

# **Ballot Processing Operations Manual**

**March 3, 2020  
Primary ELECTION**



Shannon Bushey  
Registrar of Voters  
Santa Clara County

## TEAM REFERENCE CHART

<u>Team</u>	<u>Lead</u>	<u>Location</u>	<u>Sub-Teams</u>	<u>Color</u>	<u>Page</u>
Cartridge Tally Process	Svetlana Velyutina	Results Cartridge Uploading Rm		-	57, 62
Results Reporting to Web,SOS, Copying and Distribution	Svetlana Velyutina	Adjudication Room			
Command Center	Paulo Chang, Lance Nottle	1553 Berger Dr., Bldg. 1	-	-	37
Election Night Coordinator	Darren Tan Iliena Hernandez	1555 Berger, Bldg. 2	<ul style="list-style-type: none"> <li>• Volunteer Check-In</li> </ul>	-	9
Election Night Security	Darren Tan Iliena Hernandez Carmelita Aldana	1555 Berger Dr., Bldg. 2	-	-	37
E-Night Processing Area Tracking and Search and Rescue	Vicky Bituin	Auditorium Stage	-	-	38
Envelope #1 and Pink Provisional/CVR Ballot Bag	Julia Saenz Janora Blow	Auditorium	<ul style="list-style-type: none"> <li>• PV Scanners</li> <li>• PV Counters</li> <li>• PV Scan Runners</li> <li>• PV Rack Runners</li> <li>• PV Preparers</li> <li>• PV Envelope Preparers</li> <li>• PV Bag Preparers</li> <li>• PV Envelope Prep Runners</li> <li>• Exception Rack Runners</li> </ul>	Pink	52
Blue VBM Bag Procedures	Alfred Gonzales Pam Hamilton	VBM	<ul style="list-style-type: none"> <li>• VBM Delivery</li> <li>• VBM Tracked</li> <li>• VBM Processing</li> <li>• VBM QC</li> <li>• VBM Bag Handlers</li> <li>• VBM Scan and Sort</li> <li>• VBM Signature Verifications</li> <li>• VBM Final Sort</li> <li>• Opening &amp; Flattening</li> </ul>	Blue	50
Counted VC Ballots Sort	Mike Fong	Warehouse	-		46
Orange Ballot Bag Scanners	Trinh Dao	Auditorium	-	Orange	44
Paper Ballot Package & Seal	Svetlana Velyutina	Warehouse		-	63
Courier Return Handlers & Ballot Handlers	Mike Fong	Bldg. 2 Entrance	-	Misc.	41

<b>Team</b>	<b>Lead</b>	<b>Location</b>	<b>Sub-Teams</b>	<b>Color</b>	<b>Page</b>
Results Cartridge Processing	Andre De Ocampo	Auditorium	<ul style="list-style-type: none"> <li>• Cartridge Bag Pickup &amp; Delivery</li> <li>• Cartridge Bag Removal</li> <li>• Cartridge Bag Scan QC</li> </ul>	Orange	43
Racks Team	Vanessa Hamm Shelby Galaviz	Bldg. 2			42

## **KEY RULES**

### **1. Ballots - “Always two, never none”**

Voted ballots, envelopes containing voted ballots, and results cartridges must always be accompanied by at least two people. Never leave voted ballots, envelopes containing voted ballots, or results cartridges unattended.

### **2. Empty bag - Tell your lead**

If you are expecting a ballot bag to have voted ballots but you discover that there are no ballots inside, notify your lead immediately. Your lead will notify the Search and Rescue Operator.

### **3. Misplaced items - Record Vote Center number and give to your lead**

If you discover items that are not processed by your team, write the Vote Center number on a Post-It and attach it to the items. Give the items to your lead.

Your lead will deliver high-priority items to correct processing team or Search & Rescue Operator or will store the items for further processing at a later time.

### **4. Technology issues - Tell your lead**

If you are having issues with any electronic equipment, notify your lead. Your lead will contact tech support.

### **5. Observer questions or challenges - Stop working and call your lead over**

If an Election Observer asks you questions, challenges any process or procedure in which you are participating, or interferes with your work in any way, stop your work immediately and notify your lead. Your lead will contact the appropriate ROV staff member to assist the Election Observer and may provide you with further instructions about how to proceed.

### **6. Not covered in this manual - Contact your lead**

If something occurs that is not covered in this manual, contact your lead. Your lead will determine the appropriate course of action.

## **OVERVIEW OF DAILY ELECTION RETURN PROCESSES**

### **KEY ROLES**

The following individuals serve key functions or have broad supervision duties throughout the Daily Election Return Processes:

<b>Position</b>	<b>Name(s)</b>	<b>Location</b>	<b>Description of Duties</b>
Election Night Coordinator	Darren Tan Iliena Hernandez	1555 Berger Dr., Bldg. 2	Oversees the overall Daily Election Return Processes.
Command Center Coordinator	Paulo Chang Lance Nottle	1553 Berger Dr., Bldg. 1	Oversees phone banks for 299-POLL. Communicates with Vote Centers and provides closing support.
Search and Rescue Operator	Vicky Bituin	Auditorium	Monitors TrackIT progress. Makes search and rescue determinations and initiates operations when necessary.
Assistant Registrar of Voters	Matt Moreles Virginia Bloom	Varies	Oversees designated portions of processes. Assists search and rescue operations. Responds to complaints, inquiries, or other issues as they arise.
Media Coordinator	Eric Kurhi	Media Room 408-282-3008	Responds to media inquiries. Arranges photo ops. Arranges media and public observers.

## **VOLUNTEER CHECK-IN PROCESS**

Volunteers will check-in with the Volunteer Coordinator Team. E-Night Check-In procedures will occur in the Atrium/DTAC lobby.

Volunteers must complete and provide some or all the following paperwork or documentation, depending on the tasks that the volunteer will be performing:

- Election Night Worker Oath and Payroll Form
- Outside Employment/Incompatible Activity form
- W-9 form
- Driver's license and insurance

## ELECTION NIGHT PROCEDURES

### ELECTION NIGHT SECURITY

<u>Lead</u>	<u>Location</u>	<u>Personnel</u>
Iliena Hernandez	ROV Headquarters, Building 2, 1st Floor	3 Security Personnel

**Prior to Election Day**, the department Administrative Support Officer will:

1. Pre-arrange with the Facilities and Fleet MAC Room for the main doors to the Berger Drive facility to remain unlocked after 7 p.m. on Election Night.
2. Notify the MAC Room when the main doors to the Berger Drive facility are to be locked on Election Night (usually 11 p.m. or 12 a.m.).

#### **Security Personnel:**

The Administrative Support Officer (ASO) will arrange for three (3) security personnel to be present at the Berger Drive facility on Election Day at 6 p.m. The Election Night Coordinator will notify the ASO when Results Cartridge and Paper Ballot receiving are complete. The ASO will coordinate the release of the security guards upon the completion of ballot counting for the evening.

The security personnel will be stationed at the following locations at the Berger Drive facility:

1. The hall between the Cartridge Reading Room and the Ballot Counting Room.
2. The foyer, main lobby and atrium areas.
3. In or outside the front doors to Building 2 and the Auditorium.

#### **Security:**

All Election Night workers, including volunteers, must wear an identifying badge with their name.

### COMMAND CENTER (299-POLL) PRECINCT RETURN ITEMS

<u>Lead</u>	<u>Time and Location</u>	<u>Staff</u>
Paulo Chang / Lance Nottle	Approx. 8 p.m. until last precinct arrives; Building 1	Variable number of Command Center Staff (All Precinct Operations Division)

For cases when items are missing or otherwise are not recorded into TrackIT during Stage One or Stage Two, ROV staff make a determination about whether or not to conduct Search and Rescue operations on Election Night in order to locate the items. The decision to commence Search and Rescue operations depends on numerous factors, including the item missing, the presumed location of the missing item, the time of night, and the availability of staff.

#### **Stage One – Command Center Coordinator (Paulo Chang / Lance Nottle)**

Stage One operations consist of Vote Center leads scanning payload items into TrackIt as they release those payload items to Courier Teams for transportation to the ROV:

1. Orange Ballot Bag
2. Blue VBM Bag
3. Pink PV Bag

If one of the three items are reported missing, a determination will be made whether Stage One Search and Rescue operations will commence (see Search and Rescue operations below). Almost all Search and Rescues are initiated during Stage One operations.

**ELECTION PROCESSING AREA TRACKING AND SEARCH AND RESCUE**

<u>Lead</u>	<u>Time and Location</u>	<u>Staff</u>
Vicky Bituin	Approx. 8 p.m. until last precinct arrives; Auditorium Stage	1 Search and Rescue Operator 1 Search and Rescue Assistant

**Stage Two – Search and Rescue Operator (Vicky Bituin)**

Stage Two operations begin when the seven items arrive at the Election Night Processing Area (Building 2). The following three items are placed into racks and then delivered to their respective processing groups by Ballot Handlers:

1. Orange Ballot Bag
2. Blue VBM Bag
3. Pink PV Bag

The other items are loaded into trucks (if delivered by Courier Teams) or remain in trucks (if delivered by Return Centers) and are unloaded as needed as a lower priority.

Only the Orange Ballot Bags and Results Cartridges are monitored in TrackIT by the Search and Rescue Operator. If both of these items are located upon arrival, the information is entered into Stage 2 of TrackIT. If one of the items is not located, it is notated in Stage 2 of TrackIT, and procedures are followed for Search and Rescue Operations – Stage Two (see below).

**SEARCH AND RESCUE DETERMINATIONS AND OPERATIONS**

Job Summary

Command Center Coordinator:	Ensure that returning election materials called in to 299-POLL arrive at the ROV by monitoring TrackIT Stage 2. Make determinations if Search and Rescue Operations commence, in coordination with Search and Rescue Operator in Building 2. Direct Search and Rescue operations in the field.
Search and Rescue Operator:	Ensure that returning Payload items are scanned and their contents intact. Conduct Search and Rescues at the ROV for missing Payload items when TrackIT Stage 2 shows some materials from that precinct have arrived. Notify Command Center Coordinator when Payload items still cannot be located.

The Command Center Coordinator in Building 1 will determine whether a Search and Rescue operation is conducted or not. Search and Rescue operations may commence when one or more of the three Payload items is not located at Stage One or when one or both two Payload items is not located at Stage Two.

Search and Rescue operations will always be conducted whenever an Orange Ballot Bag containing paper ballots is missing, or if the Orange Ballot Bag is returned but does not contain any ballots. Orange Ballot Bag Search and Rescues are Priority 1.

Search and Rescue operations conducted for Voting Machine Results Cartridges on Election Night, per the direction of the Command Center Coordinator.

The Search and Rescue Operator (Vicky Bituin), stationed on the Auditorium stage in Building 2's Election Returns Night Processing Area, is responsible for:

1. Locating the two Stage Two Payload items,
2. Notating any missing items in TrackIT Stage 2,
3. Maintaining a separate log of any missing items or other discrepancies,
4. Serving as the point person for communications with the Command Center Coordinator in Building 1, and
5. Keeping the Election Night Coordinator apprised of developments.

### **Search and Rescue Operations – Stage One**

In the event a Search and Rescue operation is needed for Stage One, the following procedures apply:

1. The Courier Team or Return Center alerts the Command Center that a specific Precinct is missing one or more of the Payload items.
2. Command Center staff fills out part one of the Search and Rescue form (see below), and takes the form to the Command Center Coordinator.
3. The Command Center Coordinator assigns the Search and Rescue, along with the form, to Command Center staff.
4. The assigned Command Center staff determines how to best gain access to the precinct location to retrieve the missing item. This could be done by contacting the Courier Team, Field Inspector, Precinct Inspector, Precinct Elections Officers, or precinct contacts or emergency contacts listed in the Polling Place EIMS File.
5. While the Search and Rescue is in progress, the assigned Command Center staff updates the Command Center at least every 20 minutes and notates all activity on the Search and Rescue form.
6. Once the missing items are retrieved, the assigned Command Center staff notifies the Command Center by calling 299-POLL. A Courier Team or ROV Staff transports the items to the ROV as quickly as possible.
7. If the Search and Rescue is conducted for a Results Cartridge, the staff locating the cartridge must place the cartridge in a Retrieved Cartridge Envelope. The assigned Command Center staff notifies the Command Center by calling 299-POLL that the cartridge has been retrieved. The Courier Team or ROV Staff transports the cartridge in the envelope to the Election Night Coordinator as quickly as possible.
8. After Election Night, the Election Logistics and Voting Systems Division (Mike Fong) monitors TrackIT and uses EIMS to coordinate retrieval of any unresolved Search and Rescues.

### **Search and Rescue Operations – Stage Two**

In the event a Search and Rescue operation is needed for Stage Two, the following procedures apply:

1. The Search and Rescue Operator shall direct or conduct a thorough search of all of the precinct's materials located at the ROV headquarters. In most cases, the missing Payload items are located among the precinct's materials.
2. If either of the two Payload items is not located, the Search and Rescue Operator shall notify the Command Center Coordinator, who shall decide whether to commence the Stage One Search and Rescue operations as described above.

## ELECTION NIGHT PROCEDURES

### TRAFFIC CONTROL

<u>Lead</u>	<u>Location</u>	<u>Staff</u>
Mike Fong Ravi Dhillon	Parking Lot	Variable number of Traffic Controllers

#### Job Summary

Traffic Controller: Direct flow of traffic, ensuring safety to people and vehicles.

1. Direct Couriers to enter Berger Drive from Oakland Road or Gish Road into Berger driveway at north end of the parking lot. Utilize parking lot at Building 1 as traffic control for excess number of vehicles returning.
2. Direct vehicles to designated processing lanes at front of Building 2.
3. Using the Courier's Checklist, verify all materials required to be returned.
4. Place all materials destined for the Auditorium operation in a transport hamper and deliver to the curbside to be processed.
5. Ballot Handlers will load Orange, Blue, and Pink bags to designated racks for pick up by designated divisions.

### BALLOT HANDLERS

<u>Lead</u>	<u>Location</u>	<u>Staff</u>
Mike Fong	Building 2 Entrance	All ELVS

#### Job Summary

Precinct Returns Handler: Move Orange Ballot Bags, Pink PV/CVR Bags, and Blue VBM Bags from retrieval location to designated Election Returns Operations area.

#### **ORANGE BALLOT BAG**

1. Retrieve Orange Ballot Bags from ELVS ground operation at Building 2 entrance.
2. Place Orange Ballot Bag on transporting rack for the Racks Team to deliver to the auditorium for processing.

#### **BLUE VOTE BY MAIL (VBM) BAG**

1. Retrieve Blue VBM Bag from ELVS ground operation at Building 2 entrance.
2. Place Blue VBM Bag on transporting rack for VBM to retrieve.

#### **PINK PV/CVR BAG**

1. Retrieve Pink PV/CVR Bag from Ballot Handlers at Building 2 entrance.
2. Place Pink PV/CVR Bag on transporting rack for the Racks Team to deliver to the auditorium for Voter Registration to begin processing.

### Racks Team

<u>Lead</u> Shelby Galaviz	<u>Location</u> Bldg. 2	<u>Staff</u> 3 Rack Distributors
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#### Job Summary

Rack Distributors: To collect, organize, and place bags on racks. Manage distribution of racks between E-Night Teams.

1. Monitor conveyor belt at the Main Entrance of 1555 Berger Dr., Bldg. 2.
2. Collect, organize, and place bags on racks to corresponding team.
3. Manage allocation of racks to allow equitable distribution amongst teams.
4. Deliver Orange Bag to Orange Ballot Bag Scanners.
5. Deliver Pink Bag to PV Scan & Tally.

### RESULTS CARTRIDGE PROCEDURES

<u>Lead</u> Andre De Ocampo Helen Dinh	<u>Location</u> Auditorium Entrance	<u>Staff (Approx.)</u> 2 Cartridge Bag Remover 2 Orange Ballot Bag Team Member 2 Cartridge Bag Pickup & Delivery 2 scanner = 8 Volunteers from ASD pool
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### **CARTRIDGE BAG TEAM – March 3, 2020 After Polls Close**

#### Job Summary

Cartridge Bag Remover: Receive Orange Ballot Bag from Precinct Returns Handler. Remove Cartridge Bag.

1. Receive Orange Ballot Bag from VC Returns Handler.
2. Cut seal on Orange Ballot Bag.
3. Remove Cartridge Bag from the front pocket of Orange Ballot Bag.
4. In the TrackIT Stage 2 Results Cartridge module, ensure that the cursor is in the “Reporting *VoteCenter*” box. Scan the barcode on the front of the Cartridge Bag.
5. After scanning, verify that the number was removed from the “VC Out” column and added to the “VC In” column.
6. Place Cartridge Bag in designated tray on a rack to be picked up at the end of Election Night by Cartridge Bag Pickup & Delivery.
7. Transfer Orange Ballot Bag to Orange Ballot Bag Team.

## ORANGE BALLOT BAG TEAM

### Job Summary

Orange Ballot Bag Team Member: Transfer Orange Ballot Bag to Orange Ballot Bag Scan Station.

1. Receive Orange Ballot Bag from Cartridge Bag Removal and deliver to Orange Ballot Bag Scanners.

## ORANGE BALLOT BAG PROCEDURES

### ORANGE BALLOT BAG SCANNERS

<u>Lead</u>	<u>Location</u>	<u>Staff (Approx.)</u>
Bob Nguyen	Inside Auditorium Entrance	2 Orange Ballot Bag Scanner stations 2 scanner = 4 staff (2 permanent and 2 EH)

### Job Summary

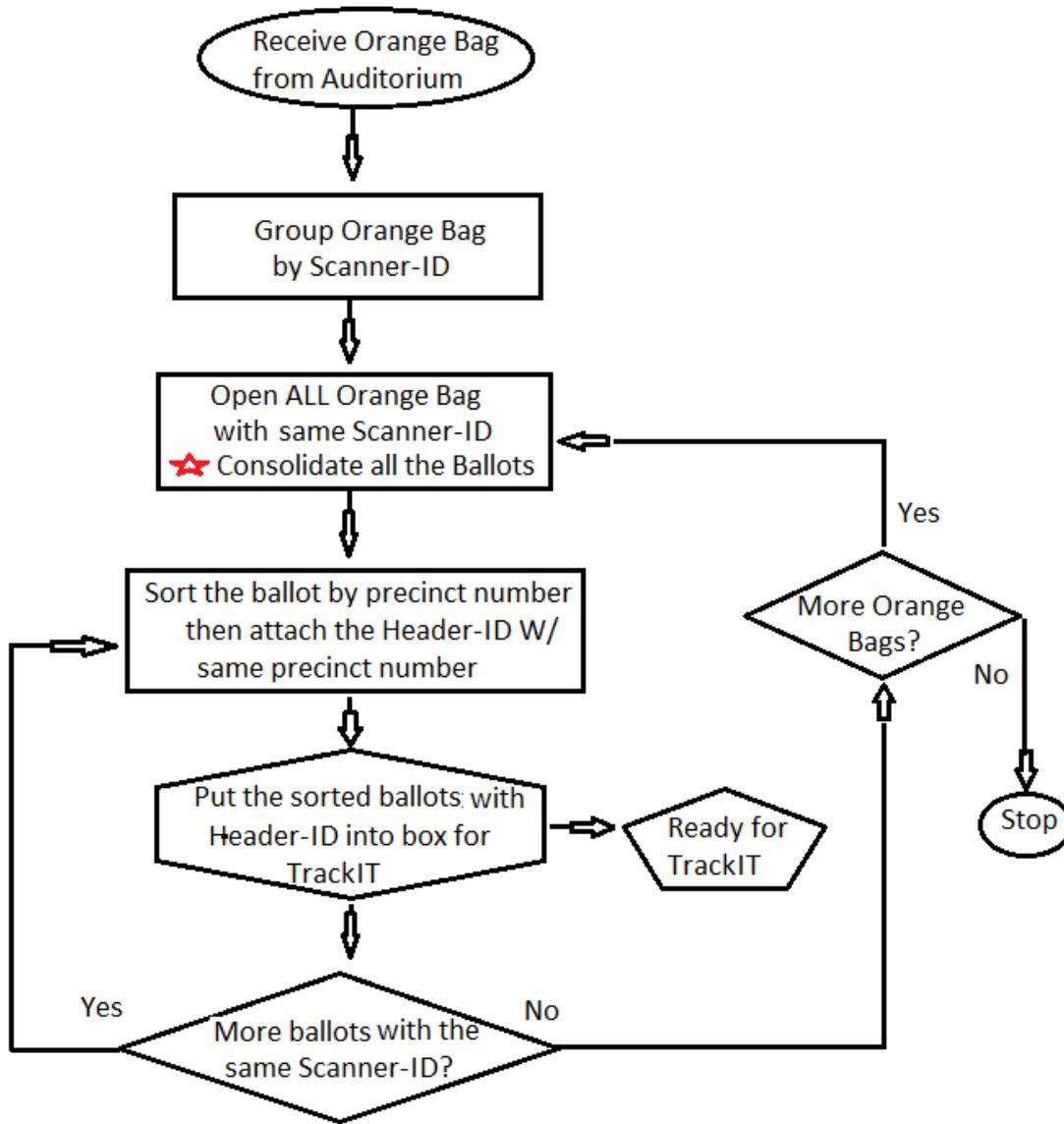
Orange Ballot Bag Scanner: Scan in the Bag ID number bar code on Orange Ballot Bag into TrackIT.

1. **ALWAYS** work in teams of **TWO** and **NEVER** leave ballots **UNATTENDED**.
2. Receive Orange Ballot Bag from Orange Ballot Bag Team.
3. Open the Orange Ballot Bag and verify that it contains voted paper ballots.
  - If the Orange Ballot Bag is **empty** or contains **anything other than voted ballots**, **notify the Orange Ballot Bag Scanner Lead immediately**.
4. In TrackIT Orange Bag Ballot Scan module, scan the Bag ID barcode.
5. Place the scanned Orange Ballot Bag on a rack to be transferred to Warehouse by ELVS staff for VC Counted Ballot Sort.

### VOTE CENTER UNCOUNTED BALLOT PROCESSING

In the exceptional cases, such as power outage, ballots may arrive from Vote Center to Auditorium still uncounted. ROV staff would be alerted to this emergency and expecting the Orange Ballot Bags from that Vote Center to be set aside for special processing. The ballots received labeled as uncounted will be placed in a tray together with the Vote Center ID and additional details about the emergency events that occurred, and then sent to ELVS staff in Ballot Counting room to be tallied.

# VOTE CENTER COUNTED BALLOT SORT



<u>Lead</u>	<u>Location</u>	<u>Staff (Approx.)</u>
Svetlana Velyutina	Warehouse	Approximately 8 VC Counted Ballot Sorters

## Job Summary

VC Counted Ballot Sorter:

Combine ballots in Orange Ballot Bags from same VC scanner, then sort ballots by precinct, insert precinct header cards, place in boxes and send for Trackit processing.

- 1) Receive orange bags from the Auditorium.

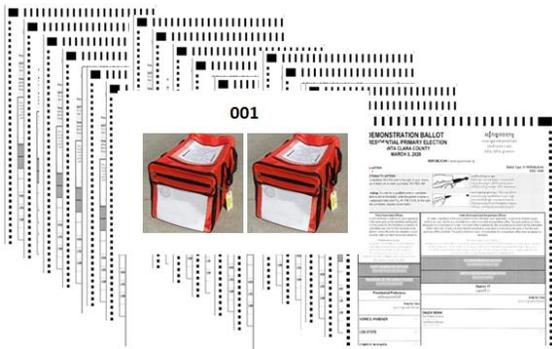


2) Group the bags by Scanner-ID.

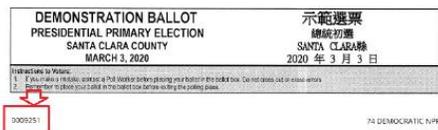


3) Open ALL Orange Bags with same Scanner ID .

4) Consolidate all ballots from bags with same Scanner-ID.



5) The Vote Center has two types of ballots (Regular and BMD) and the precinct number is located in the top left portion.



總統人選 (DEM)  
投票給 Vote for  
LON MOORE  
(DEM)

第17選區  
投票給 Vote for  
CHUCK MONK

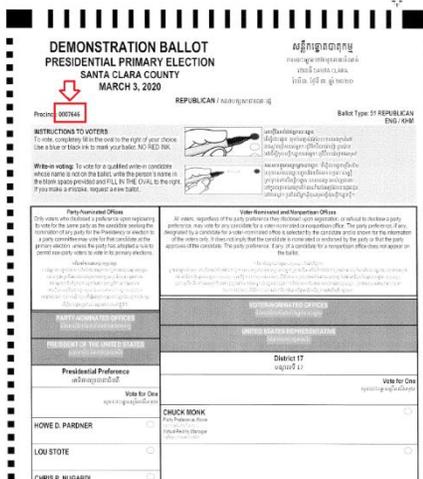
第25選區  
投票給 Vote for  
FLETCHER  
BURHAMM  
(DEM)

高等法院法官，第1辦公處  
投票給 Vote for  
BURNEDETTE  
DAVIRAZ

高等法院法官，第2辦公處  
無投票選擇的競  
選 BLANK  
CONTEST

議案 A  
無投票選擇的競  
選 BLANK  
CONTEST

Measure D - West  
Valley-Mission CCD  
投票給 Vote for  
YES

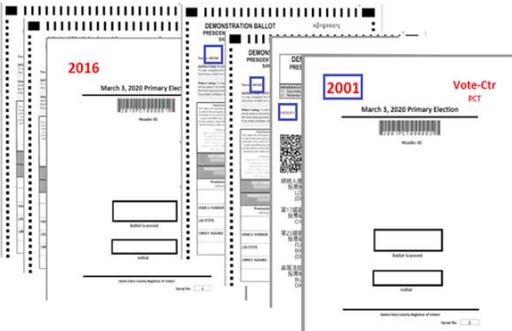


6) Sort the ballots by precinct number



7) After sorting, attach Header-ID for each precinct.

8) Place the Header-ID in each precinct group. The header precinct number has the same precinct number in each group.



9) Place the sorted ballot into a box for TrackIT.

### **PINK PROVISIONAL (PV) BALLOT BAG PROCEDURES**

<b><u>Lead</u></b>	<b><u>Location</u></b>	<b><u>Staff (Approx.)</u></b>
Julia Saenz Janora Blow	Auditorium	4 PV Scanners 5 PV Scan Runners 4 PV Counters 8 PV Bag Preparers 4 PV Env Prep Runners 24 PV Envelope Preparers 4 PV Exception Rack Runners 4 PV Rack Runners

### **PV SCAN & TALLY**

#### Job Summary

PV Scanner(s): Scan bag ID on Pink Bag(s) into TrackIT.

1. **ALWAYS** work in teams of **TWO** and **NEVER** leave provisional ballots **UNATTENDED**.
2. Receive Pink Bags from the Rack Team
3. In the TrackIT module, scan the bag ID on the Pink Bag(s)
4. Transfer scanned and quantified Pink Bags to PV Bag Runner(s).
5. Upon receiving control sheet search for the bag ID in TrackIt and enter quantity of envelopes received

### **PV BAG RUNNERS**

#### Job Summary

PV Bag Runner(s): Deliver Pink Bags to PV Preparer(s).

1. **ALWAYS** work in teams of **TWO** and **NEVER** leave provisional ballots **UNATTENDED**.
2. Receive Pink Bags from PV Scanners.
3. Deliver Pink Bags to PV Preparers.

## PV BAG PREP

### Job Summary

PV Bag Preparer: Prepare envelopes for PV ballot envelope for Prep Team

1. **ALWAYS** work in teams of **TWO** and **NEVER** leave provisional ballots UNATTENDED.
2. Receive Pink Bags from PV Bag Runner(s).
3. Cut/break the seal on the Pink Bag and remove the tray
4. Remove the Control Sheet from the bag and place control sheet at the front of tray
  - a. Indicate number of trays on the control sheet if there are multiples
5. Inspect the bag for loose optical scan ballots, result cartridges, and VBM ballot envelopes
  - a. If loose ballots, cartridges, and/or VBM ballot envelopes are found, notify the PV Prep Lead immediately.
6. Give tray(s) with control sheet to PV Envelope Prep Runner(s)
  - a. If there is an overflow of tray, place additional trays on designated PV Envelope Prep Staging area

## PV ENVELOPE PREP

### Job Summary

PV Envelope Preparer: Inspect, count and prepare provisional ballot envelopes for tallying.

1. **ALWAYS** work in teams of **TWO** and **NEVER** leave provisional ballots **UNATTENDED**.
2. Receive tray from PV Envelope Runner(s).
3. Inspect for loose voted optical scan ballots, cartridges, and VBM ballot envelopes.
  - a. If **loose ballots, cartridges, and/or VBM ballot envelopes** are found, **notify the PV Prep Lead immediately**.
4. Separate the PV envelopes from the CVR envelopes
5. Count the number of PV envelopes and CVR envelopes and log the count on the control sheet
6. Sort and separate the following types of PVs: Missing Signatures, Spoiled, Empty, and Out of County.
7. Place the following types of PVs on the exception rack: Missing Signatures, Spoiled, Empty, and Out of County on the exception rack.
8. Place all provisional ballot envelopes back into the tray(s).
9. Transfer the provisional envelopes to PV Envelope Runners.
10. Transfer the control sheet to the PV Scan team for tallying.

## PV ENVELOPE RUNNER

### Job Summary

PV Envelope Runner: Secure PV & CVR ballot envelopes.

1. **ALWAYS** work in teams of **TWO** and **NEVER** leave provisional ballots **UNATTENDED**.
2. Receive provisional envelopes from PV Envelope Prep team.
3. Place trays on designated racks.
4. At the end of the evening, racks shall be stored in a secure location.

## BLUE VBM BAG PROCEDURES

<u>Lead</u>	<u>Location</u>	<u>Staff (Approx.)</u>
Alfred Gonzales Pam Hamilton	VBM	20 VBM Deliverers 2 VBM TrackIT Scanner 2 VBM Processor 2 VBM QC Checker 14 VBM Scan & Sorter 2 VBM Signature Verifier = 40 total

### **VBM DELIVERY – VOTE CENTERS**

#### Job Summary

VBM Deliverers: Delivers Blue VBM Bag from front entrance of Building 2 to VBM TrackIT.

1. **ALWAYS** work in teams of **TWO** and **NEVER** leave VBM ballots **UNATTENDED**.
2. Obtain Blue VBM Bag from designated racks at the front entrance of Building 2.
3. Deliver Blue VBM Bag to VBM TrackIT in the VBM area.

### **VBM DELIVERY – DROP BOXES (ELECTION NIGHT ONLY)**

#### Job Summary

VBM Deliverers: Delivers Blue VBM Bag from parking lot through flagpole gate to Warehouse B.

1. **ALWAYS** work in teams of **TWO** and **NEVER** leave VBM ballots **UNATTENDED**.
2. Obtain Blue VBM Bag from designated racks in the parking lot of Building 2.
3. Deliver Blue VBM Bag to VBM TrackIT in Warehouse B.

### **VBM TRACKIT**

#### Job Summary

VBM TrackIT Scanner: Scan Blue VBM Bag into TrackIT.

1. **ALWAYS** work in teams of **TWO** and **NEVER** leave VBM ballots **UNATTENDED**.
2. Receive Blue VBM Bag from VBM Delivery.
3. In TrackIT VBM module, scan the barcode.
4. Enter the number of VBM Ballot envelopes from the quantity sheet in the front pocket of the Blue VBM Bag.
5. Transfer the scanned Blue VBM Bag to VBM Processing.

## **VBM BLUE BAG BALLOT REMOVAL**

### Job Summary

VBM Processor: Open Blue VBM Bag. Prep VBM envelopes for sorting.

1. **ALWAYS** work in teams of **TWO** and **NEVER** leave VBM ballots **UNATTENDED**.
2. Receive Blue VBM Bag from VBM TrackIT.
3. Open the Blue VBM Bag and verify that it contains VBM envelopes.
  - a. If the Blue VBM Bag is **empty** or contains **anything other than VBM envelopes and/or Unsigned Ballot Statements**, **notify the VBM Processing Lead immediately**.
4. Set aside and secure Unsigned Ballot Statements & Signature Verification Statements for processing by VBM Division after election night.
5. Remove tray containing VBM envelopes from Blue VBM Bag. Red trays are used for Vote Center ballots, and green trays are used for Drop Box ballots.
6. Arrange the VBM envelopes in the tray as follows:
  - a. Stand all envelopes on the bottom edge so that the signature side of the envelope faces you.
  - b. Place all envelopes facing this same orientation in a single-file line in the tray.
7. Deliver tray containing arranged VBM envelopes to VBM Scan & Sort.
8. Deliver Blue VBM Bag to VBM QC.

## **VBM QC**

### Job Summary

VBM QC Checker: Verify all VBM envelopes and other materials are removed from Blue VBM Bag. Deliver Blue VBM Bag to VBM Bag Handlers.

1. Receive Blue VBM Bag from VBM Processing.
2. Inspect Blue VBM Bag to verify that all VBM envelopes, ballots, Unsigned Ballot Statements, cartridges, and other loose items are removed.
  - a. If **any of these items** are found, **notify the VBM QC Lead immediately**.
3. Transfer Blue VBM Bag to VBM Bag Handlers.

## **VBM BAG HANDLERS**

### Job Summary

VBM Bag Handler: Stack Blue VBM Bag in designated area.

1. Retrieve Blue VBM Bag from VBM QC.
2. Stack emptied and inspected Blue VBM Bag in designated area.

## VBM SCAN & SORT

### Job Summary

VBM Scan & Sorter: Complete sorting 1<sup>st</sup> Pass. Re-print App ID Barcodes for “Manual Verify” envelopes. Re-scan “Rejected” envelopes. Upload scanning data to EIMS. Check in Valid trays by scanning barcodes. Deliver VBM envelopes to VBM Signature Verification.

1. **ALWAYS** work in teams of **TWO** and **NEVER** leave VBM ballots **UNATTENDED**.
2. Refer to the **Vote by Mail Division Procedures Manual** for detailed procedures for using the Relia-Vote sorting machine and completing the VBM QC tasks.
3. Receive tray containing arranged VBM envelopes from VBM Processing. Red trays are used for Vote Center ballots, and green trays are used for Drop Box ballots.
4. Complete 1<sup>st</sup> Pass procedures for Relia-Vote sorting machine.
5. For VBM envelopes designated as “Valid,” conduct the following:
  - a. Remove VBM envelopes from pockets and place in the appropriate designated blue trays.
6. For VBM envelopes that failed to qualify as “Valid,” follow the **Disposition and Treatment of Failed Pieces** procedure in the **Vote by Mail Division Procedures Manual**.
  - a. For VBM envelopes designated as “Manual Verify,” conduct the following:
    - i. Re-scan the “Manual Verify” VBM envelopes.
    - ii. Re-scan any VBM envelopes that continue to be designated as “Manual Verify” after the first re-scan.
    - iii. For any VBM envelopes that continue to be designated as “Manual Verify” after the second re-scan, re-print App ID Barcode.
    - iv. Place new barcode sticker on VBM envelope.
    - v. Re-scan VBM envelopes with new barcode stickers.
  - b. For VBM envelopes designated “Rejected,” conduct the following:
    - i. Check disposition for “Rejected” VBM envelopes.
    - ii. Re-scan as appropriate for disposition.
7. Upload the Relia-Vote data to the EIMS Flowchart.
8. Scan the “Valid” VBM envelope tray barcode(s) to check in the blue tray(s).
9. Deliver checked-in VBM envelope blue trays to VBM Signature Verification.

## VBM SIGNATURE VERIFICATION

### Job Summary

VBM Signature Verifier: Verify signatures on VBM envelopes. Deliver and secure VBM envelopes.

1. **ALWAYS** work in teams of **TWO** and **NEVER** leave VBM ballots **UNATTENDED**.
2. Refer to the **Vote by Mail Division Procedures Manual** for detailed procedures regarding VBM Signature Verification tasks.

3. Conduct automated signature verification.
4. Receive “Manual Verify” VBM envelopes and/or other VBM envelopes requiring manual signature verification, and conduct manual signature verification as follows:
  - a. Scan the VBM envelope barcode.
  - b. Conduct manual signature verification.
  - c. Deliver “good” VBM envelopes to VBM Final Sort.
  - d. Deliver “challenged” VBM envelopes and “undeliverable” VBM envelopes to ballot storage area for secure storage.

## **VBM FINAL SORT**

### Job Summary

VBM Final Sorter: Upload EIMS data to Relia-Vote Workflow. Complete sorting 2<sup>nd</sup> Pass. Deliver VBM envelopes to Opening & Flattening.

1. **ALWAYS** work in teams of **TWO** and **NEVER** leave VBM ballots **UNATTENDED**.
2. Refer to the **Vote by Mail Division Procedures Manual** for detailed procedures for using the Relia-Vote sorting machine and completing the VBM Final Sort tasks.
3. Receive blue tray containing “good” VBM envelopes from VBM Signature Verification.
4. Upload EIMS Signature Verifications/Challenges File to Relia-Vote Workflow.
5. Complete 2<sup>nd</sup> Pass procedures for Relia-Vote sorting machine.
6. For VBM envelopes designated as “Valid,” conduct the following:
  - a. Remove VBM envelopes from pockets and place in the appropriate designated trays.
7. For VBM envelopes that failed to qualify as “Valid,” follow the **Disposition and Treatment of Failed Pieces** procedure in the **Vote by Mail Division Procedures Manual**.
  - a. For VBM envelopes designated as “Manual Verify,” conduct the following:
    - i. Re-scan the “Manual Verify” VBM envelopes.
    - ii. Re-scan any VBM envelopes that continue to be designated as “Manual Verify” after the first re-scan.
    - iii. For any VBM envelopes that continue to be designated as “Manual Verify” after the second re-scan, re-print App ID Barcode.
    - iv. Place new barcode sticker on VBM envelope.
    - v. Re-scan VBM envelopes with new barcode stickers.
  - b. For VBM envelopes designated “Rejected,” conduct the following:
    - i. Check disposition for “Rejected” VBM envelopes.
    - ii. Re-scan as appropriate for disposition.
8. Deliver “Valid” VBM envelopes to Opening & Flattening.

## OPENING & FLATTENING

### Job Summary

Opening & Flattening Preparer: Open VBM envelopes and remove ballots. Prepare ballots for Ballot Counting. Deliver ballots to Ballot Counting.

1. **ALWAYS** work in teams of **TWO** and **NEVER** leave VBM ballots **UNATTENDED**.
2. Refer to the **Vote by Mail Division Procedures Manual** for detailed procedures for completing Opening & Flattening tasks.
3. Confirm that all VBM envelopes have the same precinct number.
  - a. If any VBM envelopes have a different precinct number, alert the Opening & Flattening Lead immediately.
4. Keep VBM envelopes face down so that you cannot see the voter's name.
5. Remove the ballots from the VBM envelopes.
6. Flatten ballots and remove any remaining ballot stubs.
7. Inspect ballots for any excess, damaged, incorrectly marked, or otherwise unreadable ballots.
  - a. Separate valid ballots from excess, damaged, incorrectly marked, or otherwise unreadable ballots.
  - b. Mark excess, damaged, incorrectly marked, or otherwise unreadable ballots as directed in the **Vote by Mail Division Procedures Manual** and arrange into appropriate stacks for duplication, enhancement, or other disposition.
8. Arrange the Valid ballots in a stack and smooth out creases.
9. Check empty VBM envelopes to ensure there are no remaining ballots.
10. Write your initials and the precinct number on the ballot on top of the Valid ballot stack.
11. Rubber-band the Valid ballot stack. Rubber-band the empty VBM envelopes.
12. Transfer Valid ballot stack and VBM envelope stack to the Opening & Flattening Lead or an Opening & Flattening Runner for audit control team's quality control check.
13. After quality control check, VBM ballots are delivered to Room 3 for tallying

## BALLOT COUNTING PROCESS

<u>Lead</u>	<u>Location</u>	<u>Staff (Approx.)</u>
Svetlana Velyutina	Room 3	18 Scanner Operators 3 QC Personnel

### Job Summary

Scanner Operator: Run ballots through ballot scanners/tabulators.

QC Personnel: Separate Damaged/Unreadable ballots in respective trays for duplication.

1. Assign two people to each counting station – one scanning Operator, and one Catcher to remove ballots from output bin and place them in the box.
2. Receive ballots to be tallied:

- a. Receive VBM ballots from Opening & Flattening.
- b. Receive uncounted precinct ballots from Orange Bag Scan in Auditorium.
3. Scanning Operator ensures that the stack of ballots has a correct Header Card.
  - a. If there is no Header Card, alert the Ballot Counting Process Lead immediately.
4. Scanning Operator runs ballots through the scanner, one batch at a time.
5. Catcher promptly removes the ballots from the Output Bin once the batch is finished.
6. For the counted ballot stack, the Catcher performs the following tasks:
  - a. Place the Header Card on the top of the counted batch.
  - b. Rubber-band the counted ballot stack for the entire batch together.
  - c. Mark the counted batch by drawing a line with a red marker across the side of the ballot stack.
  - d. Place the counted batch in the designated box.
7. For the Damaged/Unreadable ballot stack, the Catcher performs the following tasks:
  - a. Mark each Damaged/Unreadable ballot with the letter "D."
  - b. Place Damaged/Unreadable ballot in the "DUP" tray.

**PACKAGE & SEAL**

<b><u>Lead</u></b> Svetlana Velyutina	<b><u>Location</u></b> Room 3	<b><u>Staff (Approx.)</u></b> 12 Package & Seal Scanners (staffing info needed)
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**Job Summary**

Package & Seal Scanner: Scan counted and boxed ballot batches into TrackIT.

1. Work in teams of two at all-times to ensure accuracy.
2. Obtain box of counted ballot stacks from Catchers.
3. In TrackIT, select the tally type from pull-down menu.
  - a. For VBM ballots, select "REG."
  - b. For precinct ballots, select "PCT."
  - c. For provisional ballots, select "PVR."
  - d. For CVR ballots, select "CVR".
4. As a team, scan the Header ID barcode on the Header Card of each batch in the box.
  - a. One person holds the counted ballot stack.
  - b. The other person scans each Header Card.
5. Manually count the total number of counted batches in the box and make sure it is same as the total number of precincts shown on the screen as scanned into TrackIT.
  - a. If the totals do not match, go through the box and locate the counted batch(es) that was not scanned, and scan it in.
6. When finished scanning and the total matches, click OK in TrackIT.

7. Label the box below the lid level with the printed box label.
8. After scanning all boxes on the rack, transfer boxes to Adjudication Room until ballots in these batches are cleared by the Adjudication Team.

**OPTICAL SCAN BALLOT ADJUDICATION**

<u>Lead</u>	<u>Location</u>	<u>Staff (Approx.)</u>
Liz Oviedo	Adjudication Room	18 Adjudication Staff

**Job Summary**

Adjudication Staff: Always in teams of two people, determine voter intent for ballot selections flagged for review by the Voting System (based on selected filtering conditions, such as blank ballots).

1. Ballot images are displayed on the screen for the team to determine voter intent for ambiguous marks and selections.
2. The adjudication team makes its determination and the resulting changes (if any) are recorded below the ballot image in the audit trail section, which includes timestamp and username making changes.
3. If voter intent could not be determined from the ballot image, the adjudicating staff can retrieve this batch from its assigned box and locate the original ballot for review before making final decision.
4. For detailed step by step instructions, see Dominion Voting System Use Procedures.
5. After boxed ballot batches have cleared adjudication stage, they are sent to Warehouse for secure storage.

**RESULTS CARTRIDGE COUNTING**

<u>Lead</u>	<u>Location</u>	<u>Staff (Approx.)</u>
Svetlana Velyutina	Results Cartridge Uploading Room	4 Cartridge Bag Deliverers 10 Cartridge Readers 2 Package & Seal Scanners

**CARTRIDGE BAG PICKUP & DELIVERY**

**Job Summary**

Cartridge Bag Deliverer: Retrieve Cartridge Bags and deliver to Results Cartridge Uploading Room.

1. **ALWAYS** work in teams of **TWO** and **NEVER** leave cartridges **UNATTENDED**.
2. As Cartridge Bags are scanned into TrackIT Stage 2, retrieve trays containing Cartridge Bags from designated rack near the Auditorium Entrance in the 1555 Berger Dr., Building 2, lobby.
3. Deliver trays containing Cartridge Bags to Results Cartridge Uploading Room.

## CARTRIDGE READERS

### Job Summary

Cartridge Reader: Upload votes tabulated at Vote Centers into the Voting System.

1. **ALWAYS** work in teams of **TWO** and **NEVER** leave cartridges **UNATTENDED**.
2. Receive Cartridge Bag from Results Cartridge Delivery team.
3. Remove Cartridge from Cartridge Bag.
4. Insert Cartridge into SD card reader at Results Uploading station.
5. Ensure that Cartridge results are recorded in machine.
6. Place the Cartridge and Cartridge Bag into designated box.

## RESULTS CARTRIDGE PACKAGE & SEAL

### Job Summary

Package & Seal Scanner: Scan counted Results Cartridges into TrackIT. Print labels and store Results Cartridges in boxes.

1. Obtain a box of counted Results Cartridges.
2. Scan Results Cartridges into TrackIT, one by one.
3. Print label for Results Cartridge box after scanning 50 cartridges.
4. Label Results Cartridge box and start new box.
5. Place boxes in designated area for secure storage.

## COPIER

<b><u>Lead</u></b> Svetlana Velyutina	<b><u>Location</u></b> Adjudication Room	<b><u>Staff</u></b> 1 Copier (staffing info needed)
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### Job Summary

Copier: Copy, fax and/or deliver election results. Deliver documents to the Registrar of Voters as requested.

1. Copy, fax and/or deliver election results and reports as defined by the Lead.
2. Copy and deliver election results and reports as requested by the Registrar of Voters.

## **OVERVIEW OF CANVASS PROCESSES**

The Official Canvass is the period following Election Day in which the Registrar of Voters (ROV) completes counting all qualified ballots, reviews all polling place materials, performs manual tally audits to verify the accuracy of the results, and finally certifies the final election results.

### Time for Conducting Canvass

*The canvass shall commence no later than the Thursday following the election, shall be open to the public, and, for state or statewide elections, shall result in a report of results to the Secretary of State. The canvass shall be continued daily, Saturdays, Sundays, and holidays excepted, for not less than six hours each day until completed. (California Elections Code section 15301)*

### Tasks of the Official Canvass

*The official canvass shall include, but not be limited to, the following tasks:*

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

(California Elections Code section 15302)

Pursuant to California Elections Code 15003, the Canvass Manager will by E-29 post a paper copy of the Canvass Manual to the ROV front counter as well as post an electronic copy to the ROV web site. Additional copies will also be made available for observers upon request. The Canvass Manager will also create a Canvass Schedule that includes key milestone dates and deadlines for all canvass activities.

Prior to Election Day, the Canvass Manager will prepare the appropriate canvass forms, including Precinct Canvass Report (PCR) (see Attachment # 1). The Mapping Division will provide a voting precinct file, and the Precinct Operations Division will provide the list of all multiple-boarded precincts.

## **Ballot Tallying**

Official ballots are tallied from election night up to the certification of the election. There are two types of ballots: paper ballots and cartridges with electronic ballot count results. The electronic ballot count results come from scanners used to tabulate ballots at Vote Centers and Early Voting at ROV Office. The tallying for these different types of ballots is handled differently.

### **Cartridge Results Tally**

After all cartridge bags have been gathered from the scanners at Vote Centers and the Early Voting machines at ROV Office, the Election Night (EN) staff provides them to the ELVS Division for tallying.

1. The staff opens the cartridge bags and removes the cartridges. The empty bags are placed in a hamper and sent to ELVS for storage.
2. The staff inserts the cartridges into cartridge adapter in the Cartridge Scan Station computers, one cartridge at a time.
3. The electronic counts from touchscreen tabulators are added to the total paper ballots count.

### **Paper Ballot Returns**

In the Auditorium, ROV staff receives paper ballots in Orange Ballot bags that come back from the Vote Centers.

For the ballots already counted by tabulators at Vote Centers, the Orange Ballot Bag ID is scanned into Trackit and then bags are placed on racks to be taken to Warehouse. ELVS staff takes the full racks to the Warehouse and returns empty racks back to Auditorium.

In the exceptional cases, such as power outage, ballots may arrive from Vote Center to Auditorium still uncounted. ROV staff would be alerted to this emergency and expecting the Orange Ballot Bags from that Vote Center to be set aside for special processing. The ballots received labeled as uncounted will be placed in a tray together with the Vote Center ID and additional details about the emergency events that occurred, and then sent to ELVS staff in Ballot Counting room to be tallied.

1. Work in teams of two people at each counting station – one Ballot Scanner Operator, and one Catcher to remove ballots from output bin and place them in the box.
2. Receive ballots to be tallied:
  - a. Ballot Scanner Operator ensures that the stack of ballots has a header card.
  - b. If there is no header card, alert the Ballot Counting Process Lead immediately.
3. Ballot Scanner Operator removes the rubber band around ballot stack and places the ballots into scanner Input tray to tally.
4. Catcher promptly removes the counted ballots from the Output Bin once the batch is finished.
5. For the Counted ballot stack, the Catcher performs the following tasks:

- a. Place the header card on the top of the Counted ballot stack.
  - b. Rubber-band the Counted ballot stack for the batch together.
  - c. Strike the Counted ballot stack by drawing a line with a red marker across the side of the stack.
  - d. Place the Counted ballot stack in the designated box.
6. For the Damaged/Unreadable ballot stack, the Catcher performs the following tasks:
- a. Mark each Damaged/Unreadable ballot with the ballot's precinct number and the letter "D."
  - b. Place Damaged/Unreadable ballot in the "DUP" tray.
7. Continue to run ballots through the scanner, one batch at a time.
8. After being tallied, a batch of ballots will be logged into the Track-It inventory control system and assigned a box number. Boxes of counted ballots will be stored in secured areas with controlled access.

## Vote/No Vote

E-poll books will automatically update EIMS, in real time, with indication that the voter has voted at Vote Center location.

The remaining voter information, such as Language preference, Party, Signature image, etc. will also be captured by E-poll books and available from E-Polls online portal for reports and archiving.

### Voter History Process

In order to comply with Cal. Elections Code sections 2191, 15278 and 17300, starting the day after the election, the Voter File is updated to record all voters who signed the Roster Index at their polling place on Election Day.

After all returned Vote by Mail ballots have been entered into the Election Information Management System (EIMS), the Voter Registration Division Manager generates a report of voters who voted twice. The report is generated by following the steps below:

1. In the EIMS Election Workspace Module, select Election Menu/Election Checklist/Post Election Processing, and double-click on the check space to check off task.
2. In Election Workspace Reports, run EWMR021 – Voters Who Voted Twice, and print the report.
3. Verify reported double voters against the appropriate Roster Indexes.
  - a. If a voter record was flagged in error, correct the record.
  - b. If a voter record was flagged correctly, make a copy of the Roster Index page and highlight the voter's entry on the Roster Index page.
4. Run EWMR021 – Voters Who Voted Twice, and print the corrected report.
5. The report and the Roster Index page copies of possible double voters are turned over to the Vote by Mail Division Manager for referral to the District Attorney's Office.
6. In Election Workspace/Election Workspace Checklist/Post Election Processing section double click on the check space of Apply Voter History and save.
7. Provisional Ballot verification may begin.

## VBM Signature Verification

### **Ballots without Barcodes**

1. In EIMS, go to Election Workspace > Absentee Processing Menu > VBM Group Control.
2. Click **"Update"**.
3. Search by voter name, address, Affidavit Number, or Application ID.
4. If multiple results appear, double-click the one that is the closest match to the name and address.
5. When the voter's record is pulled up, click the printer icon to reprint a label for the envelope.
6. Stick the new label on the envelope and proceed with signature checking.

### **Signature Checking: Enter & Verify Group**

1. In EIMS, go to Election Workspace > Absentee Processing Menu > VBM Group Control.
2. Under "Returned Ballots" click **"Enter & Verify"**.
3. Make sure that the **Return Date** and **Return Method** at the bottom of the screen are correct.
  - a. **IMPORTANT:** If it is after Election Day and you are processing ballots that were returned by 8:00 pm on Election Day, you **must** manually set the Return Date to Election Day.
  - b. The default Return Method is **Mail**. A supervisor or lead will tell you if you need to use a different method, such as **Counter** or **Polls**.
  - c. If the ballot was received after the election by the third day and was postmarked on or before Election Day you must manually select the return method to **"E Plus 3"** and leave the actual received date.
4. In the "Ballot Issue ID" box (highlighted yellow), scan the barcode of the VBM return envelope or type the Application ID and hit Enter.
5. Compare the signature on the envelope with the scanned signature image from the voter registration card.
6. If the signatures match, set the Ballot Return Status to **"Good"**.
7. If the signatures do not match, change the Ballot Return Status to **"Challenged"**. You must also select a **Challenge Reason**:
  - a. No Signature: signature is missing
  - b. No Sig Match: signature does not match
  - c. Deceased: instead of a signature, there is a note written on the envelope that the voter is deceased
  - d. Too Late: ballot was received after the third day of the election or was not postmarked on or before Election Day. (you will be instructed when to use this)
  - e. Surrendered: ballot was surrendered at a polling place (ballot usually will be marked surrendered; you will be instructed when to use this)
  - f. If a signature is already marked as Challenged with the reason "Void", do not change it.
8. If the ballot was returned by USPS as undeliverable, set the Ballot Return Status to **"Undeliverable"**.
9. If all or most of the envelopes in your batch are going to have the same Ballot Return Status and Challenge Reason (ex. Good, Undeliverable, Challenged—Too Late), you can click the finger icon to "Persist Return Status and Challenge Reason". This will save time because you won't have to re-select the status for each envelope.
10. Click **"Save"** and continue on to next ballot until the group is complete, then close the window by clicking the **"X"** in the top right corner.
  - a. Draw a stripe along the tops of the envelopes.
  - b. Take the "Good" envelopes to be sorted and sliced manually.
  - c. Take the "Challenged" and "Undeliverable" envelopes to the ballot storage room and place in the designated trays.

## Challenged Ballot Review

All Challenged ballots must receive a second-level review. Use Update Absent Voter (see procedures above).

If the Challenge Reason is “No Sig Match” (should be done by lead or supervisor):

1. Check if the signatures match.
2. Check that the scanned signature image from the voter registration card is the right voter. Compare the affidavit number and, if necessary, the full registration card scan. If the scanned image is for the wrong voter, print the screen and mark the ballot as “Good”. Compile the print-outs for forwarding to the Voter Services Division.

If the Challenge Reason is “Void” (should be done by VBM Manager or Supervisor):

1. Check if the signature matches. If not, do not continue.
2. Check if the same voter already returned another Good ballot for the election. If yes, do not continue.
  - a. An Undeliverable, Void, or Challenged returned ballot may cause the Challenge.
  - b. If so, and if the voter status is Active, the address is the same, the signature matches, there was no Good ballot returned, and the ballot is otherwise valid, the ballot is Good.
3. Check Election Workspace Display (both Election Workspace and Master Voter File) to determine if the voter’s registration status and residence address.
4. If the voter has Active or Inactive status, check the residence address.
  - a. If the address is the same and the voter was inactivated due to ARCOP, 3PCOA, undeliverable mail, etc., the ballot is Good.
  - b. If the voter moved to an address in the same ballot type, the ballot is Good.
  - c. If the voter moved to an address in a different ballot type (but still in Santa Clara County and in the current election), set the ballot aside for review after Election Day. If no other ballot is cast for the new address, the ballot is Good.
  - d. If the voter moved to an address not in the election (but still in Santa Clara County), set the ballot aside for review after Election Day. If no other ballot is cast for the new address, the ballot is Good.
  - e. If the voter moved to an address out of county but has not re-registered (see below), set the ballot aside for review after Election Day. If no other ballot is cast for the new address, the ballot is Good.
5. If the voter status is Canceled because of re-registration out-of-county, the ballot stays Challenged (leave the reason as Void).

## Update Ballot Return Status

1. In EIMS, go to Election Workspace > Absentee Processing Menu > VBM Group Control.
2. Click “**Update**”.
3. Place the cursor in the Ballot Issue ID field and scan the barcode or type the Application ID and hit Enter.
4. When the voter’s record is pulled up, highlight the ballot with the correct ID under “Issued Ballot Information”.
5. Change the Return Status to reflect the new status: “Good” if the ballot is valid or “Challenged” if it is invalid.
6. If Challenged, select the correct status reason:
  - a. No Signature: signature is missing
  - b. No Sig Match: signature does not match
  - c. Deceased: instead of a signature, there is a note written on the envelope (or in the envelope) that the voter is deceased

- d. Too Late: ballot was received after 8:00 pm on Election Day (you will be instructed when to use this)
- e. Surrendered: ballot was surrendered at a polling place (ballot usually will be marked surrendered; you will be instructed when to use this)
- f. No Ballot: envelope did not contain a ballot
- g. Other: use for most situations not listed above

## **Mailed Vote-By-Mail Ballots – Last Day to be Counted (E +3)**

Per Cal. Elections Code section 3020(b), any vote-by-mail ballot, including vote by mail ballot cast by a military or overseas voter, shall be deemed timely if it is received by the elections official via the United States Postal Service or a bona fide private mail delivery company no later than three days after Election Day and either of the following is satisfied:

- 1) The ballot is postmarked on or before Election Day or is time stamped or date stamped by a bona fide private mail delivery company on or before Election Day.
- 2) If the ballot has no postmark, a postmark with no date, or an illegible postmark, the vote-by-mail ballot identification envelope is date stamped by the elections official upon receipt of the vote-by-mail ballot from the United States Postal Service or a bona fide private mail delivery company, and is signed and dated pursuant to Section 3011 on or before Election Day.

This process applies to all VBM return ballots collected from the U.S. Postal Service on E +1, E +2, or E +3.

### **E+3 Postmark Procedures**

Ballots received cannot be later than 3 days, must have a postmark of Election Day or before. If there is no postmark the voter must have signed and dated the ballot with the date of the election or before.

Post-Election (E+1 to E+3) - VBM Division will have a regular Post Office pickup.

- Anything after E + 3 is **TOO LATE**.

Ballots will be manually filtered and sorted to two classifications;

- 1) Ballot to be counted as **GOOD**
- 2) Ballot to be entered as **TOO LATE**

\*Too late ballots are stacked and put aside for data entry (enter as Challenge -Too Late).

Examples:

- Ballot is postmarked with Election Day or before (GOOD).
- Ballot has no postmark but voter signed and placed a date of Election Day or before (GOOD).
- When a ballot that was sent back for no signature is returned without a postmark on the envelope once it is returned, open & verify date (GOOD).
- Other County Mailed ballots will be accepted as long as they are rec'd before E+3 with postmark with Election Day or before (GOOD).
- Ballot signed but has No date listed and No Post Mark. (TOO LATE).
- Ballot received after E+3 (TOO LATE).
- Ballots that were sent out for no signature that are returned after E+3 (TOO LATE).
- Any ballots received in any drop box after election night (8:00 PM) (TOO LATE).

Note: Ballots that belong to other Counties that are received election night at Polling Place or mail postmarked Election Day are to be forwarded to the appropriate County with the explanation form.

**Unsigned Ballot Statement – (E + 29)**

Pursuant to Cal. Elections Code section 3019(f), if a ballot is challenged because the envelope has no signature, ROV will send an Unsigned Ballot Statement to the voter to obtain a signature.

The voter may provide a signature in one of two ways: The voter may come in person to sign the original VBM envelope, or the voter may return a completed Unsigned Ballot Statement. The Unsigned Ballot Statement may be returned in person, by mail, by fax, or delivered to a polling place, drop-off site, drive-thru location, or early voting center in Santa Clara County. If the voter chooses to sign the original envelope or deliver the Unsigned Ballot Statement in person, the voter must come to the ROV office during normal business hours and sign the VBM envelope before 5:00 p.m. on the 29th day after Election Day. The Vote by Mail Division will process all signed returned envelopes and signed Unsigned Ballot Statements received according to this section.

**Mailing an Unsigned Ballot Statement**

If a ballot is challenged because the envelope has no signature, ROV will send an Unsigned Ballot Statement to the voter to obtain a signature as follows:

1. Locate the voter’s file in EIMS.
2. Print two address labels for the voter from EIMS.
  - a. Place one label on a blank Unsigned Ballot Statement letter in the upper left corner above the” Dear Voter” salutation.
  - b. Date stamp blank Unsigned Ballot Statement letter in the upper right corner below the letterhead.
  - c. Place other address label on white outgoing mailing envelope.
3. Tri-fold Unsigned Ballot Statement and insert into the white outgoing mailing envelope.
4. Insert a postage paid blue return envelope into the white outgoing mailing envelope.
5. Complete the Unsigned Ballot Statement Short Form Attachment with all necessary information, including the following fields:
  - a. Check the appropriate box to indicate how the VBM envelope was received.
  - b. Ballot Received (Date).
  - c. Voter ID No.
  - d. Unsigned Ballot Letter/Statement Form Sent to Voter (Date).
  - e. Processed By (Name).
  - f. No Signature on Ballot checkbox.

<b>UNSIGNED BALLOT STATEMENT</b> <small>VBM FORM - INTERNAL USE ONLY</small>	<input type="checkbox"/> Mail <input type="checkbox"/> Polling Place <input type="checkbox"/> Counter <input type="checkbox"/> Fax			
	Ballot Received: (Date)			
	Voter ID No.:	<input type="checkbox"/> No Signature On Ballot		
	Unsigned Ballot Letter/ Statement Form Sent to Voter: (Date)			
	Processed By: (Name)			
	Statement Form Received: (Date)			
	<input type="checkbox"/> Signed <input type="checkbox"/> No Signature			
<input type="checkbox"/> Voter Signed Return Envelope	By: (Name)			

6. Tape the Unsigned Ballot Statement Short Form Attachment to the original VBM ballot envelope. Do not cover the voter's name.
7. Sort, file and store the VBM envelope with attached Unsigned Ballot Statement Short Form Attachment alphabetically in the designated tray for unsigned ballots the Silver Room.

### Receiving an Unsigned Ballot Statement or Voter Signature

When a voter has not signed his or her VBM envelope, the voter may provide a signature in one of two ways: The voter may come in person to sign the original VBM envelope, or the voter may return a completed Unsigned Ballot Statement. The Unsigned Ballot Statement may be returned by mail, by fax or delivered to a polling place, drop-off site, drive-thru location, early voting center, or the ROV office.

If the voter *returns the Unsigned Ballot Statement* by mail, by fax, or by delivery to a polling place, drop-off site, drive-thru location, early voting center, or the ROV office:

1. Stamp the Unsigned Ballot Statement with the received date.
2. Locate the voter's original VBM envelope in the designated tray for unsigned ballots in the Silver Room.
3. Complete the following fields on the Unsigned Ballot Statement Short Form Attachment attached to the voter's VBM envelope:
  - a. Stamp the date in the Statement Form Received (Date) field.
  - b. Mark the appropriate box that there is a Signature or No Signature on the returned Unsigned Ballot Statement.
  - c. Add your name in the By: (Name) field.
4. If there is no Unsigned Ballot Statement Short Form Attachment attached to the voter's envelope, this is likely because the voter dropped off both the VBM envelope and the Unsigned Ballot Statement at the same time and at the same location. Complete a new Unsigned Ballot Statement Short Form Attachment as described in **Mailing an Unsigned Ballot Statement**, then follow steps 1 and 3 above.
5. If there is no VBM envelope for the voter in the designated tray for unsigned ballots in the Silver Room, look up the voter's file in EIMS. If the voter's file indicates that the voter voted at the polls or by a VBM ballot that was not challenged due to lack of a signature, indicate the actual voting method on the top of the Unsigned Ballot Statement Short Form Attachment and provide the form to the exception handling supervisor. If the voter's file indicates that the voter has not voted, indicate this on the back of the Unsigned Ballot Statement Short Form Attachment and provide the form to the exception handling supervisor.

If the voter comes in person to sign the original VBM envelope:

1. The voter must come during normal business hours and sign the VBM envelope before 5:00 p.m. on the 29th day after Election Day.
2. Locate the voter's original VBM envelope in the designated tray for unsigned ballots in the Silver Room.
3. Allow the voter to sign the VBM envelope in the appropriate field.
4. After the voter has signed the VBM envelope in the appropriate field, complete the following fields on the Unsigned Ballot Statement Short Form Attachment attached to the voter's VBM envelope:
  - a. Stamp the date in the Statement Form Received (Date) field.

- b. Check the Voter Signed Return Envelope box.
  - c. Add your name in the By: (Name) field.
5. If there is no VBM envelope for the voter in the designated tray for unsigned ballots in the Silver Room, look up the voter's file in EIMS. If the ballot status information has been recorded in EIMS, inform the voter of the ballot status. If the voter's file indicates that the voter has not voted, call the exception handling supervisor to assist the voter.

## Processing Signatures

Upon receiving an Unsigned Ballot Statement or obtaining the voter's signature on the VBM envelope, process the signature as follows:

1. Locate the voter's file in EIMS.
2. Compare the signature provided on the Unsigned Ballot Statement or the VBM envelope to the one the voter's EIMS file.
  - a. If the signatures match, change the Challenges code in the voter's EIMS file from "No Signature" to "Good" and
  - b. If the signatures do not match, change the Challenges code from "No Signature" to "Signature No Match."
3. **Do not** change the Method of Return (i.e., if the ballot originally came as "Counter," keep it as "Counter").
4. Change the Received Date to the date of the election.
5. Click the "Save" icon.
6. Remove the Unsigned Ballot Statement Short Form Attachment from the VBM envelope and file it in the designated location.
7. Attach the Unsigned Ballot Statement to the VBM envelope.
8. The "Good" VBM envelopes are given to the Opening & Flattening group to complete the ballot extraction process.
9. The "Signature No Match" VBM envelopes are filed with all other challenged ballot envelopes in the Silver Room.

### **A. OPENING & FLATTENING**

*Work individually, but you must have at least two people present at all times.*

1. Raise your hand when you are ready to start. You will get a tray which contains a group of Vote by Mail envelopes with the ballots inside.
2. Check all the envelopes to make sure they have same precinct number. Alert a lead or supervisor about any envelopes with the wrong precinct number.
3. Keep the envelopes face-down so you cannot see the voter's name.
4. Remove the ballot from the envelope and unfold it flat in front of you.
5. If the envelope is empty, write "**Empty**" in the upper left-hand corner of the envelope and set it aside. This includes envelopes that contain notes or other forms instead of a voted ballot.
6. As you are removing the ballots detach and discard any remaining ballot stubs.
7. Inspect the ballot for damage, tears, or incorrect markings:
  - a. If the ballot is damaged or needs to be **duplicated** for any reason, write a "**D**" in the masthead and set it aside. Also make sure that the precinct number is printed on the ballot. If not, write it in the masthead.
  - b. If the envelope does not contain an official ballot but does contain the voter's choices marked on Sample Ballot pages or a letter or note listing the voter's choices, it can be **duplicated**. Write a "**D**" at the top, make sure it has a precinct number, and set it aside.
  - c. If the voter signed the ballot or made identifiable marks on the ballot, it must be **duplicated**. Write a "**D**" in the masthead, make sure it has a precinct number, and set it aside.
  - d. If there are more than one ballot in the same envelope, put the ballots back in the envelope and write "**2 Ballots**".
8. After all the ballots have been removed from your envelopes; gently handle the full stack as one and bend any creases out to flatten ballots more.
9. Check your empty ballots to make sure there are no ballots left inside them. You can test this by gently bending the stack of envelopes. If you feel resistance, there may be a ballot inside.
10. Write your initials and the precinct number (if not already printed) on the top of the first ballot in the "masthead" area next to "Official Ballot".
11. Put a small rubber band around the empty envelopes and a large rubber band around the flattened ballots.
12. Raise your hand and return your flattened ballots and envelopes to a runner or lead.
  - a. Return the ballots to be duplicated separately. Make sure they have the precinct number on them.
  - b. Return "**Empty**", "**2 Ballots**", and "**ID**" envelopes (with the ballots still inside) separately.
13. The audit control team will do a quality control check of the envelopes to ensure they are all empty and the header card & flattened ballots to verify precinct and ballot type and then place the ballots into the designated boxes to be tallied.

## Ballot Duplication

1. The duplicating team stamps the **Original** ballot with the "VOID" stamp and enters the precinct number where indicated. Make sure that stamps are outside of the voting target area.
2. The team places their initials and a "serial number", consisting of the date and a sequential number, where indicated on the **Original** ballot. The sequential number should be 1 for the first ballot, 2 for the next, and so on, restarting with 1 for each new precinct. It is not required for the A, B, and C cards of multi-card ballot sets to have corresponding serial numbers. Example: If a precinct has one A card and one B card to be duplicated on February 14, the serial numbers would be 02/14-1 and 02/14-2, respectively.

<b>VOID</b>	
Precinct #	1001
Serial #	02/14-1
<i>AB/CD</i>	

<b>DUPLICATE</b>	
Precinct #	1001
Serial #	02/14-1
<i>AB/CD</i>	

3. The team then stamps the ballots to be used for duplication with the "DUPLICATE" stamp and enters the precinct number, their initials and the appropriate serial numbers that correspond to the **Original** ballots. If duplication is performed using an electronic ballot marking device, the duplicate ballot is stamped and numbered after the ballot is printed.
4. The duplication team copies the voter's choices from the **Original** ballot to the **Duplicate** ballot. To do this, one team member reads aloud the **Original** ballot's precinct number, ballot type, serial number, and each of the voter's choices, while the second team member visually verifies this information. The second team member records this information onto the **Duplicate** ballot, while the first team member visually verifies this.
5. The **Duplicate** ballot should exactly match the **Original** ballot, including overvotes, undervotes, and write-ins. The exception is if a voter attempted to correct a mistake, such as by crossing out or circling a selection, then the **Duplicate** should reflect the way the voter intended to vote. Refer to the **Vote Count Guidelines**. For a partial-count provisional ballot, do not duplicate votes in contests for which the voter was not eligible. Any invalid mark not duplicated should be indicated with an "I" on the **Original** ballot.
6. This process continues until the designated ballots for the precinct have been duplicated. Then, the **Original** ballots are rubber-banded together and placed in precinct order in the designated box or tray. The **Duplicated** ballots are rubber-banded together with the appropriate precinct header card, are placed in precinct order in the designated box to be given to the Tally Team for counting. The **Original** ballots are placed in the secured storage area.

## Write-Ins

Voters have the option of voting for "Qualified Write-In" candidates on their ballots. Vote Center ballot write-in votes are stored on the tabulator's cartridge and loaded into the election database during the tally process. All other ballots returned though mail are scanned and information is stored on the election database as the ballots are tallied. All write-in candidates are verified during Adjudication process to verify "Qualified" vs Non-qualified candidates and appropriate votes are assigned to qualified candidates. The adjudication process is also conducted after the Election night cartridge tally process.

## **Provisional Vote Process**

After the vote centers close, the Vote Center Staff place all completed Provisional (PV) and Conditional (CVR) Ballot Envelopes in the Pink Bag and deliver the pink bag and other materials to their assigned Courier Team.

The numbers of PV and CVR Envelopes collected at each Vote Center are recorded at the Registrar of Voters' office each election night.

### **Preparation**

The Voter Registration Division prepares the returned PV and CVR Ballot Envelopes by:

1. Removing the pink PV Ballot Envelopes and yellow CVR Ballot Envelopes and logging the number of PV and CVR Envelopes returned by each vote center into Track It.
2. Remove Envelope #1 which includes Voter Action Request Forms (VARF's) and Registration Cards.
3. Inspect the bag for any loose ballots, Results Cartridges and or VBM Envelopes.
4. Remove PV's with missing signatures, Spoiled PV's and write "E" on any empty PV's.
5. Send prepared envelopes through sorting machines to capture image of entire envelope.

### **Provisional and Conditional Voter Verification**

The Voter Registration Division researches each PV and CVR Ballot Envelope to verify the voter was eligible to vote, did not vote by another process, voted the appropriate ballot type, and in a Presidential Primary Election, the voter voted the correct party ballot. Eligibility of Provisional Voters is verified in the EIMS/Election Workspace/Provisional Menu module, and the envelope shall be marked with the determination of validity.

The following shall be determined for each PV Ballot Envelope:

1. Voter is registered to vote.
2. Voter signed the envelope and the signature matches the voter's signature on their registration record.
3. Whether the voter cast a Vote by Mail ballot.

4. Voter voted on the correct ballot type. If not, write correct voting precinct number and ballot type on envelope to count eligible contests.
5. In Presidential Primary Elections, verify if voter voted the correct party ballot. If not, write the correct party in of the PV Ballot Envelope to count eligible contests.

When verifying the PV Ballot Envelope, the Envelope ID will be entered in EIMS. This Envelope ID number was provided to the voter at the vote centers so they may access the confidential results of their PV and CVR ballot.

### **Provisional Ballot Tally Preparation**

When the verification process is completed, the Voter Registration Division Manager and staff prepare the PV Ballots for tally by moving a results file to the Pitney Bowes sorters then running the ballots through the sorters. The ballots are sorted into status and precinct groupings and with determination of validity.

1. The envelopes marked "Count" are prepared for the tally process. The empty envelopes are kept and boxed for retrieval, if needed.
2. The envelopes marked "Do Not Count" are kept and boxed for retrieval, if needed.
3. The envelopes marked "Partial Count" are placed in a "Duplication" tray and the ballots inside are duplicated. The envelopes are kept and boxed for retrieval, if needed.

### **Reasons for Provisional Ballot Duplication**

1. Valid Provisional Ballots that are damaged or marked in a manner that will cause them to be incorrectly read.
2. Ballots to be partially counted because the voter voted the incorrect ballot type or party (Presidential Primary Elections only). These ballots shall be marked with the correct ballot type and/or party ballot. Only the contests for which the voter was eligible will be duplicated. The ballot will be duplicated onto the same ballot type used in the precinct where the voter voted provisionally.

## **Precinct Canvass**

### Precinct Supplies Review

Canvass Workers and ELVS will search all materials returned from polling places for ballots, VBM envelopes, PV envelopes, payroll sheets, exception logs, unsigned ballot statements, and other pertinent information.

The initial search is conducted during the first three days after Election Day. A final search is conducted upon conclusion of the reverse drayage process, when all the remaining precinct materials are picked up and returned to the ROV.

### **Precinct Supply Bag Review**

**Overview:** Black precinct supply bags will be staged in Warehouse D on E+1. The Precinct Canvass Team will search the bags and remove and distribute all relevant materials, and then collapse the bags and store them in hampers for return to the Warehouse. Please see Attachment # 1 for a workflow diagram of the Precinct Supply Case Review process.

#### **Procedures:**

- a. Two people lift Precinct Inspector Bag onto table and lay down sideways.
- b. Empty entire contents of the bag onto the table including all pockets.
- c. Remove and separate all live ballots and Vote by Mail Ballots.
- d. Make sure to check secrecy sleeves and all loose provisional envelopes for live ballots.
- e. Check banded large bundles of provisional ballots for live ballots.
- f. Search envelope 4 for any live ballots and remove if necessary.
- g. Sort contents into the following trays and perform the following tasks:
  - Place any live ballots or machine cartridges into Tray #1 and document on Precinct Supply Case Review Form (see Attachment #10) noting voting precinct number, type, number of ballots, date and time. Immediately assign two people to accompany live ballots to the computer room in building #2.
  - Place any payroll forms or facility keys into Tray #2. Document and transport to Precinct Operations.
  - Place Precinct Cell Phones into Tray #4. Document.
  - Place any miscellaneous live forms into Tray #5. Document.
- h. Place any electronics into hamper #1.
- i. Place any unused paperwork into hamper #2.
- j. Place any unused supplies into hamper #3.
- k. Once completely empty, collapse the Precinct Supply Case, and place in hamper for return to the Warehouse.
- l. Have runners place Envelope 4 into the appropriate bin, according to precinct number, in Warehouse E with the unused ballot boxes for each precinct.
- m. When hampers fill up, roll them to the Warehouse for sorting and storage.

### **Unused Ballot Box Review**

**Overview:** Unused ballot boxes will be staged in the precinct supply bins in Warehouse E on E+1. The ELVS Division will search the boxes and remove any relevant materials. The boxes will be left in the precinct supply bins in case further review of unused ballots by the Precinct Canvass Team is required.

### **Other Materials Review**

**Overview:** Any materials used to collect and process precinct supplies on Election Night will also be staged in the Warehouse to be searched by ELVS and the Canvass Team.

### **Ballot Reconciliation**

The Canvass team will reconcile the following information received from each Vote Center:

- a. The number of ballots cast at the Vote Center
- b. The number of voters who signed in to the electronic pollbooks
- c. The number of ballots tallied for the Vote Center plus any ballots left untallied (eg, challenged provisional ballots, spoiled ballots)
- d. The quantity of blank ballot sheets issued to the Vote Center
- e. The quantity of ballots printed at each Vote Center, including misprints and other spoiled ballots
- f. The quantity of unused blank ballot sheets returned by the Vote Center
- g. The exception logs and any other documentation submitted by the Vote Center to explain any discrepancies in the above quantities

## **1% Manual Tally – VBM & Precinct**

### Precinct Random Selection

1. VBM Division will generate a list of randomly ordered precinct numbers by running a EWMR082 report in EIMS.
2. VBM Manager runs two reports from EIMS, EWMR039 (Contest to Ballot Types Xref) and EWMR024 (Voting Precincts to Contests Xref).
3. Using the reports and random precinct list, the VBM Manager determines which precincts and contests are included in the Manual Tally:
  - a. The first 1% of precincts appearing on the random list must be included in the tally. For example, if an election includes 1,000 precincts, the first 10 precincts on the randomly-ordered list are included. Every contest appearing on the ballot must be tallied for this initial group of precincts.
  - b. For any contest not included in the initial group of precincts, the first precinct with that contest that appears on the random list will also be included in the Manual Tally; however, only that specific contest in question will be tallied for that precinct.
4. VBM Manager will release the final list of precincts to be included in the Manual Tally to ROV staff and any observers of the random precinct drawing.

### Ballot Pulling & Preparation

1. After all, VBM and PV ballots have been tallied, the VBM Manager obtains a Track-It Box List showing the location of each batch of counted ballots as well as the Semifinal Official Results by Precinct Report.
2. A team from the VBM Division uses the Box List to locate and pull the individual batches of counted ballots for designated Manual Tally precincts.
3. The ballots are then grouped into trays by precinct. Keep VBM ballots and Precinct ballots separate. Provisional ballots are included with polling place ballots.
4. Perform a raw count of the number of ballot cards for each precinct and compare it to the quantities listed in Results by Precinct Report to ensure that all ballots have been located.
5. Store pulled ballots in a secure holding area to await manual tallying.
6. VBM Manager prepares the Manual Tally Form.

## Manual Tally – 1%

Each Manual Tally Team must consist of at least two people. Each Team works on one precinct at a time and tallies VBM and precinct ballots separately. The Team completes one Manual Tally Form per contest per precinct. Teams are not given the machine results prior to tallying. A Manual Tally Verifier will check the Team's tallies against the machine results.

1. Begin a new precinct by counting the total number of ballots. If the election includes sets of multiple cards (ex: A cards, B cards, C cards, etc...), then do two counts: one count of only A cards and another count of all cards together (total of A + B + C). Check your total with the Manual Tally Verifier to confirm that all ballots are accounted for. (Note: for a precinct for which only a specific contest needs to be tallied, rather than all contests, you only need to count the quantity of the specific card – A, B, or C – on which that contest appears).
2. Begin a new contest by obtaining a new Manual Tally Form and entering the precinct number, contest name, ballot quantity, and signatures of all team members.
3. Sort the ballots into stacks according to how the contest was voted. Make separate stacks for ballots with overvotes, undervotes, and write-ins.
  - a. The purpose of the 1% Manual Tally is to verify that the machines performed accurately per their programming. Therefore, if there's a question about a voter's intent, the Team should interpret all marks like a counting machine would.
  - b. If a stray mark falls within the voting target area (arrow), it would usually be considered a vote by the machine. It may cause the contest to be overvoted.
  - c. If a voter marks more choices than allowed, but tries to cross one out, it would usually be considered an overvote by the machine.
  - d. If a voter selects a choice but the mark falls outside of the voting target area (arrow), it would usually be considered an undervote by the machine.
  - e. When in doubt about how to interpret a mark, ask a lead, supervisor, or manager.
4. Count the number of votes for the first choice of the contest. Count each ballot one-by-one so that all members of the Manual Tally Team can count along and see the marks. Keep the tallied ballots groups in stacks of 25. Mark the total number of votes for that choice onto the Manual Tally Form.
5. Proceed to the next choice and continue until the votes for each choice of the

contest have been tallied. If you are tallying a contest where multiple choices can be selected, you may need to stop between each choice to re-distribute those ballots to the stacks for any additional choices marked.

6. Count the number of ballots where the contest was overvoted (the voter marked more choices than allowed). Tally one overvote for each possible selection allowed for the contest.
  - a. Example: For a "Vote for 1" contest, tally one overvote for every ballot where the contest was overvoted. For a "Vote for 2" contest, tally two overvotes for each ballot where more than two choices were marked.
7. Count the number of ballots where the contest was undervoted (the voter marked less choices than allowed). Tally one undervote for each possible selection that was not marked.
  - a. Example: For a "Vote for 2" contest where only one choice was selected, tally one undervote. For a "Vote for 2" contest where no choices were selected, tally two undervotes.
8. Tally one write-in for each write-in arrow marked. For the purpose of this manual tally, do not worry about the actual names written in.
  - a. If the write-in arrow is marked, tally one write-in vote whether the name written is a qualified write-in candidate, a listed candidate, or an unqualified candidate.
  - b. If an arrow is marked but there is no candidate written in, still tally the write-in.
  - c. If a candidate's name is written in but the arrow is not marked, do not tally the write-in.
  - d. In a contest where more than one candidate can be chosen, tally one write-in vote for each arrow marked (assuming the contest is not overvoted).
9. When all votes for the contest have been tallied, add up the total number of votes for all candidates plus overvotes, undervotes, and write-ins. The total votes should equal the total number of ballots for the precinct. If it is a contest with multiple selections, the total votes should equal the number of ballots multiplied by the number of choices allowed.
  - a. Example: For a "Vote for 2" contest in a precinct with 100 ballots, the total number of votes should be 200. For a "Vote for 3" contest in that same precinct, the total number of votes should be 300.

- b. If the totals do not agree, see step #10 for resolving discrepancies.
10. Show your Manual Tally Form to the supervisor to make sure your tally matches the machine results. If they match, move on to the next contest or precinct. If they do not match, you must review your work to resolve the discrepancy.
- a. Check your math. Sometimes discrepancies are caused by simple errors.
  - b. Re-count the ballots. This is where grouping ballots in stacks of 25 saves time. If you find a stack with more or less than 25, it may resolve your discrepancy.
  - c. Examine the ballots for stray marks or faint marks within the voting target areas (arrows). Remember to tally like the machine would. If a mark is too faint, it may not be read. If a stray mark passes through an arrow, it might be read.
  - d. Make notes about how discrepancies are resolved on the Manual Tally Form.
  - e. If required, the ELVS division may re-tally the ballots by machine.

#### Storage & Retention

1. Prior to the manual tally, counted ballots are kept in a secure holding area.
2. After the ballots for the manual tally precincts are pulled and organized, they are returned to a secure holding area until the tally begins.
3. Ballots are moved from the holding area to the VBM processing area at the beginning of the day, and then returned to the holding area at the end of the day. Two staff members must be present when the ballots are accessed and returned. When ballots are placed into storage, a tamper-evident seal is placed on the door to the storage area. The seal's serial number will be entered on the Access Control Log along with both staff members' signatures. When the ballots are removed, the serial number on the seal will be confirmed and logged again along with the two staff members' signatures.
4. The manual tally is performed inside the secure VBM processing area of the ROV office. While the tally is conducted, the ballots will be in the presence of at least two ROV employees at all times.
5. Upon completion of the manual tally, all Manual Tally Sheets and machine results will be compiled by the VBM Manager for reporting to the Secretary of State. All manual tally documentation must be stored for the duration of the statutory retention period.
6. Upon completion of the manual tally, all ballots are returned to the secure holding area. After the Canvass is complete, they are packaged and stored with all other VBM materials for the statutory retention period pursuant to Elections Code 17300, *et seq.*

## **Automatic Recount**

### Automatic Recount Criteria

Pursuant to Board of Supervisors policy, the County of Santa Clara perform an automatic recount for contests with a margin of victory less than 0.25% (one-quarter of one percent) of ballots cast or 25 total ballots. The automatic recount applies only to contests whose jurisdictions are wholly contained within the county. The recount will be performed manually except in the case of a countywide or City of San Jose citywide contest, in which case the recount will be conducted by tabulation machine.

The recount will be conducted prior to the certification of election results. The recounted will be conducted concurrently with the 1% manual tally as an extension of that tally, pursuant to Elections Code 15360(a)(1)(B)(ii).

Contests qualifying for the recount pursuant to the above criteria will be determined based on the most recent results report prior to commencement of the 1% manual tally, following the completion of tallying all outstanding Vote by Mail and provisional ballots.

Ballots will be pulled and prepared for the automatic recount concurrent with and in the same manner as the regular 1% manual tally.

### Observers & Documentation

As with all election processes, the recount is open to public observers. While present in the Office of the Registrar of Voters, Public Observers must obey all rules established by the ROV's *Observer Guidelines*, California Elections Code, and all other applicable federal, state, and local laws.

Observers shall not interfere with, impede, delay, or in any way hamper the Manual Tally Teams. All questions shall be directed to designated observer escorts. If an observer would like to more closely examine a ballot or challenge the Team's determination of voter intent, they may ask for the tallying to be paused. In the event of a challenge, a manual tally manager or supervisor will review the ballot and make a determination of voter intent pursuant to ROV vote count guidelines. If determination of voter intent cannot be resolved by the manager or supervisor, the ballot may be set aside for review by the ROV or AROV. The ROV or AROV will make the final determination.

ROV staff will compile a log of all challenges, including notes about how each challenge was resolved. ROV staff will also compile all individual manual tally sheets into a summary results report. Both the challenges log and the summary results report will be distributed to observers and posted on the ROV web site.

Manual Tally – Automatic Recount

1. Each Manual Tally Team will be given a tray containing ballots from their designated precinct along with two Manual Tally Sheets.
2. Before beginning the tally, the Team will complete the top portion of their tally sheets, including the date, precinct number, and type of ballots (Vote by Mail and Vote Center ballots).
3. Teams will separate ballots into stacks for each candidate voted as well as for over-votes and under-votes. If you are tallying a contest where multiple candidates can be selected, you may need to pause between tallying each candidate to re-distribute those ballots to the stacks for any additional choices marked.
4. The **Announcer** will read the name of the candidate selected on each ballot one at a time. Selections will be indicated by a line drawn within the arrow that appears to the right of the candidate's name on the ballot.
5. The **Talliers** will make one tally mark on the tally sheet beside each candidate name announced. Each tallier will complete their own tally sheet independently
6. The **Observer** will watch the process to ensure that candidate's names are being announced and tallied correctly.
7. At intervals of 25 ballots, the Team will pause to compare the two tallies. If they agree, they tally will proceed. If not, they will re-tally the last 25 ballots to resolve the discrepancy.
8. Count the number of ballots where the contest was overvoted (the voter marked more choices than allowed). Tally one overvote for each possible selection allowed for the contest.
  - a. Example: For a "Vote for 1" contest, tally one overvote for every ballot where the contest was overvoted. For a "Vote for 2" contest, tally two overvotes for each ballot where more than two choices were marked.
9. Count the number of ballots where the contest was undervoted (the voter marked less choices than allowed). Tally one undervote for each possible selection that was not marked
  - a. Example: For a "Vote for 2" contest where only one choice was selected, tally one undervote. For a "Vote for 2" contest where no choices were selected, tally two undervotes.
10. For the automatic recount, tally the ballot according to the voter's intent, even if the ballot was marked in such a way that the machine could not correctly read it. Use the following guidelines to aid in determinations of voter intent.

- a. Failure to Follow Instructions (Consistent): A vote for a candidate is considered to be valid if a voter does not complete the arrow as instructed, but instead consistently uses a single method to mark the ballot that clearly indicates the voter's intent. Examples of valid marks are: checkmarks, X's, circles, and writing the word "Yes." This policy is consistent with the SOS *Uniform Vote Counting Standards*.
- b. Failure to Follow Instructions (Inconsistent): If the voter has not followed the instructions for marking their choice (connecting the arrow) and has **not** consistently used the same method to mark the ballot, then the voter's intent cannot be established and the mark should not be considered a valid vote for a candidate. For example, if a voter correctly completes the arrow for all contests except one, and then makes a check beside a candidate's name, the check shall not be considered as a vote for the candidate. This policy is consistent with the SOS *Uniform Vote Counting Standards*.
- c. Error Corrections: If a voter has indicated that a marked selection was an error, then it will not be considered a vote for the candidate. Examples of error indications include correction tape, white-out, strike-outs, or written instructions (such as the words "No", "Mistake", "Don't Count", etc.). Also, if a voter has marked two selections for the same contest, but has indicated that one is an error, the other selection will be considered a valid vote. Selections should also be considered valid if the voter marked two selections but indicated a clear intention that one be counted (for example, by circling the selection, or writing the word "Yes" next to the selection). This policy is consistent with the SOS *Uniform Vote Counting Standards*.
- d. Write-In Selections: If a voter writes in the name of a qualified candidate who appears on the ballot, it shall be considered a valid vote for that candidate. If a voter writes in the name of a candidate on the ballot and also marks the arrow beside that candidate's name, it shall be considered one valid vote for that candidate and should **not** be considered an overvote. If a voter writes in a name that is not a candidate appearing on the ballot or marks the write-in arrow without writing a name, that ballot should be tallied as an under-vote on the tally sheet. The MTM will make a determination consistent with the SOS *Uniform Vote Counting Standards*.
- e. Bleed-through and Stray Marks: If a mark appears in the voting field such that the machine may tally it as a vote for a candidate, but the tally team determines that the voter intent was not to cast a vote for that candidate, the mark will be tallied as an undervote. Such marks would include stray marks inconsistent with the rest of the ballot, hesitation marks, or marks that bleed-through from the opposite side of the ballot. In the event that the mark would cause the machine to register an overvote for the contest, the tally team should tally one vote for each candidate for whom voter intent can

clearly be established.

- f. Other: If the Team cannot make a determination on the voter's intent based on the instructions above, the Team can request assistance from a manager, supervisor, or lead, who will make a determination consistent with the *SOS Uniform Vote Counting Standards*.

11. When all ballots have been tallied, the Team will compare the totals on the two tally sheets. They must all concur that the results on the two tally sheets agree or resolve any discrepancies. All Team members must sign the bottom of the sheets. Any notes that would help the review process can be made at the top of the sheet.

12. Completed tally sheets will be reviewed by a manager, supervisor, or lead.

### Storage & Retention

1. Prior to the manual tally, counted ballots are kept in a secure holding area.
2. After the ballots for the manual tally precincts are pulled and organized, they are returned to a secure holding area until the tally begins.
3. Ballots are moved from the holding area to the VBM processing area at the beginning of the day, and then returned to the holding area at the end of the day. Two staff members must be present when the ballots are accessed and returned. When ballots are placed into storage, a tamper-evident seal is placed on the door to the storage area. The seal's serial number will be entered on the Access Control Log along with both staff members' signatures. When the ballots are removed, the serial number on the seal will be confirmed and logged again along with the two staff members' signatures.
4. The manual tally is performed inside the secure VBM processing area of the ROV office. While the tally is conducted, the ballots will be in the presence of at least two ROV employees at all times.
5. Upon completion of the manual tally, all Manual Tally Sheets and machine results will be compiled by the VBM Manager for reporting to the Secretary of State. All manual tally documentation must be stored for the duration of the statutory retention period.
6. Upon completion of the manual tally, all ballots are returned to the secure holding area. After the Canvass is complete, they are packaged and stored with all other VBM materials for the statutory retention period pursuant to Elections Code 17300, *et seq.*

## **Certification**

Certification is the final process of canvassing, it consists of compilation of the Statement of Vote reports and issuance of a certificate.

The Statement of Vote (SOV) reports the votes cast for candidate and measure on the ballot for the election. The dataset includes the summary reports and the aggregate data by precinct for the individual contests.

The summary reports of the SOV are:

- (a) precinct total (vote cast at the polling place);
- (b) voting by mail total;
- (c) grand total [sum of (a) and (b)];

The Certificate of Election Results will be issued to jurisdictions in the election, sent together with the Statement of Vote, and the 2-column Summary Results Report.

Certification of the election must occur within 30 days after the election, or as required by election law.

## **Post-Certification Recount**

A recount is conducted by the Registrar of Voters' Office for the purpose of verifying the number of votes counted for a specific office or measure in the election. Cal. Elections Code sections 15600 through 15649 govern voter-requested recounts.

### **Who can request?**

Any voter of the state may file a request. (Cal. Elections Code section 15620)

### **Timing and Method of Request**

The request must be filed within five (5) calendar days of the completion of the official canvass. The ROV office is not open on weekends or holidays. (Cal. Elections Code section 15620)

Recount requests must be filed with the county elections official responsible for conducting the election, if the contest is not voted upon statewide. (Cal. Elections Code section 15620) Requests are acceptable via fax or email. Call (408) 299-VOTE for fax or email contact information.

### **Format of request**

- The request must be in writing. (Cal. Elections Code section 15620)
- Must specify the contest to be recounted. (Cal. Elections Code section 15620)
- Must state on behalf of which candidate, slate of electors, or position on a measure (affirmative or negative) it is filed. (Cal. Elections Code section 15620)
- May specify the order in which precincts shall be counted. (Cal. Elections Code section 15622)
- May specify the method of counting to be used (computer, manual or both). (Cal. Elections Code section 15627)
- May specify any other relevant material to be examined. (Cal. Elections Code section 15630)

### **Costs of Recount**

The costs of the recount must be paid by the requestor. (Cal. Elections Code section 15624) In addition to the costs of recounting the ballots, other costs may apply to cover examination of relevant material or other activities related to the recount. (Cal. Elections Code section 15630)

### **Notice of recount**

A notice stating the date and place of the recount will be posted by the Registrar's Office at least one day prior to the recount and, for local contests, the following persons will be notified in person or by federally regulated overnight mail service (Cal. Elections Code section 15628):

- All candidates for the office being recounted.
- Proponents of any initiative or referendum or persons filing ballot arguments for or against any initiative, referendum or measure to be recounted.

### **Process of recount**

- The recount is open to the public. (Cal. Elections Code section 15629)
- Recount must start no later than seven calendar days following the receipt of the request and shall be continued daily – Saturdays, Sundays, and holidays excepted – for not less than six hours each day until completed. (Cal. Elections Code section 15626)
- A manual recount must be conducted under the supervision of the Registrar’s Office by recount boards, consisting of four voters of the county, appointed by the elections official. (Cal. Elections Code section 15625)

### **Result of Recount**

- The results of a recount are declared null and void unless every vote in which the contest appeared is recounted. (Cal. Elections Code section 15632)
- Upon completion of a recount, if a different candidate, slate of electors, or position on a measure receives a plurality of votes, the results of the official canvass will be changed and the election results re-certified. (Cal. Elections Code section 15632)
- A copy of the results of any recount conducted shall be posted conspicuously in the office of the elections official. (Cal. Elections Code section 15633)

## **Observers**

The Registrar of Voters (ROV) welcomes the public to observe its various election activities, including the Canvass. In order for the ROV to comply with various legal, confidentiality, security, safety and space limitation requirements, there may be restrictions on the number and placement of observers, the taking of handwritten notes, etc. To facilitate the coordination of Observers, those wishing to observe an election activity should contact the ROV to confirm the date, time and availability of such activities.

When a visitor to the ROV office would like to observe election activities, the Observer will first be issued an Observer’s Badge and provided with Observer Guidelines. Thereafter, the Observer will be escorted during the selected election activity.

Observers may view all aspects of the Canvass. The ROV will have specifically designated staff available to answer questions or concerns as to prevent any unnecessary interruptions that may delay the conducting of the Canvass. By law, Observers shall not assist in the operations of the Canvass. No person (except staff designated by the Registrar of Voters or Assistant Registrar of Voters), shall touch any voting system, ballot container, Vote by Mail or provisional ballot or their envelope. To avoid distractions, please keep conversations to a minimum.

Failure to follow the Observer Guidelines may require the ROV to take appropriate action to ensure the legality of the Canvass process.

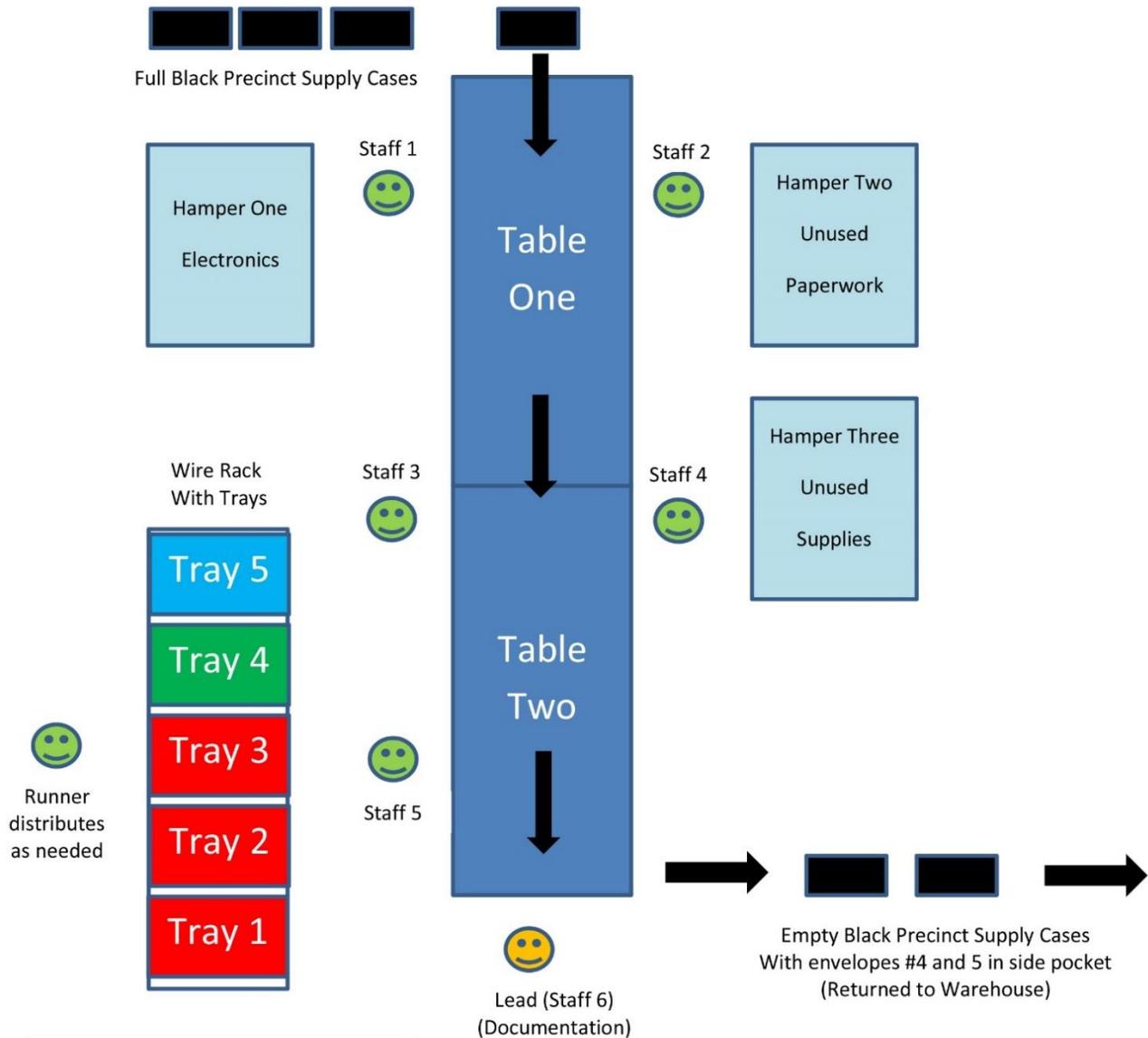
## Glossary of Terms

<b>1% Manual Tally</b>	The public process of manually tallying votes in one percent of the precincts, selected at random by the elections official, and in one precinct for each race not included in the randomly selected precincts.
<b>Canvass Official Ballot Statement (COBS)</b>	A ballot reconciliation statement completed by the canvass board.
<b>Conditional Ballot</b>	A ballot voted by a voter who registered after the registration deadline. The ballot is placed into a yellow envelope and researched by the elections office to determine if it is appropriate to count.
<b>Damaged Ballot</b>	Any ballot that is torn, spindled or mutilated.
<b>Duplicated Ballot</b>	An exact duplicate of a damaged ballot.
<b>Election Logistics and Voting Systems (ELVS) Division</b>	The division within the Registrar of Voters' office that oversees the organization, distribution, and collection of election materials; oversees ballot tabulation; and oversees the operation and maintenance of voting system components.
<b>Envelope 1</b>	Vote Center supply envelope containing Voter Actions Request forms and registration cards
<b>Official Ballot Statement (OBS)</b>	A ballot reconciliation statement completed by the precinct board.
<b>Paper Ballot</b>	The paper ballot used for voting either full-sized or abbreviated summary printed from ICX.
<b>Precinct Canvass Report (PCR)</b>	The official log of the status of each precinct and the results of its canvass reconciliation process.
<b>Provisional (PV) Ballot</b>	A ballot voted by a voter whose qualifications or entitlement to vote cannot be immediately established. The ballot is placed into a pink envelope and researched by the elections office to determine if it is appropriate to count.

<b>E-Poll Book</b>	An alphabetical list of voters registered in the precinct.
<b>TrackIt</b>	The software used by the Registrar of Voters to track the location of various election materials.
<b>VBM Ballot</b>	A Vote By Mail ballot cast by a voter in any way other than at the polling place.
<b>VVPAT Tape</b>	Voter Verifiable Paper Audit Trail Tape.
<b>Write-In Ballot</b>	A ballot where the voter has written in the name and office of a qualified write-in candidate in the appropriate space provided at the top

**ATTACHMENT # 1 – PRECINCT SUPPLY BAG REVIEW WORKFLOW**

**BLACK PRECINCT SUPPLY CASE BAG PROCESSING STATION**



**TRAY CONTENTS:**

- Tray 1: Live Ballots and DRE Cartridges
- Tray 2: Payroll Forms and Facility Keys
- Tray 3: Roster Indexes
- Tray 4: Precinct Cell Phones
- Tray 5: Miscellaneous Election Forms

**Two Stations in Warehouse D  
Two Stations in Property Disposal**

**Begin Wednesday, November 9 (E+1).  
Complete November Saturday, November 12 (E+4)**

**TOTAL STAFFING NEEDED: 28**