

DEPARTMENT OF ELECTIONS  
City and County of San Francisco



JOHN ARNTZ  
Director

GENERAL MUNICIPAL ELECTION - November 3, 2009

| PCT           | Init. Call Time | Problem Comments  | Time Resolved | Resolution Comment  |
|---------------|-----------------|---|---------------|---|
| PCT 1121/1119 | 6:21:20 AM      | Need Table, Chairs, Booths: Disabled booth is missing 2 legs (different lengths). Putting the booth on a table for now and when possible please send replacement booth and/or legs.   | 8:37:28 AM    | DL replaced legs on booth.  |
|               | 8:00:32 AM      | District Driver Contacted; DL dispatched  |               |   |
|               | 8:36:22 AM      | < Other: See Comments >   |               |   |
|               | 8:37:00 AM      | < Other: See Comments >; DL replaced legs on booth.   |               |   |
| PCT 1131/1129 |                 |   |               |   |
|               | 7:11:40 AM      | Can't Locate Equipment: INSP reports that the PP does not have an Edge accessible voting machine. Has set up the Insight but requests an Edge machine. Voting continues on the Insight and Red Box.   | 7:38:47 AM    | Edge located. Voting continues.   |
|               | 7:18:10 AM      | District Driver Contacted; DL dispatched to assist with setting up Edge   |               |   |
|               | 7:19:10 AM      | FED Contacted; Insight set up, voting continues. FED on site searching for blue bag in classrooms and office. Was not with rest of equipment. District Lead on their way.   |               |   |
|               | 7:58:31 AM      | Driver Dispatched; Edge located. Voting continues.  |               |   |
| PCT 1133      |                 |   |               |   |
|               | 6:55:48 AM      | Need Table, Chairs, Booths: Needs 2 chairs. PP owner is giving them 2, but they still need 2 more or pollworkers.   | 9:13:22 AM    | DL delivered chairs   |
|               | 8:01:13 AM      | District Driver Contacted; DL dispatched  |               |   |
|               | 8:10:55 AM      | < Other: See Comments >; Three chairs are needed- not two.  |               |   |
|               | 9:13:09 AM      | < Other: See Comments >; DL delivered chairs  |               |   |
| PCT 2003/2002 |                 |   |               |   |
|               | 7:46:13 AM      | Edge Operations: Inspector called to report Edge battery is low. Inspector was instructed to check power on other outlets but problem still exists. FED may already be on way to location.  | 8:58:36 AM    | Power not plugged in all the way; Issued resolved; voting resumed   |
|               | 7:56:32 AM      | FED Contacted; eta 5 min.   |               |   |
|               | 8:35:05 AM      | Technician Contacted; FT did not call back on this situation; No issue when he arrived. Asked FT to go back and see if Inspector resolved this; FT is at another pct working on another issue; he stated he will go back to 2003 when finished with his current project. ETA 20mins |               |   |
|               | 8:57:52 AM      | < Other: See Comments >; Power not plugged in all the way. Issued resolved; voting resumed  |               |   |
|               | 11:06:34 AM     | < Other: See Comments >; Power not plugged in all the way. Issued resolved; voting resumed  |               |   |
|               | 6:27:12 PM      | Pollworker Issue: INSP calls to report (at the end of the day) that Clerk Yvette Warren was a no-show because she was hospitalized. PP apparently functioned fine w/o her.  | 6:27:59 PM    | INSP calls to report (at the end of the day) that Clerk Yvette Warren was a no-show because she was hospitalized. |

|                  | Time Resolved     | Resolution Comment  |
|------------------|-------------------|---|
| PCT<br>2013/2012 |                   |   |
|                  | 6:28:26 AM        | Not Open / Locked: They are waiting for someone from the building to let them in. Have been waiting for 35 mins.  |
|                  | 6:31:10 AM        | FED Contacted: FED contacted and is going there now. 5 minutes away   |
|                  | 6:40:19 AM        | FED Contacted: FED is there and is going to help set up emergency voting outside.   |
|                  | 6:59:44 AM        | FED Contacted: Set up for emergency voting. Waiting for PP to open.   |
|                  | 7:35:36 AM        | Edge Printer Seals: Printer - Red Seal is Broken;   |
|                  | 7:38:58 AM        | FED Contacted: Spoke to FED. ETA is 5 minutes. Will call me when she gets there.  |
|                  | 8:01:03 AM        | FED Contacted: FED has replaced seal per Director.  |
| PCT<br>2014/2011 |                   |   |
|                  | 6:22:19 AM        | Other Polling Place Issues: 2 clerks have called unable to find entrance. Inspector found 1. Entrance at top of some stairs. Asked FED to assess access and let us know if signs or additional PW required.   |
|                  | 7:46:08 PM        | Other: Inspector needs assistance during closing procedures. Dispatch FED.  |
|                  | 7:50:08 PM        | FED Contacted: Spoke to FED and she is on her way. ETA 5 minutes.   |
| PCT 2016         |                   |   |
|                  | 9:19:12 AM        | Insight Ballot Jam: Bin lid was not opened, tech had to wait for Inspector to return with keys. Reviewed procedure and asked Inspector to leave keys with adult Clerk when on breaks. Voting continues.   |
| 9:27:49 AM       | Insight           | now properly positioned. Voting continues.  |
| PCT<br>2101/2102 |                   |   |
|                  | 8:14:36 AM        | Other Polling Place Issues: Inspector was not supplied orange/red cone to display outside. FED does not have an extra. Two voters were a little confused because there is another PP directly across the street. Inspector has confirmed her other signs have been posted. Voting continues |
|                  | 8:19:49 AM        | District Driver Contacted: DL dispatched  |
| 8:38:27 AM       | DL                | confirmed sign delivered  |
| PCT<br>2103/2104 |                   |   |
|                  | 7:27:03 AM        | Dispatch Bilingual: Clerk reports that Bilingual (Chinese) PW did not arrive. INSP is concerned about serving voters that speak Mandarin and Cantonese. INSP has attempted to contact the assigned Bilingual PW to no avail. INSP requests a new Bilingual PW.                              |
|                  | 7:31:58 AM        | Pollworker / Translator Dispatched: 1 Chinese bilingual clerk dispatched.   |
| 7:55:07 AM       | chinese bilingual | has been dropped off  |
| PCT 2118         |                   |   |
|                  | 7:20:30 PM        | Edge Operations: Edge touchscreen shows "waiting for first voter." sent FED to assess; will report back.  |
|                  | 7:43:44 PM        | Edge will work via auto activation if necessary. Voting on Insight continues.   |
|                  | 7:47:48 PM        | FED Contacted: FED called. Cannot place in auto activation. Voter card stuck in slot was removed, but SVS believes card slot detached which puts machine in auto activation. Told PW to call in if a voter needs Edge before 8:00: after 8 to follow normal closing procedures              |

| PCT       | Init. Call Time | Problem Comments  | Time Resolved | Resolution Comment   |
|-----------|-----------------|---|---------------|--|
| 2122/2138 | 7:04:59 AM      | Insight Operations: INSP says Insight is displaying "CALL TECH" message. Ready to vote through Aux Bin. Technician contacted and on way to PP. ETA 5 min.   | 7:06:33 AM    | Per Director approval, INSP broke seal, reseated Mem Pack, and affixed new seal. Insight is now functioning. |
|           | 7:05:26 AM      | < Other. See Comments >: Per Director approval, INSP broke seal, reseated Mem Pack, and affixed new seal. Insight is now functioning.   |               |  |
| PCT 2126  | 3:35:31 PM      | Insight Operations: Clerk told INSP that he has had to press the 3 Key to override rejected ballots, but there are no messages printed on the Insight tape. INSP is worried that machine is not functioning properly, even though counter increases. Requests FED to investigate. | 4:29:42 PM    | No trouble   |
|           | 3:58:02 PM      | FED Contacted: FED on way to investigate.   |               |  |
|           | 4:06:48 PM      | < Other. See Comments >: Inspector and FED there is a problem with Insight and request tech.  |               |  |
|           | 4:11:47 PM      | Technician Contacted: Technician dispatched for confirmation of issue. ETA 10 min.  |               |  |
|           | 4:27:52 PM      | < Other. See Comments >: No trouble. PW concerned that machine was running fine and called thinking the machine was malfunctioning.   |               |  |
| PCT 2133  | 6:30:57 AM      | Dispatch Clerk: Susident hasn't shown up, please dispatch clerk.  | 6:50:32 AM    | clerk has been dropped off   |
|           | 6:32:21 AM      | Translator/Translator Dispatched: clerk dispatched.   |               |  |
| PCT 2134  | 6:12:42 AM      | Need Lights: INSP reports that the lights in 4 of the 6 booths don't work. They've daisy-chained them and tried to troubleshoot, but they won't work.   | 7:11:29 AM    | 5 voting booth working. Voting continues.  |
|           | 7:11:07 AM      | FED Contacted: 5 voting booth working. Voting continues.  |               |  |
|           | 6:17:47 AM      | Dispatch Clerk: went to 3241. Will stay there for opening because only 2 clerks there at this time. Called FED who will support for opening. Send Clerk when available.   | 6:39:30 AM    | clerk has been dropped off   |
|           | 6:25:11 AM      | Translator/Translator Dispatched: clerk dispatched.   |               |  |
| PCT 2148  | 8:11:09 AM      | Insight Operations: Inspector reports ballots are accepted by Insight and are going into bin but no votes are being recorded. Aux voting being conducted meanwhile  | 8:28:53 AM    | Insight functioning properly. Voting continues.  |
|           | 8:26:09 AM      | FED on site. Inspector thought Insight should print on tape when accepting ballots. Explained only first ballot is time-stamped. Voting continues.  |               |  |
| PCT 2200  | 6:05:00 AM      | Not Open / Locked: INSP reports she does not have the key for this PP like she usually does, she says the election center has it this time. The PPO is not there to open the PP.  | 6:14:30 AM    | Location open  |
|           | 6:05:25 AM      | District Driver Contacted: DL has key; is on his way to open.   |               |  |
|           | 6:14:17 AM      | < Other. See Comments >: n:Location open  |               |  |

**PCT 2204 Init. Call Time Problem Comments**

5:31:11 AM Need Table, Chairs, Booths: Inspector was at precinct last night and there was no pw table and chairs. They will need 5 chairs.

5:36:16 AM District Driver Contacted: DL dispatched to deliver

6:06:32 AM < Other: See Comments >: DL left tables and chair outside garage.

**Time Resolved Resolution Comment**

6:06:59 AM DL left tables and chair outside garage.

**PCT 2209 Init. Call Time Problem Comments**

9:02:50 AM Edge Operations: FED reports that the Edge Accessible voting machine is noisy and although it is working, he is concerned that the machine might fail. FED requests Tech assistance. Dispatch Tech. Voting continues.

9:05:21 AM Edge Operations: Fed rps Machine making loud noise request tech to check out machine

9:14:27 AM Technician Contacted: Technician dispatched. ETA 5 min.

11:04:02 AM < Other: See Comments >: Edge printer replaced. Voting continues!

**Time Resolved Resolution Comment**

9:15:44 AM Duplicate entry

9:42:41 AM Black take up roll not keyed. Replaced VVPAT printer

**PCT 2212/2211 Init. Call Time Problem Comments**

2:07:16 PM Insight Ballot Jam: FED called and said that Insight keeps jamming. FED requests Tech inspect machine.

2:12:22 PM Technician Contacted: Technician dispatched. ETA 15 min.

2:34:57 PM < Other: See Comments >: Technician stated six out of 59 ballots have currently rejected with "defective ballot." When the ballot is re-inserted, the machine accepts the ballot. Machine not replaced.

**Time Resolved Resolution Comment**

2:36:03 PM No equipment replaced. Possible ballot issue.

**PCT 2215 Init. Call Time Problem Comments**

6:52:08 AM Edge Printer Seals: Printer - Red Seal is Broken; Red Seal on Printer was broken when insp opened bag. Per director, seal was replaced by one of the inspector's spare yellow seals. Advised to check public counter when machine is on. Setup continues.

6:56:13 AM FED Contacted: FED contacted. He will stop over to make sure everything is OK. Inspector contacted and she had worked through problems with Edge and replaced seal with director's permission. Was about to turn on the Edge and will call us if any problems.

**Time Resolved Resolution Comment**

6:56:36 AM Printer - Red Seal is Broken; Red Seal on Printer was broken when insp opened bag. Per director, seal was replaced by one of the inspector's spare yellow seals. Advised to check public counter when machine is on. Setup continues.

**PCT 2409/2401 Init. Call Time Problem Comments**

7:32:10 AM Insight Operations: INSP reports that the Insight has a zero readout on the printout but displays 9539 on the LED screen. Dispatch FED to assist. Voting continues via Aux Bin.

7:39:43 AM FED Contacted: FED will be on her way to assist.

7:40:16 AM Technician Contacted: Tech on site... w/call with update Insight Memory Pack needs to be replaced by the Computer Room

8:11:06 AM Computer Room: Requested Memory Pack is ready to pick up at computer room.

8:23:26 AM < Other: See Comments >: Memory Pack is on the way to the Polling Place.

**Time Resolved Resolution Comment**

9:02:06 AM Memory pack has been replaced. Ballots are fed into Insight.

**PCT 2426/2425 Init. Call Time Problem Comments**

12:09:06 PM Insight Operations: Voter only voted on measures (undervoted). It did not eject ballot to ask if voter intended to vote that way. It automatically accepted it. Voter wants call back.

12:35:28 PM < Other: See Comments >: Voter contacted to discuss concerns. Voting continues.

**Time Resolved Resolution Comment**

12:35:26 PM Voter contacted to discuss concerns. Voting continues.

**PCT 2437 Init. Call Time Problem Comments** **Time Resolved Resolution Comment**  
 9:05:49 PM Pollworker Issue: insp sent clerk home; original FED(23) left already and had sent FED 24 there. 9:16:32 PM Sheriff had picked up ballots.  
 9:16:13 PM FED Contacted: Sheriff had picked up ballots.

**PCT 2448/2441 Init. Call Time Problem Comments** **Time Resolved Resolution Comment**  
 6:30:38 AM Edge Operations: INSP reports trouble with Edge printer cable. It will not fit into the edge itself. Send FED to Edge was replaced by BKPEG03 troubleshoot.  
 6:34:28 AM FED Contacted: FED is on his way to PP  
 6:53:40 AM FED Contacted: FED cannot resolve issue per card. TECH needed  
 6:55:54 AM Technician Contacted: ETA = 10 MINS  
 7:16:00 AM < Other: See Comments >: tech phoned, Edge won't power up executed troubleshooting procedures. Edge replacement needed. Edge needs to be replaced by Computer Room Edge needs to be replaced by Computer Room  
 8:17:53 AM Computer Room: Requested Replacement Machine is ready to pick up at computer room.  
 8:24:32 AM < Other: See Comments >: Edge is on the way to the Polling Place

**PCT 2501 Init. Call Time Problem Comments** **Time Resolved Resolution Comment**  
 6:10:31 AM Not Open / Locked: FED reports that he spoke with the contact person who said that the pp will not be opened till 8am 6:56:44 AM  
 6:14:49 AM < Other: See Comments >: Precinct Services in on the telephone with the building manager - extensive e-mails and phone calls have been made regarding this matter  
 6:17:06 AM < Other: See Comments >: Inspector said that the building manager gave keys to someone to come open the place.

**PCT 2503 Init. Call Time Problem Comments** **Time Resolved Resolution Comment**  
 9:31:03 AM Pollworker Issue: VBM voter didn't have his ballot to surrender, & was given a ballot. PW took voted ballot & fed it thru insight and had him sign roster after. PW named Melanie was intimidating, saying voter didn't tell PWs he was VBM as indicated on roster. 10:31:48 AM Wrong PCT Problem was for 3822  
 9:53:06 AM < Other: See Comments >: calling voter back in 10 mins  
 10:09:53 AM FED Contacted: FED dispatched, going immediately to assess situation, review procedures.  
 10:11:10 AM Pollworker Contacted: Inspector was out of polling place. Clerk (Melody) is now on will call Election Center as soon as she's back.

**PCT 2513/2515 Init. Call Time Problem Comments** **Time Resolved Resolution Comment**  
 6:27:26 AM Dispatch Inspector: FED is there and will drop off roster and ballots. Please send insp asap 6:50:15 AM insp has been dropped off  
 6:28:20 AM Pollworker / Translator Dispatched: Inspector dispatched.  
 6:45:54 AM FED Contacted: FED will be remained in the PP and had gone over proper voting procedures with clerks.

**PCT 2705/2704**

**Init. Call Time Problem Comments**

8:03:00 AM Insight Ballot Jam: Aux voting continues. Insight is giving defective ballot message, please send technician. There was a ballot jammed but the machine is still not accepting ballots.

8:11:31 AM Technician Contacted: spoke w/FT...he was on-site and already resolved the issue. He watched several ballots feed through the insight. Problem resolved.

9:15:53 AM Technician Contacted: Redispached FT...ETA = 15 mins. Requested FT call me when he arrives.

9:17:31 AM FED Contacted: FED Called to say that no tech came to resolve issue Aux bin voting continues

9:30:23 AM < Other: See Comments >: FT spoke w/Cynthia Joe who indicated Insight has been accepting ballots since he was there this morning. Asked FT to verify that insight is accepting ballots Prior to him leaving the precinct.

9:38:43 AM < Other: See Comments >: FT phoned indicating an error message of Defective Ballot was received. When the PI changed the orientation of the ballot the insight accepted it. FT will stay until a few more ballots have been fed and accepted.

9:49:25 AM < Other: See Comments >: FT phoned to say that they keep receiving the Defective Ballot error message. Recommended replacing the insight. Insight Tabulator needs to be replaced Insight Tabulator needs to be replaced

10:32:01 AM Pollworker Contacted: tabulator replaced with same memory pack. One ballot counted, then DEFECTIVE BALLOT again. May be ballot pad. Having PW use different pad. Tech staying to observe.

10:50:50 AM < Other: See Comments >: Roman is going to assess ballot supply.

**PCT 2707**

**Init. Call Time Problem Comments**

8:09:23 AM Other: Polling Place Issues: INSP reports that the Building Manager has removed all of the outside signs. INSP is concerned that voters will be unable to find the PP and requests assistance. One clerk is posted outside to direct voters to the PP.

8:21:50 AM < Other: See Comments >: Precinct Services is contacting the building manager

8:28:57 AM District Driver Contacted: DL dispatched to replace change of poll sign

**PCT 2709**

**Init. Call Time Problem Comments**

12:27:18 PM Need Lights: Need light for voting booth.

1:05:03 PM Driver Dispatched: DL to replace light in booth

1:14:43 PM < Other: See Comments >: Light in booth replaced

**PCT 2718/2711**

**Init. Call Time Problem Comments**

6:11:14 AM Insight Operations: He has already called us and unplugged the machine and now only displays "Hello" message. Insight has been plugged in for approx 5 mins without a change in message. Originally the message said "invalid memory pack."

6:16:54 AM FED Contacted: FED is advised of the issue and on his way to PP.

6:17:14 AM Technician Contacted: ETA = 10 mins

6:45:26 AM < Other: See Comments >: Spoke w/tech...he powered off/on and everything is working ok at this point. I asked tech to wait until a ballot has been fed before he leaves the precinct.

**PCT 2724/2719**

**Init. Call Time Problem Comments**

5:49:36 AM Not Open / Locked: INSP is calling to say that she has arrived at PP and was instructed to call -- DL is supposed to open PP. This is probably not an issue -- INSP is waiting patiently.

5:52:26 AM District Driver Contacted: DL has key...is on his way to unlock

6:03:55 AM District Driver Contacted: DL present - attempting to unlock door

6:05:44 AM FED Contacted: FED is informed of the issue and on his way to PP to make sure.

**PCT 2725 Init. Call Time Problem Comments**

6:18:48 AM Not Open / Locked: INSP reports polling place is locked. He arranged with principal to open it at a particular time, likely the person is running late. He just wanted to let us know.  
 6:32:13 AM FED Contacted: He will be on his way as soon as he is finished with the other PP with the insight operation issue.  
 6:49:08 AM FED Contacted: FED called and went over voting procedures with PP and will remain in PP until it's opened.  
 6:57:49 AM < Other: See Comments >: Polling place open

**Time Resolved Resolution Comment**

6:58:10 AM Polling place open

**PCT 2733/2749 Init. Call Time Problem Comments**

2:32:21 PM Edge Card Activator Operations: Student phoned in on behalf of the Inspector to report there is a card stuck in the card activator. The Inspector has tried to troubleshoot but has not been able to fix problem. Pls send DL to drop off another card activator  
 2:48:44 PM Technician Contacted: ETA: 20 mins  
 2:56:55 PM Technician Contacted: ETA: 20 mins  
 3:19:08 PM < Other: See Comments >: FT found the ACW is no longer working. Will replace with a spare. Card Activator needs to be replaced  
 3:43:45 PM FED Contacted: fed called to say that she saw tech who is replacing machine. Fed was able to get card out but there were still issues

**Time Resolved Resolution Comment**

4:00:40 PM Replaced ACW

**PCT 2737 Init. Call Time Problem Comments**

5:22:57 AM Dispatch Inspector: Inspector is sick and will not be coming in. FED will retrieve the bag the first thing in the morning. Please dispatch Inspector but NO BALLOTS ARE NEEDED  
 5:33:58 AM FED Contacted: Left a message to notify FED. Will follow up  
 5:41:55 AM Pollworker / Translator Dispatched: Inspector dispatched.

**Time Resolved Resolution Comment**

6:11:32 AM insp has been dropped off

**PCT 2738 Init. Call Time Problem Comments**

6:08:07 AM Need Table, Chairs, Booths: None of the voting booths have working lights. Insp plugged in a power strip and the outlet is getting power. Please bring a few booths to PCT 2738. Setup Continues.  
 6:19:11 AM District Driver Contacted: DL dispatched

**Time Resolved Resolution Comment**

7:03:14 AM DL confirmed voing booths replaced

**PCT 2742 Init. Call Time Problem Comments**

11:10:37 AM Insight Operations: INSP reports that the lock on the control panel is defective. The locking mechanism rotates freely. INSP has been unable to securely lock the control panel and requests assistance. Voting Continues  
 11:15:22 AM FED Contacted: Left message for FED. Asked him to call me when he gets this message.  
 11:16:40 AM Technician Contacted: Vernon contacted. ETA 15 min.  
 11:43:09 AM Technician Contacted: FT reported panel lock was loose. He was able to tighten it.

**Time Resolved Resolution Comment**

11:43:49 AM Comments  
 FT reported panel lock was loose. He was able to tighten it.

**PCT 2747 Init. Call Time Problem Comments**

10:48:05 AM Need Lights: One voting booth at PCT the light bulb is not working. FED is not carrying that type of bulb. Please send a replacement when possible. It is the fluorescent bulb.  
 11:46:52 AM Driver Dispatched: DL to replace light in booth  
 11:59:13 AM < Other: See Comments >: Light replaced

**Time Resolved Resolution Comment**

11:59:17 AM Light replaced

**PCT 2906/2902**

**Init. Call Time Problem Comments**

9:15:56 AM Insight Tape: tape jammed. Ripped to clear, put pieces in Bag 9. Replugged in and printed new report. Voting started and continues without problem

9:18:22 AM Voting continues.

9:18:31 AM Need Table, Chairs, Booths: Inspector reports table very dirty, cannot clean. Has placed plastic bag over surface. Please have DL go check, replace if necessary.

10:03:24 AM Voting continues.

9:22:02 AM Driver Dispatched: DL to check table; will replace if necessary.

**Time Resolved Resolution Comment**

**PCT 3005**

**Init. Call Time Problem Comments**

7:08:56 AM Dispatch Clerk: INSP reports that adult clerk is a no show. She and the students have set up and opened, but she will need an adult when available. Voting continues.

7:13:01 AM Pollworker / Translator Dispatched: 1 clerk dispatched.

**Time Resolved Resolution Comment**

**PCT 3008/3010**

**Init. Call Time Problem Comments**

6:47:10 AM Insight Operations:

6:48:48 AM FED Contacted: Already at PP.

6:57:52 AM Pollworker Contacted: Spoke to student PW - Bridget - was able to troubleshoot successfully. Insight machine working.

6:23:38 PM Insight Operations: Insight said "processing ballot" for a long time after a voter put her ballot in the machine, then just shut off. The power connection was checked and is ok. Please send tech. Voting continues in Aux bit.

6:29:24 PM Technician Contacted: FT on his way...states was just there...ETA 15 min

6:43:15 PM < Other: See Comments >: Troubleshoot...system will not power back up...bid FT to swap it out. will call back with asset lags

6:57:54 PM < Other: See Comments >: Swap out Insight...Asset tag:Bad> IN3008 Good> BKPIN62. Issued resolved. Voting resumed

**Time Resolved Resolution Comment**

**PCT 3016**

**Init. Call Time Problem Comments**

8:22:07 AM Edge Printer Paper Low: Tech reports request from PP. ETA 10 minutes.

8:23:41 AM < Other: See Comments >: FT called in to report issue to Tech desk also. He happened to be around the corner of Precinct. Issue: Reported Edge paper low on unit; bid tech to go ahead and investigate.

9:06:23 AM Technician Contacted: FT states that power cord was not plugged in properly; tech forgot to call this in at 8:30 however issue resolved, voting resumed

**Time Resolved Resolution Comment**

**PCT 3021/3020**

**Init. Call Time Problem Comments**

6:05:34 AM Dispatch Clerk: PP has entrance that is difficult to find. Send extra Clerk to post on street and guide voters to open gate and route to voting location.

6:06:38 AM Pollworker / Translator Dispatched: 1 clerk dispatched.

**Time Resolved Resolution Comment**



|   | Time Resolved | Resolution Comment   |
|---|---------------|--|
| <b>PCT 3025</b>                         |               |  |
| <b>Init. Call Time Problem Comments</b> |               |  |
|   | 6:12:36 AM    | Not Open / Locked: INSP reports that PP is locked and he cannot get in touch with the PPO. The INSP also notes that his rice bag and other essential materials are inside the PP. Send FED and contact PPO.                                    |
|   | 6:19:58 AM    | FED Contacted: FED is at pp now going over emergency procedures  |
|   | 6:51:34 AM    | < Other: See Comments >: Polling place open  |
|   | 6:52:14 AM    | < Other: See Comments >: INSP reports that PP is now open. Will call back if anything else comes up  |
| <b>PCT 3026</b>                         |               |  |
| <b>Init. Call Time Problem Comments</b> |               |  |
|   | 6:48:46 AM    | Insight: Operations: Insight is displaying "DOOR" message.   |
|   | 6:53:52 AM    | Pollworker Contacted: Inspector unlocking control panel. Closed memory pack door. Insight starting up.   |
|   | 6:55:20 AM    | Technician Contacted: FT ETA 5 mins; advised to check memory pack and make sure pack is seated inside correctly  |
| <b>PCT 3028</b>                         |               |  |
| <b>Init. Call Time Problem Comments</b> |               |  |
|   | 9:19:04 PM    | Pollworker Issue: Student PW calls in to report that she had issues with INSP, would like to work at different PP in the future.   |
| <b>PCT 3033/3032</b>                    |               |  |
| <b>Init. Call Time Problem Comments</b> |               |  |
|   | 6:16:59 AM    | Dispatch Inspector: Student called to inform Inspector was not present at 6:00 a.m. and she has begun set-up already.  |
|   | 6:25:36 AM    | Pollworker / Translator Dispatched: inspector dispatched.  |
|   | 6:26:06 AM    | FED Contacted: FED will check on this pp. ETA 5 min  |
| <b>PCT 3036/3035</b>                    |               |  |
| <b>Init. Call Time Problem Comments</b> |               |  |
|   | 7:08:01 AM    | Dispatch Clerk: Inspector reports Molly Liang (student) has not shown up and cannot be reached.  |
|   | 7:10:01 AM    | Pollworker / Translator Dispatched: 1 clerk dispatched.  |
| <b>PCT 3209/3211</b>                    |               |  |
| <b>Init. Call Time Problem Comments</b> |               |  |
|   | 2:27:05 PM    | Edge Printer Jam: INSP reports that the Edge Printer has jammed and the light on the printer is blinking. None of the ballot information was produced by the printer. INSP requests Tech assistance. Voting continues via Insight and Aux Bin. |
|   | 2:41:14 PM    | Technician Contacted: Technician dispatched with instructions per DOE. ETA 10 min.   |
|   | 2:44:47 PM    | FED Contacted: informed FED of printer jam; will stop by precinct. ETA 5 min.  |
|   | 3:07:33 PM    | < Other: See Comments >: Printer replaced. Up and running.   |

| Time Resolved        | Resolution Comment   |
|----------------------|--|
| 6:55:25 AM           | Insight Operations: Not printing and displaying PRINT 1 error message.   |
| 7:08:45 AM           | Pollworker Contacted: Could not resolve problem with pp over phone. Aux voting continues   |
| 7:12:49 AM           | FED Contacted: FED is on her way to precinct to troubleshoot Edge.   |
| 7:16:15 AM           | Technician Contacted: Tech on way. ETA 5 min. Insight Tabulator needs to be replaced   |
| <b>Time Resolved</b> | <b>Resolution Comment</b>  |
| 10:16:00 AM          | Other Polling Place Issues: Portable toilet is on a slant and makes using it very difficult for female PWs. INSP is trying to get in touch with FED, but I recommended that they investigate nearby public restrooms.  |
| 10:25:30 AM          | District Driver Contacted: DL dispatched   |
| 10:50:07 AM          | < Other: See Comments >: DL to move Port-a-Potty to flat area  |
| <b>Time Resolved</b> | <b>Resolution Comment</b>  |
| 7:23:49 AM           | Insight Operations: Per Inspector Insight is not accepting ballots. Aux voting is taking place   |
| 7:28:17 AM           | Technician Contacted: Technician dispatched. ETA 10 min  |
| 7:31:46 AM           | < Other: See Comments >: Per Inspector Insight is now working properly   |
| 7:31:51 AM           | FED Contacted: Informed FED of Insight issue, will go over to site. ETA 10 min.  |
| <b>Time Resolved</b> | <b>Resolution Comment</b>  |
| 6:38:22 AM           | Dispatch Clerk: PW Moses Johnson didn't show up. Insp needs 1 clerk, no BL requirement. Setup continues.   |
| 6:41:03 AM           | Pollworker / Translator Dispatched: clerk dispatched.  |
| 1:58:46 PM           | Insight Operations: Having difficulty feeding ballot through. Worried machine is going to start jamming. FED instructed to call Election Center to have Tech look at machine.  |
| 2:08:10 PM           | Technician Contacted: Technician dispatched. ETA 5 min.  |
| 2:49:52 PM           | < Other: See Comments >: Technician stated one(t) ballot was returned as an "overvote." No other issues at this time.  |
| <b>Time Resolved</b> | <b>Resolution Comment</b>  |
| 5:59:03 AM           | Electricity OFF: INSP reports that the lights cut out. Facility representative came by before the lights cut, and said he'd return around 7. They need the lights back up to prepare for voting.                       |
| 6:02:05 AM           | District Driver Contacted: DL dispatched - will make contact Rec & Park  |
| 6:08:25 AM           | FED Contacted: FED advised of issue. FED will go to precinct to provide support. ETA 10 min.   |
| 6:12:04 AM           | < Other: See Comments >: Lights are on   |
| 6:14:19 AM           | Electricity OFF: No lights in the building. Facility personnel turned the lights on when INSP arrived, but they might be on a timer. Also, need one more clerk. There are two students here, but Lee has not shown up. |
| 6:24:10 AM           | Pollworker Contacted: PW, Lee has now show up, fully staffed, power back on. FED is on site. Setup continues.  |

| PCT       | Init. Call Time Problem Comments   | Time Resolved   | Resolution Comment  |
|-----------|--|---|---|
| 3324/3325 | <p>6:34:58 AM Other Polling Place Issues: Inspector has setup PP but needs 20ft. of extension cord to reduce a trip hazard across entrance to PP.</p> <p>7:25:31 AM District Driver Contacted: DL dispatched</p> <p>10:39:38 AM Insight Seals: Memory pack door - Yellow Seal is Broken; replaced per director.</p>  | <p>7:45:19 AM</p> <p>10:41:04 AM</p>                  | <p>Issues resolved</p> <p>See details.</p>  |
| PCT       | <b>Init. Call Time Problem Comments</b>  | <b>Time Resolved</b>                                  | <b>Resolution Comment</b>   |
| 3331/3332 | <p>8:01:31 AM Dispatch Inspector: FED requests new inspector dispatched to assist with procedures.</p> <p>8:03:45 AM Pollworker / Translator Dispatched: Inspector dispatched.</p> <p>4:15:45 PM Edge Seals: Polls Open/Closed door - Yellow Seal is Broken; Per director seal replaced.</p> <p>5:08:17 PM Other Polling Place Issues: PPO closed accessible entrance because of theft concerns. Wants to open only if disabled voters requests entry. Felt that having a pw watch area was not sufficient.</p> <p>5:14:38 PM District Driver Contacted: DL dispatched to assess the situation</p> | <p>8:28:20 AM</p> <p>4:17:09 PM</p> <p>6:21:53 PM</p> | <p>insp. has arrived at pct in his own car</p> <p>See details.</p> <p>Assigned a poll worker inside the accessible entrance to open door for voters</p> |
| PCT       | <b>Init. Call Time Problem Comments</b>  | <b>Time Resolved</b>                                  | <b>Resolution Comment</b>   |
| 3333/3334 | <p>6:28:43 PM PW Closed the Polls on the Edge: FED arrived to precinct and found Edge had already been shut down and disassembled. No votes were processed prior to shut down. Per Naaliya, advised FED to include on Inspectors review form.</p>  | <p>6:35:23 PM</p>                                     | <p>See details.</p>   |
| PCT       | <b>Init. Call Time Problem Comments</b>  | <b>Time Resolved</b>                                  | <b>Resolution Comment</b>   |
| 3343/3335 | <p>6:17:56 AM Not Open / Locked: Inspector will call building contact person. But as of now building is not opened.</p> <p>6:29:13 AM FED Contacted: FED was already at pp when called, stated inspector was there and are already setting up.</p>   | <p>6:29:52 AM</p>                                     | <p>FED was already at pp when called, stated inspector was there and are already setting up</p>   |
| PCT       | <b>Init. Call Time Problem Comments</b>  | <b>Time Resolved</b>                                  | <b>Resolution Comment</b>   |
| 3346      | <p>6:36:15 AM Other Polling Place Issues: INSP reports not enough extension cords for hooking up the Edge machine. Also worried about accessibility issues regarding privacy with Edge voting. Dispatch Fed to troubleshoot electrical issue and help set up.</p> <p>6:54:35 AM FED Contacted: Advised FED pp needs support with setting up Edge and troubleshooting. ETA 5 min.</p> <p>7:18:09 AM FED Contacted: Fed is currently on site, states everything is going well now. Will stay a little longer in any other issues arise. Voting continues.</p>  | <p>7:21:31 AM</p>                                     | <p>Fed is currently on site, states everything is going well now. Will stay a little longer in any other issues arise. Voting continues.</p>            |
| PCT       | <b>Init. Call Time Problem Comments</b>  | <b>Time Resolved</b>                                  | <b>Resolution Comment</b>   |
| 3349/3351 | <p>6:16:51 AM Dispatch Inspector: Please contact inspector and send FED. PP inspector: has not shown up and PCT has no ballots or roster. PW's are setting up what they can.</p> <p>6:21:19 AM Pollworker / Translator Dispatched: inspector dispatched w/ rice bag.</p> <p>6:27:43 AM FED Contacted: Informed FED, is on his way to pp. ETA 5 min.</p> <p>6:46:28 AM FED Contacted: FED is at polling place, states original inspector is running late, is helping set up in the meantime.</p>  | <p>6:55:19 AM</p>                                     | <p>insp came back to city hall with rice bag</p>  |

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| PCT<br>3501/3502 | <b>Init. Call Time Problem Comments</b><br>7:30:13 AM Need Poll Signs: fed reports pp did not rcv large exterior sign or conse signs<br>7:43:53 AM District Driver Contacted: DL dispatched  | <b>Time Resolved Resolution Comment</b><br>8:10:35 AM DL confirmed delivery  |
| PCT 3507         | <b>Init. Call Time Problem Comments</b><br>6:17:51 AM Dispatch Inspector: One experienced clerk and one student are waiting for an INSP. They have started setting up booths, etc. but don't feel comfortable without an INSP. Also, only one student has shown up<br>6:25:46 AM FED Contacted: FED advised, in front of pp now, will check in with them.<br>6:26:33 AM Pollworker / Translator Dispatched: inspector dispatched.<br>6:28:43 AM Pollworker Contacted: Insp called and is now at PCT.<br>6:47:31 AM Driver Dispatched: driver left insp at pct to work as a clerk | <b>Time Resolved Resolution Comment</b><br>6:29:01 AM Insp called and is now at PCT.   |
| PCT 3511         | <b>Init. Call Time Problem Comments</b><br>8:16:45 AM Edge Seals: Polls Open/Closed door - PWs removed green seal and affixed yellow seal without opening polls. FED broke seal per Director approval, opened polls, and affixed new seal.<br>FED broke seal per Director approval, opened polls, and affixed new seal. Problem solved.  | <b>Time Resolved Resolution Comment</b><br>8:19:01 AM Polls Open/Closed door - PWs removed green seal and affixed yellow seal without opening polls. FED broke seal per Director approval, opened polls, and affixed new seal. Problem solved. |
| PCT 3512         | <b>Init. Call Time Problem Comments</b><br>7:47:43 AM Edge Card Activator Operations: Card Activator is plugged in, but does not come on when the switch is on. Red power light is on, but green light never comes on. Please send a tech to replace card activator. Voting continues on Insight.<br>7:50:53 AM Technician Contacted: Technician dispatched. ETA 5 min. Card Activator needs to be replaced  | <b>Time Resolved Resolution Comment</b><br>8:03:19 AM Activator replaced   |
| PCT 3515         | <b>Init. Call Time Problem Comments</b><br>6:45:28 AM Edge Operations: System needs to change realtime clock battery. Auxvoting is set up.<br>8:53:06 AM < Other: See Comments >: Edge needs to be replaced by Computer Room<br>8:53:26 AM < Other: See Comments >: Please send tech. Inspector called back to get an ETA for the tech.<br>9:47:45 AM Computer Room: Requested Replacement Machine is ready to pick up at computer room.<br>9:56:23 AM < Other: See Comments >: Edge on the way to Polling Place   | <b>Time Resolved Resolution Comment</b><br>10:29:24 AM Edge has been replaced by BKPEG1  |
| PCT<br>3518/3520 | <b>Init. Call Time Problem Comments</b><br>1:55:31 PM Dispatch Clerk: Clerk just went home, one INSP and one Clerk at PP. Please dispatch clerk.<br>1:58:11 PM Pollworker / Translator Dispatched: clerk dispatched.   | <b>Time Resolved Resolution Comment</b><br>2:10:37 PM clerk has been dropped off   |

|                      | Time Resolved                           | Resolution Comment   |
|----------------------|---|--|
| <b>PCT 3519</b>      | <b>Init. Call Time Problem Comments</b> |  |
|                      | 1:41:10 PM                              | Edge Operations: Inspector said he had Edge up and running but later he noticed it said low "120" and it was going to shut down in 10 minutes which it did. Inspector thought it was low voltage in the church.  |
|                      | 1:45:16 PM                              | FED Contacted: FED was near precinct and will assess situation.  |
|                      | 1:59:26 PM                              | FED Contacted: FED got an extension cord and it is working now. Voting continues.  |
| <b>PCT 3523/3522</b> | <b>Init. Call Time Problem Comments</b> |  |
|                      | 8:46:00 PM                              | Pollworker Issue: INSP reports that he accidentally broke the plastic seal while sealing the Insight bag. He also notes that he sealed the INSP workbook in a closing bag. The INSP has replaced the seal on the Insight bag and the serial number is: 126424.         |
|                      | 8:49:02 PM                              | INSP reports that he accidentally broke the plastic seal while sealing the Insight bag. He also notes that he sealed the INSP workbook in a closing bag. The INSP has replaced the seal on the Insight bag and the serial number is: 126424.                           |
| <b>PCT 3528</b>      | <b>Init. Call Time Problem Comments</b> |  |
|                      | 10:31:59 AM                             | Pollworker Issue: FED called, releasing inspector with poor performance, promoting clerk. Advd to call Election Center if they need help or require add'l person.  |
|                      | 5:01:20 PM                              | Dispatch Inspector: Insp has personal emergency. He requests immediate relief. Dispatch new Inspector. Voting continues.   |
|                      | 5:04:02 PM                              | Pollworker / Translator Dispatched: Inspector dispatched.  |
|                      | 5:12:05 PM                              | FED Contacted: This was already resolved w/ promotion of clerk this morning, but FED had mentioned that pp might need help w/ closing. Lt msg for FED that it might be best for extra inspector to stay and help as needed with closing. Asked FED to call back to cfm |
| <b>PCT 3535</b>      | <b>Init. Call Time Problem Comments</b> |  |
|                      | 7:06:11 AM                              | Edge Printer Seals: Printer - Red Seal is Broken.  |
|                      | 7:15:19 AM                              | < Other: See Comments >: FED to replace seal per Director.   |
|                      | 7:27:52 AM                              | FED Contacted: FED has been contacted, currently at another pct, will call when he has replaced seal, advd to note in Insp. Workbook   |
|                      | 8:25:04 AM                              | Pollworker Issue: Pollworkers are asking voters for their ID   |
|                      | 8:32:26 AM                              | FED Contacted: Will go to review procedures immediately and report back.   |
|                      | 8:56:39 AM                              | FED Contacted: FED reports PW asked one voter for ID due to difficulty understanding name. Attempted to apologize to voter, understands procedure to ask voter to write name down. Voting continues.   |
|                      | 9:02:57 AM                              | < Other: See Comments >: Voter contacted. Wife Linda picked up. She is voting in half an hour and will report back if this problem is still happening.   |
| <b>PCT 3542</b>      | <b>Init. Call Time Problem Comments</b> |  |
|                      | 8:27:44 AM                              | Edge Card Activator Operations: FED is there, red light is on but no green ready light, tried turning off and on, still not working. Also gave FED permission to give them printer fail seal and polls open seal, as they seem to have been missing supply bag.        |
|                      | 8:32:22 AM                              | FED Contacted: Machine came on just after I saved problem - RESOLVED, no tech needed   |

|                      |  |   |
|----------------------|--|---|
| <b>PCT 3601/3602</b> | <b>Init. Call Time Problem Comments</b>  | <b>Time Resolved Resolution Comment</b>   |
|                      | 6:46:07 AM Dispatch Clerk: INSP has two clerks requests an additional one. INSP also reports that one leg for the accessible voting booth is not the same size as the other three legs. He requests a new leg for the accessible voting booth. | 7:15:51 AM clerk has been dropped off   |
|                      | 6:49:50 AM Pollworker / Translator Dispatched: 1 clerk dispatched.   |   |
| <b>PCT 3605/3604</b> | <b>Init. Call Time Problem Comments</b>  | <b>Time Resolved Resolution Comment</b>   |
|                      | 8:55:13 AM Edge Seals: No Action Required. Rice Bag has new bar-coded seals instead of old square ones. Instructed PW to use and record. Voting continues.   | 8:56:33 AM New seals instead of old seals provided in supply pack. Voting continues.  |
| <b>PCT 3609</b>      | <b>Init. Call Time Problem Comments</b>  | <b>Time Resolved Resolution Comment</b>   |
|                      | 10:53:59 PM Pollworker Issue: INSP calls after closing to report difficulty working with PW Viola Ryan, said she will include detail in post-election report. It may be advisable to reassign Ms. Ryan to a different PP in the future.        | 11:00:39 PM INSP calls after closing to report difficulty working with PW Viola Ryan, said she will include detail in post-election report. It may be advisable to reassign Ms. Ryan to a different PP in the future.   |
| <b>PCT 3614/3613</b> | <b>Init. Call Time Problem Comments</b>  | <b>Time Resolved Resolution Comment</b>   |
|                      | 6:07:51 AM Dispatch Clerk: INSP reports that one clerk will not be serving today and another clerk is running 10-15 mins late.   | 6:23:28 AM clerk has been dropped off   |
|                      | 6:09:27 AM Pollworker / Translator Dispatched: clerk dispatched  |   |
| <b>PCT 3620</b>      | <b>Init. Call Time Problem Comments</b>  | <b>Time Resolved Resolution Comment</b>   |
|                      | 1:02:46 PM Need Poll Signs: Missing kiosk. FED looked everywhere and concurred it is not present.  | 1:06:04 PM Kiosk dispatched   |
|                      | 1:05:42 PM District Driver Contacted: DL dispatched  |   |
| <b>PCT 3621/3619</b> | <b>Init. Call Time Problem Comments</b>  | <b>Time Resolved Resolution Comment</b>   |
|                      | 3:15:56 PM Other Soft Supplies: Someone has stolen pages of the Street Index. Please bring replacement copy for outside.   | 3:26:53 PM FED is on his way now with replacement   |
|                      | 3:26:13 PM FED Contacted: FED is on his way now with replacement   |   |
|                      | 6:00:57 PM Dispatch Bilingual: Was told at 5:15 a Russian Bilingual would be dispatched. Still waiting.  | 6:06:47 PM roman was at the pp earlier. Translated for a voter.   |
|                      | 6:06:44 PM < Other: See Comments >. roman was at the pp earlier. Translated for a voter.   |   |
| <b>PCT 3626</b>      | <b>Init. Call Time Problem Comments</b>  | <b>Time Resolved Resolution Comment</b>   |
|                      | 6:22:44 AM Dispatch Clerk: Only the INSP and one clerk with a disability at PP. Having trouble setting up the machines and need a couple clerks.   | 7:17:22 AM clerks has been dropped off  |
|                      | 6:27:17 AM Pollworker / Translator Dispatched: 2 clerks dispatched.  |   |
|                      | 8:09:44 AM Insight Ballot Jam: Ballot jam. Voter left. Inspector removed ballot from under the tabulator. Ballot has been processed, so insp put ballot into corresponding bin. Advised to call back if next ballot jams. Voting continues.    | 8:11:56 AM Ballot jam. Voter left. Inspector removed ballot from under the tabulator. Ballot has been processed, so insp put ballot into corresponding bin. Advised to call back if next ballot jams. Voting continues. |

1:32:30 PM Need Poll Signs: Polling Place sign has been stolen. Please send replacement.  
1:48:46 PM DL confirms flag sign still up and visible  
1:41:25 PM District Driver Contacted: DL dispatched

**PCT 3630/3636**  
**Time Resolved Resolution Comment**  
**Init. Call Time Problem Comments**  
9:06:51 AM Edge Operations: Edge not receiving power. It is plugged into the same power outlet as the Insight, which is getting power. INSP checked to make sure that cord is fully plugged into machine and the wall, but no green light. Display says Edge will shut down in 10 mins  
9:11:25 AM FED Contacted: ETA 15 min. Will attempt troubleshooting.  
10:01:48 AM FED Contacted: Troubleshooting successful (at 9:35). Edge receiving power.

**PCT 3632/3649**  
**Time Resolved Resolution Comment**  
**Init. Call Time Problem Comments**  
11:18:01 AM Insight Operations: Inspector said ballots being fed are accepted but prinout says defective ballot, ballot returned to voter. Says "tech" unable to fix problem - and left. Insp unable to get through 800 # on his cell.  
11:37:17 AM FED Contacted: FED will assess ballot supply and report back.  
12:33:09 PM Pollworker Contacted: Voting continues via the aux bin. Inspector is going to try a new pad of ballots to attempt to resolve issue.  
12:58:42 PM FED Contacted: Voting continues via Aux Bin.  
1:38:56 PM < Other: See Comments >: FED reported back that ballots being processed.

**PCT 3635**  
**Time Resolved Resolution Comment**  
**Init. Call Time Problem Comments**  
6:05:35 AM Not Open / Locked: No sign of life at PP. All PWs are there but unable to get inside.  
6:10:25 AM District Driver Contacted: DL dispatched  
6:27:16 AM District Driver Contacted: DL present and preparing for emergency voting  
6:27:23 AM FED Contacted: ETA 10 min. Will confirm all emergency voting materials are present.  
7:07:12 AM Pollworker Contacted: Began emergency voting on street at 7:00 am  
7:10:10 AM < Other: See Comments >: Precinct Services made contact with Property Manager - will open site  
7:17:06 AM < Other: See Comments >: Polling place open. Voting continues.  
7:19:12 AM Dispatch Clerk: Please send a knowledgeable clerk with good English skills  
7:23:40 AM Pollworker / Translator Dispatched: clerk dispatched.

**PCT 3638**  
**Time Resolved Resolution Comment**  
**Init. Call Time Problem Comments**  
6:36:04 AM Not Open / Locked: INSP reports that they've locked out of room where voting is supposed to happen. Says contact # for facility is not being answered. Ready for emergency voting if necessary  
6:41:52 AM < Other: See Comments >: Custodian reach - will go to unlock room  
6:43:15 AM FED Contacted: ETA 5-10 min. Will help set up emergency voting until PP is unlocked.  
2:51:41 PM Edge Operations: Edge powers down. Tech and FED both verify troubleshooting has not resolved problem. Send new Edge!  
3:42:24 PM Computer Room: Requested Replacement Machine is ready to pick up at computer room.  
4:29:53 PM < Other: See Comments >: Edge on the way to Polling Place  
5:34:56 PM < Other: See Comments >: equipment delivered.

5:05:45 PM Dispatch Inspector: Inspector left the polling place after lunch. Please send exp inspector asap.  
 5:07:24 PM Pollworker / Translator Dispatched: Exp. Inspector dispatched.  
 5:34:08 PM < Other: See Comments >: Inspector arrived and resumed responsibilities.  
 6:05:55 PM Pollworker Contacted: First inspector called to explain her absence from the polling place. Please send FED to assess situation.  
 6:11:28 PM FED Contacted:  
 6:14:09 PM FED Contacted: ETA 15 min. Will assess well being of first inspector.

**PCT 3645 Init. Call Time Problem Comments**  
**Time Resolved Resolution Comment**  
 7:01:00 PM Inspector located posted ballot statement in roster.  
 7:01:51 PM FED Contacted: ETA 10 min. Will drop off needed supplies.

**PCT 3801 Init. Call Time Problem Comments**  
**Time Resolved Resolution Comment**  
 6:30:12 AM Pollworker Issue: INSP reports that she would like assistance with setting up the PP. All the clerks are there. She is concerned about getting the PP ready in time. Dispatch FED to assist.  
 6:34:18 AM FED Contacted: left msg for FED to go to pp to assist if possible  
 6:44:11 AM FED Contacted: FED is currently occupied with other pots but will check with them when he can. said he checked with them earlier and they seemed to have things under control  
 11:18:04 AM Need Poll Signs: FED says that pp is missing large outdoor sign  
 11:44:20 AM Driver Dispatched: DL to deliver flag sign  
 11:59:29 AM < Other: See Comments >: Flag sign delivered

**PCT 3804 Init. Call Time Problem Comments**  
**Time Resolved Resolution Comment**  
 7:33:42 AM Dispatch Clerk: Inspector reports Lilly Zhu (student) called this morning and cannot participate. He and his other two clerks are ensuring voting continues.  
 7:40:36 AM Pollworker / Translator Dispatched: clerk dispatched.  
 8:21:02 PM Pollworker Issue: Inspector needs assistance closing. Dispatch FED.  
 8:25:24 PM FED Contacted: FED on the way, ETA 4 minutes, will call back once resolved

**PCT 3812/3811 Init. Call Time Problem Comments**  
**Time Resolved Resolution Comment**  
 7:22:47 PM Pollworker Issue: Voter called and said he had physical disabilities and had to get on one knee in order to sign roster. He asked for chair to sit and vote but PW pointed to a metal chair. Another PW suggested "it won't take long for you to vote".  
 7:33:05 PM FED Contacted: FED is nearby and on her way, she's surprised by comments but will check it out  
 8:28:33 PM < Other: See Comments >: Followed up with voter on the phone and will contact PWs subsequent to election

**PCT 3817 Init. Call Time Problem Comments**  
**Time Resolved Resolution Comment**  
 10:44:19 AM Need Poll Signs: actually, they have cone sign, but no cone; usually get a cone. If possible, please send a cone.  
 10:51:14 AM Driver Dispatched: DL to deliver cone  
 11:43:02 AM < Other: See Comments >: DL delivered cone



10:48:45 AM Edge Card Activator Seals: Tamper Evident Tape is Missing. The Machine at polling place needs to be Replaced. Red dot sticker missing from card activator, not in bag 11:13:52 AM CA replaced

10:57:47 AM Technician Contacted: Technician dispatched. ETA 10 min Card Activator needs to be replaced

11:15:22 AM < Other: See Comments >: Card activator replaced.

**PCT 3818 Init. Call Time Problem Comments**

**Time Resolved Resolution Comment**

6:56:36 AM Edge Operations: Insp cannot get the Edge screen to show anything. We checked power to machine (green light on), checked all cord connections were good, turned on/off three times and waited 10 sec before turning back on. Edge still non op. Voting continues with Insight.

7:05:03 AM Technician Contacted: Carlo contacted. ETA 10 min.

7:22:51 AM Technician Contacted: Technician onsite--indicated has multiple items connected to power strip and Edge. In process of troubleshooting

7:31:11 AM Technician Contacted: FT reported when removed other items in power strip. Edge rebooted properly. Edge Screen appeared fine--issue resolved.

**PCT 3822 Init. Call Time Problem Comments**

**Time Resolved Resolution Comment**

10:34:09 AM Pollworker Issue: VBM voter didn't have his ballot to surrender, & was given a ballot. PW took voted ballot & fed it thru insight and had him sign roster after. PW named Melanie was intimidating, saying voter didn't tell PWs he was VBM as indicated on roster.

10:34:39 AM FED Contacted: By the time he got to precinct, voter was gone. Will go over protocol with clerks and inspector.

10:42:39 AM FED Contacted: ETA 10 min. Will review VBM protocol with PWs.

11:08:05 AM Pollworker Issue: Voter called Mayors Office on Disability saying PW did not know how to operate Edge machine when voter needed access to it.

11:17:26 AM FED Contacted: ETA 3 min. Will go help PWs with Edge machine.

11:52:25 AM FED Contacted: FED On way to release and replace inspector

11:53:06 AM FED Contacted: FED #11 going to PCT to provide additional assistance with Edge audio voting

12:44:17 PM < Other: See Comments >: FED At pct awaiting return of Audio voter in order to provide assistance

12:57:07 PM FED Contacted: Audio machine working. Inspector replaced, new inspector is being carefully instructed on how to use the Edge audio.

11:11:32 AM Edge Operations: INSP having trouble with Edge audio, send FED immediately to troubleshoot.

11:14:31 AM FED Contacted: ETA 3 min. Will go help PWs with Edge and Edge audio machine.

11:42:16 AM Dispatch Inspector: Replace Inspector immediately, preferably with someone who is adept with Edge operations and voting an audio ballot. Knowledgeable experienced inspector is needed

11:43:52 AM Pollworker / Translator Dispatched: inspector dispatched.

**PCT 3824/3814 Init. Call Time Problem Comments**

**Time Resolved Resolution Comment**

7:50:09 AM Need Poll Signs: No kiosk present.

8:00:37 AM Driver Dispatched: DL will deliver kiosk

8:07:53 AM FED Contacted: FED confirms they cannot find Voter Information Kiosk.

5:11:30 PM Other Polling Place Issues: Inspector reports a construction worker entered polling place and started drilling on the front door causing a lot of noise. Contact PPO about construction. Voting continues.

5:20:04 PM District Driver Contacted: DL dispatched

8:10:40 AM VIK en route. Voting continues.

5:35:57 PM Drilling will stop in 20 minutes - he is repairing the building alarm system

**PCT 3829 Init. Call Time Problem Comments**

6:38:29 AM Edge Operations: Blank screen. INSP unplugged and plugged back in. Has been instructed not to close the polls.

6:47:14 AM Technician Contacted: FT Jingo contacted. ETA 10 min.

6:55:42 AM FED Contacted: advsd FED so that she's aware of situation, advsd tech is on the way

7:01:45 AM Technician Contacted: FT verified power connections, then powered up Edge again. Edge then booted properly.

**Time Resolved Resolution Comment**

7:02:51 AM FT verified power connections, then powered up Edge again. Edge then booted properly.

**PCT 3831 Init. Call Time Problem Comments**

6:16:21 AM Dispatch Inspector: Inspector showed up with ballots and supplies, left them with clerks and went home sick. Clerks setting up polling place. Send Inspector immediately.

6:18:57 AM Pollworker / Translator Dispatched: Inspector dispatched.

6:28:37 AM FED Contacted: left msg for FED, advsd her to check on pp if possible

6:37:51 AM FED Contacted: checked that FED got msg, ETA 5 min.

7:34:37 AM Pollworker Contacted: Inspector Nick needs Inspector Folder.

7:42:48 AM Other Soft Supplies: Replacement inspector Nicholas at 415 624 4575 reports original inspector did not leave Inspector Folder. Needs paperwork, keys, etc asap. Called FED and left voicemail. Please follow up.

7:49:37 AM FED Contacted: FED is already aware of this and has been advsd to provide supplies as needed from her supplies. I will call her shortly to see if there's anything else they need

7:51:06 AM FED Contacted: Called Roman, he will go to inspector Spohn's house to try to recover Inspector Folder.

7:56:04 AM FED Contacted: FED on her way to provide further support and supplies. Also bringing adult Clerk as PCT appears to be staffed with 2 students.

8:22:29 AM FED Contacted: left msg for FED to call back when she can and advs status

**Time Resolved Resolution Comment**

7:08:18 AM insp has been dropped off

**PCT 3832 Init. Call Time Problem Comments**

6:12:39 AM Not Open / Locked:

6:28:44 AM FED Contacted: ETA 20 min (at 6:15). Will confirm emergency voting materials are present.

6:39:33 AM < Other: See Comments >: Polling Place open

**Time Resolved Resolution Comment**

6:39:55 AM Polling Place open

**PCT 3834/3844 Init. Call Time Problem Comments**

6:38:46 AM Not Open / Locked:

6:39:06 AM FED Contacted: Already at polling place. Helping to set up emergency voting until PP is unlocked.

**Time Resolved Resolution Comment**

6:57:15 AM FED confirmed polling place is unlocked

**PCT 3835 Init. Call Time Problem Comments**

6:15:30 AM Insight Seals: INSP says Insight bag seal doesn't match: 0004711

6:28:20 AM Insight Seals: INSP reports that Insight bag seal and other machine seals do not match INSP workbook. I cannot get reliable seal numbers over the phone -- dispatch FED asap to help read numbers and call back.

6:48:14 AM Pollworker Contacted: Per director, as all internal seals match, use machines. Double-checking with PCT services about transport bag seals.

**Time Resolved Resolution Comment**

6:49:21 AM double-entry

6:48:57 AM Machine seals intact and match. Set up continues.

**PCT 3837/3827**

**Init. Call Time Problem Comments**

8:56:42 PM Inspector reports no Edge bag seal. FED will drop replacement.

**Time Resolved Resolution Comment**

**PCT 3843**

**Init. Call Time Problem Comments**

7:07:28 AM DL confirmed polling place unlocked - voting continues

**Time Resolved Resolution Comment**

**PCT 3856/3861**

**Init. Call Time Problem Comments**

6:22:21 AM Not Open / Locked: FED is on his way to assess situation

6:25:34 AM Pollworker Contacted: Inspector is still locked out.

6:30:26 AM District Driver Contacted: DL dispatched

6:31:17 AM < Other: See Comments >

7:04:57 AM Pollworker Contacted: Spoke with Inspector. They are still outside, but already started emergency voting- they just had their first voter

7:08:40 AM District Driver Contacted: DL confirms emergency voting continues

7:46:46 AM < Other: See Comments >: Sean Martin, poll locating supervisor, has been dispatched from the Elections Center to relocate the polling place

7:48:15 AM FED Contacted: Let FED know about relocation of pp. Eta 5 min.

7:58:41 AM FED Contacted: Emergency voting continues.

9:31:56 AM < Other: See Comments >: Computer room will be dispatching Insight and Edge to the polling place. DL will set up the equipment and the team will be voting through machines.

9:42:21 AM < Other: See Comments >: Insight is ready to pick up at Computer Room.

9:52:09 AM Pollworker Contacted: Insp informed that DL on the way with equipment. Instructed Inspector to call us back when voting has been switched from emergency procedures. At 9:45 their voter count was up to approx 40.

9:57:01 AM < Other: See Comments >: Sean has relocated the polling place to garage at 3722 26th St. - in the process of setting up. New Insight and Edge machines being dispatched

10:31:30 AM < Other: See Comments >: Sean confirmed voting machines arrived and are being set up

10:31:42 AM < Other: See Comments >: Insight delivered, Edge still in Computer Room going through PreLAT

11:02:47 AM Computer Room: Edge, CA, VVPAT, Audio, ready. On the way to Polling Place. 52511, 124398, 239417, 291027

11:51:20 AM < Other: See Comments >

11:55:07 AM < Other: See Comments >: The old address was: First Samoan Congregational Church, 3715 26th St, Blw Dolores & Guerrero Sis

**Time Resolved Resolution Comment**

**PCT 3872**

**Init. Call Time Problem Comments**

6:39:24 AM Insight Operations: Please send tech to PP. Aux voting set-up.

6:46:38 AM FED Contacted: Told FED of situation. Will go to that PP next. ETA 10 minutes.

6:48:48 AM Technician Contacted: FT notified, ETA 15 min

10:55:43 PM Insight Operations: Inspector reports about 25 percent of precinct ballots had to be re-fed in a different orientation to be accepted. Please check for ballot printing errors.

10:59:03 PM call came in after pick-up. Will check in post-election canvass.

**Time Resolved Resolution Comment**

| Init. Call Time  | Problem Comments   | Time Resolved | Resolution Comment                                   |
|------------------|--|---------------|--|
| PCT<br>3903/3901 |  |               |  |
| 7:33:41 AM       | Edge Primer Jam: Per Inspector Edge printer is making a strange sound and the paper is jamming   | 8:21:16 AM    | FT replaced Printer, issue resolved, voting resumed  |
| 7:50:57 AM       | Technician Contacted: FT called; ETA 15 mins   |               |  |
| 8:05:42 AM       | < Other: See Comments >; FT called in; paper roll has been torn; cannot be fixed; told FT to swap it out; will call back with Asset tag info   |               |  |
| 8:16:02 AM       | < Other: See Comments >; FT replaced Printer/issue resolved, voting resumed  |               |  |
| 11:10:54 AM      | < Other: See Comments >; FT replaced Printer/issue resolved, voting resumed Good> BKPVP083 Bad> VP903  |               |  |
| 2:49:23 PM       | Dispatch Bilingual: Bilingual clerk not following procedures. Needs replacement bilingual clerk that can stay also until after the polls close.  | 3:07:34 PM    | clerk has been dropped off                           |
| 2:53:25 PM       | Pollworker / Translator Dispatched: 1 Spanish clerk dispatched.  |               |  |
| PCT 3904         |  |               |  |
|                  |  |               |  |
| 7:58:38 AM       | Insight Ballot Jam: INSP reports that the first ballot was accepted but the second and third have both jammed. Error message was only displayed once and the INSP reports that the ballots are not entering the tabulator. Dispatch FED to assist. Voting continues via Aux Bin. | 9:21:42 AM    | Insight placed backwards on bins. Voting continues.  |
| 8:41:37 AM       | FED Contacted: ETA 5 min. Will attempt troubleshooting.  |               |  |
| 9:21:18 AM       | FED Contacted: Insight on bins backwards. Now working. Voting continues.   |               |  |
| PCT 3905         |  |               |  |
|                  |  |               |  |
| 7:16:59 AM       | Dispatch Clerk: Inspector reports Deneron Carr (only adult clerk) has not shown up and cannot reach. Voting continues with current student staff.  | 7:40:56 AM    | clerk has been dropped off                           |
| 7:18:54 AM       | Pollworker / Translator Dispatched: clerk dispatched.  |               |  |
| PCT 3906         |  |               |  |
|                  |  |               |  |
| 6:06:11 AM       | Not Open / Locked: Inspector says she can't reach the POC for the PP at 648-0260. Yesterday the POC, Marto, said someone else would be letting them in. Advised Inspector to call us back in 10 minutes if they haven't been let in.   | 6:20:34 AM    | Polls open   |
| 6:12:34 AM       | < Other: See Comments >; PPO contacted; will send someone to open  |               |  |
| 6:20:25 AM       | < Other: See Comments >; Polls open  |               |  |
| 6:29:25 AM       | FED Contacted: ETA 10 min (at 6:10).   |               |  |
| 7:15:32 AM       | Edge Primer Paper Low: Edge Primer Paper Low message. Printer data/power cords plugged in, turned machine off/on, message is still there. Please send tech. Voting continues on Insight.   | 7:51:36 AM    | Printer swapped out, issued resolved, voting resumed |
| 7:22:32 AM       | Technician Contacted: FT ETA 5 mins; Good> BKPVP082 Bad> VP3906  |               |  |
| 7:43:15 AM       | < Other: See Comments >; Ft called/checked all connections; still saying Paper low; told FT to swap out printer; will call back with Asset tag on unit swapped   |               |  |

| Time Resolved                                    | Resolution Comment  |
|--|---|
| <b>PCT 3916 Init. Call Time Problem Comments</b> |   |
| 6:11:52 AM                                       | Not Open / Locked: PCT team is locked out of the PP. Insp called PP owner listed on PCT staffing form, no response. Will begin emergency voting if necessary.   |
| 6:15:45 AM                                       | < Other: See Comments >; Emergency contact from Rec & Park to dispatch someone to open  |
| 6:46:35 AM                                       | FED Contacted: Left message for FED.  |
| 6:59:18 AM                                       | District Driver Contacted: DL confirmed they are set up for emergency voting  |
| 7:09:31 AM                                       | < Other: See Comments >   |
| 7:11:30 AM                                       | District Driver Contacted: DL confirmed Rec & Park security present and attempting to unlock  |
| 7:14:49 AM                                       | Pollworker Contacted: Voting began at 7:00, Roman on site. PP unlocked. Voting continues.   |
| <b>PCT 3918 Init. Call Time Problem Comments</b> |   |
| 5:33:57 AM                                       | Dispatch Clerk: Feels ok to start machine set up  |
| 5:54:15 AM                                       | Pollworker / Translator Dispatched: 2 clerks dispatched   |
| 6:14:54 AM                                       | Driver Dispatched: pcf has full staff, driver will return the 2 clerks back to city hall  |
| 6:14:36 AM                                       | Not Open / Locked: Went over emergency procedures.  |
| 6:37:57 AM                                       | Not Open / Locked: INSP reports that the PP is locked and he cannot reach the PPO. The INSP has his rice bag with ballots and other materials. Requests FED assistance to begin emergency voting until PP is unlocked.                                  |
| 6:41:49 AM                                       | FED Contacted: eta 10 min   |
| 6:41:49 AM                                       | duplicate   |
| 8:14:27 AM                                       | Insight Ballot Jam: PW cleared jam, ballot placed in bins. Checked lights to right of LED counter, red & green lit. Voting continues.   |
| 8:17:23 AM                                       | Jam cleared. Voting continues.  |
| 10:40:31 AM                                      | Edge Operations: Pollworker having trouble activating an Edge voter card. Cell reception prevents over-the-phone troubleshooting. There is no voter waiting to use the machine at this time, but please send FED to make sure INSP can use the machine. |
| 10:42:40 AM                                      | FED Contacted: eta 5 min  |
| 10:57:59 AM                                      | FED Contacted: FED is going over card activator procedures and also did troubleshooting with the edge machine   |
| <b>PCT 3925 Init. Call Time Problem Comments</b> |   |
| 8:24:48 PM                                       | Insight Tape: the tab can't be moved forward or back. Please, send tech.  |
| 8:28:47 PM                                       | Technician Contacted: ETA 15 min  |
| 8:51:15 PM                                       | Technician Contacted: still working on fix... FT states it is actually a paper jam... trying to get it aligned correctly... will call back when resolved  |
| 9:01:58 PM                                       | Technician Contacted: Resolved... performed closing... Tech to return to Pier 48, Shed A  |
| <b>PCT 3927 Init. Call Time Problem Comments</b> |   |
| 7:16:43 AM                                       | Dispatch Clerk: They have one student and one adult   |
| 7:17:46 AM                                       | Pollworker / Translator Dispatched: clerk dispatched.   |

8:24:10 AM Edge Operations: Screen has said Printing zero proof report for more than 20 min. Please, send tech. Voting continues. 9:24:04 AM FT replaced printer, all working correctly; Good: BKPVP 087 Bad: VP3927

8:30:35 AM Technician Contacted: FT called regarding procedure to swap; will call back with tags.

8:49:48 AM < Other. See Comments >: FT troubleshooting; cannot get unit to work correctly; told FT to swap printer out; will call back with tag #'s

8:59:18 AM < Other. See Comments >: 123 green light stuck; looks like there is damage on screen; told FT to replace

9:22:41 AM < Other. See Comments >: FT replaced printer, all working correctly; Good: BKPVP 087 Bad: VP3927 Issued resolved, voting resumed

11:04:32 AM < Other. See Comments >: Tags >Good: BKPVP 087 Bad: VP3927 Issued resolved, voting resumed.

**PCT 3928 Init. Call Time Problem Comments**

**Time Resolved Resolution Comment**

7:41:11 AM Dispatch Bilingual: INSP reports that the Bilingual PW (Spanish) is unable to serve. Dispatch Bilingual PW. 8:07:17 AM spanish bilingual has been dropped off

7:43:40 AM Pollworker / Translator Dispatched: 1 spanish bilingual clerk dispatched.

**PCT 3929 Init. Call Time Problem Comments**

**Time Resolved Resolution Comment**

7:41:29 AM Other Voting Equipment: INSP reports having trouble setting up their fifth voting booth. One leg will not stay in the booth. Have FED take a look, replace booth if necessary. Voting continues, four booths is more than enough for right now. 8:13:09 AM Voting continues.

7:57:06 AM FED Contacted: Advised FED to go to pp to assess situation.

8:12:52 AM < Other. See Comments >: Voter turnout does not require 6 booths. Voting continues.

12:53:08 PM Edge Operations: PCT has had 4 voters use Edge, but a voter tried to use it and they got a VOTER CARD INVALID message. Checked time on Activator, matches Edge. Please send tech to assess issue. 1:21:18 PM Pet leader power-cycled machine up and card was then accepted. Reset successful

12:59:40 PM Technician Contacted: FT EST 15 mins

1:18:44 PM < Other. See Comments >: FT arrived and pet leader had already power-cycled machine up and card was then accepted. Reset successful. Issue resolved, voting resumed

**PCT 3932/3933 Init. Call Time Problem Comments**

**Time Resolved Resolution Comment**

6:05:09 AM Not Open / Locked: DL dispatched

6:08:39 AM Pollworker Contacted: Reminded INSP about Emergency procedures. 6:31:44 AM Polling Place unlocked