



Election Plan Consolidated Statewide Direct Primary Election June 8, 2010

I. Introduction

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

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

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

II. Dates and Deadlines

- April 15: Mailing of ballots to overseas voters begins
- May 10:
 - Early Voting begins in City Hall, 8 a.m. to 5 p.m.
 - Mailing of Vote-By-Mail ballots begins
 - Deadline to mail Voter Information Pamphlet to people registered to vote by April 29 (San Francisco Municipal Elections Code 500)
- May 17: Chinese and Spanish Voter Information Pamphlets mailed by this date
- May 24: Deadline to register to vote
- June 1: Deadline for Voters to request Department to mail a Vote-By-Mail ballot.
- May 29 and May 30; June 5 and June 6:
 - Weekend Early Voting at City Hall, 10 a.m. – 4 p.m.
- June 8: Election Day
- June 10: Official Canvass period begins
- July 6: Deadline for Department to Certify the election

III. New Practices

A. New Precincts

Due to the increased registration in the eastern portion of the City, the Department of Elections had to re-precinct or alter and redraw 10 precincts. The changes occurred in Supervisorial Districts 3, 6, 9 and 10. Re-precincting is labor intensive and requires an advanced ability to work with maps and numbers. The re-precincting process generates a tremendous workload since it requires extensive fieldwork to verify street and residential address ranges. Each time a precinct is altered it impacts the neighboring ones which can have a domino effect throughout the city. Every change must be entered into the voter database and re-mapped. There were 27,848 active residential street ranges as of December 2, 2009 in the system.

Due to re-precincting, the number of precincts is now 590, compared to 580 precincts in the last several elections. The Department will now support 567 polling places on Election Day whereas this number previously was 561. The number of mail-ballot precincts has increased from 19 to 23. New precinct maps are being prepared and a digital precinct map is currently posted on the Department's website.

The following Guidelines are used when re-precincting:

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

B. Change in Conditional Certification for Edge Touch Screen

The Secretary of State (SOS) modified its conditional certification of the Sequoia "Edge" touch screen machines for use in California. The SOS removed the requirement that pollworkers must seek a minimum of four volunteers to vote using the touch screen after one person votes using the equipment. The Department will instruct pollworkers to provide paper ballots to all voters unless the voters choose to use the Edge. Pollworkers will not change their approach to voters after one person votes on the touch screen.

The SOS' conditional certification still requires the Department to transfer votes recorded on the Verified Voted Paper Audit Trail (VVPAT) from each Edge onto paper ballots as has occurred

since the City began using the machines in November 2008. The votes on the paper ballots will then be tabulated using the 400-C optical scan machines located in the Department's computer room in City Hall. Since no tallying of votes will occur at the polls, the pollworkers will not transcribe touch screen results onto tally sheets for posting at the end of the night.

The Department will require pollworkers to indicate the number of voters who used the touch screens on the Posted Ballot Statement which is posted at each polling place after the polls close. The Statement will not indicate the actual selections made by voters to protect the confidentiality of those voters. Although the individual votes cast on each machine will not be posted, both the memory cartridge and the VVPAT will record the votes for later review. As in previous elections, the VVPATs will be transported to the Department's warehouse at Pier 48 by the Sheriff's Deputies.

C. Printing Ballots without Tinted Mastheads

As part of its efforts to meet mandatory spending reductions, the Department will provide ballots without tinted mastheads of various colors as in past elections. This minor change reduced the cost of printing ballots by several thousand dollars and the Department intends to follow this practice in future elections.

D. Mailing Information to Non-Partisan and Provisional Voters

The Department will mail several notices to voters who registered to vote without declaring an affiliation to a political party. In March, the Department mailed a postcard notice to voters who have requested permanent Vote-By-Mail status which included a business-reply section with fields to indicate whether these voters wanted to receive a Democratic or Republican ballot for the primary.

For people who registered after the Department mailed the postcard, and who did not choose a party affiliation, the Department mailed a letter that informed these new registrants of their ability to vote a Democratic or Republican ballot. Both the postcard and the letter inform these voters that they may decide to vote a non-partisan ballot and that there is no requirement for them to vote a ballot from one of the two political parties allowing cross-over voting.

To further inform non-partisan voters about the rules related to primary elections, the Department will send two additional, targeted mailers. The first mailer will be sent to non-affiliated voters who do not have permanent Vote-By-Mail status and who voted at polling places during the last primary election. This mailer will include information on California's primary election system including voters' options to vote on ballots for certain political parties and highlighting voters' needing to re-register with specific parties to vote for all contests on those parties' ballots.

The second mailer will target voters who in either of the last two primary elections, February 5, 2008 and June 3, 2008, cast Provisional ballots for parties different than the parties for which they registered. The mailer will emphasize how voters' political affiliations affects their voting options in the upcoming primary election and the importance of re-registering if they want to be eligible to receive a preferred party's ballot.

Additionally, the Department will continue to inform voters about a voter registration look-up tool available on the Department's website. When using this look-up tool, voters will be able to see for which party that they registered and will indicate how they must re-register if they prefer to vote a ballot of a different party.

E. Voting at the Polls: Unaffiliated Voters and Cross-Over Voting Options

To inform unaffiliated voters of their voting options, the pollworkers will be instructed to refer voters to a trilingual tent card displayed on the election table at each polling place. The tent card will explain "cross-over" voting and allow non-partisan voters, prior to signing the roster, to determine if they want to request non-partisan, Democratic, or Republican ballots from the pollworkers.

Voters who are not affiliated with a qualified political party will be given a nonpartisan ballot with nonpartisan contests and measures, unless they request a party ballot for the Democratic or Republican party. While the two political parties allow non-partisan voters to vote on their ballots, the parties still disallow non-partisan voters from receiving and voting on ballots for their County Central Committee candidates.

F. Changes in Format of Election Results

The Department will change the format of the results reports on its website which will now include the ballot title, ballot question and the percentage of votes required to pass a measure. This additional information will allow voters to have a more intuitive and complete review of the results without the need to refer to other sources of information.

G. Election Terminology: Canceled/Void ballots

To ensure voter and pollworker comprehension of the voting procedures, the Department simplified terminology used to identify surrendered Vote-By-Mail ballots and spoiled Precinct ballots. The Department will instruct pollworkers to write "Cancelled" on Vote-By-Mail envelopes that voters exchanged for Precinct ballots at the polling places. "Surrendered" may still appear on the envelopes and will be treated synonymously during the closing of the polls and during the Canvass period.

Additionally, when voters make a mistake when marking their ballots, they can ask the pollworkers for replacements. Upon receiving such cards from voters, the pollworkers will write "Void" on these cards. In the past, pollworkers would write "Spoiled" on cards for which they provided replacements. The Department will, of course, treat as synonymous any cards marked with either "Void" or "Spoiled" during closing of the polls and the Canvass processes.

IV. Voter Outreach and Education

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

The Voter Outreach and Education Program for the Consolidated Statewide Direct Primary Election will maintain objectives from previous years as well as criteria governed by the

California Elections Code, the Voting Rights Act, the Help America Vote Act (HAVA), and San Francisco's Equal Access to Services Ordinance.

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

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

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

Staffing

For the June 8, 2010 Consolidated Statewide Direct Primary Election, the Voter Outreach and Education Division will be staffed with outreach coordinators who speak the following languages:

- Two (2) English/Mandarin/Cantonese;
- Two (2) English/Spanish; and
- One (1) English/Russian

Brochures

For the June 8, 2010 Consolidated Statewide Direct Primary Election, the Department will produce and distribute brochures and posters throughout San Francisco at community presentations, street fairs and festivals, and registration drives. Copies of all brochures and posters will also be made available for distribution by community organizations, with electronic versions available for download from the Department's website.

In compliance with the Voting Rights Act and San Francisco's Equal Access to Services ordinance, voter education materials will be translated into Chinese and Spanish. Additionally, some materials will be produced in Russian. To reach out to individuals with sight impairments, large-print and Braille versions of some materials will be produced and distributed to organizations that serve the disabled community.

Community Presentations

The Department's Outreach Division will begin conducting community presentations during the second week of April. Presentations will be conducted at locations throughout San Francisco such as community centers, schools, places of worship, and organization and neighborhood

meetings. To meet the language needs of organizations, presentations will be conducted in English, Cantonese, Mandarin, Spanish, and Russian. To accomplish this goal successfully, the Department will hire bilingual outreach coordinators in order to communicate effectively in the voter's spoken language.

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

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

Media

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

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

Public Service Announcements

Targeting the ethnic media, the Department will develop a 30-second public service announcement (PSA) to send to Chinese and Spanish-language and local community radio stations six weeks prior to the election. The Department will work with the following media organizations: Northern California Chinese Media Association, KIQI Radio, and KPOO Radio.

Advertising

The Department of Elections will run print advertising in 14 San Francisco Neighborhood Newspapers for the month of May. Two weeks of Chinese- and Spanish-language advertising in both the Singtao Daily and El Mensajero. English-, Chinese-, and Spanish-language advertising will also run in MUNI buses during April and May.

Website

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

eNewsletter

The Department will send eNewsletters directly to voters using email addresses collected from voter registration affidavits. eNewsletters will be used to provide important voter information directly to voters and include links to information on candidates and measures and services provided by the Department. The content of the eNewsletter will primarily be in English with information in Chinese and Spanish directing recipients to where they can find information in those languages. The Department plans to send three eNewsletters: May 10, May 24, and June 7.

V. Pollworker Recruitment and Training

A. Pollworker Recruitment

For the June 8, 2010 Consolidated Statewide Direct Primary Election the Department will recruit approximately 2,500 pollworkers. Each polling place will be staffed with four pollworkers: one Inspector and three Clerks. In addition to 567 Inspectors and 1805 Clerks that will be assigned to work at the precincts, the Department will recruit 100 stand-by pollworkers to station at City Hall for dispatch to precincts as needed on Election Day.

For the June 8, 2010 Consolidated Statewide Direct Primary Election, the Department plans to select 70% of adult pollworkers from a pool of experienced clerks and inspectors and 30% from new applicants. The Department will open the Pollworker Intake Room to conduct testing and process new applicants on April 16. New pollworkers will be recruited through various sources such as Craigslist, community-based organizations, San Francisco State University and the University of San Francisco.

The Department will continue to expand its services to voters who may need language assistance on Election Day. For the June 8, 2010 Consolidated Statewide Direct Primary Election, the Department plans to exceed the 3% standard imposed by the California Elections Code, Chapter 4, Article 1, Section 12303 (b)-(c) by placing at least one bilingual pollworker in every precinct where 10 or more registered voters have requested election material in Chinese or Spanish.

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

In summary:

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

B. Pollworker Training

Pollworker training is conducted each election as mandated by the California Elections Code and the Secretary of State's Training Task Force. The training for the upcoming June 8, 2010 Consolidated Statewide Direct Primary Election will continue to cover the following topics:

- Proper operation of and Department policies regarding the voting system;
- Rights of voters, including language access rights for linguistic minorities, voters with disabilities, and other protected classes as defined in the federal Voting Rights Act;

- Cultural competency, including adequate knowledge of diverse cultures and languages that may be encountered by pollworkers during the course of election day; Knowledge regarding issues confronting voters with disabilities including, but not limited to, access barriers and need for reasonable accommodation; and
- Provisional voting.

Approximately 2,500 pollworkers will be trained in 125 training classes conducted at several locations near City Hall in the month preceding the election. Training for Clerks will begin on Saturday, May 1, 2010 and training for Inspectors will start on Tuesday, June 1, 2010. The classes will include an updated training manual and multilingual glossary of election terms that the Department will provide all pollworkers.

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

In addition to classes in English, the Department will offer optional one-hour pollworker training classes in Cantonese, Mandarin, Spanish and Russian. These classes will emphasize the bilingual pollworkers' role in providing language assistance, the tools available to facilitate this assistance, and specific elections-related vocabulary and phrases.

VI. Voting Equipment

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

A Logic and Accuracy Testing Board oversees the testing, approves the test plan and certifies the results of the test. The L&A Board, which is composed of registered voters from different fields of work is responsible for reviewing and pre-approving the Test Plan, and later, for reviewing and approving the overall result of the test. The L&A Board must approve and certify the testing no later than seven (7) days before the election (California Elections Code Section 15000). For the June 8, 2010 Consolidated Statewide Direct Primary, L&A testing must be certified by June 1. After Department of Elections' staff have completed testing all the machines, the results are presented to the L&A Board.

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

Testing for the 400-C machines located in the Department's computer room in City Hall and used primarily to tabulate Vote-By-Mail ballots will occur on April 26; testing for the Insights, which the optical scan tabulators used in each polling place, will occur from April 27 – May 6; and testing for the Edge II touch screen machines also placed in each polling place, will occur May 20 – May 26, and the testing for the Edge II machines used for early voting will occur on May 6.

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

A. Testing of Voting Equipment Used in Polling Places

For the June 8, 2010 Consolidated Statewide Direct Primary Election, the “Insight” and the Edge II voting machines are stored in the Department’s warehouse at Pier 48, Shed B, which is located near AT&T baseball stadium in San Francisco. The warehouse has been renovated to be a secure facility. As a security precaution, all workers and visitors are required to wear an identification badge. During non-working hours, the warehouse is secured by card-keyed locks, video surveillance cameras, motion detectors, and alarms continuously monitored by a security service.

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

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

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

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

During this manual interface, other functionalities such as audio and connectivity for assistive devices are tested to ensure that they are working correctly. Language translations will be reviewed and finalized outside of L&A by another group before the testing. This is done for each ballot type, which, for the June 8, 2010 Consolidated Statewide Direct Primary Election there are 31 ballot types to be tested.

B. Vote-By-Mail Ballot Equipment

For the June 8, 2010 Consolidated Statewide Direct Primary Election, there are 23 mail-in precincts. Ballots for these precincts, as well as all Vote-By-Mail ballots, will be tabulated using

the 400-C Central Count machine. The testing of the 400-C is planned to occur on April 26, 2010. The Department will publicly notice the scheduled dates for testing at least three days before testing begins. The 400-C machine is located in the Department's computer room in City Hall. The testing of the 400-C machine is conducted similarly to the "Insight" testing.

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

VII. Polling Places

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

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

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

The day after the Election, the Department in conjunction with Sequoia and a moving company, begins retrieving the voting equipment, including the Edges, Insights, grey Insight bins, and red supply boxes and will continue to do so through the following Sunday. Staff searches each polling place for any election-related materials that may have been overlooked on Election Night. If any materials are found, they are placed in the red supply box.

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

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

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

When all of the bins and red supply boxes have been searched, the ballots, stubs and registration cards that were found, are then placed in a red transfer box and the lid is sealed. The DOE staff

sign and place a seal on the lid of the boxes to ensure the containers are sealed. A copy of the spreadsheet is taped to the top of the box.

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

VIII. Ballots

A. Vote-By-Mail Ballots

- Sealed Vote-By-Mail ballots are sent from the printer to the USPS main office on Evans Street in San Francisco for mailing which can begin on May 10, 2010.
- Subsequent requests for Vote-By-Mail ballot will be mailed as the Department receives applications.

B. Vote-By-Mail Generic Ballots

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

C. Returned Vote-By-Mail Ballots

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

D. Precinct Ballots and Precinct Generic Ballots

Unvoted precinct and precinct generic ballots are staged in Brooks Hall and distributed to polling place Inspectors from City Hall Room 34. Rice Bags and precinct ballots will be distributed to the polling place Inspectors upon their completion of training classes beginning Tuesday, June 1 through Saturday, June 5. If Inspectors cannot pick up their ballots after training class, the Department may deliver the cards to their residences.

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

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

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

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

Sheriff's deputies will also obtain the Provisional and Vote-By-Mail ballots that have been dropped off at a polling place and transport these items to the Department's Processing Center at Pier 48. Sheriff's deputies will escort the transport of these ballots to the Department's office in City Hall the day after the election. Department staff are to process all Provisional and Vote-By-Mail ballots to determine whether they can be accepted or must be challenged. Challenged ballots are neither opened nor counted whereas accepted ballots are opened, extracted and prepared for tabulation. California election law (California Elections Code Section 10262) allows 28 days following an election for the election official to conduct the official canvass and certify the election results.

X. Vote Counting

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

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

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

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

- The Department of Elections begins processing Vote-By-Mail ballots after the mailing of Permanent Vote-By-Mail ballots on May 10 by reviewing the signatures on the envelopes upon their arrival. The Department can begin opening the envelopes seven business days before the election – May 28.
- For this election, Vote-By-Mail ballots are to be processed at the Central Count location in the Department's computer room in City Hall using the 400-C optical scanning machines. After the ballots are verified, the Ballot Distribution division receives the accepted ballots. The ballot envelopes are then sorted by precinct number, opened, and extracted in Room 59 in City Hall. Once the ballots are removed, they are prepared for counting in the DOE Computer Room; header cards are placed between each precinct and log sheets are completed for each box of voted ballots. When ballots are moved from Room 59 to the Computer Room, a transport

log is used to ensure the chain of custody. During ballot counting, any ballot that cannot be processed by the 400-C machine is set aside for manual review and “remake” if required. The 400-C machines also separate write-in ballots which will require manual review and tally.

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

B. Counting Precinct Ballots

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

C. Counting Provisional Ballots

San Francisco will use 31 ballot types for this election. Provisional envelopes contain the ballots of voters whose names did not appear on the roster of the polling place in which they voted. Provisional ballots require individual review by a Department of Elections employee who compares the signature on the pink envelope to the voter’s signature on the affidavit of registration on file. This process is performed by using the registration database to identify the voter and determine whether the voter is registered and which ballot type the voter should have voted according to the voter’s current residential address. The database is programmed to compare whether the ballot type issued to the voter is the ballot type the voter is entitled to vote, in which case all of selections for the candidates and measures will be counted for the entire ballot. The “Help America Vote Act” (HAVA) and California Election Code Section 14310 (3)(b) states, “If the ballot cast by the voter contains candidates or measures on which the voter would not have been entitled to vote in his or her assigned precinct, the elections official shall

count only the votes for the candidates and measures on which the voter was entitled to vote in his or her assigned precinct.” Provisional ballots are challenged and will not be counted for the following reasons:

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

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

XI. Remaking Ballots

Under certain circumstances, when a ballot is lawfully cast but unreadable by the vote counting equipment, the Department of Elections must "remake" the ballot so it can be read and processed by the equipment. For example, ballots that are torn, bent, folded, dirty, damp or damaged must be remade. The remade ballot must reflect the voter's intent insofar as the voter's intent can be determined from the defective ballot. This process takes place in the Department’s conference room from May 28 until June 7, and after June 7 will take place in City Hall Room 34, and may continue until the election is certified. Votes recorded on the VVPAT from Edge touch screens will remade onto paper ballot cards at Pier 48.

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

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

What is the Process for Remaking Ballots?

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

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

A ballot card must be remade if:

- The ballot card is torn;
- The ballot card is ripped;

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

Examples of incorrect marks are:

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

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

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

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

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

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

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

For example: For a Vote-By-Mail ballot, precinct number 3254, remade by MM on 05/20/09, 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 05/20/09001

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

Common Situations for Remaking a Ballot

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

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

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

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

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

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

When is the Remake Process Completed?

The remake process continues until all ballots have been examined and, if necessary, remade. The remakes are then counted and tabulated by precinct by the 400-C equipment. All ballots must be processed, counted and tabulated within 24 days of the election.

- Write-In Votes for the Insight

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

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

Ballot Cards with Write-In Votes

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

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

1. Only certified write-in candidates (from certified write-in list)

a) Write-in is the only vote for that choice (no overvote):

Ballot card is ready for processing; no remake is necessary (unless another write-in choice requires a remake).

b) Write-in is not the only vote for that choice (overvote):

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

2. Only candidates whose names appear on the ballot

a) Write-in is the only vote for that choice (no overvote):

The ballot card must be remade, with the candidate's name selected from the ballot list rather than written in. Other choices without write-in votes and other contests are recreated exactly as on the original ballot. *Refer to Remake Procedure*

b) Write-in is not the only vote for that choice (overvote):

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

3. Only invalid candidates or blanks

a) Write-in is the only vote for that choice (no overvote):

The ballot card must be remade, with the choice that included the write-in skipped, and other choices without write-in votes and other contests recreated exactly as on the original ballot. *Refer to Remake Procedure*

b) Write-in is not the only vote for that choice (overvote):

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

4. Any combination of the above

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

XII. Reporting Election Results

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

After the polls close, the Department will first release results at approximately 8:45 p.m. which will represent the tallied results from the Vote-By-Mail ballots received before Election Day. The Department will tabulate and release results from votes cast at the polling places as they become available until 100% of precincts have reported. The results will be displayed on a large-screen television in the North Light Court in City Hall, SFGTV Channel 26, and on the Department's website: www.sfelections.org.

B. Updates: Reporting of Results after Election Day

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

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

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

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

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