Election Plan
March 3, 2020, Consolidated Presidential Primary Election

Friday, January 3, 2020
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I. Introduction

The Department of Elections (Department) conducts all public federal, state, district and municipal elections in the City and County in a manner that is free, fair, and functional, and provides access to voting and election-related services.

The Department must conduct elections in compliance with all applicable federal, state, and local laws, including the Voting Rights Act, the Help America Vote Act, the Americans with Disabilities Act, and the City’s Language Access Ordinance. The Department is responsible for maintaining open processes that inspire public confidence in the election system; providing and expanding upon public outreach and education plans designed to engage voters and potential registrants in San Francisco; and continually improving voter services by streamlining procedures and anticipating the future needs of City voters. Serving a registered voter base of over 500,000 residents, the Department:

- Facilitates the filing of candidate nomination papers and ballot measures;
- Produces San Francisco’s official and sample ballots and Voter Information Pamphlet;
- Provides educational services, programs and materials to registered voters and potential registrants;
- Administers a vote-by-mail program for nearly 350,000 voters who permanently vote by mail and 8,000 voters who serve in the military or reside overseas;
- Secures and prepares polling places throughout the City for each election;
- Recruits and trains poll workers to serve a linguistically and culturally diverse voter population;
- Administers early voting beginning 29 days before each election;
- Organizes the collection of ballots and election results data on Election Night;
- Provides vote count tabulation and election results reporting; and
- Conducts an Official Canvass of all votes cast to verify the accuracy and validity of election results.

San Francisco Charter §13.103.5 requires the Department to develop an Election Plan for every election. The Election Plan provides detailed information about the Department’s plans to conduct the upcoming election in a manner that is free, fair, and functional as well as highlights new and improved practices the Department will put in place for that election. Following is the Election Plan for the March 3, 2020, Consolidated Presidential Primary Election.

II. Organizational Structure

The Department is comprised of eight divisions — Administration, Ballot Distribution, Campaign Services, Election Day Support, Polling Place Operations, Information Technology, Voter Services, and Voter Information — each focusing on processes and programs required to administer an election.
In the months leading up to each election, the Department hires many temporary employees to assist with election projects. Statutory deadlines require that numerous tasks be completed by specific dates prior to, during, and after an election. These ongoing deadlines necessitate the Department to hire personnel on a staggered basis.

For the March 3 election, the Department plans to hire and onboard nearly 300 temporary employees. These employees will aid the full-time staff with candidate filings, maintenance of voter records, signature comparison on vote-by-mail ballot envelopes, poll worker training, preparation of polling places, processing and counting of voted ballots, and various canvass processes.

For each election, the Department hires many bilingual temporary employees to help provide services to voters who prefer to receive election information in languages other than English. Bilingual employees assist with conducting voter outreach as well as proofing the Department’s translated materials, including all versions and formats of the official ballot and the Voter Information Pamphlet.

Many temporary employees continue working with the Department for several weeks after Election Day to assist with various canvass processes that must be completed before election results can be certified.

**Employee Orientation Program**

The Department provides an Employee Orientation Program (EOP) for new temporary employees and those with prior working history with the Department.

During a three-hour onboarding session, employees review the Department’s mission and goals, including the Department’s commitment to providing the best services possible with the highest regards for accuracy, timeliness, and professionalism. Employees also learn about City and departmental policies and procedures, emergency and evacuation protocols, services and resources available to employees, workplace protections and responsibilities, benefits, and more. The onboarding session is supplemented by two videos, one that addresses human resource-related topics and one that is meant to increase awareness of the main components of excellent customer service — being professional, inclusive, culturally appropriate, and respectful — and equip staff with some techniques to achieve such a level of service. During onboarding, employees learn about cybersecurity, including internal and external security threats that they may encounter on the job. Employees learn how to detect a phishing scam, safeguard City laptops, mobile devices, and other hardware, and protect confidential voter data.

After the conclusion of onboarding session, employees take a tour of the Department and are introduced to their colleagues from other divisions.
III. New and Enhanced Practices

For the March 3 election, the Department has put in place several new practices and has enhanced several existing programs to further improve services provided to voters and prospective registrants.

A. Make a Note. Plan to Vote. Theme

In preparation for the March 3 election, the Department continues to find new ways to motivate San Franciscans to participate in elections through its outreach themes and strategies.

Building on the Make a Note. Plan to Vote. theme from the November 2019 election, the Department has adjusted the theme’s tone and presentation, from a friendly to-do list, to a desktop calendar motif focused on the dates for the new primary election cycle.

To emphasize the accessible nature of elections and encourage voters to maintain a sense of confidence in primary election rules, without feeling overwhelmed by the complexities, the modified Make a Note. Plan to Vote. theme is designed to remind City residents to integrate the specific actions of preparing to vote (including checking and/or changing political party preference in order to receive the preferred ballot and choosing how to vote, either by mail or in person) into an easy-to-manage, personal calendar.

The theme’s slogan and calendar motif are supplemented by patriotic colors and graphics intended to draw attention to the new schedule for primary elections in California and present the act of voting in a celebratory manner. This approach is meant to encourage voters to celebrate the importance of their right to vote and their ability to make an impact, both locally and across the state and country. Following is an image of the cover of the Voter Information Pamphlet featuring this theme.
To maximize the Make a Note. Plan to Vote. theme’s impact through consistent and frequent messaging, the Department has incorporated the slogan into a wide variety of advertisements and materials including Muni and BART ads and the citywide mailer sent to all households. The slogan is also featured prominently in the Department’s website banner, outreach presentations, and other print and digital materials.

The Make a Note. Plan to Vote. theme also transpires in the voting instructions enclosed with vote-by-mail ballot packets. The voting instructions continue to be one of the Department’s main outreach mechanisms, reaching nearly 360,000 voters every election. For the March election, vote-by-mail instructions include not only directions for marking and returning a ballot, but also explain how to request a different ballot if the one enclosed does not list the voter’s preferred presidential primary candidate. These instructions, similarly to other outreach materials, are presented in the context of the election’s patriotic theme, with red, white and blue banners and pinwheels.
For the March 3 election, the insert with voting instructions will also include an I Voted! sticker, so voters who vote by mail can express their enthusiasm for participating in the election in the same way poll voters can.
B. Voter Outreach and Education on Presidential Primary Rules

For the March 3 election, the Department’s outreach objectives include educating City residents about the election aspects that are unique to presidential primaries, including information on how voters’ political party preference determines the presidential contest on their ballots and ballot options for voters registered with no party preference.

In the months leading up to Election Day, the Department will deploy various strategies, including print and digital media, in-person presentations, radio broadcasts, as well as collaboration with community partners, to provide general election information, to advise voters about primary rules, to highlight why party preference matters, and to explain how to change party preference or request a crossover ballot in the March 3 election.

Efforts to Inform No Party Preference Voters That They May Vote in a Presidential Primary

When registering to vote in California, a person has the option of selecting a political party preference. Voters who register to vote with no party preference or preference for an unqualified political party are known as “No Party Preference” or NPP voters. Each political party has the option of allowing NPP voters to vote in its presidential primary. For the March 3 election, three political parties have chosen to allow NPP voters to “cross over” and vote on their presidential primary ballot. These parties are the American Independent Party, the Democratic Party, and the Libertarian Party.

Through its programs, the Department plans to make extensive efforts to inform NPP voters, both those who vote by mail and those who will be voting in-person at a voting center or polling place, that they may vote in one of the three presidential primaries or reregister to vote.

First, on December 2, the Department mailed bilingual notices to nearly 107,000 NPP voters who vote by mail. These notices explain ballot options for such voters, describing the content and availability of nonparty, party, and crossover ballots. The notices also provide the different ways NPP voters can request crossover ballots, one of which includes completing and returning the detachable postage-paid section of the notice.
Important Notice

Voters with No Party Preference Who Receive Ballots in the Mail
March 3, 2020, Presidential Primary Election

Your voter registration record indicates that you have no preference for a qualified political party and that you receive a ballot in the mail before every election.

To vote for a presidential candidate in the March 3, 2020, Presidential Primary Election, you must request a crossover ballot or reregister to vote with a qualified political party.

Option 1: Request a Crossover Ballot

The American Independent, Democratic and Libertarian parties will allow voters with no party preference to vote in the parties’ presidential primaries. You must request a “crossover” ballot to vote for a presidential candidate from one of these parties.

To receive a crossover ballot in the first mailing of ballots that will occur in early February 2020, you must take one of the following actions by December 27, 2019:

1. Complete and return the attached postage-paid card
2. Call the Department of Elections at (415) 554-4375
3. Email SFVote@sfgov.org (include your name, home address, the address to which the ballot should be mailed if different from the home address, and date of birth)

Submitting your request for a crossover ballot by December 27 is important because the Department will begin preparations to mail ballots for the March election at that time. If your request is received after December 27, we may not have time to update your record before mailing a ballot without presidential candidates and you will need to wait for a replacement ballot.

A crossover ballot does not include candidates for County Central Committee. To vote for a party’s County Central Committee member, you must reregister with the party.

Option 2: Reregister to Vote

To vote in the presidential primary of the Green, Peace and Freedom, or Republican parties, you must update your registration record with a new party preference. To reregister, go to registerforvote.ca.gov or complete a paper application.

Be Advised!

If you do not submit a request for a crossover ballot or reregister to vote with a qualified political party, the Department will mail you a ballot that does not list presidential candidates. However, you will be able to exchange that ballot for your preferred ballot through Election Day, March 3, by following the instructions enclosed in your vote-by-mail packet.

For more information about primary election rules, call the Department of Elections at (415) 554-4375 or visit sflections.org/2020primary.
On December 11, the Department sent an email follow-up to nearly 45,000 NPP vote-by-mail voters with email addresses on file, encouraging them to submit crossover ballot requests.

The Department will continue sending notices to NPP vote-by-mail voters who have been added to the voter rolls between the date of the first mailer in December and early January when the Department will begin preparations for mailing vote-by-mail ballot packets.

Second, to educate NPP voters added to the voter rolls after January 6 and provide another reminder to those who have not responded to earlier notices, the Department added primary election-related information to Voting Instructions enclosed with vote-by-mail ballot packets. As shown on the next page, these Voting Instructions explain how a voter who has received a ballot that does not include the primary contest in which the voter’s preferred presidential candidate is running can request that ballot:
How to Request a Different Ballot

The party preference in your voter registration record determines which presidential candidates appear on your ballot. You may check your party preference at sflections.org/voterportal.

If you recently reregistered or requested a crossover ballot, the Department will mail you a new ballot with that party’s presidential candidates. No further action is required.

To request a different ballot, following are your options:

1. Reregister with a specific political party to receive a ballot with presidential candidates of that party. Through the registration deadline, February 18, go to registertovote.ca.gov or complete a paper registration form. After February 18, visit a voting center or polling place to reregister and vote a provisional ballot. Your provisional ballot will be counted after your new registration is processed.

2. If you are registered with no party preference, you may request a crossover ballot of the American Independent, Democratic, or Libertarian party. You may submit your request in one of the following ways:
   - Call (415) 554-4375
   - Go to sflections.org/voterportal
   - Email SFVote@sfgov.org
   - By mail to 1 Dr. Carlton B Goodlett Pl., Rm 4B, SF, CA 94102 or fax to (415) 554-4372
   - At a voting center or polling place.

Third, the March 3 nonparty ballot itself will provide an explanation as to why the presidential primary contest is not listed on the ballot and include information about how to get a different party’s ballot if desired.

Fourth, the March 3 Voter Information Pamphlet (VIP), provided to every registered San Francisco voter, will include sample ballots for all political parties holding March presidential primaries as well as sample crossover ballots for NPP voters. Although the substance of the VIP is the same for all voters, the back cover varies depending on whether or not the voter has registered with a party preference. Pamphlets mailed to NPP voters will not include a NPP sample ballot.
voters will have a different version of the vote-by-mail application on the back cover, specifying the ballot options available to these voters and serving as another means for them to request a crossover ballot.

Fifth, the Department offers voters an online Voter Portal, which among other functions, allows voters to look up their registration status. NPP voters who use the Voter Portal will be informed that they are registered as NPP voters and provided with information about their ballot options.

In situations when an NPP voter is registered as a vote-by-mail voter and has not yet requested a crossover ballot, the Voter Portal indicates that the voter has the option of requesting a ballot with the presidential contest, and allows the voter to submit a ballot request directly through the Portal. In situations when a vote-by-mail voter has already submitted the request for a crossover ballot, either using the Portal or via one of the other available methods, the tool confirms that the Department is in receipt of such a request. Following is a screenshot of what an NPP voter who votes by mail and who has not requested a crossover ballot would see.
Similarly, NPP voters who do not already vote by mail who access the tool will be provided with information that they have options for requesting a crossover ballot. As with the paper vote-by-mail application, the Voter Portal allows voters to request a crossover ballot to the voter’s permanent or temporary address using a single application.

Following is a screenshot with information displayed to NPP voters with a crossover ballot request on file, either submitted via the Voter Portal or another method (mail, email, fax, etc.).

Sixth, in late November 2019, the Department launched an online March 2020 Presidential Primary Ballot Tool to assist voters in learning about the steps they need to take to receive ballots with their preferred presidential primary candidates.
Below is an example of what an NPP voter would see after inputting the voter’s current party preference and preferred presidential primary contest.

Below is a screenshot of the March 2020 Presidential Primary Ballot Tool.

Seventh, the VIP, which, as noted previously, is provided to every registered San Francisco voter and is available on the Department’s website, includes a new primary election FAQs section. Questions in this section include: “What is my party preference?”, “What are my options if I have no party preference?”, “How can I request a crossover ballot?”, “What actions do I need to take to receive a different ballot?”, “How do I reregister to change my party preference?”, “Which sample ballot should I use?”, “I am registered with a party preference. Why is my party’s county central committee or county council contest not listed on my ballot?”, “Where can I find more information about presidential primary elections and party preference?” The VIP also provides an easy-to-understand flow chart explaining that NPP voters may vote in any of the three designated presidential primaries, while voters registered with a political party may only vote in the party’s presidential primary. Following is an image of the flow chart included in the VIP.
### What can I vote on in the March 3, 2020, Presidential Primary Election?

<table>
<thead>
<tr>
<th>If I’m registered...</th>
<th>...then I vote for:</th>
</tr>
</thead>
</table>
| Democratic           | The Democratic Party’s  
                       | Presidential candidates  
                       | County Central Committee members |
| Republican           | The Republican Party’s  
                       | Presidential candidates  
                       | County Central Committee members *(Assembly District 17 only)* |
| American Independent, Green, Libertarian, or Peace and Freedom | That party’s  
                       | Presidential candidates |
| No Party Preference  | Upon request*  
                       | Presidential candidates of the American Independent Party or  
                       | Presidential candidates of the Democratic Party or  
                       | Presidential candidates of the Libertarian Party |
|                      | *You will receive a ballot without a presidential primary contest unless you request a party ballot. |

### Everyone votes for:

<table>
<thead>
<tr>
<th>Voter-Nominated Offices</th>
<th>Nonpartisan Offices</th>
<th>Ballot Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. Representative in Congress</td>
<td>Judges of the Superior Court</td>
<td>California Proposition 13</td>
</tr>
<tr>
<td>State Senator</td>
<td></td>
<td>San Francisco Propositions A–E</td>
</tr>
<tr>
<td>Member of the State Assembly</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To receive a different ballot, use the March 2020 Presidential Primary Ballot Tool at sfelections.org/myballot to see a customized list of your options.

Eighth, in January, the Department will send a mailer to every household in San Francisco—over 374,446 in all—reminding residents to vote and explaining why voters’ political party preference makes a difference in the March 3 election. The mailer also informs NPP voters that they can vote in the presidential primary for any of the three parties. Following is an image of the mailer.
Election Plan – March 3, 2020, Consolidated Presidential Primary Election

MARCH 3 • 2020
PRESIDENTIAL PRIMARY ELECTION

Vote early in person or by mail
February 3 - March 3

Vote at your polling place
March 3, 7 a.m. - 8 p.m.

Review your political party preference
at sfelections.org/VoterPortal
Your party preference determines the
presidential candidates on your ballot

March 3rd Election Day

Registered with a Party Preference?
Your ballot will list that party's presidential candidates.

Registered with No Party Preference?
You can request a ballot with one of these parties' presidential candidates:
  • American Independent Party
  • Democratic Party
  • Libertarian Party

Call the Department of Elections at (415) 554-4375,
email SFVote@sfgov.org, or ask a poll worker or voting center representative.

Want a different ballot? Not sure if you are registered with a Party Preference?
Find answers at sfelections.org/myballot or contact the Department of Elections at (415) 554-4375.

Join a team of 2,500 San Francisco poll workers and earn some money! Apply at sfelections.org/pollworker.

Make a note.
Plan to vote.

The Department of Elections
San Francisco, CA 94102
Ninth, the Department will train all poll workers and voting center staff members to issue ballots based on voters’ party preference and inform NPP voters that they have the option of voting for one of the three parties or registering with a qualified political party. Several pages in the Poll Worker Manual are dedicated to procedures on issuing ballots. This topic will also be the main focus of the poll worker training curriculum delivered in each class via a PowerPoint presentation. In addition, every voting center and polling place in San Francisco will be provided with a multilingual sign informing NPP voters that they may vote in one of the presidential primaries.

### Ballot Options for Voters with No Party Preference

**Choose One Option and Notify the Poll Worker:**

1. I want to receive a crossover ballot with the presidential primary contest of the
   - American Independent Party
   - Democratic Party
   - Libertarian Party

2. I want to receive a ballot that does not list a presidential contest.

3. I want to reregister with a political party and vote a provisional ballot listing that party’s presidential contest and county central committee contest.

**Note:** A voter who is registered with a qualified political party will receive that party’s ballot unless the voter reregisters with a different party preference and votes a provisional ballot.

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**Opciones de boleta para electores sin preferencia de partido**

**Seleccione una opción y notifíque al trabajador electoral:**

1. Quiero recibir una boleta cruzada con la contienda presidencial primaria del
   - Partido Americano Independiente
   - Partido Demócrata
   - Partido Libertario

2. Quiero recibir una boleta que no contenga una contienda presidencial.

3. Quiero reinscribirme con preferencia por un partido político y votar con una boleta provisional que contenga la contienda presidencial y la contienda del comité central del condado de ese partido.

**Nota:** Un elector inscrito con preferencia por un partido político calificado recibirá la boleta de ese partido político a menos que el elector se reinscriba con preferencia por un partido político diferente y vote con una boleta provisional.

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**Mga Opsyon para sa Balota ng mga Botanteng Nakarehistro na Walang Kinakatigang Partido**

**Pumili ng isa sa mga opisyon at ipagbigay-alam sa manggagawa sa lugar ng botohan:**

1. Nais kong makatanggap ng crossover na balota na may laban ang primarya para sa pagkapangulo para sa
   - Partidong Amerikanong Independiente
   - Partidong Demokratiko
   - Partidong Libertaryan

2. Nais kong makatanggap ng balota na hindi nagalaman ng labanan para sa pagkapangulo.

3. Nais kong muling magparehistro sa isang politikal na partido at bumoto gamit ang probisyonal na balota na nagalaman ng mga labanan sa pagkapangulo at sentral sa komite ng county ng partidong iyon.

**Tandaan:** Ang botanteng rehistrado sa isang kuwalipikadong politikal na partido ay makatanggap ng balota ng partidong iyon, maliban na lamang kung sila ay muling magparehistro sa may ibang kinakatigang partido at boboto ng probisyonal na balota.
Tenth, during the March 3 election cycle, the Department will regularly issue tweets and Facebook updates informing NPP voters that they can vote in one of the primaries and explaining how to do so. Many of such posts will provide links to the Department’s website further explaining this topic and providing tools for vote-by-mail voters to request a presidential primary ballot.

Eleventh, the Department will continue to maintain a list of “interested persons”, which includes organizations, members of the public, and media representatives, who automatically receive press releases by email. As with tweets and Facebook updates, prior to Election Day, the Department will issue a series of press releases advising NPP voters of actions they must take in order to receive ballots with the presidential primary contest.

Finally, the Department will conduct an extensive outreach to educate voters about primary election rules, including the ballot options for NPP voters and the option for all voters to reregister.

The Department will post informational ads inside and on the exterior of Muni vehicles and in BART stations and will also place ads in local newspapers. The Department will deliver and mail the materials to over 200 civic partners, including community-based organizations, schools, City departments, and libraries. Department Outreach coordinators will also distribute materials at events, fairs, and festivals, and other venues across the City. These materials provide essential presidential primary election information in the context of the Make a Note. Plan to Vote. theme. Following is an image of the outreach brochure.
At some outreach events, Department Outreach coordinators hold educational presentations. The March 3 primary election presentation covers a number of election-related topics, such as key election dates, ways to register and update registration information, voting options, informational resources, and opportunities to get involved, such as serving as a poll worker or engaging in public observation of election processes. In addition, the presentation covers primary-specific topics such as how primary elections work in California, how party preference impacts ballot options, and ways to request a crossover ballot or reregister to change party preference and receive a particular party ballot. The presentation also includes several audience participation exercises featuring hypothetical City voters with a common question, “What are my [ballot] options?”
Example 1:

I want to vote for a **Green Party** candidate in the Presidential Primary. What are my options?

**Pedro**

Party Preference: **Libertarian**

**Parties Holding Modified Closed Primaries (voters with No Party Preference can request a ballot):**
- American Independent
- Democratic
- Libertarian

**Parties Holding Closed Primaries:**
- Green
- Peace and Freedom
- Republican

Example 3:

I want to vote for a **Democratic Party** candidate in the Presidential Primary. What are my options?

**Steven**

Party Preference: **No Party Preference**

**Parties Holding Modified Closed Primaries (voters with No Party Preference can request a ballot):**
- American Independent
- Democratic
- Libertarian

**Parties Holding Closed Primaries:**
- Green
- Peace and Freedom
- Republican
Efforts to Inform Voters with a Party Preference That They May Change That Preference

The Department will also make extensive efforts to inform voters who have selected a party preference at registration that they may reregister in order to receive a different ballot.

First, the VIP contains a discussion on “What action do I need to take to receive a different ballot?” and “How do I reregister or change my party preference?” and explains how voters can change their party preference (online or via a paper application) before the registration deadline, February 18, and after the deadline (at a voting center or polling place).

Second, all vote-by-mail ballot packets sent to San Francisco voters include Voting Instructions that indicate that the party preference in voters’ registration records determines which presidential candidates appear on their ballots and discuss voter options, including reregistration, to receive a different ballot.

Third, the ballot itself will include explanation that the ballot lists the presidential contest of the party in the voters’ registration records and information about how to get a different party’s ballot if desired.
Fourth, as previously noted, the Department will send a mailer to every household in San Francisco. That mailer, among other things, informs voters they could change their party preference before or after the registration deadline: “Register to vote or update your registration, including your party preference by February 18! Go to registertovote.ca.gov or ask us to mail you a paper form. After February 18, you can register and vote provisionally at a voting center or polling place.”

Fifth, the Department’s outreach materials, which, as noted previously, will be provided to over 200 civic partners and distributed at events throughout San Francisco leading up to Election Day, inform voters that they may change their party preference to receive a different ballot.

Sixth, the Department will provide information about how voters can reregister or change their party preference via its social media posts, outreach presentation, and press releases, all of which have been previously described.
Finally, the Department has created a number of new pages for its website. For instance, sfelections.org/2020primary provides detailed information on topics related to presidential primary elections and information on conditional registration (CVR) and provisional voting. In the March 3 election, CVR will be of particular relevance to voters who want to change their registered party preference in order to vote a particular party’s primary ballot. In March election, for the first time, such voters will be able to do so up through Election Day and at any polling place or voting center in the City.

C. Voter Portal

In an effort to ease access to essential information that voters can use to prepare for an election, the Department recently consolidated a number of its online tools and resources into a centralized “Voter Portal.”

The Voter Portal is located at sfelections.org/Voterportal, and is accessible from the homepage and sidebar of all landing pages on the Department’s website. Voter Portal users can review data in their registration records, including current political party and language preferences, request vote-by-mail ballots, track their ballots through the various steps of the ballot assembly, delivery, verification, and counting processes, locate their assigned polling places, view sample ballots, check their voting districts and elected officials, and opt in or out of paper Voter Information Pamphlet mailings.
The Voter Portal is programmed to generate output messages that are customized and relevant to the individual user, based on various factors, such as whether a voter has an active, inactive, or cancelled registration status, votes by mail or is a poll voter, is registered with a qualified political party or not, or is residing locally or military/overseas (examples in this section that demonstrate the output of the tool use test voter data.) The Voter Portal is available in Chinese, Spanish, and Filipino, in addition to English, allowing users to view tailored information in their preferred language.

Registration Status
Voters in active status receive confirmation of that fact and are encouraged to review their registration data and update it as necessary.

Voters in inactive status (eligible to vote but not receiving elections mailings due to either a failure to vote for a specified period of time or a failure to respond to residency confirmation notices required under state election law) are informed that they are still eligible to vote and reasons for inactivation, and presented with an easy-to-use, Request to Activate Voter Registration tool.
Voters in canceled status (due to requests for cancelation, changes in residency, or compliance with existing voter file maintenance laws), are notified of that fact and are provided with information on how to reregister to vote.

Additionally, the tool will allow those who submitted a voter registration application but are under 18 to view their pre-registration information. These voter records remain in pending status until the voter’s 18th birthday.

**Voting Method**

Voters registered as permanent vote-by-mail voters receive confirmation of this fact, and when the vote-by-mail period commences, those who have been issued ballots for the election may use the “Track My Ballot” function of the Voter Portal to check the status of their ballots.
In situations in which the Department cannot count a ballot (such as when the envelope is not signed), within one day of challenging the ballot, the interface presents the reason for the challenge, the action the voter must take to resolve the issue underlying it, and a link to the relevant form. When a voter returns a form with the required information to rectify the challenge, and upon the Department’s receipt and processing of this form, the tool will notify the voter that the ballot has been accepted for counting.

Voters who cast provisional ballots at polling places or voting centers may also use the Voter Portal’s ballot tracking feature. However, if a voter has used conditional voter registration and has no previous registration record in San Francisco, the registration must first be processed for the voter to obtain access to the Voter Portal. Once the registration has been processed (which occurs in conjunction with the review and processing of the voter’s ballot) the voter may use the Voter Portal’s ballot tracking feature, as well as the other features within the Voter Portal.

**Party Preference**
All voters will be able to review their party preference, or lack thereof, as well as essential information regarding how their party preference determines ballot issuance in presidential primary elections.

For the March 3 election, Voter Portal users will fall into ten categories based on the political party preference in their registration records, and, for voters without a preference for a qualified party (No Party Preference or NPP voters), whether they have requested a crossover ballot. These ten categories correspond to the six qualified party ballots, and the four ballot options for NPP voters (nonparty ballot or a crossover ballot from the American Independent, Democratic, or Libertarian parties).

Voters registered with qualified political parties will receive confirmation that they will receive ballots with presidential contests of their registered party, and other relevant information related to their ballots.

For example, if a poll voter using the tool is registered with the Peace and Freedom party, the Locate My Sample Ballot tab will display the sample ballot for the Peace and Freedom Party. If the voter toggles to the Apply to Vote by Mail tab, the tool will clarify that if the voter requests a vote-by-mail ballot, the Department will mail a Peace and Freedom party ballot, reflecting the voter’s current party preference, and provide steps to be completed if the voter wants a different ballot.

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**Check My Registration | Apply to Vote by Mail | Track My Ballot | Find My Polling Place | Locate My Sample Ballot | Find My Elected Officials and Districts | Update My Information | Logout**

March 3, 2020, Consolidated Presidential Primary Election

To request a vote-by-mail ballot for the March 3, 2020, Consolidated Presidential Primary Election only, complete and submit this online form no later than 11:59 p.m. on Tuesday, February 25, 2020.

For presidential primary elections, the party preference that you selected when you last registered to vote determines which presidential primary contest will appear on your ballot.

According to our records, your party preference is Peace and Freedom.

To receive a ballot with a different presidential primary contest, update your party preference on file by submitting a new registration application by the deadline on February 18, 2020. After the registration deadline, you can update your party preference at a Voting Center or your polling place using the conditional voter registration process.
By contrast, for NPP voters who have not requested a crossover ballot, the Locate My Sample Ballot tab will display all four sample ballots that can be requested, and the Apply to Vote by Mail tab will provide detailed information regarding voters’ choices in the March 3 election (receive a nonparty ballot with no presidential contest, request a crossover ballot of one of the three parties allowing crossover voting, or change party preference). The tool also provides a convenient application for requesting a crossover ballot via an embedded tool.

By contrast, for NPP voters who have not requested a crossover ballot, the Locate My Sample Ballot tab will display all four sample ballots that can be requested, and the Apply to Vote by Mail tab will provide detailed information regarding voters’ choices in the March 3 election (receive a nonparty ballot with no presidential contest, request a crossover ballot of one of the three parties allowing crossover voting, or change party preference). The tool also provides a convenient application for requesting a crossover ballot via an embedded tool.

**March 3, 2020, Consolidated Presidential Primary Election**

Your vote-by-mail ballot will not include a contest for president unless you take action.

To become a permanent vote-by-mail voter and receive a ballot by mail for every election, complete and return a Vote-by-Mail Application (PDF) to the Department.

To request a vote-by-mail ballot for the March 3, 2020, Consolidated Presidential Primary Election only, complete and submit this online form no later than 11:59 p.m. on Tuesday, February 25, 2020.

For presidential primary elections, the party preference that you selected when you last registered to vote determines which presidential primary contest, if any, will appear on your vote-by-mail ballot.

According to our records, your party preference is California National Party.

Because you did not select a qualified political party* when you registered to vote, you have the choice to vote the standard ballot which does not include a contest for President, or request a party ballot. For the March 3 election, the American Independent Party, the Democratic Party, and the Libertarian Party allow voters with no party preference to vote in their presidential primary elections. To receive a vote-by-mail with the presidential primary contest for one of these parties, submit your request below. Alternatively, you may request a party ballot in person through Election Day at a Voting Center or on Election Day at your polling place.

To receive a ballot that contains the presidential contest for a party that does not allow voters with no party preference to vote (the Green Party, the Peace and Freedom Party, and the Republican Party), you must update your party preference on file by submitting a new registration application. The deadline to register and update your party preference is February 18. After the registration deadline, you can update your party preference at a Voting Center or your polling place using the conditional voter registration process.

**Request a Ballot with the Presidential Contest**

For more information about what action you need to take to receive a ballot with your preferred presidential contest, use the March 2020 Presidential Primary Tool or visit the Voting in Presidential Primary Elections page.

NPP voters who have already requested a crossover ballot, either using the Voter Portal or via different method, receive confirmation of this fact, and, during the vote-by-mail period, may use the Apply to Vote by Mail tab to request a replacement ballot if desired.

**Voter Location**

All voters, including local and those serving in the military or residing overseas, are entitled to request a ballot in person or via mail, but military and overseas voters are also entitled to receive ballots via fax or email.

When registering to vote, military and overseas voters are asked to provide their ballot delivery preference, either mail, email, or fax. In light of the expanded options for military and overseas voters, when such voters
use the Voter Portal, the tool confirms that the voter is registered with military and overseas status and provides the voter’s current ballot delivery preference.

The tool also provides steps the voter can take to change the ballot delivery method if desired, either permanently or just for one election.

All military and overseas voters have the option to use the Accessible Vote-by-Mail Portal and do not need to take any additional steps to receive access to this voting method. As such, the Voter Portal presents a link to the Accessible Vote-by-Mail Portal to all military and overseas users, regardless of ballot delivery preference.

When accessing the Accessible Vote-by-Mail portal, NPP voters will first be presented with their four ballot options and asked to make a selection. This means that an NPP voter does not need to submit a crossover ballot request prior to accessing the tool.

Military and overseas users may also request a one-time ballot by fax or mail or a crossover ballot by fax or email, directly using the Voter Portal. For example, if an overseas voter who typically receives a ballot by fax in Germany will be temporarily residing in France for the election, the voter can request a one-time ballot to a mailing address in France, using the tool, as shown on the next page.
The one-time Ballot Application for Military and Overseas Voters provides options for requesting a one-time ballot to be delivered by fax or mail, and not by email, because all military and overseas voters are presented with a link via the Voter Portal to the Accessible Vote-by-Mail portal, which is the same link sent via email to those with email ballot delivery preference.

**Other Features**

Users will be able to use the Find My Polling Place, Find My Elected Officials and Districts, and Update My Information (language and mailing preferences) functions by clicking on a corresponding tab in the Voter Portal. Following is an example of output generated for users who want to update the language preference for election materials in their registration records.
Voter Bill of Rights

The Voter Portal also displays a link to the Voter Bill of Rights, a reminder to all San Francisco voters of their rights as they prepare to vote. Following the Voter Bill of Rights, another important message informs voters how to seek assistance on Election Day or report any illegal or fraudulent election activity, so that the Department can take an immediate action and ensure that every eligible voter in San Francisco can cast a secret ballot in an environment free from intimidation or interference.
D. March 2020 Presidential Primary Ballot Tool

For the March 3 election, the Department launched a new online "March 2020 Presidential Primary Ballot" tool in order to assist voters to receive the ballots with their preferred presidential candidates. This tool is part of the Department’s outreach efforts to provide San Francisco voters with information about primary election rules and actions that voters may need to take to vote for presidential primary contests.

Available from the homepage and the sidebar of all landing pages of the Department’s website, voters utilizing the March 2020 Presidential Primary Ballot tool are first presented with key information that a voter’s registered party preference will determine which presidential candidates, if any, will be listed on the voter’s March 3 election ballot. On the same screen, voters are encouraged to check their registered party preference using the Department’s Voter Portal, to which a link is provided. With that preference confirmed, voters are asked to enter both their registered party preference and the party of their preferred presidential candidate so that they can find out what additional action they would need to take to get their preferred ballot.
For example, voters who are currently registered with the American Independent Party and want to vote for a candidate in the Democratic Presidential Primary Contest, would make these selections using two simple dropdown menus, as shown below, and then press the Submit button.

With that information entered, the tool generates relevant information and options for that particular voter.

In this example, the voter is registered with a qualified party – the American Independent Party – and wants to vote for a presidential candidate from another qualified party that is holding a modified closed primary – the Democratic Party. The output for such voters takes into account that such voters must reregister in order to vote for their preferred presidential candidates and that while voters with no party preference may vote in some presidential primaries, only those registered with a qualified political party can vote in the party’s other contests, such as County Central Committee Member contests.
As shown on the previous page, the output screen indicates that the voter’s options are to 1) reregister to vote with the Democratic Party, which will allow the voter to vote in that party’s presidential primary contest and that party’s County Central Committee Member contest, or 2) reregister to vote without a party preference (NPP), which will allow the voter to vote in that party’s presidential primary contest, but not in that party’s County Central Committee contest. The output screen also explains how to reregister before the registration deadline, February 18 (online or using a paper affidavit), and how to reregister after the deadline, using the conditional voter registration process.

While voters registered with a qualified political party who want to receive a ballot from a different party holding a modified closed primary election have the option to reregister as NPP, those who want to receive a ballot from a different party holding a closed primary election must register with that party preference. For example, if a person registered with the American Independent Party wants to vote for a Green Party presidential candidate, the voter’s only option is to reregister with the Green Party. Therefore, when using the tool, the output provides instructions for reregistering to vote, either before or after the registration deadline, and unlike the previous example, reregistering to vote as NPP is not presented as an option.

In addition to generating unique outputs with information relevant to those who are registered with preference for qualified party, the tool also provides options for voters registered as NPP.

In cases in which NPP voters want to vote in the presidential primaries of qualified parties conducting modified-closed primary elections (American Independent, Democratic, and Libertarian parties), the options presented by the tool include requesting a crossover ballot from the party or reregistering with that party.

For example, as shown below, if a voter is registered without a preference for qualified party and wants to receive a ballot with the Democratic presidential contest, the tool indicates that the voter may either request a crossover ballot from the Democratic Party, which will include that party’s presidential primary contest, or reregister with the Democratic Party, which will allow the voter to vote in that party’s presidential primary contest as well as that party’s County Central Committee contest.
In cases in which NPP voters want to vote in the presidential primaries of qualified parties conducting closed primary elections (Green, Peace and Freedom, and Republican parties), the tool indicates that the voter must reregister with the new party.

For example, as shown below, if a voter is registered without a preference for a qualified political party and wants to receive a ballot with the Republican presidential contest, the tool indicates that the voter must reregister with the Republican Party, which will allow the voter to vote in that party’s presidential primary contest, and that the ballot will also include a County Central Committee contest (if the voter lives in Assembly District 17).
The March 2020 Presidential Primary Ballot tool is designed to assist both vote-by-mail voters whose mailed ballots will be determined by their registered party preference, and those who vote in person at a voting center or a polling place.

The Department will encourage voters and community partners to use this tool and share a link to this tool via social media, constituent newsletters, and other stakeholder groups.

E. Poll Worker Training

For the March 3 election, updates to both the Poll Worker Manual and the curriculum for poll worker training classes focus on party preference rules in presidential primary contests, procedures for issuing party, nonparty, and crossover ballots, and administration of conditional voter registration at polling places. In consideration of the fact that the City’s voting system is still relatively new, poll worker training also continues to focus on operating procedures and assisting voters with messages resulting from irregular marks on voters’ ballots, incorporating mandatory one-hour *Practice Makes Perfect* equipment workshops.

Poll Worker Manual Revisions

The Poll Worker Manual continues to be structured into chapters with a color-coded Table of Contents at the beginning of the Manual and an Index at the end to help poll workers quickly locate information.

Chapter 1 provides an overview on the fundamentals of serving as a poll worker on Election Day, describing poll workers’ mission, the importance of safeguarding voting equipment and vital election materials, standards for assisting voters, and pre-election day duties.

Chapters 2-4 walk poll workers through specific procedures, including setting up an accessible and efficient polling place, processing voters during voting hours, and securing and transferring ballots and results after the polls close. The tear-out job cards in these chapters detail tasks that must be completed in each period of the day and the order in which those tasks should be done.

For the March 3 election, the goals of poll worker training include ensuring that all poll workers are thoroughly familiar with ballot-issuing steps, including how to check a voter’s party preference in the roster, how to explain ballot options with the voter’s party preference or lack thereof in mind, and how to administer conditional voter registration and provisional voting for voters who are not registered or who want to reregister in order to vote a certain party’s ballot. Accordingly, the Department has completely revised the Voting Job Cards included in the Manual to clarify the steps involved in completing these tasks. As an example, following is an excerpt from the Roster Clerk Voting Job Card that provides insight into new procedures:
2.3 Check for Party Preference

a. For voters registered with a party preference (one bubble):

Say: “Here is your current party preference. [Point to the party bubble.] We will issue you that party’s ballot unless you want to reregister to vote today and vote a different party’s ballot provisionally.”

If the voter wants to receive the party ballot listed in the Roster:
Fill in the bubble in the Roster and ask voter to sign on signature line. Show the Ballot Clerk the voter’s party preference in the Roster then continue to Step 3.

If the voter wants to receive a different party’s ballot listed in the Roster:
Say: “In that case, you will need to reregister and vote provisionally. The Ballot Clerk can assist you with that process.”
Tell the Ballot Clerk to issue a provisional ballot. (Do not mark anything in the Roster and do not ask the voter to sign the Roster.)

b. For voters registered with no party preference (four bubbles):

Say: “You are registered without a party preference so you have several options. Please read this sign, and tell me what you would like to do.” [Point to “Ballot Options” sign.]

If the voter wants a crossover ballot or nonpartisan ballot:
Say: “Okay. We will issue you that ballot. The Ballot Clerk will assist you from here.”
Fill in the bubble in the Roster with the voter’s preference and ask voter to sign on signature line. Show the Ballot Clerk the voter’s preference in the Roster then continue to Step 3.

If the voter wants a ballot of a different party:
Say: “In that case, you will need to reregister and vote provisionally. The Ballot Clerk can assist you with that process.”
Tell the Ballot Clerk to issue a provisional ballot. (Do not mark anything in the Roster and do not ask the voter to sign the Roster.)

Each Chapter in the Manual is also accompanied by a list of solutions to common issues that poll workers may encounter on Election Day, referred to as “What if?” sections.

In light of various procedures unique to presidential primary elections (ballot issuance based on voters’ party preference) and new laws that take effect in the March 3 election (administration of conditional voter registration at the polls), the March edition of the Manual includes a section called “What’s new for this election?” This section explains how presidential primaries work in California, the types of ballots available to voters, and when and how to use the newly redesigned provisional envelope that now serves as an affidavit of registration. This section also explicitly notes that procedures related to ranked-choice and non-citizen voting are not included in the Manual since both subjects are not applicable to the March 3 election.

Class Curriculum Revisions

In-person training remains an integral part of the Department’s poll worker educational programs. As in the last election, training classes for new clerks will be 2.5 hours long, while classes for new inspectors, which
cover a few more procedures, will be 3 hours long. In addition, as in the last election, traditional lectures in training classes for both inspectors and clerks will be followed with one hour of equipment workshops. In these Practice Makes Perfect workshops, poll workers practice setting up voting machines, printing zero reports, casting regularly and irregularly marked ballots, running end-of-day results tapes, and closing the polls on voting machines.

The most significant change to poll worker class curriculum for the March 3 election is including information and an interactive learning activity on presidential primary rules. In an effort to clarify the rules of presidential primary election ballot options in a manner that is accessible and relatable, the Department incorporated into its training presentation examples of hypothetical voters facing real-life questions related to party preference and ballot options. The Department will dedicate 20-30 minutes in each class engaging poll workers in considering how to assist voters in nearly 15 different scenarios that poll workers will likely encounter on Election Day. Each scenario will be presented on the screen, and poll workers will be invited to hold signs from their practice kits featuring a correct answer for the given scenario. After each scenario, Department trainer will project the correct answer accompanied by the rationale behind that answer. Following are several examples of this interactive portion of the class.

**Scenario 1**

*Q: Jamal is in the Roster with four ballot options, NPP, N-Al, N-DEM, and N-LIB, and wants to vote for a Democratic presidential primary candidate. Jamal also has VBM issued note and brought the complete vote-by-mail packet to surrender. Should Jamal vote a standard or provisional ballot?*

*A: Jamal should vote a standard ballot. The Democratic Party allows voters with no party preference (NPP) to vote in the presidential primary using crossover ballots, without reregistering. Although Jamal has a VBM Issued Note, Jamal brought the complete vote-by-mail packet to surrender, which is an indication that Jamal has not yet cast the vote in the election and is entitled to a standard ballot.*

**Scenario 2**

*Q: Adrian is in the Roster with a Green Party preference but wants to vote for a Democratic presidential primary candidate. Should Adrian vote a standard or provisional ballot?*

*A: Adrian should vote a provisional ballot since Adrian is registered with a different qualified party. Only voters registered with a Democratic party preference or NPP voters who request a crossover ballot can vote for a Democratic presidential primary candidate. Since Adrian is registered with a Green Party preference, Adrian must change party preference to either Democratic or NPP. To change party preference at a polling place, a voter must vote*
provisionally. The provisional ballot will be counted once Department staff update Adrian’s party preference after the election.

Scenario 3

Q: Raj is in the Roster with a Green Party preference and no notes, and wants to vote for a Green party presidential primary candidate. Should Raj vote a standard or provisional ballot?

A: Raj should vote a standard ballot since Raj is already registered to vote with the Green party. The Green Party only allows voters registered with that party to vote in its presidential primary. If Raj was registered with a different party or NPP, Raj would need to vote provisionally.

The Department anticipates that adding role-playing activities such as these practice ballot-issuing scenarios will aid poll workers in understanding the primary election rules, resulting in additional practical educational experiences. To ensure no questions are left unanswered, poll workers are encouraged to communicate with trainers before, during, and after training classes, to attend supplemental training labs that provide additional opportunities to practice with the voting equipment, and to contact the Election Center with any questions on Election Day.

F. Administration of Conditional Voter Registration at thePolls

Since 2017, eligible California residents have used CVR to register after the traditional 15-day registration deadline and vote provisionally up through Election Day. The March 3 election will be the first presidential primary conducted in California since CVR went into effect; voters who want to change their party preferences to receive their preferred ballots will now be able to do so after the registration deadline and through Election Day.

In the last three years, CVR was allowed to be administered only at permanent and satellite county elections offices. Starting in January 2020, with the passage of Senate Bill 72, voters will be able to use CVR not only at voting centers, but also at all polling places on Election Day.

In response to the passage of this new law, the Department modified provisional voting procedures conducted at polling places and revised its Provisional Envelope to serve as an affidavit of registration, as authorized under CAEC § 2160.

The newly redesigned Provisional Envelope now carries a new title, Conditional Voter Registration Application and Provisional Ballot Envelope, and serves as a voter registration application. Each envelope lists a unique affidavit number provided by the Secretary of State’s office and fields that a person must complete to register to vote/update registration in accordance with state election law.
The introduction of the new Conditional Voter Registration Application and Provisional Ballot Envelope is intended to improve the experience of provisional voters in that, rather than being asked to complete a voter registration form and a provisional envelope, these voters will only need to complete one form. The newly redesigned envelope not only minimizes the number of forms that a voter must complete at a polling place to register conditionally and vote provisionally but also streamlines provisional voting procedures that must be administered at the polling place. By combining the affidavit with the provisional envelope, rather than furnishing these separately, the implementation of CVR at polling places is more aligned with procedures that poll workers used to perform in previous elections.

In the March 3 election, there are four reasons a person might need to vote provisionally:

1. The voter wants to change political party preference in order to receive a certain party’s primary ballot.
2. The voter is not listed in the Roster of Voters (is not registered or registered in a different precinct)
3. The voter is unable to surrender/exchange a previously issued vote-by-mail ballot packet, and
4. The voter has an incomplete registration and is unable to show an acceptable form of identification.
Through its programs, the Department plans to inform voters about the expansion of CVR and its availability at polling places starting with the upcoming election.

The March 3 Voter Information Pamphlet contains a section that encourages voters to “Keep Your Voter Registration Current!” and discusses voters’ registration options before and after the registration deadline.

### Keep Your Voter Registration Current!

In every election, it is important to have accurate and current information in your voter registration record.

In this election, you also want to be sure that your registration record accurately reflects your political party preference (see page X).

<table>
<thead>
<tr>
<th>How to register to vote or update your registration information</th>
<th>If you missed the registration deadline, you can still register and vote</th>
</tr>
</thead>
<tbody>
<tr>
<td>You can register or update your registration information, such as your party preference, online at registertovote.ca.gov.</td>
<td>After February 18, voters who missed the registration deadline can visit voting centers or polling places to register conditionally and vote provisionally. This means you have an extra step of registering in person when you come to vote, and the Department of Elections must verify your eligibility before counting your ballot.</td>
</tr>
<tr>
<td>You can also complete a paper application. To request one, call (415) 854-4375, email <a href="mailto:SFPvote@sfgov.org">SFPvote@sfgov.org</a>, or visit the Department of Elections office in City Hall, Room 48.</td>
<td>To avoid filling out an extra form and waiting again to have your ballot counted, try to register and vote as early as possible.</td>
</tr>
<tr>
<td>Try to register or reregister by February 18. You can register or reregister after the registration deadline at a voting center or polling place, but registering by the deadline gives you more voting options and may save you time, so the sooner the better!</td>
<td></td>
</tr>
</tbody>
</table>

Register online at registertovote.ca.gov

or

Fill out a registration application

The registration deadline is February 18. After the deadline, you can conditionally register at a voting center or polling place and vote provisionally.
The Department included a similar message in its outreach presentation, a citywide mailer that will be sent to 374,446 households in the City, and also dedicated several pages on its website to provide information about CVR and provisional voting in the March 3 election.

In anticipation of the increased public interest surrounding the March 3 election contributing to higher voter turnout, coupled with the availability of CVR at every polling place, the Department will develop plans to ensure that each polling location and voting center has a sufficient number of ballots, including any required bilingual ballots, and a sufficient supply of Conditional Voter Registration Application and Provisional Ballot Envelopes.

These two factors, an expected high voter turnout and the administration of CVR, will significantly increase the Department’s post-Election Day workload.

In previous high turnout elections, 12%-16% of provisional ballots cast at the polls were not counted because the ballots were cast by unregistered voters. Provided the voter is eligible to cast a ballot in San Francisco and fills out a Conditional Voter Registration Application and Provisional Ballot Envelope, the new procedures eliminate the possibility that an unregistered provisional voter’s ballot will not be counted. Going forward, Department staff will input the registration data of unregistered voters into its Election Information Management System (EIMS) using information from provisional envelopes, prior to processing and counting such ballots. The data entry of such information will undoubtedly increase the number of hours necessary to process the provisional ballots, necessitating the increase in the number of processors. Additionally, some procedural steps related to the processing of provisional envelopes will be performed after canvassing activities for the election have been completed, such as scanning the envelope and attaching the scanned copy to a voter’s record as an affidavit, and mailing a voter notification card to the registrant.

G. New Voting Center at the Joseph Lee Recreation Center

In 2019, the Department expanded the capacity of the City Hall Voting Center and added a second voting center at the San Francisco State University (SFSU). For the March 3 election, the Department will open a third voting center at the Joseph Lee Recreation Center, located in the Bayview neighborhood at 1395 Mendell Street, between Newcomb and Oakdale Avenues.

The voting center will be open on Saturday and Sunday, February 29 - March 1, 10 a.m. to 4 p.m.; Monday, March 2, 8 a.m. to 5 p.m.; and Tuesday, March 3, 7 a.m. to 8 p.m. The voting center will offer approximately 14 ballot-issuing stations and 70 voting booths. A ballot drop-off station will be set up outside the facility for the convenience of voters returning their vote-by-mail ballots and be staffed with two employees during all hours of operation.

As with the City Hall and SFSU voting centers, no ballot-scanning machines will be onsite at the Joseph Lee voting center. All ballots cast at the facility will be processed and tabulated in the Department’s ballot processing room at City Hall.
The Department will deploy ballot-marking devices to provide accessible voting to those who request to mark their ballots using a touchscreen or audio interface.

To advertise the availability of the new voting center, the Department will include hours and information in the Voter Information Pamphlet, on its website, and work with the facility’s staff to post informational posters near the site prior to the opening of the voting center. Following is an example of the signage the Department intends to post at the facility.
In addition, Department Outreach staff will coordinate with local organizations to publicize the opening of the voting center through in-person educational presentations and distribution of print materials.

As with the opening of the SFSU voting center, the Department will employ a series of security protocols at the voting center in the Joseph Lee Recreation Center. Staff will follow instructions to safeguard the security of paper ballots and voter data while any of these items are in use, in storage, or in transit to and from the voting center, from the start of the voting period through the retrieval of items post-election.

A key part of the Department's security protocol is to provide an account of ballot usage, maintaining a complete and chronological chain of custody record for the transport, collection, transfer, and disposition of these vital materials. During voting hours, voters will deposit voted ballots into sealed ballot boxes monitored by Department personnel, and at the end of each day, all boxes containing voted ballots will be transported by Deputy Sheriffs to the Department’s office in Room 48 at City Hall, with additional mid-day transfers being made as necessary to accommodate high voter turnout. Any time ballots are being transported, all involved parties will record ballot quantities on the Remote Voting Center Custody Transfer Form and sign the form; at least two election officials witness every custody transfer.

The supervisor on site will also reconcile and record unvoted ballot stock on a daily basis, working with at least two other Department staff.

Additionally, the Department has put several measures in place in order to protect access to voter records at voting center workstations.

First, all personnel assigned to work at one of the voting centers will sign an Acknowledgement of Election Integrity and Security form, which emphasizes the importance of protecting the integrity of voting equipment and the confidentiality of voter data. During training, personnel will learn how to protect voter data, both as it is stored in computer election applications, and on paper forms such as voter registration affidavits.

Second, access to voter files will be limited with an access-controlled virtual private network (VPN) held behind a firewall.

Third, the laptops used to access voter files will be equipped with antivirus and malware protection programs that communicate with the City and County of San Francisco cybersecurity command center.

Finally, access to voter files will be restricted to the specific actions necessary to process voters and issue ballots; staff will be unable to remove or alter voter other records stored in the Election Information Management System.

To ensure uninterrupted voting during hours of operation, the Department also developed contingency plans that outline the actions that Department staff would undertake in different types of situations that might disrupt or impede voting activity.
H. Voting System and Election Transparency

The City’s new voting system that the Department implemented during the 2019 Consolidated Municipal Election enables an increase in election transparency through public posting of images of voted ballots, equipment logs, and election reports.

In every election, the Department posts a complete set of preliminary and final election results data. In the last election, the Department began posting a “Cast Vote Record”, which lists how votes for all contests and ballot measures were recorded on each ballot card. Data provided in the Cast Vote Record is captured from ballots as they are scanned by the voting equipment and before vote tabulation occurs, allowing members of the public to tabulate votes from specific precincts, districts, etc. and compare against the official election results.

Last election was also the first election for which the Department posted images of voted ballots, allowing members of the public to view each voted ballot cast in the City. In addition to capturing images of voted ballot cards during processing, the system appends each ballot card with an audit log showing how the voting equipment interpreted and tallied each vote mark, and when applicable, how the markings were adjudicated by personnel. These “AuditMarks,” available alongside ballot images at sfelections.org/results provide interested members of the public with information about how the voting system operates and counts votes, and enables the comparison of each digital image to the individual ballot card’s Cast Vote Record in order to verify that the system correctly tallied ballots.

Prior to posting ballot images for the March 3 election, the Department will again redact any identifying information voters may have placed on ballot cards. To preemptively address and clarify any questions that the public may have on the redacted information, the Department will begin posting its redaction policy alongside ballot images. Under the policy, staff will be required to redact the names of unqualified write-in candidates, in addition to such marks as signatures, initials, names, addresses, voter identification numbers, social security numbers, driver’s license numbers, or any other identifiable information. Redacted ballot files will be sorted by precinct and type (vote-by-mail or in-person voting) and posted with election certification documents.

The Department will also post transaction logs from the voting equipment used in the March 3 election. These logs record the operation of equipment during scanning and processing tasks, further informing members of the public regarding the system’s operation.

The Department strives to bring transparency to all election cycle processes, including those involving voting equipment, and invites the public to observe and review its processes. With public awareness in mind, the Department has devoted a page of the March 3 Voter Information Pamphlet to “Quick Facts” about the voting system, including information about ballot image posting and voting system security. This new section of the VIP also features information on how the public may observe Logic and Accuracy testing of the voting machines and other elections processes.
IV. Public Observations

The Department welcomes public observation of election processes to the fullest extent possible with consideration of the legal and logistical requirements necessary to preserve voting system security and voter privacy.

Every election, the Department sends an invitation to representatives from political party central committees, the League of Women Voters, the Civil Grand Jury, and the media to encourage observation of election processes and to serve on the Official Observer Panel. The Department also issues a press release and posts information on its website and social media sites to publicize the opportunity for members of the public to observe election activities and serve on the Panel.

Once the Panel is formed, the Department hosts an introductory meeting to provide a forum for panelists to learn about the observation schedule and to ask questions about election processes. During this meeting, panelists are provided with an Observer Guide, which provides a schedule of observable activities (see Appendix A), and a feedback form. Panelists are also welcome to take copies of the current Poll Worker Manual, and various outreach and education materials.

Observers are invited to observe all election tasks, such as the Logic and Accuracy testing of voting equipment, the processing of vote-by-mail ballots, poll worker training classes, voter outreach presentations, Election Night ballot tabulation and reporting, and the post-election Canvass.

To expand observation opportunities, the Department hosts an Open House inviting the public to tour the Department’s office and learn about the many processes that take place before, on, and after Election Day. The Open House allows the opportunity to observe the processing of voters at the City Hall Voting Center, the poll worker recruitment office, the public phone bank, and the vote-by-mail ballot processing rooms. Open House attendees may visit a simulated polling place to view the signage, voting equipment, multilingual materials, and accessible tools that the Department provides to each polling place on Election Day. All attendees also receive a copy of the Observer Guide.

In addition to facilitating public observation in person at the Department’s office in City Hall and its warehouse, the Department streams election processes online at sflections.org/observe.

As in previous elections, the Department will publish a schedule of observation opportunities on sflections.org, including those occurring in the weeks and months leading up to Election Day, those on Election Day, and those that occur after Election Day.
V. Outreach Programs

The Department’s outreach team conducts two main types of outreach: the year-round dissemination of essential registration and voting information, and the strategically timed dissemination of election-specific information.

During the year, the outreach team provides general messages about voter resources, voting options, registration, language and accessibility services and tools. Election-specific messages highlight key dates such as the first day to vote early, the last day to request a vote-by-mail ballot, the dates and locations of voting centers, and the date of the upcoming election.

Election-specific outreach also introduces City residents to election procedures unique to that election. For the March 3 election, the Department’s outreach objectives include educating City residents about how voters’ political party preference determines the presidential contest on their ballots and ballot options for voters registered with no party preference.

Strategies
To meet these goals, for the March 3 election, the Department has rolled out a voter education program that utilizes a wide variety of media as well as collaboration with community partners. As part of its commitment to serving all voters in the City, the Department considers tailored outreach methods to reach voters with limited-English proficiency, young and first-time voters, voters with disabilities and seniors, and residents of neighborhoods with turnout below the City’s average.

Official Mailings
Traditional mailings remain an essential part of Department communications. To that end, the Department is in the process of producing and distributing postcards, voting instructions and the Voter Information Pamphlet for the upcoming election, highlighting presidential primary rules as they apply to ballots that voters will receive.

In January, the Department will mail a postcard to every residential household in San Francisco to provide information about the primary election rules and the steps that voters would need to complete to request a different ballot.

The March 2020 Voter Information Pamphlet will be provided to all registered voters in early February, and will include detailed information about why voters’ party preference matter in the upcoming election and how to check or update their registration in order to receive the ballot with their preferred presidential candidate.

Nearly 360,000 vote-by-mail voters will receive a packet in the mail with a ballot, a postage-paid return envelope, and voting instructions. These instructions will discuss the steps that voters may take to request a
different ballot and provide voters with links to the Department’s online tools through which voters can check their registered party preference or request a crossover ballot.

Print Mailings
In addition to mailings, the Department develops various flyers, brochures, and posters highlighting both ongoing and election-specific outreach topics. All print materials produced and distributed by the Department are translated into Chinese, Spanish and Filipino, to serve LEP voters and those who prefer to receive information in languages other than English.

Some print materials are available in large-print formats to meet the needs of voters with visual impairments.

Copies of print materials are also made available for distribution to community organizations, with downloadable versions available on the Department's website.

In an effort to reach City commuters, the Department will provide ads with key election information in local public transit stations and on public transit vehicles.

Local Media
The Department continues to maintain relationships with many local news organizations, most of which disseminate information in both print and online formats. For the March 3 election, the primary focus of newspaper ads in all languages will be on educating voters about primary election rules and ballot options.

The Department will continue to leverage its relationships with local radio stations, including non-English, independent and college stations, to air announcements about the specifics of the upcoming election. The Department will also participate in various radio interviews, answering any voting-related questions the interviewer or listeners may have.

Digital and Social Media
The Department maintains an extensive, multilingual library of elections- and voting-related resources on sfelections.org. The Department’s website is published in English, Chinese, Spanish and Filipino, and includes a number of accessibility features, such as screen-reader compatibility, high contrast functionality, adjustable font size, and Alt text for images.

The website includes several dedicated pages that were created to provide information related to voting in presidential primary elections as well as provide answers to frequently asked questions on ballot issuing rules.

The Department regularly posts outreach messages on Twitter, Facebook, and Next Door to announce key election dates and key information about the upcoming election.
Events
In late 2019, the Department has begun conducting educational presentations at a variety of City locations, including public libraries, community centers, senior centers, schools, and entertainment, charity, and meeting halls.

In-person presentations offer San Franciscans the opportunity to learn about how voters’ political party preference determines the presidential contest on their ballots and ballot options for voters registered with no party preference.

Outreach Partnerships
The Department’s community partners include non-profit organizations, community-based and private sector organizations, and members of the civic family, such as other City departments and other government agencies. As with its direct outreach programs, in liaising with its outreach partners, the Department considers the needs of LEP voters, young and first-time voters, voters with disabilities and seniors, and residents of neighborhoods with turnout below the City’s average.

The Department also collaborates with colleges, universities, and community-based organizations that serve new residents of the City. Channeling official election information through such entities allows first-time voters to receive election-related information through a trusted source with whom they already interact.

The Department will again collaborate with local media to request airtime for interviews on Telemundo 48, Univision, KIQI 1010 AM, and KTSF.

VI. Online, Telephone, and In-Person Services

The Department is committed to providing clear and up-to-date information to San Francisco residents who prefer to obtain information digitally, and those who prefer to interact with the Department online or via telephone.

The Department provides an array of online tools and informational pages on its website, sfelections.org. When visiting the website, voters can access their registration information, view their Voter Information Pamphlets and sample ballots, apply to vote by mail, track the journey of their vote-by-mail ballots from printing to counting, find the location of their polling places, or request translated election materials.

The Department’s website features nearly 60 pages translated into Chinese, Spanish, and Filipino. To ensure easy access for people who prefer to receive election information in languages other than English, the site displays language options prominently and consistently, allowing for easy toggling between languages. The website ensures usability across different devices, browsers, and operating systems, and is designed to meet web accessibility standards.
To assist those with additional questions, the Department encourages voters to take advantage of the Department’s public email response mechanism: **SFVote@sfgov.org.** Voters living overseas who have questions are encouraged to communicate with Department staff via **SFVoteAbroad@sfgov.org.**

The Department uses **Facebook** and **Twitter** to provide updates and educate the public about what happens “behind the scenes” and publishes press releases on **sfelections.org** with election news and important information. The Department maintains a list of “interested persons”, which includes organizations, interested members of the public, and media representatives, who automatically receive press releases by email. Those who have subscribed to the Department’s email list or **RSS feed** also receive regular updates from the Department.

For voters who prefer to call for information, the Department staffs public telephone lines during business hours, with dedicated lines for Cantonese, Mandarin, Spanish, and Filipino speakers. The Department also contracts with Language Line Solutions to provide year-round over-the-phone interpretation in many languages.

Two months prior to every election, the Department will expand its phone and email assistance staff, with a ten-member team tasked specifically with answering telephone inquiries through Election Day and managing email correspondence. All phone bank staff are trained for several days prior to beginning work, are provided a binder with a comprehensive set of materials related to commonly-asked questions, and are supported by one or more leads.

The Department always welcomes visitors to its office in City Hall, Room 48. As in prior elections, the Department will extend its hours on the registration deadline, February 18, and will also be open during the two weekends prior to Election Day, March 3 to provide in-person services.

**VII. Candidate and Ballot Measure Filings**

To facilitate candidate and ballot argument filing for the March 3 election, the Department prepared a County Central Committee and County Council Candidate Guide, a Candidate Guide for Superior Court Judge, a Guide to Qualifying Initiative Measures, and a Guide to Submitting Ballot Arguments. To further assist candidates and campaigns, the Department posted a calendar that outlines statutory dates for this election cycle and applicable code references (see *Appendix B*).

For the March 3 election, candidate filing activities commenced on September 12, when the submission period opened for signatures in lieu of filing fee for candidates running for Superior Court Judge, Statewide and Federal Offices. The nomination period for County Central Committee and County Council began on September 27 and ran until December 6. The declaration of intention period for Superior Court Judge ran from October 28 until November 6, with extended filing periods for three seats through November 11.
nomination period for Superior Court Judge, Statewide and Federal offices began on November 11 and ended on December 6.

When the nomination periods close for local offices, the Department posts final candidate lists in HTML and open data formats on sfelections.org.

The Department also facilitates the intake of local ballot measures to be submitted to voters in the upcoming election. These measures may be submitted to the Department by the Mayor, the Board of Supervisors, four or members of the Board, or by voters through the initiative petition process; certain other agencies may also submit ballot measures, such as the San Francisco Board of Education or the Community College Board. The submission deadlines vary depending on the type of measure, and submitter, with most falling in November and early December.

On December 9, the Department selected and assigned letters to identify each local measure that will appear on the ballot for the March 3 election. The Department assigns letters to measures according to CAEC §13109 and MEC §505. The Department webcast the selection of the letters and posted a recording of the selection process on its website.

In December, the Department facilitated the intake of the ballot arguments (proponents’, opponents’, rebuttal, and paid) for inclusion in the Voter Information Pamphlet, in accordance with MEC §530. To encourage complete and efficient submissions, the Department posted a Guide to Submitting Ballot Arguments in addition to the ballot argument forms.

All candidate materials and ballot arguments are subject to a 10-day public examination period following the filing deadline. These public examination periods allow an opportunity to review and possibly challenge candidate materials or a proposed ballot argument before it is published on the ballot or in the Voter Information Pamphlet. As authorized by state election law, during each 10-day public examination period, registered voters may seek a court order requiring changes to or removal of materials related to a ballot measure on which they are eligible to vote.

Filing activities for the March election will draw to a close on February 18, which is the deadline for any write-in candidates to file their Declarations of Write-in Candidacy and nomination paperwork.

VIII. Official Ballot

For the March 3 election, each voter’s political party preference determines the version of the ballot that the voter will receive. There are six qualified political parties, each with separate versions of the ballot:

- American Independent Party
- Democratic Party
- Green Party
- Libertarian Party
- Peace and Freedom Party
- Republican Party

There are also four ballot versions for voters with no party preference:

- American Independent Party ballot for voters with no party preference
- Democratic Party ballot for voters with no party preference
- Libertarian Party ballot for voters with no party preference
- Nonpartisan ballot, with no presidential primary contest

The following contests will appear on the ballot:

- President (for voters with a party preference or who request a crossover ballot)
- United States Representative, Districts 12 and 14
- State Senator, District 11
- State Assembly Member, Districts 17 and 19
- Judge of the Superior Court, Seats 1, 18, and 21
- County Central Committee (Democratic Party; Republican Party in Assembly District 17 only)
- State Proposition 13
- School Proposition A
- City and County Propositions B-E

Voters registered with the American Independent, Green, Libertarian, and Peace and Freedom parties, and those who are registered with the Republican Party and live in Assembly District 19, will not see county central committee or county council contests listed on their ballots because fewer candidates qualified than there are seats to be elected. This information will be printed on the ballots for these parties.

At the submission time of this plan, the Department anticipates that the ballot will consist of two cards for all voters except those with no party preference who do not request a crossover ballot. The nonpartisan ballot will have one card.

A first step in producing ballots is to determine the number of different ballot types that apply for an election. Different ballot types are necessary in part because San Francisco is comprised of overlapping federal, state, and local voting districts; voters living in different parts of the City are eligible to vote for different combinations of contests. In addition, state law requires the rotation of candidate names on the ballot to mitigate the statistical advantage of a candidate’s name appearing at the top of the candidate list for a contest. Approximately 85 days before an election (unless there is extended filing for a contest), after the candidate nomination period ends, the Department determines how many ballot types will apply for the election and
how many of each type and party and language version will need to be printed. For the March 3 election, there are six ballot types.

The Department has begun transmitting the names and ballot designations (occupations) of nominated candidates and related translations to the voting system vendor to populate ballot drafts. Ballot translations come from a variety of sources: the Secretary of State (for candidates for state or federal office and state ballot measures), local candidates who request a particular Chinese name, or the Department’s typesetting/translation contractor. When appropriate, the typesetting/translation contractor references the Department’s established glossaries of election terms, for consistent terminology from election to election as possible. The translations are reviewed and approved by the Department’s team of bilingual proofreaders before the material is sent to the voting system vendor to be incorporated into the ballot.

The Department and the voting system vendor work together to lay out ballots that are as easy and clear as possible for voters to use while also meeting the requirements of federal, state, and local law and the functional requirements of the voting system. In addition, the Department aims to use the space of each ballot card as efficiently as possible, and also to consider best practices for ballot design and usability.

As in the November 2019 election, the March 3 ballot will feature oval voting targets outlined in red rather than black. Using red ovals allows the Department to set a ballot-scanner threshold to enable reading of a broader range of vote mark densities; more light vote marks will be readable without manual review and adjudication. (However, review and adjudication will address any light stray marks that could be interpreted as overvotes.) The colored ovals will not affect voters’ experience; voters will not need to distinguish colors to navigate the ballot or fill in the ovals.

The Department will also continue to use precinct-encoded ballots to streamline ballot processing. However, certain processes still require ballot-type-encoded ballots, so Department processes reflect this mix.

After the Department sends the final ballot image files to the printer, the printer sends proofs for each ballot category (vote-by-mail, precinct, generic, etc.) to the Department for review and final approval.

In addition to printing all of the paper ballots, the printer assembles, addresses, and mails the vote-by-mail ballot packets. This process requires precise coordination of voter data and production machinery; each voter’s envelope must contain a complete ballot that correctly corresponds to his or her precinct, ballot type, party preference, and language preference. The ballot packets are packaged in trays and on pallets for delivery to the mail facility, where they are scanned into the USPS mail tracking system, and then delivered by postal carriers to the voters.

Ballots destined for polling places or the Voting Centers are shipped to the Department’s warehouse, where staff conduct an inventory and a quality control check. The generic ballots (those without a preprinted precinct number) used at the Department’s Voting Centers are then transported to the Voting Centers and secured.
Precinct ballots, along with other precinct-specific materials, are packaged in separate supply bags for each polling place and transported to City Hall for distribution to Inspectors.

In addition to paper ballots, the Department, with the voting system vendor, produces touchscreen and audio ballot versions for the accessible Ballot-Marking Devices. The Department also produces ballots for use with the remote accessible vote-by-mail system, serving voters with disabilities and those serving in the military or residing overseas.

IX. Ballot Simplification Committee

Section 600 of the San Francisco Municipal Elections Code requires that for each election, a Ballot Simplification Committee (“Committee”) create plain-language summaries, or digests, of proposed City measures that will appear on the ballot. The Committee consists of two voting members appointed by the Mayor, three voting members appointed by the Board of Supervisors, and a representative of the City Attorney serving in an ex officio capacity.

In accordance with public meeting laws, the Department facilitates Committee meetings by scheduling hearing rooms and publishing meeting times, locations, and agendas, and by compiling, posting, and sharing with Committee members various materials before and after the meetings. Interested members of the public may view this information on sfelections.org/bsc or at the Department's office, and may attend meetings in person or listen to audio recordings. The Department also requests analyses on the Committee's behalf from City departments likely to be affected by passage of proposed initiative measures and responds to inquiries from City agencies and the public about meeting logistics and procedures.

Before the meetings, Committee members review the legal text of City measures, which can range from a few paragraphs to many pages, as well as draft digests written by the Deputy City Attorney. They then collaborate in a public forum to distill the main ideas of the text into simple and neutral summaries for inclusion in the Voter Information Pamphlet. Interested representatives of City departments and members of the public often provide real-time or written comments and clarifications, which the Committee may incorporate into its final digests. During each meeting, a representative from the Department provides the Committee and the public with a projected display of the draft digests as they are edited in real time.

For the March 3 election, the Committee commenced its public meetings on Monday, November 25, and completed its work on Wednesday, December 4.

X. Voter Information Pamphlet and Sample Ballot

For every election, the Department develops a Voter Information Pamphlet (VIP), which contains information about local contests and candidates, voting in San Francisco, and a sample ballot.
The VIP is produced in English, Chinese, Filipino, and Spanish in PDF, HTML, XML, and large-print formats; it is also available in English in MP3 and other audio formats, including USB flash drive, CD, and National Library Service (NLS) cartridge.

Approximately four months before an election, the Department creates a production plan for all work associated with the project and organizes planning meetings with the typesetting/translation contractor, the printer/mailing contractor, and USPS representatives.

For the March 3 election, the Department began transmitting content for the covers to the typesetting/translation contractor in late October. Voters with no party preference will receive the same pamphlet as party-affiliated voters, but with a different version of the vote-by-mail application on the back cover, specifying their crossover ballot options.

As candidate statements and local ballot measure information becomes available following all submission deadlines, the Department compiles and formats the material, proofreads it against the official submissions, and sends the files to the contractor, who lays out, typesets, and translates the material. The contractor returns material on a flow basis, as sections are complete, to Department staff for review, any corrections, and final approval.

Once the Official Ballot is finalized, the Department transmits the many versions of the Sample Ballot images to the typesetting/translation contractor to reformat for inclusion in the VIP. Prior to each election, every voter receives an English-language pamphlet; each voter’s bilingual Sample Ballot, corresponding to the voter’s residential address and language preference, if any, is inserted into the voter’s English-language VIP. For the March 3 election, for each geographical ballot type, the Voter Information Pamphlet will include sample ballots for all political parties that have qualified to participate in the election, as well as the sample ballot options for voters with no party preference.

In addition to tailored sample ballots, each voter’s English-language VIP includes candidate statements only for the contests for which the voter is eligible to vote. To guide the contractor with assembling an appropriate VIP for each ballot type, the Department provides a matrix showing pagination of the entire VIP, including content that varies by ballot type (the Sample Ballot and candidate statements). Once all VIP material is finalized, the contractor assembles the pages according to this matrix, and, after the Department’s review and approval, sends the final files to the printer. The printer, in turn, shares proofs of what they intend to print for each ballot type and bilingual Sample Ballot version. Upon approval, the printing, trimming, and binding of the English-language VIP begins.

The translated versions of the VIP are compiled concurrently with the English versions and follow a similar process, with the additional step of translation and approval of the translations. Referencing the collaborative Department/contractor glossary of election terms in each language, the typesetting/translation contractor translates the content into Chinese, Spanish, and Filipino, and, upon the Department’s approval, typesets the translated content. In addition to voting information and material related to local ballot measures, the
translated versions of the VIP include all candidate statements for contests throughout San Francisco and refer the voters to their Sample Ballot to see what contests appear on their ballot.

Approximately 48 days before the election, January 15, the Department sends the voter file extract to the printing vendor. The vendor uses the file to label the back cover of each VIP with the voter’s name, address, party preference, and polling place information. The contractor also sorts the VIPs by postal carrier route and delivers them to the postal facility for mailing. During the mailing period, Department staff act as a point of contact for both the printing vendor and the US Postal Service Business Mail Entry Unit to facilitate deliveries.

For the March 3 election, the Voter Information Pamphlets will be mailed to voters no later than February 3, 29 days before the election, as required by MEC §502. Chinese, Spanish, Filipino, and alternate-format VIPs will also be mailed to those who have requested them. There will also be several supplemental mailings to voters who register after the initial mailing.

Voters who wish to stop mail delivery of the pamphlet and view it online instead can submit an online request at sfelections.org/viponline or call (415) 554-4375. Those who stopped mail delivery receive an email approximately 40 days before the election with a link to the pamphlet on sfelections.org.

In addition to mailing and emailing the VIPs, the Department distributes copies to public libraries and makes them available at its office in City Hall and all Voting Centers and polling places.

**XI. Polling Places**

For the March 3 election, The Department will support 588 polling places to serve San Francisco voters. Securing polling places is a multi-step process. First, the Department contacts the providers of facilities used in the previous election to determine which facilities are available for the upcoming election. If a polling place owner can no longer offer a facility, a team of two poll locators is dispatched to the precinct to find a suitable replacement for the site. The poll locators make every attempt to identify a centrally located site that complies with the ADA and other laws pertaining to accessibility. Each poll locator is trained on how to use surveying tools, such as a digital slope level, laser distance measure, door pressure gauge, and a voltage tester for checking power outlets. Locators are also instructed on the types of temporary solutions (i.e. threshold ramps) that the Department may use to mitigate accessibility obstacles. During these poll locating efforts, the Department will also attempt to secure a commitment for the November 3, 2020, Election.

CAEC §12286 requires that all poll locations be finalized at least 29 days prior to every election, which is also the deadline for mailing the Voter Information Pamphlet (VIP) to each voter. However, the Department intends to secure all poll locations by January 14, 49 days prior to each election, so that polling place information can be provided to the printer in time for inclusion in the VIP. This information includes a polling place address and cross street, an indication of whether it is accessible for persons with disabilities, and a physical description of the polling place entryway, such as slope or ramped access.
In the preceding November 5, 2019, Municipal Election, the Department supported 453 Polling Places, in accordance with state election law, which allows for the consolidation (combining) of voting precincts in local elections. Prior to the March 3 election, the Department will mail “Change of Polling Place” notification cards to approximately 135,000 voters whose polling place changed between November 5, 2019 and March 3, 2020 as a result of the increase from 453 to 588 polling places and any changes in facility availability.

Voting begins at 7 a.m. at all polling places on Election Day. Therefore, the Department takes steps to ensure that all facilities hosting polling places are unlocked and open by 6 a.m. so that poll workers can begin setting up voting equipment and preparing the polling place to serve voters. The Department arranges with the owners of polling places for either a representative of the facility to open the site by 6 a.m. or to provide Department staff with keys or door codes to open the site on Election Day.

**XII. Facilitating Voting in Person**

**Voting at the City Hall Voting Center**
Between Monday, February 3 and Monday, March 2, the Voting Center on the ground floor of City Hall will be open weekdays, 8 a.m. to 5 p.m. The Voting Center will also be open on the two weekends before the election, from 10 a.m. to 4 p.m., and on Election Day, from 7 a.m. to 8 p.m.

The Voting Center is well-equipped to meet the diverse needs of San Francisco voters. Voters may choose to vote a ballot in English, Chinese, Spanish, or Filipino, each available in paper, accessible touchscreen, and audio formats. The Department also provides ballot facsimiles in Vietnamese and Korean for voters to use as a reference, as well as a number of accessibility tools to help voters cast ballots privately and independently.

**Voting at Two Additional Voting Centers**
For the March 3 election, the Department will continue to administer early voting at a Voting Center located in the San Francisco State University (SFSU) Towers Conference Center, at 798 State Drive, and will open another Voting Center in the Bayview neighborhood at the Joseph Lee Recreation Center at 1395 Mendell Street.

Both voting centers will serve voters on Saturday and Sunday, February 29-March 1, 10 a.m. to 4 p.m.; Monday, March 2, 8 a.m. to 5 p.m.; and Tuesday, March 3, 7 a.m. to 8 p.m. Both voting centers will provide the same level of services as the City Hall Voting Center. San Francisco residents, including eligible non-citizen voters, who wish to vote, pick up or drop off a ballot, obtain a replacement ballot, or conditionally register and vote, may do so at either voting center in the City.

**Polling Places**
For the March 3 election, the Department will support 588 polling places to serve voters of San Francisco. As in the past elections, the Department will make available a Polling Place and Sample Ballot Lookup Tool,
which interfaces with Google Maps for easy door-to-door walking, driving, public transit, or bicycling directions to voters’ polling places. The Department also prints polling place information on the back cover of the Voter Information Pamphlet (VIP). If a polling place becomes unavailable after a VIP is mailed, the Department will notify affected voters by mailing “Change of Polling Place” notification cards and posting “Change of Polling Place” signs at the cancelled location 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.

In the weeks leading up to Election Day, the Department will encourage voters to confirm the location of their polling places through announcements posted on social media sites, press releases issued to the media, and at outreach events throughout San Francisco.

Every San Francisco polling place is provided with official ballots in English, Chinese, Spanish, and Filipino, and reference ballots in Vietnamese and Korean. (A reference ballot is a translated replica of the official ballot that a voter can use when voting the official ballot.) Official ballots are available in paper, touchscreen, and audio formats.

XIII. Facilitating Voting by Mail

Approximately one month before Election Day, the Department will begin mailing vote-by-mail packets, with ballots, instructions, and return envelopes, to voters who requested to vote by mail. Voted ballots can be returned by voters to the Department using the official postage paid envelope, in person to a drop-off station at early voting locations, to any polling place, or to the Department’s office in Room 48 of City Hall. Ballots may also be returned by an authorized person in accordance with CAEC §3017(a)(2).

Voters who wish to receive ballots for all future elections can make this request by re-registering to vote and selecting that option, or by returning a vote-by-mail application, in person, via fax, postal mail, or email. Voters who wish to receive a ballot in the mail for the upcoming election only can make this request on the Department’s website, over the phone, or by using any of aforementioned methods. For the March 3 election, requests to vote by mail must be received by the Department no later than one week before Election Day, or Tuesday, February 25.

Voters with disabilities and those serving in the military or residing overseas may access their ballots online via the Department’s accessible vote-by-mail system. Such voters can mark their ballots in a screen-readable format before printing and returning the ballot in a vote-by-mail envelope, just as traditional vote-by-mail voters do. The accessible vote-by-mail system will be available through a portal on the Department’s website beginning February 3. To access the portal, each voter will need to affirm eligibility and then enter the house number, ZIP code, and birth date.

In the week immediately preceding Election Day, voters unable to visit the polls due illness or disability may authorize an authorized representative to pick up and return their ballots in accordance with CAEC §3021.
Voters may track their ballots by calling the Department or by using the Department’s Ballot Status Lookup Tool. This tool provides an updated status of each ballot as it moves through the following nine steps of the election process:

1. The voter’s request for a vote-by-mail ballot is processed
2. The ballot is printed
3. The ballot cards and voting instructions are placed into an envelope for mailing
4. The ballot packet is delivered to the post office en route to the voter
5. The Department receives the ballot from the voter
6. The voter’s signature on the return envelope is verified
7. The envelope is readied for opening
8. The ballot is removed from the envelope, and
9. The Department counts the ballot

If a voter’s ballot is challenged for any reason (e.g., no signature on envelope, signature does not compare to the signature on file), the tool will notify the voter of the reason for the challenge as well as options the voter has to resolve the challenge.

**Voters Serving in the Military or Residing Overseas**

Military and Overseas voters can choose to receive a ballot via email, or fax as well as postal mail. By law, the Department may begin sending ballots to military and overseas voters via their selected method of delivery 60 days before the election and must complete such deliveries no later than 45 days before the election.

All Military and Overseas voters can access their ballots via the accessible vote-by-mail portal. Those with email ballot preference will be sent a link to the portal, concurrent with the sending of ballots to those with preference for fax or mail.

While most voters can only return their ballots in person, by mail, or via an authorized representative, military and overseas voters residing outside the territorial limits of United States may also return their voted ballots to the Department by fax. Voters who return a ballot by fax must also sign and transmit the Oath of Voter, which waives the right to cast a secret ballot. Department staff nevertheless take procedural precautions, such as covering the voter’s selections during the review of the voter’s signature and eligibility, to protect the secrecy of these ballots.

The Military and Overseas page on sfelections.org provides detailed information on how such voters can register and vote in a variety of specific circumstances. This section also provides a link to the Federal Voting Assistance Program, which can provide voters who do not receive a San Francisco ballot on time with a Federal Write-In Absentee Ballot (backup ballot) instead.
Voters Residing in Mail Ballot Precincts
As authorized by state elections law, precincts with fewer than 250 registered voters do not have assigned polling places. For the March 3 election, there are 21 mail ballot precincts with registered voters and 5 precincts with no voters. The Department mails vote-by-mail packets to all registered voters in mail ballot precincts approximately one month before the election. Special instructions include the addresses of the two nearest polling places, for voters in these precincts who wish to drop off their ballots at polling places nearby.

XIV. Poll Workers

For the March 3 election, the Department will recruit and train approximately 2,600 high school student and adult poll workers to staff 588 polling places on Election Day, and 50 standby poll workers to be stationed at City Hall for dispatch to precincts that may require additional assistance.

Recruitment
The Department recruits new poll workers through various means such as participating in recruitment events, distributing flyers and applications, sending mail or email messages targeting voters in specific precincts, creating ads for local radio and newspaper, posting on social media sites, and advertising the opportunity in the Voter Information Pamphlet.

Those interested in applying may submit a poll worker application or apply in person at the recruitment office. The Department will open its recruitment office in City Hall to conduct testing and process new applicants for poll worker positions in September.

In addition to hiring new adult poll workers, the Department plans to recruit 900 high school students through its High School Student Poll Worker Program. CAEC §12302 allows high school students to actively participate in the election process by serving as poll workers, even if they are not eligible to vote.

As in previous elections, the Department will mail poll worker applications and outreach materials to local high schools so that teachers and administrators can hang the posters, distribute applications, and advertise the position in their school newspapers. Additionally, Department staff will schedule outreach presentations in social studies, civics, and history classes, and circulate information and applications at high school assemblies, fairs, and job fair events.

To provide Election Day assistance to voters with limited English proficiency, the Department recruits and assigns bilingual poll workers to polling places where such assistance is likely to be needed. The Department uses established criteria to assign Chinese-, Spanish- and Filipino- bilingual poll workers to precincts that include:

- Voter Requests for Translated Election Materials: Currently, when people register to vote or request a vote-by-mail ballot, they have the opportunity to request election materials in Chinese, Spanish, or
Filipino. The Department tracks these requests and uses them to assign bilingual poll workers. The Department assigns at least one bilingual poll worker to every precinct where 10 or more registered voters (approximately one percent) have requested election materials in one of the required languages, and at least two bilingual poll workers in every precinct where 75 or more registered voters have requested election materials in one of these languages.

- **Voter Countries of Birth:** The Department uses country of birth information to refine the assignment of bilingual poll workers by precinct. If a precinct reaches the threshold of 25 or more registered voters who were born in a country where a required language is predominant, the Department places one bilingual poll worker in that precinct. When determining the bilingual requirement for Filipino-speaking bilingual poll workers, the Department plans to place a Filipino speaker where 25 or more voters were born in the Philippines, but gives primary consideration to the requests made by voters for materials in Filipino due to the predominance of the English language in the Philippines.

Further, the Department makes effort to recruit and assign additional bilingual poll workers who speak Chinese, Spanish, Filipino, Vietnamese, and Korean to the polling places identified by the California Secretary of State in accordance with [CAEC §14201(c)(d)](https://example.com).

**Assignment**

Each polling place will be staffed with at least four poll workers: one inspector, one adult clerk, and two additional adult or student clerks. When determining precinct assignments, the Department considers several factors, such as where the poll worker lives, how the poll worker will travel to the facility, the bilingual staffing requirements required at the facility, and the poll worker’s requested preference.

When poll worker assignment is complete, the Department sends confirmation letters to all volunteers listing the sites to which they have been assigned.

Poll workers can also use an online Poll Worker Profile for access to the most up-to-date personalized election information at any time. By logging into their profiles, poll workers can view the dates, times, and locations of their assigned training classes; access the addresses of their assigned polling places, with door-to-door directions from their homes; review training materials to prepare for Election Day, and view information about their paychecks. Once assigned to a precinct, inspectors can view contact information for team members and be reminded to contact each clerk before Election Day.

**Training**

Poll worker training is conducted prior to each election to prepare poll workers of various experience levels for Election Day service. Prior to the November 2019 election, the Department overhauled its poll worker manual and training program to help prepare poll workers for the changes introduced with the new voting system. For this election, the Department continues to build out this curriculum by incorporating procedures that are new or unique to the primary election, such as administering CVR at polling places and issuing ballots in presidential primary elections, while retaining focus on the setup and operation of the voting system.
For this election, the Department will conduct approximately 140 poll worker training classes and Practice Makes Perfect Labs in the month preceding the election. Specialized classes will also be conducted for approximately 70 Field Support personnel, 22 District Support Team members, and 150 law enforcement officers tasked with collecting memory devices and ballots.

For this election, all new clerks and high school students will be required to attend a 2.5 hour training class, and all new inspectors will be required to attend a 3 hour training class. Each training class will include a lecture-style presentation and a Practice Makes Perfect workshop, allowing attendees to practice operating the new voting equipment.

The Department will again offer practice labs to all poll workers so that poll workers can gain additional skills and confidence working with the new voting equipment prior to Election Day. During these labs, poll workers have the opportunity to independently complete the voting equipment procedures outlined in the Poll Worker Manual, as they will on Election Day. Participants set up both voting machines, print the zero reports on the Ballot-Scanning Machine, perform hardware tests on Ballot-Marking Device, activate a touchscreen or audio ballot, run the end-of-day results tapes, and close the polls.

In addition to in-person training, the Department offers a variety of online resources, including videos, bilingual poll worker information, and a Poll Worker Manual.

The Department will continue offering online bilingual courses to help prepare bilingual poll workers to serve voters who require assistance in Chinese, Spanish, and Filipino. The training covers common election terms, language assistance resources available at the polling places, and polling place procedures. The course features a voice-over in the target language, interactive activities in English and the target language, 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. To accommodate poll workers who do not have computer access, the Department designates days when poll workers may complete the online training in the office.

**Distribution of Ballots to Inspectors**

Inspectors are responsible for picking up supply bags containing unvoted ballots and other materials prior to Election Day and transporting them to their assigned polling places on Election morning.

The Department distributes supply bags to inspectors immediately after every inspector training class. Upon picking up the bags, inspectors and Department staff conduct a careful inventory of ballots and supplies to make sure all required items are included, and then sign a Custody Transfer Form to document the transfer of ballot custody.
XV. Election Day Field Support Personnel

For the upcoming election, the Department will hire and train approximately 70 roving Field Election Deputies (FEDs) to provide support to poll workers and deliver supplies on an as-needed basis, and to serve as liaisons between poll workers and staff in the Election Center. The Department will also hire and train approximately 22 roving District Support Team personnel (DSTs) to monitor accessibility at polling places.

FEDs serve from 4 a.m. to approximately midnight, first confirming polling places are set up and opened on time, then monitoring procedural compliance and ensuring poll workers are carrying out their tasks properly. Each FED is responsible for a territory of approximately 7 to 10 polling places and is provided with a van and a smartphone.

FED smartphones are equipped with a custom-built application created for managing FED-specific tasks. These tasks include confirming that bilingual staffing requirements for each precinct are satisfied, that ballots have been dropped off, that signage is adequate, etc. Throughout the day, FEDs use the application to mark tasks as complete for each precinct, allowing Election Center personnel to monitor the status of FED’s tasks in real time.

To prepare for Election Day, FEDs attend several training sessions conducted by Department staff. The primary training consists of a five-hour course addressing a variety of common and less common Election Day situations. FED training also includes a half-day route driving session, in which FEDs familiarize themselves with assigned territories. Finally, FEDs must attend a poll worker training class and voting equipment practice lab, to gain a thorough understanding of voting procedures and poll worker duties.

The DST team is comprised of 22 equipment delivery and retrieval staff, all of whom receive comprehensive training on how to properly set up an accessible polling place. Each DST is responsible for a territory of approximately 25-30 polling places and is provided with a van and a smartphone. DST vans are stocked with a variety of Americans with Disabilities Act (ADA) compliance items, such as additional signage, cones, clamp lights, tree lights, electrical adapters, extension cords, caution tape, and extra voting booths and chairs.

DSTs serve from 5 a.m. to approximately 11:30 p.m. and complete a priority sheet for every polling place in their territory. Priority sheets detail tasks for each site, such as installing any necessary ADA improvements before the polls open at 7 a.m., confirming polling places have opened on time, and verifying that poll workers maintain polling place operations in full compliance with the ADA.

Both FEDs and DSTs conclude their assignments around midnight and then report to the Department’s warehouse to return their vans and supplies.
XVI. Logic and Accuracy Testing of Voting Equipment

The Department conducts Logic and Accuracy (L&A) testing of all vote-tabulating equipment prior to each election. L&A testing is the process by which voting equipment is configured, tested, and certified for accuracy. The voting machines that comprise San Francisco’s voting system are the ImageCast Evolution Ballot-Scanning Machine, ImageCast X Ballot-Marking Device, and ImageCast Central (ICC) Scanner, all of which are subject to testing. The testing verifies that the specific ballot information for each precinct is correct, checks the performance of the vote tabulating and marking equipment, and ensures that the equipment properly records and accurately tabulates all votes.

The Department appoints a Logic and Accuracy Testing Board, composed of registered voters from different fields, to oversee the testing. Once the Board is formed, Department staff will host several meetings with the members. The first meeting provides an opportunity for the Board members to review and approve the test plan and schedule before the testing commences.

The test plan includes a timeline for voting equipment testing and a description of tests to be conducted on each voting machine. The Board members will reconvene once the testing is complete, no later than seven days before the election as authorized by CAEC §15000, to review and certify the testing results.

As in previous elections, the Department will issue a press release and post a public notice of the scheduled L&A testing dates and locations at least five days before the testing commences.

Testing of Equipment Used at Polling Places

The Ballot-Scanning Machines and Ballot-Marking Devices are stored in the Department’s warehouse at Pier 31, where the testing takes place. Throughout the testing and the duration of the election cycle, all voting equipment is labeled with unique asset tags that allow tracking of each item by location.

There are two phases to the testing of the Ballot-Scanning Machines. The first phase begins with a predetermined set of test ballots being run through each machine to generate a tabulation results report. Once the test ballots have been processed, the report is compared with the expected results by a team of proofers. If the results do not match with 100% accuracy, any discrepancies are investigated until the issue can be resolved.

Once the first test phase is successfully completed on each machine, the results data stored in the memory card is uploaded into the election database system to test the transmission and tabulation of the test ballot results. A second review team proofs the combined tabulation results report for accuracy.

When the testing of the Ballot-Scanning Machines is complete, staff return the memory cards to the machines and attach serialized tamper-evident seals to the memory card covers.
Next, the machines are closed and secured with another set of tamper-evident seals and stored in a secured staging area at the warehouse in preparation for delivery to the polling places.

The testing of the Ballot-Marking Devices involves three steps. The first step involves manually marking a predetermined set of ballots using the touchscreen interface, and confirming that the selections match those recorded on the ballot printouts. Secondly, the printouts are tabulated using either a Ballot-Scanning Machine or an ICC Scanner to confirm that the ballot is accurately tabulated. The last step involves testing of other components including audio and the connectivity of the audio-tactile interface (ATI) controller, to ensure that all components are working properly.

After the results have been verified by a team of proofers, the Ballot-Marking Devices and their components are sealed, packed in transport bags, and transferred to a secured staging area at the warehouse where the machines are staged for polling place and Voting Center delivery.

In addition to testing all voting machines and associated components that will be deployed to polling places and Voting Centers, the Department tests any machines that will serve as back up in case a replacement machine is needed on Election Day.

**Testing of Equipment Used to Tabulate Vote-By-Mail, Provisional, and Remake Ballots**

The ICC Scanners are located in the Department’s ballot processing room in City Hall, where testing takes place.

The testing of the Scanners is similar to the testing of the Ballot-Scanning Machines. A predetermined set of test ballots that cover all ballot types are run on each Scanner. Then, a results report is generated and compared for accuracy with the expected results.

During the election cycle, on each day before the Department processes ballots, the Scanners are re-tested before any cards are processed. This daily testing is performed to ensure that the equipment are functioning properly and accurately throughout the duration of ballot processing.

**XVII. Delivery of Voting Equipment and Supplies to Polling Places**

When confirming polling place availability, the Department offers polling place owners morning and afternoon delivery windows beginning seven days before the election and ending the day before the election, and invites polling place owners to select all days and times they are available to accept polling place equipment. When the responses are received, the Department assigns delivery dates and time windows to each polling place. Routes are then established with the goal of having the same number of routes and deliveries each
day. Daily delivery routes are constructed by importing site addresses and delivery dates and times into StreetSync, a mapping program that uses algorithms to determine the most efficient delivery routes.

The Department employs PollChief, a web-based asset tracking database system, to account for voting equipment at all times. All voting machines are affixed with asset tags containing a bar code that indicates the precinct number to which each piece of equipment is configured and assigned. Voting equipment is scanned whenever it changes custody.

Beginning 11 days prior to the election, seasonal staff and movers employed by a drayage vendor report to the Department’s warehouse at Pier 31 to receive training on polling place equipment delivery procedures and instructions on how to use the PollChief application to capture delivery and custody transfer of voting equipment. Starting seven days prior, and continuing to the day before the election, the Department, in conjunction with Dominion Voting Systems and a drayage vendor, will deliver voting equipment, red supply boxes, and additional supplies to polling places throughout San Francisco.

When the equipment is loaded for delivery, the bar code for each piece of equipment is scanned, and the machines are placed on rolling racks according to predetermined delivery routes. As they are loaded onto delivery trucks, Department and delivery vendor staff cross-check the voting equipment precinct numbers and the polling place addresses using a route sheet.

When equipment is delivered to a polling place, the equipment is scanned again, to ensure delivery to the correct precinct and also to record the transfer of custody to the polling place owner. Delivery staff photograph the voting equipment to provide photographic record of delivery as well as to assist poll workers in identifying the location of the equipment on Election Day, if necessary.

The voting machines are also affixed with tamper-evident seals to ensure they remain secure prior to Election Day. Upon delivery, the serial numbers are recorded on the precinct route sheet. The recipients of the equipment sign the route sheets, confirming their receipt of the machines and other election materials. The security seals are verified again by poll workers on Election Day morning to confirm that none of the equipment has been tampered with between delivery and Election Day.

During the seven days following Election Day, Department staff in conjunction with Dominion Voting Systems and the drayage vendor, retrieve the voting equipment from every polling place. On retrieval, voting equipment is scanned again by retrieval staff to record the transfer of custody back to the Department. When the equipment is unloaded at Pier 31, it is scanned one final time to capture the final transfer of custody back to the warehouse.
XVIII. Pre-Election Day Ballot Processing

Beginning 29 days before Election Day, voters can visit the City Hall Voting Center to vote or pick up a vote-by-mail ballot. On the same day, the Department’s mailing vendor, working with the United States Postal Service (USPS), begins mailing vote-by-mail ballots packets to voters throughout the City.

The USPS delivers voted vote-by-mail ballots to the Department on a daily basis as soon as the first such ballots have made their way to and from voters. The Department can begin scanning envelopes and conducting signature verification as soon as ballots are returned by voters. By law, the Department can begin opening the ballot envelopes 10 business day before Election Day.

Scanning Envelopes
The first step in processing a vote-by-mail ballot is to scan the outside of the envelope. The Department’s ballot envelope sorting system (Agilis) counts returned ballot envelopes, separates unreadable envelopes from those which can be readily processed, captures a digital image of the signature on each envelope, batches the signature images, and sorts the envelopes by precinct.

Voter data files that are uploaded to the Agilis include voter IDs from the Department’s Election Information Management System (EIMS) which correspond to barcodes on vote-by-mail envelopes. The Agilis matches returned envelopes to voter ID numbers in EIMS and uses this information to confirm that each vote-by-mail voter has returned only one ballot.

Signature Verification
Next, Department staff compare batches of signatures images captured by the Agilis with voter signatures on file in accordance with the rules described in CAEC §3019. The Department utilizes a multi-stage signature comparison process, one which ensures that no ballot is challenged for a signature-related reason unless the signature in question has been reviewed by three different staff members and that the signature has been compared to all signatures present in the voter’s file. For each stage, staff are trained to perform complete visual comparisons, identifying both broad commonalities between signature specimens and analyzing the specific parts of individual letters.

In the first stage, Department staff compare the signature on a return envelope to the signature image from the voter’s affidavit of registration, and determine whether the signatures compare by looking for common characteristics. If the signatures clearly compare, the envelope is accepted and is transferred to the ballot extraction team for opening and tabulation. If the signatures do not compare, the ballot is placed on pending status and proceeds to the second stage.

In the second stage, a different staff member compares the voter’s signature on the return envelope to other signatures in the voter’s file, keeping in mind that voter signatures may change from time to time. In cases in
which the signature does not compare to any signature on file, the ballot remains on pending status and proceeds to the third stage.

In the final stage, another staff member again compares the signature to all signatures in the voter’s records.

**Notification Program for Those Whose Ballots Are Challenged**

If none of the signature reviewers are able to find a comparable signature in a voter’s file, the ballot must be challenged. The Department notifies voters whose signatures cannot be matched to any on file in several ways, providing step-by-step directions about how to cure, or resolve the issue.

The Department mails a bilingual notice to every voter whose ballot is challenged; the notice explains the reason for the challenge and remediable actions.

Second, the Department provides notification to voters with challenged ballots via the Department’s online Ballot Status Lookup tool, which also details the actions a voter must take before the Department can count the ballot in question. Instructions enclosed with vote-by-mail packets advise voters to use this tool to track the status of their ballots.

Finally, if the voter has an email address or telephone number on file, the Department attempts to contact the voter by email and/or telephone, generally within one working day of challenging the ballot.

The ballots of voters who successfully cure the challenges are accepted and forwarded on for opening and tabulation.

All returned notices are scanned and attached to voter records in EIMS for future reference. After the election, the Department re-notifies all voters who failed to cure their challenged ballots in a timely manner to help voters avoid making similar mistakes in future elections.

**Opening Envelopes and Tabulating Ballots**

Per [CAEC §15101(b)](CAEC%20%2815101%29), the Department begins opening accepted ballot envelopes 10 business days before an election. Staff members manually remove and flatten ballot cards from envelopes opened by the Opex high speed envelope extractor. Throughout this process, ballot secrecy is protected by keeping the side of each envelope containing voter information face down. After ballots have been removed, they are transferred to the computer room in boxes, to be scanned for tabulation on ImageCast Central (ICC) Scanners.

**Ballot Adjudication**

State law requires the Department to count all valid votes, even in cases in which a ballot has been irregularly marked, provided the intent of the voter is clear. In the past, Department staff manually reviewed and remade ballots that were flagged, or “out-stacked”, by the optical scanning machines due to the machines detecting irregular marking conditions. Such conditions include blank ballots, over-voted contests, contests with write-
in candidates, and contests containing vote marks that are unreadable by the ImageCast Central (ICC) Scanners.

With the new voting system that the Department implemented last year, images of irregularly marked ballots and ballots with write-in votes are automatically diverted to the adjudication application, a component of Dominion’s Democracy Suite voting system. Ballot adjudication teams work in pairs to interpret voter intent using standardized, illustrated materials provided by the Department, which were developed based on the California Secretary of State’s Uniform Vote Counting Standards. Any irregular marks, or combinations of marks, not specifically contemplated in these materials are referred to a supervising administrator for review and resolution. Once the voter’s intent has been determined, processors use the application to adjudicate the vote marking.

The Department uses a multi-stage process for adjudicating ballots. First stage adjudication teams see a full ballot image with contests needing review marked in red. As adjudication teams interpret vote marks to resolve issues on ballots, batches of adjudicated ballots are saved to a file for review by quality control teams.

Quality control teams also work in pairs, auditing original ballot images in randomly selected batches and evaluating any changes or corrections made by the first stage teams. If a quality control team determines that a voter mark must be re-adjudicated, the ballot, batch, and tabulation numbers are recorded. In such instances, the re-adjudicated vote mark is also reviewed a third time by a different quality control team.

All interpretations of vote marks on adjudicated ballots, including the original interpretations made by the voting equipment, as well as any subsequent changes or corrections made by adjudication teams, are recorded in an “AuditMark” log appended to each ballot image file.

**Ballot Remake**

Although the newly introduced adjudication process eliminates the need to remake many types of ballots, several situations still require Department staff to duplicate, or “remake” ballots so votes can be read and tabulated properly by ICC Scanners. These will include provisional ballots with invalid votes (e.g., cast by voters using ballot types containing contests in which they are not eligible to vote), faxed ballots submitted by military or overseas voters, and physically damaged vote-by-mail ballots.

Department staff use the ICX Ballot-Marking Devices to remake ballots, working in teams to duplicate all valid votes, including undervotes and write-ins. However, because the ICX does not allow users to mark overvotes, overvoted contests are copied as blank contests. Since neither overvotes nor blank contests can be counted by the ICC Scanner, the end result is the same.

Original ballots and their corresponding duplicate copies continue to include matching serial numbers affixed to both cards during the remake process, as required by CAEC §15210.
Batches of remade ballots are transferred to the ballot processing room for processing on the ICC Scanners on a daily basis. Batches of original ballots are transferred to Room 59 for temporary archival. After processing, both original and remade ballots are stored at the Department's warehouse.

**XIX. Election Center**

For every election, the Department organizes personnel to work in the Election Center, an Election Day communication hub located in the area adjacent to the City Hall café. Election Center staff liaise with other Department staff in City Hall, poll workers, and field support personnel via a telephone and computer network. Election Center staff also dispatch in-person assistance and supplies to polling places as necessary.

The Election Center team is comprised of a combination of core Department employees from various divisions and temporary employees. Three monitors with extensive knowledge of the Department's processes provide guidance to phone bank staff (coordinators) throughout Election Day.

There are four phone banks in the Election Center:

1. Coordinators in the incoming phone bank answer procedural questions from poll workers and dispatch field support personnel as necessary.
2. Coordinators in the outgoing phone bank proactively monitor precinct activity and support field support personnel who, in turn, support polling places.
3. Coordinators in the precinct services phone bank assist district support team drivers tasked with monitoring accessibility of polling places.
4. Coordinators in the Dominion Voting Systems phone bank answer technical questions and dispatch technicians to polling places as necessary.

Phone bank coordinators use the custom-built Incident Reporting Information System (IRIS) database to log new issues, route issues to appropriate teams, update progress on open issues, and close issues as they are resolved. Open issues are displayed on a screen in the Election Center, which allows observers to monitor polling place activities.

Five teams based elsewhere in City Hall are connected with Election Center personnel via IRIS:

1. The campaign services team, stationed at the Department's front counter, receives and resolves calls from campaign representatives and questions related to electioneering.
2. The public phone bank, stationed in the Department's office, receives calls directly from voters.
3. The dispatch team, located in the South Light Court, receives and processes poll worker dispatch requests made by the incoming phone bank and routed via IRIS.
4. The ballot distribution team, also located in the South Light Court, works in tandem with the dispatch team to transport additional supplies and ballots to polling places.
5. The IT team, located in the Department’s computer room, works in tandem with the dispatch team to transport additional voting equipment to polling places.

To prepare for Election Day, incoming and outgoing phone bank staff complete approximately 16 total hours of instruction, attending a poll worker training class and/or a field support personnel training class, completing at least two IRIS training sessions, and taking part in a Department-wide mock election. Phone bank coordinators also receive resource binders containing detailed instructions and procedures, copies of various forms, and essential reference information.

On Election Day, personnel in the incoming phone bank are tasked with responding to many calls in quick succession. Accordingly, incoming coordinators are instructed to log only issues that require the assistance of other teams. When answering simple procedural questions, coordinators simply clarify instructions over the phone and direct poll workers to relevant pages in the Poll Worker Manual.

All calls logged into IRIS become a part of the public record; as such, all coordinators are instructed to be mindful of how they describe issues in the database, particularly those involving personnel matters. Providing excellent customer service is also addressed in phone bank training. Coordinators are advised to be patient, friendly, and courteous with each caller. For issues requiring the assistance of field support personnel, coordinators are advised to make every effort to inform the caller of the Department’s next steps as well as the estimated time of resolution.

An important component of providing efficient and accurate support as a phone bank coordinator is knowing when to rely on the monitors, who are available at all times to help answer less common or more difficult questions. To maintain a professional atmosphere in the Election Center, in which approximately 30 people may be handling calls simultaneously, coordinators and monitors use brightly colored paper flags to get one another’s attention quickly and easily.

Finally, Election Center staff are taught to follow the guiding principle that voting must continue nonstop, 7 a.m. - 8 p.m. at each polling place. To this end, coordinators are instructed to confirm with all callers that voting is in fact continuing and, if necessary, to guide poll workers and field support personnel through emergency voting procedures using the relevant section(s) of their resource binders.

Election Center activities generally conclude shortly after midnight, when all polling places have reported the successful collection of memory devices and voted ballots by MTA and Deputy Sheriff Officers.
XX. **Retrieval and Receipt of Memory Devices, Ballots, and Rosters of Voters on Election Night**

On Election Day, poll workers issue ballots to voters at polling places throughout the City. Most ballots are scanned and tabulated at polling places when the ballots are inserted into the Ballot-Scanning Machine; the ballots that cannot be scanned immediately include provisional ballots and vote-by-mail ballots dropped off by voters. Each scanning machine contains two memory cards that record votes cast and store corresponding ballot images.

After the polls close on Election Night, poll workers print two copies of a report from the scanning machine listing all votes cast at that precinct. After posting one of these reports publicly and securing the other for Department records, the polling place Inspector breaks the machine’s security seals and removes its memory cards.

In addition to preparing the memory cards for transfer, poll workers collect, count, and secure paper ballots from the scanning machine and the Red Box and place these ballots in closing bags. Poll workers also reconcile the number of roster signatures with the number of voted ballots and complete the Posted Ballot Statement (PBS), an itemized account of all of ballots at the polling place. A copy of the PBS is posted outside the polling place, as required by **SF Charter §13.107.5**.

Before leaving, poll workers transfer memory cards from the scanning machine, ballots, and other vital election materials to Municipal Transportation Agency (MTA) Officers and Deputy Sheriffs. Custody Transfer Forms document all such transfers.

The Department organizes two collection points to facilitate the return of election materials from the polling places. The Data Collection Center, which receives memory cards, is located at City Hall’s McAllister Street entrance. The Processing Center, which receives ballots, rosters, and other vital election materials, is located at the Department’s warehouse at Pier 31. These two sites are staffed by approximately 100 workers who unload, log, and organize materials delivered by hundreds of MTA officers and Deputy Sheriffs.

At the Data Collection Center at City Hall, the Department employs an asset tracking system to account for memory cards received from MTA officers. Teams at the Processing Center also use an asset tracking system to scan the polling place materials delivered by Deputy Sheriffs. Teams extract rosters, vote-by-mail ballots, provisional ballots, and voter registration cards for transfer to City Hall so that staff can begin processing these materials the following morning. Deputy Sheriffs provide security at all ballot locations from Election Night through the Official Canvass, until the day the election is certified.
XXI. Election Results

**Reporting Preliminary Results after the Close of Polls on Election Night**

The Department intends to release the first preliminary summary report of election results at approximately 8:45 p.m. This report will provide the results from the vote-by-mail ballots that the Department received and processed before Election Day.

With this first summary report, the Department will also release a preliminary Statement of the Vote and Cast Vote Record data.

At approximately 9:45 p.m., the Department intends to release a second summary report of results that includes votes cast at the polling places. At approximately 10:45 p.m. the Department intends to release a third summary report of results.

After all polling places have reported results, the Department will release a fourth summary report, as well as a second preliminary Statement of the Vote, and Cast Vote Record data.

Election results will be available from the following sources:

1. Statewide Election results will be available at sos.ca.gov.
2. San Francisco Government Television – SFGTV, Channel 26, will report San Francisco summary results throughout the night in a news ticker during SFGTV programming.
3. On the results page of the Department’s website, sfelections.org/results – all results reports, including the preliminary Statement of the Vote and the Cast Vote Record data, will be posted.
4. City Hall, North Light Court – a large screen will display SFGTV programming that will show summary results; printed copies of the summary results report will be available at approximately 8:45 p.m., with updates available at approximately 9:45 p.m., 10:45 p.m., and 11:30 p.m.
5. Department of Elections, City Hall, Room 48 – printed copies of results reports will be available at the Department’s front counter (the preliminary Statement of the Vote will not be printed due to its length).

The Department will post a sample “zero” summary report on the Results page of the website in early February. This zero report will include a navigation path to the webpages that will display the preliminary results posted on Election Night and after Election Day.

**Reporting Preliminary Results After Election Day**

Ballot processing continues after Election Day until the Department has counted the votes on all ballots. At 4 p.m. every day on which the ballots are counted, the Department will release updated results reports. On any days during which no ballots are counted, the Department will post a notice on sfelections.org stating that no update will be issued for a specified day or days.
During the first and last reports on Election Night, and at 4 p.m. on any day after Election Day during which ballots are counted, the Department will release the following reports:

1. Statement of the Vote, showing a precinct-by-precinct breakdown of votes cast at polling places and by mail, including neighborhood and district breakdowns in the following formats:
   a. PDF
   b. Excel
   c. XML
2. Cast Vote Record is the raw data of all votes cast in the election, available in the following format:
   a. JSON
3. Precinct Turnout Map

Reporting Final Election Results
The Department will release final election results no later than April 2, as required by CAEC §15372.

After certifying the election results, the Department will deliver the certified statement of the results and associated attachments to the Clerk of the Board of Supervisors and the Secretary of State, and will post the documents on sfelections.org. Additionally, the Department will post the final results outside the Department’s office, City Hall, Room 48, as well as issue a press release and Twitter and Facebook notifications that the election results are certified.

SHA512 cryptographic hashes will be applied to results files, ballot card images, and transaction logs posted on sfelections.org. “SHA” is an acronym for “Secure Hash Algorithm”; SHA512 is the strongest cryptographic hash in the SHA2 family. After a file has been downloaded, SHA512 can verify that the received file is exactly the file that was sent. If the file downloaded from sfelections.org has the same SHA512 hash value as the SHA512 hash value provided for that file, then the file is complete and the election results did not change during the download.

XXII. Post-Election Ballot Processing

Department staff continue to process ballots received before or on Election Day, including vote-by-mail and CVR ballots cast at Voting Centers, polling place ballots with write-in votes, and provisional ballots, until all such ballots have been counted. In addition, after Election Day, the Department will process vote-by-mail ballots postmarked on Election Day and received within 3 days, and challenged ballots timely cured by voters.
XXIII. Canvass

California Elections Code requires an Official Canvass, which is an internal audit of the election to ensure the accuracy and validity of the results. The Canvass entails numerous processes that verify the accuracy of the computer count, including a hand tally of random ballot samples.

Canvass processes include the inspection of material and supplies returned by poll workers, reconciliation of the number of signatures in the Roster of Voters with the number of ballots recorded, and tallies of ballots cast in one percent (1%) of precincts participating in an election, as well as 1% of the vote-by-mail ballots and other ballots cast in an election. The Canvass is conducted primarily at the Department’s warehouse at Pier 31. The Canvass area is secured by Deputy Sheriffs and is accessible only to authorized personnel and observers. When necessary, security is arranged to transfer ballots between the secured Canvass area and City Hall. CAEC §15372 generally allows 30 days following an election for the Department to complete the Canvass and certify the results.

Inspection of Materials
Department staff account for all closing bags returned from the polls inside the inspector transport bags using a tablet-based application. Working in teams of two, staff record the presence of each closing bag, whether the bag is empty or includes ballots, and, for some bags, the number of ballot cards inside the bag. Each team processes one precinct at a time, emptying the inspector bag, placing the expected items on top of the bag for further processing, and checking for unused ballots in the field support bag. Any items that should have been delivered to City Hall on Election Night, such as bags with vote-by-mail ballots, provisional ballots, or Rosters of Voters, are given to the supervisor for transfer to City Hall for processing. Other miscellaneous supplies are separated, collected, and turned over to warehouse staff.

Reconciliation of Signatures in the Rosters with Ballots Recorded on the Posted Ballot Statement
Rosters are delivered to City Hall on Election Night and processed starting the day after the election. Rosters are prepped by removing alpha tabs, binding, and staples, and then scanned by high speed scanners. The software analyzes the Roster pages and captures voter ID barcodes for which a signature and a filled-in bubble are present. If a signature or a bubble is missing or the software is not confident about a mark, the record is marked for manual verification. Verification takes place concurrently with the scanning. Once verified, the Roster information is uploaded into EIMS to update the voters' voting history. For each precinct, the Roster signature count is compared with the number of ballots cast listed on the Posted Ballot Statement (PBS). If the number of Roster signatures does not match the number of ballots on the PBS, the Canvass team takes steps to reconcile the ballots received from that precinct’s polling place with the number of ballots cast.

Ballots from Auxiliary Bins
During the Canvass process, Department staff review any ballot cards that were inserted into the auxiliary bin of the Ballot-Scanning Machine, and transferred to the warehouse on Election Night. Ballots that have
not yet been counted are transported to the ballot processing room in City Hall and processed using the ICC Scanners.

**One Percent Manual Tally**

As part of the Canvass, a one percent manual tally is conducted to verify the accuracy of the machine count of votes. The manual tally for the March 3 election will consist of two parts:

1. A hand count of ballots cast in a random sample of one percent of the precincts in the election (i.e., polling places)
2. A hand count of not less than one percent of the vote-by-mail ballots canvassed in the semifinal official canvass.

The precincts and vote-by-mail batches to be tallied are randomly selected in a public process in the Department’s office in City Hall, Room 48. If the initial precincts or batches that are selected do not include all contests in the election, additional precincts or batches will be randomly selected until all contests are included. For these additional precincts or batches, only the contests that were not included in the initial sample will be manually tallied.

After the random selection, Department staff gather the ballot cards from the precincts and vote-by-mail batches that were selected.

For each precinct and batch, Department staff manually count the votes on the ballot cards for each contest and compare these manual tallies against the results reports from the voting system. If there are any discrepancies between the two tallies, the Department seeks to resolve them or consider the reason for the discrepancies.

Once all the precincts and batches have been manually tallied and the results compared, the Department prepares a report indicating the result of the tally.

**Record Retention**

Upon certification of election results, the Department secures ballots and other election materials in labeled boxes on shrink-wrapped pallets, each safeguarded with a tamper-evident seal. The boxes and pallets are labeled with the election name and date, the contents, the destruction date set by state law, and a box reference number or pallet number. The wrapped, sealed pallets are stored on shelves inside a secure fenced area in the warehouse for the retention period required under state law. All box and pallet information is recorded in a spreadsheet for reference.
## Appendix A: Calendar of Observable Activities

### March 3, 2020, Consolidated Presidential Primary Election

| Activity                        | Details                                                                 | Time                                | Location               |
|---------------------------------|-------------------------------------------------------------------------|                                     |                       |
| **Before Election Day**         |                                                                         |                                      |                        |
| **Ballot Measure Letter**       | The Department designates letters for local ballot measures              | December 9, 11 a.m.                  | City Hall, Rm 48      |
| **Designation**                 | (Streamed on [sfelections.sfgov.org/observe-election-process](https://sfelections.sfgov.org/observe-election-process)) |                                      |                        |
| **Selection of Proponents' and**| If the Department receives more than one proposed proponent or opponent | December 12, 2 p.m.                 | City Hall, Rm 48      |
| **Opponents' Arguments**        | argument for a measure, the Department will select one proponent and    |                                      |                        |
|                                 | one opponent argument according to priority levels and, if necessary,  |                                      |                        |
|                                 | by lottery                                                              |                                      |                        |
|                                 | (Streamed on [sfelections.org/live](https://sfelections.org/live))       |                                      |                        |
| **Voter Outreach Presentations**| Contact Matthew Selby (415) 554-4376 for details, time, and location    |                                      |                        |
| **Logic and Accuracy Testing**  | ImageCast Central (ICC) Scanners                                        | TBD                                  | City Hall, Rm 48      |
|                                 | ImageCast Evolution Ballot-Scanning Machines                            | TBD                                  | Warehouse, Pier 31    |
|                                 | ImageCast X Ballot-Marking Devices                                      | TBD                                  | Warehouse, Pier 31    |
| **Poll Worker & Field Support** | Contact Matthew Selby (415) 554-4376 for details, time, and location    |                                      |                        |
| **Training**                    |                                                                         |                                      |                        |
| **Voting Center**               | Any voter may vote at the City Hall Voting Center beginning 29 days     | February 3 – March 3,                | City Hall, ground floor|
|                                 | before the election                                                     | Monday–Friday, 8 a.m. – 5 p.m.       |                        |
|                                 |                                                                        | February 22 – 23 & February 29 –    |                        |
|                                 |                                                                        | March 1, 10 a.m. – 4 p.m.            |                        |
| **Open House**                  | During the Open House, attendees learn about processes that take place  | TBD                                  | City Hall, Rm 48      |
|                                 | before, on, and after Election Day                                      |                                      |                        |
| **Vote-by-Mail Ballot**         | Sorting, scanning, and verifying signatures on the vote-by-mail         | As early as January 20, after        | City Hall, Rm 48      |
| **Processing**                  | ballot envelopes in preparation for ballot counting                      | transmission of ballots to military |                        |
|                                 | (Streamed on [sfelections.org/live](https://sfelections.org/live))       | and overseas voters, until complete  |                        |
|                                 | Opening of vote-by-mail ballot envelopes, ballot extraction, ballot     | February 18 until complete           | City Hall, Rm 48      |
|                                 | counting in preparation for tabulation                                  |                                      |                        |
|                                 | (Streamed on [sfelections.sfgov.org/observe-election-process](https://sfelections.sfgov.org/observe-election-process)) |                                      |                        |
|                                 | For activity on a specific day, contact Matthew Selby (415) 554-4376     |                                      |                        |
|                                 |                                                                        | February 18 until complete           |                        |
| **Ballot Adjudication & Remake**| When ballots contain valid votes, the Department reviews and adjudicates| February 18 until complete          | City Hall, Rm 48      |
|                                 | such ballots, and conducts remake, when necessary.                       |                                      |                        |
| **Voting Centers**              | Voting opportunities are available at two additional voting centers.     | February 29 – March 1, 10 a.m. – 4 p.m. | SF State University, |
|                                 |                                                                        | March 2, 8 a.m. – 5 p.m.             | 798 State Dr & Joseph  |
|                                 |                                                                        | March 3, 7 a.m. – 8 p.m.             | Lee Recreation Center, |
|                                 |                                                                        |                                      | 1395 Mendell St.       |
| **Mock Election Day**           | The practice of logging and resolving inquiries and issues in a simulated | February 29, 10:30 a.m. – 12:30 p.m. | Rm adjacent to the City |
| **Support Center**              | environment similar to Election Day                                     |                                      | Hall café             |
## On Election Day

<table>
<thead>
<tr>
<th>Activity</th>
<th>Details</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Voting Center/ Polling Places</strong></td>
<td>Check sfelections.org for polling place locations</td>
<td>Voting Center and polls are open from 7 a.m. – 8 p.m. on Election Day, March 3</td>
<td>City-wide</td>
</tr>
<tr>
<td><strong>Election Day Support Center</strong></td>
<td>Provides support to poll workers and dispatches in-person assistance to polling places when needed (Streamed on sfelections.org/live)</td>
<td>5:30 a.m. to approximately midnight</td>
<td>Rm adjacent to City Hall café</td>
</tr>
<tr>
<td><strong>Processing Center</strong></td>
<td>Receives voted ballots, rosters and other materials from polling places</td>
<td>Begins after 8 p.m. and continues until all polling place materials have been received</td>
<td>Warehouse at Pier 31</td>
</tr>
<tr>
<td><strong>Data Collection Center</strong></td>
<td>Receives memory cards from polling places</td>
<td>Begins after 8 p.m. and continues until all polling place memory devices have been received</td>
<td>City Hall, McAllister St. entrance</td>
</tr>
<tr>
<td><strong>Election Night Results Reporting</strong></td>
<td>Results are displayed on a large monitor on Election Night. Results are also available at: sfelections.org, San Francisco Government Television – SFGTV, Channel 26, Department’s Office</td>
<td>First preliminary results released at approximately 8:45 p.m. with updates released at approximately 9:45 p.m. and 10:45 p.m.</td>
<td>City Hall, North Light Court</td>
</tr>
</tbody>
</table>

## After Election Day

<table>
<thead>
<tr>
<th>Activity</th>
<th>Details</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ballot Processing and Tabulation</strong></td>
<td>Ballots include vote-by-mail ballots that voters dropped off at the polling places, voting centers, and ballot drop-off stations, or that the Department received in the mail within three days of Election Day; vote-by-mail ballots that were remedied by voters within eight days of the election; provisional ballots; and ballots with write-in votes. For activity on a specific day, contact Matthew Selby (415) 554-4376 (Streamed on sfelections.org/live)</td>
<td>Continues until all ballots have been counted and the results are certified</td>
<td>City Hall, Rm 48</td>
</tr>
<tr>
<td><strong>Results Reporting after Election Night</strong></td>
<td>The Department posts updated results online on any day ballots are tabulated</td>
<td>Daily at approximately 4 p.m.</td>
<td>sfelections.org</td>
</tr>
<tr>
<td><strong>Canvass</strong></td>
<td>An internal audit of the election to ensure the accuracy of results</td>
<td>March 4, 10 a.m. – 7 p.m. beginning March 5, 8 a.m. – 5 p.m. except Sundays and holidays</td>
<td>Warehouse at Pier 31</td>
</tr>
<tr>
<td><strong>1% Manual Tally</strong></td>
<td>Random selection of precincts for manual tally (Streamed on sfelections.org/live)</td>
<td>TBD</td>
<td>City Hall, Rm 48</td>
</tr>
</tbody>
</table>
# Appendix B: Calendar for Candidates and Campaigns

## March 3, 2020, Consolidated Presidential Primary Election

<table>
<thead>
<tr>
<th>ITEM #</th>
<th>DATES AND CODE REFERENCES</th>
<th>EVENT OR ACTION</th>
</tr>
</thead>
</table>
| 1      | September 12 – November 8 (E-173 – E-118) | SIGNATURES IN LIEU OF FILING FEES  
Superior Court  
The period during which candidates can pick up and file in-lieu petitions in order to pay for all or part of their filing fees by obtaining signatures of qualified voters. These signatures are due before or upon filing of nomination documents, or the signatures-in-lieu deadline (E-118), whichever comes first. |
| 2      | September 27 – December 6 (E-158 – E-88) | NOMINATION PERIOD  
County Central Committee  
The period during which all candidates for Member of the County Central Committee must file their declaration of candidacy for office and their ballot designation worksheets and circulate their nomination papers and deliver them to the Department of Elections. All nomination documents must be left with the Department of Elections for filing with the Secretary of State. |
| 3      | October 15 (E-140) | NOTIFICATION OF ORDINANCES AND DECLARATIONS OF POLICY TO BE SUBMITTED BY THE MAYOR OR FOUR OR MORE BOARD MEMBERS  
Ballot Measures  
Deadline for the Mayor or four or more members of the Board of Supervisors to submit an original proposed ordinance or declaration of policy to the Clerk of the Board’s office and provide a copy to the Department of Elections. |
| 4      | October 28 – November 6 (E-127 – E-118) | DECLARATION OF INTENTION  
Superior Court  
The period during which judicial candidates must file their Declaration of Intention with the Department of Elections. Must state for which office (seat #) he or she wishes to become a candidate. Candidates must pay the entire filing fee at this time. Signatures in lieu of the filing fee will not be accepted after the Declaration of Intention is filed. The filing fee is nonrefundable. |
| 5      | November 4 (E-120) | SUBMISSION OF CHARTER AMENDMENTS AND BOND MEASURES  
Ballot Measures  
Deadline for the Board of Supervisors to submit Charter amendments and bond measures to the Department of Elections. The Board of Supervisors may submit, and the Director of Elections has the discretion to accept, one Charter amendment or bond measure after E-102 but no later than E-95. |
| 6      | November 7 – November 11 (E-117 – E-113) | DECLARATION OF INTENTION - EXTENSION PERIOD  
Superior Court  
If the incumbent has not filed a Declaration of Intention to succeed to the same office, then any person other than the incumbent may file such a declaration during the extension period. |
<table>
<thead>
<tr>
<th>Date Range</th>
<th>Event Description</th>
</tr>
</thead>
</table>
| November 11 – December 6 (E-113 – E-88) | NOMINATION PERIOD  
Superior Court  
The period during which candidates may obtain and must file nomination documents (including nomination papers for collection of signatures and Declaration of Candidacy). A candidate shall not be required to execute a nomination paper if the number of in-lieu signatures meets the requirements for nomination signatures. |
| November 25 – December 9 (E-99 - E-85) | BALLOT SIMPLIFICATION COMMITTEE MEETINGS  
Ballot Measures  
The period during which candidates can pick up and file in-lieu petitions in order to pay for all or part of their filing fees by obtaining signatures of qualified voters. These signatures are due by the signatures-in-lieu deadline (E-118). |
| November 26 (E-98) | Withdrawal Of Support By One Or More Supervisors  
Ballot Measures  
Measures proposed by four or more members of the Board of Supervisors shall be withdrawn if one or more of the Supervisors withdraw their support for the proposed measure, and following this withdrawal, fewer than four Supervisors continue to support the measure. A Supervisor may withdraw his or her support for a measure by filing with the Department of Elections a signed and sworn statement of withdrawal at any time up until 72 hours before the legal deadline for submission of the measure to the Department of Elections. Following such a withdrawal, additional members of the Board of Supervisors may join in support of the proposed measure, provided that they do so in writing before the legal deadline for submission of the measure to the Department of Elections. No Supervisor may withdraw his or her support for a proposed measure after this date, unless it is a unanimous withdrawal by the four or more Supervisors who supported the measure. Such a withdrawal must occur before the legal deadline for submission of the measure. |
| November 29 (E-95) | Submission Of Ordinances And Declarations Of Policy  
Ballot Measures  
Deadline for the submission of ordinances or declarations of policy proposed by a majority of the Board of Supervisors, the Mayor, or four or more members of the Board of Supervisors. |
| December 6 (E-88) | SUBMISSION OF DISTRICT MEASURES  
Ballot Measures  
Deadline for submission of a school, college, or special district measure. If a bond or tax measure is placed on the ballot, the tax rate statement is due by this date. |
| December 7 – December 17 (E-87 – E-77) | PUBLIC EXAMINATION PERIOD: CANDIDATE MATERIALS  
Superior Court  
Period of public review and possible legal challenge of candidate legal names, candidate qualification statements, ballot designations, and translated or transliterated Chinese names submitted by candidates. |
| December 7 – December 17 (E-87 – E-77) | PUBLIC EXAMINATION PERIOD: DISTRICT MEASURES  
Ballot Measures  
Period of public review and possible legal challenge of the district measures to be submitted to the voters. |
<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 7 noon – December 17 noon (E-84 – E-74)</td>
<td>PUBLIC EXAMINATION PERIOD: BALLOT DIGESTS, FINANCIAL ANALYSES, AND BALLOT QUESTIONS County Central Committee</td>
<td>SFMEC §590(c)</td>
</tr>
<tr>
<td></td>
<td>Period of public review and possible legal challenge of candidate legal names, candidate qualification statements, ballot designations, and translated or transliterated Chinese names submitted by candidates.</td>
<td></td>
</tr>
<tr>
<td>December 9 (E-85)</td>
<td>Designation Of Letters For Ballot Measures</td>
<td>SFMEC §505</td>
</tr>
<tr>
<td></td>
<td>The Department of Elections designates letters for local ballot measures according to the procedures set forth in the SFMEC.</td>
<td></td>
</tr>
<tr>
<td>December 9 (E-85)</td>
<td>BALLOT SIMPLIFICATION COMMITTEE DIGESTS</td>
<td>SFMEC §515</td>
</tr>
<tr>
<td></td>
<td>Deadline for the Ballot Simplification Committee to submit digests of each local measure to the Department of Elections for publication in the Voter Information Pamphlet.</td>
<td></td>
</tr>
<tr>
<td>December 9 (E-85)</td>
<td>FINANCIAL ANALYSES</td>
<td>SFMEC §520</td>
</tr>
<tr>
<td></td>
<td>Deadline for the Controller to submit a financial analysis of each local measure, including an estimate of the increase or decrease in the cost of government and/or the effect of the measure on the tax rate, to the Department of Elections, for publication in the Voter Information Pamphlet.</td>
<td></td>
</tr>
<tr>
<td>December 9 (E-85)</td>
<td>BALLOT QUESTIONS</td>
<td>SFMEC §510(b)</td>
</tr>
<tr>
<td></td>
<td>Deadline for the City Attorney to submit the ballot questions for local measures to the Department of Elections.</td>
<td></td>
</tr>
<tr>
<td>December 10 – December 20 (E-84 – E-74)</td>
<td>PUBLIC EXAMINATION PERIOD: BALLOT DIGESTS, FINANCIAL ANALYSES, AND BALLOT QUESTIONS Ballot Measures</td>
<td>SFMEC §590(b)(1-3)</td>
</tr>
<tr>
<td></td>
<td>Period of public review and possible legal challenge for the Ballot Simplification Committee’s digests, the Controller’s financial analyses, and the City Attorney’s ballot questions.</td>
<td></td>
</tr>
<tr>
<td>December 12 2 p.m. (E-82)</td>
<td>SELECTION OF PROPONENT AND OPPONENT ARGUMENTS</td>
<td>CAEC §§9166, 9287, 9503; SFMEC §545</td>
</tr>
<tr>
<td></td>
<td>If the Department of Elections receives more than one proposed proponent or opponent argument for a measure, the Department will select one proponent and one opponent argument according to priority levels and, if necessary, by lottery.</td>
<td></td>
</tr>
<tr>
<td>December 13 noon (E-81)</td>
<td>DEADLINE TO CORRECT FACTUAL, GRAMMATICAL, OR SPELLING ERRORS IN PROPONENT AND OPPONENT BALLOT ARGUMENTS FOR LOCAL MEASURES ONLY Ballot Measures</td>
<td>SFMEC §535(f)</td>
</tr>
<tr>
<td></td>
<td>Deadline for the authors of proponent and opponent ballot arguments to correct any factual, grammatical, or spelling errors in the arguments for or against local measures.</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td>Event Description</td>
<td>Rules</td>
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</tr>
<tr>
<td>December 13 noon – December 23 noon (E-81 – E-71)</td>
<td>Public Examination Period: Proponent And Opponent Arguments For Local Ballot Measures And District Measures Ballot Measures</td>
<td>Period of public review and possible legal challenge of proponent and opponent arguments for publication in the Voter Information Pamphlet.</td>
</tr>
<tr>
<td>December 16 noon (E-78)</td>
<td>SUBMISSION OF REBUTTAL ARGUMENTS FOR LOCAL BALLOT MEASURES AND DISTRICT MEASURES Ballot Measures</td>
<td>Deadline to submit rebuttal arguments for local ballot measures and district ballot measures to the Department of Elections.</td>
</tr>
<tr>
<td>December 16 (E-78)</td>
<td>PETITION INDICATING WRITE-IN CAMPAIGN AGAINST UNOPPOSED INCUMBENT Superior Court</td>
<td>The last day to file a petition indicating that a write-in campaign will be conducted against an unopposed Superior Court Judge who has filed nomination papers. The petition must be signed by at least 0.1 percent of the registered voters qualified to vote with respect to the office, provided that the petition shall contain at least 100 signatures but need not contain more than 600 signatures. Write-in candidate must also file a Statement of Write-In Candidacy and nomination papers with the Department of Elections during the period specified below.</td>
</tr>
<tr>
<td>December 17 noon (E-77)</td>
<td>DEADLINE TO CORRECT FACTUAL, GRAMMATICAL, OR SPELLING ERRORS IN REBUTTAL OR PAID ARGUMENTS FOR LOCAL MEASURES ONLY Ballot Measures</td>
<td>Deadline for the authors of rebuttals or paid ballot arguments to correct any factual, grammatical, or spelling errors in their arguments for or against local measures.</td>
</tr>
<tr>
<td>December 17 – December 27 (E-77 – E-67)</td>
<td>PUBLIC EXAMINATION PERIOD: CHINESE TRANSLITERATIONS PROVIDED FOR CANDIDATES Superior Court</td>
<td>Period of public review and possible legal challenge of Chinese names transliterated by the Department of Elections' translation vendor.</td>
</tr>
<tr>
<td>January 18 (E-45)</td>
<td>MILITARY AND OVERSEAS BALLOT DELIVERY PERIOD Registration and Voting</td>
<td>Last day for the Department of Elections to transmit ballots and ballot materials to absent military or overseas voters who have requested them by this date. If a military or overseas voter ballot application is received after this date, the Department of Elections shall transmit a ballot and ballot materials as soon as practicable.</td>
</tr>
<tr>
<td>No.</td>
<td>Date Range</td>
<td>Event Description</td>
</tr>
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</tr>
<tr>
<td>28</td>
<td>January 6 – February 18 (E-57 – E-14)</td>
<td>STATEMENT OF WRITE-IN CANDIDACY AND NOMINATION PAPERS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>During this period, all write-in candidates for any office must file their Statements of Write-In Candidacy and Nomination Papers with the Department of Elections. (To challenge an unopposed incumbent for this office, at least 78 days before the election, a write-in candidate must submit a petition indicating the intention to conduct a write-in campaign.)</td>
</tr>
<tr>
<td>29</td>
<td>February 3 – February 25 (E-29 – E-7)</td>
<td>VOTE-BY-MAIL BALLOT MAILING PERIOD</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Period in which any registered voter may apply to the Department of Elections for a vote-by-mail ballot. Applications received before this period shall be kept and processed during this application period.</td>
</tr>
<tr>
<td>30</td>
<td>February 3 – March 3 (E-29 – Election Day)</td>
<td>CITY HALL VOTING CENTER OPENS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Available 8 a.m. to 5 p.m., Monday – Friday, with extended Election Day hours, outside Room 48.</td>
</tr>
<tr>
<td>31</td>
<td>February 18** (E-14)</td>
<td>LAST DAY TO REGISTER TO VOTE (OTHER THAN CONDITIONAL VOTER REGISTRATION)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Last day to register to vote in this election by typical methods: Register online by 11:59 p.m., Mail (postmarked by this date) or deliver a Voter Registration Form to the Department of Elections, Submit a Voter Registration Form to the Department of Motor Vehicles or any National Voter Registration Act (NVRA) designated agency, or send a Federal Postcard Application (FPCA) for military or overseas voters to the Department of Elections to register to vote and request a vote-by-mail ballot. To register and vote after this deadline, see Conditional Voter Registration below.</td>
</tr>
<tr>
<td>32</td>
<td>February 19 – March 3 (E-13 – Election Day)</td>
<td>CONDITIONAL VOTER REGISTRATION AND VOTING</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Those who did not register to vote by the registration deadline for this election may visit a voting center or polling place to conditionally register and vote a provisional ballot. Once the Department of Elections processes the Voter Registration Form and confirms the voter's eligibility, the registration becomes permanent and the provisional ballot will be counted.</td>
</tr>
<tr>
<td>33</td>
<td>February 18 – March 3 (E-14 – Election Day)</td>
<td>NEW CITIZEN REGISTRATION AND VOTING PERIOD</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Extension of registration for new citizens who are sworn in after the registration deadline. New citizens must show proof of citizenship and declare that they have established residency in California in order to register and vote at the City Hall Voting Center during this period.</td>
</tr>
<tr>
<td>34</td>
<td>February 22 - February 23 (E-10 – E-9)</td>
<td>WEEKEND VOTING AT THE CITY HALL VOTING CENTER</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Available Saturday and Sunday, 10 a.m. to 4 p.m., outside Room 48. Enter on Grove Street.</td>
</tr>
<tr>
<td>35</td>
<td>February 25 (E-7)</td>
<td>LAST DAY TO REQUEST VOTE-BY-MAIL BALLOT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Written or telephone requests must be submitted to the Department of Elections by 5 p.m. Online requests must be submitted by 11:59 p.m.</td>
</tr>
<tr>
<td>Date</td>
<td>Description</td>
<td>Code References</td>
</tr>
<tr>
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<td>35</td>
<td><strong>February 29 – March 1</strong>&lt;br&gt;(E-3 – E-2)</td>
<td>WEEKEND VOTING AT THE CITY HALL VOTING CENTER&lt;br&gt;Registration and Voting&lt;br&gt;Available Saturday and Sunday, 10 a.m. to 4 p.m., outside Room 48. Enter on Grove Street.</td>
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<td>36</td>
<td><strong>March 3</strong>&lt;br&gt;(E-0)</td>
<td>ELECTION DAY&lt;br&gt;Registration and Voting&lt;br&gt;All polling places, including the City Hall Voting Center, open at 7 a.m. and close at 8 p.m.</td>
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<td>38</td>
<td><strong>March 6</strong>&lt;br&gt;(E+3)</td>
<td>LAST DAY FOR DEPARTMENT OF ELECTIONS TO RECEIVE VOTE-BY-MAIL BALLOT&lt;br&gt;Registration and Voting&lt;br&gt;Vote-by-Mail ballot must be postmarked no later than Election Day.</td>
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<td>39</td>
<td><strong>March 11</strong>&lt;br&gt;(E+8)</td>
<td>VOTE-BY-MAIL BALLOTS - UNSIGNED IDENTIFICATION ENVELOPE&lt;br&gt;Registration and Voting&lt;br&gt;Last day for a voter who did not sign the vote-by-mail ballot identification envelope to either sign the identification envelope at the Department of Elections or complete and submit an unsigned ballot statement.</td>
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</tbody>
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**Code References**

- **CA Gov't Code:** California Government Code
- **SF Charter:** San Francisco Charter (Article XIII – Elections)
- **SF C&GCC:** San Francisco Campaign and Governmental Conduct Code
- **SFMEC:** San Francisco Municipal Elections Code
- **CAEC:** California Elections Code
- **EDC:** California Education Code

*The legal deadline falls on a Saturday, Sunday or holiday; the deadline will not move forward to the next working day.

**The legal deadline falls on a Saturday, Sunday or holiday; the deadline will move forward to the next working day. Cal. Gov't Code § 6707