



NOVEMBER 7, 2023 SPECIAL ELECTION

Vote Center Courier Team Procedures Guide

www.sccvote.org

COUNTY OF SANTA CLARA REGISTRAR OF VOTERS – 1555 BERGER DR., BLDG. 2, SAN JOSE, CA 95112



OUR PUBLIC SERVICE COMMITMENT

OATH OF ALLEGIANCE

I do solemnly swear (or affirm) that I will support and defend the Constitution of the United States and the Constitution of the State of California against all enemies, foreign or domestic; that I will bear true faith and allegiance to the Constitution of the United States and the Constitution of the State of California; that I take this obligation freely, without any mental reservation or purpose of evasion; and that I will well and faithfully discharge the duties upon which I am about to enter.

COMMITMENT TO DIVERSITY OATH

I will respect and be responsive to the uniqueness of every individual. I will work effectively with people who are different from myself; where all people are 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 with.

ACKNOWLEDGEMENT OF PROCEDURES

I will follow the safety procedures provided to me and I will follow the instructions for my tasks as provided in the Courier Team Procedures Binder.

VOTE CENTER COURIER TEAMS -
THANK YOU FOR SUPPORTING ELVS.
WE APPRECIATE YOU!

NOVEMBER 7, 2023 SPECIAL ELECTION - VOTE CENTER LOCATIONS



0402M - Los Altos Hills Town Hall – Council Chamber
26379 Fremont Rd., Los Altos Hills 94022

OPEN: Oct. 28 – Nov. 7, 2023

9:00 AM to 5:00 PM

7:00 AM to 8:00 PM – Election Day



0520M – Lowell Elementary Sch – Multipurpose Rm
625 S 7th St., San Jose 95112

OPEN: Oct. 28 – Nov. 7, 2023

9:00 AM to 5:00 PM

7:00 AM to 8:00 PM – Election Day



0618M – Roosevelt Community Ctr – Dance Rm
901 E Santa Clara St., San Jose 95116

OPEN: Oct. 28 – Nov. 7, 2023

9:00 AM to 5:00 PM

7:00 AM to 8:00 PM – Election Day



0510F – African American Community Service
Agency – Multipurpose Rm

304 N 6th St., San Jose CA 95112

OPEN: Election Day only, Nov. 7, 2023

7:00 AM to 8:00 PM – Election Day (only)

ELVS CONTACT INFORMATION



(408) 282-3063
ELVS Main line

(408) 918-9244 - Elenita
(408) 282-3154 - Harjit
(408) 282-3141 - Larisa
(408) 282-3058 - Mike Fong

REMINDERS:

- **Always keep your cell phone(s) “ON.”**

We need to be able to reach you when necessary, using the cell phone number you provided.

- Always wear your name badge while on duty.
- Call ELVS if you are experiencing delay with pick up or delivery.
- Safety first. Be careful when lifting materials.
- Drive safely.

One Courier Team = One Vote Center

- Courier Teams will be assigned to pick up ballot bags from one Vote Center only.
- **“Never one, always two”** – couriers must always be together when handling election materials. Two people to pick up and deliver ballot bags.
- Deliver bags immediately to the Registrar of Voters at 1555 Berger Drive.

START THE PROCESS - BEFORE GOING TO THE VOTE CENTER

1	<ul style="list-style-type: none">• Plan your route to and from your assigned Vote Center to determine distance, traffic, parking situation, etc.
2	<ul style="list-style-type: none">• Review the information materials in your Courier Team Binder• You will find supplies and forms
3	<ul style="list-style-type: none">• Call the Voter Center Lead before heading to your assigned voter center. Introduce yourself and coordinate your arrival time

WHEN YOU ARRIVE AT THE VOTE CENTER

1	<ul style="list-style-type: none">• Check in with ELVS once you arrive at your assigned vote center location• Use the QR code <i>Check In</i> sheet (inside your binder)
2	<ul style="list-style-type: none">• Introduce yourselves to the Vote Center Lead (or person in charge at the vote center)

- Ask for the ballot bags to be picked up - **orange bag(s), blue bag(s), and pink bag(s).**
- Pull out a Ballot Bag Chain of Custody Log (Form can be found inside your binder).
- Complete one form for each pick up day.
- Couriers are responsible for the accuracy and completeness of the form.

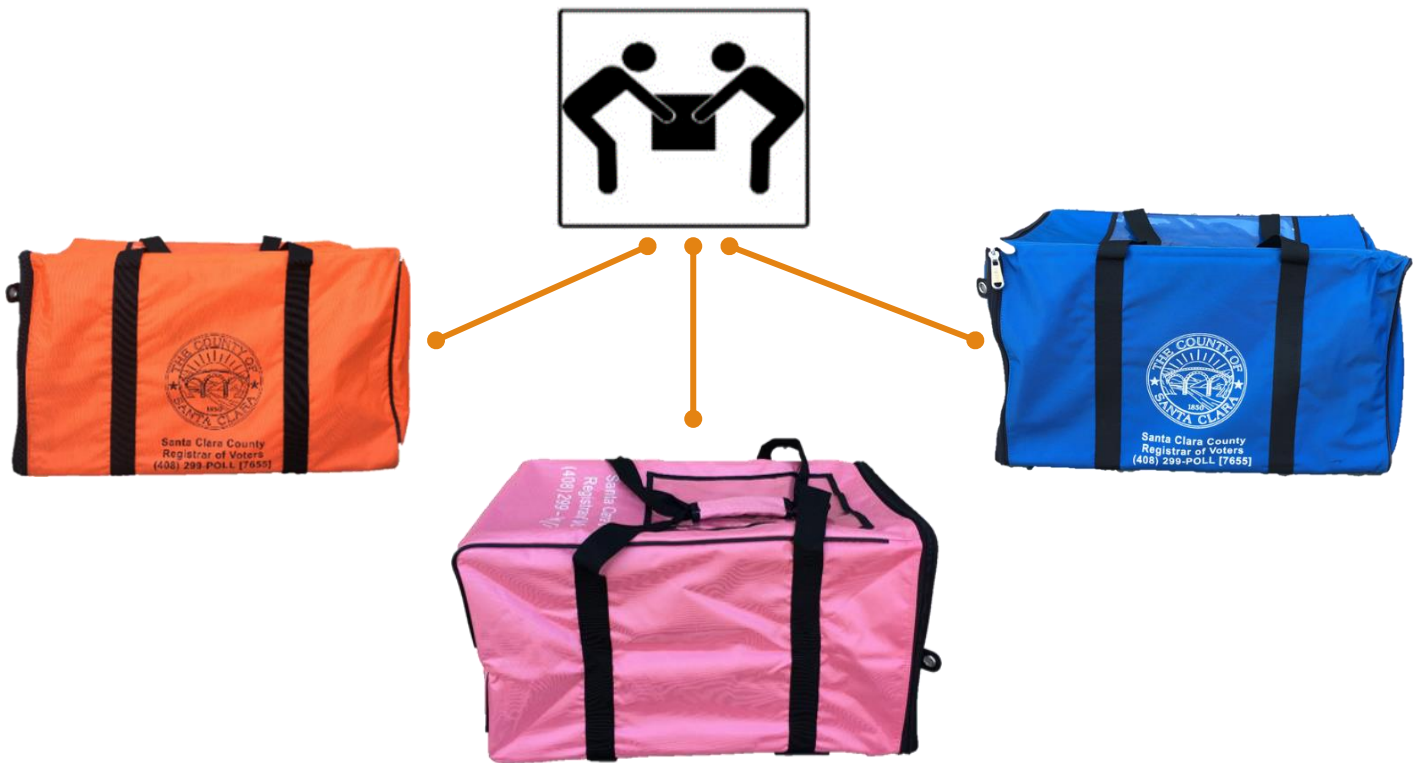
REMINDER:

Be courteous and patient with Vote Center staff. Their priority is to provide voting services to the voters at the Vote Center.

- Any voter still in line by the end of voting hours must be allowed to vote before closing the Vote Center.
- Vote Center staff will complete their closing procedures before they can seal the bags.
- Vote Center staff will prepare the ballot bags prior to couriers' arrival.



BALLOT BAGS – ORANGE, BLUE, AND PINK



- You may not necessarily have a bag of each color or may have more than one bag of each color to pick up.
- Each bag that was prepared by the Vote Center must be picked up, even if the bag seems empty. If the Vote Center prepared ballot bags for pick up, couriers must take those bags to be delivered to ROV.
- Each bag must be sealed by the Vote Center election staff prior to your pick-up arrival.
- Each bag must have a bag label on the front, except the pink bag with the label on top.

Scanner #		Barcode	
Orange Serial # → 0001			
November 7, 2023 Special Election			
Location:	0402M - Town of Los Altos Hills - Council Chambers		
Date:	2023		
Bag #:	of		
VC - Orange Ballot Bag			

Barcode		Blue Serial # → 1000	
November 7, 2023 Special Election			
Location:	0402M - Town of Los Altos Hills - Council Chambers		
Date:	2023		
Bag #:	of		
VC - Blue Ballot Bag			

November 7, 2023 Special Election			
Location:	0402M - Town of Los Altos Hills - Council Chambers		
Date:	2023		
# of PV:	For VED Official Use Only		
# of CVR:	For VED Official Use Only		
Bag #:	of		
Barcode			
Pink Serial # → 2000			
VC - Pink Ballot Bag			

ELECTION DAY ONLY

BALLOT BAGS + RESULTS CARTRIDGE



Orange bag
+ scanner results



cartridge in plastic bag



Bag #1
for each
scanner
should
look like
this

Additional instruction

- Orange bag #1 for each scanner/voting machine at the Vote Center must have a results cartridge with it (in a plastic bag).
- Scanner results cartridge must be visible on the front of the orange bag.

BAG PICK UP REMINDER:

- ☑ DO NOT LEAVE ANY BAG UNATTENDED.
- ☑ Be on time, always.
- ☑ Team of 2 people required to pick up and deliver ballot bags.
- ☑ Every bag should have ONE LABEL ONLY on the front pouch (except for pink bag which is on top)



Scanner # Barcode

ICP2001 Orange Serial # → 0001

November 7, 2023 Special Election

Location: 0402M - Town of Los Altos Hills - Council Chambers

Date: _____ 2023

Bag #: _____ of _____

VC - Orange Ballot Bag



Barcode

Blue Serial # → 1000

November 7, 2023 Special Election

Location: 0402M - Town of Los Altos Hills - Council Chambers

Date: _____ 2023

Bag #: _____ of _____

VC - Blue Ballot Bag



November 7, 2023 Special Election

Location: 0402M - Town of Los Altos Hills - Council Chambers

Date: _____ 2023

of PV: For VRD Official Use Only → _____

of CVR: For VRD Official Use Only → _____

Bag #: _____ of _____

Barcode

Pink Serial # → 2000

VC - Pink Ballot Bag



CUSTODY PROCESS – COMPLETE THE CUSTODY LOG FORM

- 1
 - Double check with the Vote Center staff that you have all that you need to pick up.
 - Reminder:* You may not necessarily have a bag of each color or may have more than one bag of each color to pick up.
- 2
 - Start to complete one Ballot Bag Custody Log form.
 - Reminder:* Complete one form per pick up day or pick up occurrence.
- 3
 - Copy the information on the label correctly into the Custody Log form.
 - **WRITE CLEARLY AND FIRMLY.** The form is a three-part carbonless paper and requires multiple legible copies.

County of Santa Clara Registrar of Voters
VOTE CENTER COURIER TEAM BALLOT BAG CUSTODY LOG
 NOVEMBER 7, 2023 SPECIAL ELECTION

Courier Team # **1** Vote Center - ID and Location
0402M - Town of Los Altos Hills - Council Chambers

ORANGE BAG Copy information from bag label

Scanner #	Qty	Orange Serial #	Qty	Orange Serial #	Qty	Orange Serial #
ICP	1		2		3	
Scanner #	Qty	Orange Serial #	Qty	Orange Serial #	Qty	Orange Serial #
ICP	1		2		3	

ELECTION DAY PICK UP

Scanner #	Qty	Orange Serial #	Qty	Orange Serial #	Qty	Orange Serial #
ICP	1		2		3	
Scanner # <td>Qty</td> <td>Orange Serial # <td>Qty</td> <td>Orange Serial # <td>Qty</td> <td>Orange Serial # </td></td></td>	Qty	Orange Serial # <td>Qty</td> <td>Orange Serial # <td>Qty</td> <td>Orange Serial # </td></td>	Qty	Orange Serial # <td>Qty</td> <td>Orange Serial # </td>	Qty	Orange Serial #
ICP	1		2		3	

PINK BAG Copy information from bag label

Bag	Pink Serial #	Bag	Pink Serial #	Bag	Pink Serial #
1		2		3	

BLUE BAG Copy information from bag label

Bag	Blue Serial #	Bag	Blue Serial #	Bag	Blue Serial #
1		2		3	
4		5		6	
7		8		9	

Voter USE ONLY:

Date: _____ Time Courier ARRIVED at Vote Center: _____ Time Courier DEPARTED from Vote Center: _____

COURIER TEAM - PRINT FULL NAME _____


COURIER TEAM - PRINT FULL NAME _____

VOTE CENTER LEAD - PRINT FULL NAME _____

COUNTY OF SANTA CLARA REGISTRAR OF VOTERS - 1685 BERKELEY DR., SUITE 2, SAN JOSE, CA 95131 - 87138 - NOVEMBER 7, 2023 SPECIAL ELECTION - OFFICIAL DOCUMENT



ORANGE BAG

Scanner #  ICP2001

Copy "ICP2001" # → 0001

Copy "0001"

November 7, 2023 Special Election

Location: 0402M - Town of Los Altos Hills - Council Chambers

Date: _____ 2023

Bag #: _____ of _____

VC - Orange Ballot Bag

County of Santa Clara Registrar of Voters
VOICE CENTER COURIER TEAM BALLOT BAG CUSTODY LOG
 NOVEMBER 7, 2023 SPECIAL ELECTION

Courier Team # **1** Vote Center Name and Location **0402M - Town of Los Altos Hills - Council Chambers**

ORANGE BAG

Copy information from bag label

Scanner #	Bag	Orange Serial #	Bag	Orange Serial #	Bag	Orange Serial #
ICP	1	→	2	→	3	→

ELECTION DAY PICK UP

Scanner #	Bag	Orange Serial #	Bag	Orange Serial #	Bag	Orange Serial #
ICP	1	→	2	→	3	→

Check mark over "Cartridge" to confirm results cartridge is with the orange bag.

Scanner #	Bag	Orange Serial #	Bag	Orange Serial #	Bag	Orange Serial #
ICP	1	→	2	→	3	→

PINK BAG

Copy information from bag label

Bag	Pink Serial #	Bag	Pink Serial #	Bag	Pink Serial #
1	→	2	→	3	→

BLUE BAG

Copy information from bag label

Bag	Blue Serial #	Bag	Blue Serial #	Bag	Blue Serial #
1	→	2	→	3	→
4	→	5	→	6	→
7	→	8	→	9	→

VBM USE ONLY:

Date: _____ Time Courier ARRIVED at Vote Center: _____ Time Courier DEPARTED from Vote Center: _____

COURIER TEAM - PRINT FULL NAME _____

COURIER TEAM - PRINT FULL NAME _____

VOTE CENTER LEAD - PRINT FULL NAME _____

COUNTY OF SANTA CLARA REGISTRAR OF VOTERS - 1055 BERGER DR., BLDG. 1, SAN JOSE, CA 95110 - NOVEMBER 7, 2023 SPECIAL ELECTION - OFFICIAL DOCUMENT



BLUE BAG



Blue Serial # → 1000

Copy "1000"



November 7, 2023 Special Election

Location:

0402M - Town of Los Altos Hills - Council Chambers

Date:

2023





Bag #:

of

VC - Blue Ballot Bag




County of Santa Clara Registrar of Voters VOTE CENTER COURIER TEAM BALLOT BAG CUSTODY LOG NOVEMBER 7, 2023 SPECIAL ELECTION

Courier Team # 1	Vote Center – ID and Location 0402M – Town of Los Altos Hills – Council Chambers				
ORANGE BAG	Copy information from bag label				
	Scanner #	Bag	Orange Serial #	Bag	Orange Serial #
	ICP	1	2	3	
ELECTION DAY PICK UP	Copy information from bag label				
	Scanner #	Bag	Orange Serial #	Bag	Orange Serial #
	ICP	1	2	3	
Check mark over "Cartridge" to confirm results cartridge is with the orange bag.	Scanner #	Bag	Orange Serial #	Bag	Orange Serial #
	ICP	1	2	3	
PINK BAG	Copy information from bag label				
	Bag	Pink Serial #	Bag	Pink Serial #	Bag
	1		2		3
BLUE BAG	Copy information from bag label				
	Bag	Blue Serial #	Bag	Blue Serial #	Bag
	1		2		3
	4		5		6
	7		8		9
VBM USE ONLY:					
Date:	Time Courier ARRIVED at Vote Center:	Time Courier DEPARTED from Vote Center:			
COURIER TEAM – PRINT FULL NAME					
COURIER TEAM – PRINT FULL NAME					
VOTE CENTER LEAD – PRINT FULL NAME					



PINK BAG

 November 7, 2023 Special Election


Location: 0402M - Town of Los Altos Hills - Council Chambers

Date: 2023

of PV: For VRD Official Use Only →

of CVR: For VRD Official Use Only →


Bag #: _____ of _____




Pink Serial # → **2000**

Copy "2000"


VC - Pink Ballot Bag


 County of Santa Clara Registrar of Voters
VOTE CENTER COURIER TEAM BALLOT BAG CUSTODY LOG
NOVEMBER 7, 2023 SPECIAL ELECTION

Courier Team # **1** Vote Center - ID and Location
0402M - Town of Los Altos Hills - Council Chambers


ORANGE BAG  Copy information from bag label

ICP	Scanner #	1	Orange Serial #	2	Orange Serial #	3
ICP	Scanner #	1	Orange Serial #	2	Orange Serial #	3
ICP	Scanner #	1	Orange Serial #	2	Orange Serial #	3
ICP	Scanner #	1	Orange Serial #	2	Orange Serial #	3

ELECTION DAY PICK UP  Check mark over "Cartridge" to confirm results cartridge is with the orange bag.

PINK BAG  Copy information from bag label

1	Bag	1	Pink Serial #	2	Pink Serial #	3
---	-----	---	---------------	---	---------------	---

BLUE BAG  Copy information from bag label

1	Bag	1	Blue Serial #	2	Blue Serial #	3
4	Bag	4	Blue Serial #	5	Blue Serial #	6
7	Bag	7	Blue Serial #	8	Blue Serial #	9

VRD USE ONLY:

Date: _____ Time Courier ARRIVED at Vote Center: _____ Time Courier DEPARTED from Vote Center: _____

COURIER TEAM - PRINT FULL NAME: _____

COURIER TEAM - PRINT FULL NAME: _____

VOTE CENTER LEAD - PRINT FULL NAME: _____

COUNTY OF SANTA CLARA REGISTRAR OF VOTERS - 1885 BERGER DR., BLDG. 1, SAN JOSE, CA 95131 - NOVEMBER 7, 2023 SPECIAL ELECTION - OFFICIAL DOCUMENT

4	<ul style="list-style-type: none"> • Continue to complete the form. <ul style="list-style-type: none"> • Write/print courier team's names as required. • Give the form to the Vote Center Lead for verification and to write Lead's name. • Be sure to add date, time of arrival and time of departure.
5	<ul style="list-style-type: none"> • Leave a copy of the form. Tear off the LAST / BOTTOM copy of the form (PINK COPY) and give the copy to the Vote Center Lead. • Keep the other copies in your binder until you reach the ROV.
6	<ul style="list-style-type: none"> • Take custody of the sealed ballot bags. • Secure them inside your vehicles and head to ROV immediately. • Address: 1555 Berger Dr., Bldg. 2, San Jose, CA 95112

BEST PRACTICE/ REMINDER:



- Team up! One courier reads the bag label while one writes the information on the form. Adopting this process can help with correct information being copied and cross-check the accuracy of the information from each label.
- If you find multiple labels on any of the bags, ask the Vote Center Lead to verify which label should you copy the information from (should be the label that was entered by the Vote Center to the **TrackIT system**).
- If there are multiple ballot bags to pick-up, check to make sure that each label correctly identifies the number of bags (e.g., Bag # 1 of 2, Bag # 2 of 2, etc.).
- On Election Day pick up, take the orange ballot bag if it has the results cartridge on the **front even if the bag seems empty** (no ballots inside).
- Each bag must be properly secured or sealed.

- On Election Day pick up, if there are more than one results cartridge plastic holders in front of one orange bag, the Vote Center Lead must make the correction.
- If the scanner results cartridge was inadvertently placed inside the orange ballot bag instead of the bag's front plastic holder, the Vote Center Lead must unseal the orange bag and make the correction.

TAKE NOTE




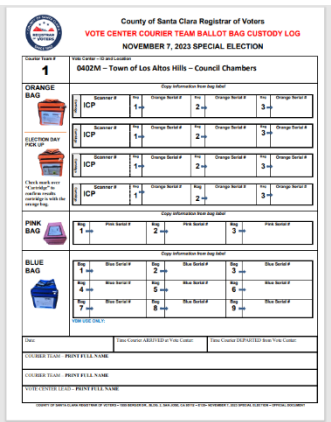
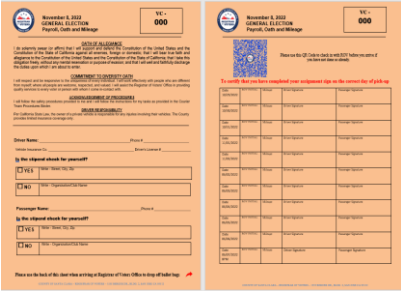
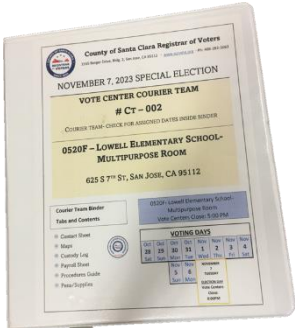
- *Unexpected delay in preparing the ballot bags at the Vote Center.*
 - If you need to wait longer, please call ELVS at (408) 282-3063. **It is important for the ROV to know the delivery time of the ballot bags each day.**
- *Something came up.*
 - Call ELVS at (408) 282-3063 if you cannot complete the pick-up or delivery process for whatever reason (e.g., car broke down, etc.)
- *Forgot the ballot bag.*
 - Call (408) 282-3063 immediately to inform ELVS if you mistakenly left a ballot bag (at the Vote Center) that you already had logged on the form and unable to go back to the Vote Center to retrieve it for any reason. Otherwise, **please be sure no ballot bag is left behind.**

In case of an emergency at the Vote Center, follow the emergency instructions being announced at the Vote Center. If unclear what to do, think of your safety first, remain calm, and proceed with caution.

HELPFUL FINAL CHECK

- Do you have an orange, blue or pink bag to pick up?*
- How many bags to take (Bag # _____ of _____), etc. of each bag color?*
- Are the bags secured and sealed with white rip lock seals?*
- Is the Scanner # on the label of the orange bag?*
- Are the Vote Center locations and dates correct on each label?*
- Do you have all the ballot bags with you?***
- Is there a scanner results cartridge **together with one (1) orange bag** on Election Day, 8:00 PM pick-up?*
- Is the Ballot Bag Custody Log form complete and names of couriers and Vote Center Lead are legible?*
- Did you leave the PINK copy of the Custody Log form with the Vote Center Lead?*
- Did you complete your payroll procedure before arrival to the ROV?***

THE FOLLOWING WILL BE COLLECTED BY THE ROV RETRIEVERS

	<p>Pink ballot bag</p>	
	<p>Blue ballot bag</p>	
	<p>Orange Ballot Bag Election day delivery: + results cartridge plastic pouch</p>	
	<p>Ballot Bag Custody Log One per team every delivery</p>	 <p>Payroll Form One per team ROV staff will initial your payroll form before courier leaves ROV</p>
	<p>Last day of delivery: binders and other election materials issued will be collected. One time delivery only: binders will be collected at the time of delivery from couriers who are doing a one-time pick up only.</p>	

