

DEPARTMENT OF ELECTIONS

EMERGENCY PLAN

Updated October 29, 2009

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PREFACE

In an emergency, the Mayor looks to each department to organize, manage, and execute emergency actions necessary to protect lives and property and restore basic public services. To do this, each department is required to maintain an emergency plan that provides for the protection of staff, continuity of critical department functions, and support for the overall City response under the City's *Emergency Operations Plan*. This Plan is organized according to the City's emergency plan template.

NOTE: During a state of emergency only the Governor under Government Code Section 8571 can suspend the Department's duty to conduct an election.

SECTION 1

MAYOR'S AUTHORITY AND DUTIES OF CITY PERSONNEL IN EMERGENCIES

- A. The Mayor has the authority to organize City personnel during emergency situations, and,
- May require emergency service of any City officer, employee, or citizen.
 - May requisition necessary personnel or material of any City department or agency.
 - May assign City employees, regardless of civil service class, any duties that they are capable of performing safely.
- B. City Personnel are also responsible to know the following:
- No supervisor is authorized to release any employee from work in the event of an emergency without the approval of the department head after consultation with the Mayor. Employees who leave without such authorization may be subject to disciplinary measures.
 - During an emergency, the City is organized under the Standardized Emergency Management System and all employees should be trained on and familiar with the basics of the system.
 - Emergency Response Districts (Fire Battalion District Stations) are equipped with emergency communications, including HAM radios, and Battalion Fire Chiefs have the authority to direct employees in emergency work if the employee can not communicate with their department operations center.
- C. In an emergency during normal working hours, all employees should initially:
- Remain at work to be available to assist in emergency response and recovery.
 - Take appropriate safety precautions.
 - If away from their work-stations, return as soon as possible for instructions.
- D. In an emergency outside normal working hours:
- Employees with emergency assignments should respond according to their pre-established emergency response instructions.
 - All other employees are expected to report to work at their normal shift, unless they have been called out for emergency duty or informed over the Emergency Alert System or other media that the Mayor has directed that non-essential employees not report to work.

SECTION 2

LEVELS OF EMERGENCY RESPONSE

The City measures its responses to emergencies by the degree of alert created by an emergency:

- Shelter in Place – Heightened security measures in effect; building may be closed to public; building may be closed to all but essential employees.
- Full Evacuation – Immediate evacuation of all personnel from building

“Essential employees” are defined as those employees with emergency response assignments or who are necessary for the performance of critical department functions as explained in Section 5.

SECTION 3

COMMUNICATION METHODS AFTER EVACUATIONS FROM CITY FACILITIES

It is important that during and/or after an emergency that you have the capacity to communicate with evacuated employees. Adequate communications will ensure that accurate information and clear instructions will be transmitted. Each department emergency plan should include procedures for communicating with and instructing employees and should outline a system to accomplish this communication link.

The methodologies to be used could include:

- Cellular telephones.
- 800 MHZ radio system during Election Day.
- Department Voice-mail system.
- Text Messaging
- Home Phones

SECTION 4

PROTECTION AND RECOVERY OF VITAL RECORDS

The Department daily creates back up tapes of the database containing voter records and stores these tapes in a fire-proof safe in the Department. The Department weekly sends a back up of the voter database to a facility in Sacramento so that the voter records are not secured in one location. The last weekly backup file for each month is retained at the Sacramento facility for one month.

SECTION 5

IMPLEMENTATION OF THIS PLAN

The Department will periodically hold drills during various times in the election cycle so that all personnel are familiar with the Department's emergency plans.

SECTION 6

EMERGENCY PROCEDURES FOR FACILITIES ON ELECTION DAY DURING SHELTER IN PLACE

I. Heightened security: In the event of the adoption of "Shelter in Place" security levels in City Hall, the Department will request of the Sheriff's Office that voters be allowed to enter and exit City Hall through the Grove Street entrance. The Department will also request the presence of additional Sheriff's deputies in the areas of the Department's early voting counter and front counter.

II. Evacuation of the public from City Hall: In the event of an evacuation of the public, all voters and members of the public will be instructed to leave the building, and informed of the location of the alternate operational sites the Department will use so that public observation of election activities can continue to take place.

Specifically, an evacuation of the public requires that the following steps be taken:

A. Voting Counter

- Voters and any observers must be informed of the emergency, told to evacuate, and informed of the location of the alternate site at which voting will occur
- Vote-by-mail ballots will be secured, and the pre-prepared emergency cart (stocked with voting supplies) transported to the site for emergency voting
- Emergency voting station will be organized at the alternate site, and voting materials provided
- Polling place signs will be posted at the entrances to City Hall (Grove Street, Van Ness Avenue, McAllister Street and Dr. Carlton B. Goodlett Place) relocating voters to the alternate temporary site.
- The emergency voting alternate temporary site will be the front counter of the Veterans Memorial (401 Van Ness Avenue) located in the main lobby. Rooms 212 and 213 have also been reserved for operations such as data entry if needed.

B. Front Counter

- Members of the public and any observers will be informed of the emergency, told to evacuate, and informed of the alternate site at which Department functions will occur
- An explanatory message will be posted on the public phone line

C. Computer Room

- Observers must be informed and told to evacuate the building
- Ballot-processing must stop and all ballots and processing equipment must be secured

If the Director of Elections determines that ballot processing and tabulation shall take place at an alternate site:

- Ballot-processing equipment and ballots must be moved to the alternate site
- Observers and the public must be informed of the move of the ballot processing operation to an alternate site
- Vote tabulation will be performed using tabulation-capable laptop computer, prepared by the Department's Management Information System and the City's General Services Agency.

D. Vote-by-mail Ballot Extraction Personnel

- Extraction must be stopped and ballots secured

If the Director of Elections determines that vote-by-mail ballot extraction shall take place at an alternate site:

- Vote-by-mail ballots must be collected and transported to a secure alternate site
- Extraction crew will reassemble at the alternate site and resume the extraction process

Alternate site: The alternate site for extracting vote-by-mail ballots from their envelopes is Brooks Hall located underneath the Bill Graham Civic Auditorium.

During an evacuation of the public from City Hall, the Department's Voter Services Division operations *not* involved with the voting counter, the Voter Outreach Division and Front Counter informational phone banks, the poll-worker and driver dispatch operations, and the Election Center staff **will continue their Election-Day functions in City Hall**. All drivers and field election deputies will be contacted and informed of the heightened security measures at City Hall.

SECTION 7

EMERGENCY PROCEDURES FOR CITY HALL ON ELECTION DAY DURING FULL EVACUATION

In the event of a full evacuation of City Hall, the following steps *in addition to* the steps outlined for Stages 2 and 3 security levels would need to be taken:

A. Evacuation of All Personnel: employees in all divisions must evacuate immediately and should assemble at the Department's emergency assembly site on Civic Center Plaza where roll will be taken.

B. Voter Outreach and Front Counter Phone Banks

- Pre-recorded emergency explanation message, in multiple languages where appropriate, will be posted on phone bank lines while phone numbers are forwarded to the alternate site

- Phone bank numbers will be forwarded to phones at the alternate site.
- Phone banks will be reestablished at the alternate site.

C. Election Center Personnel

- “Resolved” and “open” problem-tracking sheets will be collected and taken to alternate site by the problem resolution team
- Emergency pack (containing pens, PAIR forms, clip boards, Election Center monitor binders and dedicated cell phones) will be taken to the alternate site by the Election Center monitors
- Individual information and resource binders will be taken by Election Center staff to alternate site
- Election Center phone lines will be routed to a dedicated group of cell phones (contained in emergency pack) by personnel from the Department of Technology — in the interim, pre-recorded emergency explanation message will be posted on the Election Center phone lines
- All files previously backed up on disks and in hard copy will be collected and taken to alternate site by the Election Center monitors
- Dedicated laptops, with which the IT Division is capable of dialing in from a remote location for access to the Department’s server and the Data Information Management System (DIMS, election-specific software) will be taken to the alternate site by IT staff

E. Alternate site

The alternate site for the Election Center is the 311 facility located on 1 South Van Ness Avenue. If the decision is made to relocate to the 311 site, dispatch drivers will be used to transport Election Center staff.

F. Standby Poll-worker Dispatch

On Election Day, Pollworker Division staff in the South Light Court will inform standby poll-workers to safely exit City Hall and where to reconvene.

- Drivers and standby pollworkers will be evacuated and directed to the designated alternate site, where staff will re-organize standby pollworkers and resume pollworker and driver dispatch operations
- Resolved and outstanding problem tracking sheets will be collected and taken to alternate site
- Emergency pack (containing pens, PAIR forms, clip boards, and dedicated cell phones) will be taken to the alternate site
- All files previously backed up on disks and in hard copy will be collected and taken to the alternate site by dispatch monitor
- Any drivers in the field must be called, notified of the emergency, asked to give reports of their safety and instructed to remain in the field awaiting further instruction or report to the alternate site

Alternate site: The alternate site for Election Day pollworker dispatch is Brooks Hall, in the basement of Bill Graham Civic Auditorium. Should Brooks Hall become unavailable, the pollworker dispatch operation can take place in the Civic Center plaza outside City Hall

SECTION 8

GENERAL PROCEDURES FOR EMERGENCIES

The Department of Elections currently operates from three sites, City Hall, Brooks Hall (located underneath Bill Graham Civic Auditorium; where the Department stages ballots for use at the polling places), and its warehouse on Pier 48. On Election Day, the Department also stages up to 561 polling places throughout the City. All Department staff are trained in emergency procedures that include information on evacuation, fire, bomb threat, earthquake, and air contamination safety. The Department's computer room remains code-key locked at all times with restricted access.

Evacuation Procedures

Evacuation of Operations in City Hall

In the event of an evacuation of City Hall, staff are to evacuate the building in a calm manner through the nearest exit. Staff are to reassemble at the DOE assembly site on Civic Center Plaza as designated by City Hall Building Services. Prior to evacuating, Campaign Services will retrieve and carry the daily staff sign-in sheet and the DOE Emergency Bag; this bag includes emergency supplies such as a flashlight, a first aid kit and staff emergency contact information. If time permits, the Campaign Services Division is responsible for initiating the "Send Calls" function for the main phone line (554-4375) which will route all calls to voice-mail. Once in a safe location, Campaign Services will call the voice-mail and change the greeting to reflect the evacuation.

Should any members of the public be in the office when an alarm sounds, staff will inform them they are to evacuate the building immediately.

Once outside and in the assigned location on Civic Center Plaza, the appointed Emergency Coordinator will hold a sign stating "48". Division Managers will forward the daily staff sign-in sheets to the Emergency Coordinator who will then take roll. Managers will assist in the taking of roll of their staff from the sign-in sheets kept in their divisions. Staff will await approval from emergency personnel and/or the DOE Emergency Coordinator before re-entering City Hall.

Evacuation of Brooks Hall

In the event of an evacuation of Brooks Hall, staff needs to secure ballots by locking all gates when evacuating. Personnel are to evacuate to the Department's meeting area on the Civic Center Plaza.

Evacuation of Pier 48

In the event of an emergency that physically threatens Pier 48, all personnel must evacuate the site. The Department will need to locate an alternate site in which ballots and election materials from the polls can be delivered after the close of voting. The Warehouse Manager or lead staff will call 911 if the emergency is a situation that threatens human life or property and demands immediate attention and next will contact management staff at City Hall. The Warehouse Manager or lead staff will take attendance using the attendance

sign in/out log. An emergency instruction sheet with contact numbers will be attached to the attendance log and additional copies posted in the work area. Staff will await approval from emergency personnel before re-entering the warehouse.

Emergencies affecting one or more polling places

In the event of an emergency affecting one or more polling places, relocation and/or consolidation of polling places may be required. Under such circumstances, the following procedures must be observed:

- Under instruction from and in communication with the Precinct Services Division in the Election Center, district drivers (field support personnel) will identify new accessible polling places or sites for possible polling place consolidation
- With assistance from nearby field election deputies and the pollworkers of any affected polling places, district drivers will post signage advising voters of the relocation or consolidation, and directing them to new sites.
- At least two poll workers, field election deputies or district drivers must remain with the ballots from each polling place at all times, and monitor that the ballots are securely transferred to the new polling place locations.
- Election Center staff will contact the Department's liaison at the Sheriff's department, so that all Sheriff's deputies whose ballot- and roster-of-voters-collection routes are impacted by polling place relocations or consolidations and are informed of the new locations.

Emergency Training

The Department of Elections staff are provided with the following safety tips for specific emergencies.

Earthquake

In case of an earthquake staff are instructed to:

1. Drop to the floor, staying away from windows, hanging objects, and tall furniture. Do not rush for the door or use the elevator.
2. If possible, take cover under a steady piece of furniture, like a desk or table.
3. Hold onto the furniture and be prepared to move with it. Stay where you are until the ground stops shaking.
4. Be prepared for aftershocks.

Staff working in City Hall should expect to remain in City Hall until further instruction is given.

Staff working Pier 48 should evacuate to their designated sites as soon as the ground stops shaking. The on-site Manager is to contact the Director or Deputy Director for further instruction. Staff working at Pier 48 must move away from racks, tall shelving, skylights and evacuate to their designated site at Parking Lot A. The on-site Manager is to contact the Director or Deputy Director for further instruction.

Air Contamination

In case of a chemical or radiation disaster staff are instructed to “shelter in place” unless other emergency instructions are given. This means staff should close all windows and doors, pull blinds and curtains, and turn off air conditioners and ventilators if possible.

Staff working at Pier 48 are to either evacuate the area immediately and/or “shelter in place” in the office trailer.

Power Outage

In the event of a power outage, staff are to turn off all appliances and computers. Flashlights are located throughout the Department in each division.

Staff are to remain at their respective worksites until further notice is given.

SECTION 9

INCREASED SECURITY DURING EMERGENCIES

Following are the Department of Elections procedures for addressing the need for increased security.

Standard security measures: All staff and visitors are required to sign in and out; all staff and visitors are required to wear City- or Department-issued ID badges. Visitors are those non-employees who enter the Department’s offices beyond the front desk and are to be escorted at all times. The Department’s computer room remains locked by a code-key lock.

Heightened security measures: Only individuals who have prescheduled appointments may enter the Department. Public access will be restricted to the front desk area. The door between the lobby and Campaign Services area is to be closed at all times. The doors of City Hall rooms 43A and 59 and all doors leading from the Department into the main hallways are to remain closed at all times.

Building is closed to the public, all employees retained: All appointments and deliveries are to be cancelled. Staff assigned to City Hall will be instructed by the Director or Deputy Director to remain in City Hall. Staff working in the field will be notified of the building’s closure and are to remain at their respective sites until further notice.

Building closed to public, only essential employees admitted: The DOE Director or Deputy Manager will call Division Managers. Division Managers will then contact all staff. Personnel essential to performing critical Departmental functions in the case of an emergency will be told when and where to report. Staff who, during an emergency, are not essential to critical Departmental functions will be instructed not to report to work until further notice.

Immediate evacuation of all personnel from the building: In the event of an evacuation of City Hall, staff are to evacuate the building in a calm manner through the nearest exit. Staff are to reassemble at the DOE assembly site in Civic Center Plaza as designated by City Hall Building Services. Prior to evacuating, Campaign Services will retrieve and carry the daily staff

sign-in sheet and the DOE Emergency Bag; this bag includes emergency supplies such as a flashlight, a first aid kit and staff emergency contact information. If time permits, the Campaign Services Division is responsible for initiating the “Send Calls” function for the main phone line (554-4375) which will route all calls to voice-mail. Once in a safe location, Campaign Services will call the voice-mail and change the greeting to reflect the evacuation.

Should any members of the public be in the office when an alarm sounds, staff will inform them they are to evacuate the building immediately.

Once outside and in the assigned location in Civic Center, the appointed Emergency Coordinator will hold a sign stating “48”. Campaign Services will forward the daily staff sign-in sheet to the Emergency Coordinator who will then take roll. Staff will await approval from emergency personnel and/or the DOE Emergency Coordinator before re-entering City Hall.

SECTION 10

IDENTIFICATION OF ESSENTIAL FUNCTIONS

Within an election cycle, Election Day functions are considered “essential”. These functions directly enable voting and vote processing on Election Day, and cannot be interrupted for any period of time. The table below outlines the continuity of operations plan for essential Department functions. It includes the responsible division, the main manager who oversees the function, the order of succession in that manager’s absence, the main site of the activity, and potential alternative sites.

ELECTION DAY: The following are functions of the Department of Elections that are to resume immediately following an emergency.

Function	Description	Division	Main	Succession	Site	Alt. Site
Election Center	Coordinating all Election Day activities through the Incident Reporting Information System (IRIS) database. Communicating between polling places, field staff, and City Hall staff; dispatching poll workers, voting machines, etc.	Administrative	Deputy Director II	Election Center Monitors (2)	City Hall	311 Center
Election Center IT Support	Support for IRIS, hardware and network.	Management of Information Systems (MIS)	MIS Manager	Database Analyst, Programmer Analyst and Information System Administrator	City Hall	Veterans Memorial Building > Facility with Internet access

Function	Description	Division	Main	Succession	Site	Alt. Site
Poll-worker Dispatch	Dispatching backup pollworkers to precincts per request. Efforts are coordinated with the Driver Dispatch.	Poll-worker	Deputy Director II	Training Supervisor > Pollworker Coordinator	City Hall	Bill Graham Auditorium > Veterans Memorial Building
Field Election Deputy (FED) deployment	Coordinating deployment of FEDs to their territories.	Poll-worker	Deputy Director II	Training Supervisor > FED Program Supervisor	City Hall / Pier 48	311 Center / Brooks Hall
Ballot Deployment	Preparing and distribute back-up ballots for Polling Place use. Coordinate with the Driver Dispatch	Ballot Distribution	Ballot Distribution Manager	Ballot Distribution Supervisor	City Hall / Brooks Hall	Bill Graham Auditorium > Veterans Building > Pier 48
Logic and Accuracy Testing	Preparation and testing of Edge units before they are issued out as replacements for polling place units.	Logic and Accuracy	Logic and Accuracy Manager	MIS Manager	City Hall	Veterans Building > Bill Graham > Brooks Hall
Polling Place Locations	Support for facilities being used as voting locations	Precinct Services	Precinct Services Manager	Poll Locating Supervisor and Database Supervisor	City Hall	311 Center
District Lead Staff	Troubleshooting field staff assigned to supervisory district territories and supplied with additional voting equipment.	Precinct Services	Precinct Services Manager	Poll Locating Supervisor and Database Supervisor	City Hall	311 Center
Supply Station Staff	5 location across the City supplied with additional voting equipment (3 being 15ft trucks)	Precinct Services	Precinct Services Manager	Poll Locating Supervisor and Database Supervisor	City Hall / 5 satellite supply stations	311 Center / mobile supply stations
Signage Posting	Posting signage notifying voters of polling place relocation	Precinct Services	Precinct Services Manager	Poll Locating Supervisor and Database Supervisor	City Hall	311 Center
Public Phone Bank	Assisting callers with Election Day questions on vote by mail, voter information pamphlet, registration, polling place location, pollworkers etc.	Campaign Services	Campaign Services Manager	Campaign Services Lead	City Hall	311 Center

Function	Description	Division	Main	Succession	Site	Alt. Site
Public Outreach	Informing the general public, target groups as well as the Chinese- and Spanish-speaking communities on the continuation of the election through the mainstream and ethnic media in case of an emergency on E-Day.	Outreach	Outreach Manager	Outreach Supervisor	City Hall	311 Center
Early Voting Counter	Central voting location for voters of San Francisco	Voter Services	Voter Services Manager	Voter Services Supervisor > Voter Services Lead	City Hall	Bill Graham > Veterans Building
Early Voting IT Support	Support for the Election Management System, hardware and network.	MIS	Data-base Analyst	Information Systems Admin > MIS Manager > Programmer Analyst	City Hall	Bill Graham > Veterans Building
Deputy Sheriff Training	Training Deputy Sheriffs to collect ballots and election materials on election night after the polls are closed.	Poll-worker	Deputy Director II	Training Supervisor > Trainer	Pier 48	Brooks Hall
Memory Pack Collection	Coordinating with MIS Division, the Department of Parking and Traffic, and Sheriff to collect memory packs for election day results, include creation of collection routes, procurement of space and set-up.	Ballot Distribution	Ballot Distribution Manager	Ballot Distribution Supervisor	City Hall	Pier 48
Results Tally and Reporting	Upload memory packs and results cartridges, ensuring accuracy of data, producing print and web reports.	MIS	MIS Manager and Data-base Analyst	Programmer Analyst and Information Systems Admin	City Hall	Pier 48
Vote-by-Mail (VBM) Ballot Collection	Coordinate pick up of VBM ballots with Sheriff and USPS at Evans Street post office at close of polls.	Ballot Distribution	Ballot Distribution Manager	Ballot Distribution Supervisor > Ballot Processing Lead	City Hall (return site from post office)	Bill Graham > Veterans Building > Pier 48
Processing Center	Receiving and inventorying voted ballots and other election materials on election night.	Admin / Warehouse	Deputy Director I	Warehouse Manager > Logic and Accuracy Manager	Pier 48	Bill Graham > Brooks Hall
Processing Center IT Support	Support for Tiger Eyes Inventory System, hardware and network	MIS	Information Systems Admin	MIS Manager > Database Analyst and Programmer Analyst	Pier 48	Bill Graham > Brooks Hall

Function	Description	Division	Main	Succession	Site	Alt. Site
Contacting staff and relaying reporting information	Contacting staff in an emergency. Coordinating staff in emergency response efforts as needed.	Admin	Deputy Director I	Purchasing Clerk > Administrative Assistant	City Hall	311 Center

SECTION 11

IDENTIFICATION OF CRITICAL FUNCTIONS

The Department of Elections operates under four work periods in a typical election cycle. They are:

- Pre-election preparation;
- Election Day;
- Post-election canvass; and
- Off-election.

The number of functions that each Department division performs that should be considered “critical” depends on the work period. Election Day functions are essential and cannot be interrupted for any period of time; they are outlined in the previous section. Other Departmental functions are considered critical according their proximity to the election.

The following information outlines by division the critical functions that must resume as soon as possible after an emergency. In cases where critical functions must be resumed within a certain period of time to ensure the continuity of Departmental operations, that time period is specified by days prior to or after Election Day (E- or E+). It also includes the order of succession in the event of the division manager’s absence, the main site of the activity, and potential alternative sites.

Administrative Division

The Administrative Division addresses payroll, finances, human resources, supplies and equipment, and infrastructure needs of the Department.

Critical functions:

Function	Description	Time Period	Succession
Payroll and personnel	Recording and reporting staff salaries, wages, etc.	Year-round	Payroll and Personnel Clerk > Purchasing Clerk
Budget maintenance	Preparing and maintaining the Department’s annual budget.	Year-round	Purchasing Clerk and Administrative Assistant

Function	Description	Time Period	Succession
Supply procurement and vendor communication	Ordering and arranging payment for all Department supplies and services.	Year-round	Purchasing Clerk and Administrative Assistant

The Administration Division functions should resume immediately after an emergency, regardless of work period. Because the Administration Division is responsible for contacting vendors and staff and ordering supplies, its staff may need to be part of the post-emergency assessment.

Possible alternative sites for the Administrative Division: In the event of an evacuation from City Hall, vital records will be transferred to Brooks Hall. The processing of payroll information and procurement of supplies can continue as long as records exist and access to the City's databases is available.

Ballot Distribution Division

The Ballot Distribution Division receives, inventories, and processes ballots prior to and after Election Day (California Elections Code Sections 13100-13121).

Critical functions:

Function	Description	Time Period	Succession
Developing Ballot Order	Collaborate with division managers to create ballot order for the election	E-80 through E-67	Ballot Distribution Supervisor
Coordinating the vote by mail production with vendor	Coordinating with vendor on ballot production and mailing including ordering envelopes and inserts and monitoring ballot deliveries.	E-120 through E-7	Ballot Distribution Supervisor
Hiring election workers to staff ballot processing, distribution, and Canvass.	Recruiting election workers to staff ballot processing to ensure ballots are counted.	E-60 through E+28	Ballot Distribution Supervisor
Prepare ballots for distribution	Preparing ballots for distribution to pollworkers, FED prior to E-day, and election day back up supply.	E-28 through E-7	Ballot Distribution Supervisor > Ballot Prep and Dist. Lead
Processing VBM and Election Day ballots at the central counting location	Processing vbm, provisional, Auxillary, and Edge remake ballots	E-11 through E+28	Ballot Distribution Supervisor > Ballot Processing Leads
Remake ballots	Duplicate ballots that can not be process by the 400-C machine, including all Edge votes.	E-11 through +28	Ballot Distribution Supervisor > Ballot Remake Lead
Managing Canvass	Conducting the official post-election Canvass as required by law for certification of election.	E+1 through E+28	Canvass Supervisor > Canvass Leads
Conducting special elections	Managing and conducting special elections as required (ex. Retirement Board Election, Health Service Board Election, Business Improvement Districts)	As needed	Ballot Distribution Supervisor

Vote-by-mail ballot distribution functions should be resumed 1-3 days after an emergency during the election preparation and post-election canvass periods. If ballots are damaged, replacement ballots are to be ordered immediately (California Elections Code Section 13101). In the event of an emergency that requires the evacuation of City Hall, all vote-by-mail ballots must be stored in an alternate secure location (Brooks Hall). Vote-by-mail ballot requests can continue to be satisfied from an alternate location as long as ballots and the voter database are available. The canvass should resume as soon as possible so it is completed by the legally mandated deadline (California Elections Code Section 15301). If the canvass cannot continue at Pier 48, Brooks Hall could be used as an alternate site.

Precinct ballot distribution functions should be resumed 1-3 days after an emergency during the election preparation period. If ballots are damaged, replacement ballots must be ordered immediately. In the event of an emergency that requires the evacuation of Brooks Hall, where all precinct ballots are stored, an alternate location must be secured and ballots transferred to this alternate location. If an emergency evacuation occurs during the period when ballots are picked up by polling place inspectors (starting 5 days before the election), modified distribution procedures must be adopted and pollworkers notified of the alternate pick-up location.

Possible alternative sites for the Ballot Distribution Division: Bill Graham Civic Center, the Veterans Memorial Building, and the Department’s warehouse on Pier 48.

During the post-election period, Canvass functions should be resumed 1-3 days after an emergency. However, if the emergency is severe and the resumption of activities cannot begin during this period, the Department may seek relief from the legally mandated 28-day deadline from the Superior Court. In the event that an evacuation of Pier 48 is required, an alternate location is to be secured and ballots transported as soon as possible. The Canvass can continue from an alternate site as long as access to the ballots is available.

Possible alternative sites for the Canvass: Bill Graham Civic Auditorium and Brooks Hall.

Campaign Services

The Campaign Services Division receives and processes candidate and ballot measure paperwork and maintains documents filed with the State’s Fair Political Practices Commission (FPPC). (California Government Code Section 85200 and California Elections Code Section 10220)

Critical functions:

Function	Description	Time Period	Succession
Observer Escort/ Front counter	Assisting observers on department tours and assisting voters by distributing election material, issuing court orders for registration, issuing potential candidate paperwork, selling maps and CDs of voter database.	E-Day and year - round	Campaign Services Supervisor > Campaign Services Lead
Public Phone Bank	Assisting callers with questions on vote by mail, voter information pamphlet, registration, polling place location, pollworkers etc.	E-Day and year - round	Campaign Services Supervisor > Campaign Services Lead

Function	Description	Time Period	Succession
Media Liaison	Media liaison responding to media requests on update on election day. Coordinating with Director for interviews.	E-Day and year - round	Director of Elections
FPPC Filings	Filing campaign and financial disclosure information; reporting information to Fair Political Practices Commission in accordance with Political Reform Act	Year-round	Campaign Services Supervisor > Campaign Services Lead
Candidate Filings	Issuing declaration of intention forms, signatures in lieu forms, and nomination paper petition forms to potential candidates. Advising candidates on important requirements and deadlines.	Year-round	Campaign Services Supervisor > Campaign Services Lead
Initiative Filings	Advising public, proponents, and legislators on the process of submitting measures: Charter amendments, ordinances, declarations of policy, and/or recalls.	Year-round	Campaign Services Supervisor > Campaign Services Lead

If the emergency overlaps in time with legally mandated filing deadlines, Campaign Services functions should resume as soon as possible and no later than 1-3 days after an emergency. In the event that an emergency requires the evacuation of City Hall, an alternate location must be located and relevant election files transported. Candidates are to be notified of the alternate location via telephone.

On Election Day, if City Hall must be evacuated, an alternate location for the phone bank must be secured immediately and the incoming calls transferred as soon as possible. In the meantime, a recorded message will be recorded by Campaign Services staff member providing information to callers.

Possible alternative sites for Campaign Services functions: Bill Graham Civic Center, and the Veterans Memorial Building.

Possible alternative site for the public information phone bank: 311 Center.

Logic and Accuracy Division (L&A)

The L&A Division tests the voting machines to ensure they accurately count votes, and prepares them for deployment prior to each election.

Critical functions:

Function	Description	Time Period	Succession
L&A testing of Polling Places and early voting equipment.	Testing of all voting equipment to be used for the Election.	E-56 to E-7	MIS Manager with support from Warehouse Manager

If an emergency overlaps in time with the L&A testing calendar, L&A testing should resume as soon as possible after an emergency in order to complete the testing by the legally required deadline (California Elections Code Section 15000). L&A testing can continue at an

alternate site as long as the precinct-based and vote-by-mail ballot optical scan voting equipment are available.

Possible alternative sites for L&A testing: The Veterans Memorial, Bill Graham Civic Center, or Brooks Hall.

Management of Information Systems Division (MIS)

MIS addresses the technological needs of the Department such as e-mail, server access and data ports.

Critical functions:

Function	Description	Time Period	Succession
Network Management	Managing the network infrastructure and maintaining Department servers	Year-round	MIS Manager>IS Admin>DB Analyst and Programmer Analyst
Voter Database Management	Managing the Department's voter information database (DIMS)	Year-round	DB Analyst> MIS Manager and Programmer Analyst
Application Administration	Programming and support for Department applications	Year-round	MIS Manager and Programmer Analyst>IS Admin and DB Analyst
IT/Help Desk Support	General IT troubleshooting	Year-round	IS Admin>MIS Manager>DB Analyst and Programmer Analyst

Most MIS Division functions should resume immediately after an emergency, regardless of work period. Because the MIS Division is responsible for the Department's network and retention of all electronic information, as well as the voter database, staff are to be involved in the post-emergency assessment. They will also be critical in transferring network access and database information to alternate work sites.

Possible alternative sites for MIS: The Veterans Memorial Building or any building with Internet access.

Outreach Division

The Voter Outreach Division is responsible for providing bilingual election information to San Francisco's minority language communities.

Critical functions:

Function	Description	Time Period	Succession
Identify and register qualified electors	Voter registration through outreach events, including presentations and tabling events.	Year Round	Outreach Supervisor

Function	Description	Time Period	Succession
Disseminate election information to the general public and target communities through various methods.	Utilization of various outreach mechanism to disseminate election information, including: brochure and poster distribution, community presentations, tabling events, ethnic and mainstream media outreach, newspaper advertising, and eNewsletters.	E-92 through E-1	Outreach Supervisor

In the event of an emergency, the Voter Outreach Division’s functions should be resumed as soon as possible. The Voter Outreach Division will disseminate pertinent information to the City’s minority language community through community contacts and the ethnic media. Relevant information could include: the continuation of an election, the postponement of an election, the cancellation of an election, and changes in polling place locations.

Pollworker Division

The Pollworker Division is responsible for recruiting and training pollworkers and Field Election Deputies (FEDs) prior to each election (California Elections Code Section 12304).

Critical functions:

Function	Description	Time Period	Succession
Developing pollworker training manual and training curriculum	Updating Pollworker Manual to reflect procedures for the type of election, current election law and departmental procedures. Developing class curriculum for each type of pollworker (clerk, inspector, high school student pollworker, bilingual clerk, FED).	E-125 through E-46	Training Supervisor > Trainer
Managing training class schedule and training database	Procuring training rooms to accommodate training classes held during the month preceding election. Updating training database with class locations, date and time, trainers’ assignment.	E-141 through E-13	Training Supervisor > Trainer
Facilitating pollworker training classes	Conducting training classes including procurement and organization of class materials, classroom and equipment set-up.	E-31 through E-2	Training Supervisor > Trainer
Recruiting pollworkers	Recruiting pollworkers to staff city’s polling places to ensure voter assistance on election day.	E-71 through E-1	Training Supervisor > Pollworker Coordinator
Assigning pollworkers to polling places	Assigning pollworkers to polling places while ensuring bilingual requirements mandated by federal and state law are met.	E-36 through E-1	Training Supervisor > Pollworker Coordinator
Scheduling pollworkers to training classes	Scheduling pollworkers to classes according to the information provided on the Availability Letters. Given prior working experience, pollworkers are scheduled to either Experienced or New classes.	E-38 through E-18	Training Supervisor > Pollworker Coordinator

Function	Description	Time Period	Succession
Processing pollworker stipends	Verifying stipend amount against Payroll Sheets collected on election day and making necessary changes/ adjustments in DIMS.	E-13 through E+1	Training Supervisor > Pollworker Coordinator
Hiring and assigning Field Election Deputies (FEDs)	Hiring FEDs to monitor and assist polling places on election day and provide communication between the field and the Department on election day. Each FED is given a territory comprised of several polling places.	E-43 through E-14	Training Supervisor > FED Program Supervisor

Training functions should be resumed as soon as possible after an emergency during the election preparation period. In the event of an emergency, alternate training sites and replacement trainers must be identified as soon as possible. The Pollworker Division must have access to the training database (DIMS) in order to contact pollworkers about changes in training locations and for recruitment of replacement trainers.

Possible alternative sites for pollworker training: Bill Graham Civic Center, Pier 48, the Veterans Memorial Building, San Francisco City College class rooms, and San Francisco Unified School District class rooms.

Pollworker recruitment functions should be resumed 1-3 days after an emergency during the election preparation period (California Elections Code Section 12304). All pollworkers should be notified that the election will still be held and their availability confirmed. In the event of a citywide emergency, replacement pollworkers must be identified and confirmed as soon as possible. The Pollworker Division can continue to contact pollworkers about changes in training class locations and to recruit replacement pollworkers as long as access to the voter registration database and the training database is available.

Possible alternative sites for the pollworker recruitment division: Bill Graham Civic Center, the Veterans Memorial Building.

Precinct Services

The Precinct Services Division locates and equips 561 polling places prior to each election (California Elections Code Sections 12280-12281). When allowed under Section 12241 of the California Elections Code, the Department may reduce the number of active polling places through precinct consolidation.

Critical functions:

Function	Description	Time Period	Succession
Delivery of Voting Equipment	Delivering, scanning and setting up voting equipment at each polling place	E-6 thru E-1	Poll Locating Supervisor and Database Supervisor
Retrieval of Voting Equipment	Retrieving and scanning voting equipment from each polling place	E+1 thru E+5	Poll Locating Supervisor and Database Supervisor

Function	Description	Time Period	Succession
Maintaining Precinct Boundary	Maintaining precinct boundary maps and databases CAEC §12220 - 12262	Up until E-88	Poll Locating Supervisor and Database Supervisor
Maintaining Accessible Polling Places	Locating and maintaining accessible polling location for each of the precincts CAEC §12280 - 12288	Year round	Poll Locating Supervisor and Database Supervisor
Maintaining Street Index	Assuring the street ranges are current and assigned to the correct precinct. Updating file with new streets or changes.	Year round	Poll Locating Supervisor and Database Supervisor

Precinct Services Division functions should resume 1-3 days after an emergency during the election preparation period. In the event that an emergency requires the evacuation of City Hall, an alternate site should be secured and DIMS transferred. The locating of polling places, consolidation of precincts and assignment of the mail-ballot precincts can continue from an alternate location. Should the emergency warrant, the Precinct Services Division will contact all polling place property owners to evaluate the condition of the polling sites and their availability for the election. Access to DIMS or a printout of data is needed for contact information. During critical election times a contact list is updated weekly and kept off site.

Publications

The Publications Division is responsible for creating and monitoring the delivery of each election's ballots and Voter Information Pamphlets (VIP) (San Francisco Municipal Election Code 500).

Critical functions:

Function	Description	Time Period	Succession
Administer the Ballot Simplification Committee	Create and distribute all documentation required for and resulting from meetings to draft digests of all local ballot measures	Beginning approximately E-106 (for notice, agendas, preparation of materials, etc.); meetings E-99 to E-85 deadline	Elections Clerk > most experienced Junior Clerk
Ballot production	Compile all information to be included on trilingual ballot; proofread; supervise production of all ballots, including audio and touchscreen formats	Approximately E-92 through E-39	Elections Clerk > most experienced Junior Clerk
Voter Information Pamphlet production	Compile all information to be included in English and translated Voter Information Pamphlets; proofread; supervise production of all versions, including accessible formats; distribute copies as needed; monitor delivery issues	Approximately E-99 through E-18	Elections Clerk > most experienced Junior Clerk
Public notices	Compile all information and translations for newspaper notices required by elections code (CAEC and SFMEC), place in official newspaper and Chinese / Spanish newspapers via newspaper group	E-127 through E-7	Elections Clerk > most experienced Junior Clerk

Publications functions should be resumed 1-3 days after an emergency during the election preparation period. In the event of an emergency, vital records must be recovered and an alternate site is to be identified equipped with computers and ideally with access to the Department’s server and e-mail. Depending on the stage of election preparation, the Publications Division may require access to its vendor's ballot layout software and a vendor representative.

Voter Service Division

The Voter Services Division maintains the City’s voter roll, administers vote-by-mail voting, and performs signature verification of election materials (California Elections Code Sections 2180 – 2226 and 3000 – 3024).

Critical functions:

Function	Description	Time Period	Succession
Maintenance of Voter Roll	Purge the voter rolls of deceased individuals, duplicate registrations, individuals of have moved out of county and individuals in prison or on parole for the conviction of a felony. CAEC § 2203-2213	Year-round	Voter Services Supervisor
Voter registration	Enter voter registration cards into the database. CAEC § 2107	Year-round	Voter Services Supervisor > Lead
Administer Vote-by-Mail Voting	Sort, scan, upload and verify signatures on returned voted ballots. CAEC § 3019, 3009	E-29 through E+28	Voter Services Supervisor > Lead
Mail Process	Process incoming mail and re-direct mail to other election offices.	Year-round	Lead > Election Clerk
Signature-in-lieu & Nomination papers	Process and verify signatures on signature-in-lieu and Nomination papers. CAEC § E061, 8105-8106, 8022, 8041,8061,8100.	E-158 through E-88	Lead > Election Clerk
State and Local Petitions	Process and verify signatures on state and local petitions CAEC§ 9030-9031 and 9114-9115	Year-round	Lead > Election clerks
Rosters	Reconcile voter changes/requests	E+13 through E+27	Supervisor > Lead
Vote-by-mail application requests	Process vote by mail ballot application requests. CAEC.§ 3001	E-60 through E-7	Supervisor > Lead
Early Voting	Satellite location for early voting EC §3018	E-29 through E-day	Lead > Election Clerks
Provisional ballots	Process Provisional ballots of voters who’s name do not appear of the roster. This includes tallying and verifying signatures. E.C. §14310	E+1 through E+10	Voter Services Supervisor > Election Clerks

During the election preparation and Canvass periods, if the emergency overlaps with legally mandated filing deadlines, Voter Services functions should be resumed as soon as possible and no later than 1-3 days after an emergency. An alternate site must be identified as

soon as possible and DIMS and network access transferred. Signature verification, voter registration, the processing of petitions, nomination papers, provisional and vote-by-mail ballots, and rosters can be continued at an alternate site as long as computers and envelope scanners are available.

As a convenience to voters, the Voter Services Division conducts an early voting program at City Hall 28 days prior to an election. During this period, if City Hall is evacuated, an alternate site must be secured and ballots, voting booths and voting supplies and DIMS transferred as soon as possible. If ballots are damaged, replacement ballots must be ordered immediately. Signs are to be placed outside of City Hall directing voters to the alternate site. Early voting can continue at an alternate site as long as ballots and the voter database are available.

Possible alternative sites for Voter Services functions: Bill Graham Civic Center and the Veterans Memorial Building.

Warehouse Division

The Warehouse Division oversees the activities conducted at the Department’s Pier 48 warehouse, including the storage and distribution of the voting machines, the preparation of polling place supplies, the rental of Election Day vehicles, and the election night Processing Center.

Critical functions:

Function	Description	Time Period	Succession
Voting equipment inventory, storage, maintenance and distribution.	Accounting for all voting equipment at and outside the pier. Following charging procedures and schedules for the Edge units and card activators and assisting in the equipment distribution during the election cycle.	Year-round	Deputy Director I > L&A Manager > Warehouse Lead
Storage and destruction of critical election materials.	Ensuring that all critical election materials are stored and destroyed properly. Please refer to CAEC 17301 and 17303	Year -round	L&A manager > Warehouse Lead > Election Clerks
Inventory, ordering and assembly of supplies needed for an election.	Establish an accurate count of supplies we have in house and make the proper requisition of materials and supplies needed to run an election.	E-81 through E-11	Deputy Director > L&A Manager > BD Manager > Warehouse Lead > Election Clerks
Rental items such as vehicles, hand trucks, tower lights and lease of additional warehouse space.	These rental items are needed every election for supply delivery, ballot pick up, processing voting materials and additional parking & working space.	E-8 through E+3	Warehouse lead > Election Clerks > Purchasing clerk

Warehouse functions should be resumed 1-3 days after an emergency during the election preparation period. If voting machines are damaged, replacement machines must be obtained immediately, either through the voting systems vendor or from other counties that use the same system. In the event of an emergency that prevents the continued use of the Pier 48 warehouse, the Department may attempt to recover undamaged election supplies and/or replace election supplies and relocate to alternate warehouse facilities.

Possible alternative sites for the Warehouse Division: Brooks Hall or any available City warehouse sites.

SECTION 12

DELEGATION OF AUTHORITY IN AN EMERGENCY

In the event of an emergency, all decisions regarding Departmental operations in an emergency situation should be made by the Director of Elections. If the Director of Elections is not available to make decisions, full authority transfers to the Deputy Directors. In the event that neither the Director nor the Deputy Directors are available to make decisions, authority should transfer to the most senior staff who are available.

For the order of succession within each division, refer to the tables in Sections 11 and 12.

SECTION 13

EMPLOYEE RESPONSIBILITIES IN AN EMERGENCY

As part of its effort to increase emergency awareness, the Department of Elections has produced a memorandum to notify employees of general emergency procedures, responsibilities, and some basic safety guidelines. The following information is included:

Employees are responsible for knowing that the Mayor:

- May require emergency service of any City officer, employee, or citizen.
- May requisition necessary personnel or material of any City department or agency.
- May assign City employees, regardless of civil service class, any duties that they are capable of performing safely.

Supervisors are also responsible for knowing that:

- No supervisor is authorized to release any employee from work in the event of an emergency without the approval of the department head after consultation with the Mayor.

In the event of an emergency outside normal working hours:

- All other employees are expected to report to work at their normal shift, unless they have been called out for emergency duty or informed over the Emergency Alert System or other media that the Mayor has directed that non-essential employees not report to work.

SECTION 14

COMMUNICATING METHODS AFTER AN EVACUATION FROM CITY FACILITIES

The Department's Administration Division maintains an updated telephone list of employee contact numbers, including cell phone numbers, which can be used in an emergency to contact

staff. The human resources analyst is to provide this list to the Director, Deputy Director and Division Managers in case of evacuation.

SECTION 15

ESSENTIAL FOR DEPARTMENT OR CITY OPERATIONS

In the event of an emergency, the following staff are to meet to perform a damage assessment, begin system restoration, secure alternate work sites and determine which operations should or can continue based on the nature of the emergency

- Director
- Deputy Director
- Senior Staff

Based on the assessment made, Director, Deputy Director, and Senior Staff will contact essential staff in each division.

SECTION 16

PROCEDURES FOR RECALLING ESSENTIAL PERSONNEL

The Department's Administration Division has a complete listing of employees and their telephone numbers, including their emergency contact numbers. Based on the assessment made, the Director, Deputy Director, and Senior Staff will contact Division Managers who will in turn, contact essential Division personnel. When contacted, the Department will inform essential personnel where and when to report to work.

The Administration Division will create a voice-mail stating which employees should report to work, where and when.

SECTION 17

IDENTIFICATION OF ALTERNATE WORK SITES AND/OR REPORTING LOCATIONS

The Department of Elections has three work sites: City Hall, Brooks Hall in the basement of Bill Graham Civic Auditorium, and Pier 48. Plans regarding the evacuation of these sites and the reassembly locations is set forth in Section 1 above.

Depending on which Elections work site has been evacuated, an alternate facility may need to be utilized. These alternate facilities include: Bill Graham Civic Center, Brooks Hall, the Veterans Memorial Building, and the Department's warehouse on Pier 48. The Director of Elections maintains the contact numbers for these facilities and will initiate contact to request the use of the site in the event of an emergency.

SECTION 18

AVAILABILITY OF DEPARTMENT PERSONNEL AND COMMUNICATION TO CITY'S EMERGENCY OPERATIONS CENTER (EOC)

Once all employees are contacted, the Department will provide the following information to the Situation Status Unit of the Plans Section at the City's Emergency Operations Center (EOC) at 1011 Turk Street (Telephone Number -- 415-558-2716, or 415-558-2759, or 415-558-2765; in addition the Mayor's Emergency Telephone System or METS Number is 415-351-7790, or 415-351-7739).

- The number of employees who reported or where contacted
- The number of personnel unable to report
- Location and number of employees performing critical work for the department
- Location and number of employees available for general emergency relief work for the City

The Department's Emergency Coordinator is responsible for compiling this information and transmitting it to the City's EOC. If the Emergency Coordinator is unable to contact EOC, the Director will contact EOC, and, if needed, in the Director's place the Deputy Director will contact the EOC. When necessary, Senior Managers may also contact EOC. If the Department of Elections has personnel available for assignment as Disaster Service Workers, given a large Citywide emergency event, this information can also be communicated to the Situation Status Unit of the Plans Section at the EOC (see above telephone numbers). The Situation Status Unit will relay this information to a Department of Human Resources representative at the EOC.

SECTION 19

PROVISIONS FOR OPERATIONAL CAPABILITY WITHIN 12 HOURS AND SUSTAINING OPERATIONS FOR 30 DAYS

To be determined by the Mayor and/or the Secretary of State.

SECTION 20

TRAINING STRATEGY FOR DEPARTMENTAL STAFF

Each Division in the Department of Elections maintains a binder that includes basic safety and emergency information and a copy of this plan. It also distributes memoranda to notify employees of general emergency procedures and employee responsibilities in an emergency. In addition, quarterly emergency preparedness and procedures meetings and physical drills are to be performed.

SECTION 21

PROTECTION AND RECOVERY OF VITAL RECORDS

Information from the Department of Election's server is backed up every night. Once each week, a back up tapes is sent to an offsite data storage facility in Sacramento. Each month, one

backup tape is retained at the offsite facility and replaced at the end of the succeeding month. All voter registration files, election systems, software files and all other files on the server, are contained in the back up tapes. These files will enable the Department to remain operational in an emergency.

Payroll, personnel, budget and contract information is maintained in the City's database system. Assuming this system is functional, information can be accessed from a remote location with the assistance of the City's Department of Technology.

SECTION 22

STRATEGY FOR NON-STRUCTURAL HAZARD MITIGATION

The Department of Elections operates from three locations: City Hall, Brooks Hall, and a warehouse at Pier 48. Fire extinguishers are available at each site. Each location is equipped with flashlights, a first aid kit and water.

In addition, quarterly emergency preparedness and procedures meetings and physical drills are to be performed.

SECTION 23

PROCEDURES FOR SHORT-TERM EARTHQUAKE PREDICTIONS

If the Governor's Office of Emergency Services should issue a warning about a greater than normal chance of an earthquake in the immediate future, Department staff will proceed as follows:

All Division Managers will review basic safety procedures and evacuation guidelines with their staff and check the emergency supplies.

City Hall – All emergency lighting and kits will be checked. Staff will be reminded of basic safety procedures and evacuation guidelines. Employees will utilize the sign-in sheet when leaving the department for more than 15 minutes at a time.

Brooks Hall – All emergency lighting and kits will be checked. Work will be transferred to City Hall, if possible. If work continues at this facility, the staff are to avoid areas where items are stored and could fall or shift in an earthquake. Site Manager is to utilize a sign-in sheet when leaving the area for more than 15 minutes at a time.

Pier 48 – Staff are to be instructed to avoid storage aisles where items could shift and fall in an earthquake. The large garage door entrance, located at the end of the parking lot, is to be opened to expedite evacuation. All vehicles are to be fueled up and moved to the outdoor parking lot. Site Manager is to utilize a sign-in sheet when leaving the area for more than 15 minutes at a time.