For Election Day Questions and Support

Procedural Questions
(925) 335-7873

Supply or Equipment Issues
(925) 335-7873

Poll Worker Availability
(925) 335-7873

Voter Eligibility Questions
(925) 335-7800

Emergencies
911 or Local Law Enforcement
Dear Poll Worker,

Thank you for being a key part of our Elections Division team and for helping to keep voting safe, secure, and convenient.

While exciting, Election Day is filled with activities that ensure the integrity of our democracy. Whether casting a vote for President of the United States or a City Councilmember, each ballot is treated with the same level of care. You are the guardians of that process at our poll sites.

By serving as a poll worker, you play a critical part in ensuring that our elections are conducted fairly, impartially, and accurately.

We are honored to have you as a part of our team and thank you again for your willingness to serve.

Sincerely,

Joseph E. Canciamilla
County Clerk-Recorder and Registrar of Voters
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How to Use This Reference Guide

This Poll Worker Reference Guide is a resource for you to help find answers to questions you may have after the Poll Worker Training and on Election Day.

This guide will assist and remind you of the tasks you have been trained to perform, including when and how the tasks need to occur.

This guide is organized in the order that the tasks are performed: Pre-Election, Opening the Polls, Assisting the Voter, and Closing the Polls. The detailed Table of Contents will assist you in finding the information.

We hope this Reference Guide is valuable and easy to use. We welcome any ideas or suggestions you may have to improve it for future elections.
Improvements and Enhancements

As a poll worker, you have already noticed that there have been several improvements and enhancements to our election processes. With the experience we have gained since 2006 with our current voting technologies, and with the experience and leadership of the new County Clerk, we are testing several changes which we expect to incorporate for the 2014 elections.

Ballots

The most significant change for you as poll workers is the way our ballots are printed. With previous ballot printing technology, each precinct was required to have its own M-100 and AutoMARK, which meant that each precinct also had its own complete board of poll workers. In a polling location at which two precincts were assigned, there were two M-100s, two AutoMARKs, two ballot boxes, two Inspectors, umpteen voting booths, two sets of signs, two sets of Clerks, etc.

Figure 1: Before

![Figure 1: Before Diagram]

Figure 2: After

![Figure 2: After Diagram]
Improvements and Enhancements

Supplies, Equipment, and Staffing
Now, with our new printing technology and processes, a single polling location requires only one M-100 and one AutoMARK, even when multiple precincts are assigned to vote there. This means that we no longer need multiple sets of supplies, equipment and voting booths. It also means that the staffing plan and work load can be similarly reduced. All of the changes result in better services to the voters.

Precinct Consolidation
We have begun the process of consolidating precincts on a permanent basis and assigning voters to the same polling location for every election. This means that fewer voters will be confused and lost on Election Day since they will always vote in the same location. This also means that fewer provisional ballots will be needed and issued. To make the learning curve easier for everyone, we have named rather than numbered the voting precincts and refer to them by name and not by number on all your paperwork.

Poll Workers
Our plan is for teams of poll workers to always work together and at the same location. We hope each of you will commit to working every election at your polling place. Our goal is for 90% of you to return and serve during each election.

Roles and Responsibilities
For this election one (1) Inspector has been assigned to each polling location, along with an adequate number of Clerks to manage voting smoothly on Election Day. Clerks are assigned without any pre-designation of duties (Roster Clerk, Ballot Clerk, Index Clerk, etc.) and will not be expected to perform a single set of tasks on Election Day as may have been the case in the past. All the functions of the past must still be performed, but we are not designating poll workers to specialized tasks.

This new approach permits the Inspector to assign and coordinate tasks to best accomplish the purpose at hand. This is based upon a collaborative team model in which all workers are familiar with what needs to be done and are willing participants. Throughout this guide we will offer suggestions for how the work may be organized to perform various tasks, but it is up to each team and Inspector to divide the work.
The Election Day Team

On Election Day, we expect that all poll workers will be trained to perform a variety of tasks and procedures and are willing and able to do so as needed throughout the day. It is important that everyone be able to perform all of the tasks related to assisting voters.

The workload on Election Day will change throughout the day. Opening and closing activities involve different tasks from those during the middle of the day. Throughout this guide, you will find suggestions on how tasks and duties may be assigned, so the workload is shared among team workers.

Inspector

While all tasks will be shared between poll workers, certain tasks will be reserved for the Inspector to perform and will be outlined in this guide. The Inspector is responsible for the successful and accurate administration of all Election Day tasks and activities at the polling place. Specific duties and responsibilities delegated to the Inspector include:

- Serving as the primary contact person between the polling place and the Elections Division on Election Day;
- Ensuring that all poll workers follow the procedures outlined in this guide;
- Being trained, willing and able to perform all election tasks, including machine set-up and troubleshooting;
- Picking up election supplies prior to Election Day and returning them Election Night; and
- Planning and administering tasks such as scheduling, set-up, breaks, task delegation, resolving issues and ensuring all paperwork is completed accurately.

Clerks

The number of Clerks assigned depends on the size of the polling location. All Clerks are expected to be able to perform the full range of duties throughout Election Day. The Inspector assigns duties to the Clerks and may rotate the duties throughout the course of the day.

Rover

A Rover will be assigned to your polling location and make periodic visits throughout Election Day to provide assistance and guidance as necessary.

Elections Division

The Elections Division provides centralized support on Election Day. Elections personnel are a phone call away and are trained to be able to help with many troubleshooting situations over the phone. If an equipment problem cannot be satisfactorily resolved, arrangements for replacement supplies and equipment can be made. You can contact the Elections Division at (925) 335-7873.
Standards Governing Behavior

Poll workers have the legal duty and responsibility to conduct the election according to the procedures set forth in this guide and the Election Code. The following are reminders of how poll workers should conduct themselves on Election Day:

- As a public official on Election Day, conduct yourself appropriately. Always maintain a professional and politically-neutral demeanor. Never discuss the election, candidates, politics or religion with each other or the public at the polls on Election Day.

- Use diplomacy and tact when working with the public. Use your best judgment when resolving conflicts. Remain calm at all times and ask for help if needed. Use respectful, positive communication. Be patient and offer to help if necessary.

- Plan to wear comfortable but suitable clothing. Be prepared for a long day by bringing enough food and drink. Inspectors will arrange breaks and lunch times based on staffing needs and work flow. Poll workers are entitled to breaks and may leave the voting area during breaks.

- You may bring appropriate items to pass the time, such as knitting or other handwork, nonpolitical reading material, electronic devices, crossword puzzles, etc. None of these personal activities may interfere with voting or disrupt coworkers.

- Keeping the polling place clean and clutter-free is the responsibility of all poll workers throughout the day.

- Ensure that you and other poll workers enforce these standards, protect the voters’ rights and report unresolved violations immediately to the Rover or Elections Division.
Poll Worker Expectations

Poll workers are a vital part of a successful election. As partners with our office, expectations are placed mutually on poll workers and the Elections Division.

**What We Expect From All Poll Workers**
- Attend all training required for your poll worker position.
- Perform all duties assigned to the best of your ability.
- Communicate with the Elections Division and respond promptly.
- Communicate any scheduling conflicts, before the conflict occurs.
- Be on time.
- Employ good customer service practices.
- Dress and groom yourself appropriately.

**Additional Expectations of Inspectors**
- Coordinate Election Day responsibilities and events with the Elections Office, the polling location, and fellow poll workers.
- Pick up supplies prior to Election Day and return them on Election Night.
- Complete all Election Day forms and reports accurately.
- Ensure polling location runs efficiently.

**What Poll Workers Can Expect From the Elections Division**
- Prompt and accurate responses.
- Professional courtesy.
- Resolution of issues and follow through.
- Reasonable accommodations for poll workers.
- Timely compensation.
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For All Poll Workers

Vote Early!
- You will be busy on Election Day, so plan to vote by mail or in person at the Elections Office in Martinez.
- Vote-by-mail applications can be found at www.CoCoVote.us or on the back of your Sample Ballot Pamphlet which was mailed to you before the election.

Review Your Training Materials
- Take time before Election Day to review this Poll Worker Reference Guide.
- Familiarity with the procedures will help you perform your tasks on Election Day and better assist voters.

Locate and Visit Your Polling Place
- Your polling place assignment can be found on your Notice of Appointment.
- Make sure you know where to go on the morning of Election Day and how long it will take to get there. This will help make sure you arrive by 6:00 a.m. on Election Day.
For the Inspector

Check in with Precinct Board Members

- Contact the Clerks assigned to your location to introduce yourself. The names and telephone numbers of the Clerks can be found in your Notice of Appointment.
- Remind Clerks to arrive by 6:00 a.m. to allow for enough time to set up the polling place.

Pick Up Supplies

- Your Notice of Appointment will indicate the depot location where you will pick up your Election supplies.
- Please review the inventory list included in your supplies. Contact the Election Office as soon as possible, if you have any items missing.

Check in with Polling Place Location

- Contact the Polling Place Coordinator to ensure that the building will be open no later than 6:00 a.m. on Election Day. The polling place contact information for your Polling Place Coordinator can be found on your Notice of Appointment.

Prepare Roster

- Alpha tabs are provided to help you quickly locate voters in the Roster.
- If you receive a Supplemental Roster with vote-by-mail voters, highlight the names in the “Voter Roster.”

NEW!: Use of Alpha Tabs

Alpha tabs are included in your supplies so that you can use them to locate the voter’s name more quickly. Follow these steps to easily attach the tabs to each roster.

1. Find the first page with the names which begin with the letter of the tab.
2. Looking at the roster page, stick the alpha tab letter on the RIGHT HAND SIDE of the page. This will prevent any jamming during the scanning process.
3. Start with the letter “A” at the top, placing the “B” right below it on the appropriate page.
4. Start at the top of the following page if you reach the bottom and still have alpha tabs remaining.
5. Now you are ready to quickly find the voter’s name.
Polling Place Supplies

Each polling place is provided with the supplies necessary for the efficient and effective operation of the polling place on Election Day. The polling place Inspectors pick up and deliver most polling place supplies used to conduct voting on Election Day, with additional supplies delivered to the polling place by the Elections Division. Supplemental election materials will also be delivered to the Inspectors by Rovers prior to Election Day, as needed.

Supplies Picked-Up and Delivered by the Inspector (Diagram 1)

A complete list of the polling place supplies can be found in Appendix B: Polling Place Supplies.

- Ballots (English and Spanish)
- M-100 Ballot Scanner
- Blue Ballot Box containing Red Security Bag and Precinct Supplies

Pre-Delivered Equipment and Supplies (Diagram 2)

- Tables and Chairs
- Voting Booths
- Metal Ballot Box
- Voter Display Board
- AutoMARK Accessible Voting Machine, Table, and Privacy Shield
- American Flag
- ADA Accessibility Accommodations to ensure access for voters with disabilities.*

*Not all polling places will have additional ADA Accommodations

Supplies Delivered by the Rover*

- Supplemental Voter Roster List
- Supplemental Roster Street Index of Registration
- Inspector’s Vote-by-Mail List
- School Use Permits

*Not all Inspectors will receive these materials.

Reduction in Polling Place Supplies

For this election, you may notice a reduction in polling place supplies. To improve Election Day polling place operations for poll workers and voters, the Elections Division has revised the materials that are provided to each polling place. You now have just the essential and relevant items for the efficient and effective operation of the polling place.

We have also improved the use of polling place equipment. In previous elections, polling places that had multiple precincts also had multiple M-100 Ballot Scanners and AutoMARKs. By making improvements in our ballot printing process, all polling places will now only have one of each machine.
Polling Place Supplies

Diagram 1: Supplies Picked Up by Inspector

Diagram 2: Pre-Delivered Equipment and Supplies
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Opening the Polls

Suggested Division of Labor

We expect everyone to participate in the set-up of the polls and work as a team. The Inspector must plan and organize the set-up with the rest of the team.

If you encounter delays that may prevent you from opening the polls on time, call the Elections Division as soon as you can. We are in a better position to assist you if you let us know at the first indication of a potential problem or delay.

Inspector

The Inspector is responsible for ensuring that the polling place is set up and opens on time at 7:00 a.m. This is done by assigning tasks and verifying completion.

The following is the list of duties for the Inspector on Election Morning:

- Gain access to the facility.
- Report missing poll workers to the Elections Division as soon as possible.
- Oversee the polling place set-up.
- Ensure accessibility aids are properly used.
- Ensure all signs, posters and flags are properly posted.
- Assist with the completion of machine set-up.
- Ensure oaths and pay vouchers are complete.
- Ensure the seals on the M-100 and AutoMARK are verified and noted on the Seal Log on the back of the “Ballot Statement.”
- Verify that the correct ballots are on the table with each precinct roster.
- Report any delays or problems to the Elections Division immediately.

Clerk Set-Up Tasks

Clerks perform tasks as assigned by the Inspector. Specific tasks may include:

- Setting up the M-100 and AutoMARK.
- Posting signs.
- Unpacking and arranging supplies and ballots.
- Setting up the check-in table(s).
- Setting up the ballot bag for provisional and VBM ballots.
- Assisting others as needed or requested.
Opening the Polls in 5 Steps

Follow the steps below to guide the set-up of the polling place on the morning of Election Day. More detailed instructions are provided for each step on the following pages.

Divide the tasks among the poll workers and work together as a team to ensure that the polls open on time at 7:00 a.m. To help you divide tasks, each step lists the number of poll workers required for its completion.

**Step 1: Arrive and Review Layout**
- Arrive at the Polling Place by 6:00 a.m.
- Ensure Tables, Chairs, and Voting Booths are Set Up

**Step 2: Set Up the Voting Equipment**
- Verify the Voting Equipment Seals
- Set Up the M-100 Ballot Scanner
- Set Up the AutoMARK

**Step 3: Set Up the Polling Place**
- Prepare the Election Table
- Prepare the Ballot Bag for Provisional and Vote-by-Mail Ballots
- Post the Election Signs and Poster Outside of the Polling Place
- Organize the Polling Place for Voting

**Step 4: Recite Oath and Complete Paperwork**
- Recite Officer Oath and Complete Payroll Paperwork
- Put On Poll Worker Name Tags

**Step 5: Open the Polls**
- Declare the “Polls are Open!” at 7:00 a.m.
- Take a Deep Breath
Diagram 3: Opening the Polls in 5 Steps

**Step 1: Arrive and Review Layout**
- Arrive at the Polling Place by 6:00 a.m. (All Poll Workers)
- Ensure Tables, Chairs and Voting Booths are Set Up (All Poll Workers)

**Step 2: Set Up the Voting Equipment**
- Verify the Voting Equipment Seals (Inspector)
- Set Up M-100 Ballot Scanner (1 Poll Worker)
- Set Up AutoMARK (1 Poll Worker)

**Step 3: Set Up the Polling Place**
- Prepare Election Table (1 Poll Worker)
- Prepare Ballot Bag for Provisional and Vote-by-Mail Ballots (1 Poll Worker)
- Post Election Signs and Posters Outside of the Polling Place (1 Poll Worker)
- Organize Polling Place for Voting (1 Poll Worker)

**Step 4: Recite Oath and Complete Paperwork**
- Recite Officer Oath and Complete Payroll Paperwork (All Poll Workers)
- Put on Poll Worker Name Tags (All Poll Workers)
- Declare the “Polls are Open” at 7:00 a.m. (1 Poll Worker)
- Take a Deep Breath (All Poll Workers)

**Step 5: Open the Polls**
- Declare the “Polls are Open” at 7:00 a.m. (1 Poll Worker)
Step 1: Arrive and Review Layout

Arrive at the Polling Place No Later than 6:00 a.m.

- All poll workers must arrive at the polling place by 6:00 a.m. on Election Day to allow for adequate time to prepare for the polling place to open by 7:00 a.m.
- If a poll worker does not show up on the morning of Election Day, call the Elections Division at (925) 335-7873.

Ensure Tables, Chairs, and Voting Booths are Set Up (Diagram 4)

Tables, Booths, Chairs, and the AutoMARK

- Prior to Election Day, the Elections Division delivers and sets up voting booths, tables, chairs, and the AutoMARK in order to meet ADA accessibility guidelines for voters with disabilities.
- You may need to make some adjustments to the layout of your polling place to improve the flow of voters.
- Diagram 4 on the next page illustrates a possible layout for your polling place. Your set-up may differ.

When arranging the polling place, keep in mind the following guidelines for accessibility:

- Make sure that voters with wheelchairs, strollers or walkers have adequate space to enter and exit the polling place.
- Make sure that tables, chairs and other objects do not block the doorway.
- Make sure there are no obstacles in the polling place that would prevent a person from moving through the voting area with ease. Obstacles might include chairs, floor mats, power cords or voters waiting in line.
- Ensure that the AutoMARK has enough room to allow for wheelchair maneuverability and voter privacy.
- Posted signs should be easy to view by voters and adhered to walls using the green tape by looping the tape on the back of the signs.

Voting Booth Lights

- Lights in voting booths are optional at most polling places, where there is already sufficient lighting.
- Lights may be disconnected, as needed, to allow for voting booths to be moved in order to facilitate the voting process.

Additional Safety and Accessibility Requirements

- Some polling places will have safety and accessibility mitigation requirements.
- Any requirements are included in Opening Bag #3 – Inside Supplies.
- Review and follow mitigation requirements to make sure the polling place is accessible to all voters on Election Day.
Polling Places with Multiple Voting Precincts

- On Election Day, many polling places will have more than one voting precinct.
- The Elections Division will provide enough tables and supplies for multiple precinct polling places.
- Regardless of the number of voting precincts, all polling places will have only one M-100 Ballot Scanner, one AutoMARK and one ballot bag, regardless of the number of voting precincts.
Step 2: Set Up the Voting Equipment

Verify Voting Equipment Seals

- Before setting up the voting equipment on the morning of Election Day, two poll workers must verify that the voting equipment seals match the serial number printed on the “Security Seals Record” and are unbroken and intact.
- If a security seal does not match the serial number printed on the Security Seal Record, or it is broken, continue with the opening procedures and call the Elections Division at (925) 335-7873.

Supplies Needed:

1. “Security Seals Record” on the back of the “Ballot Statement” (Red Security Bag)
2. M-100 Ballot Scanner
3. AutoMARK Accessible Voting Machine

M-100 Ballot Scanner (Diagram 5)

1. Remove the Red Security Bag from the Blue Supply Box.
2. Remove the “Security Seals Record” from the Red Security Bag.
3. Verify that the serial number on the WHITE Security Seal matches the serial number printed on the “Security Seals Record.”
4. Verify that the RED security seal is unbroken and intact.

AutoMARK Accessible Voting Machine (Diagram 6)

1. Verify that the RED Security Seal on the FRONT is unbroken.
2. Verify that the RED Security Seals on LEFT and RIGHT panels are unbroken.
3. Sign the “Security Seals Record” and return it to the Red Security Bag.
Step 2: Set Up the Voting Equipment

Diagram 5: Verify the Security Seals on the M-100 Ballot Scanner

1. Diagram showing the M-100 Ballot Scanner with a security seal.
2. Diagram showing a security seal record.
3. Diagram showing a security seal.
4. Diagram showing a security seal being opened.

Diagram 6: Verify the Security Seals on the AutoMARK

1. Diagram showing the AutoMARK with a security seal.
2. Diagram showing a security seal record.
3. Diagram showing a security seal.

Coming together is a beginning. Keeping together is progress. Working together is success.

Keep up the Good work!
Step 2: Set Up the Voting Equipment

Set Up the M-100 Ballot Scanner

Supplies Needed:
- M-100 Ballot Scanner
- Metal Ballot Box
- M-100 Power Cord (Transport Bag)
- Voting Machine Keys (Red Security Bag)

Prepare the M-100 Ballot Scanner for Voting (Diagram 7)

2. Unlock and lift the flap to open the ballot entrance slot (Lock #1).
3. Unlock and fold down the front access panel (Lock #2).
4. Unlock the auxiliary bin and remove the extension cord and power strip (Lock #3).
5. Remove power cord from M-100 Transport Bag.
6. Thread power cord through opening on the left side of the Metal Ballot Box.
7. Unpack the M-100 Ballot Scanner and place on top of the Metal Ballot Box.
8. Plug power cord into the back of the ballot scanner and slide into place.
9. Plug the M-100 Ballot Scanner into the power source.
   *Use extension cord and power strip, if needed.*
10. Close and lock the front access panel (Lock #2).
11. Open all doors on Metal Ballot Box to show first voter at 7:00 a.m. that the ballot compartments are empty.
12. After the first voter has voted, lock all doors on the Metal Ballot Box.

Place the M-100 Ballot Scanner into Operation (Diagram 8)

1. Open the access panel on the left side of the M-100 Ballot Scanner.
2. Insert the RED key and turn the key to the OPEN POLL position.
3. Press the YES button when the scanner beeps and the display reads, “ELECTION CARD INSERTED – OPEN POLLS NOW?”
4. Turn the key to the VOTE position when the display reads, “PLEASE TURN KEY/SWITCH TO VOTE.”
5. Remove the report from the printer and verify that the vote totals for all contests and precincts are all zero.

*For polling places with more than one precinct, you only need to sign one precinct’s zero report.*

The M-100 is now ready for voting!
Step 2: Set Up the Voting Equipment

Diagram 7: Prepare the M-100 Ballot Scanner for Voting

1. [Image]
2. [Image]
3. [Image]
4. [Image]
5. [Image]
6. [Image]
7. [Image]
8. [Image]
9. [Image]
10. [Image]
11. [Image]
12. [Image]

Diagram 8: Place the M-100 Ballot Scanner into Operation

1. [Image]
2. [Image]
3. [Image]
4. [Image]
5. [Image]
6. [Image]
Step 2: Set Up the Voting Equipment

Set Up the AutoMARK Accessible Voting Machine

Supplies Needed:

- AutoMARK Accessible Voting Machine
- AutoMARK Power Cord (AutoMARK Transport Case)
- AutoMARK Headphones (AutoMARK Transport Case)
- AutoMARK Privacy Shield
- AutoMARK Test Ballot (Bag #2: Opening Inside Supplies)
- Red Key (Red Security Bag)

Prepare the AutoMARK for Voting (Diagram 9)

1. Slide the left and right latches outward to unlock the lid.
2. Lift up and fold back front section of the lid
3. Lift the lid to a vertical position.
4. Raise the touchscreen and lower the lid down behind the screen.
5. Lower the ballot feed tray by lifting up and forward.
6. Plug the AutoMARK into a power source.
7. Turn the AutoMARK to the ON position using the RED KEY.
8. Set up the AutoMARK privacy shield.
9. Plug headphones into the headphone jack and use the audio keys on the keypad to test the audio function.

Test the AutoMARK Printer (Diagram 10)

1. Turn AutoMARK to Test Mode using the RED KEY.
2. Select Test Ballot Print using the touch screen.
3. Check the box “Enable Calibration Suggestion” on the touchscreen.
4. Insert the unmarked AutoMARK Test Ballot.
5. Verify that each oval is filled in correctly after AutoMARK prints ballot.

If the AutoMARK does not print, or prints outside each oval, turn the machine off and call the Elections Division.

6. If test was successful, select Done using the touch screen.
7. Turn AutoMARK to ON Position and Return AutoMARK Test Ballot to supply materials.

The AutoMARK is now ready for voting!
Step 2: Set Up the Voting Equipment

Diagram 9: Prepare the AutoMARK for Voting

1. Diagram showing AutoMARK at angle with top open.
2. Diagram showing AutoMARK open.
3. Diagram showing plug in.
4. Diagram showing AutoMARK with top pulled back.
5. Diagram showing AutoMARK with top fully opened.
6. Diagram showing AutoMARK with top closed.
7. Diagram showing AutoMARK with top closed and lock.

Diagram 10: Test the AutoMARK Printer

1. Diagram showing AutoMARK Main Menu.
2. Diagram showing AutoMARK Main Menu with options selected.
3. Diagram showing Test Ballot Print option.
4. Diagram showing Enable Calibration Suggestions.
5. Diagram showing test ballot with instructions.
6. Diagram showing test ballot with instructions and options selected.
7. Diagram showing AutoMARK with power on.

[Instructions]

This function is used to test the AutoMARK setup. Inserting a ballot and pressing the button on the side of the box will enable the system to identify the ballot and then mark every oval. Except for punch-card sized ballots, it will also print the name of each candidate/choice next to each oval. You may test as many ballots as you like. Only insert blank ballots. When you are finished, click DONE below.
Step 3: Set Up the Polling Place

Prepare Election Table

Throughout Election Day, keep the table uncluttered and free of unneeded items. Have items needed to assist voter out and ready to use.

Supplies Needed:

- Bag#1: Roster Bag (Blue Supply Box)
- Box of Ballots
- Secrecy Folders (Blue Supply Box)
- Provisional Envelopes (Blue Supply Box)

Organize Roster and Election Table Supplies (Diagram 11)

1. Remove Roster Bag from the Blue Supply Bag.
2. If you have more than one Roster Bag, arrange a separate table for each roster.
3. Remove secrecy folders and provisional envelopes from Blue Supply Bag.
4. Arrange the Election Table using Diagram 11 on the opposite page.

Unpack and Organize Ballots

1. Open box of ballots.
2. Remove ALL ballots from box.
3. If you have a polling place with more than one precinct, match the precinct’s ballots to the precinct’s “Voter Roster.”
4. Put ballots in sequential order and place on the Election Table.
Step 3: Set Up the Polling Place

Diagram 11: Prepare the Election Table

Matching Precinct Ballots to Precinct Roster for Polling Places with Multiple Voting Precincts

- Some polling places will have more than one voting precinct.
- For polling places with multiple precincts, you will have more than one than Voter Roster and a separate set of ballots for each precinct.
- To prevent issuing the wrong ballots and to ensure an efficient flow of voters, you **MUST** match the precinct’s ballots to the precinct’s roster.
- To match the precinct’s ballots to the precinct’s roster, use the precinct name printed on the bottom of the ballot and the precinct name printed on the front of the roster as shown in the diagram.
Step 3: Set Up the Polling Place

Prepare Ballot Bag for Provisional and Vote-by-Mail Ballots

Supplies Needed:
- Blue Ballot Bag (Blue Ballot Box)
- Blue Security Seal (Red Security Bag)

Set Up and Seal Blue Ballot Bag
1. Remove the Blue Ballot Bag from the Blue Supply Box.
2. Open the Blue Ballot Bag, fold-up side panels, and fasten them using Velcro.
3. Zip the lid closed and seal the zipper with a BLUE security seal.
4. Slide the clear plastic ballot cover forward to open the ballot container.

Post Election Signs and Poster Outside of the Polling Place

Supplies Needed:
- Bag #3: Outside Signs and Posters (Blue Supply Box)
- Cloth American Flag and Pole

Post Signs and Poster Outside of the Polling Place
1. Using tape loops, tape the laminated American flag outside the entrance to the polling place.
2. Post the “Voter Bill of Rights” outside the entrance to the polling place.
3. Post directional arrows to indicate an accessible path of travel to the polling place.
4. Post the cloth American flag outside the polling place using the pole, which is included.
5. Measure 35 walking strides from the entrance of the polling place and post the “100 Feet to Polls” Sign.

Tape Loop Method for Hanging Signs

In order to create a cleaner and neater environment we are asking you to hang signs using the “Tape Loop Method.” (This will eliminate the tape from covering part of the sign or defacing the American flag.) Simply cut a piece of tape and create a loop with the adhesive side to the outside. Press the loop to the back of the sign. Place the sign at the desired location and press the sign against the surface.
Step 3: Set Up the Polling Place

Organize Polling Place for Voting

Supplies Needed:

- Voter Display Board
- English Sample Ballot & Voter information Pamphlet (Blue Supply Box)
- Spanish Sample Ballot & Voter information Pamphlet (Blue Supply Box)
- Bulldog Clips (Blue Supply Box)
- Ballot Marking Pens (Blue Supply Box)
- Sheets of “I Voted” Stickers (Bag #2: Opening Inside Supplies)

Set Up the Voter Display Board

1. Place the display board between the entrance and the Election Table so it is visible to voters.
2. Open the “Sample Ballot & Voter Information Pamphlet” to the “Sample Ballot” page.
3. With the “Sample Ballot” page showing, attach both the English and Spanish “Sample Ballot” to the display board using a bulldog clip.

Organize Ballot Marking Pens, “I Voted” Stickers, and Stationery

1. Place ballot marking pens in voting booths.
2. Place “I Voted” stickers on top of M-100 Ballot Scanner.
3. Organize and use the remainder of the polling place stationery supplies as needed.

Etiquette for Displaying the American Flag

- When displaying the American Flag against a wall display horizontally or vertically with the field of stars at the flag’s own right (or to viewer’s left).
- Use a tape loop to attach the flag to the wall.
- Do not tape the flag to the wall in a manner that covers the flag.
Step 4: Recite the Poll Worker Oath

Recite the Poll Worker Oath and Sign the Payroll Paperwork

Supplies Needed:
- Official Oath and Payroll Form (Red Security Bag)
- Poll Worker Name Tags (Blue Supply Box)

Recite the Oath
1. Verbally recite the “Poll Worker Oath” printed at the top of the “Official Oath and Payroll Form.”

Please make any changes to your mailing address on the payroll form.

Put On Poll Worker Name Tags
- Write first name on name tag.
- Name tags must be worn and visible throughout Election Day.
- Bilingual Spanish-speaking poll workers should wear the Spanish language name tag.
Step 5: Declare the “Polls Are Open”

Declare the “Polls are Open!” at 7:00 a.m.

1. Show any voters present at the polling place that the Metal Ballot Box bins are empty.
2. Close and lock all doors on the Metal Ballot Box.

Take a Deep Breath

- Take a deep breath, have a seat, sip your coffee, and congratulate each other on a job well done.
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Organizing the Voting Process

Suggested Division of Labor
We expect everyone to participate in more than one function during the day. We no longer want to have Clerks dedicated to a single task or function to the exclusion of other activities. The Inspector must plan and assign voting stations and the rotation of tasks at the beginning of the day to account for breaks, meals, and the volume of voters.

Inspector
The Inspector is responsible for ensuring that the voting process is smooth and efficient and that all Clerks are knowledgeable and prepared to perform their assigned tasks.

The following is a suggested list of duties for the Inspector during voting:

- Ensure that all voters are served in a timely and courteous manner.
- Be the primary decision maker and problem solver for the location.
- Report all issues and problems to the Elections Division immediately.
- Monitor ballot inventory and supply levels throughout the day.
- Ensure accessibility aids are properly used and remain in place throughout the day to include the use of the AutoMARK.
- Ensure that all signs, posters and flags remain posted.
- Be the primary contact with the Rover.
- Ensure that provisional ballots are being issued correctly and for the right reasons.
- Ensure that ballots are being issued correctly throughout the day.

Clerk Tasks
Clerks perform tasks as assigned by the Inspector.

Specific tasks may include:

- Looking up voters in the “Voter Roster.”
- Issuing ballots.
- Issuing provisional ballots.
- Greeting and assisting voters.
- Providing appropriate accommodations to voters, including instructions and assistance in the use of the AutoMARK.
- Assisting workers as needed or requested.
- Performing all duties as assigned with professionalism and courtesy.
Assisting the Voter on Election Day

Supplies Needed:
- Voter Roster
- Street Index
- Ballots
- Ballot Marking Pens
- Secrecy Folders
- Ballot Scanning Machine
- “I Voted” Stickers

Issuing a Ballot (Diagram 12)
1. Greet the voter and ask for his or her name and address.
2. Look up the voter’s name in the “Voter Roster.” Voters’ names are listed in alphabetical order.
3. Confirm the address with the voter.
4. Place an “X” in the box next to the voter’s name.
5. Ask the voter to sign the “Voter Roster.”
6. Issue the ballot to the voter, offer a secrecy folder, and direct the voter to voting booth.
7. After he or she has marked the ballot, direct the voter to insert the ballot into the ballot scanner.
8. Offer the voter an “I Voted” sticker.

Updating the “Street Index”

The “Street Index” is for use by campaigns to assist them in getting out the vote on Election Day. Updating the “Street Index” is no longer a task designated to a specific poll worker. You will still need to update the “Street Index” throughout the day until 6:00 p.m., but it should be done as part of the duties performed by any poll worker whenever time permits.

Previously, each precinct had been provided with three street indexes, but precincts will now only have two copies. One copy is kept at the Election Table during the day, while the second copy is posted at the entrance of the polling place.

When Updating the “Street Index”:
1. Use the reference number (XREF NUM) printed next to the voter’s name in the roster to locate the voter’s name in the “Street Index.”
2. Draw a line through the voter’s name and address.
3. Update the copy of the “Street Index” posted at the entrance every hour until 6:00 p.m., or whenever time permits, by crossing out the names of the voters who voted.
Diagram 12: Issuing a Ballot

1. 

2. 

3. 

4. 

5. 

6. 

7. 

8. 

You are the public face of elections for the voter.

Thank you for your service, dedication, and hard work.
Provisional Voting

A Voter Casts a Provisional Ballot If:

- The voter’s name is not listed in the “Voter Roster.”
- The voter is not voting at his or her designated polling place.
- The voter moved within the county, but did not reregister to vote.
- The voter is listed as vote-by-mail voter in the “Voter Roster” but did not surrender his or her vote-by-mail ballot.

Supplies Needed:

- Provisional Roster
- Provisional Envelope
- Ballots
- Ballot Marking Pens
- Blue Ballot Bag
- “I Voted” Stickers

Issuing a Provisional Ballot

*When issuing a provisional ballot, do not slow down the voting process for other voters by completing and reviewing the provisional envelope where other voters are signing the roster.*

1. Have the voter print and sign name in the Provisional Roster.
2. In the Precinct Board section of the provisional envelope, write the precinct name and reason for provisional voting.
3. Issue the voter a provisional envelope and a ballot folded in thirds.
4. Direct the voter to a voting booth to complete the voter section of the envelope, to mark the ballot, and to return to a poll worker for review.
5. After the voter places the voted ballot in the provisional envelope, verify that the voter’s portion has been completed and the envelope is signed.
6. Give the voter the provisional envelope receipt.
7. Tell the voter that the contact information and the reference number can be used to confirm that the ballot was counted.
8. Instruct the voter to place the voted provisional ballot in the Blue Ballot Bag.
Provisional Voting

Diagram 13: Issuing a Provisional Ballot

Provisional Ballots

- **All voters** can cast a provisional ballot if their registration or voting status cannot be immediately determined at the polling place on Election Day for **whatever reason**.
- After Election Day, the Elections Division individually reviews every provisional ballot and counts all those that are eligible. Most provisional ballots are counted.
- The Elections Division updates voters’ records using information collected on the provisional envelope.
- Beginning 35 days after each election, provisional voters can use the reference number printed on the back of the provisional envelope receipt to confirm whether their provisional ballot was counted.
Special Circumstances

Voter is Not in the “Voter Roster”
- Confirm the spelling of the voter’s name or determine if the voter changed his or her name.
- If your polling place has more than precinct, check the other “Voter Roster(s).”
- Check the “Supplemental Voter Roster” delivered by the Rover.
- Give the voter the “Where Do I Vote Card” to call the Elections Division or to use the online voter look-up tool to find the correct polling place.
- If you still cannot resolve the voter’s eligibility, issue a provisional ballot.

Voter’s Name is Incorrect in the “Voter Roster”
1. Have voter sign the roster and vote.
2. Ask the voter to complete a new voter registration card with their correct name.
3. Place completed registration card in Roster Bag.

Voter’s Address is Different from the One in the Roster of Voters
- Have voter cast a provisional ballot.

Voter Would Like a Replacement Ballot
A voter may be re-issued a replacement ballot if he or she mismarks or “spoils” the ballot for whatever reason.
1. Exchange the original ballot for a new one.
2. Write “Spoiled” on the original ballot and place in plastic bag marked “Spoiled and Surrendered Ballots.”

Updating Voter Registration Information
In the past, you have been asked to make any corrections to a voter’s information in the “Voter Roster.” Moving forward, if a voter needs to correct incorrect information, or update his or her registration information, ask the voter to complete a new “Voter Registration Card” with the corrected information or changes.

Voters can use the Voter Registration Card to update:
- Name
- Address Information
- Misspellings
- Apartment Number
- Political Party Preference
- Vote-by-Mail Status

Completed “Voter Registration Cards” will be returned on Election Night. Do not permit voters to take a card to be completed later.
Vote-by-Mail Voters

On Election Day, Vote-by-Mail Voters Can:

- Return their vote-by-mail ballot to any polling place in the County on Election Day.
- Return their unvoted ballot and vote a regular ballot at their designated polling place on Election Day.
- Vote a provisional ballot if they do not have their vote-by-mail ballot.

Vote-by-Mail Voter Wants to Drop off a Ballot at a Polling Place

- Direct voter to deposit his or her vote-by-mail ballot into the Blue Ballot Bag.
- Offer an “I Voted” sticker.

Vote-by-Mail Voter Wants to Vote at Polling Place

1. Ask voter to “Surrender” his or her vote-by-mail ballot.
2. Write “Surrendered” on the vote-by-mail ballot and return envelope and place in the plastic bag labeled “Spoiled and Surrendered.”
3. Write “Surrendered” next to their name in the “Voter Roster” list.
4. Issue a ballot following the steps listed on page 34.
Electioneering, Exit Polls, Observers, and the Media

Electioneering

Voters have the right to cast a ballot free from intimidation. Therefore, no person is allowed to campaign within 100 feet from the entrance to the polling place on Election Day.

Electioneering is the visible display or audible dissemination of information that advocates for or against any candidate or measure on the ballot. Examples of prohibited materials and activities include:

- A display of a candidate’s name, likeness, or logo
- A display of a ballot measure’s number, title, subject, or logo
- Buttons, hats, pencils, pens, shirts, signs, or stickers containing information about candidates or issues on the ballot
- Any audible broadcasting

Additionally, no person is allowed to circulate a petition, place signs, solicit a vote, or speak to a voter about either marking his or her ballot or about his or her qualifications.

If anyone is electioneering, or engaging in any of the other prohibited activities, politely remind the person that electioneering is not allowed within 100 feet of the polling place. If the person continues to electioneer, call local law enforcement then call the Elections Division.

Exit Polls

Research groups and members of the media are permitted to speak with voters leaving the polling place as long as they are at least 25 feet from the entrance of the polling place and as long as it does not interrupt the voting process.

Election Observers

Members of the media, campaigns representatives, and election monitors may visit your polling place. Observers are permitted to observe all aspects of the polling place operation so long as it does not interfere with the voting process. Generally, official observers will have a letter of introduction from the Elections Division.

Media

Media organizations may take pictures or video inside the polling place as long as they respect voters’ privacy and do not interfere with the voting process. Voter permission should be given prior to being photographed or recorded.
Multilingual Voter Services

The Elections Division provides voter services and official written election materials in English and Spanish as well as Chinese and Tagalog materials at specific polling places within the County, as required by the Voting Rights Act.

As poll workers, you are our partners in ensuring that language assistance is provided at the polling place on Election Day in a respectful and courteous manner.

Voter Assistance

Voters who want or need assistance to vote have the right to receive voting assistance for any reason. Voters can bring up to two people into the voting booth.

Spanish Language Polling Place Materials

In order to assist voters who may need or prefer assistance in Spanish, the Elections Division supplies the following materials to all polling places on Election Day:

- Spanish Language Ballots and Tent Card
- Spanish Language Voter Information Pamphlet & Ballot Facsimile
- English/Spanish Bilingual Voter Display Board and Voter Bill of Rights
- English/Spanish Bilingual AutoMARK touchscreen and audio ballot

Bilingual Poll Workers and Telephone Assistance

At designated polling places, the Elections Division assigns bilingual Spanish-speaking poll workers. These poll workers should wear the Spanish greeting name tag throughout the day.

Additionally, Spanish-language telephone assistance is available throughout Election Day by calling (925) 335-7800.

Chinese and Tagalog Materials

Specific designated polling places will receive a Chinese and Tagalog Voter Display Board and Sample Ballot. If the Elections Division provides your polling place with a Chinese and/or Tagalog Voter Display Board, make sure to attach the corresponding sample facsimile included in Bag #2 (Opening Inside Supplies) in the same manner as the other display boards.
Assisting Voters with Disabilities

Voters with disabilities have the right to cast a ballot independently and privately at the polling place on Election Day. To ensure this right, the Elections Division works in partnership with you, the poll worker, to ensure that all voters with disabilities are provided equal access, receive needed assistance, and are provided necessary accommodation.

Access

- Polling places should be set up and organized to allow physical access to the polling place for all voters, including an accessible path of travel.
- Some polling places are provided additional modifications, such as threshold ramps, alternative entrance signs, and cones identifying designated accessible parking spaces.

Assistance

- Voters have the right to receive voting assistance for any reason.
- Voters can bring up to two people into the voting booth.
- If requested, you can provide assistance to the voters.

Accommodation

- A magnifying sheet and pen grips are available to assist voters read and mark the ballot.
- The AutoMARK Accessible Voter Machine allows voters to mark a paper ballot using a touch screen and audio interface.
- At least one accessible voting booth to each polling place.
- Chairs can be used with the accessible voting booth for voters who prefer to sit while marking their ballot.

When Assisting Voters with Disabilities

- **Use common sense.** People with disabilities want to be treated the same as everyone else. Show them the courtesy and respect that you expect to receive from others.
- **Ask before you help.** Before offering assistance ask the voter if he or she would like assistance.
- **Communicate directly with the voter.** Some people with disabilities may have an assistant, interpreter, or companion with them. When assisting voters with any type of assistant, be sure to direct your questions and responses to the voter.
- **Use people-first language that emphasizes the person rather than the disability.**
  - A person with a disability rather than a disabled person.
  - A person with a physical disability rather than a physical disabled person.
  - A person who uses a wheelchair rather than wheelchair bound.
- **Do not refer to people as handicapped.** A handicap is a physical or attitudinal constraint that is imposed upon a person, regardless of whether that person has a disability. For example, narrow doorways and curbs are handicaps imposed upon people with disabilities who use wheelchairs.
Assisting Voters with Specific Disabilities

The following guidelines are to help you recognize and respond to the needs and sensitivities of voters with a range of specific disabilities.

**Voters with a Physical Impairment**
- When talking with a person using a wheelchair, sit down in a chair and speak to the person at “eye-level.”
- Do not push a wheelchair or move a walker or cane without the owner’s permission.
- Make sure cables are securely fastened or taped down to prevent people from tripping.
- Keep ramps and accessible entrances to the polling place unlocked, clear and free of clutter.

**Voters Who Are Blind or Have a Visual Impairment**
- Identify yourself as a poll worker, give them your name, and ask the voter if he or she would like any assistance.
- If guiding the voter, offer your arm to the voter, rather than taking the voter’s arm.
- Give specific non-visual information when giving directions. For example, “walk 20 feet forward until you reach the table.”
- If the person has a guide dog or other type of service animal, walk on the opposite side. Do not pet or engage the service animal without permission from the owner.

**Voters Who Are Deaf or Hard of Hearing**
- Follow the voter’s cue to determine whether he or she prefers to communicate by speaking, writing, or gesturing.
- Before speaking with a voter who is deaf or hard of hearing, make sure that you get his or her attention by lightly tapping the voter on the shoulder or waving your hand.
- When talking, speak calmly, slowly and directly to the voter and do not speak any louder than normal unless requested. Do not obscure your face when communicating with a person who is hard of hearing.
- Rephrase, rather than repeat, sentences that the person does not understand.
- If a voter is accompanied by an ASL interpreter, speak directly to the voter and not to the interpreter.

**Voters with a Speech or Communication Disability**
- Give the voter your full attention. Don’t interrupt or finish the voter’s sentences.
- If you are having difficulty understanding the voter, ask the voter to repeat what he or she said.
- If after trying, you still cannot understand the voter, ask him or her to write it down.
Voting with the AutoMARK

To assist voters with disabilities to vote independently and privately, each polling place has one accessible voting machine called the AutoMARK. The AutoMARK is a ballot-marking machine that provides several options for voters to mark a paper ballot, including:

- A touch screen with a zoom feature to increase screen font size;
- An audio function that allows voters to listen to instructions and ballot selections using headphones while marking their ballot using a Braille embossed keypad; and
- An option to use other personal assistive devices such as a sip/puff switch.

Assisting a Voter to Mark a Ballot with the AutoMARK:

1. Assist the voter as a typical voter and follow the procedures for signing the roster and issuing the correct ballot type.
2. Instruct the voter to insert the ballot into the front of the AutoMARK and follow the instruction on the screen. If a voter wants to use the audio ballot feature, make sure that the headphones are connected and instruct the voter to follow the audio instructions.
3. After a voter marks his or her ballot using the AutoMARK, instruct the voter to insert the ballot into the ballot scanner machine.
Curbside Voting

If a voter is unable to enter the polling place for any reason, you can offer to assist by conducting curbside voting. Curbside voting is similar to voting inside the polling place, except that signing the roster and voting the ballot occurs outside the polling place.

Supplies Needed:

- Voter Roster, including Assisted Voter List
- Ballot
- Ballot Marking Pen
- Secrecy Folder
- “I Voted” Sticker

Assisting a Voter with Curbside Voting:

1. Greet the voter and ask for his or her name and address.
2. Return to the polling place and look up voter’s name in the “Voter Roster.”
3. Place an “X” in the box next to the voter’s name.
4. With a second poll worker assisting, bring the “Voter Roster”, ballot marking pen, ballot (in a secrecy folder), and “I Voted” sticker outside to the voter.
5. Ask the voter to sign the “Voter Roster.”
6. Have the second poll worker return the roster to the polling place after it has been signed by the voter so that voting can continue inside the polling place.
7. Allow the voter to mark the ballot in private.
8. Offer the voter an “I Voted” sticker.
9. Transport the voted ballot in the secrecy folder back into the polling place to be inserted into the M-100 Ballot Scanner.
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Organizing the End of Day

Suggested Division of Labor

The end of the day is a welcome event at the conclusion of a long day. The tasks which must be performed must be done accurately and in a timely manner. Planning and organizing who will do what in advance is essential to a smooth closing process. Again, we expect everyone to participate as assigned and as the needs of the situation require.

Inspector

The Inspector is responsible for ensuring that the closing process is accurate and efficient and that election material is secured and returned to the depot in a timely manner.

The following is a suggested way of planning for closing:

- Before closing, assign a Clerk(s) to be responsible for counting and reporting the number of signatures in each roster to be recorded on the “Ballot Statement.”
- Assign two Clerks to collect, box and seal the unused ballots from all precincts before other closing tasks are performed.
- When possible, assign Clerks in teams of two to work concurrently in accounting for the ballots in the Blue Bag, closing the M-100, and collecting the voted ballots from the Metal Ballot Box. Do not wait until one task is completed before beginning the other.
- Decide who will collect the numbers and complete the “Ballot Statement.”
- Assign housekeeping and cleanup tasks so they begin after signatures and ballots have been counted.
- Do not release Clerks until all closing tasks are completed.
- Determine who will mail the “Certificate of Packaging and Sealing” (should not be the Inspector or rider) and who will be the rider.
- Report any delays or problems to the Elections Division immediately.

Clerk Tasks

Clerks perform tasks as assigned by the Inspector. Specific tasks may include:

- Counting signatures in the Voter Roster;
- Sorting and counting vote-by-mail and provisional ballots;
- Closing the M-100 and posting the report;
- Accounting for the voted ballots;
- Assisting in packing and loading supplies;
- Completing forms and paperwork, which could include mailing the “Certificate of Packaging and Sealing”;
- Performing all duties as assigned with accuracy and timeliness;
- Assisting in housekeeping tasks;
- Planning on remaining until all tasks are complete; and
- Assisting others as needed or requested.
Poll Closing in 5 Steps

Step 1: Close the Polls
☐ Announce that “The Polls are Closed!”
☐ Secure the Unvoted Ballots

Step 2: Prepare for Ballot Count
☐ Close the Polls on the M-100 Ballot Scanner
☐ Count the Number of Voter Signatures in the “Voter Roster”

Step 3: Count the Ballots
☐ Count Voted Ballots in the Metal Ballot Box
☐ Count the Vote-by-Mail and Provisional Envelopes
☐ Secure the Spoiled and Surrendered Ballots

Step 4: Pack Ballots and Supplies
☐ Complete the “Ballot Statement”
☐ Pack and Seal the Red Security Bag
☐ Pack and Seal the Blue Ballot Bag
☐ Pack the Secure Blue Supply Box

Step 5: Deliver Ballots and Supplies
☐ Clean Up the Voting Area
☐ Deliver Ballots and Supplies to the Election Depot
Diagram 14: Poll Closing in 5 Steps

**Step 1**
Close the Polls

- Announce that "The Polls Are Closed" (1 Poll Worker)
- Secure the Unvoted Ballots (2 Poll Workers)

**Step 2**
Prepare for Ballot Count

- Close the Polls on the M-100 Ballot Scanner (1 Poll Worker)
- Count the Number of Voter Signatures in the Rosters (1 Poll Worker)

**Step 3**
Count the Ballots

- Count Voted Ballots in the Metal Ballot Box (2 Poll Workers)
- Count the Vote-by-Mail and Provisional Envelopes (2 Poll Workers)
- Secure the Spoiled and Surrendered Ballots (1 Poll Worker)

**Step 4**
Pack Ballots and Supplies

- Complete the Ballot Statement (Inspector)
- Pack and Seal the Red Security Bag (Inspector)
- Pack and Seal the Blue Ballot Bag (2 Poll Workers)
- Pack the Blue Supply Box (2 Poll Workers)

**Step 5**
Deliver the Ballots and Supplies

- Clean Up the Voting Area (All Poll Workers)
- Deliver Ballots and Supplies to the Election Depot (2 Poll Workers)
- Deliver the Ballots and Supplies to the Election Depot (2 Poll Workers)
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Step 1: Close the Polls

Announce that “The Polls are Closed” at 8:00 p.m.!

- Allow anyone in line at 8:00 p.m. the opportunity to vote.
- Designate a poll worker to stand at the end of the line until the last voter has signed the roster if there is a line of voters waiting to vote.
- Continue polling place closing procedures once the last voter has cast his or her ballot.

Secure the Unvoted Ballots

*You MUST secure the unvoted ballots before completing any other closing task on Election Night.*

Supplies Needed

- Unvoted Ballots
- Unvoted Ballot Box
- Unvoted Ballot Box Seal

Securing the Unvoted Ballots

1. Write the starting and ending serial numbers of the unvoted ballots on the “Unvoted Ballot Box” Seal.
2. Sign the “Unvoted Ballot Box” Seal.
3. Place all unvoted ballots in original Unvoted Ballot Box.
4. Seal the unvoted ballots in the Unvoted Ballot Box.
Step 2: Prepare for Ballot Count

Closing the polls and counting the number of voter signatures in the roster can be begin at the same time by different poll workers.

Close Polls on the M-100 Ballot Scanner

Supplies Needed
- M-100 Ballot Scanner
- M-100 Ballot Transport Bag
- Voting Machine Keys
- Red Security Bag
- Tape

Closing the M-100 Ballot Scanner
1. Use the RED key to turn the M-100 Ballot Scanner to CLOSE position.
2. Press the CLOSE POLL button located on the top of the Ballot Scanner.
   - The ballot scanner will print TWO “Voting Results Reports” and an “Audit Log.”
3. Sign both copies of the “Voting Results Reports.”
4. Separate the “Voting Results Reports” and place one copy, along with the “Audit Log,” in the Red Security Bag.
5. Have another poll worker post the second copy outside the polling place where it is visible to the public.
6. Turn the ballot scanner to the OFF position.
7. Unlock and open Door #2 on the front of the Metal Ballot Box.
9. Lift small metal flap and press the black button to eject the Memory Card.
11. Place the ballot scanner and power cord into the black carrying case.
12. Close the black carrying case and set aside for transport to the depot.
Step 2: Prepare for Ballot Count

Count the Number of Voter Signatures in the Rosters

If your polling place has more than one roster, count the total number of voter signatures for each precinct’s rosters separately.

Supplies Needed

• “Voter Roster”
• “Signature Counting Worksheet”
• Roster Bag
• “Ballot Statement” (Red Security Bag)

Count the Number of Signatures in the “Voter Roster”

1. Remove the “Signature Counting Worksheet” from the “Voter Roster.”
2. On each page of the “Voter Roster”, count the total number of voter signatures and write the number on the top of each page in the box provided.
3. Copy the number of signatures from each roster page onto the “Signature Counting Worksheet.”
4. Add together the subtotals of signatures and determine the grand total number of signatures.
5. Write the total number of voter signatures on the “Certificate of Registration” on the front of the “Voter Roster” and sign the certificate.
6. Write the total number of voter signatures on Line #1 of the “Ballot Statement.”
7. Place the “Voter Roster” and “Signature Counting Worksheet” in the Roster Bag for packaging into the Blue Ballot Bag.

Pack and Close the Roster Bag

1. Place the following additional items into the Roster Bag:
   • Provisional Roster
   • Street Indexes
   • Completed Voter Registration Cards
   • Completed Vote-by-Mail Applications
2. Close and set aside.
Step 3: Count Ballots

Count Voted Ballots in the Metal Ballot Box

Supplies Needed:
- Metal Ballot Box
- Voting Machine Keys
- Closing Bags: “Voted Ballots” and “Auxiliary Bin Ballots” (Closing Bag)
- “Certificate of Packaging and Sealing” (Closing Bag)

Count Voted Ballots from Ballot Box Bins #4 and #5

1. Use the key to open the left and right side doors of the Metal Ballot Box (Doors #4 and #5) and remove the voted ballots.
2. In a team of two poll workers, count the total number of voted ballots from Door #4 and Door #5.
3. Place the voted ballots in “Voted Ballots” closing bag.
4. Write the polling place ID and ballot count on the sheet of paper in the bag.
5. Seal the bag and set aside.

Count Auxiliary Bin Ballots from Ballot Box Bin #3

You may not have any ballots in the auxiliary ballot bin. If there are no ballots, write “0” on the “Auxiliary Bin Ballots” bag sheet.

1. Use the key to open the front door of the Metal Ballot Box (Door #3) and remove any auxiliary bin ballots.
2. In a team of two poll workers, count the total number of voted ballots from Door #3.
3. Place the voted ballots in “Auxiliary Bin Ballots” closing bag.
4. Write the polling place ID and ballot count on the sheet of paper provided in the bag.
5. Seal the bag and set aside.

Counting Ballots in 5 Steps

Use this method to count ballots and envelopes at the end of Election Day. This will help make sure that your counts are accurate and correct.

Working in a team of TWO poll workers:

1. ORIENT ballots/envelopes so that all ballots/envelopes face front and top-sided.
2. Have one poll worker COUNT ballots/envelopes in stacks of 10 and cross stack.
3. Have second poll worker VERIFY stacks through a second count and correct as needed.
4. ADD up the number of stacks and left over ballots and record number.
5. Do not recount the ballot/envelopes.
Step 3: Count Ballots

Count Vote-by-Mail and Provisional Envelopes

Supplies Needed
- Blue Ballot Bag
- Red Security Bag
- Closing Bags: “Provisional Envelopes” and “Vote-by-Mail Envelopes” (Closing Bag)

Remove All Ballot Envelopes
2. Remove all ballot envelopes from the Blue Box.
3. Separate vote-by-mail ballot envelopes and provisional ballot envelopes.

Count the Provisional Envelopes
1. In a team of two poll workers, count the number of provisional envelopes.
2. Place the provisional envelopes in the “Provisional Envelopes” closing bag.
3. Write the polling place ID and ballot count on the sheet of paper in the bag.
4. Seal the bag and set aside.

Count the Vote-by-Mail Envelopes
1. In a team of two poll workers, count the number of vote-by-mail envelopes.
2. Place the vote-by-mail envelopes in the “Vote-by-Mail Envelopes” closing bag.
3. Write the polling place ID and ballot count on the sheet of paper in the bag.
4. Seal the bag and set aside.

Secure the Spoiled and Surrendered Ballots
1. Seal any spoiled and surrendered ballots collected during the day in the “Spoiled and Surrendered Ballots” Closing Bag.
2. Set bag aside.
Step 4: Pack Ballots and Supplies

Complete the “Ballot Statement” (Diagram 15)

Supplies Needed

- “Ballot Statement”
- Certificate of Packaging and Sealing (Closing Bag)
- Sealed Closing Bags: “Voted Ballots,” “Auxiliary Bin Ballots,” “Vote-by-Mail Envelopes,” and “Provisional Envelopes” (Closing Bag)

Transfer Ballot and Envelope Totals and Sign “Ballot Statement”

1. Total the number of Voter Roster signatures on Line #1.
2. Transfer the ballot and envelope counts recorded on the closing bag labels during Step 3 to the “Ballot Statement.”
   - Line #2: Voted Ballots
   - Line #3: Provisional Envelopes
   - Line #4: Vote-by-Mail Envelopes
3. Sign the “Ballot Statement.”
4. Transfer the ballot and envelope counts from the “Ballot Statement” onto the Certificate of Packaging and Sealing.

Pack and Seal the Red Security Bag

Supplies Needed

- Red Security Bag
- White Tab Seal

Packing and Sealing the Red Security Bag

1. Remove the Blue Tab Seal from the Red Security Bag and set aside.
2. Remove the White Tab Seal from the Red Security Bag.
3. Write the serial number of the White Tab Seal on the “Ballot Statement.”
5. Verify that the following items are located inside the Red Security Bag:
   - Zero Totals Report (Printed and signed when the polls were opened)
   - Memory Card
   - Voting Results Report (end-of-the-day tape)
   - Official Oath and Payroll Form
   - Broken White Seal (from M-100 Ballots Scanner Memory Pack Door)
6. Blue Tab Seal (used on Blue Ballot Bag during the day)
8. Seal the Red Security Bag with the White Tab Seal for delivery to the depot.
Step 4: Pack Ballots and Supplies

Diagram 15: Sample Ballot Statement

4417
Church of Jesus Christ of Latter-Day Saints

**Ballot Statement**

*November 5, 2013 Election*

1. **Number of voters voting** (use of signature counting worksheet may be helpful)
   
<table>
<thead>
<tr>
<th>Precinct number</th>
<th>Number of signatures per precinct</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antioch110</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Antioch113</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Antioch124</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
   
   1A. Signatures for precinct:
   1B. Signatures for precinct:
   1C. Signatures for precinct:

2. **Count of ballots within the ballot box**
   
   2A. Total number of voted ballots (from doors numbered 4 and 5)
   
   2C. Total number of unscented ballots (from door number 3)

3. **Total number of provisional envelopes**

4. **Total number of vote by mail envelopes**

---

**White Tab Seal for Red Security Bag**

Please provide seal number here

WE, the undersigned polling place board members, hereby certify that the above accounting is true and correct:

__________________________________________  Inspector  ________________________________________  Clerk

<table>
<thead>
<tr>
<th>Prec</th>
<th>Upload</th>
<th>Prec</th>
<th>Upload</th>
<th>Prec</th>
<th>Upload</th>
<th>Prec</th>
<th>Upload</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For office use only
Step 4: Pack Ballots and Supplies

Pack and Seal the Blue Ballot Bag

Supplies Needed
- “Certificate of Packaging and Sealing” (Closing Bag)
- Blue Ballot Bag
- Sealed Closing Bags: “Voted Ballots,” “Spoiled and Surrendered Ballots,” “Auxiliary Bin Ballots,” “Vote-by-Mail Envelopes,” and “Provisional Envelopes”
- Roster Bag

Packing and Sealing the Blue Ballot Bag
1. Using the Certificate of Packing of Sealing, place the items below into the Blue Ballot Bag in the following sequence:
   - Voted Ballots
   - Auxiliary Bin Ballots
   - Spoiled and Surrendered Ballots
   - Vote-by-Mail Ballots
   - Provisional Ballots
   - Roster Bag
2. Seal the Blue Supply Bag with the Blue Tab Seal.
3. Sign the Certificate of Packaging and Sealing.
4. Place the YELLOW copy of the “Certificate of Packaging and Sealing” into the Blue Ballot Bag through the ballot entrance slot.
5. Instruct one poll worker (other than the driver or passenger) to mail the WHITE copy of the Certificate of Packaging and Sealing using the self-addressed, stamped envelope after Election Day.
Step 4: Pack Ballots and Supplies

Pack Blue Supply Box

Supplies Needed
- Blue Supply Box

Packing and Sealing the Blue Supply Box
1. Take down signs posted outside the polling place and place into the Blue Supply Box.
2. Gather remaining election materials from inside the polling place and place into the Blue Supply Box.
3. Secure lid on the Blue Supply Box with the attached twist locks.

Clean Up the Voting Area
Leave the items listed below at the polling place at the end of the night in a neat and orderly manner:
- M-100 Metal Ballot Box
- Voting Booths
- AutoMARK and Privacy Shield
- Tables and Chairs
- Voter Information Display
- Cloth American Flag and Pole
Step 5: Deliver Ballots and Supplies

Deliver Ballots and Supplies to the Election Depot

After all the ballots and supplies have been packed and secured, **TWO** poll workers will deliver the following items to the election depot.

- Red Security Bag (place on dashboard to be handed to depot worker)
- M-100 Ballot Scanner packed in black transport bag
- Blue Ballot Bag
- Sealed Box of “Unvoted Ballots”
- Blue Supply Box with Polling Place Supplies
Appendix A: Safety and Emergencies

General Safety Rules
Part of your work may require lifting and carrying. Please follow these safety tips:

- Keep your back straight with no curving or slouching.
- Center your body over your feet.
- Lift with your legs, not with your back.
- Move your feet to turn. Do not twist your back.
- Do not stand on chairs, tables, or desks to obtain articles that may be out of reach. Use a step stool or ask for assistance.
- Be alert to your surroundings. Watch for conditions and situations such as objects on floors and stairways, which are likely to cause slips or falls.

If an injury occurs, please contact the Elections Division office at (925) 335-7873.

Emergency Procedures
The safety of the poll workers and voters is the first priority in an emergency situation on Election Day. The second priority is the security of the voted ballots and the voting materials. The following information is intended to be a general guide when making decisions regarding the election process during an emergency. Notify the Elections Division office (925) 335-7873 as soon as possible after calling 911.

If Emergency Requires Evacuation
Evacuate any voters in the polling place immediately. If possible, bring the following items:

- Voter Rosters
- Unvoted Ballots
- Blue Ballot Bag
- Provisional Ballot Envelopes

Set up voting in another area and notify us of the new location. Post a sign at the entrance of the polling place location stating that the site has been closed or moved due to an emergency. Suggest voters contact the Elections Division office at (925) 335-7873 for information on where to vote. When the building is re-opened, resume voting as soon as possible.

Power Outage
If there is sufficient natural light or emergency lighting at the polling location, continue voting. If there is not sufficient lighting and there is another location at the site that has sufficient lighting, move the voting area. Be sure to also move the directional signs.

Deposit voted ballots into the auxiliary bin. When power resumes, remove the ballots from the auxiliary bin and run them through the scanner in the presence of voters before 8:00 p.m. If the power remains off for more than 20 minutes, call the Elections Division office at (925) 335-7873 for further instructions.
Appendix B: Polling Place Supplies

Red Security Bag:
- Voting Machine Keys
- “Ballot Statement” / “Security Seals Record”
- “Official Oath & Payroll Form”
- White Rifkin Tab Seal
- (2) Blue Rifkin Tab seals

Bag #1: Roster Bag
- Roster with Set of Alpha Tabs
- Pink Provisional Roster
- Street Index of Voters (2 copies per precinct)
- Election Table Precinct Sign
- Ballots Available in Spanish Sign
- Where Do I Vote Cards (Office Contacts)
- Voter Registration Cards

Bag #2 Opening Inside Supplies
- Poll Worker Reference Guide
- Plastic Bag AutoMark Test Ballot
- Instructions Safety and Accessibility Requirements - May Not Apply
- Election Officer Digest
- Election Official Name Tags
- Spanish Greeting Name Tags
- Sheets of “I Voted” Stickers
- Sheets of “Ya Voté” Stickers
- Magnifying Sheet

Bag #3: Opening Outside Signs and Poster
- Voter Bill of Rights Poster - English
- Voter Bill of Rights Poster - Spanish
- Directional Arrow Left/Right
- “100 feet to Polls” Sign
- American Flag 11x17
Appendix B: Polling Place Supplies

Bag #4: Pens
- Ballot Marking Pens "Mark A Vote"
- Ball Point Pens

Bag #5: Stationery
- Calculator
- Red Pencils
- Pencil Grippers
- Pencil Sharpeners
- Yellow Highlighters
- Ruler 6"
- Baggie of Bulldog Clips
- Packet of Push Pins

Packed Loose in the Blue Box
- Inventory Supply List
- Secrecy Folders
- Pink Provisional Envelopes
- Roll of Blue Tape
- Bottle of Hand Sanitizer
- Sample Ballots - English
- Sample Ballots - Spanish
- Sample Ballots – Chinese (not provided to all polling places)
- Sample Ballots – Tagalog (not provided to all polling places)
- Blue Ballot Bag

Bag #6: Ballot Storage and Transport
- Plastic Bag: Voted Ballots
- Plastic Bag: Auxiliary Bin Ballots
- Plastic Bag: Vote By Mail Envelopes
- Plastic Bag: Provisional Envelopes
- Plastic Bag: "Spoiled" & "Surrendered" Ballots
- Paper Label/Seal: Box of Unvoted Ballots
- Certificate of Packaging and Sealing with Self-Addressed Stamped Envelope
# Appendix C: Troubleshooting the M-100 Scanner

## Troubleshooting Set Up

<table>
<thead>
<tr>
<th>Error</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>“No Election Card”</strong></td>
<td>Open the polls at 7:00 a.m. using the auxiliary bin #3 for voted ballots and notify the Elections Division</td>
</tr>
<tr>
<td><strong>“Diverter not Found”</strong></td>
<td>Open panel door #2 and reseat the scanner. If this does not solve the problem, continue voting and call the Elections Division.</td>
</tr>
</tbody>
</table>
| **“Printer Timed Out Abort Printing”** | Prior to polls opening, open Printer Access Panel located next to keys. Check to see if paper release lever is in the “up” position.  
     | At closing, open Printer Access Panel. Check to see that there is no paper jam with the printer tape. |
| **“No Election Card”**              | Open the polls at 7:00 a.m. using the auxiliary bin #3 for voted ballots and notify the Elections Division. |
| **“Diverter not Found”**            | Open panel door #2 and reseat the scanner. If this does not solve the problem, continue voting and call the Elections Division. |

## Errors While Voting

<table>
<thead>
<tr>
<th>Error</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>“Missed Timing Marks”</strong></td>
<td>Check to see if flap at the number #1 position on the Metal Ballot Box is up.</td>
</tr>
<tr>
<td>Ballot makes a clunking sound and is returned</td>
<td>Remove the scanner, open paper path flap door #2 and reseat the scanner.</td>
</tr>
<tr>
<td><strong>“Ballot Jam”</strong></td>
<td>Remove the scanner, and clear the jam and reseat the scanner. If this does not solve the problem, continue voting using Aux Bin #3 and call the Elections Division.</td>
</tr>
<tr>
<td><strong>“Block Check: Face up/down tail edge”</strong></td>
<td>Place ballot in the auxiliary bin #3 and call Elections Division.</td>
</tr>
<tr>
<td><strong>“Missed Orientation Marks”</strong></td>
<td>Inspect ballot for damage and re-try. If the error continues, either spoil the ballot and have the voter vote again or place the ballot in the Aux Bin #3.</td>
</tr>
<tr>
<td><strong>“Multiple Ballots Detected”</strong></td>
<td>Retry one ballot at a time.</td>
</tr>
<tr>
<td><strong>“No AC”</strong></td>
<td>Check the power cord and make sure the machine is plugged into electrical socket.</td>
</tr>
</tbody>
</table>
# Appendix D: Troubleshooting the AutoMARK

## AutoMARK Troubleshooting

<table>
<thead>
<tr>
<th>Error</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>AutoMARK will not start up</td>
<td>Check to see if the machine is plugged in properly.</td>
</tr>
<tr>
<td>No response when screen images or keys on keypad are touched.</td>
<td>Shut down and restart system. If problem still exists, Call the Elections Division at (925) 335-7873</td>
</tr>
<tr>
<td>ERROR - PAPER</td>
<td>Open top panel, remove ballot, and if ballot is not damaged, re-insert ballot evenly. If problem persists, call the Elections Office (925) 355-7873</td>
</tr>
<tr>
<td>ERROR – Ballot has not been recognized</td>
<td>Call the Elections Division at (925) 335-7873</td>
</tr>
<tr>
<td>Ballot selections not marked</td>
<td>Ink replacement may be needed. Call the Election Office at (925) 335-7873</td>
</tr>
<tr>
<td>Ballot selections marked incorrectly</td>
<td>Call the Elections Division at (925) 335-7873</td>
</tr>
<tr>
<td>Marked ballot cannot be read</td>
<td>Call the Elections Division at (925) 335-7873</td>
</tr>
<tr>
<td>Audio presentation does not correspond with text displayed.</td>
<td>Call the Elections Division at (925) 335-7873</td>
</tr>
<tr>
<td>Unable to hear audio presentation</td>
<td>Check all connections, then shut down and restart the system if necessary.</td>
</tr>
<tr>
<td>No response when remote keypad or Puff-Sip device is used.</td>
<td>Check all connections, then shut down and restart the system if necessary.</td>
</tr>
</tbody>
</table>