ELECTION GUIDE

Election Worker Procedures

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City of Inglewood
Council District 1 Runoff Election
March 7, 2023

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Lead's Daily Duties Checklist

This Checklist comprises the daily duties of the Lead/Assistant Lead working together. Lead can be doing one action while Assistant Lead is doing another (e.g. Lead conducts **Chain of Custody** (CoC) while Assistant Lead distributes Report Paper/blank Ballots, etc.). Make sure that all items are completed during the timeframe shown below. Pre-Check should have been completed on day prior to Vote Center opening and all materials accounted for.

SETTING UP THE VOTE CENTER:

- ☐ Locate Primary Cart. Break Zip Tie. Obtain and turn on Samsung phone, and perform CoC on Primary and Secondary Carts. Place broken Zip Ties in Broken Zip Tie Bag.
- ☐ Using the Non-Contact Thermometer (found in a SpeedPack with Personal Protection Equipment (PPE)), take the temperature of each Election Worker as they arrive at the Vote Center. If temperature is 100.4° or higher, have Election Worker step outside and re-check after 5 minutes. If still at 100.4° or higher, send Election Worker home and contact Election Worker Services at (800) 815-2666, option 7, to inform them.
- ☐ Assign Election Workers to Clerk positions. Clerks begin setting up ePollbooks under the direction of the FST. Check-In Clerks set up ALL ePollbooks and peripherals. Clerks continue to set up their stations.
- ☐ After first ePollbook has been set up, login to Election Worker Sign-In screen and sign in. Have all Election Workers sign in afterwards. Write down number of ePollbook used for sign-in and use the same ePollbook for sign-in/sign-out every day. If any Election Workers were not listed in the ePollbook, have them complete a blank Stipend Card (found in supplies) and place card in Green Stripe Envelope (GSE). Call Election Worker Services at (800) 815-2666, option 7, to have Election Worker's name added to ePollbook.
- ☐ Perform CoC on BMDs, then after ePollbooks are set up, perform CoC on ePollbooks, BAM Printers, Router and Uninterruptible Power Supplies (UPSs).
- ☐ Distribute Report Paper (found on top, left shelf of Primary or a Secondary Cart) to Vote Area Monitors to print Open Poll Report from each BMD. Vote Area Monitors compare Open Poll Report with Close Poll Report from previous night to ensure no tampering. Two Election Workers sign each Open Poll Report.
- ☐ Distribute blank Ballots from Blank Ballot Box (should have been secured in Primary or a Secondary Cart on Pre-Check Day) to Check-In Clerk positions. Place Blank Ballot Box back in Primary or Secondary Cart it was retrieved from.
- ☐ Complete Vote Center Safety Inspection Card to ensure Vote Center is safe from any hazards. Place in GSE when complete.
- ☐ Ensure traditional Ballot Box is locked with new yellow Zip Tie. NOTE: CoC is not completed on traditional Ballot Box Zip Tie.
- ☐ Collect signed Open and Close Poll Reports from Vote Area Monitors and place in back of Report Paper Envelope, then place envelope back into Primary or Secondary Cart.
- ☐ Designate a large plastic bag to place ALL surrendered VBM Ballots, and write "Surrendered VBM's" with permanent marker. Use the same bag each day until full, then designate another bag if necessary.
- ☐ Make sure all Election Workers are wearing a name tag, and additional languages are notated on the name tag. Lead and Assistant Lead should note their role on their name tag.
- ☐ Confirm all outside signage has been posted as directed in the Election Guide; Section 2 - Setting Up the Vote Center.
- ☐ After all Election Workers are signed in, prepare ePollbook used for sign-in to be used to check in voters.
- ☐ Ensure all Clerks are at their positions and ready for opening of Vote Center.
- ☐ At 10:00 AM (early voting) or 7:00 AM (Election Day), announce outside Vote Center, "The Polls are now open."

Lead's Daily Duties Checklist

DURING THE DAY:

- ☐ Ensure smooth operation of Vote Center. Answer Election Worker/Voter inquiries.
- ☐ Contact Coordinator (if utilized) or Help Desk at (800) 815-2666, option 7, for any procedural inquiries.
- ☐ Contact Field Support Technician (FST) with any voting equipment issues.
- ☐ If any BMDs have a paper jam ensure that the FST completes BMD Maintenance CoC. Bring a new Zip Tie and Integrated Ballot Box (IBB) Seal to be used to secure the IBB after paper jam is cleared. Make sure the Vote Area Monitor remains with the FST while paper jam is cleared to ensure ballot security. After paper jam is cleared, place broken Zip Tie and voided IBB Seal in Broken Zip Tie Bag.
- ☐ Make sure that Voter Processing Procedures are being followed correctly at Check-In Stations. Place any Change of Address Forms, Certification of Voter with Disabilities (VWD) Cards in the GSE. Set aside any voter returned Unsigned Ballot Statements and Signature Verification Statements so they can be placed in the Ballot Security Envelope that night for CIC.
- ☐ Ensure that all Election Workers are sanitizing equipment as required.

CLOSING THE VOTE CENTER:

Preparing for Closing the Vote Center:

- ☐ One to two hours before the Vote Center closes begin preparing the items that will be used at closing:
  - ☐ Put together Ballot Transport Box (BTB)
  - ☐ Collect the following items to be used during Closing Procedures:
    - ◊ Official Ballot Statement
    - ◊ Ballot Transport Box (BTB) Seal
    - ◊ Blank Ballot Box Seal (Lead and Assistant Lead sign this seal)
    - ◊ Ballot Security Envelope (BSE) (More than 1 may be required depending on contents of traditional Ballot Box)
  - ☐ For closing down the BMDs, get the following ready for each BMD:
    - ◊ New white Zip Tie
    - ◊ New IBB Seal
    - ◊ Blank sheet of Report Paper
- ☐ At 7:00 PM (Early Voting) or 8:00 PM (Election Night), announce outside the Vote Center "The Polls are now Closed."

For Closing the Vote Center (After Last Voter has Cast their Ballot and left the Vote Center):

- ☐ Distribute Zip Tie, IBB Seal and blank sheet of Report Paper to each BMD, and new Zip Tie to each ePollbook.
- ☐ Perform Closing the Vote Center CoC using Samsung phone on ePollbooks, BAM Printers, BMDs, Router, UPSs and Primary and any Secondary Carts (only those that need to be secured).
- ☐ After CoC is complete, and all ePollbooks have had time to complete a final sync, Check-In Clerks can pack all ePollbooks in their cases, lock with Zip Tie scanned during CoC, and put them into the Primary or Secondary Cart except one, which is used for obtaining Total Check-Ins and for signing out at end of night.
- ☐ Collect any unused blank Ballot Paper and place in Blank Ballot Box. Seal the Blank Ballot Box with the signed (only Lead and Assistant Lead need to sign) Blank Ballot Box Seal and place in Primary or Secondary Cart. **Only on Election Night,** count the remaining blank Ballots and Voided Ballots in the Blank Ballot Box, and write the numbers on top.
- ☐ Receive voted Ballots from Vote Area Monitors taken from the IBB on each BMD, and any from the traditional Ballot Box. Count all voted BMD Ballots (if large amount, have other Election Workers assist). **Enter number of BMD Ballots on Line 1 of Official Ballot Statement.**

Lead's Daily Duties Checklist

CLOSING THE VOTE CENTER: (Continued)

- ☐ Receive Ballot Security Envelope(s) from VBM/Provisional Clerks. **Enter numbers of various types of envelopes on Official Ballot Statement Lines 2 - 7 using numbers given by VBM/Provisional Clerks.**
- ☐ Obtain Total Check-Ins from last ePollbook Summary Report. **Enter this number on Line 9 of Official Ballot Statement.**
- ☐ Locate previous night's carbon copy of the Official Ballot Statement from GSE. **Enter line 9 from carbon copy onto Line 10 of current Official Ballot Statement.**
- ☐ Complete Official Ballot Statement. Have all Election Workers sign. If Official Ballot Statement balances (lines 8 and 11), place blue and white copy with BMD Ballots in BTB (on top). Carbon copy will go into GSE for reference the following night. If Official Ballot Statement does not balance, conduct one recount only, then enter numbers.
- ☐ Fan through all BMD Ballots. If any are damaged, place on top of the other ballots in BTB. Place blue and white copy of Official Ballot Statement on top and seal BTB with BTB Seal. Set aside to go to Check-In Center (CIC).
- ☐ Seal all BSEs containing envelopes from traditional Ballot Box. Place with BTB going to CIC.
- ☐ Use Samsung phone to scan items being picked up by CIC Staff with SITH Scanner App. Scan any BTBs, BSEs and on Election Night only, scan the GSE. After completing SITH scan, shutdown phone and place in Primary Cart.
- ☐ Place all Security Credentials (lanyards used at BMDs) in Primary Cart. Ensure Election Workers do not leave with the lanyard.
- ☐ Ensure a Close Poll Report was printed from each BMD, signed by two Election Workers, and placed behind the touchscreen of each BMD. All BMDs should have been shutdown properly before locking the IBBs. All broken Zip Ties and voided IBB Seals should be placed in Broken Zip Tie Bag. Once Broken Zip Tie Bag is full, write Service Area Number and date on a Broken Zip Tie Bag Seal and seal the bag. Find another bag to be used.
- ☐ Have all Election Workers sign out on last ePollbook (Lead signs out last), then pack ePollbook and BAM Printer in the case, lock the case with the Zip Tie scanned during CoC, and secure case in Primary or Secondary Cart. Lock Primary Cart with Zip Tie scanned during Closing CoC.
- ☐ Wait for CIC Staff to arrive and pickup the Ballot Transport Box and Ballot Security Envelope(s) to take to the Tally Operations Center (TOC). On Election Night, include Green Stripe Envelope in items to be picked up by CIC Staff.
- ☐ Conduct final walk through to ensure everything is secured, then lock and secure Vote Center.

Line Monitor
Daily Duties Checklist

This Checklist comprises the daily duties of the Line Monitors working together. Make sure that all items are completed during the timeframe shown below.

SETTING UP THE VOTE CENTER:

- ☐ First day of voting, locate the Outside Signs Bag from the Black Supply Tub. Use blue tape to place signs outside and inside the Vote Center as described in the Election Guide, Section 2: Setting Up the Vote Center.
- ☐ Find the Feather Flag (if provided) and put together, if not previously completed. Place outside the Vote Center using the stand or stake, near the street.
- ☐ If Kiosks have not been assembled, then remove from boxes and assemble as directed on the front of each box (also in the Election Guide). If Kiosks have been put together previously, then place the VSAP Kiosk and one of the Election Laws Kiosks outside the Vote Center near the entrance, but out of voter traffic (if necessary, place a weight inside because of wind). Place the remaining Election Laws Kiosk inside the Vote Center near the entrance, but out of voter traffic. Place one Top Two Primary flyer (if available) near, or attach to Kiosks, both inside and outside.
- ☐ Prepare the Official Table by placing the items, as described in the Election Guide, p.16.
- ☐ Prepare a set of Vote Center Wait Time Tracker Cards to be used each day of voting.
- ☐ Find the Website Card to be used for voters to scan the QR codes for the two websites (to obtain a Quick Check-In Code or to access their Interactive Sample Ballot to prepare a Poll Pass).

DURING THE DAY:

- ☐ Greet voters as they arrive at Vote Center and determine if voting at Vote Center or dropping off VBM Ballot. If dropping off VBM Ballot, offer to take VBM Ballot inside or direct to Stop Station.
- ☐ If voting at Vote Center, determine if voter has their Sample Ballot. If not, offer Website Card for voter to scan with phone to obtain a Quick Check-In Code.
- ☐ If line forms and voters will be waiting for a period of time, offer Website Card for voter to scan with phone to access their Interactive Sample Ballot (ISB), so they can make selections on their phone while they are waiting, and create a Poll Pass.
- ☐ Direct voters to Stop Station when ready to enter the Vote Center.

2nd Line Monitor at Door of Vote Center

- ☐ Direct voter to VBM Dropoff or Check-In Station, but do not overcrowd Vote Center.

CLOSING THE VOTE CENTER:

- ☐ Bring in the outside signage and prepare it to be placed outside the next day. If Election Day, pack up all signage and place in Black Supply Tub or SpeedPack.
- ☐ Restock the Official Table with needed items. If Election Day, pack up all items into the Black Supply Tub or SpeedPack.
- ☐ Assist the Stop Station Clerk in bringing in the Stop Station Table.
- ☐ See the Lead for any additional closing duties.

Stop Station Clerk
Daily Duties Checklist

This Checklist comprises the daily duties of the Stop Station Clerk. Make sure that all items are completed during the timeframe shown below.

SETTING UP THE VOTE CENTER:

- ☐ First day of voting, locate the Personal Protective Equipment (PPE) that will be needed at the Stop Station (i.e. hand sanitizer, face masks, gloves, etc.).
- ☐ With assistance if necessary, move the table for the Stop Station outside the door of the Vote Center, and setup the PPE that will be available. Place a chair at the table.
- ☐ Place signage on and around the Stop Station as required by the *COVID-19 Guidelines and Instruction manual*.

DURING THE DAY:

- ☐ Greet voters as they arrive at the Stop Station and offer every voter hand sanitizer.
- ☐ Inform all voters of the current COVID guidelines required inside the Vote Center as defined in the *COVID-19 Guidelines and Instruction manual* (i.e. strongly encourage to wear a face covering, maintain 6 ft. distance, etc.).
- ☐ Direct voters to the 2nd Line Monitor at the door to the Vote Center for admittance.

CLOSING THE VOTE CENTER:

- ☐ Secure the PPE and chair inside the Vote Center.
- ☐ With assistance if necessary, move the Stop Station table inside the Vote Center.
- ☐ Restock the PPE to be used the next day of voting. If Election Day, repack all supplies in the SpeedPack they came from.
- ☐ See the Lead for any additional closing duties.

Check-In Clerk
Daily Duties Checklist

This Checklist comprises the daily duties of the Check-In Clerk. Make sure that all items are completed during the timeframe shown below.

SETTING UP THE VOTE CENTER:

- ☐ Each morning as directed by the Lead, remove all ePollbook Cases from the Primary or a Secondary Cart, and setup and turn on all ePollbooks under the direction of the FST. Check-In Stations should be setup according to the directions found in the *Election Guide, Section 2: Setting Up the Vote Center*.
- ☐ Receive blank Ballot Paper from Lead, and verify that the following is available in the Check-In Station Tote:
  - CVR/Provisional Envelopes in the various languages.
  - Provisional Labels (to be placed on CVR/Provisional Envelopes as needed).
  - Change of Address Forms in the various languages.
  - Paper Write-In Ballots and Privacy Envelopes.
  - Familiarize yourself with the other items contained in the Tote.
- ☐ Place a separate stylus on the front of the Check-In Table for the voter to use. Sanitize the Check-In Station.

DURING THE DAY:

- ☐ As voters arrive at the Check-In Station give each voter the greeting contained on the *Check-In Clerk Script* found in the Tote.
- ☐ Find voters in the ePollbook following procedure on the *Check-In Clerk Job Card* (the *ePollbook Guide* can also be referenced), and process as directed on the *Check-In Clerk Job Card* and the *ePollbook Guide*. Use two hands to place the Ballot in the BAM Printer to ensure a correctly printed QR Code.
- ☐ If a voter needs to complete paperwork (i.e. CVR/Provisional Envelope, Change of Address Form, etc.), do not send them elsewhere to complete the paperwork then return. Have them complete the paperwork at the Check-In Station and complete processing the voter.
- ☐ If a voter returns to Check-In with a Ballot and requires a replacement, DO NOT process Provisionally. It will be required to either Spoil the Ballot or Cancel the Voters Check-In. If unsure how to process a voter call the Lead or Assistant Lead to assist.
- ☐ If a voter gives a Vote Center Wait Time Tracker Card, ask the voter to wait for a moment as you enter the difference between the time on the card and the current time (the elapsed time) into the Time Tracker App on the ePollbook.
- ☐ Sanitize after every voter.

CLOSING THE VOTE CENTER:

- ☐ Allow the ePollbooks about 10 minutes to complete a final sync with the Voter Database, then shutdown all ePollbooks, except one, as directed in the *ePollbook Guide, Section 4; Closing Procedures*. Before placing the ePollbook case in Primary or Secondary Cart, secure case with a Zip Tie scanned during Closing Chain of Custody (CoC), then place where directed.
- ☐ On the remaining ePollbook, access the Summary Report from the LA County Home Screen and provide the Lead with the Total Check-In count.
- ☐ Collect all unused blank Ballot Paper and return to the Lead.
- ☐ Place all extraneous materials (i.e. surrendered VBMs, completed VWD Cards, Change of Address Forms, election trash, etc.) where directed.
- ☐ See the Lead for any additional closing duties.

Vote Area Monitor
Daily Duties Checklist

This Checklist comprises the daily duties of the Vote Area Monitor. Make sure that all items are completed during the timeframe shown below.

SETTING UP THE VOTE CENTER:

- ☐ Each morning receive the Security Credentials on a lanyard from the Lead. Also receive from the Lead enough Report Paper for each of the assigned BMDs. Place behind the screen of each assigned BMD to be used when prompted to print the Open Poll Report.
- ☐ After Chain of Custody (CoC) has been completed by the Lead, turn on each assigned BMD.
- ☐ When the System Ready screen appears, tap the screen and scan the Security Credentials under the BMD on the right side. Enter the 6-digit password located on the bottom of the Security Credentials.
- ☐ Follow the prompts from the screen, and insert the Report Paper when directed. On the second day of voting and each day thereafter, compare the Open Poll Report with the Close Poll Report from the previous night, and verify that the top three numbers match, which verifies no tampering has taken place overnight. After two individuals sign the Open Poll Report, collect all the Open and Close Poll Reports and give to the Lead. If any BMDs assigned are not working, turn off the BMD, lay the screen flat and notify the Field Support Technician (FST).
- ☐ Sanitize all BMDs in preparation for voters to use them.

DURING THE DAY:

- ☐ Greet voters as they arrive at the voting area and direct them to any available voting booth. Give direction as detailed on the *Vote Area Monitor Job Card*.
- ☐ Provide assistance as requested, but give the voter their privacy.
- ☐ If a Paper Jam occurs, follow the directions on p.2 of the *Vote Area Monitor Job Card*.
- ☐ Sanitize each BMD after use by a voter, and clean the touchscreen periodically with a microfiber cloth.

CLOSING THE VOTE CENTER:

- ☐ Receive from Lead a blank sheet of Report Paper, a New Zip Tie and IBB Seal for each BMD assigned. Place the Report paper behind the screen, and the Zip Tie and IBB Seal in the headphone area of each BMD assigned. Lead will complete CoC.
- ☐ After CoC is completed, one person should be on each side of the line of BMDs. Follow the instructions for Closing the Polls on the BMD as outlined in the *BMD Guide, Section 13: Closing the Polls and Vote Reporting*. Verify that the number of Ballots removed from each IBB matches the Total Daily Ballots Cast on the Close Poll Report. Work as a team going down the line of assigned BMDs. Both individuals sign each of the Close Poll Reports before placing it behind the screen of the BMD it was printed from. Give all Ballots to the Lead to be counted.
- ☐ Shut down each BMD as directed, and use the new Zip Tie and IBB Seal to secure each IBB. Place all broken Zip Ties and IBB Seals in the Broken Zip Tie Bag. Sanitize each BMD.
- ☐ Remove lanyard with Security Credentials and give to the Lead before leaving the Vote Center.
- ☐ See the Lead for any additional closing duties.

VBM/Provisional Clerk Daily Duties Checklist

This Checklist comprises the daily duties of the VBM/Provisional Clerk. Make sure that all items are completed during the timeframe shown below.

SETTING UP THE VOTE CENTER:

- ☐ First day of voting, locate the Black Supply Tub that will be used as the traditional Ballot Box. Obtain a yellow Zip Tie from the Lead on a daily basis to secure the traditional Ballot Box.
- ☐ Setup the VBM/Provisional Station with the supplies located in the VBM/Provisional Station Tote, as outlined in the Election Guide, Section 2: Setting Up the Vote Center.
- ☐ Place any signage on and around the VBM/Provisional Station as required by the *COVID-19 Guidelines and Instruction manual*.

DURING THE DAY:

- ☐ Greet voters as they arrive at the VBM/Provisional Station and accept any envelopes containing ballots. Verify the envelopes have been filled out completely, and if required, signed by the voter and any authorized individuals. Voters may choose to drop off their BMD Ballots as well to have them deposited into the traditional Ballot Box. Possible envelopes are:
  - Vote By Mail (VBM) Envelopes - Signed by voter, may also be signed by person dropping off ballot envelope.
  - CVR/Provisional Envelopes - Completed at Check-In Station by Check-In Clerk and voter, and signed by voter.
  - Curbside Envelopes - Completed outside Vote Center and signed by voter.
  - Paper Write-In Ballot Privacy Envelopes - Completed by voter and only Ballot Style and Precinct number should show.
- ☐ Offer every voter an "I Voted" sticker.
- ☐ Offer every voter hand sanitizer before exiting the Vote Center.

CLOSING THE VOTE CENTER:

- ☐ After the last voter has left the Vote Center, break the Zip Tie on the traditional Ballot Box and open Ballot Box (give broken Zip Tie to Lead to be placed in the Broken Zip Tie Bag).
- ☐ Remove all items. Deliver any BMD Ballots to Lead immediately to be included with voted ballot count.
- ☐ Sort all envelopes into the following groups and count each group:
  - VBM Envelopes - Write the number of VBM Envelopes being placed into each Ballot Security Envelope (BSE). Lead does not need to be given the number of VBM Envelopes.
  - Provisional Envelopes containing BMD Ballot - Lead will enter this number on Line 2 of the Official Ballot Statement (OBS).
  - CVR Envelopes containing BMD Ballot - Lead will enter this number on Line 3 of the OBS.
  - Curbside Envelopes containing BMD Ballot - Lead will enter this number on Line 4 of the OBS.
  - Curbside Envelopes containing Paper Write-In Ballot - Lead will enter this number on Line 5 of the OBS.
  - Paper Write-In Ballot Privacy Envelopes - Lead will enter this number on Line 6 of the OBS.
  - CVR or Provisional Envelope containing a Paper Write-In Ballot - Lead will enter this number on Line 7 of the OBS.
- ☐ Write the total number of Provisional Envelopes, CVR Envelopes, Curbside Envelopes and Paper Write-In Envelopes on the BSE where indicated for the envelopes being placed in any specific BSE (Do not place the totals of all envelopes on one BSE, but for the envelopes in each BSE). Write the name of the Vote Center on each BSE. DO NOT SEAL the BSEs. Give BSEs to Lead to seal.
- ☐ Sanitize VBM/Provisional Station and restock any items necessary from supply tote. If Election Night, pack all supplies in tote and place tote in a SpeedPack.
- ☐ See the Lead for any additional closing duties.

Section 1:

Introduction

VOTING SOLUTIONS FOR ALL PEOPLE (VSAP)

Voting. REIMAGINED.

Voting Solutions for All People (VSAP) was developed by the Registrar-Recorder/County Clerk (RR/CC) in 2009 to address an aging voting system and an increasingly large and complex electorate. Since the inception of VSAP, Los Angeles County voters have been the focal point of the design direction. Over 5,000 voters in the County, from all walks of life, participated in focus groups and research activities that helped create the optimal voting experience. VSAP has introduced many new features and components that provide greater accessibility, convenience, and time to vote.

How is the voting experience different?

Voting Solutions for All People has introduced a lot of new changes, such as:

- **Vote Centers:** Voters are able to mark and cast their ballot at any Vote Center throughout the County. The voter is no longer limited to voting at an assigned polling place.

- **Voting Period:** Voting is available for an extended election period. Voters are no longer limited to voting on one day.

- **Ballot Marking Device:** Instead of InkaVote, voters use a Ballot Marking Device (BMD) that is still dependent on a physical paper ballot. The new BMD offers new accessibility features like the use of multiple languages, audio ballot reading, screen settings, and much more.

- **Interactive Sample Ballot (ISB):** Voters have the option to expedite their voting experience by accessing their sample ballots online and digitally making their selections before visiting a Vote Center. The ISB allows voters to mark their sample ballots on a computer or mobile device using their preferred accessibility tools or software, and generate a Poll Pass. At the Vote Center, voters can scan their Poll Pass and transfer their selections onto the BMD to cast their votes.

- **Electronic Pollbooks (ePollbooks):** Replacing paper rosters, ePollbooks allow Election Workers to verify the registration eligibility of any L.A. County voter and allow for same day registration, giving voters the ability to vote at any Vote Center.

To learn more about the history and development of VSAP, visit: VSAP.lavote.gov.

HOW VOTING WILL TAKE PLACE

VOTE BY MAIL (VBM)

As found on the California Secretary of State website, "Every active, registered voter living domestically will be mailed a ballot no later than 29 days prior to Election Day." Now, every active voter in Los Angeles County will be sent a VBM Ballot. All voters will show up in the ePollbook as either VBM Issued or VBM Returned and should be processed accordingly.

LANGUAGES AVAILABLE ON THE BALLOT MARKING DEVICE (BMD)

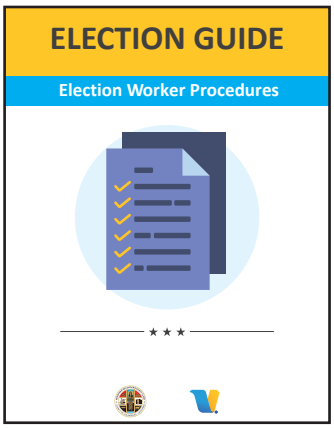
The 10 languages listed below will be available for voters on the BMD (audibly), and in printed material. Other languages will be available for translation by calling the Multilingual Help Line on the Telephone Referral Card.

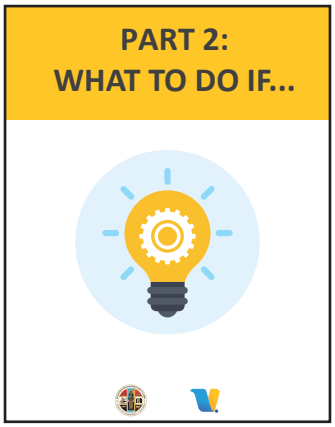
- Armenian
- Burmese
- Chinese (Mandarin & Cantonese)
- English
- Khmer
- Mongolian
- Spanish
- Tagalog/Filipino
- Thai
- Vietnamese

AVAILABLE RESOURCES

ELECTION GUIDE & WHAT TO DO IF...

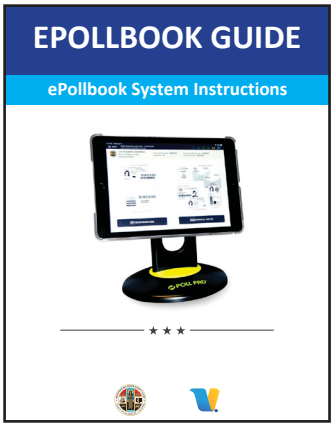
The yellow *Election Guide* now includes the *What To Do If...* handbook, and contains common information for setting up and running your Vote Center.

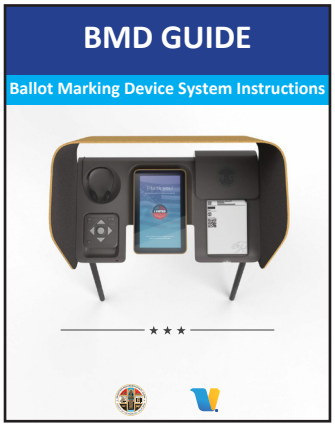




EPOLLBOOK & BMD GUIDES

The blue *ePollbook and BMD Guides* are System Instruction guides.

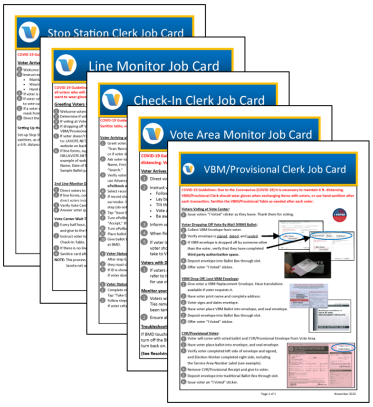


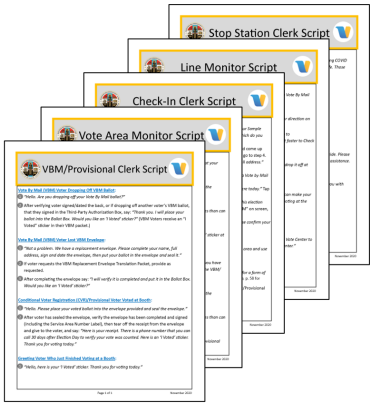


JOB CARDS & SCRIPTS

The *Job Cards* are easy to use cards that outline the different job duty steps for each Clerk position, and the Scripts detail what to say to the voter in each situation. They are useful for quick reference.

Remember to set the Job Cards and Scripts next to each Clerk position.





REMEMBER

Whether you are new or experienced, always review your handbooks; there is always new and updated information.

SUMMARY OF ELECTION WORKER RESPONSIBILITIES

Lead & Assistant Lead: Leads and Assistant Leads are responsible for the overall operation of the Vote Center. They work together with the other Election Workers to assist voters. Leads also resolve any issues inside the Vote Center and those that may arise with voters.

Clerk: Clerks work with the Lead in order to set up the Vote Center and assist voters. Generally, Clerks are assigned to one of the following positions: Stop Station Clerk, Line Monitor, Check-In Clerk, Vote Area Monitor, VBM/Provisional Clerk.

Coordinator: Coordinators (when utilized) roam between assigned Vote Centers to support daily operations. They can be called directly by the Lead or can be dispatched by the RR/CC to resolve procedural problems, or to assist with other issues.

Troubleshooter: Troubleshooters roam between Vote Centers to support daily operations, and are the highest level of support. They are dispatched by the RR/CC to resolve procedural problems, or to assist with other issues. Technical issues with equipment are now the responsibility of the Field Support Technician.

LEAD DUTIES

- Oversee the Vote Center and ensure that operations are moving smoothly and efficiently.
- Communicate with the Help Desk using the County-issued cell phone.
- Set the break schedule for Election Workers.
- Answer questions from voters and Election Workers.
- Handle issues related to Media, Poll Watchers/ Observers, or Electioneering.
- Ensure that Election Worker procedures are followed.

SHARED DUTIES (ALL ELECTION WORKERS)

- Set up the Vote Center each day in order to open by the assigned time.
- Assist voters.
- Close the Vote Center each day.
- Deliver ballots to the Check-In-Center at the end of each night (the Lead and another Election Worker will travel in separate vehicles due to COVID-19).
- Perform any other duties for a successful Election.

LEAD/ASSISTANT LEAD PRE-CHECK DUTIES (Prior to 1st Day of Voting)

- Visit their assigned Vote Center the day before the 1st day of voting (1 PM to 4 PM).
- Check In/Out on Samsung phone.
- Use Pre-Check Checklist to verify all materials at the Vote Center are correct.
- Find and verify all items, secure if necessary.
- Place items that can be placed inside the Vote Center (i.e. Decals on floor, Personal Protective Equipment (PPE), etc.), and set up items inside Vote Center in preparation for Vote Center opening (i.e. Kiosks, inside signage, etc.).
- If time permits, prepare items that will be going outside Vote Center for next day (i.e. Outside signage, Stop Station Table, Feather Flags, etc.).

CHANGES DUE TO THE CORONAVIRUS (COVID-19)

A COVID-19 Guidelines and Instruction Manual was created to define the guidelines put in place at all Vote Centers in Los Angeles County. The 7-page document defines by time of day, what should be done by each position at the Vote Center, and how to post signage at the Vote Center. The COVID-19 Guidelines and Instruction Manual is provided at in-person classes and is available on the Portal and at all Vote Centers.

COVID-19 Guidelines: Because of the risk to all individuals with the Coronavirus (COVID-19), there are new guidelines in place to protect everyone at the Vote Centers. These new guidelines include:

- Maintaining a 6 ft. distance between all other individuals.
- Wearing a face covering is strongly suggested at Vote Centers, but is no longer a requirement.
- Sanitizing voting equipment after each voter.
- Wearing gloves or sanitizing hands after each interaction with others.

Personal Protective Equipment (PPE) that will be available at the Vote Center:

- Face Masks - Voters and Election Workers are strongly encouraged to wear a face mask, but it is no longer required at the Vote Center.
- Sanitizing Wipes - These should be used to sanitize equipment (ePollbook, stylus, BMD), and areas (Check-In table, table used to complete forms, etc.) after each voter.
- Gloves - Gloves will be available for Election Workers and if requested, given to voters.
- Hand Sanitizer - Hand sanitizer will be available and should be used by Election Workers after each voter, if not wearing gloves. All voters will be required to hand sanitize before entering the Vote Center as well.

Specific Clerk Interactions (You will be provided with more specific instruction in class):

- Stop Station Clerk - Informs voters of COVID-19 Guidelines. Offers hand sanitizer.
- Line Monitor - Provides voter assistance and directs voters to VBM drop-off or to Check-In. Face coverings are strongly encouraged. If exchanging materials with voter, should wear gloves or use hand sanitizer.
- Check-In Clerk - Interacts with voters at Check-In Table. Maintain at least a 6 ft. distance from others. Have separate stylus for voters. Always sanitize area, ePollbook and stylus after each voter.
- Vote Area Monitor - Interacts with voters at the BMDs. Maintain at least a 6 ft. distance from others. Sanitize each BMD after every voter.
- VBM/Provisional Clerk - Interacts with voters after voting, and receiving VBM Ballots. Should wear gloves or sanitize hands when exchanging material with voters. Maintain at least a 6 ft. distance from others. Sanitize area after voter contact.

Example of a COVID Sign Posted
At Each Vote Center

Section 2:

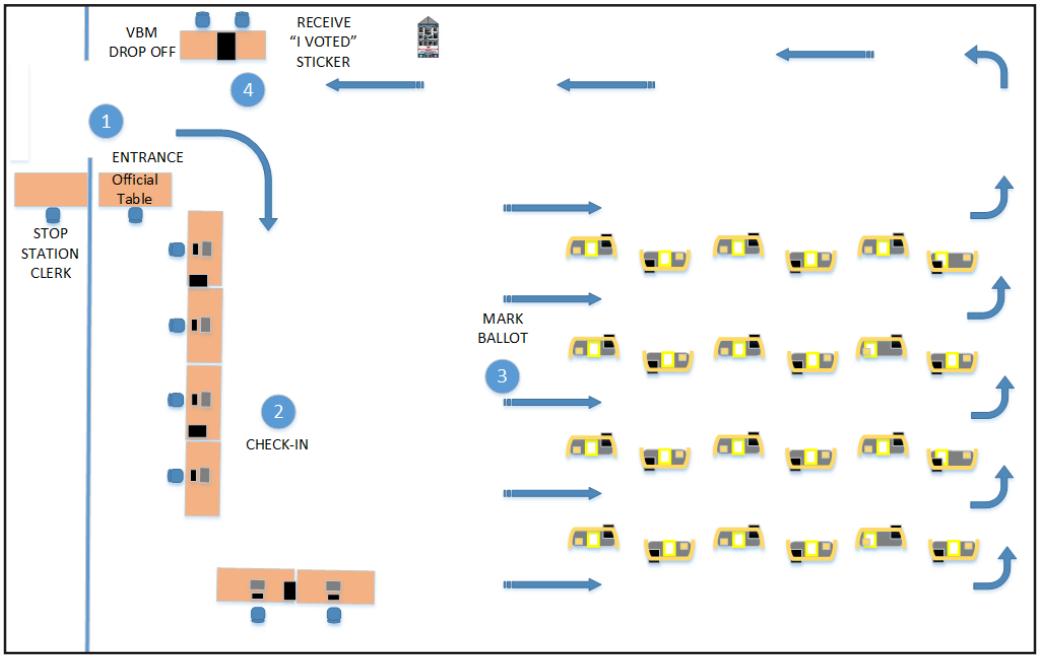
Setting Up the Vote Center

SET-UP OVERVIEW

The diagram below gives a general overview of the Vote Center layout. The shape and size of your Vote Center may vary. Each Vote Center will be set up according to a specific layout that ensures accessibility for all voters. **Do not change the layout in any way.** If you believe there is a problem with the layout in your facility, contact the Help Desk (see Appendix D: Contact Information, p. 58).

See the next several pages for details on setting up the Vote Center.

Sample Layout of a Fixed Vote Center



Sample Layout of a Pop-Up Vote Center

FOOT TRAFFIC AND SAFETY INSIDE THE VOTE CENTER

Ensure a Clear Path of Travel

The path of travel inside the Vote Center should be free of hazardous conditions for all voters, including those using walkers, service animals and wheelchairs. Hazardous conditions could include chairs, power cords, or any other loose objects that are in the path of travel.

Report Incidents to Help Desk

Any unsafe or hazardous conditions should be promptly reported to the Help Desk (see Appendix D: Contact Information, p. 58). Also, any incidents in the Vote Center related to the path of travel, such as a voter or Election Worker who trips or falls, should be promptly reported.

SET-UP OF THE VOTE CENTER

Election Workers must arrive at the Vote Center for set-up one hour before the Vote Center opens.

Follow the steps below for setting up each day that the Vote Center is open.

Vote Center Lead Set-up Responsibilities:

1. Speak with the facility contact to gain access inside.
   (Note: Facility contact information will be provided on the Election Worker Portal at www.Vote4LA.com/pollaccess/)

2. Open the Primary Cart and retrieve the Samsung phone and follow the Chain of Custody process steps below:

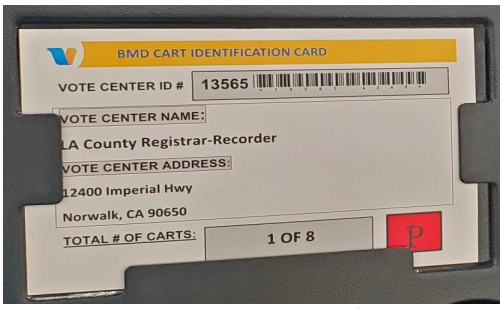
   Opening the Primary Cart:

   - Find the Primary Cart. This will be the cart with the red "P" (as shown at right).
   - Inspect the Zip Tie on the Primary Cart (if the Zip Tie has been tampered with, contact the Help Desk immediately, see Appendix E: Contact Information, p. 59).
   - Break the Zip Tie on the Primary Cart.
   - Remove the cell phones from top shelf.
   - Power on and confirm they are charged (charge if necessary).
   - Log the broken Primary Cart Zip Tie following the Chain of Custody process (See pp. 11 - 12).

3. Assign roles and instruct staff to begin setting up their stations (as referenced on pp. 13 - 20).

4. Find the Primary or Secondary Carts containing the ePollbook cases. Break the Zip Ties and follow Chain of Custody process. Remove all ePollbook cases and have Election Workers assigned as Check-In Clerks begin setting up all ePollbooks as directed by FST.

5. Once the first ePollbook has been set up, Lead signs in and instructs Election Workers to sign in. Use the same ePollbook for Election Worker Sign-In/Out each day of the voting period and each morning and evening (see p. 6 in the ePollbook Guide for instructions on sign in). Have any Election Workers not listed in ePollbook complete a blank Stipend Card. After card is completed and signed by Lead, place in Green Stripe Envelope (GSE). Call Election Worker Services to have missing Election Workers added to ePollbook for future days.



Primary Cart identified with red "P"

Inspect and break Zip Tie

Remove cell phones and other items from top shelf

SET-UP OF THE VOTE CENTER (CONTINUED...)

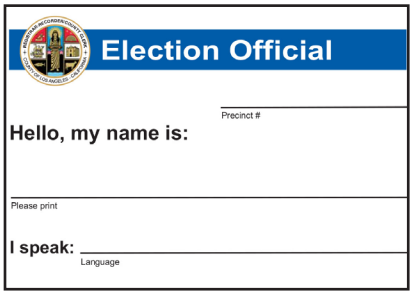
7. Distribute blank ballots to Check-In Clerk stations once ePollbooks are set up. (See Check-In Clerk set-up.)
8. Locate Report Paper in Primary or a Secondary Cart (check **ALL** Secondary carts) and distribute to Vote Area Monitors to print Open Poll Reports for each assigned BMD. Extra white Zip Ties and Integrated Ballot Box (IBB) Seals will be located with the Report Paper.
9. Lock traditional Ballot Box with yellow Zip Tie. (See VBM/ Provisional Clerk set-up.)
10. Complete Vote Center Safety Inspection Card. (See below.)
11. Remind all Election Workers to wear a Name Tag, and note any other language they speak. If an Election Worker speaks one of the other mandated languages, have them place the appropriate "We Speak" sign on the table in front of them.
12. Once the Vote Center is set up, conduct a final assessment and ensure all stations are set up according to procedures and site-specific instructions.
13. Complete ePollbook Election Worker Check-In and select the Get Started button in the ePollbook.
14. At opening time, outside Vote Center, Lead announces aloud that the "Polls are now open."

NAME TAGS

Election Code requires that all Election Workers wear a name tag.

Each Election Worker should complete all information. Lead and Assistant Lead should include their role on name tag.

In the space next to "I speak," Election Workers may write any other languages that they speak (even if the language is not one of the mandated languages).


Election Official

Precinct #

Hello, my name is:

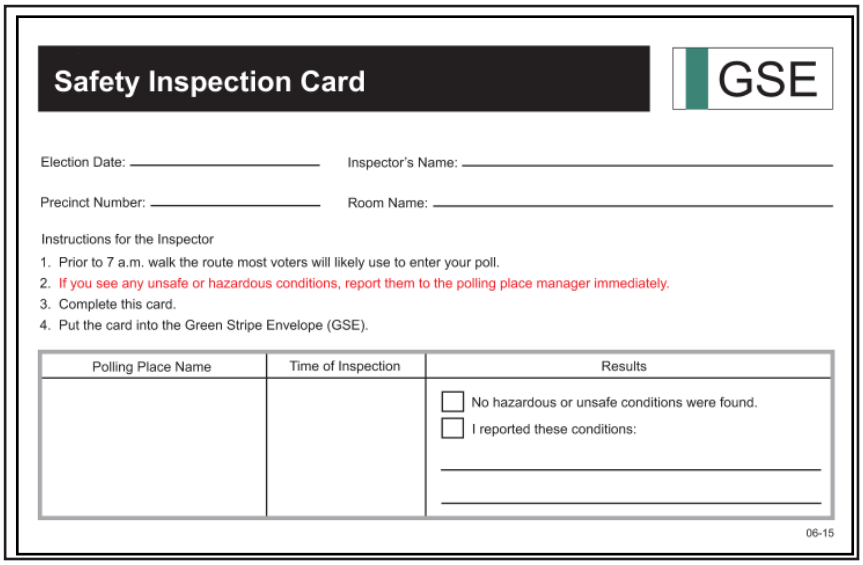
Please print

I speak: _____
Language

VOTE CENTER SAFETY INSPECTION CARD

Verify that the path of travel voters will most likely use to get to the room of the Vote Center is **safe and free of any hazardous objects and conditions.**

Fill out the Safety Inspection Card when setting up. Place in Green Stripe Envelope (GSE) when complete. Complete a new Safety Inspection Card for each day of voting.


Safety Inspection Card

GSE

Election Date: _____ Inspector's Name: _____

Precinct Number: _____ Room Name: _____

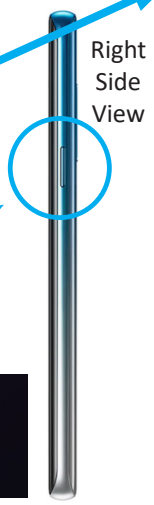
Instructions for the Inspector
1. Prior to 7 a.m. walk the route most voters will likely use to enter your poll.
2. If you see any unsafe or hazardous conditions, report them to the polling place manager immediately.
3. Complete this card.
4. Put the card into the Green Stripe Envelope (GSE).

Polling Place Name	Time of Inspection	Results
		☐ No hazardous or unsafe conditions were found. ☐ I reported these conditions: _____ _____

06-15

USING THE SAMSUNG GALAXY S9 SMARTPHONE

Bottom View



Right Side View

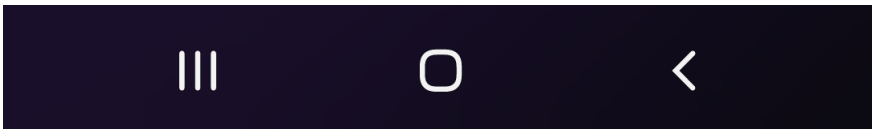
Front View

Charging the Samsung Galaxy S9:

- Charger will be in zipped bag with phone.
- Plug charger into bottom of phone under Home Button. Plug other end into wall outlet.
- Charge throughout the day when not in use.

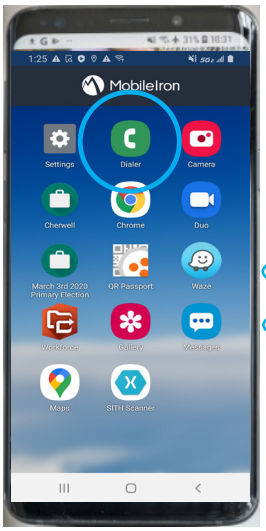
Turning on the Samsung Galaxy S9:

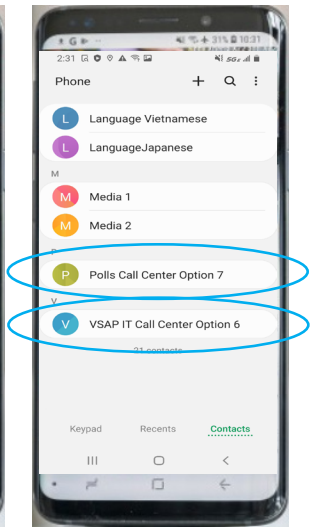
- Press and hold power button on right side to power on.
- Swipe up to unlock, enter passcode: VSAP (8727).
- Home Screen will appear.

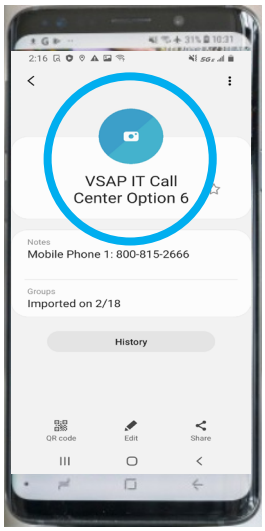


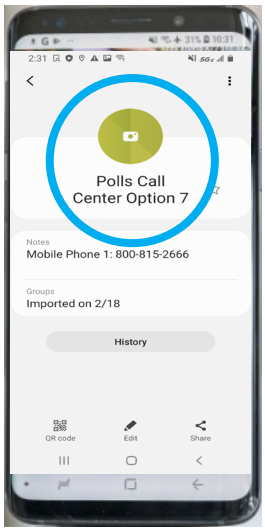
Icon	Description
|||	**MULTI WINDOW.** This button is unavailable in locked mode.
○	**HOME.** Short press while on any app: Will take you to the home screen Long press: Will activate Google Assistant
<	**BACK.** Opens the previous screens in the working sequence until the home screen is displayed. Once the home screen is displayed, it will remain there even when you press the back key.

Phone primarily used by, and in possesion of Lead, but phones are shared with FST.









Home Screen (Example above)	Contacts Touch to get Pre-Programmed numbers	Pre-Programmed Help Desk Touch to select either IT Help Desk (Technical Issues), or Help Desk (Non-Technical Issues)	IT Help Desk - (855) 485-0580 Technical Support	Help Desk - (800) 815-2666 Opt. 7 Non-Technical Support (Can press 7 immediately after talking starts, then 0 to talk to a person)

USING THE SONIM SMARTPHONE

Charging the Sonim Smartphone:

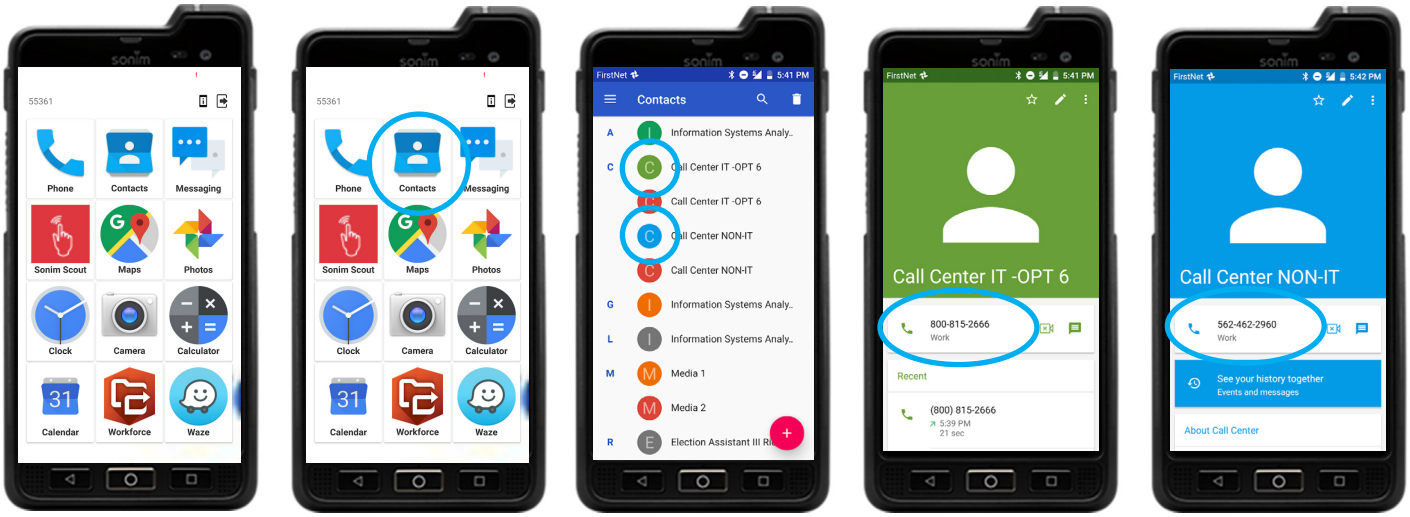
- Charger will be in zipped bag with phone.
- Pull back rubber tab on bottom of phone under Home Button and plug charger into phone. Plug other end into wall outlet.
- Charge throughout the day when not in use.

Turning on the Sonim Smartphone:

- Press and hold power button on left side at top to power on.
- Press Home Button to unlock, enter passcode: VSAP (8727).
- Home Screen will appear.

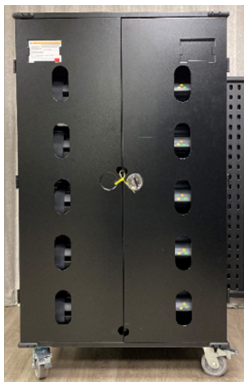
Icon	Description
	BACK. Opens the previous screens in the working sequence until the home screen is displayed. Once the home screen is displayed, it will remain there even when you press the back key.
	HOME. Short press while on any app: Will take you to the home screen Long press: Will activate Google Assistant
	RECENT. Short press: Opens a list of thumbnail images of apps you have worked on recently. To open an app, touch it. To remove any app from this list, swipe the app to the left or right. Double press: Launches the menu options of any app.

Phone primarily used by, and in possesion of FST, but phones are shared with Lead.



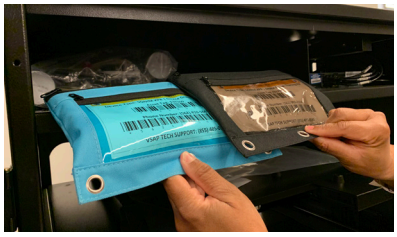
<u>Home Screen</u> (Example above)	<u>Contacts</u> Touch to get Pre-Programmed numbers	<u>Pre-Programmed Help Desk</u> Touch to select either IT Help Desk (Technical Issues), or Help Desk (Non-Technical Issues)	<u>IT Help Desk - (855) 485-0580</u> Technical Support	<u>Help Desk - (800) 815-2666 Opt. 7</u> Non-Technical Support (Can press 7 immediately after talking starts, then 0 to talk to a person)

CHAIN OF CUSTODY

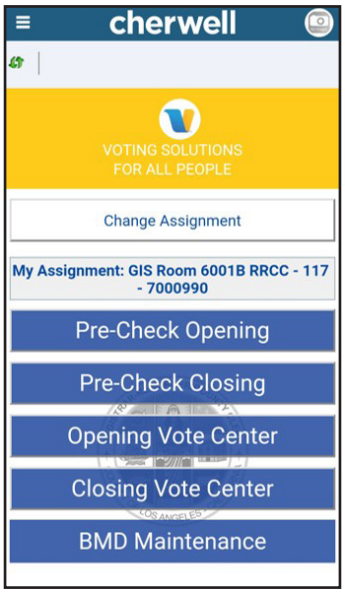


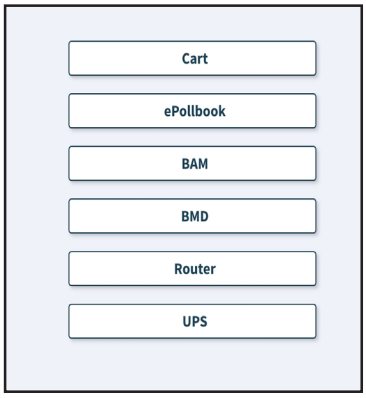
At the beginning of each day, ePollbook cases and phones are stored inside the Primary Cart. This cart has a "**P**" signifying that it is the Primary Cart. There is only one Primary Cart per Vote Center, but there may be several Secondary Carts containing items that need to be secured (e.g. additional ePollbooks, Ballot Paper, Report Paper, etc.). The following procedures are to be followed when performing Chain of Custody.

Break the Zip Tie on the Primary Cart.



Retrieve County-issued Phones (located at the upper left shelf and power on. Log into the Cherwell Chain of Custody application on the Samsung phone by tapping the Cherwell icon.





Dashboard screens at right. These screens are used throughout the application to select the time of scans, and item(s) being scanned. When the Submit button is selected after each scan, another screen lets you select to scan another of the same device, a different device or return to Home (see screen on next page).

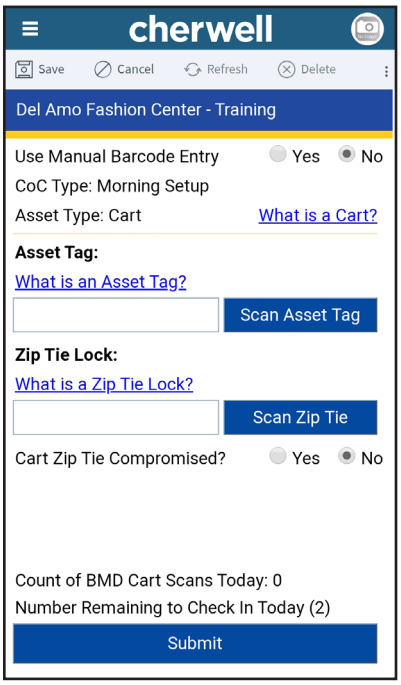
To begin, select Opening Vote Center, then select device being checked. For each time of day, check all devices listed.

Three items are checked during the Chain of Custody process.

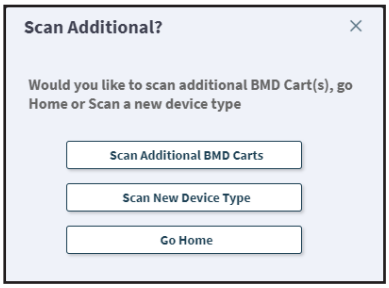
- Asset Tags - Scanned to let the system know the device or item being checked.
- Zip Ties - Only white Zip Ties are used on BMD Integrated Ballot Boxes (IBB), Primary and Secondary Carts, and ePollbook Cases. Only white Zip Ties are scanned during the Chian of Custody process.
- Security Seals - On IBB, Data Port on BAM printer and SIM Card Slot on Router (Observed to verify no tampering).

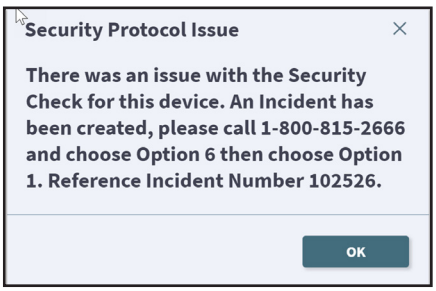
CHAIN OF CUSTODY (CONTINUED...)

Each device screen shows items to be scanned or visually observed. Screen at right shows Asset Tag and Zip Tie are to be scanned, and Check Box is used to verify if Zip Tie or Security Seals have been compromised. Numbers from barcodes can be manually entered, or by tapping the blue "Scan" button at the right of the field, the camera is activated and barcodes can be scanned. Only check "Yes" if Zip Ties or Security Seals have been compromised. After scanning the required items, and verifying if items have been compromised, tap Submit to enter the information.

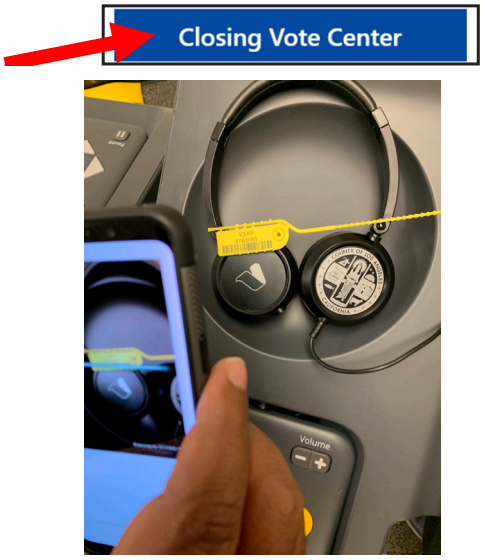


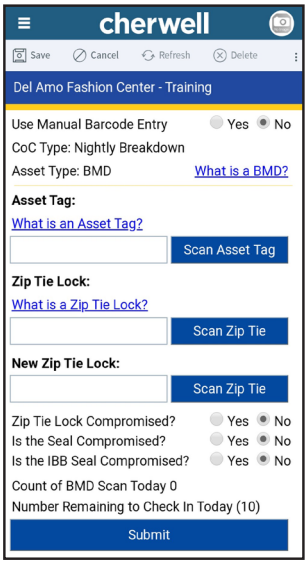
After tapping Submit, a screen (shown below, left) will give the options to scan additional items of the same type, scan a different device type or return to the Home Dashboard screen. If "YES" was selected for a compromised Seal or Zip Tie, you will receive a message with instructions, and an Incident reference number (shown below, right). Inform FST of incident number.





When Closing Vote Center is selected, you will be required to scan a new Zip Tie for each BMDs IBB, ePollbook cases, Primary Cart and any Secondary Carts to be secured. New Zip Tie for BMDs should be placed in the headphone area of the BMD to be used when the Vote Area Monitor has completed shutting down the BMD. For Mobile and Pop-Up Vote Centers that are taken down each night, place the new Zip Tie under the Hand Held Controller to be attached to the Integrated Ballot Box (IBB) the following morning.





At end of each night, the final item to scan is the Asset Tag of the Primary Cart, and the Zip Tie that will be used to lock the Primary Cart. After scanning these items, tap the Home Button at bottom of the phone, access the SITH App to scan items going to the CIC (follow procedure on p. 40). Once complete, power off the phone, place on the top left shelf of Primary Cart. Then before leaving, lock the Cart with the Zip Tie that was scanned.

CHECK-IN CLERK (EPOLLBOOK) SET-UP:

Follow the steps below for setting up the Check-In Table:

1. After removing ePollbook cases from Primary or a Secondary Cart, Clerks will set up all ePollbooks with direction from the FST. Vote Center Lead signs in on one ePollbook and uses the same epollbook for Sign-In/Sign-Out each day. Refer to the ePollbook Guide for setup procedures.

   Note: The Ballot Activation Mechanism (BAM) printers will also be equipped with paper guides to help ensure that Quick Response (QR) codes print properly.

2. All Election Workers will sign in on the same ePollbook.

3. Lead should perform Chain of Custody (CoC) after all ePollbooks are set up. Broken Zip Tie from ePollbook case should be placed in the case until CoC is complete, then place in Broken Zip Tie Bag.

4. Set up all Check-In Clerk supplies found in totes (including the following):
   - Job Cards and Scripts
   - Telephone Referral Cards
   - “Stop We Need You” Form
   - CVR/Provisional Materials
   - Change of Address Forms
   - Voter Registration Forms
   - Pens
   - Pen Foam Grips (Accessibility Tool)
   - Magnifier (Accessibility Tool)
   - Signature Guide (Accessibility Tool)
   - Note: The Coordinator (if available) or Troubleshooter can provide additional stylus if needed.

5. Lead distributes ballots to Check-In Clerks:
   - Inspect seal on Blank Ballot Boxes containing blank ballots (if any show signs of tampering, contact the Help Desk). Break the seal on first Blank Ballot Box.
   - Distribute ballots to each Check-In Clerk. Ballots are packed in bundles of 100.

Example of Check-In Clerk Stations after Set-Up

CHECK-IN CLERK (EPOLLBOOK) SET-UP: (CONTINUED…)

Setting Up the Check-In Clerk Station

- Remove ePollbook and BAM printer from case and set up station with direction from FST, but verify that the number on the luggage tag on the case matches the tag on the ePollbook and the tag on the BAM printer. If numbers do not match, the ePollbook and BAM printer will not communicate with each other. All other components should be on Check-In Table.

Figure 1

Figure 2

- Lay ePollbook face down on table and connect stand arm (still connected to base) to back of ePollbook. Should see the word "iPad" through the hole in stand arm as shown in Figure 1.
- Rotate stand arm counter-clockwise 1/4 turn until it clicks.
- Stand ePollbook on its base. Home Button should be on the right.
- Connect BAM printer to its power cord and turn on BAM printer.
- Connect lightning cable to ePollbook; cord should run through the hole on stand arm from back to front as shown in Figure 2. Once plugged in, the ePollbook will power on, and automatically connect to BAM printer through Bluetooth.
- Lead will provide each station with blank ballots.

Remember to set up, and turn on all ePollbooks.

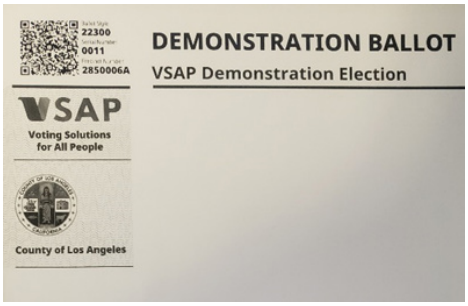
Equipment Usage

Proper placement of BAM Printer and ePollbook is shown at right. BAM printer should be placed directly in front of Check-In Clerk so that ballots can easily be placed in BAM printer using both hands.

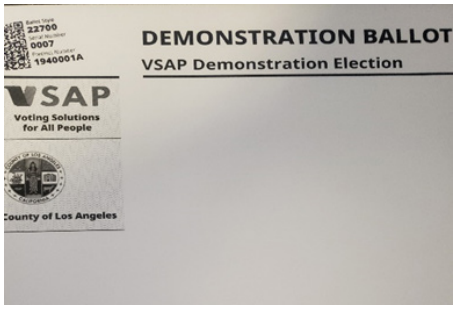
Avoid Bad QR Codes - Proper Placement of Ballot into BAM Printer

It is important ballot is placed properly into the BAM printer completely straight, feeding into the printer to avoid a bad QR Code print-out on the ballot (see examples below, right). Insert ballot into BAM printer with both hands. Place the ballot into the feed tray so it is inserted within the paper guide on the tray, as shown below.

Good QR Code



Bad QR Code



VOTE AREA MONITOR SET-UP:

1. Power on BMDs after Lead completes Chain of Custody process for BMD Zip Ties and IBB Security Seals.
2. Distribute and prepare Vote Area Monitor supplies.
3. Receive blank Report Paper from Lead and Open the Polls on all BMDs (See BMD Guide for detailed instructions). Reconcile Open Poll Reports by finding the Close Poll Report from the previous night behind touchscreen. Verify that the Total Ballots Printed, Total Ballots Cast and Total Emptied Ballot Box from previous night matches the same items on Open Poll Report. See examples Below.
4. Two Election Workers sign all Open Poll Reports, then both reports can be placed in the Report Paper Envelope behind blank Report Paper.

Example of Open Poll Report

Vote Center Report
County of Los Angeles

OPEN POLL REPORT:

Date:	02/04/2021	**Time:**	9:55:39 AM
Date:	10/25/21	Time:	9:25:30 AM
BMD ID:	3026083	**Election Title:**	LOS ANGELES COUNTY MOCK ELECTION
Ballot Full Count:	200	**Election Jurisdiction:**	Los Angeles
HW Test Results:	Passed Inspection		
Software version:	1.6.3	**OS version:**	1.6.3

TOTALS:

Total Ballots Printed:	167
Total Ballots Cast:	159
Total Emptied Ballot Box:	2
Total Reopened:	3
Total Daily Ballots Printed:	0
Total Daily Ballot Cast:	0

Vote Center Lead Signature Election Worker Signature

Example of Previous Night's Close Poll Report

Vote Center Report
County of Los Angeles

CLOSE POLL REPORT:

Date:	02/04/2021	**Time:**	4:49:08 PM
Date:	10/24/21	Time:	7:20:42 PM
BMD ID:	3026083	**Election Title:**	LOS ANGELES COUNTY MOCK ELECTION
Ballot Full Count:	200	**Election Jurisdiction:**	Los Angeles
HW Test Results:	Passed Inspection		
Software version:	1.6.3	**OS version:**	1.6.3

TOTALS:

Total Ballots Printed:	167
Total Ballots Cast:	159
Total Emptied Ballot Box:	2
Total Reopened:	2
Total Daily Ballots Printed:	91
Total Daily Ballot Cast:	82

Vote Center Lead Signature Election Worker Signature

LINE MONITOR SET-UP:

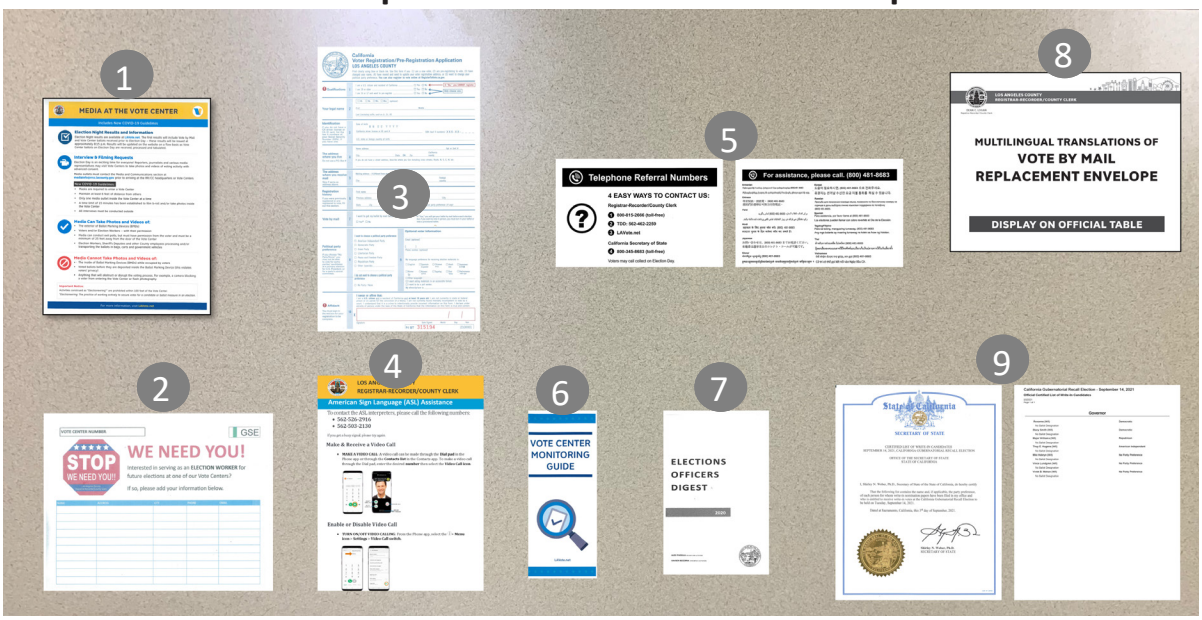
1. Post one "Election Laws" Kiosk inside Vote Center. Post "Top Two Primary" notice near Kiosk, or attach to Kiosk. These may be left overnight. Each day, confirm that Kiosk and notice are still properly displayed.
2. Post signs outside Vote Center (see pp. 17 - 20 for instructions for posting signs). Two Kiosks will be set-up outside. Post "Top Two Primary" notice near Kiosk, or attach to Kiosk.
3. Set up the Official Table supplies using example on next page.

LINE MONITOR SET-UP: (CONTINUED...)

Items on the Official Table include:

1. Media at the Vote Center
2. "Stop, We Need You" Signup Sheet
3. Voter Registration Forms
4. ASL Assistance Reference Flyer
5. Telephone Referral Card
6. Vote Center Monitoring Guide
7. Election Officers Digest
8. VBM Replacement Envelope Translation Packet
9. Qualified Write-In Candidate List
10. Voter Information Guides (if provided, for voter reference only. Do not allow voters to take)

Example of Official Table After Set-Up



VBM/PROVISIONAL CLERK SET-UP:

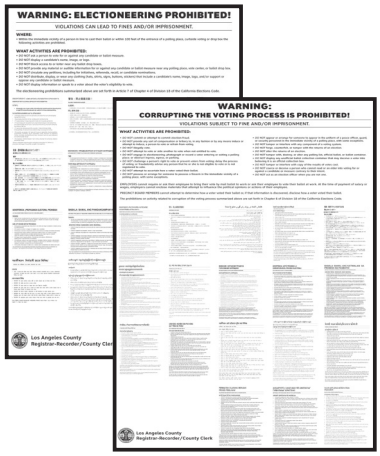
1. Secure the traditional Ballot Box using a <u>yellow</u> Zip Tie from the Lead each morning.
2. Set up supplies found in tote (including but not limited to):
   - Job Card and Script
   - Stationery Supplies
   - "I Voted" stickers
   - Voter Registration Forms
   - VBM Replacement Envelopes Translation Packet

STOP STATION CLERK SET-UP (OUTSIDE VOTE CENTER ENTRANCE):

1. Set up the Stop Station Table with supplies for voters. Be sure to wear gloves when putting items on table.
   - Masks (strongly encouraged, but not required)
   - Gloves (if requested)
   - Hand Sanitizer
2. Post any signage from supplies.

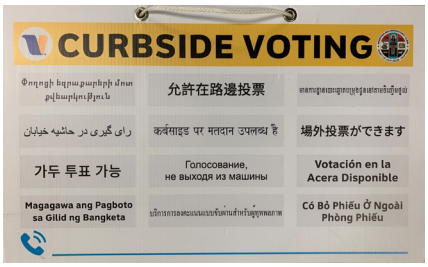
OUTSIDE SIGNS

Post Outside



"No Electioneering" and "No Corrupting" Signs

- Hang the American Flag so that it is visible from the street (stars in upper left corner as seen from street).
- Post two "Electioneering Prohibited" signs in two different directions, 100 ft. from the entrance of the Vote Center, and another two "Electioneering Prohibited" signs in two different directions, 100 ft. from the Curbside voting area.
  (A 100 ft. string is provided in the supplies to measure.)
  In addition, post one new "Corrupting the Voting Process is Prohibited" sign with each "Electioneering Prohibited" sign.
- Post all Directional Arrow Signs so that the Vote Center is easy to find. If more are needed contact Coordinator.
- Post the Curbside Voting Sign and metal wire stake so that it is visible near parking area. (See next page for instructions.)

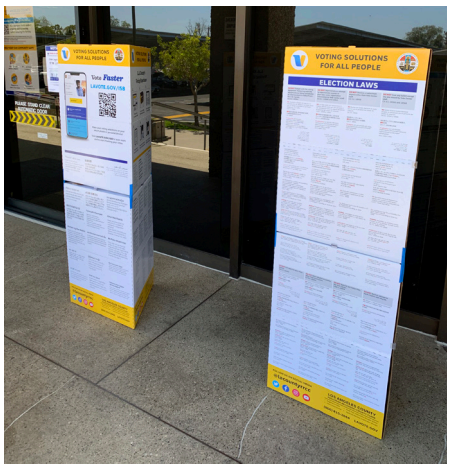


Post Outside Entrance of Building

- "Vote Here" Sign

Post Just Outside Entrance to Vote Center Room

- "Election Laws" Kiosk
- "VSAP" Kiosk
- Post "Top Two Primary" notice on wall near Kiosks or attach to a Kiosk.

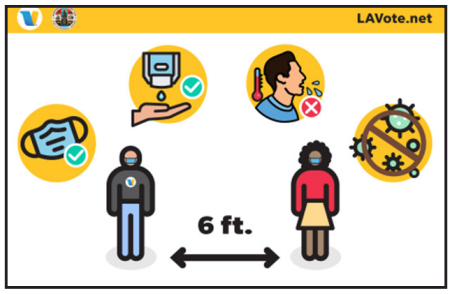


Post Near Street

- 10 ft. Feather Flag

COVID-19 Signs

- Post as directed in the *COVID-19 Guidelines and Instructions Manual*.



OUTSIDE SIGNS: CURBSIDE VOTING SIGN

How to Set Up the Curbside Voting Sign

Using a marker, write the phone number from the Samsung phone assigned to the Vote Center on the Curbside Voting Sign and place where voters arriving at the Vote Center will see it and may request assistance without having to go inside.

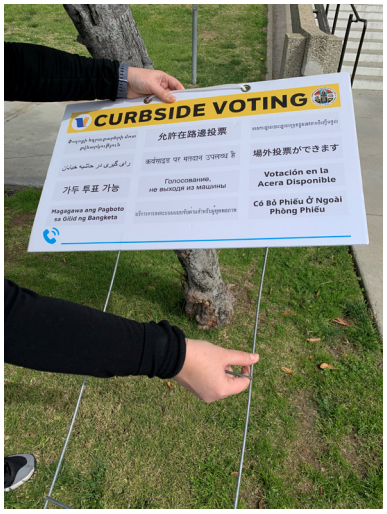
Set-up the Curbside Voting Sign so it is visible from the parking area to all arriving voters. A wire stake, found in the supplies, should be attached so the sign can be easily placed in grass or dirt. If there is no grass, dirt, or similar area to place the sign, it may be affixed to a wall or similar surface near the parking area.

(For information on providing Curbside Voting assistance, see p. 24.)

Write Lead's County-issued Samsung phone number with marker

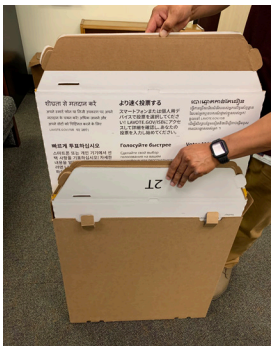
ASSEMBLING THE CURBSIDE VOTING SIGN

Insert the wire stake into the perforations on the bottom of the sign.



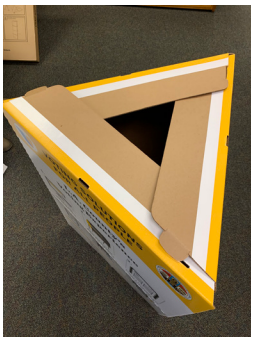
KIOSKS

Most signs inside the Vote Center, as well as outside the Vote Center, are found on Kiosks. Position the Kiosks so they are accessible to voters, without blocking the voter's path of travel. Place a weight inside bottom section, if possible for outside kiosks.



Follow the steps below for setting-up all the Kiosks:

- Remove two Kiosk sections from each box and unfold.

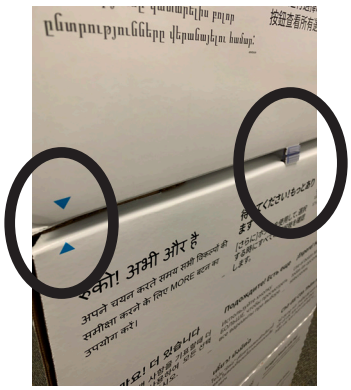


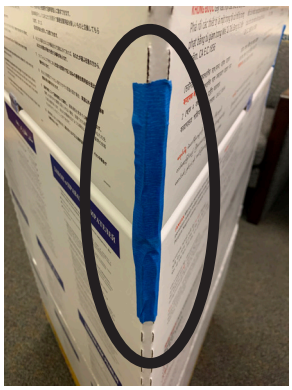
- On each section, fold flaps down on top and bottom. Insert tabs from each flap, down into slot on adjoining flap.

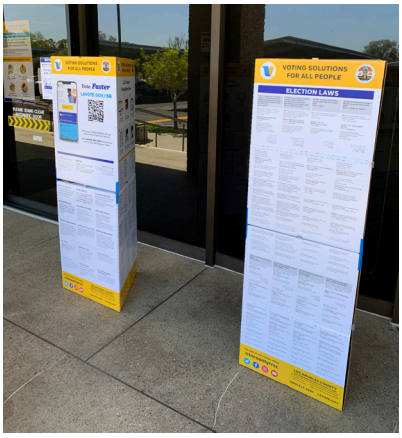
- Remove plastic clips from Black Supply Tub. Attach angle clips to middle of each section.

- Attach H clips to three tabs sticking up on bottom section.

- Stack top section onto bottom section by aligning the arrows (blue arrow to blue arrow, yellow arrow to yellow arrow), and the H Clips. Place blue tape on corners for stability.







- Place VSAP Kiosk and one Election Laws Kiosk outside, and remaining Election Laws Kiosk inside.

FEATHER FLAG

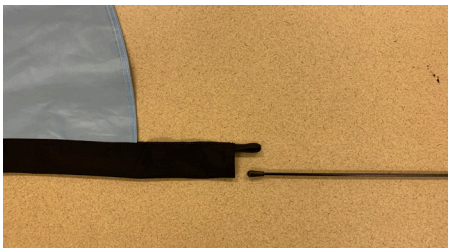
A new item to be set up outside is the Feather Flag. It can be set up using the stand or the stake in the ground.

Follow the steps below for setting up the Feather Flag:

- Remove all parts from the bag.

- Connect the long rods together, then add the short rod, and then the flex rod.

- Insert the connected rods into the Feather Flag. Clamp at bottom of rod should slide up to connect to bottom loop on Feather Flag. After connecting bottom loop on Feather Flag, pull clamp down to stretch Feather Flag, then tighten clamp.



- If using the stand, first remove the blue cap if still on stand, then fill the bladder with water to weigh down the stand, or insert stake into the ground and place Feather Flag on stake.

Section 3:

Assisting Voters

HOW VOTING WORKS: SUMMARY

Voter is greeted by Line Monitor and directed to Check-In or Vote By Mail drop off.

Voter is sent to Check-In Table. Check-In Clerk searches for Voter's record in ePollbook.

Voter's record is found with no exceptions.

- *Voter signs ePollbook.*
- *Ballot is printed and issued to voter.*

- *Voter takes ballot to Vote Area, and is directed by Vote Area Monitor to first available BMD.*
- *Vote Area Monitor is available for any issues that arise.*

- *Voter votes and casts ballot at the BMD.*
- *After casting their ballot at the BMD, voter is directed to VBM/Provisional Table.*

- *Voter receives "I Voted" sticker and exits.*

Voter's record is not found, or has CVR/Provisional exceptions.

- *Election Worker and CVR/Provisional Voter complete pink CVR/Provisional Envelope.*
- *CVR voter's information is entered into ePollbook from CVR/Provisional Envelope.*
- *Ballot is printed and issued to voter.*

- *Voter takes ballot and CVR/Provisional Envelope to Vote Area, and is directed by Vote Area Monitor to first available BMD.*
- *Vote Area Monitor is available for any issues that arise.*

- *Voter votes at the BMD, but is not able to cast ballot into Integrated Ballot Box.*
- *After printing their ballot, voter is directed to the VBM/Provisional Clerk to complete CVR/Provisional process.*

- *Voter arrives at VBM/Provisional table.*
- *VBM/Provisional Clerk instructs voter to insert Provisional or CVR ballot into completed CVR/ Provisional Envelope, and seal envelope.*
- *VBM/Provisional Clerk verifies that envelope is completed and signed, then removes CVR/ Provisional Receipt and gives Receipt to voter.*
- *Voter receives "I Voted" sticker and exits.*

PROPER CONDUCT AT THE VOTE CENTER

Diversity Awareness:

It is the responsibility of all Election Workers to operate their Vote Center in a courteous, fair, and non-partisan manner. Election Workers should refrain from:

- Discussing topics related to the ethnicity, culture, religion, and gender of an Election Worker, voter, or any other person at the Vote Center.
- Discussing any disability that a voter may have (unless it's necessary to discuss the disability in order to provide assistance).
- Gossiping or spreading rumors about any voter or Election Worker.

It is important to respect all individuals visiting the Vote Center - whether inside or outside. Please be diplomatic and patient with all voters. Overall, avoiding the above topics of discussion will prevent conversations from being taken out of context or being misconstrued.

Sexual Harassment:

Please be respectful of other individuals' personal space. This includes all Election Workers' and voters' personal space. Refrain from any inappropriate physical contact or similar actions.

It is important to remember that Vote Centers are considered LA County facilities for the voting period, and the task of serving as an Election Worker should be conducted with the utmost professionalism. All Election Workers are representatives of the Los Angeles County Registrar-Recorder/County Clerk.

PROVIDING ASSISTANCE TO VOTERS WITH SPECIFIC NEEDS

When interacting with voters, proactively look for individuals who may need assistance, such as voters with specific needs. The list below offers some tips and items each Clerk position should be familiar with in order to better assist voters.

- **Wait, recognize**, and **listen**. Use patience and pay attention to voters to determine what assistance may be necessary.
- Have a pen and piece of paper handy to communicate by writing, if needed.
- Communicate with other Election Workers. Generally, the Line Monitor is the first person to interact with voters. Inform other Election Workers should a voter need specific assistance.

Remember: Disabilities can be either **hidden** (not apparent until the voter interacts with an Election Worker) or **visible**.

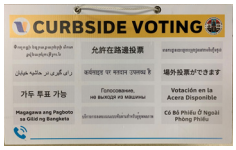
Appendix C: Working with Voters with Specific Needs, provides additional information.

PROVIDING ASSISTANCE TO VOTERS INSIDE THE VOTING BOOTH

If a voter still requests assistance inside the voting booth, follow the instructions on p. 28 of the ePollbook Guide.

Note: the Ballot Marking Device (BMD) was designed to be accessible for all voters. Election Workers should help make voters aware of the various accessibility features of the BMD in case they prefer to vote independently. (See the BMD Guide for a full description of the BMD's settings and accessibility features.)

PROVIDING CURBSIDE VOTING



What is Curbside Voting? Voters who are physically unable to enter the Vote Center to vote may vote outside through the use of Curbside Voting.

TO ASSIST WITH CURBSIDE VOTING, FOLLOW THE STEPS BELOW:

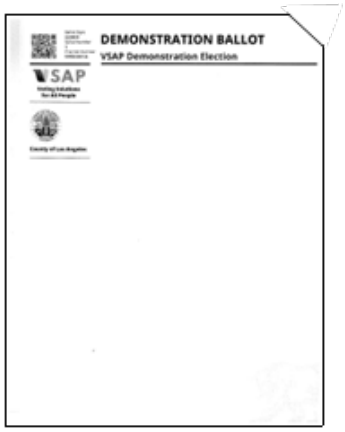
Find voter in ePollbook. If not found, curbside voter must vote Conditional Voter Registration (CVR). Voter is informed they can vote by using the Interactive Sample Ballot (ISB) on their phone or our County-issued phone, to either complete a Poll Pass, or they can write out all the contests and their selections on a Paper Write-In Ballot. Procedure for each choice is below. (See next page for materials to take outside to voter.)

POLL PASS	PAPER WRITE-IN BALLOT	CVR
1. Voter completes and signs Certification of Voter with Disabilities (VWD) Card. Election Worker completes their section. Use VWD Card to find voter in ePollbook. 2. Voter's record is found, ballot is printed from ePollbook and placed in Curbside Envelope. Take outside to voter along with Curbside Voting Procedures Packet. 3. Voter uses phone to access ISB and creates Poll Pass. 4. Election Worker takes Poll Pass and ballot to BMD and prints voter's selections on ballot from Poll Pass, then places ballot into Curbside Envelope. 5. Election Worker takes envelope to voter to verify their selections. When verified, voter places ballot back into envelope and seals envelope. 6. Voter completes information on Curbside Envelope and signs envelope. Election Worker checks box labeled "BMD" on envelope and enters Service Area number. 7. Election Worker issues voter "I Voted" sticker, then takes Curbside Envelope to VBM/ Provisonal Clerk to be placed in traditional Ballot Box. 8. VWD Card is placed in Green Stripe Envelope (GSE).	1. Voter completes and signs VWD Card. Use VWD Card to find voter in ePollbook. 2. Voter's record is found, ballot is printed from ePollbook and placed in Curbside Envelope. Take outside to voter along with Curbside Voting Procedures Packet. 3. Voter chooses to use Paper Write-In Ballot. Election Worker writes Ballot Type and Precinct Number from BMD Ballot onto Paper Write-In Ballot and inserts BMD Ballot into Curbside Envelope. 4. Voter uses Sample Ballot, or uses phone to access ISB and uses ISB to write contests and selections on Paper Write-In Ballot. 5. When complete, voter places Paper Write-In Ballot into Curbside Envelope and seals envelope. 6. Voter completes information on Curbside Envelope and signs envelope. Election Worker checks box labeled "Written" on envelope and enters Service Area number. 7. Election Worker issues voter "I Voted" sticker, then takes Curbside Envelope to VBM/ Provisional Clerk to be placed in traditional Ballot Box. 8. VWD Card is placed in GSE.	1. Voter's record is not found in ePollbook. Voter fills out a CVR/ Provisional Envelope. 2. If voter wants to vote with a Poll Pass, then envelope is brought to a Check-In Clerk to have information entered and a ballot printed. Continue with steps 3 - 8 under Poll Pass, except ballot will go into CVR/Provisional Envelope instead of Curbside Envelope. In this case, write "BMD Ballot" in comments section of CVR/ Provisional envelope. 3. If voter wants to vote using the Paper Write-In Ballot, continue with steps 4 - 8 under Paper Write-In Ballot, except ballot will go into CVR/Provisional Envelope instead of Curbside Envelope. In this case write "Written Ballot" in comments section of CVR/ Provisional Envelope.

PROVIDING CURBSIDE VOTING (CONTINUED...)

- **Take the following out to the voter:**

Printed Ballot from ePollbook
(Placed in Curbside Envelope)

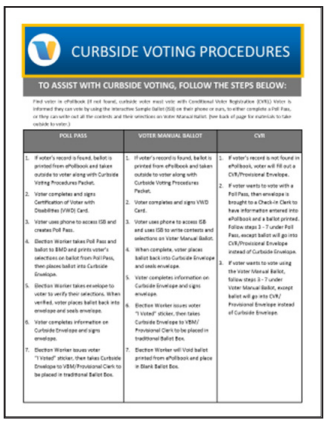


County-issued Phone

Clipboard
and Pen

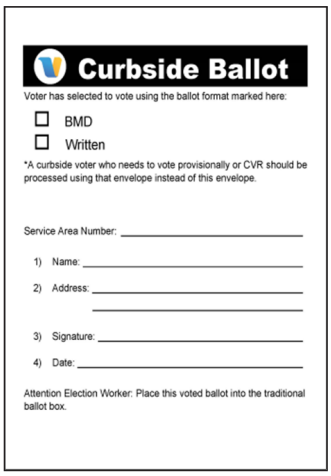
- **Curbside Voting Procedures Packet (Which includes):**

Instruction Sheet

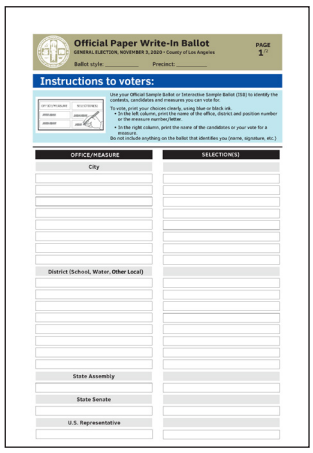


VWD Card

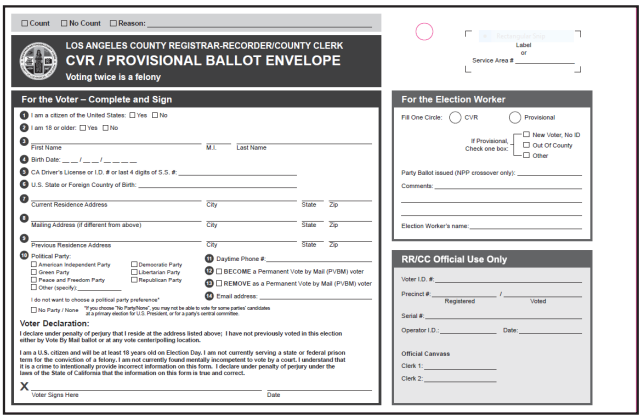
Curbside Envelope



Paper Write-In Ballot



- **CVR/Provisional Envelope (If CVR or Provisional Voter):**



OFFICIAL PAPER WRITE-IN BALLOT

The Official Paper Write-In Ballots will be found in a box labeled Generic Ballots and some should be placeed next to the Check-In Clerks. This ballot is available to voters in the following situations:

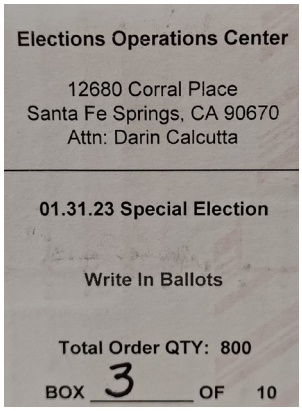
- A Curbside Voter is unable to use the Interactive Sample Ballot (ISB), or chooses not to use BMD Ballot.
- The Ballot Marking Devices are unavailable for use.
- A voter is unable, or chooses not to use a Ballot Marking Device.

The voter will be required to write down the contest(s) they wish to vote on, and the choice(s) within the contest they wish to vote for. If a voter uses an Official Paper Write-In Ballot, they will need to have knowledge of the correct ballot for their address, to determine this:

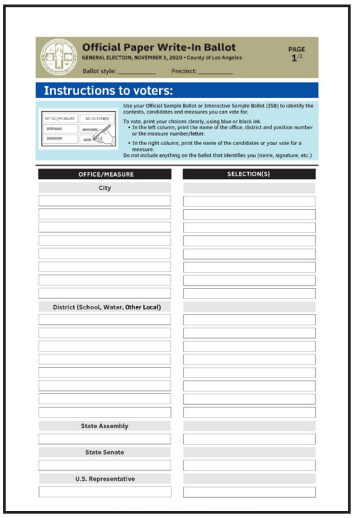
- They can use their Sample Ballot or someone else's at their address, or
- They may be assisted using the ISB to determine their ballot choices.

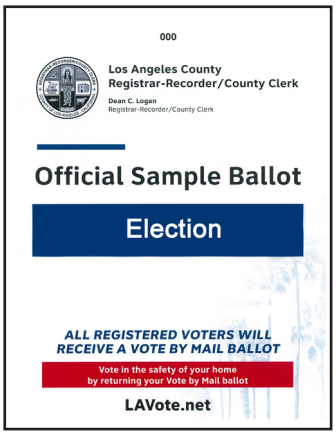
To do this the voter may use their mobile device or can be assisted by using your County issued phone (go to https://isb.lavote.gov/). At this site, the voter will enter their last name, date of birth, and house number. After doing so, their ballot choices will appear in the ISB.

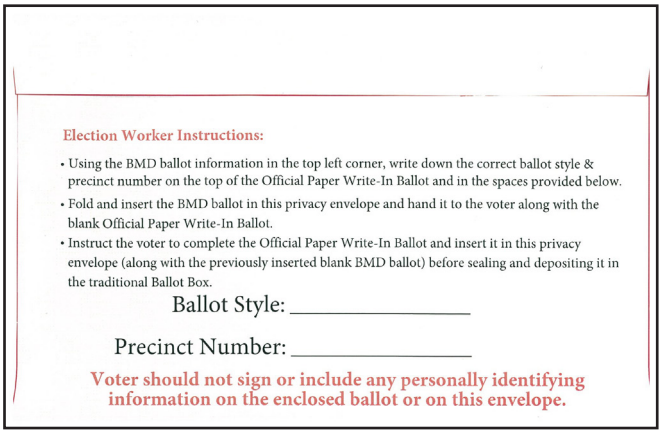
Example of Generic Paper Write-In Ballots Box Label



Example of Paper Write-In Ballot







Procedures for assisting a Curbside Voter can be found in the Curbside Voting Procedures Packet. Procedures for assisting a voter in the Vote Center who does not wish to vote on the BMD can be found on the back of the Paper Write-In Ballot Privacy Envelope (shown at right).

For questions regarding the use of the Official Paper Write-In Ballot, call the Help Desk.

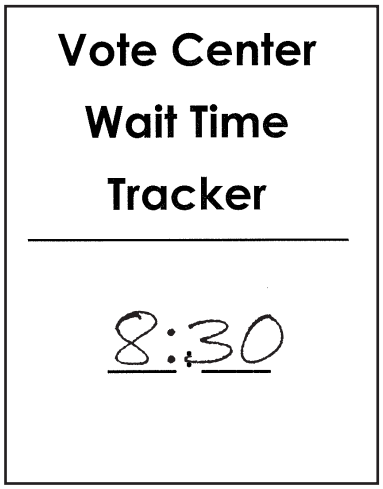
LINE MONITOR DUTIES

The Line Monitor will be the first interaction that Los Angeles County Voters will have when entering the Vote Center. There will be two Line Monitors sharing assigned duties.

The Line Monitors Duties (Reference the Line Monitor Job Card and Script)**:**

1. Greet the voter.
2. Inquire if the voter is there to drop off a Vote By Mail (VBM) ballot or to vote at the Vote Center. If entering the Vote Center, the voter is directed to the Stop Station Table. If dropping off a VBM envelope, the Line Monitor can take it to the Vote by Mail drop off for the voter.
3. If lines have formed, suggest the use of the Interactive Sample Ballot. Voter can scan QR Code from the Website Card taking them to isb.lavote.gov to create a Poll Pass.
4. If voters do not have a Sample Ballot for fast check-in, suggest they use their phones to get a Quick Check-In Code that can be scanned at the Check-in Station to access their voter record quickly. Voter can scan QR Code from Website Card taking them to lavote.gov/vrstatus to get a Quick Check-In Code.
5. Pass out the Vote Center Wait Time Tracker Card:
   - Write the time on the card with a marker, at the top or bottom of every hour (e.g. 8:00 AM or 8:30 AM)
   - Give card to the last voter in line, at that particular time, and instruct voter to give the card to the Clerk at the Check-In Table as soon as they arrive there.
6. 2nd Line Monitor will:
   - Direct voters into Vote Center to either Check-In Station or to drop off their VBM ballot at VBM/Provisional Table.
   - Control crowding within the Vote Center.
7. Observe and assist Vote Center operations:
   - Verify Vote Center signage remains posted or in place.
   - Assist Vote Area Monitors and voters.
   - Answer voter questions or concerns.
   - Monitor Vote Center for COVID-19 Guideline compliance.

Website Card



STOP STATION CLERK DUTIES

The Stop Station Clerk Duties (Reference the Stop Station Clerk Job Card and Script)**:**

1. Greet the voter.
2. Instruct voter on COVID-19 Guidelines at Vote Center.
3. Strongly encourage voters to wear a face covering, provide one if requested, but it is no longer required.
4. Offer hand sanitizer.
5. Direct voter to second Line Monitor at entrance of Vote Center.

CHECK-IN CLERK DUTIES

The Check-In Clerk Duties (Reference the Check-In Clerk Job Card and Script)**:**

1. Greet voter. Give voter the option of scanning Sample Ballot or Quick Check-In Code for fast check-in, or stating name and address.
2. Find voter's record in ePollbook (see ePollbook Guide for full description of ePollbook screens and scenarios).
3. Have voter verify name and year-of-birth in all situations, to find voter's specific record.
4. Follow prompts for voter's status in ePollbook.
5. Have voter sign in ePollbook.
6. Load ballot and print QR code using Ballot Activation Mechanism (BAM) printer.

Steps for printing QR Code:

- Insert ballot paper into Ballot Activation Mechanism (BAM) printer with cut corner at the bottom right. (Note: the BAM printer will be equipped with a paper guide to ensure that the QR code prints correctly. Always use the paper guide when printing.)
- Tap Submit (top right corner of confirmation screen).
- Verify that QR code printed clearly. (See page 14 for sample of correct QR Code.)

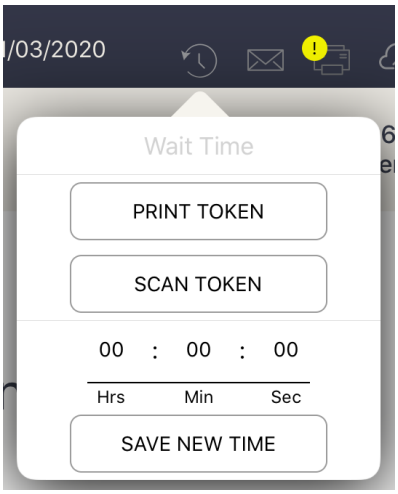
EPOLLBOOK

See the ePollbook Guide for a detailed description of all ePollbook scenarios. Topics include:

- Set-up
- Voter look up tools
- Troubleshooting

7. Issue ballot and direct voter to the Vote Area to vote and cast ballot.

Vote Center Wait Time Tracker



It is imperative that the wait times at all Vote Centers are monitored. Line Monitor will issue a Vote Center Wait Time Tracker card to the last voter in line every half hour. When that voter arrives at the Check-In Table, the card is given to the Check-In Clerk. Once received, the Check-In Clerk taps the Time Tracker App icon at the top right of the ePollbook, calculates the time it took the voter to get to the Check-In Table (based on time written on card), enters the elapsed time in hours and minutes, then taps Save New Time. This time reflects on the LAVote.gov website and allows voters to see how long the line is at any Vote Center, so times must be accurate and entered every half hour.
Note: Do not enter the current time of day or time on the card, only the elapsed time.

Voiding/Reissuing Ballots

If a voter needs to be reissued a ballot for any reason, notify the Vote Center Lead for assistance. (See ePollbook Guide pp. 34-38.)

CHECK-IN CLERK DUTIES (CONTINUED...)

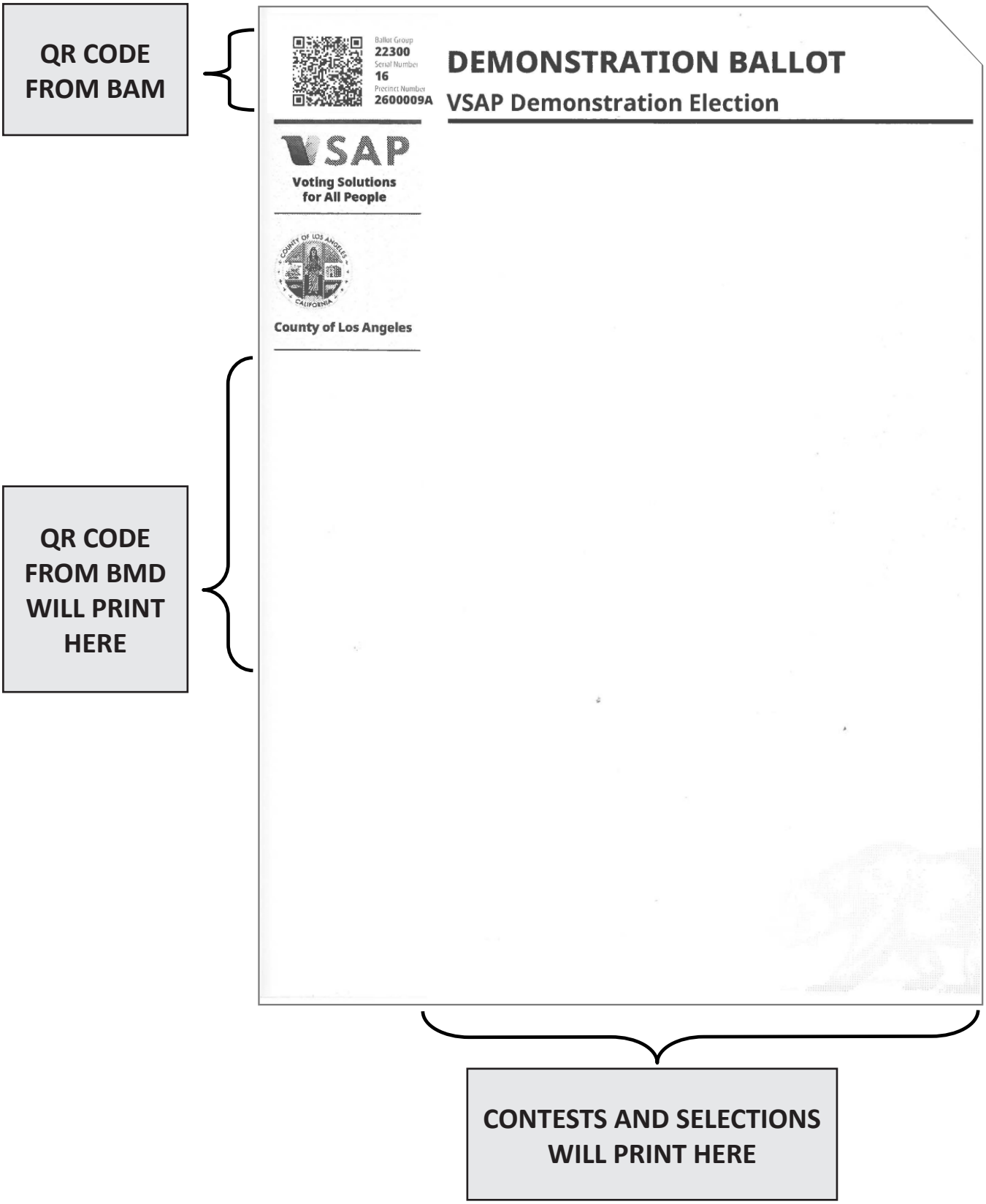
Situations Check-In Clerk May Encounter

See below for situations that may be encountered and the reference page in the ePollbook Guide for each.

Situation:	Reference Page in ePollbook Guide:
1. **VBM Issued** - Voter was issued a Vote By Mail Ballot (VBM), but has not been received by the RR/CC, so voter can have VBM cancelled and vote.	Page 17
2. **VBM Returned** - Voter was issued a VBM ballot, which has been received back by the RR/CC, so voter can only vote as Provisional Voter.	Page 19
3. **Inactive Voter** - Voter will be required to read the Inactive Voter Oath, or must vote as Provisional Voter.	Page 21
4. **Missing Date of Birth (DOB)** - Offer voter a Registration Form if they would like to update their DOB in their voter record.	Page 24
5. **Voter Voted** - Voter record shows that voter has already voted at a Vote Center for this election, so voter can only vote as Provisional Voter.	Page 25
6. **Curbside Voter** - Voter is unable to enter the Vote Center due to a disability, so would like to be assisted at the vehicle outside the Vote Center.	Page 26
7. **Voter Requires Assistance** - Voter would like some assistance in the voting booth for a specific reason, so person assisting the voter is required to sign verifying that they assisted the voter (can be someone the voter brought or anyone eligible, including Election Workers).	Page 27
8. **Conditional Voter Registration (CVR)** - Voter is not found in ePollbook or wishes to change their name. Voter and Check-In Clerk complete CVR/Provisional Envelope, and new information is entered into ePollbook.	Page 28
9. **Update Voter Registration** - Voter wishes to change their address, they would need to complete the Change of Address Form. Voter's record in ePollbook is updated from this form, and form is placed in Green Stripe Envelope so voter record can be updated at RR/CC (for example of form, see Appendix B, p. 56).	Page 31

CHECK-IN CLERK DUTIES (CONTINUED…)

A sample of the ballot and description is shown below:



CONDITIONAL VOTER REGISTRATION (CVR)/PROVISIONAL VOTERS

What is CVR Voting?
CVR Voting is considered "same day registration/voting." There are three situations that a voter would be considered CVR.

- Voter moved into County/District and has a valid address and has not registered
- Voter turned 18 and needs to register for the first time
- Voter wants to vote under a different name than that found in the ePollbook

What is Provisional Voting?
As described by the CA Secretary of State, "Provisional Voting ensures that no properly registered voter is denied his or her right to cast a ballot… and allows the Registrar-Recorder/County Clerk (RR/CC) the ability to verify that no voter votes twice, either intentionally or inadvertently, in a given election."

Are all CVR/Provisional Ballots Counted?
Yes. As long as a voter's registration is valid, and voter hasn't voted in the election.
Provisional Voter situations, and direction for each, are listed below. The steps for assisting CVR/Provisional Voters continue on the next page.
Note: Example of CVR/Provisional Envelope is found in Appendix A - p. 55.

COMMON PROVISIONAL VOTING SITUATIONS

VOTER HAS RETURNED THEIR VBM BALLOT OR ALREADY VOTED
ePollbook shows voter has returned their VBM ballot or that they have voted in this election:

- The voter is informed that the ePollbook shows they have already returned the VBM ballot to the RR/CC, and that it was received, or that they have already voted in this election.
- Ask voter if they remember having voted.
- Voter may remember that they have already voted and leave the Vote Center.
- Voter may insist that they did not vote in this election. Voter will vote Provisionally.
- Check "Provisional" and "Other" and in Comments write: "VBM Returned" or "Voter Voted."
- If voter admits to having voted, but wants to vote again, refer voter to CVR/Provisional Envelope where it is clearly stated that "Voting twice is a felony."

INACTIVE VOTER: REFUSES TO TAKE OATH
Voters with an Inactive status are required to read an Inactive Voter Oath to make them Active. If the voter refuses to take the Inactive Voter Oath, their eligibility cannot be determined so they must vote Provisionally.

- Check "Provisional" and "Other" and in Comments write: "Inactive voter, refuses oath."

NOTE: If voter states they will not take oath because they do not reside at the same address noted in the ePollbook, ask them to:

- Read the oath
- Tap "Oath Taken."
- Then complete the Change of Address Form and update their registration.

COMMON PROVISIONAL VOTING SITUATIONS (CONTINUED…)

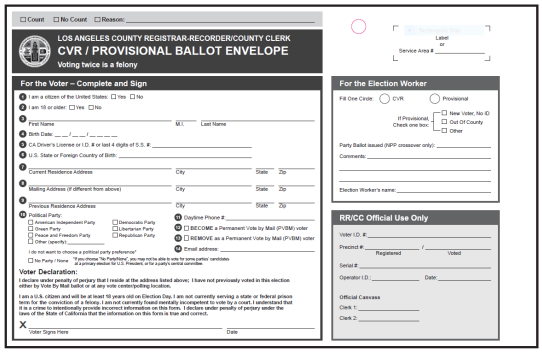
OUT OF VOTING JURISDICTION

Voter states an address that is not within the voting jurisdiction:

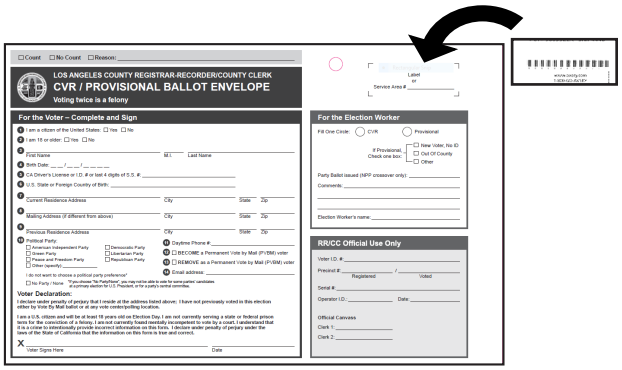
- The voter is informed that they are ineligible to vote in the election because they do not live within the voting jurisdiction. If they insist they want to vote at the Vote Center, voter will vote Provisionally.
- Voter completes the CVR/Provisional Envelope and enters their home address.
- Clerk checks "Provisional," then "Other," then writes "Out of jurisdiction" in comments on envelope.
- Voter will have to use a Paper Write-In Ballot, since a ballot cannot be printed for them. They will need to know the contest and who they want to vote for as they were not sent a Sample Ballot and cannot access the ISB. They will take their Paper Write-In Ballot and Provisional Envelope directly to the VBM/Provisional Clerk to be placed in the traditional Ballot Box.

COMPLETING THE CVR/PROVISIONAL ENVELOPE

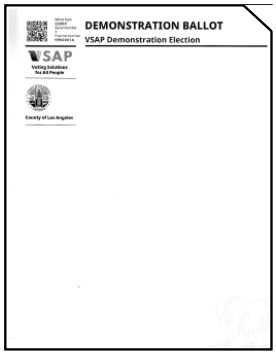
1. Complete envelope, then give to Voter to take with them to Vote Area, and then VBM/ Provisional Table. Election Worker completes right side first, then Voter completes left side.

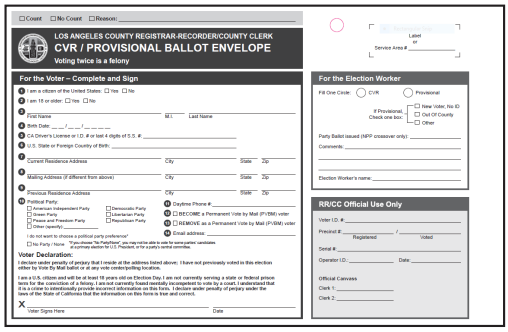


2. Election Worker fills in circle for CVR or Provisional. Service Area number label is affixed to top right corner of envelope where indicated. Note: Do not label envelopes in advance.

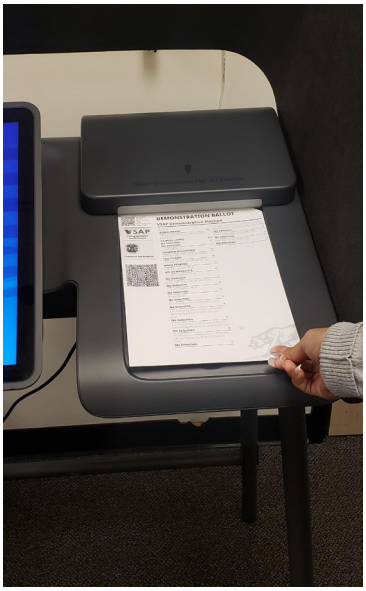


3. CVR Envelope is used to enter CVR voter's information into ePollbook. Check-In Clerk prints ballot for CVR/Provisional voter, and sends voter with ballot and CVR/Provisional Envelope to Vote Area to vote.





4. Voter votes at BMD, but is not able to cast their ballot. Voter places their completed ballot into CVR/Provisional Envelope and is directed by Vote Area Monitor to the VBM/Provisional Table.



5. Voter takes their completed ballot in the CVR/Provisional Envelope to VBM/Provisional Table. VBM/Provisional Clerk verifies envelope is completed, signed and sealed, then removes receipt. Gives receipt and "I Voted" sticker to voter, then places envelope into the traditional Ballot Box.

VOTE AREA MONITOR DUTIES

After receiving a ballot from the Check-In Clerk, the voter will be directed to the Vote Area.

The Vote Area Monitor Duties (Reference the Vote Area Monitor Job Card and Script)**:**

1. Direct voter to first available Ballot Marking Device (BMD).
2. Inform voter you will be available to assist with any questions. Also, remind voter to cast their ballot at the BMD. Some voters may also use the Interactive Sample Ballot (ISB). Look for voters that may need assistance scanning their Poll Pass.

If necessary, assist voter with inserting ballot:

- Press circle to start
- Select language option
- Insert ballot as displayed on screen
- Select voting method: "I want to start voting" or, "I have a Poll Pass to scan"

3. Monitor the Vote Area to answer questions or address concerns.
4. If voter is using headphones with controller, inform voter that complete instructions will be provided audibly through headphones.
5. When voter completes casting ballot, direct voter to VBM/Provisional Clerk to receive "I Voted" sticker.
6. Sanitize each BMD after each voter.

Additional Responsibilities:

1. Periodically clean BMD touchscreens using the cleaning kit in the Vote Area Monitor supplies. Note: Never clean the BMD with anything other than the supplies provided.
2. Remove any voting materials left by voters in the voting booth.
3. Troubleshoot problems that may arise with the BMD and escalate them to the Vote Center Lead, or FST if necessary.

For a full description of the BMD, see the BMD Guide.

Reissuing Ballots:

If a voter needs a new ballot for any reason (such as a paper jam), ask the Vote Center Lead for assistance on either Spoiling the Ballot or Cancelling the Voter's Check-In, and reissuing a ballot.

BMD

See the BMD Guide for a detailed description of all BMD scenarios. Topics include:

- BMD settings
- Voting with the BMD
- Write-In votes
- Accessibility features
- Auxiliary ports for assistive devices
- Troubleshooting

VOTE AREA MONITOR DUTIES (BMD “MORE” BUTTONS)

The BMD screen shows a limited number of selections/candidates at a time. If there are more selections/ candidates to choose from, the “More” button appears at the bottom or top of the screen indicating that there are more selections. Tapping the “More” button will scroll the screen up or down allowing voters to see the selections available.

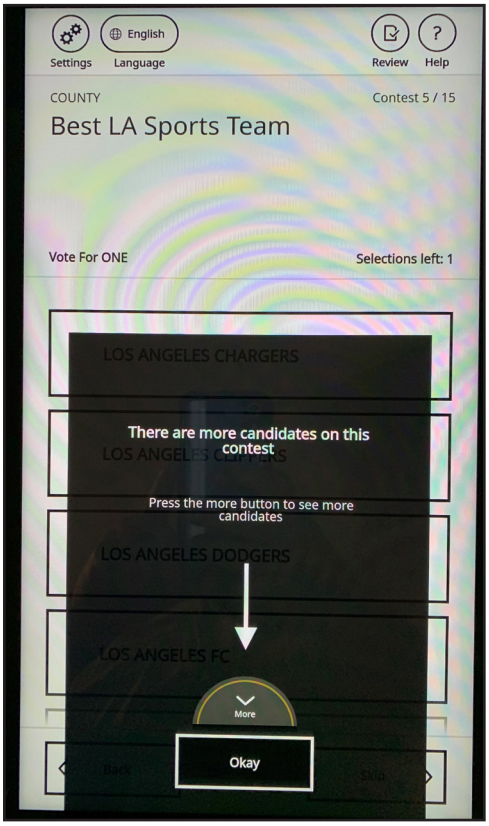
Informing Voters about the “More” Button:

The Vote Area Monitor should inform voters about the “More” button when the voter arrives at the Vote Area. However, a new overlay will appear whenever there are more candidates than can be seen. The voter will have to tap “Okay” to move forward (example below).

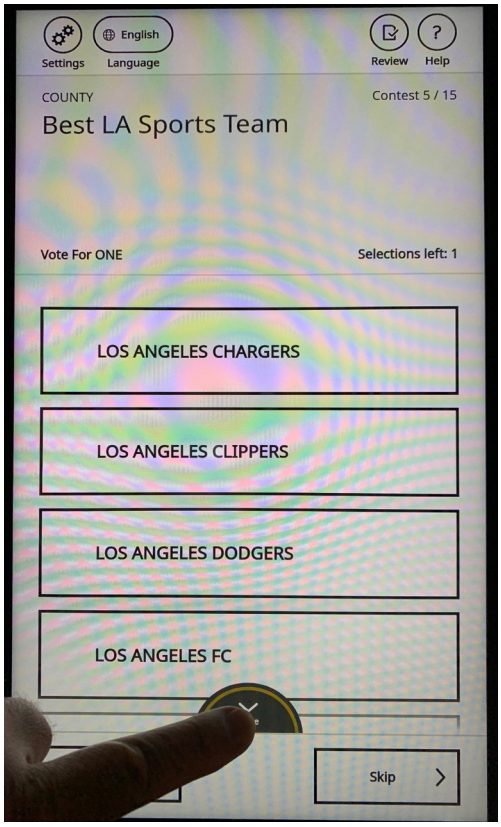
Inform voters that they can select the “More” button as they move through their selections on contests with candidates, as shown below.

Tapping the Up or Down “More” button will scroll through other available choices voters can select.

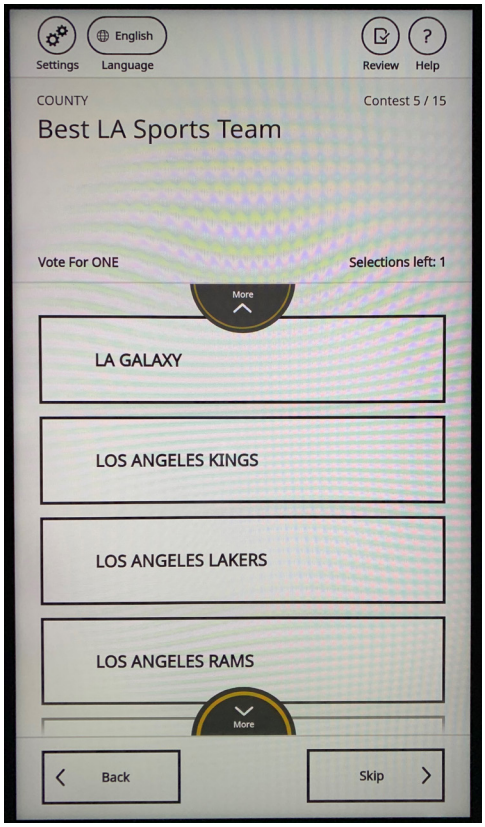
Example
New Overlay



Example
Touching the “More” Button



Example
Additional Selections Displayed



VOTE BY MAIL (VBM)/PROVISIONAL CLERK DUTIES

The VBM/Provisional Clerk Duties (Reference the VBM/Provisional Clerk Job Card and Script)**:**

If a voter cast a ballot at the BMD:

1. Greet voter.
2. Issue “I Voted” sticker and thank voter for voting.

If a voter is dropping off their Vote By Mail (VBM) ballot:

1. Verify that voter has signed envelope and envelope is sealed, then insert into the traditional Ballot Box.
2. If not signed, ask voter to sign envelope before inserting into traditional Ballot Box.
3. Offer “I Voted” sticker (voter received one in their VBM packet).

If a VBM ballot is being dropped off by someone other than the voter:

1. Verify voter has signed envelope in the signature space, the person dropping off the VBM envelope has signed in the third party authorization space, and that envelope is sealed, then insert into the traditional Ballot Box.
2. If voter has not signed, inform person dropping off VBM envelope that they need to return the envelope to voter and voter must sign before dropping off. If third party authorization space is not signed, ask person dropping off VBM envelope to sign before inserting into traditional Ballot Box.
3. Offer “I Voted” sticker.

If voter has VBM Ballot, but lost VBM Envelope:

1. Provide voter with a replacement VBM Envelope. Instruct voter to write their name and complete address in the spaces provided, then sign envelope. Note: If voter needs a translation of the VBM Replacement Envelope, provide VBM Translation Packet to voter.
2. Have voter insert their VBM Ballot into the Replacement VBM Envelope and seal, then VBM/Provisional Clerk inserts envelope into the traditional Ballot Box.
3. Offer “I Voted” sticker.

If a voter is voting a CVR/Provisional Ballot, the BMD will not allow the voter to cast the ballot at the BMD, so voter should report to the VBM/Provisional Clerk to complete the CVR/Provisional process:

1. Verify that voter and Check-In Clerk completed CVR/Provisional Envelope.
2. Have voter insert their voted ballot into envelope, and seal envelope.
3. Remove receipt from envelope and give to voter and inform voter of phone number on receipt that they can call after 30 days to verify ballot was counted.
4. Insert completed and sealed envelope into the traditional Ballot Box, and issue voter “I Voted” sticker.

Note: Voters should cast voted ballots at the BMD. However, if a voter brings their voted ballot to the VBM/Provisional Table, insert BMD ballot into traditional Ballot Box and issue “I Voted” sticker.

Section 4:

Closing the Vote Center

CLOSING OF VOTE CENTERS

The Vote Center Lead will delegate closing tasks to all Election Workers. One Election Worker will also accompany the Lead to the Check-In Center after all closing procedures are complete.

Line Monitor

1. Retrieve all outside signs and bring inside the Vote Center to designated area.
2. Restock the Official Table with any supplies for the next day of voting.
3. On the last day of voting, pack up signs and Official Table supplies in the Supply Tub.
4. Help the Stop Station Clerk bring the Stop Station Table inside for the night.
5. See the Lead for additional closing instructions.

Check-In Clerks

1. Gather unused ballots from Check-In tables and give to Lead to be placed back into the Blank Ballot Box.
2. Pack all extraneous materials in the instructed location. (Remember, do not throw away any election supplies. All "Election Trash" should be placed where directed. For example, any spoiled (voided) ballots should be placed in the Blank Ballot Box.)
3. Leave all ePollbooks turned on for a minimum of 15 minutes to complete a final sync, after the Polls have closed. This allows data from the last voters processed to be uploaded, so that records are accurate for the next day of voting.
   After the final sync has been completed, power down ePollbooks as instructed by Lead (see ePollbook Guide for detailed closing procedures).
4. Pack ePollbooks and BAM printers into designated case, except for one ePollbook (used to sign-out all Election Workers) following the Chain of Custody process.
5. Once all ePollbooks are packed, see the Lead for additional closing instructions.

Vote Area Monitors

Begin closing process for each unit. Reference the BMD Guide for a detailed description of closing BMDs.

1. Lead completes Chain of Custody on existing and new Zip Ties. Place new Zip Tie in Headphone area.
2. Scan Security Pass and enter password.
3. Press "CLOSE THE POLLS" at System Status screen.
4. Break Zip Tie and remove Security Seal on the Integrated Ballot Box (IBB) at Empty Ballot Box screen.
5. Remove ballots and press "Confirm all ballots were removed."
6. Insert blank sheet of Report Paper to print the Close Poll Report.
7. Press the shutdown button at top of System Status screen to shutdown.
8. Place new Zip Tie and Security Seal on each IBB after shutting down each BMD.
9. After two Election Workers have signed each Close Poll Report, place the Close Poll Report behind the touchscreen of the BMD it was printed from, then tilt screen down all the way onto the report. It will be used the next morning to compare with the Open Poll Report printed from that device to verify no ballots have been printed or cast overnight.
10. Gather BMD ballots and place them on the Official Table.
11. See the Lead for additional closing instructions.

CLOSING OF VOTE CENTERS (CONTINUED…)

VBM/Provisional Clerk

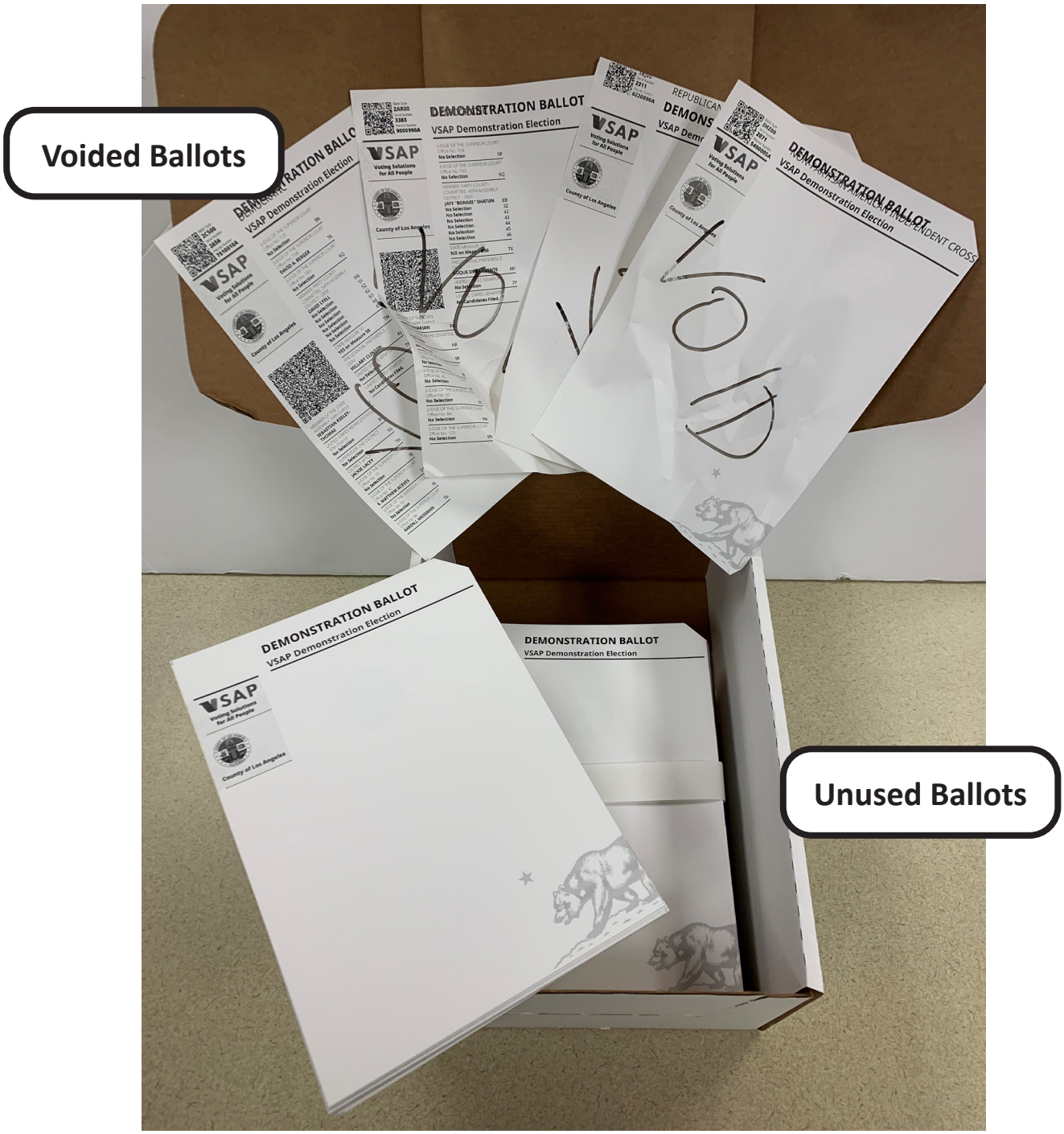
1. Break Zip Tie on traditional Ballot Box, and remove all items.
2. Separate the Vote By Mail (VBM) Envelopes, Provisional Envelopes, Conditional Voter Registration (CVR) Envelopes, Curbside Envelopes, Paper Write-In Envelopes and any BMD ballots that are found in traditional Ballot Box. Clerks should wear gloves when separating and counting these items.
3. Give any BMD ballots to the Lead immediately, to be counted and placed in Ballot Transport Box.
4. Count all envelopes and write number of each on Ballot Security Envelope (BSE), then place all envelopes in BSE and give all BSE's to Lead, unsealed. Give Lead all required numbers for lines 2 - 7 on the Official Ballot Statement (reference the VBM/Provisional Clerk Daily Duties Checklist for specific breakdown).
5. Restock the VBM/Provisional Table with supplies for the next day of voting.
6. See Lead for additional closing instructions.

Vote Center Lead (Use Lead's Daily Duties Checklist to verify all duties are completed)

1. Collect BMD Ballots (if any) from traditional Ballot Box to pack into Ballot Transport Box.
2. Complete Official Ballot Statement (see instructions on p. 39) to account for all ballots. Place the blue and white copy of the Official Ballot Statement into Ballot Transport Box, then seal Ballot Transport Box with seal. Place carbon copy in Green Stripe Envelope (GSE) to be referenced on next night.
3. After collecting all unused ballots from Check-In tables, place unused ballots in Blank Ballot Box that has been opened. Before sealing with Blank Ballot Box Seal, place any voided ballots from that day of voting and all previous days. Seal with a Blank Ballot Box Seal provided in supplies (Lead and Asstant Lead sign).
4. Ensure all VBM, Provisional, CVR, Curbside and Paper Write-In Envelopes are placed in the BSE. Seal BSE.
5. Ensure all Voter Registration Forms and any other GSE specific items are placed in the GSE (GSE will only be taken to CIC on the last night of voting).
6. Ensure Security Credential Lanyards are returned and secured in Primary Cart.
7. Ensure all ePollbooks were allowed a minimum of 15 minutes to complete a final sync before they were shutdown, then they should be shut down and packed in their respective case with the BAM printer. Make sure Chain of Custody process was completed, then secure all ePollbook cases in Primary/Secondary Carts.
8. Ensure all Election Workers are signed out on last ePollbook, then pack and secure last ePollbook.
9. Ensure all Close Poll Reports have been signed by two Election Workers, and placed behind the touchscreen of the BMD it was printed from, for comparison with Open Poll Report in the morning.
10. Conduct final walkthrough of Vote Center to secure facility and equipment.
11. Complete Chain of Custody on Primary Cart, and any Secondary Carts that need to be secured and designate a Zip Tie that will be used to secure them. Lock all Secondary Carts containing items that need to be secured.
12. Open SITH Scanner app on phone and scan all items being taken to the CIC (see p. 40 for instructions).
13. Place phone(s) in Primary Cart and secure with the Zip Tie previously scanned.
14. Notify Facility Contact to close and secure facility.

BLANK BALLOT BOX

What Goes In The Blank Ballot Box?
(See Sample Below)



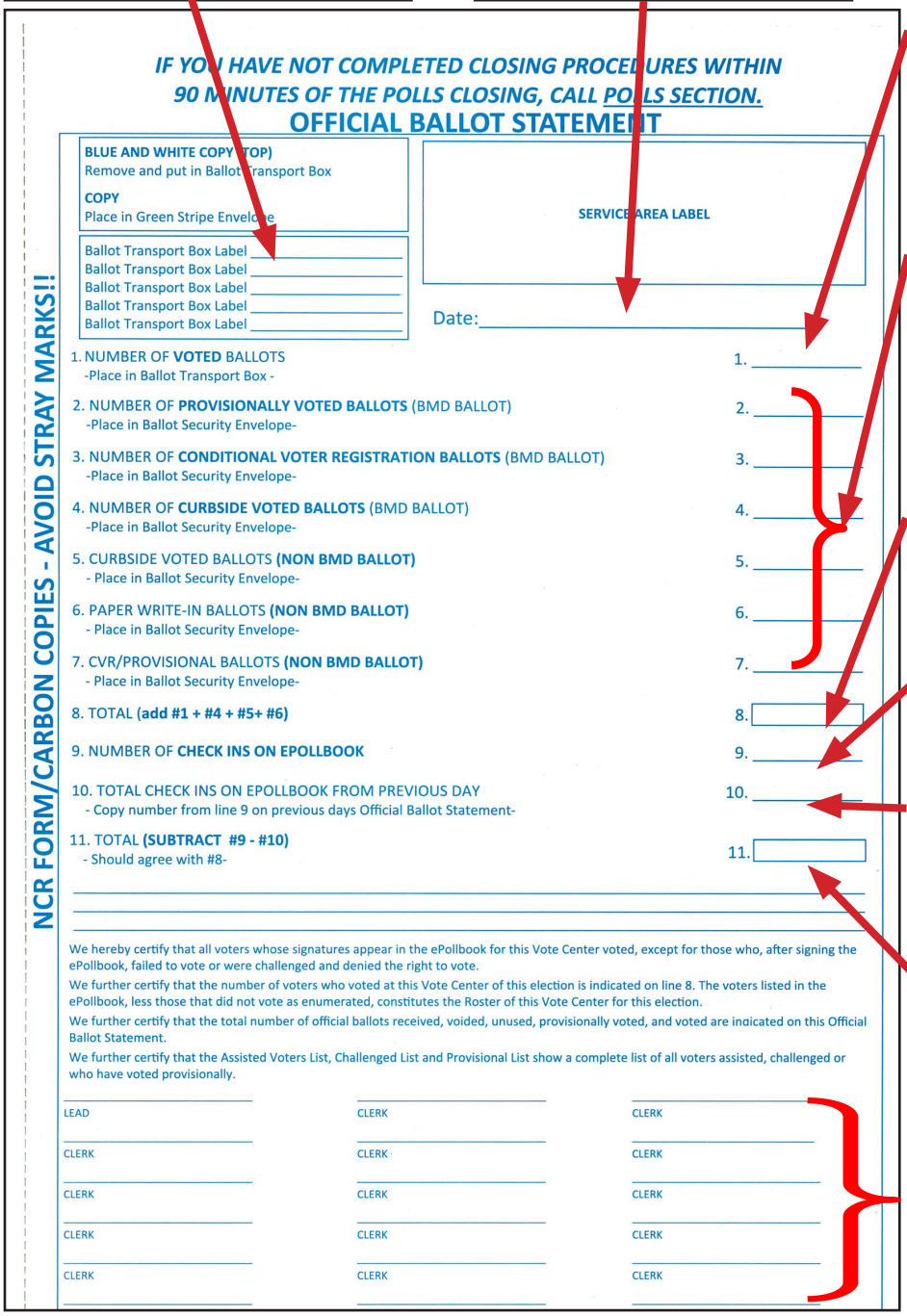
At the end of each night of voting, if the Blank Ballot Box contains any unused Ballots, seal with a Blank Ballot Box Seal, and placed in an available Primary/Secondary Cart and secure for the night. On the last night of voting (Election Night) a count should be made of all Voided and Blank Ballots in the box. Write these numbers on the top of the box in the spaces provided, then seal the box and place in an available Primary/Secondary Cart and secure.

OFFICIAL BALLOT STATEMENT

An Official Ballot Statement must be completed at end of every day of voting by Vote Center Lead. Blue and white copy will be placed in Ballot Transport Box with voted ballots from all BMDs, and be delivered to the Check-In Center by Lead and one other Election Worker. Carbon copy will be placed in Green Stripe Envelope (GSE), and can be referenced to compute needed numbers at end of next day. See below for instructions on completing the Official Ballot Statement.

Write number from Seal used to close Ballot Transport Box(es) used for this day of voting. Up to five box Seals can be listed if needed.

Enter date the form is completed.



NCR FORM/CARBON COPIES - AVOID STRAY MARKS!!

IF YOU HAVE NOT COMPLETED CLOSING PROCEDURES WITHIN 90 MINUTES OF THE POLLS CLOSING, CALL POLLS SECTION.

OFFICIAL BALLOT STATEMENT

BLUE AND WHITE COPY (TOP)
Remove and put in Ballot Transport Box

COPY
Place in Green Stripe Envelope

Ballot Transport Box Label _____
Ballot Transport Box Label _____
Ballot Transport Box Label _____
Ballot Transport Box Label _____
Ballot Transport Box Label _____

SERVICE AREA LABEL

Date: _____

1. NUMBER OF **VOTED** BALLOTS
-Place in Ballot Transport Box - 1. _____

2. NUMBER OF **PROVISIONALLY VOTED BALLOTS** (BMD BALLOT)
-Place in Ballot Security Envelope- 2. _____

3. NUMBER OF **CONDITIONAL VOTER REGISTRATION BALLOTS** (BMD BALLOT)
-Place in Ballot Security Envelope- 3. _____

4. NUMBER OF **CURBSIDE VOTED BALLOTS** (BMD BALLOT)
-Place in Ballot Security Envelope- 4. _____

5. CURBSIDE VOTED BALLOTS **(NON BMD BALLOT)**
- Place in Ballot Security Envelope- 5. _____

6. PAPER WRITE-IN BALLOTS **(NON BMD BALLOT)**
- Place in Ballot Security Envelope- 6. _____

7. CVR/PROVISIONAL BALLOTS **(NON BMD BALLOT)**
- Place in Ballot Security Envelope- 7. _____

8. TOTAL **(add #1 + #4 + #5+ #6)** 8. _____

9. NUMBER OF **CHECK INS ON EPOLLBOOK** 9. _____

10. TOTAL CHECK INS ON EPOLLBOOK FROM PREVIOUS DAY
- Copy number from line 9 on previous days Official Ballot Statement- 10. _____

11. TOTAL **(SUBTRACT #9 - #10)**
- Should agree with #8- 11. _____

We hereby certify that all voters whose signatures appear in the ePollbook for this Vote Center voted, except for those who, after signing the ePollbook, failed to vote or were challenged and denied the right to vote.

We further certify that the number of voters who voted at this Vote Center of this election is indicated on line 8. The voters listed in the ePollbook, less those that did not vote as enumerated, constitutes the Roster of this Vote Center for this election.

We further certify that the total number of official ballots received, voided, unused, provisionally voted, and voted are indicated on this Official Ballot Statement.

We further certify that the Assisted Voters List, Challenged List and Provisional List show a complete list of all voters assisted, challenged or who have voted provisionally.

LEAD CLERK CLERK
CLERK CLERK CLERK
CLERK CLERK CLERK
CLERK CLERK CLERK
CLERK CLERK CLERK

Line 1 - Total Voted Ballots:
Count the number of all voted ballots collected from all BMDs Integrated Ballot Boxes (IBBs). Also include any voted BMD ballots from the traditional Ballot Box at the VBM/Provisional Table (some voters may have felt uncomfortable casting their ballot at the BMD).

Lines 2-7 - Ballots from traditional Ballot Box:
When emptying the traditional Ballot Box, separate:

- Provisional Ballots (line 2)
- CVR Ballots (line 3)
- Curbside BMD Ballots (line 4)
- Curbside Non BMD Ballots (line 5)
- Paper Write-In Non BMD Ballots (line 6)
- CVR/Provisional Non BMD Ballots (line 7)

Line 8 - Add the Lines (Total Signatures):
Add lines 1, 4, 5 and 6. This is the Total Voted Ballots where a signature was obtained (either in the ePollbook or on a Certification of Voters with Disabilities (VWD) Card).

Line 9 - Number of Check-Ins on ePollbook:
Retrieve the Total Check-Ins for the day from one ePollbook Summary Page.

Line 10 - Total Check-Ins from Previous Day:
Retrieve the Total Check-Ins from the previous days Official Ballot Statement on line 9.

Line 11 - Total Check-Ins for Day:
Subtract line 10 from line 9. This results in the Total Number of Check-Ins for this day of voting. This should match line 8 for the Total Number of Signatures.

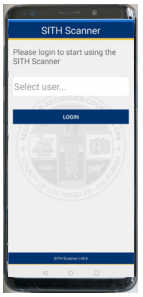
IMPORTANT
All Election Workers must sign at the bottom of the Official Ballot Statement.

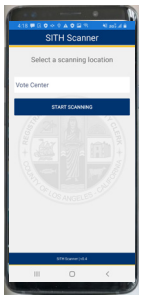
SCANNING ITEMS GOING TO CHECK-IN CENTER (CIC)

Leads at Vote Centers will be required to scan barcodes on items being taken to the Check-In Center (CIC) each night. Ballot Transport Box(es) and Ballot Security Envelope(s) should be scanned every night and the Green Stripe Envelope scanned on Election Night. After completing Chain of Custody, the Lead should complete the process as follows:

1. Tap the Home Button at the bottom of the phone and locate the SITH App. Tap to open.

2. Tap Select user and select Vote Center from list.





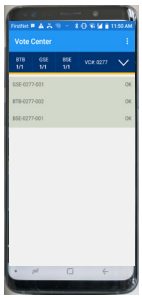
3. Tap Start Scanning.

4. Scan the barcode on the first Ballot Transport Box (BTB) going to the CIC. If there is more than one BTB going to the CIC that night, scan the remaining boxes.

5. Scan the barcode on the Ballot Security Envelope (BSE) going to the CIC. If there is more than one BSE going to the CIC that night, scan the remaining envelopes.

6. On the final night of voting scan the barcode on the Green Stripe Envelope (GSE), as it will be going to the CIC as well.

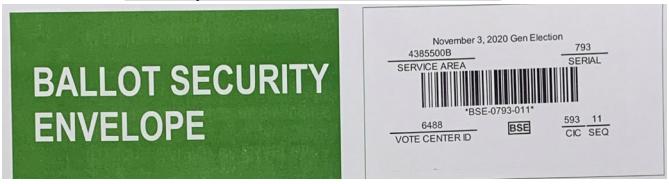
7. Tap the up arrow at the bottom right of the screen to verify all items going to the CIC have been scanned. Tap the down arrow at the top right of the screen to go back to scanning mode.



8. If any of the items could not be scanned (barcode was smeared, etc.) or if you ran out of labeled BTBs or BSEs and some were delivered without labels, write the characters on the BTB or BSE under the barcode; should match the following formatting; first 4-digits after BTB are Vote Center Serial Number, next 3-digits are a sequence number of items as they are used (001, 002, 003, etc.), and last 4-digits are the Election ID Number (can reference any other labels for this number):

   BTB = BTB-XXXX-XXX-XXXX
   BSE = BSE-XXXX-XXX-XXXX
   GSE = GSE-XXXX-XXX-XXXX

   Example of BSE Label to Scan

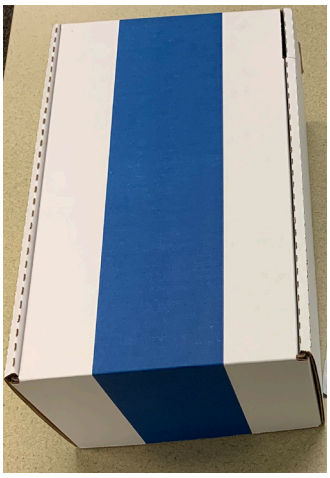


   After writing the information on the BTB or BSE, take all BTBs and BSEs to the CIC (GSE only goes to CIC on Election Night).

9. After completing the SITH scans, tap the three dots at the top right of the screen and select Logout. Turn off the phone and place the phone in the Primary Cart. Complete closing the Vote Center.

10. Election Code requires Lead and one other Election Worker to transport the ballots to the CIC each night. Currently, because of COVID, they travel in separate vehicles.

WHAT GOES IN THE BALLOT TRANSPORT BOX (BTB)



The Ballot Transport Box (BTB) is a white box with a blue stripe. It is used to transport voted BMD Ballots to the Check-In Center (CIC). Each BTB can hold 1,000 BMD Ballots. An additional BTB should be used when there are more than 1,000 ballots produced from a day of voting. The items that should be placed in the BTB are:

- Regular BMD Ballots on the bottom
- Damaged BMD Ballots (tears, creases or folds)
- Blue and white copy of the Official Ballot Statement on top

Lead will seal the BTB with a BTB Seal, found in the Closing Supplies Bag.

WHAT GOES IN THE BALLOT SECURITY ENVELOPE (BSE)

The Ballot Security Envelope (BSE) is now a white envelope with green lettering. It is used to transport any ballots in envelopes, typically found in the traditional Ballot Box, to the CIC. More than one BSE may be used if needed. The number of each type of envelope going into each BSE should be written on that BSE along with the name of the Vote Center. The items that should be placed in the BSE are:

- Vote By Mail (VBM) Envelopes (**Do Not** include Surrendered (Voided) VBMs)
- Conditional Voter Registration (CVR) Envelopes
- Provisional Envelopes
- Curbside Envelopes
- Paper Write-In Envelopes
- Unsigned Ballot Statements returned by voters (if any), w/yellow envelope
- Signature Verification Statements returned by voters (if any), w/ green envelope

WHAT GOES IN THE GREEN STRIPE ENVELOPE (GSE)

The Green Stripe Envelope (GSE) contains all Vote Center specific items that need to be returned to the RR/CC. The GSE is held, and secured at the Vote Center each night of the early voting period, and is returned to the CIC on Election Night only with the BTBs and BSEs. The items that should be placed in the GSE are:

- Vote Center Safety Inspection Cards (completed daily)
- Yellow copies of the Official Ballot Statement (completed daily)
- Stipend Cards completed by Election Workers (if any)
- Change of Address Forms completed by voters (if any)
- Certification of Voters with Disabilities Cards completed by voters (if any)
- “STOP; We Need You” Card (if voters have signed up to be Election Workers)
- Provisional List (only if used when ePollbooks are unable to be used)
- Emergency Opening Roster (only if used by a Coordinator or Troubleshooter for an Emergency Opening at that Vote Center)

CLOSING OF VOTE CENTERS FINAL STEPS

Closing each night:

1. Check-In Center (CIC) Staff wil pick up the Ballot Transport Box (BTB) and any Ballot Security Envelopes (BSE) each night of the voting period. The Green Stripe Envelope (GSE) will also be picked up on Election Night.
2. Wait for CIC Staff to arrive and pickup the items to be taken to the Tally Operations Center (TOC).
3. Conduct final walk through to ensure everything is secured, then lock and secure Vote Center.

THANK YOU!

THANK YOU FOR YOUR HARD WORK!

You are the reason for a successful election.

We look forward to seeing you again!

PART 2:
WHAT TO DO IF...

Section 5:

Troubleshooting Vote Center Issues

WHO TO CONTACT

For any technical issues contact the **IT Help Desk at (562) 485-0580**.
For any questions on procedure, issues with voters or Election Workers contact the **Election Worker Services Help Desk at 1-800-815-2666; option 7**.

See following pages for basic troubleshooting for the Ballot Marking Device (BMD) and ePollbook. For any other troubleshooting situations not listed, contact the Field Support Technician (FST) assigned to your Vote Center, or call the Help Desk for further instructions.

DISTURBANCES

If anyone is unruly or abusive - whether a voter, Election Worker, or anyone else - contact the Help Desk immediately using the number provided, or if available, call your Coordinator.

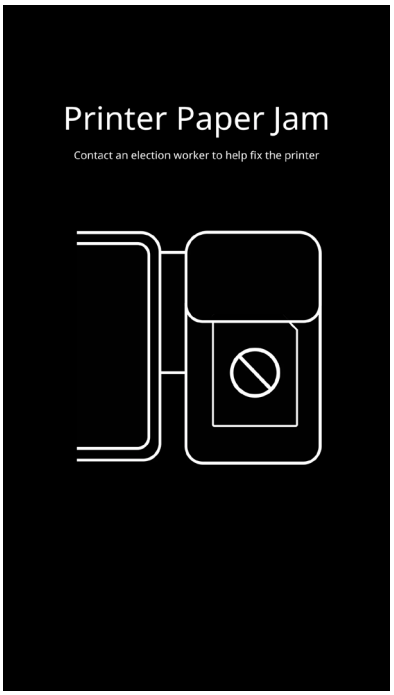
If anyone threatens the safety of voters or Election Workers or seeks to disrupt the orderly conduct of the election, call the local police immediately. Then report the matter to the Help Desk.

EMERGENCIES

1. Assess the situation. If it is a serious/life-threatening emergency call 9-1-1 immediately. Always cooperate with police, paramedics, fire fighters, and other public safety personnel when resolving the emergency.
2. If the situation poses a threat to persons or property, direct all individuals to a safe area.
3. Once situation is secure, contact the Help Desk using the number provided to inform them of the emergency and to receive further instructions. Always keep the Help Desk up to date on the status of the emergency situation.

4. When possible, safely secure ballots, voting materials, and other election supplies.
5. If it is necessary to close the Vote Center, direct voters to adjacent Vote Centers. The Adjacent Vote Center Map will help with identifying nearby Vote Centers.
6. When time allows, contact the Help Desk to update them on the situation.

BALLOT MARKING DEVICE (BMD)

PROBLEM	SOLUTION
1. Paper Jam  	To clear a paper jam, follow the steps below. For a detailed description with additional screen shots, see the BMD guide pp. 45 to 46. 1. Field Support Technician (FST) performs Chain of Custody (CoC) for new Zip Tie and places new Zip Tie and new IBB Seal in headphone area. 2. FST will clear paper jam. Vote Area Monitor or other Election Worker is required to stay with FST to ensure security of voted ballots. 3. After paper jam is cleared, return to back of BMD and attach new Zip Tie (scanned during Chain of Custody) and Security Seal. Place broken Zip Tie and Seal in Broken Zip Tie Bag. 4. If the ballot is undamaged, allow voter to retry inserting ballot. If the ballot was damaged, but selections have already been printed, offer voter the option of casting ballot at traditional Ballot Box, otherwise have voter go to Check-In Table and have their voter check-in cancelled and issue a replacement. If screen shows “Paper Jam” but voter’s ballot is in their hand, scan Security Pass and enter password then tap NEXT. Scan Security Pass and enter password again and this will clear the Paper Jam and voter can start over. Do not break Zip Tie or complete CoC.
2. QR code on ballot not reading on **BMD** (Or error message that QR code is not valid)	Cancel voter check-in and re-issue ballot.

BALLOT MARKING DEVICE (BMD) (CONTINUED…)

PROBLEM	SOLUTION
3. **BMD** Touchscreen is frozen	1. Reset BMD by pressing and holding the Power Button to turn BMD off, then turn on again. 2. If the touchscreen remains frozen, notify the FST.
4. Printer stops working	1. Reset BMD by pressing and holding the Power Button to turn BMD off, then turn on again. 2. If problem persists, notify the FST. Voter should be directed to Check-In Table to receive a replacement ballot.
5. Headphones not working	1. Ensure that headphones are properly attached to a headphone jack on the BMD. 2. Reset BMD by pressing and holding the Power Button to turn BMD off, then turn on again. 3. If still not working, direct voter to another BMD and notify FST.

MAINTENANCE

ISSUE	SOLUTION
1. Cleaning the scanner (QR Code Scanner under paper path of BMD)	1. Use a microfiber cloth from supplies to carefully wipe the scanner lens under the ballot paper path.
2. Cleaning the touchscreen	1. BMD should be sanitized after each voter, but periodically use a microfiber cloth from supplies to clean the touchscreen. Carefully wipe the touchscreen and remove fingerprints and oils from screen.

EPOLLBOOK/BALLOT ACTIVATION MECHANISM (BAM) TROUBLESHOOTING

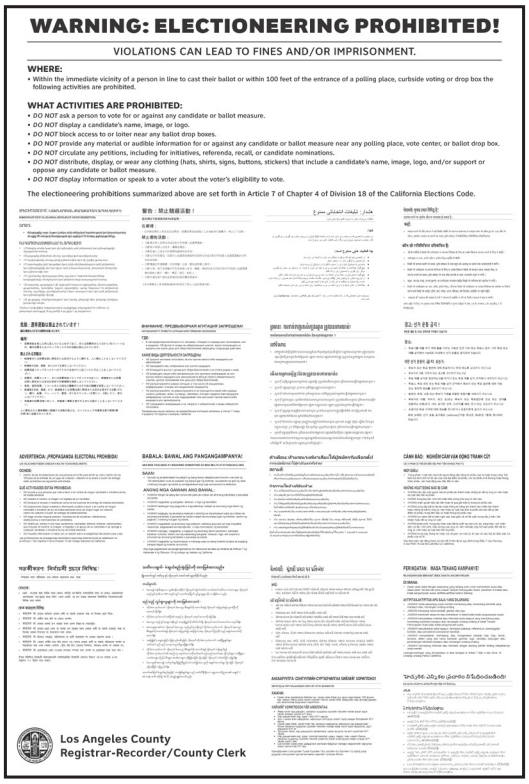
PROBLEM	SOLUTION
1. iOS Software update	**Do not** perform a software update on the ePollbook. In the unlikely event that an iOS update prompt displays on the device, perform the following steps: 1. Tap Later from the list of on screen options. 2. Double press the Home button and verify Poll Pad app remains open.
2. ePollbook screen is unresponsive	1. Turn screen off/on by pressing the power button. If the screen is still unresponsive, reset the ePollbook by doing the following: 2. Disconnect lightning power cable from ePollbook. 3. Hold down the Power and Home buttons simultaneously. 4. Release both buttons once the Apple logo displays on screen and reinsert lightning cable. 5. After application launches, return to previous activity.
3. BAM printer fails to print	1. Verify that printer is plugged in. 2. Verify that printer is turned on. 3. Confirm connection with ePollbook (green printer icon on ePollbook). 4. If still unable to print, notify the FST.
4. Poor print quality (QR code not recognized by BMDs)	1. Stop using and notify the FST.

MAINTENANCE

ISSUE	SOLUTION
1. Cleaning the printer	1. Contact the FST to use a cleaning sheet on the BAM printer.
2. Cleaning the touchscreen	1. Periodically use a microfiber cloth from supplies to carefully wipe the touchscreen and remove fingerprints and oils from screen.

Section 6:

Miscellaneous Information



WARNING: ELECTIONEERING PROHIBITED!

VIOLATIONS CAN LEAD TO FINES AND/OR IMPRISONMENT.

WHERE:

- Within the immediate vicinity of a person in line to cast their ballot or within 100 feet of the entrance of a polling place, curbside voting or drop box the following activities are prohibited.

WHAT ACTIVITIES ARE PROHIBITED:

- *DO NOT* ask a person to vote for or against any candidate or ballot measure.
- *DO NOT* display a candidate's name, image, or logo.
- *DO NOT* block access to or loiter near any ballot drop boxes.
- *DO NOT* provide any material or audible information for or against any candidate or ballot measure near any polling place, vote center, or ballot drop box.
- *DO NOT* circulate any petitions, including for initiatives, referenda, recall, or candidate nominations.
- *DO NOT* distribute, display, or wear any clothing (hats, shirts, signs, buttons, stickers) that include a candidate's name, image, logo, and/or support or oppose any candidate or ballot measure.
- *DO NOT* display information or speak to a voter about the voter's eligibility to vote.

The electioneering prohibitions summarized above are set forth in Article 7 of Chapter 4 of Division 18 of the California Elections Code.

Los Angeles County Registrar-Recorder/County Clerk

WARNING: CORRUPTING THE VOTING PROCESS IS PROHIBITED!

VIOLATIONS SUBJECT TO FINE AND/OR IMPRISONMENT.

WHAT ACTIVITIES ARE PROHIBITED:

- *DO NOT* commit or attempt to commit election fraud.
- *DO NOT* provide any sort of compensation or bribery to, in any fashion or by any means induce or attempt to induce, a person to vote or refrain from voting.
- *DO NOT* illegally vote.
- *DO NOT* attempt to vote or aide another to vote when not entitled to vote.
- *DO NOT* engage in electioneering: photograph or record a voter entering or exiting a polling place; or obstruct ingress, egress, or parking.
- *DO NOT* challenge a person's right to vote or prevent voters from voting; delay the process of voting; or fraudulently advise any person that he or she is not eligible to vote or is not registered to vote.
- *DO NOT* attempt to ascertain how a voter voted their ballot.
- *DO NOT* possess or arrange for someone to possess a firearm in the immediate vicinity of a polling place, with some exceptions.
- *DO NOT* appear or arrange for someone to appear in the uniform of a peace officer, guard, or security personnel in the immediate vicinity of a polling place, with some exceptions.
- *DO NOT* tamper or interfere with any component of a voting system.
- *DO NOT* forge, counterfeit, or tamper with the returns of an election.
- *DO NOT* alter the returns of an election.
- *DO NOT* tamper with, destroy, or alter any polling list, official ballot, or ballot container.
- *DO NOT* display any unofficial ballot collection container that may deceive a voter into believing it is an official collection box.
- *DO NOT* tamper or interfere with copy of the results of votes cast.
- *DO NOT* coerce or deceive a person who cannot read or an elder into voting for or against a candidate or measure contrary to their intent.
- *DO NOT* act as an election officer when you are not one.

EMPLOYERS cannot require or ask their employees to bring their vote by mail ballot to work or ask their employee to vote their ballot at work. At the time of payment of salary or wages, employers cannot enclose materials that attempt to influence the political opinions or actions of their employees.

PRECINCT BOARD MEMBERS cannot attempt to determine how a voter voted their ballot or, if that information is discovered, disclose how a voter voted their ballot.

The prohibitions on activity related to corruption of the voting process summarized above are set forth in Chapter 6 of Division 18 of the California Elections Code.

Los Angeles County Registrar-Recorder/County Clerk

Glossary of Terms

Adjacent Vote Center Map - A map of neighboring, or nearby Vote Center locations with addresses.

Ballot Activation Mechanism (BAM) Printer - The printer for the ePollbook that prints the QR Code on the ballot that contains voter's precinct information.

Ballot Marking Device (BMD) - The new Ballot Marking Device is still dependent on a physical paper ballot. It offers new accessibility features and personalized settings to make the voting experience more personalized.

Ballot Security Envelope (BSE) - A large white envelope with green lettering used during closing that stores CVR/Provisional, Vote By Mail, Curbside, and Paper Write-In Envelopes, and delivered to the Check-In Center (CIC) each night.

Ballot Transport Box (BTB) - The Ballot Transport Box is used to transport all BMD ballots to the CIC.

Blank Ballot Box - A white box that contains 1,000 unused ballots. Voided ballots are also placed in this box.

Blank Ballot Paper - Paper that is used by Check-In Clerks to print a QR Code and issued to the voter. It is taken by the voter to the BMD, and the voter's selections are printed on the Ballot Paper before casting.

Black Supply Tub - A large black tub that stores many of the Vote Center supplies.

Bluetooth - A wireless connectivity technology used to connect the ePollbook and BAM printer.

BMD Ballot - Any ballot printed at Check-In to be used at the BMD.

BMD Printer/Scanner - Part of the BMD that scans and prints information on ballot or report paper.

BMD Security Credentials - A paper credential found on a lanyard, that is comprised of a Security Pass (QR Code) and a six-digit password.

BMD Security Pass - The portion of the Security Credential that contains the QR Code.

BMD Touchscreen - The visual device on the BMD that the voter uses to make selections.

Board Members - Refers to all the Election Workers assigned to one Vote Center.

Cancel Voter Check-In - Process of cancelling a Check-In, so a voter can receive another ballot same day or another day.

Chain of Custody (CoC) - Process used to verify the security and integrity of voting equipment at a Vote Center.

Check-In Center (CIC) - The location where ballots are delivered after Election Workers have closed their Vote Center. Two Election Workers should travel to the CIC when dropping-off ballots.

Check-In Clerk - The Election Worker position that checks in voters, prints the ballot and issues the ballot to the voter.

Check-In Table - The area of the Vote Center where Check-In Clerks check voters in and issue voter their ballot.

Cherwell Application - The application that is used to perform the Chain of Custody process. Website for the application is: lacelection.cherwellondemand.com.

Close Poll Report - Report that prints each night from each BMD showing totals of ballots processed.

Conditional Voter Registration (CVR) - A conditional registration for any individuals not found in the ePollbook or for those wishing to vote under a different name than what is found in the ePollbook. Same day registration to be able to receive a ballot and vote at the Vote Center.

COVID-19 - Is a form of Coronavirus that has caused a worldwide pandemic. Because it is easily transferable, new guidelines have been created to avoid transference, referred to as Social Distancing. These new guidelines require individuals to remain at least 6 feet apart, wear a face covering, and constant sanitizing of hands, equipment and areas.

Curbside BMD Ballot - A ballot printed at the Check-In Table that can be used to print a Curbside voter's selections at the BMD. Voter can choose this method or to vote using a Paper Write-In Ballot.

Curbside Envelope - Envelope used to place the voted ballot from a Curbside voter. Envelope is placed in the traditional Ballot Box when completed.

Curbside Voting - A type of assistance provided to voters outside the Vote Center when a voter is unable to go inside the room where voting is taking place. Usually, voters with Specific Needs will utilize this form of assistance.

CVR/Provisional Envelope - A pink envelope used for CVR and Provisional Voters. The front of the envelope is completed by both an Election Worker and a CVR or Provisional Voter.

CVR/Provisional Receipt - A pink receipt given to CVR/Provisional Voters that lists an "800" number where they can call and find out if their ballot was counted.

Damaged Ballot - Ballots that have tears, creases, folds.

Dual Switch Device - A device brought and used by voters with specific needs to assist them in marking their ballot. The device is plugged into the Dual Switch port on the front right of the BMD and is programmed by the voter.

Election Worker - An individual working at a Vote Center on any day of voting.

Election Worker Sign-In/Out - The process used by Election Workers to sign in/sign out of the ePollbook each day to account for their time working at a Vote Center.

Electronic Pollbook (ePollbook) - An iPad used to find voters and have them verify their information is correct, then sign on the Signature Confirmation screen to receive their ballot.

ePollbook Base - The base that holds the ePollbook and is able to rotate for easy access by the Check-In Clerk and voters.

ePollbook Case - The case used to hold an ePollbook and BAM printer and all the peripherals.

ePollbook Check-Ins - The cumulative number of individuals checked in on all the ePollbooks from a particular Vote Center. Number can be accessed from the Summary Report screen from the LA County Home screen on the ePollbook.

ePollbook Scanning Tray - A tray that attaches to the back of the ePollbook and faces the camera so a voter can scan the barcode on their Sample Ballot to find their voter record quickly.

ePollbook Stand Arm - The arm that attaches to the ePollbook Base which the ePollbook is mounted on for easy access by Check-In Clerks and voters.

ePollbook Stylus - A pencil like tool with a soft tip used to make selections or sign the ePollbook.

Feather Flag - A 10 ft. flag that is set up outside the Vote Center using the stand or stake provided, so voters know to "Vote Here."

Green Stripe Envelope (GSE) - Large clear bag with a green stripe. The GSE stores Vote Center specific items that need to be returned to the RR/CC, and is returned to the CIC along with the Ballot Transport Box and Ballot Security Envelope <u>on Election night only</u>.

IBB Security Seal - A Seal that is affixed to the IBB on the side opposite the Zip Tie. It is removed any time the IBB is opened for any BMD Maintenance, and is replaced by a new Seal when a new Zip Tie is applied. The seal is checked during the Chain of Custody process to verify no tampering has taken place.

Integrated Ballot Box (IBB) - The ballot box on the back of each BMD, into which the ballot drops after it has been cast at the BMD. The IBB is secured with both a Zip Tie on one side and a Security Seal on the other.

Interactive Sample Ballot (ISB) - A website found at ISB.lavote.gov that a voter can go to access their Sample Ballot electronically. The ISB allows a voter to make their selections using a computer, smartphone, tablet, or any device that allows internet connectivity, and lets the voter create a Poll Pass that they can bring to the Vote Center and upload all their selections into the BMD.

Kiosk, Election Laws - Two kiosks at a Vote Center. One is placed inside and one is placed outside to allow voters to see Election Laws, the Voter Bill of Rights, and other information pertinent to the Vote Center.

Kiosk, VSAP - A kiosk that contains information about the new Voting Solutions for All People (VSAP) program in Los Angeles County.

Lead - See Vote Center Lead.

Line Monitor - An Election Worker position that is the first contact with voters at the Vote Center. They determine where a voter should be directed to (e.g. VBM drop off, or Check-In Table) and manages the lines at the Vote Center.

List of Qualified Write-In Candidates - A list containing official Write-In Candidates for a specific election. This list should be placed on the Official Table for voter reference.

Multilingual - The term used to describe materials and other items which are offered in languages other than English.

Official Ballot Statement - A duplicate form which is completed during closing. The blue/white copy is removed and placed in the Ballot Transport Box, along with the ballots. The carbon copy is removed and placed in the Green Stripe Envelope for reference the following night.

Open Poll Report - A report printed at each BMD each morning of voting. Each report is signed by two Election Workers, then placed in the Report Paper Box or envelope.

Paper Jam - The error that occurs on the BMD when ballot or report paper gets stuck in the BMD printer/scanner. Field Support Technician (FST) is responsible for clearing any paper jams.

Paper Write-In Ballot - The ballot used if a voter does not want to use a BMD ballot. The voter manually writes the name of the contest and their selection from the candidates or options in a contest.

Paper Write-In Ballot Privacy Envelope - Envelope used if a voter chooses to use a Paper Write-In Ballot.

Primary Cart - A BMD Cart that is designated with a red "P" showing it is the Primary Cart. The phones, Zip Ties and ePollbook cases are usually found in this cart, and Blank Ballot Boxes can also be stored in this cart if there is room.

Poll Pass - A QR Code that is generated after a voter has used the ISB to make their ballot selections. It can be printed out or downloaded to a phone to be scanned at the BMD to upload selections.

Poll Watcher - An individual who wishes to observe the voting process at a Vote Center. These individuals are usually members of an organization or political campaign, but may also be independent voters. Sometimes referred to as observers.

Provisional List - A pink-covered booklet that is used to list the names of all Provisional Voters only in the case the ePollbooks become unavailable.

Provisional Voter - A voter who votes provisionally on any day of voting.

Provisional Voting - Ensures that no properly registered voter is denied his or her right to cast a ballot if that voter's name is not in the ePollbook due to clerical, processing, computer, or other error. Also, it allows the Registrar-Recorder/County Clerk (RR/CC) the ability to verify that no voter votes twice, either intentionally or inadvertently, in a given election.

QR Code - A Quick Response Code that is used in various places at the BMD.

Quick Check-In Code - Barcode that can be generated on a smartphone and used for quick check-in at the Check-In Table. Voter goes to the website https://lavote.gov/vrstatus, and enters identifying information.

Report Paper - Special paper with a yellow stripe at top and bottom used to create the Open and Close Poll Reports on the BMD. The manilla envelope containing this paper should be secured in a Primary or Secondary Cart.

Report Paper Envelope - The manilla envelope, containing the Report Paper.

RR/CC - Acronym for Registrar-Recorder/County Clerk.

Sample Ballot - A booklet issued to a voter prior to the election period that lists all ballot contests the voter is eligible to vote for.

Samsung Phone - A Samsung smartphone that is issued to a Vote Center for use in performing Chain of Custody, assisting voters, and keeping in contact with the RR/CC.

Secondary Cart - A BMD Cart that is designated with a yellow "S" showing it is a Secondary Cart. This cart may contain ePollbook cases and Blank Ballot Boxes. Anything else that needs to be secured at night can be placed in a Secondary Cart.

Security Seal - A Seal that is used to secure data ports and other items that need to have a way of determiing if they have been tampered with. Security Seals can be blue or red, with or without barcodes.

Service Area Number Label - A white label that is placed on CVR/Provisional Envelopes that contains the Service Area Number, and an Affidavit number that makes the CVR/Provisional Envelope a completed Registration Form.

SITH Scanner Application - The application used to scan items going to the CIC at end of each day of voting. Scanned items include any Ballot Transport Boxes and Ballot Security Envelopes on a nightly basis, and on Election Night, the Green Stripe Envelope is also scanned and taken to CIC.

Spoiled Ballot - Process of reissuing a ballot to a voter who, due to a mistake on a voted ballot, requires a new ballot. Voters are only allowed up to three ballots if errors are made.

Stipend Card (Blank) - A form found in the Vote Center supplies and must be completed and given to the Lead on any day of voting, if Election Workers cannot sign-in/out on the ePollbook.

Stipend Card Envelope - Envelope completed Stipend Cards are placed in. Envelope is placed in GSE.

Traditional Ballot Box - Large black box that sits on VBM/Provisional Table and secures ballots. Traditional Ballot Box should remain locked with a yellow Zip Tie during voting. Items going in the traditional Ballot Box include: VBM, CVR/Provisional, Curbside and Paper Write-In Ballot Privacy Envelopes, and BMD ballots if voter wishes to cast it here instead of at the BMD.

Uninterruptible Power Supply (UPS) - An electrical apparatus that provides immediate emergency electrical power, without interruption, to devices that are plugged into it. Several could be used at a Vote Center to keep voting equipment on in the case of a power outage.

"VBM Issued" (notation in ePollbook) - This notation lets the Check-In Clerk know the voter was issued a Vote By Mail ballot. Voters can surrender their VBM ballot or can vote without surrendering the VBM ballot. Check-In Clerk taps "Issue Ballot—Cancel VBM" button in ePollbook.

"VBM Returned" (notation in ePollbook) - This notation lets the Check-In Clerk know the voter has returned their VBM ballot to the RR/CC, so if they wish to vote at the Vote Center, must vote Provisionally.

VBM/Provisional Clerk - The Election Worker position that accepts any VBM or CVR/Provisional ballots being dropped off at the traditional Ballot Box. This Clerk also passes out the "I Voted" stickers.

Voided Ballot - A ballot that has been voted incorrectly or returned, for any reason, by a voter. Voided Ballots are placed in the Blank Ballot Box and identified with "Void" written on the front.

Vote Area - The area at the Vote Center that contains all the BMDs, and is watched over by the Vote Area Monitors.

Vote Area Monitor - The Election Worker position that directs voters to available voting booths, instructs them on getting started and assists with questions or issues within the vote area.

Vote By Mail (VBM) - The method of voting for voters who choose to not vote in-person at a Vote Center, and then return either by mail or by dropping off at a Vote Center during the voting period. As of the November 2020 Election, all registered voters will receive a VBM Ballot.

Vote By Mail (VBM) Ballot - The combined total of all VBM Ballot Cards issued to a voter.

Vote By Mail (VBM) Ballot Card - Refers to one sheet of VBM ballot paper. All ballot cards are two pages. If there are no contests or candidates on the even side of the ballot card it will be marked "Page Intentionally Left Blank."

Vote By Mail (VBM) Ballot Envelope - An envelope used to return a Vote By Mail Ballot. All VBM Voters are issued a pre-printed envelope. Voters must sign the VBM Envelope when returning ballot by mail or dropping off at any Vote Center.

Vote By Mail (VBM) Ballot Page - One side of a VBM Ballot Card. The VBM Ballot Page number is printed on the top right corner of the VBM Ballot Page.

Vote By Mail (VBM) Replacement Envelope - An envelope used if the voter has lost their VBM Return Envelope. VBM Voters must print name and address, in addition to signing, then placing all VBM Ballot Cards in and sealing.

Vote By Mail (VBM) Replacement Envelope Translation Packet - An 18 language translation packet of the VBM Replacement Envelope. Placed on the Official Table and the VBM/Provisional Table for voters who require a translation of the VBM Replacement Envelope.

Vote By Mail (VBM) Voter - A voter who votes with a Vote By Mail Ballot.

Vote Center - A location that is set up with a Check-In Station and BMDs for voting. Any voter can go to any Vote Center in Los Angeles County to vote.

Vote Center Lead - Also known as Lead. An Election Worker position that is in charge at a Vote Center. Leads have specific responsibilities and procedures they must follow to ensure the Vote Center runs smoothly.

Vote Center Monitoring Guide - A tri-fold pamphlet describing what an Observer or Poll Watcher can and cannot do within the Vote Center. Should be placed on the Official Table.

Vote Center Safety Inspection Card - Completed by the Lead during set-up. The Lead surveys the Vote Center and its immediate physical surroundings and fills-out the card daily and places in GSE.

Voters with Specific Needs - The term used to describe voters who have disabilities and may require additional assistance. Also referred to as Voters with Disabilities.

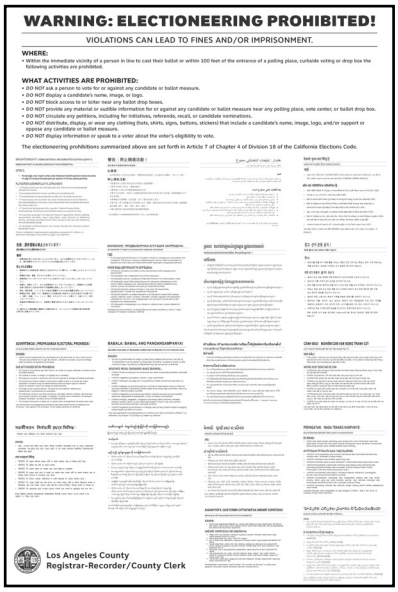
Voting Period - Voting in Los Angeles County now takes place over an extended period, which may be up to 11 days. Vote Centers will open each day of the designated voting period.

Voter With Disabilities (VWD) - A voter with Specific Needs. VWD is also marked in the ePollbook in place of a signature for Curbside Voters.

Write-In Vote - A vote for a candidate that is written in by the voter because that candidate does not appear on BMD. Write-In Votes are available for every contest that contains candidates, and the voter can type in up to 28 characters.

Zip Tie - A barcoded Zip Tie that is used to secure items within the Vote Center. All items that Chain of Custody (CoC) is conducted on should have a thin white Zip Tie (i.e. IBBs on each BMD, ePollbook cases, Primary and Secondary Carts that need to be secured). Thin yellow Zip Ties are only used to lock the traditional Ballot Box. White Zip Ties will be found in a Secondary BMD Cart. Yellow Zip Ties will be found in a Black Supply Tub.

LAWS: ELECTIONEERING / UNIFORMS AND FIREARMS / VOTING EQUIPMENT TAMPERING



WARNING: ELECTIONEERING PROHIBITED!

VIOLATIONS CAN LEAD TO FINES AND/OR IMPRISONMENT.

WHERE:

- Within the immediate vicinity of a person in line to cast their ballot or within 100 feet of the entrance of a polling place, curbside voting or drop box the following activities are prohibited.

WHAT ACTIVITIES ARE PROHIBITED:

- DO NOT ask a person to vote for or against any candidate or ballot measure.
- DO NOT display a candidate's name, image, or logo.
- DO NOT block access to or loiter near any ballot drop boxes.
- DO NOT provide any material or audible information for or against any candidate or ballot measure near any polling place, vote center, or ballot drop box.
- DO NOT circulate any petitions, including for initiatives, referenda, recall, or candidate nominations.
- DO NOT distribute, display, or wear any clothing (hats, shirts, signs, buttons, stickers) that include a candidate's name, image, logo, and/or support or oppose any candidate or ballot measure.
- DO NOT display information or speak to a voter about the voter's eligibility to vote.

The electioneering prohibitions summarized above are set forth in Article 7 of Chapter 4 of Division 18 of the California Elections Code.

Los Angeles County
Registrar-Recorder/County Clerk

ELECTIONEERING

"No person, on election day, shall, within 100 feet of a Vote Center… Solicit a vote or speak to a voter on the subject of marking his ballot." *California Elections Code Section 18370* defines "100 feet of the Vote Center" as meaning a "distance of 100 feet from the room or rooms in which voters are signing the ePollbook and casting ballots, and 100 feet from the Curbside Voting Area."

Electioneering is defined by *California Elections Code Section 319.5* as "the visible display or audible dissemination of information that advocates for or against any candidate or measure on the ballot within 100 feet of a polling place, an elections official's office, or a satellite location."

This includes, but is not limited to: display of candidate's name and logo, display of a ballot measure number or title, buttons, shirts, signs, stickers, and the dissemination of audible electioneering information.

The "Electioneering Prohibited" signs should be posted at strategic locations clearly marking the 100 foot limit of the Vote Center.

(California Elections Code Section 18370)

UNIFORMS AND FIREARMS

Persons with a firearm or persons in a peace officer or security guard uniform shall not be within 100 feet of the Vote Center, except to cast their vote or to conduct official business.

(California Elections Code Section 18544)

VOTING EQUIPMENT TAMPERING

Tampering with or attempting to interfere with voting equipment, hardware or software, is a felony punishable by up to four (4) years in state prison. Violators may also be subject to civil penalties of up to $50,000 per violation.

(California Elections Code Sections 18564, 18564.5 and 18565)

Appendix A:
Example of CVR/Provisional Envelope

☐ Count ☐ No Count ☐ Reason: _____

LOS ANGELES COUNTY REGISTRAR-RECORDER/COUNTY CLERK

CVR / PROVISIONAL BALLOT ENVELOPE

Voting twice is a felony

For the Voter – Complete and Sign

1. I am a citizen of the United States: ☐ Yes ☐ No
2. I am 18 or older: ☐ Yes ☐ No
3. First Name _____ M.I. ____ Last Name _____
4. Birth Date: ___ ___ / ___ ___ / ___ ___ ___ ___
5. CA Driver's License or I.D. # or last 4 digits of S.S. #: _____
6. U.S. State or Foreign Country of Birth: _____
7. Current Residence Address _____ City _____ State ____ Zip _____
8. Mailing Address (if different from above) _____ City _____ State ____ Zip _____
9. Previous Residence Address _____ City _____ State ____ Zip _____
10. Political Party:
    - ☐ American Independent Party
    - ☐ Green Party
    - ☐ Peace and Freedom Party
    - ☐ Other (specify): _____
    - ☐ Democratic Party
    - ☐ Libertarian Party
    - ☐ Republican Party

    I do not want to choose a political party preference*
    - ☐ No Party / None *If you choose "No Party/None", you may not be able to vote for some parties' candidates at a primary election for U.S. President, or for a party's central committee.
11. Daytime Phone #: _____
12. ☐ BECOME a Permanent Vote by Mail (PVBM) voter
13. ☐ REMOVE as a Permanent Vote by Mail (PVBM) voter
14. Email address: _____

Voter Declaration:

I declare under penalty of perjury that I reside at the address listed above; I have not previously voted in this election either by Vote By Mail ballot or at any vote center/polling location.

I am a U.S. citizen and will be at least 18 years old on Election Day. I am not currently serving a state or federal prison term for the conviction of a felony. I am not currently found mentally incompetent to vote by a court. I understand that it is a crime to intentionally provide incorrect information on this form. I declare under penalty of perjury under the laws of the State of California that the information on this form is true and correct.

X _____ Voter Signs Here _____ Date

Rectangular Snip

Label or Service Area # _____

For the Election Worker

Fill One Circle: ◯ CVR ◯ Provisional

If Provisional, Check one box:
- ☐ New Voter, No ID
- ☐ Out Of County
- ☐ Other

Party Ballot issued (NPP crossover only): _____

Comments: _____

Election Worker's name: _____

RR/CC Official Use Only

Voter I.D. #: _____

Precinct #: ____ Registered / ____ Voted

Serial #: _____

Operator I.D.: _____ Date: _____

Official Canvass

Clerk 1: _____

Clerk 2: _____

Appendix B:
Example of Change of Address Form

California Secretary of State
CHANGE OF ADDRESS
(Elections Code § 2119.5)

This form may only be completed by a voter who is currently registered to vote in their current county of residence. This form is to request a change of address within the same county. This form may only be completed during the time period of the 14th day before an election up until the close of the polls on Election Day. This form must be provided in person to the county elections official's office, polling location, or satellite office.

First name _____ Middle name _____

Last name *(including suffix, such as Jr., Sr., III)* _____

Date of birth __ __ __ __ __ __ __ __
M M D D Y Y Y Y

Current residence address _____ Apt or Unit # _____

City _____ State **CA** Zip _____

I want to change my address. My previous address was:

Address _____ Apt or Unit # _____

City _____ State **CA** Zip _____

I declare under penalty of perjury under the laws of the State of California that the information I have provided on this request is true and correct.

X _____ / / _____

Signature Date signed Month Day Year

English
Rev. 08/2020

Appendix C:
Working with Voters with Specific Needs

- **Use common sense.** Remember, a voter is a person first, the disability comes second.
- **Avoid being patronizing.** Show the voter the same courtesy and respect you expect to receive from others.
- **Be considerate and patient.** Try to anticipate what the voter's needs might be, offering assistance if needed. Be patient if they need more time to communicate or accomplish a task.
- **Communicate with the voter.** Some Voters with Specific Needs may have an assistant or companion with them. Look at and speak directly to them, rather than the assistant.
- **Post signs.** This will assist Voters with Specific Needs to find the most accessible way to get to the room where voting is being held.

Working with voters who are blind or visually impaired:	*Working with voters with speech/hearing impairments:*	*Working with voters with limited mobility:*
• **Identify yourself as an Election Worker.** Do this as soon as you come in contact with the voter. Offer your arm, rather than taking the voter's arm when assisting. Help the voter avoid obstacles in the path of travel by being specific when giving verbal directions. • **If the voter has a service animal, walk on the opposite side of the voter, away from the service animal.** Do not pet or interact with the service animal without owner's permission. • **Describe what you are doing as you do it.** If walking away from a person who is blind or visually impaired, let them know.	• **Allow a voter who cannot speak to write their name and address or provide identification.** • **Follow the voter's cues.** This will help to determine whether speaking, gestures, or writing is the most effective method of communication. • **If speaking, speak calmly, slowly, and directly to the voter.** Do not shout. Your facial expressions, gestures, and body movements help in understanding. Face the voter at all times. • **Rephrase rather than repeat sentences that the voter does not understand.**	• **Do not push or touch a voter's wheelchair without their consent.** People using adaptive equipment often consider the equipment as part of their personal space. • **Ask before helping.** Grabbing a voter's elbow may throw the person off balance. A person with mobility impairments might lean on a door while opening it. Quickly opening the door may cause the person to fall. • **Secure mats, rugs, and cords to floor or move them out of the way.** This will help prevent tripping. • **Keep floors dry.** • **Keep ramps and wheelchair accessible doors unlocked and free of clutter.**

Appendix D:

Contact Information

Contact Phone Numbers:

- Election Worker Services Help Desk Phone Number (Procedure Issues) .... (800) 815-2666 Option 7

- Finding a Precinct Number ..... (800) 815-2666 Option 2
  (Listen to the recording. After hearing Option 2, press 2. Then listen again. Then Option 5
  Option 5 will not be mentioned, but press 5 after hearing Option 6)

- Locked out of your Vote Center..... (800) 815-2666 Option 9

- IT Help Desk (Equipment Issues) ..... (855) 485-0580

- Call after completing the Pre-Check (only if having problems with
  with the Check Out Survey)..... (562) 462-2596

Websites:

- RR/CC ..... https://lavote.gov
- Interactive Sample Ballot (ISB) ..... https://isb.lavote.gov
- Quick Check-In Code..... https://lavote.gov/vrstatus

Addresses:

- RR/CC HQ..... 12400 Imperial Highway, Norwalk, CA 90650