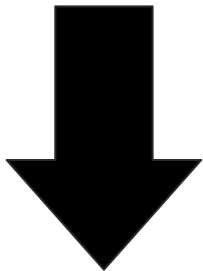


ALAMEDA COUNTY REGISTRAR OF VOTERS
ELECTION DAY



WHAT TO DO IF...



(REV 12/2009)

A. PRECINCT BOARD MEMBER FAILS TO REPORT (CEC § 12313)

Do not delay opening the polls. Voters must be allowed to begin voting at 7:00 a.m.

Precinct Board = 1 Inspector, 1 Judge, 2 clerks. (Students count as Clerks)

You do not need to call for replacement staff if you have a full Precinct Board.

1. If a Precinct Board Member fails to report or is missing, and you **do not** have a full Precinct Board, call the Registrar of Voters for a replacement at: (510) 272-6971. Proceed with polling place set up.
2. Next, find a voter who is willing to replace the missing Board Member(s) until a replacement arrives from the Registrar of Voters.
3. Have this voter complete the *Filled Vacancy Certificate* in the *Roster-Index* as well as the *Combined Certificate of Performance, Oath of Office and Payroll*.

NOTE: If you are unable to set up and have your polling place open by 7:00 a.m., use your supply of Official Ballots and the Roster-Index to begin voting outside.

B. BALLOTS RUNNING LOW

If you notice you are running low in your supply of ballots, call your Precinct Coordinator immediately.

If you are unable to contact your Precinct Coordinator, call the Registrar of Voters.

ONLY if you run out of ballots prior to receiving a new supply, do the following:

1. Suggest to the voter to use the Touchscreen.
2. Provide a Sample Ballot to the voter, (located in supply bag) tear out ballot page and issue a Provisional Ballot Envelope to the voter.
3. Check box #6 “OTHER” on the Provisional Ballot Envelope, and write “Ran out of ballots.”
4. Ensure the voter fills out the required information and signs the envelope.
5. When voter has finished marking his/her ballot, place the voted ballot in the Provisional Ballot Envelope. Remove envelope stub and give it to voter.
6. Place sealed Provisional envelope in the Gray Ballot Box.

VOTER'S NAME NOT IN ROSTER-INDEX/PROVISIONAL VOTER

If you cannot locate a voter in the Roster-Index, use the 'Street Poll Place Look-Up' list to find voter's assigned precinct. If that fails, issue voter a Voter Assistance Card or voter must vote Provisionally.

If voter does not want to travel to their assigned precinct or call the Registrar of Voters Office, follow the instructions below for Issuing a Provisional Ballot Envelope.

Provisional Voting

1. Write precinct number on front of Provisional Ballot Envelope and complete section entitled, "TO BE COMPLETED BY PRECINCT OFFICER."
2. Ask voter to fill out the "TO BE COMPLETED BY VOTER" section.
3. Check #3 - Voter has not moved, name not on Roster.
4. Issue voter a ballot. **Ask voter to return voted ballot inside signed/sealed Provisional envelope.**
5. Give provisional stub to voter.
6. Deposit provisional envelope in Gray Ballot Box.

PROVISIONAL VOTERS DO NOT SIGN THE ROSTER!

PROVISIONAL VOTERS SIGN PROVISIONAL ENVELOPE

ONE VOTER – ONE BALLOT – ONE SIGNATURE

NOTE: Voters may call the Registrar of Voters' office 28 days after the election to find out if their Provisional Ballot was counted (phone number is printed on envelope stub).

SPOILING A BALLOT

If a voter mis-marks, defaces or requests another ballot after being issued their first ballot, the voter may be issued up to two additional ballots (CEC § 14288).

If a voter requests a second or third paper ballot:

1. Take the ballot the voter no longer wants and write “**Spoiled**” on the ballot.
2. Place the spoiled ballot in **#7** Spoiled Ballots Bag.
3. Issue voter second or third ballot.
4. If this is the third ballot being issued, remind the voter that this is their 3rd and last ballot to be counted. Also, offer your assistance to the voter in marking his ballot.

Touchscreen Voters:

The Touchscreen has a review screen that allows voters to change their vote before pressing the “Cast Ballot” button.

Once the ballot is cast, the voter may not go back or vote again.

1 VOTER = 1 BALLOT = 1 SIGNATURE

- A. VOTER'S NAME IS ON PINK ROSTER
- B. MESSAGE ON SIGNATURE LINE IN ROSTER-INDEX

A. VOTER'S NAME IS ON PINK ROSTER

Voters in the pink Roster registered before the 15-day close of registration but after the white Roster-Index was printed.

If the voter's name is in the pink Roster:

1. Ask voter to sign next to their name in the pink Roster.
2. Issue voter a ballot.

B. MESSAGE ON SIGNATURE LINE IN ROSTER-INDEX

1. **ID REQUIRED (ID REQ):** Required for 1st time voters in Federal elections.

Acceptable forms of **photo** identification showing current name and address are:

- | | | | |
|--------------------------|---------------------------------|--------------------------|-------------------------|
| <input type="checkbox"/> | Driver's License (of any state) | <input type="checkbox"/> | State ID (of any state) |
| <input type="checkbox"/> | Passport | <input type="checkbox"/> | Military ID |
| <input type="checkbox"/> | Employee Card/ Badge | <input type="checkbox"/> | Student ID |
| <input type="checkbox"/> | Public Housing ID | <input type="checkbox"/> | Health Club ID |

The following **documents** may also be accepted as a form of identification:

- | | | | |
|--------------------------|---------------------------|--------------------------|----------------------|
| <input type="checkbox"/> | Utility Bill | <input type="checkbox"/> | Bank Statement |
| <input type="checkbox"/> | Government Check/Paycheck | <input type="checkbox"/> | Sample Ballot |
| <input type="checkbox"/> | Lease or Rental Statement | <input type="checkbox"/> | Insurance Plan Card |
| <input type="checkbox"/> | Property Tax Statement | <input type="checkbox"/> | Vehicle Registration |

If voter **CANNOT** show identification, process as a Provisional Voter according to Section 2.

2. **Vote By Mail (BY MAIL):** This voter was mailed a Vote by Mail Ballot and envelope. Process voter as a Vote by Mail Voter according to Section 6.

VOTER CHANGED ADDRESS OR NAME

Voter Address is Incorrect

Give voter provisional envelope to sign and complete.

Issue voter a ballot.

Voted ballot is placed in Provisional envelope, give voter envelope stub.

Check **#4 - Voter has moved within Alameda County, did not re-register.**

Provisional envelope is deposited in Gray Ballot box.

Voter Changed Name due to marriage, divorce or decree **AFTER** date of registration.

1. Voter signs Roster with previous name **and** their **new** name placing brackets around both signatures.
 2. Record new information for voter on *Roster Correction Notice* sheet located in Roster-Index.
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VOTE BY MAIL VOTERS (CEC § 3015, 3016, and 3017)

Vote By Mail Ballots may be dropped off at ANY polling place in Alameda County prior to 8:00 p.m. Election Day. Confirm voter has signed and sealed envelope. ALL Vote By Mail envelopes are deposited in Gray Ballot Box.

If someone is dropping off a Vote By Mail ballot on behalf of someone else, they are required to sign in the appropriate area on the back of the returned envelope. This person must be one of the following individuals:
spouse, parent, child, grandparent, grandchild, brother, sister, or person residing in the same household.

1. WHAT IF.....

By Mail Voter wants to “Surrender” By Mail ballot with envelope and vote at the Polls?

Write “VOID” on the returned envelope.

Place the ballot in the envelope, tear returned envelope partially to expose the ballot.

Place ‘VOIDED’ envelope in **#6 bag** labeled: *Void/Surrendered VBM envelopes*.

Voter signs Roster and is issued a ballot.

Voted ballot is placed in scanner.

2. WHAT IF.....

By Mail Voter has ballot, no envelope?

Give By Mail Voter a provisional envelope to complete and sign.

Voted ballot is placed in completed provisional envelope.

Board member writes: “VBM” in upper right of provisional envelope and checks box

#2 - Vote By Mail ballot enclosed. (Voter did not have VBM envelope).

Give voter stub. Provisional envelope is deposited in Gray Ballot Box.

3. WHAT IF.....

By Mail Voter has no ballot or envelope to surrender?

Give Voter a provisional envelope to complete and sign.

Issue Voter a ballot.

Voted ballot is placed in completed/signed provisional envelope.

Check box **#1 - Vote By Mail Voter who does not have ballot to surrender.**

Give voter stub, deposit provisional envelope in Gray Ballot box.

4. WHAT IF.....

By Mail Voter has By Mail envelope, does not have ballot?

Mark returned envelope ‘VOID’ place returned envelope in **#6 bag** labeled: *Void/Surrendered VBM envelopes*.

Process voter as Provisional Voter according to Section 2.

On provisional envelope check box **#1 - Vote by Mail Voter who does not have ballot to surrender**

A. DISTURBANCE AT POLLING PLACE

B. ELECTIONEERING

A. Disturbance at Polling Place

If any person is unruly, abusive, or threatens in any way, the safety of the Precinct Board, a voter, or the orderly conduct of the election, call 911 immediately followed up with a call to your Precinct Coordinator. If you cannot reach your Precinct Coordinator, call the Registrar of Voters office. (If possible use a land line to call 911.)

B. Electioneering:

Electioneering within 100 feet of the polling place is prohibited (CEC § 18370).

100 feet of a polling place or an elections official's office means a distance of 100 feet from the room or rooms in which voters are signing the roster and casting ballots.

No person, on election day, or at any time that a voter may be casting a ballot, shall, within 100 feet of a polling place or an elections official's office:

- (a) Circulate an initiative, referendum, recall, or nomination petition or any other petition.
- (b) Solicit a vote or speak to a voter on the subject of marking his or her ballot.
- (c) Place a sign relating to voters' qualifications or speak to a voter on the subject of his or her qualifications except as provided in Section 14240.
- (d) Do any electioneering.

If you are unable to resolve problems of electioneering, call your Precinct Coordinator. If unable to reach your Precinct Coordinator, call the Registrar of Voters office immediately.

MEDIA AT POLLING PLACE

Voting is, by necessity and design, a public process. As the purveyors of information to the public, members of the various media may arrive at your polling place to cover one or more aspects of the process for their viewers, readers or listening audience. The media ***MAY NOT INTERFERE*** with the voting process in any way.

Listed below are general guidelines for members of the media:

CAN DO:

- ✓ Complete exit polling at least twenty-five (25) feet from all entrances to polling place.
- ✓ Review posted Street Index.

CANNOT DO:

- X Interfere with voting process or touch voting equipment.
- X Photograph, videotape, or otherwise record a voter entering or exiting a polling place.
- X Remove posted Street Index from area.

MUST DO:

- ✓ Photographers or videographers must get permission from subjects and must ensure that neither paper ballot nor on-screen ballots are legible in the photos or footage.

Poll Workers are asked to limit comments to the media to those issues about which they have first-hand knowledge.

Technical questions or questions regarding policies or procedures should be directed to the Alameda County Registrar of Voters.

Poll watchers/Observers at Polling Place

Poll watchers or “Observers” are members of the public engaged in observing activities at the polls. Poll watchers may not interfere with the voting process in any way or touch voting equipment.

Guidelines for Poll watchers/Observers:

They May:

- ✓ Observe activity at the polling place, including opening and closing procedures.
- ✓ Ask questions, and/or be directed to the Registrar of Voters (510) 272-6933 for election process related questions.
- ✓ Obtain information from the posted Street Index Roster.
- ✓ Look at the Street Index on the Official Table, if Poll Workers are not using it.
- ✓ With a Poll Worker escorting them, they may visually inspect the integrity of external security seals used to secure voting equipment. Such inspection can only be done when it does not interfere with the privacy of any voter.

They May Not:

- ✗ Talk to voters within 100 feet of the room where voting is taking place.
- ✗ Sit at the Official Table.
- ✗ Use cameras, video recording devices, telephones or two-way radios.

A. CHALLENGING VOTERS RIGHT TO VOTE (CEC § 14240-14253)

B. REPORTING VOTER FRAUD

A. Challenging Voters Right to Vote

Per law, only members of the Precinct Board (Poll Workers/Election Officers) may challenge a voter's right to vote in the polling place. Should you challenge a voter, be aware that it can only be done on the following grounds:

- Voter is not the person whose name is on *Roster-Index*.
- Voter is not a resident of the precinct.
- Voter is not a citizen of the United States.
- Voter has already voted.
- Voter is on parole for conviction of a felony.

To challenge the voter, take the following steps:

1. Inform voter that they must take the Oath on the *Challenge List* located in the Roster Index before being allowed to vote (CEC § 14249).
2. After taking Oath, voter is to sign the *Challenge List*.
3. Issue ballot to voter based on determination of challenge.

Any doubt in the interpretation of the law shall be resolved in favor of the voter.

NOTE: If you have any questions about the challenge procedure, contact the Registrar of Voters Office immediately, (510) 835-8683.

B. Reporting Voter Fraud

If a voter informs you that he/she suspects voter fraud, have him/her call the California Secretary of State Voter Fraud and Investigation Unit at (800) 345-VOTE (8683).

A. VOTERS WITH SPECIAL NEEDS/REQUIRES ASSISTANCE

B. INTERACTING WITH THE PUBLIC AND YOUR FELLOW POLL WORKERS

Audio Assistance

Voters requiring audio assistance should be encouraged to use the Touchscreen as it includes headphones and a keypad for an audio version of the ballot and thus allows for full privacy.

Assistance in Marking the Ballot

By law, voters may be assisted by up to 2 persons in marking their ballot. If a voter requires assistance from you or anyone else (with the exception of the voter's employer or union agent), follow the procedures below:

1. Print name of voter requiring assistance on *Assisted Voter List*.
2. Issue voter a ballot.

Curbside Voting

If a voter is unable to enter the polling place, he or she may vote outside.

Follow the procedures below to process this type of voter:

1. Take *Roster-Index* to voter.
2. Using *Roster-Index*, determine if voter is eligible to vote in the precinct.
3. Have voter sign *Roster-Index* on the signature line.
4. Return *Roster-Index* to Official Table.
5. Take Ballot, privacy sleeve, and a pen outside to voter.
6. Allow voter to privately cast their Ballot using the pen provided. Ask voter to place Ballot inside privacy sleeve and hand it back to you.
7. After voter has handed privacy sleeve to you, remove ballot stub and give it to voter.
8. With Ballot inside privacy sleeve, return to polling place and insert voted ballot into the Scanner.
9. Provide Street Index Officer with voter's address information so name can be crossed through in Street Index Roster.

If Curbside Voter is NOT in Roster-Index, process voter as a Provisional Voter according to Section 2.

B. Interacting With the Public and Your Fellow Poll Workers

The Precinct board members represent the Alameda County Registrar of Voters, it is important that you be professional, act confidently, and show respect to all voters and fellow Poll Workers. This means being respectful of all persons from different cultures, ethnicities and socio-economic backgrounds. Also remember to avoid sensitive and controversial topics including politics and any subject of a personal nature.

A. LANGUAGE ASSISTANCE

B. ASSISTING A VOTER

A. Language Assistance

Alameda County is required by Federal law to provide election information and assistance in English, Chinese, Spanish, Tagalog & Vietnamese. Target precincts are assigned Poll Workers who speak the primary language. However, if no one on the Precinct Board speaks the voter's language, provide a Voter Assistance Card.

Bilingual Poll Workers should be prepared to provide a full and accurate translation of any part of the ballot. Poll Workers are not required to translate the entire sample ballot nor are they to give advice on how to vote.

Bilingual Poll Workers Must:

- Wear bilingual name tag next to your identification badge all day.
- Respond promptly to all reasonable requests for language assistance.
- Provide a full and accurate translation of all or any part of the ballot, if requested to do so by a voter. Poll Workers are not required to translate candidate statements, analyses nor the full text of measures from the sample ballot.

Inspector or Other Election Officer Must:

- Post ALL signs (English, Chinese, Spanish, Tagalog & Vietnamese) in the appropriate places. It is required by **LAW**
- Place the English, Chinese, Spanish, Tagalog & Vietnamese sample ballots on the official table.
- Post Spanish Sample Ballot

B. Assisting a Voter

The Registrar of Voters is committed to providing timely and accurate language assistance to voters in Alameda County. If a voter comes into the polling place needing language assistance and there is not a bilingual poll worker available to assist the voter:

- Call the Inspector Hotline and ask for language assistance from a trained bilingual Registrar of Voters staff member.
- If you cannot reach a bilingual staff member on the Inspector hotline, refer to the language specific numbers on the Voter Assistance cards.
- Call your Precinct Coordinator

If a voter cannot be helped over the phone, a bilingual troubleshooter will then be dispatched to the precinct to assist the voter.