

POLL WORKER MANUAL



SAN FRANCISCO
ELECTIONS

NOVEMBER 8, 2022
CONSOLIDATED
GENERAL ELECTION

About this Manual

First, thank you in advance for devoting your valuable time and energy to poll worker service on Election Day. Rest assured that your decision to play this vital role, to help maintain the integrity of the November 8 election, and to instill confidence in its ultimate outcomes, is very much appreciated!

This manual explains how you can efficiently carry out your duties while providing excellent and respectful service to all voters visiting your polling place. In Chapter 1, you will find general information about your role as a poll worker along with guidance on how to interact with and protect the rights of voters. In Chapters 2 – 4, you will find information about specific procedures along with step-by-step Job Card instructions for a) setting up a safe and accessible polling place, b) processing voters during voting hours, and c) securing and transferring vital materials after the polls close.

To successfully carry out all of your assigned tasks on Election Day, you will need to read this manual carefully beforehand — cover to cover — and become familiar with its organization.

If you have a poll worker related question that has not been addressed in this manual, please call (415) 554-4395 or email pw@sfgov.org. We are committed to supporting you throughout the election cycle and look forward to working with you on Election Day, November 8. Thank you again for helping the Department of Elections make the upcoming election free, fair and functional. We sincerely hope you enjoy serving as a poll worker!

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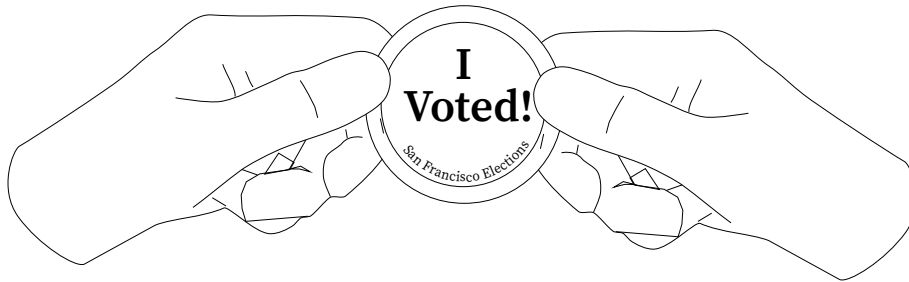
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CHAPTER 1

ELECTION FUNDAMENTALS

1. Election Fundamentals



1.1 Your Election Day Mission

The mission of the San Francisco Department of Elections is to provide equitable access to voting and election-related services and to conduct free, fair, and functional elections for the City and County of San Francisco. *Your* mission as a poll worker on Election Day will be to help the Department of Elections accomplish its mission. How will you do that?

To help provide **equitable** access to voting and election-related services, you will need to provide excellent service to voters of all backgrounds.

To help conduct a **free** election, you will need to ensure your polling place is a welcoming, neutral place where every voter can cast a secret ballot.

To help conduct a **fair** election, you will need to keep all ballots secure and give every voter the resources they need to cast a ballot independently.

To help conduct a **functional** election, you will need to follow all procedures carefully and exactly.

1.2 Poll Worker Standards

On Election Day, you will serve as an official representative of the San Francisco Department of Elections, and you must therefore keep these vital standards in mind:

1.2.1 Maintaining Political Neutrality and Professionalism

In your role as a poll worker, you must maintain complete neutrality and professionalism. This means you must remain focused on your work throughout Election Day – you may only use your cell phone on break and you may never use a TV or radio in a polling place. It also means you must be vigilant about keeping your political opinions out of the polling place. **At no time while on duty can you express your opinion about any candidate or measure on the ballot.**

1.2.2 Providing Equal Service

In the November 8 election, San Francisco voters will elect federal, state, and local officials, including Members of the Board of Supervisors for the City's even-numbered (2, 4, 6, 8, and 10) Supervisorial Districts, and will vote on several state and local ballot measures. Additionally, as permitted by local law, otherwise eligible non-citizen voters may vote in the local School Board contest.

In early October, the Department of Elections will automatically mail a vote-by-mail ballot packet to every registered San Francisco voter. While many San Francisco voters will return their mailed ballots by mail, others will choose to visit neighborhood polling places, either to vote or to return their mailed ballots in person. **As a poll worker, you will need to serve all voters who visit your polling place equally well and with equal respect, regardless of their race, color, ancestry, national origin, place of birth, sex, age, religion, creed, disability, sexual orientation, gender identity, weight or height.**

1.2.3 Respecting Diversity

According to the 2020 Federal Census, approximately 815,000 people live in San Francisco. As been the case for many years, our city remains racially diverse, with about 40% of the population identifying as non-Hispanic white, about 36% identifying as Asian, about 15% identifying as Hispanic, about 6% identifying as Black, and about 1% identifying as American Indian or Native Alaskan. Our city is also ethnically and linguistically diverse, with about 34% of residents born in other countries and about 42% speaking languages other than English at home.

San Francisco voters differ in many other ways too. In addition to helping voters who are not fluent in English, you may find yourself helping a voter who expresses their gender in a manner that is different than what may be assumed based on their name in the roster, a voter with mental or physical challenges who needs assistance with voting, a voter who does not have a fixed residential address, or a voter from a community that has experienced historical discrimination in the administration of elections. **When assisting voters with different backgrounds and needs, always project respect and willingness to help.**

1.2.4 Avoiding Assumptions

When serving San Francisco voters, you should avoid making potentially offensive assumptions while providing service. For example, you should not assume any voter you are assisting is able to read, write, or use certain technology, that they are fluent in English or any other language, that they identify as male or female, or that they do or do not have a disability.

Instead, provide thoughtful and responsive service. For example, you can politely offer bilingual assistance or translated materials to a voter who is having challenge communicating in English, offer to read and help complete a form for someone who indicates they cannot do so alone, and avoid the use of gendered pronouns such as "he" or "she," and titles such as "Mr." or "Mrs." by simply addressing a voter using their first and last name as printed in the roster.

Ultimately, your goal is to cultivate a safe, inclusive, and welcoming polling place environment for voters, poll workers, and visitors alike. If you notice that anyone, including one of your fellow poll workers, is making potentially offensive comments or engaging in discriminatory behavior toward anyone else at your polling place, please call the Election Center at 1-800-554-9934.

1.3 Non-Citizen Voting in School Board Contest

Local law extends the right to vote in San Francisco's School Board elections to non-U.S. citizens residing in San Francisco who are of legal voting age, not in prison for a felony conviction, and parents, legal guardians, or legally recognized caregivers of children under the age of 19 living in San Francisco.

Most procedures regarding non-citizen ("EDU") voters closely mirror standard voting procedures. For instance, upon arrival at a polling place, EDU voters will announce their names and addresses as voters customarily do in every election.

However, there are some differences. For instance, the Election Table Clerk will need to look in the designated blue pages of the roster to locate EDU voter information. If the EDU voter is not listed in the roster, then the clerk will issue the blue EDU version of the provisional envelope, which will allow the voter to conditionally register and vote provisionally. **Whether the EDU voter is listed on the roster or voting provisionally, a poll worker must issue an EDU version of the official ballot, which lists only the School Board recall contests.** Accessible touchscreen and audio versions of the EDU ballot are also available at each polling place.

Whether you are assisting non-EDU or EDU voters, you must be sure to adhere to your vital poll worker standards, that is, to provide equal service, respect diversity, and avoid assumptions. On Election Day, all poll workers are responsible for protecting the rights of voters. Do not engage in a conversation about, or question a voter's citizenship or immigration status, or ask for additional information from a voter beyond what is necessary to locate them in the roster (name and address). If you, any voter, or any visitor to your polling place have comments or questions about the EDU law, please call the Election Center, 1-800-554-9934, immediately.

1.4 Polling Place Free from Interference and Intimidation

Under California law, every voter is entitled to several essential rights. The California Secretary of State has summarized some of the most essential voting rights in the California Voter Bill of Rights poster. Please familiarize yourself with these important rights (see Appendix 5.9) and be sure to post the California Voter Bill of Rights posters inside and outside of your polling place on Election Morning.

Among other voting rights, every voter has the right to cast a secret ballot in an **environment free of interference and intimidation.**

1.4.1 Electioneering

In order to protect voters from interference and intimidation, state law prohibits electioneering, which is the visible display or audible dissemination of information that advocates for or against any candidate or measure on the ballot within 100 feet of the entrance to a polling place, ballot drop box, or curbside voting area.

This means you may need to remind visitors to your polling place that certain **electioneering activities are prohibited, including:**

- Displaying any image of a candidate's name, likeness, or logo
- Displaying any image of a ballot measure's number, title, subject, or logo
- Broadcasting any information about candidates or measures on the ballot
- Attempting to influence any voter's choices about contests on the ballot
- Attempting to circulate (asking voters to sign) any petition of any kind

Always remain composed and diplomatic when asking someone to stop electioneering. Do not put yourself or anyone else in harm's way. If you have questions about electioneering or how to handle it, please call the Election Center at 1-800-554-9934 for advice and assistance.

You should also be familiar with **a few things that do not constitute electioneering and are therefore allowed:**

- Bringing official, non-partisan guides, such as the Voter Information Pamphlet, into a voting booth
- Authorizing another person to assist with ballot marking
- Bringing a child or cellphone into the voting booth without disturbing other voters

While people at any polling place cannot engage in electioneering, they can express general political opinions as long as those opinions are not about candidates or measures on the ballot and they do not bother other voters.

1.4.2 Corruption of the Voting Process

In order to protect free and fair elections, California law prohibits corruption of the voting process, which includes many different kinds of illegal election interference. This means **you need to prevent or report any such criminal activity, including:**

- Committing, attempting to commit, or aiding election fraud or illegal voting
- Bribing a voter or attempting to change a voter's selections or decision to vote
- Preventing or delaying voting or improperly challenging someone's right to vote
- Attempting to ascertain how another person voted
- Possessing, or directing another to possess a firearm
- Tampering with a voting system or altering election results in any way
- Impersonating an elections officer or displaying an unofficial ballot drop box

If you witness any of these activities or have questions about corruption of the voting process, please call the Election Center at 1-800-554-9934 immediately.

1.5 Election Security and Integrity

From the moment your team arrives at your polling place until the moment your team leaves for the day, you must work together to protect the integrity of the election.

1.5.1 Physical Protection of Materials

An essential component of protecting the integrity of any election is the physical safeguarding of vital election materials such as ballots, the roster of voters, voting equipment, and memory cards containing vote count data.

It will be your responsibility to protect the election, and you and your fellow poll workers will need to work together, watching and bearing witness to all voting processes.

While on duty, please remember these two crucial facts:

- Every California voter has the right to safely mark a secret ballot and nobody has the right to damage, destroy, or tamper with that voter's ballot.
- Any and all voting equipment troubleshooting must be performed only by authorized personnel carrying Department of Elections identification badges.

In your role as a poll worker, you may need to remind members of the public to refrain from looking at marked ballots, attempting to troubleshoot any voting equipment issues, or touching any security seals. If anything unusual happens with the voting machine, ballots, or roster of voters, you must notify the Election Center at 1-800-554-9934 immediately.

1.5.2 Creating a Public Record

In addition to protecting vital election materials, your team will need to create an official public record of all voting activity at your polling place by producing the following documents:

1. Ballot-Scanning Machine Zero Vote Report, to be printed before the polls open
2. Security Seals Sheet, to be completed in accordance with the printed schedule
3. Custody Transfer Form, to be updated whenever a transfer of custody occurs
4. Ballot-Scanning Machine Total Votes Cast Report, to be printed after the polls close
5. Posted Ballot Statement, to be completed during the audit process at closing

1.5.3 Observers and Media

In addition to voters, observers and members of the media may visit your polling place before opening, during voting, or after closing. You must welcome and accommodate all visitors as long as voters can continue to cast their ballots without intimidation or interference. There are a number of rules that apply to all visitors/observers:

- Observers may inspect, but not mark or remove, rosters, street indices, etc.
- Observers cannot sit at the election table, process voters, or see marked ballots.
- Observers may ask poll workers a few questions about elections procedures.
- Observers with many questions should be instructed to call the Election Center.
- Members of the media may speak to voters at least 25 feet from the polling place entrance.
- No-one can take pictures of voters without their permission.
- Voters may take "ballot selfies," provided they do not include other voters.

If you have questions about how to handle observers or their rights and responsibilities, please call the Election Center at 1-800-554-9934 for advice and assistance.

1.6 Language Resources

Many San Francisco voters prefer to receive their ballots, election information and voting assistance in languages other than English. A combination of federal, state, and local laws requires the Department of Elections to provide all these resources in specified languages. It is essential that you **make all language resources available** at your polling place and let voters know they may choose to use them.

1.6.1 Translated Materials

In San Francisco, all printed materials at polling places, including posters, ballots, and voter pamphlets must be available in Chinese, Spanish, and Filipino, as well as in English. In some polling places, facsimile ballots must be available in Burmese, Japanese, Korean, Thai, and Vietnamese. (Voters may use facsimile ballots for reference when marking their official ballots.)

If your polling place is provided with facsimile ballots, remember to post a copy of each and make another copy available on the Election Table.

If a voter has a language preference, be sure to issue an official and facsimile ballot in that language.

1.6.2 Bilingual Assistance

With almost half of San Francisco residents speaking a language other than English at home, it is extremely important that bilingual assistance is available at polling places on Election Day.

As a poll worker, you should know that state law requires all poll workers to wear nametags showing the languages they speak throughout Election Day and to list those languages on the Language and Accessibility Resources Sign.

Please remember not to remove or cover your nametag at any point on Election Day — your nametag helps voters identify you as a poll worker and the language in which you can provide assistance.

Also, please remember to update the Language and Accessibility Resources Sign so that it accurately reflects the bilingual assistance available at your polling place.

If any of the bilingual poll workers listed on the Precinct Staffing and Bilingual Requirement Form (located in the inspector folder) are absent from the start of the day, it is essential that your team (most likely the Inspector) contact the Election Center.

If your site has no bilingual poll workers, or if a voter requests assistance in a language not spoken by any member of your team, you may use the translated scripts printed in Appendix 5.3 or call (415) 554-4375 for free, live interpretive services. This telephone service offers assistance in over 200 languages.

1.6.3 Communication Tips

When interacting with voters with limited-English proficiency, keep these tips in mind:

- Speak slowly (not loudly) and use short phrases; avoid acronyms and idioms.
- If you have difficulty speaking to a voter, ask the voter to write things down.
- Ask another poll worker to cover your tasks while you patiently help the voter.

1.7 Accessible Resources

As a poll worker, you must remember that every voter, including any voter with a disability, has **the right to vote privately and independently**. This means you may need to modify a voting station, issue voting tools, or provide physical assistance. It is essential that you **make all accessible voting resources available** at your polling place and let voters know they may choose to use them.

1.7.1 Accessible Pathways

Most San Francisco polling places have accessible entrances. Be sure to post all directional signs, including the “Vote Here” sign, outside of your polling place, directing voters to the accessible entrance if it is separate from the main entrance. During setup, **allow for a 5 ft. wide path between the election table, the voting booths, and both voting machines**. (See your site-specific plan for instructions.)

1.7.2 Ballot-Marking Device

The accessible ballot-marking device available at all polling places allows voters to navigate, mark, and print audio and/or touchscreen ballots; this device also has a braille-embossed keypad, a set of headphones, and is compatible with sip-and-puffs and head-pointers.

1.7.3 Accessible Voting Booth and Tools

Any voter may choose to use a chair, a wheelchair accessible voting booth or accessible voting tools such as page magnifiers (these magnify the print on paper ballots) or pen grips (to make marking paper ballots easier).

1.7.4 Curbside Voting Service

Any voter unable to enter your polling place may request curbside voting service. If you encounter such a situation, your team must follow the steps on Voting Job Card 5 (page 51) to bring a ballot and voting supplies to the voter in a car or on the sidewalk.

1.7.5 Personal Assistance

While every voter has the right to vote privately and independently, **any voter unable to mark their ballot can ask one or two other people to help them** do so, provided the assistant is not the voter's employer/agent or the voter's union representative.

You must note such assistance in the *Assisted Voters Page* in the roster and remind the assistant of the following:

- To let the voter make all decisions alone.
- Not to guess what the voter wants.
- Not to try to influence the voter.
- Not to reveal the voter's choices to anyone.

1.7.6 Service Animals

Any voter may bring a service animal of any breed or size to a polling place. If you guide the voter, please walk so that the animal is on one side and you are on the other and do not engage with the animal without the voter's permission.

1.7.7 Interacting with Voters with Disabilities

The rules of etiquette and good manners apply when assisting every voter who enters your polling place. In addition, the following guidance may be helpful:

- Communicate directly with the voter, rather than with the voter's companion.
- Offer personal (physical) assistance, but do not insist on providing it.
- Do not touch the voter unless the voter specifically asks you to do so.
- Do not touch the voter's property unless the voter asks you to do so.

- Always ask how you may best assist rather than assuming you know best.
- Listen closely and follow the voter's specific instructions.
- Use people-first language, e.g., say "person with a disability."
- Be patient; do not finish the voter's sentences or guess what they need.
- If you do not understand, ask the voter to rephrase or repeat.
- If communication is difficult, try tools, such as pen and paper.
- Do not leave the voter abruptly; explain where you are going.
- If you are guiding the voter, point out obstacles along the way.
- Do not distract or touch the voter's guide or service animal.

1.8 Election Day Roles

On Election Day, your team will likely consist of three poll workers: two clerks and an Inspector. All polling places will be supported by roving Field Election Deputies, District Support Drivers, and Voting System Technicians, and Department phone bank personnel in the Election Center. At closing, Deputy Sheriffs and MTA officers will assist with election results and ballot collection.

To accomplish our joint mission of conducting a free, fair, and functional election, everyone must work together, understanding and respecting one another's particular roles:

- Clerks complete opening, voting, and closing tasks using step-by-step instructions, switching roles as necessary.
- Inspectors oversee site operations, leading clerks in all tasks. Inspectors are also responsible for bringing vital supplies, including ballots.
- Field Election Deputies (FEDs), oversee activities in 7-9 polling places, delivering back-up supplies and helping poll workers as needed.
- District Support Drivers and Voting Systems Technicians roam throughout the city, helping resolve technical, facility and voting equipment issues.
- Deputy Sheriffs and MTA officers collect election results and ballots after the close of polls for transfer to the Department of Elections.
- Election Center coordinators answer poll worker questions and assist in resolving issues over the phone. To reach the Election Center, call 1-800-554-9934.

1.9 Preparing for Election Day

Make sure you are prepared to serve on Election Day by completing all of the pre-election tasks:

- Read this manual carefully and contact us promptly if you have questions.
- Confirm your assignment at sfelections.org/pwp or by calling (415) 554-4395.
- Plan/practice commuting to your assigned polling place in order to arrive by 6 a.m. on Election Morning. Do not be late – your team depends on you. If you are late, you may not be invited to serve in any future elections.
- To ensure you can set up an accessible polling place, please familiarize yourself with your site-specific plan, which will be posted at sfelections.org/pwp, in advance of Election Day.
- Get plenty of sleep, pack water, snacks, and warm layers for Election Day.
- If you have not done so already, submit proof of COVID-19 vaccination to the Department of Elections.

Additional tasks to be completed by clerks:

- Attend the optional hands-on voting equipment lab; to schedule, call (415) 554-4395.
- Answer the call from your Inspector and confirm your Election Day assignment.

Additional tasks to be completed by Inspectors:

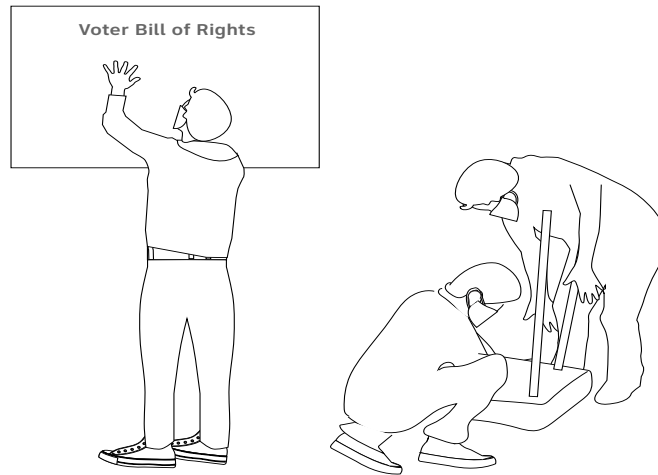
- Attend the mandatory hands-on voting equipment lab and pick up your Inspector Bag following the lab; to schedule, call (415) 554-4395.
- Following pick-up of your Inspector Bag, place the roster tabs (located in the Inspector folder) on the roster pages.
- Call clerks on your *Precinct Staffing and Bilingual Requirement Form* to introduce yourself and confirm that they must arrive by 6 a.m. on Election Morning.
- Answer the call from your Field Election Deputy and confirm your assignment.
- Notify the Department of Elections as soon as possible if you or any of your clerks have become unavailable to serve.

Please remember the fundamentals outlined in this first chapter, and refer to them as necessary as you fulfill your duties on Election Day.

CHAPTER 2

POLLING PLACE SET-UP

2. Polling Place Set-Up



2.1 Opening Timeline

No later than 6:00 a.m. on Election Morning, your team will need to begin setting up. Inside your polling place, you will find voting equipment, voting booths, tables, chairs, and a red box with notices, signs and other supplies. The Inspector will bring ballots, the site-specific plan (SSP), and the roster. You must work together to set up large items and properly place small items.

The Inspector will begin by distributing green Opening Job Cards (pages 19-30) and copies of the SSP. At polling places with more than two clerks, the Inspector may assign more than one clerk to work on Job Card 1 or 2 or ask them to help with the Inspector's tasks.

By law, all equipment, materials, and notices must be ready for voters at 7:00 a.m. To meet this requirement, please follow this suggested timeline:

6:00 – 6:30 a.m. The clerk with Job Card 1 will ready the election table and the red box, while the clerk with Job Card 2 will post all indoor and outdoor signs and notices, update the Language and Accessibility Resources sign, and distribute nametags. Meanwhile, the Inspector will set up equipment using the Inspector Opening Job Card.

6:30 – 6:45 a.m. Around this time, your FED will deliver extra ballots and supplemental roster pages, at which point the clerk with Job Card 1 will update the roster. After finishing Job Cards 1 and 2, the clerks will work together to set up the voting booths using the Team Job Card. The Inspector may still be finishing up their Job Card at that time.

6:45 – 7:00 a.m. Your team should have completed all job card tasks by this point. Before opening to voters, the Inspector will perform a final check and make any necessary last-minute adjustments.

Voting must begin promptly at 7:00 a.m. If anything or anyone attempts to delay the opening of your site, your team must call the Election Center at 1-800-554-9934, who will help you open on time. You may also refer to the What-If? scenarios in this chapter (pages 31-33).

2.2 Using the Site-Specific Plan

Every polling place will have an SSP with special instructions, including a custom layout diagram and directions for unlocking and opening doors and windows, finding electrical outlets and light sockets, etc.

Your SSP will also indicate whether your site has been assigned an additional clerk and where this clerk will be positioned during voting hours to greet and direct voters.

The layout diagram you will find in your SSP has been designed to allow for a 5 ft. wide path in front of the election table, voting booths, and voting equipment, and to allow every voter to cast a secret ballot privately and independently, free of any interference or intimidation.

You may also need to consider the SSP later on Election Day if you need to temporarily modify the outside or inside set-up of the polling place to make it accessible while still protecting the rights of voters to cast their ballots in private.

2.3 FED Delivery and Final Tasks

Prior to opening, your FED will deliver a green bag with extra ballots, supplemental purple roster pages listing voters who registered after the roster was printed, and supplemental orange pages listing voters who have already returned a vote-by-mail ballot.

It is essential the clerk assigned to Job Card 1 promptly updates the roster white and blue pages by writing “VBM Received” under the addresses of all voters whose names appear in the orange pages.

After updating the roster pages, the clerk with Job Card 1 will need to place the supplemental orange and purple roster pages in the back of the roster. Finally, Inspector will store the green bag with extra ballots under the election table until they are needed.

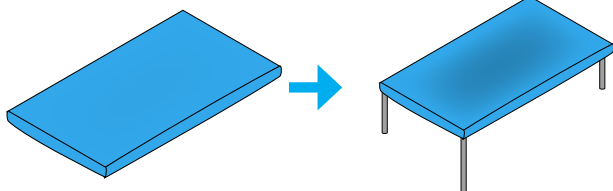
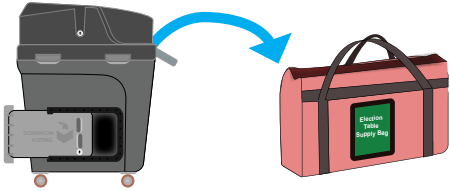
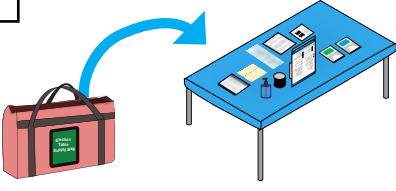
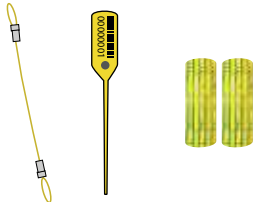

When all set-up tasks are complete, the Inspector will conduct a final check before opening. The entire team will read and sign the *Declaration of Poll Workers* and the *Poll Worker Payroll Sheet*. Just before opening, the Inspector will distribute and review Voting Job Cards and **remind poll workers to wear their nametags at all times while on duty.**

At exactly 7 a.m., the Inspector will announce “The polls are now open!”

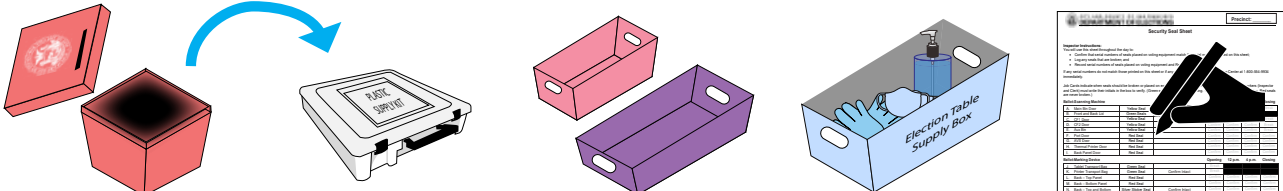
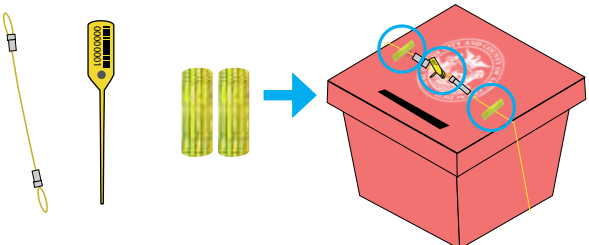
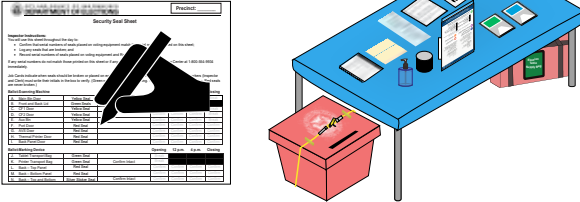
Job Card 1: Prepare Election Table and Red Box

Your job at opening is to ready the election table and the red box, and to update the roster of voters.

1. Set up the election table and retrieve election table supplies.

<p>a.</p> 	<p>b.</p> 	
<p>Unfold the blue, 6-foot table, lock its legs into place, and place it upright in the location noted in your site-specific plan.</p>	<p>Ask your Inspector to open the ballot-scanning machine's main bin using their key, then retrieve the election table supply bag.</p>	
<p>c.</p> 	<p>d.</p> 	<p>e.</p> 
<p>Remove and place all items from the bag onto the election table.</p>	<p>Set aside the cable, yellow plastic seal, and yellow security stickers.</p>	<p>Place the empty bag under the table.</p>

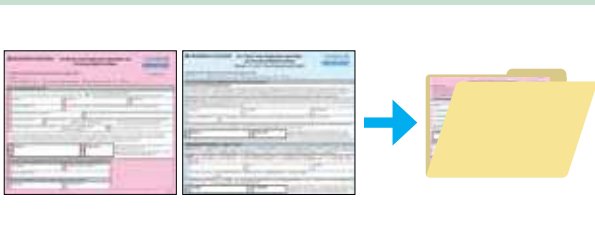
2. Empty, secure, and place the red box.

<p>a.</p> 	
<p>Empty the red box, and ask all members of your team to confirm it is empty, then sign line Q of the security seal sheet, located in the inspector folder.</p>	
<p>b.</p> 	<p>c.</p> 
<p>Place the lid of the red box on top and wrap the yellow cable around the box, then secure the yellow cable with a plastic seal and place security stickers on both sides of the seal.</p>	<p>Record the yellow plastic seal number on line O of the security seal sheet. Place the red box in a safe spot next to the election table and within sight of voters.</p>

Job Card 1: Prepare the Election Table and Red Box

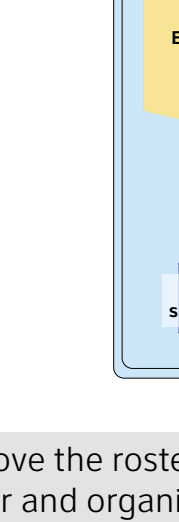
3. Organize the election table.

a.



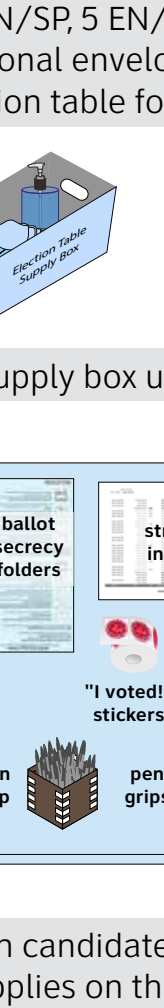
Place one bundle of pink provisional envelopes (15 EN/CH, 5 EN/SP, 5 EN/FI) and one bundle of blue provisional envelopes (5 EDU) into the yellow election table folder.

b.



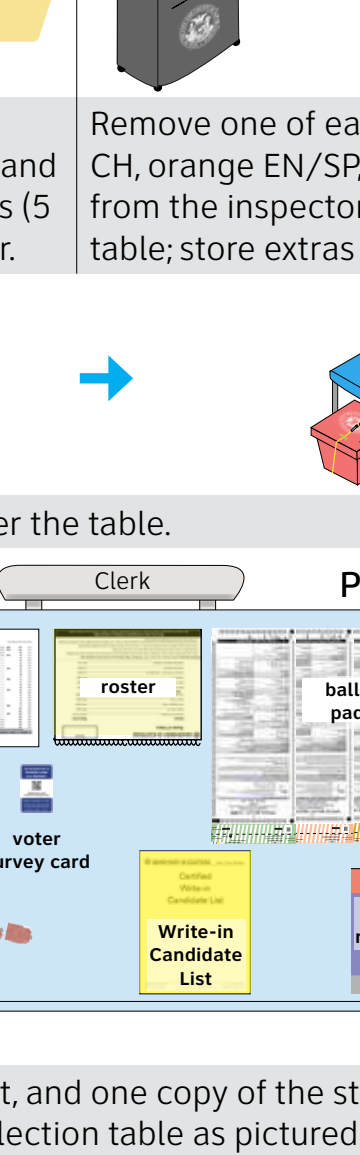
Remove one of each ballot pad (green EN/CH, orange EN/SP, yellow EN/FI, and blue EDU) from the inspector bag and place onto the table; store extras under the table.

c.



Place the Election Table Supply box under the table.

d.



Remove the roster, write-in candidate list, and one copy of the street index from the inspector folder and organize all supplies on the election table as pictured above.

4. Update the roster pages.

Complete this step immediately after your FED delivers the orange and purple roster pages. If you are still waiting for your FED, skip to the Team Job Card and come back to this step when your FED arrives.

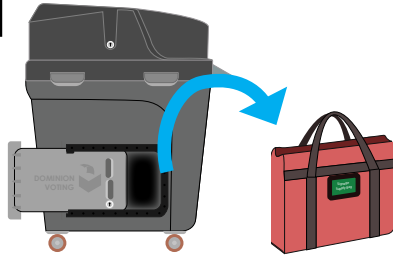
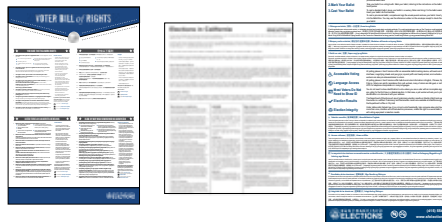
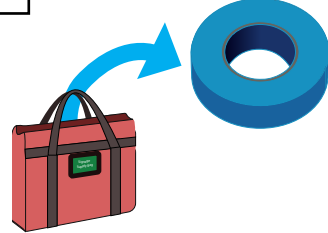
- Find the name of each voter listed in the orange pages in the white or blue pages of the roster and write "VBM Received" under the address of that voter. (These voters may have already cast ballots and can only vote provisionally.)
- Place the purple pages behind the white pages in the roster.

Move on to Team Job Card to complete the setup.

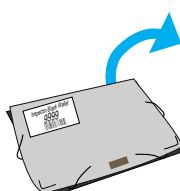

Job Card 2: Post Polling Place Signage

Your job at opening is to post several legally-required signs and notices, update the Language and Accessibility Resources sign, and distribute nametags.

1. Locate and post indoor posters where they will be seen by all voters.

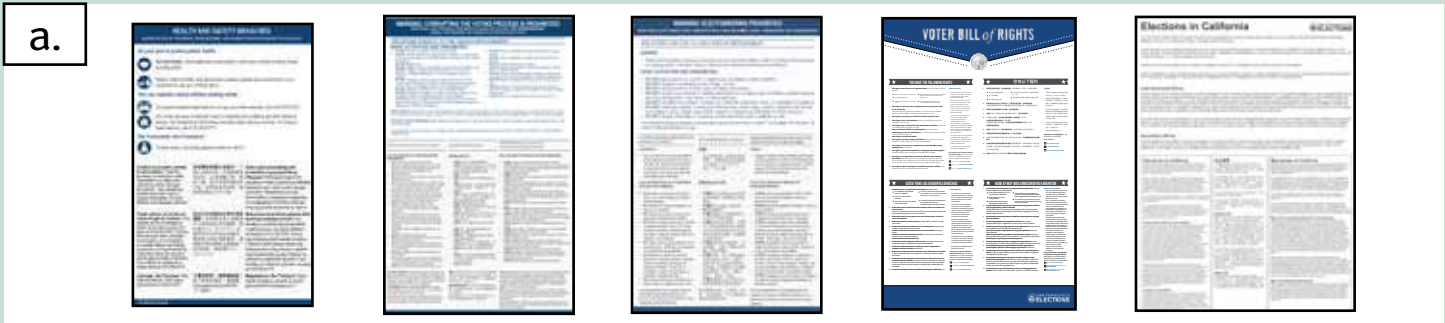
<p>a.</p> 	<p>b.</p> 	<p>c.</p> 
<p>Ask your Inspector to open the ballot-scanning machine's main bin using their key, then retrieve the signage supply bag and remove all items from the bag.</p>	<p>Find a place on a wall to display these three posters: the Voter Bill of Rights, the Elections in California, and the Voter Information Poster.</p>	<p>Use blue tape to tape up each poster. If your site has facsimile ballots, tape these next to the Voter Information Poster.</p>

2. Confirm bilingual staffing, update Language and Accessibility Resources sign, and distribute nametags.

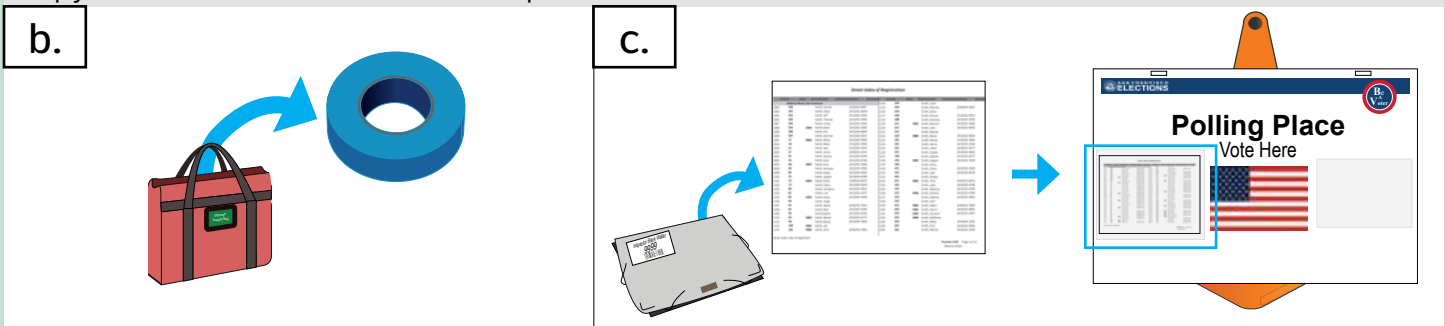
<p>a.</p> 	<p>b.</p> <table border="1"> <thead> <tr> <th colspan="5">POLL WORKER CONTACT INFORMATION</th> </tr> <tr> <th>Position</th> <th>Name</th> <th>Phone</th> <th>Email</th> <th>Language</th> </tr> </thead> <tbody> <tr> <td>Inspector</td> <td>Poll Worker 1</td> <td>415-555-5555</td> <td>pollworker.communication@sfgov.org</td> <td>Chinese</td> </tr> <tr> <td>Clerk</td> <td>Poll Worker 2</td> <td>415-555-5555</td> <td>pollworker.communication@sfgov.org</td> <td>Spanish</td> </tr> <tr> <td>Clerk</td> <td>Poll Worker 3</td> <td>415-555-5555</td> <td>pollworker.communication@sfgov.org</td> <td>Filipino</td> </tr> </tbody> </table>	POLL WORKER CONTACT INFORMATION					Position	Name	Phone	Email	Language	Inspector	Poll Worker 1	415-555-5555	pollworker.communication@sfgov.org	Chinese	Clerk	Poll Worker 2	415-555-5555	pollworker.communication@sfgov.org	Spanish	Clerk	Poll Worker 3	415-555-5555	pollworker.communication@sfgov.org	Filipino
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Clerk	Poll Worker 3	415-555-5555	pollworker.communication@sfgov.org	Filipino																						
<p>Find the Precinct Staffing and Bilingual Requirement sheet in the inspector folder.</p>	<p>Confirm the sheet accurately reflects the languages spoken by members of your team (if not, notify your Inspector, who will then need to notify the Election Center).</p>																									
<p>c.</p> <div style="border: 1px solid black; padding: 5px;"> <p><input checked="" type="checkbox"/> Poll Worker Assistance in Languages Listed Below (you can identify bilingual poll workers by the nametags they wear)</p> <table style="width: 100%;"> <tr> <td><input type="checkbox"/> 我們說中文 Chinese</td> <td><input type="checkbox"/> ကဏ္ဍိတဗျူဟာဘာသာ ဖွဲ့စည်းပုံ Burmese</td> </tr> <tr> <td><input type="checkbox"/> Hablamos español Spanish</td> <td><input type="checkbox"/> 저희는 한국어 구사자입니다 Korean</td> </tr> <tr> <td><input type="checkbox"/> Nagsasalita kami ng Filipino Filipino</td> <td><input type="checkbox"/> เราพูดภาษาไทย Thai</td> </tr> <tr> <td><input type="checkbox"/> 日本語どうぞ</td> <td></td> </tr> </table> </div>	<input type="checkbox"/> 我們說中文 Chinese	<input type="checkbox"/> ကဏ္ဍိတဗျူဟာဘာသာ ဖွဲ့စည်းပုံ Burmese	<input type="checkbox"/> Hablamos español Spanish	<input type="checkbox"/> 저희는 한국어 구사자입니다 Korean	<input type="checkbox"/> Nagsasalita kami ng Filipino Filipino	<input type="checkbox"/> เราพูดภาษาไทย Thai	<input type="checkbox"/> 日本語どうぞ		<p>d.</p> 																	
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<input type="checkbox"/> 日本語どうぞ																										
<p>Check off all spoken languages on the Language and Accessibility Resources sign and place the sign on the election table.</p>	<p>Distribute nametags to your team and remind them to keep wearing them all day.</p>																									

Job Card 2: Post Polling Place Signage

3. Locate and post outdoor posters and the Vote Here sign at the entrance where they will be seen by all voters.

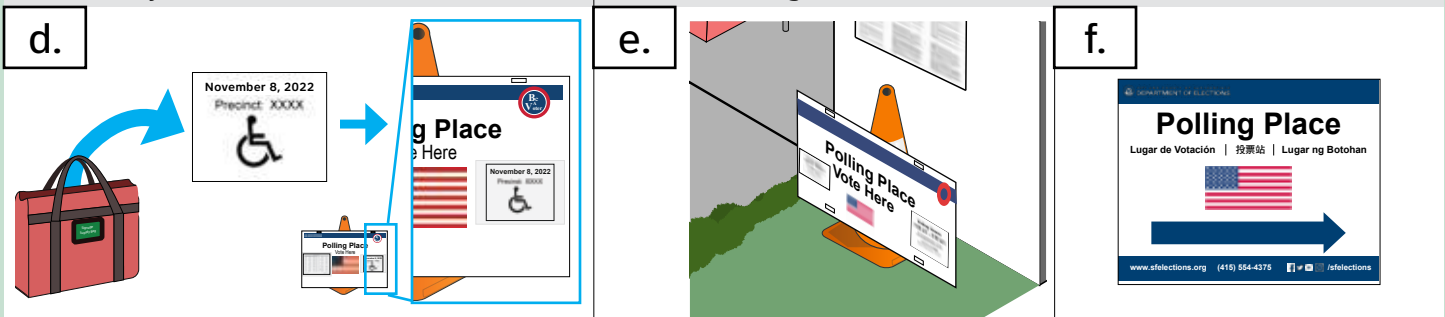


Find a place near your polling place entrance to display these five posters: the Polling Place Health and Safety Measures poster, the Corrupting the Voting Process Warning poster, the Electioneering Warning poster, the second copy of Voter Bill of Rights poster, and the second copy of the Elections in California poster.



Use blue tape to tape up each poster outside the entrance where they will be clearly visible to voters.

Retrieve the second copy of the street index from the inspector folder and slide it into the left pocket of the Vote Here sign.



Remove the precinct card from the signage supply bag, and slide it into the right pocket of the Vote Here sign.

Place the Vote Here sign toward the entrance where it can be seen from the street.

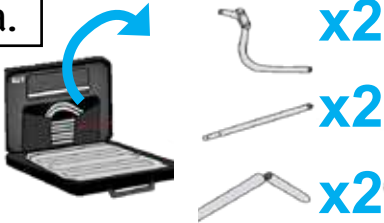

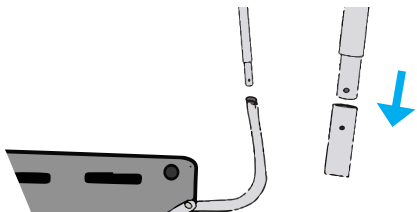
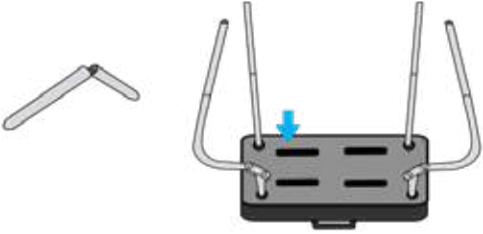
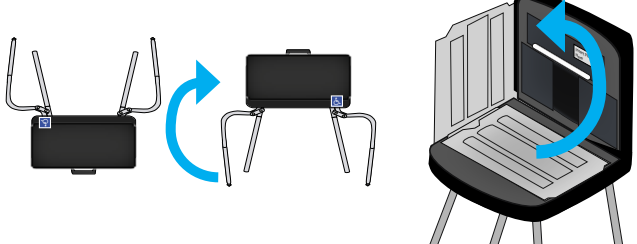
Place the arrow sign so that it points to the entrance.

Move on to Team Job Card to complete the setup.

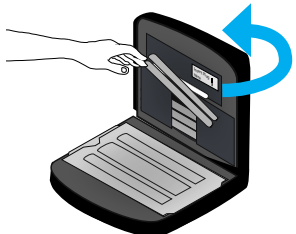
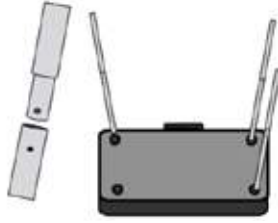
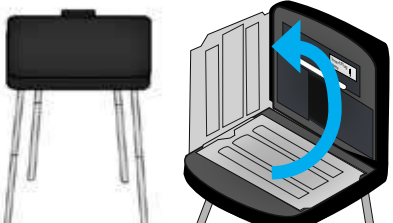
Team Job Card: Set up Voting Booths

Once all tasks on Job Cards 1 and 2 are complete, available clerks must work together to set up the voting booths and assist the Inspector as necessary.

1. Set up the accessible voting booth.

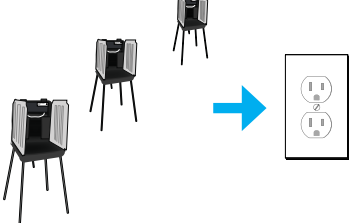
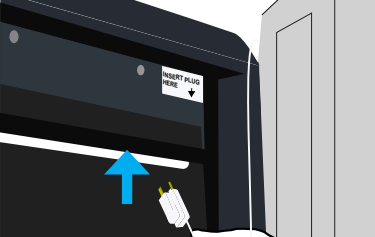
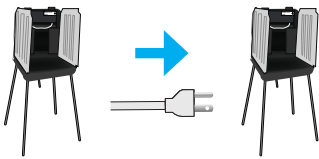
<p>a.</p> 	<p>b.</p> 	<p>c.</p> 
<p>Open the case and remove the legs, then close the case and turn it upside down.</p>	<p>Insert the two curved legs into the two indentations near the case's top handle.</p>	<p>Connect each extension by pressing the button and rotating until it clicks into place.</p>
<p>d.</p> 	<p>e.</p> 	
<p>Insert the two straight legs into the two indentations opposite the case's top handle.</p>	<p>Place booth upright, open case lid, and snap the privacy flaps into corner notches.</p>	

2. Set up remaining voting booths.

<p>a.</p> 	<p>b.</p> 	<p>c.</p> 
<p>Open the case and lift up the inside flaps to remove all legs, then close the case.</p>	<p>Turn the case upside down and insert each of the four legs into a corner indentation.</p>	<p>Place booth upright, open case lid, and snap the privacy flaps into corner notches.</p>

Team Job Card: Set up Voting Booths


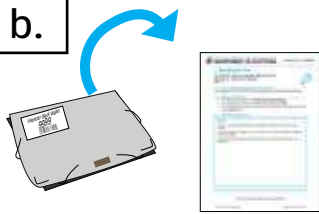
3. Plug in the voting booth lights.

<p>a.</p> 	<p>b.</p> 	<p>c.</p> 
<p>Plug in the voting booth closest to the power supply; it should light up.</p>	<p>With the first booth lit up, plug the cord from the next booth into the first booth.</p>	<p>Continue connecting booths in this manner until the last booth is connected and lit.</p>

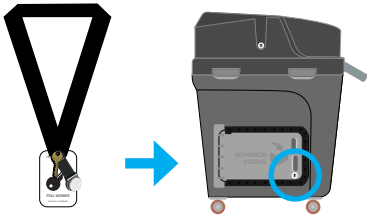
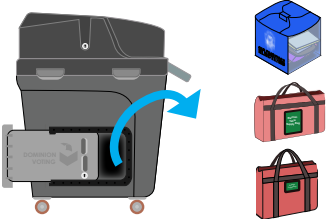
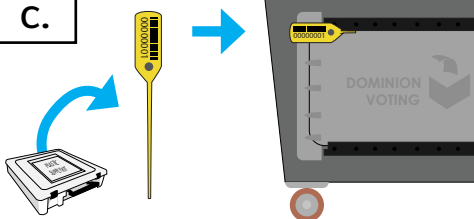
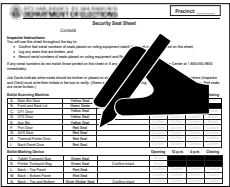
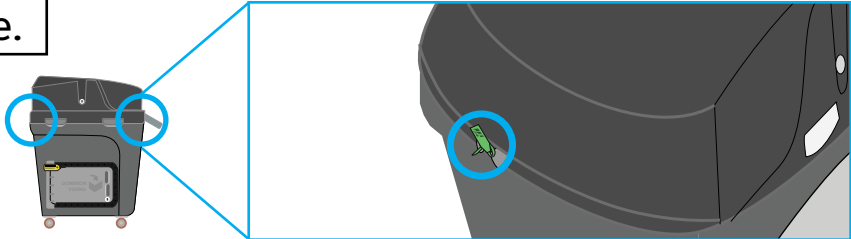
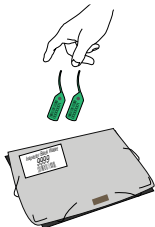
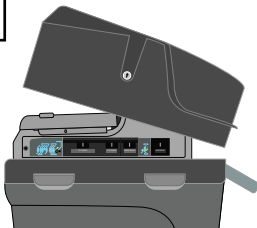
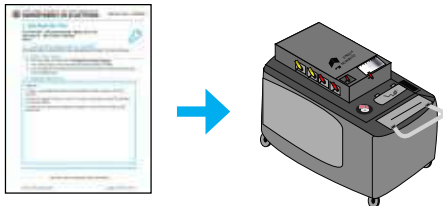
Inspector Opening Job Card

To prepare for opening, you will distribute opening job cards to members of your team, oversee clerk tasks and set up voting equipment. Please remember that you must open the polls at 7 a.m. sharp.

1. Distribute job cards and site-specific plans to clerks.

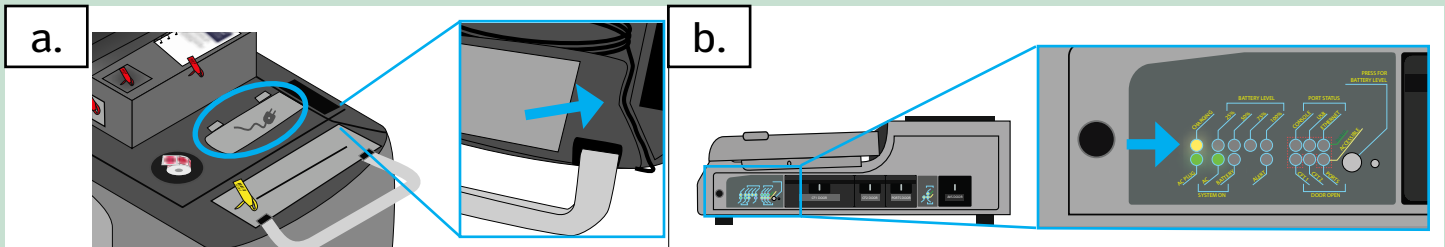
<p>a.</p> 	<p>b.</p> 
<p>Tear out and distribute Opening Job Cards 1-2 from your poll worker manual. (If your site has more than two clerks, you may assign more than one clerk to Job Cards 1 and 2 or ask the extra clerk(s) to assist you with one or more of the tasks below.)</p>	<p>Distribute copies of the site-specific plan from your inspector folder to clerks.</p>

2. Empty the ballot-scanning machine bin.

<p>a.</p> 	<p>b.</p> 	<p>c.</p> 
<p>Use the metal key on your lanyard to unlock the main bin of the scanning machine.</p>	<p>Empty the main bin and have all poll workers initial line P of the security seal sheet.</p>	<p>Use the key to relock the main bin, then seal it with a yellow seal from the supply kit.</p>
<p>d.</p> 	<p>e.</p> 	
<p>Record the seal number of the main bin seal on line A of the security seal sheet.</p>	<p>Confirm the green seals on the front and back of the scanning machine's lid are intact and match line B of the security seal sheet.</p>	
<p>f.</p> 	<p>g.</p> 	<p>h.</p> 
<p>Break the green lid seals and place them in your inspector folder.</p>	<p>Unlock both sides of the lid and set aside.</p>	<p>Place the machine in the location noted in the site-specific plan.</p>

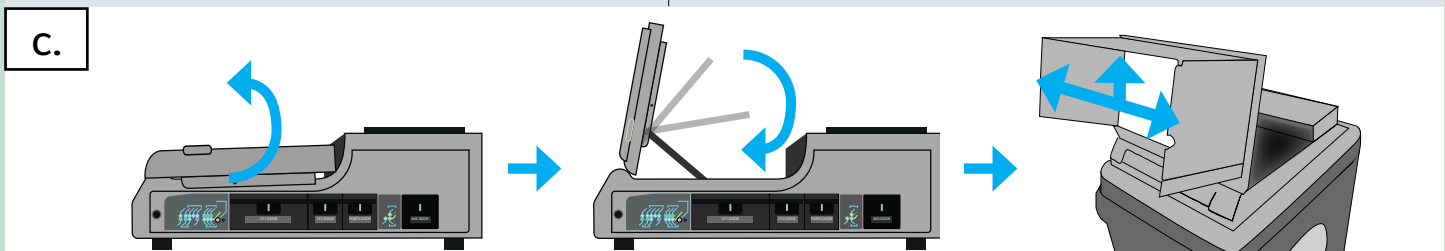
Inspector Opening Job Card

3. Turn on the ballot-scanning machine.

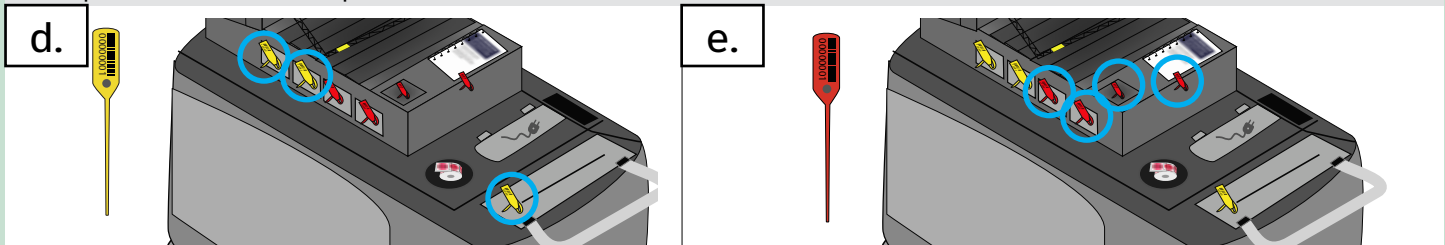


Remove the power cord from underneath the gray flap and plug it into an outlet or power strip. Press the cord into the groove near the flap.

Confirm the yellow charging light on the right side of the machine is on (if the light is off, refer to Appendix 5.2 of your poll worker manual).



Firmly pull up the screen, secure it using the stand, and snap all three flaps into place. The machine will begin to boot up automatically and beep when it is ready. While you are waiting, complete the next step.

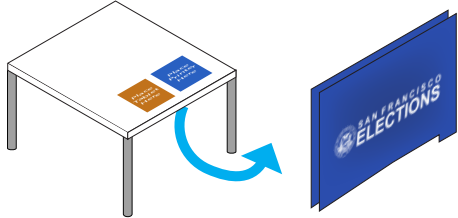
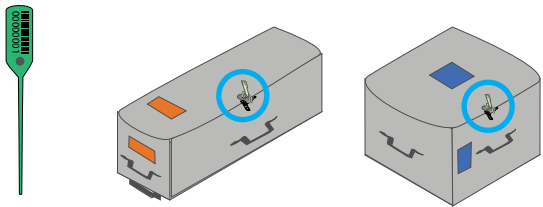
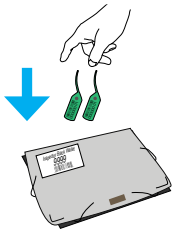
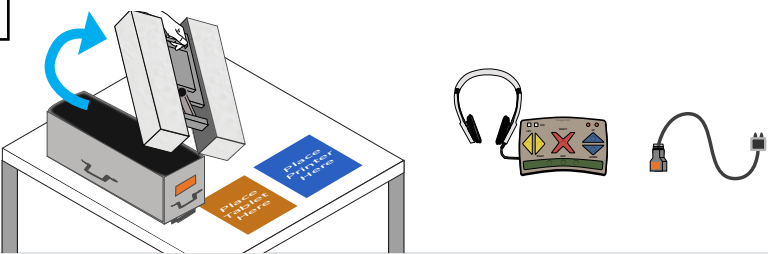
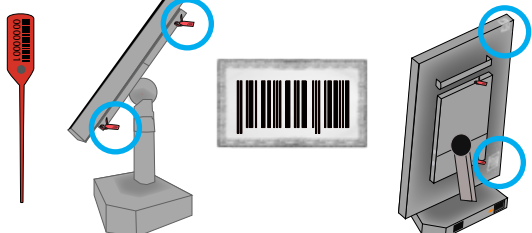
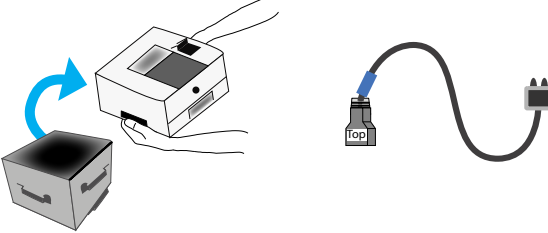
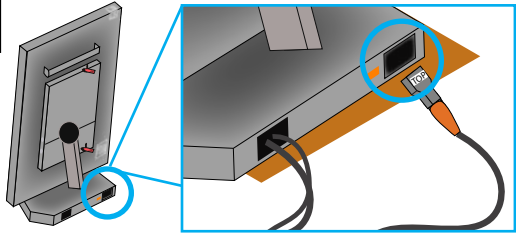
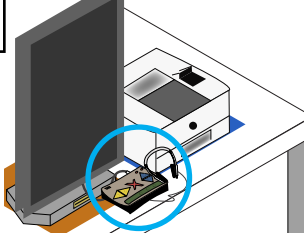
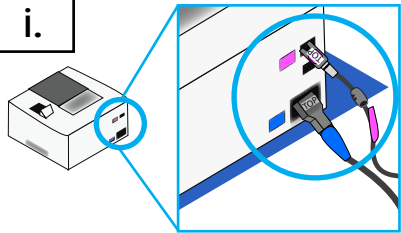


Confirm the yellow seals on CF1 and CF2 doors and the auxiliary bin are intact and confirm their numbers match those on **lines C, D, and E** of the security seal sheet.

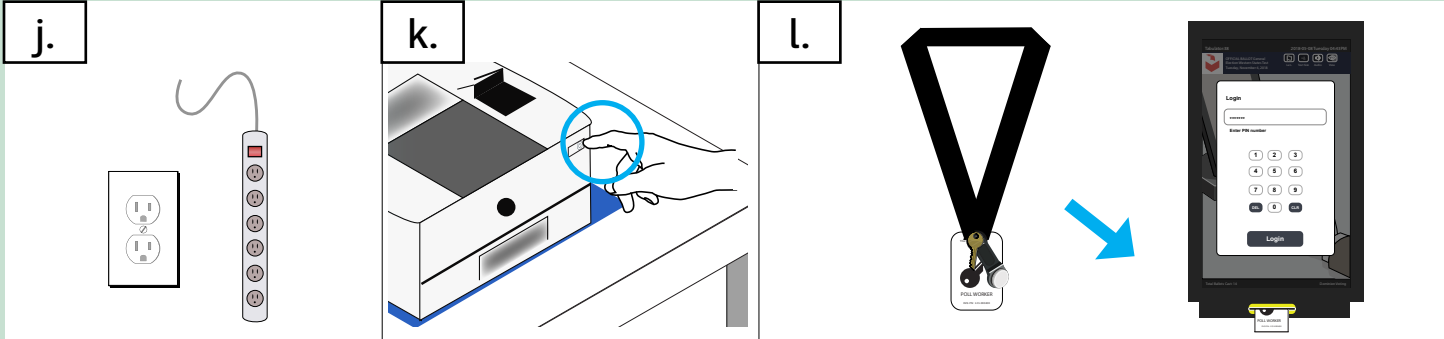
Confirm the red plastic seals on the port door, AVS door, thermal printer door, and back panel door are intact and match **lines F, G, H, and I** of the security seal sheet.

Inspector Opening Job Card

4. Set up and boot up the ballot-marking device.

<p>a.</p> 	<p>b.</p> 	
<p>Unfold the white, 3-foot table, lock its legs into place, and place it upright in the proper location noted in the site-specific plan. Set the privacy screen aside.</p>	<p>Confirm the green plastic seals on both the orange labeled tablet transport bag and blue labeled printer transport bag are intact and match lines J and K of the seal sheet.</p>	
<p>c.</p> 	<p>d.</p> 	
<p>Break the green seals on the transport bags and place them in your inspector folder.</p>	<p>Place the tablet transport bag on the table and remove all accessories. Using the handle, carefully remove the tablet and place it on the "Place Tablet Here" sticker.</p>	
<p>e.</p> 	<p>f.</p> 	
<p>Confirm the two red plastic seals and two silver seals on the back of the tablet are intact, then complete lines L, M and N of the security seal sheet.</p>	<p>From the printer tablet transport bag, remove the blue labeled power cord and printer, then carefully place the printer on the "Place Printer Here" sticker. Leave the box labeled "Extra Ballot-Marking Device Paper" in the printer transport bag.</p>	
<p>g.</p> 	<p>h.</p> 	<p>i.</p> 
<p>Plug the orange labeled power cord into the back of the tablet, the white labeled input cord into the ATI keypad, and the headphones in the ATI keypad.</p>	<p>Confirm all cords are secure and place the keypad to the right of the tablet.</p>	<p>Plug the blue labeled power cord and the pink labeled output cord into the back of the printer.</p>

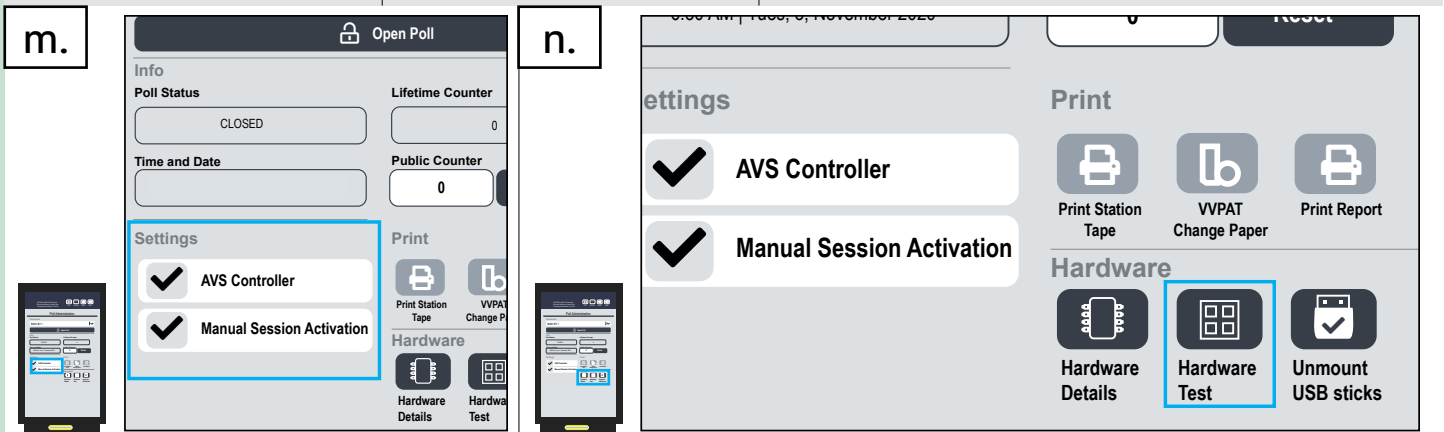
Inspector Opening Job Card



Plug both the orange and blue labeled power cords into an outlet or power strip.

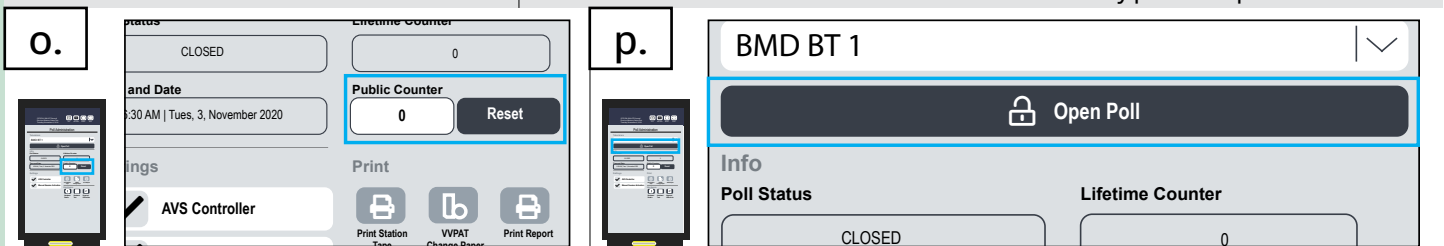
While the tablet is turning on, press the printer power button until it lights.

Insert the poll worker card located on the inspector lanyard into the yellow slot of the tablet, facing upwards, then enter your login credentials (see Equipment Access Code Form) and tap "Login."



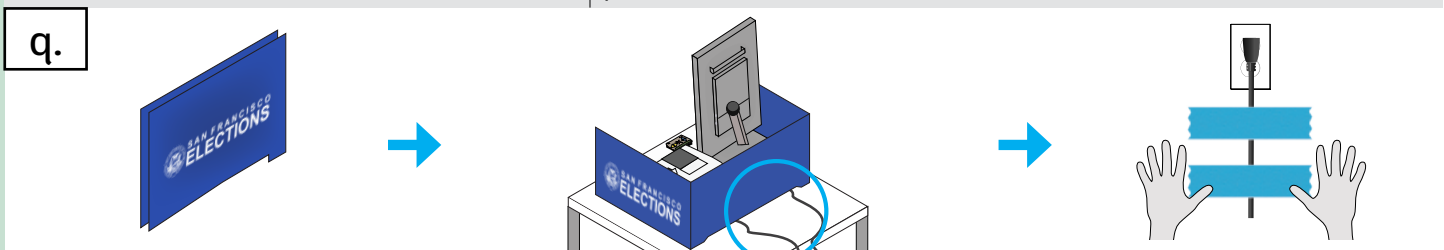
Confirm "AVS Controller" and "Manual Session Activation" boxes are checked.

Tap "Hardware Test" > "Printer" > "Print test page" (place in your inspector folder) > "Back to Menu" > "ATI." Then follow the onscreen instructions to test the keypad. Tap "Close."



Confirm the public counter is set to zero (if not, call the Election Center).

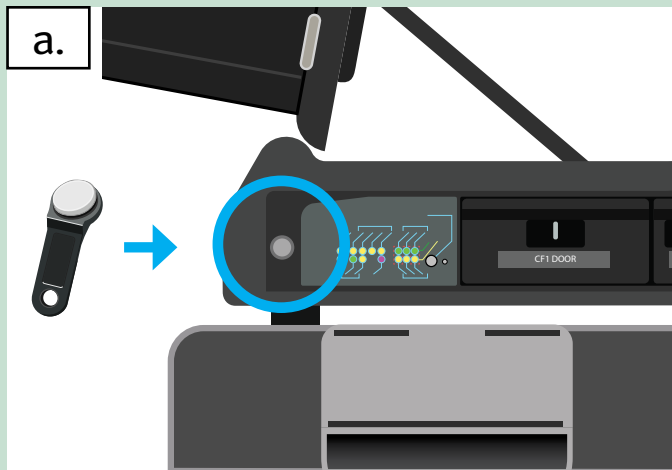
Tap "Open Poll," tap "Yes" to confirm, and remove the poll worker card.



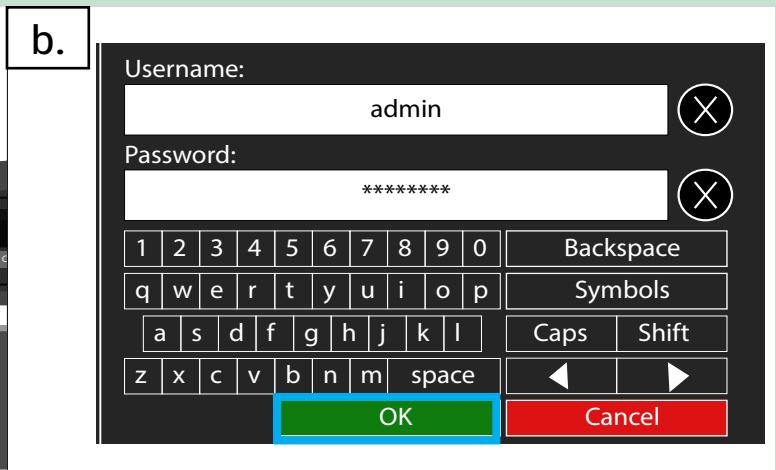
Set up the privacy screen as shown in the picture, run cords through the opening on the back, and tape down any loose cords on the floor to prevent tripping.

Inspector Opening Job Card

5. Initialize the ballot-scanning machine.



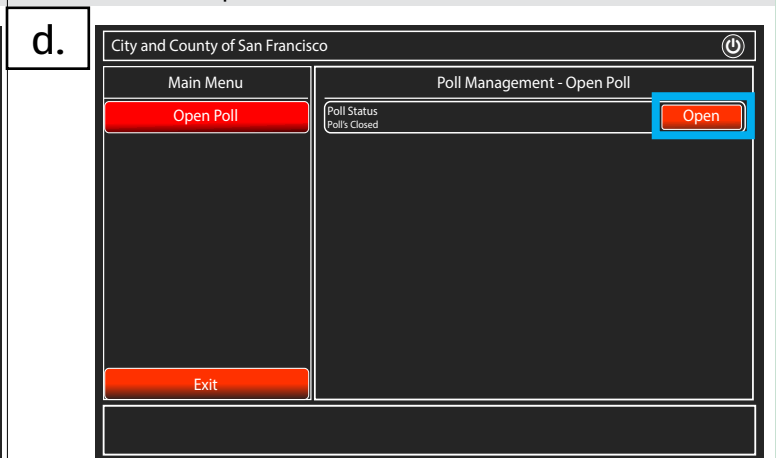
Hold your key fob to the silver circle (right side) to stop the machine's beeping.



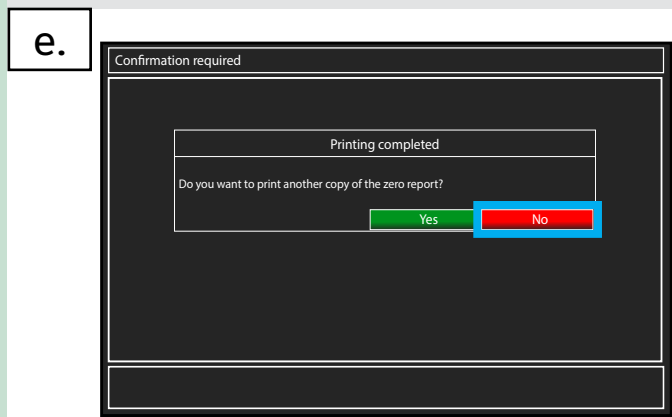
Enter your login credentials (see Equipment Access Code Form located in your inspector folder) and tap "OK."



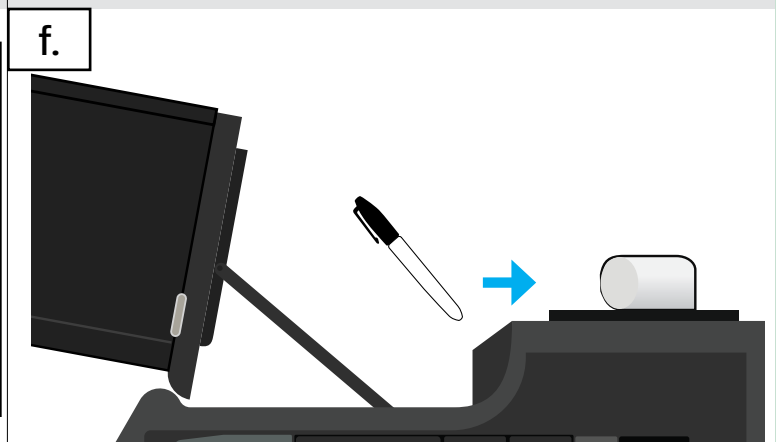
Wait for the status screen to load and then tap "Open Poll" under the main menu.



Under Poll Management, tap "Open." A confirmation screen will appear. Tap "OK."



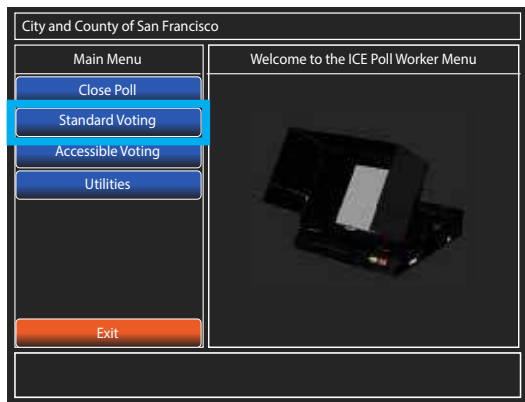
A zero report will print and the screen will read "Printing completed." Tap "No."



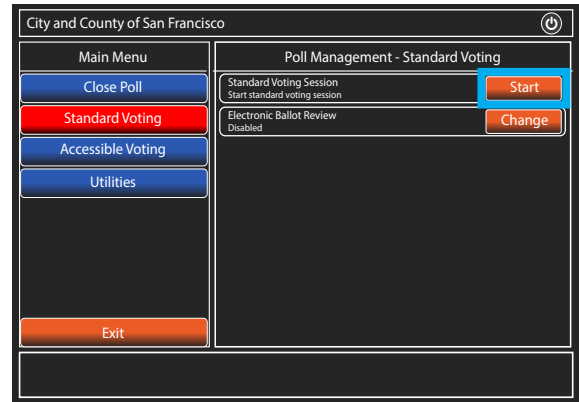
Have everyone sign the report, roll it up and secure it with a paper clip located under the power cord lid. (If you tear off the report, you will need to reprint it.)

Inspector Opening Job Card

g.



h.



Under Main Menu, tap "Standard Voting."

Under Poll Management, tap "Start," then "OK."

i.



When the screen reads "System Ready," it is ready to accept ballots.

6. Perform a final check and complete forms.

- a. Use the job cards and the site-specific plan's layout diagram to confirm all of the following:
 - All opening job card tasks are complete and all materials are secured.
 - The election table is properly placed and organized per the site-specific plan.
 - The red box is properly placed and secured near the election table.
 - There is a 5-foot space in front of the election table, booths, and equipment.
- b. Gather your team and complete the following forms:
 - Have all poll workers sign the Poll Worker Payroll Sheet in the inspector folder.
 - Have all poll workers sign the Declaration of Poll Workers in the roster.
 - Discuss and complete the break schedule form in Appendix 5.5 of the manual.
- c. Transition your team to the voting phase of the day:
 - Remind poll workers to wear their nametags at all times during the day.
 - Confirm that pages in the roster have been updated using the supplemental orange pages.
 - Distribute and review Voting Job Cards.
 - Remind the Election Table Clerk to look for voters' names in the purple pages as well as the white and blue pages of the roster.
 - If you have a phone, set your alarm for opening at 7 a.m.

2.4 What-If? Scenarios

If you need any assistance during opening, please remember to call the Election Center at 1-800-554-9934.

2.4.1 What should a clerk do if they will be late or absent?

The clerk should call their Inspector immediately. If the clerk does not have their Inspector's telephone number, they should contact the Election Center. Depending on how many clerks are present at the site, the Election Center may dispatch a replacement clerk.

2.4.2 What should an Inspector do if they will be late or absent?

The Inspector should call the Election Center immediately. If the Inspector or their Inspector Bag are not on site by 6:10 a.m., the Election Center will dispatch a replacement Inspector and/or deliver essential supplies to the site.

2.4.3 What should an Inspector do if one or more of their clerks are not present at the polling place by 6:10 a.m.?

The Inspector should distribute job cards to all clerks on site, and direct them to begin setting up right away. If there are fewer than two clerks on site by 6:10 a.m. or if there are concerns about being able to set up on time, the Inspector should call their FED for assistance.

2.4.4 What should clerks do if their Inspector is not present at the polling place by 6:10 a.m.?

First, a clerk should call the Election Center immediately. If the Inspector is not present on site by 6:10 a.m., the Election Center will dispatch a replacement Inspector and ask the FED to deliver backup supplies and provide assistance.

Meanwhile, complete the following:

1. Locate the red box and remove the plastic supply kit inside of the box.
2. Remove the metal key and the poll worker key card from the supply kit.

3. Use the metal key to unlock and empty the scanning machine main bin.
4. Relock the main bin and call the Election Center for login credentials.
5. Follow the instructions on pages 27-28 to set up the ballot-marking device.
6. Complete Opening Job Cards 1 and 2 as best as possible with the supplies you have.
7. Complete the Team Job Card – you should have all supplies.
8. When the FED arrives and delivers supplies and the SSP, use the SSP to adjust voting area setup as needed.
9. Complete any clerk Job Card tasks you are now able to finish with supplies delivered by the FED.
10. If the FED is not able to stay and complete Inspector tasks, call the Election Center.

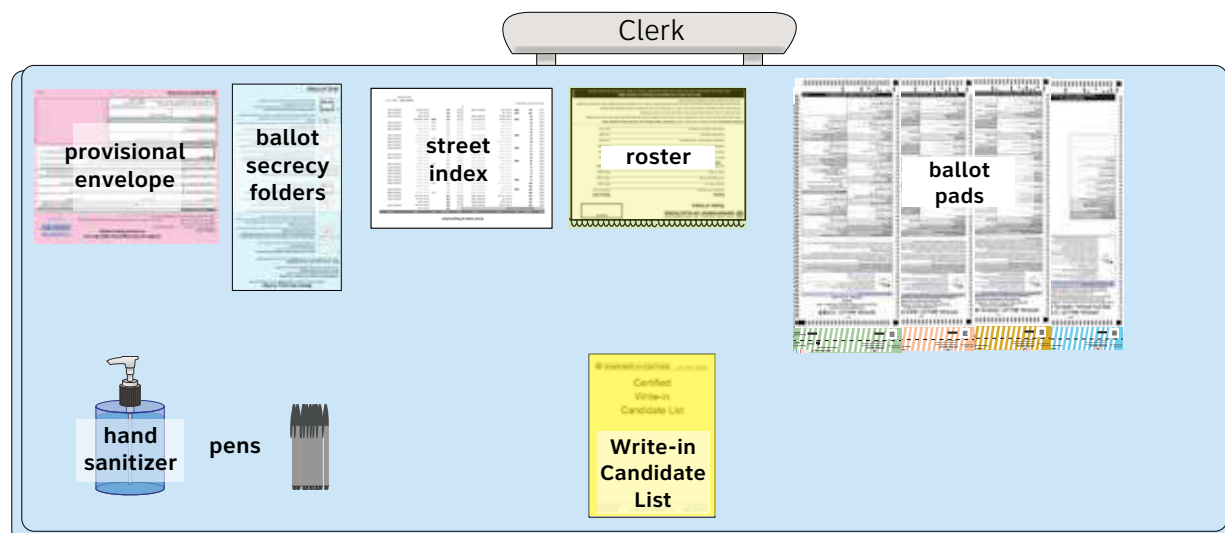
2.4.5 What should the Poll Worker Team do if they are locked out?

First, check the SSP for special instructions. (If you do not have a copy of your SSP, log into your poll worker profile at sfelections.org/pwp.)

If there are no special instructions, try knocking, looking for another entrance, and looking for a site representative to help. If you are still locked out at 6:10 a.m., call the Election Center, who will ask your FED to deliver emergency supplies. Meanwhile, keep trying to get inside.

When the FED arrives, complete the following:

1. Help the FED retrieve emergency outdoor voting supplies from their van.
2. Set up the election table, then place items as shown in diagram below:



3. Use Opening Job Card 1 to ready and secure the red box for voters.
4. Place the Vote Here sign where passers-by and drivers can see it.
5. At 7:00 a.m., open the polls and start issuing ballots using Voting Job Card 1.
6. Direct voters to deposit their vote-by-mail, standard, and provisional ballots into the red box.
7. When the polling place is unlocked, ask the FED to help set up inside using your opening job cards.
8. When ready, remove standard ballots from the red box and insert them (STANDARD BALLOTS ONLY) into the ballot-scanning machine.
9. Continue to collect vote-by-mail and provisional ballots in the red box.
10. When ready to process voters inside, ask the FED to remove all outdoor supplies.

2.4.6 What should the Poll Worker Team do if they cannot find equipment or supplies?

First, check the SSP for special instructions. If this does not resolve the issue, ask a site representative for help or check the polling place supply list (see Appendix 5.1). **If you are unable to locate or access any equipment or supplies by 6:10 a.m., call the Election Center.**

2.4.7 What should the Poll Worker Team do if they cannot set up a voting machine?

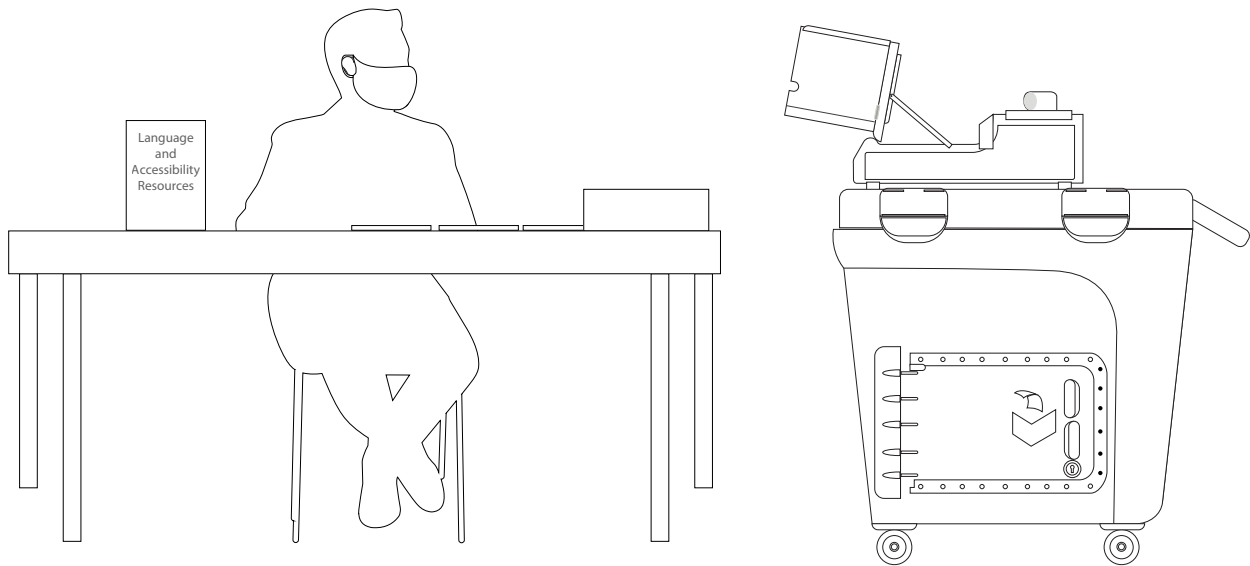
First, confirm the voting machine is plugged in, then refer to the Voting Equipment Repair guide in Appendix 5.2. If these instructions do not resolve the issue, call the Election Center.

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CHAPTER 3

PROCESSING VOTERS

3. Processing Voters



3.1 Voting Hours

At 7 a.m. sharp, the Inspector must announce, "The polls are now open." Polls must remain open, and voting can never stop from 7 a.m. – 8 p.m.!

During voting hours, your team will let all voters know there are translated and accessible voting materials available at your site, assist voters as necessary, and safeguard ballots and other vital election supplies.

To complete these essential tasks, you must carefully follow all of the job card steps and contact the Election Center at 1-800-554-9934 with any questions. Every member of your team will have a role to play:

- The Election Table Clerk will use Voting Job Card 1 to accept vote-by-mail ballots, safeguard the red ballot box, locate voters in the roster, offer health and safety supplies, offer accessible voting, and provide voters with ballots and other voting materials.
- The Ballot-Scanning Machine Clerk will use Voting Job Card 2 to assist voters using the ballot-scanning machine and redirect provisional voters ready to cast their ballots to the red ballot box.
- The Inspector will use the Inspector Voting Job Cards to support clerks in their tasks, initiate accessible voting sessions, issue EDU ballots to non-citizen voters, and facilitate curbside voting.

No matter your role, in order to complete your mission of assisting the Department of Elections to provide equitable access to voting and election-related services and to conduct a free, fair, and functional election, you must follow instructions!

3.2 Roster of Voters

When a voter reaches the election table, the Election Table Clerk will search first in the white pages (voters who were registered when the roster was first printed), then in the purple pages (voters who registered after the white pages were printed), and finally in the blue pages (voters who registered to vote in the EDU/School Board only election).

After finding a voter's name, the Election Table Clerk will check for notes to determine whether the voter should vote a standard or provisional ballot.

After finding a voter's name, the Election Table Clerk will check for notes to determine whether the voter should vote a standard or provisional ballot.

- Voters listed with a "VBM Received" note should be issued a provisional ballot, as the voter may have already returned a ballot for the election.
- Voters listed with an "ID Required" note should be shown the yellow Help America Vote Act Registration Rules page and issued either a standard ballot if the voter presents an acceptable form of identification, or a provisional ballot if the voter does not.

The Election Table Clerk must also check the voter's language preference listed in the roster. Voters should be offered official or facsimile ballots in their preferred language: CH = Chinese, SP = Spanish, FI = Filipino, BU = Burmese, JA = Japanese, KO = Korean, TH = Thai, VI = Vietnamese. Voters with no preference for materials in a particular language should be issued English/Chinese ballots.

The Election Table Clerk may also use the following pages on an as-needed basis:

- The gray Roster Changes or Corrections page is used by voters to update their language preference or other registration information, or notify the Department of Elections that another voter has moved.
- The orange Assisted Voters page is used by poll workers to list voters who receive assistance in marking their ballots.

3.3 Street Index

The street index lists voters registered in your precinct by address. During voting hours, one copy must remain on the Election Table and the other copy must be kept in the pocket of the Vote Here sign placed at the entrance to the polling place. The Election Table Clerk must update the table copy of the street index each time a voter signs the roster while the posted copy must be updated hourly until 6 p.m.

3.4 Official and Facsimile Ballots

Full (non-EDU) paper ballots in this election are double-sided and bilingual in English and Chinese, Spanish, or Filipino. EDU paper ballots are single-sided and quadrilingual in English, Chinese, Spanish, and Filipino. You must be careful not to issue a full ballot to an EDU voter.

Unless a voter expresses a preference for using the accessible ballot-marking device, the Election Table Clerk should issue a paper ballot. To issue a paper ballot, locate the correct ballot pad and tear off a full or EDU ballot.

Facsimile ballots, which voters may refer to when marking their official ballots, will be available at some polling places in Burmese, Japanese, Korean, Thai, and/or Vietnamese. If a voter has Burmese, Japanese, Korean, Thai, or Vietnamese language preference and your polling place has a facsimile ballot in that language, offer the facsimile along with the official ballot. Be sure to post one copy of any facsimile ballot available at your polling place while keeping another copy in the designated folder on the election table.

During voting hours, your Field Election Deputy (FED) will deliver a green bag with extra ballots. The Inspector must place this green bag under the election table; these ballots can remain in the bag until they are needed.

3.5 Vote-by-Mail Ballots

Any voter may drop off their voted vote-by-mail ballot packet at any polling place in San Francisco. The Election Table Clerk must first confirm the envelope is signed and sealed and then ask the voter to drop the envelope in the red box. The Election Table Clerk does not need to look for these voters in the roster or have them sign the roster, unless voters are exchanging their vote-by-mail ballot for a ballot at your polling place.

3.6 Ballot-Scanning Machine

The ballot-scanning machine tallies votes on standard (i.e., non-provisional) ballots. A standard ballot card can be inserted into the ballot-scanning machine in any orientation. After a *ding* sound, the "Ballot Counter" adds one for each ballot card, while the "Total Voters" counter adds one for each set of ballot cards.

If the scanning machine detects an irregular mark, a warning message will appear and the voter can CAST the card as is or RETURN the card for correction. For more information, refer to the Guide to Messages on the Ballot-Scanning Machine at your polling place or online at sfelections.org/pw/resources.

Vote data and ballot images are stored on scanning machine memory cards, which are brought to the Department of Elections after the polls close for inclusion in preliminary election results released on Election Night. (Vote-by-mail and provisional ballots cast in the red box are processed after Election Day.)

3.7 Accessible Ballot-Marking Device

The accessible ballot-marking device allows any voter to mark, review, and print a ballot privately and independently. Touchscreen and audio ballots are available in English, Chinese (Cantonese and Mandarin), Spanish, and Filipino. Since this device does not store or tabulate votes, a ballot printout must be inserted into the ballot-scanning machine or enclosed in a provisional envelope, just like a paper ballot.

Although the Inspector will initiate most accessible voting sessions, clerks should familiarize themselves with Voting Job Card 3: Initiating an Accessible Voting Session so they can help voters as necessary.

The accessible ballot-marking device offers two main modes:

- In touchscreen mode, with no assistive device being used, the voter will see ballot contests and instructions onscreen and can single-tap the screen to navigate and make selections.
- In assistive device mode ("Enable AVS Controller"), the voter may use the attached headphones and/or an assistive device such as the attached audio-tactile interface (ATI) keypad or a personal paddle or sip-and-puff device, and double-tap or use the assistive device to navigate and make selections. (Instructions are provided via audio and onscreen display by default, but a voter using headphones may turn off the onscreen display for additional privacy.)

3.8 Standard Voting

Standard ballots refer to ballot cards and printouts that are inserted into the ballot-scanning machine. Only voters who are listed on the roster without notes and those who fulfil their "ID Required" notes are allowed to cast a standard ballot.

Every time the Election Table Clerk issues a standard ballot, the Clerk must also provide a blue secrecy folder that the voter will use to securely bring their voted ballot from a voting booth to the ballot-scanning machine.

It is important that provisional voters do not use the ballot-scanning machine.

3.9 Provisional Voting

By law, any voter whose eligibility to vote cannot be immediately verified must vote provisionally using a provisional envelope. This envelope serves as a registration application and allows the Department to verify the voter's eligibility before counting their ballot.

In this election, the most common reasons poll workers will facilitate provisional voting are:

1. The voter is not listed in the roster, either because the voter is at the wrong polling place or because the voter is not registered.
2. The voter has already returned a ballot for this election ("VBM Received" note).
3. The voter has an incomplete registration ("ID Required" note), and does not show an acceptable form of identification at the polling place.

Each provisional voter must complete the Voter Section on the envelope, mark their ballot, seal the ballot inside the envelope, and deposit it into the red box. If, after Election Day, the Department determines the provisional voter was eligible to vote, their ballot will be counted. Each provisional envelope contains a detachable receipt the voter can use to check the status of their provisional ballot online or by phone.

3.10 Managing Voter Lines

If you experience a line of voters at your polling place, you must manage the line so every voter is processed in a safe and orderly fashion. First and foremost, regularly remind those in line that anyone dropping off a vote-by-mail ballot may skip the line and go directly to the red ballot box.

A line may form for obvious reasons (e.g. at rush hour after work), in which case voters simply need to be patient. If a line is forming for less than obvious reasons, or due to an issue with supplies, equipment, or staffing at the polling place, notify the Election Center at 1-800-554-9934 immediately so Department staff can help resolve the issue.

Job Card 1A: Election Table Clerk

Your three main tasks during voting hours are to 1) greet voters and accept vote-by-mail ballots, 2) issue standard paper ballots, and 3) update both copies of the street index. (Instructions for issuing other types of ballots can be found on Voting Job Cards 1B, 3, 4, and 5.)

1. Greet voter/accept dropoff.

Say, **"Welcome. Are you here to vote or drop off your ballot?"** Then, depending on the voter's reply, follow instructions A or B.

- If the voter wants to drop off a ballot, say, **"Please drop your signed envelope into the red box."** Then, hand the voter an "I voted!" sticker and a voter survey card, and say, **"Here's your 'I voted!' sticker and instructions to access a brief, anonymous survey to share your feedback with the Department of Elections."**
- If the voter wants to vote at your polling place, say, **"I can help you with that. May I have your full name and current home address?"** and go to Step 2.

2. Search roster.

Confirm name and address and say, **"Thank you, I will search for you in our roster now."** Then, depending on what you find in the roster, follow instructions A, B, or C.

- If the voter is listed in the white/purple pages, say, **"I found you listed."** and go to Step 3.
- If the voter is listed in the blue pages, say, **"I found you listed"** and notify the Inspector to issue a non-provisional EDU ballot.
- If the voter is not listed in the roster, say, **"You are not listed in our roster, but you can still vote today. Do you prefer to cast a provisional ballot here or go to your assigned polling place or the City Hall Voting Center?"** Then, depending on the voter's reply, give one of the following instructions:
 - If the voter wants to vote elsewhere, use the precinct map or have the voter call (415) 554-4375.
 - If the voter wants to vote a provisional ballot, go to Voting Job Card 1B.

3. Check notes.

Depending on what you find in the roster, follow instructions A, B, or C.

XREF	VOTER NAME	LANGUAGE	ADDRESS	BALLOT	SIGNATURE
1083	Aardvark, Jenna		123 Van Ness Ave	<input type="radio"/>	

- If the voter is listed with no notes, fill in the bubble next to the voter's address and have the voter sign on the signature line. Then say, **"I will issue you a paper ballot unless you would rather use an audio or touchscreen ballot on the accessible ballot-marking device."**
 - If the voter wants to vote a paper ballot, go to Step 4, on the back of this job card.
 - If the voter wants to vote an accessible ballot, notify the Inspector to activate a standard ballot on the ballot-marking device. Update street indices using Step 6, on the back of this job card.

XREF	VOTER NAME	LANGUAGE	ADDRESS	BALLOT	SIGNATURE
1083	Aardvark, Jenna		123 Van Ness Ave VBM Received	<input type="radio"/>	

- If the voter has a VBM Received note, say, **"It looks like the Department of Elections has already received your ballot. If you believe that is incorrect, you can call the Department or vote provisionally here."**
 - If the voter wants to call to verify, give the voter the number (415) 554-4375.
 - If the voter wants to vote a provisional ballot, go to Voting Job Card 1B.

Job Card 1A: Election Table Clerk

XREF	VOTER NAME	LANGUAGE	ADDRESS	BALLOT	SIGNATURE
1083	Aardvark, Jenna		123 Van Ness Ave ID Required	<input type="radio"/>	

- C. If the voter has an ID Required note, show the yellow "Help America Vote Act Requirements" page in the roster and say, **"The roster shows your registration is incomplete. You can complete your registration by showing any of the types of identification listed on this page."**
- If the voter shows an acceptable form of identification, issue a standard ballot, following instruction A of this step.
 - If the voter does not show an acceptable form of identification, issue a provisional ballot. Go to Voting Job Card 1B.

4. Issue a standard paper ballot.

Check for a language preference in the roster. If there is no preference, say, **"Ballots are available in English with Chinese, Spanish, or Filipino. Which would you prefer?"** Then, depending on the voter's preference, take one of the following actions:

- If the voter has no language preference or a Chinese language preference listed, tear off a 5-card ballot from the green EN/CH pad.
- If the voter has a Filipino language preference, tear off a 5-card ballot from the yellow EN/FI pad.
- If the voter has a Spanish language preference, tear off a 5-card ballot from the orange EN/SP pad.
- If the voter has a Burmese, Japanese, Korean, Thai, or Vietnamese language preference, tear off a 5-card ballot from the green EN/CH pad and issue a facsimile ballot if one is available in that language.

Tear off the 5 receipts, leaving the middle-stapled stub (when pad is finished, place middle-stapled stub in the red box, and replace with new pad.)

5. Provide voting materials and instructions.

Give the voter a pen, secrecy folder, ballot receipts, and ballot cards and say, **"Here are your voting materials. After marking your ballot, place it into the secrecy folder and take it to the scanning machine. Would you like any further assistance?"** (If you issued a facsimile ballot, politely remind the voter to return the facsimile ballot to you after marking the official ballot.)

6. Update street indices.

After issuing a standard ballot (paper or accessible), follow these steps to update the street index on the election table:



- Find the cross reference number (XREF#) listed next to the voter's name in the roster.



XREF	VOTER NAME
1083	Aardvark, Jenna

- Find the matching XREF# on the street index and draw a line through the name of the voter associated with that XREF#. In addition, every hour up through 6 p.m., update the copy of the street index posted outside in the left pocket of the Vote Here sign.

XREF#	ADDRESS	VBM	NAME
1083	Van Ness Ave, San Francisco	300	Aardvark, Jenna

Job Card 1B: Election Table Clerk

In addition to completing the primary tasks on Job Card 1A, you will also issue provisional and replacement ballots and accept surrendered vote-by-mail ballots.

1. Issuing provisional ballots.

Say, ***"I will issue you a provisional paper ballot unless you would rather use a provisional audio or touchscreen ballot on the accessible ballot-marking device."*** Then, depending on the voter's reply, follow instructions A or B.

- A. If the voter wants to vote a provisional paper ballot, check the roster for a language preference, or if the voter is not listed in the roster, say ***"Ballots are available in English with Chinese, Spanish, or Filipino. Which would you prefer?"*** Then, depending on the voter's preference, take one of the following actions:
- i. If the voter has no language preference or a Chinese language preference listed, tear off a 5-card ballot from the green EN/CH pad.
 - ii. If the voter has a Filipino language preference, tear off a 5-card ballot from the yellow EN/FI pad.
 - iii. If the voter has a Spanish language preference, tear off a 5-card ballot from the orange EN/SP pad.
 - iv. If the voter has a Burmese, Japanese, Korean, Thai, or Vietnamese language preference, tear off a 5-card ballot from the green EN/CH pad and issue a facsimile ballot if one is available in that language.

Tear off the 5 receipts, leaving the middle-stapled stub (when pad is finished, place middle-stapled stub in the red box, and replace with new pad.)

Next, retrieve a provisional envelope in the voter's preferred language, write your precinct number on the top, and check off the reason for voting provisionally (e.g., "VBM Received," not on the roster, etc.). Then hand the voter a pen, the provisional envelope, ballot receipts, and ballot cards and say, ***"Please complete and sign the Voter Section of this envelope. Then, after marking your ballot, please tear off the envelope receipt, seal your ballot cards into your provisional envelope and return the envelope and the pen to me."***

When the voter is done voting, confirm their envelope is complete and signed and drop it in the red box. Then, hand the voter an "I voted!" sticker and a voter survey card, and say, ***"Thank you for voting. Here's your "I voted!" sticker and instructions to access a brief, anonymous survey to share your feedback with the Department of Elections."***

- B. If the voter wants to vote a provisional accessible ballot, notify the Inspector.

2. Issuing replacement ballots.

You can issue a replacement ballot to any voter who receives and mismarks a ballot at your polling place by following these instructions.

Say, ***"I can issue you a replacement. May I have your mismarked card(s)?"***

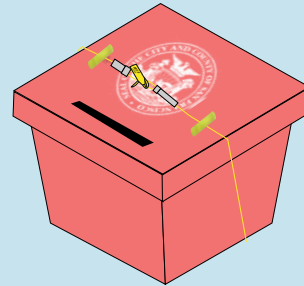
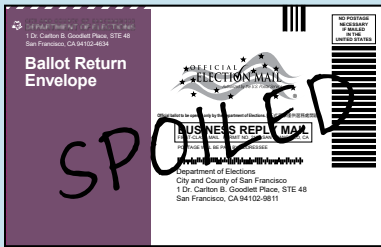
- a. Write "VOID" across the returned card(s). Refer to the card number and language abbreviation in the lower right corner of the card(s) to reissue the correct card(s).
- b. Tear off a complete set of new ballot cards (5 cards) from the ballot pad in the correct language.
- c. Give the voter the replacement card(s)/receipt(s) that match the card(s) returned to you, and write "VOID" on any remaining card(s) from that new set.
- d. Put all the voided cards in the red box.

Job Card 1B: Election Table Clerk

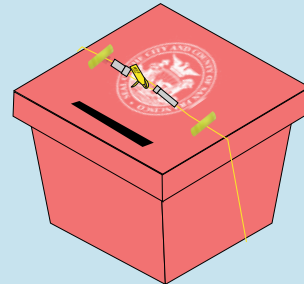
3. Spoiling surrendered vote-by-mail ballots and envelopes.

Although not required, some voters will want to surrender their unused vote-by-mail ballots at your polling place. To accept surrendered vote-by-mail ballots, follow instructions A or B, depending on whether the voter brought their vote-by-mail ballot packet (envelope and ballot cards) or just their ballot cards.

- A. If the voter brought their vote-by-mail packet, seal the surrendered ballot cards inside the envelope, write "SPOILED" on both sides of the envelope, and place it in the red box.



- B. If the voter brought just their ballot cards, write "SPOILED" on both sides of the surrendered ballot cards and place them in the red box.



Note that if a voter wants to cast their vote-by-mail ballot but does not have a return envelope, they must use a provisional envelope to do so. Refer to Voting What If 3.11.6 for instructions.

Job Card 2: Ballot-Scanning Machine Clerk

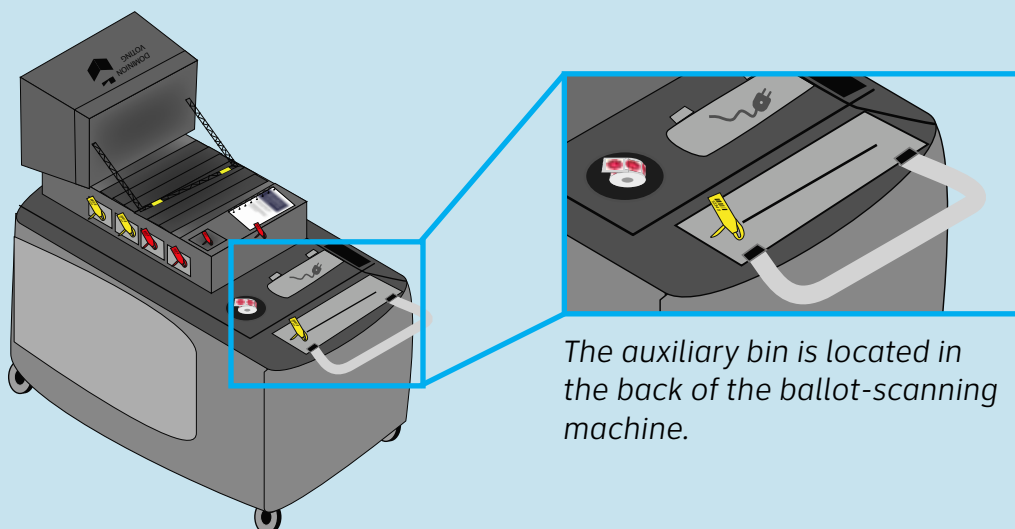
Your main tasks during voting hours will be to assist standard (non-provisional) voters with scanning their ballot cards and redirect provisional voters to the red box.

1. Assisting voters at the ballot-scanning.

When a voter approaches your station at the ballot-scanning machine, first determine whether they have a blue secrecy folder, a provisional envelope, or neither. Then, follow instructions A, B, or C.

- A. If the voter has a blue secrecy folder, confirm the machine's screen reads "System Ready/Please insert your ballot" and then say, **"Please insert your ballot cards one at a time. It does not matter which way they are facing. Although the default language on this machine is English, I can change it if you like."** If necessary, change the language (left menu) and then take one of the following actions:
 - i. If the ballot has no issues, the screen will read "Valid Ballot," "Casting Ballot, Please Wait," and then return to the "System Ready" screen while dinging. At that point, hand the voter an "I voted!" sticker and a voter survey card, and say, **"Thank you for voting. Here's your "I voted!" sticker and instructions to access a brief, anonymous survey to share your feedback with the Department of Elections. Please return the pen and folder to the Election Table."**
 - ii. If there is an issue with the ballot, the screen will show a warning. In this situation, say, **"The machine detected an irregular marking. To correct your ballot, press "Return" or to cast it as is, press "Cast." Would you like to review the machine's reference guide or receive my assistance?"**
- B. If the voter has a provisional envelope, say, **"I see you have a provisional envelope. Please make sure you have completed and signed the envelope and removed your receipt, then take it back to the clerk at the Election Table."** DO NOT LET PROVISIONAL VOTERS SCAN THEIR BALLOTS.
- C. If the voter has neither a provisional envelope nor a blue secrecy folder, say, **"I see you have no blue secrecy folder. If you left it at the voting booth, please retrieve it and come back."** Then, follow Step A above.

Remember, voting cannot stop during voting hours! If the ballot-scanning machine malfunctions, ask voters to drop ballots into the auxiliary (aux) bin and call the Election Center at 1-800-554-9934.



The auxiliary bin is located in the back of the ballot-scanning machine.

Job Card 2: Ballot-Scanning Machine Clerk

2. Warning Messages Displayed on Ballot-Scanning Machine.

When the ballot-scanning machine detects an irregular marking, a warning message will display. In most cases, the voter can choose to return the ballot card or cast the ballot card as-is.

Blank Ballot:

No selections have been made on the entire ballot card.

OCEAN	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MOUNTAIN	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GLACIER	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Overvote:

More selections were made than allowed for a contest.

FAVORITE FLOWER	
Vote for One	
DAISY	<input checked="" type="radio"/>
LILY	<input checked="" type="radio"/>
ROSE	<input type="radio"/>

Overvoted Ranking:

Two or more candidates were ranked the same.

OCEAN	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MOUNTAIN	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GLACIER	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Duplicated Candidate:

The same candidate was ranked multiple times.

OCEAN	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
MOUNTAIN	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GLACIER	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ambiguous Mark:

The machine detected one or more unclear marks and is unable to read the card.

OCEAN	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MOUNTAIN	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
GLACIER	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Skipped Ranking/Undervote:

Fewer selections were made than available.

OCEAN	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MOUNTAIN	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
GLACIER	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Blank Contest/Undervote:

Fewer selections were made than available.

FAVORITE FLOWER	
Vote for One	
DAISY	<input type="radio"/>
LILY	<input type="radio"/>

Misread Ballot/Invalid Ballot:

The machine is unable to scan the ballot.

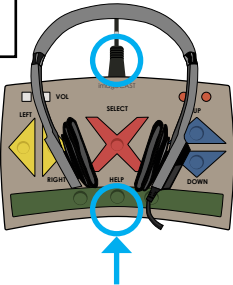

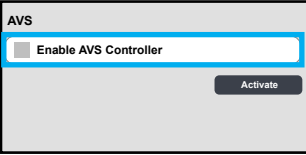
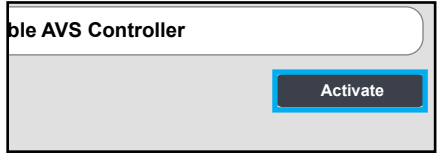


Job Card 3: Initiating an Accessible Voting Session

Although the Inspector will initiate most accessible voting sessions, all clerks must be prepared to do so. (For example, if the Inspector is busy, the Election Table Clerk could ask the Ballot-Scanning Machine Clerk to keep an eye on the election table and the red box while the Election Table Clerk follows these instructions.)

1. Activating an accessible voting session.

Say, ***“Hello, I will help activate your ballot on the ballot-marking device. You can request audio or touchscreen instructions in English, Chinese (Cantonese or Mandarin), Filipino, or Spanish, and navigate and mark your ballot using the touchscreen, the keypad, or a personal assistive device. Which would you prefer?”***

<p>a.</p> 	<p>b.</p> 	<p>c.</p> 	<p>d.</p> 
<p>Connect any equipment the voter will use, double-checking that all equipment is securely connected.</p>	<p>Insert the poll worker card and enter the appropriate activation code*.</p>	<p>If the voter is using any assistive device, check “Enable AVS Controller.”</p>	<p>Tap “Activate,” remove the poll worker card, and select the language. Then, if the voter is using any assistive device, select the correct assistive device mode.</p>

* To activate a full (non-EDU) ballot: enter 1 followed by your precinct number (e.g., 17625).
To activate an EDU ballot: enter 2 followed by your precinct number (e.g., 27625).

Remember to offer help (do not hover – allow the voter privacy unless the voter requests further assistance).

Job Card 3: Initiating an Accessible Voting Session

2. Ballot-marking device assistance tips.

If a voter asks for your help using the ballot-marking device, here are some tips. No matter the issue, be sure to ask the voter's permission before approaching or touching a device in session.

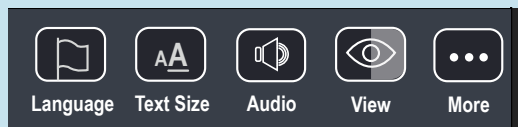


Image of the menu settings located at the top of the ballot-marking device.

Adjusting Settings:

- "Language": choose English, Chinese (Cantonese or Mandarin audio), Spanish, or Filipino.
- "Text Size": increase or decrease the font size of displayed text.
- "Audio": adjust reading speed and headphone volume (in AVS controller mode only).
- "View": adjust screen contrast (colors, light or dark backgrounds).

Ballot-Marking:

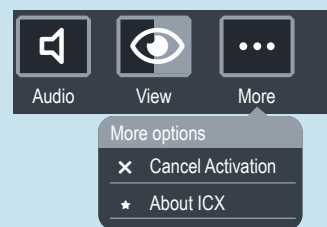
- To choose a candidate or measure, tap the gray square to the right of that option.
- To change a selection, tap the marked gray square to deselect, and then tap another.
- To review all currently marked selections, tap "Review" at any time.
- To modify selections, tap "Back to Ballot" from the "Review" screen.

Ballot Navigation:

- Some contest pages are long, so touchscreen voters may need to scroll down, using the arrow at the bottom of the screen.
- Selecting "Next" in the lower right will take the voter to the next contest.
- Selecting "Previous" in the lower left will take the voter to the previous contest.
- Selecting a contest tab at the top will take the voter directly to that contest.

Mode Changes:

1. Tap "More" in the top right-hand corner of the screen.
2. Tap "Cancel Activation," then "Yes, cancel activation."
3. Initiate a new session in audio or touchscreen mode.



Cancellation:

1. Tap "More" in the top right-hand corner of the touchscreen.
2. Tap "Cancel Activation" then "Yes, cancel activation."
3. If you have already printed, VOID the printout and place it in the red box.
4. If appropriate, ask the Election Table Clerk to issue a paper ballot.

Job Card 4: Processing EDU Voters

Per local law, certain non-citizen residents of San Francisco can participate in local School Board contests, but they cannot participate in any other types of contests.

EDU VOTERS MUST BE ISSUED EDU BALLOTS ONLY. If an unregistered non-citizen voter wants to participate in this election's School Board recall contests, they will need to complete a blue EDU provisional envelope before being issued a provisional EDU ballot. If you have any questions about processing EDU voters, please call the Election Center for advice.

1. Processing a registered EDU voter.

Find the voter's name and address in the blue pages of the roster. (If the voter is not listed or has a VBM Received note, issue a provisional EDU ballot using the instructions below.)

If the voter is listed with no notes, fill in the bubble next to the voter's name, ask the voter to sign the roster and say, **"I will issue you a paper ballot unless you want to use an accessible audio or touchscreen ballot."**

- A. If the voter wants to use a paper ballot, tear off a blue EDU ballot card and give the ballot, the ballot receipt, a pen, and a secrecy folder to the voter. Say, **"Please take your voting materials. After marking your ballot, place the ballot into the secrecy folder and take it to the ballot-scanning machine. If you need any help, just let me know."** Then update the street index.
- B. If the voter wants to use the ballot-marking device, place a blue secrecy folder in front of the voter and say, **"Please take your secrecy folder and proceed to that machine [point toward the ballot-marking device]. I will activate your ballot on that machine."** Then update the street index and go to Job Card 3.

2. Processing a provisional EDU voter.

Begin by completing the Poll Worker Section on a blue EDU provisional envelope and then say, **"I will issue you a provisional paper ballot unless you want to use a provisional audio or touchscreen ballot."**

- A. If the voter wants to use a paper EDU ballot, tear off a blue EDU ballot card and give the ballot, the ballot receipt, a pen, and the blue EDU provisional envelope to the voter. Say, **"Please take your voting materials. After completing the Voter Section of this envelope and marking your ballot, remove the envelope receipt, place the ballot into the envelope and return it here to the Election Table. If you need any help, just let me know."**
- B. If the voter wants to use the ballot-marking device, give them a blue EDU provisional envelope and say, **"Please complete the Voter Section of this envelope and take it to that machine [point toward the ballot-marking device]. I will activate your ballot on that machine."** Then go to Job Card 3.

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Job Card 5: Curbside Voting

Although the Inspector will conduct most curbside voting sessions, all clerks must be prepared to do so. (For example, if the Inspector is busy, the Election Table Clerk could ask the Ballot-Scanning Clerk to keep an eye on the Election Table and the red box while the Election Table Clerk follows these instructions.) If you have any questions about processing curbside voters or if there is a line at the Election Table, please call the Election Center for advice.

1. Greet the curbside voter.

Bring the Election Table Supply Box, a pen, and a piece of paper to the voter outside. Then say, ***“I’m here to help you vote outside. Before we begin the check-in process, please let me know if you would like gloves or hand sanitizer and whether you would like to use a paper ballot or have an accessible ballot-marking device with audio and touchscreen features set up for you outside.”***

- A. If the voter wants to use a ballot-marking device, call the Election Center for instructions.
- B. If the voter wants to use a paper ballot, offer pen and paper and say, ***“Will you please write down your name, address, and preferred language (English, Chinese, Spanish, or Filipino)?”***
- C. When the voter has given you their information, return inside and use Voting Job Card 1A (Election Table Clerk) to identify the correct ballot to issue – standard or provisional – then proceed to step 2 or 3 on this job card.*

*If the voter has an “ID Required” note, you will need to show the voter the Help America Vote Act Requirements page to determine whether to issue a standard ballot (if the voter shows ID) or a provisional ballot (if the voter does not).

2. To process a standard curbside voter:

Start by filling in the bubble next to the voter’s name, and retrieving the appropriate ballot (full or EDU). Then take the following steps:

- A. Bring the roster, the ballot, pen, and a secrecy folder to the voter and say, ***“Please sign the roster.”***
- B. Take the roster and say, ***“Here are your voting materials. After marking your ballot, please place it in this secrecy folder. I will return in ten minutes to collect your ballot.”***
- C. Go inside to return the roster and update the street index.
- D. Return to the voter outside and say, ***“If you are all done, I can take your ballot inside for scanning now. Would you like me to return to confirm your ballot was accepted by the machine?”***
 - i. If the voter wants confirmation, return after scanning the ballot, hand the voter an “I voted!” sticker and a voter survey card, and say, ***“Here’s your “I voted!” sticker and instructions to access a brief, anonymous survey to share your feedback with the Department of Elections.”***
 - ii. If the voter does not want confirmation, hand the voter an “I voted!” sticker and a voter survey card immediately, and say, ***“Here’s your “I voted!” sticker and instructions to access a brief, anonymous survey to share your feedback with the Department of Elections.”***

Job Card 5: Curbside Voting

3. To issue a curbside provisional ballot:

Say, ***“You are [not listed in our roster/listed as having already submitted a ballot], but you can still vote provisionally today. If you believe this is an error, you can contact the Department of Elections. Otherwise, you may cast a provisional ballot here or go to your assigned polling place or the City Hall Voting Center. What would you like to do?”*** Then, depending on the voter’s reply, follow instructions A, B, or C.

- A. If the voter wants to vote elsewhere, use the precinct map or call (415) 554-4375.
- B. If the voter wants to enquire about a roster note, give them the number (415) 554-4375.
- C. If the voter wants to vote a provisional ballot outside, say, ***“I will issue you a paper ballot unless you would rather use the accessible ballot-marking device.”*** (If the voter wants to vote an accessible provisional ballot outside, call the Election Center.) To issue a paper provisional ballot, take the following steps:
 - i. Confirm the voter’s language preference. Say, ***“Ballots are available in English and Chinese, Spanish, or Filipino. Which would you prefer?”***
 - ii. Return inside to complete the Poll Worker Section of a provisional envelope.
 - iii. Bring both the provisional envelope and a full set of ballot cards (5 cards) in the voter’s preferred language preference outside and say, ***“Please fill out the Voter Section of this envelope, mark your ballot, remove the envelope receipt, and place your ballot into the envelope. I will be back to collect your ballot in 10 minutes.”***
 - iv. Return to the voter outside and say, ***“If you are all done, I can collect your ballot now. Thank you for voting!”*** Then confirm the envelope has been completed and signed, hand the voter an “I voted!” sticker and a voter survey card, and say, ***“Here’s your “I voted!” sticker and instructions to access a brief, anonymous survey to share your feedback with the Department of Elections.”***
 - v. Return inside to drop the envelope into the red box.

Job Card 6: Inspector's Responsibilities and Hourly Checklist

During voting hours, you will be responsible for leading and supporting your team, taking primary responsibility for the tasks on Job Cards 3, 4, and 5 while ensuring all clerks are following procedures, and completing the hourly checklist below.

Shortly before your polling place opens, you will have distributed Voting Job Cards 1-2 to two clerks, and assigned a third clerk to serve as a Greeter if your polling place requires one (check the site-specific plan). If you happen to have an extra clerk(s), you can choose to have them assist you with Job Cards 3, 4, and 5, or with covering other clerks' breaks.

1. Support your team.

Over the course of the day, be prepared to support your team. Not only will you need to guide clerks how to accomplish tasks, but you will need to be ready to complete them yourself whenever a clerk is unavailable.

Politely remind your team to remain vigilant in following procedures and lead by example.

Always try to stay calm and patient in the face of any challenges and provide the knowledge and resources necessary to create a positive experience for voters and poll workers alike.

2. Complete this checklist hourly.

Language and Accessibility Resources:

- Are poll workers wearing nametags identifying their language skills?
- Is the Language and Accessibility Resources sign on the election table visible to voters?
- Are all four ballot pad versions on the election table (EN/CH, EN/SP, EN/VI, and EDU)?
- Are facsimile ballots (if any) posted AND placed on the election table, visible to voters?
- Are pen grips and the magnifying sheet on the election table visible to voters?
- Are there at least 20 EN/CH, 10 EN/SP, 10 EN/VI, and 5 EDU ballots?
- Are there at least 5 provisional envelopes in each language?

If any supplies run low or go missing, call the Election Center at 1-800-554-9934.

Voting Equipment Security and Logistics:

- Are all the seals on the voting equipment intact?
- Is the ballot-scanning machine receiving power (light next to the silver circle)?
- Does the "Total Ballots Cast" counter on the ballot-marking device read less than 25?
- Is the red ballot box less than 75% full?

If the answer to any of these questions is no, call the Election Center at 1-800-554-9934.

Clerk Understanding of Procedures:

- Check that the Election Table Clerk is processing provisional and standard voters correctly.
- Remind the Election Table Clerk to always ask you to help voters who are voting an EDU ballot, using the ballot-marking device, or voting curbside.
- Remind the Ballot-Scanning Machine Clerk that only voters with blue secrecy folders can scan ballots. (Provisional voters cannot use the ballot-scanning machine.)
- Remind the Ballot-Scanning Machine Clerk to hand voters an "I voted!" sticker and voter survey cards when voters cast their ballot using the ballot-scanning machine.
- Remind the Election Table Clerk to hand voters an "I voted!" sticker and voter survey cards when voters cast their ballot using the red box.

54 Job Card 6:
Inspector's Responsibilities and Hourly Checklist

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3.11 What-If? Scenarios

3.11.1 What if the power goes out?

First, check all power connections and cords, then ask a site representative for help, and then call the Election Center if necessary. While the ballot-scanning machine can run on its battery for two hours, the ballot-marking device must have continuous power to operate – in either case, voting must continue! If either or both machines malfunction, refer to the instructions below.

3.11.2 What if the ballot-scanning machine stops functioning?

After reviewing issue 3.11.1, refer to the Voting Equipment Repair guide (see Appendix 5.2), and then call the Election Center if necessary. While the ballot-scanning machine is not working, ask voters to cast their ballots into the aux bin. Once the machine is back up, obtain permission from the Election Center to feed ballots and printouts from the aux bin through the scanner, returning any unreadable cards to the aux bin.

3.11.3 What if the ballot-marking device stops functioning?

After reviewing issue 3.11.1, refer to the Voting Equipment Repair guide (see Appendix 5.2), and then call the Election Center if necessary. Since the ballot-marking device printer must have continuous power to print ballots, remember to offer voters with disabilities paper ballots and/or directions to another polling place or the City Hall Voting Center for audio and touchscreen access while this machine is being repaired.

3.11.4 What if a provisional voter signs the roster by mistake?

It is important to correct this mistake, so your roster provides an accurate count of voters who used the ballot-scanning machine at your polling place. Draw a line through the voter's signature and completely cross out the barcode, then make a note to the right of the signature for the roster processing clerk.

3.11.5 What if a voter brings a partial VBM packet (ballot with no envelope) to surrender?

If the voter wants to vote at your polling place and has their mailed ballot but no envelope to surrender, first write "SPOILED" on the front and back of each ballot card and place them in the red box. Then check the roster to determine whether to issue a standard (non-provisional) or provisional ballot and proceed as normal.

3.11.6 What if a voter brings their mailed ballot or ballot printout to return at your polling place but has no envelope in which to enclose the ballot?

If the voter has their mailed ballot or printout from the accessible vote-by-mail system, but no envelope, the voter must use a provisional envelope to cast the ballot. Begin by completing the top portion of the provisional envelope, checking "Other" and writing "VBM Ballot Enclosed" in the space provided. Ask the voter to fill out the provisional envelope, seal their ballot inside, and drop the envelope into the red box.

3.11.7 What if a voter requests curbside voting?

The first time you assist with curbside voting, call the Election Center; after that, follow the instructions on page 51.

3.11.8 What if we run low on supplies?

Your polling place should have enough supplies to last through Election Day, so begin by checking the supply bags, plastic supply kit, and Election Table Supply Box. Call your FED or the Election Center if necessary.

3.11.9 What if the red ballot box is full or close to full?

First, try shaking the box to settle the contents inside. If this has little effect, call the Election Center to obtain authorization for a ballot transfer, and then complete the following steps:

- a. Gather two purple vote-by-mail trays, two purple closing bags, the black inspector bag, and two blue seals (located in the plastic supply kit).

- b. Announce, *“May I have your attention please? Due to high turnout at this site, the red ballot box is almost full. We will transfer its contents into a secured bag for the Department of Elections.”*
- c. Break the yellow lid seal on the red box and place it in the inspector folder. Remove only the vote-by-mail envelopes, leaving everything else in the box. Reseal the red box with a blue seal.
- d. Stack vote-by-mail envelopes from the red box facing up and in the same direction, and then place the stacks of vote-by-mail ballot envelopes neatly into the purple trays.
- e. Place the purple trays into the purple closing bag(s), secure each purple closing bag(s) with a blue seal, and then place all purple closing bags into the black inspector bag.
- f. Place the black inspector bag under the election table, reminding the Election Table clerk to safeguard the bag until its transfer to a Deputy Sherriff at closing.

3.11.10 What if a voter wants to make changes to their registration information (name, address, political party, etc.)?

Offer the Roster Change and Correction form located in the back of the Roster. Voters can either fill out this form, re-register online, or contact the Department of Elections to request a registration form be mailed to them. If a voter prefers to receive a form by mail, offer the Voter Support Line number: (415) 554-4375.

3.11.11 What if there is a distressing situation with a voter or another poll worker at our site?

If you find yourself in distressing or unsettling situations at your polling place, please refer to the De-Escalating Guidelines (see Appendix 5.6). Examples of such situations may include a situation in which a voter becomes agitated because they are asked to follow rules and a situation in which the behavior of a member of the public creates a potential disruption at a polling place.

When de-escalate potentially confrontational situations, always stay calm; speak in a soft, empathetic tone of voice; avoid mirroring aggressive or defensive gestures; and validate the person’s concerns while trying to resolve the issue (e.g., “I understand this situation is very frustrating but even if you are not registered, you can still vote”).

If you need assistance with addressing a specific situation you are unable to resolve on your own/do not feel comfortable handling, call the Election Center. If there is any kind of emergency requiring professional intervention or anyone is immediate threat to you or others, call 911.

3.11.12 What if there is an emergency at our site?

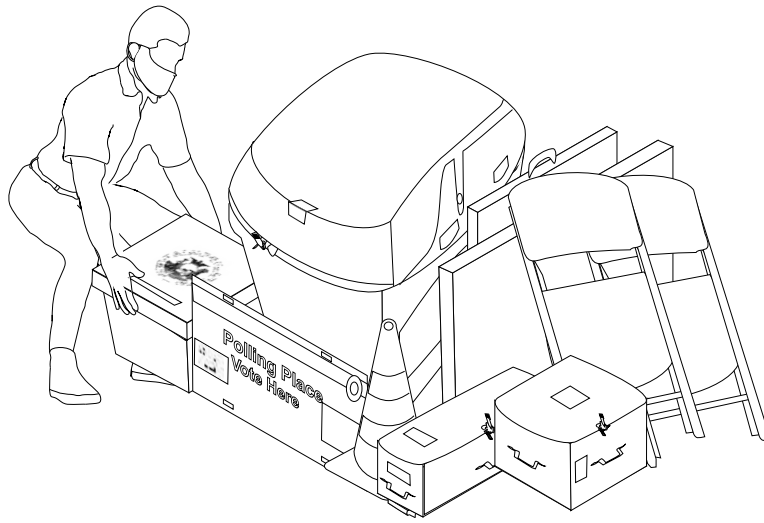
If anyone is in immediate danger from a natural or man-made emergency or disturbance, such that voting cannot safely continue, call 911 immediately, then call the Election Center. If you need to leave the polling place and it is safe to do so, retrieve and secure vital election materials in the following order:

- a. Roster of voters (all pages)
- b. Ballots in the ballot-scanning machine
- c. Memory cards in the ballot-scanning machine
- d. The red box (with all contents)
- e. The tote bag (if it contains voted ballots)
- f. Boxes and pads of unvoted ballots

CHAPTER 4

CLOSING THE POLLS

4. Closing the Polls



4.1 The Polls Are Now Closed

At 8:00 p.m., the Inspector must announce, "The polls are now closed." Your team must then finish processing all voters, including those in line, before beginning closing tasks.

If there is a line at 8:00 p.m., a poll worker should stand behind the last voter in line and politely notify anyone who arrives afterward that those who arrive after 8:00 p.m. have arrived too late to vote.

4.2 Staying Focused

It has been a long day, but you are in the home stretch! The tasks you will perform during closing are crucial to maintaining the integrity of the election.

Together with your team, you will account for and secure essential election materials, transfer custody of vote data to an MTA officer, transfer custody of paper ballots and other vital election materials to a Deputy Sherriff, and perform other closing tasks.

The Inspector will distribute Closing Job Cards 1–3 (pages 63 – 68):

- Job Card 1 explains how to count and secure voted and unvoted ballots, and roster signatures.
- Job Card 2 explains how to count and secure the contents of the red box.

- Job Card 3 explains how to take down signs and pack up all other remaining items at your site.
- The Inspector Closing Job Card explains how to shut down voting equipment, complete the Posted Ballot Statement and other forms, and transfer custody of ballots and vote data to collection officials.

Adult poll workers are required to stay at the polling place until both custody transfers are complete and all closing tasks are accomplished. High school student poll workers may leave at 9:00 p.m. If you have any challenges with, or questions about closing tasks, call the Election Center at 1-800-554-9934.

4.3 Closing Forms

Closing forms provide a public record of the accounting, security, and custody transfer procedures at your polling place. The Inspector will oversee completion of four closing forms: 1) the Posted Ballot Statement, 2) the Posted Ballot Statement Certification Form, 3) the Security Seal Sheet, and 4) the Custody Transfer Form.

4.3.1 Posted Ballot Statement

The Posted Ballot Statement (see Appendix 5.4), which is located in the back of the roster, is an itemized accounting of all ballots, including unused, scanned, and voided poll ballots, provisional ballots, as well as all vote-by-mail ballots that were brought to your polling place on Election Day.

The Inspector will use the counts poll workers enter on Job Cards 1 and 2 to complete the Posted Ballot Statement. By law, a copy of the Posted Ballot Statement must be publicly posted outside the polling place, near the entrance, along with the vote-totals tape (if 10 or more ballots were scanned through the ballot-scanning machine).

4.3.2 Posted Ballot Statement Certification Form

After completing the Posted Ballot Statement, the Inspector will fill out the Posted Ballot Statement Certification Form located in the back of the roster. This form contains the Posted Ballot Statement Certification and the Certificate of Performance, both of which all poll workers must sign.

4.3.3 Security Seal Sheet

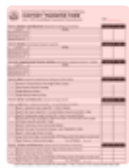
During closing, the Inspector will work with clerks to break yellow closing seals and secure materials in closing bags with blue seals. Following the instructions on the Inspector Closing Job Card, the Inspector will then use the security seal sheet to confirm all security seal numbers.

4.3.4 Custody Transfer Form

When the Inspector transfers vote data and ballots to MTA and Sheriff's Department officers, respectively, both parties must complete the Custody Transfer Form, located in the inspector folder.

4.4 Custody Transfer Quick Reference Guide

4.4.1 The SFMTA Officer takes custody of:



Pink Custody Transfer Form



Red Results Bag containing closing report and 2 memory cards

4.4.2 The Deputy Sheriff takes custody of:



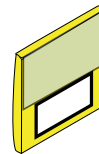
Inspector Bag containing blue, purple, brown, orange, pink closing bags, and any plastic closing bags that you may have used.



White and Green Custody Transfer Forms



Green FED Bag

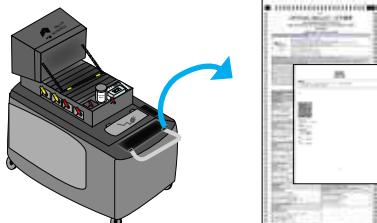



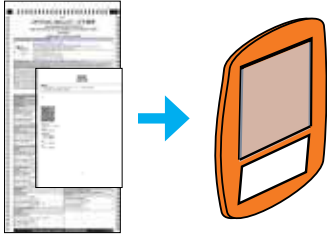
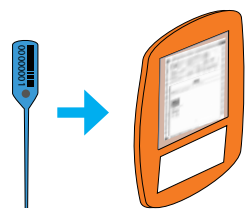


Yellow Roster Bag containing the Roster and Inspector Lanyard

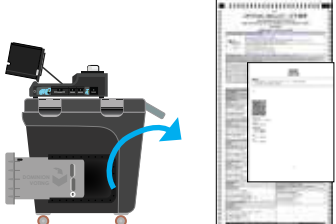
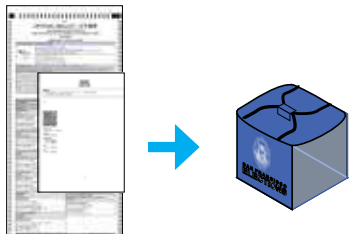
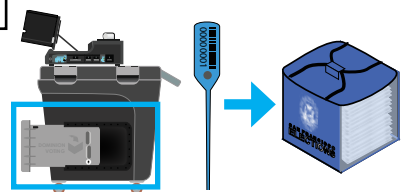
Except for high school student clerks, no one can leave the polling place until both election data and voted ballots are transferred to law enforcement officers and all closing tasks are complete.

Your individual job at closing will be to sort all cast and unused ballots, and to count all of the valid signatures on the roster pages. **Double-check all counts!**

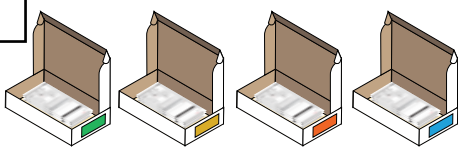
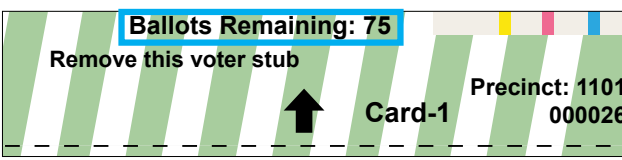
1. Remove, sort, and count ballots from the auxiliary bin.

<p>a.</p> 	<p>b.</p> <p>1 2 3</p> 	<p>c.</p> 
<p>Remove all ballot cards and printouts from the ballot-scanning machine's auxiliary bin. Double-check the aux bin is empty.</p>	<p>Sort contents into three piles:</p> <ol style="list-style-type: none"> 1. Card 1s. 2. Cards 2, 3, 4, and 5. 3. Ballot printouts 	<p>Count all the card 1s and write the total number here:</p> <input type="text"/> <p>(do not count cards 2, 3, 4, and 5).</p>
<p>d.</p> 	<p>e.</p> 	<p>f.</p> 
<p>Count all the printouts and write the total number here: <input type="text"/></p>	<p>Place all auxiliary bin ballot cards and printouts into the orange closing bag.</p>	<p>Seal the orange bag using a blue seal from the plastic supply kit.</p>

2. Remove and sort ballots from the main bin.

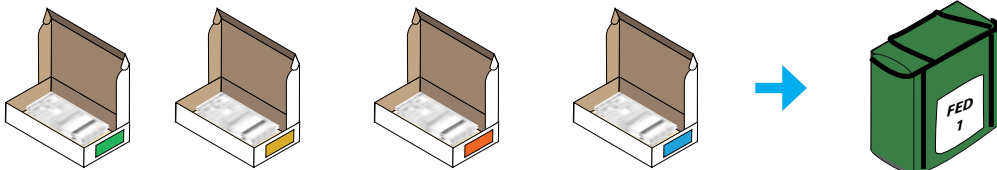
<p>a.</p> 	<p>b.</p> 	<p>c.</p> 
<p>Remove all ballot cards and printouts from the scanning machine's main bin (no need to count these).</p>	<p>With the Inspector, place all main bin ballot cards and printouts into the blue closing bag.</p>	<p>Double-check the main bin is empty and seal the blue bag using a blue seal from the plastic supply kit.</p>

3. Count unused ballot sets from opened ballot boxes.

<p>a.</p> 	<p>b.</p> 
<p>Consolidate ballot pads from any open ballot boxes with those on the election table.</p>	<p>To count unused sets, find the number on the top of each pad showing the number of sets remaining, and add these up. Write the total here: <input type="text"/></p>

Job Card 1: Sort ballots and count signatures in the roster

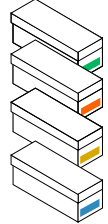
c.



Place opened ballot boxes into the green FED closing bag(s).

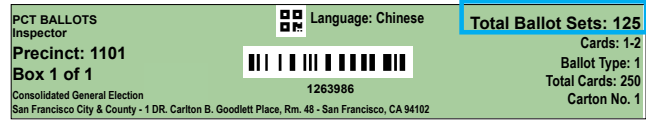
4. Count unused ballot sets from unopened ballot boxes.

a.



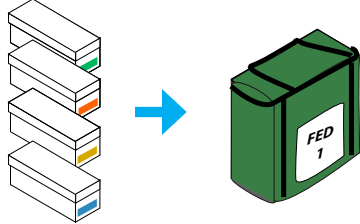
Locate all unopened ballot boxes

b.



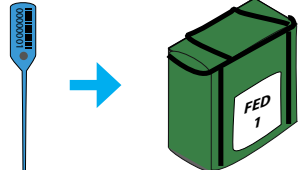
To count unused sets, find the "Total Ballot Sets" number on the side of each box, and add these up.
Write the total here:

c.



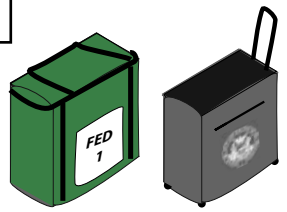
Place unopened ballot boxes into the green FED bag(s). If there is not enough room, place any extra boxes into the inspector bag.

d.



After packing away all unused ballots, seal the green FED bag using a blue seal from plastic supply kit.

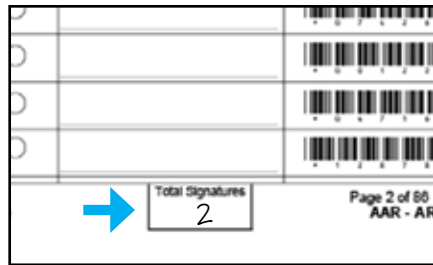
e.



Hand bags over to the Inspector.

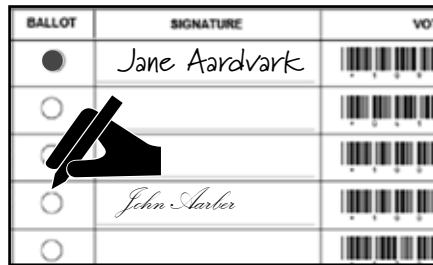
5. Count roster signatures.

a.



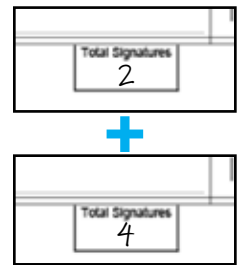
Go through all white, purple, and blue pages of the roster and count the number of signatures appearing on each page. Write this count on the bottom of each page.

b.




As you go through each page, fill in any empty bubbles next to signatures. Avoid counting or filling in bubbles next to signatures that have been crossed out.

c.



Add up counts for all pages and write the total here:

d.



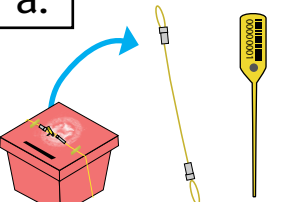
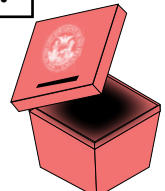
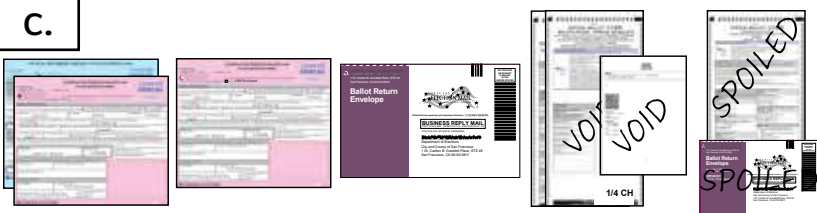
Remove and discard the alphabetical roster tabs and hand roster to the inspector.

Move on to Team Job Card to complete closing tasks.


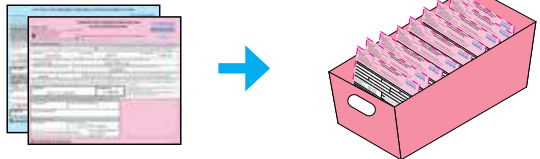
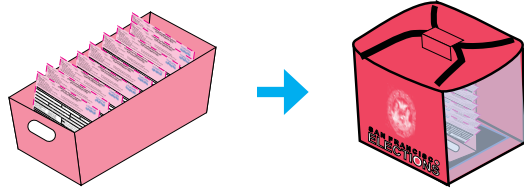
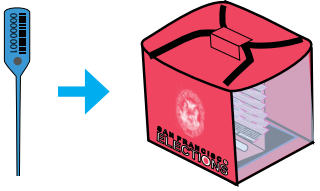
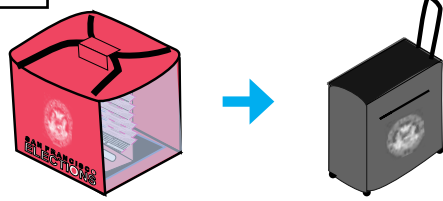
Except for high school student clerks, no one can leave the polling place until both election data and voted ballots are transferred to law enforcement officers and all closing tasks are complete.

Your individual job at closing will be to sort red box contents. **Double-check all counts!**

1. Empty and sort the contents of the red box.

<p>a.</p> 	<p>b.</p> 	<p>c.</p> 
<p>Break the yellow seal and remove the lid; give seal to your Inspector and place cable into the Election Table Supply Bag.</p>	<p>Empty the box and place contents into a pile; confirm the box is empty.</p>	<p>Sort contents into five piles:</p> <ol style="list-style-type: none">1. Voted provisional envelopes (except those with "Other-VBM Ballot Enclosed" checked)2. Voted provisional envelopes with "Other-VBM Ballot Enclosed" checked3. Voted vote-by-mail envelopes4. Ballot cards and printouts marked "Void"5. Envelopes and ballot cards marked "Spoiled" <p>Set other materials from the box aside.</p>

2. Count voted provisional ballot envelopes.

<p>a.</p> 	
<p>Count all voted provisional ballot envelopes (except those with "Other-VBM Ballot Enclosed" checked) and write the total here: <input type="text"/> Double-check.</p>	
<p>b.</p> 	<p>c.</p> 
<p>Neatly place counted provisional envelopes into the pink tray, all in the same orientation.</p>	<p>Neatly place the pink tray(s) into the pink closing bag(s).</p>
<p>d.</p> 	<p>e.</p> 
<p>Confirm all provisional envelopes are packed and seal the pink bag using a blue seal from the plastic supply kit.</p>	<p>Place sealed pink bag in the inspector bag.</p>

Job Card 2: Sort red box contents

3. Count voted vote-by-mail ballots (from any county).


a.



Count all voted vote-by-mail ballots, including ballots from other counties, and add these to the count of provisional envelopes with "Other-VBM Ballot Enclosed" checked. Write the total here: (Do not count any spoiled or void ballots).


Count all voted vote-by-mail ballots, including ballots from other counties, and add these to the count of provisional envelopes with "Other-VBM Ballot Enclosed" checked. Write the total here: (Do not count any spoiled or void ballots).

b.



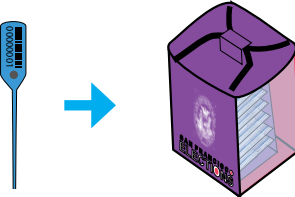
Neatly place envelopes into the purple tray, all in the same orientation, then double-check counts.

c.




Neatly place the purple tray(s) into the purple closing bag(s).

d.



Confirm all vote-by-mail ballots are packed and seal the purple bag using a blue seal from the plastic supply kit.

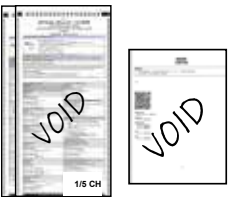
e.



Place sealed purple bag in the inspector bag.

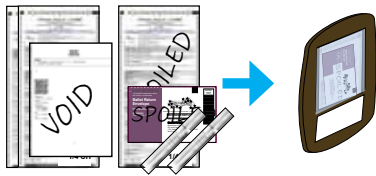
4. Count voided ballots, and secure all voided and spoiled materials.

a.



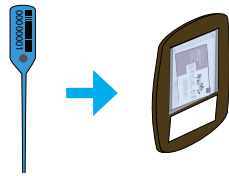
Count all voided ballot card 1s and voided printouts and write the number here: (Do not count cards 2,3,4, or 5 or any "spoiled" cards).

b.



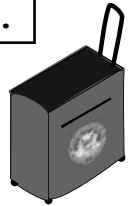
Double check counts, then place all voided and spoiled ballots into the brown closing bag along with any loose ballot pad stubs.

c.



Seal the brown closing bag using a blue seal from the plastic supply kit.

d.



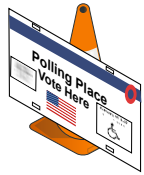
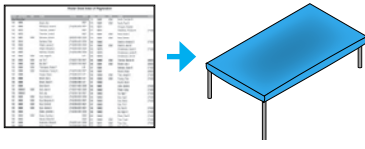
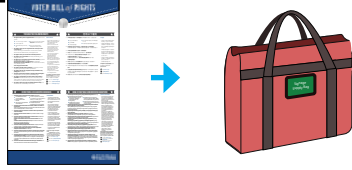
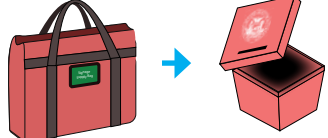
Place sealed brown bag in the inspector bag.

Move on to Team Job Card to complete closing tasks.

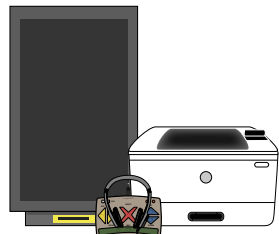
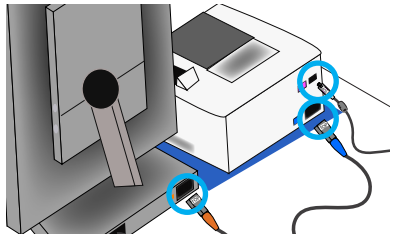
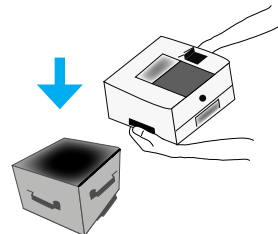
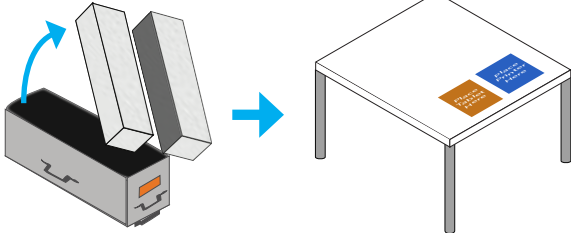
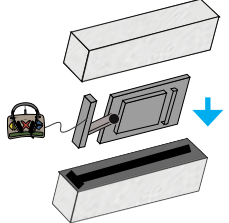
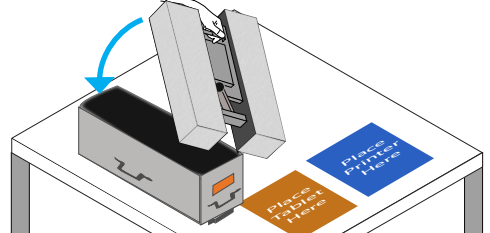
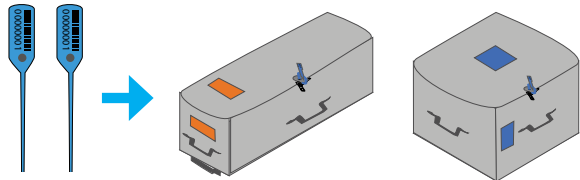
Except for high school student clerks, no one can leave the polling place until both election data and voted ballots are transferred to law enforcement officers and all closing tasks are complete.

Once all tasks on Job Cards 1 and 2 are complete, clerks must work together to pack up remaining items and assist the Inspector as necessary.

1. Take down and put away all signs.

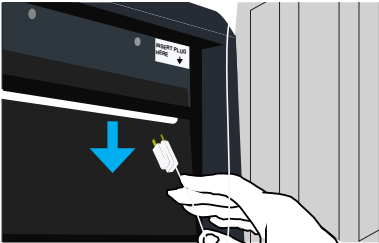
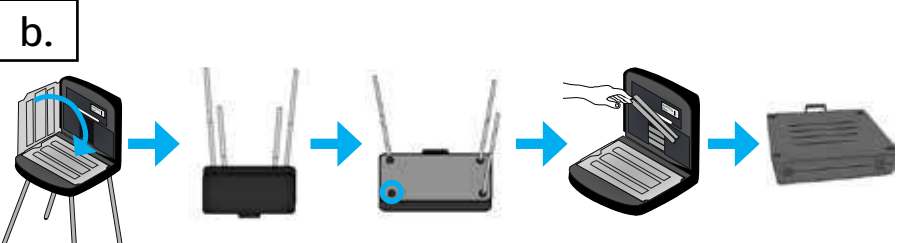
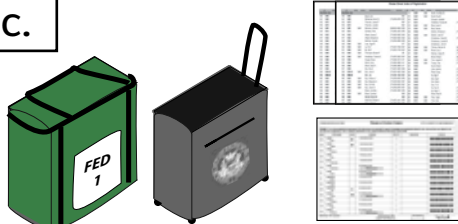
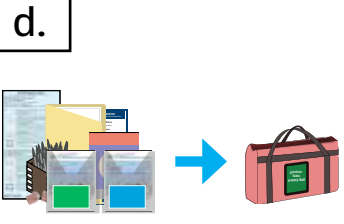
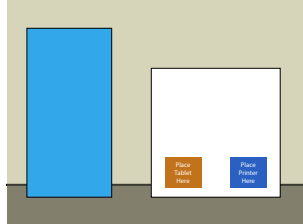
a. 	b. 	c. 	d. 
Bring cone(s) and outdoor signs inside.	Remove the street index from the Vote Here sign and place it on the election table.	Carefully un-tape all signs and facsimile ballots from the walls, and place them in the signage supply bag.	Confirm all signs are packed and place the signage bag in the red box.

2. Pack up the ballot-marking device.

a. 	b. 	c. 
Confirm the Inspector has closed the polls and turned off the tablet.	Unplug all of the tablet and printer cords (orange, blue, pink, and outlet).	Carefully place the printer and its power cord into the printer transport bag.
d. 	e. 	
Remove foam casing from the tablet transport bag and place it on the table.	Keeping the ATI keypad and headphones attached, place tablet into foam casing.	
f. 	g. 	
Holding the handle, gently place tablet and cords into the tablet transport bag.	Secure the tablet and transport bags using blue seals from the plastic supply kit.	

Team Job Card: Pack and Tidy Up

3. Pack up voting booths and tables.

<p>a.</p> 	<p>b.</p> 	
<p>Unplug all cords from voting booths and the wall (this can be done in any order).</p>	<p>For each booth, fold down the privacy flaps and turn the unit upside down, then remove the legs, place them back in the case, and snap the case shut.</p>	
<p>c.</p> 	<p>d.</p> 	<p>e.</p> 
<p>Confirm the Inspector has the roster, the street index, the green FED bag containing unused ballots, and the black inspector bag containing pink, purple, and brown closing bags.</p>	<p>Return all other items from the election table to the election table supply bag.</p>	<p>Fold up election and ballot-marking device tables and place them against a wall.</p>

4. Tidy up and do a final check.


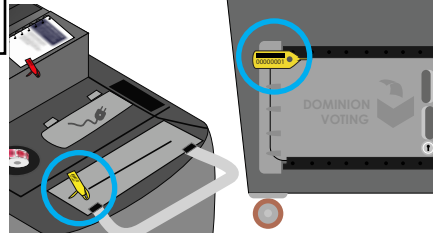
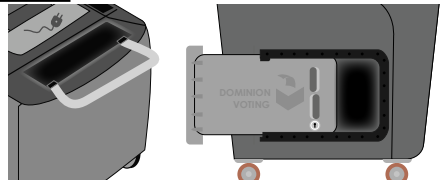
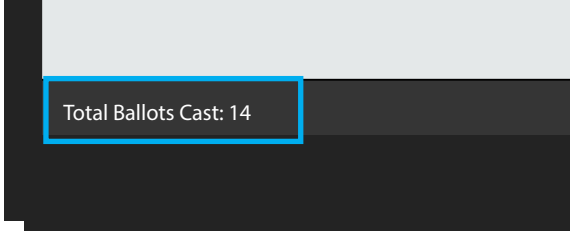
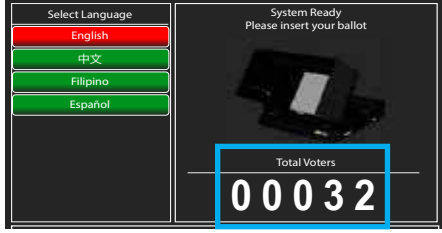
<p>a.</p> 	<p>b.</p> 	<p>c.</p> 
<p>Place chairs, booths, red box, orange cone(s), and the Vote Here sign in a corner.</p>	<p>Collect all trash and place the trash bag with the other supplies in the same corner.</p>	<p>Return any moved furniture to its original location and close and lock any windows.</p>

Inspector Closing Job Card

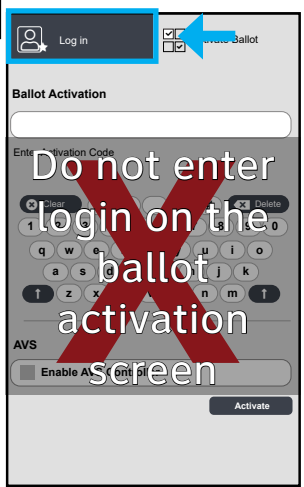

Except for high school student clerks, no one can leave the polling place until both election data and voted ballots are transferred to law enforcement officers and all closing tasks are complete.

In addition to distributing job cards and overseeing all closing tasks, you will turn off the voting equipment, record ballot counts, complete several forms and transfer custody to the ballot collection officers. Clerks can assist each other or you as necessary.

1. Distribute job cards and open ballot-scanning machine bins.

<p>a.</p> 	<p>b.</p> 	<p>c.</p> 
<p>Distribute Job Cards 1-2 to your clerks and confirm they understand their duties.</p>	<p>Break seals on the auxiliary and main bins and place them in your inspector folder.</p>	<p>Use your key to open the auxiliary and main bins for the clerk with Job Card 1.</p>
<p>d.</p> 	<p>e.</p> 	
<p>Write the "Total Ballots Cast" count from the ballot-marking device (lower-left screen) here: <input type="text"/></p>	<p>Write the "Total Voters" count number from the ballot-scanning machine here: <input type="text"/></p>	

2. Close the polls on the ballot-marking device.

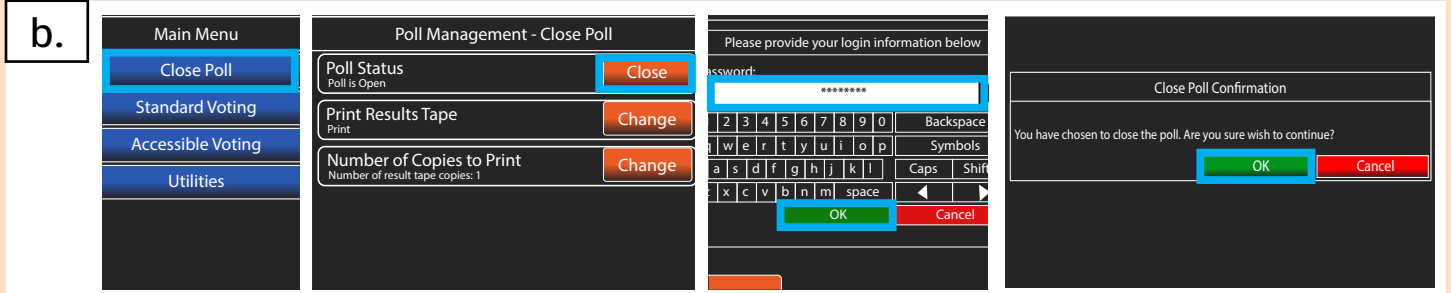
<p>a.</p> 	<p>b.</p> 
<p>Insert the poll worker card into the yellow slot, facing upwards, and tap "Log in."</p>	<p>Enter Administrator pin, tap "Login" > "Close Poll" > "Yes" > "Power Off" (lower right) > "Yes" and then then remove the poll worker card.</p>

Inspector Closing Job Card

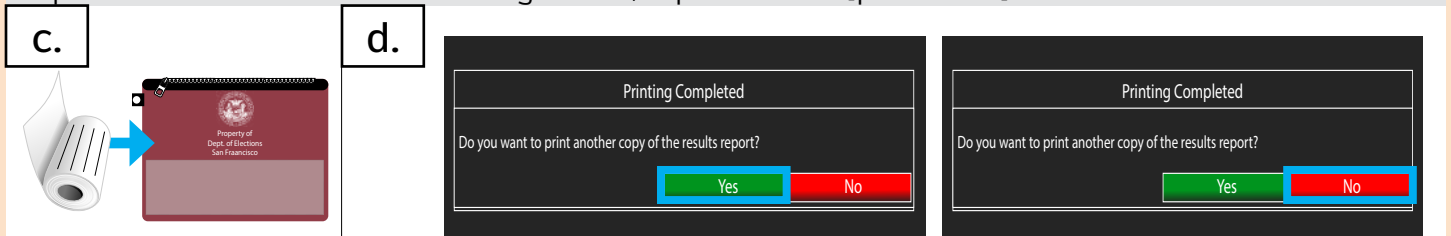
3. Close the polls on the ballot-scanning machine.



Hold the key fob flat against the silver circle for 5 seconds, then input password and tap "OK."

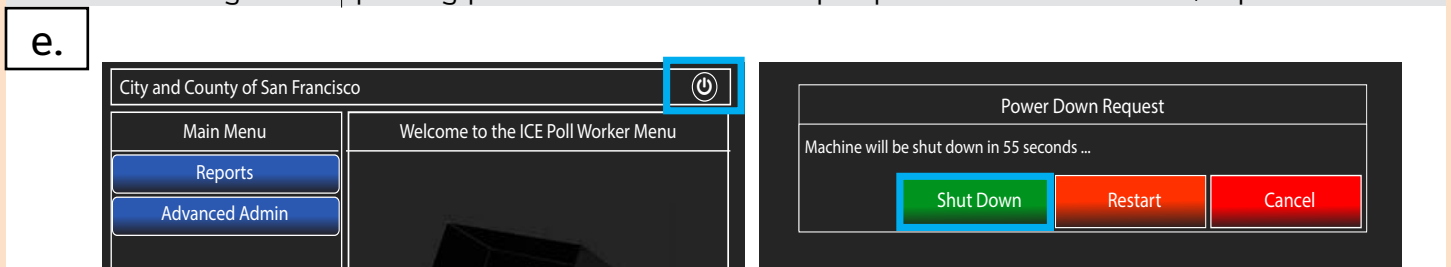


Tap "Close Poll". Under Poll Management, tap "Close" > [password] > "OK" > "OK."

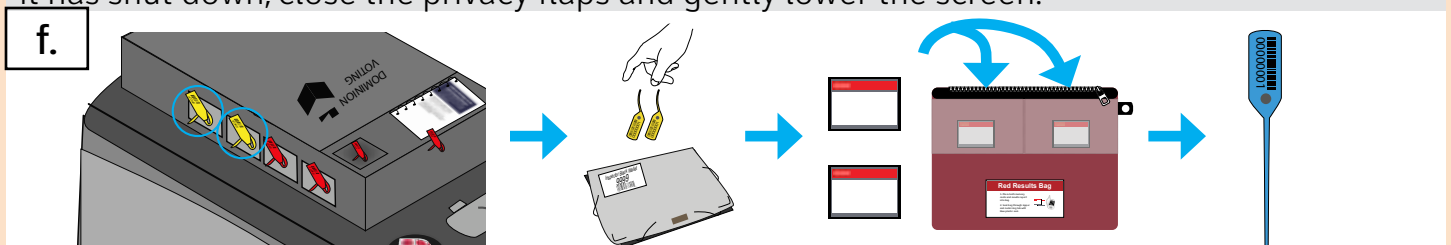


Tear off the report, have everyone sign it, and place it in the red results bag.

If more than ten people used the ballot-scanning machine, tap "Yes" to print a second report and then "No." Tear off this report, have everyone sign it, then tape this copy outside visibly near the entrance of the polling place. If fewer than ten people used the machine, tap "No."




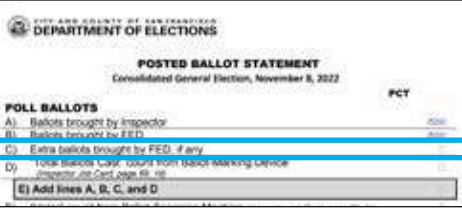



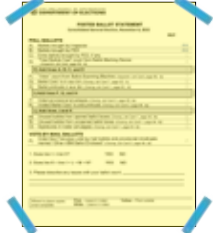
Tap the power icon (upper-right), then "Shut Down" and unplug and store the power cord. Once it has shut down, close the privacy flaps and gently lower the screen.



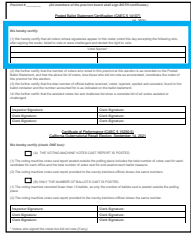
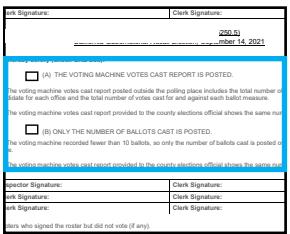
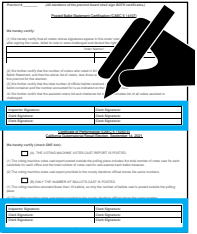
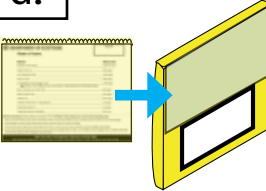
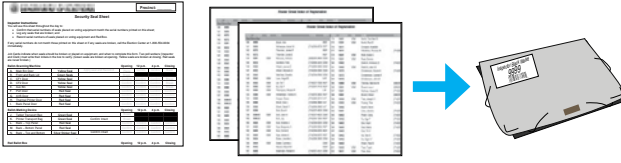
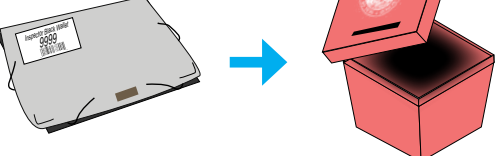
Break the yellow seals on the doors labeled "CF1" and "CF2," place them in your inspector folder, then put memory cards in the red results bag and seal with a blue seal.

Inspector Closing Job Card

4. Complete the Posted Ballot Statement.

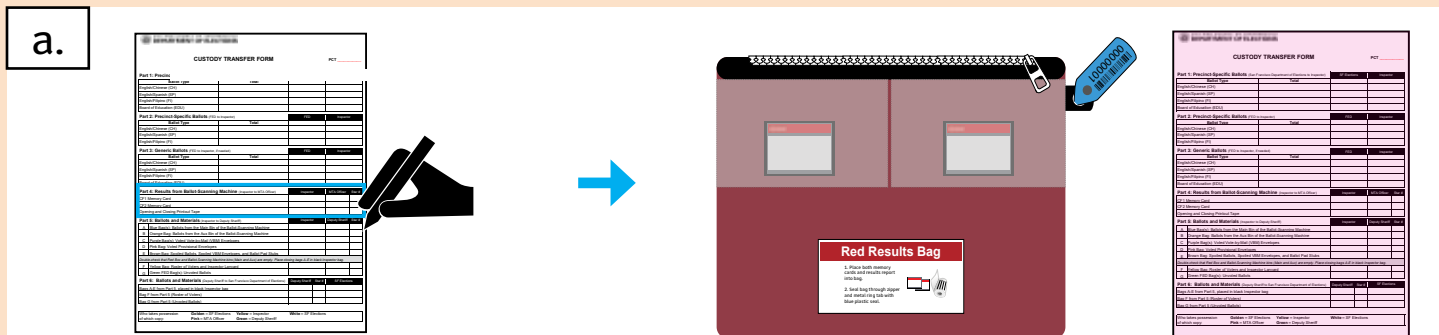
<p>a.</p> 	<p>b.</p> 	<p>c.</p> 
<p>Locate the Posted Ballot Statement in the back of the roster. Read it through.</p>	<p>Do not alter lines A or B; complete line C only if your FED brought extra ballots.</p>	<p>Complete lines D and F using the machine counts from Task 1 on this job card.</p>
<p>d.</p> 	<p>e.</p> 	<p>f.</p> 
<p>Complete other lines using counts provided by clerks and fill out the rest of the form.</p>	<p>If you need help completing this form, call the Election Center.</p>	<p>Post the yellow copy outside with the results report (other copies stay in the roster).</p>

5. Complete certifications and pack up roster.

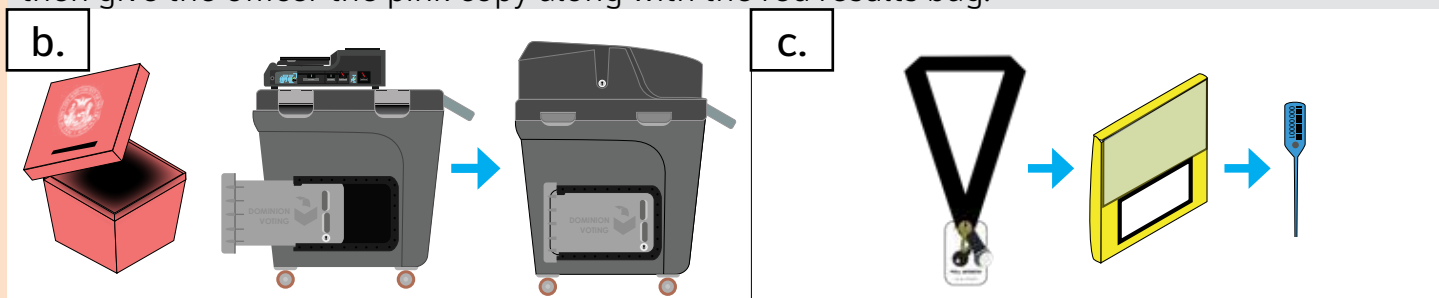
<p>a.</p> 	<p>b.</p> 	<p>c.</p> 	<p>d.</p> 
<p>On the certification page in the back of the roster, note any voters who signed the roster, but did not vote.</p>	<p>Check box A or B, depending on how many voters used the ballot-scanning machine.</p>	<p>Have all poll workers sign both sections.</p>	<p>Place roster into the yellow closing bag.</p>
<p>e.</p> 	<p>f.</p> 		
<p>Place the security seal sheet and both street indices into your inspector folder.</p>	<p>Place inspector folder in the red box and assist clerks as necessary.</p>		

Inspector Closing Job Card

6. Transfer custody of ballots and data.

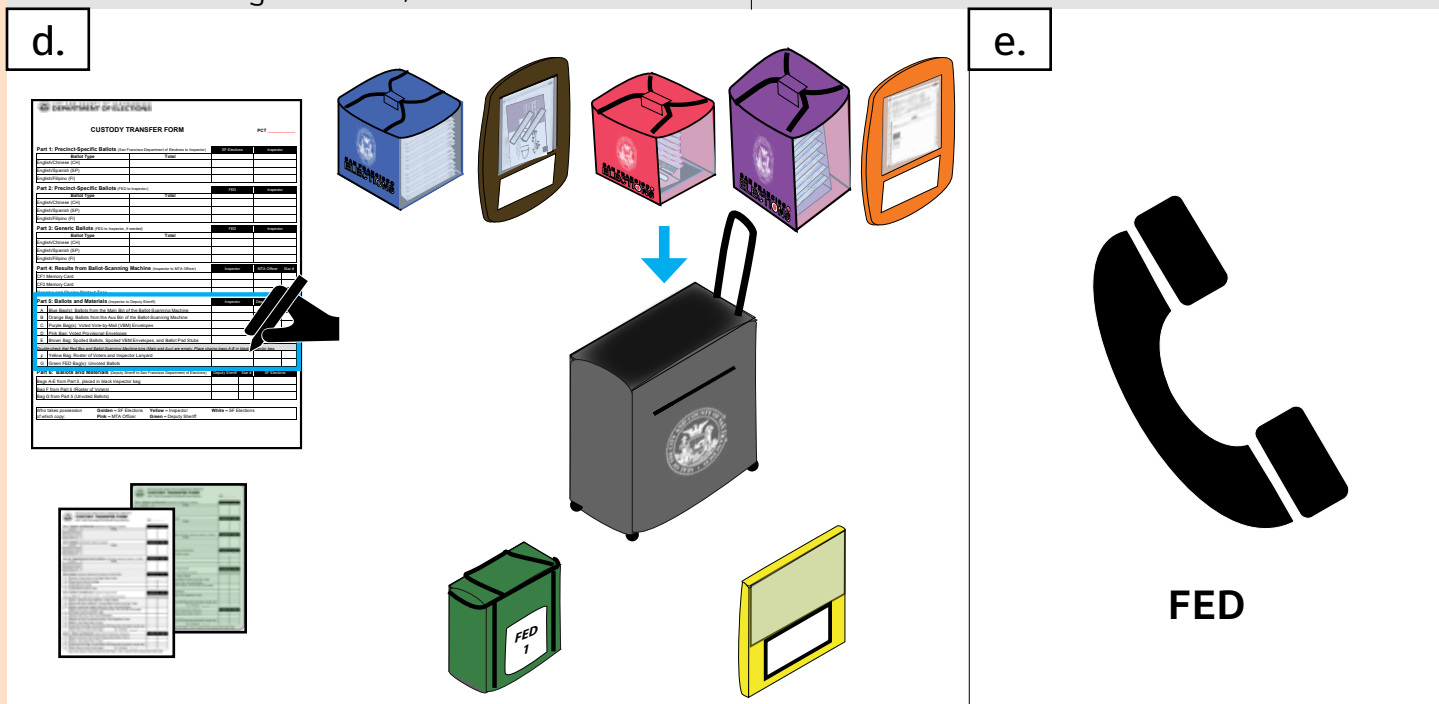


When the MTA officer arrives, complete and sign Part 4 of the Custody Transfer Form together, then give the officer the pink copy along with the red results bag.



When the Deputy Sheriff arrives, double-check the red box and both ballot-scanning machine bins are empty of ballots, place the lid on the ballot-scanning machine, and lock it.

Put your lanyard into the yellow closing bag. Secure the yellow closing bag using a blue seal from the plastic supply kit.



Complete and sign Part 5 of the Custody Transfer Form and transfer the green and white copies to the officer along with all closing bags.

Call your FED when both transfers are complete and all closing tasks are complete.

4.5 Before You Go...

Once both custody transfers have occurred and all closing tasks have been completed, do the final check before you leave the site:

- Are all closing job card tasks complete?
- Are all remaining supplies neatly packed?
- Are all tables and chairs folded in a corner?
- Did you close all windows and doors?
- Did you notify your FED regarding the completion of custody transfers?
- Does the site look the same way you found it?

Turn off the lights and close the door on your way out. You are done!

4.6 What-If Scenarios

If you need any assistance during voting hours, please remember to call the Election Center at 1-800-554-9934.

4.6.1 What if the Deputy Sheriff and MTA officers have not shown up by 10 p.m.?

First, check outside for them. If they are not there, call the Election Center for advice.

4.6.2 What if the owner/manager wants to close the polling place before we are done?

Call the Election Center. Continue with your closing tasks as best as you can.

4.6.3 What if we run out of closing supplies or need more adult clerks to help?

You should have extra supplies, including closing bags and seals. Call your FED if you need help.

4.6.4 What if someone shuts off the ballot-scanning machine before the counts are compiled?

Leave line F blank on the Posted Ballot Statement. Break the yellow seals on the doors labeled “CF1” and “CF2,” place them in your inspector folder, then put memory cards in the red results bag and seal with a blue seal.

4.6.5 What if someone removes the CF memory cards while the scanning machine is still on?

The machine will automatically start shutting down. Secure the cards in the red results bag and continue the rest of your closing tasks as best as you can.

4.6.6 What if line I doesn't equal line O on the Posted Ballot Statement?

If line I is the larger number, then most likely your team has let one or more provisional voters scan their ballot; if line O is the larger number, then most likely one or more standard voters failed to scan their ballot. (Vote-by-mail and provisional ballots are not part of this equation.) Proceed with the rest of the closing tasks and, if you know how the error(s) may have happened, make a note on the Posted Ballot Statement.

4.6.7 What if line E does not equal lines I, L, M, and N on the Posted Ballot Statement?

If this happens, then you will need to recount all unused ballot sets, voted provisional envelopes, voided ballot card 1s and printouts, and ballot card 1s and printouts from the aux bin. If the numbers still don't match, proceed with the rest of the closing tasks and, if you know how the error(s) may have happened, make a note on the Posted Ballot Statement.

Congratulations and Thank You!

Thank You! Congratulations on completing all of your Election Day duties – the Department of Elections and the voters of San Francisco sincerely appreciate your service. Please keep an eye out for your stipend check, which should arrive in the mail in late November, along with a survey seeking your feedback on your Election Day experience. Meanwhile, we hope you and your family stay happy and healthy!

APPENDIX

5.1 Polling Place Supply List

When you arrive to your polling place, most supplies – except for large signs, tables, and the ballot-marking device – will be inside the ballot-scanning machine or the red ballot box.

Supplies inside the Red Ballot Box

- Supply Kit*
- Pink tray for provisional ballots (1)
- Purple tray for vote-by-mail ballots (2)
- Election Table supply box (1)
 - Face masks (10)
 - Box of gloves (1)
 - 25-ft extension cord (1)
 - Hand sanitizer (2)

*The Supply Kit Contains:

- | | |
|--|---|
| <input type="checkbox"/> Poll Worker pin (5) | <input type="checkbox"/> Power strip (3) |
| <input type="checkbox"/> Yellow plastic seal (2) | <input type="checkbox"/> Trash bag (1) |
| <input type="checkbox"/> Blue plastic seal (15) | <input type="checkbox"/> Red Emergency Keys bag <ul style="list-style-type: none"> • Metal key (1) • Poll Worker card (1) |
| <input type="checkbox"/> 3-prong adapter (2) | |
| <input type="checkbox"/> 6-ft extension cord (2) | |

Supplies Inside the Ballot-Scanning Machine

Under the lid

- | | |
|---|--|
| <input type="checkbox"/> Flipchart (1) | <input type="checkbox"/> "I Voted" stickers (1 roll) |
| <input type="checkbox"/> Paperclips (2) | <input type="checkbox"/> Voter survey cards (50) |

Main Bin

- | | |
|---|--|
| <input type="checkbox"/> Signage supply bag (1)** | <input type="checkbox"/> Pink closing bag (1) |
| <input type="checkbox"/> Election Table supply bag (1)*** | <input type="checkbox"/> Yellow closing bag (1) |
| <input type="checkbox"/> Blue closing bag (1) | <input type="checkbox"/> Red results bag (1) |
| <input type="checkbox"/> Orange closing bag (1) | <input type="checkbox"/> Extra plastic closing bag (3) |
| <input type="checkbox"/> Brown closing bag (1) | <input type="checkbox"/> Jumbo tote bag (1) |
| <input type="checkbox"/> Purple closing bag (2) | |

5.1 Polling Place Supply List

**Signage Supply Bag Contains:

- Voter Information poster (1)
- Voter Bill of Rights poster (2)
- Health and Safety Measures poster (1)
- Elections in California poster (2)
- Corrupting the Voting Process Warning poster (1)
- Electioneering Warning poster (1)
- Language and Accessibility Resources sign in blue stand (1)
- Facsimile (reference) ballot (only required polling places have it) (1)
- Polling Place directional signs (3)
- Blue 3-in tape (1 roll)
- Precinct # card (1)
- Pin-on badges for Poll Worker nametags (6)
- Poll Worker nametags
 - English (8)
 - English/Chinese (4)
 - English/Spanish (4)
 - English/Filipino (2)
 - English/Burmese (1)
 - English/Japanese (1)
 - English/Korean (1)
 - English/Thai (1)
 - English/Vietnamese (1)

***Election Table Supply Bag Contains:

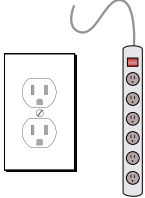
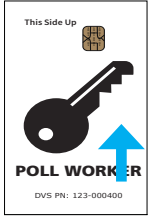
- Magnifying sheet (1)
- Election Officer digest (1)
- Blue Ballot Secrecy folder (50)
- Provisional envelope (75)
- Blue EDU Provisional envelope (5)
- Ballot pens (combination of felt-tip and ballpoint pens) (75)
- Pen cup (1)
- Pen grip (2)
- "I Voted" stickers (1 roll)
- Voter survey cards (50)
- Security seals bag in small ziploc (1):
 - Yellow sticker seal (2)
 - Yellow plastic seal (1)
 - Yellow cable (1)
- Election Table folder (1)
 - City-wide precinct map (1)
 - Polling place list (1)
 - Precinct-specific map
- Poll Worker Manual (1)
- Plastic pocket with:
 - California Voter Information Guide
 - English (3)
 - Chinese (3)
 - Spanish (3)
 - Filipino (3)
 - Plastic pocket with:
 - San Francisco Voter Information Pamphlet
 - English with EN/CH Sample Ballot (1)
 - English with EN/SP Sample Ballot (1)
 - English with EN/FI Sample Ballot (1)
 - Chinese (1)
 - Spanish (1)
 - Filipino (1)
 - Plastic pocket with:
 - Facsimile (reference) ballot (only required polling places have it)

5.2 Voting Equipment Repair Guide

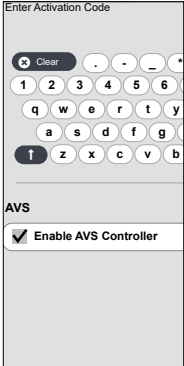
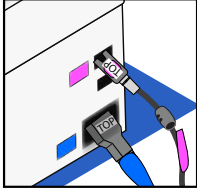
This Guide explains how poll workers can resolve simple voting equipment issues. If these instructions do not address the issue, call the Election Center, 1-800-554-9934, for assistance.

Do not allow anyone without official identification and clear authorization from the Department of Elections to "help" you repair voting equipment.

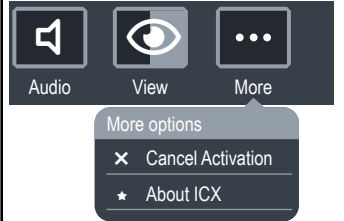
A. Accessible Ballot-Marking Device

Symptom	Solution	
1. Tablet Fails to Power Up	<p>Verify the tablet is plugged into a functional wall outlet or power strip by plugging something else into the same socket and turning it on.</p> <p>If the socket is good but the tablet does not turn on, call the Election Center.</p>	
2. Poll Worker Card Not Initializing	<p>Reinsert the card with the words "Poll Worker" facing upwards as you push the card firmly into the yellow slot.</p> <p>If you have inserted the card correctly but nothing happens, call the Election Center.</p>	
3. Incorrect Administrative Login Pin	<p>Slowly type in the PIN, one digit at a time, or ask a team member to assist.</p> <p>After double-checking, if the correct pin is rejected, call the Election Center.</p>	
4. Date/Time Incorrect	<p>If the date/time displayed on the screen is incorrect, call the Election Center.</p>	

5.2 Voting Equipment Repair Guide


Symptom	Solution	
<p>5. ATI keypad/ Headphones/ Assistive Device Not Working</p>	<p>Verify the keypad is plugged in correctly by checking for a flashing green light next to the port.</p> <p>Next, check headphones and/or devices are plugged into the correct port(s).</p> <p>Then, verify the ballot has been activated in AVS mode with a voter's preferred device selected. If necessary, cancel and re-activate the ballot, making sure the Enable AVS Controller checkbox is selected.</p> <p>If the ATI keypad/headphones/assistive device still does not work, conduct a hardware test:</p> <ol style="list-style-type: none"> 1. Insert the poll worker card and log in. 2. Tap "Hardware Test". 3. Select ATI keypad and test each button. <p>If all of these measures fail, call the Election Center.</p>	
<p>6. Printer is Not Printing</p>	<p>Verify the plug from the printer is connected to a functional wall outlet or power strip by plugging something else into the same socket and turning it on. [Press the power button if you have not already done so.]</p> <p>Verify that the printer cable coming from the tablet is plugged into the pink port on the back of printer.</p> <p>Make sure there is paper in the tray and that the screen reads "Ready" or "Sleep Mode is ON".</p> <p>If the printer still does not work, call the Election Center.</p>	
<p>7. Printer Out of Paper</p>	<p>Call the Election Center.</p>	

5.2 Voting Equipment Repair Guide


Symptom	Solution	
8. Touchscreen Malfunctioning or Frozen	<p>Insert the poll worker card to start new a session or continue current session.</p> <p>If this does not work, call the Election Center.</p>	
9. Need to Cancel Session	<p>Tap on the three dots in the upper right-hand corner and select "Cancel Activation," then "Yes".</p> <p>Activate a new accessible session or issue a paper ballot to the voter.</p>	

B. Ballot-Scanning Machine

If the machine malfunctions during voting hours, be sure to store any voted, un-scanned ballots cast by voters in the aux bin. These will be scanned when the machine is operational again.

Symptom	Solution	
1. Machine Fails to Power Up/Yellow charging light is not on	<p>Verify the machine is plugged into a functional wall outlet or power strip by plugging something else into the same socket and turning it on. Push the screen down, then pull it back up again.</p> <p>If this does not work, call the Election Center.</p>	
2. Login Screen Does Not Load	<p>Push the flat part of the black key fob firmly against the silver circle on the right side of the machine, silver to silver. Hold for 5 seconds.</p> <p>If this does not work, call the Election Center.</p>	
3. Incorrect Username/ Password	<p>Slowly type in both the username and the password one digit/ character at a time, and/or ask a team member to assist. The username is case sensitive.</p> <p>If the correct username/password is rejected, call the Election Center.</p>	

5.2 Voting Equipment Repair Guide

Symptom	Solution	
4. Machine is Running Out of Paper	If you see a colored band on the tape, the machine is almost out of paper; call the Election Center.	
5. ERROR MESSAGE: Error Condition has Occured	<p>If ballot card was returned, ask voter to straighten any wrinkles or folds and remove any stubs before reinserting the ballot.</p> <p>If ballot cards were not returned, push the flat part of the black key fob firmly against the silver circle on the right side of the machine, silver to silver. Hold for 5 seconds. Tap "OK". Tap "Standard Voting". Continue using the machine to cast ballots.</p> <p>If this does not work, call the Election Center. Meanwhile, have voters place ballots in the aux bin.</p>	
6. ERROR MESSAGE: Ballot Misread	<p>Ask voter to re-insert the ballot in a different orientation.</p> <p>If the ballot is returned again, issue a replacement ballot to voter. Call the Election Center.</p>	
7. ERROR MESSAGE: Invalid Ballot	<p>The machine cannot recognize the ballot. Advise voter to get a replacement ballot at the election table. Call the Election Center.</p>	
8. ERROR MESSAGE: Thermal Print head is up	<p>Call the Election Center.</p>	
9. ERROR MESSAGE: Files on CF1 and CF2 do not match	<p>Call the Election Center.</p>	
10. ERROR MESSAGE: Failed to mount CF cards	<p>Call the Election Center.</p>	

5.3 Translated Scripts

Job Cards contain scripts that poll workers will recite to voters at various stages in the voting process. The following translated scripts should be shown or read out loud on an as-needed basis when assisting voters who speak languages other than English.

1. Election Table Clerk

1.1 Assisting voters dropping off their ballots.

"Welcome. Are you here to vote or drop off a ballot?"

「歡迎！您來這裡是投票還是遞交選票？」

"Bienvenido. ¿Vino a votar o a entregar su boleta?"

"Maligayang pagdating. Nandito ba kayo upang bumoto o maghulog ng balota?"

"Please drop your signed envelope into the red box. Thank you! Here's your "I voted!" sticker and instructions to access a brief, anonymous survey to share your feedback with the Department of Elections. "

「請把您已簽名的信封投進紅色選票箱。謝謝！這是您的「我已投票！」貼紙和參與意見調查的須知。您可以按照指示參與一個簡短的不記名調查，與選務處分享您的回饋意見。

"Por favor, deposite su sobre firmado en la caja roja. ¡Gracias!" Tenga su sticker de "¡Ya voté!" y las instrucciones para contestar una pequeña encuesta anónima y enviar sus comentarios al Departamento de Elecciones".

"Mangyaring ihulog ang inyong pinirmahang sobre sa pulang kahon na hulugan ng balota. Salamat!" Ito na po ang inyong 'Bumoto ako!' na sticker pati na rin ang mga instruksiyon kung paano ma-access ang maikli at anonymous na survey para ibahagi ang inyong mga suhestyon sa Departamento ng mga Eleksyon."

1.2 Finding the voter in the roster.

"I can help you with that. May I have your full name and current home address?"

「我可以幫您的。我可以知道您的姓名和目前的住址嗎？」

"Puedo ayudarle. ¿Cuál es su nombre completo y domicilio actual?"

"Matutulungan namin kayo. Maaari ba naming makuha ang inyong buong pangalan at kasalukuyang address ng tirahan?"

"Thank you, I will search for you in our roster now."

「謝謝！我現在就在我們的選民名冊中尋找您的名字。」

"Gracias, voy a buscarlo en la lista."

"Salamat, hahanapin namin kayo ngayon sa roster."

5.3 Translated Scripts

"I found you listed."

「我在名冊中找到您的名字。」

"Ya lo encontré en la lista."

"Nakita naming nakalista kayo."

"You are not listed in our roster, but you can still vote today. Would you prefer to cast a provisional ballot here or go to your assigned polling place or the City Hall Voting Center?"

「您的名字不在我們的選民名冊上，但您今天仍然可以投票。您想在這裡用臨時選票投票，還是到您的指定投票站或市政廳投票中心投票？」

"Su nombre no aparece en la lista pero puede votar. ¿Quiere emitir una boleta provisional aquí o prefiere ir a su lugar de votación o al Centro de Votación del Ayuntamiento?"

"Hindi kayo nakalista sa aming roster, ngunit maaari pa rin kayong bumoto ngayon araw. Gusto ba ninyong bumoto ng probisyonal na balota rito o pumunta sa inyong itinalagang lugar ng botohan o sa Sentro ng Botohan sa City Hall?"

1.3 Check for voter notes.

"It looks like the Department of Elections has already received your ballot. If you believe that is incorrect, you can call the Department or vote provisionally here."

「看來選務處已經收到了您的選票。如果您認為這個信息不正確，您可以打電話給選務處了解詳情，或者您可以在這裡使用臨時選票投票。」

"Parece que el Departamento de Elecciones ya recibió su boleta. Si cree que es incorrecto, puede llamar al Departamento o votar aquí con una boleta provisional."

"Mukhang natanggap na ng Departamento ng mga Eleksyon ang inyong balota. Kung sa tingin ninyo ay hindi ito tama, maaari kayong tumawag sa Departamento o bumoto nang probisyonal dito."

"The roster shows your registration is incomplete. You can complete your registration by showing any of the types of identification listed on this page."

「名冊上的記錄顯示，您的登記不完整，尚欠一些資料。您可以通過出示本頁所列的任何類型身分證明文件來完成您的登記。」

"La lista electoral indica que su inscripción está incompleta. Presente cualquiera de las identificaciones que aparecen en esta página para completar su inscripción".

"Ipinapakita ng roster na hindi kompleto ng inyong rehistrasyon. Maaari ninyo itong ma-kompleto sa pamamagitan ng pagpapakita ng alinman sa mga uri ng identipikasyon na nakalista sa pahinang ito."

5.3 Translated Scripts

1.4 Issuing a paper ballot and offering the accessible ballot-marking device.

“I will issue you a paper ballot unless you would rather use an audio or touchscreen ballot on the accessible ballot-marking device.”

「我會向您發出一份紙張選票，除非您想在無障礙選票標記機上使選用音頻和觸屏選票來投票。」

"Voy a entregarle una boleta impresa a menos que prefiera usar el dispositivo accesible para marcar la boleta en formato de audio o pantalla táctil."

"Bibigyan namin kayo ng papel na balota, maliban nalang kung gusto ninyong bumoto gamit ang audio o touchscreen na balota sa accessible na ballot-marking device o aparatong nagmamarka sa balota."

“Ballots are available in English with Chinese, Spanish, or Filipino. Which would you prefer?”

「選票有英文配中文、西班牙文及或菲律賓文的雙語選擇。您想要哪一款？」

"La boleta está en inglés, chino, español o filipino. ¿Cuál prefiere?"

"Makakukuha ng mga balota sa wikang Ingles, Tsino, Espanyol, at Filipino. Alin ang mas gusto ninyo?"

“Here are your voting materials. After marking your ballot, place it into the secrecy folder and take it to the scanning machine. Would you like any further assistance?”

「這是您的投票材料。您填妥選票後，請把選票放入保密封套內，把它帶去掃描機。您需要任何協助嗎？」

"Aquí tiene sus materiales electorales. Después de marcar su boleta, póngala en el folder de confidencialidad y vaya a la máquina de escaneo. ¿Le puedo ayudar en algo más?"

"Ito na po ang inyong mga materyales sa pagboto. Matapos markahan ang inyong balota, ilagay ito sa folder na pantakip at dalhin ito sa scanning machine. Kailangan ninyo po ba ng karagdagang tulong?"

1.5 Issuing a provisional ballot.

“I will issue you a provisional paper ballot unless you would rather use an audio or touchscreen ballot on the accessible ballot-marking device.”

「我會向您發出一份紙張的臨時選票，除非您想在無障礙選票標記機上使選用音頻和觸屏選票來投票。」

"Voy a entregarle una boleta provisional impresa a menos que prefiera usar el dispositivo accesible para marcar una boleta en formato de audio o pantalla táctil."

"Bibigyan namin kayo ng papel na balota, maliban nalang kung gusto ninyong bumoto gamit ang audio o touchscreen na balota sa accessible na ballot-marking device o aparatong nagmamarka sa balota."

5.3 Translated Scripts

"Please complete and sign the Voter Section of this envelope. Then, after marking your ballot, please tear off the envelope receipt, seal your ballot cards into your provisional envelope and return the envelope and the pen to me."

請填寫並簽署本信封上的選民部分。然後，在標記你的選票後，請撕下信封的收據，將您的選票卡封入您的臨時信封，並把信封和筆交還給我。

"Complete y firme la sección para el elector en este sobre. Una vez que haya terminado de marcar su boleta, desprenda el talón de recibo e introduzca sus tarjetas dentro del sobre provisional y séllelo. Al final, entrégueme el sobre y el bolígrafo".

"Paki-kompleto at pirmahan ang Voter Section ng sobrang ito. At pagkatapos markahan ang inyong balota, mangyaring pilasin ang resibo ng sobre, selyohan ang mga kard ng inyong balota sa loob ng probisyonal na sobre, at ibalik ang sobre at panulat sa akin."

"Thank you for voting. Here's your "I voted!" sticker and instructions to access a brief, anonymous survey to share your feedback with the Department of Elections."

謝謝您的投票。這是您的「我已投票！」貼紙和參與意見調查的須知。您可以按照指示參與一個簡短的不記名調查，與選務處分享您的回饋意見。

"Gracias por votar. Tenga su sticker de "¡Ya voté!" y las instrucciones para contestar una pequeña encuesta anónima y enviar sus comentarios al Departamento de Elecciones".

"Salamat sa pagboto. Ito na po ang inyong 'Bumoto ako!' na sticker pati na rin ang mga instruksiyon kung paano ma-access ang maikli at anonymous na survey para ibahagi ang inyong mga suhestyon sa Departamento ng mga Eleksyon."

1.6 Issuing replacement ballots.

"I can issue you a replacement. May I have your mismarked card?"

「我可以補發一張選票給您。您可以把標記錯誤的選票卡交還給我嗎？」

"Puedo darle una reposición. ¿Puede entregarme la tarjeta que marcó mal?"

"Maaari namin kayong bigyan ng kapalit. Maaari ko bang makuha ang balota na may mga maling marka?"

2. Ballot-Scanning Machine Clerk

2.1 Assisting voters casting their ballot

"Please insert your ballot cards one at a time. It does not matter which way they are facing. Although the default language on this machine is English, I can change it if you like."

請將您的選票卡逐一插入機器內。卡的底或面，朝哪個方向並不重要。雖然這部機器的設定語言是英文，如果您有需要，我可以替您更改。

5.3 Translated Scripts

"Inserte sus tarjetas una por una. No importa de qué lado. Aunque el texto de esta máquina aparece en inglés, puedo cambiar la configuración del idioma, si quiere".

"Paki-pasok nang isa-isa ang mga kard ng inyong balota. Hindi mahalaga kung saang direksyon sila nakaharap. Bagama't Ingles ang default na wika sa makina na ito, maaari ko itong baguhin kung gusto ninyo."

"Thank you for voting. Here's your "I voted!" sticker and instructions to access a brief, anonymous survey to share your feedback with the Department of Elections. Please return the pen and folder to the Election Table."

謝謝您參加投票。這是您的「我已投票！」貼紙和參與意見調查的須知。您可以按照指示參與一個簡短的不記名調查，與選務處分享您的回饋意見。請把筆和文件封套交還選舉工作人員的辦公桌。

"Gracias por votar. Tenga su sticker de "¡Ya voté!" y las instrucciones para contestar una pequeña encuesta anónima y enviar sus comentarios al Departamento de Elecciones. Por favor entregue el fólder y el bolígrafo en la mesa electoral".

"Salamat sa pagboto. Ito na po ang inyong 'Bumoto ako!' na sticker pati na rin ang mga instruksiyon kung paano ma-access ang maikli at anonymous na survey para ibahagi ang inyong mga suhestyon sa Departamento ng mga Eleksyon. Mangyaring ibalik ang panulat at folder sa Election Table."

"The machine detected an irregular marking. To correct your ballot, press "Return" or to cast it as is, press "Cast". If you would like a pair of gloves, have questions, or would like to review the machine's reference guide, please let me know."

「掃描機檢測到有不規則標記。要更正您的選票，請按「返回」或您想照舊地投下這份選票，請按「投下」。如果您想要一對手套、有問題或想查閱掃描機參考指南，請讓我知道。」

"La máquina detectó una marca irregular. Para corregir su boleta, presione "Devolver" o para emitir su boleta como está, presione "Emitir". Si desea un par de guantes, si tiene preguntas o si quiere revisar la guía de referencia de la máquina, por favor, avíseme."

"Nakakita ang makina ng maling pagkakamarka. Para itama ang inyong balota, pindutin ang "Bumalik" o para isumite ito nang ganoon na, pindutin ang "Isumite". Kung nais ninyo ng guwantes, may mga katanungan, o gusto ninyong suriin ang reperensyang gabay para sa makina, mangyaring ipaalam lamang sa amin."

"I see you have a provisional envelope. Please make sure you have completed and signed the envelope and removed your receipt, then take it back to the clerk at the Election Table."

「我看見您拿著一個臨時信封。請確定您已經填妥信封上所有資料並簽名，以及取回您的收據，然後帶這個信封到選舉枱交給工作人員。」

"Veó su sobre provisional. Por favor, asegúrese que completó y firmó el sobre y desprendió el talón de recibo. Después de eso entréguelo en la mesa electoral al trabajador electoral."

5.3 Translated Scripts

"Nakikita namin na mayroon kayong probisyonal na balota. Mangyaring siguraduhing nakompleto ninyo at napirmahan ang sobre at naalis ang inyong resibo, pagkatapos ay dalhin ito sa kawani sa Mesa ng Eleksyon."

"I see you have no blue secrecy folder. If you left it at the voting booth, please retrieve it and come back."

「我看見您沒有藍色保密封套，如果您把它留在投票亭，請把它取回來。」

"Falta el folder de confidencialidad. Lo dejó en la cabina de votación. Por favor, vaya por él y regrese."

"Nakikita namin na wala kayong asul na folder na pantakip. Kung naiwan ninyo ito sa voting booth, mangyaring kuhain ito at bumalik dito."

3. Initiating Accessible Voting Sessions

3.1 Initiating an accessible voting session.

"Hello, I will help activate your ballot on the ballot-marking device. You can request audio headphone or touchscreen instructions in English, Chinese (Cantonese or Mandarin), Filipino, or Spanish, and navigate and mark your ballot using the touchscreen, the keypad, or a personal assistive device. Which would you prefer?"

「您好！我將會在選票標記機啟動您的選票。您可以要求使用英文、中文（廣東話或普通話）、菲律賓文或西班牙文的耳機聆聽音頻或觸屏介面說明，並使用觸屏、鍵盤或個人輔助器材標記您的選票。您想用哪一種？」

"Hola, voy a ayudarle a activar su boleta. Las instrucciones están disponibles en audio o pantalla táctil, en inglés, chino (cantonés o mandarín) español o filipino. Puede navegar y marcar su boleta usando la pantalla táctil, el teclado o el dispositivo de asistencia personal. ¿Cuál prefiere?"

"Kamusta po, tutulongan namin kayong paganahin ang inyong balota sa ballot-marking device o aparatong nagmamarka sa balota. Maaari kayong humiling ng audio headphone o mga instruksiyon sa touchscreen sa Ingles, Tsino (Cantonese o Mandarin), Filipino, o Espanyol, at suriin at markahan ang inyong balota gamit ang touchscreen, keypad, o personal na nakatutulong na kagamitan. Alin ang mas gusto ninyo?"

"When you finish marking your ballot, please print it out, place it in your secrecy folder, and bring it to the scanning machine. If you need any further assistance, just flag me."

「當您完成標記選票，請把它列印出來，放入保完封套內，然後把它帶到掃描機。如果您需要任何協助，請向我示意。」

"Cuando termine de marcar su boleta, imprímala, póngala dentro de la cubierta de confidencialidad y llévela a la máquina de escaneo. Si hay algo más en lo que pueda ayudarle, por favor, avíseme."

5.3 Translated Scripts

"Kapag tapos na kayong markahan ang inyong balota, mangyaring i-print ito, ilagay sa folder na pantakip, at dalhin ito sa scanning machine o makinang nagii-scan sa balota. Kung kailangan ninyo ng karagdagang tulong, ipaalam lamang sa amin."

4. Curbside Voting

"I'm here to help you vote outside. Before we begin the check-in process, please let me know if you would like gloves or hand sanitizer and whether you would like to use a paper ballot or have an accessible ballot-marking device with audio and touchscreen features set up for you outside."

「我來幫助您在場地外面投票。在我們開始登記程序之前，請讓我知道您是否需要手套或免洗搓手消毒液，以及您是否想用紙張選票，還是要求在外面為您設置一個選配備音頻和觸屏功能的無障礙選票標記機。」

"Puedo ayudarle a votar afuera. Antes de comenzar, dígame si quiere guantes o gel desinfectante, y si desea una boleta impresa o prefiere usar el dispositivo accesible para marcar la boleta en formato de audio o pantalla táctil."

"Nandito kami para tulongan kayong bumoto sa labas. Bago natin simulan ang proseso sa pagcheck-in, mangyaring ipaalam lamang sa amin kung kailangan ninyo ng guwantes o hand sanitizer at kung nais ninyong gumamit ng papel na balota o ng touchscreen na balota sa accessible na ballot-marking device o aparatong nagmamarka sa balota."

"Will you please write down your name, address, and preferred language (English, Chinese, Spanish, or Filipino)?"

「您可否寫下姓名、地址及語言偏好（英文、中文、西班牙文或菲律賓文）嗎？」

"¿Podría escribir su nombre, dirección e idioma (inglés, chino, español o filipino)?"

"Maaari ninyo bang isulat ang inyong pangalan, address, at ninanais na wika (Ingles, Tsino, Espanyol, o Filipino)?"

"Please sign the roster."

「請在名冊上簽名。」

"Por favor, firme la lista."

"Mangyaring pirmahan ang roster."

"I will issue you a paper ballot unless you would rather use the accessible ballot-marking device."

「我會向您發出一份紙張選票，除非您想用無障礙選票標記機上來投票。」

"Voy a entregarle una boleta impresa a menos que prefiera usar el dispositivo accesible para marcar la boleta."

"Bibigyan namin kayo ng papel na balota, maliban nalang kung gusto ninyong gamitin ang accessible na ballot-marking device."

5.3 Translated Scripts

“Here are your voting materials. After marking your ballot, please place it in this secrecy folder. I will return in five minutes.”

「這是您的投票材料。標記完您的選票後，請把它放入保密封套內。我會在5分鐘後回來。」

"Aquí tiene sus materiales electorales. Después de marcar su boleta, póngala en el folder de confidencialidad. Regreso en cinco minutos"

"Ito na po ang inyong mga materyales sa pagboto. Matapos markahan ang inyong balota, mangyaring ilagay ito sa pantakip na folder. Babalik kami makalipas ang limang minuto."

“If you are all done, I can take your ballot inside for scanning now. Would you like me to return to confirm your ballot was accepted by the machine?”

「如果您已經完成，我現在會把您的選票拿去放入選票掃描機掃描。您要不要我回來跟您確認您的選票是否已經被選票掃描機接納？」

"Si ya terminó, puedo llevarme su boleta para escanearla. ¿Quiere que regrese para confirmar que la máquina de escaneo aceptó su boleta?"

"Kung kayo ay tapos na, maaari na naming kunin ang inyong balota sa loob para i-scan. Nais ba ninyong bumalik kami para kumpirmahin na natanggap ang inyong balota ng makina?"

“Thank you for voting. Here’s your “I voted!” sticker and instructions to access a brief, anonymous survey to share your feedback with the Department of Elections.”

謝謝您的投票。這是您的「我已投票！」貼紙和參與意見調查的須知。您可以按照指示參與一個簡短的不記名調查，與選務處分享您的回饋意見。

"Gracias por votar. Tenga su sticker de “¡Ya voté!” y las instrucciones para contestar una pequeña encuesta anónima y enviar sus comentarios al Departamento de Elecciones".

"Salamat sa pagboto. Ito na po ang inyong 'Bumoto ako!' na sticker pati na rin ang mga instruksiyon kung paano ma-access ang maikli at anonymous na survey para ibahagi ang inyong mga suhestyon sa Departamento ng mga Eleksyon."

“You are [not listed in our roster/listed as having already submitted a ballot], but you can still vote provisionally today. If you believe this is an error, you can contact the Department of Elections. Otherwise, you may cast a provisional ballot here or go to your assigned polling place or the City Hall Voting Center. What would you like to do?”

「您 [不在我們的選民名冊上 / 被列為已經交回選票]，但您今天仍然可以進行臨時投票。如您認為這是個錯誤，您可以聯絡選務處。另外，您可以在這裡使用臨時選票投票，到您的指定投票站或市政廳投票中心投票。您想怎樣做？」

"[No aparece en la lista/aquí aparece que usted ya emitió la boleta], pero puede votar con una boleta provisional. Si cree que se trata de un error, puede contactar al Departamento de Elecciones. De otro modo, puede emitir una boleta provisional aquí o puede ir a su lugar de votación o al Centro de Votación del Ayuntamiento. ¿Cuál prefiere?"

5.3 Translated Scripts

"Kayo ay [hindi nakalista sa aming roster/nakalista bilang nakapagsumite na ng balota], ngunit maaari pa rin kayong bumoto nang probisyonal ngayong araw. Kung naniniwala kayo na ito ay isang pagkakamali, maaari kayong makipag-ugnayan sa Departamento ng mga Eleksyon. Sa halip, maaari kayong bumoto ng probisyonal na balota rito o pumunta sa inyong itinalagang lugar na botohan o sa Sentro ng Botohan sa City Hall. Ano ang nais ninyong gawin?"

"Please fill out the Voter Section of this envelope, mark your ballot, remove the envelope receipt, and place your ballot into the envelope. I will be back to collect your ballot in 10 minutes."

「請填妥這個信封上的選民資料部份，標記您的選票，取回信封上的收據，把您的選票放入信封內。我將會在5分鐘後回來收取您的選票。」

"Por favor, complete la sección para el elector en este sobre, marque su boleta, desprenda el talón de recibo e introduzca su boleta dentro del sobre. Regreso en cinco minutos para recoger su boleta."

"Mangyaring punan ang Seksyon para sa Botante ng sobrang ito, markahan ang inyong balota, tanggalin ang resibo ng sobre, at ilagay ang balota sa loob ng sobre. Babalik ako matapos ang 5 minuto para kolektahin ang inyong balota."

"If you are all done, I can collect your ballot now. Thank you for voting! Here's your 'I voted!' sticker and instructions to access a brief, anonymous survey to share your feedback with the Department of Elections. Please return the pen and folder to the Election Table."

謝謝您參加投票。這是您的「我已投票！」貼紙和參與意見調查的須知。您可以按照指示參與一個簡短的不記名調查，與選務處分享您的回饋意見。請把筆和文件封套交還選舉工作人員的辦公桌。

"Gracias por votar. Tenga su sticker de "¡Ya voté!" y las instrucciones para contestar una pequeña encuesta anónima y enviar sus comentarios al Departamento de Elecciones. Por favor entregue el fólder y el bolígrafo en la mesa electoral".

"Salamat sa pagboto. Ito na po ang inyong 'Bumoto ako!' na sticker pati na rin ang mga instruksiyon kung paano ma-access ang maikli at anonymous na survey para ibahagi ang inyong mga suhestyon sa Departamento ng mga Eleksyon. Mangyaring ibalik ang panulat at folder sa Election Table."

5.4 Posted Ballot Statement



CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF ELECTIONS

POSTED BALLOT STATEMENT

Consolidated General Election, November 8, 2022

PCT

POLL BALLOTS

A) Ballots brought by Inspector	500
B) Ballots brought by FED	500
C) Extra ballots brought by FED, if any	C
D) "Total Ballots Cast" count from Ballot-Marking Device <i>(Inspector Job Card, page 69, 1d)</i>	D
E) Add lines A, B, C, and D	E
F) "Voter" count from Ballot-Scanning Machine <i>(Inspector Job Card, page 69, 1e)</i>	F
G) Ballot Card 1s in aux bin <i>(Closing Job Card 1, page 63, 1c)</i>	G
H) Ballot printouts in aux bin <i>(Closing Job Card 1, page 63, 1d)</i>	H
I) Add lines F, G, and H	I
J) Voted provisional envelopes <i>(Closing Job Card 2, page 65, 2a)</i>	J
K) Voided Ballot Card 1s and printouts <i>(Closing Job Card 2, page 66, 4a)</i>	K
L) Add lines J and K	L
M) Unused ballots from opened ballot boxes <i>(Closing Job Card 1, page 63, 3b)</i>	M
N) Unused ballots from unopened ballot boxes <i>(Closing Job Card 1, page 64, 4b)</i>	N
O) Signatures in roster (all pages) <i>(Closing Job Card 1, page 64, 5c)</i>	O

VOTE-BY-MAIL BALLOTS

P) Voted San Francisco vote-by-mail ballots and provisional envelopes marked "Other-VBM Ballot Enclosed" <i>(Closing Job Card 2, page 66, 3a)</i>	P
---	---

- Does line I = line O? YES NO
- Does line E = line I + L + M + N? YES NO
- Please describe any issues with your ballot count: _____

Where to place copies
once complete:

Pink – Leave in roster
White – Leave in roster

Yellow – Post outside

5.6 De-Escalation Guidelines

While serving as a poll worker on Election Day, you may find yourself dealing with a tense or upsetting situation involving a voter or member of the public. If this happens to you, begin by attempting to diffuse the situation by taking these steps, then call the Election Center (1-800-554-9934) for help if necessary. **If anyone is in immediate danger, call 911 immediately.**

1. Use non-aggressive body language.

- Use a non-threatening posture and expression
- Do not mirror aggressive gestures or expressions
- Do not approach an agitated person too suddenly
- Try to match the other person's eye contact habits
- Respect personal space and maintain a safe distance
- Avoid standing directly in front of an agitated person
- Move the situation away from others, if possible

2. Be polite and helpful to everyone.

- Introduce yourself in a calm, neutral way
- Quietly listen to the person's statements
- Avoid interrupting or changing the subject
- Speak in a gentle, clear tone of voice
- **Validate the person's concerns**
- Offer one or more resolutions, if possible
- Do not engage in back and forth argument

Example validation statements:

"I understand this situation is very frustrating, but you can still vote today even if your name is not on the roster."

"I understand you are feeling tired, but we need to keep this space clear for voters; let's find a better place for you to rest."

"I understand you are passionate about this issue, but the law prohibits electioneering at a polling place."

3. Take good care of yourself too.

- Remember you are not alone and ask for help if necessary
- Try not to take difficult or offensive behavior too personally
- After you deal with a tense situation, take a short break
- As soon as possible, try deep breathing or a brisk walk
- Remember that people value your service as a poll worker

5.7 Glossary

Accessible

Can be used by people with disabilities (polling place, seated voting booth, Ballot-Marking Device).

Assisted Voters List

Page that must be filled out if the voter receives assistance in marking a ballot. Located in the Roster of Voters.

Ballot

There are two types of ballots for voters: paper cards that a voter marks to vote and a touchscreen and audio version available on the Ballot-Marking Device upon request.

Ballot-Marking Device

The accessible ballot-marking device allows any voter to mark, review, and print a ballot privately and independently via touchscreen and audio ballots.

Ballot-Scanning Machine

The ballot-scanning machine tallies votes on standard (i.e., non-provisional) ballots.

Custody Transfer Form

A document used for the transfer of ballots and materials. Inspector receives this form when picking up the Inspector Supply Bag. It is filled out and signed every time custody of ballots is transferred.

Declaration of Poll Workers

Oath printed inside the front cover of the Roster. Poll Workers must take the oath and sign the Declaration before polls open.

Deputy Sheriff

Officer who picks up ballots and election materials after polls close.

Election Center

Telephone hotline for poll workers to call for assistance.

Electioneering

Any audible or visible material advocating for or against any item on the ballot within 100 feet of where voting is occurring.

Exit Polling

Asking a voter how they voted within 25 feet of where voting is occurring.

Field Election Deputy

(FED) In-field supervisor providing support to polling places on Election Day.

Inspector Folder

Folder containing various Election Day materials such as the Custody Transfer Form, Equipment Access Codes Acknowledgment Form, site-specific plan, staffing and bilingual requirement form, poll worker payroll sheet, security seal sheet, Roster of Voters, two copies of the Street Index, etc.

List of Qualified Write-In Candidates

Contains name of qualified write-in candidates. Only votes for qualified write-in candidates can be counted.

Posted Ballot Statement

Official Election Day record stating the number of ballots received, cast, unused, and void. This record is located in the back of the roster.

5.7 Glossary

Provisional Envelope

Envelope filled out by poll worker and provisional voter. Voter receives envelope and receipt with information about why they are voting provisionally and a reference number to check status of vote after election.

Red Ballot Box

During voting hours, the red box stores voted ballots in vote-by-mail and provisional envelopes, spoiled and voided ballots and other materials.

Roster of Voters

List contains names, addresses, and registration information of voters in precinct, including active voters (white and blue pages) and late-but-eligible voters list (purple pages).

Secrecy Folder

Given to voters who signed the roster to protect the privacy of their ballot.

Security Seal Sheet

Located in the inspector folder, this sheet lists the security seals to be verified throughout the day.

SFMTA Officer

Officer who picks up electronic vote data from the ballot-scanning machine after the polls close.

Site-Specific Plan (SSP)

Special instructions specific to your polling place. These instructions are located in the inspector folder.

Street Index

List containing names of voters at a precinct in order of reference number listed in the Roster of Voters.

Voter Assistance Hotline

Telephone line to answer voter questions, look up registration information, and redirect voters to home precinct if needed.

Voter Information Pamphlet

(VIP) Pamphlet containing legally required election information including sample ballot and local ballot measure summaries.

Voting, Curbside

Voting conducted outside the polling place for voters unable to enter it.

Voter, ID Required

First-time voter who registered by mail, but did not provide ID required by HAVA.

Vote-by-Mail Ballot

Vote-by-Mail ballots (VBM) in sealed envelopes may be dropped off at any San Francisco polling place or drop box.

5.8 Closing Bag Reference Guide

Use this reference guide that breaks down what each closing bag should contain at the end of Election Day.



Orange Closing Bag containing ballots and printouts from the auxiliary bin of the ballot-scanning machine



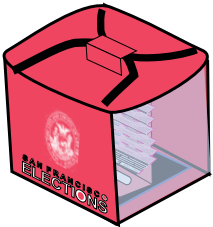
Purple Closing Bag containing vote-by-mail envelopes from any county in California and provisional envelopes marked, "Other - VBM Enclosed"



Blue Closing Bag containing ballots and printouts from the main bin of the ballot-scanning machine



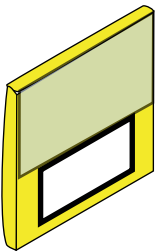
Brown Closing Bag containing voided ballots and printouts, spoiled vote-by-mail ballots and envelopes, and discarded election materials such as ballot pad stubs



Pink Closing Bag containing provisional ballot envelopes, excluding those marked, "Other-VBM Enclosed"



Red Results Bag containing closing report and 2 memory cards



Yellow Closing Bag containing the roster of voters and the Inspector Lanyard.

5.9 Voter Bill of Rights

VOTER BILL *of* RIGHTS



YOU HAVE THE FOLLOWING RIGHTS



1. **The right to vote if you are a registered voter.** You are eligible to vote if you are:

- ★ a U.S. citizen living in California
- ★ at least 18 years old
- ★ registered where you currently live
- ★ Not currently serving a state or federal prison term for the conviction of a felony, and
- ★ not currently found mentally incompetent to vote by a court

2. **The right to vote if you are a registered voter even if your name is not on the list.**

You will vote using a provisional ballot. Your vote will be counted if elections officials determine that you are eligible to vote.

3. **The right to vote if you are still in line when the polls close.**

4. **The right to cast a secret ballot** without anyone bothering you or telling you how to vote.

5. **The right to get a new ballot if you have made a mistake**, if you have not already cast your ballot. You can:

Ask an elections official at a polling place for a new ballot,
Exchange your vote-by-mail ballot for a new one at an elections office,
 or at your polling place, or
Vote using a provisional ballot.

6. **The right to get help casting your ballot** from anyone you choose, except from your employer or union representative.

7. **The right to drop off your completed vote-by-mail ballot at any polling place** in California.

8. **The right to get election materials in a language other than English** if enough people in your voting precinct speak that language.

9. **The right to ask questions to elections officials about election procedures** and watch the election process. If the person you ask cannot answer your questions, they must send you to the right person for an answer. If you are disruptive, they can stop answering you.

10. **The right to report any illegal or fraudulent election activity** to an elections official or the Secretary of State's office.

SPECIAL NOTICE

- Polls are open from 7:00 a.m. to 8:00 p.m. on the day indicated in the posted county Voter Information Guide.
- Specific instructions on how to vote, including how to cast a provisional ballot, can be obtained from a poll worker or by reading the information mailed to you by your local elections official.
- If you are a newly registered voter, you may be asked to provide appropriate identification or other documentation according to federal law. But please note that every individual has the right to cast a provisional ballot even if he or she does not provide the documentation.
- It is against the law to represent yourself as being eligible to vote unless you meet all of the requirements to vote under federal and state law.
- It is against the law to tamper with voting equipment.

If you believe you have been denied any of these rights, call the Secretary of State's confidential toll-free Voter Hotline at (800) 345-VOTE (8683).

On the web at www.sos.ca.gov

By phone at **(800) 345-VOTE (8683)**

By email at elections@sos.ca.gov

Additional Training Resources

You can find additional training resources such as training videos via your poll worker profile at sfelections.org/pwp or scan the QR Code below:



Election Center

(800) 554-9934

Questions before Election Day?

(415) 554-4395

pw@sfgov.org

Voter Support Hotline

English:

(415) 554-4375

Chinese:

(415) 554-4367

Spanish:

(415) 554-4366

Filipino:

(415) 554-4310

Other Languages:

(415) 554-4375

TTY:

(415) 554-4386