



Election Plan November 4, 2014, Consolidated General Election

I. Introduction

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

Serving a registered voter base of approximately 430,000 citizens, prior to every election, the Department provides information about and facilitates the filing of candidate nomination papers, ballot measures, and the proponent, opponent, rebuttal and paid arguments that appear in the Voter Information Pamphlet; produces San Francisco’s sample and official ballots and Voter Information Pamphlet; administers the vote-by-mail program for approximately 220,000 voters; organizes an Official Observer Panel; conducts testing of Insight optical-scan voting machines, and Edge accessible touchscreen and audio voting machines; 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; facilitates early voting at City Hall starting 29 days before every election; 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 about how the Department will conduct the election in a manner that is free, fair, and functional. Afterwards, the Elections Commission will assess whether the Election Plan achieved that goal. Following is the plan for the November 4, 2014, Consolidated General Election.

This Plan is organized according to the subjects listed below:

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II. Key Dates and Deadlines

- *September 20*: Deadline to transmit ballots to military and overseas voters who by that date have submitted the application
- *October 6*:
 - Early Voting begins in City Hall, 8 a.m. to 5 p.m.
 - Mailing of ballots begins
 - Deadline to mail Voter Information Pamphlets and Sample Ballots
 - Deadline to designate polling places and to appoint poll workers
- *October 10*: Target date for mailing Chinese and Spanish Voter Information Pamphlets
- *October 20*: Deadline to register to vote
- *October 21*: Deadline to appoint bilingual poll workers to polling places
- *October 21 – November 4*: Extension of registration deadline for new citizens who are sworn in after the registration deadline
- *October 25 – October 26; November 1 – November 2*: Weekend Early Voting takes place at City Hall, 10 a.m. to 4 p.m.
- *October 28*:
 - Deadline to complete 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 4*: Election Day
- *November 5*: Official Canvass period begins
 - Random selection of precincts for Official Canvass Manual Tally, November 17 , 11 a.m. at City Hall
- *December 2*: Deadline to certify the election and issue the statement of the vote

III. New Practices

A. Expanding Public Service Announcement Television Presence

For this election, the Department will debut the second in its library of evergreen public service announcement videos intended to encourage registering and voting among San Franciscans. The second installment will feature San Francisco voters casting their ballots via different voting options: voting early at City Hall, voting by mail and dropping a ballot into a mailbox, delivering a ballot to a drop-off station, and voting at a polling place. This message is intended to show that any voter in San Francisco may find a voting option that suits his or her schedule. As with the first installment, all “cast” will be registered San Francisco voters representing different communities. In October, both 30-second installments will run in rotation on Comcast Spotlight stations in San Francisco; on the San Francisco government channel; and on the Department’s YouTube channel. Additionally, PSAs will be accessible online on Xfinity.com in the weeks leading up to the election and year-round

on *sselections.org*. These PSAs continue the Department's efforts to increase its voter outreach to San Franciscans and expand the "Be A Voter" presence in the diverse communities that have been part of the Department's outreach programs for many years.

B. Redesigning the Voter Information Kiosk

State law requires the posting of election information at each polling place on Election Day, including instructions on how to cast a regular or provisional ballot, provisions of federal and state laws regarding voting fraud and misrepresentation, the Voter Bill of Rights, sample ballot, date of the election, and hours during which polling places will be open. The Department provides this information in three languages, English, Chinese, and Spanish, in a stand-alone Voter Information Kiosk. Additionally, San Francisco Voter Information Pamphlets, California Voter Information Guides, information in braille, and a large-print version of all posted information are placed in customized pockets attached to the body of the kiosk.

In an effort to improve services that the Department provides to voters and to accommodate information in the recently certified language, Filipino, the Department redesigned the Voter Information Kiosk and conducted a readability analysis of information presented to the voters. As a result, the instructions have been edited for increased readability, the layout has been improved, and the text size has been increased to make information accessible to all voters.

The Department acquired reusable canvas bags for the transport of kiosks to and from polling places. The bags were designed to provide protection from moisture, and expected wear and tear, and to allow for efficient storage at the Department's warehouse between elections.

The Department will introduce the new Voter Information Kiosks at San Francisco polling places beginning with this election.

C. Transferring Ballots from Insights Voting Machines During Election Day

The Insight optical-scan voting machines, used at the polling places, have a storage capacity to hold approximately 1,000 ballot cards. Since each voter will receive a multi-card ballot, the number of ballots voted at some polling places may exceed the capacity of the Insight bins. For this reason, the Department has developed procedures for transferring voted ballot cards from the main Insight bin into a secure bag, if necessary.

The Department will instruct poll workers and field support personnel – Field Election Deputies (FEDs) – to monitor the number of voted ballot cards displayed on the LED counter of the Insights throughout Election Day. If at any point during the day, the counter indicates a number of 800 or greater, the polling place inspector will be required to call the Election Center for authorization to complete a ballot transfer. The instructions detailing each step of the ballot transfer will be included in the poll worker and FED training curriculums, and the Poll Worker Manual.

The Poll Worker Manual will also include an announcement script to advise voters of the procedure. Whenever ballots are moved from the Insight to a closing bag, the inspector will announce to voters the reason the ballots are being moved. Additionally, voters will be advised to call the Department if they have any questions regarding this process.

After the voted ballots are transferred into a closing bag, the bag is sealed and secured in the inspector bag. The bag remains at the polling place and it is picked up by a Deputy Sheriff with the rest of election materials after the polls close.

D. Introducing Additional Method to Communicate with Poll Workers and Polling Place Providers

The Department continues communication with the Poll Worker Network, a focus group that meets quarterly with the intention of identifying ways in which the Department can continue to enhance the experience and training of the Election Day volunteers. The group is comprised of poll workers who represent different San Francisco neighborhoods, different length of service as a poll worker, and different experiences based on the type of polling place facility in which they worked (e.g., school, garage). Suggestions gathered from the group have been incorporated into the training curriculum and Election Day materials. This has proven to be a valuable mechanism in aligning the Department's procedures with poll worker experience in the field.

Besides in-person meetings, the Department uses a variety of methods such as direct mailers, telephone calls, and emails to stay in touch with poll workers and polling place providers before and throughout each election cycle. The online Poll Worker Profile, launched in 2010, enables volunteers to access the most up-to-date election information at any time. By logging into their individual profile page, poll workers can reply to availability letters to signal their interest in participating in the upcoming election, update contact information, and schedule training classes. Once poll workers are signed up, they can use the profile to view the date, time, and location of and directions to their assigned training class; access the address of their assigned polling place with specific door-to-door directions from their home, and view training materials to help prepare them for Election Day. Once assigned to a precinct, inspectors can view contact information for their team members and be reminded to contact each clerk before Election Day

Along with the methods above, the Department will implement the Mobomix mass text-messaging service, which will allow the Department to send text messages to thousands of poll workers or polling place providers at once. The Department plans to incorporate this communication strategy to send out reminders about upcoming training classes, precinct assignments, equipment delivery, etc.

E. Expanding Voter Outreach Efforts

The Department continues to expand its voter outreach efforts to connect with San Franciscans in an era in which more and more everyday interactions are taking place online. Voters can now interact with the Department when it's convenient for them, via email, social media, or on *sfelections.org*. The public will be able to receive the very same information members of the press receive right in their inboxes by signing up for email updates. This information will also be available on social media sites such as Twitter and Facebook. Increasing the Department's social media presence will strengthen digital lines of communication with the public, making it easier for voters to find the election-related answers they need, in a familiar format. *Sfelections.org* will be redesigned to increase visibility of the @SFElections Twitter feed on the main page, to allow voters to sign up for email updates, and to highlight links to social media accounts.

The Department will also increase indirect communication efforts this election season by redesigning and expanding its media outlet database with the goal of informing more members of the press about election matters that may interest their audiences.

Also this election season, on September 23, the Department will join volunteers and organizations from all over the country to "hit the streets" for National Voter Registration Day. The Department will organize registration kiosks at BART stations, City College of San Francisco, the Off the Grid lunchtime food truck site at United Nations Plaza, and at the South of Market "StrEat Food" Trivia Night where election-themed questions will be part of the trivia contest. Prior to the event, the Department will promote National Voter Registration Day to its Voter Information Network partners and the media and will post information on Facebook and Twitter using the National Voter Registration banner logo and directing readers to an online voter registration form.

F. Using Global Positioning System (GPS) to Track Custody of Election Materials

For the June 2014 election, the Department implemented a pilot program to assess the benefits of the Global Positioning System (GPS) in tracking custody of ballots and other election materials. Specifically, the Department provided 23 GPS devices to the Sheriff's Department, which were placed in various vehicles used by deputies to retrieve voted ballots and other materials from polling places after the close of the polls. The devices allowed Department personnel and deputies stationed at the Sheriff's command post to view online the location of each vehicle as it travelled throughout the City. The pilot program generated positive post-election reviews from both departments. For this election, the Department plans to install GPS units on a greater number of vehicles used by deputies. Additionally, the Department plans to install GPS units on the vehicles driven by the field support personnel – Field Election Deputies and District Leads. This technology will enable the Department to track the real-time movement of voted ballots and more efficiently redirect personnel to polling places that may require assistance.

G. Posting of Issued, Received, Counted and to-be-Counted Ballots

Starting 46 days before the election with the transmission of ballots to military and overseas voters, the Department will post on *sfelections.org* daily reports of the total number of ballots issued.

Starting 29 days before the election with the mailing of domestic vote-by-mail ballots and the start of early voting, the Department will add to this report the total number of vote-by-mail ballots issued and received.

As sealed vote-by-mail ballot return, the envelopes are scanned by the "Agilis" mail sorter, the report will include the counts of envelopes that are ready for signature verification, as well as those that are spoiled or unreadable. Seven days before the election, October 28, when the Department begins to extract ballots and count them on the 400-C machines, the counts of processed ballots, by card, as well as the cards that cannot be machine-processed and require manual review, will be displayed on the report. The report will also include the number of cards that require duplication.

The day after the election, the Department will add to the report the number of vote-by-mail and provisional ballots received on Election Day.

The totals of ballots, per card, counted and remaining to be counted will be updated and posted on *sfelections.org* by 10:00 a.m. daily until the election is certified and results are official.

The counts of ballots that are challenged and cannot be counted will also be displayed according to each challenge code (e.g., provisional ballot – person who cast the ballot is not a registered voter; vote-by-mail ballot – return envelope was not signed).

IV. Personnel

The Department is comprised of eight divisions that undertake the diverse tasks necessary to plan and administer elections: Administrative, Ballot Distribution, Campaign Services, Election Day Support, Polling Place Operations, Information Technology, Voter Services, and Voter Information.

The Department currently has 39 employees in year-round positions. The staffing composition is augmented significantly during the election cycle, when many temporary workers are hired to assist with tasks such as data entry, preparation of supplies, poll worker recruitment and training, locating of polling places, etc. For this election, the Department anticipates hiring as many as 220 temporary workers at the height of the election cycle. Temporary workers are hired according to the operational needs of each division and specific election deadlines, and may start up to three months before the election.

V. Ballot Information for the November 2014 Election

In the June 2010 election, California voters approved Proposition 14, which created a “top two” or “open” primary election system. The passage of this proposition changed how the primary elections are conducted for state constitutional and legislative offices and United States congressional offices, now called “voter-nominated” offices. The changes also affect general elections for these offices.

The voter-nominated offices on the November ballot are:

- Governor
- Lieutenant Governor
- Secretary of State
- Controller
- Treasurer
- Attorney General
- Insurance Commissioner
- Member, State Board of Equalization
- United States Representative
- Member of the State Assembly

For these offices, only the two candidates who received the most votes in the June 2014 Primary Election – regardless of party preference – appear on the November ballot. Write-in candidates are not permitted, thus there will not be a write-in space on the ballot for these offices.

The nonpartisan contests on the November ballot are:

- Judge of the Superior Court (Office 20)
- Superintendent of Public Instruction
- Member, Board of Education
- Member, Community College Board
- Assessor-Recorder
- Public Defender
- Member, Board of Supervisors (Districts 2, 4, 6, 8, 10)
- BART Director (District 8)

All voters citywide will use the ranked-choice voting method to cast their votes for the offices of Assessor-Recorder and Public Defender. Voters who live in even-numbered Supervisorial Districts will also elect their member of the Board of Supervisors using ranked-choice voting.

Additionally, there are six state ballot measures and twelve local ballot measures on the ballot.

The ballot will consist of multiple cards. Voters who live in Supervisorial Districts 1, 3, 5, 7, 9 and 11 will receive a four-card ballot.

Voters in Supervisorial Districts 2, 4, 6, 8 and 10 will receive a five-card ballot with an extra card for the ranked-choice contest for Supervisor.

There will be 35 ballot types, based on various jurisdictional boundaries that comprise San Francisco, thus requiring the Department to produce a ballot unique to each ballot type.

VI. Military and Overseas Voting

Recently passed state law has changed some military and overseas voting procedures. 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 precinct where they last lived in the United States or District of Columbia. Citizens born outside of the United States may vote for all contests in all elections held in the precinct where their parent or legal guardian last lived in the United States or District of Columbia.

There are four categories of military and overseas voters, all of whom have the same voting rights: military voters stationed overseas, civilians temporarily or permanently living overseas, military voters stationed inside the United States but outside San Francisco, and military voters called into service outside their home county less than seven days before an election.

No later than 46 days before the election, September 19, the Department will provide ballots to military and overseas voters via the method they marked on their applications: postal mail, email, or fax. Along with their ballots, voters will receive information regarding the options for returning their voted ballots and advises them to review the “Military and Overseas” page of sfelections.org if they have any questions.

VII. Mailing of the Voter Information Pamphlets and Sample Ballots

No later than October 6, the Department will mail the Voter Information Pamphlet (VIP) to voters. The VIP includes a trilingual sample ballot and information about local candidates and ballot measures, and the voting process. Chinese, Spanish, and alternate format (audio, large print) VIPs will also be mailed to those who have requested them. There will also be several supplemental mailings to voters who register after the initial mailing in early October.

Voters who have requested to stop mail delivery of the VIP will receive an email approximately 40 days before the election, September 25, with a link to view the pamphlet on sfelections.org. The online Voter Information Pamphlet will provide access to the same information as the paper version. For voters with visual impairments, the online pamphlet is accessible via screen reader software and available in an mp3 version. The Voter Information Pamphlet will be posted in Chinese and Spanish, as well.

VIII. Early Voting and Voting By Mail

The Department will facilitate early voting opportunities for San Francisco residents. Beginning October 6, any voter can vote at the Department's office on the ground floor of City Hall during weekday hours, 8 a.m. to 5 p.m., except on the October 13 holiday. Weekend voting will be available from 10 a.m. to 4 p.m. on the two weekends before the election, October 25–26 and November 1–2, and on Election Day from 7 a.m. to 8 p.m. Those interested in casting their ballots during the early voting period have the option to vote by paper ballot or using an accessible voting machine.

The early voting period also marks the first day that ballots will be sent to those registered as permanent or one-time vote-by-mail voters.

Sfelections.org features information about voting by mail that may interest voters. It includes a page with an image of the vote-by-mail ballot return envelope with explanations of the envelope components, including the type of information contained in the bar codes printed on each envelope. Another page gives voters an opportunity to learn about the main steps in a vote-by-mail ballot's life cycle, from the time the packet is assembled and mailed to a voter, to the time the ballot is counted at the Department's office. Additionally, the Department will provide an online tool to enable voters to track their vote-by-mail ballots at several points in the process, from the date on which the ballot packet was delivered to the U.S. Postal Service facility en route to the voter, to when the voter's returned ballot was received by the Department, to when the signature on the return envelope was verified and the ballot was extracted from the envelope, to the date that the ballot was counted. In rare situations when a ballot is challenged, the reason (e.g., no signature on envelope, signature does not match signature on file) will be displayed and the voter will be advised of actions he or she must take to have the ballot counted. This information will be updated daily, giving voters the opportunity to follow their ballots to the finish line – the counting of the vote.

The Department provides many options for voters to request a vote-by-mail ballot, including on line, via telephone, in person, and by mail. For this election, the Department must receive completed vote-by-mail ballot applications no later than 5 p.m. on Tuesday, October 28.

IX. Securing Polling Places and Informing Voters About Location of Their Site

For this election, the Department will support 576 polling sites. Locating polling places is a multi-step process. First, the Department contacts the providers of facilities used in the June 2014 election to query their availability for the upcoming election. Then, if a polling place owner can no longer offer a facility, a team of two poll locators is dispatched to the precinct to replace the site. The poll locators make every attempt to identify a centrally located site that complies with the Americans with Disabilities Act (ADA) and other laws pertaining to accessibility. Each locator is trained on how to use surveying tools, such as digital slope level, path of travel level, digital measuring wheel, door pressure gauge, and a voltage tester for checking power outlets. They are also instructed on the types of temporary solutions (i.e., threshold ramps) that the Department may use to mitigate accessibility obstacles.

State law requires that all poll locations be finalized at least 29 days prior to the election, which is also the deadline for mailing the Voter Information Pamphlet to each voter. However, the Department intends to secure all poll locations by 46 days prior to the election, so that polling place information can be provided to the VIP printer in time for inclusion on the back cover.

The pamphlet's front cover features a Quick Response (QR) code, which can be scanned with a smartphone to access the mobile version of the polling place lookup tool.

Additionally, voters can check the location using the lookup tool on *sfelections.org*, which interfaces with Google Maps for easy door-to-door walking, driving, public transit, or bicycling directions from their home to their polling place.

At former polling place sites that are not used this election, the Department will post "Change of Polling Place" signs on Election Day. The signs provide directions on detachable sheets of paper that include the address, cross-streets, and accessibility information of the new polling place. Like the Voter Information Pamphlet, these signs feature a QR code that can be scanned with a smartphone to access the polling place lookup tool for a map or directions.

In the weeks leading up to the election, the Department will issue several press releases encouraging voters to confirm the location of their polling place before Election Day.

There will be 21 mail ballot precincts in this election. These voting precincts have fewer than 250 registered voters and are designated "Mail Ballot Precincts". Because mail ballot precincts do not have assigned polling places, the Department will mail the ballot, instructions, and a postage-paid return envelope to all voters in those precincts 29 days before the election. For voters in those precincts who would prefer to drop off their ballots at a polling place, the addresses of the two polling places nearest to their precinct are provided in the instructions.

X. Official Observer Panel and Observable Activities

To the fullest extent allowed by law and by the logistical and security constraints required to preserve voting system security and voter privacy, the Department welcomes the public to observe the election process.

Prior to every election, the Department prepares an Observer Guide that describes general rules for observing election processes and provides a schedule of observable activities. Copies of the guide are available at the Department's office and on *sfelections.org*.

To provide an avenue for public observation and encourage involvement in the election process, prior to each election, the Department will invite representatives from political party central committees, the Civil Grand Jury, media, League of Women Voters, and other groups or individuals who have expressed interest in observing pre-election, Election Day or post-election activities to serve on the Official Observer Panel. To publicize this opportunity, the Department will issue a press release and post information on *sfelections.org*, and social media sites.

Anyone interested in participating on the Panel must return the application to the Department by the date specified on the application. Once the Panel is formed, the Department staff host an introductory meeting to provide an opportunity for all panelists to learn about the Department's operations and the observation process and to ask questions about the upcoming election. At the meeting, observer panelists are provided with an Observer Guide and a form that may be used to provide the Department with feedback on the observed activities.

Additionally, panelists receive a copy of the Poll Worker Manual, various outreach and education materials, and an Election Day memo addressed to each polling place inspector from the Director of

Elections, letting the inspector know who the Panel members are and their purpose for visiting the polling place. The memo explains the observation process and paves the way for panelists while observing at the polls.

The election activities associated with the November 2014 election that are open to observers include, but are not limited to, the following:

Pre-Election

- *August 2014 – October 2014; for locations, check Outreach calendar on sfelections.org – Voter Outreach presentations*
- *September 25 – October 28 in Computer Room and at Warehouse located at Pier 48 – Logic and Accuracy (L&A) testing of voting equipment, which includes Insight machines (optical-scan tabulators used for precinct ballots); 400-C machines (high-speed optical-scan tabulators used for vote-by-mail and some precinct ballots); Edge II machines (units with touchscreen and audio modes, provided at the polling places and the early voting counter to allow people with specific needs to vote independently and privately)*
- *September 29 – November 1 in Room 34 and area adjacent to the café – Poll worker training, including different types of classes and voting equipment training labs*
- *October 6 – November 3 in the area in front of Room 48 – Early voting*
- *October 7 – November 14 in Room 59 – Delivery and storage of vote-by-mail ballots*
- *October 7 – November 14 in Room 48 – Signature/eligibility verification of vote-by-mail ballots*
- *October 28 – November 14 in the area in front of Room 59 – Opening of vote-by-mail ballots and preparation for counting*
- *October 30 – November 10 in Room 48 – Remake of unreadable ballots*

Election Day

- *6 a.m. - 11 p.m. in the area adjacent to the café – Election Center: tracking and resolution of Election Day inquiries and issues*
- *6 a.m. - 8 p.m. in the South Light Court, City Hall – Dispatch of standby poll workers*
- *6 a.m. - 8 p.m. in Room 34 – Preparation and dispatch of additional supplies and materials*
- *7 a.m. - 8 p.m. Citywide – Election Day voting in 576 polling place locations*
- *7 a.m. - 8 p.m. in the area in front of Room 48 – Election Day voting in City Hall*
- *8:30 a.m. – 12 p.m. in the Computer Room – Processing of vote-by-mail ballots (view tabulation through the observation window, where two monitors provide real-time viewing after the close of the polls)*

Election Night

- *8:30 p.m. – 10:30 p.m. at the McAllister entrance of City Hall – Delivery of memory packs and result cartridges from polling places*
- *8:30 p.m. – 1a.m. at Warehouse located at Pier 48 – Processing Center: delivery of election materials and ballots from polling places*
- *8:45 p.m. – finish – Election results reporting available from the following sources:*
 - *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; printed copies will be available at approximately 8:45 p.m., with updates at approximately 9:30 p.m., 10:30 p.m., and 11:30 p.m.*

- Department's Office, Room 48 – updated copies will be available and also posted outside the office

Post-Election Canvass at Warehouse located at Pier 48

November 5 – finish, but no later than December 2, 8 a.m. – 5 p.m.

Activities include, but are not limited to, the following: processing write-in ballots; 1% manual tally of precinct ballots and vote-by-mail ballots; remake of votes cast on Edge II machines onto paper ballots.

Post-Election: City Hall

- *November 5, 12 a.m. - 5 p.m. in Room 59* – Processing provisional ballots and vote-by-mail ballots returned to polling places
- *November 17, 11 a.m. - 12 p.m. in Room 48* – Random selection of precincts for 1% manual tally
- *November 5 – until results are certified, 8 a.m. - 5 p.m. in Computer Room* – Ballot Counting
- *November 5 – until results are certified* – Release of unofficial results

The schedule and locations of observable activities are subject to change.

XI. 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.

For this election, the Department's outreach will focus on making voter registration available to all eligible San Franciscans, explaining ranked-choice voting, providing information every voter needs to know before Election Day (i.e., how to check polling place address, deadline to request a vote-by-mail ballot). The Department intends to meet these goals through five general strategies.

Strategy I: Networking with community-based organizations

The Department will continue to seek collaboration in disseminating election information and gathering feedback to improve the outreach methods of educating voters. The Voter Information Network (VIN), formed in 2012, 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.

The Department's Outreach unit will continue to support agencies in meeting the National Voter Registration Act (NVRA) requirements, including expanding election awareness and voter registration opportunities. Recently, the enactment of Senate Bill 35 (SB 35) codified portions of the National Voter Registration Act of 1993 and placed additional requirements on voter registration agencies, county elections offices, and the California Secretary of State. Specifically, the NVRA agencies must offer voter registration to each person who applies for new services or assistance, renewal, or a name or address change. The NVRA agencies include all offices that provide public assistance, all offices that provide state-funded programs primarily engaged in providing services to people with disabilities, and Armed Forces recruitment offices. The Department will continue to collaborate with San Francisco-based NVRA agencies to provide voter registration training and supply agencies with Voter Registration Cards (VRCs).

Strategy II: Coordinating outreach efforts with governmental agencies

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.

Specific outreach efforts with government agencies that the Department will undertake prior to this election include working with the San Francisco Public Library and displaying information and materials in 28 branches and the Main Library; obtaining public service announcement space from the Municipal Transportation Agency (MUNI) to advertise on buses and bus shelters in October; 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 the Re-entry Council to organize voter registration for formally or currently incarcerated individuals; working with the Human Services Agency to register voters at identified National Voting Rights Act agencies; partnering with the United States Postal Service to display election posters in 38 USPS stations in San Francisco prior to the election; coordinating with SFUSD to distribute election posters to all 125 San Francisco public school sites.

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.

To further enhance election awareness, the Department will request that City Hall be lit up in red, white, and blue on the evenings of November 3 and November 4.

Strategy III: Providing multilingual information to the public at outreach events

The Department meets individual voters in San Francisco neighborhoods through scheduled events and presentations. As the election approaches, outreach coordinators will schedule resource tabling events with VIN organizations to offer assistance with providing registration materials and accurate, nonpartisan information about the upcoming election in English, Cantonese, Mandarin, and Spanish. Key outreach messages for this election are:

- Voter registration
- Voting opportunities
- Availability of translated election materials
- Key dates and deadlines
- What's on the Ballot
- Ranked-Choice Voting

Voter registration is conducted for new citizens at USCIS ceremonies and for all eligible voters at community events throughout the year. The Department also creates registration opportunities where citizens may register to vote, update current registration, and sign up to vote by mail, such as tabling at local farmer's markets and public transit stations. Special effort to register individuals will be made in support of National Voter Registration Day on September 23 and in the days just prior to the close of registration on October 20.

For this election, the Department will again offer vote-by-mail ballot drop-off stations outside entrances to City Hall on November 1, 2, 3 and 4. Drop-off stations will be promoted in the instruction insert provided with vote-by-mail ballots, the Voter Information Pamphlet, several press releases, and social media postings. **Strategy IV: Presenting a multilingual mass media campaign**

The Department's outreach materials will continue to urge San Franciscans to "Be A Voter". To disseminate information on when, where, and how to participate in the upcoming election, the Department will produce and distribute print materials in three languages featuring both general voting and election specific information.

Television

In October, two different 30-second public service announcement installments will run in rotation on Comcast Spotlight stations in San Francisco. The PSAs will also be accessible as banner videos from *xfinity.com* and as a pre-roll when Xfinity/Comcast customers view television via the Xfinity website. The video PSAs will also run on SFGTV and the Department's YouTube channel and be accessed from *sfelections.org*.

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, and Spanish by the outreach coordinators.

Print

Newspapers—Print advertising will run in neighborhood newspapers during the month of October. The Department intends to publish election information in independent newspapers: El Tecolote (Spanish), Sing Tao Daily (Chinese), and World Journal (Chinese), and in San Francisco Neighborhood Newspaper Association's 14 newspapers.

Muni Advertising—During October through Election Day, the Department will run bus ads in English, Chinese, Spanish, and Filipino on 250 Muni bus interiors and in English, Chinese, and Spanish in 20 San Francisco Muni / BART stations and on 25 bus shelters throughout San Francisco. English-only advertising will be displayed on the exterior of 51 Muni buses (in sizes king, queen, and tail). These advertisements will be viewed millions of times leading up to the election. The number of total expected impressions, below, is calculated based on the number of people expected to see each ad multiplied by the number of days the advertising is in place.

- Bus King: $131,480 \times 35 = 4.6\text{M}$ total impressions
- Bus Queen: $131,480 \times 8 = 1.1\text{M}$ total impressions
- Bus Tail: $112,820 \times 8 = 902,560$ total impressions
- Bus Cards – $36,204 \times 1,000 = 36.2\text{M}$ total impressions
- Stations: $111,188 \times 20 = 2.2\text{M}$ total impressions
- Shelters: $282,633 \times 25 = 7,065,825$ total impressions

Brochure and Poster Distribution—The Department will produce election specific posters and flyers in English, Chinese, and Spanish to be distributed and displayed throughout San Francisco. Both election specific and general information materials are also available for download from sfelections.org.

Citywide Mailer—In September, 354,000 San Francisco households will receive a trilingual postcard announcing the election, encouraging registering and voting, and explaining key dates. For the last several elections the Department has sent a trilingual postcard explaining key election dates and ballot content to all voting households. For the June 2014 election, the Department expanded its reach by sending a postcard to all San Francisco residential addresses, encouraging all U.S. citizens to register and vote. This expanded approach will be repeated for this election.

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 a sample ballot, candidates' statements of their qualifications for office, information about each local ballot measure, and general information about voting.

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 and its online tools, Facebook, Twitter, and YouTube to interact with all voters via virtual outreach.

sfelections.org—Visitors to the website will find comprehensive voter education, information specific to each election, and lookup tools that allow 24/7 access to information and resources, including

registration lookup tool, vote-by-mail ballot lookup tool, polling place lookup tool, Voter Information Pamphlet and Sample Ballot, voter services forms, and outreach materials.

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 election information to provide easy visual access for voters who prefer a self-paced at-home presentation.

Ranked-choice voting outreach efforts

For this election, the Department will continue its effort to inform San Francisco voters about ranked-choice voting through various outreach methods, including presentations, print and online advertising, and advertising on MUNI shelters. The Department’s outreach coordinators will conduct presentations in English, Chinese, and Spanish at many events throughout San Francisco during the months preceding Election Day. In these presentations, the coordinators will speak about important election information, including San Francisco’s ranked-choice voting method and how to register to vote or request a vote-by-mail ballot. In October, the Department will mail a postcard to every household in the City. This postcard will inform voters about the upcoming election, and how to find more information about ranked-choice voting and available multilingual resources. For four weeks prior to Election Day, bus shelter advertisements with ranked-choice voting information will be placed throughout San Francisco. Additionally, the Voter Information Pamphlet, mailed to every registered voter, is an excellent resource for information about ranked-choice voting. It includes information about how ranked-choice voting works, how to mark a ranked-choice ballot when there are fewer than three candidates listed in a contest, and features an image of a ranked-choice ballot. Posters with information about ranked-choice voting will be displayed inside each voting booth during early voting and at every polling place on Election Day. The poll workers will be instructed to inform every voter about the ballot by reading the following information from their job cards: “The ballot contains X cards, including X of cards with ranked-choice contests. For more information on your ballot, please see this sign on the election table. For information on how to mark a ranked-choice ballot, please see the poster in the voting booth or the Voter Information Pamphlet. Please check both sides of the cards for contests, and return this pen after voting. Thank you!” As always, voters may find information about ranked-choice voting on sfelections.org.

Outreach about availability of multilingual materials and assistance

As part of its outreach program, the Department will continue to remind San Francisco voters of the many multilingual voter resources it offers. Sfelections.org is the central resource for official multilingual voter information. The website has pages in Chinese and Spanish that provide information about registering and voting, important election dates and deadlines, frequently asked questions, and other educational voter materials. Translated versions of the Voter Information Pamphlet, containing candidates’ statements, summaries of the propositions, and voting instructions, are also available on the website. To serve its customers, the Department provides telephone and in-person assistance in Cantonese, Mandarin, and Spanish, in addition to English. Voter Assistance hotlines operate year-round during regular business hours: Cantonese and Mandarin ((415)-554-4367) and Spanish ((415)-554-4366). On Election Day, the hotlines are open from 7 a.m. to 8 p.m. Over 85% of the City’s polling places have bilingual poll workers ready to assist voters on Election Day, all of whom wear name tags printed in the language they speak. In

addition, all San Francisco ballots are trilingual, and translated instructions and other information are provided for voters with their vote-by-mail ballots and in the polling places.

The Department will also make available in four additional languages - Japanese, Korean, Filipino, and Vietnamese - translated facsimiles of the ballot and related instructions, State Voter Information Guides and Voter Bill of Rights posters. Those materials will be available during early voting and at each polling place on Election Day. On Election Night, the Department provides unofficial election results in Chinese and Spanish, in addition to English.

Earlier this year, the City certified Filipino as a required language, in addition to Chinese and Spanish. Beginning with the November 3, 2015, election, the Department will provide ballots, the Voter Information Pamphlet, and other elections materials and assistance in Filipino. Voters who prefer to receive election materials in a language other than English are encouraged to update their language preference by completing the form at sfelections.org/language, by calling: (415) 554-4367 (Chinese); (415) 554-4366 (Spanish); (415) 554-7796 (Filipino), or visiting the Department's office. Beginning with this election, voters will notice that the Voter Information Kiosks at their polling places include information in Filipino, in addition to English, Chinese, and Spanish. This is the debut of city-wide availability of voting materials in Filipino, and launch of the full-scale implementation plan, which will continue into the next year.

XII. Services for Those Who Seek Access to Election Information

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). As a LanguageLine Solutions client, the Department has year-round access to over-the-phone interpretation of over 200 languages.

One month prior to Election Day, 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 email form, the Department will continue using its established SFVote email 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.

XIII. Poll Worker Recruitment and Training

A. Poll Worker Recruitment

For this election, the Department will recruit approximately 3,100 poll workers, and, anticipating a cancellation rate of approximately 15%, will assign about 2,700 poll workers to precincts. Each polling place will be staffed with at least four poll workers: one inspector, one adult clerk, and two additional adult or student clerks. The Department will place an additional student or clerk in precincts that have historically had high voter turnout (400 or more polling place voters) and may have high turnout again in this election. In addition to 576 inspectors, over 900 clerks and 1,200 high school student poll workers will be assigned to work at the precincts. The Department will also

recruit approximately 80 standby poll workers, to be stationed at City Hall for dispatch to precincts as needed.

The Department plans to select approximately 75% of adult poll workers from a pool of experienced clerks and inspectors and 25% from new applicants. The Department also plans to select approximately 50% of high school student poll workers who worked in the previous election, and 50% from new applicants. New poll workers will be recruited through various means such as emails sent to San Francisco voters, an ad in the San Francisco Voter Information Pamphlet; ads in neighborhood newspapers; PSAs on local television channels; outreach to community-based organizations, and to 28 public and private high schools.

To provide language assistance to voters on Election Day, the Department recruits, trains, and assigns bilingual poll workers to polling places where language assistance is likely to be required. The determination of precincts and the number of bilingual poll workers to be assigned are established by various criteria:

- *Voter Requests for Translated Election Materials.* When voters register, request a vote-by-mail ballot, or vote at a polling place on Election Day, they have an opportunity to request election materials in English or another language. All requests for materials in other languages are tracked and used to determine the assignment of bilingual poll workers. Bilingual poll workers are assigned to precincts in which the number of such requests is ten or more (approximately 1% of voters in the precinct). The Department assigns at least one bilingual poll worker to every precinct where ten or more registered voters have requested election materials in one of the required languages; and at least two bilingual poll workers to every precinct where 75 or more registered voters have requested election materials in one of the required languages.
- *Voter Countries of Origin.* On Voter Registration Cards, voters may indicate their country of origin. The Department tracks information about voters' countries of origin by precinct and uses this information to refine the assignment of bilingual poll workers. The Department places one bilingual poll worker in each precinct where 25 or more registered voters were born in one of the countries in which the required language is spoken, if the precinct was not previously assigned a bilingual poll worker based on voter requests for translated materials.
- *Data Provided by the California Secretary of State.* The Secretary of State, by January 1 of each year in which the Governor is elected, must determine the precincts where 3% or more of the voting-age residents are members of a single-language minority and lack sufficient skills in English to vote without assistance (California Elections Code Section 14201(d).) The Department uses this data to further refine the assignment of bilingual poll workers.
- *Input from Community-Based Organizations.* The Department conducts year-round voter outreach to community-based organizations (CBOs) throughout the City. Precincts not previously identified by the Department or the Secretary of State data but identified by CBOs as needing additional assistance will have one bilingual poll worker assigned.
- *Election Day Requests for Language Assistance.* The Department keeps a log of all phone calls received from voters and poll workers on Election Day in which language assistance was requested for a voter. After the election, the phone log is analyzed to determine if requests for bilingual assistance indicate a need for the placement of bilingual poll workers at additional polling places beginning with the next election.

For this election, the Department will recruit and assign bilingual poll workers as follows:

- 552 Chinese-speaking poll workers to 467 precincts (81% of precincts)
- 278 Spanish-speaking poll workers to 278 precincts (49% of precincts)

Additionally, the Department will strive to recruit and assign bilingual poll workers to the polling places identified by the California Secretary of State in accordance with California Elections Code section 14201(d). Specifically, the Department will endeavor to assign bilingual poll workers as follows:

- 130 Filipino-speaking poll workers to 130 precincts (23% of polling places)
- 36 Vietnamese-speaking poll workers to 36 precincts (6% of polling places)
- 22 Japanese-speaking poll workers to 22 precincts (4% of polling places)
- 18 Korean-speaking poll workers to 18 precincts (3% of polling places)

Poll Worker Hiring Office

In September, the Department will open the poll worker hiring office to conduct testing and process new applicants for poll worker positions. The assessment process consists of a written exam designed to gauge an applicant's reading comprehension skills and clerical aptitude and an interview that allows the Department to evaluate an applicant's work experience and skills to determine the most appropriate poll worker position. The poll worker hiring office serves over 800 applicants during every election cycle.

Poll Worker Assignment

When determining poll workers' assignments, the Department considers several factors, such as where they live, whether they will travel to the polling site by MUNI, BART or car, whether they are bilingual, or whether they have been requested by a polling place provider to work at a specific site.

To facilitate efficient and accurate assignments, the Department developed and uses a web-based dynamic map that displays site-specific poll worker recruitment targets. The tool allows users to specify criteria to be displayed on the map (e.g., sites needing inspectors or Chinese-speaking workers) and streams the data in real-time directly from the poll worker module of the Department's Election Information Management System (EIMS), allowing users to visually identify polling places which require additional workers. As poll worker assignments are logged in EIMS, the map can be refreshed to update the data. This map is also used in the poll worker hiring office, enabling applicants to view available locations and choose their preferred sites, and allowing Department personnel to immediately assign applicants to their preferred precincts. Additionally, the Department utilizes a dynamic Excel spreadsheet that also streams data from the EIMS poll worker module. The spreadsheet lists all precincts, with staffing requirements and current staffing compositions, and allows the user to filter by multiple criteria for a detailed picture of current staffing compositions citywide. While the dynamic map presents an excellent visual manifestation of polling place compositions when assigning poll workers, the Excel interface allows users to easily customize and share staffing composition data.

B. Poll Worker Training

Poll worker training is conducted each election to prepare poll workers for service on Election Day. For this election, approximately 3,100 poll workers will be trained in over 100 training classes conducted at several locations near City Hall in the month preceding the election. Additional

specialized classes will be held for approximately 65 field support personnel and 200 officers tasked with collecting memory devices and ballots.

Training Curriculum and Schedule

Different class curriculums will be developed to support the training of election workers: inspectors, new inspectors, clerks, new clerks, and high school student clerks. Clerk training will begin on Thursday, September 25 and inspector training will begin on Tuesday, October 28.

Training classes will continue to focus on the following topics:

- Rights of voters, including language and other access rights for voters with specific needs;
- Correct setup and operation of voting equipment;
- Procedures for voting, including standard, vote-by-mail, and provisional voting; and
- Procedures for documenting and transferring custody of ballots and other election materials at the end of Election Day.

Poll Worker Manual and Reference Materials

In class, poll workers receive a copy of the Poll Worker Manual, which includes a multilingual glossary of election terms. The training manual and interactive review materials developed specifically for this election will be available online prior to the start of classes for those wishing to review the material before attending class.

Class Room Presentation and Videos

Classes will feature a standardized PowerPoint presentation explaining the procedures for opening, assisting voters, and closing. Short videos will reinforce procedures for assisting different types of voters. Classes will include a hands-on section that allows poll workers to independently conduct closing procedures such as counting unused ballots and other election materials and signatures in the roster.

Practice Labs

The Department will again offer practice labs to all poll workers; labs for clerks will take place on Tuesday, October 14 and labs for inspectors will be on Sunday, November 2. During these self-paced learning sessions, poll workers have the opportunity to independently complete voting equipment procedures outlined in the Poll Worker Manual as they would on Election Day. Participants will set up both types of voting machines, 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 confidence and preparedness for Election Day.

Online Bilingual Classes

Prior to the November 2013 election, the Department launched online bilingual training courses for poll workers. As a result, a higher percentage of poll workers completed the Chinese- and Spanish-bilingual courses than during previous years, when the bilingual training was offered only in person. Based on this increase and positive poll worker feedback, the Department will continue offering online bilingual courses prior to this election. The training will cover common election terms; language assistance resources available at the polling places; and polling place procedures, including serving standard, vote-by-mail, and provisional voters. The course will feature a voice-over in the target language, interactive activities in English and the target language, video demonstrations,

quizzes and a final test. Participants can complete the training at their own pace, and upon completion of the course, print a certificate of completion.

Post-Election Day Evaluation

The Department will gather post-election feedback from poll workers who complete an optional online survey hosted by SurveyMonkey. The Department will review the poll workers' responses and incorporate their feedback into the training curriculum, where appropriate.

Additionally, the Department will compile evaluations for precinct teams. Polling place inspectors will receive post-election evaluations with assessment criteria based on field reports and Canvass findings. This process allows the Department to gain better understanding of poll workers' challenges and identify areas for improvement, as well as to provide poll workers with an analysis and acknowledgement of their Election Day efforts.

XIV. Field Support Personnel

For this election, the Department will employ and train 65 Field Election Deputies (FEDs) to provide assistance to poll workers and to serve as liaisons between polling places and the Election Center. Each FED is responsible for a territory of approximately 7-10 polling places and is provided with a van to travel between sites and a cell phone to communicate with their precinct teams and the Election Center. FEDs serve from 4 a. m. to approximately 11 p.m. and are tasked with ensuring polling places open on time, Election Day procedures are followed, voting machines are operational, and that precinct teams conduct closing procedures accurately.

FEDs attend several training sessions to address their complex and varied responsibilities; including a five-hour course that covers Election Day tasks, reference materials, poll worker procedures, solutions to common voting equipment issues, election laws, vehicle operation logistics, and other topics. In class, FEDs receive a sample of the reference binder they will use on Election Day; the binder includes guides for emergency voting procedures, voting machine troubleshooting, supply lists, and other materials. FEDs also participate in a four-hour route driving day, where they practice driving their territory, determine the most suitable route between precincts, and become familiar with their assigned van and cell phone. Additionally, new FEDs attend a poll worker training class to gain an understanding of poll worker duties, and attend a 1.5-hour hands-on lab where they can practice their new skills.

In addition to responding to ad hoc issues that may arise at their assigned polling places, FEDs are responsible for a slate of predetermined tasks. Each FED is assigned a smartphone that includes a custom-built application listing these tasks. The tasks are specific to each FED and include confirming that bilingual staffing requirements for each precinct are satisfied, ballots are dropped off, signage is adequate, etc. After completing each task at each respective precinct, the FED marks the task as complete on the phone application. Election Center personnel are able to see each FED's task status in real time, which allows them to track progress at each precinct. Additionally, this application allows the Election Center personnel to broadcast messages to all FEDs or any subgroup (i.e., FEDs assigned to oversee sites in a specific district) ensuring that FEDs have access to the latest information pertinent to their respective territories.

Additionally, the Department will employ 22 District Leads (DLs), assigning two to each Supervisorial District. DLs carry large supplies (e.g., tables, voting booths) and are responsible for assisting with any site- or ADA-related issues.

XV. 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 verifies that the specific ballot information for each precinct is correct, checks the performance of the vote tabulating equipment, and ensures that all votes are recorded properly and tabulated accurately.

A Logic and Accuracy Testing Board, composed of registered voters from different fields of work, reviews and approves the test plan before the testing, as well as the overall results of the test. The L&A Board must approve and certify the testing no later than seven days before the election (California Elections Code Section 15000), which is October 28.

L&A testing consists of running a set of marked test ballots or vote simulations (using applicable ballot types) through each voting machine and comparing the vote count with expected results to verify the accuracy of the software formulated for the specific election.

The Department will issue a press release and post a public notice of the scheduled dates for testing at least five days before testing begins. The testing schedule is:

- *September 25 in the Department's City Hall Computer Room – 400-C optical scan tabulators:*
- *September 29 – October 6 at the Department's warehouse at Pier 48 – Insight optical-scan tabulators*
- *October 2 – October 17 at the Department's warehouse at Pier 48 – Edge II accessible voting machines*

A. Testing of Voting Equipment Used in Polling Places

The Insights and the Edge voting machines are stored in the Department's warehouse at Pier 48, Shed B. 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 the 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 576 Insight machines and 576 Edge machines as well as associated printers, card activators and audio devices that are specific to each of the 576 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 the votes from the testing are reset to zero. A printout indicating this is printed and kept as proof of initialization. Once the 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 polling places.

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 this election, there will be 21 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 all the ballot types will be used for the test. The 400-C machines undergo daily testing on each day the Department tabulates vote-by-mail ballots.

C. 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 will be 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, staff pull the Insights and Edges and place them on rolling racks 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 and that the tamper-evident seals have not been compromised, the serial numbers are recorded on the route sheets and are later confirmed by the recipients of the equipment. The recipients of the equipment sign the route sheets confirming their possession of the machines and other election materials.

D. 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 retrieved from the precinct.

Upon arrival at Pier 48, the red boxes, the Edges and the Insights are scanned in and stacked in a secure area of the warehouse. The contents of each red box and each Insight auxiliary bin and bins #1 and #2 are searched for any election materials and ballots that may have been placed there. If and when election materials or ballots are found, the information is recorded on the Custody Transfer Form and the items are placed in a transfer box. The Department personnel sign and place a seal on the lid of the box to ensure the container is secured. The box is then transferred to the Canvass supervisor.

XVI. Ballots

The printing of all ballots (precinct, generic, vote-by-mail, duplicate, test) and assembly and mailing of vote-by-mail ballots is performed by the printer certified by the California Secretary State to print ballots for use in California elections.

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 6.
- 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. 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 25, the Department staff will transport the ballots, packaged specifically for each precinct, to City Hall for distribution to polling place Inspectors from the area adjacent to the 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 28 through Saturday, November 1. If Inspectors cannot pick up their ballots after training class, the Department may deliver the ballots and supplies to their residences.

XVII. Election Day: Election Center

To provide support to poll workers and field support personnel, and to dispatch in-person assistance when needed, the Department organizes the Election Center prior to every election. The Election Center serves as a communication center and is located in the area adjacent to the City Hall

café. There are five phone banks in the Election Center, each with its own goal and audience with whom it communicates. The teams use the Incident Reporting Information System (IRIS), an Access database, to log and route issues to appropriate teams for resolution, and to log the resolutions to those issues. The five phone banks are:

- *Incoming (Poll Worker) phone bank:* Poll workers call the 1-800-554-9934 number to reach the incoming phone bank coordinators, who then answer their questions, provide guidance, or, in some cases, dispatch field support personnel to a precinct. Many of the incoming phone bank coordinators serve as poll worker trainers prior to Election Day and are well-equipped to address any poll worker questions.
- *Outgoing (Field Election Deputy or FED) phone bank,* is comprised of ten coordinators; each oversees six to seven FEDs who in turn oversee a territory of eight to ten precincts. The FED phone bank coordinators use IRIS to monitor activity at their precincts and alert their FEDs to situations in their territories. They advise FEDs on a course of action when necessary and monitor situations through resolution.
- *Precinct Services phone bank:* This team is responsible for addressing questions related to accessibility of polling places. The coordinators also dispatch field support personnel, District Leads, when a polling place needs additional supplies (e.g., tables, voting booths).
- *Campaign Services phone bank:* This team receives and resolves calls from campaign representatives, and handles any voter calls concerning electioneering.
- *Dominion Voting Systems phone bank:* This team is comprised of voting equipment specialists who respond to voting equipment-related questions and dispatch technicians when poll workers require in-person assistance.

Additionally, there are four teams based elsewhere in City Hall that are connected with the Election Center via IRIS and also help to address incoming questions and issues. These teams are:

- *Poll Worker Dispatch,* located in the South Light Court, is responsible for dispatching poll workers to precincts that may need additional assistance. If a request for a poll worker is received, it is logged by the Incoming phone bank and routed via IRIS to the Poll Worker Dispatch Team. Poll Worker Dispatch works in tandem with the Driver Dispatch team, which assists by transporting poll workers to the precincts.
- *Public Phone Bank:* This team, stationed in the Department office, receives calls from voters. Any calls that require attention of another team are logged into IRIS for resolution.
- *Ballot Distribution,* located in Room 34, is responsible for preparing ballots for any precincts that may need additional ballots or supplies. Those are then transported to the precinct by a driver from the Driver Dispatch team.
- *IT team,* located in the Computer Room, is responsible for dispatching replacement voting equipment to precincts if needed. The team works in tandem with the Driver Dispatch team, which assists by transporting voting equipment to the precincts.

On Election night, personnel from the Sheriff's Department and the Department of Parking and Traffic join the Election Center to provide support to their officers, who pick up the memory devices and ballots.

XVIII. Election Night: Transporting Memory Devices and Ballots After the Polls Close

At the close of voting, poll workers remove voted ballots from the Insight optical-scan machine and the red box and prepare the ballots for transport to the Department's warehouse at Pier 48. Poll workers reconcile the number of remaining unused ballots with the number delivered to the precinct and the number of voted ballots recorded on the Posted Ballot Statement (PBS). A copy of the PBS must be posted outside each polling place.

A. Memory Packs

The Insight optical-scan tabulators contain a memory pack that records votes cast for candidates and for and against ballot measures. After the polls close, poll workers print two copies of a report from the machine showing the votes cast at that precinct. After printing these reports, poll workers must break a security seal on the machine and remove the memory pack. Poll workers enclose the memory pack and one copy of the report in an anti-static bag, then affix and sign a seal. They post the second report outside the polling place for public inspection. Parking Control Officers (PCOs) from the Department of Parking and Traffic retrieve the memory packs from the polling places and transport them to City Hall. At the building's McAllister Street entrance, staff log receipt of each memory pack and afterwards upload the vote totals stored in each memory pack for tallying. When uploading is completed, the memory packs are placed in boxes in order by precinct number; the boxes are sealed and secured in Room 59.

B. Results Cartridges

The results cartridges from the Edge machines are also retrieved and transported by the PCOs to the McAllister Street entrance of City Hall.

C. Ballots and Other Election Materials

Deputy Sheriffs collect the rosters of voters, all ballots (including voted, unvoted, provisional and vote-by-mail ballots), and Voter Verified Paper Audit Trail (VVPAT) printers from the polling places.

In the November 2001 election, San Francisco voters passed Proposition E, an elections reform measure, which went into effect January 1, 2002. This was amended effective January 1, 2003, and became San Francisco City Charter Section 13.104.5. Among other things, the charter amendment provides that, "The Sheriff shall be responsible for transporting all voted ballots and all other documents or devices used to record votes from the polls to the central counting location and approving a security plan for the ballots until the certification of election results." This Charter section also requires the Elections Commission to provide this security plan to the Board of Supervisors.

During this collection, the Deputy Sheriffs sign a Custody and Transfer Form (CTF) to confirm receipt of the ballots, and then give a copy to the polling place inspector. This form is used later to track the custody of ballots and other election materials. The Deputy Sheriffs transport these items to the Department's Processing Center at Pier 48. When Department staff receives the ballots from the Deputy Sheriffs, both the Department staff and the Deputy Sheriffs sign the CTF to confirm the transfer or receipt of ballots from each precinct and to maintain a record of custody. The Deputy Sheriffs receive copies of the forms and the Department files remaining copies for reference.

Once the Department gains possession of voted ballots, Deputy Sheriffs provide security for those ballots until all ballots have been canvassed. Whenever the Department transports ballots from Pier

48 to City Hall for processing (e.g., ballots with write-in votes, provisional ballots), the Deputy Sheriffs escort staff vehicles. Department staff use a separate custody form, the Ballot Transfer Log (BTL), to track ballot transportation from Pier 48 to City Hall. Department staff complete and sign the BTL forms when the ballots leave Pier 48, and again when they arrive at City Hall. These forms are filed to maintain a record of ballot custody.

XIX. Vote Counting

For this election, the Department will continue the practice it began prior to the November 2013 election and stream live video over the internet showing vote-by-mail ballot processing. The Department will place a camera inside City Hall, Room 59, to show sorting and opening returned envelopes, and another camera in the hallway outside, to show activity associated with the removal of ballots from the envelopes. The cameras will operate whenever the Department is sorting, opening, or removing ballots from their envelopes. A link to the site hosting these broadcasts will be posted on sfelections.org.

A. Counting Vote-by-Mail and Early Voting Ballots

Each ballot packet the Department mails to a voter includes a postage-paid return envelope. The return envelope includes a label with the voter's name and address, and a designated space for the voter's signature and date.

Beginning 29 days before an election – October 6 – the Department may begin processing the vote-by-mail return envelopes by reviewing the signatures on the envelopes.

The Department uses two automated systems, working together, to process the unopened envelopes prior to verifying the signatures: (1) the “Agilis” mail sorter system; and (2) the Election Information Management System. The mail sorter is programmed with a database of eligible voters and their voter IDs so that it can read and process the envelope's barcode, which includes the voter ID, precinct, and election ID. The sorter performs several tasks, including out-sorting spoiled and unreadable envelopes; counting envelopes; and capturing a digital image of the signature on the envelope and batching it with other images; and sorting the envelopes by precinct.

The batched signature images are then accessible for review on staff computers: the signature captured from the envelope and the signature from the voter's affidavit of registration are displayed side by side, so that staff can visually compare them and accept the envelope or challenge it for further review. After acceptance, the voter's voting history is updated to record that the voter has returned a ballot in the current election.

The Department can begin opening accepted envelopes seven business days before the election – October 28. The sorter sorts accepted envelopes by precinct and slits the sides to facilitate manual ballot extraction. Throughout this process, the side of the envelope with the voter's identifying information is kept face down, to protect the voter's privacy. After staff remove the ballots, they prepare them for counting by placing header cards between precincts and completing log sheets for each box of ballots. During counting, any ballot that cannot be processed by the 400-C machine is set aside for manual review. The 400-C machines also separates ballot cards with write-in votes, which will require manual review.

All accepted vote-by-mail ballots are counted using the 400-C machines at City Hall, and then included in the official tally. Voters may go to sfelections.org/vbmstatus to check whether their vote was

counted. For any voters whose vote-by-mail ballots could not be counted, the site will indicate the reason that their vote was challenged.

After the election, the Department sends letters to those voters whose vote-by-mail ballots were challenged because of non-matching signatures. When processing a returned vote-by-mail envelope, staff verify the signature on the envelope by comparing it to the one on the voter's affidavit of registration or any other form issued by the Department, and stored in the registration database. The letter advises voters to update their voter registration records, including signatures, by completing, signing, and mailing the enclosed Voter Registration Form. Further, the letters states that if a voter does not return a completed Voter Registration Form, he or she will remain registered to vote. However, the Department will be unable to count his or her future vote-by-mail ballots if it cannot verify that the signatures on the return envelope compares to the signature on the voter registration record.

B. Counting Precinct Ballots

Precinct ballots are scanned at the polling places after voters place their voted ballot cards into the Insight machines. The votes are tallied and the data is stored in the memory pack in each Insight. Any votes cast on the Edge II machine are recorded in the results cartridge and on the VVPAT. Parking Control Officers from the Department of Parking and Traffic will retrieve the Insight memory packs and the Edge results cartridges and transport them to City Hall. The Insight memory pack information will be uploaded into the tabulation database on election night. In accordance with Secretary of State requirements, the information from the Edge results cartridge will *not* be uploaded and used as official tallies. Instead, the votes recorded on the VVPATs will be duplicated onto paper ballot cards at Pier 48 during the Canvass, counted using the 400-C machines at City Hall, and then included in the official tally.

C. Counting Provisional Ballots

A provisional ballot is issued to a polling place voter if:

- his or her name does not appear in the Roster of Voters,
- the voter has been issued a vote-by-mail or early-voting ballot but cannot surrender it, or,
- in a Presidential primary, the voter wants to vote using a ballot of a party that does not match the party or parties listed beside the voter's name in the roster.

Each provisional ballot requires review by Department staff. Using the registration database, they identify the voter, determine whether he or she is registered, check that the voter has not cast another ballot in this election, compare the signature on the envelope to the voter's signature on the affidavit of registration on file, and confirm the appropriate ballot type based on the voters' residential address. (If applicable, they also check that the voter has cast an appropriate ballot, based on the voter's party preference.)

If the voter is determined to be eligible and has not cast another ballot for the election, and the provisional ballot is the same ballot type as that used in the voter's assigned precinct, all of his or her votes will be counted. If, in the same circumstances, a voter cast a provisional ballot with a *different* ballot type than that used in the voter's assigned precinct, he or she may not have been eligible to vote on all contests listed on the provisional ballot. In that case, the Department counts only the votes for the candidates and measures on which the voter was entitled to vote. (Similarly, if a voter casts a provisional ballot that includes contests for a party for which the voter is not eligible to vote, any votes in those party contests will be excluded; the other votes will count.)

In the following circumstances, the Department must challenge the entire provisional ballot and cannot count any votes:

- Envelope is not signed;
- Envelope is not sealed;
- No residential address is provided;
- No ballot is enclosed;
- The signature is printed
- Voter's identity cannot be determined;
- Signature does not compare or match to the voter registration on file.

Provisional voters who use the Edge accessible voting machine receive a voter card that is activated for provisional voting only. The card activator displays a reference number which a poll worker notes on the provisional envelope. After Department staff review the provisional envelope and confirm the voter's eligibility, this number will be referenced so that the accepted ballot will be identified on the VVPAT, duplicated onto a paper ballot in accordance with Secretary of State requirements, and counted.

All accepted provisional ballots are counted using the 400-C machines at City Hall, and then included in the official tally. Beginning 29 days after the election, voters may go to sfelections.org/pv/ and enter the number on their provisional ballot envelope receipt to check whether their vote was counted. For any voters whose provisional ballots could not be counted, the site will indicate the reason that their vote was challenged.

After the election, the Department contacts those individuals who cast provisional ballots but are not registered to vote, and mails them a Voter Registration Form to be completed to be able to vote in future elections.

D. Counting Ballots from Auxiliary Bin and Bin for Ballot Cards with Write-in Votes

During the canvass process, Department staff review any ballot cards from the Insight auxiliary bin, and, in most cases, confirm that they have not been counted. The ballots are then transported to the central count location in the computer room in City Hall and processed using the 400-C machines.

See Attachment, Appendix 1, for the Department's procedures for reviewing ballot cards with write-in votes and tallying valid votes for qualified write-in candidates.

XX. Remaking Ballots

Under certain circumstances, when a ballot is lawfully cast but unreadable by the vote counting equipment, the Department 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 voting machines are remade onto paper ballot cards at Pier 48 beginning Thursday, November 6.

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; and/or
- 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 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

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 a ballot cast on the Edge;
- “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 the 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.

XXI. 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 touchscreen equipment starting on Thursday, November 6, 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 provisional ballots by Friday, November 14.

XXII. Reporting Election Results

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

The Department will release the first preliminary results report 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 9:45 p.m., the reports will include results from ballots cast at polling places. After all polling places have reported, the Department will release a preliminary ranked-choice report as well as post the ballot image files for the ranked-choice contests on *sfelections.org*.

The results will be available from the following sources:

- *sfelections.org* – all results will be posted on the Department's website
- San Francisco Government Television – SFGTV, Channel 26, will report results throughout the night
- City Hall, North Light Court – results will be broadcast as a banner during SFGTV programming and will be displayed on a large monitor; paper copies of results will be available at approximately 8:45 p.m., with updates at 9:45 p.m., 10:45 p.m., and approximately 11:30 p.m.
- Department of Elections, City Hall, Room 48 – paper copies of results will be available and also posted outside the Department's office

B. Updates: Reporting of Results after Election Day

On any day during which the Department counts ballots, the Department will release updated results at approximately 4 p.m. These 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 are counted, the Department will post a notice on *sfelections.org* stating that there is no update.

C: Statement of Vote, Neighborhood and District Statement of Vote, and Neighborhood Turnout Report

At 4 p.m. on the Wednesday, Thursday, and Friday following Election Day, and every day the Department tabulates votes, the Department will release preliminary versions of the following reports:

- Statement of Vote showing a precinct-by-precinct breakdown of votes cast at polling places and by mail
- Neighborhood and District Statement of Vote
- Neighborhood Turnout Report

The Department will release final election results no later than December 2, which is the end of the 28-day canvass period specified by the California Elections Code. The Department will post the final results on selections.org and outside the Department's office, City Hall, Room 48, as well as issue a press release.

XXIII. Canvass of Election Materials: Final Report and Certification of 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 one percent (1%) of the polling places and the vote-by-mail ballots cast by voters in those precincts. The California Elections Code requires the official canvass to begin no later than the Thursday following Election Day.

Official canvass tasks are open to the public, and 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.

A. 1% Manual Tally

During the 28-day canvass period, the Department will conduct a public manual tally of ballots cast in 1% percent of the City's precincts. In accordance with California Elections Code sections 336.5 and 15360, a selection of 1% of the voting precincts is randomly chosen for the manual tally to verify the accuracy of the voting equipment.

The Department will select the precincts included in the 1% manual tally in Department's main office in City Hall room 48. The Department will print each precinct number on pieces of paper and show each piece of paper to any members of the public who are present to confirm that all precincts are included in the drawing, before placing the pieces into a box and mixing the pieces together.

A Department employee will pull one piece of paper from the box at a time, or, a member of the public may be invited to make the selection. This selection process will occur until a sufficient number of precincts equaling 1% of all precincts are chosen, and, additional precincts are selected to ensure that every contest voted in this election is included in the manual tally. Only the contests are included in the 1% manual tally from these additional precincts.

The Department will manually count both polling place and vote-by-mail ballots for these precincts and compare these manual tallies against the results reports reflecting the totals from the machine-counted ballots. If there are any discrepancies between the two tallies, the Department will seek to consider the explanations for such discrepancies.

The Department intends to select the precincts on November 17 and the Department will issue a press release and post a public notice outside of its office of the scheduled dates, time, and places of the random selection of precincts and the resulting manual tally at least 5 days prior to these activities. After the Department randomly selects precincts from which ballot cards will be manually tallied, the Department will retrieve the tabulated polling place and vote-by-mail ballot cards from these precincts. In addition to testing the accuracy of the voting equipment to accumulate and tally votes, the Department will test the voting system's ranked-choice voting (RCV) algorithm by applying the algorithm to those precincts included in the 1% manual tally with RCV contests.

To acquire a results report on machine-counted RCV ballots included in the 1% manual tally to compare against the manual tallies of these cards, the Department will parse these precincts' RCV data from the batches in which this data is included. Then, the Department will run the RCV algorithm using the vote information only from these parsed data sets to generate results reports.

When conducting the 1% manual tally for ranked-choice voting contests, the Department will manually eliminate candidates and then transfer votes to remaining candidates by physically moving the cards amongst piles designated for specific candidates. The Department usually keeps cards cast at polling places and cards cast as vote-by-mail ballots separate from one another. For the precincts involved in the 1% manual tally for ranked-choice voting contests,

however, the Department plans to mix these cards and keep the cards together in boxes after the manual tally.

Prior to the selection of precincts, the Department will need to place counted vote-by-mail ballots into boxes, log which precincts' cards are placed into appropriately labeled boxes, and then transport the boxes of counted ballot cards to the Department's warehouse on Pier 48. The Department will designate one vehicle that is based at the Department's warehouse as the transport vehicle for these boxes of counted vote-by-mail ballots.

The reason the Department must transport these boxes of voted and tabulated vote-by-mail ballots before the election is certified is the Department has insufficient space in its City Hall office to stage these boxes in a secure manner. The Department will assign specific personnel to place the voted cards into these boxes so that there is a chain-of-custody for the handling of these tabulated ballots and to ensure the boxes contain only cards for specific precincts.

The Department will install GPS unit in this designated vehicle so that the vehicle's travel history is registered and reviewable. Additionally, if necessary, the Department will be able to view the real-time path of travel for this vehicle when involved in transporting boxes of tabulated ballots from the Department's office in City Hall to the Department's warehouse on Pier 48. Further, the Department will organize with the Sheriff's Office for a deputy to escort the Department's transport vehicle from City Hall to Pier 48. Once the ballots arrive at Pier 48, these boxes will remain on pallets and shrink-wrapped.

State election law allows 28 days after Election Day for the Department to conduct the canvass and certify the results. No later than December 2, 2014, the Department will certify the final San Francisco vote totals for all federal, state, and local contests and ballot measures.

Upon certification of election results, Department will secure ballots and other election materials on shrink-wrapped pallets, each safeguarded with a tamper-evident seal. The pallets are stored in a secure fenced area of the warehouse for the retention period required under state law.