

County of Santa Clara Registrar of Voters

November 2, 2010 Gubernatorial General Election

Return Center Procedures



Return Center Mission Statement

The mission of the Return Center is to ensure the efficient and secure return of all election supplies to the Registrar of Voters (ROV) on Election Night.

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Payload

Delivery of **Ballot Box A (BRIGHT ORANGE – Voted Optical Scan Ballots) and **RED** Inspector's Bag which contains the Results Cartridge to ROV Office (Berger)**

Each Return Center will have at least four (4) shuttle vehicles. Assign shuttles as "Ballot Shuttle" and "Supply Shuttle" equally and each shuttle vehicle must have a driver and one passenger. "Ballot Shuttle" will only transport **Ballot Box A** and Inspector's Bag containing Results Cartridge bag and "Supply Shuttle" will only transport Unused Optical Scan Ballot Box and Black Precinct Supply Case. California Elections Code requires that there must be TWO (2) Return Center personnel with the **Ballot Box A**, Results Cartridge, unused Optical Scan Ballots and other precinct supplies AT ALL TIMES.

Deliveries should be frequent and constant (every 15- 20 minutes), even if only for one precinct. One shuttle vehicle should always remain at the center for loading while other shuttle vehicles are on the road. There should be 1-3 shuttle vehicles on the road making deliveries or returning from a delivery at all times.

Communications with ROV Office

Communication between the Return Center and the **ROV Office** is critical in order to ensure a successful Election Night and to ensure that all personnel are released in a timely manner.

The Communications Officer:

- Will call the ROV designated contact to report the precinct numbers using Return Center Check-off receipt as materials are received. Also inform the ROV of any information of Search & Rescue instance with specific missing items.
- Will notify ROV when missing item(s) is(are) returned from a Search & Rescue instance.

The Lead:

- Will call the ROV designated contact to report Search and Rescue instances.
- Provide the Communication Officer with Return Center Check-off Receipts and inform of any Search & Rescue instances and updates with missing items noted on the Check-off Receipt.
- Will call the ROV designated contact to inquire about Field Inspector release. (If not notified to be released after 30 minutes upon receiving of all their designated precincts). DO NOT release Field Inspectors.

Return Center Lead Tasks

❖ Prior to 8:00 pm

1. The Truck Driver will arrive at the Return Center with all of your materials no later than 7:00 p.m. **If the driver has not arrived by 7:00 p.m., contact the ROV warehouse at (408) 282-3063 for further instructions.**
2. Test the cell phone as soon as you receive it. Have the Communication Officer and Shuttle Drivers test their cell phones. **NOTE:** If a cell phone does not work, use another cell phone and call the ROV warehouse at (408) 282-3063 for a replacement.
3. Begin setting-up the Return Center per the layout provided in your binder. Do not deviate from the layout unless cleared by the Election Materials Processing Division (EMPD) designated staff.
4. Ensure that the Return Center is set up near a well lit area or set up provided light(s) as needed.
5. Administer Oath to ALL Return Center personnel.
6. Distribute name tags. Ensure that all staff members print their names clearly.
7. Have all Return Center staff **LEGIBLY** and **COMPLETELY** fill out the payroll sheet.
8. All Shuttle Drivers **must** provide proof of insurance, display a valid California driver's license, and fill out the Driver Responsibility Form. See payroll binder.
9. Provide all Shuttle Drivers the Election Worker Mileage Reimbursement Claim form.
Note: The mileage claim must start from the Return center and then count each round trip.
10. Issue job description flyers to Return Center staff. Train each member so that he/she clearly understands their responsibilities.
11. Ensure that all staff follows safety procedures as stipulated in their job descriptions.
12. At 8:00 p.m. Call the ROV designated contact to confirm that the Return Center is open.

❖ After 8:00 pm (Close of Polling Places)

1. Monitor ALL areas of operation at the Return Center per Return Center procedures. Continuously check all areas to:

- Ensure the vehicle lines are moving quickly and efficiently.
- Ensure that Box A (**BRIGHT ORANGE** – with Voted Optical Scan Ballots), Results Cartridge bag, and VeriVote Printers are being accounted for per procedures.
- Ensure that communication with ROV designated contact is occurring per procedures by the Communication Officer.
- Ensure that Shuttles are dispatched every 15-20 minutes and one team is available at all times.

2. Identify Search and Rescue situations.

When you are notified by the Lane Chief of missing Box A (**BRIGHT ORANGE**), Results Cartridge bag, and/or VeriVote Printer, direct the Precinct Inspector to pull into the “Search & Rescue Holding Area” and implement the Search & Rescue Procedures (see attached Search & Rescue Procedures & utilize Search & Rescue Log).

3. Will call the ROV designated contact to ONLY inquire about Field Inspector release. (If not notified to be released after 30 minutes upon receiving of all their designated precincts.) DO NOT release Field Inspectors.

4. Release of Center Staff

Authorization to release Return Center staff and to close the Return Center will be at the discretion of Elaine Larson, Assistant Registrar of Voters, Philip Chantri, Matt Moreles, or Karin Accorinti, the designated members of the Registrar of Voters Management Team.

Call the ROV designated contact for further instructions when all precincts have delivered their Box A (**BRIGHT ORANGE**), Results Cartridge Bag, VeriVote Printers, and supplies AND that all Search & Rescue Teams have returned if any were sent out.

When there are a few “straggler” Precincts or a late Search & Rescue, you may also call the ROV Office for **partial** release of Return Center personnel.

5. After Return Center Closes

- Use the provided trash bags to clean-up the Return Center. Do not put garbage in with precinct supplies and equipment.
- Ensure that all Check-Off Lists, Payroll sheets, Cell phone and the Return Center Binder are placed in the Supply Box.
- Re-pack the truck with ALL of the Return Center supplies and equipment.

Role of Field Inspectors at Return Centers

Field Inspectors will report to their assigned Return Center to lead Search & Rescue Teams **(per the direction of ROV)** and ensure that all Box A (**BRIGHT ORANGE**), Results Cartridge, and VeriVote Printers have been delivered to the Return Center from their assigned precincts. They will be released by 299-POLL Field Inspector Release Staff.

Are required to wear the reflective vest included in the supplies from the Warehouse. Stay in the "Field Inspector Observation Area" shown on the Distribution/Return Center map and keep conversations with Return Center staff to a minimum.

DO NOT get in line at the Return Center for returning supplies/equipment OR return and unload supplies at the Return Center.

Field Inspectors will monitor the return of the precinct supplies of their assigned precincts from the designated area. They **CAN NOT** impede in the process of receiving, verification and transport of precinct supplies.

Any requests for information or conversations with Precinct Inspectors or Return Center staff must be conducted during a lull in traffic and away from the receiving line.

SEARCH & RESCUE PROCEDURES

The major responsibility of the Return Center Lead is to identify a Search and Rescue situation, implement the Search & Rescue procedures, and carry out any directions given by the ROV Office.

Note: If there is no Box A (**BRIGHT ORANGE**), Results Cartridge, or less than 3 VeriVote Printers then Search and Rescue Procedures are activated.

Return Center Lead:

1. **Ask the Precinct Inspector where Box A (**BRIGHT ORANGE**), the Cartridge, or the VeriVote Printer(s) might be. Check the Precinct Supply Case and the vehicle. If found, no further action is needed.**
2. **If Box A, Results Cartridge, or VeriVote Printers are NOT found:**
 - A. **Ask the Precinct Inspector if they were left at the polling place and if he/she has access back into the polling place (Do no release unless instructed to by the ROV Office).**
 - B. **Call your ROV designated contact to report a missing Box A, Results Cartridge, or VeriVote Printers. Also inform whether the Inspector can or cannot go back to retrieve the item(s).**

Note: Do not release Precinct Inspector until the ROV provides direction on how to proceed. The Precinct Inspector may want to go back to the polling place or may have access to the polling place. i.e. Key, contact information, or other means of access.

- C. **Record all information on the Search & Rescue Log.**
- D. **Make note on the Return Center Check-off Receipt of missing item(s) and inform Communication Officer of Search & Rescue issue with the particular precinct.**
- E. **When the missing item(s) is(are) retrieved, inform the Communication Officer and ROV designated contact of the returned item(s) from the precinct and send with the next shuttle.**