



VOTE CENTER STAFF **MANUAL**



Coronavirus Safety

All county employees must adhere to the following guidelines at work to protect yourself and your coworkers.

1) Social Distancing



Stay 6 feet away from other employees both during training and at your Vote Center.

If you have any trouble seeing presentations or in person instruction on operating voting equipment, let your Lead Trainer know. We want everyone to be comfortable with all equipment and learn how to operate it in a safe manner.

2) Wear Face Coverings

Employees must wear face coverings during in person training and at Vote Centers.

3) Wash your hands

Wash or sanitize your hands often.

4) Avoid touching your face

5) Know the symptoms

Coronavirus infections commonly presents itself as fever, chills, cough, shortness of breath, or other symptoms.



Every county employee has a responsibility to keep themselves and their coworkers safe from Covid-19. We're all in this together.

Welcome

Welcome to the Registrar of Voters

Mission

Protect and ensure the community's right to participate in fair, inclusive, accurate and transparent elections.

Vision

Be the model of integrity, innovation and community empowerment in elections.



Values

- Election Administrators Who Maintain Integrity and Transparency
- Committed, Engaged, and Passionate
- Collaborative in Our Work and Communication
- Aligned, Disciplined, and Agile in Our Execution
- Courageous, Innovative, and Open to Trying New Things
- Trustworthy and Accountable to our Community and Fellow Employees
- Fair in the Way We Make Decisions and How We Allocate Resources and Opportunities
- Consistent in Providing Knowledge and Excellent Service
- Inclusive by Respecting, Honoring, and Appreciating the Uniqueness of Our Community and Fellow Employees

Election Officer Declarations

Vote Center Lead Oath

*

I do hereby solemnly declare that I will support the Constitution of the United States and the Constitution of the State of California, and that I will to the best of my ability, faithfully discharge the duties as a Vote Center Lead for my Vote Center for the election to be held on November 3, 2020.

Vote Center Aide Oath

I do hereby solemnly declare that I will support the Constitution of the United States and the Constitution of the State of California, and that I will to the best of my ability to faithfully discharge the duties as a Vote Center board member for my Vote Center for the election to be held on November 3, 2020.

Commitment to Diversity Oath

I will respect and be responsive to the uniqueness of each voter. I will work effectively with people who are different from myself and create a polling place where all people feel welcome, respected and valued. I will assist the Registrar of Voters Office in providing quality services to every voter or person with whom I come in contact.





Put On Your ROV Glasses

Each of us needs to put on the “ROV Glasses.” When you are faced with a problem, issue, or disagreement ask yourself...

**“What’s best
for ALL of the
ROV?”**

Approach the problem from a collaborative and solution oriented mindset. Try to view the situation from your colleague’s perspective. Is your solution what is best for the community? Will your solution negatively impact other teams or divisions?

Are you leading by example? Can you contribute more?

Get involved with improving the ROV.

Whether it's joining or leading a cross-functional team, getting involved in a task force, or just making a recommendation for improving a process: get involved. Everyone in ROV is a potential leader.

In the ROV, we have a
**PASSION FOR
EXCELLENCE.**

**Do your part to
ensure a Just Culture**

Just Culture is a work philosophy that builds an environment of trust and fairness. Each employee is held accountable for their actions. It is also an environment that learns from its mistakes and errors, which allows for improvements in the organization.

Now is the time for everyone to commit to work together as

ONE ROV TEAM

Be Proactive

Proactive people are not idle observers. They are active participants.

**PLAN, PARTICIPATE,
PERFORM**

Leadership In Organizational Culture

Every ROV employee plays a role in the organization's culture, but leadership has by far the largest and most direct effect on an organization's culture, which revolves around employee engagement, environment, atmosphere and the success of the organization.

Leadership affects the

CONFIDENCE
of staff

whether they see

as **MISTAKES**
OPPORTUNITIES
FOR LEARNING,
OR
failure
they are afraid to admit.

Leadership
CULTIVATES

the foundation of Just Culture to

EMPOWER
EMPLOYEES

to achieve the organization's
mission, vision, and values

Vote Center Aide

Frontline staff that processes voters during voting days. Vote Center Aides must be proficient with all voting technology used in a Vote Center.

Job Duties

- Ensures that everyone has fair access to their right to vote.
- Uses E-Pollbooks, Card Activations, Ballot Printers, Ballot Touchscreens, and Ballot Scanners to process voters.
- Knowledgeable on Voters' rights.
- Provides customer service and treats everyone who enters the Vote Center with respect.
- Answers basic questions about the democratic process.
- Maintains a politically neutral environment.
- Contacts (408) 299-POLL for guidance during times of uncertainty or for situations that go beyond the scope of their training.

Vote Center Lead

The election official in charge of a Vote Center. Responsible for maintaining security of the Vote Center and opening or closing the Vote Center. Performs all Aide duties as well.

Job Duties

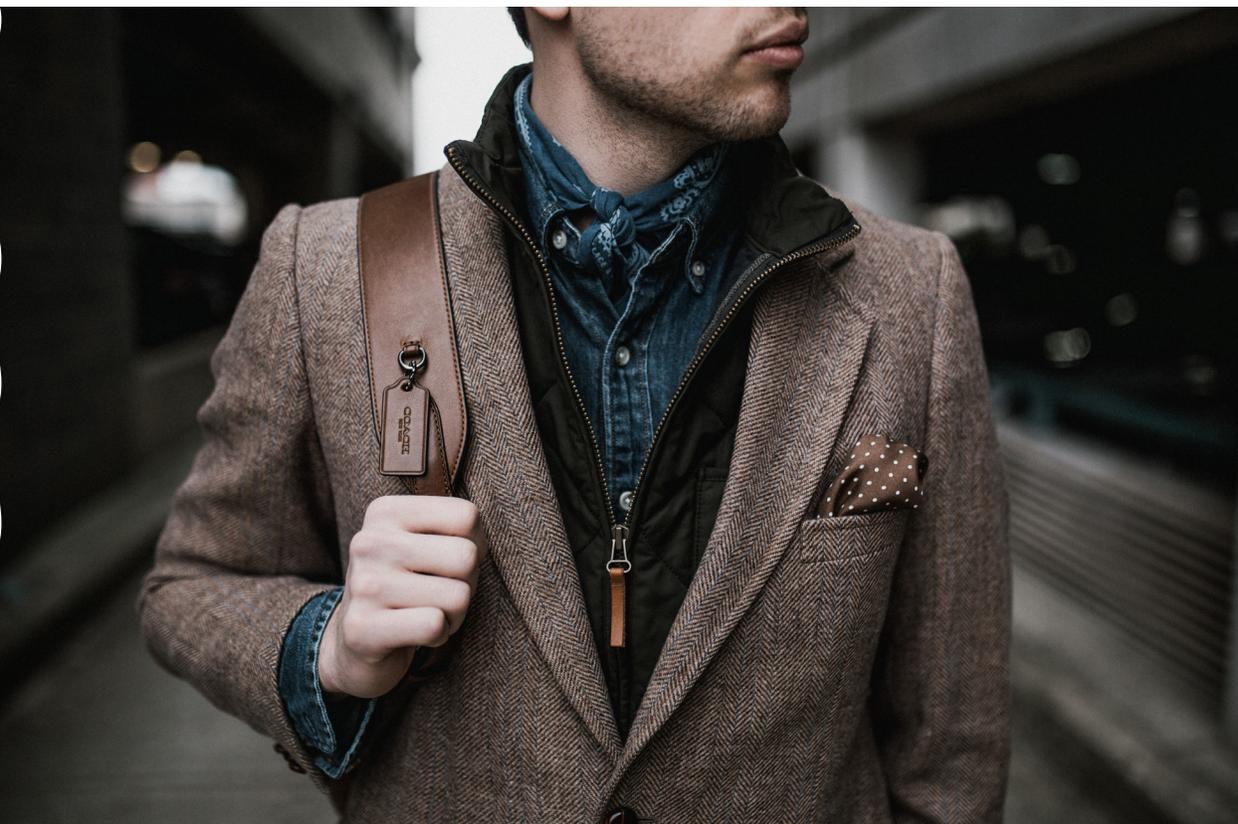
- Performs all duties as the Vote Center Aide.
- Performs the higher level opening and closing tasks.
- Records Vote Center numbers for the Registrar of Voters.
- Measures out the 100 foot campaign free zone.
- Handles customer service complaint escalations.
- Provides general leadership and guidance for thier team.
- Assigns Vote Center Aides and volunteers to the appropriate station.
- Makes *limited* judgment calls.
- Contacts (408) 299-POLL for situations that go beyond the scope of their training.

Dress Code

The Training and Procedures team understands the benefits for staff to dress less formally and more comfortably at work. As long as your clothing is tasteful and falls within the bounds of professionalism, business casual attire is professional, and versatile.

Dress Code Violations

- Graphic/screen print t-shirts
- Political paraphernalia
- Ragged clothing
- Clothing with holes/tears (by design or wear)
- Open toe shoes or heels
- Clothing that poses a safety hazard



Sexual Harassment Prevention Policy

It is County policy to maintain a discrimination-free work environment for all employees. Part of maintaining a good working atmosphere includes freedom from sexual harassment as well as a workplace free of harassment based on sex, age, race, color, national origin, creed, religion, disability, political beliefs, organizational affiliation or sexual orientation.

Profanity in the Workplace

The Registrar of Voters Office promotes a profanity free work environment. Please be respectful and don't use harmful words or gestures.

Discrimination Prevention Policy

No person shall be subject to discrimination or harassment with regard to any aspect of recruitment or employment with the County; and, no person shall be denied, or provided unequal access to, programs, services or contracting opportunities on the basis of race, religious belief, color, national origin, culture, ancestry, age, gender, sexual orientation, gender identity, pregnancy, marital status, disability, medical condition, political belief, organizational affiliation or association with any individual in any of these groups.

Retaliation Prevention Policy

A person who speaks up about discrimination or harassment, or files a complaint or participates in the complaint process, is participating in a "protected activity." Retaliation against any person who participates in a protected activity is prohibited.

The County does not tolerate discrimination, harassment, or retaliation in any form; therefore, any violation of this policy will generate prompt and appropriate action. Those who commit acts of discrimination, harassment, or retaliation will be subject to discipline up to and including dismissal.

Safety on the Job

Every member of the County organization has a vital role to play in workplace safety to protect themselves, their co-workers and clients from on-the-job accidents and hazards. We must all strive to create an organizational culture that embraces safety as a day-to-day priority, requires dedication to caring, accepts responsibility, communicates and provides mutual support at all levels of the organization.

Safety is a daily priority that must be part of everything we do on the job. It is everyone's responsibility, and every County employee must recognize the need to care. As employees, we must all be diligent in following the County safety procedures and practices. We must all help our co-workers when necessary, to safely accomplish certain tasks, and in keeping a watchful eye for any hazardous or unsafe conditions.



ALL SAFETY INCIDENTS MUST BE RECORDED.

Recording an Incident Does Not Admit Wrongdoing

Recording a work-related safety incident, injury, illness, or fatality does not mean that any individual is at fault, that a Cal/OSHA regulation has been violated, or that the employee is eligible for workers' compensation or other benefits.

Every employee is required to report a safety incident if one occurs. Failure to report a safety incident or injury can result in punitive action.

In Case of Injury at the Office

If safety permits, immediately report the incident to your Lead Trainer or a Quartermaster. If you determine that the incident requires immediate emergency services, call 911 immediately. If possible, use a land-line phone instead of a cell phone.

In Case of Injury at a Vote Center

If a voter, election officer or anyone else at the Vote Center gets injured, immediately determine if they require professional medical assistance or care. If necessary, call 911 using any available phone including the Lead Cell Phone.

After attending to the injured person, call (408) 299-POLL (7655), and inform the Registrar of Voters Office of all the details relating to the injury. In addition to calling, please describe the event in the yellow colored Procedural Exception Log located inside the Vote Center Procedure Binder. Do this even if no physical harm was reported.

**SAFETY IS
EVERYONE'S
RESPONSIBILITY.**



In Case of Emergency

In the event of a fire, earthquake, or other facility hazard, please follow the facility's evacuation plan. A copy of the evacuation plan is posted and available in the facility manual.

If you have been ordered to evacuate, leave your personal belongings. Do not re-enter the building or wander off. Your primary responsibility is for your personal safety.

Once evacuated, role call will be made. If you have knowledge of another individual's location, report it to an ERT member or Lead once you are safe.

You may be tested on an evacuation drill at any given moment.

Who Can Vote?

An individual can register to vote in California if they meet the following conditions

- The individual is at least 18 years old by Election Day
- A US Citizen
- A California Resident
- Not currently imprisoned or on parole for a felony
- Not currently found mentally incompetent to vote by a court

Individuals Found Mentally Incompetent by a Court

If an individual is found mentally incompetent by a court, no action is needed to be taken by employees at the Vote Center. Voter Registration Department handles these orders on the back end and these individuals will not show up in the E-Pollbook.

It is not up to the Vote Center employee to determine if an individual is competent to vote.

I know someone is ineligible to register to vote, but they're insisting to cast a ballot. What do I do?

You may state the requirements to register to vote and if the individual still insists on voting we advise that Vote Center employees provide the individual with a **Conditional Voter Registration Envelope**. See the example below.

Ultimately, it is up to the **Voter Registration Division** to determine the potential voter's eligibility. Be sure to provide the individual with all information regarding how to follow up on tracking the CVR's ballot status. As with all topics in the County, do not provide legal advice to the public.



Envelope ID#

VOTE CENTER STAFF ONLY
Presidential Primary - Crossover Party Voted

PLACE LABEL HERE



ONLINE REGISTRATION AFFIDAVIT # _____

LANGUAGE	REQUIRED
English <input type="checkbox"/>	I am a U.S. citizen Yes <input type="checkbox"/> No <input type="checkbox"/>
Spanish <input type="checkbox"/>	I am at least 18 years old Yes <input type="checkbox"/> No <input type="checkbox"/>
Chinese <input type="checkbox"/>	If you answer "No" to either question, you CANNOT register to Vote. Do not complete this form.
Vietnamese <input type="checkbox"/>	
Korean <input type="checkbox"/>	
Tagalog <input type="checkbox"/>	
Japanese <input type="checkbox"/>	
Hindi <input type="checkbox"/>	
Khmer <input type="checkbox"/>	
Other (Specify): _____	

VOTER'S DECLARATION
By filling out this form, I declare:

I reside at the address listed below. I have not previously voted in this election either by Vote by Mail Ballot or at any other vote center. I will not apply to vote by mail in another jurisdiction for the same election. I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge.

I am a U.S. citizen and will be at least 18 years old on election day. I am not currently imprisoned or on parole for the conviction of a felony. I understand that it is a crime to intentionally provide incorrect information on this form. I declare under penalty of perjury under the laws of the State of California that the information on this form is true and correct. Sign the red Signature Required line below to complete registration.

VOTING MORE THAN ONCE IN ANY ELECTION IS A FELONY

For ROV Use Only

DID SOMEONE HELP YOU FILL OUT OR DELIVER THIS FORM? SEE REVERSE SIDE

Mr. Mrs.
 Ms. Miss. First Name _____ Middle Name _____ Last Name _____

Current Residence Address (Where I live now) _____ City/Zip _____

Mailing Address (if different than residence address) _____ City/Zip _____

Birth Date _____ Birthplace _____ Phone Number _____ Ethnicity (optional) _____

Driver's License or ID# _____ SSN (Last 4 #) _____ Email (optional) _____

Previously Registered Name _____ Previous Party Preference _____

Previously Registered Address _____ City/Zip _____ Date _____

Signature Required X 

Please sign on the line above. The voter's signature **MUST** be in voter's own handwriting. (DO NOT PRINT)

Accessibility Training

The Americans with Disabilities Act promises that people with disabilities have a full right to vote. It is our goal to ensure that all reasonable accommodations are made to voters. As the face of the Registrar of Voters, there are a few items you must know.

One of the Registrar of Voters Office's key values is to be inclusive by respecting, honoring, and appreciating the uniqueness of our community. In order to be inclusive, please read this section thoroughly and familiarize yourself with current recommended language and practices.

Recommended Language

Language evolves constantly and using dated terminology can create an unpleasant situation for all parties involved. Do not assume that a term you may have used over the years is the currently acceptable term. The most common example of this is the outdated term "handicapped".

"Handicapped" has become an offensive term to many communities. To be respectful of these communities, the Registrar of Voters Office advises all staff to avoid this term.

People First Language

The Registrar of Voters advises using people-first language. People-first language emphasizes the person over the disability. To structure this, a person's name or pronoun is placed before the description of the disability affecting the individual. For instance, if an individual is blind, in people-first language they would be referenced as “a person who is blind”.

For more examples, see the chart below.

Disability	Phrase
Unspecified disability	Person with a disability
Mental	Person with an intellectual or developmental disability
Visual	Person who is blind or visually impaired
Hearing	Person who is hard of hearing or a person who is deaf
Epilepsy	Person with epilepsy
Down Syndrome	Person with Down Syndrome

Interacting with People Who Have a Disability

General Guidelines

- Greet them when they enter the vote center.
- Ask “How can I help you today?”
- Let them know where you will be if they need further assistance.
- Be polite, patient, and courteous.
- Know in advance where all the voter assistance tools are.
- Avoid making assumptions.

**TREAT THEM
WITH THE SAME
RESPECT
YOU WOULD GIVE
TO ANY OTHER
VOTER.**

Interacting with Someone Who is Blind

- When you greet someone who is blind, identify yourself and anyone else who may be with you.
- As with all members of the public, ask if there is anything you can help them with. If they decline immediate help, let them know where you will be if they require it in the future.

Interacting with Someone Who is Blind (Cont.)

- If you are requested to guide them, place your arm out against their hand or close enough so they can easily find it. Never pull or push the person you are assisting. Be sure to point out any obstructions along the way.
- When leaving the person, announce to them you are departing and let them know where you will be, or where the next available person will be.

Interacting with Someone Who has Mobility Limitations

- Be respectful of the individual's space. Be sure to include a person's mobility assistance device (wheelchair, cane, walker, scooter, etc.) when respecting an individual's personal bubble.
- If a person is seated in a wheelchair and you are having a conversation, pull up a chair for yourself so you may speak comfortably at eye level.
- If you are giving directions, be mindful of distance and accessibility ramps.
- Each vote center has a layout designed for ease of access for individuals with mobility limitations. Be sure to memorize your site's accessibility layout!

Service Animals

Service Animals

“A service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.”

-ADA National Network

**SERVICE
ANIMALS**

ARE AN

IMPORTANT

**PART OF THE
LIVES OF MANY**

PEOPLE

WITH DISABILITIES

DO NOT pet, give food to, or otherwise distract a service animal. The animal must remain focused on its job. Service animals are allowed anywhere a member of the public can access.

Identifying Service Animals

Service Animals are **NOT** required to wear any sort of identifying tags, vests, collars, or marks. Always give the voter the benefit of the doubt if a dog is a service animal. If the need for the service animal is obvious, you are not authorized to ask any further questions.

If an animal is acting aggressive, disruptive, or in an unacceptable manner, you may only ask the following two questions:

“Is the dog a service animal required because of a disability?”

and

“What work or task has the dog been trained to perform?”

If the handler is able to answer both questions in an acceptable manner, leave the animal be. If the animal poses a danger to voters, staff, or bystanders, please call (408) 299-POLL for further instructions.

Common Types of Service Animals

- Guide dogs
A guide dog’s primary duty is to guide their handler who has a visual impairment. Also called visual assistance dog, or leader dog.
- Hearing dogs
Alerts their handler who is hared of hearing or who is deaf.

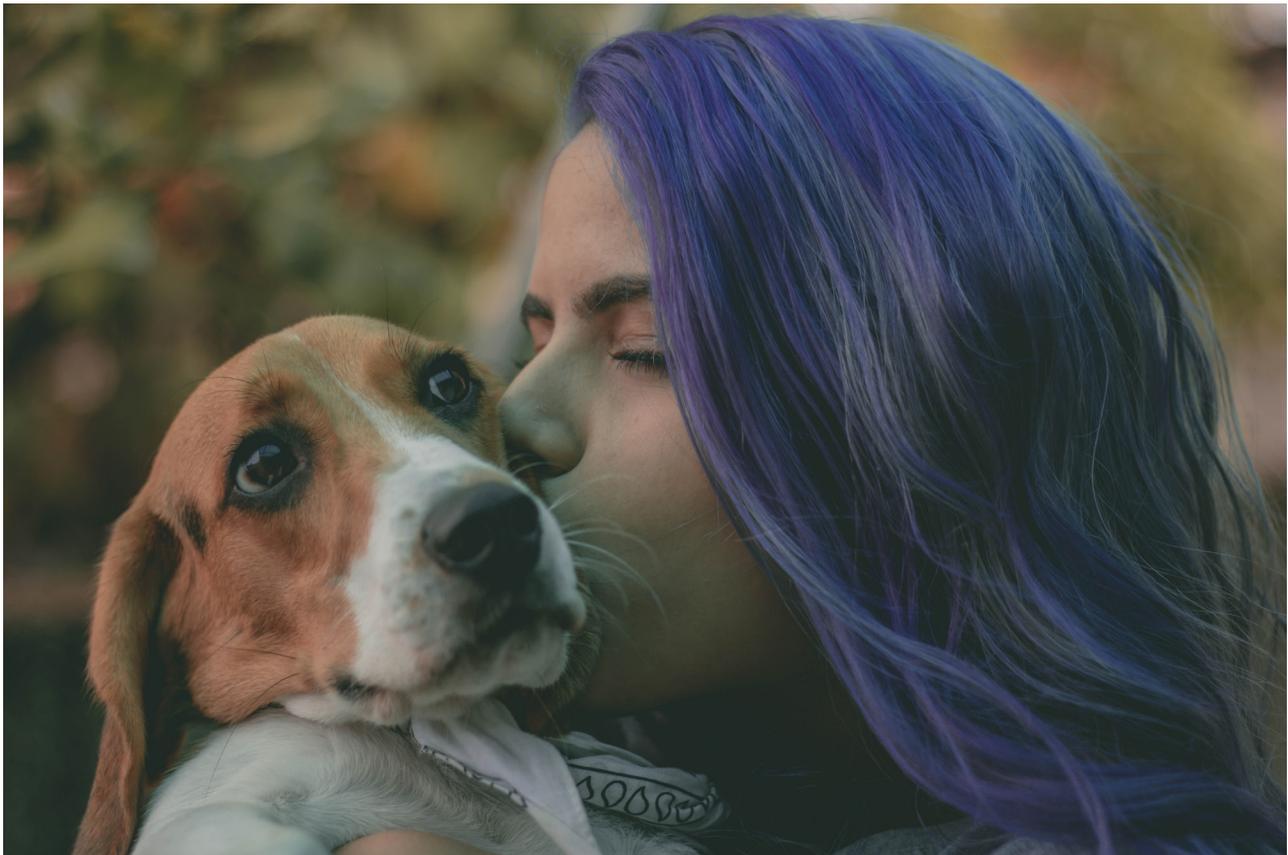


Common Types of Service Animals (Cont.)

- Mobility assistance dogs
Assists their handler with doors, dropped objects and other daily tasks.
- Diabetic alert dogs
Alerts their handler of low or high blood sugar levels.
- Seizure alert dogs
Detects oncoming seizures.
- Seizure response dogs
May retrieve medication or perform other tasks to aid the handler in the event of a handler's seizure.

Common Types of Service Animals (Cont.)

- **Psychiatric service dogs**
Psychiatric service dogs are trained for a specific task, such as reminding the handler to take medicine, providing safety checks/room searches, interrupting self-harm by persons with dissociative identity disorders, and other specifically trained tasks.
- **Allergy detection dogs**
Detects food or other life-threatening allergies that may impact the dog's handler.
- **Medical alert dogs**
Alerts their handler to hormone or blood changes that may affect the handler's health.



Electioneering

Electioneering is an audio or visual display of material expressing support or opposition to a candidate or measure on the ballot, within 100 feet of a Vote Center. Each Vote Center has a measuring tool to determine the 100-foot barrier. The 100-foot barrier is measured from the entrance of the room where voters sign in or cast their ballots.

Prohibited displays within 100 feet from a vote center.

1. Display of a candidate's name, likeness, or logo.
2. Display of a ballot measure's number, title, subject, or logo.
3. Buttons, hats, pencils, pens, shirts, signs, or stickers containing electioneering information.
4. Dissemination of audible electioneering information.
5. Loitering near or disseminating visible or audible electioneering information at Vote by Mail ballot drop boxes.
6. Circulating an initiative, referendum, recall, or petition.

Prohibited displays within 100 feet from a vote center. (Cont.)

7. Soliciting a vote or speaking to a voter about marking their ballot.
8. Placing a sign related to a voter's qualifications or speaking to a voter about their qualifications.
9. Photographing, video recording, or otherwise recording a voter entering or exiting a polling place. (excludes press members who have voter's permission)

What to do if an individual enters the Vote Center wearing an electioneering shirt or hat:

- Stay calm, courteous and professional.
- Communicate that this individual will need to cover the shirt or remove the hat while within 100 feet of Vote Center. If available, you may offer Vote Center supplied safety gear as a covering.
- If covering the item is not an option, ask the individual to exit the Vote Center and turn the item inside out before returning back to the Vote Center.
- If this individual questions your request, communicate that state law prohibits electioneering within 100 feet of the Vote Center.
- If necessary, allow the voter to read Section 319.5 of the California Elections Code, found inside the blue Lead's Briefcase.
- If this individual refuses to comply, call 1-408-299-7655 (POLL) for further assistance.

Do Not engage the individual in conversation or argument about the electioneering item.

Intimidation of Voters

Voting is a protected act by California law. Attempts to corrupt the voting process or intimidate voters are prohibited. In accordance to California Elections Code §18541:

No person shall, with the intent of dissuading another person from voting, within 100 feet of a Vote Center, do any of the following:

- (1) Solicit a vote or speak to a voter on the subject of marking his or her ballot.
- (2) Place a sign relating to voters' qualifications or speak to a voter on the subject of his or her qualifications except as provided in Section 14240.
- (3) Photograph, video record, or otherwise record a voter entering or exiting a polling place without the subject's consent.

**EVERYONE
SHOULD FEEL
SAFE WHILE
VOTING**

Weapons at a Vote Center

It is illegal to bring guns into a Vote Center. Police officers, security guards, or anyone wearing the uniform of a peace officer are exempt from this law under the following conditions:

- (1) If the police officer/peace officer/security guard is at the Vote Center to cast his or her ballot and immediately leaves after he/she votes.
- (2) If the police officer/peace officer/security guard is hired or arranged for by the Registrar of Voters Office.
- (3) If the police officer/peace officer is conducting official business in the course of his or her employment.
- (4) If the police officer/peace officer/security guard is normally stationed at the Vote Center and is **NOT** hired/arranged for solely for the days the Vote Center is open to the public.



Poll Watchers & Observers

Volunteers from a variety of organizations, including campaign workers, community organizations, individuals, and more, may observe the procedures of any Vote Center.

ELECTIONS
ARE INTENDED TO BE A
COMPLETELY
OPEN &
TRANSPARENT
PROCESS

Poll Watchers are more often than not working with a political party or candidate. They visit Vote Centers to observe the general procedures and conduct of Election Officers, examine the Precinct Street Indexes, observe the Roster Index and ask questions of Election Officers if necessary.

Election Observers are typically with nongovernmental agencies or community based organizations. Their primary goal is to observe the election process on the basis of state and federal law. Election Observers may monitor pre-election and post-election processes as well as what happens on Election Day.

Poll Watchers & Observers **MAY**

- Observe general procedures on Election Day.
- Observe the processing of voters by Election Officers.
- Observe the conduct of the Election Officers.
- Ask questions of the Election Officers.
- Look at the Precinct Street Indexes inside the Polling Place in view of Election Officers.
- Look at the Roster Index as long as they are not delaying the processing of voters.

Poll Watchers & Observers **MAY NOT**

- Disturb voters or interfere with Election processes in any way.
- Sit at, or go behind Voter Processing Table.
- Permanently remove posted Precinct Street Indexes from the wall.
- Handle any of the ballots or operate the Ballot Printer.
- Act as, or sit in replacement of, any Election Officer/Employee.
- Use the Lead cell phone.
- Remove or Operate the E-Pollbook from the Vote Center.

Media in the Vote Center

Media representatives are allowed at the polling place to report on the voting process. However, they must follow guidelines to ensure privacy is respected, voters do not feel harassed or intimidated and the electoral process is not disrupted.

MEMBERS OF THE MEDIA MAY...

- Visit and observe the Vote Center.
- Speak with Election Officers and/or voters with their consent.
- Take photos and video inside a Vote Center, including those in the act of voting as long as no personally identifiable information or ballot choices are visible.
- Conduct exit polls **NO LESS THAN 25 FEET** away from the Vote Center.
- Observe Operations, Roster Index and Precinct Street Indexes.

MEMBERS - OF THE - MEDIA MAY NOT

- Act as Election Officers.
- Record (either by taping, copying, or photographing) any completed ballot or any other document with personal/sensitive voter information.
- Sit behind the Voter Processing Table, enter secure areas, or engage in any form of potentially disruptive behavior.
- Handle any ballots or use any equipment.
- Photograph or interview Election Officers or voters in a manner that is disruptive to the process.

**If you are unsure if behavior
by a member of the media is
acceptable, please contact**

408-282-3008

California Voter Bill of Rights

In California, all voters are entitled to a Voter's Bill of Rights. As a public servant, we must take steps to preserve these rights.

When serving voters, please remember these ten rights that all voters have.

**OUR
GOAL
IS TO ENSURE
ALL VOTERS
HAVE THEIR
RIGHTS
OBSERVED**

1) The right to cast a ballot

Every registered or conditionally registered voter has a right to cast a ballot. A registered voter is:

- A United States citizen who is a resident of California.
- At least 18 years old.
- Not currently imprisoned or on parole for conviction of a felony.
- Not currently found to be mentally incompetent and has had their right to vote revoked by a court of law.
- Registered to vote at their current residence address.

2) The right to vote, even if the voter's name does not appear on the list

At all elections, a voter claiming to be properly registered, but whose valid registration cannot be established by examining the voter list in the E-Pollbook or the records on file with the county elections official, shall be entitled to vote a conditional or provisional ballot.

3) The right to vote if they are still in line when the polls close

Election officials must be trained about the right of voters to cast a ballot if they are in line at the vote center when the polls close at 8:00 p.m. Voters who are in line at the vote center at the time polls close are entitled to vote and must be allowed to exercise that right.



4) The right to cast a secret ballot

A voter has the right to cast a secret ballot free from intimidation. Election Officials should be trained to watch for and address any form of intimidation, which includes electioneering activities. Vote Center Staff should also provide voters with disabilities, or any voter requiring assistance, the same opportunity for privacy when marking their ballots as they provide to all other voters.

This right is especially important to voters who have a disability. Please follow the laid out best practices designed to assist voters without sacrificing the voter's right to cast a secret ballot.

5) Right to get a new ballot if the voter made a mistake

If you have not already cast your ballot. You may:

- Ask an elections official to reprint you a new ballot at any Vote Center or the Registrar of Voters Office up to a total of 3 times.
- Exchange your Vote by Mail ballot for a new one at any vote center or the Registrar of Voters Office.
- Vote using a provisional ballot.

6) Right to get help casting your ballot.

A voter can choose anyone to help you cast your ballot EXCEPT:

- Their employer.
- Agent of the voter's employer.
- Officer of the union of which the voter is a member.
- Agent of the union of which the voter is a member.
- More than two people.

All Assisted Voter's must be listed in the E-Pollbook under the voter's profile.

7) Right to drop off your completed Vote by Mail ballot at any Vote Center

Vote by Mail is one of the most convenient ways of voting. All registered active voters in Santa Clara County will receive a ballot by mail. A voter may complete their Vote by Mail ballot and mail it back to the Registrar of Voters Office.

In addition to this, voters may drop off their ballot at any of the following locations:

- The Registrar of Voters Main Office.
- Any Santa Clara County Vote Center.
- Any Vote by Mail ballot drop-off location within the state.

9) Right to ask questions to election officials about election procedures

All voters have a right make inquiries about how the election process works. If you do not know the correct answer, or are not certain of the information you are providing, it is your responsibility to direct the individual to the appropriate official. If the voter is disruptive, please contact (408) 299-POLL.

10) Right to report any illegal or fraudulent election activity

If a voter reasonably suspects that illegal or fraudulent activity, they may report the suspected activity to election officials or the Secretary of State's office.

Santa Clara County Registrar of Voters

1555 Berger Drive, Building 2

San Jose, CA 95112

Phone: (408) 299-8683



Directing Voter Traffic

A successful Vote Center is dependent on processing voters in a timely fashion. The best way to ensure this is to direct people to the appropriate lines.

At Santa Clara County Vote Centers, we have two lines.

STANDARD LINE & *Express Line*

As soon as a voter arrives at the Vote Center, they should immediately receive directional assistance. There are a few things you can do right away to ensure that the voter receives the correct information.

Who is a STANDARD LINE Voter?

If a voter needs to change, update, or create information on their voter file, they will be a Standard Line Voter. The most common types of situation that makes someone a Standard Line Voter are listed below:

- First time voter who has not yet registered.
- Voter who has moved and needs to update their address.
- Voter who wishes to register with a new political party.

Who is an *Express Line* Voter?

Express Line Voters can be processed very quickly. These are voters who **DO NOT** need to update any information on their voting record. Additionally, voters who need an ADA (Americans with Disabilities Act) accommodation can be directed to the Express Line for faster processing.

The most common types of Express Line qualified voters are listed below:

- Voter who asserts that his or her voter file is up-to-date and needs no changes.
- Voters with an ADA accommodation.

Vote by Mail (VBM) Drop-offs

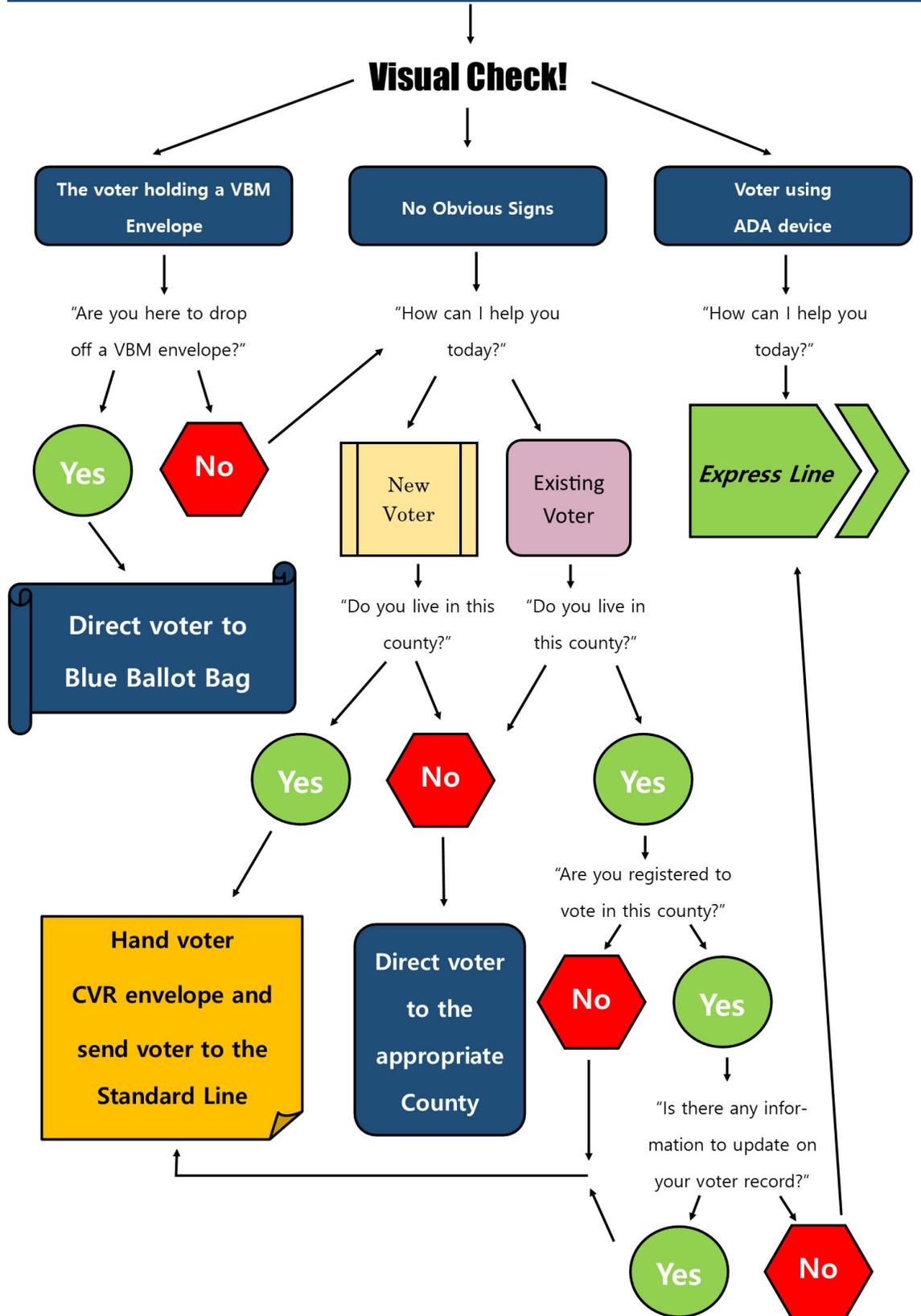
Vote by Mail (VBM) drop-offs are the simplest type of voter to process. VBM Drop-offs **DO NOT** need to wait in line. Simply direct the voter to the VBM Drop-off reciptical, verify that the envelope has been signed by the voter, and allow the voter to deposit their VBM Envelopes.

If you have the manpower, have two Vote Center workers or volunteers collect VBM Drop-offs outside the building.

**ALWAYS HAND VBM VOTERS AN
“I Voted”
STICKER!**

Voting Lines

Potential Voter Walks in...





Line Adjustments

When serving as a line clerk, you may come across a situation where an Express Line Voter ends up having a more complicated situation than expected.

If an Express Line E-Pollbook Station is going to be occupied for longer than 2 minutes, you may temporarily reallocate a Standard Line E-Pollbook to handle Express Line Traffic.

Once the bogged down E-Pollbook Station has finished serving the voter, switch the reallocated E-Pollbook back to its original assignment.

If the Express Line is completely empty, you may temporarily reallocate the unused E-Pollbooks to serve Standard Line Voters.

Challenging A Voter

(California Elections Code Section 14240.)

(a) A person offering to vote may be orally challenged within the polling place only by a member of the precinct board upon any or all of the following grounds:

- (1) That the voter is not the person whose name appears on the roster.
- (2) That the voter is not a resident of the precinct, or in an election conducted using a voter center, not a resident of the county.
- (3) That the voter is not a citizen of the United States.
- (4) That the voter has voted in that election.
- (5) That the voter is presently on parole for the conviction of a felony.

(b) A person, other than a member of a precinct board or other official responsible for the conduct of the election, shall not challenge or question any voter concerning the voter's qualifications to vote.

(c) If any member of a precinct board receives, by mail or otherwise, any document or list concerning the residence or other voting qualifications of any person or persons, with the express or implied suggestion, request, or demand that the person or persons be challenged, the board member shall first determine whether the document or list contains or is accompanied by evidence constituting probable cause to justify or substantiate a challenge.

In any case, before making any use whatever of such a list or document, the member of the precinct board shall immediately contact the elections official, charged with the duty of conducting the election, and describe the contents of the document or list and the evidence, if any, received bearing on voting qualifications. The elections official shall advise the members of the precinct board as to the sufficiency of probable cause for instituting and substantiating the challenge and as to the law as herein provided, relating to hearings and procedures for challenges by members of the precinct board and determination thereof by a precinct board. The elections official may, if necessary, designate a deputy to receive and answer inquiries from precinct board members as herein provided.

TAP Summary:

- 1. Only** a Vote Center board member can initiate the process of a challenge.
- A Voter Challenge must be cleared by an ROV Manager. Please call (408) 299-7655 and notify the ROV representative that you seek to issue a voter challenge.
- Document this voter challenge inside the Vote Center Procedures Binder, using the Challenge List.
- Any evidence provided from a non Vote Center board member regarding a voter challenge must be provided to the Vote Center Lead who will contact (408) 299-7655 and speak with a Manager.

Notes