



**Election Plan
Municipal Election
November 5, 2013**

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 440,000 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 220,000 voters; conducts testing of optical-scan voting machines, Insights, and accessible touchscreen voting machines, Edges; secures voting sites for Election Day; recruits and trains 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 5, 2013 Municipal 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. Contacting the Department
- 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 6: Preparation for mailing ballots to Uniformed Service and Overseas (UOCAVA) voters;
- September 21: Deadline to mail ballots to UOCAVA voters
- October 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
 - Deadline to designate the polling places and to appoint the members of precinct boards
- October 11: Chinese and Spanish Voter Information Pamphlets mailing target date
- October 21: Deadline to register to vote
- October 22. Deadline to prepare a list of precincts to which bilingual officers were appointed
- October 22-November 5: Special extension of registration for new citizens who get sworn-in after the October 21 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 26 and October 27; November 2 and November 3:
 - Weekend Early Voting takes place at City Hall, 10 a.m. to 4 p.m.
- October 29:
 - 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 5: Election Day
- November 7: Official Canvass period begins
- November 29: Deadline for Department to certify the election and issue the Certified Statement of results

III. New Practices

A. Ballot for the November 5, 2013 Election

For the November 5, 2013 election, the following contests will appear on the ballot:

- Assessor-Recorder (This office appears on the ballot to fill the remainder of the current four-year term because of a vacancy created in December 2012)
- City Attorney
- Treasurer
- Member, Board of Supervisors, District 4 (This office appears on the ballot to fill the remainder of the current four-year term because of a vacancy created in February 2013)

- **Four Local Ballot Measures**

There will be two ballot types. Voters in Supervisorial District 4 will elect their member of the Board of Supervisors. These voters will receive a two-card ballot with an extra card for the ranked-choice contest for Supervisor. Voters who live in the remaining Supervisorial Districts will receive a one-card ballot.

B. Military and Overseas Voting

The enactment of Assembly Bill 1805 (AB 1805) has changed some military and overseas voting procedures. One of the highlights of the new law is that all military and overseas voters now have the right to register and vote for all contests in all federal, state, and local elections held in the home precinct where they last lived in the U.S. or District of Columbia. Citizens born outside of the U.S. now may vote for all contests in all elections held in the home precinct where their parent or legal guardian last lived in the U.S. or District of Columbia. For the November 5, 2013 election, military and overseas voters will receive a full ballot containing local contests and measures.

C. Consolidation of Precincts and Informing Voters About Locations of Polling Places

For the November 5, 2013 election, the Department has consolidated precincts (i.e., some polling places will serve voters of two precincts) and will support 411 precincts, of which 20 are mail-ballot precincts. In making the consolidations, the Department sought to eliminate inaccessible and smaller sites and to obtain sites with a minimum of 500 square feet. The Department also considered topographical impacts and natural barriers such as hills, freeways, reservoirs and parks while not crossing district lines.

Voters whose polling place locations have changed since the November 2012 election will receive a postcard notice, which will include the address of their new polling place as well as a vote-by-mail ballot application if they choose to vote by mail.

The image on the cover of the Voter Information Pamphlet will be designed to convey the importance of voting at the home precinct and to encourage voters to check the address of their polling place printed on the back cover of the pamphlet.

Additionally, 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 and encouraging voters to check the address of their polling place before Election Day.

D. Establishing Vote-by-Mail Ballot Curbside Drop-Off Stations

As a convenience to voters, prior to the November 2012 election, the Department conducted a pilot program establishing vote-by-mail ballot curbside drop-off stations in front of City Hall. For the November 5, 2013 election, the Department will continue to build on the successes of this pilot program and will organize the curbside stations on the Saturday, Sunday, and Monday prior to the election, as well as on Election Day. The Department will locate two employees at each entrance to City Hall, under designated canopies and with the secured red voting boxes, prepared to accept signed and sealed vote-by-mail ballots. Curbside drop-off stations will be

advertised in the insert provided with the vote-by-mail ballots and in the Voter Information Pamphlet, and presented in several press releases and Facebook posting. The vote-by-mail drop-off stations will not only provide greater opportunities and convenience for voters to return their voted ballots on time, but will also serve as visible reminders of the upcoming election and ad hoc voter information centers for everyone visiting the Civic Center.

E. Utilizing Technology to Open and Extract Vote-by-Mail Ballots

The Department is working to acquire a ballot extracting device for use during the upcoming election which will allow to expedite processing of the returned vote-by-mail ballots, to reduce costs associated with processing these ballots, and to provide ergonomic improvements to the working environment.

The system will prepare the returned envelopes for the ballot extraction by cutting the envelopes on the sides and opening the cut envelopes to facilitate manual extraction of the ballots. The system will have a built-in quality control able to detect when an envelope's contents have not been removed and to indicate this to the operator.

F. Streaming Webcam Views of Vote-by-Mail Ballot Processes

Two webcams will stream continuous feeds showing the handling of returned vote-by-mail ballots. One camera will view work occurring in City Hall room 59 where the Department operates equipment that accounts for newly arrived vote-by-mail ballots and that sorts the envelopes according to voters' assigned precincts. The second camera will provide views of the activities that occur in the hallway outside room 59. These activities include the opening of the vote-by-mail envelopes, the extracting of ballot cards from the envelopes, and preparing the cards for tabulation. The images will broadcast on a free web host. After the election the Department will review its webcam process and determine which improvements it can incorporate for future elections.

G. Webpage Explaining Information on Vote-by-Mail Envelopes

The Department's website will include a page that provides explanations of the formatting of vote-by-mail envelopes including the type of information contained in the bar codes printed onto each envelope. The web page will display an image of the return vote-by-mail ballot with lines connecting the image to text explanations of the envelopes' components. Below the graphic will be fuller text explanations of each component.

H. Expanding Information and Enhancing Usability of the Department's Website

The Department continues to expand online voter tools and enhance its website usability to meet the growing demand for online access to election information. The newest addition to the Department's website is the "Keep my Registration Updated" webpage that allows visitors to access the forms to make changes to their registration information such as removing telephone number or email address, updating language preference, adding a mailing address or simply correcting a name spelling. On this webpage, voters can access the forms to easily notify the Department of their receiving election material for someone who is not living at their address or, in the unfortunate instance, of the death of a voter.

In an effort to provide website content that is equally accessible to people with disabilities, the Department undertook review of the online PDF forms (e.g., Vote-by-Mail Application,

Translated Election Materials Request Form). As a result of this review, many forms and documents were reformatted so that it is easier for people with disabilities to use PDFs with and without the aid of assistive technology software and devices such as screen readers and text-to-speech software. The reformatted document structure makes it possible for a screen reader to properly read a PDF out loud, and helps all users—not just users who rely on the keyboard—complete the form more easily.

I. Introducing Software Application for Real-Time Reporting on Election Day

For every election, the Department employs and trains approximately 50 Field Election Deputies (FEDs) to provide assistance to the poll workers throughout Election Day and to serve as liaisons between the polling places in the field and the Election Center. In addition to completing ad hoc tasks assigned throughout the day, FEDs are responsible for a slate of predetermined tasks listed on the worksheet in their binders. These tasks include confirming that the bilingual staffing requirements for each precinct are satisfied, ballots are dropped off, signage is adequate, etc.

For the November 5, 2013 election, the Department will develop a software application allowing to transition from a paper copy of the FED worksheet to the online version. This application will be installed on smartphones used by FEDs, enabling them, with a simple tap, to check off tasks on their worksheets and send real-time status updates on what is happening in the field to the Election Center. Additionally, this application will allow the Election Center personnel to broadcast the messages to all FEDs or any subgroup (i.e., FEDs assigned to oversee sites in a specific district) ensuring that each field representative has access to the latest information.

J. Collaborating with Governmental Agencies

The Department's efforts to partner with other agencies continue year-round. The Department registers new citizen voters at USCIS citizenship ceremonies throughout the year, provides election information and registration opportunities at San Francisco Main Library every month, participates in civic events at the invitation of members of the Board of Supervisors and other city departments and civic partners.

For the November 5, 2013 election, the Department will expand its partnership with San Francisco Public Library branches and will develop a presentation with election information for electronic display in public spaces inside neighborhood libraries. Additionally, through collaboration with the United States Postal Service, the Department will display election materials highlighting key election dates in 38 USPS stations in San Francisco.

K. Expanding Voter Registration Opportunities

Building on efforts to engage voters aged 18 to 24 to register to vote and participate in the November 2012 election, in 2013 the Department will continue to expand its outreach at local colleges, at events frequented by youth, and through technology.

For the November 5, 2013 election, the Department will issue an email to administrators at 20 local colleges, requesting that they send an email to all students encouraging voter registration and post links to the Department's webpage with the information specific to the upcoming election on their websites. The Department will continue 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 San Francisco State University and University of San Francisco.

The Department will continue to reach out to first time voters through increased efforts in social networking websites including Facebook and Twitter.

On September 24, the Department will join volunteers and organizations from all over the country to "hit the streets" for National Voter Registration Day and will organize a registration kiosk at the United States Citizenship ceremony, hold a noontime registration rally in the Civic Center, and register voters at four BART stations during the evening commute. Prior to the event, the Department will promote National Voter Registration Day to its Voter Information Network partners and the media, and post information on Facebook and Twitter.

L. Enhancing Poll Workers' Experience and Election Knowledge

The Department has recently established the poll worker focus group that meets quarterly with the intention of identifying ways in which the Department can continue to enhance the experience and training of its volunteers. Prior to establishing the focus group, the Department contacted its experienced poll workers to gather their interest in participating in the meetings and asked them to write a short essay on why they should be considered to be invited to the Poll Worker Network. Over 200 poll workers responded highlighting the particular reasons for their joining the focus group. Of those, 30 were selected to form the Poll Worker Network, representative of San Francisco neighborhoods, years of service as a poll worker, and the type of the facility that hosted a polling place in which they worked (i.e., school, garage).

One project that was prompted by the feedback of the focus group and post-election poll worker survey responses was the Department's review of the Poll Worker Training Manual. For the November 5, 2013 election, the manual will feature improved readability and usability of instructions, an index table of topics covered in the manual that minimizes search time when looking for answers, and additional images.

To prepare bilingual poll workers for serving voters requiring language assistance, the Department offers in person bilingual training classes in Cantonese, Mandarin, Spanish and Russian and offers translated reference materials. Based on the feedback from the Poll Worker Network and post-election survey, accessing training online appears to be the preferred choice for many poll workers, especially high school student poll workers. To respond to the growing demand for online training, the Department will launch online bilingual courses prior to the November 5, 2013 election. The online training will contain the same curriculum as what is taught in the bilingual training class and will cover polling place procedures that are to be carried out prior to the election, during the election and after the election. The course will include video demonstrations, quizzes and a final exam. Participants can complete the training at their own pace, and upon completion of the course, print a Certificate of Completion.

For the November 5, 2013 election, the Department will expand the Poll Worker Online Profile – a tool that was launched in 2010 enabling volunteers to access most up-to-date election information at any given time. By logging into their individual profile page, poll workers are able to view the date, time, and location of their assigned training class with directions for reaching it, access the address of their assigned polling place along with specific door-to-door directions from their own home, and view training materials to help prepare them for Election Day. Inspectors, once assigned to a precinct, are able to view contact information for their team members and be reminded to make contact with each clerk before Election Day. The newly

added feature will allow poll workers to reply to availability letters generated prior to every election seeking their interest in participating in the upcoming election, update contact information, and schedule training classes.

M. Releasing Preliminary Results

The Department will release the first preliminary results report for ranked-choice and non-ranked-choice contests at approximately 8:45 p.m. after the polls close. 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.

After all polling places have reported, the Department may release the preliminary ranked-choice chart report as well as ballot image files. However, if no contest requires tabulation using the ranked-choice voting method, the voting system does not generate ballot image reports and the Department will not be posting such reports. 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
- 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, and 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. 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 ballot optical scan tabulators)
 - 400-C machines (vote-by-mail and precinct ballot high speed optical scan tabulators)

Edge II machines (touchscreen units 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

- 391 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

- Tabulation of vote-by-mail ballots 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
- 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 tabulation on the 400-C
- Updated results releases at City Hall

In October, the Department will conduct an "Open House" to provide the public and the media with the opportunity to observe election preparations.

Also in October, the Department will made prepare an "Observer Guide" describing general rules for observing voting activity and Election Day processes and procedures. The copies of the guide will be available at the Department's office and on the website.

V. Voter Outreach and Education

The Department provides education for 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; to enable those who are eligible and interested to participate; and, to ensure participants are aware of available voting options and assistance.

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

- Continue making voter registration available to all eligible San Franciscans.

- Continue providing 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.
- Provide all voters with election information with emphasis on:
 - What is on the November 2013 ballot
 - Ranked-choice voting
 - Opportunity to read the Voter Information Pamphlet online rather than receiving it in the mail
 - Vote-by-mail curbside drop-off stations
 - Consolidated polling place locations

The Department intends to meet these goals through five general strategies:

Strategy I. Networking with community-based organizations

The Department continues to seek collaboration in disseminating important election information, promoting election, and gathering feedback to improve the outreach methods of educating voters. The Voter Information Network (VIN), formerly the Community Network, provides on-going voter education advice to the Department's Outreach unit. The VIN currently has 526 contacts, including representatives of non-profit and civic organizations, city departments, public library branches, public and private K-12 schools, colleges, and faith-based communities. In seeking and forming partnerships, the Department's Outreach unit continually bears in mind its responsibility to ensure equal access to the voting process for all voters, including individuals who are covered by the Voting Rights Act (VRA), the Help America Vote Act (HAVA), and the Americans with Disabilities Act (ADA). Networking with community-based organizations offers the Department the opportunity to gather ideas on how best to reach the City's diverse communities, to disseminate election-related information into every corner of the city, to learn about effective venues for identifying and registering eligible voters, and to receive feedback on how to increase the overall public awareness of and participation in elections. The VIN organizations also host presentations, display election materials, and serve as a trusted conduit of election information from the Department to the community.

For the November 5, 2013 election, the Department will leverage community expertise and connections by partnering with the members of the VIN in reaching San Franciscans. In the months leading up to the election, all VIN representatives will be invited to a series of the meetings to learn election information that can be shared with their communities. Further, all VIN organizations will be sent "Be A Voter" posters and flyers, and materials explaining ranked-choice voting for display at their facilities. This proactive approach is expected to help blanket San Francisco with election information.

Strategy II. Coordinating outreach efforts with governmental agencies.

In September, the Department will request all city departments and supervisors' offices to invite the Department outreach personnel to share election information at their events and meetings, feature links from their websites to *sfelections.org*, display election posters where they can be seen by employees and visitors, include election information in the newsletters, and share election messages with staff and constituents in the weeks leading to the election.

Other outreach efforts that the Department will undertake prior to the November 5, 2013 election include working with the San Francisco Public Library and displaying information and materials in 28 branches and the Main Library; purchasing Municipal Transportation Agency (MUNI) vehicle interior, vehicle exterior, and bus shelter advertising for display in October; collaborating with the Housing Authority to include “Get Out The Vote” flyers with public housing tenant rent statements; partnering with the Mayor’s Office on Disabilities to utilize its network to promote and distribute the Department’s Access For All brochure; coordinating with San Francisco Public Defender’s office, Adult Probation Department, and Sherriff’s Department to organize voter registration for formally or currently incarcerated individuals; working with the Human Services Agency to reach out with the election information to the identified 6,436 homeless people in San Francisco; partnering with the United States Postal Service to display election posters in 38 USPS stations in San Francisco prior to the election.

The Department will continue its collaboration with the San Francisco Unified School District since its personnel interact with families on a daily basis. As it did for the November 2012 election, the Department will send election posters in English, Chinese, and Spanish to 128 public schools for display and will present information to teacher and parent groups upon request.

To continue outreach efforts to San Francisco public and private high schools, the Department will contact teachers and administrators 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.

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

The Department meets individual voters in San Francisco neighborhoods through scheduled events and presentations. For the November 5, 2013 election, 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 Voter Information Network partners. Additionally, the Outreach unit will consider the 2010 U.S. Census Citizen Voting Age Population (CVAP) data when planning street fairs, community events and other outreach activities.

Voter registration

The Outreach personnel will contact community-based organizations to offer assistance with providing registration materials and accurate, nonpartisan information on the upcoming election. In addition to attending community 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. Additional effort to register individuals will be made on National Voter Registration Day, September 24, and in the days just prior to the close of registration on October 21.

Scheduled presentations

Invitation letters were sent to Community Network organizations in July to schedule outreach presentations, resource tabling, and voter registration training. Outreach coordinators will be 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 is 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 plan to 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

The Department’s outreach materials will continue to urge San Franciscans to “Be A Voter” in the November 5, 2013 election.

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. Additionally, 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—The Department will stamp printed materials 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, that 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 1,000 interior bus cards in English, Chinese, and Spanish on Muni buses and 25 bus shelters throughout San Francisco. English-only advertising will be displayed on the exterior of 90 Muni buses.

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 will receive a trilingual postcard explaining key dates, what is on the ballot, and how to mark the ranked-choice ballot.

Voter Information Pamphlet (VIP) —The VIP will be mailed to all registered San Francisco voters one month prior to the election. 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.

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 their registration information, and find details of the upcoming election 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.

Website—The Department’s website, *sfelections.org*, is a comprehensive resource for general voter education and information specific to each election. Visitors will find lookup 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 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 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 lookup tools.

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 and upcoming deadlines, and to provide 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.

VI. Service for Those Who Seek Access to Election Information and Materials

In addition to general services provided to customers visiting the Department’s office, the Department operates public telephones Monday through Friday, during business hours. The Department has dedicated telephone lines to provide multilingual voter services in Cantonese and Mandarin (415-554-4367) and Spanish (415-554-4366) as well as telecommunication services to the deaf and hearing impaired (415-554-4386). In September, the Department will expand its phone assistance and will operate a five member public phone bank to answer the public inquiries 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 matters or contact the Department at (415) 554-4375.

VII. Poll Worker Recruitment and Training

A. Poll Worker Recruitment

For the November 5, 2013 election, the Department will recruit approximately 2,000 poll workers. Each polling place will be staffed with four poll workers: one Inspector and three Clerks. In addition to 391 Inspectors and nearly 1,200 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. In September, the Department will open the Poll Worker Intake Room to conduct testing and process new applicants. New poll workers will be recruited through various sources such as community-based organizations, 28 public and private schools, San Francisco State University and University of San Francisco.

The Department will continue to provide services to limited English proficiency voters and will place 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.

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

- 357 Chinese-speaking poll workers to 257 precincts (65% of 391 precincts)
- 165 Spanish-speaking poll workers to 162 precincts (41% of 391 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 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 5, 2013 election, approximately 2,000 poll workers will be trained in over 80 training classes conducted at several locations near City Hall in the month preceding the election. Additional specialized classes will be held for approximately 45 field support personnel and 150 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, and High School Student Clerks.

Training for Clerks will begin on Thursday, October 3 and training for Inspectors will begin on Tuesday, October 29.

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.

Training Manual and Reference Materials

Poll workers will receive a copy of the Poll worker 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.

Class Room Presentation and Videos

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 through short videos produced specifically for the upcoming election. The curriculum will include a hands-on section that will allow poll workers to independently conduct closing procedures such as counting unused ballots and other election materials, and signatures in the Roster.

To refresh poll workers' knowledge of the voting equipment, the Department will continue to offer Voting Machine Practice Labs where poll workers will have the opportunity to complete voting equipment procedures on their Job Cards and Inspector workbook independently as they would on Election Day.

In addition to the required in-person class, supplemental online reviews, and practice labs, the Department will offer the newly developed Online Bilingual Training.

Practice Labs

The Department will continue to offer practice labs to all poll workers. During the sessions, in a self-paced learning environment, poll workers have the opportunity to set up both types of voting machines (the Insight paper ballot tabulator and the Edge accessible machine), print the zero report, activate a touchscreen or audio ballot, run the end-of-day results tape, and close the polls on the voting machines. This supplemental practice allows poll workers to hone their skills increasing their preparedness for Election Day.

Post-Election Day Evaluation

The Department will gather post-election feedback from poll workers who provide information via an optional online survey hosted by SurveyMonkey. The Department will review the poll workers' responses and incorporate their feedback in the future curriculum. The survey results will then be compiled into a report and published on the Department's website.

Additionally, the Department will compile evaluations for precinct teams. Polling place Inspectors will receive post-election evaluations with assessment criteria based on Canvass

findings and field reports. The Department began the practice of providing precinct team evaluations in the November 2012 election and received a very positive feedback from poll workers. This process allows the Department to gain better understanding of poll workers' challenges and also identify areas for improvement as well as to provide poll workers with an acknowledgement of their efforts on Election Day.

VIII. Voting Equipment

The Department 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, to check the performance of the vote tabulating equipment, and to ensure 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). For the November 5, 2013 election, the L&A Board must approve and certify the test result by October 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 September 27; testing for the Insights, which are the optical scan tabulators used in each polling place, will occur on September 30 - October 4; testing for the Edge II touchscreen machines also placed in each polling place, will occur on October 8 - 15, and the testing for the Edge II machines used for early voting will take place on October 3.

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 Insights 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. To ensure security of the voting equipment, the warehouse is secured by card-keyed locks, video surveillance cameras, motion detectors, and alarms that are 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 the voting system. At least 391 Insight machines and 391 Edge II machines as well as associated printers, card activators and audio devices that are specific to each of the 391 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 machines, and reset to zero values.

Once Insight machines have been successfully tested, serialized seals are attached to the memory pack covers to ensure that no untimely or unauthorized removal of the pack will occur. The Insights are then securely stored in precinct order in preparation for delivery to the voting sites.

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 reviewed to confirm that the results match the pre-determined test results report for the Edge. The testing also involves manual voting by using the touchscreen 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. The translations of the touchscreen ballot in Chinese and Spanish are reviewed and finalized outside of L&A by another group before the testing.

B. Vote-By-Mail Ballot Equipment

For the November 5, 2013 election, there will be 13 mail-ballot precincts. Ballots for these precincts, as well as all vote-by-mail ballots, will be tabulated using the four 400-C Central Count machines located in the Department's computer room in City Hall. The testing of the 400-C machine is conducted similar to the Insight machines testing. Test ballots for a set of precincts that covers two ballot types will be used for the test.

IX. Polling Places

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

Prior to Election Day, the Insight and Edge II machines, red boxes, and additional supplies are delivered to the 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 Edges and place them on rolling racks, organized according to predetermined delivery routes. Department staff and delivery vendor staff together cross check the Insights and Edges precinct numbers and the address of the facilities, using a route sheet, as they load the trucks. 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 the 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 search each polling place for any election-related materials that may have been overlooked on Election Night. If any materials are found, they are placed in the red supply box.

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 machine.

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 7.
- 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 28, the Department staff will transport the ballots, packaged specifically for each precinct, to City Hall for distribution to polling place Inspectors from the City Hall Cafeteria and Room 34.

Supply Bags with precinct ballots will be distributed to the polling place Inspectors upon their completion of training classes beginning Tuesday, October 29 through Saturday, November 2. 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 pickup.

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

Deputy Sheriffs 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. The 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.

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.

The ballot extractor will cut the envelopes on the sides and open the cut envelopes to facilitate manual extraction of the ballots. Throughout this period, the side of the envelope with the voter's identifying information will be kept facing downward so as to protect the voter's privacy. Extracted ballots will then be delivered for tabulation to the Department's computer room.

The polling place roster will indicate whether the Department issued to a voter a vote-by-mail ballot. When voting at the polls, the voter will have to surrender the vote-by-mail ballot before being issued a precinct ballot or cast a provisional ballot. The Department also provides to each polling place a supplemental list of voters who requested vote-by-mail ballots 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 7 by reviewing the signatures on the envelopes upon their arrival. The Department can begin opening the envelopes seven business days before the election – October 29.
- 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 two 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 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 and provisional 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, or is unable to tabulate completely, for reasons such as overvotes, undervotes, and not readable, the ballots must be reviewed by a Remake Team to determine whether a remake is necessary.

However, before the vote-by-mail and provisional ballots are processed on the 400-C machines, these ballots are visually screened 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 the 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 require 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 California Elections Code and guidelines issued by the California Secretary of State's office.

The training relies not only on having printed reference material but also 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.

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 Secretary of State Uniform Vote Counting Standards.

A ballot card must be remade if:

- The voter made a mark 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.

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.

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. 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 two Markers who will then give it back to the Lead staff once they are done remaking the ballots for that box. Each team of two 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

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 before election results are certified.

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. Touchscreen Ballots: The Department will review the votes cast on the touch screen equipment starting on Thursday, November 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 touchscreen 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 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. After all polling places have reported, the Department may release a preliminary ranked-choice report as well as post the ballot image files for the ranked-choice contests on the Department's website.

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 24 days after the election.

After Election Day, and 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. 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 24 days following the local 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.