

**ELECTIONS COMMISSION**  
*City and County of San Francisco*



Joseph B. Phair, President  
Winnie Yu, Vice President  
Gerard Gleason  
Richard P. Matthews  
Rosabella Safont  
Arnold Townsend  
Derek E. Turner

John Arntz  
Director of Elections

Commission Secretary

**Elections Commission Meeting**  
**Wednesday, September 15, 2010**  
**At 6:00 pm**  
**City Hall Room 408**

**AGENDA**

**Order of Business**

1. Call to Order & Roll Call
2. Public comment on any issue within the Elections Commission's general jurisdiction
3. Announcements
4. APPROVAL OF MINUTES
  - (a) Discussion and possible action to approve the Minutes of the August 18, 2010 Elections Commission Meeting.
5. Director's Report
  - Division Updates

• Ballot Distribution	• Poll Locating/ADA
• Budget/Personnel	• Poll Worker Division
• Campaign Services	• Technology Division
• Outreach	• Voter Services
• Publications	• Election Security

**6. Commissioners' Reports**

- Meetings with public officials
- Oversight and Observation activities
- Long-range planning for Commission activities and areas of study
- Proposed legislation which impacts elections

**7. Old Business**

- (a) **Discussion and possible action to approve the Voter Profile Resolution and approval of forwarding the resolution to the media in the form of an OpEd with additional information regarding its importance.**  
Commissioner Gleason to present.

**8. New Business**

- (a) **Discussion and possible action to approve the Election Plan for the November 2, 2010 Consolidated General Election.**
- (b) **Discussion and possible action to approve the Waiver Allowing City Employees to Assist the Department of Election with the November 2, 2010 Consolidated General Election.**
- (c) **Presentation and demonstration on post-election audit pilot project in Humboldt County.**  
Commissioner Gleason to introduce Mr. Mitch Trachtenberg of the Humboldt County Transparency Project
- (d) **Discussion and possible action to hire a Commission secretary, including but not limited to defining the position's description and qualifications; and approving procedures for posting the position and hiring an individual to fill the position.**

**9. Discussion regarding items for future agendas**

**Adjournment**

## Disability Access

The Elections Commission meeting will be held in Room 408, City Hall, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA. The Commission meeting room is wheelchair accessible. The closest accessible BART station is the Civic Center Station at United Nations Plaza and Market Street. Accessible MUNI lines serving this location are: #42 Downtown Loop, and #71 Haight/Noriega and the F Line to Market and Van Ness and the Metro Stations at Van Ness and Market and at Civic Center. For information about MUNI accessible services call (415) 923-6142. There is accessible curbside parking adjacent to City Hall on Grove Street and Van Ness Avenue and in the vicinity of the Veterans Building at 401 Van Ness Avenue adjacent to Davies Hall and the War Memorial Complex.

The following services are available on request 48 hours prior to the meeting; except for Monday meetings, for which the deadline shall be 4:00 p.m. of the last business day of the preceding week: For American sign language interpreters or the use of a reader during a meeting, a sound enhancement system, and/or alternative formats of the agenda and minutes, please contact The Elections Office at (415) 554- 4375 or our TDD at (415) 554-4386 to make arrangements for the accommodation. Late requests will be honored, if possible.

In order to assist the City's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City accommodate these individuals. Individuals with chemical sensitivity or related disabilities should call our accessibility hotline at (415) 554-6060.

### **Know your rights under the Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code)**

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils, and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. FOR MORE INFORMATION ON YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE OR TO REPORT A VIOLATION OF THE ORDINANCE, CONTACT THE SUNSHINE ORDINANCE TASK FORCE, DONNA HALL, CLERK, CITY HALL, ROOM 409, 1 DR. CARLTON B. GOODLETT PLACE, SAN FRANCISCO, CA 94102-4683 AT PHONE NO.: (415) 554-7724; FAX NO.: (415) 554-7854; E-MAIL: DONNA\_HALL@CI.SF.CA.US. Copies of the Sunshine Ordinance can be obtained from the Clerk of the Sunshine Task Force, the San Francisco Public Library and on the City's website at [www.ci.sf.ca.us](http://www.ci.sf.ca.us).

Materials contained in the Commission packets for meetings are available for inspection at the Elections Department, City Hall Room 48, in the Commission's Public Binder, no later than 72 hours prior to meetings.

If any materials related to an item on this agenda have been distributed to the Elections Commission after distribution of the agenda packet, those materials are available for public inspection at the Elections Department, City Hall Room 48, in the Commission's Public Binder, during normal office hours.

The ringing of and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound-producing electronic devices.

### **Lobbyist Registration and Reporting Requirements**

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance [SF Campaign & Governmental Conduct Code §2.100] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the Ethics Commission at 25 Van Ness Avenue, Suite 220, San Francisco, CA 94102; telephone (415) 252-3100, fax (415) 252-3112; web site at [www.sfgov.org/ethics](http://www.sfgov.org/ethics).



**Election Plan  
Consolidated General Election  
November 2, 2010**

**I. Introduction**

The Department of Elections (Department) drafts an Election Plan prior to every election as required by San Francisco Charter section 13.103.5. The Election Plan provides information on how the Department will conduct an election in a manner that is free, fair, and functional. Afterwards, the Elections Commission will assess whether the Election Plan allowed for elections that are free, fair, and functional. Following is the plan for the November 2, 2010 Consolidated General Election.

This Plan is organized according to the subject matters listed below.

- II. Dates and Deadlines
- III. New Practices
- IV. Voter Outreach and Education
- V. Pollworker Recruitment and Training
- VI. Voting Equipment
- VII. Polling Places
- VIII. Ballots
- IX. Election Night
- X. Vote Counting
- XI. Remaking Ballots
- XII. Reporting Election Results
- XIII. Canvassing of Election Materials

**II. Dates and Deadlines**

- September 3: Preparation begins for mailing ballots to overseas voters
- October 4:
  - Early Voting begins in City Hall, 8 a.m. to 5 p.m.
  - Mailing of Vote-By-Mail ballots begins
  - Deadline to mail Voter Information Pamphlet to people registered to vote by September 23 (San Francisco Municipal Elections Code 500)
- October 22: Chinese and Spanish Voter Information Pamphlets mailed by this date
- October 18: Deadline to register to vote
- October 26: Deadline for voters to request Department to mail Vote-By-Mail ballots.
- October 23 and October 24; October 30 and October 31:
  - Weekend Early Voting at City Hall, 10 a.m. – 4 p.m.
- November 2: Election Day
- November 4: Official Canvass period begins
- November 30: Deadline for Department to certify the election

### **III. New Practices**

#### **A. Moving Ballots From Insights to Blue Ballot Boxes**

The optical scan tabulation equipment – Insight – at the polling places has the capacity to hold approximately 1200 cards. Since all voters will receive five-card ballots, the number of cards voted at polling places possibly could exceed the holding capacity of the Insights. For these reasons, the Department will deliver an additional ballot box to every polling place to allow the moving of ballot cards, if necessary, from the Insight into the additional ballot box. Thus, each polling place will have this extra ballot box, which is blue, and the customary red ballot box used for holding Provisional ballots and Vote-by-Mail ballots dropped off by voters.

Throughout Election Day, the Department will instruct the poll workers and Field Election Deputies (FEDs) to periodically note the number of voted ballots in the Insights by monitoring the Insights' LED counter. If at any point during Election Day, especially before 5 p.m., if Insight LED counters indicate a number of 700 or greater, the FEDs for those polling places with the assistance of the polling place Inspectors will transfer voted ballots from the Insight into the blue ballot boxes. After the voted ballots are moved, the blue boxes will be sealed and will remain at the polling places until the polls close.

Whenever ballots are moved from the Insights to the blue boxes, the FEDs will announce to voters of why the ballots are being moved. Voters will be advised to call the Department if they have any questions regarding this process.

#### **B. Scanner/Sorter for Vote-by-Mail Return Envelopes**

The Department is planning to partially automate the scanning of bar codes on the return Vote-by-Mail envelopes and the sorting of these return envelopes according to precincts after signature verification. The Department will participate in a pilot project with Runbeck Election Services and use Runbeck's newly developed equipment. Runbeck will station a technician nearly full-time while the Department operates the equipment.

The pilot program will allow the Department to determine the potential efficiencies with automating the Vote-by-Mail program. For this election, the Department will continue to manually verify each signature on the return envelopes. The equipment will capture the signature on each returned Vote-by-Mail envelope and then allow Department staff to compare these captured images side-by-side with the signature files scanned from every voter's registration card.

#### **C. Extra Bar Code on Vote-By-Mail Ballots**

The Department will have an additional bar code printed on each Vote-by-Mail ballot card. The bar code identifies only the technical information associated with card and cannot be used to connect cards with specific voters. For example, the bar code contains information indicating the precinct, ballot type, and if the card is the first, second, third, fourth, or fifth card of a ballot. The Department will use the bar code when the optical scan machines located in the Department's City Hall office to process Vote-by-Mail ballots cannot read cards during processing. Using the bar codes will allow the Department to better track the number of cards that the machines were unable to read and which required manual review.

#### **IV. Voter Outreach and Education**

The Department of Elections is obligated to comply with federal, state, and local mandates regarding voter outreach and education. The Department has met these obligations in the past and will continue to meet these obligations in the future through the Voter Outreach and Education Program.

The Voter Outreach and Education Program for the Consolidated General Election will maintain objectives from previous years as well as criteria governed by the California Elections Code, the Voting Rights Act, the Help America Vote Act (HAVA), and San Francisco's Equal Access to Services Ordinance.

The objective of the Voter Education and Outreach Plan is to identify and register qualified electors; to educate San Francisco voters and the general public about San Francisco's voting process by increasing voter understanding and awareness of election laws and procedures; to provide hands-on presentations on San Francisco's accessible voting system called the "Edge II"; and to educate voters on services available for limited English-speaking voters, as well as Chinese- and Spanish-Speaking voters, and persons with disabilities.

The Department will also look to increase awareness of resources on its website – [sfelections.org](http://sfelections.org) – including a downloadable voter registration form, an on-line Vote-By-Mail application, online Voter Information Pamphlet, and look-up tools.

The Department will accomplish program objectives by taking a broad approach and distribute voter information to voters in all parts of San Francisco. The Department will further target specific communities with additional voter education and outreach. These communities include populations protected under the Voting Rights Act such as limited English-speaking and Chinese- and Spanish-speaking voters, seniors, persons with disabilities, younger voters, ex-offenders, limited English-speaking Russians-speakers, immigrants, and communities with low voter turnout.

#### **Staffing**

For the November 2, 2010 Consolidated General Election, the Voter Outreach and Education Division will be staffed with outreach coordinators who speak the following languages:

- One (1) English/Mandarin/Cantonese;
- One (1) English/Spanish; and
- One (1) English/Russian

#### **Brochures**

For the November 2, 2010 Consolidated General Election, the Department will produce and distribute brochures and posters throughout San Francisco at community presentations, street fairs and festivals, and registration drives. Copies of all brochures and posters will also be made available for distribution by community organizations, with electronic versions available for download from the Department's website.

In compliance with the Voting Rights Act and San Francisco's Equal Access to Services ordinance, voter education materials will be translated into Chinese and Spanish. Additionally,

some materials will be produced in Russian. To reach out to individuals with sight impairments, large-print and Braille versions of some materials will be produced and distributed to organizations that serve the disabled community.

### **Community Presentations**

The Department's Outreach Division will begin conducting community presentations during the second week of September. Presentations will be conducted at locations throughout San Francisco such as community centers, schools, places of worship, and organization and neighborhood meetings. To meet the language needs of organizations, presentations will be conducted in English, Cantonese, Mandarin, Spanish, and Russian. To accomplish this goal successfully, the Department will hire bilingual outreach coordinators in order to communicate effectively in the voter's spoken language.

The Department will also use other formats to meet and educate voters face-to-face such as voting machine demonstrations, participation in street fairs and festivals and tabling at commercial outlets.

This Department will also continue to partner with the San Francisco Sheriff's Department's Prisoner Legal Services (PLS) whose staff operates the Inmate Registration and Voting Program. The PLS program is designed to provide voting materials and assistance to individuals imprisoned or awaiting trial who are eligible to register to vote and request a Vote-By-Mail ballot. The Department provides the necessary information and materials to the PLS liaison who then educates the populace and facilitates the registration and voting of those eligible individuals.

### **Media**

The Department will utilize the media to communicate important election information to San Francisco voters and the general public by sending press releases informing the media of important election-related events and dates.

The Department will also utilize media serving people whose primary language is not English. Bilingual outreach coordinators will actively solicit interviews with Chinese, Spanish, and Russian language television and radio stations. Bilingual coordinators will also hold press briefings to emphasize multilingual voter services along with other important outreach messages to ethnic communities.

### **Advertising**

The Department of Elections will run print advertising in 14 San Francisco Neighborhood Newspapers. English-, Chinese-, and Spanish-language advertising will also run in 1100 MUNI buses during September and October and will be displayed in 19 bus shelters and 68 bus lines.

### **Website**

The Department will continue to maintain website information that includes important dates and deadlines, a list of frequently asked questions, information on different voter services provided to the voters by the Department. Voter education materials will also be available for download along with a calendar of outreach events.

### **eNewsletter**

The Department will send eNewsletters directly to voters using email addresses collected from voter registration affidavits. eNewsletters will be used to provide important voter information directly to voters and include links to information on candidates and measures and services provided by the Department. The content of the eNewsletter will primarily be in English with information in Chinese and Spanish directing recipients to where they can find information in those languages. The Department plans to send three eNewsletters: October 1, October 13, and November 1.

## **V. Pollworker Recruitment and Training**

### **A. Pollworker Recruitment**

For the November 2, 2010 Consolidated General Election the Department will recruit approximately 2,500 pollworkers. Each polling place will be staffed with four pollworkers: one Inspector and three Clerks. In addition to 567 Inspectors and 1805 Clerks that will be assigned to work at the precincts, the Department will recruit 100 stand-by pollworkers to station at City Hall for dispatch to precincts as needed on Election Day.

For this November, the Department plans to select 70% of adult pollworkers from a pool of experienced clerks and inspectors and 30% from new applicants. The Department will open the Pollworker Intake Room to conduct testing and process new applicants on September 14. New pollworkers will be recruited through various sources such as Craigslist, community-based organizations, San Francisco State University and the University of San Francisco.

The Department will continue to expand its services to voters who may need language assistance on Election Day. For the November 2, 2010 Consolidated General Election, the Department plans to exceed the 3% standard imposed by the California Elections Code, Chapter 4, Article 1, Section 12303 (b)-(c) by placing at least one bilingual pollworker in every precinct where 10 or more registered voters have requested election material in Chinese or Spanish.

The Department will further target precincts where language assistance may be required by placing Chinese- and Spanish-speaking pollworkers in every precinct where 25 or more registered voters were born in Chinese- and Spanish-speaking countries.

In summary:

- 354 precincts (61% of 567 polling places) will be staffed with Chinese-speaking pollworkers; and
- 153 precincts (27% of 567 polling places) will be staffed with Spanish-speaking pollworkers.

### **B. Pollworker Training**

Pollworker training is conducted each election as mandated by the California Elections Code and the Secretary of State's Training Task Force. The training for the upcoming November 2, 2010 Consolidated General Election will continue to cover the following topics:

- Proper operation and Department policies regarding the voting system;



- Rights of voters, including language access rights for linguistic minorities, voters with disabilities, and other protected classes as defined in the federal Voting Rights Act;
- Cultural competency, including adequate knowledge of diverse cultures and languages that may be encountered by pollworkers during the course of election day; Knowledge regarding issues confronting voters with disabilities including, but not limited to, access barriers and need for reasonable accommodation; and
- Provisional voting.

Approximately 2,500 pollworkers will be trained in 125 training classes conducted at several locations near City Hall in the month preceding the election. Training for Clerks will begin on Tuesday, September 28, 2010 and training for Inspectors will start on Tuesday, October 26, 2010. The classes will include an updated training manual and multilingual glossary of election terms that the Department will provide all pollworkers.

Different class curricula will be developed to support the training of all types of election workers: Inspectors, Clerks, and Student Clerks. Clerk classes will last one and one-half hours; Inspector classes will last two hours.

## **VI. Voting Equipment**

The Department of Elections is required by law to conduct Logic and Accuracy (L&A) testing of all vote-tabulating equipment prior to each election. L&A testing is used to verify that the specific ballot information for each precinct is correct and to check the performance of the vote tabulating equipment. L&A testing ensures that all votes are recorded properly and tabulated accurately.

A Logic and Accuracy Testing Board oversees the testing, approves the test plan and certifies the results of the test. The L&A Board, which is composed of registered voters from different fields of work is responsible for reviewing and pre-approving the Test Plan, and later, for reviewing and approving the overall result of the test. The L&A Board must approve and certify the testing no later than seven (7) days before the election (California Elections Code Section 15000). For the November 2, 2010 Consolidated General Election, L&A testing must be certified by October 26. After Department of Elections' staff have completed testing all the machines, the results are presented to the L&A Board.

Logic and Accuracy testing consists of running a set of marked test ballots (using applicable ballot types) through each voting machine and comparing the vote count with predetermined results to verify the accuracy of the formulated software for a specific election.

Testing for the 400-C machines located in the Department's computer room in City Hall and used primarily to tabulate Vote-By-Mail ballots will occur on September 21 – 23; testing for the Insights, which the optical scan tabulators used in each polling place, will occur from September 23 – October 4; and testing for the Edge II touch screen machines also placed in each polling place, will occur October 5 – October 20, and the testing for the Edge II machines used for early voting will occur on October 1.

Note: The scheduled dates for the testing will be made public at least three (3) days prior to the start.

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### **A. Testing of Voting Equipment Used in Polling Places**

For the November 2, 2010 Consolidated General Election, the "Insight" and the Edge II voting machines are stored in the Department's warehouse at Pier 48, Shed B, which is located near AT&T baseball stadium in San Francisco. The warehouse has been renovated to be a secure facility. As a security precaution, all workers and visitors are required to wear an identification badge. During non-working hours, the warehouse is secured by card-keyed locks, video surveillance cameras, motion detectors, and alarms continuously monitored by a security service.

When the precinct test ballots arrive from the printer, ballot test decks are prepared and transported to Pier 48 to begin Logic and Accuracy testing of San Francisco's precinct voting system. At least 567 Insight machines and 567 Edge II machines as well as associated printers, card activators and audio devices will be tested for use on Election Day.

The memory packs and ID cards are sorted and distributed to each machine for testing. Test decks are read into each Insight and a tape and ballot image precinct report is printed for each precinct; the report is proofed for accuracy by Department staff. After this verification, the information contained in the memory pack is uploaded into the voting system's database for printing test results.

A precinct report is printed from these results. The report is proofed for integrity and accuracy by another departmental review team. After verification of the report, the memory packs are returned to the Insight testing personnel, placed in the Insight machine, and reset to zero values. Once an Insight has been successfully tested, a serialized seal is attached to the memory pack cover to ensure that no untimely or unauthorized removal of the pack will occur. The Insight is then securely stored by precinct number in preparation for delivery to the precincts; it is now ready for use on Election Day.

The Edge testing involves the running of a vote simulation that automatically casts pre-determined votes over a set number of ballots. After the simulation is completed, the VVPAT is printed for each machine and then each VVPAT is reviewed to confirm that the results match the test script. Staff will also conduct manual voting by using the touch-screen interface to input test votes to determine whether the machines are properly registering votes.

During this manual interface, other functionalities such as audio and connectivity for assistive devices are tested to ensure that they are working correctly. Language translations will be reviewed and finalized outside of L&A by another group before the testing. This is done for each ballot type, which, for the November 2, 2010 Consolidated General Election there are 42 ballot types to be tested.

### **B. Vote-By-Mail Ballot Equipment**

For the November 2, 2010 Consolidated General Election, there are 23 mail-in precincts. Ballots for these precincts, as well as all Vote-By-Mail ballots, will be tabulated using the 400-C Central Count machine. The testing of the 400-C is planned to occur on September 21 - 23. The Department will publicly notice the scheduled dates for testing at least three days before testing begins. The 400-C machine is located in the Department's computer room in City Hall. The testing of the 400-C machine is conducted similarly to the "Insight" testing.

After testing of the vote tabulating machines, the results are presented to the Logic and Accuracy Board (L&A) for approval and certification. The L&A Board must certify and approve testing results no later than seven (7) days before an election.

## **VII. Polling Places**

### **A. Delivery of Voting Equipment and Election Materials to Polling Places**

Prior to Election Day, the Insight, Edge II, blue supply boxes, red boxes and additional supplies are delivered to the 567 polling places throughout San Francisco. After scanning the bar codes on each of these items that provide the precinct numbers to which the equipment is assigned, warehouse staff pull the Insights and place them on rolling racks, organized according to predetermined delivery routes. The Insights are then double checked by Department staff prior to loading on the proper delivery van. Department staff and delivery vendor staff together double check the Insights, using a route sheet, as they load the trucks. The Edge II is left sealed in a "banker's bag" that is sealed with a serialized lock, which is verified by the Inspector on Election Day. Department and delivery staff cross check the Insight and Edge II precinct number and the address of the facility against the route sheet. After confirming the information is correct, they initial each other's route sheets for accountability.

### **B. Retrieval of Voting Equipment and Election Materials from Polling Places**

The day after the Election, the Department in conjunction with Dominion Voting Systems and a moving company, begins retrieving the voting equipment, including the Edges, Insights, grey Insight bins, and red supply boxes and will continue to do so through the following Sunday. Staff searches 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.

Upon arrival at Pier 48, the red boxes and Edges are scanned in and stacked in a secure area of the warehouse; grey bins with corresponding Insights are also scanned in and lined up numerically in rows. In addition to the barcode scan, a manual tally is kept to account for each Insight.

The contents of each red box are then emptied one at a time, and piece-by-piece returned to the box. A DOE staff records on a spreadsheet the number of ballots, the precinct number of the red box they were found in, and whether or not they have been voted. Ballot stubs and registration cards are also collected.

Concurrently, each gray Insight auxiliary bin and bins #1 and #2 are unlocked and thoroughly searched. If and when ballots are found, the precinct number, the bin they were found in, the amount and whether or not they were voted, is recorded on the same spreadsheet.

When all of the bins and red supply boxes have been searched, the ballots, stubs and registration cards that were found, are then placed in a red transfer box and the lid is sealed. The DOE staff sign and place a seal on the lid of the boxes to ensure the containers are sealed. A copy of the spreadsheet is taped to the top of the box.

A member of the Department staff then brings the box to the canvass supervisor, and they both sign the chain of custody form.

### **VIII. Ballots**

#### **A. Vote-By-Mail Ballots**

- Sealed Vote-By-Mail ballots are sent from the printer to the USPS main office on Evans Street in San Francisco for mailing which can begin on October 4, 2010.
- Subsequent requests for Vote-By-Mail ballot will be mailed as the Department receives applications.

#### **B. Vote-By-Mail Generic Ballots**

- Unvoted Vote-By-Mail generic ballots used at the Department's early voting counter in City Hall will be secured in City Hall Room 59.

#### **C. Returned Vote-By-Mail Ballots**

- The Department will securely store all voted Vote-By-Mail ballots in the Department's office at City Hall Room 48.

#### **D. Precinct Ballots and Precinct Generic Ballots**

Unvoted precinct and precinct generic ballots are staged in Brooks Hall and distributed to polling place Inspectors from the City Hall Cafeteria and City Hall Room 34. Rice Bags and precinct ballots will be distributed to the polling place Inspectors upon their completion of training classes beginning Tuesday, October 26 through Saturday, October 30. If Inspectors cannot pick up their ballots after training class, the Department may deliver the cards to their residences.

### **IX. Election Night: Transporting and Securing Precinct Ballots after the Polls Close**

The Sheriff's Deputies will retrieve the voted and unvoted ballots from the polling sites and transport them to the Department's Processing Center at Pier 48. At the Processing Center the voted and unvoted ballots will be separated and accounted for and the Department will begin readying the voted Vote-By-Mail and Provisional ballots for transport to City Hall for tallying.

At the close of voting, voted ballots must be removed from the Insight optical scan tabulator and the Red Box and readied for transport to the Department's warehouse at Pier 48. Pollworkers are to reconcile the number of remaining unused ballots with the number delivered to the precinct and the number used on the Posted Ballot Statement (PBS). A copy of the PBS must be posted outside each polling place along with the Insight results tape. Pollworkers must take down the voting booths and ready the equipment and supplies for later pick up.

The pollworkers will remove the memory devices from the Insight and the Edge II touch screen and ready them for retrieval by Parking Control officers from the Department of Parking and Traffic and then transported to City Hall. The ballots and Voter Verified Paper Audit Trail (VVPAT) memory devices will be taken to the Department's Processing Center at Pier 48 by Deputy Sheriffs.

Sheriff's deputies will also obtain the Provisional and Vote-By-Mail ballots that have been dropped off at a polling place and transport these items to the Department's Processing Center at Pier 48. Sheriff's deputies will escort the transport of these ballots to the Department's office in

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City Hall the day after the election. Department staff are to process all Provisional and Vote-By-Mail ballots to determine whether they can be accepted or must be challenged. Challenged ballots are neither opened nor counted whereas accepted ballots are opened, extracted and prepared for tabulation. California election law (California Elections Code Section 10262) allows 28 days following an election for the election official to conduct the official canvass and certify the election results.

## **X. Vote Counting**

### **A. Counting Vote-By-Mail and Early-Voting Ballots**

Each Vote-By-Mail ballot packet the Department mails to voters includes a postage-paid return envelope. The return envelope includes a designated space for voters to sign and printed on each envelope is a label with the voter's name and address. Upon receipt, the Department compares the signature on the return envelope to the image file scanned from signature affixed to the voter's registration card which the Department keeps on file (California Elections Code Section 3019). After the signature comparison, the voter's voting history is updated. Properly submitted ballots are then sorted by precinct.

Bins of sorted Vote-By-Mail ballots are then opened by a worker who slides the envelope through a slicing machine, extracts the ballot. Throughout this period, the side of the envelope with the voter's identifying information is kept facing downward so as to protect the voter's privacy. Extracted ballots are then delivered to the Central Count location in City Hall.

The polling place roster will indicate whether the Department issued to a voter a Vote-By-Mail ballot by approximately ten (10) days or more prior to the election. If the voter has requested a Vote-By-Mail ballot, this too will be noted in the roster and the voter will have to surrender the Vote-By-Mail ballot before being issued a precinct ballot or the voter will have to cast a Provisional ballot. The Department also provides to each polling place a supplemental list of voters who requested Vote-By-Mail ballots and which is printed the day before Election Day. The pollworkers use this supplemental list to update the rosters with the most recent information possible.

- The Department of Elections begins processing Vote-By-Mail ballots after the mailing of Permanent Vote-By-Mail ballots on October 4 by reviewing the signatures on the envelopes upon their arrival. The Department can begin opening the envelopes seven business days before the election – October 22.
- For this election, Vote-By-Mail ballots are to be processed at the Central Count location in the Department's computer room in City Hall using the 400-C optical scanning machines. After the ballots are verified, the Ballot Distribution division receives the accepted ballots. The ballot envelopes are then sorted by precinct number, opened, and extracted in Room 59 in City Hall. Once the ballots are removed, they are prepared for counting in the DOE Computer Room; header cards are placed between each precinct and log sheets are completed for each box of voted ballots. When ballots are moved from Room 59 to the Computer Room, a transport log is used to ensure the chain of custody. During ballot counting, any ballot that cannot be processed by the 400-C machine is set aside for manual review and

“remake” if required. The 400-C machines also separate write-in ballots which will require manual review and tally.

- During the canvass process, ballots from the auxiliary bin on the Insights are also reviewed. Once the Department determines during the canvass – the reconciliation and review of all election materials sent to the polling places – that the auxiliary bin ballots have not been counted by the Insight on Election Day at the polls, the ballots are transported to the Central Count location in City Hall. They are then processed through the 400-C machines, similar to the way Vote-By-Mail and Provisional ballots are counted.
- At the polling places, Vote-By-Mail voters will place their voted ballots into the red ballot box. After delivery to City Hall by Sheriff’s Deputies, the ballots will be reviewed and then sorted by precinct number before being tabulated using the 400-C machine. A transport log is to be completed when ballots are moved from one location to another as well as from the processing room to another location to ensure the chain of custody. During the ballot count, any ballot that cannot be processed by the 400-C is set aside for remake, similar to the way Vote-By-Mail and Provisional ballots are processed for remake.

### **B. Counting Precinct Ballots**

Precinct ballots are scanned at the polling places after voters place their voted ballot cards into the Insight machines. The vote is tallied and stored in the memory pack in each Insight. Also, votes cast on the Edge II touch screen are stored on a memory device. The memory pack from the Insight and the memory cartridges from the Edge II will be retrieved by Parking and Control Officers from the Department of Parking and Traffic and transported to City Hall. The memory pack information from the Insights will be uploaded into the tabulation database; however, the information from the Edge memory device will not be uploaded for this election and used as official tallies. The paper ballots and VVPAT will be transported to Pier 48 by Deputy Sheriffs and the votes recorded on the VVPAT will be remade onto paper ballot cards at Pier 48. These paper ballots will be counted using the 400-C machines at City Hall.

### **C. Counting Provisional Ballots**

San Francisco will use 41 ballot types for this election. Provisional envelopes contain the ballots of voters whose names did not appear on the roster of the polling place in which they voted. Provisional ballots require individual review by a Department of Elections employee who compares the signature on the pink envelope to the voter’s signature on the affidavit of registration on file. This process is performed by using the registration database to identify the voter and determine whether the voter is registered and which ballot type the voter should have voted according to the voter’s current residential address. The database is programmed to compare whether the ballot type issued to the voter is the ballot type the voter is entitled to vote, in which case all of selections for the candidates and measures will be counted for the entire ballot. The “Help America Vote Act” (HAVA) and California Election Code Section 14310 (3)(b) states, “If the ballot cast by the voter contains candidates or measures on which the voter would not have been entitled to vote in his or her assigned precinct, the elections official shall count only the votes for the candidates and measures on which the voter was entitled to vote in

his or her assigned precinct." Provisional ballots are challenged and will not be counted for the following reasons:

- Identity of the voter cannot be determined;
- Envelope is not signed;
- Envelope is not sealed;
- No residential address provided;
- Signature does not compare or match to the voter registration on file;
- No ballot is enclosed; and/or
- The signature is printed.

Provisional voting on the Edge II will involve issuing the voter with a voter card that is activated for Provisional voting only. The card activator will indicate a reference number on its display which will be noted by the pollworkers on the Provisional envelope. This number will be used to reference to that ballot during tabulation once accepted to be included in the election's tallied results.

#### **XI. Remaking Ballots**

Under certain circumstances, when a ballot is lawfully cast but unreadable by the vote counting equipment, the Department of Elections must "remake" the ballot so it can be read and processed by the equipment. For example, ballots that are torn, bent, folded, dirty, damp or damaged must be remade. The remade ballot must reflect the voter's intent insofar as the voter's intent can be determined from the defective ballot. This process takes place in the Department's conference room from October 22 until November 3, and after November 3 will take place in City Hall Room 34, and may continue until the election is certified. Votes recorded on the VVPAT from Edge touch screens will remade onto paper ballot cards at Pier 48.

California Elections Code Section 15210 requires the Department to remake ballots when the voter used a pencil or pen that cannot be read by the vote counting equipment, or when the voter marked a sample or photocopied ballot rather than an actual ballot. Under certain circumstances, voters are permitted to use sample ballots and photocopied ballots when actual ballots are not readily available.

The unreadable ballot is called the "original." The duplicate ballot is called the "remake." The remake process, like all aspects of ballot processing, is open to the public

#### **What is the Process for Remaking Ballots?**

All Vote-By-Mail and Provisional ballots (and any precinct ballot cards that were not inserted in and processed by an Insight machine at the polling place) are processed using the 400-C machine. If the Central Count 400-C machine segregates a ballot for any reason, the ballot must be reviewed by a Remake Team to determine whether a remake is necessary.

Each Remake Team consists of four members – two Screeners, and two Markers. Working together, the two Screeners review each ballot to determine whether a remake is necessary.

A ballot card must be remade if:

- The ballot card is torn;
- The ballot card is ripped;
- The ballot card is bent, folded, creased or wrinkled;

- The ballot card is damp, dirty or sticky;
- The ballot card has ink smudges;
- The ballot card has a stray mark in the "read path";
- The ballot card has eraser marks or eraser holes;
- The voter used a pencil or pen that cannot be detected by the vote counting equipment; and/or
- The voter failed to mark the ballot by connecting the head and tail of the arrow (as directed in the voting instructions) but instead used an incorrect mark, and used the same incorrect mark for every contest.

Examples of incorrect marks are:

- The voter circled the candidate's name;
- The voter circled part or all of the arrow;
- The voter underlined part or all of the arrow;
- The voter made an "X" through the arrow;
- The voter used the space provided for write-in candidates for each contest to write in the name of a candidate whose name is actually printed on the ballot;
- The voter marked the ballot by connecting the head and tail of the arrow next to the name of a single candidate, and in addition used the space provided for write-in candidates for the contest to write in the name of the same candidate and/or
- The voter marked the ballot by connecting the head and tail of the arrow next to the name of a single candidate, and connected the arrow next to the name of another candidate for the same office but then crossed out that mark.

If the Screeners have any questions about whether a ballot must be remade, they should address their questions to the Department of Elections manager supervising the remake process (the "Manager"). If a question cannot be resolved by reviewing this guide, the question must be resolved by the Manager in consultation with the Director of Elections.

The remade ballot must reflect the voter's intent. The two Screeners, again working together, must determine the voter's intent from the original ballot. If the Screeners have any questions about the determination of voter intent, they should address their questions to the Department of Elections Manager supervising the remake process. The question must be resolved by the Manager in consultation with the Director of Elections.

If the two Screeners determine that a remake is necessary and that the voter's intent is clear, the Remake Team should obtain a blank ballot that is the correct ballot type for remaking the ballot. Working together, the two Markers must duplicate the votes cast on the original ballot on the remake ballot. The remake must reflect the intent of the voter, as determined by the Screeners. The Markers use ballot pens provided by the voting system vendor to ensure that the marks can be read by the vote count equipment.

The Markers must code both the original ballot and the remake with the following information:

- "V" to indicate that the original was an Vote-By-Mail ballot;
- "PV" to indicate that the original was a Provisional ballot;
- "E" to indicate that the original vote was on an Edge ballot;



- “PCT” to indicate that the original was a polling place ballot;
- Precinct number;
- Initials of the person marking the remake;
- Date the remake was made; and
- Number of the remake ballot in sequence number.

For example: For a Vote-By-Mail ballot, precinct number 3254, remake by MM on 11/20/10, where the remake was the first remake in a sequence starting with the number 001 (and continuing with 002, 003, etc...), both the original and remake would include the following coding:

AV 3254 MM 11/20/10001

The “remade” votes are placed onto a ballot clearly stamped “Duplicate.”

#### **Common Situations for Remaking a Ballot**

The following is a list of the most common situations in which the Department of Elections remakes ballots:

- A portion of the ballot card is torn off;
- The ballot card is ripped;
- The ballot card is bent, folded, creased or wrinkled;
- The ballot card is damp, dirty or sticky;
- The ballot card has ink smudges, eraser marks or eraser holes;
- The ballot has stray marks that could interfere with the ability of the equipment to count votes cast on the ballot; and/or
- The voter used a pencil or pen that cannot be detected by the vote counting equipment.

The Department of Elections determines when it is necessary to remake a ballot.

#### **What are Examples of Incorrectly-Marked Ballots that are not Remade?**

The following are examples of incorrectly marked ballots that are not remade by the Department of Elections (California Elections Codes § 15342 and 15208). These are votes that are not cast according to State law and for that reason the votes are invalid and may not be counted.

- The voter marked the ballot with a sticker or stamp to indicate the name of a write-in candidate;
- The voter wrote in the name of a qualified write-in candidate but failed to connect the head and tail or the arrow pointing to the space for write-in candidates; and/or
- The voter marked or signed the ballot so that the ballot can be identified by others as the voter's ballot.

#### **When is the Remake Process Completed?**

The remake process continues until all ballots have been examined and, if necessary, remade. The remakes are then counted and tabulated by precinct by the 400-C equipment. All ballots must be processed, counted and tabulated within 28 days of the election.

- Write-In Votes for the Insight

Throughout the write-in process, the procedures for Precinct Insight Ballots, Vote-By-Mail/Mail Ballots, Provisional Ballots and Auxiliary Bin Ballots are similar, but the cards are counted and stored separately.

After confirming that all cards with write-ins have been received (by comparing physical card counts for each precinct with the Insight and 400-C counts), the Department segregates the cards by precinct and follows the procedures set out below for each type of card.

### **Ballot Cards with Write-In Votes**

- Teams of two screeners separate cards with valid write-in votes from those with no valid write-in votes. Any overvotes or write-in votes that are not for certified write-in candidates for that contest (or candidates listed on the ballot) are stamped "VOID" in red ink across the write-in name(s).
- After all of the non-RCV ballot cards with write-in votes have been reviewed and separated, cards with no valid write-in votes are set aside for storage and a tally of votes for qualified write-in candidates is begun. This tally will be recorded on the Unofficial Tally Sheet for Write-Ins with the appropriate box checked ("Precinct Insight Ballots," etc.).
- Each recording team will consist of four people: the Caller, the Observer, and two Recorders. In addition, a Monitor will oversee the workflow.
- For each card, the Caller will read aloud the precinct number, the card number (if applicable), the contest that contains a valid write-in vote, and the contents of the name field. The Observer, who sits close enough to the caller to be able to read the ballot, will ensure that the Caller is correct. Each Recorder will look for the candidate's name on an Unofficial Tally Sheet for Write-Ins. This sheet lists only qualified write-in candidates (certified write-in candidates plus candidates whose names appear on the ballot) for each contest. Each recorder will write the corresponding precinct number on the tally sheet, in the first available slot next to the candidate's name.
- This process will continue until each contest with a valid write-in vote has been recorded.
- Continue until all ballot cards with write-in votes have been processed.
- Each Recorder will then enter the total number of votes for each qualified write-in candidate for each contest. There will now be two identical, simultaneously generated Unofficial Tally Sheets for Write-Ins, one from each Recorder.
- If the two Unofficial Tally Sheets do not match, the ballot cards will be reviewed until the cause for the discrepancy is determined and the discrepancy is resolved.
- The Vote-By-Mail, Provisional, and auxiliary bin ballot cards are processed following the same procedures as the precinct Insight ballots, with one exception:
- In the event of an overvote in which a candidate listed on the ballot is selected and the *same* candidate is also indicated as a write-in vote, this should be accepted as a valid write-in vote for that candidate, rather than treated as an overvote. The reason for this difference in handling is that a voter who has voted via a mailed ballot or has voted Provisionally or using the auxiliary bin has not been given the opportunity to correct the overvote; the duplicate vote for the same candidate must be interpreted as intent to select that candidate.
- Once all ballot cards with write-in votes have been processed, the results are recorded on the Unofficial Tally Sheets for Write-Ins for Precinct Insight Ballots, Vote-By-Mail

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Ballots, Provisional Ballots and Auxiliary Bin Ballots will be reviewed and tallied by the Department for reporting purposes.

1. **Only certified write-in candidates (from certified write-in list)**
  - a) **Write-in is the only vote for that choice (no overvote):**

Ballot card is ready for processing; no remake is necessary (unless another write-in choice requires a remake).
  - b) **Write-in is not the only vote for that choice (overvote):**

The voter's intent cannot be determined. The ballot card would have been initially rejected by the Insight machine at the polling place, allowing the voter the option to spoil and replace the overvoted ballot card. Ballot card is ready for processing; no remake is necessary (unless another write-in choice requires a remake).
  
2. **Only candidates whose names appear on the ballot**
  - a) **Write-in is the only vote for that choice (no overvote):**

The ballot card must be remade, with the candidate's name selected from the ballot list rather than written in. Other choices without write-in votes and other contests are recreated exactly as on the original ballot. *Refer to Remake Procedure*
  - b) **Write-in is not the only vote for that choice (overvote):**

The voter's intent cannot be determined. The ballot card would have been initially rejected by the Insight machine at the polling place, allowing the voter the option to spoil and replace the overvoted ballot card. Ballot card is ready for processing; no remake is necessary (unless another write-in choice requires a remake).
  
3. **Only invalid candidates or blanks**
  - a) **Write-in is the only vote for that choice (no overvote):**

The ballot card must be remade, with the choice that included the write-in skipped, and other choices without write-in votes and other contests recreated exactly as on the original ballot. *Refer to Remake Procedure*
  - b) **Write-in is not the only vote for that choice (overvote):**

The voter's intent cannot be determined. The ballot card would have been initially rejected by the Insight machine at the polling place, allowing the voter the option to spoil and replace the overvoted ballot card. Ballot card is ready for processing; no remake is necessary (unless another write-in choice requires a remake).
  
4. **Any combination of the above**

A supervisor will review these ballot cards and advise staff of further actions to be taken, using the procedures above as guidelines.

## **XII. Reporting Election Results**

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

After the polls close, the Department will first release results at approximately 8:45 p.m. which will represent the tallied results from the Vote-By-Mail ballots received before Election Day.

The Department will tabulate and release results from votes cast at the polling places as they become available until 100% of precincts have reported. The results will be displayed on a large-screen television in the North Light Court in City Hall, SFGTV Channel 26, and on the Department's website: [www.sfelections.org](http://www.sfelections.org).

**B. Updates: Reporting of Results after Election Day**

The Department will report results on a near-daily basis around 4 p.m. for up to three weeks following Election Day. The subsequent releases will include results from votes cast at the polling places, remaining Vote-By-Mail ballots, and Provisional ballots. The Department intends to make final election results available within 28 days of the election.

**XIII. Canvass of Election Materials: Final Report and Certification of Election Results**

California State law requires an official canvass, which is an internal audit of the election to ensure the accuracy and validity of the results. This entails numerous manual processes that verify the accuracy of the computer count, including a hand tally of ballots cast in 1% of the polling places. California election law allows 28 days following the election for the Department to conduct the canvass and certify the results. The canvass is open to the public. California Elections Code § 15301 requires the official canvass to begin no later than the Thursday following Election Day.

Official canvass tasks include, but are not limited to, the following:

- Inspection of all materials and supplies returned from polling places;
- A reconciliation of the number of signatures on the roster with the number of ballots recorded on the ballot statement;
- In the event of a discrepancy in the reconciliation required by subdivision (b), the number of ballots received from each polling place shall be reconciled with the number of ballots cast, as indicated on the ballot statement;
- A reconciliation of the number of ballots counted, spoiled, canceled, or invalidated due to identifying marks, overvotes, or as otherwise provided by statute, with the number of votes recorded, including Vote-By-Mail and Provisional ballots, by the vote-counting system;
- Processing and counting any valid Vote-By-Mail and Provisional ballots not included in the semifinal official canvass;
- Counting any valid write-in votes;
- Remaking any damaged ballots, if necessary; and
- Reporting final results to the governing board and the Secretary of State, as required.

**DEPARTMENT OF ELECTIONS**  
City and County of San Francisco  
www.sfelections.org



**JOHN ARNTZ**  
*Director*

September 1, 2010

**Re: Waiver Allowing City Employees to Assist the Department of Elections with the  
November 2, 2010 Consolidated General Election**

**TECHNICAL SUPPORT**

**Number of City Employees: 10**

**Departments:** Department of Technology, General Services Agency, and City Attorney's  
Office.

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Voice (415) 554-4375  
Fax (415) 554-7344

1 Dr. Carlton B. Goodlett Place, Room 48  
San Francisco CA 94102-4634

Vote-By-Mail Fax (415) 554-4372  
TTY (415) 554-4386



## Memorandum

**To: Elections Commission**

**From: John Arntz, Director**

**Date: September 1, 2010**

**Re: Waiver Allowing City Employees to Assist the Department of Elections with the November 2, 2010 Consolidated General Election**

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This memorandum requests that the Elections Commission approve the Department of Elections' (Department) request for the Board of Supervisors to waive the prohibition under Charter section 13.104.5 that disallows City employees from assisting the Department in the conduct of elections. The Department seeks a general waiver of this prohibition so the Department is able to utilize the services and expertise of City personnel when necessary; however, the Department presently expects to require the assistance of approximately 10 people from other City departments.

The Department will require technical assistance to upload the vote tallies contained in the memory packs that will be transported from each polling place to City Hall, as well as preparing the information for results reporting. The memory packs record the voting that occurs in the polling places on vote tabulation machines. The City personnel will assist in uploading the voting information contained inside the memory packs into the central count system located in the Department's computer room in City Hall Room 48.

While the uploading of the voting information from the memory packs will last a few hours after the polls close, the Charter prohibits City personnel from providing such assistance to the Department. (13.104.5).

Except as provided below, no City employee or officer, other than the Director of Elections, an appointee of the Director of Elections or a member of the Elections Commission, may in any capacity perform any function relating to the conduct of an election that this Charter places under the Department of Elections. This section prohibits City personnel from providing to the Department of Elections services that are unique to that department. . . . The Elections Commission may, upon the recommendation of the Director of Elections request from the Board of

September 1, 2010

Supervisors a waiver of this prohibition so as to allow City employees and officers to assist the Department of Elections. The Board of Supervisors shall approve or deny such requests from the Elections Commission by motion.

The Department does seek to conduct elections exclusively with its permanent and temporary staff, but we find it necessary in some instances to utilize the skills of City personnel who work with other departments. Thus, after considering staffing needs for the November 2, 2010 Consolidated General Election, I recommend that the Elections Commission request from the Board of Supervisors a waiver of the prohibition of City employees performing election-related tasks and allow City personnel to assist the Department of Elections.

The Department requests that this be a general waiver in order to provide flexibility in planning for the election. Still, at this time the Department has identified the need for the assistance of approximately ten people from other City Departments. The personnel work in the departments listed in the attachment to this memorandum.

I will be glad to answer any questions you might have on this matter.

Encl; waiver request list

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SAN FRANCISCO

**1446 Secretary II**  
**(Elections Commission Secretary)**  
**Recruitment #PEX-1446-056826**

**Department:** Department of Elections  
**Date Opened:** 9/25/2010 8:00:00 AM  
**Filing Deadline:** Continuous  
**Salary:** \$22.45 - \$27.29/hour  
**Job Type:** Permanent Exempt  
**Employment Type:** Part-Time

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**INTRODUCTION**

The City Charter authorizes the Elections Commission to supervise the City's Department of Elections. The Commission sets general policies for the Department; it also selects and supervises the Director of the Department of Elections.

The Elections Commission has regularly scheduled meetings on the third Wednesdays of each month at 6:00 pm, City Hall, and has one standing committee with regularly scheduled meetings the first Wednesday of every month at 6:00 p.m. at City Hall. Special Meetings may be called as needed.

**Appointment Type:** Permanent Exempt, part time appointment, not to exceed 20 hours per week or 1040 hours in 12 months. Exempt employees are considered "at will" and serve at the discretion of the appointing officer.

**Number of positions:** The San Francisco Elections Commission is accepting resumes for one (1) position.

**Nature of work:** Evening hours will be required once per month (usually the third Wednesday of the month), and occasionally, a second evening per month (usually the first Wednesday of the month, if necessary). Outside of these meetings, the remainder of the 20 hours per week can be a regular schedule agreed upon by the successful applicant and the Commission president.

**Essential Duties:**

Under direction, acts as the Secretary to the Elections Commissioners; prepares the Elections Commission calendar and records official acts of the Commission, provides secretarial services of a difficult and responsible nature for the Elections Commission. Essential functions include the following:

- Prepares and distributes agenda, notices, minutes and resolutions of the commission; maintains records of meetings and official actions of the commission; certifies all Commission documents and resolutions; prepares correspondence for members of the Commission.
- Types minutes of meetings from audio recordings of the meetings, and manages the edits suggested by Commissioners.
- Facilitates communication and transmission of documents between and among Commissioners, the Director of Elections, and/or legal counsel, as needed; and maintains a public file for certain communications as required by relevant public meetings/open government laws and ordinances.
- Organizes Commission and Committee meetings, including: preparing the agendas with direction from the Commission president or committee chair; publishing the agendas in accordance with applicable laws; preparing and distributing meeting packets to Commissioners and principals, as well as having extra copies for the public; bringing materials to the meetings; ensuring the audio recording of the meetings. and, if necessary, posting notices of cancellations in accordance with applicable laws.
- Types a wide variety of letters, memoranda, reports and other materials from copy or verbal instructions; may compose routine correspondence in accordance with standard practice and policies.
- Screens office and telephone callers; personally assists those whose business does not warrant seeing the superior; screens incoming correspondence and routes accordingly; answers a wide variety of inquires and explains office operations, policies and procedures.
- Maintains office files for correspondence and records; maintains manuals and updates resource

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- materials.
- Makes appointments and arranges meetings for the Commissioners, makes travel arrangements as required.

#### MINIMUM QUALIFICATIONS

1. Ability to type 55 net words per minute by using a typewriter and/or word processor; AND
2. Two (2) year of secretarial experience encompassing editing and independently composing letters and other correspondence utilizing word processing systems; researching, compiling and organizing data for various reports; and maintaining office/record systems; OR:
3. Three (3) years of verifiable clerical experience comparable to a 1424 Clerk Typist.

#### Notes:

1. A recognized clerical training program of 240 hours or the equivalent of 15 semester units in graded clerical college units may substitute for up to 6 months of experience.
2. City and County employees received credit for duties of the class to which appointed. Credit for experience outside of the employee's class is allowed only if recorded in accordance with the provisions of Civil Service Commission Rules.

#### Desired Qualifications:

- Twelve months of experience with basic internet research
- Three months experience posting meeting agendas
- Knowledge or ability to learn the basic rules governing public meetings and open government
- Ability to manage correspondence for more than one commissioner
- Ability to type from audio recordings

#### SELECTION PLAN

##### Verification of Experience:

Applicants may be required to submit verification of qualifying education and experience. Verification of experience, when requested, must be on the employer's letterhead and must show the name of the applicant, job title(s), duties, dates of service, and must be signed by the employer.

City employment may be verified by submitting a performance evaluation in lieu of other verification. City and County employees will receive credit for the duties of the class to which appointed. Credit for experience obtained outside of the employee's class will only be allowed if recorded in accordance with the provisions of Civil Service Commission Rules. A copy of a diploma or transcripts must be submitted to verify the qualifying education when requested. Verification may be waived if impossible to obtain. Waiver requests will not automatically be granted, but will be considered on a case-by-case basis.

##### Notes:

Applications will be screened for relevant qualifying experience. Those applicants most qualified will be offered interviews. Possession of minimum qualifications does not guarantee an interview.

In compliance with the Immigration and Reform Act of 1986, all persons entering City and County employment will be required to prove their identity and authorization to work in the United States.

Qualified applicants with disabilities requiring reasonable accommodations for this selection process must contact the department by telephone at (415) 557-4926 or in writing at the address listed above as soon as possible.

Minorities, Women and Persons with Disabilities are Encouraged to Apply  
An Equal Opportunity Employer

#### HOW TO APPLY

Applications for City and County of San Francisco jobs are being accepted through an online process. Visit [www.jobaps.com/sf](http://www.jobaps.com/sf) to begin the application process by registering an account.

Click and select the 1446 Secretary II Announcement  
Click on "Apply" and read and acknowledge the information  
Click on "I am a New User" if you have not previously registered, or on "I have Registered Previously"  
Follow instructions given on the screen

If you have any questions regarding this recruitment or application process, please contact Lillian Chow (415)557-4926.

Computer kiosks are located in the lobby of the Department of Human Resources, One South Van Ness, 4<sup>th</sup> Floor, San Francisco, CA, for use by the public to apply for City jobs. The hours of operation are from 8:00 a.m. to 5:00 p.m. Monday through Friday.


#### DISASTER SERVICE WORKERS

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

**BENEFITS**

All employees hired on or after January 10, 2009 will be required (pursuant to San Francisco Charter Section A8.432) to contribute 2% of pre-tax compensation to fund retiree healthcare. In addition, most employees are required to make a member contribution towards retirement, typically a 7.5% of compensation. For more information on these provisions, please contact the personnel office of the hiring agency.

Click on the link below to apply:

<p>Fill out the Application NOW using the Internet</p>	<p>Apply Online</p> 
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You may contact us by phone at (415) 557-4800, or apply for a job in person at the Department of Human Resources.

[contact us](#) | [accessibility policy](#) | [disclaimer](#) | [privacy policy](#)  
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Generate Printed Bulletin

8D(3)

Ten years after the great election debacle of 2000 we still need to resolve the problem of ambiguous ballots and the ability to count every vote cast. In 2000 it involved the iconic photo of a bug-eyed elections official staring at a single punch card ballot with a magnifying glass. It was no surprise to elections administrators that punch card ballots were antiquated technology, prone to user error resulting in uncounted votes. County election offices required armies of "chad pickers" to sort and review ballots for the hanging, dimpled and loose chads before processing the ballots in card readers. Whether these chad pickers used the same care and scrutiny as in the iconic photo mentioned above is questionable. But suddenly "chad" had become a household word, resulting in swift and immediate action. The 1960's punch card technology for voting was quickly abandoned.

The resulting Help American Vote Act targeted updating voting equipment, as well as expanded voter protection by ensuring all voters have access to provisional ballots and increased use of vote-by-mail opportunities.

The issue of user error with punch card ballots was known and addressed by elections officials. Voters were instructed, when voting at precincts or in vote-by-mail instructions, to ensure that their ballots had completely punched holes for their selections and to check that loose paper bits (chads) were not present before they placed them in the ballot box or mailed them back for processing. There is no denying that fair warning was given to voters. But the problem was simple: people lead busy and complicated lives and such a minor task is easy to overlook doing.

The close election in Florida in 2000 was by no means an anomaly. A review of some past elections in the United States (side box) reveals incredibly small margins of difference in the number of votes at the point when challenges were halted and a winner declared. Recent close elections in Great Britain and Australia renew debates about optimal voting systems.

Year	Election	Vote Margin
2000	US President (Florida)	537
2004	Governor Washington	129
2007	Mayor Vallejo CA	3
2008	US Senate Minnesota	312

But before we have the next great contested close race, the accompanying legal challenges and the resulting arguments over single, individual ballots and whether the vote is valid, wouldn't it be a good idea to get out in front of the problem and work to ensure that ballots which could result in a challenge are resolved before they could become part of the unknown determining factor in a close race...or worse, just uncounted and ignored.

One potential problem involves the increased use of vote-by-mail ballots in California, which account for more than 50% of the vote in some elections. Unlike voting in precincts on Election Day, where a ballot is issued to a voter after they sign their name in the precinct roster, vote-by-mail ballots are sent to voters, and processed only after the ballot is sent back in a correctly executed return envelope. If the

return envelope is missing a signature or does not match signature records at the elections office, the ballot is not counted. When problems such as this are encountered, the elections office needs to engage in a bit of customer service to resolve the question of such a ballot and to be able to offer the voter the opportunity to correct the issue.

Here lays the problem: California voter registration forms state that providing contact phone number and e-mail is optional. Voters do not have to provide elections officials with the vital contact information which could potentially allow the elections office to let the voter know there is a problem with the ballot they submitted. Given the short time frame, just before Election Day when many mail ballots are sent in, contact by telephone or email could be crucial to ensure a voter's ballot is counted.

Many voters elect not to provide the optional phone numbers or email because personal voter registration data is made widely available to others. The restrictions on providing voter registration data are so broad as to allow access to "anyone wishing to contact voters for political purposes" or "academic research". And some voters are surprised to see their name, address and phone number are publicly displayed outside polling places on election day, as part of the required "index of voters" for each precinct. So electing to opt out of providing phone number and email is a way for some voters to avoid the resulting barrage of campaign recorded robo-telephone calls and e-mail spam or just to ensure privacy. But such an opt out also prevents the important measure that could protect their vote. If the elections office cannot contact the voter in a timely fashion, their ballot could become part of the collection of ambiguous ballots in a post-election legal challenge.

As it stands now, elections offices can and do contact voters who submit incorrectly executed vote-by-mail ballots. Contact is made by telephone if a number had been provided on the voter registration form. If there is no telephone number or email address, the option for contact defaults to slower postal delivery. For vote-by-mail ballots submitted days before an election, postal contact may not reach the voter in time.

Furthermore, voters are not the only ones who mistakenly make errors with ballots. Unfortunately the exacting and unforgiving nature of elections administration sometimes encounters systems failures. During the recent June 2010 Election, a vendor for the San Francisco Department of Elections mistakenly mailed some 1500 incorrect ballots to voters. The Department of Elections discovered the error and taking quick action, contacted voters who may have been impacted. Luckily, there was enough time to contact voters by postal delivery if they did not provide a telephone number. Had this been discovered closer to Election Day, timely and direct contact would not have been possible for every voter.

The next close election could involve the question of the disqualified improperly executed vote-by-mail ballots. Did some of the disqualified ballots result in a successful provisional ballot being cast by a voter who was alerted to the problem with their original vote-by-mail ballot? Could the Elections Department contact some but not all voters in a timely fashion? Was everyone's right to have a vote count equally protected? This could be the hanging chad of the future.

The solution: ask all voters to provide telephone and email contact information and let voters know this information could protect their vote. Currently this information is optional for the simple reason it

would be untenable to make it mandatory given that personal voter registration data is made widely available. Therefore it is time voter registration offers the same option as Pottery Barn...voters should be able to opt to provide this information for "administrative use only". A voter should be allowed to designate that their telephone number or email are to be used only by the elections department and not disclosed. This is a voter protection issue. This could help us prevent the next Florida 2000.