



**Election Plan**  
**June 3, 2014, Consolidated Statewide Direct Primary Election**

**I. Introduction**

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

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; conducts testing of Insight optical-scan voting machines, and Edge accessible touchscreen 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; organizes the collection of the election data and voted ballots on election night; provides for the tabulation of voted ballots; and conducts the official canvass of votes cast.

The Department drafts an Election Plan prior to every election as required by San Francisco Charter section 13.103.5. The Election Plan provides information on how the Department will conduct an election in a manner that is free, fair, and functional. Afterwards, the Elections Commission will assess whether the Election Plan achieved that goal. Following is the plan for the June 3, 2014, Consolidated Statewide Direct Primary Election.

This Plan is organized according to the subjects listed below.

- II. Dates and Deadlines
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- XV. Reporting Election Results
- XVI. Canvassing of Election Materials: Final Report and Certification of Results

## II. Dates and Deadlines

- **April 4:** Preparation for mailing ballots to military and overseas voters begins
- **April 19:** Deadline to transmit ballots to military and overseas voters who by that date have submitted the application
- **May 5:**
  - 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
- **May 9:** Target date for mailing Chinese and Spanish Voter Information Pamphlets
- **May 19:** Deadline to register to vote
- **May 20:** Deadline to appoint bilingual poll workers to polling places
- **May 20 – May 27:** Extension of registration deadline for new citizens who are sworn in after the registration deadline
- **May 24 – May 25; May 31 – June 1:** Weekend Early Voting takes place at City Hall, 10 a.m. to 4 p.m.
- **May 27:**
  - 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
- **June 3:** Election Day
- **June 5:** Official Canvass period begins
- **July 1:** Deadline to certify the election and issue the certified statement of results

## III. New Practices

### A. Ballot Information for the June 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 for state constitutional and legislative offices and United States congressional offices are conducted in California. These offices are now known as “voter-nominated” offices.

All candidates running for voter-nominated offices appear on the same ballot, regardless of the candidates’ party preferences. Any voter may vote for any candidate for these offices, regardless of the voter’s party preference. Accordingly, all voters in a jurisdiction will receive identical ballots; there will not be party-specific ballots.

The voter-nominated offices on the June 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

The Superintendent of Public Instruction contest and one Judge of the Superior Court contest also appear on the June ballot. These are nonpartisan offices. Voters can vote for any candidate for nonpartisan offices.

There are two state ballot measures and two local ballot measures on the ballot.

County central committee contests do not appear on the ballot for the June 2014 election. Voters will elect members of the county central committees at the next presidential primary in June 2016.

There will be 10 ballot types for the June 2014 election. The ballot will consist of 2 ballot cards.

### **B. Informing Voters About Location of Their Polling Place**

For the June 2014 election, the Department will support 576 polling sites, compared to 411 sites from the November 2013 election.

All voters can find the printed address for their polling places, along with a vote-by-mail ballot application, on the back cover of their Voter Information Pamphlets, which are mailed to every voter at least 29 days before every election. The Pamphlets' front cover also features a Quick Response (QR) code, which can be scanned with a smartphone to take the users to the mobile version of the polling place lookup tool.

Additionally, voters can check the location using the lookup tool on the Department's website that interfaces with Google Maps for easy door-to-door walking, 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 will feature a QR code that can be scanned with a smartphone to access the polling place lookup tool.

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

**C. Creating and Distributing a Public Service Announcement Video “Be A Voter”**

For the June 2014 election, the Department will debut the first in its library of evergreen public service announcement videos intended to encourage registering and voting among San Franciscans. The “Be A Voter” PSA will feature San Francisco voters – a skater, “foodie”, musician, community volunteer, and photographer – participating in their favorite pastime while asking viewers to be voters, too. This message is intended to show that while San Franciscans may have different interests, being a voter is the interest shared by citizens from different communities. The PSA will continue the Department’s efforts to increase its voter outreach and extend the “Be A Voter” theme that has been part of the Department’s outreach programs since 2012. The Department plans to submit the “Be A Voter” PSA to local movie theaters, local broadcast and cable television stations, including commercial, public, and the San Francisco government channel, and to post it on the Department’s website, YouTube channel, and Facebook.

**D. Reaching Every Residential Household in San Francisco to Encourage Voter Registration and Election Participation**

For the last several elections the Department has sent a trilingual postcard explaining key election dates and what is on the ballot to all voting households a few weeks prior to Election Day. For the June 2014 election, the Department will expand its reach by sending a postcard to all San Francisco residential addresses, encouraging all citizens to register and vote. This mailer is intended to reach approximately 354,000 residential households in San Francisco, and to convert eligible nonvoters into registered voters, while still reminding current voters about the upcoming election.

**E. Supporting Agencies in Meeting the National Voter Registration Act Requirements to Expand Election Awareness and Voter Registration Opportunities**

The enactment of Senate Bill 35 (SB 35) codified portions of the National Voter Registration Act of 1993 (NVRA) 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. These include: California Work Opportunity and Responsibility to Kids (CalWORKs) Program; CalFresh Program, formerly known as Food Stamps; Medi-Cal Program; Independent Living Centers; Mental Health Providers; etc. The Department will collaborate with San Francisco-based NVRA agencies to provide voter registration training and to develop processes for supplying agencies with Voter Registration Cards (VRCs), tracking serial number ranges of VRCs provided to each agency and the completed VRCs as they are returned to the Department, and monthly reporting to the Secretary of State’s office on the number of VRCs received from each NVRA agency.

**F. Enhancing Awareness of Vote-by-Mail Ballot Curbside Drop-Off Stations**

The curbside drop-off stations initiated for the November 2013 election were well received by San Francisco voters, with 2,176 voters stopping by to drop off their ballots over the course of four days.

For the June 2014 election, the Department will again offer curbside drop-off stations outside entrances to City Hall on the Saturday, Sunday, and Monday prior to the election, as well as on Election Day. Drop-off stations will be promoted in the insert provided with the vote-by-mail ballots, the Voter Information Pamphlet, and several press releases and social media postings. The Department will further enhance the awareness of drop-off stations by placing trilingual large-print banners saying “Drop Off Ballot Here” on all four sides of each station; signage for designated “Voter Parking Only” zones in front of each station; and solar-powered lighting for the morning and evening hours on Election Day. To further enhance election awareness, City Hall will be lit up in red, white, and blue on the evenings of June 2 and June 3.

### **G. Expanding Language Assistance**

The California 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).) In analyzing the precinct data from the November 2012 election and the 2010 U.S. census, the Secretary of State’s office determined that, for the June 2014 election, in addition to Chinese and Spanish, in some precincts, the Department must provide language assistance in Japanese, Korean, Tagalog, or Vietnamese. Specifically, for each identified precinct, the Department will provide a translated facsimile of the ballot and related instructions, Voter Information Guides and Voter Bill of Rights posters in the specified language(s) and strive to assign poll workers fluent in those languages.

In an effort to expand the pool of bilingual poll workers, the Department has been actively promoting opportunities for volunteering at the polls. The Department developed multilingual recruitment materials, including a poster and a flyer that were distributed at many outreach events and sent to public schools and administrative sites, local community organizations, public health sites (clinics, waiting rooms, etc.), and the offices of local officials. The materials will be distributed at the outreach events planned in the lead-up to the June election. Recruitment methods also included ads and public service announcements in language-specific newspapers and media, such as Asian Journal, Vietnam Daily News, Nichi Bei Weekly, the Korea Times, and El Tecolote.

To seek bilingual poll workers, the Department mailed approximately 29,000 recruitment postcards to households in which one or more registered voters were born in a country where one of the five identified languages – Japanese, Korean, Spanish, Tagalog, or Vietnamese – is spoken predominately. Additionally, the Department featured recruitment information on its website and Facebook page.

To expand language assistance, the Department has begun offering telephone interpretation services in as many as 200 languages, including Tagalog, Vietnamese, Korean, and Japanese. This service is made available through a contract with LanguageLine Solutions, which provides real-time translation between a voter and a Department staff member, and is available to voters year-round.

## **H. Implementing New Law Allowing Lawful Permanent Residents to Serve as Poll Workers**

The enactment of Assembly Bill 817 (AB 817) changed one of the requirements for people to serve as poll workers, expanding the field of individuals who may volunteer on Election Day. Specifically, the bill repealed the requirement that a person be a registered voter to be a poll worker, allowing election officials to recruit lawful permanent residents to assist voters at the polls. The bill specifies that, while non-citizens may serve as poll workers, they are not allowed to perform the duties of polling place Inspectors.

The Department has revised its poll worker recruitment materials to reflect this change in the requirements.

## **I. Implementing the Use of New Closing Bags**

In an effort to reduce the Department's carbon footprint and to improve the efficiency of existing processes, the Department acquired reusable canvas bags to replace single-use plastic bags for the transport of ballots and other election materials from polling places to the Department's facilities at the close of the polls.

The new canvas bags vary in size and are color coded according to the type of election material they are designed to hold. This will provide the poll workers with an immediate visual clue, allowing for more efficient packing of ballots and election materials on Election night. Additionally, the color-coded bags aid in sorting the materials at the Processing Center on Election Night and during the Canvass process.

The Department introduced the new canvas bags in the Poll Worker Network meeting that was conducted in March. The attendees of the meeting overwhelmingly supported the implementation of the bags, saying that they will enable poll workers to complete their closing duties greater ease and accuracy.

## **J. Offering Supplemental Online Training to Election Day Support Personnel**

For every election, the Department employs and trains Field Election Deputies (FEDs) to provide assistance to the poll workers and to serve as liaisons between the polling places and the Election Center. In addition to specified tasks, FEDs are assigned ad hoc tasks throughout the day, including troubleshooting voting equipment. Training for FEDs includes a hands-on practice session in which a trainer directs a group of FEDs as they practice setting up, operating, troubleshooting, and closing the voting equipment.

For the June 2014 election, the Department will produce a video detailing troubleshooting steps for resolving voting equipment issues that may arise on Election Day. FEDs will view the video in training sessions as a supplement to the hands-on activities related to voting machine operations. Additionally, the Department will post the video online, allowing FEDs to review the information before attending their training sessions, and to refresh their knowledge before Election Day. In addition to the Troubleshooting Guide in their binders, FEDs will have a choice of using the guide in a video format that they can access from their smartphones on Election Day.

#### **IV. Observation Activities**

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

##### **Pre-Election**

- Logic & Accuracy (L&A) testing of voting machines, which includes the following:
  - Insight machines (precinct ballot optical scan tabulators)
  - 400-C machines (vote-by-mail and precinct ballot high speed optical scan tabulators)
  - Edge II machines (touchscreen units designed primarily to assist people with specific needs to vote independently and privately at the precinct or early voting counter)
- Receipt and storage of vote-by-mail ballots
- Signature/eligibility verification of vote-by-mail ballots
- Opening and preparation for counting of vote-by-mail ballots
- Poll worker training classes

##### **Election Day**

- 576 Polling Place Locations Citywide 7 a.m. - 8 p.m.
- Election Day voting at City Hall 7 a.m. - 8 p.m.
- Processing vote-by-mail ballots in City Hall
- Processing Center at Pier 48

##### **Election Night**

- Tabulation of vote-by-mail ballots can be viewed through the observation window of the Department of Elections, City Hall, Room 48 where the two monitors provide real-time viewing of tabulation
- Election Night results can be viewed in the North Light Court at City Hall

##### **Post-Election – Official Canvass**

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

The Department will prepare an “Observer Guide” describing general rules for observing voting activity and Election Day processes. The copies of the guide will be available at the Department’s office and on the website. In May, the Department will conduct an "Open House" to provide the public and the media with the opportunity to observe various election preparations.

## **V. Voter Outreach and Education**

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

For the June 2014 election, the Department's outreach will focus on making voter registration available to all eligible San Franciscans, explaining voting in California Open Primary election, 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 continues to seek collaboration in disseminating important election information, promoting election, and gathering feedback to improve the outreach methods of educating voters. The Voter Information Network (VIN) 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.

### **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 the June 2014 election include working with the San Francisco Public Library and displaying information and materials in 28 branches and the Main Library; purchasing Municipal Transportation Agency (MUNI) vehicle interior, vehicle exterior, and bus shelter advertising for display in May; 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.

To continue outreach efforts to San Francisco public and private high schools, the Department will contact teachers and administrators to ascertain if the schools are interested in having the Department provide presentations on the opportunity to become a poll worker for the upcoming election and general voter information as well as distribute voter registration cards. The general voter information presentation will include information explaining registration process for first-time voters and the importance of voting. At the end of the presentation, students will receive Voter Registration Forms to fill out and to take home for their parents. To further expand its voter outreach to young voters, the Department will continue including the voter outreach component in the high school student poll worker training class curriculum. Through this additional training component, the Department anticipates reaching 1,000-1,200 students and their families.

### **Strategy III: Providing multilingual information to the public at outreach events and presentations**

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 and outreach presentations with VIN organizations to offer assistance with providing registration materials and accurate, nonpartisan information about the upcoming election in English, Cantonese, Mandarin, and Spanish. Typically, outreach presentations last 20-30 minutes. Afterwards, coordinators register voters, distribute materials, and answer individual questions. Presentations vary in content, which allows groups to request information aligned with the needs of their clientele.

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. Locations include public libraries and BART stations across the city. Special effort to register individuals will be made in the days just prior to the close of registration on May 19.

### **Strategy IV: Presenting a multilingual mass media campaign**

The Department's outreach materials will continue to urge San Franciscans to "Be A Voter" in the June 2014 election. 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.

#### **Press**

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

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

## **Print**

*Newspapers*—Print advertising will run in neighborhood newspapers during the month of May. 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 May through Election Day, the Department will run bus ads in English, Chinese, and Spanish on 333 Muni bus interiors; 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 impressions 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 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 May, 354,000 San Francisco households will receive a trilingual postcard announcing the election and explaining key dates for registering and voting.

*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.

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

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

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

The Department will continue to utilize *sfelections.org* and its online tools, Facebook, Twitter, and YouTube to interact with all voters via virtual outreach.

*sfelections.org*—Visitors to the Department’s 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.

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

In addition to general services provided to customers visiting the Department’s office, the Department operates public telephones Monday through Friday, during business hours. The Department has dedicated telephone lines to provide multilingual voter services in Cantonese and Mandarin (415-554-4367) and Spanish (415-554-4366) as well as telecommunication services to the deaf and hearing impaired (415-554-4386). As a LanguageLine Solutions client, the Department has year-round access to over-the-phone interpretation of over 200 languages.

In May, the Department will expand its phone assistance and will operate a five member public phone bank to answer the public inquiries prior to and through Election Day.

For public inquiries and requests in e-mail form, the Department will continue using its established SFVote e-mail system. Customers can write to [sfvote@sfgov.org](mailto:sfvote@sfgov.org) requesting information or assistance with registration, candidate filing, voter data files, and other matters or contact the Department at (415) 554-4375.

## **VII. Poll Worker Recruitment and Training**

### **A. Poll Worker Recruitment**

For the June 2014 election, the Department will recruit approximately 2,900 poll workers, and, when factoring in a cancellation rate of approximately 11%, will assign over 2,600 poll workers to precincts. Each polling place will be staffed with four poll workers: one Inspector and one Clerk, and two additional Clerks or Students. In addition to 576 Inspectors, over 800 Clerks and 1,300 High School Student Poll workers will be assigned to work at the precincts. The Department will also recruit approximately 80 stand-by poll workers to be stationed at City Hall for dispatch to precincts as needed on Election Day.

The Department plans to select approximately 66% of adult poll workers from a pool of experienced clerks and inspectors and 34% from new applicants. The Department 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 a mailer to approximately 29,000 households; ads in neighborhood newspapers; PSAs on local television channels; outreach to community-based organizations and city departments, as well as

28 public and private high schools. In April, the Department will open the Poll Worker Hiring Office to conduct testing and process new applicants.

To provide services to voters with limited English proficiency, the Department will recruit and assign bilingual poll workers as follows:

- 555 Chinese-speaking poll workers to 469 precincts (81% of 576 precincts)
- 283 Spanish-speaking poll workers to 283 precincts (49% of 576 precincts)
- 166 Tagalog-speaking poll workers to 166 precincts (28% of 576 precincts)
- 79 Vietnamese-speaking poll workers to 79 precincts (13% of 576 precincts)
- 23 Japanese-speaking poll workers to 23 precincts (4% of 576 precincts)
- 20 Korean-speaking poll workers to 20 precincts (3% of 576 precincts)

The Department plans to recruit an additional 25 Chinese-speaking, 20 Spanish-speaking, 15 Tagalog-speaking, and 5 each Vietnamese, Japanese, and Korean-speaking standby poll workers to be dispatched to the precincts if needed on Election Day.

### **B. Poll Worker Training**

Poll worker training is conducted each election to prepare poll workers for service on Election Day. Poll workers serve from 6 a.m. to approximately 10 p.m. on Election Day.

For the June 2014 election, approximately 2,900 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 memory devices and ballot collectors.

#### *Training Curriculum and Schedule*

Different class curriculum will be developed to support the training of election workers: Inspectors, New Inspectors, Clerks, New Clerks, and High School Student Clerks.

Training for Clerks will begin on Friday, April 25 and training for Inspectors will begin on Tuesday, May 27.

Training classes will continue to focus on the following topics:

- Rights of voters, including language access rights for linguistic minorities, voters with disabilities, and other protected classes as defined in the Voting Rights Act;
- Proper operation of the voting equipment;
- Procedures for standard voting, and 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*

Poll workers will receive a copy of the Poll worker Training Manual and multilingual glossary of election terms in class. The training manual and interactive review materials developed

specifically for this election will be available online prior to the start of classes for those wishing to review the material before attending the class.

#### *Class Room Presentation and Videos*

Classes will be conducted using a standardized PowerPoint presentation explaining the procedures for opening, processing the voters, and closing. Procedures for processing different types of voters will be reinforced through short videos produced specifically for the upcoming election. The curriculum will include a hands-on section that will allow poll workers to independently conduct closing procedures such as counting unused ballots and other election materials, and signatures in the Roster.

#### *Practice Labs*

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

#### *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 online courses in Chinese and Spanish languages than during previous years when the bilingual training was offered in person. Due to increased completion rates and positive poll worker feedback, the Department will continue offering online bilingual courses prior to the June 2014 election. The online training will cover commonly used 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 provide information via an optional online survey hosted by SurveyMonkey. The Department will review the poll workers' responses and incorporate their feedback in the future curriculum and procedures, where appropriate.

Additionally, the Department will compile evaluations for precinct teams. Polling place Inspectors will receive post-election evaluations with assessment criteria based on Canvass findings and field reports. The Department began the practice of providing precinct team evaluations in the November 2012 election and received a very positive feedback from poll workers. This process allows the Department to gain better understanding of poll workers' challenges and also identify areas for improvement, as well as to provide poll workers with an analysis and acknowledgement of their efforts on Election Day.

### *Poll Worker Network*

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 representative of San Francisco neighborhoods, years of service as a poll worker, and the type of the facility that hosted a polling place in which they worked (i.e., school, garage).

The most recent meetings focused on the expanded language assistance at the polls, the implementation of new canvas bags, and revisions to procedures on how to set up voting equipment. The members were tasked with reviewing training materials surrounding these topics and providing feedback. The suggestions that were gathered from the group have been used to revise the training curriculum and Election Day materials, which has proven to be a valuable mechanism in keeping procedures aligned with poll worker experiences in the field.

## **VIII. Voting Equipment**

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

A Logic and Accuracy Testing Board oversees the testing, approves the test plan and certifies the results of the test. The L&A Board, which is composed of registered voters from different fields of work, is responsible for reviewing and approving the Test Plan, and later, for reviewing and approving the overall result of the test. The L&A Board must approve and certify the testing no later than seven (7) days before the election (California Elections Code Section 15000). For the June 2014 election, the L&A Board must approve and certify the test result by May 27.

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

Testing for the 400-C machines located in the Department's computer room in City Hall and used primarily to tabulate vote-by-mail ballots will occur on April 24; testing for the Insights, which are the optical scan tabulators used in each polling place, will occur on April 28 – May 5; testing for the Edge II touchscreen machines also placed in each polling place, will occur on May 6 – 16, and the testing for the Edge II machines used for early voting will take place on May 1.

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

### **A. Testing of Voting Equipment Used in Polling Places**

The Insights and the Edge II voting machines are stored in the Department's warehouse at Pier 48, Shed B, which is located near AT&T baseball stadium in San Francisco. To ensure security of the voting equipment, the warehouse is secured by card-keyed locks, video surveillance cameras, motion detectors, and alarms that are continuously monitored by a security service.

Once test ballots arrive at the warehouse from the printer, ballot test decks are sorted and prepared to begin L&A testing of the voting system. At least 576 Insight machines and 576 Edge II 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 reset to zero values.

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

The Edge testing involves the running of a vote simulation that automatically casts pre-determined votes over a set number of ballots. After the simulation is completed, the Voter Verifiable Paper Audit Trail (VVPAT) is printed for each machine and reviewed to confirm that the results match the pre-determined test results report for the Edge. The testing also involves manual voting by using the touchscreen interface to input test votes to determine whether the machines are properly registering votes.

During this manual interface, other functionalities such as audio and connectivity for assistive devices are tested to ensure that they are working correctly. The translations of the touchscreen ballot in Chinese and Spanish are reviewed and finalized outside of L&A by another group before the testing.

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

For the June 2014 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 two ballot types will be used for the test.

## **IX. Polling Places**

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

Prior to Election Day, the Insight and Edge II machines, red boxes, and additional supplies are delivered to the polling places throughout San Francisco. After scanning the bar codes on each of these items that indicate the precinct numbers to which the equipment is assigned, staff pull

the Insights and Edges and place them on rolling racks, organized according to predetermined delivery routes. Department staff and delivery vendor staff together cross check the Insights and Edges precinct numbers and the address of the facilities, using a route sheet, as they load the trucks. After confirming the information is correct 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.

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

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

## **X. Ballots**

### **A. Vote-By-Mail Ballots**

- Sealed vote-by-mail ballots are sent from the printer to the USPS main office on Evans Street in San Francisco for mailing which can begin on May 5.
- Subsequent requests for vote-by-mail ballot will be mailed as the Department receives applications.

### **B. Vote-By-Mail Generic Ballots**

- Unvoted vote-by-mail generic ballots used at the Department's early voting counter in City Hall will be secured in City Hall Room 59.

### **C. Returned Vote-By-Mail Ballots**

- The Department will securely store all voted vote-by-mail ballots in the Department's office at City Hall Room 48.

### **D. Precinct Ballots and Precinct Generic Ballots**

Unvoted precinct and precinct generic ballots will be delivered to the Department's warehouse on Pier 48 where Department staff will perform an inventory audit of the ballots received and will conduct a quality control check for correct print of precinct numbers, ballot types, ink, etc. On May 24, the Department staff will transport the ballots, packaged specifically for each



precinct, to City Hall for distribution to polling place Inspectors from the City Hall Cafeteria and Room 34.

Supply Bags with precinct ballots will be distributed to the polling place Inspectors upon their completion of training classes beginning Tuesday, May 27 through Saturday, May 31. If Inspectors cannot pick up their ballots after training class, the Department may deliver the ballots and supplies to their residences.

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

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

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

Deputy Sheriffs will retrieve the voted, unvoted, provisional and vote-by-mail ballots, and transport these items to the Department's Processing Center at Pier 48. Sheriff's deputies will escort the transport of these ballots to the Department's office in City Hall the day after the election. The Department staff are to process all provisional and vote-by-mail ballots to determine whether they can be accepted or must be challenged. Challenged ballots are neither opened nor counted whereas accepted ballots are opened, extracted and prepared for tabulation.

## **XII. Vote Counting**

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

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

The ballot extractor will cut the envelopes on the sides and open the cut envelopes to facilitate manual extraction of the ballots. Throughout this period, the side of the envelope with the voter's identifying information will be kept facing downward so as to protect the voter's privacy. Extracted ballots will then be delivered for tabulation to the Department's computer room. The polling place roster will indicate whether the Department issued to a voter a vote-by-mail ballot. When voting at the polls, the voter will have to surrender the vote-by-mail ballot before being issued a precinct ballot or cast a provisional ballot. The Department also provides to each polling place a supplemental list of voters who requested vote-by-mail ballots which is printed

the day before Election Day. The poll workers use this supplemental list to update the rosters with the most recent information possible.

- The Department of Elections begins processing vote-by-mail ballots after the mailing of permanent vote-by-mail ballots on May 5 by reviewing the signatures on the envelopes upon their arrival. The Department can begin opening the envelopes seven business days before the election – May 27.
- For this election, vote-by-mail ballots are to be processed at the Central Count location in the Department’s computer room in City Hall using the 400-C optical scanning machines. After the ballots are verified, the Ballot Distribution division receives the accepted ballots. The ballot envelopes are then sorted by precinct number, opened, and extracted in Room 59 in City Hall. Once the ballots are removed, they are prepared for counting in the Department’s computer room; header cards are placed between each precinct and log sheets are completed for each box of voted ballots. When ballots are moved from Room 59 to the computer room, a transport log is used to ensure the chain of custody. During ballot counting, any ballot that cannot be processed by the 400-C machine is set aside for manual review and “remake” if required. The 400-C machines also separate write-in ballots which will require manual review and tally.
- During the canvass process, ballots from the Insight auxiliary bin are also reviewed. Once the Department determines during the canvass - the process of reconciliation and review of all election materials sent to the polling places - that the auxiliary bin ballots have not been counted by the Insight on Election Day at the polls, the ballots are transported to the Central Count location in City Hall. They are then processed through the 400-C machines, similar to the way vote-by-mail and provisional ballots are counted.

### **B. Counting Precinct Ballots**

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

### **C. Counting Provisional Ballots**

Provisional envelopes contain the ballots of voters whose names did not appear on the roster or who voted at the wrong precinct. Provisional ballots require individual review by a Department employee who compares the signature on the envelope to the voter’s signature on the affidavit of registration on file. This process is performed by using the registration database to identify the

voter and determine whether the voter is registered and which ballot type the voter should have voted according to the voter's current residential address. The database is programmed to compare whether the ballot type issued to the voter is the ballot type the voter is entitled to vote, in which case all of selections for the candidates and measures will be counted for the entire ballot. The "Help America Vote Act" (HAVA) and California Election Code Section 14310 (3)(b) state, "If the ballot cast by the voter contains candidates or measures on which the voter would not have been entitled to vote in his or her assigned precinct, the elections official shall count only the votes for the candidates and measures on which the voter was entitled to vote in his or her assigned precinct." Provisional ballots are challenged and will not be counted for the following reasons:

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

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

#### **D. Counting Ballots with Write-in Votes**

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

### **XIII. Remaking Ballots**

Under certain circumstances, when a ballot is lawfully cast but unreadable by the vote counting equipment, the Department of Elections must "remake" the ballot so it can be read and processed by the equipment. For example, ballots that are torn, bent, folded, dirty, damp or damaged must be remade (California Elections Code Section 15210). The remade ballot must reflect the voter's intent insofar as the voter's intent can be determined from the defective ballot. The unreadable ballot is called the "original." The duplicate ballot is called the "remake."

This process will take place in the Department's conference room in City Hall beginning approximately one week before Election Day and may continue until the election is certified. Votes recorded on the VVPAT from Edge II touch screens are remade onto paper ballot cards at Pier 48 beginning Thursday, June 5. The remake process, like all aspects of ballot processing, is open to the public.

#### **A. What Ballots Require a Remake?**

All vote-by-mail and provisional ballots (together with any precinct ballot cards that were not processed on an Insight machine at the polling place and the Edge remade ballots) are processed using the 400-C machine. For any ballots that the Central Count 400-C machine outstacks, or is

unable to tabulate completely, for reasons such as overvotes, undervotes, and not readable, the ballots must be reviewed by a Remake Team to determine whether a remake is necessary.

However, before the vote-by-mail and provisional ballots are processed on the 400-C machines, these ballots are visually screened for obvious defects that may prevent the 400-C machines to read them accurately. Ballots falling in this category are collected even before they are read on the 400-C machines and are set aside for remake. Some of the common examples of these defects are as follows:

- The ballot card is torn.
- The ballot card is ripped.
- The ballot card is bent, folded, creased or wrinkled.
- The ballot card is damp, dirty or sticky.
- The ballot card precinct number does not match the precinct number in the envelope.

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

Each Remake Team consists of four members – two Screeners, and two Markers. The Screeners determine which ballots require a remake and how the remake should be done. Working together, the two Screeners review every contest on each ballot to determine whether a remake is necessary as they separate them into three bins for three categories:

- a. Ballots requiring a remake
- b. True Overvoted Ballots
- c. True Undervoted Ballots

Note: Remake Team training.

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

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

**B. Determining which Outstacked Ballot Card Requires a Remake**

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

A ballot card must be remade if:

- The voter made a mark that cannot be detected by the vote counting equipment (which would be outstacked as an undervoted card); and/or
- The voter failed to mark the ballot by connecting the head and tail of the arrow (as directed in the voting instructions) but instead used an incorrect mark, and used the same incorrect mark consistently for every contest.

Examples of incorrect marks are:

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

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

- The voter marked the ballot with a sticker or stamp to indicate the name of a write-in candidate;
- The voter wrote in the name of a qualified write-in candidate but failed to connect the head and tail or the arrow pointing to the space for write-in candidates.

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

### **C. Determining the Valid and Invalid Marks for Remaking**

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

Once the Screeners determine that a remake is necessary and that the voter's intent is clear, they proceed to stamping the vote marks on the original ballot. A stamp of "Duplicate" on a vote mark means that the vote mark should be copied to the duplicate ballot. A stamp of "Void" on a vote mark means that the vote mark should not be copied on the duplicate ballot. Both Screeners

must agree on the interpretation otherwise they would need to refer their interpretations to the Manager (as stated previously). These stamp marks would be the basis for the Markers when remaking the ballot.

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

#### **D. Marking the Duplicate Ballot**

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

Before the Markers start duplicating the ballots, they are instructed to mark the bottom part of original ballot and its corresponding duplicate ballot with the same reference code. All duplicate ballots are clearly stamped “Duplicate”. The Markers must code both the original ballot and the duplicate with the following information:

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

For example: For a vote-by-mail ballot, precinct number 3254, remade by MM on 11/20/10, where the remake was the first remake in a sequence starting with the number 001 (and continuing with 002, 003, etc.), both the original and remake would include the following coding:

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

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

#### **E. Random checking**

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

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

#### **F. Processing the Duplicate Ballots**

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

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

#### **G. When is the Remake Process Completed?**

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

### **XIV. Ballot Processing Schedule**

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

**B. Touchscreen Ballots:** The Department will review the votes cast on the touch screen equipment starting on Thursday, June 5, at the Department's warehouse on Pier 48. At this time the Department will begin to transfer the votes recorded on the Voter Verified Paper Audit Trails attached to each touchscreen unit onto paper ballots which will be then tabulated in the Department's computer room in City Hall.

**C. Provisional Ballots:** The Department plans to complete the review and tabulation of accepted, or, valid, provisional ballots by Friday, June 13.

## **XV. 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 8:45 p.m. the reports will include results from ballots cast at polling places.

The Department will post all results reports on its website. Additionally, the results will be available from the following sources:

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

### **B. Updates: Reporting of Results after Election Day**

After Election Day, and for any day during which the Department counts ballots, the Department will release updated results at approximately 4 p.m. These subsequent releases will include results from ballots cast at polling places, remaining vote-by-mail ballots, provisional ballots, and write-in votes. On the days during which no ballots have been counted, the Department will post a notice on its website stating there is no updated report available. The Department will release final election results no later than 28 days after the election.

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

California election law requires an official canvass, which is an internal audit of the election to ensure the accuracy and validity of the results. This entails numerous manual processes that verify the accuracy of the computer count, including a hand tally of ballots cast in 1% of the polling places and 1% of the vote-by-mail ballots cast. 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.

State election law allows 28 days following the election for the Department to conduct the canvass and certify the results. No later than July 1, 2014, the Department will certify the final vote totals for all federal, state, and local contests, and the two state and two local ballot measures.