



Election Plan

November 3, 2020, Consolidated
General Election

Friday, September 11, 2020

Election Plan – November 3, 2020, Consolidated General Election

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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 ballots and Voter Information Pamphlet;
- Provides educational services, programs and materials to registered voters and potential registrants;
- Facilitates voting by mail;
- 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 November 3, 2020, Consolidated General Election.

II. Organizational Structure and Staffing

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 aid the full-time staff with election tasks, including 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.

Multiple factors make the November 3 election notable in its workload and complexity, including those associated with an increase in new voter registration applications and updates to voter records, a higher volume of telephone and email inquiries, and a higher volume of ballots to be processed. In addition, the November 3 ballot will consist of multiple cards, containing local, state, and federal candidates and local and state measures, which will result in a larger VIP, increased workload associated with translations and proofing, and a higher number of cards to process and tabulate.

The combination of these factors, compounded by the COVID-19 pandemic, will create exponentially more work for the Department than in a “typical” election, with most processes affected. Accordingly, the Department will develop hiring staffing ratios and schedules commensurate with the projected workload and complexities of this election.

For the November 3 election, the Department intends to hire and onboard nearly 300 temporary employees. In a proactive effort to avoid potential staffing issues due to the COVID-19 pandemic, the Department intends to hire additional reserve personnel with flexible employment start and end dates, focusing on positions that perform key functions such as processing voted ballots or maintaining voter records.

To protect the health and safety of elections workers while meeting operational demands of the upcoming election, the Department has modified its hiring, training, and workplace practices. Such modifications include the introduction of a remote interview program that allows hiring managers to use Zoom video conferencing for interviewing applicants to fill many seasonal positions instead of conducting in-person interviews; a digital Employee Orientation Program (EOP) for new and returning staff, which had previously been delivered in person; and recorded webinar sessions instead of live training presentations.

The Department has developed a Health and Safety Plan, in compliance with health care experts. Among other things, this plan discusses various measures that the Department has taken to accommodate employees at their worksites, including implementing daily health screenings; reconfiguring workspace layouts to allow employees to maintain distances of at least six feet between each other; relocating some activities to different office area/facility; procuring and distributing personal protective equipment (PPE); posting health-related signage; and modifying workplace practices to minimize staff exposure to COVID-19. A copy of this plan has been distributed to all employees and posted on the internal online Employee Resources Portal.

The Department has also revised its Employee Resources Portal, which now contains a repository of COVID-19 related guidance and materials, providing employees with easy access to a set of frequently updated documents from the City’s Department of Human Resources website and the Center for Disease Control and Prevention website.

III. New and Enhanced Practices

For the November 3 election, the Department has implemented new practices and enhanced its existing programs to provide San Franciscans with safe options to participate in the upcoming election and to further improve services provided to voters and prospective registrants.

A. *Have your say! Vote your way!* Theme

Shortly after the state legislature finalized the legal and procedural changes necessary for elections officials to safely conduct the November 3 election, the Department set to work creating outreach materials to simply and effectively convey these changes and developing a theme to complement its outreach messaging.

The Department's outreach materials broadcast the key facts that, in the upcoming election, every San Francisco resident will be able to 1) vote by mail – because the Department will automatically mail ballots to all registered voters, 2) use the accessible vote-by-mail system – because the Department will provide online access to the system for all registered voters, and 3) register or cast a ballot in-person – because the Department has adopted new health and safety protocols allowing for the continued operation of the City Hall Voting Center as well as 588 neighborhood polling places.

The Department's outreach theme, "*Have your say! Vote Your way!*" is intended to inspire San Francisco voters and eligible prospective registrants to make good use of newly expanded voting options, and to emphasize the fact that, in these challenging times, people retain the vital right to vote. The first part of the theme, "*Have your say!*" aims to evoke a sense of civic empowerment and encourage voters to realize their collective strength by voicing their individual opinions about contests on the ballot this fall. These three short words are meant to be easy to understand, optimistic, and timeless.

The second part of the theme, "*Vote your way!*" is similarly intended to instill in voters and prospective registrants a sense of control and to diminish any voting-related anxiety. The second part of the new theme is meant to convey that in the upcoming election everyone will have the opportunity to choose one of the safe voting options. This part of the theme also alludes to the fact that voters will have a *greater* number of options in this election, rather than a *fewer* number, despite the impact of the COVID-19 pandemic.

The artwork accompanying the new theme is designed to revitalize a sense of local pride and future ahead, with a bright sketch including a famous landmark from each of San Francisco's eleven supervisorial districts. The uplifting and locally-minded sketch, invites the viewer to share a confident, forward-looking perspective of San Francisco with a facial-covering clad voter overlooking a colorful City panorama.

The new graphics are featured on the cover of the Voter Information Pamphlet and the banner on the Department's website homepage, as shown on the next page. The Department has also integrated the new *Have your say! Vote your way!* theme into many of its multilingual digital and print outreach materials, such

as citywide mailers, videos, online slideshows, and flyers. Outreach partner organizations are also encouraged to use both the theme itself and the underlying hopeful spirit of the theme in their interactions with the public.



**City and County of San Francisco
Department of Elections
Voter Information Pamphlet & Sample Ballot**

**Have your say!
VOTE your way!**

November 3, 2020, Consolidated General Election



To ensure that San Franciscans can exercise their right to vote in a safe manner during the November 3 election, the Department of Elections will mail ballots to all registered voters in October. Be sure to return your voted ballot on time! See page 5 for more information.

Las boletas oficiales, boletas de muestra y otros materiales electorales están disponibles en español. Para más información, visite la página Asistencia en español.
選務處提供中文版正式選票、選票樣本和其他選舉資料。欲知詳情，請查閱「中文選民服務」。

Makakukuha ng opisyal na mga balota, halimbawang mga balota at iba pang mga materyales para sa eleksyon sa Filipino. Para sa impormasyon, tingnan ang pahinang Tulong sa Filipino.



B. Voter Outreach and Education

The Department's main outreach objectives for the November 3 election are: 1) to inform City residents about the expanded vote-by-mail options, safe in-person services at polling places and the Voting Center, and key dates and deadlines and 2) to provide focused outreach on elections topics to members of vulnerable and hard to reach voting populations.

In recognition of the fact that outreach must be conducted as safely as possible and in compliance with local Health Orders, the Department has employed two primarily no-contact strategies: 1) increased use of official elections mail and 2) broader direct and indirect distribution of digital and print election outreach materials. The Department has also engaged in small group outreach events to educate City residents about essential information about the upcoming election.

i. Official Election Mail

In early summer, the Department began sending City residents a series of outreach print and email notices, each of which highlights certain key information about the November 3 election. To date, the Department has mailed a language preference notice, a voting options notice, a notice to military and overseas voters, and address verification notices. A description of each of these notices follows.

Language preference notice. In early June, the Department sent nearly 27,000 mail and 12,000 email language preference notices to City voters born in Chinese, Spanish, Filipino, Burmese, Japanese, Korean, Thai, or Vietnamese-speaking countries who have no language preference on file. These notices included bilingual information about available translated official and facsimile ballots as well as an explanation of how to select a language preference in order to receive translated materials. In an effort to reach voters in the same populations who register later, the Department will continue sending the language preference notices to new registrants on a rolling basis until vote-by-mail packets go out in October. Following is the content of the notice.

IMPORTANT NOTICE

YOUR LANGUAGE PREFERENCE FOR ELECTION MATERIALS FOR THE NOVEMBER 3, 2020, ELECTION

The purpose of this notice is to inform you of the availability of election materials in languages other than English.

San Francisco's official ballot and official voter guides (the local Voter Information Pamphlet and the state Voter Information Guide) are available in several languages, including Chinese, Spanish and Filipino.

The state Voter Information Guide is available in additional languages, including Burmese, Japanese, Korean, Thai, and Vietnamese. Facsimile ballots are also available in these languages. A Facsimile ballot is a replica of the official ballot translated into a particular language that voters can use as a reference when marking their official ballot.

Any voter may receive available materials in their preferred language by providing that language preference to the Department of Elections.

To provide a language preference, complete and return the postage-paid postcard attached to this notice. You can also confirm or change your language preference at sfelections.org/language or by contacting the Department at (415) 554-4375 or SFVote@sfgov.org.

If you do not want to update your language preference, you may disregard this notice. Voters without a language preference receive voter guides in English and bilingual ballots in English and Chinese.

Please do not hesitate to contact the Department of Elections at (415) 554-4375 or SFVote@sfgov.org if you have any questions.

Voting options notice. In August, the Department mailed a quadrilingual voting options notice to every household in San Francisco —376,482 in all—informing registered voters and eligible City residents of the three ways to vote in the upcoming election (by mail, at the Voting Center, or at a polling place). This notice provided essential information about each voting method, encouraged registered voters to double-check information in their voter records, advised eligible residents to register to vote, and described some of the new health and safety protocols that will be in place at all in-person voting sites. The Department also sent digital versions of the voting options notice to the nearly 250,000 voters who provided email addresses as part of their registration records. Following is the content of the notice.

Official Notice: November 3, 2020, Consolidated General Election

The Department of Elections is sending this notice to provide information about voting options in the November 3 election that will allow San Franciscans to exercise their right to vote in a safe manner.

1. Vote by Mail (October 5 – November 3)

The Department of Elections will mail ballots to all registered San Francisco voters in October. Voters will also be able to access their ballots via the accessible vote-by-mail system at sfelections.org/access.

To ensure you receive your ballot this fall, check if you are registered to vote and that your information is up to date at voterstatus.sos.ca.gov. To register or update information in your voter record, go to registertovote.ca.gov or contact the Department of Elections to request a paper registration form via mail.

2. Vote at the City Hall Voting Center (October 5 – November 3)

To protect public health, the Department of Elections will relocate the City Hall Voting Center to the outdoor area in front of Bill Graham Civic Auditorium on 99 Grove Street. San Franciscans may visit the voting center to drop off a vote-by-mail ballot, register to vote, or cast a ballot in person. The voting center will be open every weekday from October 5 through November 3 and the two weekends prior to Election Day.

3. Vote at Your Assigned Polling Place (Election Day, November 3)

On November 3, 588 neighborhood polling places will be open for in-person voting and ballot drop-off from 7 a.m. to 8 p.m.

In compliance with current public health guidance, the Department of Elections has adopted new health and safety protocols at all in-person voting sites. Every site will be set up to facilitate social distancing, and election workers will regularly clean and sanitize voting supplies, equipment, and high-touch surfaces. Sites will offer face coverings, hand sanitizer, and gloves to all voters, and multilingual notices will be posted reminding voters to follow health guidelines.

For more information about the November 3 election, visit sfelections.org or contact the Department of Elections at (415) 554-4375 or sfvote@sfgov.org.

We are recruiting poll workers to assist voters on Election Day. You and your family can help your community and receive a stipend up to \$240! Apply today at sfelections.org/pwa.

Certain non-citizen residents are eligible to register and vote in the November 3, 2020, School Board Election. For more information, please visit sfelections.org/ncv.

In September, shortly before vote-by-mail ballot packets are mailed out, the Department will send a second mailer to every City household. This second mailer will focus mainly on how to vote by mail, including reminding voters to sign their ballot envelopes, encouraging voters to return their voted ballots as early as possible, and describing available return options (postal mail, in person drop-off, and authorized third party return). The content for this notice is shown on the next page.

Official Notice: Information about Voting by Mail in the November 3, 2020 Election

The Department of Elections is sending this notice to provide answers to frequently asked questions about voting by mail to help voters safely participate in the upcoming election.

1. **How can I be sure my ballot is mailed to my current address?** If you are registered to vote in San Francisco, the Department will mail your ballot to the address in your voter record. Check your information at voterstatus.sos.ca.gov, and if necessary, update your registration at registertovote.ca.gov. (The post office cannot forward official ballots.)
2. **Do I need a stamp to mail my ballot?** No, the ballot return envelope is postage-paid.
3. **Do I need to sign the return envelope?** Yes. If you do not sign the envelope or if the signature on the envelope does not compare to one in your voter record, the Department will not be able to count your ballot unless you provide additional information. If your signature has changed, please re-register.
4. **If I mail my ballot on Election Day, will it arrive on time to be counted?** It depends. To be counted, your ballot must be postmarked on or before Election Day. If you mail your ballot on Election Day, be sure to check the pickup time on the blue USPS collection box, home letterbox, or business mail drop. If the last pickup has already occurred, the ballot envelope will be postmarked late and will not be counted. The Department encourages voters to return their ballots as early as possible!
5. **How can I find the closest USPS blue box to mail my ballot?** You can search for locations of USPS boxes and pickup times at usps.com/locator
6. **Can I return my ballot in person?** Yes. On Election Day, you may return your ballot to any of the 588 polling places in San Francisco or any voting site in California. You may also return your ballot to one of the ballot drop-off stations that will be open as follows:

Mon-Fri: Oct 5-Nov 3 | Sat/Sun: Oct 24-25 and Oct 31-Nov 1

- Bill Graham Civic Auditorium, 99 Grove St

Sat/Sun: Oct 31-Nov 1 | Mon-Tues: Nov 2-3

- Bayview/Linda Brooks-Burton Library, 5074 3rd St
- Chase Center, 1655 3rd St
- Excelsior Branch Library, 4400 Mission St

Drop-off station hours

- Weekdays: 8 am – 5 pm
- Weekends: 10 am – 4 pm
- Election Day: 7 am – 8 pm

7. **How can I track my ballot?** Go to sfelections.org/voterportal to track your ballot, from assembly up through delivery, verification, and counting. To sign up for notifications via email, text, or voice message, visit wheresmyballot.sos.ca.gov.
8. **What if my ballot does not arrive in the mail?** If your ballot does not arrive by October 13, contact the Department as soon as possible.
9. **How can I help make sure all the selections on my ballot are counted?** Follow the instructions printed on each ballot card carefully. After marking your ballot, double-check you have not made a mistake, such as only partially filling the selection ovals, making too many selections in a contest, or making unintentional marks. If you make a mistake, you may request a replacement ballot.
10. **How can I get a replacement ballot?** On or before October 28, you may go to sfelections.org/voterportal or call (415) 554-4375 to request a mailed replacement ballot. After October 28, contact the Department as soon as possible to review your options.

Questions? Need more information? Please contact the Department of Elections at (415) 554-4375 or sfvote@sfgov.org.

It is not too late to do the 2020 Census! Count yourself in today at my2020census.gov.

Notice to military and overseas voters. In June, the Department emailed a notice to approximately 3,000 military and overseas voters (as well as approximately 600 such notices via postal mail), alerting members of this voting population to the fact that, due to the COVID-19 pandemic, international mail service may experience delays this fall. The notice advised recipients to consider changing their vote-by-mail ballot delivery preference to email or fax and also reminded voters they may return their vote-by-mail ballots by fax. Following is the content of the notice.

Dear voter,

The purpose of this notice is to provide information about ballot delivery options for UOCAVA (military or overseas) voters for the upcoming November 3, 2020, Consolidated General Election.

As you may know, hundreds of governments around the globe have placed temporary limitations on travel and human interaction to mitigate the spread of COVID-19. As a result, international and domestic mail service will likely be impacted for at least several months.

All San Francisco voters are entitled to receive their ballots in person or via mail, and as a registered UOCAVA voter, you are also entitled to receive your ballot by email or fax.

If you are living outside the territorial limits of the United States, or called to serve outside San Francisco less than seven days before an election, you are also entitled to return your ballot by fax (though not by email).

To ensure timely delivery of your ballot for the November 3, 2020, Election, we encourage you to request an electronic (email or fax) ballot delivery service.

You can update your current ballot delivery preferences and contact information, including your email address and fax number, by visiting sfelections.org/update or by contacting us at SFVoteAbroad@sfgov.org or (415) 554-4375.

Please do not hesitate to contact us if you have any questions or concerns.

Sincerely,

San Francisco Department of Elections

Address verification notices. The Department continues to send out address verification notices on a weekly basis as part of its voter rolls list maintenance program. The address verification process is initiated when a San Francisco voter moves without updating their registration information but the United States Postal Service returns official election correspondence addressed to the voter at their old address. Upon the return of any official election mail, the Department will attempt to contact the voter using an address verification postcard as well as by email and phone, if this contact information is available. This year, the address verification program will be particularly important as these follow-up communications will likely increase the number of ballots delivered in a timely manner to those who have moved within the City. The content for this notice is shown on the next page.

Address Verification Notice

The Department of Elections received notification that the voter to whom this notice is addressed has moved. The purpose of this notice is to confirm the voter's new residential address.

Please be advised that if you (the voter) do not respond to this notice and do not vote in the next two federal elections, your current voter registration may be cancelled.

In lieu of returning the attached postcard, you may respond to the Department of Elections by calling (415) 554-4375 or (866) 325-9163 (toll free) or emailing SFVote@sfgov.org. If you still live in California, you may also respond by updating your voter registration at registertovote.ca.gov.

Future outreach notices. The Department plans to distribute several additional election notices, including notices to local college students whose residences may be impacted by the COVID-19 pandemic; voters currently experiencing homelessness who may benefit from adding mailing addresses to the cross street residential addresses they used when registering to vote; and the approximate 250,000 voters with email addresses in their registration records who may benefit from receiving a reminder about currently available online self-help voter tools.

The Voter Information Pamphlet. As it does for every election, the Department will produce, mail, and post online a Voter Information Pamphlet and Sample Ballot (VIP) in English, Chinese, Filipino, and Spanish for the November 3 election. The VIP will also be available in PDF, HTML, XML, large-print, MP3, USB flash drive, CD, and National Library Service (NLS) cartridge formats.

The November 3 edition of the VIP will provide official, non-partisan information about candidates and local ballot measures, voting options and key election dates, as well as a sample ballot reflecting the voter's ballot type. In addition, the VIP will include several pages highlighting the mailing of ballots to all registered voters, expanded access to the accessible vote-by-mail system, and safe in-person voting options.

The VIP continues to be one of the main outreach strategies through which the Department reaches approximately half a million voters. The November 3 edition of the VIP has been restructured to highlight and explain voting options and to draw voters' attention to key information using graphics, as illustrated in "Three Ways to Vote" page, shown on the next page.

With the goal of making it easier to find answers to specific and frequently asked questions, some headings in the VIP have been retitled and some sections have been edited to streamline the content. For the same reason, front and back covers have been redesigned to feature commonly sought information and online self-help tools, as well as a "Quick Guide to the November 3, 2020, Election."



San Francisco Voters Have Three Ways to Vote

1. Vote by Mail

To protect public health and encourage voting by mail, all registered voters in California will receive ballots in the mail for the November 3, 2020, election. In October, you will be sent a vote-by-mail ballot packet, with an official ballot, instructional insert, postage-paid return envelope, and “I Voted!” sticker. See page 6 for more information.



2. Vote at the Voting Center

The City Hall Voting Center will provide registration and voting services between October 5 and the close of the polls at 8 p.m. on Election Day, November 3. In an effort to protect public health, the City Hall Voting Center will be set up in front of Bill Graham Civic Auditorium on 99 Grove Street, between Polk and Larkin streets. See page 7 for more information.



3. Vote at your Polling Place

On Election Day, Tuesday, November 3, 588 polling places will be open in the City for in-person voting and vote-by-mail ballot drop-off services from 7 a.m. to 8 p.m.

To provide adequate voting space and protect public health, between the March 2020 election and the November 2020 election, the Department of Elections has relocated approximately 150 polling place locations. Information about your currently assigned polling place is printed on the back cover of this pamphlet.

The Department of Elections has adopted several new health and safety protocols at all polling places. See page 8 for more information.



Notice: If you decide to vote in person in the upcoming election, please remember to wear a face covering so you can protect public health. You can also make your voting experience faster and safer by using the *Voting Locations and Wait Times Tool* at sfelections.org/myvotinglocation to check wait times at the City Hall Voting Center and polling places.

ii. **Other Outreach Media**

In addition to mailing and emailing the official election notices and the Voter Information Pamphlet, the Department has produced several digital and print voter education materials for use in primarily remote settings. To distribute these materials to City residents, including those living in low-income or vulnerable communities, such as voters with disabilities and voters experiencing homelessness, the Department is collaborating with its local outreach partners, which include nonprofit, community-based organizations, local businesses, as well as local government departments and agencies.

First, the Department created two sets of educational videos, both of which are available in English, Chinese (Cantonese), Filipino, and Spanish. The first video focuses on general election topics such as registration qualifications, how and when to register, voting options and schedules, and how to locate official voter information about candidates and measures on the ballot. The second video focuses on ranked-choice voting, including the history of ranked-choice voting in San Francisco, how to mark a ranked-choice voting contest, how ranked-choice contests are counted, and how to find and use available ranked-choice tools and resources, including the online ranked-choice voting practice ballot. Both videos have been posted on the Department's website and distributed to community partners.

Second, the Department developed several 15- and 30-second public service announcements (PSAs) to provide San Francisco residents with key election information. The PSAs, translated into Chinese (Cantonese and Mandarin) and Spanish will be airing on local television channels and radio stations beginning September through November.

Third, the Department developed a number of new print materials for distribution to City residents. These include flyers, posters, and door hangers, all of which highlight essential information about voting options and key election dates in the November 3 election.

One of the avenues that the Department is utilizing this election cycle to distribute its print materials is a partnership project with the City's COVID Command Center (CCC). Commencing in August, CCC outreach teams have been distributing door hangers and posters to City residents and merchants for display in their storefronts in Civic Center/Downtown, South of Market, Bayview/Hunters Point, Visitacion Valley, Chinatown, Western Addition, Excelsior/Outer Mission, and Ingleside neighborhoods. An example of one of these outreach posters follows.

Stay Healthy and Vote Safely!
All voters will receive ballots by mail for the November 3 Election.

維護健康並安心投票！
所有選民將會收到11月3日選舉的郵寄選票。

¡Manténgase sano y vote de manera segura!
Todos los electores recibirán las boletas por correo para las elecciones del 3 de noviembre.

Manatiling Malusog at Bumoto Nang Ligtas!
Makataanggap ang lahat ng botante ng balota sa pamamagitan ng koreo para sa Nobyembre 3 eleksyon.

Register to Vote
登記投票
Inscribase para votar
Magparehistro para makaboto
at registertovote.ca.gov

Keep Your Registration Current
保持您的選民登記處於最新狀態
Mantenga su inscripción actualizada
Siguraduhing napapanahon ang inyong rehistrasyon
at voterstatus.sos.ca.gov

Sign Up for Ballot Updates
登記要求收取您的選票狀況報告
Inscribase para recibir actualizaciones acerca de su boleta
Magpa-sign Up para sa mga update sa inyong balota
at wheresmyballot.sos.ca.gov

 For elections information, visit sfelections.org or call (415) 554-4375.
For COVID-19 information, visit sf.gov/coronavirus.
關注最新消息！選舉資訊或新冠疫情 COVID-19 資訊，請瀏覽以上網站。
¡Manténgase informado! Para obtener información sobre las elecciones o sobre COVID-19, visite los enlaces anteriores.
Manatiling impormado! Para sa impormasyon tungkol sa mga eleksyon o sa COVID-19, bisitahin ang mga pahina sa itaas.

Stay Informed!

Fourth, throughout the November 3 election cycle, the Department will post news, FAQs, and election updates on social media sites, such as Twitter, Facebook, and Next Door, publishing “bite-sized” bits of important information about voting options and other key election information. Many posts will include links to detailed informational pages and self-help voter tools on the Department’s website. To serve City residents who prefer more traditional news formats, the Department will issue press releases and publish election ads in local newspapers.

Fifth, the Department has recently updated its website, sfelections.org, which features essential information about registration and voting and self-help voter tools, all available in multiple languages and presented with

key accessibility functions, including screen-reader compatibility, high contrast and adjustable font size, and Alt text for images. These updates made it easy for voters to access recently developed online tools, including the Voter Portal and My Election Navigator, via the Department's homepage. More information about recent changes to the website and new online tools is included in Section III. C. *Website and Online Tools*.

Finally, to maximize dissemination of outreach messages, in June, the Department issued a Request for Proposals (RFP), seeking to identify local non-profit partners who could communicate with the City's vulnerable and hard-to-reach populations about how members of such populations can safely participate in the November 3 election. In July, the Department's RFP selection panel identified eight outreach partner grantees: 1) A. Philip Randolph Institute of San Francisco, 2) Chinatown Community Development Center, 3) Chinese Newcomers Service Center, 4) Coleman Advocates for Children and Youth, 5) Filipino-American Development Foundation, 6) San Francisco Rising, 7) San Francisco Shanghai Association, and 8) San Francisco Study Center.

Subsequently, in August, the Department conducted training and supplied grantees with a variety of ready-to-use, multilingual, multi-format, outreach materials, including posters, brochures, digital presentations, and videos on topics such as voter registration and voting options, ranked-choice voting, poll worker recruitment, and key dates and deadlines. Grantees commenced their outreach activities on August 24 and will continue deliver November 3 messaging to City residents through Election Day, providing reports on their efforts on a regular basis.

C. Website and Online Self-Help Voter Tools

The Department's website, sfelections.org, features self-help tools and key information about registration and voting options, as well as information about campaign filing, ways for the public to get involved (e.g., serving as a poll worker), and past and current elections results, all available in multiple languages with accessible features, including screen-reader compatibility, high contrast text, and Alt text for images.

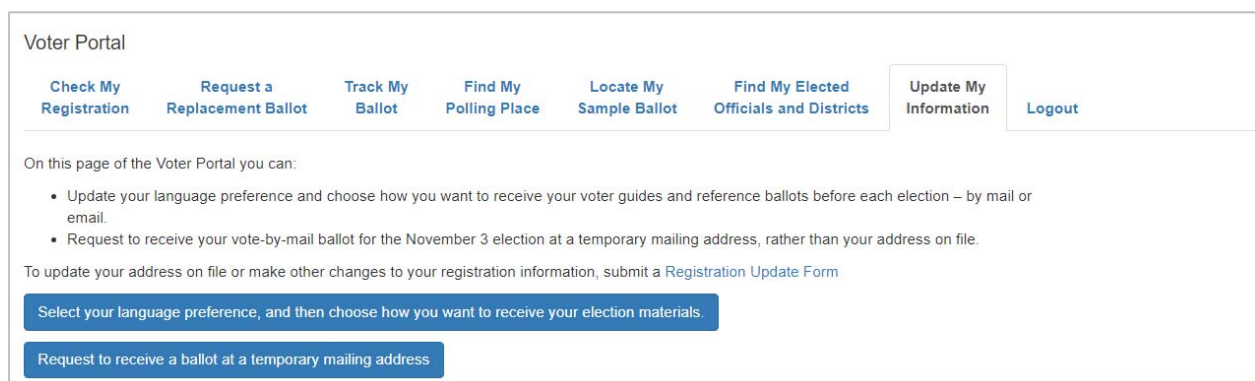
Homepage. This year, in an effort to help guide voters to key election information and voter tools, the Department added two new sections to its homepage: *November 3 Election Highlights* and *Ways to Vote in the November 3 Election and More!* The former highlights particularly relevant information for this election, including explaining that every voter will receive a ballot by mail this fall and featuring a video about registration and voting in the upcoming election. The latter provides a direct access to key information about universal vote by mail, safe in-person voting options, and self-help voter tools: Voter Portal and My Election Navigator. In October, *Ways to Vote in the November 3 Election and More!* section will also provide an easy navigation to a page explaining ballot delivery and pick-up options for voters who are confined to home or hospital because of illness, disability, or COVID-19 related quarantine.

Voter Portal. In light of mailing ballots to all voters for the upcoming election, the Department has updated the Voter Portal, launched in 2019, which allows voters to access individualized registration and election information in English, Chinese, Spanish, or Filipino. The Voter Portal can be accessed from the Department's homepage and all landing pages, or by visiting sfelections.org/voterportal.

The *Check My Registration* tab of the updated Voter Portal includes a notice that, if a voter has a mailing address in their registration record in addition to a residential address, the voter's ballot will be sent to the mailing address, as shown in the following screenshot:



The latest update also includes a new feature allowing a voter to submit an electronic request to receive a vote-by-mail ballot at a temporary address. Any voter who will be away from their residential or mailing address this October may use this feature to let the Department know they would like a ballot delivered, for example, to a family member's home or a short-term care facility. After logging into the Voter Portal, voters may navigate to this feature by clicking the *Update My Information* tab, where the option to request a ballot be sent to a temporary address is presented as a blue button at the bottom of the screen, as shown below:



The updated Voter Portal also features a *Request a Replacement Ballot* button. Beginning October 12, voters will be able to use this feature to submit an electronic request for a replacement vote-by-mail ballot in their preferred language be sent to a permanent or temporary address. (After October 30, when it is too late to mail a replacement ballot, the voter may vote in person or request emergency ballot delivery.)

As in recent elections, any voter may use the Voter Portal to track their November 3 ballot as it moves through the steps of printing, assembly, delivery, and processing. For the upcoming election, any voter will also be able to sign up for ballot status notifications via email, SMS (text), or voice call, by visiting wheresmyballot.sos.ca.gov. This new ballot tracking option provided by the Secretary of State's office has been included as part of the Voter Portal to allow easy and convenient access to signing up.

My Election Navigator. My Election Navigator is a new digital tool that guides voters through the process of thinking through and creating a voting plan for the upcoming election. This tool can be accessed from the Department’s homepage or by visiting selections.org/navigator.



My Election Navigator

November 3, 2020, Consolidated General Election

Welcome! Use this tool to map out your voting plan for the November 3, 2020, Election. Start by answering three simple questions to find out if you are election ready, then use this tool explore other digital resources available to voters.

Get started

To help voters prepare for the upcoming election and map out their voting plan, the tool presents three simple questions to its user.

The first question is, “Are you registered to vote in San Francisco?” After the voter selects a response, the tool provides information about registering to vote for those who need to, and encourages all voters to check their registration record and keep it current. Following is a screenshot presented to a user who selects “No” to the first question:

1. Are you registered to vote in San Francisco?

| | |
|----------------------|--|
| Yes | To participate in the November 3 election, your next step is to register to vote. Go to registertovote.ca.gov , or contact us , and we will mail you a paper registration form. |
| No | Do not delay, register to vote today! For more information, visit Registration Basics . |
| I'm not sure / Maybe | |

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The second question, “Have you decided how you will vote in the November 3 election?” helps voters who have already decided how they will vote (by mail, the AVBM system, or in person at the Voting Center or a polling place) navigate to specific content regarding their chosen voting method, and helps those who are still deciding understand the different voting options available. On the following page is a screenshot presented to a user who selects “I’m still deciding. What are my options?” to the second question.

2. Have you decided how you will vote in the November 3 Election?

| | |
|---|---|
| Yes, I plan to vote by mail | <p>We'd be glad to help you make a plan to vote!</p> <p>You have several voting options:</p> <ul style="list-style-type: none"> This October, the Department of Elections will mail ballots to all voters. <p>Along with the ballot, your vote-by-mail packet will include instructions, a postage-paid return envelope, and an "I Voted" sticker. You can return your ballot by mail, drop it off in person, or have another person drop it off for you.</p> <ul style="list-style-type: none"> Beginning October 5, all voters will also be able to use the Accessible Vote-by-Mail System on the Department's website to download and mark screen-readable ballots. After marking a ballot, the voter must print and return the ballot to the Department. Although all voters will receive ballots by mail, voters can still use in-person services at the City Hall Voting Center or polling places. <p>For more information, visit the Ways to Vote page.</p> |
| Yes, I plan to pick up a ballot or vote in person | |
| Yes, I plan to use the Accessible Vote-by-Mail Portal | |
| I'm still deciding. What are my options? | |

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The third question, "Are you familiar with ranked-choice voting in San Francisco that allows voters to rank up to ten candidates in local contests?" allows the Department to provide targeted education to voters unfamiliar with the expanded ranked-choice ballot format. Those unfamiliar with this voting method will be invited to read more about the subject and to practice marking an online ballot with immediate feedback on common ranked-choice voting ballot-marking errors. Following is a screenshot presented to a user who selects "Somewhat" to the third question:

3. Are you familiar with ranked-choice voting that allows voters to rank up to ten candidates in local contests?

| | |
|----------|---|
| Yes | <p>Good start - you can brush up on the topic in a few minutes!</p> <p>San Francisco has used ranked-choice voting (RCV) to elect most of its local offices since 2004. RCV allows voters to rank candidates in order of preference (1st choice, 2nd choice, etc.) and eliminates the need to conduct runoff elections.</p> <p>Voters can rank all available candidates in a given contest – up to a maximum of 10 candidates – using the columns on the ballot to indicate their choices. Voters may rank as many or as few candidates as they like. If voters do not want to rank some of the candidates, they can leave any remaining columns blank.</p> <p>If you live in an odd-numbered Supervisorial District, your ballot in the November 3 election will include a ranked-choice voting contest for the member of the Board of Supervisors.</p> <p>Not sure if you live in an odd-numbered district? Use the Voter Portal or visit our Maps page.</p> <p>Visit the Ranked-Choice Voting page to learn more and try our interactive RCV Practice Ballot tool.</p> |
| No | |
| Somewhat | |
| | |









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After completing the questionnaire, voters can select from a list of election topics, shown in a screenshot below, that interest them. Once voters have indicated their choice(s), the tool will show the pages on sfelections.org that match voters' choice(s), providing a customized roadmap to continue exploration of the topics.

What would you like to learn more about?

Choose all that apply then click Next.

| | | | |
|--|--|---|---|
|  <p>Ballot Tracking and Notifications</p> |  <p>Candidates and Measures on the Ballot</p> |  <p>Registration for Special Circumstances</p> |  <p>Keeping My Registration Up to Date</p> |
|  <p>Ways to Vote</p> |  <p>Ranked-Choice Voting</p> |  <p>Serving My Community</p> |  <p>Election Results</p> |

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Voting Sites Wait Time tool. In an effort to provide voters with up-to-date information that will help them vote safely and efficiently, the Department is in the final stages of developing a new interactive Voting Sites Wait Time Tool that will allow voters to view last reported wait times at the Voting Center and at polling places across the City. This tool will be accessible from website pages dedicated to explaining in-person voting options or by visiting sfelections.org/myvotinglocation.

Users of the new tool can navigate the map of San Francisco in-person voting locations by panning, zooming in or out, or by inputting a specific address. A voter who enters their home address will also see their assigned polling place and essential facts about that site, including its street address, cross-streets, accessibility information, and voting hours. The tool will also allow voters who want to drop off their vote-by-mail ballots in person to identify facilities with the shortest lines and with the lowest foot traffic.

The wait time tool is supported by a background application that allows Field Election Deputies who support polling places on Election Day and Voting Center personnel to report wait times at voting sites in real-time.

D. Universal Vote By Mail

On June 18, 2020, Governor Newsom signed Assembly Bill (AB) 860, which requires California counties to mail ballots to all registered voters in the state for the November 3, 2020, election. In compliance with this new law, the Department, in collaboration with its ballot printing and assembly vendor and the United States Postal Service (USPS), will initiate mailings of approximately 500,000 vote-by-mail (VBM) packets one month

before the election. The Department will continue mailing VBM packets to new registrants and those who need replacement ballots, up through October 30. To facilitate the timely delivery of VBM packets to voters in October and to enhance the safety, efficiency, and capacity of its ballot processing operations, the Department has taken several steps, including updating its VBM materials, procuring additional ballot extraction machines, and relocating some ballot processing activities, including vote counting activities, to Bill Graham Civic Auditorium.

Updated VBM envelopes. This summer, the Department worked with the United States Postal Service (USPS) to plan and organize the timely delivery of an increased volume of ballot packets this fall and to ensure the designs of VBM envelopes meet current guidelines for official election mail. More specifically, Department personnel met with USPS-San Francisco District Business Service Network representatives to review updated envelope designs and provide samples for testing with USPS sorting equipment. Results of this testing conducted by USPS staff have indicated no issues with sorting operations for both pre-delivery (election mail going to voters) and pre-return (election mail going to the Department) mail.


With the sending of VBM ballot packets to all registered San Franciscans in the upcoming election, many are expected to be voting by mail for the first time. To assist these first-time VBM voters, the Department has updated and enhanced the design of VBM envelopes as well as the content of the instructional insert enclosed in each ballot packet.

In addition to incorporating all of the requirements in Section 3011 of the California Elections Code, the updated ballot return envelope includes signature line punch-outs to assist voters with visual impairment in locating the signature field and provides instructions to voters unable to sign how to substitute a witnessed mark. To draw attention to this essential field, the Department increased the overall size of the signature box and modified the reminder to sign the envelope, which is accompanied by a large exclamation point.

To encourage voters to mark and return their ballots as early as possible, instructions on both the outer and return envelopes include a reminder: *“Do not delay, vote and return your ballot today!”* Each bilingual version of the outer envelope also features a notice translated into the eight languages (Chinese, Filipino, Spanish, Burmese, Japanese, Korean, Thai, and Vietnamese) in which official ballots and facsimile ballots are available, reminding voters who have not already updated their language preference that it is not too late to receive replacement ballots in these languages. In keeping with recent guidance from health officials, the Department adopted a “peel and seal” strip on the return envelope, allowing for sanitary self-sealing. Finally, both the outer and return envelopes will feature an Intelligent Mail Barcode, which the USPS uses to track and deliver elections mail.

Updated VBM instructions. The VBM instructional insert has also been updated with brevity and simplicity in mind. With a more streamlined layout, the new instructions explain how to vote by mail in three steps, each using a short, imperative phrase: 1) Vote your ballot, 2) Prepare your envelope, and 3) Return your ballot as early as possible. The second step emphasizes the need to properly complete the return envelope, including the signature field, and the third step emphasizes the need to return the ballot on time.


The new insert also includes a Frequently Asked Questions section, with answers to questions about how to track a ballot, request replacement ballot, use the accessible vote-by-mail system, learn about ranked-choice voting, and find services such as emergency ballot delivery, for sick or hospitalized voters. Following is an image of the newly designed instructional insert.



How to Vote By Mail

November 3, 2020, Consolidated General Election

To ensure that San Franciscans can exercise their right to vote in a safe manner during the November 3 election, the Department of Elections will mail ballots to all registered voters in October. Stay safe, stay healthy, and vote!



Show other San Franciscans you've voted to help encourage them to vote too!

A. Vote your ballot.

1. Review the instructions printed on each ballot card.
2. Use a dark blue or black pen to mark your selections.
3. Do not write your name or personal information on the ballot.

B. Prepare your envelope.

1. Complete and sign the back of the return envelope.*
2. Remove the receipts from ballot cards, fold each card separately, and place the cards into the envelope.
3. Seal the envelope and decide how to return it. (The envelope is postage-paid; no stamp is needed if mailed within the U.S.)

* If you do not sign the envelope or the signature on the envelope does not compare to one in your voter record, the Department will not be able to count your ballot unless you provide additional information.


C. Return your ballot as early as possible.

- To return your ballot by mail, make sure your ballot envelope is postmarked on or before November 3.**
- To return your ballot in person, bring your envelope to any drop-off station (for locations and hours, go to sfelections.org/balldropoff) or any polling place.
- To authorize another person to return your ballot, complete the *Ballot Return Authorization* section on the back of the envelope.

** Return your ballot as early as possible, but if you plan to return it on Election Day, November 3, we recommend bringing it to any ballot drop-off station or one of the City's 588 polling places, open from 7 a.m. to 8 p.m. If you mail your ballot on Election Day using a blue USPS box, home letterbox, or business mail drop, check the mail pickup times. If the last pickup has already occurred, your ballot will be postmarked late and will not be counted.

Frequently Asked Questions

1. **How can I track my ballot to make sure it is received and counted?** You may track your ballot at sfelections.org/voterportal. You may also sign up to receive notifications on your ballot status via email, text, or voice message at wheresmyballot.sos.ca.gov.
2. **How can I get a replacement vote-by-mail ballot?** On or before October 28, you may go to sfelections.org/voterportal or call (415) 554-4375 to request a replacement ballot. After October 28, contact the Department as soon as possible to review your options.
3. **Can I use the accessible vote-by-mail (AVBM) system to access my ballot?** Yes, you may access your ballot through the AVBM system at sfelections.org/access. The system allows voters to mark screen readable ballots and is compatible with personal assistive technology. AVBM ballots must be printed and returned by mail or in person.
4. **Where can I learn how to mark a ranked-choice voting (RCV) contest?** You may use the interactive tool at sfelections.org/practiceRCV to practice marking an RCV contest. In the November 3 election, voters in Supervisorial Districts 1, 3, 5, 7, 9, and 11 will use RCV to elect members of the Board of Supervisors to represent their districts.
5. **What services are available for sick or hospitalized voters?** Beginning October 28, any voter unable to travel because of illness, disability, or confinement, including a voter under COVID-19-related quarantine, may authorize another person to pick up and deliver their ballot to them by completing the form at sfelections.org/ballotservices or calling (415) 554-4375. The authorized person will receive the voter's ballot after presenting the form at the voting center.
6. **How can I find more information?** Contact us at (415) 554-4375 or svote@sfgov.org, or visit sfelections.org.



Additional option for tracking VBM ballots. In compliance with current law, the Department will alert voters to a new option of tracking the status of their ballots using the state-maintained portal at wheresmyballot.sos.ca.gov. While both the Department's *Voter Portal* and the state's *Where's My Ballot* tracker allow voters to verify when their ballots have been mailed, received, and accepted for counting, the state tracker also provides an estimated date of ballot delivery (to a voter), as well as options to sign up for email, text, or voice mail notifications for each processing step.

Review of VBM ballot envelopes and Voter Notification Program. The Department will thoroughly train its ballot processors on utilizing a multi-stage review process to compare each ballot envelope signature with the signatures in that voter's registration record. This review process is intended to ensure that no ballot is challenged for a signature-related reason unless the signature in question has been reviewed by three different staff members and compared to all signatures in the voter's record.

As in prior elections, the Department will facilitate a robust Voter Notification Program through which Department personnel will attempt to contact voters with challenged ballots using several methods. First, the Department will mail a bilingual cure form regarding the challenge and actions the voter must take to allow the Department to count the ballot, and a postage-paid return envelope. Second, the Department will provide notification to voters with challenged ballots via the Department's online Voter Portal, which offers a digital version of the cure form. Third, if the voter has an email address or telephone number in their registration record, the Department will attempt to contact the voter by email and/or telephone, generally within one working day of challenging the ballot. Finally, if the voter signed up to receive notifications about their ballot, the voter will be alerted to the issue via automated alerts.

Voters may return challenge cure forms by mail, email, or fax, as well as in person to the Voting Center or any polling place. In addition, the Department will facilitate home delivery and pickup of challenge cure forms for voters unable to travel.

Upon receipt of a challenge cure form, a staff member will scan the voter's signature sample, link the scan image to the voter's file for future reference, accept the voter's ballot, and forward the ballot envelope on to the ballot extraction team.

Additional ballot extractors. Having evaluated its current ballot extraction operational capacity, the Department is working to procure additional ballot extraction equipment. In recent high voter turnout elections, the Department's current six Opex Model 72 openers/extractors were working at the maximum capacity to handle the number of VBM ballots received. With the November 3 election turnout expected to reach a record high, the purchase of four additional ballot extractors will significantly contribute to the Department's ability to process the received ballots and provide timely results.

New ballot processing space and timelines. The Department assessed its ability to process several hundred thousand VBM ballots at City Hall and concluded that it would not be feasible to provide a sufficient level of staffing for the projected workload while protecting the health and safety of staff and observers

through proper social distancing measures. Accordingly, the City has assisted the Department to lease additional ballot processing space at Bill Graham Civic Auditorium from September through mid-December.

With the passage of AB 860, the Department can commence ballot processing 29 days before Election Day instead of 10 business days before Election Day as it was done in previous elections. AB 860 also extends the deadline by which VBM ballots must be received by the county elections official from the 3rd day to the 17th day after Election Day. Accordingly, the Department will continue to process ballots received in the mail through November 20th, provided they are postmarked on or before Election Day.

Although maintaining the ballot processing space at Bill Graham Civic Auditorium will be necessary to safely process the high volume of ballots expected in the upcoming election, the fact that the site lacks a secure fiber connection means the Department will only be able to complete certain ballot processing activities, namely ballot extraction, adjudication, remake, and the scanning and tabulation of accepted ballots, in the Auditorium. Preliminary ballot envelope sorting through the Agilis system and signature verification activities will continue to be conducted at City Hall, where staff can safely review images on the network. As soon as the Department receives and verifies the first batch of returned vote-by-mail ballots in early October, staff will begin transferring batches of accepted envelopes from City Hall to Bill Graham Civic Auditorium for extraction and vote counting using a secure, daily custody transfer protocol.

In previous elections, the Data Collection Center, where polling place scanning machine memory cards were received and uploaded on Election Night, was located at City Hall's McAllister Street entrance. On November 3, Municipal Transportation Agency (MTA) Officers will bring memory cards to Bill Graham Civic Auditorium instead. This change will allow the Department to consolidate most vote tabulation activities at Bill Graham Civic Auditorium. As in prior elections, the Department will release preliminary elections results as soon as data from the memory cards are uploaded.

Voting experience of poll voters and procedural modifications. The Department has modified the procedures for issuing poll ballots to voters such that only vote-by-mail voters who have already *returned* their mailed ballots will need to vote provisionally at the polls. In other words, any registered in-person voter whose vote-by-mail ballot has not already been counted can receive a poll ballot without the need to surrender the vote-by-mail ballot.

This procedural modification will provide most polling place voters with a more “traditional” in-person voting experience of scanning their ballots immediately at the polls while increasing the efficiency of vote counting on Election Night. Although any voter not listed in the precinct roster or listed with an “ID Required” note and unable to show an acceptable form of ID, will still need to vote provisionally, processing most voters according to the modified procedures will yield Election Night results that are more complete than they would be if all City voters who failed to surrender their mailed ballots were required to vote provisionally.

To ensure only one vote is counted for any voter, the Department will suspend the counting of vote-by-mail ballots the day before Election Day, printing precinct rosters with “VBM Received” notes next to the names

of voters who have already returned their vote-by-mail ballots, and resume the counting only after Election Day poll voting histories have been uploaded into the Election Information Management System (EIMS) the day after Election Day. Consequently, in the event the Department receives a vote-by-mail ballot for a poll voter the day *before* Election Day, and the voter casts a poll ballot on Election Day, only the voter's poll ballot will be counted.

To prevent unnecessary delays, Department staff will partially process vote-by-mail ballot envelopes between November 2 and November 4, placing envelopes with comparable signatures on “pending” rather than “accepted” status in EIMS so they can be extracted and counted immediately after poll voting histories have been uploaded on November 4. To increase processing efficiency and to expedite the review of roster signatures and uploading of voter histories, the Department will maintain six roster verification stations rather than the four used in previous elections and will begin this process on Election Night rather than on the following morning. For any voter who appears to have cast a poll ballot and returned a vote-by-mail ballot, at least two staff members will review all relevant files in the voter's record before challenging the latter ballot.

E. Outdoor Voting Center

Although in recent years, the Department has observed a steady increase in the number of voters who vote in person during the early voting period, this number is expected to dip in the upcoming election as many voters will likely chose to return their ballots by mail.

Nevertheless, in an anticipation that some voters, including those who need in-person language or accessibility services, as well as those who need to register to vote after the regular deadline on October 19, will still require in-person assistance, the Department will provide a full complement of in-person services at its Voting Center.

Early this summer, the Department accepted the joint recommendation of the Mayor's Office and the Office of the City Administrator, who have both been working closely with local health officials, to provide in-person voting services in an outdoor environment. For the upcoming election, the Department will relocate the City Hall Voting Center to an outdoor area in front of Bill Graham Civic Auditorium, which is located catty-corner to City Hall at 99 Grove Street.

Voting Center services and hours. The outdoor Voting Center will be open every weekday from October 5 through November 3 as well as on the two weekends prior to Election Day. This site will serve any City residents—including non-citizens eligible to vote in the City's local Board of Education contest—who wish to obtain personal assistance in a language other than English, use accessible voting equipment or tools, pick up or drop off new or replacement ballots for themselves or others, mark and cast their ballots in person, or, after the registration deadline, register conditionally and vote provisionally. Any San Francisco voter may choose to take advantage of any resource that will be offered at their neighborhood polling place on Election Day by visiting the outdoor Voting Center any time between October 5 and November 3 instead.

At the Voting Center, a voter living in any precinct can obtain a ballot of the same type distributed at their neighborhood polling place (i.e., a ballot presenting the same contests as in the voter's assigned precinct). In addition to stocking all ballot types, the Voting Center will stock each ballot type in the federally mandated languages and languages designated by the Secretary of State for this election. This means that, in addition to providing official bilingual ballots in English and Chinese, Filipino and Spanish, the Department will also provide facsimile ballots in Burmese, Japanese, Korean, Thai, and Vietnamese, as well as official quadrilingual ballots in English, Chinese, Filipino, and Spanish with Board of Education contest only.

Logistics and layout. The Department worked to anticipate and prepare for as many logistical, weather, health, and security-related outdoor voting center concerns as possible, coordinating the street closures, fire inspections, security and custodial services, installation of fire extinguishers and first aid kits. The Department also planned deployment of voting equipment and supplies (including not only voter processing technology and materials, but also tents, lighting, voting booths, and ballot collection boxes), necessary to set up and maintain the Voting Center in its new outdoor location.

The outdoor Voting Center will be divided into a ballot-issuing area, located on the sidewalk adjacent to the Civic Center Plaza on Grove Street between Polk and Larkin Streets, and a ballot-marking area, located in the section of Grove Street between Polk and Larkin Streets, which will be closed to vehicle traffic during the voting period. To provide protection against rain and wind, each area will be covered by large tents. In total, the outdoor Voting Center will measure approximately 17,270 square feet and will extend from the Grove Street in front of Bill Graham Civic Auditorium on the south side of Civic Center plaza on the north side and will be bounded by Polk Street on the west side and Larkin Street on the east side.

Voter processing workstations and flow. There will be two voter entrances to the ballot-issuing area, each approximately six feet in width, located on each side of the sidewalk. Both entrances will be staffed by Department Greeters, who will offer Voting Center visitors face mask, gloves, and hand sanitizer, and remind them to comply with social distancing rules. Greeters will also inform voters to proceed to the ballot-issuing area where they will be directed to one of approximately 70 ballot-issuing workstations, each of which will be fitted with a busy/free light stand. For voters with questions, there will be a help desk set up near the center of the ballot-issuing area.

To prevent unnecessary cross-contamination of any kind, each ballot-issuing workstation will be stocked with a separate and complete inventory of all supplies necessary to issue a ballot to any voter. These supplies will include clean ballot-marking pens, "I voted!" stickers, vote-by-mail and provisional envelopes, and boxes with official ballots.

In addition, each processor will have their own laptop, equipped with a web application that interfaces with the state voter database, VoteCal, in order to access or enter each voter's registration information and to issue a vote-by-mail or conditional provisional ballot accordingly. As in previous elections, there will be no ballot-scanning machines onsite and standard (non-provisional) voters will need to choose whether to mark

their ballots on site or take them “to go” and return them in person or by mail at a later time. (Per state election law, all provisional voters will need to cast their ballots on site.)

A voter marking their ballot on site will proceed to an unoccupied voting booth in the ballot-marking area, where approximately 180 regular and 20 accessible voting booths will be set up at least six feet apart. After marking the ballot, the voter will follow one of four main pathways to red ballot collection boxes.

For convenience of voters who need to use accessible ballot marking-devices, the Department will set up such voting equipment in the ballot-issuing area, minimizing the distance voters would need to travel after checking in at one of the ballot-issuing workstation.

To minimize congestion in the Voting Center area, the Department will staff ballot drop-off stations outside the Voting Center beginning on October 5. These ballot drop-off stations will be set up to allow for easy and convenient access for pedestrians, drivers, and bicyclists. Starting October 31, the Department will open three additional auxiliary ballot drop-off stations in the City, which will be located at Bayview Linda Brooks-Burton Branch Library, 5075 3rd Street; Chase Center, 1655 3rd Street; and Excelsior Branch Library, 4400 Mission Street.

Security. To minimize nightly exposure to the elements and passersby, elections workers will bring all laptops and boxes of official ballots into a secure storage area inside Bill Graham Civic Auditorium after closing each day, where those items, along with other vital supplies, will be guarded by a deputy sheriff. To ensure sufficient protection of ballots and other critical voting supplies, the Department is currently coordinating with private security, the Sheriff’s office, and the San Francisco Police Department to arrange appropriate security coverage during and after voting hours.

Staffing. Given the importance of protecting public health during the COVID-19 pandemic, the Department will comply with all current public health guidance at the Voting Center. Following this guidance will mean that staff will place social distancing markers to denote voter lines, set up ballot-issuing stations and voting booths to facilitate social distancing, and sanitize high-touch areas as well as voting supplies, equipment, and booths after each use. Staff will also offer face coverings, hand sanitizer, and gloves to all visitors and encourage them to observe health rules as printed on posted multilingual notices. As an added measure, the Department will install a Plexiglass partition at each ballot-issuing station.

In recognition of the fact that the number of voters tends to increase in the later days of the voting period, hiring of Voting Center staff will take a staggered approach, with 12 processors and 8 voter guides stationed at the voting center on the first day it is open, 12 additional processors and 4 voter guides added two weeks later, 12 additional processors added a week before Election Day, and 30 more processors and 6 voter guides added four days before Election Day.

To encourage use of the outdoor Voting Center and ballot-drop off boxes in the upcoming election, the Department will broadcast information about these options in a pre-election Citywide mailer, the Voter

Information Pamphlet, an instructional insert enclosed in each vote-by-mail ballot packet, outreach brochures, public service announcements to air this October, and the Department’s website, press releases, and social media posts.

F. Polling Place Assessment and Relocation

Planning for in-person voting in the upcoming election has required the Department to evaluate the safety of all 588 polling place facilities used in the City’s last election. Consequently, rather than simply “re-booking” most sites and relocating a few, the process of locating polling place locations for the November 3 election became a three-step process: In April, the Department conducted a health and safety audit of all polling places used in San Francisco for the March election. In July, the Department corresponded with all polling place hosts for the March 3 election regarding whether or not they would be willing to serve as hosts again this fall. In August, the Department began looking for suitable replacement sites and will continue evaluating and identifying new sites as necessary up through Election Day itself.

First, to determine which sites used in the last election would be sufficiently safe for voters in the upcoming election, the Department evaluated 1) whether each former site served members of vulnerable populations (e.g., senior housing, hospitals, etc.), 2) the availability and location of running water (e.g., restrooms, handwashing stations, etc.), 3) the existence and type of potential barriers (e.g., traditional vs. automatic doors, elevators vs. stairs, etc.), and, 4) the layout and square footage of each site (with an emphasis on the adequacy of space for social distancing). Keeping in mind that San Francisco polling places come in all shapes and sizes and that different precincts tend to experience different turnout rates, the Department determined that, at a minimum, each site will need to be large enough to safely accommodate one accessible and three regular voting booths, as well as the standard inventory of voting equipment and four poll workers for that precinct.

As a result of the April health and safety site audit, the Department identified 21 former sites located in buildings that housed or served members of vulnerable populations, and would need to be reconfigured to allow for isolated voting activity by, for example, setting up the voting area in a separate space with no through traffic. Simultaneously, the Department learned that 41 sites were too small to safely accommodate the requisite number of voting booths, voting machines, poll workers, etc. and/or could not be configured to allow for socially distant voting activity. 334 former sites were deemed suitable provided they were configured with small modifications, such as slight enlargement of the voting area, propping open of doors for no-contact entry, etc. Finally, 192 former polling place sites were deemed sufficiently safe for voting activity as-is, meaning no reconfiguration beyond social distancing would be required for the upcoming election.

In July, the Department followed up its polling place safety audit with a letter to all 588 polling place hosts for the March 3 election. This letter provided notice to these former hosts that the Department of Elections was collaborating with the Department of Public Health to implement new health and safety protocols at all polling places in the upcoming election and asked recipients to notify the Department regarding whether or not they were willing to serve as polling place hosts again this November. In response to this letter, 102 former polling

place hosts notified the Department they would not be willing to serve as hosts in the November election, however, the health and safety protocols the Department implemented were sufficient to retain the services of 14 of these former polling places for the November Election. This meant that out of the original 588 sites, the Department would be able to maintain 459 sites and would need to identify 129 suitable new sites for the November 3 election.

Poll locating efforts began shortly after the July letters went out with three full-time field teams, and were quickly expanded to include eight full-time teams near the end of July. Prior to allowing any staff member to engage in poll locating work, the Department trained them on not only poll locating work itself, but on all relevant health and safety protocols, emphasizing those to be observed while interacting with members of the public. In addition, because poll locating is often done by two people working and travelling together, poll locating staff were also trained to properly clean and disinfect their vehicles and other common equipment, surfaces, and supplies.

As of this writing, the Department's poll locating teams have secured 574 polling places for use on November 3, with 65 hosts serving as poll workers as well as hosts. The Department expects to finish poll locating by September 16, in time for printing polling place addresses in the Voter Information Pamphlet. Any voter affected by last minute cancellation and relocation after that date will receive a "Notice of Polling Place Change." In addition, information about all relocations will be published on the Department's website as soon as they are finalized.

On Election Morning, Department staff will post notices at all former polling place sites, directing voters to their newly assigned sites and, in the unlikely event that any polling place host cancels on Election Day, Department staff will set up emergency (outdoor) voting as close to the canceled location as is safe and feasible.

Recognizing the fact that the COVID-19 pandemic is fluid and in an effort to provide the most complete voting services possible, the Department has prepared a contingency plan to be executed in the event the pandemic worsens to the point that a strict shelter-in-place order is issued. If such an order is issued and the number of available sites and poll workers drop as a result, the Department has identified approximately 70 large, City-owned facilities to use in place of the 588 polling places.

G. Poll Worker Training and Polling Place Health and Safety Protocols

In keeping with current public health guidelines, the Department has made significant changes to both the format and curriculum of its poll worker training and introduced new health and safety protocols at all polling places.

In recent elections, poll workers have acquired necessary knowledge by attending in-person training classes at City Hall. For the November 3 election, the Department will offer an online poll worker course instead, through which poll workers can safely acquire knowledge from home or another convenient location. For any

poll worker without access to a computer or the internet, the Department will offer scheduled use of a computer workstation at the Department's office in City Hall. Poll workers will have access to training beginning October 1st.

To supplement equipment operating instructions presented in the online course, the Department will offer optional small group in-person training labs where poll workers will have the opportunity to practice working with the voting equipment. The Department will also establish weekly conference calls with Department trainers during which poll workers will be able call in with any questions they may still have after completing an online course.

As in previous elections, the Department will produce a Poll Worker Training Manual, which will be posted online. Poll workers may also request regular or large print editions of the manual be mailed to them. Many procedures included in the Poll Worker Training Manual and the online training course have undergone changes to reflect new health and safety protocols the Department has adopted at all polling places.

First, poll workers will be instructed to post multilingual health and safety signage inside and outside their sites reminding voters to take certain actions (wear facial covering, maintain social distance) to protect public health. Poll workers will also complete health and safety related actions before opening the site and post a Polling Place Health and Safety Checklist, which will serve to notify voters and other visitors that the polling place is in compliance with current public health guidance. The checklist will be printed in English, Chinese, Spanish and Filipino, and include the following items: 1) face masks, gloves, and hand sanitizers are set out for public use, 2) floor markers to assist voters with maintaining social distancing are placed, 3) voting booths, equipment, and voter processing stations are set up to allow for social distancing, 4) health and safety related signage is posted inside and outside the polling place, 5) cleaning schedules to sanitize equipment and materials throughout the day are in place.

Second, every polling place will have a Site-Specific Protection Plan, with a custom layout diagram based on the specific characteristics and blueprint of each voting site. These custom layout diagrams will take social distancing, voter privacy, accessible voting paths, and the site's maximum capacity into account, and are intended to help poll workers set up voting equipment, tables, and voting booths, and place social distancing floor markers at least six feet apart in their facilities. The Department will post a Site-Specific Protection Plan for each site online prior to Election Day and all poll workers will be encouraged to review and familiarize themselves with their site's plan in advance of Election Day.

Third, to safely accomplish their Election Day tasks, the Department will ensure that all poll workers will have access to and an understanding of, personal protective equipment (PPE) such as face masks, face shields, and gloves. All poll workers will also be required to regularly wash their hands with soap and water for at least 20 seconds or use the hand sanitizer provided, and stay at least six feet away from voters and observers throughout the day to the maximum extent possible. To ensure poll workers can remain six feet apart while performing their tasks, even when completing tasks together, the Department has revised poll worker job cards to conform to social distancing rules. For example, rather than instructing the Inspector to pass out

nametags and job cards directly during opening procedures, the new instructions require the Inspector to set these items down on a table and have clerks come up, one at a time, to retrieve them.

Fourth, all poll workers will share a new responsibility to regularly clean and sanitize their polling places, including common voting supplies and equipment, as well as high-touch surfaces. All job cards now include specific cleaning tasks to be performed at regular intervals, as well as cleaning records, to keep track of and record cleaning tasks. The Department will provide surface sanitizer, paper towels, and isopropyl wipes for sanitizing supplies and voting machines to each polling place.

Fifth, the Department will staff each polling place with “Greeters” who will be stationed at site entrances. Greeters will assist voters dropping off their vote-by-mail ballots without having to enter a voting area, offer health and safety supplies such as face masks and hand sanitizer, answer voter questions, and remind voters to maintain sufficient distances from one another. (The total number of poll workers at each site will remain the same because a single poll worker will perform both roster-checking and ballot-issuing tasks at the election table and a third poll worker will be stationed at the ballot-scanning machine.) To protect health of voters using ballot-marking devices, the Department will provide single-use sanitary earpiece covers for the headphones, and, for voters who want to use Voter Information Pamphlets or ballot facsimiles, the Department will provide gloves.

Finally, all poll workers will be required to pass the new Poll Worker Public Activity Health Self-Screening before taking part in an in-person practice session or Election Day service. The screening determines if a poll worker 1) has had any of the symptoms associated with COVID-19 in the past 24 hours, 2) has had close contact with anyone who has been confirmed to have COVID-19 in the last 14 days, or, 3) has been diagnosed with or tested positive for COVID-19 within the past 10 days. The checklist, which will be mailed to poll workers and posted online, instructs poll workers to stay home, get tested, and follow proper quarantine or isolation protocols if they answer “Yes” to any of these three questions.

When developing new polling place health and safety protocols, including those related to signage, social distancing, maximum site capacities, PPE usage, sanitation schedules, and COVID-19 health screenings, the Department has closely collaborated with, and plans to continue collaborating with, the Department of Public Health to ensure all such protocols are in line with current federal, state, and local health guidelines.

H. Ballot Delivery Services to Voters Unable to Receive a Ballot in Person or by Mail

For the November 3 election, the Department will expand three ballot delivery services to voters who cannot or do not receive a ballot by mail and are unable to pick up a ballot in person. These services include access to the accessible vote-by-mail (AVBM) system for all voters, curbside voting service at in-person voting sites, and, in the last week of the voting period, emergency ballot delivery service to voters unable to travel to the polls.

Access to the AVBM system for all voters. The AVBM system allows voters to access, mark, and print out screen readable vote-by-mail ballots, and is compatible with personal assistive devices such as head-pointers and sip-and-puffs. In all elections held after June 5, 2018– when the AVBM system was first made available by the Department – state law allowed only voters with disabilities and military or overseas voters to use the system to access their ballots. However, due to the COVID-10 pandemic, state law regarding access to the AVBM system has changed.

In accordance with the relevant provisions of Assembly Bill 860, for the November 3 election, the Department will keep its AVBM system open to all registered San Francisco voters between October 5 and 8:00 p.m. on Election Day, November 3. To access an AVBM ballot, a voter may visit sfelections.org/access during this period and input their birthday, house number, and ZIP code. Once logged into the AVBM system, the voter can read or listen to ballot navigation and voting instructions, connect an assistive device, or adjust the settings. After marking and reviewing ballot selections, the voter must print out and return their ballot by mail or in person, just as they would a regular vote-by-mail ballot.

To inform voters about this additional ballot delivery option, the Department will include information about the AVBM system in the instructional insert enclosed with all vote-by-mail packets as well as in a “Three Easy Steps to Voting by Mail” page in the Voter Information Pamphlet. In addition, to ensure voters are aware of this option well in advance of the voting period, the Department featured information about the AVBM system in the informational mailer sent to all San Francisco households in August and on the homepage of its website.

Curbside service at all in-person voting sites. As in previous elections, any voter may request to vote “curbside” – outside the Voting Center or any polling place. Given that the number of voters requesting this service will likely increase in this election, the Department has revised training materials for poll workers to include new guidelines for administering curbside service while maintaining social distance and other health and safety protocols. In particular, poll workers will now be trained to offer hand sanitizer, facial coverings, and gloves to curbside voters, and to set down voting materials and step back rather than handing these items directly to voters.

As before, curbside voting will be available for both standard voters who cast their ballots through the ballot-scanning machine and provisional voters, whose provisional envelopes must be reviewed before the enclosed ballots can be scanned and the votes counted. The Department will train poll workers to explain to a provisional curbside voter how to check the status of their ballot using their ballot receipt. Poll workers will also be trained to notify a standard curbside voter if the ballot-scanning machine detects a marking error on their ballot (since a poll worker will need to scan the ballot inside a polling place while the voter waits outside). This procedure ensures that curbside voters have the opportunity to correct potential ballot errors before leaving their polling place and to have their ballots fully counted.

Emergency ballot delivery service. In accordance with state elections law, emergency ballot delivery service is only available in the week before Election Day and is intended to serve as a method for voters

experiencing unexpected illness or disability. While the state law limits third party ballot delivery to close family members and housemates in the first three weeks of the voting period, the law allows a voter unable to travel in the last week of the election to authorize anyone to deliver a vote-by-mail ballot to them, including Department staff, nursing home employees, and neighbors.

In anticipation of increased demand for this service from voters impacted by COVID-19, the Department has increased the number of staff dedicated to the emergency ballot delivery program. By expanding its emergency ballot delivery program this fall, the Department will be able to provide a larger volume of direct and third party ballot deliveries to voters who are quarantined, hospitalized, or homebound due to illness, disability, or COVID-19 related quarantine and therefore unable to receive their ballots in person at the Voting Center or a polling place.

To protect the health of elections workers involved in administering emergency ballot delivery services, the Department collaborated with the Department of Public Health to develop a new *Interim Guidance: Safer Ballot Delivery Procedures for the November 3, 2020, Consolidated General Election*. This new document explains how to maintain cleanliness, encourage physical distancing, communicate with family members and care facility staff, and limit contact as much as possible throughout the ballot delivery process. All elections staff involved in ballot deliveries will be trained on proper wearing and disposal of PPE and provided with N95 respiratory protection, face shields, gowns, and gloves.

In addition to expanding services for voters experiencing hospitalization or quarantine, the Department continues to work closely with community health partners, including staff at hospitals, shelters, nursing homes, convalescent homes, and other short-term and long-term care facilities, to provide outreach about available voting services to people at those facilities.

IV. Public Observations

For the November 3 election, the Department will provide access to election observation to the fullest extent possible with consideration of current health guidance, legal, and logistical requirements necessary to preserve public health, 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. (This election, the

introductory meeting will be hosted remotely.) During the meeting, panelists are provided with an Observer Guide, which provides a schedule of observable activities (see *Appendix A*), and a feedback form.

Observers are invited to observe all election tasks, including the Logic and Accuracy testing of voting equipment, the processing of vote-by-mail ballots, Election Night ballot tabulation and reporting, and the post-election Canvass.

The Department has incorporated health and safety reminders in its November 3 election observation materials, including advising observers to stay at least six feet away from staff and other observers and wear a facial covering when entering observation areas, and drawing observers' attention to the availability of remote viewing of election activities.

In addition to facilitating public observation in person at the Department's office in City Hall, new ballot-processing area in Bill Graham Civic Auditorium, and the warehouse on Pier 31, the Department streams election processes online at sfelections.org/observe.

As in previous elections, the Department will publish a schedule of observation opportunities on sfelections.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. Online and Telephone 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, 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.

In September, the Department will expand its phone and email assistance staff, with a fifteen-member team tasked specifically with answering telephone inquiries and managing email correspondence through Election Day. 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 with extensive knowledge of elections processes and procedures.

VI. Candidate and Ballot Measure Filings

To facilitate candidate and ballot argument filing for the November 3 election, the Department prepared a Board of Supervisors Candidate Guide, a Guide for All Other Candidates, 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 November 3 election, candidate filing activities commenced on March 16, when the submission period opened for signatures in lieu of filing fee for candidates running for the San Francisco Board of Supervisors. The nomination period for Board of Supervisors seats began on May 15 and ran until June 9. The submission period for signatures in lieu of filing fee for candidates running for Community College Board and Board of Education seats began on May 14 and ran through July 8, followed by the nomination period for these offices and BART Board which began on July 13 and ended on August 7.

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 July and early August.

On August 10, the Department selected and assigned letters to identify each local measure that will appear on the ballot for the November 3 election. The Department assigns letters to measures according to [CAEC §13109](#) and [MEC §505](#). The order in which measures will appear on the ballot is as follows:

- City and County measures
 - Bond measure
 - Charter amendments
 - Ordinances
- District measure

Since several Charter amendments and ordinances qualified for the ballot, the Department selected the letter designation for each measure by lottery among all measures within that category.

The Peninsula Corridor Joint Powers Board (Caltrain) placed a district measure on the ballot in San Francisco, San Mateo, and Santa Clara. Caltrain requested that the three counties use the same letter to designate the measure on each county's ballots, resulting in San Francisco election officials conducting the letter designation.

The Department webcast the selection of the letters and posted a recording of the selection process on its website.

In August, 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](#).

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 November 3 election will draw to a close on October 20, which is the deadline for any write-in candidates to file their Declarations of Write-in Candidacy and nomination paperwork.

VII. Official Ballot

For the November 3 election, the following offices will appear on the ballot:

- President and Vice President of the United States
- United States Representative in Congress, Districts 12 and 14
- State Senator, District 11
- Member of the State Assembly, Districts 17 and 19
- Member, Board of Education (4 seats)
- Member, Community College Board (4 seats)
- BART Director, Districts 7 and 9
- Member, Board of Supervisors, Districts 1, 3, 5, 7, 9, and 11
- 25 measures: 12 state measures, 12 City and County measures, and one District measure

The November 3 ballot will consist of four cards per voter in supervisorial districts 1, 3, 5, 7, 9, and 11; those voters residing in supervisorial districts 2, 4, 6, 8, and 10 will receive a three-card ballot.

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 November 3 election, there are 33 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 previous elections, the November 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.

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, 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.

In addition to paper ballots, the Department produces touchscreen and audio ballot versions for voters who prefer to use such ballot formats on the accessible ballot-marking devices. The Department also produces ballots for use with the accessible vote-by-mail system.

VIII. Ballot Simplification Committee

[Section 600](#) of the San Francisco Municipal Elections Code requires that for each election, a Ballot Simplification Committee ("Committee") creates plain-language summaries, or digests, of proposed City measures that will appear on the ballot. These summaries, or "digests," which are prepared at public meetings, are printed in San Francisco's Voter Information Pamphlet, which is mailed to every registered voter before the election.

Pursuant to the Governor for the State of California's Executive Order N-29-20 and the 20th Supplement to the Mayoral Proclamation Declaring the Existence of a Local Emergency, the Ballot Simplification Committee meetings associated with the November 3 election were conducted remotely.

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 publishing meeting times 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 and may attend virtual meetings. 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.

For the November 3 election, the Committee commenced its virtual public meetings on Monday, July 20, and completed its work on Friday, August 7.

IX. 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.

For the November 3 election, the Voter Information Pamphlets will be mailed to voters no later than October 5, 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.

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 November 3 election, the Department began transmitting content for the covers to the typesetting/translation contractor in mid-July. As candidate statements and local ballot measure information became available following submission deadlines in late July and August, the Department has been compiling and formatting the material, proofreading it against the official submissions, and sending the files to the contractor, who lays out, typesets, and translates the material. The contractor returns typeset English-language 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.

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, September 16, 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.

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 Voting Center and all polling places.

X. Polling Places

For the November 3 election, The Department will support 588 polling places to serve San Francisco voters on Election Day.

Earlier this year, the Department conducted an audit of all polling places used in recent elections with the goal to identify sites with areas insufficient to protect voter privacy and support current social distancing guidelines as well as buildings occupied by individuals at higher risk for severe illness from COVID-19, such as senior care facilities and hospitals.

This summer, the Department worked diligently to relocate potentially unsafe voting sites to more suitable locations. To find a suitable replacement for the site, a team of two poll locators is dispatched to the precinct. The poll locators make every attempt to identify a centrally located site that complies with the ADA and other laws pertaining to accessibility and has sufficient square footage to accommodate social distancing.

[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 September 15, 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.

Prior to the election, the Department will send multilingual mail and email notices to voters whose assigned polling places have changed. Any information on new polling place sites available before the Department prints the VIP will be included in that pamphlet, with voters affected by later changes receiving supplemental mail and email notices on a rolling basis up through Election Day. Finally, as in all elections, the Department will post relocation information at polling sites no longer in use.

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.

XI. Facilitating Voting in Person

Voting Center services. The City Hall Voting Center will be set up outside Bill Graham Civic Auditorium on 99 Grove Street and will be open during an entire 29-day early voting period. Between Monday, October 5, and Monday, November 3, the Voting Center will be open weekdays, 8 a.m. to 5 p.m. Weekend voting will be available on the two weekends before the election, October 24-25 and October 31- November 1, 10 a.m. to 4 p.m. On Election Day, Tuesday, November 3, the Voting Center will observe the same voting hours as polling places, 7 a.m. to 8 p.m.

The Voting Center will serve all City residents—including eligible non-citizens—who wish to obtain personal assistance, use accessible voting equipment, pick up or drop off ballots, obtain replacement ballots, cast their ballots in person, or, after the registration deadline, register conditionally and vote provisionally.

At the Voting Center, the Department will provide accessible-marking devices but there will be no ballot-scanning machines onsite. During voting hours, voters will deposit voted ballots enclosed in vote-by-mail envelopes into sealed red ballot boxes monitored by Department personnel.

For convenience of voters dropping off their vote-by-mail ballots, the Department will staff ballot drop-off boxes near the Voting Center during an entire 29-day early voting period.

Polling place services. Each of the City's 588 polling places for the November 3 election will be open 7 a.m. to 8 p.m. on Election Day. All polling places will offer bilingual paper ballots in English and either Chinese, Spanish or Filipino and provide language assistance from bilingual poll workers on request. At some polling places where voters may need assistance in additional languages, the Department will provide facsimile (reference) ballots in Burmese, Japanese, Korean, Thai, and Vietnamese. All polling places will also offer accessible ballot-marking devices with touchscreen and audio formats, personal assistive device compatibility, and accessible voting tools such as page magnifiers, pen grips, and seated voting.

At the polling places, the Department will provide ballot-scanning machines that tabulate votes onsite. Voters who surrender their vote-by-mail ballots or for whom a Roster of Voters indicates that their ballot has not been received by the Department, will be issued standard (non-provisional) ballots that can be tabulated by a ballot-scanning machine. Provisional voting will be available to voters whose names do not appear in the Roster (e.g., voters who missed the registration deadline.)

In-person voting health and safety. In compliance with current guidance from local, state and federal public health officials, the Department has adopted several new health and safety protocols at all in-person voting facilities.

Every voting facility will offer face coverings, hand sanitizer, and gloves to all voters and will be set up to facilitate social distancing. In addition, all poll workers and elections workers will incorporate cleaning and sanitizing tasks into their regular tasks.

To encourage safe voting practices, multilingual notices will be posted both outside and inside all voting facilities reminding voters and observers to follow vital health guidelines, including those regarding facial coverings, hand hygiene, and social distancing.

XII. Facilitating Voting by Mail

Approximately one month before Election Day, the Department, in collaboration with its ballot printing and assembly vendor and the USPS, will initiate vote-by-mail (VBM) packet mailings to all registered San

Francisco voters, as required by Assembly Bill (AB) 860. The Department will continue mailing packets to new registrants and those who need replacement ballots up until four days before Election Day.

For most voters, VBM packets will contain a multi-card ballot, an instructional insert, a postage-paid ballot return envelope, and an “I voted!” sticker. Non-citizen residents registered to vote in the local Board of Education Election will receive a single-card ballot, listing only the Board of Education contest, an instructional insert, a postage-paid ballot return envelope, and an “I Voted!” sticker.

As in previous elections, voters will be able to track their ballots by inputting their credentials into the Department’s online lookup tool or by calling the Department’s toll-free line. When checking the status of their ballots using the Department’s Voter Portal, voters will be provided with current information as their ballots move through the following eight production, delivery, and processing steps:

1. The ballot is printed
2. The VBM packet has been assembled and is ready for mailing
3. The VBM packet is delivered to the USPS en route to the voter
4. The Department is in receipt of the voter’s voted ballot packet
5. The Department has verified the signature on the return envelope
6. The return envelope has been accepted and is ready to be opened
7. The Department has removed the ballot from the return envelope
8. The Department has counted the ballot.

For the November 3 election, the Department will provide voters with an additional option to track the status of their ballots through the Secretary of State’s Where’s My Ballot? at wheresmyballot.sos.ca.gov. In addition to the steps available through the Department’s Voter Portal, Where’s My Ballot? provides the date that the voter’s ballot is expected to be delivered to the voter and allows voters to sign up to receive automatic ballot notifications via email, text, or voice message.

Accessible Vote-By-Mail System. Under AB 860 all registered voters may use a remote accessible vote-by-mail (AVBM) system to access their ballots in the November 3 election.

The Department will open its Accessible Vote-by-Mail system to all registered San Francisco voters for the November 3 election starting 29 days before the election (In accordance with federal election law, the AVBM system will be open for voters serving in the military or residing overseas no later than 45 days before the election.)

The AVBM system, which is compatible with many personal assistive devices such as head-pointers and sip and puffs, allows voters to download and mark screen readable vote-by-mail ballots. For security reasons, the AVBM system does not store or transmit votes over the internet. Consequently, voters must have access to a printer to print and return their AVBM ballot printouts by mail or in person in a timely manner, just as vote-by-mail voters who use official paper ballots must do.

Voters may return AVBM ballot printouts by using the official ballot return envelope enclosed with vote-by-mail packets that all registered voters will receive this fall or their own envelopes. If using their own envelopes, voters will need to complete and enclose a Ballot Return Form (available through AVBM system), which will allow the Department to conduct the required signature comparison on the envelope with the signature in a voter's registration record while protecting the secrecy of the ballot during processing.

Voters serving in the military or residing overseas. Military and Overseas voters can choose to receive a ballot via email, fax, or 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 system. Those with email ballot preference will receive a link to the system via email, 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](https://www.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 November 3 election, there are 15 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.

XIII. Poll Workers

For the November 3 election, the Department will recruit and train approximately 2,700 poll workers to staff 588 polling places and 100 standby poll workers for dispatch to precincts that may require additional assistance on Election Day.

Recruitment. To assist members of the public in evaluating the decision to serve as poll workers in the November 3 election, the Department revised its poll worker application to include a link to the Center of Disease Control and Prevention website with information regarding vulnerable populations who are considered at high risk during the COVID-19 pandemic.

To mitigate exposure during the hiring process as much as possible, the Department facilitates remote recruitment for individuals interested in serving as poll workers. Prospective poll workers can complete and submit an online poll worker application on the Department's website or contact the Department to request a paper application with a postage-paid return envelope. Upon receipt of applications, Department staff conduct interview and sign-up process via phone.

In an effort to recruit a large and diverse group of regular and standby poll workers, the Department has partnered with local organizations and civic groups to disseminate information about the opportunity to serve as a poll worker. To further advertise the opportunity to serve as a poll worker, the Department plans to send email messages to voters in precincts where volunteers are needed, create ads for local radio and newspaper, and include pertinent information in the Voter Information Pamphlet.

In addition to hiring new adult poll workers, the Department intends to recruit high school students through its modified High School Student Poll Worker Program. Instead of making in-person visits to conduct outreach, the Department emailed poll worker applications and outreach materials to teachers and administrators of public and private schools in San Francisco, encouraging them to distribute materials to their students via email and in Zoom classes.

As in previous elections, the Department will make a concerted effort to recruit and assign 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, 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 intends to recruit and assign additional bilingual poll workers who speak Burmese, Japanese, Korean, Thai, and Vietnamese to the polling places identified by the California Secretary of State in accordance with state elections law.

Assignment. For the upcoming election, each polling place will be staffed with at least four poll workers: one inspector and three 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 site, the bilingual staffing requirements required at the site, and the poll worker's requested preference for specific neighborhood(s).

When poll worker assignment is complete, the Department sends confirmation letters to all volunteers listing the sites to which they have been assigned. Along with their site confirmation letters, poll workers receive a Poll Worker Public Activity Health Self-Screening checklist. The site confirmation letters instruct poll workers to complete the Public Activity Health Self-Screening checklist on Election Morning and alert poll workers to the fact that they must stay home, get tested, and follow proper quarantine or isolation protocols if they answer "Yes" to any of the three health-related questions on the checklist. This checklist is also be posted online in the Poll Worker Profile.

Poll workers can use their online Poll Worker Profile to access the most up-to-date personalized election information at any time. By logging into their profiles, poll workers can view their training course; access the addresses of their assigned polling places, with door-to-door directions from their homes; and review their Site-Specific Protection Plans with custom layout diagrams intended to help set up safe and socially distant polling places on Election Morning. Inspectors can also view contact information for poll workers assigned to serve on their teams and be reminded to contact each clerk before Election Day.

Training. In lieu of regular in-person training, the Department will provide an online program, through which newly recruited and returning poll workers can safely acquire necessary knowledge from home.

To accommodate poll workers who may not have computer or internet access, the Department has designated days when poll workers may complete training at the Department's Office in City Hall.

The online training course covers 1) the rights of voters and language and accessibility resources, 2) proper setup and operation of voting equipment, 3) processing of voters, including standard, vote-by-mail, and provisional voters, 4) custody procedures for voted ballots and other election materials, 5) new health and safety procedures, and other essential topics.

The Department will continue offering optional 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.

Poll Workers will have access to the online mandatory training, as well as the optional bilingual course beginning October 1 by logging into their Poll Worker profiles.

To further assist poll workers to obtain the necessary knowledge and prepare for their service on Election Day, the Department has designated dates/times when Department trainers will host conference calls with poll workers. Poll workers will be invited to participate in conference calls to pose any questions they may still have after taking an online training course and listen to/learn from questions posed by their peers.

The Department will offer small group (no more than 12 people) practice labs to all poll workers so that they have the opportunity to practice working with the voting equipment. While these labs are optional for clerks, inspectors are required to attend a lab prior to serving on Election Day. During 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. To protect health and safety of attendees, all practice voting equipment will be sanitized after each use.

To help poll workers fulfill their mission and efficiently carry out their duties, the Department will produce the Poll Worker Training Manual. The Manual will consist of several chapters.

Chapter 1 provides an overview on the fundamentals of serving as a poll worker on Election Day, describing poll worker mission, the standards for assisting voters, new health and safety protocols, and pre-election day duties. Chapters 2-4 walk poll workers through specific procedures, including setting up an accessible, safe and socially distant 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.

The Department will post the Manual on the Training Resources page of its website and mail print edition of the Manual to poll workers who request a standard or large-print copy.

Distribution of ballots to Inspectors. As in previous elections, inspectors will be responsible for picking up supply bags containing official ballots and other materials prior to Election Day and transporting them to their assigned sites on Election Morning.

For the upcoming election, the Department will organize the distribution of supply bags to inspectors at Bill Graham Civic Auditorium. Inspectors will be required to pick up the bags immediately after attending a training lab. Upon picking up the bags, inspectors and Department staff will conduct a careful inventory of ballots and supplies—while maintaining social distance—to make sure all required items are included, and then complete a Custody Transfer Form to document the transfer of ballot custody.

XIV. 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 Department 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 and following health and safety protocols. 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. On Election Day, November 3, FEDs will also use their application to report wait times at polling places, which will then be posted on the Department's website for public viewing.

To prepare for Election Day, FEDs must complete several training sessions. The primary training session will be conducted via Zoom and will consist of a four-hour course addressing a variety of common and less common Election Day situations. FEDs will also be required to complete an online poll worker training course and attend an in person voting equipment practice lab, to gain a thorough understanding of voting procedures and poll worker duties. Finally, FEDs will complete a half-day route driving session, in which FEDs familiarize themselves with assigned territories.

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.

XV. 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. For the November 3 election, the Department has organized its processes to allow employees to maintain 6 feet of distance from others as they perform voting equipment testing, proofing, and other logic and accuracy-related tasks.

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. This election, in lieu of in-person meetings, Department staff will host several Zoom meetings with the members, once the Board is formed. 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 via Zoom 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 with information on observation methods and testing dates and locations 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. For the November 3 election, the ICC scanners will be relocated from the Department's ballot processing room in City Hall to Bill Graham Civic Auditorium. Accordingly, the testing of ICC scanners will take place in the Auditorium.

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.

XVI. 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 on October 27 and continuing to November 2, 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 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, will 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.

XVII. Pre-Election Day Ballot Processing

With the passage of Assembly Bill (AB) 860 that made several amendments to the California Elections Code the Department can commence ballot processing 29 days before Election Day instead of 10 business days.

Vote-by-Mail ballot processing consists of five steps: 1) envelope scanning, 2) signature comparison, 3) transfer of accepted envelopes to Bill Graham Civic Auditorium for processing, 4) ballot extraction, and 5) votemark scanning. As part of Step 2, Department staff attempt to notify any voters who have submitted ballot return envelopes with missing or mismatched signatures, encouraging such voters to submit new signature samples so their ballots can be accepted. As part of Step 4, dedicated teams “adjudicate” (interpret ambiguous marks using standardized rules) or “remake” (duplicate valid votemarks on irregular ballots onto new ballots for counting). Each of these five and two ancillary ballot processing steps are described in details below.

1. Envelope scanning. The Department will begin scanning returned vote-by-mail envelopes as soon as it receives the first such envelope in early October.

San Francisco’s official vote-by-mail return envelopes include barcodes with ID number of the voter to whom the enclosed ballot was mailed. Upon receipt of each official return envelope, the Department uses an Agilis Ballot Sorting system to read the envelope’s barcode and to scan, upload, and link the signature on the envelope to the voter’s record in the Election Information Management System (EIMS registration database). Staff also use the Agilis system to divert unreadable return envelopes, separating them for manual review.

Vote-by-mail return envelopes successfully processed by the Agilis system, as well as those processed by manual envelope review teams, will be forwarded to the signature comparison team, also stationed at City Hall.

2. Signature comparison. The Department utilizes a multi-stage review process to compare each ballot envelope signature with the signatures on file for that voter. Using this method, no ballot is challenged for a signature-related reason unless the signature in question has been reviewed by three different staff members and compared to all signatures in the voter’s record.

In the first stage, a staff member compares the signature on a given return envelope to the signature image from the corresponding voter’s affidavit of registration, and determines whether these two signatures compare by looking for common characteristics. If the signatures compare, the ballot is accepted and transferred to the 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 next stage, a different staff member compares the voter’s signature on the return envelope to all other signatures in the voter’s file. Only when the signature does not compare to any signature on file, will the ballot

proceed to the third stage. In this final stage, another staff member again compares the signature to all signatures in the voter's records. If, after three attempts to find a comparable signature, staff still cannot verify the signature on the return envelope compares with one on any form signed by the voter to whom the ballot was sent, the ballot must be challenged and the voter notified.

i. **Voter Notification Program.** The Department attempts to contact voters with challenged ballots using several methods. First, the Department mails a bilingual cure form regarding the challenge and actions the voter must take to allow the Department to count the ballot, and a postage-paid return envelope. Second, the Department provides notification to voters with challenged ballots via the Department's online Voter Portal, which offers a digital version of the cure form. 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.

Voters may return challenge cure forms by mail, email, or fax, as well as in person to any polling place or voting center. During the November 3 election cycle, the Department will facilitate home delivery and pickup of challenge cure forms for voters unable to travel due to COVID-19 related quarantine.

Upon receipt of a challenge cure form, a staff member scans the voter's signature sample, links the scan image to the voter's file for future reference, accepts the voter's ballot, and forwards the ballot envelope on to the ballot extraction team.

3. Transfer of accepted ballot envelopes for processing. After undergoing envelope scanning and signature comparison (Steps 1 and 2), accepted vote-by-mail ballots will be transferred from City Hall for ballot extraction and vote counting (Steps 3 and 4) to the Bill Graham Civic Auditorium using a secure custody transfer process.

To transfer accepted vote-by-mail ballot envelopes to the Auditorium, Department staff will begin by placing batches of ballot envelopes into ballot transport boxes secured with tamper-proof seals, and record the seal numbers on a custody transfer form. Staff will then place the secured ballot transport boxes onto mobile racks, complete an inventory check, and encase each rack with shrink-wrap and tamper-proof tape.

A Deputy Sheriff will accompany Department staff to transfer racks via truck to the Auditorium. Finally, two Department staff members at the Auditorium will receive the racks, confirm the security seals are intact, confirm seal numbers match those recorded, and sign the custody transfer form. Ballot extraction staff will then remove the security seals, dismantle the shrink-wrap, and bring the transport boxes to the ballot extraction area.

4. Ballot extraction. As each rack of accepted vote-by-mail ballots is delivered, the ballot extraction team will begin inserting ballot envelopes into the Opex high speed envelope extractors. After ballot envelopes are processed (slit open) by the machine, staff will manually remove and flatten individual ballot cards and ready them for scanning. Throughout the extraction process, staff will protect vote secrecy by keeping envelopes

face down so that voter information is removed from view. After extraction and flattening, boxes of accepted ballots will be transferred to the votemark scanning team.

5. **Votemark scanning.** After ballot cards have been removed, staff will scan the cards for tabulation using ImageCast Central (ICC) scanners. When scanned ballots contain potentially valid over-votes, under-votes, blank contests, marginal marks, or write-in votes, ICC scanners divert such ballots for manual review and adjudication.

i. **Ballot adjudication and remake.** State law requires the Department to count irregular votemarks, provided the intent of the voter is clear. Therefore, when an ICC scanner detects a ballot with marginal or irregular markings or a write-in vote, an image of the ballot is sent to an adjudication team for review and interpretation.

Some types of irregularly marked ballots require Department staff to remake ballots on ballot-marking devices so votes can be read and tabulated properly by ICC scanners. These include provisional ballots with invalid votes (e.g., those cast by voters using ballot types containing contests in which they are not eligible to vote and physically damaged vote-by-mail ballots (such as partially torn ballots).

To ensure consistent processing, both tasks are completed by two person teams using illustrated guides with standardized rules. In order to maintain social distancing, the Department will adopt new methods to allow adjudication and remake staff to work in pairs without coming within six feet of each other.

Adjudication teams will work at separate stations, rather than at single stations, with one member of each team marking a main screen and the other using a mirrored monitor to review and confirm adjudication actions. Remake teams will also work in tandem at different stations, with one member of the team entering votemarks and the other member of the team comparing those marks to ballot printouts.

After processing and tabulation, original, adjudicated and remake ballots will be securely transferred and stored at the Department's warehouse for the duration of archival period.

XVIII. Election Center

For every election, the Department organizes personnel to work in the Election Center. For the November 3 election, to allow for proper social distancing among approximately 50 staff members, the Department will relocate its Election Center from the area adjacent to the City Hall café, where it was located in recent elections, to the North Light Court in City Hall.

Election Center staff liaise with 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.

Four Elections teams 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 Bill Graham Civic Auditorium, receives and processes poll worker or supply dispatch requests made by the incoming phone bank and routed via IRIS.
4. The IT team, also located in Bill Graham Civic Auditorium, 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, taking an online poll worker training course and/or a field support personnel training course, 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 50 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.

XIX. Retrieval and Receipt of Memory Devices, Ballots, and Rosters on Election Night

At the polling places, the Department provide ballot-scanning machines that tabulate votes onsite. All voted ballots and memory cards from the ballot-scanning machines are transported to the Department after the close of the polls.

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.

On Election Day, November 3, the Department will organize two collection points to facilitate the return of voted ballots and election materials from the polling places. The Data Collection Center, which receives memory cards from the ballot-scanning machines, will be located at City Hall's McAllister Street entrance. The Processing Center, which receives voted ballots, rosters of voters, and other vital election materials, will be located at the Department's warehouse at Pier 31. These two sites will be staffed by approximately 50 workers who unload, log, and organize materials delivered by hundreds of Municipal Transportation officers and Deputy Sheriffs.

XX. 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, ranked-choice reports, 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, ranked-choice reports, 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. 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 October. 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. Ranked-choice reports for all ranked-choice voting contests, including those contests for which there are majority leaders, showing elimination of candidates until only two candidates remain, in the following formats:
 - a. Round-by-round elimination reports in PDF and HTML table formats
 - b. Detailed round-by-round elimination reports in PDF format
3. Cast Vote Record is the raw data of all votes cast in the election, available in the following format:
 - a. JSON
4. Precinct Turnout Map

Reporting final election results. The Department will release the final election results no later than December 3, 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/results. Additionally, the Department will issue a press release and Twitter and Facebook notifications that the election results are certified.

Along with final results, the Department will post images of voted ballots, allowing members of the public to view each voted ballot cast in the City.

The Department will apply SHA512 cryptographic function to all results files, ballot card images, and transaction logs to establish the integrity of the results in a verifiable manner.

Voting system transparency. For the November 3 election, the Department will again post 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.

The Department will also post images of voted ballots, allowing members of the public to view images for each voted ballot cast in the City. In addition to capturing images of voted ballot cards during processing, the voting system appends an “audit log” showing how the voting system interpreted and tallied each vote mark appearing on the images, 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 November 3 election, the Department will again redact any identifying information voters may have placed on ballot cards. 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 November 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.

For the March 2020 election, the Department posted a prototype of a new application that allows the public to sort the images of vote ballot according to precinct, contest, and district. The Department was the first county in the country to utilize this application, known as “Ballot Audit and Review.”

The City’s voting system vendor has continued development of this application that the Department will also post on its website for the November 3 election. Next versions of the Ballot Audit and Review application will allow the sorting of ballot images according to specific candidates and vote markings. Members of the public will be able to audit the votes cast during the election using the images of the voted ballots and sorting these images with more specific criteria.

XXI. 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 the Voting Center, 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 17 days, and any challenged ballots timely cured by voters.

XXII. 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.

Approximately 50 employees are engaged in Canvass processes that 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.

Due to the size and layout of the warehouse, as well as to the nature of many canvass activities, most work areas do not need to be modified to provide additional space between employees. Nevertheless, work areas in the warehouse will be evaluated and organized to allow employees to maintain 6 feet of distance from others as they perform their tasks, including the often more collaborative tallies of ballots cast in one percent (1%) of precincts.

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. 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 Bill Graham Civic Auditorium or City Hall on Election Night, such as bags with vote-by-mail ballots or provisional ballots are given to the supervisor for transfer to those sites for processing.

Reconciliation of signatures in the rosters with ballots recorded on the Posted Ballot Statement. For this election, rosters will be processed on Election Night, as soon as Deputy Sheriffs bring them to the Processing Center. First, 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 Bill Graham Civic Auditorium 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 November 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.

First, the precincts and vote-by-mail batches to be tallied are randomly selected in a public process. 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 November 3, 2020, Consolidated General Election

| Before Election Day | | | |
|--------------------------------------|---|---|---|
| Activity | Details | Time | Location |
| Ballot Measure Letter Designation | The Department designates letters for local ballot measures <i>(Streamed on sfelections.sfgov.org/observe-election-process)</i> | August 10, 11 a.m. | City Hall, Rm 48 |
| Selection of Opponents' Arguments | If the Department receives more than one opponent argument for a measure, the Department will select one proponent and one opponent argument according to priority levels and, if necessary, by lottery <i>(Streamed on sfelections.org/live)</i> | August 13, 2 p.m. | City Hall, Rm 48 |
| Selection of Proponents' Arguments | If the Department receives more than one proponent argument for a measure, the Department will select one proponent and one opponent argument according to priority levels and, if necessary, by lottery. <i>(Streamed on sfelections.org/live)</i> | August 18, 2 p.m. | City Hall, Rm 48 |
| Logic and Accuracy Testing | ImageCast Central (ICC) scanners | September 18 – September 28, 8 a.m.–5 p.m. | Warehouse, Pier 31 |
| | ImageCast Evolution ballot-scanning machines | September 29 – October 7, 8 a.m.–5 p.m. | Warehouse, Pier 31 |
| | ImageCast X ballot-marking devices | September 18– October 9, 8 a.m.–5 p.m. | Bill Graham Civic Auditorium |
| Poll Worker & Field Support Training | Contact Matthew Selby (415) 554-4376 for details, time, and location | | |
| Voting Center | Any voter may vote at the City Hall Voting Center beginning 29 days before the election | October 5– November 3, Monday–Friday, 8 a.m. – 5 p.m. October 24–25 and October 31– November 1, 10 a.m.–4 p.m. | In front of Bill Graham Civic Auditorium, 99 Grove Street |
| Open House | During the Open House, attendees learn about processes that take place before, on, and after Election Day | TBD | City Hall, Rm 48 |
| Vote-by-Mail Ballot Processing | Sorting, scanning, and verifying signatures on the vote-by-mail ballot envelopes in preparation for ballot counting <i>(Streamed on sfelections.org/live)</i> | As early as September 22, after transmission of ballots to military and overseas voters, until complete | Bill Graham Civic Auditorium |
| | Opening of vote-by-mail ballot envelopes, ballot extraction, ballot counting in preparation for tabulation <i>(Streamed on sfelections.sfgov.org/observe-election-process)</i> | October 5 until complete | Bill Graham Civic Auditorium |
| | For activity on a specific day, contact Matthew Selby (415) 554-4376 | | |
| Ballot Adjudication & Remake | When ballots contain valid votes, the Department reviews and adjudicates such ballots, and conducts remake, when necessary. | October 5 until complete | Bill Graham Civic Auditorium |
| Mock Election Day Support Center | The practice of logging and resolving inquiries and issues in a simulated environment similar to Election Day <i>(Streamed on sfelections.org/live)</i> | November 1, 10:30 a.m. – 12:30 p.m. | City Hall, North Light Court |

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| On Election Day | | | |
|----------------------------------|--|---|------------------------------|
| Activity | Details | Time | Location |
| Voting Center/ Polling Places | Check sfelections.org for polling place locations | Voting Center and polls are open from 7 a.m. – 8 p.m. on Election Day | City-wide |
| Election Day Support Center | Provides support to poll workers and dispatches in-person assistance to polling places when needed <i>(Streamed on sfelections.org/live)</i> | 5:30 a.m. to approximately midnight | City Hall, North Light Court |
| Processing Center | Receives voted ballots, rosters and other materials from polling places | Begins after 8 p.m. and continues until all polling place materials have been received | Warehouse at Pier 31 |
| Data Collection Center | Receives memory cards from polling places | Begins after 8 p.m. and continues until all polling place memory devices have been received | Bill Graham Civic Auditorium |
| Election Night Results Reporting | Results are available at: sfelections.org , San Francisco Government Television – SFGTV, Channel 26, Department’s Office, Room 48 | First preliminary results released at approximately 8:45 p.m. with updates released at approximately 9:45 p.m. and 10:45 p.m. | TBD |

| After Election Day | | | |
|--|---|--|---|
| Activity | Details | Time | Location |
| Ballot Processing and Tabulation | 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 17 days of Election Day; vote-by-mail ballots that were remedied by voters two days before election certification; provisional ballots; and ballots with write-in votes. For activity on a specific day, contact Matthew Selby (415) 554-4376 <i>(Streamed on sfelections.org/live)</i> | Continues until all ballots have been counted and the results are certified | Bill Graham Civic Auditorium |
| Results Reporting after Election Night | The Department posts updated results online on any day ballots are tabulated | Daily at approximately 4 p.m. | sfelections.org |
| Official Canvass | An internal audit of the election to ensure the accuracy of results | November 4, 10 a.m. – 7 p.m. beginning November 4, 8 a.m. – 5 p.m. except Sundays and holidays | Warehouse at Pier 31 |
| 1% Manual Tally | Random selection of precincts for manual tally <i>(Streamed on sfelections.org/live)</i> | TBD | City Hall, Rm 48 |
| Manual Tally | Manual tally of 1% of ballots cast | TBD | Department warehouse, Pier 31 (public parking unavailable inside warehouse) |

Appendix B: Calendar for Candidates and Campaigns November 3, 2020, Consolidated General Election

| ITEM # | DATES AND CODE REFERENCES | EVENT OR ACTION |
|--------|---|---|
| 1 | <p>June 16 <i>(E-140)</i></p> <p>SFC §2.113; SFMEC §300(b)</p> | <p>NOTIFICATION OF ORDINANCES AND DECLARATIONS OF POLICY TO BE SUBMITTED BY THE MAYOR OR FOUR OR MORE BOARD MEMBERS <i>Ballot Measures</i></p> <p>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.</p> |
| 2 | <p>July 6 <i>(E-120)</i></p> <p>SFC §14.101; SFMEC §§300(c), 370(c)</p> | <p>SUBMISSION OF INITIATIVE PETITIONS TO QUALIFY A LOCAL BALLOT MEASURE <i>Ballot Measures</i></p> <p>Deadline to submit initiative petitions to the Department of Elections to qualify an ordinance, declaration of policy, or charter amendment for the ballot. Once submitted, an initiative petition may not be withdrawn.</p> |
| 3 | <p>July 24 5 p.m. <i>(E-102)</i></p> <p>SFMEC §300(a)</p> | <p>SUBMISSION OF CHARTER AMENDMENTS AND BOND MEASURE <i>Ballot Measures</i></p> <p>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.</p> |
| 4 | <p>July 20 – August 10 <i>(E-106 – E-85)</i></p> <p>SFMEC §§515, 610</p> | <p>BALLOT SIMPLIFICATION COMMITTEE MEETINGS <i>Ballot Measures</i></p> <p>The Ballot Simplification Committee prepares a digest of each local measure to be published in the Voter Information Pamphlet.</p> |
| 5 | <p>July 28 <i>(E-98)</i></p> <p>SFMEC §370(b)(2)</p> | <p>WITHDRAWAL OF SUPPORT BY ONE OR MORE SUPERVISORS <i>Ballot Measures</i></p> <p>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.</p> |
| 6 | <p>July 31 <i>(E-95)</i></p> <p>SFMEC §300(b)</p> | <p>SUBMISSION OF ORDINANCES AND DECLARATIONS OF POLICY <i>Superior Court</i></p> <p>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.</p> |

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| 7 | <p>August 7 <i>(E-88)</i></p> <p>CAEC §§9401, 10403; CA Ed. Code §5322</p> | <p>SUBMISSION OF DISTRICT MEASURES <i>Superior Court</i></p> <p>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.</p> |
| 8 | <p>August 8 noon – August 18 noon <i>(E-87 – E-77)</i></p> <p>CAEC §9509</p> | <p>PUBLIC EXAMINATION PERIOD: DISTRICT MEASURES <i>Ballot Measures</i></p> <p>Period of public review and possible legal challenge of the district measures to be submitted to the voters.</p> |
| 9 | <p>August 10 <i>(E-85)</i></p> <p>SFMEC §505</p> | <p>Designation Of Letters For Ballot Measures <i>Ballot Measures</i></p> <p>The Department of Elections designates letters for local ballot measures according to the procedures set forth in the SFMEC.</p> |
| 10 | <p>August 10 <i>(E-85)</i></p> <p>SFMEC §515</p> | <p>Ballot Simplification Committee Digests <i>Ballot Measures</i></p> <p>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.</p> |
| 11 | <p>August 10 <i>(E-85)</i></p> <p>SFMEC §520</p> | <p>FINANCIAL ANALYSES <i>Ballot Questions</i></p> <p>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.</p> |
| 12 | <p>August 10 <i>(E-85)</i></p> <p>SFMEC §510(b)</p> | <p>BALLOT QUESTIONS <i>Ballot Measures</i></p> <p>Deadline for the City Attorney to submit the ballot questions for local measures to the Department of Elections.</p> |
| 13 | <p>August 11 noon – August 21 noon <i>(E-84 – E-74)</i></p> <p>SFMEC §590(b)(1-3)</p> | <p>PUBLIC EXAMINATION PERIOD: BALLOT DIGESTS, FINANCIAL ANALYSES, AND BALLOT QUESTIONS <i>Ballot Measures</i></p> <p>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.</p> |
| 14 | <p>August 13 noon <i>(E-82)</i></p> <p>CAEC §§9162-4, 9281-3, 9286, 9315-6, 9501-9502; SFMEC §535(a),(b)</p> | <p>SUBMISSION OF PROPONENT AND OPPONENT BALLOT ARGUMENTS FOR LOCAL BALLOT MEASURES AND DISTRICT MEASURES <i>Ballot Measures</i></p> <p>Deadline to submit proponent and opponent ballot arguments for local ballot measures and district measures to the Department of Elections. Prior to submitting an argument, the author must sign and submit a Declaration.</p> |
| 15 | <p>August 13 2 p.m. <i>(E-82)</i></p> <p>CAEC §§9166, 9287, 9503; SFMEC §545</p> | <p>Selection Of Proponent And Opponent Arguments <i>Ballot Measures</i></p> <p>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.</p> |

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| 16 | <p>August 14 noon (E-87)</p> <p>SFMEC §535(f)</p> | <p>DEADLINE TO CORRECT FACTUAL, GRAMMATICAL, OR SPELLING ERRORS IN PROPONENT AND OPPONENT BALLOT ARGUMENTS FOR LOCAL MEASURES ONLY <i>Ballot Measures</i></p> <p>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.</p> |
| 17 | <p>August 14 noon- August 24 noon (E-81 – E-71)</p> <p>CAEC §§9380, 9509; SFMEC §590(b)(4)</p> | <p>PUBLIC EXAMINATION PERIOD: PROPONENT AND OPPONENT ARGUMENTS FOR LOCAL BALLOT MEASURES AND DISTRICT MEASURES <i>Ballot Measures</i></p> <p>Period of public review and possible legal challenge of proponent and opponent arguments for publication in the Voter Information Pamphlet.</p> |
| 18 | <p>August 17 noon (E-78)</p> <p>CAEC §§9504, 9167, 9285; SFMEC §535(c)</p> | <p>SUBMISSION OF REBUTTAL ARGUMENTS FOR LOCAL BALLOT MEASURES AND DISTRICT MEASURES <i>Ballot Measures</i></p> <p>Deadline to submit rebuttal arguments for local ballot measures and district ballot measures to the Department of Elections.</p> |
| 19 | <p>August 17 noon (E-78)</p> <p>SFMEC §535(d)</p> | <p>SUBMISSION OF PAID BALLOT ARGUMENTS FOR LOCAL BALLOT MEASURES <i>Ballot Measures</i></p> <p>Deadline to submit paid ballot arguments for or against local measures to the Department of Elections. Paid ballot argument fee and original hard copy must be submitted together.</p> |
| 20 | <p>August 18 noon (E-77)</p> <p>SFMEC §535(f)</p> | <p>DEADLINE TO CORRECT FACTUAL, GRAMMATICAL, OR SPELLING ERRORS IN REBUTTAL OR PAID ARGUMENTS FOR LOCAL MEASURES ONLY <i>Ballot Measures</i></p> <p>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.</p> |
| 21 | <p>August 18 noon – August 28 noon (E-77 – E-67)</p> <p>CAEC §§9380, 9509; SFMEC §590(b)(5-6)</p> | <p>PUBLIC EXAMINATION PERIOD: REBUTTAL ARGUMENTS (LOCAL AND DISTRICT MEASURES) AND PAID ARGUMENTS (LOCAL MEASURES ONLY) <i>Ballot Measures</i></p> <p>Period of public review and possible legal challenge of rebuttals and paid ballot arguments submitted for publication in the Voter Information Pamphlet.</p> |
| 22 | <p>May 14 – July 8 (E-173 – E-118)</p> <p>CAEC §8106; SFMEC §§205, 230, 840</p> | <p>SIGNATURES IN LIEU OF FILING FEES <i>Community College Board, Board of Education</i></p> <p>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 on or before signatures-in-lieu deadline.</p> |
| 23 | <p>July 13 – August 7 (E-113 – E-88)</p> <p>CAEC §§10220-8; SFMEC § 205(b)</p> | <p>NOMINATION PERIOD <i>Community College Board, Board of Education</i></p> <p>The period during which candidates may obtain and must file nomination documents. Filing fees are due upon filing of nomination documents. All nomination documents must be filed no later than 5 p.m. on the last day of the nomination period. In the event an eligible incumbent does not file by the nomination period deadline, the filing period shall be extended by five calendar days for candidates other than the incumbent.</p> |

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| 24 | <p>August 8 noon – August 28 noon <i>(E-77 – E-67)</i></p> <p>SFMEC §590(c)</p> | <p>PUBLIC EXAMINATION PERIOD: CHINESE TRANSLITERATIONS PROVIDED FOR CANDIDATES <i>Community College Board, Board of Education, BART Board</i></p> <p>Period of public review and possible legal challenge of Chinese names transliterated by the Department of Elections' translation vendor.</p> |
| 25 | <p>September 7 – October 10 <i>(E-57 – E-14)</i></p> <p>CAEC §8601</p> | <p>STATEMENT OF WRITE-IN CANDIDACY AND NOMINATION PAPERS <i>Community College Board, Board of Education, BART Board</i></p> <p>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.</p> |
| 26 | <p>March 16 – May 10 <i>(E-232 – E-177)</i></p> <p>CAEC §8106; SFMEC §§205, 230, 840</p> | <p>SIGNATURES IN LIEU OF FILING FEES <i>Board of Supervisors</i></p> <p>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 on or before the signatures-in-lieu deadline.</p> |
| 27 | <p>March 16 – May 10 <i>(E-172 – E-147)</i></p> <p>CAEC §10220-8; SFMEC §205(a)</p> | <p>NOMINATION PERIOD <i>Board of Supervisors</i></p> <p>The period during which candidates may obtain and must file nomination documents. Filing fees are due upon filing of nomination documents. All nomination documents must be filed no later than 5 p.m. on the last day of the nomination period. In the event an eligible incumbent does not file by the nomination period deadline, the filing period shall be extended by five calendar days for candidates other than the incumbent.</p> |
| 28 | <p>June 10 – June 20 <i>(E-146 – E-136)</i></p> <p>SFMEC §590(a)</p> | <p>PUBLIC EXAMINATION PERIOD: CANDIDATE MATERIALS <i>Board of Supervisors</i></p> <p>Period of public review and possible legal challenge of candidate legal names, qualification statements, ballot designations, and translated or transliterated Chinese names submitted by candidates.</p> |
| 29 | <p>December 17 – December 27 <i>(E-77 – E-67)</i></p> <p>SFMEC §590(a)</p> | <p>PUBLIC EXAMINATION PERIOD: CHINESE TRANSLITERATIONS PROVIDED FOR CANDIDATES <i>Board of Supervisors</i></p> <p>Period of public review and possible legal challenge of Chinese names transliterated by the Department of Elections' translation vendor.</p> |
| 30 | <p>September 7 – October 20 <i>(E-57 – E-14)</i></p> <p>CAEC §8601</p> | <p>STATEMENT OF WRITE-IN CANDIDACY AND NOMINATION PAPERS <i>Board of Supervisors</i></p> <p>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.</p> |
| 31 | <p>September 19 <i>(E-45)</i></p> <p>CAEC §3114</p> | <p>MILITARY AND OVERSEAS BALLOT DELIVERY PERIOD <i>Registration and Voting</i></p> <p>Last day for the Department of Elections to transmit ballots to military or overseas voters who have requested them by this date.</p> |
| 32 | <p>October 19 <i>(E-15)</i></p> <p>CAEC §2102</p> | <p>LAST DAY TO REGISTER TO VOTE (OTHER THAN CONDITIONAL VOTER REGISTRATION) <i>Registration and Voting</i></p> <p>Last day to register to vote in this election online or by mail.</p> |

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| 33 | October 20 – November 3 <i>(E-14 – Election Day)</i> CAEC §2170(a) | CONDITIONAL VOTER REGISTRATION AND VOTING <i>Registration and Voting</i> Those who did not register to vote by the registration deadline for this election may come to the City Hall Voting Center 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. |
| 34 | October 20 – November 3 <i>(E-14 – Election Day)</i> CAEC §§3500-3502 | NEW CITIZEN REGISTRATION AND VOTING PERIOD <i>Registration and Voting</i> Extension of registration for new citizens who are sworn in after the registration deadline. New citizens must register and vote at the City Hall Voting Center during this period. |
| 35 | October 24 – October 25 <i>(E-10 – E-9)</i> CAEC §3018 | WEEKEND VOTING AT THE CITY HALL VOTING CENTER <i>Registration and Voting</i> Available Saturday and Sunday, 10 a.m. to 4 p.m. in front of Bill Graham Civic Auditorium, 99 Grove St. . |
| 36 | October 31 – November 1 <i>(E-3 – E-2)</i> CAEC §3018 | WEEKEND VOTING AT THE CITY HALL VOTING CENTER <i>Registration and Voting</i> Available Saturday and Sunday, 10 a.m. to 4 p.m. In front of Bill Graham Civic Auditorium, 99 Grove St. |
| 37 | November 3 CAEC §14212 | ELECTION DAY <i>Registration and Voting</i> All polling places, including the City Hall Voting Center, open at 7 a.m. and close at 8 p.m. |
| 38 | November 20 <i>(E+17)</i> CAEC §3020(b) | LAST DAY FOR DEPARTMENT OF ELECTIONS TO RECEIVE VOTE-BY-MAIL BALLOT <i>Registration and Voting</i> Vote-by-Mail ballot must be postmarked no later than Election Day. |

Code References

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| CA Gov. 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 move forward to the next working day. CA Gov. Code §6707