

# County of Santa Clara

## Registrar of Voters

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November 8, 2016, **Mid-Day Courier Team Procedure**

DRAFT 8/16/16

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## Mid-Day Courier Team (CT) Procedures

### Job Summary

- Courier Team:** Exchange original ballot bags with replacement ballot bags.  
Complete necessary paperwork.
- Courier Team Member 1:** Seal original ballot bags.
- Courier Team Member 2:** Record seal numbers and any other necessary information on the Midday Pickup Chain of Ballot Custody Log form.
- Precinct Inspector:** Ensure ballot bag exchange has as little effect on voters and voting operations as possible. Seal replacement ballot bags.  
Complete necessary paperwork.

## FIRST DESIGNATED PRECINCT PICKUP

1. The ROV will call Courier Teams prior to the midday ballot bag exchange to verify teams are ready to make their pickups.
2. Prior to traveling to the first designated polling place to exchange ballot bags, the Courier Team call the precinct cell phone number to inform the Precinct Inspector that the team is on its way.
3. Upon arrival at the first designated polling place, the Courier Team shall:
  - a. Bring the ROV-issued election volunteer ID badges, the Midday Pickup Binder, one replacement Orange Ballot Bag, and one replacement Blue Ballot Bag.
  - b. Enter the polling place and wait until an Election Officer becomes available.
  - c. Ask to speak with the Precinct Inspector.
  - d. Introduce the Courier Team and show the Precinct Inspector the team's ROV-issued election volunteer ID badges.
  - e. Give the Precinct Inspector the replacement Orange Ballot Bag and the replacement Blue Ballot Bag.
  - f. Pull the Midday Pickup Chain of Ballot Custody Log form for the precinct from the Midday Pickup Binder.
  - g. Record the Polling Place Arrival Time on the Midday Pickup Chain of Ballot Custody Log in the appropriate space.



4. The Precinct Inspector shall:
  - a. Verify that no voters are approaching to return their voted ballots.
    - i. If any voters are in line to vote, the Precinct Inspector and Election Officers will help the voters before continuing with the midday ballot bag exchange.
  - b. In the presence of any voters and bystanders in public view:
    - i. Open the replacement Orange Ballot Bag.
    - ii. Show voters and/or bystanders that the replacement Orange Ballot Bag contains no ballots.
    - iii. Zip up the replacement Orange Ballot Bag so that it is closed.
    - iv. Unzip the slot on the replacement Orange Ballot Bag so that ballots may be placed inside.
    - v. Seal the replacement Orange Ballot Bag with a white bag seal.
    - vi. Open the ballot slot on the replacement Orange Ballot Bag so that ballots may be placed inside.
    - vii. At a time when no voters are approaching or inserting ballots into the original Orange Ballot Bag, replace the original Orange Ballot Bag with the sealed replacement Orange Ballot Bag.
    - viii. Close the zipper on the ballot slot on the original Orange Ballot Bag.
    - ix. Place the original Orange Ballot Bag in a location that is still visible to voters and/or bystanders where it can be sealed.
    - x. Repeat this process for the replacement Blue Ballot Bag.
    - xi. Give the Courier Team two white bag seals.
5. Courier Team Member 1 shall:
  - a. Seal the ballot slot zippers on both of the original ballot bags so that they cannot be opened. **Do not** remove the existing seal(s).
  - b. Sign the line on the Midday Pickup Chain of Ballot Custody Log form acknowledging taking custody of the sealed original ballot bags.
6. Courier Team Member 2 shall:
  - a. Write the new seal number from each original bag on the corresponding lines of the Midday Pickup Chain of Ballot Custody Log form.
  - b. Sign the line on the Midday Pickup Chain of Ballot Custody Log form acknowledging taking custody of the sealed original ballot bags.
7. The Precinct Inspector shall:
  - a. Verify that the seal numbers recorded on the Midday Pickup Chain of Ballot Custody Log form match the numbers on the seals of the original ballot bags.
    - i. If one or both original ballot bags contain no ballots, mark the appropriate "Bag contains no ballots" box on the Midday Pickup Chain of Ballot Custody Log form.
  - b. Sign the line on the Midday Pickup Chain of Ballot Custody Log form acknowledging release of the sealed original ballot bags.
  - c. Record the time on the Midday Pickup Chain of Ballot Custody Log form in the space for the Time of Ballot Bag Exchange.
  - d. Remove the pink copy of the Midday Pickup Chain of Ballot Custody Log form and secure it in the pocket of the Roster Index.
  - e. Return the other copies of the Midday Pickup Chain of Ballot Custody Log form to the Courier Team.

8. As a team of two, the Courier Team shall:
  - a. Ensure that the Precinct Inspector has the pink copy of the Midday Pickup Chain of Ballot Custody Log form.
  - b. Place the remaining copies of the Midday Pickup Chain of Ballot Custody Log form in the pocket of the Midday Pickup Binder.
  - c. Exit the polling place with the two sealed original ballot bags and Midday Pickup Binder and return to vehicle.
  - d. Secure the sealed original ballot bags in the trunk of the vehicle, or in a manner otherwise hidden from view so that a person outside the vehicle cannot see the bags by looking in the vehicle's windows.
  - e. Prior to leaving the polling place, call the ROV to confirm that the original ballot bags have been picked up from the first designated polling place and that the Courier Team is proceeding to the second designated polling place.
  - f. Prior to arriving at the second designated polling place to exchange ballot bags, call the precinct cell phone number to inform the Precinct Inspector that the Courier Team is on its way.

## **SECOND DESIGNATED PRECINCT PICKUP**

1. Upon arrival at the second designated polling place, the Courier Team shall:
  - a. Bring the ROV-issued election volunteer ID badges, the Midday Pickup Binder, one replacement Orange Ballot Bag, and one replacement Blue Ballot Bag.
  - b. Ensure that the sealed original ballot bags from the first designated polling place pickup are locked in the vehicle's trunk or stored in the vehicle in a manner otherwise hidden from view so that a person outside the vehicle cannot see the bags by looking in the vehicle's windows.
  - c. Close all vehicle windows, close and lock all vehicle doors and the vehicle's trunk, and take the keys.
  - d. Enter the polling place and wait until an Election Officer becomes available.
  - e. Ask to speak with the Precinct Inspector.
  - f. Introduce the Courier Team and show the Precinct Inspector the team's ROV-issued election volunteer ID badges.
  - g. Give the Precinct Inspector the replacement Orange Ballot Bag and the replacement Blue Ballot Bag.
  - h. Pull the Midday Pickup Chain of Ballot Custody Log form for the precinct from the Midday Pickup Binder.
  - i. Record the Polling Place Arrival Time on the Midday Pickup Chain of Ballot Custody Log in the appropriate space.
2. The Precinct Inspector shall:
  - a. Verify that no voters are approaching to return their voted ballots.
    - i. If any voters are in line to vote, the Precinct Inspector and Election Officers will help the voters before continuing with the midday ballot bag exchange.
  - b. In the presence of any voters and bystanders in public view:
    - i. Open the replacement Orange Ballot Bag.
    - ii. Show voters and/or bystanders that the replacement Orange Ballot Bag contains no ballots.
    - iii. Zip up the replacement Orange Ballot Bag so that it is closed.

- iv. Unzip the slot on the replacement Orange Ballot Bag so that ballots may be placed inside.
    - v. Seal the replacement Orange Ballot Bag with a white bag seal.
    - vi. Open the ballot slot on the replacement Orange Ballot Bag so that ballots may be placed inside.
    - vii. At a time when no voters are approaching or inserting ballots into the original Orange Ballot Bag, replace the original Orange Ballot Bag with the sealed replacement Orange Ballot Bag.
    - viii. Close the zipper on the ballot slot on the original Orange Ballot Bag.
    - ix. Place the original Orange Ballot Bag in a location that is still visible to voters and/or bystanders where it can be sealed.
    - x. Repeat this process for the replacement Blue Ballot Bag.
    - xi. Give the Courier Team two white bag seals.
3. Courier Team Member 1 shall:
  - a. Seal the ballot slot zippers on both of the original ballot bags so that they cannot be opened. **Do not** remove the existing seal(s).
  - b. Sign the line on the Midday Pickup Chain of Ballot Custody Log form acknowledging taking custody of the sealed original ballot bags.
4. Courier Team Member 2 shall:
  - a. Write the new seal number from each original bag on the corresponding lines of the Midday Pickup Chain of Ballot Custody Log form.
  - b. Sign the line on the Midday Pickup Chain of Ballot Custody Log form acknowledging taking custody of the sealed original ballot bags.
5. The Precinct Inspector shall:
  - a. Verify that the seal numbers recorded on the Midday Pickup Chain of Ballot Custody Log form match the numbers on the seals of the original ballot bags.
    - i. If one or both original ballot bags contain no ballots, mark the appropriate "Bag contains no ballots" box on the Midday Pickup Chain of Ballot Custody Log form.
  - b. Sign the line on the Midday Pickup Chain of Ballot Custody Log form acknowledging release of the sealed original ballot bags.
  - c. Record the time on the Midday Pickup Chain of Ballot Custody Log form in the space for the Time of Ballot Bag Exchange.
  - d. Remove the pink copy of the Midday Pickup Chain of Ballot Custody Log form and secure it in the pocket of the Roster Index.
  - e. Return the other copies of the Midday Pickup Chain of Ballot Custody Log form to the Courier Team.
6. As a team of two, the Courier Team shall:
  - a. Ensure that the Precinct Inspector has the pink copy of the Midday Pickup Chain of Ballot Custody Log form.
  - b. Place the remaining copies of the Midday Pickup Chain of Ballot Custody Log form in the pocket of the Midday Pickup Binder.
  - c. Exit the polling place with the two sealed original ballot bags and Midday Pickup Binder and return to vehicle.
  - d. Secure the sealed original ballot bags from the second designated polling place in the vehicle so that they can be retrieved easily upon arrival at the ROV.

- e. Arrange the sealed original ballot bags from the first designated polling place in the vehicle so that they can be retrieved easily upon arrival at the ROV.
- f. Prior to leaving the polling place, call the ROV to confirm that the original ballot bags have been picked up from the second designated polling place and that the Courier Team is returning to the ROV.
- g. Proceed without delay to the ROV.
- h. The Courier Team member in the passenger seat should note the arrival time at the ROV Berger facility.
- i. Follow directions of Traffic Controllers.

#### **At the ROV Berger Drive Location:**

- Coming from 880 northbound, exit Gish Rd., turn left at E Gish Rd., and turn left at Berger Dr.
- Coming from 880 southbound, exit San Francisco 101 North, left at Old Bayshore Hwy, left at E Gish Rd. then make slight right turn, and turn left at Berger Dr.
- Coming from 101 northbound, exit Oakland Rd./13<sup>th</sup> Street, turn right on Oakland Rd., left at Berger Dr., and proceed to the north end of the parking lot for entry.
- Coming from 101 southbound, exit Oakland Rd./13<sup>th</sup> Street, turn left on Oakland Rd., left at Berger Dr., and proceed to the north end of the parking lot for entry.
- Follow ROV ground staff's directions.
- In the parking lot of Building #1 Warehouse, at the unloading point, team will unload all materials and verify all materials being brought back. Courier Team will be given a receipt indicating which supplies were returned.
- A Courier Team may be asked to return to their polling place for materials forgotten or left behind. (ROV Command Center will make appropriate decision of priority level to retrieve materials)

#### **Support and/or Issue Resolution Process**

ROV will require the volunteer's cell number or a ROV cell phone will be assigned to a courier team. A list of courier team's cell phone numbers will be provided to Pct Ops command center and other support group prior to Election Day.

Courier teams will contact **1-408-282-3063** to ask questions regarding logistical processes and/or any missing instructions or information sheets.

**NOTE:** If items are found to be missing when a Courier Team arrives at the ROV, the team may be asked to return to the precinct for a "Search & Rescue Operation". The search and rescue priority for material will be determined by the ROV Command Center.

**CALL IN INSTRUCTION: (Please call prior to leaving the polling place)**

**Call 1-408-299-8683**

**When Greeting plays, dial 8805**

**Wait until the instruction is complete then Enter the Precinct number**

**Answer “Yes” (1) or “No” (2) to Question regarding Orange Ballot Bag**

**Answer “Yes” (1) or “No” (2) to Question regarding Blue Ballot Bag**

**Note: If you answer “No” to any of the three questions, please proceed back to the polling place to retrieve the missing item(s) and start the Call In Instruction process again.**