



# **Election Plan**

## **November 6, 2018, Consolidated General Election**

**Friday, August 31, 2018**

# Table of Contents

I. Introduction.....	4
II. Organizational Structure and Staffing.....	4
III. New and Enhanced Practices .....	5
A. Non-Citizen Voting in School Board Election .....	5
B. Accessible Vote-by-Mail System.....	12
C. Materials Enclosed with Vote-by-Mail Ballots .....	14
D. City Hall Voting Center Expansion.....	16
E. Applications to Review Vote-By-Mail and Provisional Ballot Envelopes .....	17
F. “Move Voter” Functionality .....	18
G. Voter Outreach .....	18
H. Poll Worker Recruitment and Training.....	23
IV. Observation Activities .....	26
V. Online and Telephone Services .....	27
VI. Candidate Filing and Submission of Ballot Arguments .....	28
VII. Official Ballot.....	29
VIII. Ballot Simplification Committee.....	31
IX. Voter Information Pamphlet and Sample Ballot .....	31
X. Ballot Delivery to Voters.....	32
A. Voter who Serve in the Military or Reside Overseas.....	32
B. Voters who Request to Vote by Mail .....	33
C. Voters who Reside in Mail Ballot Precincts.....	34
D. Voting Early at the City Hall Voting Center .....	34
XI. Polling Places .....	34
XII. Poll Workers.....	35
A. Recruitment .....	35
B. Assignment .....	36
C. Training.....	37
D. Distribution of Ballots to Inspectors.....	38
XIII. Field Support Personnel .....	38
XIV. Logic and Accuracy Testing of Voting Equipment .....	39
A. Testing of Equipment Used at Polling Places` .....	39

B. Testing of 400-C Machines Used to Tabulate Vote-By-Mail, Provisional, and Edge Remake Ballots .....	40
XV. Delivery of Voting Equipment and Supplies to Polling Places .....	41
XVI. Ballot Processing Before Election Day .....	41
A. Ballot Remake .....	42
XVII. Election Center .....	43
XVIII. Retrieval and Receipt of Memory Devices, Ballots, and Rosters of Voters on Election Night .....	45
XIX. Election Results .....	46
A. Reporting Preliminary Results after the Close of Polls on Election Night .....	46
B. Reporting Preliminary Results after Election Day .....	47
C. Reporting Final Election Results .....	47
D. Cryptographic Hashing of Results Files .....	47
XX. Ballot Counting and Tabulation after Election Day .....	48
A. Provisional Ballots .....	48
B. Ballots with Write-In Votes .....	48
C. Ballots from Auxiliary Bins .....	49
D. Votes Cast on the AVC Edge II Machines .....	49
XXI. Retrieval of Voting Equipment and Materials from Polling Places .....	49
XXII. Canvass of Election Materials and Certification of Results .....	49
A. Inspection of Materials .....	50
B. Reconciliation of Signatures in the Rosters of Voters with Ballots Recorded on the Posted Ballot Statement .....	50
C. One Percent Manual Tally .....	50
D. Reporting of Results to the Public, the Board of Supervisors, and the Secretary of State .....	51
E. Record Retention .....	51
Appendices .....	51
A. Calendar of Observable Activities .....	51
B. Calendar for Candidates and Campaigns .....	51

# 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 478,000 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 296,000 voters who permanently vote by mail and 7,700 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 §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 6, 2018, 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 37 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 6 election, the Department plans to hire and train approximately 250 seasonal workers to assist the year-round staff with a variety of functions. Some examples include assisting with candidate filings, maintaining the voter roll, reviewing signatures on vote-by-mail ballot envelopes, 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. 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.

Many seasonal workers remain employed for several weeks after the election to complete various processes necessary to complete Canvass and certify the election results.

### **III. New and Enhanced Practices**

#### **A. Non-Citizen Voting in School Board Election**

In the November 2016 election, San Francisco voters approved Proposition N, amending the City Charter to allow any non-citizen resident of San Francisco of legal voting age, not in prison or on parole for a felony conviction, who is the parent, legal guardian, or legally recognized caregiver of a child under the age of 19 living in San Francisco, to vote for members of the Board of Education.

In May of 2018, the Board of Supervisors passed an ordinance amending the Municipal Elections Code to augment Proposition N requiring the Department to develop a voter registration affidavit for eligible non-citizens to register to vote in School Board elections, to include a notice on voting materials informing non-citizens that any information provided to the Department may be obtained by the federal government, and to create several other documents related to non-citizen voting in School Board elections.

For the November 6 election, the Department created new materials and adapted a number of existing documents for use by this new group of voters, including a Voter Registration Affidavit, a voter notification card, a vote-by-mail application; engaged in thorough outreach to the City's non-citizen communities; and has been working on producing ballots and Voter Information Booklets specifically for School Board-only voters and developing training for poll workers. Following are implementation highlights.

##### **1. Registration and Voting Materials**

The Department has produced registration and voting materials for non-citizen voters, including a Voter Registration Affidavit, Voter Notification Letter, vote-by-mail ballot application, each containing a notice required by the [Municipal Elections Code \(MEC\) §1003](#).

##### **“IMPORTANT NOTICE FOR NON-UNITED STATES CITIZENS**

Any information you provide to the Department of Elections, including your name and address, may be obtained by Immigration and Customs Enforcement (ICE) and other agencies, organizations, and individuals. In addition, if you apply for naturalization, you will be asked whether you have ever registered or voted in a federal, state, or local election in the United States. You may wish to consult with an immigration attorney, an organization that protects immigrant rights, or other

knowledgeable source before providing any personal information to the Department of Elections and before registering to vote in San Francisco Board of Education Elections. You can find a list of nonprofit organizations that specialize in protecting the rights of immigrants on *sfelections.org*.”

The Department has translated and made the notice available in the following languages: Amharic, Arabic, Armenian, Assyrian, Bengali, Burmese, Cantonese, Cebuano (Visayan), Chaozhou, Dutch, Farsi (Persian), Tagalog, French, German, Greek, Gujarati, Hebrew, Hindi, Hmong, Hungarian, Ilocano, Indonesian, Italian, Japanese, Khmer (Cambodian), Korean, Lao, Mandarin, Mien (Yao), Pashto, Polish, Portuguese, Punjabi, Rumanian, Russian, Samoan, Serbo Croatian (Bosnian), Serbo Croatian (Croatian), Spanish, Taiwanese, Thai, Tigrinya, Toishanese, Tongan, Turkish, Ukrainian, Urdu and Vietnamese.

As required under [MEC §1002](#), the voter registration affidavit requires an affiant to attest under penalty of perjury that he or she meets the eligibility requirements and includes a statement reminding affiants that registering for the School Board election does not entitle them to vote in any other elections, including not only current state, federal or other local elections, but also future School Board elections, for which they will need to submit a separate affidavit.

The affidavit, provided in English, Spanish, Chinese, Filipino, Vietnamese, and Arabic, is the only means by which non-citizens can register to vote in School Board elections. Because the online registration form on the Secretary of State’s website requires affirmation of citizenship, it cannot function as a method of registration for non-citizens.

Upon receipt of an affidavit, the Department processes the registration and mails a Voter Notification Letter to the voter. If the affidavit is incomplete, the Department attempts to contact the affiant to collect any missing information. The standard registration deadline—15 days before an election—applies to non-citizen registrants. After the registration deadline, Conditional Voter Registration at the City Hall Voting Center will be available to both non-citizen and citizen voters.

As required under [MEC §1004\(b\)](#), the Department has developed a checklist of eligibility requirements for non-citizen voter registration as a supplemental document to the registration affidavit. When developing the checklist, the Department strove to achieve the closest proximity to a sixth-grade level of readability as possible.

As required under [MEC §1004\(a\)](#) the Department is prepared to provide, upon request an eligibility letter stating the criteria set forth in SF Charter §13.111(a)(1) for non-United States citizens to vote in School Board elections, and indicating whether a particular person voted in a particular School Board Election. The purpose of this letter is to affirm the right to vote granted to non-citizens under the San Francisco Charter and to serve as evidentiary support of the voter’s registration and participation history for naturalization application purposes.

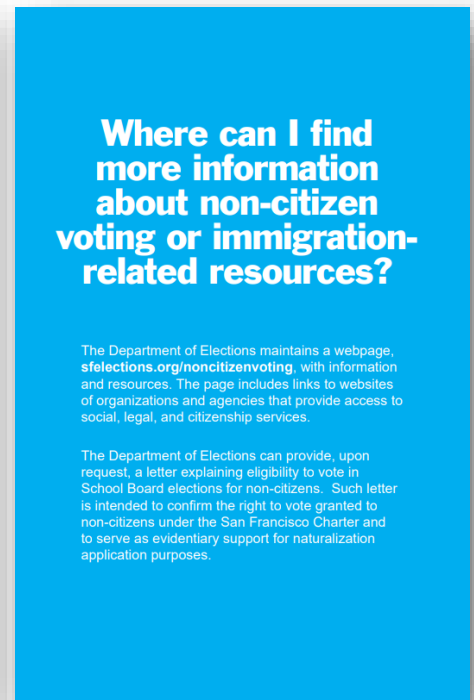
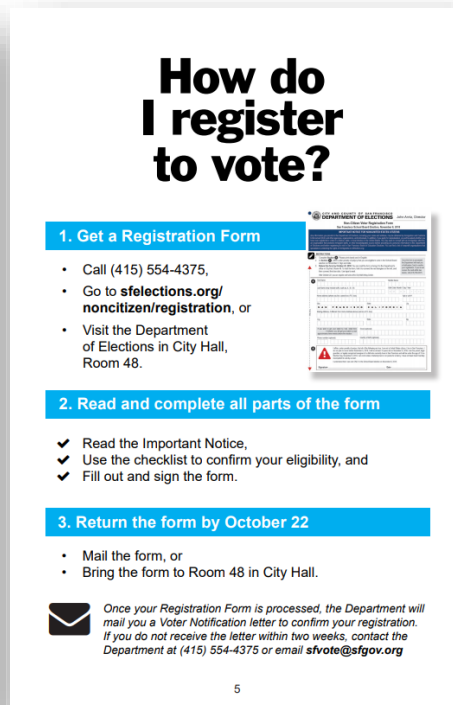
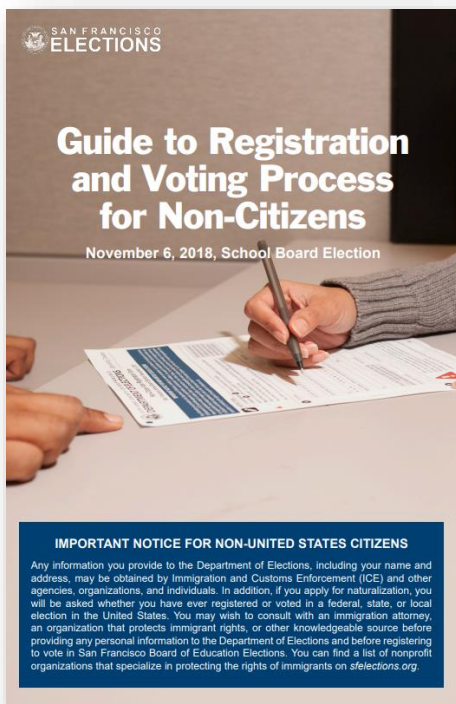
## **2. Outreach**

In anticipation of every election, the Department prepares a wide variety of voter outreach materials. With the advent of non-citizen voting, for the November 6 election the Department will create such materials for two audiences: citizen residents and non-citizen residents. The Department will use both print and non-print outreach methods to saturate the City with clear and comprehensive messages about non-citizen voting in School Board Elections.

## Print Communications

Print reaches many people and provides an important physical reminder to take action. The Department has therefore produced numerous print materials on non-citizen voting.

The Guide to Registration and Voting Process for Non-Citizens presents the essential aspects of non-citizen voting in twelve short pages, many of which are illustrated.



The Guide begins with the Important Notice to allow people to make an informed decision to register and vote. The Guide then provides the Department's contact information, important dates, the eligibility checklist, and detailed instructions on how to register. The Guide also explains how to find information on School Board candidates, outlines voting options and guides new voters step-by-step through the voting process. On the last two pages of the Guide, readers will find a list of voter rights as well as information on how to find organizations who specialize in providing services to immigrants. The Department has made the Guide available in English, Chinese, Spanish, Filipino, Arabic, and Vietnamese.

The Guide as well as other print materials are available on the Department's website and at the Department's office in City Hall. In addition to sharing these materials online and directly with residents of the City, the Department will deliver print communications to hundreds of community-based organizations, schools, and immigrant resource organizations, who will in turn share them with community members.

Approximately one month before every election, the Department sends a citywide mailer to all households in San Francisco advertising the date of the upcoming election and highlighting key election information. The mailer for the November 6 election will apprise San Franciscans of the fact that some non-citizen parents, legal guardians, and caregivers will now

have the opportunity to register and vote in the School Board contest. The Voter Information Pamphlet, which will be mailed to all San Francisco voters who have not opted out of the mailing, will also feature information about non-citizen registration and voting.

The Department has already provided messages about non-citizen registration and voting rights in non-English newspapers, including Sing Tao, World Journal, and El Reportero, and plans to publish the information again in the upcoming month.

The Department issues regular press releases to approximately three hundred interested parties, a group composed mainly of journalists, elected officials, and members of community-based organizations and the public. The press releases for the November 6 election will incorporate announcements pertaining to non-citizen registration and voting.

## Digital Communications

For those who prefer to receive information online, the Department created a new page on its website, [sfelections.org/noncitizen/voting](https://sfelections.org/noncitizen/voting), that consolidates a significant amount of information regarding non-citizen voting.

The screenshot shows a web browser displaying the "Non-Citizen Registration and Voting" page on the San Francisco Department of Elections website. The page has a blue header with navigation links: Home, Registration, Voting, Campaign Services, Get Involved, Results, Data and Maps, and About Us. Below the header, the breadcrumb trail reads "Home > Voting > Non-Citizen Registration and Voting". The main heading is "Non-Citizen Registration and Voting". Below the heading is a photograph of two people at a table, one pointing at a document. Under the photo are four language selection buttons: English, 中文, Español, and Filipino. The text on the page explains that in the November 2016 election, San Francisco voters passed Proposition N, Non-Citizen Voting in School Board Elections, by a vote of 54% to 46%. It further details that Proposition N is a Charter amendment extending voting rights to non-citizen residents of San Francisco who are of legal voting age, not in prison or on parole for a felony conviction, and who are parents, legal guardians, or legally recognized caregivers of children under the age of 18 living in San Francisco. It also states that in May 2018, the Board of Supervisors adopted an ordinance amending the Municipal Elections Code to implement Proposition N by requiring the Department of Elections to develop a non-citizen voter registration form and other documents related to non-citizen voting in School Board elections. The ordinance also requires a notice (provided below) on non-citizen voter materials that any information provided to the Department may be obtained by the federal government. A section titled "Non-citizen voting will be available at the next election for members of the Board of Education, scheduled for November 6, 2018, and at every Board of Education election until November 2022. After the November 2022 election, the opportunity for non-citizens to vote in School Board elections will expire unless the Board of Supervisors adopts an ordinance allowing it to continue." Below this text are two links: "Charter Amendment - Non Citizen Voting in School Board Elections (PDF)" and "ORDINANCE NO. 128-18 [Municipal Elections Code - Noncitizen Voting in School Board Elections] (PDF)". A list of links is provided: "Important Notice for Non-Citizens", "Registering to Vote in the School Board Election", "Voting in Person at Your Polling Place or City Hall", "Voting by Mail", "Resources and FAQs Related to Registration and Voting", and "Immigration-Related Resources". On the right side of the page, there is a "Key Dates" section with "Next Election" on November 6, 2018, and "Register To Vote By" on October 22, 2018. Below this is a "Contact Us" section with the Department of Elections address, hours, and contact information. A "Take our Customer Survey" button is also present. At the bottom of the right sidebar, there is a "VOTING" section with links for "What's on the Ballot?", "Ways to Vote", "Marking Your Ballot", "Language Access", "Accessible Voting and Services", "Military and Overseas Voting", and "Non-Citizen Registration and Voting". The "Non-Citizen Registration and Voting" link is highlighted in blue.

The top of the page reviews the legal background of non-citizen voting, describing the history of both Proposition N and local ordinance [No. 128-18](#) that mandates certain steps be taken in the implementation of Proposition N.

This webpage also includes six drop-down panels, each panel allowing readers to read about a particular subtopic in more detail. The first drop-down panel contains the Important Notice translated into 48 languages. The second panel contains eligibility requirements and outlines the procedures to register. The third panel explains how to vote in person, both at a polling place and at the Voting Center at City Hall. The fourth panel explains how to vote by mail. The fifth panel contains answers to Frequently Asked Questions. The last panel discusses the fact that the Department will provide a letter, upon request, affirming that certain non-citizens are eligible to vote in San Francisco School Board elections, and confirming that a particular individual has voted in a particular election.

### **Community Outreach Presentations**

The Department has developed two new presentations on the non-citizen voting topic: one geared toward potential registrants to assist with understanding the registration and voting process and the other designed to prepare organizations to assist potential registrants. Both presentations are available in English, Spanish, Chinese, and Filipino. In addition, the Department has begun hosting resource tables at community events at venues throughout the City to provide information to potential non-citizen registrants and interested community members.

### **Partnerships with City Agencies, Community Organizations, and the Media**

The Department has been actively collaborating with many City agencies and organizations to educate City residents about non-citizen voting. Some of these partnerships have been in place for many years, while others are new. Maintaining healthy and robust relationships with community and government organizations, both old and new, is a critical part of the Department's voter outreach.

The Language Accessibility Advisory Committee (LAAC), formed in 2017, acts as a liaison between the Department and community organizations focusing on language access in the City. Since its inception, LAAC has provided insightful input on language access in outreach methods, messaging, materials, and strategies, all of which is relevant to significant segments of the non-citizen voting community.

The Department and the SFUSD Superintendent's office are working together to identify the best ways to communicate information about non-citizen voting to parents, guardians and caregivers of students in the City's schools. The first part of the educational campaign will be in print, with all SFUSD students receiving printed flyers in the beginning of the school year. These flyers will apprise all parents, guardians and caregivers of the opportunity for non-citizens to vote in the November 6 School Board election. The Department is also in the process of creating content to be placed on the district website and in newsletters and will utilize new channels of communication as they evolve.

The Department has maintained a working relationship with the Office of Civic Engagement and Immigrant Affairs (OCEIA) for many years. The OCEIA is a policy, compliance, direct services and grant making office whose mission, in part, is to foster immigrant assistance programs that lead to full civic, economic and linguistic integration. The Department will continue to foster this relationship and collaborate with OCEIA Community Ambassadors in disseminating non-citizen voting information throughout San Francisco.

The Department is also partnering with the Department of Children, Youth, and Their Families (DCYF) to provide information about non-citizen voting opportunities to community-based organizations who work with DCYF. The DCYF creates and facilitates innovative citywide policies and projects in support of children, youth, and families. In a joint effort, the DCYF will publish information about non-citizen voting opportunities in their monthly newsletter, sent to approximately 300 grantees who work exclusively with children and families in San Francisco. DCYF also intends to promote non-citizen voting opportunities on its social media accounts and *sfkids.org*, which together reach approximately 4,000 followers. To round out the educational campaign, DCYF intends to distribute non-citizen voting materials prepared by the Department at events throughout the City as well as in its office.

In addition to the partnerships described above, the Department is working closely with many community-based organizations to give staff at these organizations the tools they need to assist community members interested in registering to vote. As part of these efforts, the Department delivers presentations on the logistical aspects of non-citizen registration, and provides resource tables to assist in community organization-based registration drives. Some of these organizations include Chinese for Affirmative Action, African Advocacy Network, Central American Resource Center, Causa Justa::Just Cause, Mission Graduates, La Raza Community Resource Center, Coleman Advocates, Support for Families of Children with Disabilities, Mission Neighborhood Centers, Mission Economic Development Agency, Catholic Charities of San Francisco, San Francisco Public Library Immigrant Services and Citizenship Resources, Homey SF, and Good Samaritan Family Resource Center.

In partnership with local radio and television broadcasters, the Department has aired several programs to educate San Franciscans about non-citizen voting and to let them know where to find more information. As of this writing, Department staff have provided interviews with Univision, KIQI, and Sing Tao. Additional radio and television appearances are planned and will include English-language programs as well as additional programs broadcast in Chinese and Spanish.

Outreach on non-citizen voting is thus multi-faceted, thorough, robust and collaborative. The Department is committed to reaching out to residents in the City to educate them about the new opportunity for non-citizen parents, guardians and caregivers to vote in the School Board election.

### **3. Election Information Management System**

The Department maintains an Election Information Management System (EIMS) to administer records of citizen voters, which interfaces with the VoteCal statewide voter database—the State’s system of voter registration record-keeping. Both EIMS and VoteCal software are configured to reject non-citizen registrants, as per [CAEC §2101](#), which requires citizenship as a prerequisite for voter registration.

The Department has therefore implemented a supplementary EIMS to maintain registration records for non-citizen voters. The supplemental system integrates non-citizen voter registration information into all election-related processes; it generates School Board-only ballot types, assigns precincts and polling places, issues Voter Information Booklets and vote-by-mail ballots, generates rosters and street indices, processes returned vote-by-mail and provisional ballots, and logs voting history for those who vote in School Board elections.

For the November 6 election, the Department will maintain two voter rolls and associated processes in two EIMS systems.

#### 4. Voter Information Pamphlet

The Department will produce a separate Voter Information Booklet (VIB) with information specific to non-citizen voting in the Board of Education contest. The VIB includes a Sample Ballot, information about Board of Education candidates and the voting process. The back cover of the VIB features each voter's polling place address, based on the voter's home address.

In light of the relatively small amount of content, rather than producing four separate monolingual versions, the Department will produce a single VIB with information in four languages: English, Chinese, Spanish, and Filipino. A quadrilingual approach to the School Board-only VIB serves non-citizen voters as cost-effectively as possible and streamline distribution.

The VIB will be mailed to each non-citizen registrant and posted on [sfelections.org](https://sfelections.org) by October 8 in accordance with [CAEC §13307\(b\)](#) and [MEC §500](#).

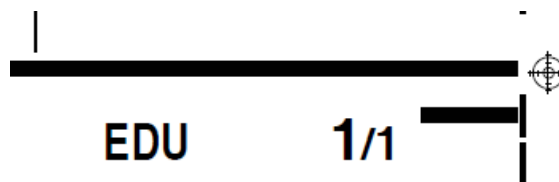
#### 5. School Board-Only Official Ballot

The Department will produce an official quadrilingual ballot, with only the School Board contest, for non-citizen voters.

The ballot for non-citizen voters will differ in several ways from the ballot for citizen voters. First, while citizen ballots are composed of several double-sided cards, the School Board-only ballot is a single, one-sided card. Second, while citizen ballots are bilingual (in Chinese, Spanish or Filipino in addition to English), non-citizen ballots are quadrilingual (with English, Spanish, Chinese and Filipino sections). Third, the non-citizen ballot masthead has been modified to read:

**OFFICIAL BALLOT**  
**Board of Education Election (School Board Election)**  
City and County of San Francisco  
November 6, 2018

Finally, as an aid to poll workers in selecting the correct ballot for non-citizen voters, the code "EDU" will appear in the bottom right hand corner of the ballot card. This code indicates that the ballot presents only the Board of Education contest.



In addition to paper ballots for use with the optical-scan voting equipment, the Department will produce accessible touchscreen and audio versions of this ballot. Both paper and accessible versions of the ballot will be available at the Department's Voting Center in City Hall and at all polling places on Election Day. As for citizen voters, accessible vote-by-mail ballots for non-citizen voters with disabilities will be available via an online portal, [sfelections.org/access/ncv](https://sfelections.org/access/ncv).

#### 6. Logic and Accuracy Testing

The Department incorporated the School Board-only ballots into the Logic and Accuracy testing of tabulating equipment performed prior to each election. All equipment used by San Francisco's voting system will be tested to accurately record and tabulate all votes on both sets of ballots.

## **7. Voting Options and Online Tools**

The Department will provide the same voting options and similar online tools to non-citizen voters as it provides to citizen voters. Non-citizen voters may vote by mail, at the City Hall Voting Center starting 29 days before the election, or at the polls on Election Day. They also have access to a parallel set of online tools, including tools for checking their registration, ballot status lookup, and polling place lookup.

## **8. Poll Worker Training and Polling Place Procedures**

The Department is developing a curriculum and updating the Poll Worker Manual in order to properly train all poll workers to serve precinct, vote-by-mail, and provisional non-citizen voters.

The overarching goal is to provide clear instructions regarding the distribution of non-citizen ballots and to emphasize the importance of the procedures designed to prevent the improper issuance of citizen ballots to non-citizens or vice versa. In updating the Manual, the Department also kept in mind the vital importance of discouraging inappropriate political expression at polling places. The Manual, specifically the letter from the Director, thus emphasizes the right of every voter to vote free from intimidation and interference, and the necessity for all poll workers to behave in a professional manner toward all voters, regardless of their personal or political beliefs.

For Election Day, the Department will organize a robust phone bank in order to provide assistance to poll workers and voters with questions or concerns when the polls are open. The Department will also provide approximately 85 field support staff to provide Election Day assistance to poll workers and to serve as liaisons between polling places and the Department. All field support personnel will be knowledgeable regarding voting procedures for both citizen and non-citizen voters.

## **9. Election Results and Canvass**

As previously noted, the same voting equipment will be used to tabulate ballots cast by both standard and School Board-only voters. Both preliminary and final election results reports will merge School Board vote counts from both types of ballots.

The day after the election, the Department will begin the official canvass, an internal audit of the election required by state law to ensure the accuracy and validity of the results. Ballots cast by standard and School Board-only voters will be canvassed and archived together after the certification of the results.

### **B. Accessible Vote-by-Mail System**

The June 5 election marked the first time San Francisco voters were able to use a Remote Accessible Vote-by Mail System (RAV). This system allows voters to download and mark an electronic ballot from any computer with internet access. The advent of RAV has expanded voting method options for both military and overseas voters and voters with disabilities.

In anticipation of the RAV rollout, the Department engaged in robust outreach, with particular focus on reaching voters with disabilities and seniors. The Department contacted seventy organizations serving populations that might benefit from the new technology and held several presentations on the topic. Over one hundred audio copies of the Voter Information Pamphlet with information about the availability of the new system were distributed to organizations such as Library for the Blind and Print Disabled and Lighthouse for the Blind, as well as to voters directly. All copies of the Voter Information

Pamphlet, mailed to nearly half a million voters, also highlighted this new accessible voting option. In addition, vote-by-mail instructions, mailed to nearly 290,000 people, prominently featured information on RAV and how to access the system.

For those who prefer to learn online, the Department created a new webpage, [sfelections.org/access](http://sfelections.org/access), dedicated solely to RAV. This page includes an introductory video about the new technology, as well as two educational sections presented in drop-down panels. The first drop-down panel answers the most basic questions: *What is RAV? Who is eligible to use it? How can voters use it?* The second drop-down panel provides more detailed answers to Frequently Asked Questions that were suggested by the Voter Accessibility Advisory Committee (VAAC) with which the Department holds meetings.




## Department of Elections

[Home](#) [Registration](#) [Voting](#) [Campaign Services](#) [Get Involved](#) [Results](#) [Data and Maps](#) [About Us](#)

[Home](#) > [Voting](#) > [Ways to Vote](#) > [Accessible Vote-by-Mail System](#)

### Accessible Vote-by-Mail System



[English](#) [中文](#) [Español](#) [Filipino](#)

An accessible vote-by-mail system is a ballot delivery option that allows voters with disabilities to access their ballot using any computer with internet access. Voters can use their assistive devices to read and mark the ballot outside of a polling place, and then print and return it to the Department of Elections. [▶ Watch this video for more information.](#)

If you are already a vote-by-mail voter, you can access the system beginning October 9 through the ballot portal.

To apply for a vote-by-mail status, use the [online vote-by-mail application](#) or call (415) 554-4375 or TTY: (415) 554-4386.

[▶ Accessible Vote-by-Mail System: What How When](#)

[▶ Frequently Asked Questions on Accessible Vote-by-Mail System](#)

#### Key Dates

**Next Election**  
November 6, 2018

**Register To Vote By**  
October 22, 2018

#### Contact Us

Department of Elections  
1 Dr. Carlton B. Goodlett Place  
City Hall, Room 48  
San Francisco, CA 94102  
[\(Get Directions\)](#)

Hours: Monday - Friday  
8 a.m. - 5 p.m.

Email: [SfVote@sfgov.org](mailto:SfVote@sfgov.org)  
Phone: (415) 554-4375  
Fax: (415) 554-7344  
TTY: (415) 554-4386

中文: (415) 554-4367  
Español: (415) 554-4366  
Filipino: (415) 554-4310

In response to feedback from VAAC, the Department made several changes to RAV instructions for the November 6 election. First, the Department changed the name itself by removing the word “Remote.” Initially conceived as the “Remote Accessible Vote-by-Mail System,” VAAC committee members noted that some voters might be dissuaded from using the system because the word “Remote” could be understood to imply that only voters outside the City were eligible to use the system. Use of the simpler and friendlier name “Accessible Vote-by-Mail System” is intended to embolden more voters eligible to use the system, to try the new technology.

The Department has also streamlined the RAV portal instructions. These new, more succinct instructions emphasize the importance of having a printer, either at the onset of the process, or at some time prior to returning the printed ballot. Voters are instructed that they may, for example, save a marked ballot in PDF format to a USB drive and print from the drive at a public library.

For the November 6 election, the Department has maintained its existing outreach efforts to reach residents who might benefit from the use of RAV and has begun to collaborate with new organizations as well, namely the San Francisco Department of Aging and Adult Services, the Institute on Aging, and several Aging and Disability Resource Centers.

### **C. Materials Enclosed with Vote-by-Mail Ballots**


Of the nearly half a million registered voters in San Francisco (approximately 476,000), more than half (approximately 285,000) are registered as permanent vote-by-mail voters. Hundreds more vote by mail for just one election. The vast majority of the almost three hundred thousand people who vote by mail in each election interact with the voting process via the vote-by-mail packet sent by the Department. With this in mind, the Department is continuously striving to enhance the clarity of the instructions on the insert with voting instructions and the return envelope, both provided in the vote-by-mail packet. For the November 6 election, in addition to making the insert smaller and easier to handle, the Department made several design changes in an effort to improve the flow of the instructions.

First, the layout of the bold red, white, and blue color scheme in the old insert tended to draw the reader’s eye to secondary information. The organization of the new insert is designed to encourage voters to begin by reading the three primary steps, i.e., to mark, sign and return their ballot. The muted color scheme, with text boxes organized into contrasting sections to more clearly delineate primary and secondary instructions, also emphasizes primary information. As a result, the reader’s eye is naturally drawn first to the essential steps of voting by mail, and then to the secondary information. As an aid to visual learners, and to bring the ballot return process to life for voters, each of the three essential steps is now illustrated with a full color photograph rather than with a blue pictogram.

In addition, the Department has added a fourth step to the primary instructions. Why now four steps, instead of three? By adding “Follow your ballot” to the primary instructions, the Department hopes to encourage voters to take the “extra” step of going online to confirm acceptance of their ballots. Because voters who use the ballot-tracking tool are much more likely to redress a curable error, this addition to the primary vote-by-mail steps may result in fewer uncounted ballots. Thus, these voters have an additional opportunity to “Make it count!”

Secondary information is now set off in the blue panel on the right, where it will not distract voters who do not need answers to these common, but not universal, questions. Those interested in requesting a replacement ballot or using accessible voting option will find that information easily, while those who are not interested can just as easily skip over those

paragraphs. Finally, the reminders to avoid common errors now come at the logical end of the insert—in the lower right hand corner.



**SAN FRANCISCO  
ELECTIONS**

City Hall, Room 48  
1 Dr. Carlton B. Goodlett Pl.  
San Francisco, CA 94102  
sfelections.org (415) 554-4375

# Voting Instructions

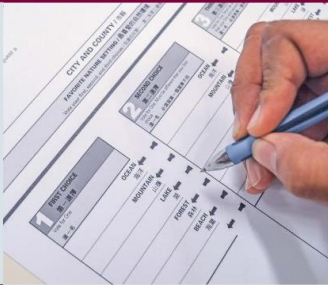
## November 6, 2018 Election

### 1 Mark your ballot

Read the instructions at the top of each card.

To learn more about candidates and measures, go to [sfelections.org](http://sfelections.org).


After completing marking your ballot, remove all stubs and place each voted card, folded separately, into the return envelope.



### 2 Sign your return envelope

Seal the return envelope, then complete and sign the declaration on the back.

By law, for your ballot to be counted, the signature on the envelope must compare to the signature in your registration record. If your signature has changed, submit a new Voter Registration Application.



### 3 Return your ballot

**By Mail**

Mail your ballot on time. Your return envelope is postage paid.

Ballots postmarked or date stamped after Election Day, Tuesday, November 6, cannot be counted.


**In Person**

You may hand deliver your ballot to the City Hall Voting Center, drop-off stations outside City Hall, or any polling place in California on Election Day, Tuesday, November 6.

Ballots hand delivered after 8 p.m. on Election Day cannot be counted.

**Voting Center Hours**

Oct 9 - Nov 5 (Mon - Fri)	8am to 5pm
Oct 27 - 28 (Sat - Sun)	10am to 4pm
Nov 3 - 4 (Sat - Sun) drop off stations available	10am to 4pm
Nov 6 (Election Day) drop off stations available	7am to 8pm



### 4 Follow your ballot

Go to [sfelections.org/myballot](http://sfelections.org/myballot) to confirm that your ballot was received and counted. If your ballot cannot be counted, this tool will provide information on how to correct the issue.



### Accessible Voting

Voters with disabilities may use an Accessible Vote-By-Mail System to download and mark their ballot in a screen-readable format from any computer with internet access. Marked ballot must be printed and returned by mail or in person. To access the ballot, go to [sfelections.org/access](http://sfelections.org/access).

### Need a Replacement Ballot?

The Department mails replacement ballots until October 31. Call (415) 554-4375, go to [sfelections.org/myballot](http://sfelections.org/myballot), or follow the instructions on your return envelope.

From November 1 and through Election Day, November 6, visit the City Hall Voting Center. On Election Day, you may also obtain a replacement ballot at your polling place.

If you need only a replacement return envelope, call (415) 554-4375 or email [sfvote@sfgov.org](mailto:sfvote@sfgov.org)

### Make It Count!

**Remember to Sign.** Sign your envelope as you signed your Voter Registration Application. If your signature has changed, submit a new Voter Registration Application.

**Return your ballot on time.** To be counted, your envelope must be postmarked or date stamped by Election Day, Tuesday, November 6, and received by Friday, November 9.

Domestic mail delivery times can vary and may take up to a week. If Election Day, November 6, is less than a week away, consider hand delivering your ballot to the City Hall Voting Center, or to a polling place on Election Day.

### Translated Materials Available

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

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

Nếu quý vị muốn có bản sao lá phiếu tham chiếu bằng tiếng Việt, vui lòng gọi số (415) 554-4375 hay truy cập trang mạng [sfelections.org/language](http://sfelections.org/language).

한국어로 된 참조용투표용지가 필요한 경우 (415) 554-4375로 전화주시거나 [sfelections.org/language](http://sfelections.org/language)를 방문하시기 바랍니다.

When reviewing vote-by-mail packet materials, the Department also considered comments made by envelope processing staff, resulting in the improved layout of the return envelope. Envelope processing staff estimated that 10% of out-stacked ballots (those rejected by processing equipment) were jettisoned because a machine erroneously read folds or creases on the outer edge of the return envelope as checks in the spoiled ballot box. To mitigate such equipment error, the spoiled ballot checkbox is now located in center of the return envelope flap. This improvement will likely decrease the time staff spend manually inspecting erroneously out-stacked envelopes.

By continuously incorporating ballot processing data and voter feedback, the Department aspires to produce functional, concise, and up-to-date vote-by-mail instructions.

#### **D. City Hall Voting Center Expansion**

The introduction of Conditional Voter Registration (CVR) during the June 5 election cycle resulted in increased voter turnout at the City Hall Voting Center. On Election Day, June 5, nearly half of voters, approximately 1,000 voters, cast their ballot under this new option.

In anticipation of many voters casting their ballots under CVR in the November 6 election, the Department has made plans to expand the layout, the staffing levels, and the equipment used in the Voting Center.

The Department evaluated the maximum capacity of available space at the Voting Center and other public office areas of the Department and was able to modify the current layout to allow for the increase of processing stations, as well as the deployment of more voting booths. Staff workstations in the traditional Voting Center areas will increase from 24 to 29, an additional 9 workstations will be set up in the public area near the front counter in Room 48, and an additional 20-25 voting booths will be provided on the ground floor.

In a proactive response to both historical turnout increases for general elections versus primaries and anticipation of continued use of CVR, the Department intends to hire 40 temporary staff, an increase from the 29 hired for the June election cycle. Since the data shows that many more voters visit the Voting Center in the last week of the early voting period, and that nearly a third of voters wait until Election Day itself to do so, temporary employee hiring timelines for November will incorporate these statistics intelligently by consolidating new hires into two distinct groups, with the first group joining the Department a week before the start of an early voting period and the second group starting two and a half weeks later. For the second half of the early voting period, after the second group has been onboarded and trained, a combined temporary employee group would fill all available workstations at the Voting Center, provide floor support, and staff an auxiliary Voting Center in the area adjacent to the front counter.

In order to alleviate possible congestion and delay caused by break times required to be taken by staff, a new, staggered schedule has been developed. There will instead be six half hour blocks, rather than two hour-long blocks as in past cycles, for lunch, and six more half hours blocks, rather than two hour-long blocks, for dinner. This 6:1 ratio will maximize use of staff resources, with only 1/6 absent at once, and for only half the time.

The Department has also analyzed the processing steps associated with CVR voters and has modified its procedures to aid personnel with guidelines that ensure accurate processing of registration information and expeditious ballot issuance.

## **E. Applications to Review Vote-By-Mail and Provisional Ballot Envelopes**

In an effort to increase processing efficiency, the Department has developed applications that are used by election personnel who conduct the review of envelopes prior to the opening of the envelopes and ballot extraction. The first application was first deployed in the June 5 election as part of the vote-by-mail ballot envelope review process. The application has proven to be a very useful tool resulting in the Department's creating a similar application for provisional ballot envelope review process. Both applications will be utilized in the upcoming November 6 election.

Existing returned ballot envelope processing protocol dictates that ballots cannot be challenged unless and until three different staff members have compared the signature on the envelope against the signatures on file without finding a comparable signature. Ballots are placed on pending status when a staff member performing the first or second signature comparison review does not find a match.

A primary goal of both vote-by-mail ballot review application and provisional ballot review application is to reduce the time each ballot takes to move through this multi-pass process assisting the staff to process ballot envelopes placed on "pending status" in a more expeditious manner and allowing voters to learn about the status of their ballots more timely.

Using a vote-by-mail ballot review application as an example, pending ballot envelope data is now automatically added to the application's queue to be reviewed in a second pass. The application pairs scanned signature images, as captured by the Agilis envelope scanning and processing machine, with real-time data in the Election Information Management System (EIMS). Where necessary, processors may also view images of fields beyond the signature field (e.g., where a voter has signed outside the box).

If, in the second pass, a processor updates a ballot's status to "Accepted" in EIMS, data for the accepted ballot envelope is automatically removed from the review queue and the envelope enters the next step in the process — opening and ballot extraction. In cases in which a processor is unable to find a match in the second pass, ballot data is automatically moved into a review queue designated for ballots requiring a third pass.

The ballot envelope review applications now allow multiple processors to simultaneously and efficiently review images in the queue one-by-one, allowing for the fact that not all signature reviews take the same amount of time. A corollary of applications' programming structure is that when a given ballot is undergoing review, the application prevents the same ballot from appearing in a different processor's queue.

The average time required to process a ballot envelope is also shortened by the fact that the application reduces the time staff spend physically handling envelopes during the signature and eligibility verification process. Prior to deployment of the envelope review applications, processors were generally required 48 hours from receipt of the ballots to complete the review process. The new application has allowed the Department to cut this processing time in half giving voters even faster access to information about their ballots

## **F. “Move Voter” Functionality**

The California Secretary of State has recently developed the new “Move Voter” functionality in VoteCal, the statewide voter registration database, to facilitate and standardize the process of transfers of registration data for voters who move within California.

The Department continuously works to maintain accurate and up-to-date addresses in its voter rolls. The Move Voter functionality supports this objective by providing a uniform and streamlined mechanism for acting upon change of address information, both that provided by voters directly and that received from the postal service or other third parties. Whenever a new address is included in such a notification, elections officials can use Move Voter procedures to transfer voter registration data from the voter’s old county to the voter’s new county.

Prior to the implementation of Move Voter, if the Department sent a mailer to a voter that was returned ‘undeliverable’ by the postal service with a forwarding address in a different county, the voter’s record would be inactivated. With the implementation of Move Voter, such voter records remain active and the Department forwards those records to elections officials in the new county of residence for processing.

The Department has implemented a number of new practices as part of its implementation of Move Voter. These include the standardization of methods for transmitting registration data to other counties, the development of uniform steps for the processing of registration information received from other counties, and the development of a regular schedule for confirmation communications mailed to City voters newly registered via Move Voter.

Move Voter data files transmitted to other counties include scanned change of address notification documents, as well as “Move Source Codes” and “Push Delivery Types,” all of which assist other counties in processing new registrations. As part of this collaborative process, the Department utilizes AccuMail to verify the accuracy of a voter’s new address before sending registration data to officials in the voter’s new county.

Before accepting registration data for a new voter transferred to San Francisco from another county, Department staff review the voter’s file and assign a precinct based on the voter’s new residential address. VoteCal automatically cancels the voter’s registration record in the previous county when San Francisco registers the voter; this feature prevents duplicate registration. The Department mails Address Confirmation Postcards to voters newly registered in the City via Move Voter on a bi-weekly basis.

In short, Move Voter has opened another registration channel for voters registered in the State who move into or out of San Francisco. By assisting the Department in its mission to maintain accurate voter rolls, and by helping voters busy with the process of moving to maintain and update their registrations, Move Voter provides a valuable benefit to the electorate.

## **G. Voter Outreach**

The Department is engaged in an ongoing effort to find innovative ways to increase voter awareness and civic participation in the City. For the November 6 election, the Department is focused on encouraging San Franciscans to take part in the election process by emphasizing the personal nature of voting and by highlighting the many tools and resources voters may use to participate in the election in ways that fit into their lives comfortably.

With this personal approach in mind, the Department has updated both its advertising, informational and supplementary materials and the content of its in-person presentations. The Department is also in the process of deploying a strategic data tool, designed to identify and prioritize historically low turnout areas for in-person outreach presentations. Additionally, the Department has strengthened its presence on Twitter and Facebook and has joined Nextdoor to reach individuals who prefer to receive information in these formats.

The Department's current outreach theme "*Your City. Your Choice.*" plays a prominent role in outreach materials developed for the November 6 election. This theme emphasizes both the accessibility of the election process to all residents and the empowering, equitable nature of voting itself. The theme also highlights the Department's commitment to providing accurate and useful information regarding election-related services to all eligible City residents so that all may understand and benefit from the particular services most useful to them. Print materials show voters representing a variety of demographics in an inviting, friendly style. This human element, signified by people holding "I Voted!" and "I am a poll worker." stickers, represents an embrace of the many different personas of San Franciscans. For the same reason, outreach materials continue to be multilingual and multi-media, inviting all eligible residents to access election information in the style that suits them best as individuals.



**Your City. Your Choice.**  
vote 投票 burnoto 투표 bỏ phiếu  
**November 6, 2018**  
**Election Day**

**Vote at City Hall**  
October 9 - November 6

**Vote by Mail**  
Request by October 30

**Vote at your Polling Place:**  
November 6, Election Day

**Volunteer to be a Poll Worker!**

 **SAN FRANCISCO ELECTIONS**   [sfelections.org](http://sfelections.org)   (415) 554-4375   City Hall, Room 48      /sfelections



**Your City. Your Choice.**  
vote 投票 burnoto 투표 bỏ phiếu  
**November 6, 2018**  
**Election Day**

**Vote at City Hall**  
October 9 - November 6

**Vote by Mail**  
Request by October 30

**Vote at your Polling Place:**  
November 6, Election Day

**Volunteer to be a Poll Worker!**

 **SAN FRANCISCO ELECTIONS**   [sfelections.org](http://sfelections.org)   (415) 554-4375   City Hall, Room 48      /sfelections

# Your City. Your Choice.

vote 投票 bumoto 투표 bỏ phiếu

**November 6, 2018**  
Election Day

**Vote at City Hall**  
October 9 - November 6

**Vote by Mail**  
Request by October 30

**Vote at your Polling Place:**  
November 6, Election Day



**San Francisco voters, volunteer as Poll Workers!**



**SAN FRANCISCO  
ELECTIONS**

[sfelections.org](http://sfelections.org)

(415) 554-4375

City Hall, Room 48




[/sfelections](https://www.youtube.com/sfelections)

Strategic use of advertisements featured on Muni buses, in BART stations, and in local neighborhood newspapers allows the Department to saturate the City with key election and messages and spotlight the opportunity to serve as a poll worker while meeting members of the community and helping them vote.

The Department has developed supplemental outreach materials including an outreach business card, a pre-registration club card and an informational flyer on Ranked-Choice Voting. The business card, featuring contact information and friendly photos, offers a convenient reminder about the services that can be provided by the Department's outreach team. This card, printed in several versions featuring different groups of cheerful voters, reminds holders that the outreach team is available for voter presentations, registration training, resource tabling, and election materials delivery and provides contact information.



**Contact us for:**

▶ Voter Presentations

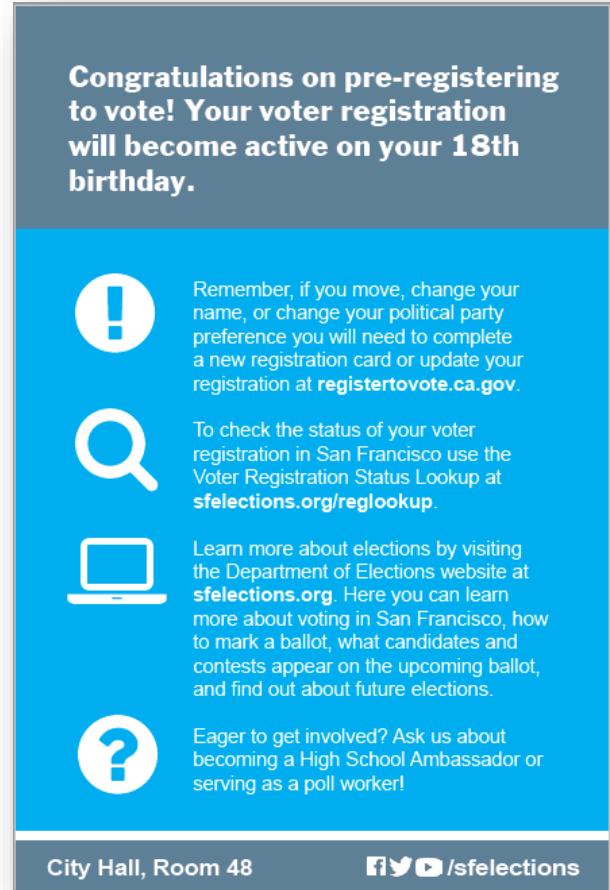
▶ Voter Registration Training

▶ Resource Tabling

▶ Election Materials Requests

[sfelections.org](http://sfelections.org)  
(415) 554-4375  
[sfoutreach@sfgov.org](mailto:sfoutreach@sfgov.org)

The pre-registration club card was created to provide additional confirmation of pre-registration to those who are under 18. The club card also outlines the steps necessary to update voter registration and invites holders to serve as poll workers or high school student ambassadors.



The new Ranked-Choice Voting (RCV) informational flyer was designed to help voters mark the ballot correctly by describing both what to do and what *not* to do. The instructions on how to mark an RCV ballot strike a balance between thoroughness and straightforwardness. A large image shows the voters how to represent their choices in each of three columns by connecting the arrow next to the name of each candidate. The flyer reiterates that only one choice should be marked in each column, that each choice must differ from the others, and that completion of the second and third columns is optional. In addition, three types of errors are clearly depicted on the flyer: selecting the same candidate in more than one column, selecting more than one candidate in the same column, and skipping a column. Illustrations of common errors are placed next to a corresponding illustration of a *correctly* marked ballot. The flyer also explains that a voter's second and third choices are not tallied unless and until the voter's first choice has been eliminated.

### Vote for your top three candidates

Your ballot will have three columns – each column will have the same candidates listed in the same order.

You can choose to rank up to three candidates on the ballot, selecting your first-choice in the left-hand column, your second choice in the center column, and your third-choice in the right-hand column.

If you want to select only one or two candidates, simply leave the other columns blank.

### Marking a Ranked-Choice Ballot

Connect the arrow pointing to your **first-choice** candidate.

Connect the arrow pointing to a **different** candidate, if any, as your **second choice**.

Connect the arrow pointing to a **different** candidate, if any, as your **third choice**.

### Counting a Ranked-Choice Contest

- All first-choice votes are counted. If any candidate received a majority, more than 50% of the first-choice votes, that candidate wins the contest.
- If no candidate receives more than 50% of first-choice votes, the candidate with the fewest first-choice votes is eliminated.
- Voters who selected the eliminated candidate as their first choice will have their vote transferred to their second choice. The votes are counted again.
- Third-choice votes are counted only when a voter's first and second-choice candidates are eliminated.
- Eliminating candidates and transferring votes continues until a candidate has more than 50% of remaining votes and is declared the winner.

### Avoid These!

Do not mark more than one candidate in each column.

Do not mark the same candidate more than once.

Do not skip a column.

Community organizations, schools, and community centers across the City continue to collaborate with the Department in distributing election materials and facilitating in-person presentations. The focus of the in-person presentations is on providing accurate, non-partisan information to voters and potential voters who seek to participate in the November 6 election. The data from presentation follow-up surveys is then carefully analyzed and informs the content of future presentations and educational events.

The influence of the Department's community engagement efforts is determined in large part by conscientious maintenance of relationships with community organizations that leverage their local expertise and connections with voters to encourage neighborhood participation in elections. These organizations provide invaluable advice about connecting with targeted communities using culturally competent methods and with comprehensive and targeted election information. The Department also works with several Departments in the City, as well as the Mayor's office, the Board of Supervisors, the San Francisco Public Library (SFPL), the Office of Civic Engagement and Immigrant Affairs, the San Francisco Unified School District (SFUSD), and the United States Citizenship and Immigration Services (USCIS) to reach out to potential voters.

As part of the Department's effort to reach young City residents, the outreach team collaborates with the Youth Commission, the Department of Children, Youth and Their Families, SFPL, and SFUSD. 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 continuously works on reaching residents in historically low-turnout neighborhoods through its outreach. The Department designed a new tool to identify and prioritize low turnout areas, evaluating overall need by aggregating

information from multiple sub-categories of data, such the density of language change requests, historical voter turnout, and historical poll worker shortages. The new tool assigns priority levels from the aggregate need scores in a citywide neighborhood ranking. Utilizing this priority ranking system, staff make outbound calls to neighborhood agencies, connecting directly with people who might be most receptive to scheduling in-person presentations.

Prior to every election, the Department contacts approximately 135 convalescent and residential care facilities and hospitals in the City to inform them about services that might benefit their patients. Such services include in-person presentations, registration drives, and vote-by-mail registration assistance. Of particular benefit to those in long term care is the Department's in-person ballot delivery service for voters not registered to vote by mail but physically unable to visit a polling place on Election Day.

Through October 31, the Department will host weekly resource tables outside of City Hall on Wednesdays. The weekly resource table event provides yet another opportunity for outreach coordinators to assist members of the public. These events coincide with the weekly farmers markets at Civic Center, which attract a large influx of foot traffic from the surrounding area.

In its comprehensive outreach efforts, the Department strives to develop and improve communications to every eligible resident in the City, in all neighborhoods and in all walks of life, in as many languages and media as practically possible.

## **H. Poll Worker Recruitment and Training**

For every election, the Department strives to find new ways to improve the customer service provided by poll workers throughout the City on Election Day. Orderly poll worker recruitment, effective poll worker training, and intelligible and up-to-date poll worker resource materials are all integral parts of providing good customer service to in-person voters. In preparation for the Election Day this November, the Department has updated a number of processes related to poll worker recruitment and training, as well as refining and contemporizing some of the materials used at the polls.

The first step towards successful poll worker recruitment is to design eye-catching advertisements. For the November 6 election, the Department has updated flyers and poster to recruit adult and high school student poll workers. It has been the case for several years that almost a third of poll workers serving in San Francisco elections are high school students. As part of the November advertisement and recruitment update, the High School Poll Worker Application was therefore refined to include an easier to read training schedule and refreshed content about the benefits of being a poll worker. Because many of the parents of high school students may be newly eligible to vote in the School Board election, it also includes a message introducing parents to non-citizen voting.

Parent/Guardian Permission	
<p>High School Poll Workers provide invaluable service while earning stipends of up to \$152. Students serve from 6 a.m. to 9 p.m. on Election Day, with 2½ hours of break time. Community service hours earned may satisfy graduation requirements and may improve your child's resume or college applications. By signing below, you authorize your child's participation in the High School Poll Worker Program. You acknowledge that the Department of Elections does not assume responsibility for program participants and you affirm that the information given in this application is true and correct. Please call the Department of Elections at (415) 554-4395 if you have any questions.</p>	
Parent/Guardian Name (Printed):	Contact Number:
Signature:	Date:
<p>Did you know that San Francisco residents who are non-citizens and the parents, guardians, or caregivers of children under 19 can now vote in the School Board Election on November 6? For more information, go to <a href="http://sfelections.org/noncitizenvoting">sfelections.org/noncitizenvoting</a>.</p>	
Teachers' Permission (for all periods missed on Election Day)	
<p>Your student would like to serve as a Poll Worker on Election Day, Tuesday, November 6. Please sign below to excuse the student to serve on Election Day. Thank you for allowing your student to participate in the High School Student Poll Worker Program!</p>	
Period 1:	Period 5:
Period 2:	Period 6:
Period 3:	Period 7:
Period 4:	Period 8:
Student Agreement and Signature	
<p>In submitting this application, I commit to satisfying all high school poll worker duties on Election Day, as outlined above. I have obtained written permission from my parents or guardians and all of my teachers. I agree to attend a two-hour training class prior to Election Day. I certify that the information in my application is true and correct. I understand that supplying false information in this application may result in my immediate dismissal.</p>	
Student Name (Printed):	
Signature:	Date:

# APPLICATION

## HIGH SCHOOL POLL WORKER PROGRAM

### Tuesday, November 6 Election

**HOW TO SUBMIT THIS APPLICATION:**

**SCAN/TAKE A PHOTO AND EMAIL:**  
[HSPollworker.Communication@sfgov.org](mailto:HSPollworker.Communication@sfgov.org)

**IN-PERSON:** City Hall, Room 48 (Ground Floor)

**MAIL:** Department of Elections - PW  
 1 Dr. Carlton B. Goodlett Place, Rm. 48  
 San Francisco, CA 94102-4634

Apply by October 17 to be a Poll Worker in the November 6 election. As a Poll Worker, you will be serving San Francisco voters and joining the team that makes Election Day happen while earning money!






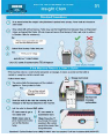






For the November 6 election, the Department also revised both the digital and paper versions of the Poll Worker Assessment, which is used to verify the suitability of poll worker applicants. The first section of the new assessment presents with several questions on residency, language proficiency, and other essential qualifications. The second part of the assessment evaluates applicants' reading, comprehension, and math skills, as well as their cultural sensitivity and willingness to serve those with special needs. The updated poll worker assessment is designed to test for secondary, rather than elementary, skills, with the hope that this higher level of testing will more effectively generate a pool of qualified workers.

In order to compile statistics more systematically, the Poll Worker Assessment was moved to the Survey Monkey software platform. The Department will utilize these statistics in developing improvements to its recruitment practices in future elections.

Qualified poll worker applicants move to the next step of precinct assignment; those with more experience may work as inspectors. For the November election, the Department is making a concerted effort to strategically assign experienced poll workers with the assistance of newly developed reports. As part of this effort, new inspectors, who bear more responsibility than clerks, will be paired with experienced poll worker clerks wherever possible.

All poll workers, both new and experienced, must undergo training in preparation for each election. The Department has been finding creative ways to keep poll workers fully engaged while in training. To this end, the Poll Worker Division has created a “passport” to motivate poll workers trainees to complete a circuit of polling place practice activities at training labs offered in addition to group classes. Those who complete the passport may enter a raffle to win an additional stipend.

	<b>Station 1: Voter Information Kiosk</b> Set up and breakdown the voter information kiosk. Turn to page 18 in your manual.	stamp here
	<b>Station 2: The Election Table</b> Set up and breakdown the Election Table. Turn to page 19-20 in your manual.	stamp here
	<b>Station 3: Voting Booths</b> Set up and breakdown voting booths. Turn to page 21-22 in your manual.	stamp here
	<b>Station 4: Setup Insight and Edge Machines</b> Set up and breakdown voting machines. Turn to page 25 and start on step 4 in your manual.	stamp here
	<b>Station 5: Roster and Ballot Clerk Duties</b> We'll go through scenarios issuing the ballot to San Francisco's many voters. Turn to the blue pages, 47-50 in your manual.	stamp here
	<b>Station 6: Insight Clerk</b> This station covers what to do during ballot jams, voter errors, auxiliary voting, and more. Turn to pages 51- 52 in your manual.	stamp here
	<b>Station 7: Card Activator</b> Have a voter that wants to use the Edge Machine? We'll show you how to activate a voter card! Turn to pages 56 - 57 in your manual	stamp here
	<b>Station 8: Custody Transfer of Electronic Results</b> Polls have closed and now it's time for the custody transfer of electronic results to the DPT officer. Turn to page 69 in your manual.	stamp here
	<b>Station 9: Custody Transfer of Ballots and Materials</b> Now it's time to transfer the physical ballots to the Sheriff. Reminder to not mix and match ballots.	stamp here
	<b>Station 10: Posted Ballot Statement</b> Math is hard, but we break down the posted ballot so that you can balance out your precinct perfectly.	stamp here

Many new role-playing activities were developed for clerk classes in order to highlight changed job card steps, especially the many procedural changes required for proper administration of voting to non-citizen voters eligible to vote on the Board of Education contest. As a corollary, the Poll Worker Manual was updated to emphasize the systematic changes required for this election.

Recognizing that even the most thoroughly trained poll workers need comprehensive and easy-to-use resources for assisting voters on Election Day, the Department modified several Election Day documents, including the Custody Transfer, Posted Ballot Statement and Generic Ballot Transfer forms, to include sections for processing Board of Education ballots. Content on the Ballot Information sign was brought up to date to present current contests and measures.

To provide a more expeditious service to poll workers when responding to their pre-election inquiries, the Department upgraded the Poll Worker phone tree to accept multiple calls at a time.

In short, every aspect of poll worker operations, from advertisements and recruitment to training and resource development, were enriched and improved for the upcoming election. By continuing to make innovative but prudent changes to poll worker operations, the Department endeavors to elevate the polling place experience of each and every San Francisco voter.

## IV. Observation Activities

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. The Department also issues a press release and posts information on its website and social media sites to publicize the opportunity to observe election activities.

Once the Panel is formed, the Department hosts 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 one percent 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 §12172.5](#).

To expand observation opportunities, the Department will host an Open House inviting the public to tour the Department's office and learn about the many processes that take place before, on, and after Election Day in support of the election. The Open House is also an opportunity to view activities at the City Hall Voting Center, the poll worker recruitment office, and the public phone bank, and to observe vote-by-mail ballot processing.

Attendees can visit a simulated polling place where they can view signage, voting equipment, multilingual materials, and accessibility tools that the Department provides at San Francisco's 583 polling places on Election Day.

Visitors will receive a copy of the Observer Guide, which provides a schedule of activities related to the November 6 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. Online and Telephone Services

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.

To serve voters who prefer to obtain information digitally, the Department provides an array of multilingual online tools and information that allow voters to access their registration information, view their Voter Information Pamphlet and sample ballot, apply to vote by mail, track the journey of their vote-by-mail ballot from printing to counting, find the location of their polling place, and request translated materials.

The Department's website is a centralized resource of essential voter information, is also rich in interactive content including customized data reports, streaming of election activities, and multimedia materials such as video and audio recordings and slide presentations.

During the November 6 election cycle, the Department will broadcast various operations on [sfgov.org/elections/observe-election-process](https://sfgov.org/elections/observe-election-process) to facilitate public observation 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. Those who have subscribed to the Department's [email list](#) or [RSS feed](#) will also receive regular updates from the Department.

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.

Two months prior to Election Day, the Department will expand its phone and email assistance staff, with a ten-member team tasked specifically with answering telephone inquiries through Election Day, manage email correspondence and in-person visits of voters.

## VI. Candidate Filing and Submission of Ballot Arguments

To facilitate candidate and ballot argument filing for the November 6 election, the Department prepared a [Board of Supervisors Candidate Guide](#), a [Candidate Guide for Assessor-Recorder, BART Board, Board of Education, Community College Board, and Public Defender](#), and a [Guide to Submitting Ballot Arguments](#). 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 B*).

For the November 6 election, candidate filing activities commenced on March 19, when the submission period opened for signatures in lieu of filing fee for candidates running for the San Francisco Board of Supervisors, Districts 2, 4, 6, 8, and 10. The nomination period for the Board of Supervisors offices began on May 18 and ran until June 12. The submission period for signatures in lieu of filing fee for candidates running for other local offices began on May 17 and ran through July 11. The nomination period for local offices other than Board of Supervisors began on July 16 and ended on August 10, with extended filing periods through August 15 for BART Director and Board of Education.

When the nomination periods close for local offices, the Department posts final candidate lists in HTML and open data formats on [sfelections.org](#). The California Secretary of State provides information about candidates for federal and state offices.

The Department also facilitates the intake of local ballot measures to be submitted to voters in the upcoming election. These measures may be submitted to the Department by the Mayor, the Board of Supervisors, four or members of the Board, or by voters through the initiative petition process; certain other agencies may also submit ballot measures, such as the San Francisco Board of Education or the Ethics Commission. The submission deadlines vary depending on the type of measure, with most falling in July and early August.

The order in which measures will appear on the ballot is as follows:

- State Measures
- City and County measures
  - ✓ Bond measure
  - ✓ Charter amendment
  - ✓ Ordinances

On August 13, the Department selected and assigned letters to identify each local measure that will appear on the ballot for the November 6 election. The Department assigns letters to measures according to [CAEC §13109](#) and [MEC §505](#). The Department webcasts the selection of the letters and posted a recording of the selection process on its website.

In August, the Department facilitated the intake of the ballot arguments (proponents', opponents', rebuttal, and paid) for inclusion in the Voter Information Pamphlet, in accordance with [MEC §530](#). To encourage complete and efficient submissions, the Department posted a [Guide to Submitting Ballot Arguments](#) in addition to the ballot argument forms.

All ballot arguments are subject to a 10-day public examination period. These public examination periods allow an opportunity to review and possibly challenge 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 23, 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 6 election, the following offices will appear on the ballot:

### **Voter-nominated offices**

- Governor
- Lieutenant Governor
- Secretary of State
- Controller
- State Treasurer
- Attorney General
- Insurance Commissioner
- Member, State Board of Equalization, District 2
- United States Senator
- United States Representative in Congress, Districts 12 and 14
- Member of the State Assembly, Districts 17 and 19

### **Nonpartisan Offices**

- State Superintendent of Public Instruction
- Associate Justices of the Supreme Court
- Presiding Justices, Court of Appeal
- Associate Justices, Court of Appeal
- BART Board, District 8
- Assessor-Recorder
- Public Defender
- Members, Board of Education (3 seats)
- Members, Community College Board (3 seats)
- Board of Supervisors, Districts 2, 4, 6, 8, 10

### **Local and State Measures**

Five local measures and eleven state measures have qualified for the ballot (another state measure qualified but was removed from the ballot by order of the California Supreme Court). At the time of submission of this plan, the Department anticipates that the ballot will consist of four cards.

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. For the November election, there are 35 ballot types, although five ballot types have no voters and no residential addresses.

Starting in August, 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 will be sent once local translations are completed and the Secretary of State releases the certified list of candidates on August 30, with translations to follow.

Ballot translations can come from a variety of sources: the Secretary of State (for candidates for state or federal office and state ballot measures), local candidates who request a particular Chinese name, or 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. The Department also produces ballots for use with the remote accessible vote-by-mail system, serving voters with disabilities and those in the military or living overseas.

## VIII. Ballot Simplification Committee

[MEC §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 commenced public meetings on July 30 and completed its digests on August 3.

## 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. The Department will again include HTML and XML versions of the VIP in English, Chinese, Spanish, and Filipino on its website one month before Election Day.

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 6 election, the Department will begin transmitting updated content for the general information pages, as well as candidate statements for local contests to the typesetting/translation contractor in mid-July. As additional candidate statements and local ballot measure information become available following all submission deadlines, the Department will compile and format the material, proofread it against the official submissions, and send 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 19, 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 8, as required by [MEC §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 mailing.

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 27, with a link to the pamphlet on [sfelections.org](#).

## **X. Ballot Delivery to Voters**

### **A. Voter who Serve in the Military or Reside Overseas**

As authorized by state election law, the Department may begin sending ballots to military and overseas voters 60 days before the election and must complete the mailing no later than 45 days before the election, September 22.

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, October 30; 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 anyone to return the ballot on voter's behalf, in accordance with [CAEC §3017\(a\)\(2\)](#).

The Department also offers an accessible vote-by-mail system, a ballot delivery option that allows voters with disabilities to access their ballot using any computer with internet access. Voters with disabilities who are registered to vote by mail can access and mark their ballots in a screen-readable format and then print and return their ballots to the Department by mail or in person. The accessible vote-by-mail system is available 29 days before an election through a portal on the Department's website. To access the portal, voters need to affirm their eligibility and input their house number and ZIP code associated with their residence address in San Francisco, as last registered to vote, and birth date.

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 authorize any person to pick up and return their ballot, in accordance with [CAEC §3021](#).

[Vote by Mail](#) page on *sfelections.org* features information about voting by mail that may interest voters. This section also features a [Ballot Status Lookup 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 6 election, there are 15 mail ballot precincts, each with fewer than 250 registered voters (other five 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 Early at the City Hall Voting Center**

Beginning October 9, 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 27–28 and November 3–4, and on Election Day from 7 a.m. to 8 p.m.

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 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 6 election, the Department will support 583 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.

[CAEC §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.

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 6 election, the Department will assign approximately 2,400 poll workers to 583 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 50 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 September.

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. [CAEC §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. 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 6 election, student recruitment has begun 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.

Further, the Department will make efforts to recruit and assign additional bilingual poll workers who speak Chinese, Spanish, Filipino, Vietnamese, and Korean to the polling places identified by the California Secretary of State in accordance with [CAEC §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 approximately 120 poll worker training classes in the month preceding the election. Specialized classes will also be conducted for approximately 85 Field Support personnel, 15 Election Center Personnel, 22 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. Training sessions will begin in October and continue through the first week in November; classes will be held primarily on Fridays, Saturdays, and Sundays, in the hearing rooms of City Hall, fourth floor.

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 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 immediately after every Inspector class. 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 6 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 22 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 22 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 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 [CAEC §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.

### **A. Testing of Equipment 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 [CAEC §15101\(b\)](#), the Department can begin opening accepted envelopes and removing ballots ten business days before an election – October 23. 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 [CAEC §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 [SF Charter §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 [SF Charter §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](http://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 in early October. 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 6 as required by [CAEC §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.

## 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 from the Insight auxiliary bin. Ballots that have not yet been counted 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 Materials from Polling Places**

Beginning the day after the election 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 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. [CAEC §15372](#), allows 30 days following an election for the Department to complete the Canvass and certify the results.

### **A. Inspection of Materials**

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. One Percent Manual Tally**

As part of the Canvass, a one percent 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 one percent of the precincts in the election.

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.

The selection of precincts is done by using three 10-sided dice. After the dice are thrown, the resulting number on each die is matched to an itemized list of precincts. If the precincts selected do not include all races in the election, additional precincts will be randomly selected until all races are included for manual counting. However, for any additional precincts selected, only the contests not included on the ballots from the initial set of precincts will be manually tallied.

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 6, 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 7, as required by [CAEC §15375](#). 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. Calendar for Candidates and Campaigns**

## Appendix A: Calendar of Observable Activities

### November 6, 2018, Consolidated General Election

Before Election Day			
Activity	Details	Time	Location
<b>Ballot Measure Letter Designation</b>	The Department designates letters for local ballot measures (Streamed on <a href="http://sfgov.org/elections/observe-election-process">sfgov.org/elections/observe-election-process</a> )	August 13, 11 a.m.	City Hall, Rm 48
<b>Selection of Proponents' and Opponents' Arguments</b>	If the Department receives more than one proposed proponent or opponent argument for a measure, the Department will select one proponent and one opponent argument according to priority levels and, if necessary, by lottery (Streamed on <a href="http://sfgov.org/elections/observe-election-process">sfgov.org/elections/observe-election-process</a> )	August 16, 2 p.m.	City Hall, Rm 48
<b>Voter Outreach Presentations</b>	Contact Matthew Selby (415) 554-4376 for details, time, and location		
<b>Logic and Accuracy Testing</b>	Optech 400-C machines	September 28, 8:30 a.m. – 5 p.m.	City Hall, Rm 48
	Optech Insight machines	October 1 – 9, 8 a.m. – 5 p.m.	Pier 48, Shed B
	AVC Edge II machines	October 11 – 19, 8 a.m. – 5 p.m.	Pier 48, Shed B
<b>Poll Worker &amp; Field Support Training</b>	Contact Matthew Selby (415) 554-4376 for details, time, and location		
<b>Voting Center</b>	Any voter may vote at the City Hall Voting Center beginning 29 days before the election	October 9 – November 5, Monday–Friday, 8 a.m. – 5 p.m.  October 27 – 28 and November 3 – 4, 10 a.m. – 4 p.m.	City Hall, ground floor
<b>Open House</b>	During the Open House, attendees are invited to tour the Department's office and learn about processes that take place before, on, and after Election Day in support of the election	TBD	City Hall, Rm 48
<b>Vote-by-Mail Ballot Processing</b>	Sorting, scanning, and verifying signatures on the vote-by-mail envelopes in preparation for ballot counting (Streamed on <a href="http://sfgov.org/elections/observe-election-process">sfgov.org/elections/observe-election-process</a> )	As early as September 24, 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 (Streamed on <a href="http://sfgov.org/elections/observe-election-process">sfgov.org/elections/observe-election-process</a> )	October 23 until complete	City Hall, Rm 48
	For activity on a specific day, contact Matthew Selby (415) 554-4376		
<b>Ballot Remake</b>	When ballots are torn, bent, folded, dirty, damp, or otherwise damaged and unreadable, the Department remakes these ballots	October 23 until complete	City Hall, Rm 48
<b>Mock Election Day Support Center</b>	The practice of logging and resolving inquiries and issues in a simulated environment similar to Election Day (Streamed on <a href="http://sfgov.org/elections/observe-election-process">sfgov.org/elections/observe-election-process</a> )	November 3, 10:30 a.m. – 12:30 p.m.	Rm adjacent to the City Hall café

On Election Day			
Activity	Details	Time	Location
<b>Voting Center/ Polling Places</b>	Check <a href="https://www.sfelections.org">sfelections.org</a> for polling place locations	Voting Center and polls are open from 7 a.m.– 8 p.m. on Election Day	City-wide
<b>Election Day Support Center</b>	Provides support to poll workers and dispatches in-person assistance to polling places when needed (Streamed on <a href="https://www.sfgov.org/elections/observe-election-process">sfgov.org/elections/observe-election-process</a> )	5:30 a.m. to approximately midnight	Rm adjacent to City Hall café
<b>Processing Center</b>	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
<b>Data Collection Center</b>	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
<b>Election Night Results Reporting</b>	Results are displayed on a large monitor on Election Night. Results are also available at: <a href="https://www.sfelections.org">sfelections.org</a> , 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			
Activity	Details	Time	Location
<b>Ballot Processing and Tabulation</b>	Ballots 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  For activity on a specific day, contact Matthew Selby (415) 554-4376 (Streamed on <a href="https://www.sfgov.org/elections/observe-election-process">sfgov.org/elections/observe-election-process</a> )	Continues until all ballots have been counted and the results are certified	City Hall, Rm 48
<b>Results Reporting after Election Night</b>	The Department posts updated results online on any day ballots are tabulated	Daily at approximately 4 p.m.	<a href="https://www.sfelections.org">sfelections.org</a>
<b>Canvass</b>	An internal audit of the election to ensure the accuracy of results	November 7, 10 a.m.–7 p.m. beginning November 8, 8 a.m.– 5 p.m. daily except Sundays and holidays	Warehouse at Pier 48
<b>1% Manual Tally</b>	Random selection of precincts for manual tally (Streamed on <a href="https://www.sfgov.org/elections/observe-election-process">sfgov.org/elections/observe-election-process</a> )	TBD	City Hall, Rm 48

## Appendix B: Calendar for Candidates and Campaigns

### November 6, 2018, Consolidated General Election

ITEM #	DATES AND CODE REFERENCES	EVENT OR ACTION
1	<b>March 19 – May 13</b> <i>(E-232 – E-177*)</i>  CAEC §8106; SFMEC §§205, 230, 840	<b>SIGNATURES IN LIEU OF FILING FEES</b> <i>Board of Supervisors</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 the signatures-in-lieu deadline (E-177), whichever occurs first.
2	<b>May 18 – June 12</b> <i>(E-172 – E-147)</i>  CAEC §§10220, 10225; SFMEC §205(a)	<b>NOMINATION PERIOD</b> <i>Board of Supervisors</i>  The period during which candidates may obtain and must file nomination documents. Filing fees are due upon filing of nomination documents. All nomination documents must be filed no later than 5 p.m. on the last day of the nomination period. In the event an eligible incumbent does not file by the nomination period deadline, the filing period shall be extended by five calendar days for candidates other than the incumbent.
3	<b>May 17 – July 11</b> <i>(E-173 – E-118)</i>  CAEC §§8106; SFMEC §§205, 230, 840	<b>SIGNATURES IN LIEU OF FILING FEES</b> <i>Assessor-Recorder, Public Defender, Board of Education, Community College Board</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 by the signatures-in-lieu deadline (E-118).
4	<b>June 13 noon – June 23 noon</b> <i>(E-146 – E-136)</i>  SFMEC §590(a)	<b>PUBLIC EXAMINATION PERIOD: CANDIDATE MATERIALS</b> <i>Board of Supervisors</i>  Period of public review and possible legal challenge of candidate legal names, candidate qualification statements, ballot designations, and translated or transliterated Chinese names submitted by candidates.
5	<b>June 19</b> <i>(E-140)</i>  SFC §2.113; SFMEC §300(b)	<b>NOTIFICATION OF ORDINANCES AND DECLARATIONS OF POLICY TO BE SUBMITTED BY THE MAYOR OR FOUR OR MORE BOARD MEMBERS</b> <i>Ballot Measures</i>  Deadline for the Mayor or four or more members of the Board of Supervisors to submit an original proposed ordinance or declaration of policy to the Clerk of the Board's office and provide a copy to the Department of Elections.
6	<b>July 9</b> <i>(E-120)</i>  SFC §14.101; SFMEC §§300(c), 370(c)	<b>SUBMISSION OF INITIATIVE PETITIONS TO QUALIFY A LOCAL BALLOT MEASURE</b> <i>Ballot Measures</i>  Deadline to submit initiative petitions to the Department of Elections to qualify an Ordinance, Declaration of Policy, or Charter Amendment for the ballot. Once submitted, an initiative petition may not be withdrawn.

7	<p><b>July 16 – August 10</b> (E-113 – E-88)</p> <p>CAEC §§10220-8, 10510-6, 10602-4; SFMEC §§200-260</p>	<p><b>NOMINATION PERIOD</b> <i>BART Board, Assessor-Recorder, Public Defender, Board of Education, Community College Board</i></p> <p>The period during which candidates may obtain and must file nomination documents. Filing fees are due upon filing of nomination documents. All nomination documents must be filed no later than 5 p.m. on the last day of the nomination period. In the event an eligible incumbent does not file by the nomination period deadline, the filing period shall be extended by five calendar days for candidates other than the incumbent.</p>
8	<p><b>July 27</b> (E-102)</p> <p>SFMEC §300(a)</p>	<p><b>SUBMISSION OF CHARTER AMENDMENTS AND BOND MEASURES</b> <i>Ballot Measures</i></p> <p>Deadline for the Board of Supervisors to submit Charter amendments and bond measures to the Department of Elections. 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.</p>
9	<p><b>July 30 – August 13</b> (E-99 – E-85)</p> <p>SFMEC §515</p>	<p><b>BALLOT SIMPLIFICATION COMMITTEE MEETINGS</b> <i>Ballot Measures</i></p> <p>The Ballot Simplification Committee prepares a digest of each local measure to be published in the Voter Information Pamphlet.</p>
10	<p><b>July 31</b> (E-98)</p> <p>SFMEC §370(b)(2)</p>	<p><b>WITHDRAWAL OF SUPPORT BY ONE OR MORE SUPERVISORS</b> <i>Ballot Measures</i></p> <p>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 Department 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 Department 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 proposed measure after this date, unless it is a unanimous withdrawal by the four or more Supervisors who supported the measure. Such a withdrawal must occur before the legal deadline for submission of the measure.</p>
11	<p><b>August 3</b> (E-95)</p> <p>SFMEC §300(b)</p>	<p><b>SUBMISSION OF ORDINANCES AND DECLARATIONS OF POLICY</b> <i>Ballot Measures</i></p> <p>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.</p>
12	<p><b>August 10</b> (E-88)</p> <p>CAEC §§9401, 10403; CA Ed. Code §5322</p>	<p><b>SUBMISSION OF DISTRICT MEASURES</b> <i>Ballot Measures</i></p> <p>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.</p>

13	<p><b>August 11 noon – August 21 noon</b> (E-87 – E-77)</p> <p>SFMEC §590(a)</p>	<p><b>PUBLIC EXAMINATION PERIOD: CANDIDATE MATERIALS</b> <i>BART Board, Assessor-Recorder, Public Defender, Board of Education, Community College Board</i></p> <p>Period of public review and possible legal challenge of candidate legal names, candidate qualification statements, ballot designations, and translated or transliterated Chinese names submitted by candidates.</p>
14	<p><b>August 11 noon – August 21 noon</b> (E-87 – E-77)</p> <p>CAEC §9509</p>	<p><b>PUBLIC EXAMINATION PERIOD: DISTRICT MEASURES</b> <i>Ballot Measures</i></p> <p>Period of public review and possible legal challenge of the district measures to be submitted to the voters.</p>
15	<p><b>August 13</b> (E-85)</p> <p>SFMEC §505</p>	<p><b>DESIGNATION OF LETTERS FOR BALLOT MEASURES</b> <i>Ballot Measures</i></p> <p>The Department of Elections designates letters for local ballot measures according to the procedures set forth in the SFMEC.</p>
16	<p><b>August 13</b> (E-85)</p> <p>SFMEC §515</p>	<p><b>BALLOT SIMPLIFICATION COMMITTEE DIGESTS</b> <i>Ballot Measures</i></p> <p>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.</p>
17	<p><b>August 13</b> (E-85)</p> <p>SFMEC §520</p>	<p><b>FINANCIAL ANALYSES</b> <i>Ballot Measures</i></p> <p>Deadline for the Controller to submit 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, to the Department of Elections, for publication in the Voter Information Pamphlet.</p>
18	<p><b>August 13</b> (E-85)</p> <p>SFMEC §510(b)</p>	<p><b>BALLOT QUESTIONS</b> <i>Ballot Measures</i></p> <p>Deadline for the City Attorney to submit the ballot questions for local measures to the Department of Elections.</p>
19	<p><b>August 14 noon – August 24 noon</b> (E-84 – E-74)</p> <p>SFMEC §590(b)(1)(2)(3)</p>	<p><b>PUBLIC EXAMINATION PERIOD: BALLOT DIGESTS, FINANCIAL ANALYSES, AND BALLOT QUESTIONS</b> <i>Ballot Measures</i></p> <p>Period of public review and possible legal challenge for the Ballot Simplification Committee digests, the Controller's financial analyses, and the City Attorney's ballot questions.</p>

20	<p><b>August 16 noon</b> (E-82)</p> <p>CAEC §§9162-5, 9281-3, 9286, 9315-6, 9501-3; SFMEC §535(a),(b)</p>	<p><b>SUBMISSION OF PROPONENT AND OPPONENT BALLOT ARGUMENTS FOR LOCAL BALLOT MEASURES AND DISTRICT MEASURES</b> <i>Ballot Measures</i></p> <p>Deadline to submit proponent and opponent ballot arguments for local ballot measures and district measures to the Department of Elections. Prior to submitting an argument, the author must sign and submit a Declaration.</p>
21	<p><b>August 16 2 p.m.</b> (E-82)</p> <p>CAEC §§9166, 9287, 9503; SFMEC §545</p>	<p><b>SELECTION OF PROPONENT AND OPPONENT ARGUMENTS</b> <i>Ballot Measures</i></p> <p>If the Department of Elections receives more than one proposed proponent or opponent argument for a measure, the Department will select one proponent and one opponent argument according to priority levels and, if necessary, by lottery.</p>
22	<p><b>August 17 noon</b> (E-81)</p> <p>SFMEC §535(f)</p>	<p><b>DEADLINE TO CORRECT FACTUAL, GRAMMATICAL, OR SPELLING ERRORS IN PROPONENT AND OPPONENT BALLOT ARGUMENTS FOR LOCAL MEASURES ONLY</b> <i>Ballot Measures</i></p> <p>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.</p>
23	<p><b>August 17 noon – August 27</b> (E-81 – E-71)</p> <p>CAEC §§9380, 9509; SFMEC §590(b)(4)</p>	<p><b>PUBLIC EXAMINATION PERIOD: PROPONENT AND OPPONENT ARGUMENTS FOR LOCAL BALLOT MEASURES AND DISTRICT MEASURES</b> <i>Ballot Measures</i></p> <p>Period of public review and possible legal challenge of proponent and opponent arguments for publication in the Voter Information Pamphlet.</p>
24	<p><b>August 20 noon</b> (E-78)</p> <p>CAEC §§9504, 9167, 9285; SFMEC §535(c)</p>	<p><b>SUBMISSION OF REBUTTAL ARGUMENTS FOR LOCAL BALLOT MEASURES AND DISTRICT MEASURES</b> <i>Ballot Measures</i></p> <p>Deadline to submit rebuttal arguments for local ballot measures and district measures to the Department of Elections.</p>
25	<p><b>August 20 noon</b> (E-78)</p> <p>SFMEC §535(d)</p>	<p><b>SUBMISSION OF PAID BALLOT ARGUMENTS FOR LOCAL BALLOT MEASURES</b> <i>Ballot Measures</i></p> <p>Deadline to submit paid ballot arguments for or against local measures to the Department of Elections. Paid ballot argument fee and original hard copy must be submitted together.</p>
26	<p><b>August 21 noon</b> (E-77)</p> <p>SFMEC §535(f)</p>	<p><b>DEADLINE TO CORRECT FACTUAL, GRAMMATICAL, OR SPELLING ERRORS IN REBUTTAL OR PAID ARGUMENTS FOR LOCAL MEASURES ONLY</b> <i>Ballot Measures</i></p> <p>Deadline for the authors of rebuttals or paid ballot arguments to correct any factual, grammatical, or spelling errors in their arguments for or against local measures.</p>

27	<p><b>August 21 noon – August 31 noon</b> (E-77 – E-67)</p> <p>CAEC §9509; SFMEC §590(b)(5),(6)</p>	<p><b>PUBLIC EXAMINATION PERIOD: REBUTTAL ARGUMENTS (LOCAL AND DISTRICT MEASURES) AND PAID ARGUMENTS (LOCAL MEASURES ONLY)</b> <i>Ballot Measures</i></p> <p>Period of public review and possible legal challenge of rebuttals and paid ballot arguments submitted for publication in the Voter Information Pamphlet.</p>
28	<p><b>August 21 noon – August 31 noon</b> (E-77 – E-67)</p> <p>SFMEC §590(c)</p>	<p><b>PUBLIC EXAMINATION PERIOD: CHINESE TRANSLITERATIONS PROVIDED FOR CANDIDATES</b> <i>Board of Supervisors</i></p> <p>Period of public review and possible legal challenge of Chinese names transliterated by the Department of Elections' translation vendor.</p>
29	<p><b>August 21 noon – August 31 noon</b> (E-77 – E-67)</p> <p>SFMEC §590(c)</p>	<p><b>PUBLIC EXAMINATION PERIOD: CHINESE TRANSLITERATIONS PROVIDED FOR CANDIDATES</b> <i>BART Board, Assessor-Recorder, Public Defender, Board of Education, Community College Board</i></p> <p>Period of public review and possible legal challenge of Chinese names transliterated by the Department of Elections' translation vendor.</p>
30	<p><b>September 10 – October 23</b> (E-57 – E-14)</p> <p>CAEC §8601</p>	<p><b>STATEMENT OF WRITE-IN CANDIDACY AND NOMINATION PAPERS</b> <i>BART Board, Assessor-Recorder, Public Defender, Board of Education, Community College Board</i></p> <p>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.</p>
31	<p><b>September 10 – October 23</b> (E-57 – E-14)</p> <p>CAEC §8601</p>	<p><b>STATEMENT OF WRITE-IN CANDIDACY AND NOMINATION PAPERS</b> <i>Board of Supervisors</i></p> <p>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.</p>
32	<p><b>September 22</b> (E-45)</p> <p>CAEC §3114</p>	<p><b>MILITARY AND OVERSEAS BALLOT DELIVERY</b> <i>Registration and Voting</i></p> <p>Last day for the Department of Elections to transmit ballots and ballot materials to absent military or overseas voters who have requested them by this date. If a military or overseas voter ballot application is received after this date, the Department of Elections shall transmit a ballot and ballot materials as soon as practicable.</p>
33	<p><b>October 8 – October 30</b> (E-29 – E-7)</p> <p>CAEC §§3001, 3003</p>	<p><b>VOTE-BY-MAIL BALLOT MAILING PERIOD</b> <i>Registration and Voting</i></p> <p>Period in which any registered voter may apply to the Department of Elections for a vote-by-mail ballot. Applications received before this period shall be kept and processed during this application period.</p>

34	<b>October 9 – November 6</b> <i>(E-28 – Election Day)</i>  CAEC §3018	<b>CITY HALL VOTING CENTER OPENS</b> <i>Registration and Voting</i>  Available 8 a.m. to 5 p.m., Monday - Friday, with extended Election Day hours, outside Room 48.
35	<b>October 22</b> <i>(E-15)</i>  CAEC §2102	<b>LAST DAY TO REGISTER TO VOTE (OTHER THAN CONDITIONAL VOTER REGISTRATION)</b> <i>Registration and Voting</i>  Last day to register to vote in this election by typical methods: Register online by 11:59 p.m., mail (postmarked by this date) or deliver a Voter Registration Form to the Department of Elections, submit a Voter Registration Form to the Department of Motor Vehicles or any National Voter Registration Act (NVRA) designated agency, or send a Federal Postcard Application (FPCA) for military or overseas voters to the Department of Elections to register to vote and request a vote-by-mail ballot. To register and vote after this deadline, see Conditional Voter Registration below.
36	<b>October 23 – November 6</b> <i>(E-14 – Election Day)</i>  CAEC §2170(a)	<b>CONDITIONAL VOTER REGISTRATION AND VOTING</b> <i>Registration and Voting</i>  Those who did not register to vote by the registration deadline for this election may come to the City Hall Voting Center to conditionally register and vote a provisional ballot. Once the Department of Elections processes the Voter Registration Form and confirms the voter's eligibility, the registration becomes permanent and the provisional ballot will be counted.
37	<b>October 23 – November 6</b> <i>(E-14 - Election Day)</i>  CAEC §§3500-3502	<b>NEW CITIZEN REGISTRATION AND VOTING PERIOD</b> <i>Registration and Voting</i>  Extension of registration for new citizens who are sworn in after the registration deadline. New citizens must show proof of citizenship and declare that they have established residency in California in order to register and vote at the City Hall Voting Center during this period.
38	<b>October 27 – October 28</b> <i>(E-10 – E-9)</i>  CAEC §3018	<b>WEEKEND VOTING AT THE CITY HALL VOTING CENTER</b> <i>Registration and Voting</i>  Available Saturday and Sunday, 10 a.m. to 4 p.m., outside Room 48. Enter on Grove Street.
39	<b>October 30</b> <i>(E-7)</i>  CAEC §3001	<b>LAST DAY TO REQUEST VOTE-BY-MAIL BALLOT</b> <i>Registration and Voting</i>  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.
40	<b>November 3 – November 4</b> <i>(E-3 – E-2)</i>  CAEC §3018	<b>WEEKEND VOTING AT THE CITY HALL VOTING CENTER</b> <i>Registration and Voting</i>  Available Saturday and Sunday, 10 a.m. to 4 p.m., outside Room 48. Enter on Grove Street.

41	<b>November 6</b>  CAEC §14212	<b>ELECTION DAY</b> <i>Registration and Voting</i>  All polling places, including the City Hall Voting Center, open at 7 a.m. and close at 8 p.m.
42	<b>November 9</b> <i>(E+3)</i>  CAEC §3001	<b>LAST DAY FOR DEPARTMENT OF ELECTIONS TO RECEIVE VOTE-BY-MAIL BALLOT</b> <i>Registration and Voting</i>  Vote-by-Mail ballot must be postmarked no later than Election Day.
43	<b>November 14</b> <i>(E+8)</i>  CAEC §3019	<b>VOTE-BY-MAIL BALLOTS - UNSIGNED IDENTIFICATION ENVELOPE</b> <i>Registration and Voting</i>  Last day for a voter who did not sign the vote-by-mail ballot identification envelope to either sign the identification envelope at the Department of Elections or complete and submit an unsigned ballot statement.
<b><u>Code References</u></b>		
<b>CA Gov't Code:</b>		California Government Code
<b>SF Charter:</b>		San Francisco Charter (Article XIII – Elections)
<b>SF C&amp;GCC:</b>		San Francisco Campaign and Governmental Conduct Code
<b>SFMEC:</b>		San Francisco Municipal Elections Code
<b>CAEC:</b>		California Elections Code
<b>EDC:</b>		California Education Code
<p>*The legal deadline falls on a Saturday, Sunday or holiday; the deadline will <b>not</b> move forward to the next working day.</p> <p>**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</p>		