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

John Arntz
Director

Election Plan
Consolidated Presidential Primary Election
June 5, 2012

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 June 5, 2012 Consolidated Presidential Primary Election.

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

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II. Dates and Deadlines

- April 9: Preparation begins for mailing ballots to overseas voters
- May 7:
  - 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 Pamphlets and Sample Ballots (San Francisco Municipal Elections Code 500)
- May 12: Chinese and Spanish Voter Information Pamphlets mailing target date
- May 21: Deadline to register to vote
- May 29: Deadline for voters to request a Vote-By-Mail ballot
- May 26 and May 27; June 2 and June 3:
      Weekend Early Voting takes place at City Hall, 10 a.m. to 4 p.m.
- June 5: Election Day

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- June 7: Official Canvass period begins
- July 3: Deadline for Department to certify the election and issue the Certified Statement of results

III. New Practices

A. Implementing Changes Introduced by the California's New "Top Two" or "Open" Primary Election System

The June 5, 2012 election will be the first statewide election conducted under the new open primary election system.

On June 8, 2010, California voters approved Proposition 14, which created a "top two" or "open" primary election system. The passage of this proposition changed how the primary elections for state constitutional offices, state legislative offices, and U.S. congressional offices are conducted in California. These offices are now known as "voter-nominated" offices. The change to an open primary election system does not affect how the primary elections for U.S. President or elections for county central committees are conducted.

All candidates running in a primary election for voter-nominated offices, regardless of their party preferences, will appear on a single primary election ballot, and voters can vote for any candidate for:

- United States Senator
- United States Representative
- State Senator
- Member of the State Assembly

The two candidates who receive the most votes for each contest will move on to the general election in November.

Additionally, AB 1413 that was signed into law in February 2012, made numerous changes to state election law to implement the top two primary election system, some of which are noted below:

- Modifications to the format of the declaration of candidacy and nomination papers. Candidates for voter-nominated offices are now required to include a certification of his or her partisan affiliation history for the previous 10 years on the nomination papers that he or she files;
- Modifications to the manner in which the party preference designation for a candidate for voter-nominated office appears on the ballot;
- Provides that spaces for write-in candidates are not be printed on the ballot for voter-nominated offices at the general election in November. Voters may still vote for a qualified write-in candidate who is not listed on the ballot in the primary election. To advance to the general election for a voter-nominated office, a qualified write-in candidate must be one of the two candidates who receive the most votes in the primary election.

- Each political party can have a list of candidates it endorses printed in a county's voter guide.

B.   Informing Voters About Voting in the June 5, 2012 Election

The Department will utilize many strategies to inform voters about the new primary rules and their voting options, including several targeted mailers, public events and scheduled presentations, mass media campaign, online tools, Voter Information Pamphlet and voter education literature, etc.

Voters with No Party Preferences

For the June 5, 2012, election, two parties allow voters with no party preferences to participate in their Presidential primary. These parties are the American Independent Party and the Democratic Party.

To inform voters who permanently vote by mail or live in vote-by-mail precincts and declined to disclose their preferences for a qualified political party, the Department will mail four notice to these voters. Notices were mailed in February and March, and a third mailing will occur in the beginning of April. Each notice includes fields for voters to indicate their request to receive a ballot with the Presidential primary contest of either the American Independent Party or the Democratic Party. The notice further informed voters that if they do not request a party ballot, they will be sent a ballot without a Presidential contest.

Voters who have not returned a business-reply postcard to the Department indicating their ballot choice will be sent a ballot that does not include a Presidential contest and another notice informing them that they may exchange this ballot for a party ballot at the Department's office beginning May 7, or at their polling place on Election Day.

To further inform voters with no party preference about their options, the Department will send another mailer in May. This mailer will target voters with no party preference who do not have permanent vote-by-mail status and who voted at polling places during the last primary election. The notice will include information on the new primary rules and inform voters that if they wish to receive a party ballot on Election Day, they may request it from a poll worker when signing the Roster of Voters.

Voters with Party Preferences

To inform voters with party preferences, the Department will send a mailer in May emphasizing how voters' political party preference affects their voting options in the upcoming election and the importance of re-registering if they want to be eligible to receive a preferred party's ballot.

Additionally, the Department will continue to inform voters about a voter registration look-up tool available on the Department's website. When using this look-up tool, voters will be able to view their party preference and options for re-registering if they prefer to vote a ballot of a different party.

On Election Day, each polling place will be provided with a trilingual "My Ballot" stand that explains voting in the primary election, including options for voters with no party preference.

C. Providing Option to Opt Out of Receiving the Voter Information Pamphlet and Sample Ballot By Mail

Until recently, state and local laws required that each registered voter be mailed a copy of the Voter Information Pamphlet and Sample Ballot. Recent changes to state and municipal laws allow voters to "go green" by opting out of receiving a Voter Information Pamphlets and Sample Ballots by mail, and accessing them online instead. To facilitate implementation, the Department made an online "Voter Information and Sample Ballot Opt In/Opt Out" form available on its website.

To opt out of receiving Voter Information Pamphlets and Sample ballots by mail beginning with the June 5, 2012 election and for all future elections, voters must submit their completed forms no later than April 16, 2012. If the request is received after this date, the change will take effect for the next election.

The Department will exclude from its mailing list the voters who opted out of receiving a Voter Information Pamphlet and Sample Ballot by mail. Approximately 40 days prior to the election, once the Voter Information Pamphlets and Sample Ballots are posted online on the Department's website, the Department will send a reminder to the email addresses that voters have provided on the Opt In/Opt Out form, informing them that the pamphlet is available for viewing.

D. Creating a Voter Information Pamphlet and Sample Ballot For Voters From any Party

Each Voter Information Pamphlet will include sample ballots for all political parties that have qualified to participate in this primary election, as well as the sample ballot options for voters with no party preference. In addition, each Voter Information Pamphlet will include candidate statements of qualifications from any candidate, regardless of party preference, who is running for office in the jurisdiction and was eligible to submit a statement and chose to do so. Therefore, all voters within a jurisdiction will receive the same Voter Information Pamphlet. However, the pamphlets mailed to voters with no party preferences will have a specific version of the Vote-by-Mail application on the back cover, which specifies the ballot options available to voters with no party preference.

E. Establishing Community Network Meetings

To offer organizations the opportunity to share ideas on how to best reach out to the City's diverse communities to disseminate election-related information, to recommend effective venues for identifying and registering eligible electors, and to provide feedback on how to increase the overall public awareness of and participation in the elections, the Department established meetings with the representatives of community-based organizations (CBOs). The Department met with a group of CBOs at City Hall in February, and gathered a variety of ideas for how to improve in-person, online, and mass media education efforts. Two additional meetings have been scheduled —one in April to review drafts of media pieces and the bilingual outreach plan; and one in May to train CBO staff on providing clear, concise election education to their clientele.

F. Expanding Voter Outreach to Students and their Families

The Department plans to expand its voter outreach education to young voters such as high school seniors and college students. The Department will seek presentations to educate high school seniors by speaking to their classes or the assembly of seniors. The educational presentations will include information which caters to youth, explaining the procedures for first-time voters

and the importance of voting. At the end of the presentation, students will receive Voter Registration Forms to fill out and to take home for their parents. The Department will work with San Francisco schools to explore the possibility of involving high school students themselves in conducting voter registration drives. Student registration drives would target eligible parents and other adults within the community served by the school, and could take place both at school events as well as at other community locations.

To further expand its voter outreach to young voters, the Department will add a voter outreach component to the high school student poll worker training class curriculum. Through this additional training component, the Department anticipates reaching 800-1000 students and their families.

G.   Using Color-Coded Vote-by-Mail Return Envelopes
The Department will continue to use white paper for the outgoing vote-by-mail envelopes. The return envelopes, however, will be printed on purple paper. This will provide the Department and post office staff with an immediate visual clue that will allow for a more efficient sorting of the incoming mail, including undeliverable pieces.

H.   Utilizing "TigerEYES" For Inventory and Custody of Ballots
For the past few years, the Department has been utilizing an asset tracking system, "TigerEYES", for managing the inventory and custody of the voting equipment. Starting with the upcoming election, the Department will use this system for tracking the inventory and custody of precinct ballots. Bar-coded labels will be placed on each ballot box and scanned as each ballot preparation process is complete and/or the custody of the ballots is changed. The tracking system will allow control of how and where the ballots are stored, loaded on field support vehicles, etc.

I.   Offering Supplemental Online Poll worker Training Opportunities
The Department offers online poll worker training as a supplemental tool which includes the narrated classroom curriculum and interactive quizzes. For the upcoming election, the Department will expand the online training by offering an interactive module for voting machine setup and quiz questions to test poll workers' knowledge as they navigate through the curriculum. Additional online training will include an interactive bilingual glossary of election terms which will provide bilingual poll workers with an engaging opportunity to review their skills and knowledge of election terminology. The Department will also place training online for its infield support staff, Field Election Deputies, allowing them to review the information before attending their scheduled class, and to refresh their knowledge before Election Day.

J.   Expanding Criteria For Identifying Precincts That May Need Language Assistance on Election Day
The Department has been using various criteria (i.e., Voter Request for Election Materials in Chinese or Spanish, Voter Country of Origin, Input from Community-Based Organizations, etc.) to identify precincts in which voters may need language assistance, and to determine the number of bilingual poll workers to assign to those precincts. For the upcoming election, the Department provided its master voter file to the Statewide Database & Election Administration Research Center at UC Berkeley for an updated analysis of the surnames of registered voters. Based on their analysis, the Department will target precincts not previously identified by the number of

voter requests or voter country of origin on file for bilingual assistance. Accordingly, the Department will assign at least 1 bilingual poll worker in every precinct where there are 100 or more registered voters with Chinese or Spanish surnames.

K.   Offering Training Labs to Poll workers
The Department will offer voting machine practice labs where poll workers will have the opportunity to practice working through their instructional materials independently, as they would on Election Day. This independent practice and review of the voting equipment will assist poll workers to deepen their knowledge and confidence in assisting voters on Election Day.

L.   Separating Consolidated Precincts and Creating New Precincts
For the June 5, 2012 election, the Department will separate consolidated precincts and will support 570 polling sites compared to 406 sites from the November 2011 election. All voters will still find the printed address for their polling place along with a vote-by-mail ballot application on the back cover of their Voter Information Pamphlets, which are mailed to every voter at least 29 days before every election. Additionally, the cover of the Voter Information Pamphlet will feature a QR code, which when photographed or scanned with enabled cell phones, will direct voters to the mobile Polling Place Look-Up Tool associated with the Department's website.

Due to the drawing of new district lines based on the 2010 U.S. Census, the Department had to re-precinct or alter and redraw 25 precincts. The changes occurred in Supervisorial Districts 2, 4, 5, 7, and 11. Due to re-precincting, the number of precincts is now 603, compared to 592 precincts in the last election. The number of mail-ballot precincts has also increased from 23 to 29. The Department made hard copies of new precinct maps available to the public and posted a digital precinct map on its website.

When redrawing precincts, the Department followed the following guidelines:
- No precinct can exceed 1,000 voters (California Elections Code Section 12223);
- Political District lines must not be crossed;
- Census blocks must not be split (if one has to be split, documentation must be kept to explain why);
- Observe topography, geography and natural barriers, such as, freeways, reservoirs, parks, etc;
- Voters should be able to walk to their polling places (distances of six blocks or less);
- Pinpoint existing accessible polling places and draw precincts around them, whenever possible;
- Assess the impact of moving each block with regard to the number of voters that will be moved into/out of a precinct;
- The voter count of each precinct should be kept below 900 voters to allow for growth (registration drives, new construction, etc.);
- Detailed records must be kept of the precincts before and after the boundary lines were altered (lists and maps) (California Elections Code Section 12260).

M.   Incorporating the Use of Tablet Devices into the Logic and Accuracy Process

During the Logic and Accuracy testing preparation, one of the first steps is to visually check every voting machine and its component for any missing or damaged seals, defects, missing labels, missing cords, missing bags, or others issues. This approach enables the Department to determine the status of the equipment and any needed improvements and prevents delays in testing. However, logging this information on a checklist and entering the information into a spreadsheet is time-consuming and creates duplicative outcomes.

Starting with the June 2012 election, the Department will continue its expansion of automating manually intensive tasks by using tablet computers to replace the paper checklists. Logging the information directly on a tablet application will remove the need to enter the information into a spreadsheet and will allow for more efficient and accurate data gathering. After the election the Department will review "lessons-learned" and will use the tablets to automate other processes that require tracking.

N.   Implementing RFID Technology on a Small-Scale

The Department may implement a small-scale pilot testing the use of Radio Frequency Identification (RFID) to study the efficacy and efficiency an RFID system to track materials and processes. RFID is a wireless non-contact system that uses radio-frequency to transfer data from a tag attached to an object, for the purposes of automatic identification and tracking. If the Department can timely obtain the necessary equipment, the pilot program may consist of tracking precinct rosters as they are distributed to the polling place inspectors and when the rosters are returned to the Department after Election Day. Also, the Department may use RFID for tracking voting equipment to and from several precincts using a pass through 'gate' or 'portal,' eliminating the need to physically handle or remove items and to scan their attached barcodes using a handheld device.

IV. Observation Activities

To the fullest extent allowed by law and by the logistical and security constraints required to preserve the security of the voting systems and the privacy of the voters, the Department will welcome the public to observe the following processes:

Pre-Election
- Logic & Accuracy (L&A) testing of voting machines, which includes the following:
     Insight machines (precinct optical scan ballot tabulators)
     400-C machines (Vote-by-Mail and precinct ballot optical scan and tabulator)
     Edge II (a touchscreen machine designed primarily to assist people with specific needs to vote independently and privately at the precinct or early voting counter.
- Receipt and storage of Vote-by-Mail ballots
- Signature/eligibility verification of Vote-by-Mail ballots
- Opening and preparation for counting of Vote-by-Mail ballots
- Poll worker Training Classes

Election Day
- 570 Polling Place Locations Citywide 7 a.m. - 8 p.m.
- Election Day voting at City Hall 7 a.m. - 8 p.m.
- Processing Vote-by-Mail Ballots in City Hall
- Processing Center at Pier 48

Election Night
- Vote-by-Mail Ballot tabulating can be viewed through the observation window of the Department of Elections, City Hall, Room 48 where the two monitors provide real-time viewing of tabulation machines operations
- Election Night results can be viewed in the North Light Court at City Hall.

Post-Election – Official Canvass
- Processing provisional ballots and Vote-by-Mail ballots returned to polling places
- Processing write-in ballots
- 1% manual tally of the precinct ballots and Vote-by-Mail ballots at Pier 48
- 100% manual remake of the precinct Edge II votes into paper ballot based on the Voter Verifiable Paper Audit Trail (VVPAT) printout and tabulated on the 400-C
- Updated results releases at City Hall

The Department will conduct several "Open Houses" to provide the public and the media with the opportunity to observe election preparations and will issue the "Observe Guide" providing general information about observation activities.

The Department will also prepare and issue the "Guidelines for Media and Poll Monitors on Election Day" describing general rules for observing voting activity.

V. Voter Outreach and Education

The Department is responsible for educating San Francisco residents year-round about voting and elections in compliance with various municipal, state, and federal laws and mandates. For each election, the Department devises a specific program plan to: inform voters about the scope of the election and types of contests; enable those who are eligible and interested to participate; and, ensure participants are aware of available voting options and assistance.

To prepare voters for the upcoming election, the Department defined three major goals:

1. Make voter registration available to all eligible San Franciscans, and offer re-registration to voters who wish to change their party preference to ensure they are able to participate in the presidential primary of the political party they currently prefer;

2. Provide full access to the voting process for all voters, including those afforded specific legal protections by the Voting Rights Act and other legislation, and

3. Explain the new "open" primary system.

The three major goals will be met using the following four general strategies:

- Networking with community-based organizations: The Department will seek to leverage community expertise and connections to expand and refine departmental efforts to reach voters efficiently and effectively.

- Public events and scheduled presentations: The Department will reach out to the City's neighborhoods through events such as street fairs and festivals, and will present to individual community groups and organizations. In both settings, outreach personnel will register voters, present nonpartisan information about the election, distribute materials, and answer individual questions.

- Mass media campaign: The Department will utilize all media technologies, including targeted mailers, the Voter Information Pamphlet provided to every voter, the Internet, television, newspapers, film and radio, to disseminate information on when, where, and how to participate in the upcoming election and information about the Open Primary Act.

- Online, on-demand information and resources: The Department will streamline, simplify, and expand available online tools to allow voters to access both their personal voting information and details of the upcoming election at their convenience and in their preferred language of English, Chinese, or Spanish.

Strategy 1: Networking with community-based organizations
To offer organizations the opportunity to share ideas on how to best reach out to the City's diverse communities to disseminate election-related information, to recommend effective venues for identifying and registering eligible electors, and to provide feedback on how to increase the overall public awareness of and participation in the elections, the Outreach division of the Department established meetings with the representatives of community-based organizations (CBOs). In January 2012, invitations were sent out to community-based partner organizations, inviting them to provide further feedback on the Department's outreach efforts for the November 2011 election, and to contribute suggestions for enriching those efforts for the June 5, 2012 election. A meeting was held with a group of CBOs at City Hall in February, and a variety of ideas were gathered for how to improve in-person, online, and mass media education efforts. Three additional meetings were scheduled at this time.

In creating and seeking partnerships, the Department continually bears in mind its responsibility to ensure equal access to the voting process for all voters, such as the Voting Rights Act, the Help America Vote Act (HAVA), and the Americans with Disabilities Act (ADA).

To strengthen community partnerships, the Department plans to meet with community leaders who have strong interests in voter outreach and education to the Chinese- and Spanish-speaking communities to seek collaboration in disseminating important election information, increasing voter registration, promoting voting awareness and gathering feedback to improve the process and methods on educating voters with limited-English proficiencies.

Strategy 2: Public events and scheduled presentations
Public events and locations will be chosen to maximize exposure to diverse communities. That is, the Outreach division personnel will prioritize attending events in communities where there are fewer CBO partners and scheduled presentations. The Outreach division will consider the 2010 U.S. Census Citizen Voting Age Population (CVAP) data when planning street fairs,

community events and other outreach activities targeting areas with the Asian and Latino populations.

The Outreach division will contact organizers of publicized events to offer the Department's assistance with providing registration materials and accurate, nonpartisan information on the upcoming election. In addition to attending community-based organization events, the Department will create registration opportunities where staffed tables will be provided so residents may register to vote, update current registration, and sign up to vote by mail. Locations will include public libraries and Muni and BART stations across the city. Additionally outreach at farmer's markets is being expanded in an attempt to reach new and diverse communities of potential voters who do not seek out events dedicated to voting or election information but who can be engaged when their daily activities spontaneously intersect with an outreach opportunity. As the registration deadline approaches, the volume of voter registration opportunities offered by the Department will increase, culminating in a one week "last chance" promotion to the public.

Scheduled presentations
The Outreach division sent invitation letters to approximately 500 organizations that had been contacted or to which services and materials had been provided in previous election cycles that are listed in the outreach database. Division personnel also undertook a search of a variety of websites and directories to identify potential new partners. For the June 2012 election cycle, approximately 50 new organizations have been added to the outreach contact list, largely through referrals from existing community-based partners. To further expand the Department's network, about two dozen City and County departments and agencies whose mission or client population overlaps with the Department's goals or target populations have been identified.

Invitation letters were sent in March to ascertain if these City agencies are interested in having outreach staff attend their community events to provide presentations on general voter education, distribute materials, and answer any questions their constituents may have. In addition, the division has requested to place articles with important election information in their organizations' newsletters for April and May.

These organizations will also be invited to utilize Departmental services and resources on behalf of their clientele. Outreach coordinators will schedule presentations with organizations that have responded to the initial mailing and will follow up with nonresponsive organizations by email and phone as the election approaches.

Typically, outreach presentations last 20-30 minutes. Afterwards, coordinators register voters, distribute brochures, and answer individual questions. Presentations vary in content, which allows groups to request information aligned with the needs of their clientele, covering the following topics:

- Election overview: This presentation covers registering to vote; how to mark a ballot; the difference between "party-nominated" and "voter-nominated" offices in the new "open" primary system; content available in the Voter Information Pamphlet; options for where and when to vote; assistance available to voters with disabilities and voters who speak Chinese and Spanish; how to get involved in the election as a poll worker or polling place provider; and dates and deadlines for this election.

- Open primary introduction: This presentation covers the new "open" primary system in more detail, and includes the history of how it was passed; which offices are affected; sample ballots to familiarize voters with the new language and layout; how candidates advance from the primary to the general election; and additional resources available for understanding the primary system (i.e., information online at the Department and the California Secretary of State's website, the election flyer and Voter Information Pamphlet, and the Voter Assistance Hotlines)
- Conducting a voter registration drive: This presentation can be given directly to the people who will conduct the drive, or as a train-the-trainers session for organizers who want to educate others. The presentation covers topics such as who can circulate registration forms; who can be registered; when to re-register; ex-offenders' voting rights; a review of information required on the form from both the voter and circulator; common omissions and mistakes; where and when to return the form; and penalties for noncompliance with regulations.
- Voting Machine demonstrations: The division personnel bring an Insight optical scanner— voting machine that reads paper ballots—and/or an Edge II accessible voting machine with touchscreen and audio modes. Using a demonstration ballot, outreach coordinators show how to navigate and vote a ballot, and allow voters to cast practice ballots on the voting equipment so they can feel confident interacting with the technology when voting their official ballot.

Strategy 3: Mass Media Campaign
The Department will be employing various mass media outlets to raise awareness of the election and requirements to participate, and provide information about the Top Two Candidates Open Primary Act. Voters will be directed to the website or assistance hotlines for further assistance. The Department will make its voter education materials available in Chinese and Spanish, and will produce large-print and Braille versions of some materials to be distributed to organizations that serve voters with sight impairments.

Press
Public Service Announcement (PSA) – A 30-second PSA will be available to stations in English, Chinese, and Spanish.

Media Interviews – Interviews will be conducted in English, Chinese, Spanish, and Russian by the outreach coordinators.

Print
To bridge from the general information provided through mass media to the in-depth material a voter may need, the Department will stamp written media with a QR (Quick Response) code. When the QR code is scanned or photographed with an enabled cell phone, the voter is taken to the mobile version of the website's Voting Tool Kit which lists the key information and tools necessary to participate in this election.

Newspapers – Print advertising will run in neighborhood newspapers during May. The Department will publish in three independent newspapers: El Mensajero (Spanish), Sing Tao

Daily (Chinese), and World Journal (Chinese), and contact the San Francisco Neighborhood Newspapers Association to publish ads in its newspapers.

Muni Advertising – The Department will run interior bus cards in English, Chinese, and Spanish on Muni vehicles during the month of May. Additionally, the advertising will be displayed at bus shelter locations and on the exterior of Muni buses. The signage will be placed on routes that include the targeted demographics and neighborhoods.

Brochure and Poster Distribution – The Department will produce the following materials to be distributed throughout San Francisco at outreach functions, by community-based organizations, and neighborhood vendors. Most materials will be available for download from the Department's website.

- Election flyer
- Election poster
- Guide to Voting brochure
- Quick Guide (Braille), Guide to Voting (Braille/Large-print)
- Multilingual voter services brochure
- Your Right To Vote poster
- Your Right To Vote: A Guide for Ex-Offenders brochure
- Access, Assistance, and Information for all voters brochure

Voting Poster collaboration –The Fashion Institute of Design and Merchandizing (FIDM) reached out to the Department to take an advisory role in an inspiring student project created by one of the teachers. The students designed voter registration posters and asked the Department to sit on the judging panel. FIDM will offer the selected posters to the Department for marketing awareness of this upcoming election. This would be accompanied by a press release and social media marketing from the Department as well as FIDM.

Citywide Mailer –The trilingual mailer (English, Chinese, and Spanish) that will be sent to every household in the City in the month of May will inform registered voters about the new rules for the state primary.

Voter Information Pamphlet (VIP) – The VIP will be mailed to all registered San Francisco voters one month prior to the election. The back cover will list the voter's assigned polling place location address as well as an application to vote by mail. The VIP will provide details on accessible voting tools and services, multilingual services, and the new open primary system.

eLetters – Voters who provided an email address when registering to vote will be sent eLetters highlighting key messages about the voter-nominated and party-nominated offices in the primary, voting by mail, important dates and deadlines, and services provided by the Department.

"Your Vote is Your Voice" word magnet – Department staff will continue to distribute these magnets at events to draw traffic to outreach table, and enhance voter awareness of available resources and assistance.

Strategy 4: Online, on-demand information and resources
QR (Quick Response) codes **–** As stated in the previous section, to bridge from the general

information provided through mass media to the in-depth material available online, the Department will include QR codes on many media pieces. When voters photograph or scan the QR code with their enabled cell phones, they are linked to the mobile Voting Tool Kit on the Department's website.

Website – The Department's website, *sfelections.org,* is a comprehensive resource for general voter education and information specific to each election. The Department built look-up tools that allow voters 24/7 access to personal information and resources including:

- Registration look-up tool: A voter may check his or her name, address, and political party, and vote-by-mail status are up-to-date.
- Vote-by-mail ballot look-up tool: A voter may check if his or her ballot has been mailed or received by the Department.
- Voter Information Pamphlet: A voter may download the version matching his or her precinct's ballot type, and download a Chinese or Spanish language supplemental Voter Information Pamphlet.
- Voter Information Pamphlet and Sample Ballot Opt Out tool: A voter may opt out of receiving a Voter Information Pamphlet and Sample Ballot by mail.
- Polling place look-up tool: A voter may check the address, building type (e.g., school, community center) and physical accessibility of his or her assigned "home" polling place.

Voting Toolkit – The Department's website has an umbrella tool which provides the most commonly accessed voter information as well as one location for all of the online look-up tools. This provides voters with easy access to the basic tools necessary to participate in the election: how to register; information about candidates, measures, and the new "open primary" system; and, options for voting early, by mail, or at the polling place.

Partner Link to the Voting Toolkit—The Department is developing a graphic and sample HTML code to offer to community-based organizations to upload to their sites during the election season to drive traffic to the Department's Voting Toolkit. The Department will also request some City agencies to add this icon to their websites for the month before the election.

Facebook and Twitter –The Department will post and tweet election updates to remind voters about available tools and upcoming deadlines for the election.

Foursquare – Foursquare is a location-based social networking site that allows smartphone users to "check in" at a location and in some cases earn a "badge" for completing an activity. The Department is exploring whether this could be useful in alerting voters to education and registration opportunities around the city, and as an incentive to increase youth voter turnout by providing a virtual "I voted" badge when users check in at their polling place on Election Day.

YouTube videos – For voters who prefer a self-paced, at-home presentation, or who wish to review what they heard at a public event, the Department will be posting video versions of the new open primary and general election information PowerPoint files to provide easy access.

VI. Customer Service Program for Those Who Seek Public Access to Election-Related Materials and Programs

In addition to general services provided to customers visiting the Department, the Department operates public telephones Monday through Friday, during normal business hours. The Department has dedicated telephone lines available for staff to provide multilingual voter services in Chinese and Spanish, as well as the ability to provide telecommunication services to the deaf and hearing impaired. During an election, the Department will expand its phone assistance and will operate a seven member public phone bank to answer inquiries. The Department will hire and train bilingual temporary staff to operate the public phone bank beginning three weeks prior to and through Election Day.

For public inquiries and requests in e-mail form, the Department will continue using its established SFVote e-mail system. Customers can write to sfvote@sfgov.org requesting information or assistance with registration, candidate filing, voter data files, and other subjects.

VII. Poll worker Recruitment and Training

A. Poll worker Recruitment
For the June 5, 2012 election, the Department will recruit approximately 2,600 poll workers. Each polling place will be staffed with four poll workers: one Inspector and three Clerks. In addition to 570 Inspectors and 1,750 Clerks that will be assigned to work at the precincts, the Department will recruit 250 stand-by poll workers to station at City Hall for dispatch to precincts as needed on Election Day.

For the upcoming election, the Department plans to select approximately 70% of adult poll workers from a pool of experienced clerks and inspectors and 30% from new applicants. The Department will open the Poll Worker Intake Room to conduct testing and process new applicants on April 10. New poll workers will be recruited through various sources such as Craigslist, community-based organizations, San Francisco State University and the University of San Francisco.

The Department plans to recruit approximately 800 high school students to work at the polls. The recruitment will occur at 28 public and private schools in San Francisco in April.

The Department will continue to provide services to limited English proficiency voters and 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 poll worker in every precinct where 10 or more registered voters have requested election materials in Chinese or Spanish.

The Department will further target precincts where language assistance may be required by placing Chinese- and Spanish-speaking poll workers in every precinct where 25 or more registered voters were born in Chinese- and Spanish-speaking countries. Additionally, the Department will assign at least 1 bilingual poll worker in every precinct where there are 100 or more registered voters with Chinese or Spanish surnames.

In summary, the Department will assign bilingual poll workers as follows:

- 453 Chinese-speaking poll workers to 343 precincts (79% of 570 precincts)
- 168 Spanish-speaking poll workers to 168 precincts (29% of 570 precincts)

The Department plans to recruit an additional 25 Chinese-speaking standby poll workers and an additional 20 Spanish-speaking standby poll workers to be dispatched to the precincts if needed on Election Day.

B. Poll worker Training

Poll worker training is conducted each election as mandated by the California Elections Code and the Secretary of State's Training Task Force to prepare poll workers for service on Election Day. Poll workers serve from 6 a.m. to approximately 10 p.m. on Election Day.

For the June 5, 2012 election, approximately 2,600 poll workers will be trained in over 100 training classes conducted at several locations near City Hall in the month preceding the election. Additional specialized classes will be held for approximately 100 field support personnel and 250 memory devices and ballot collectors.

Schedule and types of training

Training for Clerks will begin on Saturday, April 28 and training for Inspectors will begin on Tuesday, May 29. In addition to recruiting and training experienced poll workers, the Department will recruit and train approximately 400 new Clerks and Inspectors and approximately 1,000 high school student poll workers.

In order to facilitate understanding of the new top two primary rules and related ballot issuing procedures, class duration will be increased by thirty minutes. In addition to these topics, training will continue to cover the following:

- Proper operation of 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 poll workers during the course of election day;

- Knowledge of how to offer and provide assistance to voters with disabilities;

- Procedures for vote-by-mail and provisional voting; and

- Procedures for documenting and transferring custody of all election materials at the end of Election Day.

Training Methods

Poll workers will receive an updated Poll worker Training Manual and multilingual glossary of election terms in class. The training manual and training presentation will be available online prior to the start of classes for those wishing to review the material before attending the class.

Classes will include a PowerPoint presentation explaining the procedures for opening, processing the voters, and closing. Procedures for processing different types of voters will be reinforced

using short videos filmed specifically for this election. The curriculum will include a hands-on section that will allow poll workers to independently count sample unused ballots and other election materials, and count signatures in the Roster. Poll workers will also be given the opportunity to practice opening and closing procedures in groups. The Department will continue to offer a supplemental bilingual training class in Cantonese, Mandarin, Spanish, and Russian. The one-hour long bilingual classes in each language will cover specific translation terms and information on how to provide bilingual assistance to voters. To refresh poll workers' knowledge of the voting equipment, the Department will be offering Voting Machine Practice Labs where poll workers will have the opportunity to complete voting equipment-related procedures on their Job Cards and Inspector workbook independently, as they would on Election Day.

Post-Election Day survey
The Department will gather post-election feedback from all poll workers via an optional online survey hosted by SurveyMonkey. Results will be automatically consolidated into sortable spreadsheets, and the Department will be able to review poll worker responses quickly and efficiently and incorporate the feedback in the future curriculum.

VIII. 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 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). After Department of Election staff have completed testing all the machines, the results are presented to the L&A Board. For the June 5, 2012 election, the L&A Board must be approved and certified the test result by May 29.

L&A 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 May 8-9; testing for the Insights, which are the optical scan tabulators used in each polling place, will occur on April 30 – May 4; and testing for the Edge II touch screen machines also placed in each polling place, will occur on May 10 – 18, and the testing for the Edge II machines used for early voting will take place on May 3.

Note: The Department will post a public notice of the scheduled dates for testing at least three days before testing begins.

A. Testing of Voting Equipment Used in Polling Places

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.

Once test ballots arrive at the warehouse from the printer, ballot test decks are sorted and prepared to begin L&A testing of San Francisco's precinct voting system. At least 570 Insight machines and 570 Edge II machines as well as associated printers, card activators and audio devices that are specific to each of the 570 polling places will be tested for use on Election Day. Additional voting equipment will also be tested to serve as back up or replacement units.

For the Insight machine testing, the memory packs and test decks are sorted first and distributed to each machine to be tested. The testing begins with the specific set of test deck being read into each Insight. Once all the required test ballots have been processed, a tabulation result report is printed from each machine; the report is proofed (compared to a pre-determined results report) 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.

Another precinct report is printed from these uploaded 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 pre-determined test results report for the Edge. The testing will also involve doing 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 June 5, 2012 election, there are 20 ballot types to be tested.

B.   Vote-By-Mail Ballot Equipment
For this election, there are 29 mail-in only 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-Cs is scheduled to occur on May 8-9. There are 4 units of these machines and they are located in the Department's computer room in City Hall. The testing of the 400-C machine is conducted similar to the "Insight" testing. Test ballots for a set of precincts that covers all 20 ballot types will be used for the test.

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

IX. Polling Places

A. Delivery of Voting Equipment and Election Materials to Polling Places
Prior to Election Day, the Insight, Edge II, red boxes and additional supplies are delivered to the 570 polling places throughout San Francisco. After scanning the bar codes on each of these items that indicate 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 being loaded on the proper delivery trucks. 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 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, 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 searched for any ballots and rosters that may have been placed there. Department staff record 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 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 Department 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.

Two members of the Department staff then bring the box to the canvass supervisor, and they all sign the chain of custody form.

X. 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 May 7, 2012.
- 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 will be delivered to the Department's warehouse on Pier 48 where Department staff will perform an inventory audit of the ballots received and will conduct a quality control check for correct print of precinct numbers, ballot types, ink, etc. On May 26 and 27, the Department staff will transport the ballots, packaged specifically for each precinct, to Brooks Hall for distribution to polling place Inspectors from the City Hall Cafeteria and City Hall Room 34.

Supply Bags with precinct ballots will be distributed to the polling place Inspectors upon their completion of training classes beginning Tuesday, May 29 through Saturday, June 2. If Inspectors cannot pick up their ballots after training class, the Department may deliver the cards to their residences.

XI. 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. Poll workers 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. Poll workers must take down the voting booths and ready the equipment and supplies for later pick up.

The poll workers 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 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. State 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.

XII. 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, and 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 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 poll workers 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 May 7 by reviewing the signatures on the envelopes upon their arrival. The Department can begin opening the envelopes seven business days before the election – May 25.

- 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 Department's 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 Insight auxiliary bin are also reviewed. Once the Department determines during the canvass, the process of 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, the votes cast on the Edge II touch screen are stored on a memory device. The memory packs 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 and used as official tallies. The paper ballots and VVPATs will be transported to Pier 48 by Deputy Sheriffs and the

votes recorded on the VVPATs 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 20 ballot types for this election. Provisional envelopes contain the ballots of voters whose names did not appear on the roster or who voted at the wrong precinct. Provisional ballots require individual review by a Department employee who compares the signature on the 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;
- Voter requests a party ballot for a party that does not match his or her registration;
- 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 poll workers on the Provisional envelope. This number will be used to reference that ballot during tabulation once it is accepted to be included in the election's tallied results.

D. Counting Ballots with Write-in Votes
See Attachment, Appendix 1, for the Department's procedures for reviewing all ballot cards with write-in votes and tallying votes for qualified write-in candidates.

XIII.   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 California Elections Code Section 15210. The remade ballot must reflect the voter's intent insofar as the voter's intent can be determined from the defective ballot. The unreadable ballot is called the "original." The duplicate ballot is called the "remake."

This process will take place in the Department's conference room in City Hall beginning May 25 and may continue until the election is certified. Votes recorded on the VVPAT from Edge II touch screens are remade onto paper ballot cards at Pier 48 beginning Thursday, June 7. The remake process, like all aspects of ballot processing, is open to the public.

A. What ballots require a remake?
All Vote-By-Mail (VBM), and Provisional (PV) ballots (together with any precinct ballot cards that were not processed on an Insight machine at the polling place and the Edge remade ballots) are processed using the 400-C machine. For any ballots that the Central Count 400-C machine outstacks (meaning not processed) for some reasons (like overvoted, undervoted, and not readable), the ballots must be reviewed by a Remake Team to determine whether a remake is necessary.

However, before the VBM and PV ballots are processed on the 400-C machines, these ballots are initially screened (visually) for obvious defects that may prevent the 400-C machines to read them accurately. Ballots falling in this category are collected even before they are read on the 400-C machines and are set aside for remake. Some of the common examples of these defects are as follows:
- 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 precinct number does not match the precinct number in the envelope.

Ballots that pass this initial screening are then processed on the 400-C machines. The machines have parameter settings that once set instruct the machines to outstack unreadable ballots, overvoted ballots, fully undervoted ballots, and ballots with write-ins. This instruction on the machine is to give Department staff another chance to manually review each ballot and verify if they are truly overvoted, truly undervoted, and to check for any conditions that would require a ballot to be remade.

Each Remake Team consists of four members – two Screeners, and two Markers. The task of reviewing these ballots falls on the shoulder of the Screeners whose primary tasks is to determine which ballots requires a remake and how the remake should be done. In addition they also separate ballot cards into 3 categories. Working together, the two Screeners review every contest on each ballot to determine whether a remake is necessary as they separate them into three bins:
a. Ballots requiring a remake
b. True Overvoted Ballots
c. True Undervoted Ballots

Note: Remake Team training.
All members of the Remake teams are given formal training on the different conditions that would require a ballot to be remade. During this training they are also taught on how to correctly interpret voter's intent and properly mark the duplicate ballot according to the provision of the Election Codes and guidelines issued by the California the Secretary of State's office.

The training relies not only on having printed reference material but mostly on visual examples using PowerPoint presentation. There is also a test given to each member to gauge how much they learned and also to determine if there is a need to review any particular portion of the training. The Department believes that all members must be very well versed on the various conditions so that the interpretation of vote marks is correct and consistent for all members.

B. Determining which outstacked ballot card requires a remake
For ballots to require a remake, the two Screeners must look at every card and contest and must both agree that the conditions for a remake as provided in the guidelines are met. Some common scenarios for a remake are given below. A more complete list of conditions can be found in the SOS Uniform Vote Counting Standards.

A ballot card must be remade if:
- The voter used a pencil or pen that cannot be detected by the vote counting equipment (which would be outstacked as an undervoted card); 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 consistently 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.

Examples of Incorrectly-Marked Ballots that do not require a remake:
The following are examples of incorrectly marked ballots that are not remade (California Elections Code Sections 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.

Recent changes to state law, removed the requirement that a ballot with identifiable marks or information be voided. Further, it requires election officials to separate the ballots with identifiable marks and duplicate them onto the new ballots.

If the Screeners have any questions about whether a ballot must be remade, they should address their questions to the Department 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.

C. Determining the Valid and Invalid Marks for remaking
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 Manager supervising the remake process. The question must be resolved by the Manager in consultation with the Director of Elections.

Once the Screeners determine that a remake is necessary and that the voter's intent is clear, they proceed to stamping the vote marks on the original ballot. A stamp of "Duplicate" on a vote mark means that the vote mark should be copied to the duplicate ballot. A stamp of "Void" on a vote mark means that the vote mark should not be copied on the duplicate ballot. Both Screeners must agree on the interpretation otherwise they would need to refer their interpretations to the Manager (as stated previously). These stamp marks would be the basis for the Markers when remaking the ballot.

All remake ballots will be placed in boxes and batched accordingly. Staffs are assigned to log and monitor these boxes. These boxes are later transferred to the remake room. The lead staff will assign a box to 2 Markers who will then give it back to the Lead staff once they are done remaking the ballots for that box. Each team of 2 Markers will work on one box of ballots at a time.

D. Marking the Duplicate Ballot
The Markers upon receiving a box of ballots to be remade, must get the corresponding blank duplicate ballot cards first. Either they get these themselves from the carefully arranged ballot shelves or another group will provide it for them. 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 (stamp marks). The Markers use ballot pens (same ones issued at the polling place) provided by the voting system vendor to ensure that the marks can be read by the vote count equipment. They are not allowed to make any marks on the original ballot or any extra marks on the duplicate ballot other than those determined by the Screeners and the reference code described below.

Before the Markers start duplicating the ballots, they are instructed to mark the bottom part of original ballot and its corresponding duplicate ballot with the same reference code. All duplicate ballots are clearly stamped "Duplicate". The Markers must code both the original ballot and the duplicate with the following information:
- "V" to indicate that the original was a Vote-By-Mail ballot;
- "PV" to indicate that the original was a Provisional ballot;
- "E" to indicate that the original vote was 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, remade 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:

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AV 3254    MM 11/20/10   001
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Going through each ballot card, the Marker must look for the stamps "Duplicate" and "Void". He verifies if the interpretation is correct then proceeds to copy all the vote marks stamped "Duplicate" and disregard the vote marks stamped "Void". Most of the "Void" stamps would be for stray marks, dirt, smudges, bleed through, and even holes that happens to be in between the arrows (thus, registering vote mark as the machine scans it). The other Marker then verifies the first Marker duplication and checks for any errors.

As the Markers make the duplicate, they will place the original ballots and the duplicate ballots in two separate piles. They are instructed to keep all the original ballots in one pile and not mix them up with the duplicate ballots. The original and duplicate ballots are then transferred to the Lead staff custody.

E. Random checking
The Lead Staff will randomly select finished boxes (of remade ballots) and together with its corresponding original ballots give it to another team of two staff (could be Screeners or Markers). The team will conduct quality control check once more on every ballot in that box to verify the duplication is 100% accurate.

The Department will determine what percentage of the remade ballots will be subjected to this random checking. The percentage may change during the course of the remake period depending on the number of errors found. The more errors are found, the higher the percentages will be and vice versa.

F. Processing the Duplicate Ballots
All duplicate ballots will be transferred again to the Computer room in batches on a daily basis for processing on the 400-C machines. All the corresponding original ballots will be transferred to Room 59 for archiving (they will later be transferred to Pier 48 Warehouse for storage). The duplicate ballots will be sorted by precinct and then processed on the 400-C.

Staff will be monitoring the ballot card counts all throughout the remake process to keep track of how many cards were for remake, how many cards were remade, how many remade ballots were processed, how many cards left to be remade, and how many remade cards left to be processed.

G. 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.

XIV. Ballot Processing Schedule

A. Vote-by Mail Ballots: On Election night, the Department plans to have processed the vote-by-mail ballots that it receives prior to Election Day and reported that evening. By the Friday after Election Day, the Department plans to have tabulated the vote-by-mail ballots received on Election Day in the mail and those ballots that voters dropped off at polling places.

B. Touch Screen Ballots: The Department will review the votes cast on the touch screen equipment starting on Thursday, June 7, at the Department's warehouse on Pier 48. At this time the Department will begin to transfer the votes recorded on the Voter Verified Paper Audit Trails attached to each touch screen unit onto paper ballots which will be then tabulated in the Department's computer room in City Hall.

C. Provisional Ballots: The Department plans to complete the review and tabulation of accepted, or, valid, provisional ballots by Friday, June 15.

XV. 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.

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 will release final election results no later than 28 days after the election.

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

California election 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 and 1% of the Vote-by-Mail ballots cast. State 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 section 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, 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.