



**Election Plan  
Consolidated General Election  
November 6, 2012**

**I. Introduction**

The Department of Elections for the City & County of San Francisco (Department) is responsible for conducting elections under the rules and regulations established by federal, state, and local laws – notably, the Voting Rights Act, the Help America Vote Act, the Americans with Disabilities Act, and the City’s Equal Access to Services ordinance; to have an open process that provides the public confidence in the election system; to improve upon and provide a public outreach and education plan to all eligible voters in San Francisco; and to continue to improve upon the services the Department provides by streamlining processes and looking ahead to the future needs of the voters of San Francisco.

Serving a registered voter base of nearly 470,000 citizens, prior to every election, the Department provides information about and facilitates the filing of candidate nomination papers, ballot measures, and the proponent and opponent arguments and paid arguments that appear in the Voter Information Pamphlets; produces San Francisco’s sample and official ballots and Voter Information Pamphlets; organizes vote-by-mail program for approximately 200,000 voters; conducts testing of 600 optical-scan voting machines, Insights, and 600 accessible touchscreen voting machines, Edges; secures 573 voting sites for Election Day; recruits and trains 2, 500 poll workers, all of whom administer mandated procedures and provide service to a linguistically and culturally diverse voter population; organizes the collection of the election data and voted ballots on election night; provides for the tabulation of voted ballots; and conducts the official canvass of votes cast.

The 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 6, 2012 Consolidated General Election.

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

- II. Dates and Deadlines
- III. New Practices
- IV. Observation Activities
- V. Voter Outreach and Education
- VI. Customer Service Program for Those Who Seek Public Access to Election-Related Materials and Programs
- VII. Poll worker Recruitment and Training
- VIII. Voting Equipment
- IX. Polling Places
- X. Ballots
- XI. Election Night: Transporting and Securing Precinct Ballots after the Polls Close

- XII. Vote Counting
- XIII. Remaking Ballots
- XIV. Ballot Processing Schedule
- XV. Reporting Election Results
- XVI. Canvassing of Election Materials: Final Report and Certification of Results

## **II. Dates and Deadlines**

- September 7: Preparation for mailing ballots to Uniformed Service and Overseas;
- September 22: Deadline to mail ballots to UOCAVA voters
- October 8:
  - 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
  - Deadline to designate the polling places and to appoint the members of the several precinct boards
- October 12: Chinese and Spanish Voter Information Pamphlets mailing target date
- October 22: Deadline to register to vote
- October 23. Deadline to prepare a list of precincts to which bilingual officers were appointed
- October 23-October 30: Special extension of registration for new residents, who moved into California after the October 22 registration deadline. New residents are eligible to vote for the President and Vice President of the United States only and must do so in person at the Department's office.
- October 23-November 6: Special extension of registration for new citizens who get sworn-in after the October 22 registration deadline. New citizens must show proof of citizenship and shall declare that they have established residency in California in order to register and vote. New citizens must vote at the Department's office.
- October 27 and October 28; November 3 and November 4:
  - Weekend Early Voting takes place at City Hall, 10 a.m. to 4 p.m.
- October 30:
  - Deadline to conduct testing of voting equipment to be used to tabulate ballots
  - Deadline for voters to request a Vote-By-Mail ballot
  - First day for processing vote-by-mail ballots
- November 6: Election Day
- November 8: Official Canvass period begins
- December 4: Official Canvass ends. Deadline for Department to certify the election and issue the Certified Statement of results

### **III. New Practices**

#### **A. Creating the Ballot for the November 6, 2012 Election**

For the November 6, 2012 election, the following contests will appear on the ballot:

##### Federal

- President and Vice President of the United States
- United States Senator
- United States Representative, Districts 12 and 14

##### State

- State Senator, District 11
- Member, State Assembly, Districts 17 and 19

##### Local

- Member, Board of Education (four seats)
- Member, Community College Board (four seats)
- BART Director, Districts 7 and 9
- Member, Board of Supervisors, Districts 1, 3, 5, 7, 9 and 11

##### Measures

- State Propositions
- School Propositions
- San Francisco City and County Propositions

There will be 37 ballot types, based on various jurisdictional boundaries that comprise San Francisco, thus requiring the Department to produce a ballot unique to each ballot type. Under California's new Top Two Primary rules, there will not be a write-in space for voter-nominated offices on the general election ballot.

The ballot will consist of multiple cards. Voters who live in Supervisorial Districts 2, 4, 6, 8 and 10 will receive a three-card ballot.

Voters in Supervisorial Districts 1, 3, 5, 7, 9 and 11 will elect their member of the Board of Supervisors. These voters will receive a four-card ballot with an extra card for the ranked-choice contest for Supervisor.

To facilitate ballot-issuing at the polls, the Department will develop two sets of poll worker Election Day materials: one for poll workers assigned to sites within odd-numbered Supervisorial Districts and one for poll workers working in even-numbered Districts. The procedures will be included in the Poll Worker Training Manual, specifically the Inspector Workbook and Clerk Job Cards. Although the poll workers will review both sets of procedures in training classes, on Election Day they will be provided with the instructions specific to their precinct assignment.

## **B. Transferring Ballots from Insights Voting Machines to Blue Ballot Boxes**

The optical scan Insight voting machine, used at the polling places, has the capacity to hold approximately 1,200 cards. Since each voter will receive a multi-card ballot, the number of ballots voted at polling places could possibly exceed the holding capacity of the Insights. For these reasons, the Department will deliver an additional blue ballot box to every polling place to allow the transfer of voted ballot cards, if necessary, from the Insight into this secure container.

Throughout Election Day, the Department will instruct the poll workers and Field Election Deputies (FEDs) to monitor the number of voted ballot cards displayed on the LED counters of the Insights. If at any point during Election Day, the Insight LED counters indicate a number of 900 or greater (225 voters in odd-numbered districts or 300 voters in even-numbered districts), the FEDs for those polling places with the assistance of the polling place Inspectors will transfer voted ballots from the machines into the blue ballot boxes. The FEDs will open the doors of the Insights to access the ballots in the bins, place the ballot cards in a plastic bag, seal the bag, and place the bag in the blue box. After the voted ballots are transferred, the blue boxes will remain at the polling places until the polls close.

Whenever ballots are moved from the Insights to the blue boxes, the FEDs or polling place Inspector will announce to voters the reason for why the ballots are being moved. A tent card alerting voters to these transfers will be placed on the election tables at the polling places. Additionally, voters will be advised to call the Department if they have any questions regarding this process. This procedure will be included in the poll worker and FED training curriculums to ensure that all involved in the polling place operations are prepared to conduct the ballot transfer, if necessary.

## **C. Informing the Public About New Precinct Boundaries and Locations of Polling Places**

On April 14, 2012, the Redistricting Task Force completed the redrawing of the supervisorial district boundaries. After new supervisorial district boundaries were drawn, the Department began adjusting precincts to reflect these district lines. When redrawing precincts, the Department followed the following guidelines:

- No precinct can exceed 1,000 voters;
- 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).

The Department completed adjusting precincts boundaries in time for the signatures-in-lieu-of-filing-fee process for the November 6, 2012 election, creating 602 precincts, 6 of which are consolidated precincts, and 23 are mail-ballot precincts. The Department made hard copies of new precinct maps available to the public and posted on its website digital precinct maps and electronic mapping shape files for downloading. Additionally, the Department developed a District Lookup Tool that allows voters to review their former and new district information and find out if their districts have changed.

On Election Day, the Department will support 573 polling places. All voters will 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 will direct voters to the mobile Polling Place Look-Up Tool on the Department's website when photographed or scanned with enabled cell phones. In the weeks leading up to the election, the Department will issue several press releases informing the public that many polling places have changed for the November 6, 2012 election and encouraging voters to check the locations of their polling places before Election Day.

#### **D. Introducing "E-Data" Tool on the Website**

The Department continues to expand the information available on its website. One new feature of the website, "E-Data", will offer information and data on various election areas, such as voter registration, vote-by-mail statistics, polling place and poll worker recruitment, ballot processing, including the number of ballots issued, returned, counted and remaining to be counted.

This information will be updated daily, enabling the public to access current statistics and view the progress of the election operations. Additionally, "E-Data" will allow users to submit feedback about their experiences utilizing this tool.

#### **E. Providing Opportunity to Register Online**

The California Secretary of State expects to have online voter registration available in early September, in time for the November 6, 2012 election.

On October 7, 2011, Governor Brown signed into law SB 397 allowing the California Secretary of State to pursue implementation of an online voter registration system. The Secretary of State's office has been coordinating with the State Department of Motor Vehicles (DMV) and the counties' election management system vendors to develop the interface that will allow counties to communicate efficiently and securely with the DMV to verify signatures and register eligible voters. Online voter registration is expected to allow individuals to submit their voter registration applications online when registering to vote, or changing the name or address on their voter registration records.

In anticipation of online voter registration, the Department has been making plans to extend the opportunity to register online to eligible San Franciscans through the use of tablet devices at

outreach events, such as street fairs, community forums, and USCIS Naturalization Ceremonies. The Department will be able to hold voter registration drives at colleges, public libraries, BART and Muni Metro stations and other locations across the city and register people to vote, thus eliminating manual entry of information into the registration database and increasing the ease of registration.

#### **F. Expanding Voter Outreach to Local Colleges, Universities and High Schools**

The Department will continue to expand its efforts to engage voters aged 18 to 24 to participate in the election through outreach at local colleges and high schools, at events frequented by youth, and through technology. Specifically, the Department has been collaborating closely with all City College campuses, San Francisco State University (SFSU), the University of San Francisco (USF), Treasure Island Job Corps, the Fashion Institute of Design & Merchandising, and Heald College to schedule voter registration drives and voter education presentations in these educational settings. Additional outreach will be made to the on-campus housing at both SFSU and USF.

To expand outreach efforts to San Francisco public and private schools, the Department will contact Lincoln, Galileo, Washington, Burton, Urban School, Thurgood Marshall, Sacred Heart, School of the Arts, Balboa, Ida B Wells, Lowell, International Studies Academy, Mission, French American International High School, Cornerstone Academy and John O'Connell to ascertain if the schools are interested in having the Department provide presentations on the opportunity to become a poll worker for the upcoming election and general voter information, as well as distribute voter registration cards. The general voter information presentation will include information explaining registration process 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. To further expand its voter outreach to young voters, the Department will continue including the voter outreach component in the high school student poll worker training class curriculum. Through this additional training component, the Department anticipates reaching 1,000-1,200 students and their families.

The Department will continue to reach out to first time voters through social networking websites such as Facebook and Twitter.

#### **G. Inspiring Voters Through Outreach Message**

The Department's outreach materials will continue to urge San Franciscans to "Be A Voter" in the upcoming election. The theme will encourage registration and voting in the upcoming election and is supported by research conducted by Harvard and Stanford Universities. The 2008 study showed that participants who were asked about "being a voter" voted at a higher rate than those who were asked whether they would "vote."

The Department will disseminate information about ranked-choice voting to the public in Districts 1, 3, 5, 7, 9 and 11 and will develop voter education materials focusing on how to properly mark a ranked-choice ballot. With two illustrations – a smiley face and a frowny face – the Department's materials will remind voters that when marking a ranked-choice ballot, they may rank up to three different candidates, one in each column, and must avoid overvotes.

The “Be A Voter” message will appear on the cover of the Voter Information Pamphlet sent to every registered voter, in the newspapers, at the offices of local organizations and city departments, on the billboards, Muni buses and bus shelters throughout the city. Additionally, the Department will mail a postcard with election information to every household in the beginning of October. Districts with supervisorial contest on the ballot will be blanketed with the materials on ranked-choice voting.

The Department will incorporate into its presentations a new element inspiring voter participation. Specifically, Department personnel will attempt to briefly engage the audience in the discussion about why a simple act of voting matters.

#### **H. Incorporating the Use of Dynamic Map into the Poll worker Assignment Process**

Previously, poll worker assignment was completed through the use of excel spreadsheets listing precincts and associated poll worker staffing requirements. In the upcoming election, the Department will utilize a more intuitive, dynamic map displaying the poll worker recruitment targets at each site when assigning poll workers to the polling places. This will be of great benefit to the assignment process because the tool allows the user to specify criteria for the information to be displayed on the map (i.e. sites needing Inspectors, Chinese-speaking workers, etc.), stream the data in real-time directly from the Poll Worker module of the Department’s Election Information and Management System (EIMS) and visually identify polling places which require additional workers. As poll workers are assigned to the precincts in EIMS, the map can be refreshed and new data will appear. This map will be available in the Poll Worker Hiring Office, enabling applicants for poll worker positions to view available locations and choose their preferred sites. Department personnel working in the Poll Worker Hiring Office will be able to assign workers to precincts based on their preference without any delays.

#### **I. Extending Opportunity for Practicing Operating Voting Equipment to a Greater Number of Poll Workers and Election Day Support Personnel**

Building on positive feedback from individuals who attended training labs during the June 2012 election cycle and in an effort to strengthen poll workers’ confidence level and ability to operate the voting equipment, the Department will increase the number of training labs, extending the opportunity for practicing operating voting equipment to a greater number of poll workers.

The Department plans to offer 25 training labs in the two weeks prior to Election Day and will invite all poll workers to attend one of the sessions. During the sessions, in a self-paced learning environment, poll workers will have an opportunity to set up a voting machine, print the zero report, activate a touch-screen or audio ballot, run the end-of-day results tape, and close the polls on a voting machine.

Training for Election Day support personnel, Field Election Deputies (FEDs), will continue to include a hands-on practice session. In a centralized model, a trainer will direct a group of FEDs as they practice setting up, operating and closing the voting equipment. The hands-on practice will replicate Election Day process exactly and will include a variety of scenarios that FEDs are likely to encounter on Election Day.

#### **J. Implementing RFID Technology on a Small-**

The Department will continue to implement Radio Frequency Identification (RFID) technology 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. The testing program will 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 will again 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.

#### **K. Releasing Preliminary Results for Ranked-Choice Contests**

The Department will release the first preliminary results report for ranked-choice and non-ranked-choice contests at approximately 8:45 p.m. This report will represent results from the vote-by-mail ballots the Department received before Election Day. Beginning at approximately 8:45 p.m. the reports will include results from ballots cast at polling places. The preliminary results report for ranked-choice contests will provide a snapshot of the results first rank votes for every candidate when applying ranked-choice algorithm to the results from the ballots the Department had processed prior to Election Night. While the Department will implement the ranked-choice algorithm for the first time on Election Night, the Department will not release the tables that indicate how each vote was transferred due to time constraints. The Department will update the non-RCV results report regularly throughout the night until all polling places have reported.

After all polling places have reported, the Department will again release the a preliminary ranked-choice chart report as well as ballot image files. The Department will post all results reports on its website.

The results will be available from the following sources:

- Department's Website – results will be posted on [www.sfelections.org](http://www.sfelections.org)
- San Francisco Government Television – SFGTV, Channel 26, will report results throughout the night
- North Light Court, City Hall – results will be displayed on a large monitor; paper copies of updates will be available at approximately 8:45 p.m., 9:30 p.m., 10:30 p.m., and 11:30 p.m.
- Department's Office, Room 48 –paper copies of updates will be available and also posted outside the Department's office

After Election Day, for any day during which the Department counts ballots, the Department will release updated results at approximately 4 p.m. These subsequent releases will include results from ballots cast at polling places, remaining vote-by-mail ballots, provisional ballots, and write-in votes. The Department will release preliminary results for the ranked-choice and post the ballot image files on every day the Department counts ballots. On the days during which no



ballots have been counted, the Department will post a notice on its website stating there is no updated report available.

#### **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**

- 573 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.
2. Provide full access to information about the voting process for all voters, including those afforded specific legal protections by the Voting Rights Act and other legislation.
3. Continue to explain ranked-choice voting to voters in Supervisorial Districts 1, 3, 5, 7, 9 and 11.

The three major goals will be met using five general strategies:

### **Strategy I. Networking with community-based organizations**

The Department will leverage community expertise and connections by partnering with community-based organizations (CBOs), neighborhood associations, and merchant groups to expand and refine outreach efforts to reach voters efficiently and effectively.

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, in January 2012 the Outreach division of the Department established the Community Network that includes representatives of various CBOs.

Approximately 400 organizations in the Community Network provide on-going feedback to the Department on its voter education efforts. The Community Network organizations also host presentations, display election materials, and serve as a trusted source of information to the community.

In the summer of 2012, all Community Network organizations were contacted by mail and e-mail and invited to host presentations, asked to distribute voting information and offer new ideas for reaching the communities they serve. An additional 100 neighborhood associations and merchant groups were invited to join the Community Network prior to the November 2012 election.

In the months leading up to the election, all Community Network representatives will be invited to a series of the meetings to learn election information to share with their communities.

Further, all Community Network organizations will be sent “Be A Voter” posters and flyers, and materials explaining ranked-choice voting. This proactive approach is expected to help blanket San Francisco with election information.

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).

The Department will meet with community leaders who have interests in voter outreach and education to the Chinese- and Spanish-speaking communities to seek collaboration in disseminating election information, increasing voter registration and promoting voting awareness among individuals with limited-English proficiencies.

### **Strategy II. Coordinating outreach efforts with local agencies**

The Department will provide voter education materials to city departments, offices of the members of the Board of Supervisors, the Mayor’s office, and San Francisco Unified School District schools. Members of the civic family will be encouraged to invite the Department Outreach personnel to share voting information at their events and meetings, include election information in their newsletters, and feature links from their websites to the Department’s website.

The Department has been coordinating voter registration efforts for formally or currently incarcerated people with the Public Defender’s, Adult Probation, and Sherriff’s offices.

The Department will provide voter education materials to San Francisco public schools, recreation centers and San Francisco Public Library branches. The Department will partner with San Francisco Municipal Transportation Agency (SFMTA) to facilitate the “Be a Voter” campaign on multiple bus routes and bus shelters in the weeks leading up to the election.

### **Strategy III. Providing multilingual information to the public through scheduled events and presentations**

For the November 6, 2012 election, the Department outreach team will be composed of two English-monolingual employees, two bilingual employees fluent in Cantonese and Mandarin, one Spanish-speaking employee, and one Russian-speaking employee.

When scheduling outreach, 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 Community Network 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.

#### *Voter registration*

In an effort to provide registration to as many San Franciscans as possible, the Department has been encouraging, training, and making materials available for community-based organizations to conduct voter registration drives. Training for organizations is on-going, with a special voter registration drive training day for Community Network organizations scheduled in September 2012.

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 the residents may register to vote, update current registration, and sign up to vote by mail. Locations will include public libraries 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.

Extra effort will be made to engage voters aged 18 to 24 through outreach at local colleges and high schools, at events frequented by young people, and through technology. Specifically, the Department will work closely with all City College campuses, San Francisco State University (SFSU), the University of San Francisco (USF), Treasure Island Job Corps, the Fashion Institute of Design & Merchandising, and Heald College to conduct voter registration drives and voter education presentations in these educational settings. Additional outreach will be made to the on-campus housing at both SFSU and USF. High school pollworker recruitment and training will continue to encourage voter registration for all those eligible. The Department will continue to utilize *sfelections.org*, the online Voting Toolkit, Facebook, Twitter, and e-mail newsletters to interact with younger voters via virtual outreach.

The Department will continue to coordinate with the community-based organization Computer Technology Network to provide registration opportunities to seniors and adults with disabilities and encourage their participation in the upcoming election.

#### *Scheduled presentations*

Invitation letters were sent to Community Network organizations in July to schedule outreach presentations, voting overview remarks, resource tabling, and voter registration training. Outreach coordinators have been scheduling presentations with organizations that responded to the initial mailing and will follow up with nonresponsive organizations by e-mail and phone as the election approaches.

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

- Voting Education: "How to Be A Voter" presentation covers who can vote and how to register; what's on the ballot; how to mark a ballot, including ranked-choice ballot; why vote (a conversation led by the host organization); information available in the Voter Information Pamphlet; options for where and when to vote; assistance available to voters with disabilities and voters with limited English proficiency; how to get involved in the election as a poll worker or polling place provider; and dates and deadlines for this election.

- Conducting a voter registration drive: The presentation is given directly to the individuals 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; registration requirements; when to re-register; review of information required on the form from both the voter and circulator; common omissions and mistakes on the registration forms; where and when to return the form; and penalties for noncompliance with regulations.
- Voting Machine demonstrations: For this presentation, outreach coordinators 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 IV. Presenting a multilingual mass media campaign**

To disseminate information on when, where, and how to participate in the upcoming election and ranked-choice voting, the Department will produce and distribute print materials in four languages featuring both general voting and election specific information. In addition, the Department will utilize multiple media tactics, including advertising on Muni buses and bus shelters; sending targeted trilingual mailers to all San Francisco households; providing the Voter Information Pamphlet to every registered voter; and using the Internet, television, newspapers, and radio.

#### **Press**

*Press Releases*—Several press releases on the availability of outreach coordinators to present election information at the public events will be issued in the months leading up to the election.

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

#### **Print**

*QR (Quick Response) code*—To create a bridge from the general information provided through mass media to the material available online, the Department will stamp printed media with a QR code. When someone scans or photographs the QR code with an enabled cell phone, the user is taken to the mobile version of the Voting Tool Kit, which features the key information and tools necessary to participate in this election.

*Newspapers*—Print advertising will run in neighborhood newspapers during October. 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*—During October, the Department will run interior bus cards in English, Chinese, and Spanish on Muni buses and bus shelters throughout San Francisco. English-only advertising will be displayed on the exterior of Muni buses. “Be A Voter” campaign will be placed on routes that include targeted demographics and neighborhoods; information regarding ranked-choice voting will be displayed on bus shelters in Supervisorial Districts 1, 3, 5, 7, 9 and 11.

*Brochure and Poster Distribution*—The Department will produce materials to be distributed and displayed throughout San Francisco. The following materials will be available for download from the Department’s website:

- Be A Voter election flyer
- Be A Voter election poster
- Ranked-choice Voting Explained brochure
- Ranked-choice Voting Explained 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 Formerly or Currently Incarcerated People brochure

*Citywide Mailer*—In October, San Francisco households in Districts 1, 3, 5, 7, 9 and 11 will receive a trilingual postcard explaining key dates, what’s on the ballot, and how to mark the ranked-choice ballot. Households in remaining Supervisorial Districts will receive a trilingual postcard with the key dates and information about what’s on the ballot.

*Voter Information Pamphlet (VIP)* —The VIP will be mailed to all registered San Francisco voters one month prior to the election. The front cover design will incorporate “Be A Voter” graphics used in outreach materials and advertisements. The back cover will list the voter’s assigned polling place location address as well as an application to vote by mail. In the pamphlet, voters will be provided with:

- their sample ballot,
- candidates’ statements of their qualifications for office,
- information about the duties and compensation of the local elective offices sought by those candidates,
- information about each local ballot measure, including:
  - an impartial summary of the measure, prepared by San Francisco’s Ballot Simplification Committee,
  - a financial analysis, prepared by San Francisco’s Controller,
  - an explanation of how it qualified for the ballot,
  - arguments supporting and opposing the measure, and
  - the legal text of the measure.
- general information about voting or the election, including:
  - important election dates
  - their polling place location

- information about early voting by mail or in person
- access for voters with disabilities
- multilingual voter services
- voting instructions
- frequently asked questions
- voter bill of rights,
- confidentiality and voter records
- how to contact the Department of Elections
- information about any changes in the law or information specific to an election, such as redistricting or ranked-choice voting

*E-mail Newsletters*—Voters who provided an email address when registering to vote will be sent eLetters highlighting key messages about voting by mail, important dates and deadlines, and services provided by the Department.

*“Your Vote is Your Voice” word magnet*—The Department staff will continue to distribute these trilingual magnets at events to draw traffic to the outreach table, and enhance voter awareness of available resources and assistance of the Department.

**Strategy V.** Creating online, on-demand information and resources

The Department will utilize an array of interactive tools to engage and inform voters, allow voters to access both their personal voting information, and find details of the upcoming election at their convenience in their preferred language of English, Chinese, or Spanish.

The Department will continue to utilize *sfelections.org*, the online Voting Toolkit, Facebook, Twitter, and e-mail newsletters to interact with all voters via virtual outreach.

*QR (Quick Response) code* –The QR code on all print materials serves as a bridge from the general information provided through mass media to the in-depth material available online. When voters photograph or scan the QR code with an enabled cell phone, they are linked to a mobile version Voting Tool Kit on *sfelections.org*.

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

- Registration lookup 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 lookup tool: A voter may check if his or her ballot has been mailed out or received back 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 lookup 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.

- Outreach materials: Voters, campaigns, or community-based organizations can find voter education materials for download and contact information for Voter Outreach if they desire a voter education presentation.

*Voting Toolkit*—Within *sfelections.org*, it serves as an umbrella tool that 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 and measures; changes in polling places and precincts; and options for voting early, by mail, or at the polling place.

*Partner Link to the Voting Toolkit*—The Department will provide Community Network organizations and city department with a high resolution “Be A Voter” graphic and URL for them to upload to their websites during the election season, to drive traffic to the Department’s Voting Toolkit and further encourage San Franciscans to vote.

*Facebook and Twitter*—The Department will regularly post and tweet election updates to remind voters about available tools, upcoming deadlines for the election, and encouragement to “Be A Voter”.

*YouTube videos*—The Department will post video versions of general election information PowerPoint slide shows to provide easy visual access for voters who prefer a self-paced, at-home presentation, or who wish to review what they heard at a public event.

## **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](mailto: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 November 6, 2012 election, the Department will recruit approximately 3,000 poll workers. Due to anticipated high voter turnout, the Department plans to place one additional clerk to assist with managing voter lines at the sites that have historically high voter turnout (400 or more voters). One additional clerk will also be assigned to the sites requiring three or more bilingual poll workers to meet the provisions of the Voting Rights Act or an additional poll worker to meet the requirements of the Americans with Disabilities Act. The polling places that do not meet one or more of these conditions will be staffed with three Clerks. Inspectors, polling place supervisors, will be assigned to each site.

In addition to 573 Inspectors and nearly 2,200 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 September 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 1,300 high school students to work at the polls. The recruitment will occur at 28 public and private schools in San Francisco in September.

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:

- 471 Chinese-speaking poll workers to 356 precincts (62% of 573 precincts)
- 167 Spanish-speaking poll workers to 166 precincts (28% of 573 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 November 6, 2012 election, approximately 3,000 poll workers will be trained in over 130 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.

### *Training Curriculum and Schedule*

Different class curriculum will be developed to support the training of election workers: Inspectors, New Inspectors, Clerks, New Clerks, High School Student Clerks and Bilingual Clerks who speak Cantonese, Mandarin, Spanish or Russian.

Training for Clerks will begin on Saturday, September 28 and training for Inspectors will begin on Tuesday, October 30.

Training classes will continue to cover the following topics:

- 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.

Specifically for the November 6, 2012 election, the training presentation will cover the ballot issuing procedures that will differ for the odd- and even-numbered districts. The information included in the Training Manual, specifically the Inspector Workbook and Clerk Job Cards, will provide instructions for issuing a three-card or a four-card ballot to voters in precincts in even or odd districts, respectively. Although the poll workers will review both sets of procedures in training classes, on Election Day they will be provided with the instructions specific to their precinct assignment.

Additionally, training class curriculum will address the ballot transfer that the poll workers will complete on Election Day. The Inspector Workbook will outline the steps to be taken when performing the ballot transfer, including a scripted announcement informing the public that a ballot transfer is going to occur and the reason for the transfer.

### *Training Methods*

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

The online review materials are developed for every election with election specific-content as well as standard procedures. The materials provide a variety of opportunities for pollworkers to review training content, including voting procedures instructional videos, and self-test quizzes.

Classes will be conducted using a standardized 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 pollworkers to independently count sample unused ballots and other election materials, and count signatures in the Roster.

To refresh pollworkers' knowledge of the voting equipment, the Department will be offering Voting Machine Practice Labs where pollworkers will have the opportunity to complete voting equipment-related procedures on their Job Cards and Inspector workbook independently, as they would on Election Day. The number of labs offered will be increased by approximately 50% to accommodate additional pollworkers.

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. The number of bilingual classes will also be increased, and classes will be offered on the weekend.

#### *Post-Election Day survey*

The Department will gather post-election feedback from all pollworkers via an optional online survey hosted by SurveyMonkey. Results will be automatically consolidated into sortable spreadsheets, and the Department will be able to review pollworker 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 the testing is completed on all the machines, the results are presented to the L&A Board. For the November 6, 2012 election, the L&A Board must approve and certify the test result by October 30.

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 September 28; testing for the Insights, which are the optical scan tabulators used in each polling place, will occur on October 1 – 10; and testing for the Edge II touch screen machines also placed in each polling place, will occur on October 12 - 19, and the testing for the Edge II machines used for early voting will take place on October 4.

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 573 Insight machines and 573 Edge II machines as well as associated printers, card activators and audio devices that are specific to each of the 573 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 the 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 a different 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 Voter

Verifiable Paper Audit Trail (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. There will be 37 ballot types that will be tested for this Election.

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

For this election, there are 23 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. 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 37 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, blue boxes and additional supplies are delivered to the 573 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, blue 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 personnel 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 October 8, 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 October 27 and 28, 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, October 30 through Saturday, November 3. If

Inspectors cannot pick up their ballots after training class, the Department may deliver the ballots and supplies to their residences.

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

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 retrieve the voted, unvoted, Provisional and Vote-By-Mail ballots, 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 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. 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 October 8 by reviewing the signatures on the envelopes upon their arrival. The Department can begin opening the envelopes seven business days before the election – October 30.
- 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.

### **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 37 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) state, "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 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 approximately one week before Election Day 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, November 8. 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 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 Screeners determine which ballots requires a remake and how the remake should be done. 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 for three categories:

- 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 the remake 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. Staff 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**

Upon receiving a box of ballots to be remade, the markers 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:

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 happen 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, November 8, 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, November 16.

#### **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 implement the ranked-choice voting algorithm using the votes cast on the vote-by-mail ballots to provide the first preliminary ranked-choice voting report. The Department will tabulate and release results from votes cast at the polling places as they become available until 100% of precincts have reported. After all polling places have reported, the Department will release a second preliminary ranked-choice chart report as well as post the ballot image files for the ranked-choice contests on the Department's website. The Department will release the reports that show the round-by-round re-distribution of ranked-choice votes beginning on Wednesday, November 7, 2012.

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

After Election Day, for any day during which the Department counts ballots, the Department will release updated results at approximately 4 p.m. These subsequent releases will include results from ballots cast at polling places, remaining vote-by-mail ballots, provisional ballots, and write-in votes. The Department will release preliminary results for the ranked-choice and post the ballot image files on every day the Department counts ballots. On the days during which no ballots have been counted, the Department will post a notice on its website stating there is no updated report available.

## **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. The California Elections Code 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.