countries of Birth: The Department uses country of birth information to refine the assignment of bilingual poll workers by precinct. If a precinct reaches the threshold of 25 or more registered voters who were born in a country where a required language is predominant, the Department places one bilingual poll worker in that precinct. When determining the bilingual requirement for Filipino-speaking bilingual poll workers, the Department plans to place a Filipino speaker where 25 or more voters were born in the Philippines, but gives primary consideration to the requests made by voters for materials in Filipino due to the predominance of the English language in the Philippines.

For the November election, the Department will recruit and assign bilingual poll workers as follows:

- 520 Chinese-speaking poll workers to 373 precincts (65% of precincts)
- 183 Spanish-speaking poll workers to 117 precincts (20% of precincts)
- 36 Filipino-speaking poll workers to 36 precincts (6% of precincts)

Further, the Department will make efforts to recruit and assign additional bilingual poll workers who speak Chinese, Spanish, Filipino, Vietnamese, Korean, and Japanese to the polling places identified by the California Secretary of State in accordance with [California Elections Code, section 14201 \(c\) \(d\)](#).

B. Assignment

When determining poll workers' assignments, the Department considers several factors, such as where they live, whether they will travel to the polling site by Muni, BART or car, whether they are bilingual, and whether they have been requested by a polling place provider to work at a specific site.

When poll worker assignment is complete, the Department sends precinct confirmation letters to all volunteers listing the sites to which they have been assigned.

Poll workers can also use the [Poll Worker Profile](#) for access to the most up-to-date personalized election information at any time. By logging into their profiles, poll workers can view the dates, times, and locations of their assigned training classes; access the addresses of their assigned polling places, with door-to-door directions from their homes; review training materials to prepare for Election Day, and view information about their paychecks. Once assigned to a precinct, inspectors can view contact information for team members and be reminded to contact each clerk before Election Day.

C. Training

Poll worker training is conducted prior to each election to prepare poll workers for Election Day service. For this election, the Department's instructors will conduct more than 100 training classes in the month preceding the election. Specialized classes will also be held for approximately 85 Field Support personnel, 20 District Support Team members, and 200 law enforcement officers tasked with collecting memory devices and ballots.

The Department will develop specific class curricula to support training of election volunteers of various experience levels: inspectors, new inspectors, clerks, new clerks, and high school student clerks. Clerk training will begin on Friday, September 30, and inspector training will begin on Sunday, October 30. For this election, the classes will be held primarily on Fridays, Saturdays, and Sundays, in the hearing rooms of City Hall.

Training classes will focus on the following topics:

- Rights of voters, including language and other access rights for voters with specific needs;
- Correct setup and operation of voting equipment;
- Voting procedures, including standard, vote-by-mail, and provisional voting, with a section that explains the issuing of ballots based on voters' language preferences; and
- Procedures for documenting and transferring custody of ballots and other election materials after the polls close.

Curriculum will be delivered via a standardized PowerPoint presentation explaining the procedures for opening, assisting voters, and closing, and videos that reinforce these procedures, including assisting different types of voters, setting up voting equipment, and preparing electronic results and ballots for custody transfer.

The Department develops a Poll Worker Manual that covers almost every aspect of the training curricula. This manual is provided to every poll worker in class and is posted online.

The Department will again offer practice labs to all poll workers. During these self-paced learning sessions, poll workers have the opportunity to independently complete the voting equipment procedures outlined in the Poll Worker Manual as they will on Election Day. Participants set up both voting machines, print the zero reports, activate a touchscreen or audio ballot, run the end-of-day results tape, and close the polls on the voting machines. This supplemental practice allows poll workers to hone their skills, increasing their confidence and preparedness for Election Day.

In addition to in-person training, the Department offers a variety of online resources, including videos, bilingual poll worker information, and a Poll Worker Manual, all of which are available on the [Poll Worker Resources](#) section.

The Department will continue offering online bilingual courses to help prepare bilingual poll workers to serve voters who require assistance in Chinese, Spanish, and Filipino. The training covers common election terms, language assistance

resources available at the polling places, and polling place procedures. The course features a voice-over in the target language, interactive activities in English and the target language, quizzes and a final test. Participants can complete the training at their own pace, and, upon completion of the course, print a certificate of completion. To accommodate poll workers who do not have computer access, the Department designates days when poll workers may complete the online training in the office.

D. Distribution of ballots to polling place inspectors

Inspectors have the pre-election responsibility of picking up bags containing ballots and other supplies and transporting them to their assigned polling places on Election morning. Inspectors must have an assignment from the Department and complete a training class before receiving ballots.

Supply bag distribution will take place on the following days: Sunday, October 30, Monday, October 31, Friday, November 4, and Saturday, November 5. When inspectors pick up ballots, they and Department staff do a careful inventory of the supply bag to make sure all required items are included, and then sign a Custody Transfer Form to document their custody of ballots. If an Inspector cannot pick up the ballots after the training class, he or she can work with Department staff to arrange a home delivery.

XIII. Field Support Personnel

For the November 8 election, the Department will employ and train approximately 85 Field Election Deputies (FEDs) to provide assistance to poll workers and to serve as liaisons between polling places and the Election Center as well as 20 District Support Team personnel (DSTs) to install accessibility mitigations and assess and monitor facility-related issues at polling places on Election Day.

Each FED is responsible for a territory of approximately five to seven polling places and is provided with a van for travel between sites and a cell phone to communicate with their precinct teams of poll workers and the Election Center. FEDs serve from 4 a.m. to approximately 11 p.m. and are tasked with confirming the sites are set up and open, monitoring statutory compliance, and ensuring poll workers are carrying out the tasks for which they were trained.

Besides responding to any ad hoc issues that may arise at their assigned polling places, FEDs are responsible for a slate of predetermined tasks. Each FED is assigned a smartphone with a custom-built application listing these tasks. The tasks are specific to each FED and include confirming that bilingual staffing requirements for each precinct are satisfied, ballots are dropped off, signage is adequate, etc. After completing each task at each respective precinct, the FED marks the task as complete on the phone application. Election Center personnel are able to see each FED's task status in real time, allowing them to track progress at each precinct. Additionally, this application allows Election Center personnel to broadcast messages to all FEDs or any subgroup (i.e., FEDs assigned to oversee sites in a specific district) ensuring that FEDs have access to the latest information pertinent to their respective territories.

To prepare for the Election Day assignment, FEDs attend several training sessions conducted by Department staff. The training includes a five-hour course that addresses complex and varied Election Day responsibilities and a four-hour route driving session, so that team members can familiarize themselves with their assigned territory and polling places. Additionally, field support personnel attend a poll worker training class, to gain an understanding of poll worker duties and a

practice lab where they have the opportunity to independently set up voting equipment and to practice responding to situations that may arise at their assigned polling places.

The District Support Team consists of 20 polling place equipment delivery and retrieval staff who are familiar with polling place facilities and equipment, and receive training on setting up an accessible polling place. Each DST is responsible for a territory of approximately 28-30 polling places and is provided with a van for travel between sites as well as a smart phone to communicate with the Election Center. Each DST van is loaded with items that may be needed to mitigate accessibility issues throughout the day, such as signage, cones, clamp lights, tree lights, electrical adapters, extension cords, caution tape, and extra voting booths and chairs.

DSTs serve from 5 a.m. to approximately 11:30 p.m. and receive a priority sheet for every polling place in their territory, containing detailed set-up requirements for each site including ensuring polling places open on time, installing ADA mitigations at polling places such as threshold ramps, signage, and hazard mitigations before the polls open at 7 a.m., and verifying that poll workers have set up polling places in compliance with the Americans with Disabilities Act (ADA) requirements for polling places. During Election Day, DSTs also gather information related to polling place operations and take photographs of specific elements of polling places for quality control and future planning.

XIV. Logic and Accuracy Testing and Preventive Maintenance of Voting Equipment

The Department conducts Logic and Accuracy (L&A) testing of all vote-tabulating equipment prior to each election. L&A testing is the process by which voting equipment is configured, tested, and certified for accuracy. The voting machines that comprise San Francisco's voting system are the Optech Insight, AVC Edge II, and Optech 400-C, all of which are subject to testing. The testing verifies that the specific ballot information for each precinct is correct, checks the performance of the vote tabulating equipment, and ensures that the equipment properly records and accurately tabulates all votes.

The Department appoints a Logic and Accuracy Testing Board, composed of registered voters from different fields, to oversee the testing. Once the Board is formed, Department staff will host several meetings with the members. The first meeting provides an opportunity for the Board members to review and approve the test plan and schedule before the testing commences.

The test plan includes a timeline for voting equipment testing and a description of tests to be conducted on each voting machine. The Board members will reconvene once the testing is complete, no later than seven days before the election as authorized by the [California Elections Code, section 15000](#), to review and certify the testing results.

As in previous elections, the Department will issue a press release and post a public notice of the scheduled L&A testing dates and locations at least five days before the testing commences for the November 8 election.

Additionally, for this election, all voting equipment is subject to the annual Preventive Maintenance (PM), during which all machines are inspected, tested for functionality and sensitivity levels, and serviced for any needed repairs. While the Optech Insight and AVC Edge II machines undergo an annual PM before every November election, the 400-C machines undergo PM prior to every election due to the high volume of ballots processed using these machines.

A. Testing of Optech Insight and AVC Edge II machines used at polling places

The Optech Insight and AVC Edge II machines are stored in the Department's warehouse at Pier 48, Shed B, where the testing takes place. Throughout the testing and election process, all voting equipment is labeled with unique RFID tags that allow tracking of each item by location and status tracking (i.e., L&A testing, delivery to the polling places, etc.).

There are two phases to Optech Insight machine testing. The first phase begins with a specific set of test ballots being run through each machine to produce predetermined results. Once the test ballots have been processed, a tabulation results report is generated from each machine and compared with the expected results by a team of proofers. If the results do not match with 100% accuracy, any discrepancies are investigated until the issue can be resolved.

Once the first test phase is successfully completed on each machine, the results data stored in the memory packs is uploaded into the WinEDS election database system to test the transmission and tabulation of the test ballot results. A different review team proofs the combined tabulation results report for accuracy.

When the Optech Insight testing is complete, staff return the memory packs to the machines and attach serialized tamper-evident seals to the memory pack covers to ensure that any untimely or unauthorized removal of a pack will be apparent.

Next, the machines are placed inside black transport bags which are secured with another set of tamper-evident seals and stored in a secured staging area at the warehouse in preparation for delivery to the polling places.

AVC Edge II testing involves three steps, including performing a vote simulation that automatically casts predetermined votes, to confirm that votes are recorded accurately; manually casting a vote using the touchscreen interface, also to confirm that votes are recorded accurately; and testing of other functionalities such as audio and the connectivity of assistive devices, to ensure that all components are working properly.

After these tests are completed, a review team verifies the printed vote tabulation result for each machine to check that the results match the predetermined test results.

After the results have been verified, the AVC Edge II machines and their components are sealed, packed in transport bags, and transferred to a secured staging area at the warehouse where the machines are assembled in delivery route order in preparation for polling place delivery.

In addition to testing all voting machines and associated components (i.e., VVPAT printers, card activators, and audio devices) that will be deployed to polling places, the Department tests other units to serve as back up machines in case a replacement is needed on Election Day.

B. Testing of 400-C machines used to tabulate vote-by-mail, provisional, and Edge remake ballots

The four Optech 400-C machines are located in the Department's Computer Room in City Hall, where testing takes place.

The testing of the 400-C machine is similar to the Optech Insight machine testing. Test ballots for a set of precincts that covers all ballot types are run on each machine. Then, a results report is generated and compared for accuracy with the predetermined test results report.

During the election cycle, on each day when the Department processes ballots, a test is conducted on the 400-C machines before any cards are processed. The tests are conducted by the voting system vendor, Dominion Voting Systems, using a set of test ballots, and overseen by Department staff to ensure that the machines are processing the vote-by-mail and other ballots accurately.

XV. Delivery of Voting Equipment and Supplies to Polling Places

On polling place availability request letters, the Department offers polling place owners morning and afternoon delivery windows beginning seven days before the election and ending the day before the election, and invites polling place owners to select all days and times they are available to accept polling place equipment. When the responses are received, the Department assigns delivery dates and time windows to each polling place, starting with the sites that indicated the fewest availability options and ending with the sites that indicated the most availability. Routes are then established with the goal of having the same number of routes and deliveries each day. Daily delivery routes are constructed by importing site addresses, delivery dates and times into StreetSync, a mapping program that uses algorithms to determine the most efficient delivery routes.

Beginning 11 days prior to the election, seasonal staff and movers employed by a drayage vendor report to the Department's warehouse at Pier 48 and are trained in polling place equipment delivery procedures, and how to use the RFID asset tracking database scanners to capture delivery info and custody transfer of voting equipment. Starting seven days prior, and continuing to the day before the election, the Department, in conjunction with Dominion Voting Systems and a drayage vendor, will deliver the Optech Insight and AVC Edge II machines, red supply boxes, and additional supplies to polling places throughout San Francisco.

The Department employs an RFID asset tracking system to account for voting equipment at all times. The bar code on each item indicates the precinct number for which the equipment is configured and assigned. Once the bar code is scanned, the machines are placed on rolling racks according to predetermined delivery routes. As they load the delivery trucks, Department and delivery vendor staff cross-check the Insight and Edge precinct numbers and the polling place addresses using a route sheet.

After Department staff have confirmed that the information is correct and the tamper-evident seals have not been compromised, the serial numbers are recorded on the route sheets for later confirmation by the equipment recipients. The recipients of the equipment sign the route sheets, confirming their receipt of the machines and other election materials.

XVI. Ballot Processing Before Election Day

The United States Postal Service delivers voted ballots to the Department on a daily basis. As the ballots arrive, Department staff begin processing the returned vote-by-mail ballots by verifying the signatures on the envelopes.

The Department uses two automated systems that work together to process the unopened envelopes prior to verifying the signatures: the "Agilis" mail sorter system and the Election Information Management System (EIMS). The mail sorter is programmed with a database of voter registration records so that it can read the envelope's barcode, which includes the

election ID, the voter ID, and the voter's precinct number. The sorter performs several tasks, including out-sorting spoiled and unreadable envelopes, counting envelopes, capturing a digital image of the signature on each envelope and batching it with other images, and sorting the envelopes by precinct.

The batched signature images are accessible for review on staff computers. The signature captured from the envelope and the signature from the voter's affidavit of registration are displayed side by side, so that staff can visually compare the two signatures for style, general appearance, uniformity, and consistency.

As authorized by the [California Elections Code, section 15101\(b\)](#), the Department can begin opening accepted envelopes and removing ballots ten business days before an election – October 25. The envelopes are slit with an Opex high speed envelope opener/extractor and staff remove the ballots from the envelopes. Throughout this process, the side of the envelope with the voter's identifying information is kept face down, to protect the voter's privacy. A team is assigned to flatten out the folds in the ballots, place the ballots in ballot transfer boxes, and prepare them for counting by placing header cards between precincts and completing a log sheet for each box.

For this election, the Department will continue the practice to stream live video over the internet showing vote-by-mail ballot processing. The Department will place a camera inside City Hall, Room 59, to show sorting and opening of the envelopes, and another camera in the hallway outside, to show ballot removal from the envelopes. The cameras will operate whenever the Department is sorting, opening, or removing ballots from their envelopes.

Ballot transfer boxes are delivered to the Computer Room, where the ballots are counted by the 400-C machines. The machines do not tabulate the results at this time; instead, they read the marks on the ballots indicating a voter's choices for candidates and ballot measures, and store this information for tabulation and inclusion in the official tally on Election Day. All activities in this room can be observed by the public through a viewing window.

A. Ballot Remake

Under certain circumstances, when a ballot is unreadable by the 400-C machine, the Department must "remake," or duplicate, the ballot so it can be read by the equipment as authorized by the [California Elections Code, section 15210](#). For example, ballots that are torn, bent, folded, dirty, damp, or otherwise damaged must be remade. The 400-C machines also separate ballot cards with write-in votes, which require manual review. The ballot remake process begins approximately one week before Election Day and may continue until the election is certified.

Generally, the remake team consists of four members: two screeners and two markers. All members working on the remake team undergo training on how to properly interpret voter marks and intent. Working together, the screeners review each ballot card that is out-stacked by the 400-C machine to determine whether a remake is necessary. If the screeners determine that a remake is necessary, the markers duplicate the votes cast on the original ballot on a remake ballot. The remake must reflect the intent of the voter as determined by the screeners. The process is closely monitored to ensure accuracy and consistency. All original and duplicated ballots are notated with the same serial numbers so that they can be identified and paired later, if necessary. All duplicated ballots are transferred in daily batches to the Computer room for processing on the 400-C machines. The corresponding original ballots are transferred to Room 59 for archiving.

Staff monitor the ballot card counts throughout the remake process to track the number of cards requiring remake, the number of cards that were remade, the number of remade ballots that were processed, the number of cards that remain to be remade, and the number of cards that remain to be processed.

XVII. Election Center

To support poll workers and field personnel, and to dispatch in-person assistance when needed, the Department organizes the Election Center prior to every election. The Election Center serves as a communication center and is located in the area adjacent to the City Hall café.

Election Day is the culmination of months of concentrated planning and preparation. Likewise, the Election Center is the epicenter of the Election Day process and represents the coordinated efforts of the Department's divisions.

There are four phone banks in the Election Center:

- Incoming (Poll Worker) phone bank, comprised of coordinators knowledgeable of Election Day procedures, receives toll-free calls from poll workers and answers their questions, provides guidance, or, in some cases, dispatches field support personnel to a precinct.
- Outgoing (Field Election Deputy or FED) phone bank monitors activity at the precincts and alerts field support personnel about situations in their territories. They advise field support staff on a course of action when necessary and monitor situations through resolution.
- Precinct Services phone bank supports District Support Team members and addresses questions related to accessibility of polling places.
- Dominion Voting Systems phone bank, comprised of voting equipment specialists, responds to voting equipment-related questions and dispatches technicians when poll workers require in-person assistance.

The phone bank coordinators use the Incident Reporting Information System (IRIS), an Access database, to log and route issues to appropriate teams for resolution, and to log the resolutions. All logged issues are displayed on a screen in the Election Center, which allows any observers to monitor polling place activities or issues and the Department's responses.

There are six additional teams based elsewhere in City Hall who are connected with the Election Center via IRIS and also help with addressing incoming questions and issues. These teams are:

- Campaign Services team, stationed at the Department's front counter, receives and resolves calls from campaign representatives, and handles and logs into IRIS any voter calls concerning electioneering.
- Public Phone Bank, stationed in the Department office, receives calls from voters. Any calls that require attention of another team are logged into IRIS for resolution.
- Dispatch Team, located in the South Light Court, dispatches poll workers to precincts that need additional assistance. Any requests for poll workers are logged by the Incoming phone bank and routed via IRIS to the Dispatch Team, who then transports the requested poll workers to the precincts.
- Ballot Distribution, located in the South Light Court, prepares additional ballots for any precincts that may need them. Ballots are transported to the precinct by a driver from the Dispatch team.

- IT team, located in the Computer Room, dispatches replacement voting equipment to precincts if needed. The team works in tandem with the Dispatch team, which transports voting equipment to the precincts.
- High School Student Phone Bank, located in the Department office, is comprised of nine students who contact precinct teams several times throughout the day to obtain the vote counts on the voting machines. This information is then recorded in IRIS to inform the Department of voter turnout trends in precincts.

The Election Center teams are comprised of permanent Department staff and temporary employees from various divisions. The phone banks are supported by three Monitors - experienced Department staff - whose primary role is to provide guidance to the coordinators throughout the day.

To prepare for their Election Day role, all Incoming and Outgoing Phone Bank staff complete approximately 16 hours of training, including attending a poll worker training class or a class for field support personnel, completing an interactive online course and two sessions of training on logging and resolving reports into IRIS, and a Mock Election, during which staff practice in a simulated environment similar to Election Day. Further, each coordinator receives a resource binder with election procedures, copies of various forms, and other information that he or she may need to reference.

The training provided to the Election Center staff focuses on several overarching themes described below.

All calls logged into IRIS become a public record; thus, the coordinators are instructed to be mindful of how they describe issues in the database, particularly those involving personnel matters. Specifically, staff are asked to avoid making accusatory statements or allegations based solely upon information provided by a caller. Rather, the coordinators can flag the matter as a high priority issue in IRIS and request that the FED be dispatched immediately to assess and report on the situation.

The Incoming Phone Bank is comprised of a relatively small number of temporary personnel who are tasked with responding to many calls on Election Day. Accordingly, staff are instructed not to log calls that can be answered immediately over the phone and do not require other Department personnel to assist. Calls resolved over the phone are mainly procedural questions from poll workers. When answering these types of calls, the coordinators provide information over the phone and also direct poll workers to the corresponding page in the Poll Worker Manual for future reference.

Providing excellent customer service is also addressed in the training. Coordinators are asked to be patient, friendly, and courteous with each caller. If an issue requires assistance of field support personnel, coordinators make every effort to inform the caller of the Department's next step and the estimated resolution time.

The training curriculum is designed to instill a sense of support that the Election Center Monitors provide when phone bank coordinators are unsure of the answer or the best course of action. Three Monitors are present in the Election Center to provide guidance and to monitor activities logged into IRIS during the course of Election Day.

And finally, all staff follow the guiding principle of all Election Center activities: to ensure that voting continues nonstop, 7 a.m. - 8 p.m. Coordinators are instructed to always confirm with callers that voting is continuing and, if necessary, to guide a caller through emergency voting procedures using the Reference Guide included in their resource binders, and to log into IRIS the steps taken to ensure uninterrupted voting.

To maintain a professional, quiet-as-possible atmosphere in the Election Center, in which approximately 30 people are handling calls, coordinators are instructed to hold up a paper sign to get a Monitor's attention if they have questions. The Monitors use similar signs to get coordinators' attention if an announcement must be made.

The Election Center activities come to conclusion at around 11:30 p.m. when all the memory devices and voted ballots are recorded by the Department as having been retrieved from polling places.

XVIII. Retrieval and Receipt of Memory Devices, Ballots, and Rosters of Voters on Election Night

When the polls close, the poll workers prepare memory devices, ballots, and other materials for transport to the Department by Parking Control Officers (PCOs) from the Department of Parking and Traffic and Deputy Sheriffs. The Department establishes each precinct collection route prior to Election Day and trains the PCOs and Deputy Sheriffs on the collection process.

The Optech Insight machine's tabulator contains a memory pack that records all of the votes that are cast on the machine. After the polls close, the poll workers use the machine to print two copies of a report showing the votes cast at that precinct. After printing these reports, they break a security seal on the machine and remove the memory pack. They enclose the memory pack and one copy of the report in a transport bag; they post the second report along with other paperwork outside the polling place for public inspection. The poll workers also remove the results cartridge from the AVC Edge II machine and place it in the same transport bag. They sign and affix a seal to the bag to prevent tampering. The materials are then ready for pickup by the PCO for transport to the Department.

After preparing the memory devices for transfer, the poll workers remove all ballots from the Optech Insight machines and red boxes, count them as needed to complete the Posted Ballot Statement (PBS), and place them in the closing bags. Poll workers also count the signatures in the Roster of Voters. They record the required information on the PBS, sign the PBS to attest to the accuracy of the report, and post a copy outside the polling place, as required by the [San Francisco Charter, section 13.107.5](#). These processes allow poll workers to reconcile the number of used and unused ballots at the end of Election Day with the number delivered to the precinct and also enable Department staff to compare the number of voted ballots with the signatures in the Roster.

As required by the [San Francisco Charter, section 13.104.5](#), Deputy Sheriffs collect the Rosters of Voters, all ballots, and the printers containing the recorded votes from the AVC Edge II machines (referred to as the Voter Verified Paper Audit Trail) from each polling place. For every precinct, the Deputy Sheriff and the polling place inspector each sign and receive a copy of a Custody Transfer Form (CTF) to confirm transfer and receipt of the ballots. Likewise, when the Deputy Sheriff delivers the ballots to the Department, both parties sign the CTF to confirm the transfer of the precinct's ballots. This record can therefore be used to track the custody of the ballots from the Department to the inspector to the Deputy Sheriff and back to the Department.

The Department organizes two collection points to facilitate the return of election materials from the polling places. The Data Collection Center, which receives the memory packs and results cartridges, is located at City Hall's McAllister Street entrance. The Processing Center, which receives ballots, Rosters of Voters, and other election materials, is located at the

Department's warehouse at Pier 48. These two sites are staffed by approximately 100 workers who unload, log, and organize materials delivered in nearly 200 vehicles by the PCOs and Deputy Sheriffs. These efforts represent the culmination of joint planning and coordination by a broad range of Department staff and law enforcement officials.

At the Data Collection Center at City Hall, the Department employs an RFID asset tracking system to account for the memory devices received from the PCOs. After an RFID scan station at the entrance records the receipt of a memory pack, the pack is uploaded and the results are transmitted to the Computer Room for tallying. When data has been uploaded from all memory packs, the packs are placed in precinct number order in boxes, which are then sealed and secured in the Computer Room. According to the Secretary of State's requirements that any votes cast on the AVC Edge II machine must be duplicated onto a paper ballot for tallying, data from the results cartridges is not uploaded.

Teams at the Processing Center also use an RFID system to scan the polling place materials delivered by the Deputy Sheriffs and account for each precinct. They extract the Rosters of Voters, vote-by-mail ballots, provisional ballots, and voter registration cards for transfer to City Hall so that staff can begin processing these materials the following day. Other materials are left in the inspector transport bags for inventory by the Canvass team the following day.

Deputy Sheriffs provide security for the ballots from Election Night until all ballots have been canvassed.

XIX. Election Results

A. Reporting Preliminary Results after the Close of Polls on Election Night

The Department intends to release the first preliminary summary report of election results at approximately 8:45 p.m. This report will provide the results from the vote-by-mail ballots that the Department receives and processes before Election Day.

With this first summary report, the Department will also release a preliminary Statement of the Vote, a ranked-choice report with ballot image files, a precinct turnout report, and a neighborhood turnout report.

At approximately 9:45 p.m., the Department will release a second summary report of results that includes votes cast at the polling places. At approximately 10:45 p.m. the Department intends to issue a third summary report of results.

After all polling places have reported, the Department will release a final summary report, as well as a second preliminary Statement of the Vote, a ranked-choice report with ballot image files, a precinct turnout report, and a neighborhood turnout report.

Election results will be available from the following sources:

- San Francisco Government Television – SFGTV, Channel 26, will report San Francisco summary results throughout the night as a banner during SFGTV programming
- [Election Results Summary](#) page on *sfelections.org* – all results reports, including the preliminary Statement of the Vote, the precinct turnout, and the neighborhood turnout, will be posted on the Department's website
- City Hall, North Light Court – a large screen will display SFGTV programming that will show San Francisco summary results; printed copies of the summary results report will be available at approximately 8:45 p.m., with updates available at approximately 9:45 p.m., 10:45 p.m., and 11:30 p.m.
- Department of Elections, City Hall, Room 48 – printed copies of results reports will be available at the Department's front counter (the preliminary Statement of the Vote will not be printed due to its length)

The Department will post a sample “zero” summary report on the [Election Results Summary](#) on October 10. This zero report will include a navigation path to the webpages that will display the preliminary results posted on Election Night and after Election Day.

B. Reporting Preliminary Results after Election Day

Ballot processing continues after Election Day until the Department has counted the votes on all ballots. At 4 p.m. every day on which the ballots are counted, the Department will release updated results reports. On any days during which no ballots are counted, the Department will post a notice on [sfelections.org](#) stating that no update will be issued for a specified day or days.

During the first and last reports on Election Night, and at 4 p.m. on any day after Election Day during which ballots are counted, the Department will release versions of the following reports:

- Statement of the Vote, showing a precinct-by-precinct breakdown of votes cast at polling places and by mail, including neighborhood and district breakdowns in the following formats:
 - PDF
 - Excel
 - TSV (tab-separated values)
 - Raw text
- Ranked-choice reports for all ranked-choice voting contests, including those contests for which there are majority leaders, showing elimination of candidates until only two candidates remain, in the following formats:
 - Ballot image file in raw text format
 - Round-by-round elimination reports in HTML table format
 - Detailed round-by-round elimination reports in PDF format
- Neighborhood Turnout Report
- Precinct Turnout Report
- Precinct Turnout Map

C. Reporting Final Election Results

The Department will release final election results no later than December 8 as required by the [California Elections Code, section 15372](#).

After certifying the election results, the Department will deliver the certified statement of the results and associated attachments to the Clerk of the Board of Supervisors and the Secretary of State, and will post the documents on [sfelections.org](#).

Additionally, the Department will post the final results outside the Department’s office, City Hall, Room 48, as well as issue a press release and Twitter and Facebook notifications that the election results are certified.

D. Cryptographic Hashing of Results Files

SHA512 cryptographic hashes will be available for results files posted on [sfelections.org](#). “SHA” is an acronym for “Secure Hash Algorithm”; SHA512 is the strongest cryptographic hash in the SHA2 family. After a file has been downloaded, SHA512 can help verify that the received file is exactly the file that was sent. If the file downloaded from [sfelections.org](#) has

the same SHA512 hash value as the SHA512 hash value provided for that file, then the file is complete and the election results did not change during the download. More information about SHA512 is available on [sfelections.org](https://www.sfelections.org) in the [SHA512FAQs](#).

XX. Ballot Counting and Tabulation After Election Day

Ballot processing continues until all ballots have been counted and the results can be certified. Ballots that the Department processes after Election Day include vote-by-mail ballots that voters dropped off at the polling places or the City Hall drop-off stations, or that the Department received in the mail within three days of Election Day; unsigned vote-by-mail ballots that were remedied by voters within eight days of the election; provisional ballots; ballots with write-in votes; and votes cast on the Edge accessible voting machines, which the Department must transfer onto paper ballots and tabulate on the equipment used for counting vote-by-mail ballots.

A. Provisional Ballots

A voter claiming to be properly registered but whose eligibility to vote cannot be immediately established at a polling place is entitled to vote provisionally. A vote-by-mail voter who cannot surrender his or her vote-by-mail ballot may also vote provisionally. All received provisional ballots are scanned through the Agilis mail sorter, which saves batched envelope images for staff review. Using the registration database, a Department staff member identifies the voter, determines whether he or she is registered, ensures that the voter has not cast another ballot in this election, compares the signature on the envelope to the voter's signature on the affidavit of registration on file, and checks whether the voter has voted the appropriate ballot type based on the voters' residential address.

If the voter is determined to be eligible and has not cast another ballot for the election, and the provisional ballot is the same ballot type that is used in the voter's assigned precinct, then all of his or her votes will be counted. If, in the same circumstances, a voter cast a provisional ballot with a different ballot type than that used in the voter's assigned precinct, he or she may not have been eligible to vote on all contests listed on the provisional ballot. In that case, the Department counts only the votes for the contests on which the voter was entitled to vote.

If the provisional ballot is accepted, it is processed similarly to a vote-by-mail ballot, using the 400-C machines, and included in the official tally.

To check whether his or her provisional ballot was counted, a voter may use the [Provisional Ballot Status Lookup Tool](#). If the provisional ballot could not be counted, the tool indicates the reason for which the vote was challenged. The Department also provides a toll-free telephone number by which voters can obtain this information.

B. Ballots with Write-In Votes

Any ballots with write-in votes must be manually reviewed to determine whether the write-in votes are valid (for qualified write-in candidates). Vote-by-mail ballots are reviewed at City Hall while precinct ballots are reviewed by the Canvass team at the Pier 48 warehouse. Following established procedures, two Department staff members, working together, determine whether each write-in vote is valid or invalid; then, a second team reviews the decision reached by the first reviewers. After this review, the ballot cards are processed as appropriate. If the write-in vote is for a contest with ranked-choice voting, the

ballot card must be processed using the 400-C machine at City Hall, with an indication whether the write-in vote is valid or invalid. For contests that do not use ranked-choice voting, any valid write-in votes are tallied manually and added to the election results.

C. Ballots from Auxiliary Bins

During the Canvass process, Department staff review any ballot cards described by the poll workers as coming from the Insight auxiliary bin, and, in most cases, confirm that they have not been counted. The ballots are then transported to the Computer Room in City Hall and processed using the 400-C machines.

D. Votes Cast on the AVC Edge II Machines

During the Canvass, Department staff review the ballots recorded as cast on the Voter Verified Paper Audit Trails (VVPAT) and duplicate the votes onto paper ballots, in accordance with the Secretary of State's requirements. After being reviewed for accuracy, the duplicated ballots are transported to the Computer Room in City Hall, processed using the 400-C machines, and the votes are included in the official tally.

Provisional voters who use the AVC Edge II machine receive a voter card that is activated for provisional voting only. The card activator displays a reference number which a poll worker notes on the provisional envelope. After Department staff review the provisional envelope and confirm the voter's eligibility, this number is referenced so that the accepted ballot can be identified on the VVPAT, duplicated onto a paper ballot, and counted.

XXI. Retrieval of Voting Equipment and Election Materials from Polling Places

Beginning November 9 and continuing over the next seven days, the Department, in conjunction with Dominion Voting Systems and drayage vendor, will retrieve the voting equipment and red supply boxes. Department staff will search each polling place for any election-related materials that may have been overlooked on Election Night. If any materials are found, they are placed in the red supply box retrieved from the polling place.

Upon arrival at the warehouse at Pier 48, the red boxes and Optech Insight and AVC Edge II machines are scanned into warehouse custody and stacked in a secure area. The contents of each red box and each Insight bin are searched for any election materials and ballots that may have been left there. If any election materials or ballots are found, the items are recorded on a Custody Transfer Form and transferred to a Canvass supervisor.

XXII. Canvass of Election Materials: Final Report and Certification of Results

California Elections Code requires an Official Canvass, which is an internal audit of the election to ensure the accuracy and validity of the results. The Canvass entails numerous processes that verify the accuracy of the computer count, including a hand tally of ballots cast in one percent (1%) of precincts, both at polling places and by mail. Canvass processes include the

inspection of material and supplies returned by poll workers, reconciliation of the number of signatures in the Roster of Voters with the number of ballots recorded, processing ballots with write-in votes, the 1% manual tally of precinct and vote-by-mail ballots, and remake of ballots cast on AVC Edge II machines onto paper ballots. The Canvass is conducted primarily at the Department's warehouse at Pier 48. The Canvass area is secured by the Sheriff Deputies and is accessible only to authorized personnel and observers. When necessary, security is arranged to transfer ballots between the secured Canvass area and City Hall. The [California Elections Code, section 15372](#), allows 30 days following an election for the Department to complete the Canvass and certify the results.

A. Inspection of materials and supplies

Department staff account for all closing bags and related material returned from the polls by inventorying the inspector transport bags using a tablet application. Working in teams of two, staff record the presence of each closing bag, whether the bag is empty or includes ballots, and, for some bags, the number of ballot cards inside the bag. Each team processes one precinct at a time, emptying the inspector bag, placing the expected items on top of the bag for further processing, and checking for unused ballots in the field support bag. Any items that should have been extracted on Election Night, such as bags with vote-by-mail ballots, provisional ballots, or Rosters of Voters, are immediately given to the supervisor for transfer to City Hall for processing. Other miscellaneous supplies are separated, collected, and turned over to warehouse staff.

B. Reconciliation of Signatures in the Rosters of Voters with Ballots Recorded on the Posted Ballot Statement

Rosters are delivered to City Hall on Election Night and processed the day after the election. Rosters are prepped by removing alpha tabs, binding, and staples, and then scanned by high speed scanners. The software analyzes the Roster pages and captures voter ID barcodes for which a signature and a filled-in bubble are present. If a signature or a bubble is missing or the software is not confident about a mark, the record is marked for manual verification. Verification takes place concurrently with the scanning. Once verified, the Roster information is sent to export in two formats: a complete scanned copy as PDF, and a text file with voter IDs of voters who signed. All text files are combined into one and the voter's party affiliation is added, as required by the Election Information Management System (EIMS). The combined file is uploaded into EIMS to update the voters' voting history. A report is sent to the Canvass team with a list, by precinct, of the number of voters who signed the Roster, excluding voters who dropped off vote-by-mail ballots and signed the Roster in error. For each precinct, this count of Roster signatures is multiplied by the number of cards expected per voter and compared with the number of ballot cards listed on the Posted Ballot Statement (PBS). For example, if there are 50 roster signatures, and each voter receives a two-card ballot, the PBS would be expected to show a ballot count of 100. If the number of Roster signatures does not correctly correspond to the number of ballots on the PBS, the Canvass team takes steps to reconcile the ballots received from that precinct's polling place with the number of ballots cast.

C. 1% Manual Tally

As part of the Canvass, a 1% manual tally is conducted to verify the accuracy of the machine count of votes. The process involves a hand count of ballots cast in a random sample of 1% of the precincts in the election. If the initial group of precincts does not include all contests in the election, the Department counts one additional precinct, manually tallying only contests that were not previously counted.

Precincts equaling one percent of those in the election are randomly selected in a public process in the Department's office in City Hall, Room 48. 10-sided dice are used to randomly choose numbers in the range 000, 001, 002, and so on up to 999. The 567 precincts participating in the November 8 election will correspond to the numbers in the range 001 and 567.

After the random selection, Department staff gather the tabulated vote-by-mail and polling place ballot cards from the precincts that were selected.

For each precinct, Department staff manually count the votes on the ballot cards for each contest and compares these manual tallies against the results reports from the voting system. If there are any discrepancies between the two tallies, the Department seeks to resolve them or consider the reason for the discrepancies.

Once all the precincts have been manually tallied and the results compared, the Department prepares a report indicating the result of the tally and any discrepancy between the manual tally and the machine tally.

D. Reporting of Results to the Public, the Board of Supervisors, and the Secretary of State

No later than December 8, the Department will post the final results on *sfelections.org*, social media sites, and outside the Department's office at City Hall, Room 48, as well as issue a press release.

Once the Department certifies the election results, a copy of the Statement of the Results of the Election is sent to the Secretary of State no later than December 9, as required by the [California Elections Code, section 15375](#). Results are transmitted in the following formats:

- Summary of votes is transmitted electronically via the CalVoter station
- Breakdown of votes by district is transmitted electronically via the CalVoter station
- Statement of the Results of the Election is sent electronically
- Statement of the Results of the Election hard copy is sent via standard mail together with signed originals of Canvass Certification and HAVA Certification documents.

A copy of the Statement of the Results of the Election is also provided to the Board of Supervisors.

E. Record Retention

Upon certification of election results, the Department secures ballots and other election materials in labeled boxes on shrink-wrapped pallets, each safeguarded with a tamper-evident seal. The boxes and pallets are labeled with the election name and date, the contents, the destruction date set by state law, and a box reference number or pallet number. The wrapped, sealed pallets are stored on shelves inside a secure fenced area in the warehouse for the retention period required under state law. All box and pallet information is recorded in a spreadsheet for reference.

Appendices

A. Calendar of Observable Activities

B. Key Dates and Deadlines for Voters

C. Calendar for Candidates and Campaigns

Appendix A: Calendar of Observable Activities*

November 8, 2016, Consolidated General Election

*The duration for some activities depends on the turnout for the election

	Activity	Details	Time	Location
Before Election Day	Voter Outreach Presentations	<i>Contact Matthew Selby (415) 554-4376 for details, time and location</i>		
	Logic and Accuracy Testing	Optech 400-C machines	September 29, 8:30 a.m.–5 p.m.	City Hall, Rm 48
		Optech Insight machines	October 3–9, 8 a.m.–5 p.m.	Pier 48, Shed B
		AVC Edge II machines	October 12–21, 8 a.m.–5 p.m.	Pier 48, Shed B
	Poll Worker & Field Support Training	<i>Contact Matthew Selby (415) 554-4376 for details, time, and location</i>		
	Open House	During the Open House, attendees are invited to tour the Department’s office and learn from staff about processes that take place well before, on, and after Election Day in support of the election	October 13, 1 p.m.–4:30 p.m.	City Hall, Rm 48
	Voting Center	Any voter may vote at the City Hall Voting Center beginning 29 days before the election	October 11–November 7, Monday–Friday, 8 a.m.–5 p.m. October 29–30 and November 5–6, 10 a.m.–4 p.m.	City Hall, ground floor
	Vote-by-Mail Ballot Processing	Sorting, scanning, and verifying signatures on the vote-by-mail envelopes in preparation for ballot counting	As early as September 26, after transmission of ballots to military and overseas voters, until complete	City Hall, Rm 48
		Opening of vote-by-mail ballot envelopes, ballot extraction, ballot counting in preparation for tabulation	October 25 until complete	City Hall, Rm 48
		<i>For activity on a specific day, contact Matthew Selby (415) 554-4376</i>		
	Ballot Remake	When ballots are torn, bent, folded, dirty, damp, or otherwise damaged and unreadable, the Department remakes these ballots	October 25 until complete (remake of faxed ballots may begin as early as October 17)	City Hall, Rm 48
	Mock Election Day Support Center	The practice of logging and resolving inquiries and issues in a simulated environment similar to Election Day	November 5, 3:30 p.m.–5:30 p.m.	Rm adjacent to the City Hall café
<i>Continued...</i>				

	Activity	Details	Time	Location
Election Day	Voting Center/ Polling Places	Check <i>sfelections.org</i> for polling place locations	Voting Center and polls are open from 7 a.m.–8 p.m. on Election Day	City-wide
	Election Day Support Center	Provides support to poll workers and dispatches in-person assistance to polling places when needed	5:30 a.m. to approximately midnight	Rm adjacent to City Hall café
	Processing Center	Receives voted ballots, rosters and other materials from polling places	Begins after 8 p.m. and continues until all polling place materials have been received	Warehouse at Pier 48
	Data Collection Center	Receives memory and results cartridges from polling places	Begins after 8 p.m. and continues until all polling place memory devices have been received	City Hall, McAllister St. entrance
	Election Night Results Reporting	Results are displayed on a large monitor on Election Night. Results are also available at: <ul style="list-style-type: none"> ○ <i>sfelections.org</i> ○ San Francisco Government Television – SFGTV, Channel 26 ○ Department’s Office 	First preliminary results released at approximately 8:45 p.m. with updates released at approximately 9:45 p.m. and 10:45 p.m.	City Hall, North Light Court
After Election Day	Ballot Processing and Tabulation	These include vote-by-mail ballots that voters dropped off at the polling places or the City Hall drop-off stations, or that the Department received in the mail within three days of Election Day; vote-by-mail ballots that were remedied by voters within eight days of the election; provisional ballots; ballots with write-in votes; and votes cast on the Edge accessible voting machines	Continues until all ballots have been counted and the results are certified	City Hall, Rm 48
		<i>For activity on a specific day, contact Matthew Selby (415) 554-4376</i>		
	Results Reporting after Election Night	The Department posts updated results online on any day ballots are tabulated	Daily at approximately 4 p.m.	<i>sfelections.org</i>
	Canvass	An internal audit of the election to ensure the accuracy of results	November 9, 10 a.m.–7 p.m., November 10, 8 a.m.–5 p.m. daily except Sundays and holidays	Warehouse at Pier 48
	1% Manual Tally	Random selection of precincts for manual tally	November 15, 10 a.m.–11 a.m.	City Hall, Rm 48

Appendix B: Key Dates and Deadlines for Voters

November 8, 2016, Consolidated General Election

Boxes that are shaded gray indicate deadlines

September 24

Military and Overseas Voter Ballots

Deadline to transmit ballots to military and overseas voters who have requested them by that date.

Transmission of ballots to voters who have submitted applications after this date continues through November 1.

October 7

Permanent Vote-By-Mail Voter Ballots

Estimated date when voters who have applied to vote by mail for all elections will begin receiving their ballots. Mailing to new applicants continues through November 1.

October 10

Voter Information Pamphlet and Sample Ballot Mailing

Deadline to mail the Voter Information Pamphlet and Sample Ballot to voters. Mailing to voters who register after this date continues through November 2.

October 11

City Hall Voting Center Opens

Voting is available at the Department of Elections office on the ground floor of City Hall, Monday through Friday, 8 a.m.–5 p.m. Voting is available on the weekends of October 29-30 and November 5-6.

October 24

Deadline to Register to Vote for the November 8 Election

Last day to register to vote. Voters who have moved or change their name must re-register to vote. The Voter Registration Form must be mailed (postmarked by this date) or delivered to the Department of Elections by this date. The Voter Registration Form may also be submitted by this date to the Department of Motor Vehicles or any National Voter Registration Act designated agency.

October 25

Processing of Vote-By-Mail Ballots

First day the Department of Elections may begin opening accepted vote-by-mail ballot envelopes and removing ballots in preparation for counting.

October 25–November 1

New Resident Registration and Voting

Extension of registration deadline for people who become residents after the registration deadline, October 24. During this seven-day period, new residents must register and vote in person at the Department of Elections, and are eligible to vote only for President and Vice President.

October 25–November 8

New Citizen Registration and Voting

Extension of registration deadline for new citizens who are sworn in after the registration deadline, October 24. New citizens must vote in person at the Department of Elections, and must show proof of citizenship and declare that they have established residency in California.

October 29–30

Weekend Voting at the City Hall Voting Center

Hours are 10 a.m.–4 p.m. (the public must enter City Hall on Grove Street).

November 1

Last Day to Request a Vote-by-Mail Ballot

Written or telephone requests must be received by the Department of Elections by 5 p.m. Online requests must be submitted by 11:59 p.m.

November 2–8

Weekend Voting at the City Hall Voting Center

Hours are 10 a.m.–4 p.m. (the public must enter City Hall on Grove Street).

Appendix B: Key Dates and Deadlines for Voters

November 8, 2016, Consolidated General Election

Boxes that are shaded gray indicate deadlines

November 8

Election Day

Polling places, the City Hall Voting Center, and Vote-by-Mail ballot drop-off stations are open from 7 a.m. to 8 p.m.

8 p.m. Deadline for Personal Delivery of Vote-by-Mail Ballots

Ballots that are personally delivered must be received by 8 p.m. on Election Day.

8 p.m. Deadline for Faxed Vote-by-Mail Ballots

Last day a military or overseas voter who is living outside of the United States (or is called for service within the United States on or after November 1, 2016) may return his or her ballot by facsimile transmission. Faxed ballots must be received by 8 p.m. on Election Day and must be accompanied by an identification envelope and a signed oath of voter.

November 9–December 8

Official Canvass

During the Official Canvass period, the Department of Elections conducts an internal audit of the election to ensure the accuracy and validity of the results.

Random selection of precincts for a 1% manual tally takes place on November 15.

November 14

Deadline for Mail or Delivery Service

Receipt of Vote-by-Mail Ballots

Any vote-by-mail ballot cast shall be deemed timely if it is received by the Department of Elections via the United States Postal Service or a bona fide private mail delivery company no later than three days after Election Day and either of the following is satisfied:

1. The ballot is postmarked on or before Election Day or is time stamped or date stamped by a private mail delivery company on or before Election Day, or,

...Continued from November 14

2. If the ballot has no postmark, a postmark with no date, or an illegible postmark, the vote-by-mail ballot envelope is date stamped by the elections official upon receipt of the vote-by-mail ballot, and is signed and dated by the voter on or before Election Day.

December 8

Deadline to Complete Canvass and Certify Election Results

The Department of Elections shall prepare a certified statement of results and submit it to the Board of Supervisors.

December 9

Deadline to submit the Statement of Results to the Secretary of State

Appendix C: Calendar for Candidates and Campaigns

November 8, 2016, Consolidated General Election

Boxes that are shaded gray apply to **Board of Supervisors** candidates only

ITEM #	DATES AND CODE REFERENCES	EVENT OR ACTION
1	There is no specified filing date, but these forms must be completed prior to starting of any campaign financing or expenditures. CA Gov't Code § 85200 SF C&GCC Code § 1.122	DECLARATION OF INTENT TO SOLICIT OR ACCEPT CONTRIBUTIONS <i>All Candidates</i> Before a candidate solicits or accepts contributions or loans or uses any personal funds for campaign purposes (excluding filing fees), the candidate must file a Candidate Intention Statement (FPPC Form 501) with the Ethics Commission and a Declaration of Intent to Solicit and Accept Contributions with the Department of Elections.
2	April 5–May 31** (E-217–E-162) CAEC § 8106 SF MEC §§ 205, 230	SIGNATURES IN LIEU OF FILING FEES <i>Board of Supervisors Candidates</i> The period during which candidates can pick up and file in-lieu petitions in order to pay for all or part of their filing fees by obtaining signatures of qualified voters. These signatures are due before or upon filing of nomination documents, or May 31, whichever occurs first. Each valid signature reduces the fee by \$0.50.
3	May 20–June 14 (E-172–E-147) SF MEC §205 (a) CAEC § 10220	NOMINATION PERIOD <i>Board of Supervisors Candidates</i> Deadline The period during which candidates may obtain and must file nomination documents. All nomination documents and fees must be filed no later than June 14 at 5 p.m. Filing fees are due upon filing of nomination documents.
4	June 3–July 28 (E-158–E-103) CAEC § 8106 SFMEC § 230	SIGNATURES IN LIEU OF FILING FEES <i>Community College Board & Board of Education Candidates</i> The period during which candidates can pick up and file in-lieu petitions in order to pay for all or part of their filing fees by obtaining signatures of qualified voters. These signatures are due before or upon filing of nomination documents, or July 28, whichever occurs first. Each valid signature reduces the fee by \$0.50.
5	June 15 noon– June 25 noon (E -146–E-136) SFMEC § 590 (a)	PUBLIC EXAMINATION PERIOD: CANDIDATE MATERIALS <i>Board of Supervisors Candidates</i> Period of public review for candidate legal name, candidate qualification statement, ballot designation, and <i>translated or transliterated Chinese names submitted by candidates.</i>
6	June 21, 5 p.m. (E-140) SF Charter §§ 2.113, 3.100	NOTIFICATION OF ORDINANCES AND DECLARATIONS OF POLICY TO BE SUBMITTED BY THE MAYOR OR FOUR OR MORE BOARD MEMBERS Deadline for the Mayor or four or more members of the Board of Supervisors to submit an <u>original</u> proposed ordinance or declaration of policy to the Clerk of the Board's office and provide a <u>copy</u> to the Department of Elections.

7	July 11, 5 p.m. (E-120) SFMEC §§ 300 (c) 370 (c) SF Charter § 14.101	SUBMISSION OF INITIATIVE PETITIONS TO QUALIFY LOCAL BALLOT MEASURES Deadline to submit initiative petitions to the Department of Elections to qualify charter amendments, ordinances or declarations of policy for the ballot. Once submitted, an initiative petition may not be withdrawn.
8	July 18–August 12, 5 p.m. (E-113–E-88) CAEC §10220	NOMINATION PERIOD <i>Community College Board, Board of Education, BART, US Senator, US Representative, State Senator, Member of the Assembly, & Superior Court Judge Candidates</i> The period during which candidates may obtain and must file nomination documents. All nomination documents and fees must be filed no later than August 12 at 5 p.m. Filing fees are due upon filing of nomination documents. Candidates for State, Federal, and Judicial offices may submit Statements of Qualifications and corresponding endorsements during this period.
9	July 25–August 15 (E-106–E-85) SFMEC § 515	BALLOT SIMPLIFICATION COMMITTEE MEETINGS The Ballot Simplification Committee prepares a digest of each local measure to be published in the Voter Information Pamphlet.
10	July 29, 5 p.m. (E-102) SFMEC § 300 (a)	SUBMISSION OF CHARTER AMENDMENTS AND BOND MEASURES The Board of Supervisors may submit, and the Director of Elections has the discretion to accept, one Charter amendment or bond measure after E-102 but no later than E-95.
11	July 31* (E-100) CA Gov't Code § 84200	FIRST SEMI-ANNUAL CAMPAIGN FINANCE STATEMENT – FPPC FORM 460 Deadline to file campaign statements for the period beginning January 1, 2016, and ending June 30, 2016.
12	August 2, 5 p.m. (E-98) SFMEC § 370 (b)(2)	WITHDRAWAL OF SUPPORT BY ONE OR MORE SUPERVISORS Measures proposed by four or more members of the Board of Supervisors shall be withdrawn if one or more of the Supervisors withdraw their support for the proposed measure, and following this withdrawal, fewer than four Supervisors continue to support the measure. A Supervisor may withdraw his or her support for a measure by filing with the Director of Elections a signed and sworn statement of withdrawal at any time up until 72 hours before the legal deadline for submission of the measure to the Director of Elections. Following such a withdrawal, additional members of the Board of Supervisors may join in support of the proposed measure provided that they do so in writing before the legal deadline for submission of the measure to the Department of Elections. No Supervisor may withdraw his or her support for a measure after August 2, unless it is a unanimous withdrawal proposed by four or more Supervisors who supported the measure. Such a withdrawal must occur before the legal deadline for submission of the measure.
13	August 5, 5 p.m. (E-95) SFMEC § 300 (b)	SUBMISSION OF ORDINANCES AND DECLARATIONS OF POLICY Deadline for the submission of ordinances or declarations of policy proposed by a majority of the Board of Supervisors, the Mayor, or four or more members of the Board of Supervisors.
14	August 12 (E-88) SFMEC § 401	SUBMISSION OF PROPOSED CHINESE NAME <i>Community College Board, Board of Education, BART Candidates</i> Deadline for candidates for office to submit a proposed Chinese name to the Department of Elections. Proposed names should be submitted along with the supporting information and material described in the candidate guide.

15	August 12, 5 p.m. (E-88) CAEC §§ 9401, 9403 EDC § 5322	SUBMISSION OF DISTRICT MEASURES Deadline for submission of a school, college, or special district measure. If a bond or tax measure is placed on the ballot, the tax rate statement is due by this date.
16	August 12, 5 p.m.– August 22, 5 p.m. (E-88–E-78) CAEC § 9509 EDC 5322	PUBLIC EXAMINATION PERIOD: DISTRICT MEASURES Period of public review of the district measures to be submitted to the voters.
17	August 13–August 17 (E-87–E-83) CAEC § 10225	SPECIAL CIRCUMSTANCE EXTENDED FILING If an eligible incumbent does not file during the regular nominating period, the candidate filing period for that office shall be extended five calendar days for candidates other than the incumbent. However, no five-day extension will occur if the incumbent's failure to file is because he or she has already served the maximum number of terms. In addition, no person may file for more than one office at the election.
18	August 13, noon– August 23, noon (E-87–E-77) SFMEC § 590 (a)	PUBLIC EXAMINATION PERIOD: CANDIDATE MATERIALS <i>Community College Board, Board of Education, BART Candidates</i> Period of public review for candidate legal name, candidate qualification statement, ballot designation, and <i>translated or transliterated Chinese names submitted by candidates.</i>
19	August 15, 11 a.m. (E-85) SFMEC § 505	DESIGNATION OF LETTERS FOR LOCAL BALLOT MEASURES The Department of Elections designates letters for local ballot measures according to the procedures set forth in the SFMEC.
20	August 15 (E-85) SFMEC § 515	BALLOT SIMPLIFICATION COMMITTEE DIGESTS Deadline for the Ballot Simplification Committee to submit digests of each local measure to the Department of Elections for publication in the Voter Information Pamphlet.
21	August 15 (E-85) SF MEC § 520	FINANCIAL ANALYSES Deadline for the Controller to submit to the Department of Elections a financial analysis of each local measure, including an estimate of the increase or decrease in the cost of government and/or the effect of the measure on the tax rate, for publication in the Voter Information Pamphlet.
22	August 15 (E-85) SFMEC § 510	BALLOT QUESTIONS Deadline for the City Attorney to submit to the Department of Elections the ballot questions for local measures.
23	August 16, noon– August 26, noon (E-84–E-74) SFMEC § 590 (b) (1) (2) (3)	PUBLIC EXAMINATION PERIOD: BALLOT DIGESTS, FINANCIAL ANALYSES, AND BALLOT QUESTIONS Period of public examination for the Ballot Simplification Committee's digests, the Controller's financial analyses, and the City Attorney's ballot questions.
24	August 18, 11 a.m. (E-82) CAEC §§ 13111, 13112 (i)	RANDOMIZED ALPHABET DRAWING The Secretary of State shall conduct the randomized alphabet drawing to determine the order in which the candidates will appear on the ballot. The Department of Elections shall conduct the randomized alphabet drawing for offices of State Senate District 11 and State Assembly District 19. The county-drawn alphabet shall be used only to arrange the names of candidates when a district includes more than one county.

25	August 18, noon (E-82) SFMEC §§ 535 (a), (b), 540 CAEC § 9315-9317	SUBMISSION OF PROPONENT AND OPPONENT BALLOT ARGUMENTS FOR LOCAL BALLOT MEASURES AND DISTRICT MEASURES Deadline to submit to the Department of Elections proponent and opponent ballot arguments for local ballot measures and district ballot measures.
26	August 18, 2 p.m. (E-82) SFMEC § 545 CAEC §§ 9315, 9503	SELECTION OF PROPONENT AND OPPONENT ARGUMENTS If the Department of Elections receives more than one proposed proponent or opponent argument for a local measure, the Department will select one proponent and one opponent argument according to priority levels set by SFMEC and the CAEC and, if necessary, by lottery.
27	August 19, noon (E-81) SFMEC § 535 (f)	DEADLINE TO CORRECT FACTUAL, GRAMMATICAL, OR SPELLING ERRORS IN PROPONENT AND OPPONENT BALLOT ARGUMENTS FOR LOCAL MEASURES ONLY Deadline for the authors of proponent and opponent ballot arguments to correct any factual, grammatical, or spelling errors in the arguments for or against local measures.
28	August 19, noon– August 29, noon (E-81–E-71) CAEC § 9509 SFMEC § 590 (b) (4) EDC § 5322	PUBLIC EXAMINATION PERIOD: PROPONENT AND OPPONENT ARGUMENTS FOR LOCAL BALLOT MEASURES AND DISTRICT MEASURES Period of public examination of proponent and opponent arguments for publication in the Voter Information Pamphlet.
29	August 22, noon (E-78) SFMEC § 535 (c) CAEC § 9500-9605 EDC § 5322	SUBMISSION OF REBUTTAL ARGUMENTS FOR LOCAL BALLOT MEASURES AND DISTRICT MEASURES Deadline to submit rebuttal arguments for local ballot measures and district measures to the Department of Elections.
30	August 22, noon (E-78) SFMEC § 535 (d)	SUBMISSION OF PAID BALLOT ARGUMENTS FOR LOCAL BALLOT MEASURES Deadline to submit paid ballot arguments for or against local measures to the Department of Elections. Paid ballot argument fees and original hard copy must be submitted together.
31	August 23, noon (E-77) SFMEC § 535 (f)	DEADLINE TO CORRECT FACTUAL, GRAMMATICAL, OR SPELLING ERRORS IN REBUTTAL OR PAID ARGUMENTS FOR LOCAL MEASURES ONLY Deadline for the authors of rebuttal or paid ballot arguments to correct errors in grammar and spelling in their arguments for or against local measures.
32	August 23, noon– September 2, noon (E-77–E-67) CAEC § 9509 SFMEC § 590(b)(5),(6)	PUBLIC EXAMINATION PERIOD: REBUTTAL ARGUMENTS (LOCAL AND DISTRICT MEASURES) AND PAID ARGUMENTS (LOCAL MEASURES ONLY) Period of public examination of rebuttal and paid ballot arguments submitted for publication in the Voter Information Pamphlet.
33	August 23– September 2 (E-77–E-67) SFMEC § 590 (c)	PUBLIC EXAMINATION PERIOD: CHINESE NAMES FOR CANDIDATES Public examination for all Chinese names transliterated by the Department of Elections' translation vendor. Deadline for a filing a legal challenge to candidate's Chinese name is September 2, noon. A candidate may challenge the Chinese name designated for him or her by the Department of Elections. A voter may challenge the Chinese name designated for any candidate.

34	September 12– October 25, 5 p.m. (E-57–E-14) CAEC § 8601	STATEMENT OF WRITE-IN CANDIDACY AND NOMINATION PAPERS During this period, all write-in candidates for any office must file their Statements of Write-In Candidacy and Nomination Papers with the Department of Elections.
35	October 10 (E-29) CAEC § 3018	CITY HALL VOTING CENTER OPENS Available 8 a.m. to 5 p.m., Monday – Friday, outside Room 48.
36	October 24 (E-15) CAEC §§ 300, 2102, 2107	LAST DAY TO REGISTER TO VOTE Last day to register to vote in the November 8, 2016 Election. The Voter Registration Form shall be mailed (postmarked by this date) or delivered to the Department of Elections and is effective upon receipt. Voter Registration Forms may also be submitted by this date to the Department of Motor Vehicles or any National Voter Registration Act (NVRA) designated agency. Online forms may be submitted until 11:59 p.m. Last day for military or overseas voters to complete and sign the Federal Post Card Application (FPCA) registering to vote and requesting a vote-by-mail ballot and to send it to the Department of Elections.
37	October 25–November 1 (E-14–E-7) CAEC § 2170	NEW RESIDENT REGISTRATION PERIOD Any person who becomes a new resident after October 24 may register to vote during this period. The new resident must register and vote at the Department of Elections. A new resident is eligible to vote only for President and Vice President.
38	October 25–November 8 (E-14–Election Day) CAEC §§ 3500 - 3502	NEW CITIZEN REGISTRATION AND VOTING Special extension of registration for new citizens who are sworn in after the October 24 registration deadline. New citizens must show proof of citizenship and declare that they have established residency in California in order to register and vote during the fifteen day period. These new registrants must vote at the County Elections office upon registration.
39	October 29–October 30 (E-10–E-9) CAEC § 018	WEEKEND VOTING AT THE CITY HALL VOTING CENTER Available Saturday and Sunday, 10 a.m. to 4 p.m., outside Room 48, City Hall. Public must enter from Grove Street side of City Hall.
40	November 1 (E-7) CAEC § 3001	LAST DAY FOR VOTERS TO REQUEST VOTE-BY-MAIL BALLOT Written or telephone requests must be submitted to the Department of Elections by 5 p.m. Online requests must be submitted by 11:59 p.m.
41	November 2–November 8 (E-6 – Election Day) CAEC § 3021	REQUEST FOR VOTE-BY-MAIL BALLOT – LATE CONDITIONS Period in which any voter may request, in writing, to pick up a vote-by-mail ballot if, due to accepted specified conditions, he or she will be unable to go to the polls on Election Day. A written statement is not necessary if the ballot is voted at the Department of Elections at the time of the request. The voter may any authorize, in writing only, a representative to return the ballot. Voters may authorize a spouse, child, parent, grandparent, grandchild, sibling, or person residing in the same household to return their ballot.
42	November 5–November 6 (E-3–E-2) CAEC § 3018	WEEKEND VOTING AT THE CITY HALL VOTING CENTER Available Saturday and Sunday, 10 a.m. to 4 p.m., outside Room 48, City Hall. Public must enter from Grove Street side of City Hall.
43	November 8	ELECTION DAY All polling places, including the City Hall Voting Center, open at 7 a.m. and close at 8 p.m.

44	December 8 (E+30) CAEC §15372 SF Charter § 13.108	STATEMENT OF RESULTS The Department of Elections shall prepare a certified statement of results of the election and submit it to the Board of Supervisors within 30 days of the election. The Board of Supervisors shall declare the nominees or winners for each office and the results of each measure under its jurisdiction. The Department shall make and deliver to each person elected a certificate of election after the Board of Supervisors declares the results.
45	December 9 (E+31) CAEC §§ 15374, 15375, 15400-15401 SF Charter § 13.108	STATEMENT OF RESULTS TO SECRETARY OF STATE By this date, the Department of Elections shall send to the Secretary of State, in an electronic format, one complete copy of the returns for all candidates voted for at the including United States Senator, United States Representative in Congress, State Senator, and Member of the Assembly, and for all statewide ballot measures.

<u>Code References</u>	
CA Gov't Code:	California Government Code
SF Charter:	San Francisco Charter (Article XIII – Elections)
SF C&GCC:	San Francisco Campaign and Governmental Conduct Code
SFMEC:	San Francisco Municipal Elections Code
CAEC:	California Elections Code
EDC:	California Education Code
*The legal deadline falls on a Saturday, Sunday or holiday; the deadline will not move forward to the next working day.	
**The legal deadline falls on a Saturday, Sunday or holiday; the deadline will move forward to the next working day. Cal. Gov't Code § 6707	