

# **Ballot Processing and Canvass Operations Manual**

**March 5, 2024  
Primary Election**



Shannon Bushey  
Registrar of Voters  
County of Santa Clara

**TEAM REFERENCE CHART**

Team	Lead	Location	Sub-teams	Page
Volunteer Check-in Process	Iliena Hernandez	Berger 1, Processing Tent	<ul style="list-style-type: none"> <li>• Volunteer Check-In</li> </ul>	6
Election Day Security	Iliena Hernandez Martin Ayala	Berger 2 and Berger 1		6 – 7
299-POLL Command Center	Paulo Chang Lance Nottle	Ridder Park		7 - 8
Media	Evelyn Mendez Michael Borja Steve Goltiao	Berger 2, Room 181		
TrackIT Overview	Bren Lehr Rong Qian	Berger 2, Atrium	<ul style="list-style-type: none"> <li>• Command Center</li> <li>• Ballot Receiving</li> </ul>	8 - 10
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Results Cartridges	Andre De Ocampo Dave Sanchez	Berger 2, Atrium	<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>	12
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Counted VC Ballots Sorting	Svetlana Velyutina	Berger 1, Warehouse	<ul style="list-style-type: none"> <li>• Orange Bag Delivery</li> <li>• Ballot Sorting</li> <li>• Package &amp; Seal</li> </ul>	14 - 15
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## **KEY GUIDELINES**

1. **Ballots handling and processing - “Always two, never one”**  
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 TrackIT Overview Leads.
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 TrackIT Overview Leads 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><u>Position</u></b>	<b><u>Name(s)</u></b>	<b><u>Location</u></b>	<b><u>Description of Duties</u></b>
Election Night Coordinator	AROV	Berger 2	Oversees the overall Daily Election Return Processes.
Command Center Coordinator	Paulo Chang April Bracamonte Lance Nottle	Ridder Park	Oversees phone banks for 299-POLL. Communicates with Vote Centers and provides closing support.
Security Escalation Hotline (Vote Centers)	Matt Moreles Lance Nottle	Ridder Park	Escalation hotline for emerging safety incidents at vote centers.
TrackIT Overview	Bren Lehr Rong Qian	Atrium	Monitors TrackIT progress. Makes TrackIT Overview determinations and initiates operations when necessary.
Assistant Registrar of Voters	Virginia Bloom Matt Moreles	Varies	Oversees designated portions of processes. Assists TrackIT Overview Leads. Responds to complaints, inquiries, or other issues as they arise.
Media Coordinators	Evelyn Mendez Michael Borja Steve Goltiao	Room 181 (408) 282-3008	Responds to media inquiries. Arranges photo ops. Arranges media observations and interviews.
Observer Coordinator	Balinda Martinez	Berger 2	Oversees the observer program. Arranges public observation of the election processes.
Security and Volunteer logistics Coordinator	Iliena Hernandez Martin Ayala	Berger 1 and Berger 2	Oversees the Security and Volunteer resources for the overall ballot receiving and processing operations.
Ballot Receiving Coordinator	Ravi Dhillon Elenita Rudholm	Berger 1 and Berger 2 parking lot	Oversee the receiving of ballots in various bags from Voter Center and VBM Drop Boxes via Courier Teams in the parking lots.

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Ballot Tally and Reporting	Svetlana Velyutina	Berger 2	Oversees the Tallying and Reporting of Ballots and Votes
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**VOLUNTEER CHECK-IN PROCESS**

<b><u>Lead</u></b> Iliena Hernandez	<b><u>Location</u></b> Berger 1, Processing Tent	<b><u>Personnel</u></b> Volunteer Check-in team
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Volunteers will check-in with the Volunteer Check-In Team. Voting Days Check-In procedures will occur at the processing tent in front of Bldg. 1.

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

- Election Volunteers Needed! Form
- Youths 16 years or younger, an Election Youth Volunteer Form (if applicable)
- Group Volunteer - Election Night Election Volunteer Oath and Payroll Form (if applicable)
- Election Night Worker Oath and Payroll Form
- Outside Employment/Incompatible Activity form
- County Employee Election Volunteer Approval form (if applicable)
- W-4 form
- Driver’s license and insurance

**ELECTION DAY SECURITY**

<b><u>Lead</u></b> Iliena Hernandez Martin Ayala	<b><u>Location</u></b> ROV Headquarters, Building 2, 1st Floor	<b><u>Personnel</u></b> 2-4 Security Personnel
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**Prior to Election Day**, the Administrative Services Division (ASD) will:

1. Arrange to have the main doors to the Berger Drive facility to remain unlocked after 7 p.m. on Election Night.
2. Arrange for the main doors to the Berger Drive facility to be locked on Election Night (usually 11 p.m. or 12 a.m.).
3. Conduct a Vulnerability Walkthrough with Doug Feliciano, Facilities Security Manager for the County of Santa Clara.

**Security Personnel**

The Administrative Services Manager (ASM) will arrange for three (3) security personnel to be present at the Berger Drive facility on Election Day. The voting system supervisor will notify the ASM when Results Cartridge and Paper Ballot receiving are complete. The ASM will coordinate the release of the security personnel 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 foyer, main lobby and atrium areas.
2. In or outside the front doors to Berger 2 and the Auditorium.
3. Doug Feliciano is a floater at Berger and throughout SCC on election days

**Security**

ASD will have 4 different identifying Badges for staff, volunteers, media and observers. All Election Night personnel must wear their identifying badge.

**COMMAND CENTER 299-POLL (7655)**

<b><u>Lead</u></b>	<b><u>Time and Location</u></b>	<b><u>Staff</u></b>
Paulo Chang April Bracamonte Lance Nottle	Approx. 8 p.m. until last Vote Center arrives, Ridder Park	Variable number of 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 designated staff make a determination about whether or not to conduct TrackIT Overview operations on Election Night in order to locate the items. The decision to commence TrackIT Overview 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 – 299-POLL Command Center**

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 TrackIT Overview operations will commence (see TrackIT Overview operations below). Almost all TrackIT Overviews are initiated during Stage One operations.

**TRACKIT OVERVIEW**

<b><u>Lead</u></b>	<b><u>Time and Location</u></b>	<b><u>Staff</u></b>
Bren Lehr Rong Qian	Approx. 8 p.m. until last Vote Center arrives. Berger 2, Atrium	2 TrackIT Overview Leads

**TrackIT Stage Two**

Stage Two operations begin when the items from Vote Centers arrive at the Election Night Processing Area (Berger 2). The following four items (Payload) are placed into racks and then delivered to their respective processing groups by Ballot Handlers:

1. Orange Ballot Bag
2. Red Results Cartridge Bag inside designated Orange Ballot Bag (only on Election Day)
3. Blue VBM Bag
4. Pink PV Bag

The other non-essential items are loaded into truck (if delivered by Courier Teams) and are unloaded as needed as a lower priority.

All items are monitored in TrackIT by the TrackIT Overview Leads. As the items are located upon arrival, the information is scanned into Stage 2 of TrackIT. If one or more of the items can't be reconciled between Stage 1 and Stage 2 of TrackIT, procedures are followed for TrackIT Overview operations.

**TrackIT Overview Determinations and Operations**

Command Center Leads ensure that returning election materials checked in to TrackIT arrive at the ROV by monitoring TrackIT Stage 2. Coordinate with TrackIT Overview Leads and make determination if TrackIT Overview operation is required. Direct TrackIT Overview operations in the field.

TrackIT Overview Leads: Ensure that returning Payload items are scanned and their contents intact. Commence TrackIT Overview operation for missing Payload items as TrackIT Stage 2

shows materials from that vote centers have arrived. Notify Command Center Lead when Payload items have not reconciled.

The TrackIT Overview Leads and Control and Command Center Leads, at the time of discovery or reporting, will determine whether a TrackIT Overview operation is conducted or not.

TrackIT Overview operations will prioritize Orange Ballot Bag containing paper ballots that are missing or do not contain any ballots or voting machine Results Cartridge in the front clear pocket.

The TrackIT Overview Leads are responsible for:

1. Notating any missing items in TrackIT Stage 2 on a Spreadsheet.
2. Maintaining a detailed log of any missing items or other discrepancies.
3. Act as the point person for communications with the Command Center Lead, and other leads.
4. Keeping the executive management team apprised of developments.

### **TrackIT Overview – Stage 1 – The payload item did not arrive at ROV**

In the event a TrackIT Overview operation is needed for Stage 1, the following procedures apply:

1. The Ballot Receiving team alerts the Command Center Lead and TrackIT Overview Leads that a specific Vote Center is missing one or more of the Payload items.
2. TrackIT Overview Leads will make note on tracking spreadsheet for the Vote Center, coordinate with Command Center Lead to commence TrackIT Overview Operation.
3. The Command Center Lead will assign available staff for retrieval of missing item(s).
4. The Command Center Lead determines how to best gain access to the vote center location to retrieve the missing item. This could be done by contacting the Courier Team, Vote Center Lead and staff contacts or emergency contacts listed in the Vote Center file in EMS System.
5. While the TrackIT Overview is in progress, the assigned Command Center staff updates the Command Center Lead at least every 20 minutes.
6. Once the missing items are retrieved, the assigned Command Center staff notifies the Command Center Lead and return to ROV without delay.
7. If After Election Night, the Election Logistics and Voting Systems Division (Mike Fong) monitors TrackIT and uses EIMS to coordinate retrieval of any unresolved TrackIT Overviews.

**TrackIT Overview – Stage Two – One or more payload item have not checked in**

Before determining that a TrackIT Overview operation is needed for Stage Two, the following procedures apply:

1. The TrackIT Overview Leads shall direct or conduct a thorough search of all of the vote center materials located at the ROV headquarters.
2. The TrackIT Overview Leads will solicit the ballot receiving team to check locations within ROV headquarter. e.g., Supply trucks, Warehouse, contact assigned courier team, and any areas that may have staging process.
3. The TrackIT Overview Leads will solicit other team leads of the specific item area to verify all processed, unprocessed or unidentifiable items pending process.
4. The TrackIT Overview Leads will confer with ROV executive management to determine if TrackIT Overview is necessary Election Night or whether outstanding items can be recovered the following day.

**BALLOT RECEIVING - TRAFFIC CONTROL**

<b><u>Lead</u></b>	<b><u>Location</u></b>	<b><u>Staff</u></b>
Ravi Dhillon	Berger 1 and Berger 2 Parking Lots	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 Berger 1 as traffic control for excess number of vehicles returning.
2. Direct vehicles to designated processing lanes at front of Berger 2.
3. Using the Courier’s Ballot Bag Custody Log form to verify all materials being delivered.
4. Place all materials destined for the Auditorium operation in a transport hamper and deliver to the curbside to be processed.

**BALLOT RECEIVING - BALLOT HANDLERS**

<b><u>Lead</u></b> Ravi Dhillon	<b><u>Location</u></b> Berger 2 Entrance	<b><u>Staff</u></b> ELVS
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**Job Summary**

Vote Center Returns Handlers: 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 ballot receiving team at Berger 2 entrance.
2. Place Orange Ballot Bags on designated tables/racks for the Racks Team to deliver to the auditorium for processing.

**Blue Vote by Mail (VBM) Bag**

1. Retrieve Blue VBM Bags from ballot receiving team at Berger 2 entrance.
2. Place Blue VBM Bags on designated tables/racks for the Racks Team to deliver to the auditorium for processing.

**PINK PV/CVR BAG**

1. Retrieve Pink PV/CVR Bags from ballot receiving team at Berger 2 entrance.
2. Place Pink PV/CVR Bags on designated tables/racks for the Racks Team to deliver to the auditorium for processing.

**RECEIVING & RACKS**

<b><u>Lead</u></b> Shelby Galaviz	<b><u>Location</u></b> Berger 2, Entrance	<b><u>Staff</u></b> P&P Staff
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**Job Summary**

Receive Orange, Blue and Pink bags and transfer to appropriate teams. Collect, organize, and place bags on racks. Manage distribution of racks between processing teams.

1. Receive Orange, Blue and Pink Ballot bags arrivals at the Main Entrance of Berger 2.
2. Collect, organize, and place bags on racks to corresponding team.

3. Manage allocation of racks to allow equitable distribution amongst teams.

### **RESULTS CARTRIDGES**

<b><u>Lead</u></b>	<b><u>Location</u></b>	<b><u>Staff (Approx.)</u></b>
Andre De Ocampo Dave Sanchez	Atrium	4 Cartridge Bag Remover 2 Orange Ballot Bag Team Member 2 Cartridge Bag Pickup & Delivery 2 scanners

### **Cartridge Bag Team – Election Day After Polls Close**

#### **Job Summary**

Cartridge Bag Remover: Receive Orange Ballot Bag from VC 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 *Vote Center*” 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 PROCEDURES**

<b><u>Lead</u></b> Bob Nguyen	<b><u>Location</u></b> Atrium	<b><u>Staff (Approx.)</u></b> 2 Orange Bag Scan stations 2 scanners = 4 staff (2 permanent and 2 EH)
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**Orange Ballot Bag Delivery**

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 Scanners**

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.  
Note: 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. Conduct visual verification to ensure no other items are in the bag with ballots.
6. 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 supervisor in Ballot Counting room to be tallied.

**VOTE CENTER COUNTED BALLOT SORT PROCEDURE**

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

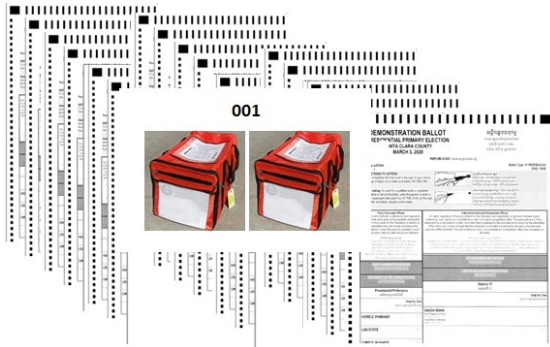


- 2) Group the bags by Scanner-ID.



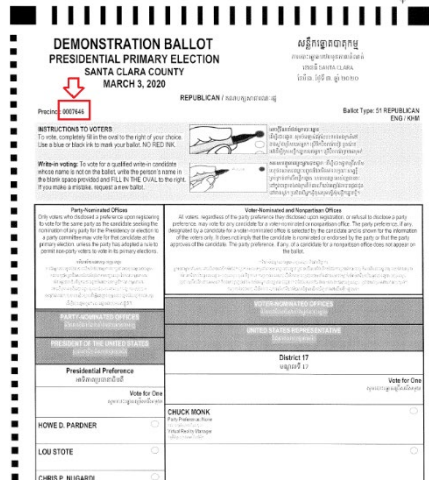
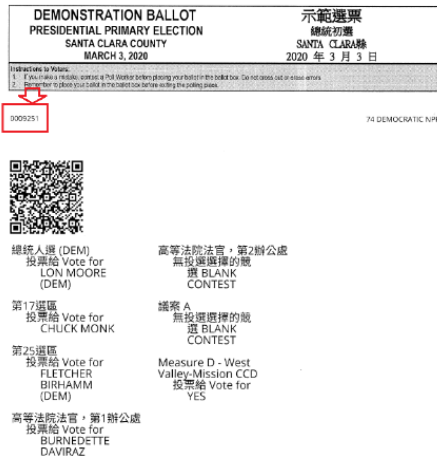
- 3) Open ALL Orange Bags with same Scanner ID.

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



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

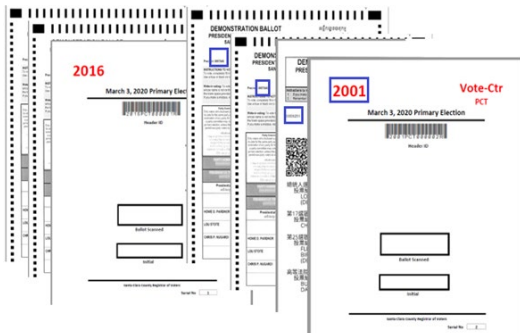


1/1

- Sort the ballots by precinct number.



- After sorting, attach Header-ID for each precinct.
- Place the Header-ID in each precinct group. The header precinct number has the same precinct number in each group.



- Place the sorted ballot into a box for TrackIT scanning and for package and seal.



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

<u>Lead</u>	<u>Location</u>	<u>Staff (Approx.)</u>
Julia Saenz Janora Blow	Auditorium	2 PV Scan and Tally 2 PV Scan Runners 5 PV Bag Preparers 10 PV Envelope Preparers 4PV 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).

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3. Cut/break the seal on the Pink Bag and remove the tray.
4. Remove Envelope Bag, and place in hamper
5. Remove the Control Sheet from the bag and place control sheet in tray.
- s.
6. 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.
7. 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 data entry and signature verification..

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. Sort and separate the following types of PVs: Missing Signatures, Spoiled, Empty, and Out of County.
6. Count the number of PV envelopes and CVR envelopes and log the count on the control sheet.
7. A runner will 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) and place control sheet in the Control Sheet Tray.
9. Transfer the provisional envelopes to PV Envelope Runners.
10. Transfer the control sheet to the PV Scan team to enter final count. .

**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. Bundle envelopes in stacks of 25.
5. 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 Blue Bags**

Job Summary

VBM Deliverers: Delivers Blue VBM Bag from front entrance of Berger 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 Berger 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 designated area in 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 Berger 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 Bags to the ballot removal team.

### **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 team.
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 count the blue envelopes.
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.
  - c. Fill out pink chain of custody log sheet with quantity and site location information.
7. Deliver tray containing arranged VBM envelopes to VBM Scan & Sort.
8. Deliver Blue VBM Bag to VBM QC team.

## **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 hamper or container.

## **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 Extraction & Flattening area.

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 Extraction & Flattening area.

## **Extraction & Flattening**

### Job Summary

Extraction & Flattening Preparer: Extraction process will 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 Extraction & Flattening tasks.
3. 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.
4. Arrange the Valid ballots in a stack and smooth out creases.
5. Write your initials and the precinct number on the ballot on top of the Valid ballot stack.
6. Rubber-band the Valid ballot stack. Transfer Valid ballot stack to the Extraction & Flattening Lead or an Extraction & Flattening Runner for audit control team’s quality control check.
7. After quality control check, VBM ballots are delivered to Room 3 for tallying.

**BALLOT COUNTING PROCESS**

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



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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.

**BALLOT 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
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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**

<b><u>Lead</u></b>	<b><u>Location</u></b>	<b><u>Staff (Approx.)</u></b>
Liz Oviedo Lillian Tsai Rachel Cayabyab Anazay Rivera	Adjudication Room 1 Adjudication Room 2 Adjudication Room 1 Adjudication Room 2	Up to 36 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**

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

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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 TO REPORT RESULTS TO WEB / SOS / ROV**

<b><u>Lead</u></b> Svetlana Velyutina	<b><u>Location</u></b> Adjudication Room	<b><u>Staff</u></b> 1 Copier
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**Job Summary**

Report to SOS, Copy, fax and/or deliver election results. Deliver documents to the Registrar of Voters as requested. Upload data for Election Results web site.

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 vote center 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 Section 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 Vote Center Canvass Report (VCCR). 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 to be sent to Ballot Duplication team.
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 EMS, in near 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**

Starting 29 days prior to Election Day at ROV office for early voting or the first day of voting at Vote Centers, the voter's history in EMS is updated and recorded as they check in and vote. This history is also synced with California SOS VoteCal database to prevent a voter from casting another ballot at another county within the state.

The updating and recording the voters' history at ROV through early voting or Vote Center check in process will flag the voters as "Voted" to prevent the ability to cast another ballot at ROV or any of the Vote Centers within the Santa Clara County. However, the report is still generated by following the steps below to verify and identify any anomalies.

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 voter's information in Epoll Book.
4. Run EWMR021 – Voters Who Voted Twice and print the corrected report.
5. The report and the Epoll book Voter check in 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.

## **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 seventh day and was postmarked on or before Election Day, you must manually select the return method to “**E Plus 7**” 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**:
    - No Signature: signature is missing.
    - No Sig Match: signature does not match.
    - Deceased: instead of a signature, there is a note written on the envelope that the voter is deceased.
    - 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).
    - Surrendered: ballot was surrendered at a polling place (ballot usually will be marked surrendered; you will be instructed when to use this).
- NOTE. 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:
  - No Signature: signature is missing.
  - No Sig Match: signature does not match.
  - Deceased: instead of a signature, there is a note written on the envelope (or in the envelope) that the voter is deceased.
  - Too Late: ballot was received after 8:00 pm on Election Day (you will be instructed when to use this).
  - Surrendered: ballot was surrendered at a polling place (ballot usually will be marked surrendered; you will be instructed when to use this).
  - No Ballot: envelope did not contain a ballot.
  - Other: use for most situations not listed above.

### **MAILED VOTE-BY-MAIL BALLOTS – LAST DAY TO BE COUNTED (E+7)**

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, though E+7.

### **E+7 Postmark Procedures**

Ballots received cannot be later than 7 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+7) - VBM Division will have a regular Post Office pickup.

- Anything after E + 7 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 received before E+7 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+7 (TOO LATE).
- Ballots that were sent out for no signature that are returned after E+7 (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 IDENTIFICATION ENVELOPE STATEMENT & SIGNATURE VERIFICATION STATEMENT – (E + 28)**

Pursuant to Cal. Elections Code Section 3019, if a ballot is challenged because the envelope has no signature, ROV will send an Unsigned Identification Envelope Statement to the voter to obtain a signature. If a ballot is challenged because the signature on the envelope does not match the voter registration record, ROV will send a Signature Verification Statement to the voter.

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 Identification Envelope Statement/Signature Verification Statement. The statement may be returned in person, by mail, by fax, or delivered to a Vote Center, 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 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 28th day after Election Day. The Vote by Mail Division will process all signed returned envelopes and signed statements received according to this section.

**Mailing an Unsigned Identification Envelope Statement/Signature Verification Statement**

Note: Unsigned Identification Envelope Statements/Signature Verification Statements will be mailed on a flow-basis as challenged ballots are identified. All statements must be mailed to voters no later than the 8<sup>th</sup> day before certification (28th day after Election Day).

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 Identification Envelope Statement letter in the upper left corner above the "Dear Voter" salutation.
  - b. Date stamp blank Unsigned Identification Envelope Statement letter in the upper right corner below the letterhead.
  - c. Place other address label on white outgoing mailing envelope.
3. Tri-fold Unsigned Identification Envelope 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 Identification Envelope Statement Short Form 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 Identification Envelope 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 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 alphabetically in the designated tray for unsigned ballots the Silver Room.

**Receiving an Unsigned Identification Envelope Statement/Signature Verification 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 Identification Envelope Statement. The Unsigned Identification Envelope Statement may be returned by mail, by fax or delivered to a Vote Center, drop-off site, drive-thru location, early voting center, or the ROV office.

If the voter *returns the Unsigned Identification Envelope Statement* by mail, by fax, or by delivery to a Vote Center, drop-off site, or the ROV office:

- 1. Stamp the Unsigned Identification Envelope Statement with the received date.

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2. Locate the voter's original VBM envelope in the designated tray for unsigned Identification Envelope in the Silver Room.
3. Complete the following fields on the Unsigned Identification Envelope Statement Short Form and attach 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 Identification Envelope Statement Short Form attached to the voter's envelope, this is likely because the voter dropped off both the VBM envelope and the Unsigned Identification Envelope Statement at the same time and at the same location. Complete a new Unsigned Identification Envelope Statement Short Form as described in **Mailing an Unsigned Identification Envelope Statement**, then follow steps 1 and 3 above.
5. If there is no VBM envelope for the voter in the designated tray for unsigned Identification Envelope 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 Identification Envelope Statement Short Form 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 Identification Envelope Statement Short Form 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 28th 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 and 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 Identification Envelope Statement/Signature Verification 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 Identification Envelope 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 Identification Envelope Statement Short Form from the VBM envelope and file it in the designated location.
7. Attach the Unsigned Identification Envelope 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.

## **VBM EXTRACTION & FLATTENING**

### **Extraction**

1. The operator loads mail onto the conveyor.
2. The operator starts the OPEX (Model 72) by pressing the Start button (Main power switch on back of machine must be turned on).
3. The operator uses the keypad to log in. The operator may also have to enter a password.
4. The operator uses the keypad to select a job.
5. After selecting a job, the screen may instruct the operator to set the top and side cutter levers to a particular position.
6. The run screen appears.

7. The operator presses the green Cycle button to begin operation.
8. Envelope is fed from the conveyor to the friction feeder.
9. The friction feeder separates the envelopes and sends them one at a time to the feed tray.
10. Envelopes hit the side of the feed tray and contents are justified to the left side.
11. The envelope moves to the fence.
12. The fence drops and the envelope moves through the side cutter.
13. Right side of envelope is cut; envelope is dropped into the shuttle.
14. The shuttle adjusts the envelope up or down for consistent top-justification.
15. The envelope moves to the left of operator, from the shuttle through the top cutter and into the main transport.
16. The main transport moves the envelope from the top cutter to the extractor, where it remains until extraction.
17. When extraction is completed, the envelope moves to the verifier, where it is checked for contents.
18. The empty envelope moves into the trash bin when the next extraction occurs.

## **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. 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 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.
2. Gently handle the full stack as one and bend any creases out to flatten ballots more.
3. 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”.
4. Put a large rubber band around the flattened ballots.
5. Raise your hand and return your flattened ballots to a runner or lead.
  - a. Return the ballots to be duplicated separately. Make sure they have the precinct number on them.

6. The audit control team will do a quality control check of the flattened ballots to verify precinct and ballot type and header card 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.

<b>VOID</b>	
Precinct #	1001
Serial #	02/14-1
<i>AB/CD</i>	
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>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 through mail are scanned and information is stored on the election database as the ballots are tallied. All write-in candidates are reviewed during Adjudication process to verify “Qualified” vs Non-qualified candidates and appropriate votes are assigned to qualified candidates. The adjudication process is conducted after the tally process including the ballots tallied on election night and throughout the canvass 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) and Registration Cards.
3. Inspect the bag for any loose ballots, Results Cartridges and/or VBM Envelopes.
4. Remove PVs with missing signatures, Spoiled PV’s and write “E” on any empty PVs.
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.

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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.

## **CANVASS PROCEDURES**

Canvass Workers and ELVS will search all materials returned from Vote Centers for Ballots, VBM envelopes, CVR 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.

### **Vote Center Supplies Review**

**Overview:** Black precinct supply bags will be staged at Ridder Park starting on E+1. The Canvass Team will search the bags, remove and distribute all relevant materials, and then collapse the bags and store them in hampers for return to the Warehouse.

1. At the warehouse as reverse drayage is completed, ELVS will separate two black precinct supply bags from each vote center's returned equipment. Items are grouped and stored for delivery.
2. ELVS transport and deliver the black precinct supply bags to Ridder Park, this will take multiple trips and days.
3. Two people lift Supply Bag onto table and lay down sideways.
4. Empty entire contents of the bag onto the table including all pockets.
5. Remove and separate all ballots and Vote by Mail Ballot envelopes.
6. Make sure to check secrecy sleeves and all loose provisional envelopes for ballots.
7. Check banded large bundles of provisional ballots for ballots.
8. Search all large envelope for ballots and remove if necessary.
9. Sort contents into separate trays and perform the following tasks:
  - a. Place ballots or machine cartridges into Tray #1 and noting voting precinct number, type, number of ballots, date and time. Immediately assign two people to accompany ballots to the ballot tally room in building #2.
  - b. Place any payroll forms or facility keys into Tray #2. Transport to Canvass operation lead.
  - c. Place Precinct Cell Phones into Tray #4.
  - d. Place any miscellaneous forms into Tray #5.
  - e. Place any electronics into hamper #1.
  - f. Place any unused paperwork into hamper #2.
  - g. Place any unused supplies into hamper #3.
10. Once completely empty, collapse the Precinct Supply Case, and place in hamper for return to the Warehouse.

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Red Lead Bag: Are placed and returned from the vote centers to the Warehouse in a locked supplies caged. Once removed from the cages each bag will have its contents removed and organized, here are some of the contents:

1. Vote Center Procedures Binder
2. Lead Supply Kit (white sealed folder from Daisie)
3. Team 1 Booklet
4. Team 2 Booklet Containing
5. Team Two Closing Statement
6. Envelope # 2 (8.5 x 17 Spoiled Ballots)
7. Envelope # 3 (8.5 x 11 Spoiled Ballots)
8. Envelope # 4 (Surrendered Ballots)
9. Envelope # 6 (Voter Labels)

### **Unused Ballot Box Review**

Unused ballot boxes will be staged in the VC Security Cages in Warehouse B on E+1. The Canvass Team will search the boxes and remove any relevant materials. The boxes will be left in the VC Security Cage in case further review of unused ballots by the Canvass Team is required.

### **Other Materials Review**

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:

1. The number of ballots cast at the Vote Center.
2. The number of voters who signed in to the electronic pollbooks.
3. The number of ballots tallied for the Vote Center plus any ballots left untallied (e.g., challenged provisional ballots, spoiled ballots).
4. The quantity of blank ballot sheets issued to the Vote Center.
5. The quantity of ballots printed at each Vote Center, including misprints and other spoiled ballots.
6. The quantity of unused blank ballot sheets returned by the Vote Center.
7. 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 ELVS 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 is 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 (oval), 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 (oval), 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 oval filled in. For the purpose of this manual tally, do not worry about the actual names written in.
    - a. If the write-in oval is filled in, 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 oval is filled in 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 oval 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 oval filled in (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 (ovals). 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 oval, 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 need to 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 Section 17300.

## **AUTOMATIC RECOUNT**

### **Automatic Recount Criteria**

Pursuant to Board of Supervisors policy, the County of Santa Clara performs an automatic recount for contests with a margin of victory less than 0.25% (one-quarter of one percent) of ballots cast or less than 25 votes. 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 recount will be conducted concurrently with the 1% manual tally as an extension of that tally, pursuant to Elections Code Section 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 attendants. 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, type of ballots, team member's signatures (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 filling in the oval 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 candidates' 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, the 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 fill in the oval 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 (by filling in the oval) 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 fills in the oval 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, strikeouts, 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 fills in the oval 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 fills in the oval next to the write-in space 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 must 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 Section 17300.

## **CERTIFICATION**

Certification is the final process of canvass; 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) takes pride in ensuring that every voter has the opportunity to participate in fair, inclusive, accurate and transparent elections. The ROV intends to work in cooperation with observers and welcomes the public to observe its various election related activities.

To facilitate the coordination of those who wish to observe an election activity, contact the ROV to:

- Confirm date, time, and availability of election activities
- If possible, contact the ROV in advance to let us know of the date and time you wish to observe

The ROV will have designated attendants to accompany observers in secure areas of the ROV office and answer questions as needed. To comply with various legal, confidential, security, safety, and space limitation requirements, the ROV may have restrictions on the number and placement of observers, as well as taking handwritten notes, etc. The ROV will accommodate requests for observation; requests to enter and leave observation areas are subject to availability of ROV personnel.

The ROV designated staff attendant will remain with observers at each designated observation area. By law, observers shall not assist in the operations of the Canvass. To prevent disruption to the election processes, please keep conversations to a minimum while in observation areas.

The ROV has Election Observer Guidelines to assist observers in understanding what observers may and may not do while observing election related activities. These guidelines must be adhered to while observing. Failure to follow the guidelines may result in an observer being asked to leave the premises. A comprehensive list of guidelines can be viewed by asking the staff attendant a copy of the guidelines or by visiting our website at <https://sccvote.sccgov.org/elections/election-observers>.

**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 election official, and in one precinct for each race not included in the randomly selected precincts.
<b>Adjudication</b>	Ballot Adjudication is the process of digitally reviewing ballots, cast by mail or at vote centers, that require a clarification/resolution of the voter’s intent.
<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>Large Envelopes</b>	Vote Center supply plastic envelopes containing specific items such as spoiled ballots, Registration forms, or any other election related supporting documents.
<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 with Voter Center tabulator, ROV central count scanners or abbreviated summary printed from ADA Touch Screen machine (aka ICX).
<b>Vote Center Canvass Report (VCCR)</b>	The official log of the status of each vote center 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.

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<b>E-Poll Book</b>	A secure electronic device containing list of registered eligible voters in voting precincts for the Election.
<b>TrackIT</b>	The software used by the Registrar of Voters to track the location and reporting of various election materials.
<b>VBM Ballot</b>	A Vote by Mail ballot cast by a voter in any way other than at the vote center.
<b>Write-In Ballot</b>	A ballot where the voter has written in the name of a candidate in the appropriate space provided at the end of each contest.