

ELECTION GUIDE

Election Worker Procedures



Presidential Primary Election
March 3, 2020



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The following symbols are used throughout this guide to alert you to key information:



Important



Take a closer look

Section 1:

Introduction

VOTING SOLUTIONS FOR ALL PEOPLE (VSAP)

Voting. REIMAGINED.

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

How will the voting experience be different?

The Voting Solutions for All People will introduce a lot of new changes, such as:

- **Vote Centers:** Voters will be able to mark and cast their ballot at any Vote Center throughout the County. The voter will no longer be limited to voting at an assigned Polling Place.
- **Voting Period:** Voting will be available for an extended election period of 11 days. Voters will no longer be limited to voting on one day.
- **Ballot Marking Device:** Instead of InkaVote, voters will use a Ballot Marking Device (BMD) that is still dependent on a physical paper ballot. The new BMD offers new accessibility features like the use of multiple languages, audio ballot reading, screen settings and much more.
- **Interactive Sample Ballot (ISB):** Voters will have the option to expedite their voting experience by accessing their sample ballots online and digitally making their selections before visiting a Vote Center. The ISB will allow voters to mark their sample ballots on a computer or mobile device using their preferred accessibility tools or software, and generate a Poll Pass. At the Vote Center, voters can scan their Poll Pass and transfer their selections onto the BMD to cast their votes.
- **Electronic Pollbooks (ePollbooks):** Replacing paper rosters, ePollbooks will allow Election Workers to verify the registration eligibility of any L.A. County voter and allow for same day registration, giving voters the ability to vote at any Vote Center.



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



HOW VOTING WILL TAKE PLACE

1. Arrive at vote center



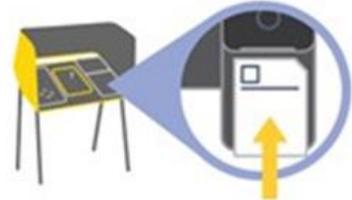
2. Check-in on electronic pollbook



3. Receive ballot



4. Go to BMD and insert ballot to begin voting



5. Follow the instructions on the BMD and begin making your selections OR scan your Poll Pass at the BMD to expedite your voting experience.



6. Cast ballot on BMD



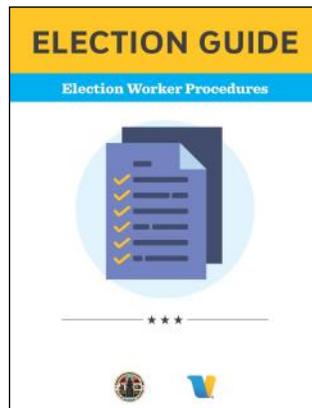
7. Receive "I Voted" sticker



AVAILABLE RESOURCES

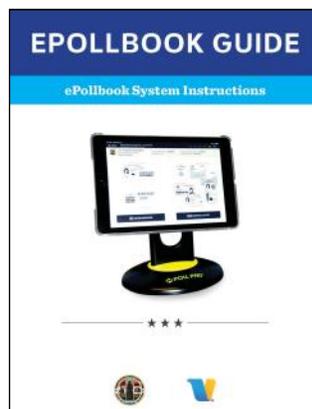
ELECTION GUIDE & WHAT TO DO IF...

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



EPOLLBOOK & BMD GUIDES

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



JOB CARDS

The *Job Cards* are easy to use cards that outline the different job duty steps for each Clerk position. They are useful for quick reference.

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



REMEMBER

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

SUMMARY OF ELECTION WORKER RESPONSIBILITIES

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

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

Troubleshooters: Troubleshooters roam between Vote Centers to support daily operations. They will be dispatched by the RR/CC to resolve technical problems with equipment, or to assist with other issues.



SHARED DUTIES (ALL ELECTION WORKERS):

- Set up the Vote Center each day in order to open by the assigned time.
- Assist voters.
- Close the Vote Center each day.
- Deliver ballots to the Check-In-Center at the end of each night (the Lead and a Clerk must travel together in the same vehicle).
- Perform any other duties for a successful Election.

LEAD DUTIES:

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

ABOUT PRIMARY ELECTIONS

A Primary Election is a nominating election where voters select candidates who will move on to a runoff held during the November General Election. In addition, the March 3rd Presidential Primary Election is a nominating election where voters in each political party elect the Presidential candidate who will represent that party in the General Election.



UNDERSTANDING CALIFORNIA’S TOP 2 PRIMARY SYSTEM

Voters enacted the Top 2 Primary System following the passage of Proposition 14 in 2010.

This system allows voters to vote for **any candidate running for Congress, State Senate, and State Assembly**. The two candidates who receive the most votes will advance to the November General Election.

The Top 2 Primary System **does not apply** to President or Political Party County Central Committee. Voting for Judges and local County and City offices remains **unchanged**.

BREAKDOWN OF TOP 2 PRIMARY SYSTEM	
Voters will be able to vote for any candidate in these contests regardless of political party.	<ul style="list-style-type: none"> ● Congress ● State Senate ● State Assembly
<p>Voters will only be eligible to vote for candidates in these contests if:</p> <ol style="list-style-type: none"> 1. Voter is registered with a party preference, or 2. Voter is Nonpartisan (NPP) and chooses to Crossover to any party that allows NPP Crossover. <p><i>See next page for additional details.</i></p>	<ul style="list-style-type: none"> ● President ● Political Party County Central Committee (only for voters registered with a party preference)
<p>Voting for these Nonpartisan contests remains unchanged:</p> <ol style="list-style-type: none"> 1. Candidates receiving more than 50% of the vote win the election. 2. If no candidate wins more than 50%, the two candidates who receive the most votes will advance to the General Election. 	<ul style="list-style-type: none"> ● Judges ● Local County Offices

VOTERS REGISTERED WITH A PARTY PREFERENCE

Voters registered with a party preference may only vote for that party's Presidential and Political Party County Central Committee candidates.

When a voter arrives at a Vote Center, the Check-In Clerk will have voter verify his or her political party listed in the ePollbook. The Check-In Clerk will then print and issue the ballot to that voter.

Once a voter has received a ballot, the Check-In Clerk will direct that voter to the vote area to vote and cast their ballot in the voting booth.

NONPARTISAN (NPP) VOTERS

Nonpartisan voters will be abbreviated as "NPP." The abbreviation will be listed in the party field in the ePollbook.

For this election, Nonpartisan (NPP) voters have the option to vote for a Presidential Candidate in the American Independent, Democratic, or Libertarian Party. **This is referred to as Crossover Voting.**

Therefore, Nonpartisan (NPP) voters have the option of choosing one of the following:

- Nonpartisan-Crossover American Independent
- Nonpartisan-Crossover Democratic
- Nonpartisan-Crossover Libertarian
- Nonpartisan Only (for voters choosing not to Crossover)

Note: Casting a Nonpartisan-Crossover ballot will not change a voter's registration.

Once the Check-In Clerk has asked the NPP voter if they would like to crossover to vote for a Presidential candidate in a Party that has chosen to allow Crossover Voting, the voter will select the chosen Party or Nonpartisan in the ePollbook. The Check-In Clerk will then print the ballot and issue the ballot to the voter.

The Check-In Clerk will then direct the voter to the vote area where they will vote and cast their ballot in the booth.

Summary: Voters listed with a party preference can **only** vote for candidates from that party. NPP voters can **only** crossover to the parties listed above, and no other party.

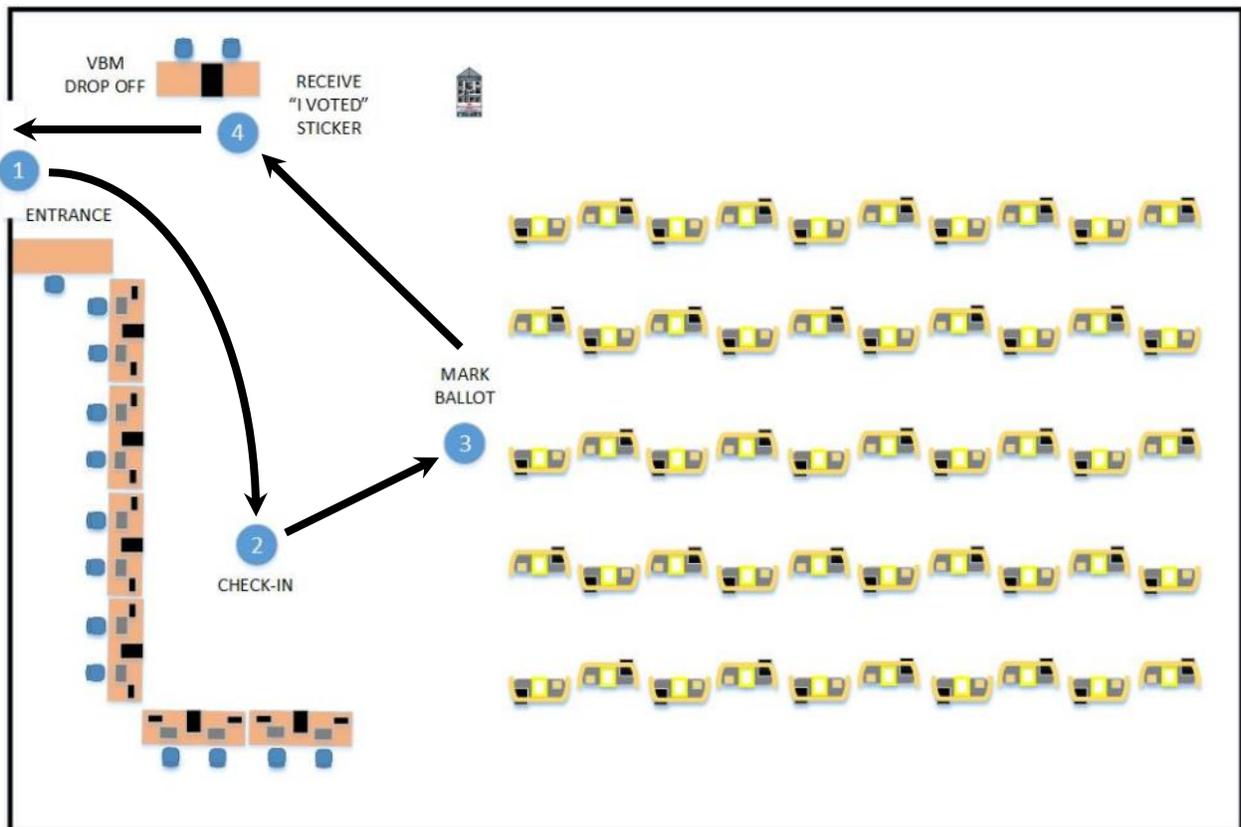
Section 2:

Setting Up the Vote Center

SET UP OVERVIEW

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

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



Note: The Official Table (Lead Table) will be positioned near the entrance in most Vote Centers. If this is not possible, it will be placed where space is available.

FOOT TRAFFIC AND SAFETY INSIDE THE VOTE CENTER

Ensure a clear path of travel

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

Report incidents to Help Desk

Any unsafe or hazardous conditions should be promptly reported to the Help Desk. Also, any incidents in the Vote Center related to the path of travel, such as a voter or Election Worker who trips or falls, should be promptly reported.

SET-UP OF THE VOTE CENTER

Election Workers must arrive at the Vote Center for setup **at the time specified on their Appointment Letter**.

Vote Centers will be opened for either 11 days or 4 days. Follow the steps below for setting up each day that the Vote Center is open.

Vote Center Lead Setup Responsibilities:

1. Speak with the facility contact to gain access inside.
(Note: Facility contact information will be provided by Polls Section during recruitment.)
2. Open the Primary Cart and retrieve the cell phones and follow the Chain of Custody process on the steps below:

Opening the Supply Cart:

- Find the Primary Cart. This will be the cart with the red "P" (as shown at right).
- Inspect the Zip Tie on the Primary Cart (if the Zip Tie has been tampered with, contact the Help Desk immediately).
- Break the Zip Tie on the Primary Cart.
- Remove the cell phones from top shelf.
- Power on and charge the cell phones.
- Log the broken Primary Cart Zip Tie following the Chain of Custody process. (On each subsequent day, verify that the Zip Tie number matches the number logged at closing on the previous day.)



Primary Cart identified with red "P"



Inspect and break Zip Tie

3. Confirm all Election Workers have arrived using the Assignment Letter provided by the Polls Section. Call the Help Desk to report "No Show" Election Workers.
4. Assign roles and instruct staff to begin setting up their stations (as referenced on pgs. 11 - 16).
5. Find the BMD Carts containing the ePollbook cases. Break the Zip Ties and follow Chain of Custody process. Remove all ePollbook cases and have Election Workers assigned as Check-In Clerks begin setting up.



Remove binder, cell phones, and other items from top shelf

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

6. Once the first ePollbook has been set up, instruct Election Workers to sign in. (See page 8 in the ePollbook Guide for instructions on sign in.)
7. Distribute ballots to Check-In Clerks once ePollbooks are set up. (See Check-In Clerk setup.)
8. Lock traditional Ballot Box with yellow Zip Tie (See VBM/ Provisional Clerk setup.)
9. Complete Vote Center Safety Inspection Card. (See below.)
10. Remind all Election Workers to wear a Name Tag.
11. Once the Vote Center is set up, conduct a final assessment and ensure all stations are set up according to procedures and site-specific instructions.
12. Complete ePollbook Vote Center Check-in and select the Get Started button in the ePollbook.
13. At opening time, Vote Center Lead announces aloud that the "Polls are now open."

Q

NAME TAGS

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

Each Election Worker should complete all information.

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



The image shows a name tag template for an Election Official. It features a blue header with a circular logo on the left and the text "Election Official" on the right. Below the header, there is a line for "Precinct #". The main body of the tag has the text "Hello, my name is:" followed by a blank line. Below that, it says "Please print:" followed by another blank line. At the bottom, it says "I speak:" followed by a blank line and the word "Language" in smaller text.

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VOTE CENTER SAFETY INSPECTION CARD

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

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

Safety Inspection Card



Election Date: _____ Inspector's Name: _____

Precinct Number: _____ Room Name: _____

Instructions for the Inspector

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

Polling Place Name	Time of Inspection	Results
		<input type="checkbox"/> No hazardous or unsafe conditions were found. <input type="checkbox"/> I reported these conditions: _____ _____

06-15

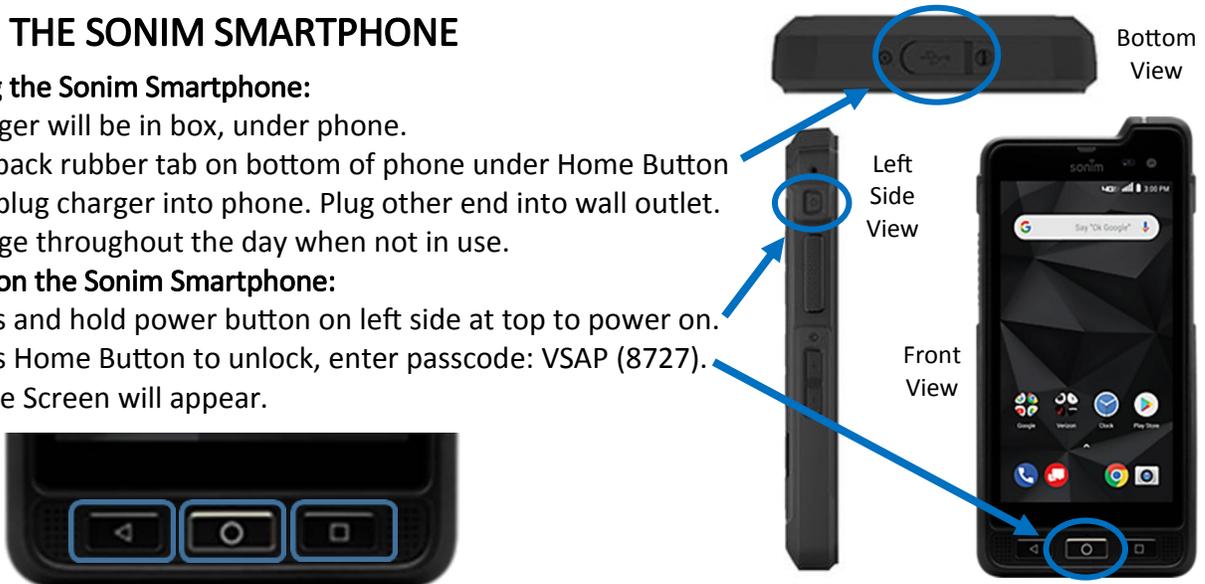
USING THE SONIM SMARTPHONE

Charging the Sonim Smartphone:

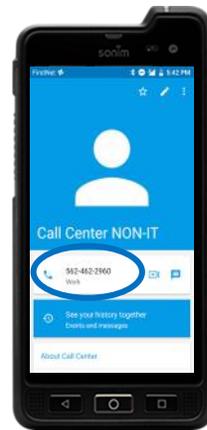
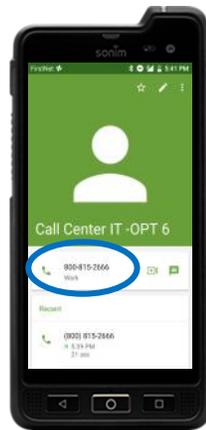
- Charger will be in box, under phone.
- Pull back rubber tab on bottom of phone under Home Button and plug charger into phone. Plug other end into wall outlet.
- Charge throughout the day when not in use.

Turning on the Sonim Smartphone:

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



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



<p><u>Home Screen</u> (Example above)</p>	<p><u>Contacts</u> Touch to get Pre-Programmed numbers.</p>	<p><u>Pre-Programmed Help Desk</u> Touch to select either Option 6 (Technical Issues), or Option 7 (Non-Technical Issues)</p>	<p><u>Help Desk - Option 6</u> IT (Technical) Support (Can press 6 immediately after talking starts, then 1 for Vote Center IT)</p>	<p><u>Help Desk - Option 7</u> Non-Technical Support (Can press 7 immediately after talking starts, then 0 to talk to a person)</p>
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CHECK-IN CLERK (EPOLLBOOK) SETUP:

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

1. After removing ePollbook cases from Ballot Marking Device (BMD) Cart(s), follow Chain of Custody process on all ePollbook Cases.
2. Setup the first ePollbook (see next page for ePollbook set-up procedures) and Lead logs in (**see Opening Procedures in ePollbook Guide**).
Note: The Ballot Activation Mechanism (BAM) printers will also be equipped with paper guides to help ensure that QR codes print properly.
3. All Election Workers will sign in using the first ePollbook.
4. Set up remaining ePollbooks (see next page for ePollbook set-up procedures).
5. Set up all Check-In Clerk supplies and totes (including the following):

Tote:

- Assisted Voters Tally Card
- Telephone Referral Cards
- CVR/Provisional Materials

Other:

- 20/20 Easy to Read Pen (Accessibility Tool)
- "Stop We Need You" Form
- Voter Registration Forms

Stationary Kit:

- Pens
- Pen Foam Grips (Accessibility Tool)
- Magnifier (Accessibility Tool)
- Signature Guide (Accessibility Tool)

6. Distribute ballots to Check-In Clerks (Lead):

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

Example of Check-In Clerk Stations after Set Up



CHECK-IN CLERK (EPOLLBOOK) SETUP: (CONTINUED...)

Setting Up the Check-In Clerk Station

Retrieve ePollbook case from BMD Cart, following Chain of Custody process. All other components should be on Check-In Table. Lay ePollbook face down on table and connect stand arm (still connected to base) to back of ePollbook as shown. Rotate stand arm counter-clockwise until it clicks. Stand ePollbook on its base (Home Button should be on the right). Connect BAM printer to its power cord and turn on BAM printer. Connect lightning cable to ePollbook (cord should run through the hole on stand arm from back to front as shown.) Once plugged in, the ePollbook will power on, and automatically connect to BAM printer through Bluetooth. Lead will provide each station with blank ballots.



Equipment Usage

Proper Placement of BAM Printer and EPollbook is shown at right. BAM printer should be placed directly in front of Check-In Clerk so that ballots can easily be placed in BAM printer.



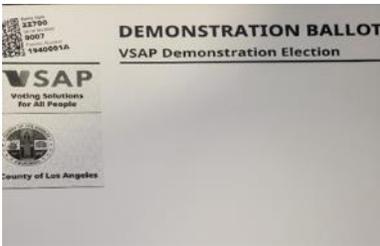
Avoid Bad QR Codes - Proper Placement of Ballot into Bam Printer

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

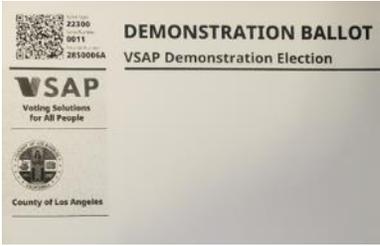
Load the ballot vertically



Bad Feed (with bad QR Code)



Good Feed (with good QR Code)



VOTE AREA MONITOR SETUP:

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

LINE MONITOR SETUP:

1. Post Kiosk inside Vote Center (first day only). This may be left overnight. Each day, confirm that Kiosk is still properly displayed.
2. Post signs outside Vote Center (see next pages for instructions for posting signs). Two Kiosks will be setup outside.
3. Set up the Official Table supplies using example below:

Example of Official Table after Set Up



VBM/PROVISIONAL CLERK SETUP:

1. Secure the traditional Ballot Box using a Zip Tie each morning.
2. Set up supplies (including but not limited to):
 - Handouts
 - Stationary Supplies
 - “I Voted” stickers
 - Voter Registration Forms
 - VBM Replacement Envelopes & Translation Packet
 - “Stop We Need You” Form



OUTSIDE SIGNS

Post Outside:

- Hang the American Flag so that it is visible from the street.
- Post "No Electioneering" signs in two different directions, 100 feet from the entrance of the Vote Center. (A 100 Ft. string is provided in the supplies as well.)
- Post all Directional Arrow Signs so that the Vote Center is easy to find.
- Post the Curbside Voting Sign & Metal Wire Stake so that it is visible from the street. (See next page for instructions.)



"No Electioneering" Signs



Post outside entrance of building:

- "Vote Here" Sign



Post just outside entrance to Vote Center room:

- Voter Bill of Rights Kiosk
- VSAP Kiosk

Post near street:

- 10' Feathered Flag

OUTSIDE SIGNS: CURBSIDE VOTING SIGN

What is Curbside Voting?

Curbside Voting allows voters who are unable to go inside the Vote Center to vote from their vehicle. The Curbside Voting Sign lists the Lead’s County-issued cell phone number, so voters arriving at the Vote Center may request assistance without having to go inside.

How to Set-Up the Curbside Voting Sign

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

(For information on providing Curbside Voting, see page 20.)



Lead’s County-issued cell phone number will be listed here

ASSEMBLING THE CURBSIDE VOTING SIGN:

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



KIOSKS

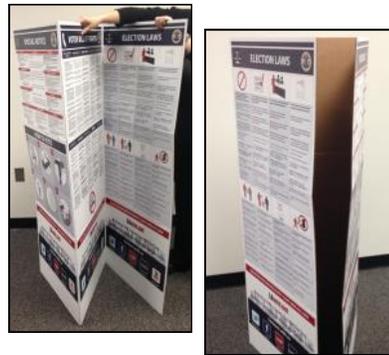
Most signs inside the Vote Center, as well as outside the Vote Center are found on Kiosks (in addition to other information). Position the Kiosks so they are accessible to voters, without blocking the voter's path of travel.

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

- Remove Kiosk from box and unfold.



- Stand Kiosk upright and close ends to form a triangle.



- Remove three plastic clips from supplies. Attach all three clips to one edge of the Kiosk at the top, middle and bottom.



- Close Kiosk by attaching other edge to plastic clips.

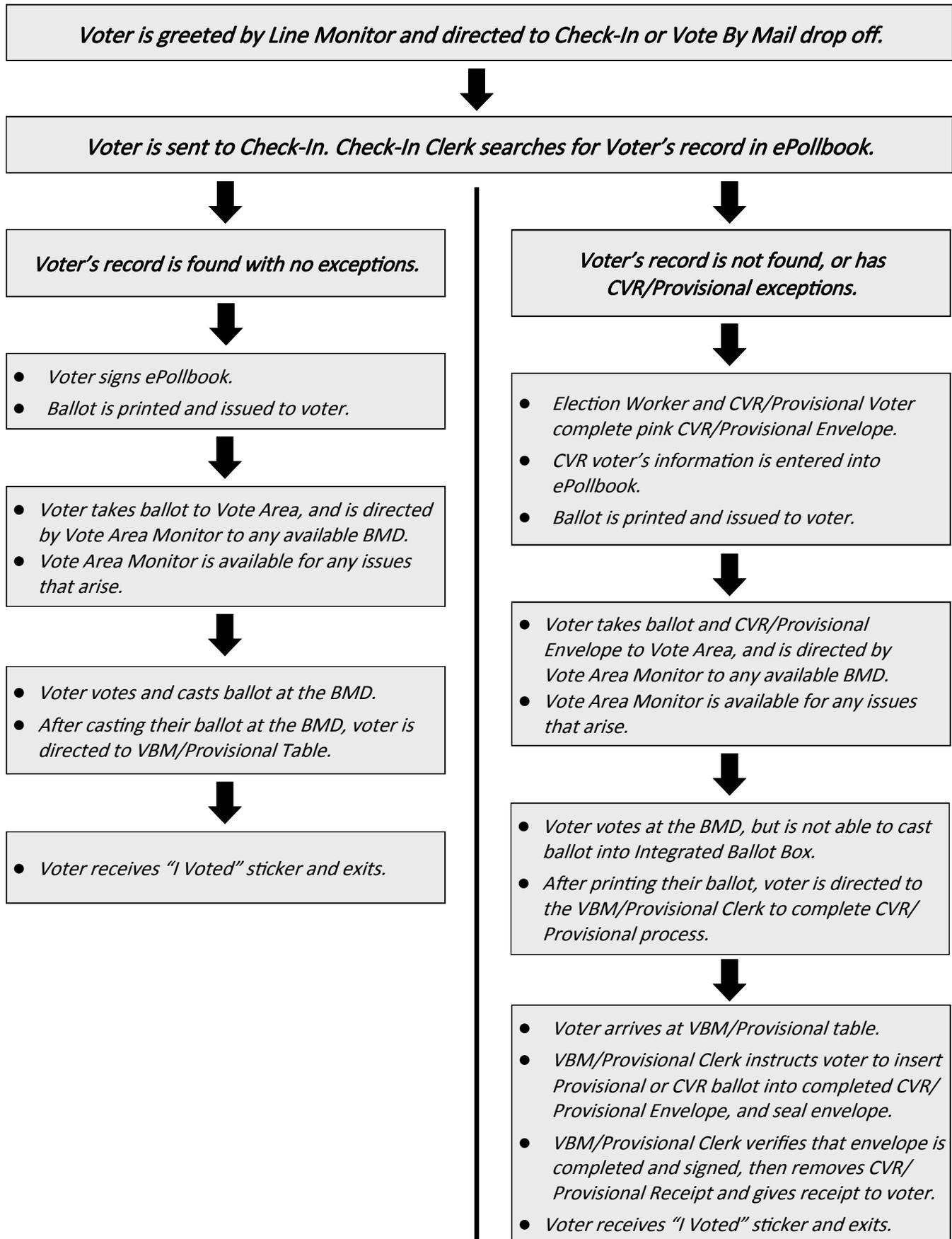


Section 3:

Assisting

Voters

HOW VOTING WORKS: SUMMARY



PROPER CONDUCT AT THE VOTE CENTER

Diversity Awareness:

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

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



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

Sexual Harassment:

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

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

PROVIDING ASSISTANCE TO VOTERS WITH SPECIFIC NEEDS

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

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

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

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

PROVIDING ASSISTANCE TO VOTERS INSIDE THE VOTING BOOTH

If a voter still requests assistance inside the voting booth, follow the instructions starting on page 29 of the ePollbook Guide.

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

PROVIDING CURBSIDE VOTING (CONTINUED...)

- Take the following out to the voter:

Printed Ballot from ePollbook



Sonim Phone

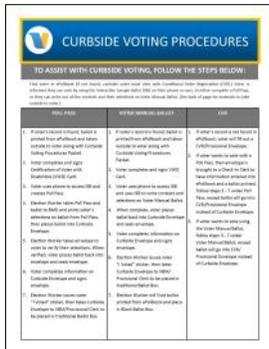


Clipboard and Pen



- Curbside Voting Procedures Packet: (Which includes):

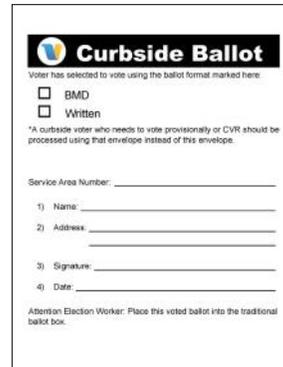
Instruction Sheet



VWD Card



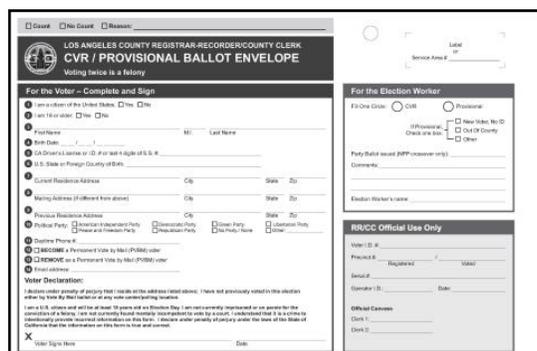
Curbside Envelope



Voter Manual Ballot



- CVR/Provisional Envelope (If CVR Voter):



LINE MONITOR DUTIES

The Line Monitor will be the first interaction that Los Angeles County Voters will have when entering the Vote Center.

The Line Monitor will:

1. Greet the voter.
2. Inquire if the voter is there to drop off a VBM ballot or to vote at the Vote Center, then direct the voter to Check-In or Vote by Mail drop off.
3. If lines have formed, suggest the use of the Interactive Sample Ballot (refer voter to www.lavote.net/locator).
4. Observe and assist Vote Center operations:
 - Verify Vote Center signage remains posted or in place.
 - Assist Vote Area Monitors and voters.
 - Answer voter questions or concerns.



Tips for Assisting Voters:

Proactively look for individuals who may need assistance.

- Disabilities can be either hidden or visible.
- Wait, recognize, and listen: Use patience and pay attention to voters to determine what assistance to offer.

CHECK-IN CLERK DUTIES

The Check-In Clerk will:

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



Steps for printing QR Code:

- Insert ballot paper into Ballot Activation Mechanism (BAM) printer with cut corner at the bottom right. (Note: the BAM printer will be equipped with a paper guide to ensure that the QR code prints correctly. Always use the paper guide when printing.)
- Press Submit (top right corner of confirmation screen).
- Verify that QR code printed clearly. (See page 12 for sample of ballot.)



EPOLLBOOK

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

- Setup
- Voter look up tools
- Troubleshooting

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

Voiding/Reissuing Ballots

If a voter needs to be reissued a ballot for any reason, notify the Vote Center Lead for assistance.

Situations Check-In Clerk May Encounter

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

CHECK-IN CLERK DUTIES (CONTINUED...)

Situations Check-In Clerk May Encounter:

<u>Situation:</u>	<u>Reference Page in ePollbook Guide:</u>
1. Voter Status	
• Inactive Voter - Voter will be required to read the Inactive Voter Oath	Page 17
• New Voter - Voter will be required to show a form of identification	Page 19
• Birth Date Required - Voter will be asked to provide their Birth Date	Page 21
2. VBM Issued - Voter was issued a Vote By Mail Ballot (VBM), but has not been received by the RR/CC, so voter can have VBM cancelled and vote	Page 23
3. VBM Returned - Voter was issued a VBM ballot, which has been received back by the RR/CC, so voter can only vote as Provisional Voter	Page 25
4. Voter Voted - Voting records show that voter has already voted at a Vote Center for this election, so voter can only vote as Provisional Voter	Page 27
5. Curbside Voter - Voter is unable to enter the Vote Center due to a disability, so would like to be assisted at the vehicle outside the Vote Center	Page 28
6. Voter Requires Assistance - Voter would like some assistance in the voting booth for a specific reason, so person assisting the voter is required to read an oath and sign verifying that they assisted the voter (can be someone the voter brought or anyone eligible, including Election Workers)	Page 29
8. NPP Voter - Voter has registered with No Party Preference and will have an option to vote for a Presidential candidate in either the American Independent, Democratic or Libertarian Party's Primary	Page 31

CHECK-IN CLERK DUTIES (CONTINUED...)

Assisting Nonpartisan (NPP) Voters

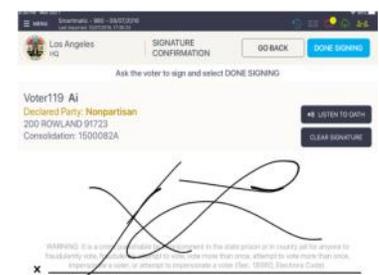
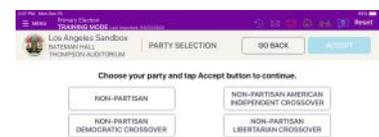
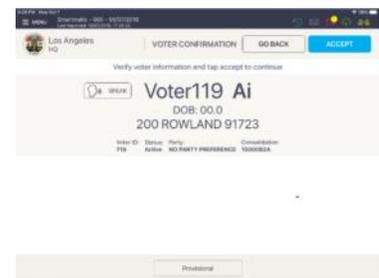
Nonpartisan (NPP) Voters

If a Voter has registered with No Party Preference (NPP) they are also referred to as Nonpartisan. Because they have no party preference, they normally would not be able to vote for any Presidential candidate associated with a political party. However, there is a process called Crossover Voting that allows each Political Party to decide if they would like to allow these Nonpartisan voters to crossover and vote for a Presidential candidate in that Parties Primary Election.

For the March 2020 Election, the American Independent, Democratic, and Libertarian Parties are allowing this crossover. No other Political Party is allowing crossover voting this election, so NPP voters asking to crossover to a Party other than those listed above are not allowed to crossover.

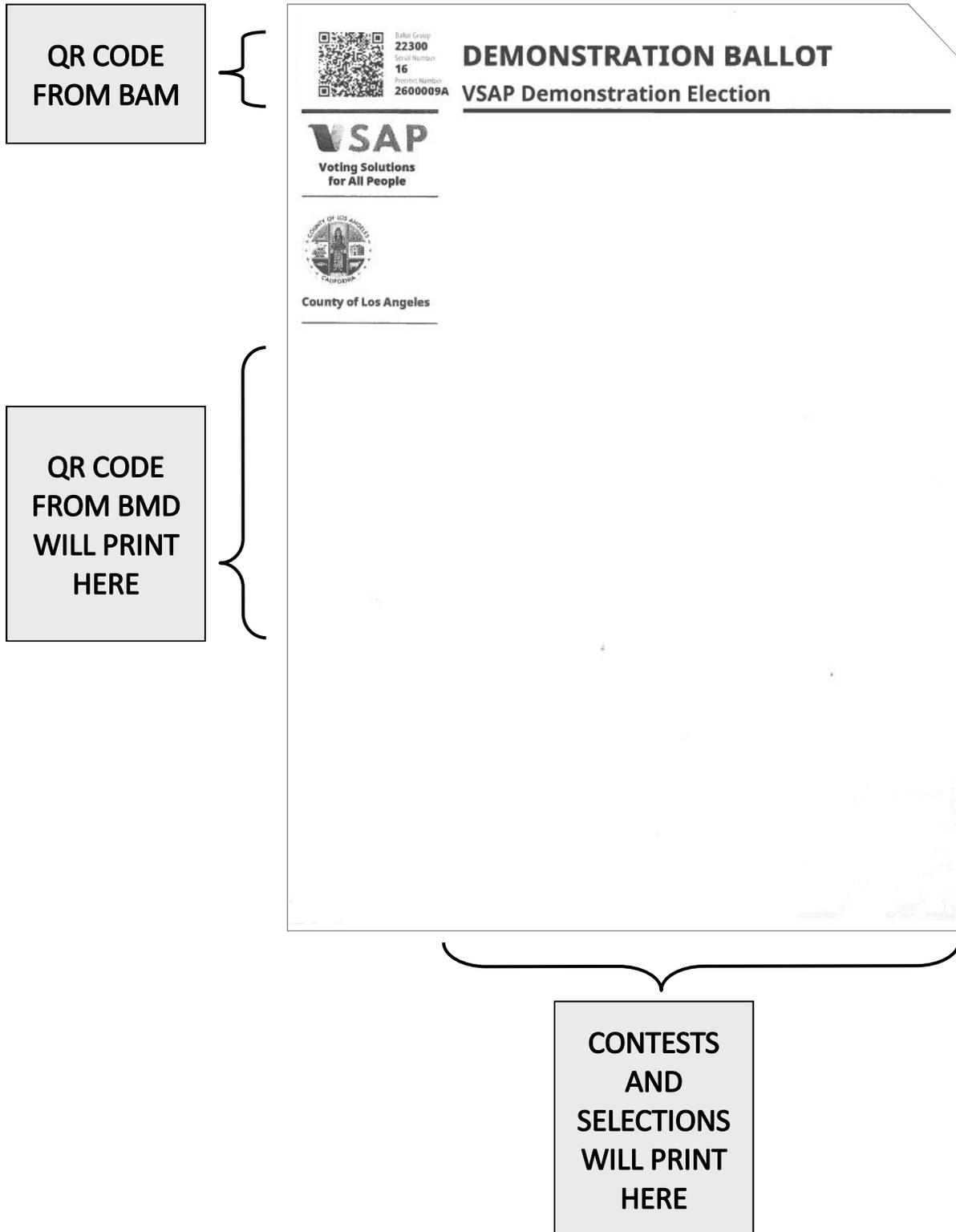
The process for Crossover Voting is as follows:

1. When a voter record is displayed and the voter's registration shows NPP, the voter should be asked this question:
2. *"Your voter record shows you have no party preference, do you wish to vote for a Presidential candidate from the American Independent, Democratic, or Libertarian Party?"*
3. The Check-In Clerk will rotate the ePollbook to the voter, and give them a stylus, then and ask them to confirm their information. If the information is correct, ask the voter to tap the **ACCEPT** button in the upper right of the screen.
4. Because the voter's registration is NPP, once the voter taps Accept, the screen changes and gives the voter their crossover choices. The choices are:
 - American Independent Crossover
 - Democratic Crossover
 - Libertarian Crossover
 - Nonpartisan (If the voter does not wish to crossover)
5. The voter is instructed to make a selection, with the stylus, then tap **ACCEPT**.
6. Finally, the voter is asked to sign on the line at the bottom of the screen. After signing, the Check-In Clerk will rotate the ePollbook back and complete the Check-In process.



CHECK-IN CLERK DUTIES (CONTINUED...)

A sample of the ballot and description is shown below:



CONDITIONAL VOTER REGISTRATION (CVR)/PROVISIONAL VOTERS

What is CVR Voting?

As described in the California Elections Code (Sec. 2170) “Conditional voter registration” means a properly executed affidavit of registration that is delivered by the registrant to the county elections official... and which may be deemed effective pursuant to this article after the elections official processes the affidavit, determines the registrant’s eligibility to register, and validates the registrant’s information...

Note: A voter would be a CVR voter if: voter is not found in ePollbook, voter wants to change political party, voter record/address needs to be updated.

What is Provisional Voting?

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

Are all CVR/Provisional Ballots Counted?

Yes. As long as a voter’s registration is validated and the voter is registered to vote and has not yet voted in the election.

Different Provisional Voter situations, and direction for each, are listed below. The steps for assisting CVR/Provisional Voters continue on the next page.

COMMON PROVISIONAL VOTING SITUATIONS		
NEW VOTER WITH NO IDENTIFICATION (ID):	OUT OF COUNTY	OTHER: VOTER HAS RETURNED THEIR VBM BALLOT OR ALREADY VOTED
<p>Only voters notated in the ePollbook as “New Voter” will be asked for ID. (See Appendix B - page 40 for acceptable forms of ID.)</p> <p>Examples of ID are:</p> <ul style="list-style-type: none"> ○ Driver’s License ○ Military ID Card ○ Student ID Card ○ Utility Bill ● If New Voter does not have ID, assist them with voting provisionally. ● Check “New Voter, No ID” on CVR/Provisional Envelope. 	<p>Voter states that they live in another County, but want to vote in LA County.</p> <ul style="list-style-type: none"> ● The voter is informed that they should vote in the County in which they are registered, but if they insist they want to vote at the Vote Center, voter will vote Provisionally. ● Check “Out of County” on CVR/Provisional Envelope. 	<p>ePollbook shows voter has Returned their VBM ballot to the RR/CC or that they have voted in this election:</p> <ul style="list-style-type: none"> ● The voter is informed that the ePollbook shows they have already returned the VBM ballot to the RR/CC, and that it was received, or that they have already voted in this election. ● Voter may remember that they have already voted and leave the Vote Center. ● Voter may insist that they did not vote in this election. Voter will vote Provisionally. ● Check “Other” on CVR/Provisional Envelope, and write reason in Comments Section.

CVR/PROVISIONAL VOTERS (CONTINUED...)

COMPLETING THE CVR/PROVISIONAL ENVELOPE

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

2 Election Worker fills in circle for CVR or Provisional. Service Area number label is affixed to top right corner of envelope where indicated.

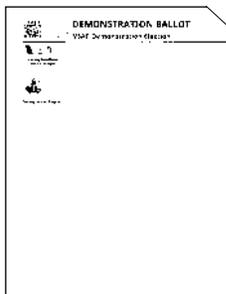
Note: Do not label envelopes in advance.

The image shows a digital form for a CVR/Provisional Ballot Envelope. It is divided into three main sections: 'For the Voter - Complete and Sign', 'For the Election Worker', and 'RRCC Official Use Only'. The 'For the Voter' section includes fields for name, birth date, address, and party affiliation. The 'For the Election Worker' section includes fields for the worker's name and the voter's registration status. The 'RRCC Official Use Only' section includes fields for the voter's ID, precinct, and date.

This image shows the same form as above, but with a 'Service Area #' label being placed in the top right corner. An arrow points from the label to the designated area on the form. A barcode is visible in the top right corner of the form.

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

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



This is another view of the CVR/Provisional Ballot Envelope form, showing the 'For the Voter - Complete and Sign' and 'For the Election Worker' sections.



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

VOTE AREA MONITOR DUTIES

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

The Vote Area Monitor will:

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

If necessary, assist voter with inserting ballot:

- Press circle to start
- Select language option
- Insert ballot as displayed on screen

3. Monitor the Vote Area to answer questions or address concerns.
4. When voter completes casting ballot, direct voter to VBM/ Provisional Clerk to receive "I Voted" sticker.



Additional Responsibilities:

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

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

Reissuing Ballots:

If a voter needs a new ballot for any reason (such as a paper jam), ask the Vote Center Lead for assistance.



BMD

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

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

VOTE BY MAIL (VBM)/PROVISIONAL CLERK DUTIES

The VBM/Provisional Clerk will:

If a voter cast a ballot at the BMD:

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



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

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

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

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

If voter has VBM Ballot, but lost VBM Envelope:

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

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

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

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

Section 4:

Closing the Vote Center

CLOSING OF VOTE CENTERS

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

Line Monitor

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

Check-in Clerks

1. Gather unused ballots from Check-In tables and give to Lead to be placed back in Blank Ballot Box.
2. Pack all extraneous materials in the instructed location. (Remember, do not throw away any election supplies. All "Election Trash" should be placed where directed. For example, any spoiled (voided) ballots should be placed in the Blank Ballot Box.)
3. Power down ePollbooks as instructed by Lead (see ePollbook Guide for detailed closing procedures).
4. Pack ePollbooks and BAM printers into designated case, following Chain of Custody process.
5. Once all ePollbooks are packed, see the Lead for additional closing instructions.

Vote Area Monitors

Begin closing process for each unit. (See BMD guide for a detailed description of closing BMDs.)

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

CLOSING OF VOTE CENTERS (CONTINUED...)

VBM/Provisional Clerk

1. Break Zip Tie on traditional Ballot Box, and remove all items.
2. Separate Vote By Mail (VBM) envelopes, Provisional envelopes, Conditional Voter Registration (CVR) envelopes, Curbside Envelopes and any BMD ballots that are found in Ballot Box.
3. Count all envelopes and write number of each on Ballot Security Envelope (BSE), then place all envelopes in BSE.
4. Give any BMD ballots to the Lead to be placed in Ballot Transport Box.
5. Restock the VBM/Provisional Table with supplies for the next day of voting.
6. See Lead for additional closing instructions.

Vote Center Lead

1. Collect BMD Ballots (if any) from traditional Ballot Box to pack into Ballot Transport Box.
2. Complete Official Ballot Statement (sample and instructions will be provided during training) to account for all ballots. Place a copy of the Official Ballot Statement into Ballot Transport Box, then seal Ballot Transport Box with seal.
3. After collecting all unused ballots from Check-In tables, place unused ballots in Blank Ballot Box that has been opened. Before sealing with Blank Ballot Box Seal, place any voided ballots from that day of voting and all previous days. Seal with a sticker seal provided in supplies.
4. Ensure all VBM, Provisional, CVR and Curbside Envelopes are placed in the BSE. Seal BSE.
5. Ensure all Voter Registration Forms and any other Green Stripe Envelope (GSE) specific items are placed in the GSE (GSE will only be taken to CIC on the last night of voting).
6. Ensure Security Credentials are returned and secured in Vote Center specific tub.
7. Secure both Sonim Smartphones in Primary Cart.
8. Ensure all Election Workers are signed out on ePollbook.
9. Complete Election Worker Timesheet Confirmation Form in last ePollbook, then log out as Lead from ePollbook.
10. Ensure all ePollbooks are shut down and packed in their respective case with the BAM printer, then follow Chain of Custody process. Secure all ePollbook cases in a BMD Cart(s).
11. Ensure all Close Poll Reports have been signed by two Election Workers, and place behind the touchscreen of the BMD it was printed from, for comparison with Open Poll Report in the morning.
12. Conduct final walkthrough of Vote Center to secure facility and equipment.
13. Before placing the phones in Primary Cart, designate one Zip Tie that will be used to secure the Primary Cart. Record this number following Chain of Custody process on Primary Cart and any other BMD Carts that will be secured with Zip Ties. Place phones in Primary Cart and secure with the Zip Tie selected.
14. Notify Facility Contact to close and secure facility.

CLOSING OF VOTE CENTERS (CONTINUED...)

Closing each night:

1. Use Check-In-Center (CIC) Map from the supplies to know location of CIC. CIC will be same location each night.
2. Load vehicle with Ballot Transport Box, and BSE. GSE will be included on final night of voting.
3. Travel to the CIC with the BSE and Ballot Transport Box. The Lead should be accompanied to the CIC by another Election Worker.

THANK YOU!

THANK YOU FOR YOUR HARD WORK!

You are the reason for a successful election.

We look forward to seeing you again!

PART 2: WHAT TO DO IF...



Section 5:

Troubleshooting Vote Center Issues

WHO TO CONTACT

Contact the Help Desk at 1-800-815-2666 and choose:

- **option 6 for technical issues** - problems with the BMD or ePollbook.
- **option 7 for all non-technical issues** - questions on procedure, issues with voters or Election Workers.

See following pages for basic troubleshooting for the Ballot Marking Device (BMD) and ePollbook. For any other troubleshooting situations not listed, contact the Help Desk for further instructions.

DISTURBANCES

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

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

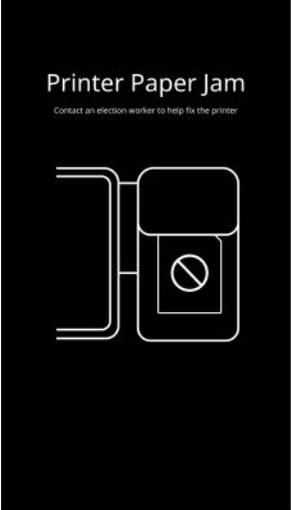
EMERGENCIES

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



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

BALLOT MARKING DEVICE (BMD)

PROBLEM	SOLUTION
<p>1. Paper Jam</p>  <p>The image shows a black screen with white text that reads "Printer Paper Jam" and "Contact an election worker to help fix the printer". Below the text is a white line-art diagram of a printer with a paper jammed in the output tray, indicated by a red 'X' and a circular arrow.</p>	<p>To clear a paper jam, follow the steps below. For a detailed description with additional screen shots, see the BMD guide pages 62 to 66.</p> <ol style="list-style-type: none"> 1. Scan Security Pass and enter password. 2. Break the Integrated Ballot Box (IBB) Zip Tie. 3. Open IBB by pressing the side button and pulling outward. 4. Press the button at the center of the printer cover and pull the top plastic cover upward. 5. Lift metal printer cover upward. 6. Remove jammed paper from the printer. (see example on right) 7. Close metal printer cover, then plastic cover. 8. Close the IBB. 9. Attach Zip Tie following Chain of Custody process for broken and new Zip Ties. 10. Scan Security Pass and enter password. 11. Select Continue where voter left off, or select Cancel voting session and restart. 12. If the ballot is undamaged, retry inserting ballot. If the ballot was damaged, issue a replacement.  <p>Break IBB Zip Tie</p>  <p>Press here to open IBB.</p>  <p>Press button and lift plastic cover</p>  <p>Lift metal printer cover</p>  <p>Remove ballot</p>
<p>2. QR code on ballot not reading on BMD (Or error message that QR code is not valid)</p>	<p>Cancel voter check-in and re-issue ballot.</p>

BALLOT MARKING DEVICE (BMD) (CONTINUED...)

PROBLEM	SOLUTION
3. BMD Touchscreen is frozen	<ol style="list-style-type: none"> 1. Turn the BMD off and then back on again. 2. If the touchscreen remains frozen, remove the BMD from service and call the Help Desk for further instruction.
4. Printer stops working	<ol style="list-style-type: none"> 1. Remove the BMD from service and direct the voter to another BMD. 2. Call the Help Desk for further instruction. The Election Worker should issue the voter a replacement ballot.
5. Headphones not working	<ol style="list-style-type: none"> 1. Ensure that headphones are properly attached to a headphone jack on the BMD. 2. If still not working, direct voter to another BMD and contact the Help Desk.

MAINTENANCE

ISSUE	SOLUTION
1. Cleaning the printer	<ol style="list-style-type: none"> 1. Open plastic printer cover and lift metal tray. 2. Use a cleaning wipe from supplies to carefully wipe interior of printer surface and rollers. Turn large roller to advance all rollers and clean as they are turning. 3. Whenever emptying the IBB, also clean the scanner surface on the inside of the printer. 4. Close metal tray by bushing down on green label until it clicks into place. Close plastic printer cover.
2. Cleaning the scanner	<ol style="list-style-type: none"> 1. Use a cleaning wipe from supplies to carefully wipe the scanner lens under the ballot paper path.
3. Cleaning the touchscreen	<ol style="list-style-type: none"> 1. Periodically use a cleaning cloth and touchscreen wipe from supplies to carefully wipe the touchscreen and remove fingerprints and oils from screen.

EPOLLBOOK/BALLOT ACTIVATION MECHANISM (BAM) TROUBLESHOOTING

PROBLEM	SOLUTION
1. iOS Software update	<p>Do not perform a software update on the ePollbook. In the unlikely event that an iOS update prompt displays on the device, perform the following steps:</p> <ol style="list-style-type: none"> 1. Tap Later from the list of on screen options. 2. Double press the Home button and verify Poll Pad app remains open.
2. ePollbook screen is unresponsive	<ol style="list-style-type: none"> 1. Turn screen off/on by pressing the power button. <p>If the screen is still unresponsive, reset the ePollbook by doing the following:</p> <ol style="list-style-type: none"> 2. Disconnect lightning power cable from ePollbook. 3. Hold down the Power and Home buttons simultaneously. 4. Release both buttons once the Apple logo displays on screen and reinsert lightning cable. 5. After application launches, return to previous activity.
3. BAM printer fails to print	<ol style="list-style-type: none"> 1. Verify that printer is plugged in. 2. Verify that printer is turned “on.” 3. Confirm connection with ePollbook (green icon). 4. If still unable to print, call the Help Desk.
4. Poor print quality (QR code not recognized by BMDs)	<ol style="list-style-type: none"> 1. Stop using and take ePollbook station out of service. 2. Call the Help Desk.

MAINTENANCE

ISSUE	SOLUTION
1. Cleaning the printer	1. Use Printer Cleaning Sheet from supplies to clean BAM printer.
2. Cleaning the touchscreen	1. Periodically use a cleaning cloth from supplies to carefully wipe the touchscreen and remove fingerprints and oils from screen.

Section 6: Miscellaneous Information

NOTICE
Los Angeles County Registrar-Recorder/County Clerk

NO ELECTIONEERING You are within 100 ft of a polling place
You may be guilty of a misdemeanor if you do any of these on Election Day (Election Code 319.5)

- Any electioneering, which means showing/playing information like:
 - 1. A candidate's name, picture, image or logo.
 - 2. A ballot measure's number, title, subject or logo.
 - 3. Buttons, hats, pencils, pens, signs, or stickers about a candidate or ballot measure.
 - 4. Anything about a candidate or ballot measure.
- Ask a voter to vote a specific way or talk to voters about how they marked or will mark their ballot.
- Circulate an initiative, referendum, Recall or Proposition petition or any other petition.
- Put up a sign about voters' qualifications or talk to voters about their qualifications.

ENGLISH	SPANISH	CHINESE
NO ELECTIONEERING You are within 100 ft of a polling place You may be guilty of a misdemeanor if you do any of these on Election Day (Election Code 319.5) • Any electioneering, which means showing/playing information like: — 1. A candidate's name, picture, image or logo. — 2. A ballot measure's number, title, subject or logo. — 3. Buttons, hats, pencils, pens, signs, or stickers about a candidate or ballot measure. — 4. Anything about a candidate or ballot measure. • Ask a voter to vote a specific way or talk to voters about how they marked or will mark their ballot. • Circulate an initiative, referendum, Recall or Proposition petition or any other petition. • Put up a sign about voters' qualifications or talk to voters about their qualifications.	NO ELECTIONEERING You are within 100 ft of a polling place You may be guilty of a misdemeanor if you do any of these on Election Day (Election Code 319.5) • Any electioneering, which means showing/playing information like: — 1. A candidate's name, picture, image or logo. — 2. A ballot measure's number, title, subject or logo. — 3. Buttons, hats, pencils, pens, signs, or stickers about a candidate or ballot measure. — 4. Anything about a candidate or ballot measure. • Ask a voter to vote a specific way or talk to voters about how they marked or will mark their ballot. • Circulate an initiative, referendum, Recall or Proposition petition or any other petition. • Put up a sign about voters' qualifications or talk to voters about their qualifications.	NO ELECTIONEERING You are within 100 ft of a polling place You may be guilty of a misdemeanor if you do any of these on Election Day (Election Code 319.5) • Any electioneering, which means showing/playing information like: — 1. A candidate's name, picture, image or logo. — 2. A ballot measure's number, title, subject or logo. — 3. Buttons, hats, pencils, pens, signs, or stickers about a candidate or ballot measure. — 4. Anything about a candidate or ballot measure. • Ask a voter to vote a specific way or talk to voters about how they marked or will mark their ballot. • Circulate an initiative, referendum, Recall or Proposition petition or any other petition. • Put up a sign about voters' qualifications or talk to voters about their qualifications.

County of Los Angeles
REGISTRAR-RECORDER/COUNTY CLERK

A GUIDE FOR POLL WATCHERS



Poll Watchers are people interested in elections who are entitled to observe polling place operations. However, Poll Watchers may not disrupt the election process or interfere with a voter's right to cast a secret ballot. Poll Watchers often represent candidates, political campaigns and/or organizations.

Pollworkers are appointed by the Registrar-Recorder/County Clerk and are responsible for all phases of the election that take place at the polls. They should comply with Poll Watchers' requests for voter information.

The following pages contain rules and procedures that all observers at the polling places must comply with at all times. www.pra.ca.gov

LAWS: ELECTIONEERING / UNIFORMS AND FIREARMS / VOTING EQUIPMENT TAMPERING

ELECTIONEERING

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

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

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

The "No Electioneering" signs should be posted at strategic locations clearly marking the 100 foot limit of the Vote Center.

(California Elections Code Section 18370)



UNIFORMS AND FIREARMS

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

(California Elections Code Section 18544)

VOTING EQUIPMENT TAMPERING

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

(California Elections Code Sections 18564, 18564.5 and 18565)

Appendix A:

Working with Voters with Specific Needs



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

<i>Working with voters who are blind or visually impaired:</i>	<i>Working with voters with speech/hearing impairments:</i>	<i>Working with voters with limited mobility:</i>
<ul style="list-style-type: none"> ● Identify yourself as an Election Worker. Do this as soon as you come in contact with the voter. Offer your arm, rather than taking the voter’s arm when assisting. Help the voter avoid obstacles in the path of travel by being specific when giving verbal directions. ● If the voter has a service animal, walk on the opposite side of the voter, away from the service animal. Do not pet or interact with the service animal without owner’s permission. ● Describe what you are doing as you do it. If walking away from a person who is blind or visually impaired, let him or her know. 	<ul style="list-style-type: none"> ● Allow a voter who cannot speak to write his or her name and address or provide identification. An Election Worker should read the name and address out loud. ● Follow the voter’s cues. This will help to determine whether speaking, gestures, or writing is the most effective method of communication. ● If speaking, speak calmly, slowly, and directly to the voter. Do not shout. Your facial expressions, gestures, and body movements help in understanding. Face the voter at all times. ● Rephrase, rather than repeat, sentences that the voter does not understand. 	<ul style="list-style-type: none"> ● Do not push or touch a voter’s wheelchair without his or her consent. People using adaptive equipment often consider the equipment as part of their personal space. ● Ask before helping. Grabbing a voter’s elbow may throw the person off balance. A person with mobility impairments might lean on a door while opening it. Quickly opening the door may cause the person to fall. ● Secure mats, rugs, and cords to floor or move them out of the way. This will help prevent tripping. ● Keep floors dry. ● Keep ramps and wheelchair accessible doors unlocked and free of clutter.

Appendix B:

List of Identification (ID) for New Voters

Only New Voters (listed as such in the ePollbook) are required to present ID. For documents with name and address only, the address shown on the voter's ID must match the address listed in the ePollbook.

Per the *California Code of Regulations, Section 20107*, the following list is the "Standards for Proof of Residency or Identity When Proof Is Required by Help America Vote Act":

Valid Photo Identification:

- A. Driver's license or identification card of any state;
- B. Passport
- C. Employee identification card;
- D. Identification card provided by a commercial establishment;
- E. Credit or debit card;
- F. Military identification card;
- G. Student identification card;
- H. Health club identification card;
- I. Insurance plan identification card, or
- J. Public housing identification card.

Documents With Name and Address:

- A. Utility bill;
- B. Bank Statement;
- C. Government check;
- D. Government paycheck;
- E. Document issued by a governmental agency;
- F. Sample ballot or other official elections document issued by a governmental agency, dated for the election in which the individual is providing it as proof of residency or identity;
- G. Voter notification card issued by a governmental agency;
- H. Public housing identification card issued by a governmental agency;
- I. Lease or rental statement or agreement issued by a governmental agency;
- J. Student identification card issued by a governmental agency;
- K. Tuition statement or bill issued by a governmental agency;
- L. Insurance plan card or drug discount card issued by a governmental agency;
- M. Discharge certificates, pardons, or other official documents issued to the individual by a governmental agency in connection with the resolution of a criminal case, indictment, sentence, or other matter;
- N. Public transportation authority senior citizen and disabled discount cards issued by a governmental agency;
- O. Identification documents issued by governmental disability agencies;
- P. Identification documents issued by government homeless shelters and other government temporary or transitional facilities;
- Q. Drug prescription issued by a government doctor or other governmental health care provider;
- R. Property tax statement issued by a governmental agency;
- S. Vehicle registration issued by a governmental agency; or
- T. Vehicle certificate of ownership issued by a governmental agency.