

OBSERVER GUIDE

San Francisco Elections



DEPARTMENT OF ELECTIONS

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The Observer Guide is intended to provide general information about observing the election process and does not have the force and effect of law, regulation or rule. It is distributed with the understanding that the Department of Elections (DOE) is not rendering legal advice, and therefore, the guide is not to be a substitute for legal counsel for the individual or organization using it. In case of conflict, the law, regulation or rule will apply.

ELECTION RESULTS REPORTING SCHEDULE

Ballot Processing Schedule

A. Vote-by-mail Ballots: On Election night, the Department plans to have processed the vote-by-mail ballots that it receives prior to Election Day and reported that evening. By the Friday after Election Day, the Department plans to have tabulated the vote-by-mail ballots received on Election Day in the mail and those ballots that voters dropped off at polling places.

B. Touch Screen Ballots: The Department will review the votes cast on the touch screen equipment starting the Thursday after Election Day at the Department's warehouse on Pier 48. At this time the Department will begin to transfer the votes recorded on the Voter Verified Paper Audit Trails attached to each touch screen unit onto paper ballots which will be then tabulated in the Department's computer room in City Hall.

C. Provisional Ballots: The Department plans to complete the review and tabulation of accepted, or, valid, provisional ballots within ten calendar days from Election Day.

The results will be available from the following sources:

- **Department of Elections Website** – results will be posted on www.sfelections.org
- **San Francisco Government Television** – SFGTV, Channel 26, will report results throughout the evening.
- **North Light Court, City Hall** – results will be displayed on a large screen television; hardcopies of updates will be available at approximately 8:45 pm, 9:30 pm, 10:30 pm, and 11:30 pm.
- **Department of Elections, Room 48, City Hall** – hardcopies of updates will be available from the Department and are also posted outside the Department's office

Results After Election Day

After the polls close, the Department will first release results at approximately 8:45 pm which will represent the tallied results from the vote-by-mail ballots received before Election Day. The Department will implement the ranked-choice voting algorithm using the votes cast on the vote-by-mail ballots to provide the first preliminary ranked-choice voting report **if no candidate has more than 50% of the votes tallied**. The Department will tabulate and release the results from votes cast at the polling places as they become available until 100% of precincts have reported. After all polling places have reported, the Department will release a second preliminary ranked-choice contests on the Department's website at approximately 11:30 pm. The Department will release the reports that show the round-by-round redistribution of ranked-choice votes beginning the day after Election Day.

Official Results

The Department shall certify the final results no later than 28 days after a Primary or General Election or no later than 24 days after a Municipal Election per California Election Code. The Department will post the final results on its website, as well as issue a press release and post the results outside the Department, City Hall, Room 48.

After Election Day, for any day during which the Department counts ballots, the Department will release updated results at approximately 4pm. These subsequent releases will include results from ballots cast at polling places, remaining vote-by-mail ballots, provisional ballots, and write-in votes. The Department will release preliminary results for the ranked-choice and post the ballot image files every day the Department counts ballots. On the days during which no ballots have been counted, the Department will post a notice on its website stating there is no updated report available.

GENERAL RULES

GUIDELINES FOR OBSERVATION

Citizens have the right to observe the processing and counting of ballots. To ensure the smooth functioning of the election, we request that all observers follow these rules of conduct:

- Any citizen, candidate, campaign or members of the media who wish to observe, shall sign in and out at the Department of Elections (DOE) Room 48, City Hall. Observers will be issued an observer's badge and assigned to the Department's observation tour guide and escorted to the designated observation areas.
- Observers cannot enter restricted areas unless accompanied by DOE staff.
- The DOE Site Supervisor shall designate observation areas at each site where observers can watch election processes. Restrictions to the number of observers are for both security and safety reasons.
- In most cases, due to limited space and other time-sensitive division tasks, **there shall be a maximum of two observers per campaign** so as not to disrupt the work in progress.
- Observers must not interfere with the staff or any processes. Please do not speak directly with staff.
- Observers should address all questions and concerns, including challenges to the handling of ballots, to the Site Supervisor.
- Only the manner in which vote-by-mail ballots are handled from the processing of the VBM return envelopes through the counting and disposition of the ballots may be challenged. (CAEC 15014 (b))
- Observers must keep at arm's length from staff at all times and must not touch any equipment or ballot containers, and may not handle any ballots.
- Eating and drinking are prohibited inside the DOE or any observation area.
- **Cell phones must be on vibrate or turned off inside all DOE sites.** Any phone conversations should be done outside observation areas.
- Observers may not use personal electronic devices within restricted areas e.g. cell phones, pagers, two-way radios, cameras or computer.
- The Department does not allow observers to use the Department's telephones or other resources.

If you fail to comply with the rules and guidelines, you may be asked to leave the premises.

OBSERVABLE ACTIVITIES

BEFORE ELECTION DAY

- Logic & Accuracy (L&A) testing of voting machines, which includes the following:
 - ◊ Insight machines (precinct optical scan ballot tabulators)
 - ◊ 400C machines (vote-by-mail and precinct ballot optical scan and tabulator)
 - ◊ EDGE Voter Assist Terminals (a touchscreen machine designed primarily to assist people with specific needs to vote independently and privately at the precinct or early voting counter. This machine provides a paper audit trail that voters are able to review before confirming their selections.)
- Receipt and storage of vote-by-mail ballots
- Signature/eligibility verification of vote-by-mail ballots
- Opening and preparation for counting of vote-by-mail ballots

ELECTION DAY

- Polling Place Locations Citywide 7 am — 8 pm
- Election Day voting at City Hall 7 am— 8 pm
- Processing vote-by-mail Ballots
- Processing Center at Pier 48

ELECTION NIGHT

- Vote-by-mail Ballot tabulating can be viewed through the observation window of the Department of Elections, City Hall, Room 48
- Four monitors provide real-time viewing of tabulation machines operations
- Election night results can be viewed in the North Light Court at City Hall
- If you have a question about the process you are observing, please ask for assistance at the DOE reception counter at Room 48

AFTER ELECTION DAY - OFFICIAL CANVASS

- Processing provisional ballots and vote-by-mail ballots returned to polling places at City Hall
- Processing write-in ballots
- 1% manual tally of the precinct ballots and vote-by-mail ballots at Pier 48
- 100% manual remake of the precinct EDGE votes into paper ballot based on the Voter Verifiable Paper Audit Trail (VVPAT) printout and tabulated on the 400C
- Updated results releases at City Hall

POLLING PLACES & ACCESSIBILITY

The Precinct Services Division is responsible for providing clean, well-lit, accessible polling sites for San Francisco voters. The number of polling places will vary for each election based on the number of registered voters and the type of election.

Since early in 2004 Precinct Services has worked very diligently to increase the accessibility of polling places. The advent of additional accessibility equipment created the need to provide larger spaces and in 2006 smaller sites were targeted for relocation.

On the following page is a chart that represents the improvements that have been made to date.

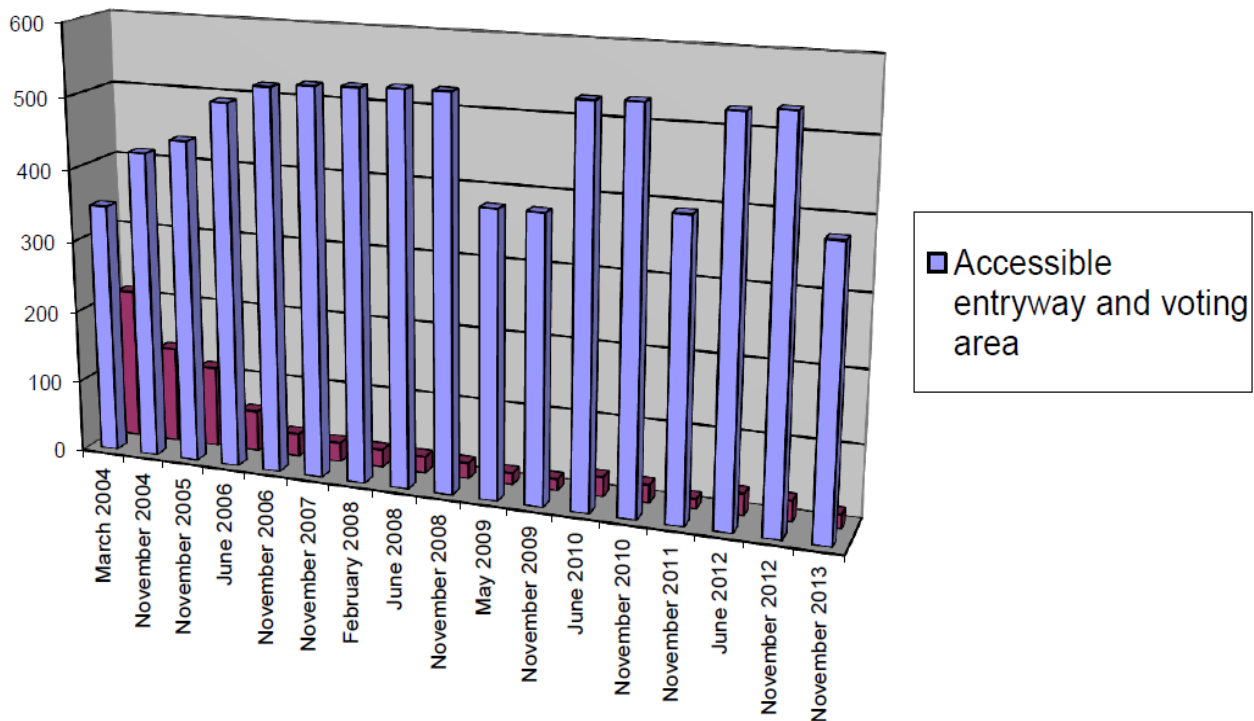
In addition to an optical scan unit and in keeping with the Help America Vote Act (HAVA), San Francisco equips each polling place with a voting machine (Edge) that is accessible to persons with disabilities. This equipment offers voters the option of using a touchscreen with a Voter Verified Paper Audit Trail (VVPAT) and is designed to help people with specific needs vote independently and privately.

The Edge provides multiple ways to cast a vote, including a touchscreen interface, an audio with Braille keypad, and an option to use other assistive tools such as a sip/puff device. It also has an audio function that allows voters to listen to instructions and choices while marking their ballots, a zoom feature to increase screen and font size, and both written and audio translations in Chinese and Spanish.

Multi-user sip/puff devices and head pointers are available at our City Hall Office and can be dispatched to a polling place by calling (415) 554-4384. Placing a request in advance (preferably 72 hours prior) will help ensure availability and assist in scheduling.

BREAK-DOWN OF ACCESSIBLE POLLING PLACES BY ELECTION

Election		Accessible entryway and voting area	Inaccessible
March 2, 2004	Consolidated Primary Election	349	211
November 2, 2004	Consolidated General Election	427	134
November 8, 2005	Consolidated Special Statewide Election	448	113
June 6, 2006	Consolidated Primary Election	504	57
November 7, 2006	Consolidated General Election	529	32
November 6, 2007	Municipal Election	534	27
February 5, 2008	Consolidated Presidential Primary	536	25
June 3, 2008	Consolidated Statewide Direct Primary Election	538	23
November 4, 2008	Consolidated Presidential General Election	539	22
May 19, 2009	Statewide Special Election	393	16
November 3, 2009	Municipal Election	393	16
June 8, 2010	Consolidated Statewide Direct Primary Election	540	27
November 2, 2010	Consolidated General Election	542	25
November 8, 2011	Consolidated Municipal Election	407	14
June 5, 2012	Consolidated Presidential Primary Election	539	30
November 6, 2012	Consolidated General Election	544	29
November 5, 2013	Municipal Election	391	19



LOGIC & ACCURACY TESTING

LOGIC & ACCURACY TESTING

**Pier 48 Warehouse, Shed B, Terry Francois Blvd.
and City Hall, Room 48**

The Department of Elections is required by law to conduct Logic and Accuracy (L&A) testing of all vote tabulating equipment prior to each election. L&A testing is used to check that the voting equipment and tabulating system to be used for the election are working properly and to verify that the specific ballot information for each precinct is correctly coded. L&A testing ensures that votes are properly and accurately recorded, tabulated, and reported.

L&A testing consists of running a set of marked test ballots (using applicable ballot types) through each voting machine and comparing the vote count with predetermined test results to verify the accuracy of the formulated software for a specific election. On the EDGE voting system a similar procedure is run, using a simulated and a manual voting process.

TESTING OF VOTE TABULATORS TO BE USED IN PRECINCT POLLING PLACES

The Insight and EDGE voting machines are stored in the Department of Elections' warehouse on Pier 48, Shed B, which is located in China Basin in San Francisco. All workers and visitors are required to wear identification badges. During non-working hours, the warehouse is secured.

When the test ballots arrive from the printer, they are first validated and later transported to Pier 48, Shed B, to begin the Logic and Accuracy testing of San Francisco's voting system. Precinct-specific Memory Packs (one each per Insight) will be programmed to read the ballots and store the results of the tabulation for each precinct. In addition, precinct-specific Results Cartridges containing the ballot type for a particular precinct will be programmed for the EDGE. Similar to the Insight Memory Pack, the Edge Result Cartridge will contain the ballot image cast on that machine and the tabulated result. The Department will be testing additional Insight units and will prepare additional EDGE units to serve as backups on Election Day.

LOGIC & ACCURACY TESTING (Continued)

INSIGHT TESTING

Prior to the start of testing, cleaning is done and, normally, preventative maintenance is performed on the Insights (preventive maintenance is done just prior to the November election). During the actual testing, memory packs and Insight precinct ID cards are sorted and distributed to each machine to be tested. A set of test ballots are read into each Insight. The Insight tape and precinct report are printed for each precinct and the report is proofread for accuracy by DOE staff. After this verification, the memory pack is uploaded and the results tallied.

A precinct report is printed based on the uploaded results and the report is proofread for integrity and accuracy by another DOE review team. After successful verification of the precinct reports, the memory packs are returned to the Insight testing personnel, inserted back into the Insight, and zeroed out to be ready for Election Day.

Once an Insight has been successfully tested, a serialized tamper-evident seal is attached to the memory pack cover on the Insight to ensure that no untimely or unauthorized removal of the pack will occur. Next, the Insight is placed inside a black bag which is also closed and secured with another tamper evident seal. The Insight is then stored by precinct number in a secured caged area within the warehouse in preparation for delivery to the precincts.

EDGE TESTING

EDGE voting machines allow voters with specific needs to vote independently and privately using a touch screen or audio keypad. Although these machines are tabulating machines like the Insight, they are tested differently. Prior to the testing Vote Simulation cards that contain a simulated test voting pattern are prepared. Testing starts by setting the correct date and time on the machine and calibrating the screen. Following this, the vote simulation is run. After the simulation is done which could take from a few minutes to half an hour depending on the type of election, a manual voting is done. Once all the voting is completed, a summary report is printed and compared with the predetermined result for accuracy. All other components required by the Edge machine (Card Activator, VeriVote printer, and Audio Keypad) must be working properly and the results matching for the Edge to pass the testing.

Each Edge machine will have serialized tamper-evident seals placed on the result Cartridge compartment, the Reset button cover, and the Open/Close switch panel to prevent unauthorized access. At this point, the machines are ready for use on Election Day. Similar to the Insight machines, the Edge units are placed in a blue bag which is also secured with a security seal.

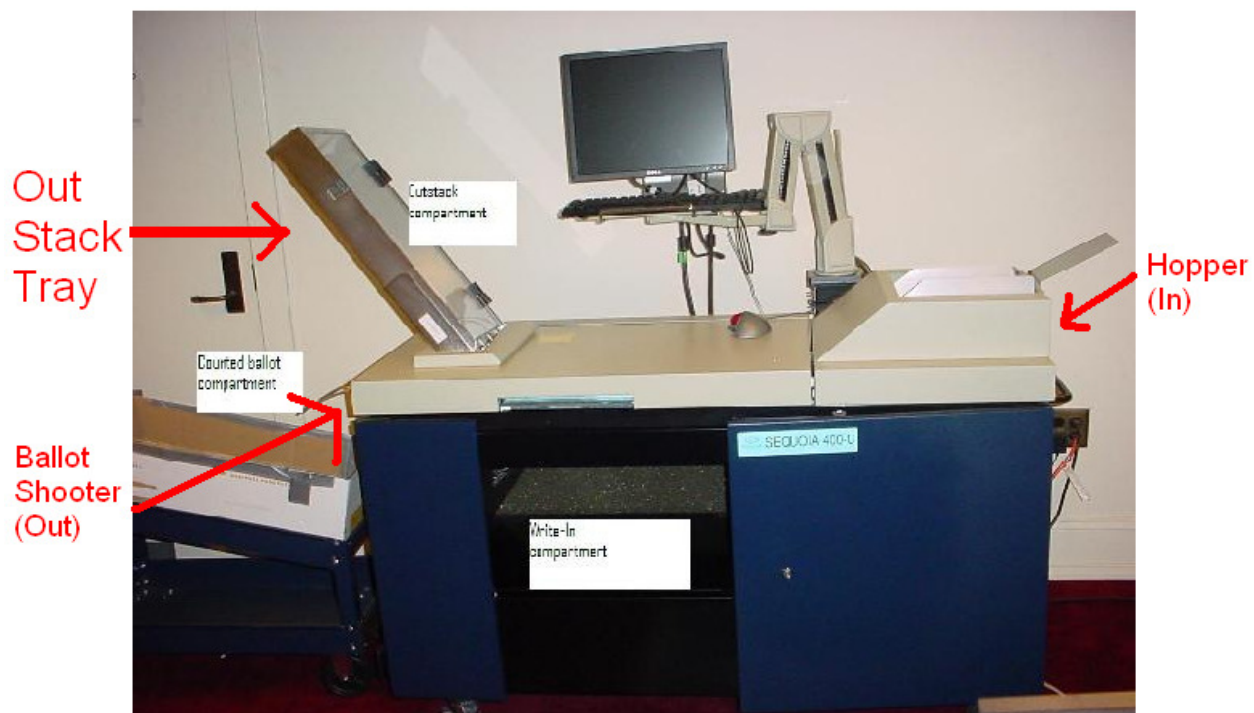
LOGIC & ACCURACY TESTING (Continued)

TESTING OF VOTE TABULATORS TO BE USED FOR VOTE-BY-MAIL BALLOTS

Ballots for Vote-By-Mail precincts (where there are 250 or less registered voters), as well as all vote-by-mail ballots, will be tabulated using any of the four 400C machines (below). These machines are located in the secured computer room of the Department of Elections. Prior to the start of testing, a preventive maintenance is performed for each machine. At least one precinct for each ballot type and all vote-by-mail precincts will be tested on each machine. The testing of the 400C machines is conducted similar to the Insight testing, using a select number of precincts representing all the ballot types.

The Department of Elections must complete testing of all the machines for use in the Election at least seven days before the Election. After the testing has been completed for all of the Insight, EDGE, and 400C machines, the results are presented to the L&A Board. The L&A Board, which is composed of San Francisco registered voters who come from different fields of work, is responsible for reviewing and approving the Test Plans, and later, for reviewing and approving the overall Test Results. The L&A Board must approve and certify the testing before the election.

Note: The scheduled dates for the testing are made public at least three days before testing begins.



VOTING TABULATORS

DEPARTMENT OF ELECTIONS COMPUTER ROOM

The Computer Room is a restricted area and accessible only to Department of Elections staff and authorized employees of our vendor, Dominion Voting Systems. The room houses the 400C tabulators which are linked to four monitors that provides a real-time viewing of the tabulation process. Although the room is restricted, observers may monitor the ballot tabulating process through a secured glass window located next to the department's main entrance.

Ballots are inserted into the ballot feeder, aka "Hopper," which is located on the right side of the machine. Afterwards ballots go into one of three bins:

1. Main Bin tabulates ballots
2. Write-in Bin— Holds tabulated ballots where a write-in candidate has been marked
3. Out-stack* Tray— Holds ballots that were either:
 - a. Over Voted— more than one choice was marked for a contest
 - b. Under Voted— ballot was left blank
 - c. Defective— ballots the equipment could not process
4. After processing ballots with the 400C, the votes are saved into a data file. The data files are uploaded into the tally database. The tally database is backed up on a daily basis via standard SQL database back up procedures.

*A running tab that keeps track of how many ballots, usually separated by precinct, are out-stacked.

BALLOT DISTRIBUTION

Precinct Ballots

The Department's Ballot Distribution staff receives, checks, and distributes unvoted precinct ballots and generic ballots (ballots without precinct numbers). The ballot distribution process is as follows:

- Ballots are delivered from the printer.
- Ballots are checked for print quality and quantity.
- Ballots are inventoried and organized on shelves.
- Ballots are assembled for Precincts, Field Election Deputies (FEDs), and Inspectors.
- Ballots are picked up by, or delivered to, Inspectors beginning seven days before the election.

The Ballot Distribution staff also prepares precinct materials and supplies for Inspectors (see pages 12 -13). These supplies are given to each Inspector when he/she arrives to pick up his/her precinct supplies prior to Election Day.

DISTRIBUTION OF BALLOTS AND INSPECTOR SUPPLIES

Inspectors pick up their precinct supplies during the week prior to the election. In the event an Inspector is unable to pick up supplies, the Department of Elections will arrange for delivery.

The process is as follows:

- Inspector signs in at the reception counter, indicating the precinct to which they are assigned.
- DOE staff verifies that the Inspector is stating the correct precinct for which he or she is assigned by referring to the list of precincts with the Inspectors' names.
- Inspector is escorted to a waiting area.
- The Inspector and DOE staff check contents of the supply bag together, verify the contents, and sign the Custody Transfer Form (CTF). This form serves as a document to record the chain of custody of the ballots.
- DOE staff keeps a copy of the signed Ballot Custody Form and the Inspector keeps the remaining four copies.

BALLOT DISTRIBUTION

Precinct supplies are packed into supply bags and brought to the polling place by the Inspector. Typical precinct supplies include:

Content of the Inspector Bag

- (Pink) Provisional Envelopes
- Voter Information Pamphlets

Generic Material

- Write-in candidate list printed on neon-colored paper
- Red Cord with a set of 2 Insight Keys (in the front pouch of the Black Inspector Folder)
- Blank write-on tabs to mark white Roster pages A-Z (in the front pouch of the Black Inspector Folder)
- (Orange) E-Day Parking Permits

Precinct Specific Materials

- Custody Transfer Form
- Security Seal Sheet
- Precinct Staffing and Bilingual Requirements Form
- Job Cards
- (green) Opening Job Cards
- (blue) Voting Job Cards
- (yellow) Closing Job Cards
- Roster of Voters
 - ⇒ Purple pages: Late But Eligible Voters List (not all precincts have this list)
 - ⇒ Gray pages: Supplemental Vote-By-Mail Voter List (not all precincts have this)
 - ⇒ White, yellow and pink pages: Posted Ballot Statement (in back of Roster)
- Poll worker Payroll Sheet
- Street Index (1 "Table" copy and 1 "Posted" copy)
- (Green) Fed Phone Number Sheet
- Precinct # card (to place on large "Polling Place Vote Here" sign)
- Neighborhood precinct map
- Precinct Specific Signage
- (Blue) Universal Accessibility Sign (not all precincts have this sign)
- Special instructions on how to set up polling place (not all precincts have the instructions)
- Polling Place Key (not all precincts have the key)

BALLOT DISTRIBUTION
Precinct Ballots and Supplies
(Continued)

Typical Contents of the Red Box

- Ballot Marking Pens
- Ballpoint Pens
- ADA (Pink Roller) pen grips
- Blank write-on tabs to mark white Roster pages A-Z
- Poll worker Nametags (English, Chinese, Spanish and Russian)
- Pin-on badges for the nametags
- Poll worker Pins
- Green plastic seal (to seal 2-3 Rice Bags with unused ballots & Insight bag at closing)
- Yellow plastic seal (to seal Red Box cable, Edge polls & Edge printer rail)
- Yellow cable for Red Box
- Yellow-dot stickers seals for Red Box cable
- Blue or white small “fanged” plastic seal for Edge Bag

OBSERVING THE POLLS

Observer Chart

	Description	May Not	May*
Media	<ul style="list-style-type: none"> Members of media, including but not limited to news, radio, print, or web media. 	<ul style="list-style-type: none"> Interfere with conduct of election Intimidate voters or election staff Compromise a voter's privacy 	<ul style="list-style-type: none"> City Hall: Check in at the Front Desk prior to filming or interviewing.
Exit Pollsters/ Poll Takers	<ul style="list-style-type: none"> Person who takes a poll or public opinion survey from voters as they leave the polling place. 	<ul style="list-style-type: none"> Interfere with conduct of election Speak with voters about their choices in the polling place or within 25 feet of the polling place Compromise a voter's privacy 	<ul style="list-style-type: none"> Conduct an exit poll at least 25 feet from the entrance of the polling place.
Poll Watchers Representatives of Campaigns	<ul style="list-style-type: none"> A representative of a political party, civic organizations, or a campaign who is assigned to the polls on an election day to watch for violations of the laws that regulate voting, campaigning, etc. 	<ul style="list-style-type: none"> Engage in electioneering within 100 feet of the entrance of where voting takes place, including but not limited to displaying any election material or campaign badges, buttons, or apparel or audibly or visibly advocating for or against any item or person on the ballot; circulating a petition; or soliciting a vote within 100 feet of the voting area. Sit at the polling worker table Be within the immediate area of the voting booths while the polls are open Remove the Precinct Street Index posted near the entrance to the polling place. Disrupt or interfere with voting or the "closing polls" process in any way, or exhibit behavior that intimidates voters or poll workers 	<ul style="list-style-type: none"> Inspect signatures in the Roster of Voters and/or posted Precinct Street Index Observe the process in the polling place as long as they do not interfere with the voters' right to a secret ballot, or the poll workers' ability to perform their duties Ask poll workers questions about the election procedures without disrupting the execution of their duties.

OBSERVING THE POLLS (Continued)

General Rules for Observing Voting Activity in San Francisco

The election process is open for public observation. Poll watchers, members of the media, and representatives of campaigns may observe the activities of voters and poll workers at polling places from the time the polls open at 7:00 a.m. until all closing procedures are completed; obtain information from the Precinct Street Index that is posted near the entrance to the polling place; or ask questions of poll workers about election procedures.

Observers:

- Are responsible for introducing themselves to poll workers, wearing identification badges, maintaining a professional manner while observing the election process, and ensuring they do not interfere with the election process.
- Are not allowed to interfere in any way with the voting process. The voting process is considered disrupted if voting is slowed or stopped, if voters are having difficulty entering or exiting the polling place, or if any normal duties are made difficult or impossible for poll workers to perform. Interference with the voting process, election materials, or equipment may be punishable by imprisonment in state prison.
- Are not allowed to touch any voting materials or equipment or sit at the official election table; converse with voters regarding the casting of a vote within 100 feet from the room in which voters are signing the Roster of Voters and casting ballots, or speak to a voter regarding his or her qualifications to vote; display any election material or wear campaign badges, buttons or apparel; eat or drink inside a polling place; assist in operations at any polling place; challenge any voter; or talk in a loud voice, cause disruption, confusion, or congregate inside a polling place — the area between the official election table and the voting booths is for voters only and may not be used as an observer post.
- May not engage in electioneering within 100 feet of a polling place. Electioneering includes audibly or visibly advocating for or against any item on the ballot, circulating a petition, or soliciting a vote within 100 feet of the voting area.
- May be in the polling place to observe the process as long as they do not interfere with the voters' right to a secret ballot, or the poll workers' ability to perform their duties.
- May inspect signatures in the Roster of Voters provided there is no interference with a poll worker's ability to process voters, or delay or inconvenience to the voters. Observers are not allowed to remove the Roster of Voters from the room in which voting is being conducted.
- May inspect the Precinct Street Index, which are marked by poll workers to indicate persons who have voted. Poll workers are trained to post the index outside the polling place and update it *once each hour up to and including 6 p.m.* Observers are not allowed to remove or tamper with the Precinct Street Index.

Observers have the right to ask poll workers questions about election procedures and to receive an answer or be directed to the Department of Elections for an answer. However, if persistent questioning disrupts the execution of their duties, poll workers may stop responding and direct the observers to the Department of Elections for all further answers.

While in and near the polling sites, observers must respect the voters' right to vote privately and maintain the confidentiality of the vote.

California Elections Code § 14221, 14223, 14240, 14294, 18370, 18502, 18540, 18564.

OBSERVING THE POLLS
(Continued)

Assistance Provided to Voters at the Polls

Observers, Media, and Exit Pollsters should be aware that the California Voter Bill of Rights, which is posted inside and outside every polling place, allows the following types of assistance to be offered to voters at any polling place:

- If a polling place is inaccessible to voters with a physical disability, poll workers may assist the voter to vote outside of the polling place in an accessible area that is as near to the polling place as possible;
- Every polling place is required to have voting equipment that is accessible to individuals with disabilities. Voters may request assistance in voting if they declare that they are unable to mark their ballots. Voters may bring up to two assistants with them, or request assistance from poll workers. Anyone giving or receiving assistance marking a ballot must fill out the Assisted Voters List at the end of the Roster of Voters;
- Bilingual poll workers are available at the polling places to provide language assistance in Spanish, Mandarin, and/or Cantonese. When using a language other than English, poll workers may communicate with voters only as would be permitted in English. Special language assistants are permitted to help voters in the voting booth without a time limit;
- Voters may bring children under the age of 18 into the voting booth with them.

California Elections Code § 2300, 14222, 14227, 14282(b), 14282 (c)

CONDUCTING A CHALLENGE AT THE POLLS

Only an Elections Official may challenge a person's eligibility to vote. If you believe a person's eligibility to vote should be challenged and you have documented evidence of the reason for the challenge, you may initiate a challenge by contacting the Department of Elections. The Director of Elections makes the final decision in a voter challenge.

A person's eligibility to vote on Election Day may be challenged for any of the following reasons:

- The voter is not a resident of that precinct;
- The voter is not the person whose name appears on the roster;
- The voter is not a citizen of the United States;
- The voter has already voted that day; and/or
- The voter is on parole for the conviction of a felony.

Important to remember:

The poll workers shall compile a list including the name and address of each challenged voter, the grounds of the challenge, and the outcome. Without documentation or evidence, a challenge shall be resolved in favor of the voter.

If persistent challenging of a voter causes that voter (or others) to leave the polling place due to insufficient time or fear of intimidation, then the poll workers must discontinue the challenge(s), and so note on the Roster of Voters.

California Elections Code § 14240- 14253

ELECTION DAY

INSIGHT MEMORY PACK AND EDGE CARTRIDGE COLLECTION ON ELECTION NIGHT

RECEIPT OF INSIGHT MEMORY PACKS AND EDGE CARTRIDGES AT CITY HALL ON ELECTION NIGHT

Deputy Sheriffs and Parking Control Officers (PCOs) from the Department of Parking and Traffic (DPT) are assigned routes of approximately five to six precincts. After the close of the polls, the Deputy Sheriffs and PCOs pick up the memory packs and cartridges from the precincts on their assigned routes and deliver them to Election staff at City Hall, McAllister Street entrance.

The Deputy Sheriffs/PCOs and Election staff will sign the pick-up route sheets when custody of the memory packs and cartridges is transferred to the Department of Elections. Election staff will take inventory of the memory packs and cartridges using a scanning devices and laptops. Afterwards, the memory packs are given to the Department's Management Information Systems (MIS) Division for upload. When uploading of the memory packs is completed, the memory packs are placed in boxes according to the first two digits of the precinct numbers. Once the process is completed, boxes containing the Insight memory packs are sealed and secured in Room 59.

The Department uses the paper audit trails on each Edge device to tally votes from the Edge machines. The Department does not tally Edge votes using the memory cartridges. Voted memory cartridges will be sealed in boxes and stored in Room 59.

ELECTION DAY

PROCESSING CENTER

RECEIVING OF SUPPLY BAGS AT PIER 48 ON ELECTION NIGHT

Hours on Election Night are 8:00 p.m. to as late as 3:00 a.m.

Location: The Department of Elections Warehouse at Pier 48

At the close of polls, poll workers count, sort and seal election materials in canvass bags and pack them in the Election Materials Bag for pick-up by Deputy Sheriffs.

Bag 1: Lime green bag, Insight Bin 1, write-in ballots

Bag 2: Blue bag, Insight Bin 2, counted ballots

Bag 3: Orange bag, Insight Auxiliary Bin, voted, uncounted ballots

Bag 4: Brown bag, precinct ballots marked void and canceled vote-by-mail ballots

Bag 5: Pink bag, provisional envelopes

Bag 6: Purple bag, voted vote-by-mail envelopes

Bag 7: Yellow bag, Roster of Voters

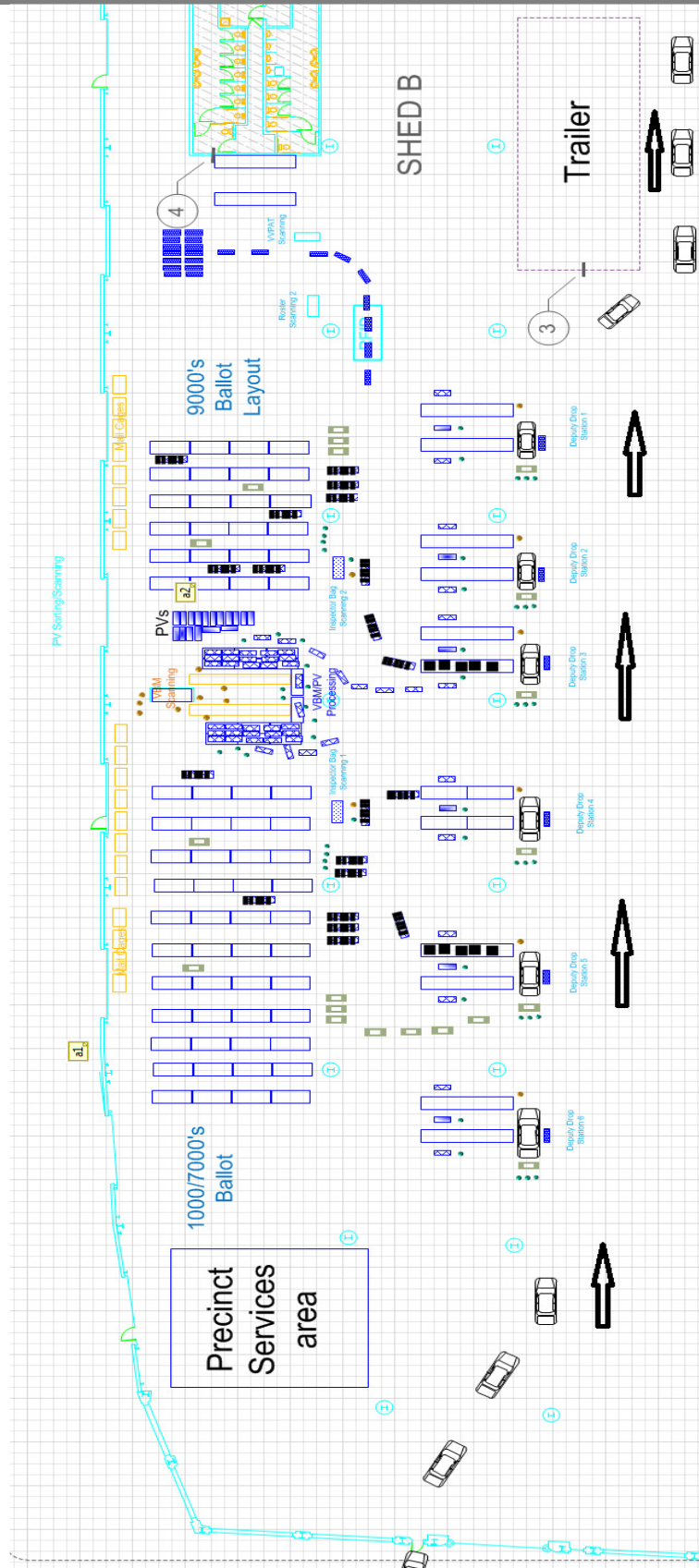
Deputy Sheriffs are assigned routes of approximately five to six precincts. After the close of polls, the Deputies pick up the Election Materials Bags, EDGE printers, and unvoted ballots from the precincts on their assigned routes, and transport the materials to the Elections Processing Center at Pier 48.

The unloading zone at Pier 48 can accommodate six vehicles and staff work in teams of four to five to unload and check the precinct numbers of the arriving materials. The Election staff and Deputy Sheriffs will sign the Custody Transfer Forms (CTF) when custody of the ballots are given to the Department of Elections.

After the Election Materials are unloaded and before they are moved to the staging areas, the barcodes on the Supply Bags are scanned to track that items have been received at Pier 48.

The items are then moved to the staging area, which is set-up with marked precinct numbers for inventory and material removal.

PROCESSING CENTER (Continued)



ELECTION DAY

PROCESSING CENTER (Continued)

SEPARATION AND TRANSPORT OF ROSTERS OF VOTERS AND BALLOTS

The sealed plastic bags, provisional envelopes, voter registration cards (Bag #5), the Rosters of Voters (Bag #7), and Voted Vote-by-mail envelopes containing ballots (Bag #6), are removed from the Supply Bags.

A raw count of vote-by-mail and provisional envelopes is taken on Election Night, and the Rosters of Voters and EDGE printers are scanned to track the precincts for which these items have been received. At 12:00 a.m. election personnel accompanied by Deputy Sheriffs transport the first batch of sorted vote-by-mail ballot envelopes to City Hall. At 3:00 a.m. election personnel accompanied by Deputy Sheriffs transport the remaining sorted vote-by-mail ballot envelopes and provisional ballot envelopes. The Rosters of Voters will be accompanied by election personnel and Deputy Sheriffs and transported to City Hall together with the delivery of the VBM/PV envelopes.

DIRECTIONS TO THE PROCESSING CENTER, PIER 48* FROM CITY HALL

- Turn left onto Grove St
- Turn slight right onto Hyde St
- Hyde St becomes 8th St
- Turn left onto Townsend St
- Turn Right onto 4th St
- Turn left onto King St
- Turn right onto 3rd St
- Cross the bridge
- Turn left on Terry Francois St, going towards McCovey Cove
- Follow the street around the corner and Pier 48* will be the first pier on your left.
- Shed B is the second large roll up door.



VOTE-BY-MAIL & PROVISIONAL BALLOTS CAEC § 3019 & 14310

SECURING VOTE-BY-MAIL BALLOTS BEFORE TABULATION

Established Procedure: Returned ballots are kept in secure storage area with a combination lock when not being worked on by election office staff. Persons other than Elections Office personnel are not allowed access to the secure storage area unless escorted by Elections Office personnel. Two or more election staff members must be present in any work area when ballots are being handled. Two people must accompany the ballots; otherwise they are locked in a secured storage area.

BALLOT PROCESS

The Provisional ballots are counted after the vote-by-mail ballots are processed. California Elections Code sections 3019 and 14310 establish the procedures for processing vote-by-mail and provisional ballots. Upon receipt of the vote-by-mail or provisional ballot, the elections official shall compare the signature on the envelope with that appearing on the affidavit of registration and, if they compare, deposit the ballot, still in the identification envelope, in a ballot container in his or her office. A variation of the signature caused by the substitution of initials for the first or middle name, or both, shall not invalidate the ballot. If the ballot is rejected because the signatures do not compare, the envelope shall not be opened and the ballot shall not be counted. The cause of the rejection shall be written on the face of the identification envelope. **VBMs may be opened and ballots extracted starting seven business days prior to the election (CAEC § 15101).**

No ballot shall be removed from its identification envelope until the time for processing. No ballot shall be rejected for cause after the envelope has been opened.

Department of Elections Voter Services staff complete the following process:

1. Prepare and scan all vote-by-mail envelopes containing ballots through the Ballot Scanning Machine;
2. Export scanned images of vote-by-mail envelopes into EIMS (Election Information Management System) by identification number, which automatically prompts for signature verification;
3. Manually signature check unscannable or damaged vote-by-mail envelopes containing ballots; and Verify signatures by comparing them to the voter registration files. (CAEC § 3019)

VOTE-BY-MAIL BALLOTS
CAEC § 3019

AGILIS SORTING MACHINE

The Agilis is the sorting machine utilized by the San Francisco City & County Elections Department to sort incoming mail down to precinct level. The sorting machine provides increased efficiencies for the elections department through the sorting of envelopes to precinct level and improved signature verification process.

1. Envelopes are securely stored in the locked sorting room.
2. Envelope trays are staged in the sorting room for scanning into the sorting machine on the incoming scan pass (1st pass).
3. The incoming scan pass sorts the envelopes into groups of 100. Upon completion of the incoming scan pass, the envelopes are placed on the shelves in the sorting room.
4. During the incoming scan pass, the incoming envelopes are scanned and the image of the front of the envelope is captured.
5. The envelope image is uploaded into EIMS (voter registration system) and the image of the signature is verified against the signature on file in EIMS.
6. Vote by mail ballots reviewed and accepted or challenge code is assigned in Election information Management System (EIMS) upon completion of signature verification.
7. Envelopes with valid signatures are sorted to precinct number
8. Envelopes flagged as challenged are sorted based on specific challenge codes:
Examples of Challenged Envelopes:
 - No signature on the envelope
 - Mismatched signature on envelope
 - Inactive Voter

The final pass on the sorting machine will sort the valid envelopes down to precinct level.

Valid envelopes sorted to precinct level are opened and the ballots are removed for tabulation in the Department's Computer Room. (Page 26 Vote-by-Mail Ballot Distribution Task 2-6)

VOTE-BY-MAIL BALLOTS CAEC § 3019

SIGNATURE VERIFICATION

The California Elections Code requires the department to compare the voter's signature on the return envelope to the voter's signature on their registration file (CAEC § 3019)

- **Comparing Voter Signatures**

When voters fill out a voter registration card, they must provide their signature, which is scanned into the San Francisco database of registered voters. The signature on the vote-by-mail ballot envelopes are compared to the signatures on the voter registration card in the database to confirm the voter is the same person who is signing the document.

- **The following criteria are considered to determine valid signatures:**

1. At first glance, the overall compositions of the signature appear the same as the image on file
2. Distinctive characteristics within the signature
3. Three common strokes within the signature
4. Breaks between certain letters
5. Overall slant
6. Roundness or angular appearance of letters
7. Uniqueness in the dotting of "i" or crossing of "t"
8. Letter formation indicates similarities or resemblance to the cursive signature
9. Loops and/or vertical extensions of the more complex letters (see below example)
10. If the signature is distorted from possible affects of aging or illness but the overall signature composition indicates it is the same person's signature
11. If a disabled voter makes a mark for signature, look for a witness' signature
12. If the voter signs a nickname or has signed a different last name, but review of the signature indicates that the same person signed both the registration card and the vote by mail envelope

ESTABLISHED PROCEDURE: A variation of the signature caused by the substitution of initials for the first or middle name, or both shall not invalidate the ballot. If the ballot is rejected because the signature does not compare, the envelope shall not be opened and the ballot shall not be counted. The cause of the rejection shall be written on the face of the identification envelope.

Complex letters include: **b, d, g, h, j, k, p, q, y, and z**

VOTE-BY-MAIL BALLOTS
CAEC § 3019

Vote-by-mail ballots may be challenged by the Department of Elections for the following reasons:

- No voter signature;
- Signature does not compare or match to the voter registration on file;
- Signed using power of attorney;
- Received after the close of the polls on Election Day;
- Returned by a third party who is not eligible or authorized to return the voted ballot on behalf of the absent voter;
- Faxed ballot by voter who has not been designated as a special vote-by-mail voter;
- Two ballots are returned in one identification envelope, but there is only one signature on the envelope; and
- Voter printed his/her name on the signature portion of the vote-by-mail ballot envelope but has a written signature on the registration.
- Challenges may be made for the same reasons as those made against a voter at a polling place: (CAEC § 14240(a); (15105))
 - a. That a voter is not the person whose name appears on the index
 - b. That the voter is not a resident of the precinct
 - c. That the voter is not a citizen of the United States
 - d. That the voter has already voted in the election
 - e. That the voter is presently on parole for conviction of a felony
- A challenge may be entered on the grounds that the ballot was not received within the time provided.

PROVISIONAL BALLOTS

PROVISIONAL BALLOT PROCESS

Department of Elections Voter Services staff complete the following:

1. Scan provisional ballots through the Agilis scanning machine
2. Data entry will conduct the first and second pass to determine voter's eligibility.
3. Data entry staff will review each provisional ballot, to verify why the voter voted provisionally. A voter may vote provisionally if:
 - Voter lost or did not receive vote-by-mail ballot;
 - Voter is not listed in the roster and claims to be a registered voter;
 - Voter is voting outside of his or her assigned precinct;
 - Voter has moved within San Francisco County and did not re-register.
 - A first-time voter listed in the original roster with "ID Required" printed under the name and is unable to show acceptable identification. Acceptable identification includes any of the following: a valid California State Driver's License, A California State Identification Number or the last four digits of your Social Security number or other proof of identification listed in the roster.
4. Determine if provisional ballot will be accepted or challenged.

DOE Ballot Distribution staff complete the following:

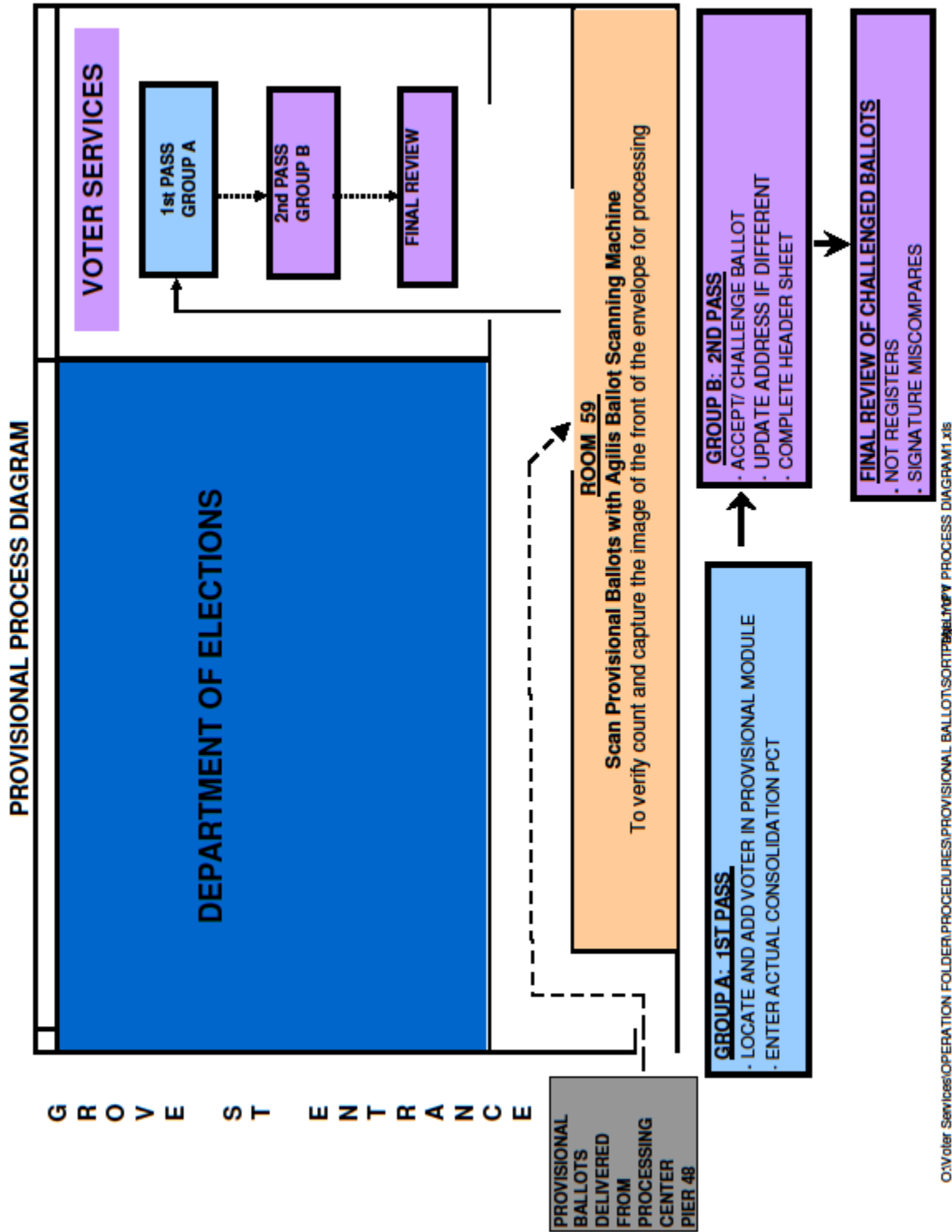
1. Manually sort accepted Provisional ballots according to precinct numbers.
2. Open Provisional envelopes using an envelope opener machine.
3. Remove ballots from ballot envelopes with the return address information faced down to avoid looking at the voter's name.
4. Straighten ballots and lay flat.
5. Insert Header Cards for each precinct.
6. Bring ballots for tabulation to the computer room at City Hall and count using the Optech 400C voting system.
7. Store read ballots in boxes with tamperproof seals after counting. (CAEC § 15279).
8. Transfer outstack ballots from the computer room to remake area (location to be determined) for ballot duplication.

Provisional ballots may be challenged by the Department of Elections on the following grounds:

- No voter signature;
- Signature does not compare to the voter registration on file;
- No ballot is enclosed;
- Voter is not registered; and/or
- No residential address is provided on envelope.

NOTE: Ballots that are challenged are neither opened nor counted until review or determination by the Department of Elections.

PROVISIONAL PROCESS DIAGRAM



BALLOT PROCESSING: OBSERVER GUIDELINES

In addition to the General Rules & Guidelines for Observation on page 3, below are specific rules to observing the ballot process.

- The processing of vote-by-mail ballot return envelopes, and the processing and counting of vote-by-mail ballots, shall be open to the public, both prior to and after the election (CAEC § 15104)
- The Department will notify observers and the public, at least 48 hours, in advance of the dates, times, and places where vote-by-mail ballots will be processed and counted. (CAEC § 15104 (c))
- Observers shall not interfere with the orderly processing of vote-by-mail ballot return envelopes or the processing and counting of vote-by-mail ballots, including the touching or handling of the ballots. (CAEC § 15104 (c))
- Observers must not disrupt staff or operations. All questions or challenges regarding the handling of vote-by-mail ballots shall be addressed only to the Manager or Supervisor of the observation area.
- Observers within the designated observation areas **shall not:**
 - 1) Carry on conversations with each other
 - 2) Engage in loud talking or arguing or make disruptive comments or noises or other inappropriate actions/behavior. This includes loud sighs or gasps.
 - 3) Take pictures/videos of confidential voter information or the ballots showing vote markings.
 - 4) Handle any of the live ballots or its facsimile.
 - 5) Wander out into other areas in the Department without the assigned tour guide.
 - 6) Be permitted to go into the observation area outside of the observation period or in the absence of any Department staff.

Ballot processing observers who violate these rules will receive **one** warning. If the behavior continues after one warning, the violator(s) will be required to depart the designated observation area.

CHALLENGES BY OBSERVERS

OBSERVING THE PROCESS AND VOTER CHALLENGES

- Observers may not challenge signatures on mail ballot return envelopes. Only the elections official shall perform signature comparison, in accordance with Division 3 of the California Elections Code.
- Prior to processing and opening vote-by-mail ballot return/identification envelopes, the election official shall make available a list of vote-by-mail voters for public inspection, from which challenges may be presented. All challenges shall be made prior to the opening of the identification envelope of the challenged vote-by-mail voter. (CAEC § 15105)
- Observers will be permitted access to designated observation areas, and will be allowed sufficiently close access to enable them to observe and challenge whether individuals handling vote-by-mail ballots are following established procedures including all of the following: (CAEC § 15104(d)(c))
 - a. Verifying signatures and addresses on the vote-by-mail ballot return envelopes by comparing them to the voter registration information.
 - b. Duplicating accurately damaged or defective ballots.
 - c. Securing vote-by-mail ballots to prevent tampering with them before they are counted on Election Day
- The processing and counting of vote-by-mail ballots, and the disposition of challenges of vote-by-mail ballots shall be according to the law in force pertaining to the election for which they are cast. Because the voter is not present, **the challenger shall have the burden of establishing extraordinary proof of the validity of the challenge at the time the challenge is made.** (CAEC § 15105)
- If a challenge is overruled, the elections office will open the identification envelope without defacing the affidavit printed on it or mutilating the enclosed ballot and, without viewing the ballot, remove it and destroy the numbered slip, and store the ballots in a secure location. (CAEC § 15107)
- If a challenge is allowed, the Elections office shall endorse on the face of the identification envelope the cause of the challenge and its action thereon. CAEC § 15108)

THE REMAKE PROCESS

The California Constitution guarantees that each vote cast in accordance with State election laws shall be counted (California Constitution, Article II, § 2.5).

Under certain circumstances, when a ballot is lawfully cast but unreadable by the vote counting equipment, the Department of Elections (DOE) must “remake” the ballot so the ballot can be read and processed by the equipment.

The following is a list of the most common situations in which the Department of Election remakes ballots:

- A portion of the ballot is torn off;
- The ballot card is ripped;
- The ballot card is bent, folded, creased or wrinkled;
- The ballot card is damp, dirty, or sticky;
- The ballot card has ink smudges, eraser marks, or eraser holes;
- The ballot has stray marks that could interfere with the ability of the equipment to count votes cast on the ballot;
- The voter used a pencil or pen that cannot be detected by the vote counting equipment; and/or
- To capture voter intent.

The Department of Elections determines when it is necessary to remake a ballot; they will also “remake” the photocopied and/or faxed ballots issued to overseas voters prior to processing.

The remake crew consists of four members: two Screeners and two Markers. Working together, the Screeners review each ballot to determine whether a remake is necessary; if needed, the Markers duplicate the votes cast on the original ballot on the remake ballot. The remake must reflect the intent of the voter, as determined by the Screeners. The Markers use ballot pens provided by the voting system vendor to ensure that the vote count equipment can read the marks.

THE REMAKE PROCESS (Continued)

Working on one card at a time, the Markers must code both the original ballot and the remake (duplicate) ballot with the following information:

- “VBM” to indicate that the original was a vote-by-mail ballot;
- “PV” to indicate that the original was a provisional ballot;
- “E” to indicate that the original was an Edge ballot;
- “PV-E” to indicate that the original was an Edge ballot;
- “P” to indicate that the original was a polling place ballot;
- Precinct number;
- Initials of the person marking the remake;
- Date the remake was made;
- Write sequence number on original ballot; and
- The above information together constitutes the serial number to trace back to the original ballot.

All members of the Screening team undergo a formal training on how to properly interpret voter marks and voter intent as provided for in the Election Code and in the Secretary of State Uniform Vote Count Standards. This training is conducted with the aid of presentation materials and visual aids. With this training, we can insure that all members are consistently following the same guidelines.

All properly duplicated ballots are sorted in precinct order and then later processed on the 400C machines. The original ballots are boxed/labeled and stored in another room for archiving. The remake process continues on daily with the duplicate ballots being processed in batches until all ballots requiring a remake are duplicated and processed. The transfer and handling of ballot cards are closely monitored and logged to keep track of how many ballots needs to be remade, how many ballots have been remade, and how many ballots needs to be processed.

THE CANVASS PROCESS

California Election Code § 15302

CAEC 15302. Official canvass tasks include, but are not limited to, the following tasks.

- A. Inspection of all materials and supplies returned by poll workers;
- B. A reconciliation of the number of signatures on the roster with the number of ballots recorded on the ballot statement;
- C. In the event of a discrepancy in the reconciliation required by subdivision (B) the number of ballots received from each polling place shall be reconciled with the number of ballots cast, as indicated on the ballot statement;
- D. A reconciliation of the number of ballots counted, spoiled, canceled, or invalidated due to identifying marks, overvotes, or as otherwise provided by statute, with the number of votes recorded, including vote-by-mail and provisional ballots, by the vote counting system;
- E. Processing and counting any valid vote-by-mail and provisional ballots not included in the semifinal official canvass;
- F. Counting any valid write-in votes;
- G. Reproducing any damaged ballots, if necessary;
- H. Reporting final results to the governing board and the Secretary of State, as required.

California State law also requires an official canvass audit of the vote tabulating equipment to ensure the accuracy and validity of the results (*CAEC § 15360*.) This entails numerous manual processes that verify the accuracy of the computer count, including a hand tally of polling place and vote-by-mail ballots cast in 1% of the precincts. The Department will also duplicate all votes cast from the EDGE Voter Verifiable Paper Audit trails (VVPAT) on to optical scan ballots for processing at City Hall using the 400C.

California election law allows 28 days following an election for the election official to conduct the official canvass and certify the election results (or 24 days for a Municipal Election). The Official Canvass is open to the public. California Elections Code § 15301 requires the official canvass to begin no later than Thursday following Election Day.

Canvass Observers

- The canvass area is secured 24 hours a day by the San Francisco Sheriff's Department .
- The area is accessible only to authorized personnel with the proper ID card or to observers accompanied by assigned DOE staff.
- Observers may ask questions and make notes of the proceedings but shall not interfere with the orderly process of the canvass or assist in the operations of the canvass.
- No ballots may be taken from the area without a written memo from the Director of Elections and only if proper arrangements for security during transfer are available.
- No foods or liquids are allowed in the canvass area.
- Loud noises and other distractions are prohibited. The use of personal audio players by canvassers also is not allowed while canvass is in progress.

Location

The Canvass is conducted primarily at the Department's warehouse located at Pier 48.



San Francisco City Hall

The San Francisco Department of Elections (DOE) must:

"...Conduct all public federal, state, district and municipal elections in the City and County that are free, fair, and functional; to establish programs under federal, state, and local laws, notably the Voting Rights Act, Help America Vote Act, the Americans with Disabilities Act, and the City 's Equal Access to Services ordinance ; to register voters, recruit and train poll workers and polling place owners, and provide educational voting programs about ranked-choice voting, multilingual services, vote-by-mail and early voting; and to strive to conduct elections that are open and that provide voters with confidence in the results and in the integrity and security of their ballots."

**1 Dr. Carlton B. Goodlett Place, Rm. 48
415-554-4375 office / 415-554-7344 fax
www.sfelections.org**

**OFFICE HOURS
Monday through Friday, 8:00 am to 5:00 pm**