

Election Plan

June 7, 2022, Consolidated Direct Primary Election

Friday, April 15, 2022

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I. Introduction

The mission of the Department of Elections (Department) is to provide equitable access to voting and election-related services and to conduct free, fair, and functional elections for the City and County of San Francisco. In upholding its mission, the Department must comply with all applicable federal, state, and local laws, including the minority language provisions of the Voting Rights Act of 1965, the accessible voting provisions of the Americans with Disabilities Act of 1990, and the general provisions of the Uniformed and Overseas Citizens Absentee Voting Act of 1986, the Help America Vote Act of 2002, the California Elections Code, the San Francisco Municipal Elections Code, and Chapter XIII of the City Charter.

The Department continuously works to ensure that every eligible San Franciscan has access to safe, barrierfree registration and voting options and to improve both its internal and public-facing programs with the goals of making them ever more efficient and responsive to the needs of San Francisco's communities. The Department strives to cultivate a workplace environment in which employees of all racial and ethnic backgrounds feel respected, valued, and supported in providing the fairest and most inclusive services possible to San Francisco residents.

Serving a registered voter base of approximately 500,000 residents, the Department:

- Facilitates the filing of local candidate nomination papers, ballot measures, and ballot arguments;
- Produces San Francisco's official ballots and voter information pamphlets in multiple languages and formats;
- Provides voter education and outreach to registered voters and potential registrants throughout the City;
- Administers a universal (automatic) vote-by-mail program for over 500,000 locally registered voters;
- Facilitates registration and voting in local Board of Education elections for eligible non-citizen residents;
- Secures and operates accessible neighborhood polling places for each election;
- Recruits and trains poll workers to serve a linguistically and culturally diverse voter population;
- Offers early in-person voting opportunities beginning 29 days before each election;
- Organizes the collection of ballots and election results data from polling places on Election Night;
- Provides vote count tabulation and election results reports to the public after Election Day; and
- Conducts a canvass (audit) of all votes cast to verify the validity of election results before certification.

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. Following is the Election Plan for the June 7, 2022 Consolidated Direct Primary 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.

For the June 7 election, the Department intends to hire almost 250 temporary employees to aid its full-time staff with various election tasks, including maintenance of voter records and signature comparison on voteby-mail ballot envelopes, poll worker training, preparation of polling places, processing and counting of voted ballots, and various canvass processes.

In advertising temporary positions, the Department will strive to reach as broad and diverse a pool of job seekers as possible by utilizing various methods, including via social media, the City's official employment page, various private recruitment sites (Indeed, LinkedIn, ZipRecruiter), correspondence with local community partners, and the <u>Employment and Volunteer Opportunities</u> page on <u>sfelections.org</u>. This page presents seasonal employment opportunities with the Department, allows job seekers to sign up to receive automated job alerts when new positions open, provides information on how to get involved in serving as a poll worker or a polling place host, and features a "Careers at the San Francisco Department of Elections" video. Several Department employees appear in this video, sharing their testimonials. These testimonials highlight the Department's focus on accessibility, language access, and equitable public service, as well as its commitment to building an equitable and inclusive workplace in which all employees can thrive and succeed. The video is also included in all job announcements issued by the Department and posted at: <u>sfelections.sfgov.org/employment-and-volunteer-opportunities</u>.

To promote a sense of belonging and ensure all new hires have the information they need to confidently begin performing their duties, the Department encourages all new hires to watch the Employee Orientation Presentation on the first day of employment. This presentation orients new employees to the Department's mission and organizational structure, equipping employees with important information about resources and services, and introducing key policies and requirements.

With the goal of streamlining staff access to essential employment resources and expanding information about programs and benefits available to City employees, the Department provides the Employee Resources Portal (ERP). The ERP features over 100 links and descriptions of various City and Department programs, policies, and benefits, all organized into six main sections: 1) Orientation and Essential Resources; 2) Official Polices and Information; 3) Career Planning and Professional Development; 4) Payroll, Benefits, and Support Programs; 5) Safety and Emergency Planning; and 6) Health and Safety Policies.

The first section, Orientation and Essential Resources, contains a link to the New Employee Presentation, as well as to the city's main employee gateway. The city employee gateway, in turn, provides a wealth of information about city employee programs, with links to the city's Employee Handbook, union contracts, and

laws affecting payroll deduction and sick time accrual calculations; here employees can also review and update their payroll information.

Via the second section, Official Polices and Information, employees can review both city employment policy documents, including those on equal employment opportunity, gender inclusion, and language diversity, and Department employment policy documents, including those on attendance and computer use, as well as the Department's 2021-23 Strategic Plan and 2021-23 Racial Equity Action Plan and its Statement of Incompatible Activities. This section also includes links to local, state, and federal election laws.

In the third section, Career Planning and Professional Development, employees will find information about resources for City employees and job seekers, including employment processes, hiring protocols, open positions, exam plans, civil service rules, career related events, subsidized college education programs, and employee well-being programs.

The fourth section, Payroll, Benefits, and Support Programs, provides links to the city payroll calendar, the timesheet database, the direct deposit form, tax and retirement savings forms and instructions, and leave applications. This section also provides links to employee support programs, including the city employee whistleblower program, the domestic violence liaison program, and various programs designed to support physical and mental health. Finally, this section provides links to pages that explain commuter benefits, which include carshare, bikeshare, emergency ride home program, and rideshare programs.

The fifth section, Safety and Emergency Planning section, includes links to information about security at City Hall, the Department's evacuation plan and map, disaster service worker training, personal emergency preparedness, medical treatment facilities, and worker's compensation.

Last but not least, Health and Safety Policies section includes links to COVID-19 related policies that were issued by the Department of Human Resources.

III. New and Modified Practices

In every election, the Department makes a concerted effort to enhance its existing programs and to adopt new, more effective ways to serve San Francisco's voters, with an eye toward improving operations for elections going forward. Both new practices and enhancements to existing processes in effect for the June 7 election are described in this section.

A. Voter Outreach and Education Program: Objectives and Theme

As in all recent elections, the Department will develop and launch a Voter Outreach and Education Program (VOEP) for the June 7 election. The primary objective of the June 7 VOEP will be to provide San Franciscans with essential information about registration and voting processes for the upcoming election, including 1) how to register to vote, 2) which contests will appear on the ballot, 3) how to cast a ballot by mail or in person, 4)

which language and accessible voting resources are available, 5) how to serve as a poll worker, and 6) how members of the public can observe elections processes.

A secondary objective of the June 7 VOEP will be to provide San Franciscans with information about the impacts of recent state and local redistricting decisions on local voters. To that end, June 7 election outreach materials will explain that, while there will be no changes to the boundary lines of San Francisco's Board of Equalization or State Senate Districts in 2022, there will be some changes to its State Assembly, U.S. Congressional, BART, and Supervisorial Districts. Outreach materials will further explain that San Francisco will begin using the new State Assembly and U.S. Congressional District maps beginning with the June 7 election and will begin using the new BART and local Supervisorial District maps beginning with the November 8 election.

In addition to being developed to provide all local voters with essential election information, the Department's June 7 VOEP will be designed to provide supplemental information to certain voting populations. This supplemental information will be incorporated into materials and presentations designed for a general audience wherever helpful. For example, while every voter will need to know when and how to vote by mail, a voter in a hospital or other medical facility may also be interested in how to request a replacement vote-by-mail ballot in an emergency or how to authorize another person to collect or return a vote-by-mail ballot on their behalf. As another example, while every voter will need to know that their registered home address will determine the contests on their ballot, a voter experiencing homelessness may also need to know that they can use a shelter address to register to vote and that they can pick up their vote-by-mail ballot packet and election materials if unable to receive mail at their address.

All aspects of the Department's June 7 VOEP will be designed with the Department's ongoing goals in mind to support the city's efforts to advance racial equity, to provide access to safe, barrier-free registration and voting options to every eligible San Franciscan, and to continually expand collaborative efforts with both established and new community partners.

Consequently, the June 7 VOEP will use a wide variety of outreach strategies to disseminate information pertinent to current election topics. Direct strategies will include distribution of print and digital materials at community events, in-person and virtual presentations, and resource table events, official mail notifications, placement of newspaper ads, broadcasting of public service announcements via television and radio, and the Department's social media channels. Indirect strategies will center primarily around collaboration with the nonprofit organizations serving members of San Francisco's vulnerable and hard-to-reach populations through the Department's 2022 Voter Partnership Grant Program.

To support its voter education and outreach efforts, the Department has developed a new theme for the June 7 election. The first part of the new theme (shown below), "*Make a difference in your city and state!*", was chosen to emphasize the vital fact that, in this election, the local electorate will decide matters of both citywide and statewide importance. The second part of the new theme "*Vote by Election Day – don't be late!*" was chosen with the equally important goal of increasing timely local voter turnout, emphasizing the word "VOTE"

in bolded red. As shown below, this text is accompanied by an image of the state of California and the City of San Francisco as a yellow star, echoing the dual nature of the election with state and local contests appearing on the ballot. Both the text and image appear to be etched or "burned" onto a wooden background by hand, a design element chosen to reinforce the theme by motivating voters to take action or a "hands-on" approach to voting and to subtly evoke feelings of strength/solidity, tranquility, and growth.



The June 7 election theme will be featured on the cover of the Voter Information Pamphlet, on a mailer that will be sent to every San Francisco's household in April, and on many of the official materials that will be viewed by voters and outreach partners across the City, including the banner on the Department's website homepage and election-specific outreach flyers and presentations. As is the case in all San Francisco elections, all such publicly-facing outreach materials will be produced in English, Chinese, Spanish, and Filipino, as well as in multiple formats, with most materials available in both hard copy and digital versions. More information on the June 7 outreach materials and strategies is included in section X. of this Plan.

B. Efforts to Educate Voters on Legislative Map Changes

For the June 7 election, local voters will, for the first time, be voting using the new legislative district lines released by the California Citizens Redistricting Commission last December.

Voting districts in San Francisco that determine contests on the June 7 ballot include its Board of Equalization, State Senate, State Assembly, and U.S. Congressional Districts. While there will be no changes to the boundary lines of San Francisco's Board of Equalization or State Senate Districts, there are changes to its State Assembly and U.S. Congressional Districts.

Then, in the November 8 election, San Francisco voters will be voting using the new legislative district lines described above in conjunction with new 2022 BART and local Supervisorial District lines. These new local voting district maps were released by the BART Board in March 2022 and are yet to be released by the San Francisco Redistricting Task Force.

To help voters learn how recent redistricting changes might affect their voting districts and candidates appearing on their ballots in 2022 elections, the Department has revised its current materials and developed new multilingual and multi-format outreach items.

First, as in all other recent elections, any local voter can visit <u>sfelections.sfgov.org/maps</u> to find detailed maps of San Francisco's current voting districts and precincts as well as <u>sfelections.sfgov.org/find-your-representatives</u> to find their political representatives. Following the release of new district lines, the Department produced a series of maps (singularly or in overlapped combinations of districts), all of which are available on the Department's website. In addition, the Department has incorporated key redistricting information into most of its existing election-specific materials, including the Voter Information Pamphlet, instructions enclosed with each vote-by-mail ballot packet, informational mailers, and the June 7 election brochure and presentation provided at public outreach events and to outreach partner organizations.

The first new outreach item that the Department will make available to voters prior to the June 7 election is a brochure entitled "New Voting District Lines in 2022." This brochure, available in print and digital formats, will provide answers to the questions most likely to be of interest to the general public, namely: 1) "Which voting districts have changed in San Francisco?" 2) "When will these changes take effect?" 3) "How can I find out if these changes will affect me?" and, 4) "Who made the changes to voting district lines and how?" This content along with maps of new Assembly and Congressional Districts lines will also be featured in the June 7 Voter Information Pamphlet sent to all registered voters, in outreach presentations, and on the dedicated page of the Department's website at: sfelections.sfgov.org/new-voting-district-lines-2022.

The second new outreach item is an online <u>My Voting Districts lookup tool</u>, which provides dynamic data to voters on an individual basis. The initial, transactional landing page of this interactive self-help tool will provide a brief overview of the redistricting process, ask the user, "Will your voting district(s) change in 2022?" and then prompt the user to enter their home address to find out. After entering their home address, the user will be presented with a customized description of the districts that have changed for that address, followed by a two-column list, with the first column detailing their old (2011) voting districts and the second detailing their new (2022) voting districts. As with all of its self-help webpage tools, "Will your voting district(s) change in 2022?" tool is accessible to those using assistive technology and was designed to provide complete information to those who might experience challenges with viewing a map.

The third new outreach item, which the Department designed mainly for in-person use, are hard-copy District Map Look Books. Each of these physical books is comprised of three sets of semi-transparent sheets, one showing the boundary lines of old (2011) districts, one showing the boundary lines of new (2022) districts, and one showing the precincts in the city impacted by these boundary changes. After identifying a voter's

precinct, outreach staff will use these books to provide tailored explanations of redistricting changes. As part of an effort to provide effective outreach on this topic, outreach staff will also present new voting district maps in multiple formats and offer every voter a tear-off map to take home for future reference.

C. Language Access Program

To ensure equitable and legally-compliant accessibility of voting and election information for limited-English proficiency voters living in San Francisco, the Department provides many of its publicly-facing materials in several languages other than English. More specifically, in recent years, the Department has provided all such materials in Chinese and Spanish in compliance with the Department of Justice (DOJ) minority language determinations made pursuant to §203 of the Voting Rights Act, all such materials in Filipino in compliance with San Francisco's Language Access Ordinance, and some such materials in Burmese, Japanese, Korean, Thai, and Vietnamese in compliance with Secretary of State (SOS) determinations made pursuant to the provisions of California Elections Code (CAEC) §14201.

Under CAEC §14201, the Department must provide facsimile ballots, instructions, and bilingual assistance at polling places for all precincts in which the SOS determines that 3% or more of the voting-age residents are members of a "single language minority" and lack sufficient skills in English to vote without assistance.

On December 31, 2021, the SOS issued new language minority determinations based upon data provided by the California Statewide Database at U.C. Berkeley, which in turn relied upon a tabulation provided by the 2020 Census Data Review Board. From this data, it was determined that San Francisco county – along with 43 other counties in the state – would no longer be required to provide materials or assistance in one or more previously required languages. For San Francisco, these previously required languages include Burmese, Japanese, Korean, and Thai.

However, the Department still planned to continue providing materials and assistance in those languages and on March 1, 2022, the SOS reinstated prior minority language determinations in addition to the designations it had issued on December 31, 2021. Thus, in the June 7 election, the Department will provide facsimile ballots in Burmese, Japanese, Korean, Thai, and Vietnamese to all voters with those language preferences. Such voters include not only new registrants, who have recently requested election materials in their preferred language, but also earlier registrants who, sometime after registering, have made a language preference request. Any voter can make such a request by indicating it in a designated section of the voter registration form, using the Department's online tool designed for that purpose and available at **sfelections.org/language**, by contacting the Department via email or phone, or by letting a poll worker or Voting Center Representative know when voting in person.

In recent years, to ensure that as many San Francisco voters as possible are aware of the availability of election materials in various languages, the Department has included a notice with every vote-by-mail ballot packet and Voter Information Pamphlet in all eight languages (Chinese, Filipino, Spanish, Burmese, Japanese, Korean, Thai, and Vietnamese) in which official ballots and facsimile ballots are available.

To continue to increase awareness of translated election materials, and to provide an additional avenue for voters to add a language preference to their voter registration records, in advance of the June 7 election, the Department mailed multilingual notices to the nearly 40,000 local voters whose registrations either indicate they were born in a Chinese, Filipino, Spanish, Burmese, Hindi, Japanese, Khmer, Korean, Thai, or Vietnamese-speaking country and do not have a language preference on file, or who did not identify their country of origin when registering to vote. (Although the Department does not currently produce materials in Hindi or Khmer, voters with these language preferences on file receive translated State Voter Information Guides in those languages prior to state and federal elections).

The notice (shown below) advises voters that election materials are available in multiple languages and explains the different options for updating language preference. Additionally, the notices include an invitation to serve as a bilingual poll worker in upcoming elections. All voters' responses will be logged into the Department's Election Information Management System (EIMS) and voters' language preferences will be considered when mailing vote-by-mail ballots, the local and state voter information guides, and facsimile ballots for all future elections.

As a result of mailing these notices, the Department intends to increase the current number of nearly 42,000 voters to whom it provides election materials in a language rather than English and to expand a pool of bilingual poll workers for the upcoming elections.

DEPARTMENT OF SAN FRANCISCO

[Date]

OFFICIAL NOTICE FOR VOTERS WHO PREFER TO RECEIVE TRANSLATED ELECTION MATERIALS

The San Francisco Department of Elections provides this notice to inform you of the availability of election materials in languages other than English.

- San Francisco's official ballot and the local Voter Information Pamphlet are available in Chinese, Spanish, and Filipino.
- Facsimile ballot (a copy of the official ballot translated into a particular language that a voter can reference when marking their official ballot) is available in **Burmese**, **Japanese**, **Korean**, **Thai**, and **Vietnamese**.
- The state Voter Information Guide is available in Chinese, Filipino, Hindi, Japanese, Khmer, Korean, Spanish, Thai, and Vietnamese.

Any voter may receive available materials in their preferred language by providing that language to the Department of Elections. To timely receive a ballot in your preferred language for the June 7 Election, please take one of the following actions by April 4, 2022.

- 1. Complete and return the postage-paid postcard attached to this notice
- 2. Submit request online at sfelections.org/language
- 3. Call the Department of Elections at (415) 554-4375

Providing your language preference by April 4 is important because the Department will begin preparations to mail ballots for the June 7 Election at that time. If you provide your language preference after April 4, we may not have time to update your record before mailing a ballot in your preferred language and you will need to wait for a replacement ballot.

If you do not want to receive translated election materials, you may disregard this notice and you will continue receiving materials in English.

Want to earn money while helping your community? Join the Department of Elections' poll worker team and earn up to \$240 while serving your neighbors at a polling place on Election Day. Sign up at *sfelections.org/pwa* or contact us (bilingual speakers are especially needed).

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

D. Emergency Ballot Delivery Program

The Department regularly reviews its established internal processes and public programs with the goal of improving access to election-related services for all San Francisco voters, including those with disabilities and those experiencing unexpected illness or mobility limitations. In preparation for the June 7 election and in support of this objective, the Department has expanded its Emergency Ballot Delivery program. Through this program, the Department works with local hospitals and other short-term and long-term care facilities, as well as with individuals, to provide ballots and official voting materials to voters unable to travel due to unexpected illness or disability.

This expansion of the Emergency Ballot Delivery program was a four-prong project involving: 1) an upgrade to certain modules in the Department's Election Information Management System (EIMS) used to track and maintain programmatic data and schedule ballot deliveries, 2) the establishment of additional contacts with local organizations serving individuals likely to benefit from the program, 3) the development of internal best practices for facilitating deliveries and interacting with voters and third-parties, and 4) the buildout of a more extensive library of informational materials and outreach collateral for voters, facility staff, and partners.

EIMS modules updated for this project include the Status Management module, which allows the Department to assign codes (i.e., "active", "inactive", or "requested materials") to delivery contacts (e.g., hospital or facility coordinators), the Contact Management module, which allows the Department to track contact information (i.e., home and mailing addresses, email, phone number, etc.) and correspondence (e.g., "Introductory email sent on 1/10/2022"); and the Site Management module, which allows the Department to categorize facilities (e.g., "Hospital" or "Navigation Center") and quickly identify sites with or without contacts. As a result of creating and updating these dedicated EIMS modules and centralizing data, the Department is able to quickly run summary reports, to better predict program needs, and to prioritize resources accordingly.

With the recent establishing of new contacts, the Department now has the reach to contacts at nearly 135 hospital and care facilitates, all of whom were sent information about the upcoming June 7 election and election-related services available to patients and those in residential care, including ballot delivery and/or pickup in the last week of the voting period.

As part of this project, the Department also compiled and incorporated the internal best practices in the ballot delivery driver training materials. These revised materials now include detailed explanations regarding 1) how to set up accessible ballot-marking devices in homes and facilities, 2) how to communicate effectively with voters who wish to use touchscreen or audio ballots, 3) how to provide helpful and respectful assistance to voters with completing forms or marking ballots, 4) how to refrain from engaging in any conversations to provide political opinions and/or help make voting decisions, 5) how to interact with facility staff, and 6) how to maintain various health and safety protocols in order to protect drivers, staff, and voters.

Finally, over the course of this project, the Department significantly expanded its library of Emergency Ballot Delivery program outreach materials by including information about the program in numerous hard copy

election flyers and presentations as well as updating several webpages. Such informational materials now emphasize two key points: 1) that any voter in a hospital or otherwise unable to travel may authorize another person to pick up or return their ballot on their behalf, and, 2) that every voter has the right to cast a secret ballot privately and independently. To further protect voter rights, the Department has also retrained its phone bank operators to properly respond to emails from people concerned about voters experiencing serious illness or incapacity with information on state law regarding voter intimidation, conservatorships, and other related issues.

Going forward, the Department remains committed to increasing awareness of not only its Emergency Ballot Delivery program, but of all of the voting services available to San Francisco voters with disabilities and/or experiencing unexpected illness or mobility limitations, highlighting in particular the accessible vote-by-mail system and curbside voting (by request at any in-person voting site), and at all times leveraging the expertise of members of the Voter Accessibility Advisory Committee (VAAC) while incorporating public feedback.

E. Vote-By-Mail Ballot Drop Box Infrastructure

Pursuant to the provisions of Assembly Bill (AB) 37, the Department expanded San Francisco's vote-by-mail ballot drop off infrastructure for the February 15 and April 19, 2022 elections. Although AB 37 required the Department to provide 17 such boxes (one per every 30,000 registered voters), the Department went beyond the law to install double that number. Consequently, in the city's first two 2022 elections, voters had 24/7 access to 34 secure, accessible ballot drop boxes located in various neighborhoods throughout each 29-day voting period. The locations of ballot drop boxes were selected with numerous factors in mind, including population density, geography, site familiarity, accessibility, proximity to public transportation, and convenience to residents, particularly those in language minority, hard-to-reach, and vulnerable populations. For the June 7 election, the Department will again offer the same level of access to 34 ballot drop boxes to local voters.

Based on public feedback regarding ballot drop box availability and design, the city's expanded vote-by-mail infrastructure was well-received by San Francisco voters. In fact, nearly 22,000, or 13%, of vote-by-mail voters used a drop box to return their ballots in the February 15 election and approximately 4,000, or 10%, did so to date in the April 19 election (Assembly District 17 only). To further encourage usage of the ballot drop boxes and to make voters aware of the availability of boxes in their neighborhoods in the June 7 election, the Department has incorporated information about this service into numerous outreach materials, including digital presentations, the Voter Information Pamphlet, direct mailers and emails, print brochures, and media advertisements. The Department has also updated box signage and been working on refining ballot box operations and gathering public feedback on box locations.

As required by the 2021 passage of Senate Bill (SB) 35, the California Secretary of State (SOS) recently published emergency regulations regarding the now mandatory provision of public notices about electioneering and corruption of the voting process on county elections websites as well as at in-person voting sites (including curbside voting areas and vote-by-mail ballot drop-off boxes). Because these

regulations dictate both the language of the notices and the manner in which they must be posted, the Department had to revise some of the multilingual signage on all of the city's ballot drop boxes. As a result, the boxes will include warnings that electioneering and corruption of the voting process are prohibited at box sites as well as an explanation about how to report such activities.

Given that all but one of the 34 city's drop boxes are located outside the premises of City Hall, and that all drop boxes are located outdoors with 24/7 public access, providing this service requires substantial coordination with other city agencies to retrieve and transport voted ballots and to maintain boxes during each 29-day voting period.

In light of the fact that the City Charter requires the Sheriff's Department to provide security during the collection and transport of voted ballots and that Department of Public Works (DPW) staff must sometimes be engaged for extensive ballot box cleaning and maintenance projects, the Department has devoted considerable time to developing an efficient ballot collection and maintenance operational rubric for sharing with all stakeholders. This rubric details the Department's current ballot box collection driving routes and schedules, along with ballot collection officer procedures, which are introduced through ballot collection officer training materials and a training video. The rubric also details the circumstances when DPW staff must be engaged in assisting with box cleaning or maintenance as well as contingency plans to be executed by Elections staff in the event a ballot box becomes temporarily unavailable.

The Department is also now preparing to expand the number of ballot drop boxes to approximately 51 for city's November 8, 2022 election. While the exact dimensions of this expansion are contingent upon the approval of funding for ballot box procurement and installation sought in the Department's FY 2022-2023 budget proposal, the Department has taken some preliminary steps. These preliminary steps include consideration of possible new ballot box locations, analysis of data regarding current ballot box usage, and the collection of feedback from community members. This feedback is being collected primarily via the <u>Ballot</u> <u>Drop Box Location Feedback Form</u>, which is available on the Department's website and at events attended by Department outreach personnel, and will be included in the June 7 Voter Information Pamphlet and shared with members of the Voting Accessibility and Language Accessibility Advisory Committees as well as other outreach community partners.

F. IRS Rules for Poll Workers Earning More Than \$600

With four elections scheduled in 2022, some San Francisco poll workers may earn more than \$600 in stipends in this calendar year, triggering certain IRS reporting rules. Current poll worker stipend amounts for serving in one election range from \$180-\$240, depending on the assignment, and any poll worker clerk serving in all four elections and any poll worker inspector serving in just three elections would earn over \$600 this year.

According to IRS rules, if a poll worker is likely to earn more than \$600 in a tax year, the Department must have the poll worker complete a W-4 so that, if the poll worker in fact earns more than \$600 that year, the City can use the information on the poll worker's W-4 to report the income to the IRS using a W-2.

The last time the Department conducted four elections in one year and faced similar IRS reporting rules was in 2008. The City's process and applications have since changed, and consequently, Department staff have spent considerable time in the last several months researching and developing procedures around the topic and coordinating with other city departments to ensure the City can fully comply with these IRS rules. In particular, this project required the Department to work closely with the Controller's Office and the Department of Human Resources to revise the use of the City's *People and Pay* employee record system to allow for the creation of W-2s for poll workers without creating full-fledged employee records (which include position numbers, job applications, fingerprint and background check appointment information, etc.) This project also required the Department to develop internal procedures and data tools to make the process of identifying and processing affected poll workers efficiently and accurately.

Finally, to inform poll workers about these IRS reporting requirements, the Department created an informational packet that will be sent to all poll worker inspectors who have served in both the February 15 and April 19 elections the week after the April 19 election. This packet includes a notice that explains that their poll worker service in the June 7 election may trigger the application of IRS reporting rules described above, a copy of a W-4, and a postage-paid return envelope that poll workers may use to return their completed W-4s. This notice also explains that poll worker stipends may increase this year, contingent upon budget approval, provides information about how to find personal tax advice, and invites recipients to contact Department of Elections human resources personnel with general questions about this topic.

As a follow-up to this notice, the Department has prepared a series of letters and emails to be sent at regular intervals via mail and email to those poll worker inspectors who have not yet responded to the initial notice and submitted the required W-4 form. Then, following the June 7 election, the Department will repeat this process by sending a similar informational packet, this time to all poll workers (inspectors and clerks), whose anticipated service in 2022 elections is likely to result in earnings of \$600 or more. This second round notice, as the first one, will be followed up with a series of reminder letter and emails to those who do not respond promptly.

While the Department is hopeful that many of the poll workers affected by these IRS reporting rules submit their required forms, it recognizes that a number of poll workers may not in fact do so. To counteract this potential decrease in the city's poll worker pool, the Department will expand its poll worker recruitment efforts this spring using a wide variety of strategies. Direct poll worker recruitment strategies will include distribution of print and digital poll worker recruitment materials at community events and job fairs, mail as well as email notifications sent to San Francisco voters, placement of newspaper ads, broadcasting of public service announcements via television and radio, and messages on the Department's social media channels. Indirect strategies will center primarily around increased collaboration with local nonprofit organizations and San Francisco's private and public high schools who have been already engaged with poll worker and student poll worker recruitment activities in past years.

IV. Public Observations

For the June 7 election, the Department will provide access to election observation to the fullest extent possible with consideration of legal and logistical requirements necessary to preserve voting system security and voter privacy.

As in previous elections, the Department will publish a schedule of observation activities, including those occurring in the weeks and months leading up to Election Day, those on Election Day, and those that occur after Election Day (see Appendix A). Election activities that can be observed by the public include, but are not limited to, the Logic and Accuracy testing of voting equipment, the processing of vote-by-mail and provisional ballots returned by voters, Election Night ballot tabulation and reporting, and the post-election Canvass.

To assist observers to familiarize themselves with election processes and observation guidelines, the Department will publish the June 7, 2022 Election Observer Guide that includes observer rights and responsibilities, as determined by the California Secretary of State and California Elections Code. This Guide also provides a calendar of observable activities.

In addition to facilitating public observation in person at the Department's office in City Hall and the warehouse on Pier 31, the Department live streams election processes online at <u>sfelections.org/observe.</u>

V. Online, Telephone, and In-Person Services

The Department is committed to providing clear and up-to-date information to San Francisco residents who prefer to obtain information in-person 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, <u>sfelections.org</u>. When visiting the website, voters can access their registration information, view their Voter Information Pamphlet and sample ballot, track the journey of their vote-by-mail ballot from printing to counting, find the location of their polling place, 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 local voters with additional questions, the Department administers a public email response mechanism: <u>SFVote@sfgov.org</u>. Voters living overseas who have questions can send their inquiries via <u>SFVoteAbroad@sfgov.org</u>.

The Department uses **Facebook** and **Twitter** to provide updates and educate the public about key election topics and deadlines 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 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 a vendor to provide year-round over-the-phone interpretation in over 200 languages.

For each election cycle, the Department expands its phone and email assistance staff to ensure expeditious answering of telephone inquiries and managing of 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.

To provide in-person services at its office in City Hall, the Department staffs its public counter during regular business hours. As in prior elections, the Department will extend its hours of operation on the registration deadline, May 23, and will also be open during the two weekends prior to Election Day to provide in-person services and assistance.

VI. Candidate and Ballot Measure Filings

To facilitate local candidate and ballot measure filings in advance of the June 7 election, the Department updated its legal filing deadline calendar for a complete listing of statutory filing periods. The calendar is posted at: <u>sfelections.org/tools/cscal_jun22/</u>.

The Department also prepared several guides, including a Guide to Submitting Ballot Arguments, a Guide to Qualifying Initiative Measures, a Superior Court Judge Candidate Guide, and a City Attorney Candidate Guide, all of which are available on the Campaign Services page of the Department's website at: <u>sfelections.sfgov.org/campaign-services</u>.

For the June 7 election, candidate filing activities commenced on December 16, when the submission period opened for signatures in lieu of filing fee for candidates running for Judge of Superior Court seats and the City Attorney office. The submission period opened for signatures in lieu of filing fee for all other state and federal offices on January 3. The declaration of intention period for judicial candidates ran from January 31

through February 9, followed by the nomination period for state, federal, local, and judicial offices, which began on February 14 and ended on March 11.

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

The Department also facilitated the intake of local ballot measures to be submitted to voters in the June 7 election. Ballot 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. For the June 7 election, the submission deadlines varied depending on the type of measure, and submitter, with most falling in February and early March.

On March 14, the Department selected and assigned letters to identify each local measure that will appear on the June 7 election ballot. The Department assigns letters to measures in accordance with <u>CAEC §13109</u> and <u>MEC §505</u>. (This ballot measure letter selection process was recorded and broadcast live via the Department's website.)

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

Per <u>MEC §590</u>, 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 June 7 election will draw to a close on May 24, which is the deadline for any write-in candidates to file their Declarations of Write-in Candidacy and nomination paperwork.

VII. Official Ballot

In the June 7 election, San Francisco voters will vote on federal, state, and local offices, as well as eight local ballot measures. The following offices will appear on the June 7 ballot:

Voter-nominated offices

• Governor

- Lieutenant Governor
- Secretary of State
- Controller
- Treasurer
- Attorney General
- Insurance Commissioner
- Board of Equalization Member, District 2
- United States Senator*
- United States Representative in Congress, District 11 or District 15
- State Assembly Member, District 17 or District 19

*There are two contests for U.S. Senate on the June 7 ballot. Voters may vote on both contests.

- One for a 6-year term ending January 3, 2029; and
- One for the remainder of the current term ending January 3, 2023

Non-partisan offices

- State Superintendent of Public Instruction
- City Attorney

Eight local ballot measures

For every election, the Department produces the official ballot in English and Chinese, Filipino, and Spanish, in both paper and digital formats, with paper facsimile (reference) ballots in Burmese, Japanese, Korean, Thai, and Vietnamese.

For the June 7 election, the paper ballot will consist of three double-sided cards, listing federal, state, and local offices and local ballot measures.

Along with contests, the ballot will include voter instructions. As per requirements of the California Secretary of State (SOS), the Department also incorporated a notice on the June 7 ballot, explaining why there are two contests for the same seat in the United States Senate.

For the June 7 election, there will be four ballot types. 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 this election, ballot types will only differ by United States Representative in Congress and State Assembly Member contests.

In most elections, ballot drafting and translation activities begin approximately 120 days before Election Day. For the June 7 election, the Department started these activities 106 days before Election Day. This slight delay was due to a slightly truncated election timeline caused by the February 15 and April 19 elections. On March 17, following the SOS's random alphabet drawing, the Department assigned letters to eight local ballot

measures and drew a random alphabet to apply to candidate rotations for the State Assembly District 19 seat. The Department transmitted candidate names and ballot designations shortly after they were received from the SOS on March 31 following the close of the nomination period.

After the SOS provides a certified and translated candidate list, the Department produces ballot files and sends them to its ballot printer, who in turn initiates the many processes required to mail ballot packets to approximately 10,000 MILOS voters no later than April 23 and to over 500,000 local voters on May 9.

In addition to printing official paper ballots, the Department's printing vendor assembles, addresses, and mails vote-by-mail ballot packets. This series of processes requires careful coordination between Department staff and the printing vendor because each ballot envelope must contain a ballot that correctly corresponds to the recipient voter's precinct and language preference. Only after this coordinated process, can ballot packets be packaged for delivery to the mail facility, scanned into the USPS mail tracking system, and finally delivered by postal carriers to the voters.

Simultaneously with the work on paper ballots, the Department's ballot production team has been working on developing ballots for use with the online Accessible Vote-By-Mail (AVBM) System, which by law must be open to MILOS voters on April 23 and to all voters on May 9. In addition to the AVBM system, staff will also produce touchscreen and audio versions of the ballot to be used on accessible ballot-marking devices at the City Hall Voting Center and polling places.

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 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.

For the June 7 election, the Ballot Simplification Committee meetings commenced on Monday, February 28 and continued through Friday, March 11.

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 <u>sfelections.org/bsc</u> 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.

IX. Voter Information Pamphlet and Sample Ballot

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

Elections law sets forth VIP content requirements for all elections. For the June 7 election, the VIP will include general information about voting and candidates appearing on the ballot, key election dates, a sample ballot, and other information required under state and local law.

The VIP will be mailed to voters on or around May 9 and will coincide with voters receiving their vote-by-mail ballot packets. 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.

The Department began working on the June 7 election VIP in early March, first finalizing the content to be included in the common pages of the VIP. Then, in early April, the Department finalized sample ballots in all languages. Following the finalizing and typesetting of all VIP content, including sample ballot, the Department sent the final files to the printing vendor to initiate printing of the pamphlets.

Then, on or around April 25, the Department will send a voter file extract to the VIP printing vendor. The vendor will use this file to label the back cover of each VIP with the voter's name, address, and polling place information. The printer will also sort VIPs by postal carrier route and deliver them to USPS for mailing. During the mailing period, Department staff will act as a point of contact for both the printing vendor and the USPS Business Mail Entry Unit to facilitate deliveries. In addition to mailing and emailing the VIPs directly to local voters, the Department will distribute unaddressed copies to public libraries and all voting sites.

X. Outreach Materials and Strategies

For the June 7 election, the Department will use a wide variety of outreach strategies to disseminate information pertinent to current election topics. These strategies are described in this section.

A. Overview of June 7 Outreach Materials

For the June 7 election, the Department will distribute various brochures and posters throughout San Francisco at presentations, street fairs and festivals, and other community events. Hard copies of these materials will also be made available for distribution to community organizations, with electronic versions (PDFs) available via the Department's website. All such materials will be available in English, Chinese, Spanish, and Filipino, as well as in large-print by request (*Accessible Voting in San Francisco* brochure will also be available in Braille). Following is a list of outreach materials available for the June 7 election:

- June 7 Election brochure with information about registration, voting options, contests on the ballot, and poll worker service
- New Voting District Lines brochure with information about redistricting/reprecincting processes and resources for voters
- Vote by Mail brochure with descriptions of the main steps to voting by mail and how to avoid common mistakes
- Accessible Voting brochure with descriptions of the types of accessible voting resources available in person and by mail
- Accessible Vote-by-Mail System card with explanations of how to access, mark, print, and return an online AVBM ballot
- *Ranked-Choice Voting brochure* with explanations of how to mark an RCV contest and how RCV votes are counted
- Unhoused Voter flyer with information about how to register and vote without a permanent home address
- Justice-Involved Voter flyer with information about who is eligible to register and vote and how to do so
- *Pre-registration card* with information for young (16-17) residents about pre-registration and poll worker service
- San Francisco's Voting System brochure with information about the accessibility and security of the voting system
- *Career card* with information about employment and poll worker volunteer opportunities at the Department of Elections.

B. All Household Election Mailer

To reach both locally registered voters and prospective registrants, the Department will mail a multilingual notice (printed in English, Chinese, Spanish, and Filipino) to all of San Francisco's approximately 380,000 households over the week beginning April 18. This notice will 1) alert all city residents to changes regarding their voting district line boundaries beginning with the June 7 election, 2) explain available methods of voting (by mail, at City Hall, or at a polling place), 3) highlight key upcoming election dates and deadlines, 4) advise registered voters to double-check the information in their voter records, 5) explain registration options for those who are not yet registered, and 6) feature a message about poll worker service opportunities. The

Department will also send digital versions of this notice to the nearly 250,000 voters whose registration records include email addresses.

C. Availability of Translated Election Materials Mailer

For the upcoming June 7 election, as it has done in all recent elections, the Department will provide official bilingual ballots and sample ballots in English and Chinese, Spanish, and Filipino, official monolingual Voter Information Pamphlets in English, Chinese, Spanish, and Filipino, and bilingual facsimile (reference) ballots in English and Burmese, Japanese, Korean, Thai, and Vietnamese. Any local voter may select a language preference to receive any of these official election materials and ballots when registering to vote, by contacting the Department, or using the Department's online request form.

In mid-March, as part of its on-going effort to increase awareness of the availability of translated election materials and to provide an additional avenue for voters to include a language preference in their voter registration records, the Department mailed multilingual notices to the nearly 40,000 local voters whose registration records either indicate they were born in a Chinese, Filipino, Spanish, Burmese, Hindi, Japanese, Khmer, Korean, Thai, or Vietnamese-speaking country and do not have a language preference on file, or who did not indicate their country of origin when registering to vote. These multilingual notices advised voters that election materials are available in multiple languages and formats and explained the options for updating language preference.

D. Voter Information Pamphlet

For the June 7 election, the local Voter Information Pamphlet and Sample Ballot (VIP) will serve as one of the primary outreach strategies through which the Department educates the city's approximately half a million registered voters. In addition to the traditional VIP pages explaining available voting options, contests on the ballot, and the many accessibility and language resources available to local voters, the June 7, 2022 edition of the VIP will also include a new page explaining the changes to San Francisco's voting district lines that resulted from various post-census processes. As in all recent elections, voters may choose to receive the VIP in their preferred language as well as in English and/or in one of several accessible formats, including large print and audio on USB flash drive, National Library Service (NLC) cartridge, or compact disc (CD).

E. Traditional and Social Media

In the upcoming election, the Department will continue to utilize local media to communicate key information to San Francisco residents, producing and placing local public service announcements, publishing press releases about key election dates, highlighting important election messages in social media posts, and featuring election-related ads on Muni buses. To reach as broad an audience as possible, bilingual Department staff will also conduct interviews with local non-English media outlets.

i. Public Service Announcement

To draw attention to available registration and voting options in the upcoming election, the Department will produce 30-second radio and television public service announcements (PSAs). These PSAs will be made available to the Department's outreach partners and will run in the following media outlets starting mid-April:

- Xfinity Channel 238 (Chinese/Filipino)
- Effectv 27 Comcast Networks (English/Spanish)
- Univision T.V. KDTV-DT, channel 14 (Spanish)
- Univision Radio KDTV-DT, channel 14 (Spanish)
- Multicultural Radio Broadcasting KEST (English)
- Multicultural Radio Broadcasting KEST (Chinese)
- Multicultural Radio Broadcasting KIQI (Spanish)
- Audacy KCBS All News (English)
- Audacy Channel Q (English)

ii. Newspaper Advertisement

This April, the Department will also launch a multilingual print advertising campaign that clarifies registration and voting options in the upcoming election, highlights the recently expanded ballot drop box infrastructure, and explains how to check the status of a vote-by-mail ballot and how to request a replacement ballot. These ads will run in all of the following newspapers:

- San Francisco Bay Times (English)
- Bay Area Reporter (English)
- World Journal (Chinese)
- Wind Newspaper (English/Chinese)
- Daily Journal Sing Tao (Chinese)
- Daily Journal Philippine News (Filipino)
- Daily Journal Asian Journal (Filipino)
- Daily Journal Korean Times (Korean)
- Daily Journal El Reportero (Spanish)
- Daily Journal Vietnam Daily (Vietnamese)
- Clint Reilly Communications dba San Francisco Examiner Media Co. SF Examiner (English)
- SF Neighborhood Newspaper Assoc. El Tecolote (Spanish)
- SF Neighborhood Newspaper Assoc. Marina Times (English)
- SF Neighborhood Newspaper Assoc. Noe Valley Voice (English)
- SF Neighborhood Newspaper Assoc. Potrero View (English)
- SF Neighborhood Newspaper Assoc. Richmond Review (English)
- SF Neighborhood Newspaper Assoc. SF Bay View (English)
- SF Neighborhood Newspaper Assoc. Sunset Beacon (English)

iii. Digital Ads

In this election cycle, the Department will embed ads, similar to those printed in newspapers as described above, on several different media webpages to draw attention to election-related information. These ads will be displayed on the following sites:

- www.crossingstv.com (Chinese/Filipino)
- www.sfgate.com (English)
- www.sfchronicle.com (English)
- www.univision.com/local/san-francisco-kdtv (Spanish)
- www.sfexaminer.com (English)
- www.sfweekly.com (English)
- www.windnewspaper.com (English/Chinese)
- www.worldjournal.com (Chinese)

iv. Muni Ads

To reach residents who commute via San Francisco's public transit, the Department will place advertisements on local Muni buses in May, saturating the city with key election and messages and spotlighting poll worker opportunities.

v. Social Media

Throughout the June 7 election cycle, the Department will post news, FAQs, and election updates on its Twitter, Facebook, Instagram, and NextDoor channels, publishing "bite-sized" bits of important information about voting options and other key election information. To fully serve readers who want additional, more comprehensive information, many of these social media posts will include links to detailed informational pages and online self-help voter tools (e.g., the Voter Portal).

vi. Website

As it has done for many years, the Department's website will continue to serve as an exhaustive, multilingual, and barrier-free source of elections information. In addition to being able to navigate to common topics of interest from the homepage, website visitors can gain quick access to frequently sought-after information via the "I WANT TO..." or "TOPICS IN FOCUS" sections. Online self-help voter tools available via *sfelections.org* for the June election will include the *Voter Portal*, *Voting Site Wait Times Lookup Tool*, *My Election Navigator*, and the new *Voting District Lookup Tool*:

The Voter Portal facilitates access to individualized registration and election information. After
logging in, Voter Portal users can review the data in their registration records, view sample ballots,
check their elected officials, opt in or out of paper Voter Information Pamphlet mailings, change their
language preference for translated election materials, track their ballots from ballot assembly through
delivery, verification, and counting, or request replacement ballots.

- The Voting Site Wait Times Lookup tool allows any local voter to confirm the location of their assigned polling place, view wait times, get directions, or identify a convenient site to drop off their vote-by-mail ballot.
- The *My Election Navigator* tool helps educate voters about key election concepts while enabling them to assess their individual readiness for an upcoming election by presenting them with two or three "quiz" style questions.
- The Voting District Lookup Tool will afford local voters an easy way to find out if, how, and when their voting districts will change in 2022. Beginning in April, the tool will let each voter/user know: 1) that their Congressional District (CD) will change starting with the June 7 election (from CD 12 or 14 to CD 11 or 15), 2) whether or not their Assembly District (AD) will change (from AD 17 to 19 or vice versa) in the June 7 election, 3) that neither their Senate District (11), nor Board of Equalization District (2) will change, and 4) that their Supervisorial District may change for the November 8 election. Then, beginning on or around April 20, the tool will let voters know whether or not their Supervisorial District will in fact change starting with the November 8 election.

F. Community Partnerships

Community partnership and collaboration remain key to the Department's on-going success with reaching members of San Francisco's more vulnerable and hard-to-reach populations. Current community partners include nearly 250 nonprofit, community-based and private sector organizations, advisory committees, local businesses, hospitals and care facilities, colleges, as well as other city departments and government agencies. Prior to the June 7 election, the Department will contact these partners with key information about the upcoming election, provide resources and materials for distribution to their constituents, and invite them to collaborate with Department outreach staff at community events.

i. Non-profit and Governmental Partnership Activities

Working with hundreds of local non-profit partners in this election cycle, the Department's outreach team will proactively seek new opportunities to conduct comprehensive voter education presentations at locations such as community centers, places of worship, and entertainment venues. Outreach coordinators will also schedule many in-person resource tables to facilitate voter registration and educate residents about the upcoming election and voting options – using both group and one-on-one strategies to educate voters at neighborhood venues such as flea markets, farmers markets, and grocery stores.

In addition, the Department will supplement outreach to the general public with its 2022 Voter Partnership Grant Program for local nonprofit and community-based organizations. Focus populations intended to be reached through this *Grant Program* include a) BIPOC residents, b) unhoused or housing insecure individuals, c) individuals involved in the criminal justice system, including those currently on parole, d) seniors and people with disabilities, and e) members of San Francisco's minority language communities. With the same populations in mind, Department staff will also collaborate with several governmental entities and local organizations, including the Office of Racial Equity, the Department of Homelessness and

Supportive Housing, the Tenderloin Linkage Center, the San Francisco Housing Authority, Project Homeless Connect, Swords to Plowshares, the Homeless Prenatal Project, Episcopal Community Services, Catholic Charities, Self-Help for the Elderly and Five Keys, while also maintaining established programs as follows:

- Working with the Prisoner Legal Service unit of the Sheriff's Department, the Department will continue to facilitate the Incarcerated-Person Voting Program to provide tailored outreach materials, registration forms, and ballots to eligible San Franciscans involved in the justice system.
- The Department will continue to collaborate with the San Francisco Library for the Blind and Print Disabled and the San Francisco In-Home Supportive Services Public Authority to reach voters served by these agencies.
- The Department will continue to partner with the Office of Civic Engagement and Immigrant Affairs (OCEIA) and work with its multilingual OCEIA Community Ambassador Street Team to distribute election information to immigrants, LEP populations, and other individuals who may not receive election messages via mainstream channels.
- The Department will partner with the San Francisco Public Library to organize resource and registration tables, thus providing opportunities for members of the public to interact with Department outreach staff in one-on-one settings.

ii. Advisory Language and Accessibility Committees

The Department will continue to work with its Language Accessibility Advisory Committee (LAAC), a group comprised of language access leaders and members of the public, to reach and disseminate election information to voters from minority communities and improve language-related services and materials offered by the Department. Similarly, the Department will continue working with its Voting Accessibility Advisory Committee (VAAC), a group comprised of accessibility experts and members of the public, to improve its materials and services for voters with disabilities and seniors.

iii. Hospitals

The Department currently works with many care facilities and hospitals throughout San Francisco to provide election-related services. Prior to the June 7 election, the Department will reach out to nearly 135 such facilities to provide resources designed to help their patients and residents register to vote and cast ballots. In the last week of the voting period, when it is too late to mail ballot packets, the Department will facilitate ballot pickup and delivery for voters who find themselves unable to travel.

iv. Schools

The Department will continue to work with local high schools, colleges, and universities to disseminate election information and materials. Communicating with student advocates, professors, and school administrators, the Department will provide registration and voting resources to all interested parties and encourage the distribution of election-related messages through student communication channels.

The California Education Code designates the last two full weeks in April and September as "High School Voter Education Weeks". This April, the Department will therefore work with local high schools, encouraging their students to partner with the Department to promote civic education, voter registration, and poll worker service. Prior to this period, student ambassadors will be invited to meet with Department staff to learn about voter registration procedures and to brainstorm ideas for promoting civic engagement and voter participation through face-to-face interaction and on social media. Ambassadors will also receive an "Ambassador Handbook" that explains registration eligibility requirements, a sample calendar to help students plan their activities, a score sheet to track their achievements, FAQs about voting and volunteering as a poll worker, and other resources. While serving as ambassadors, students will take an active role in encouraging their peers, family members, and community to register or pre-register to vote, participate in elections, and volunteer as poll workers

v. Employment Centers and Local Businesses

This spring, the Department will continue to work with local job training and vocational service providers. In addition to providing election materials, the Department will distribute materials designed to inform program participants about temporary employment opportunities with the Department and serving as a poll worker. To increase visibility of election-related materials at locations that provide essential goods and services, the Department will also work with merchants to display posters in their storefronts, with a particular focus on businesses in neighborhoods with below-average city turnout. Poster topics will focus on voting options, language and accessibility options, and highlight opportunities to serve as a poll worker.

XI. Polling Places

For the June 7 election, the Department will support 588 polling places to serve San Francisco voters on Election Day.

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

<u>CAEC §12286</u> requires that all poll locations be finalized at least 29 days prior to every election. However, the Department will make a concerted effort to secure all sites by the time the Voter Information Pamphlet (VIP) goes to print, 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 Election Day, 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.

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 when the polls open at 7 a.m. Specifically, the Department arranges with the providers 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 Morning.

XII. Facilitating Voting in Person

Voting Center services. The City Hal Voting Center will be open for in-person services during the early voting period. Between Monday, May 9 and Monday, June 6, the Voting Center will be open weekdays, 8 a.m. to 5 p.m., except May 30 Memorial Day holiday. Weekend voting will be available on the two weekends before the election, May 28-29 and June 4-5, 10 a.m. to 4 p.m. On Election Day, June 7, 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 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 ballotscanning 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.

Polling place services. Each of the City's 588 polling places 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 ballot formats, personal assistive device compatibility, and accessible voting tools such as page magnifiers, pen grips, and seated voting.

At all 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).

XIII. Facilitating Voting by Mail

Under Assembly Bill (AB) 37 all voters will automatically receive their ballots in the mail for all future elections, including the upcoming election.

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. The Department will continue mailing packets to new registrants and those who need replacement ballots up until four days before Election Day.

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.

The Department will continue to provide voters with an additional option to track the status of their ballots through the Secretary of State's *Where's My Ballot?* tool at <u>wheresmyballot.sos.ca.gov</u>. 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 37 any registered voter may choose to use an accessible voteby-mail (AVBM) system to access their ballot. The Department will open its AVBM system to all registered San Francisco voters 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 VBM voters who use official paper ballots must do.

Voters may return AVBM ballot printouts by using the official ballot return envelope enclosed with VBM packets 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** 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 June 7 election, there are 17 mail ballot precincts with registered voters and eight precincts with no voters. The Department mails VBM packets to all registered voters in mail ballot precincts approximately one month before the election. For voters in these

precincts who wish to drop off their ballots in person, special instructions include the addresses of the two nearest polling places.

XIV. Poll Workers

For the June 7 election, the Department will recruit and train approximately 2,200 poll workers to staff 588 polling places and 50 standby poll workers for dispatch to precincts that may require additional assistance on Election Day. Per San Francisco's current COVID-19 *Vaccination Policy*, poll workers serving in City elections will need to provide proof of COVID-19 vaccination to the Department.

Recruitment. In an effort to recruit a large and diverse group of regular and standby poll workers, the Department has contacted former poll workers who assisted in past elections and partnered with local organizations to disseminate information about the opportunity to serve as a poll worker to new prospective applicants. 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 citywide mailer and the Voter Information Pamphlet.

As in previous elections, the Department will make a concerted effort to recruit and assign bilingual poll workers to polling places where language assistance is likely to be needed. In determining polling places for bilingual poll worker placements, the Department employs multi-step criteria that originate from a variety of sources, including an analysis and application of local voter data, application of data provided by the Secretary of State as required by <u>CAEC §14201(f)</u>, and input from local community-based organizations and advocacy groups.

Assignment. For the upcoming election, each polling place will be staffed with at least three poll workers: one inspector and two 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.

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 Plans with custom layout diagrams intended to help set up accessible and efficient 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. The Department will continue providing both in-person and an online training courses, through which newly recruited and returning poll workers can acquire necessary knowledge to serve on Election Day.

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 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, and 4) custody procedures for voted ballots and other election materials.

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 training, as well as the optional bilingual course, in May by logging into their Poll Worker profiles; in-person training classes will also be offered at that time.

The Department will offer small group 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 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, and pre-election day duties. Chapters 2-4 walk poll workers through specific procedures, including setting up an accessible polling place; processing voters during voting hours; and securing and transferring ballots and results after the polls close. The 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.

San Francisco Department of Elections Page 32 of 47 Inspectors will be required to pick up the bags following their scheduled training lab. Upon picking up the bags, Inspectors and Department staff will conduct an inventory of all contents to make sure all required items are included, and then complete a Custody Transfer Form to document the transfer of ballot custody.

XV. Election Day Field Support Personnel

For the upcoming election, the Department will hire and train approximately 70 roving Field Election Deputies (FEDs) to provide support to poll workers and deliver supplies on an as-needed basis, and to serve as liaisons between poll workers and 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. 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, 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 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.

XVI. Logic and Accuracy Testing of Voting Equipment

The Department conducts Logic and Accuracy (L&A) testing of all vote-tabulating equipment prior to each election. L&A testing is the process by which voting equipment is configured, tested, and certified for accuracy.

The voting machines that currently comprise San Francisco's voting system are the ImageCast Evolution ballot-scanning machine, ImageCast X ballot-marking device, and ImageCast Central (ICC) scanner, all of which are subject to testing. The testing verifies that the specific ballot information for each precinct is correct, checks the performance of the vote tabulating and marking equipment, and ensures that the equipment properly records and accurately tabulates all votes.

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

The test plan includes a timeline for voting equipment testing and a description of tests to be conducted on each voting machine. The Board members will reconvene once the testing is complete, no later than seven days before the election as authorized by <u>CAEC §15000</u>, 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 and tabulation of the test ballot results occurs. 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 the City Hall Voting Center, the Department tests any machines that will serve as back up in case a replacement machine is needed on Election Day.

Testing of equipment used to tabulate vote-by-mail, provisional, and remake ballots. The ICC Scanners are located in the Department's ballot processing room in City Hall, where testing takes place.

The testing of the scanners is similar to the testing of the ballot-scanning machines. A predetermined set of test ballots that cover all ballot types are run on each scanner. Then, a results report is generated and compared for accuracy with the expected results.

XVII. Delivery of Voting Equipment and Supplies to Polling Places

When confirming polling place availability, the Department offers polling place providers 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 voting 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 May 27 and continuing to June 5, 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.

XVIII. Pre-Election Day Ballot Processing

With the passage of Assembly Bill (AB) 37 that made several amendments to the California Elections Code the Department can commence ballot processing 29 days before Election Day.

Vote-by-Mail ballot processing consists of four steps: 1) envelope scanning, 2) signature comparison, 3) ballot extraction, and 4) 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 four 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 May.

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.

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. 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. Ballot extraction. After undergoing envelope scanning and signature comparison, accepted vote-by-mail envelopes will proceed to ballot extraction phase. 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.

4. 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.

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

XIX. Election Center

For every election, the Department organizes personnel to work in the Election Center. 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:

- Coordinators in the incoming phone bank answer procedural questions from poll workers and dispatch field support personnel as necessary.
- Coordinators in the outgoing phone bank proactively monitor precinct activity and support field support personnel who, in turn, support polling places.
- Coordinators in the precinct services phone bank assist district support team drivers tasked with monitoring accessibility of polling places.
- 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:

- The campaign services team, stationed at the Department's front counter, receives and resolves calls from campaign representatives and questions related to electioneering.
- The public phone bank, stationed in the Department's office, receives calls directly from voters.
- The dispatch team, located in City Hall, South Light Court, receives and processes poll worker or supply dispatch requests made by the incoming phone bank and routed via IRIS.
- The IT team, stationed in the Department's office, 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.

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

At polling places, the Department provides 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, 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.

XXI. Election Results

Reporting preliminary results after the close of polls on Election Night. The Department intends to release the first preliminary summary report of election results at approximately 8:45 p.m. This report will provide the results from VBM 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, rankedchoice 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:

 On the results page of the Department's website, <u>sfelections.org/results</u> – all results reports, including the preliminary Statement of the Vote and the Cast Vote Record data, will be posted.

- 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)
- On Twitter @sfelections and Facebook.com/sfelections

Statewide Election results will be available at <u>sos.ca.gov</u> and on SFGTV, Channel 26 in a news ticker during SFGTV programming.

The Department will post a sample "zero" summary report on the Results page of the website in May. 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 its website 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 the ranked-choice voting contest, showing elimination of candidates until only two candidates remain, in the following formats:
 - a. Round-by-round elimination reports in PDF, Excel, and XML formats
 - b. Detailed round-by-round elimination reports in PDF, Excel, and XML formats
- 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 July 7, 2022 – the deadline to complete the canvass period.

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 <u>sfelections.org/results</u>. 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 June 7 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 Department personnel. These "AuditMarks," available alongside ballot images at <u>sfelections.org/results</u> 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 June 7 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 June 7 election. These logs record the operation of equipment during scanning and processing tasks, further informing members of the public regarding the system's operation.

In most recent elections, the Department posted a prototype of the Ballot Audit and Review application that allows the public to sort the images of vote ballot according to precinct, contest, and district. The Department will again post this application on its website for the June 7 election, enabling members of the public to audit the votes cast during the election using the images of the voted ballots and sorting these images with more specific criteria.

XXII. Post-Election Ballot Processing

Department staff continue to process ballots received before or on Election Day, including vote-by-mail and conditional voter registration 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 or dated on Election Day and received within seven days of Election Day, and any challenged ballots timely cured by voters.

XXIII. Canvass

California Elections Code requires an Official Canvass, which is an internal audit of the election to ensure the accuracy and validity of the results. The Canvass entails numerous processes that verify the accuracy of the computer count, including a hand tally of random ballot samples. For the June 7 election, the deadline to complete the official canvass is July 7.

Approximately 30 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.

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.

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 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 City Hall and processed using the ICC scanners.

One percent manual tally. As part of the Canvass, a one percent manual tally is conducted to verify the accuracy of the machine count of votes.

To randomly select ballots for manual tally, the Department uses 10-sided dice. After dice are rolled, the numbers facing up are matched to numbers assigned to an itemized list of precincts for which the Department will manually tally cards voted at a number of polling places equal to one percent of all precincts.

Next, the Department will roll the dice to select a number of batches of vote-by-mail and other ballots that equals one percent of the batches processed. These batches most likely include ballots from multiple precincts. For this latter category of ballots, the numbers from the rolled dice are referenced to a list of batch numbers.

The selection of ballots can be viewed in person or via live stream on <u>sfelections.org/observe</u>. Following the selection of ballots, the Department will post a recording of the process on <u>sfelections.org/observe</u>.

The Department will compare the manual tallies against the results reports issued from the voting system.

The purpose of conducting the manual count and then comparing those results to vote totals tabulated by the voting equipment is to verify that the equipment properly tabulated ballots.

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: June 7, 2022, Consolidated Direct Primary Election Calendar of Observable Activities

Before Election Day						
Activity	Details	Time	Location			
Selection of Letters	Selection of letters to identify each local	March 14, 11 a.m.	City Hall, Rm 48			
for Ballot Measures	measure that will appear on the ballot					
Random alphabet	The resulting order of letters is used for	March 17, 11 a.m.	City Hall, Rm 48			
drawing	determining the order of candidates' names on the ballot					
Proponent and	Selection of official proponent and opponent	March 17, 2 p.m.	City Hall, Rm 48			
Opponent	arguments if more than one proponent's or					
Argument Drawing Voter Outreach	opponent's argument are submitted	alla time, and leastion				
Presentations	Contact Matthew Selby (415) 554-4376 for details, time, and location.					
Logic and Accuracy	Testing of ImageCast Central (ICC)	April 25 – May 9, 9 a.m.–5 p.m.	City Hall, Rm 48			
Testing	Scanners and other media devices.					
	Testing of ImageCast Evolution Ballot-	April 25 – until complete, 9 a.m.–5 p.m.	Warehouse, Pier 31			
	Scanning machines					
	Testing of ImageCast X Ballot-Marking	April 25 – until complete, 9 a.m.–5 p.m.	Warehouse, Pier 31			
	devices.					
Poll Worker	Contact Matthew Selby (415) 554-4376 for det	ails, time, and location.	I			
Training						
Voting Center	Any voter may vote or drop off their vote-by-	May 9– June 7, Monday–Friday, 8 a.m.–	City Hall, in front of Rm 48			
	mail ballot at the City Hall Voting Center	5 p.m. and May 28-29 and June 4–5, 10				
	beginning 29 days before the election.	a.m.–4 p.m.				
Vote-by-Mail Ballot	Sorting, scanning, and verifying signatures	As early as April 25, following	City Hall, Rm 48			
Processing	on vote-by-mail ballot envelopes in	transmission of ballots to military and				
J	preparation for ballot counting.	overseas voters, until complete				
	(Streamed on sfelections.org/live)					
	Opening of vote-by-mail ballot envelopes,	May 9 until complete	City Hall, Rm 48			
	ballot extraction, ballot scanning in					
	preparation for tabulation.					
	(Streamed on sfelections.org/live)					
	For activity on a specific day, contact Matthew Selby (415) 554-4376.					
Ballot Adjudication	When ballots contain valid votes, including	May 9 until complete	City Hall, Rm 48			
and Remake	when a ballot was irregularly marked, torn,		-			
	or otherwise damaged and unreadable, the					
	Department reviews and adjudicates or					
	remakes when necessary, these ballots.					
Ballot Drop-Off	Any voter may return their vote-by-mail ballot	May 9 – June 7	For locations, visit			
Stations	to any of the official ballot drop-off stations.		sfelections.org/ballotdropoff			
Mock Election Day	Practice of resolving possible Election Day	June 4, 10:30 a.m12:30 p.m.	Rm adjacent to City			
Support Center	issues in a simulated environment.		Hall café			
	(Streamed on sfelections.org/live)					
	Cureamed on Stelecholis.org/live		1			

On Election Day							
Activity	Details	Time	Location				
Voting Center / Polling Places	The City Hall Voting Center and 588 polling places are open to local voters who wish to register to vote or vote in person, use accessible voting equipment, receive personal assistance, or return their vote-by-mail ballots.	Election Day, June 7, 7 a.m.–8 p.m.	For locations, visit sfelections.org/MyVotingLocation				
Ballot-Drop Off Stations	Any voter may return their vote-by-mail ballot to any of San Francisco's official ballot drop-off stations.	Election Day, June 7, 7 a.m.–8 p.m.	For locations, visit <u>sfelections.org/ballotdropoff</u>				
Election Day Support Center	Provides support to poll workers and dispatches in-person assistance to polling places when needed. (Streamed on sfelections.org/live)	5:30 a.m. to approximately midnight	Rm adjacent to City Hall café				
Processing Center	Receives voted ballots, rosters of voters, and other materials from polling places.	Begins after 8 p.m. and continues until all polling place materials have been received	Warehouse, Pier 31				
Data Collection Center	Receives memory cards from polling places.	Begins after 8 p.m. and continues until all polling place memory cards have been received	City Hall, McAllister St. entrance				
Election Night Results Reporting	Results are available on <u>sfelections.org/results</u> , San Francisco Government Television – SFGTV, Channel 26	First preliminary results released at approximately 8:45 p.m. with updates released at approximately 9:45 p.m. and 10:45 p.m.	City Hall, North Light Court				
	Afte	r Election Day					
Activity	Details	Time	Location				
Ballot Processing and Tabulation	Ballots include vote-by-mail ballots that voters returned to polling places and drop-off stations, and that the Department received in the mail within seven days of Election Day; vote-by- mail ballots that were timely remedied by voters; 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 (no later than July 7)	City Hall, Rm 48				
Results Reporting after Election Night	The Department holds press briefings and posts updated results on its website on any day ballots are tabulated.	Daily at approximately 4 p.m.	In front of Rm 48 and on sfelections.org/results				
Canvass	An internal audit of the election to ensure the accuracy of results.	June 9 – until complete but no later than July 7, 8 a.m.– 5 p.m.	Warehouse, at Pier 31				
1% Manual Tallies Random Selection	Random selection of precincts and batches for manual tallies. (Streamed on sfelections.org/live)	June 20, 10 a.m.	City Hall, Rm 48				
1% Manual Tallies	Manual count of ballot cards from random selection.	June 22 – until complete but no later than July 7, 8 a.m.– 5 p.m.	Warehouse, at Pier 31				