CANCASS
PROCEDURE
MANUAL

May 4, 2021
All Mail Ballot
Special Election

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Registrar of Voters
Santa Clara County
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OVERVIEW OF CANVASS PROCESSES

The Official Canvass is conducted by the Registrar of Voters (ROV) to complete the official counting of qualified Vote by Mail ballots. Any discrepancies are resolved through canvassing of official election materials and the voting systems used in the county. A manual tally of 1% of the total number of precincts in every contest are also conducted as part of the Canvass.

Time for Conducting Canvass

The canvass shall commence no later than the Thursday following the election, shall be open to the public, and, for state or statewide elections, shall result in a report of results to the Secretary of State. The canvass shall be continued daily, Saturdays, Sundays, and holidays excepted, for not less than six hours each day until completed. (California Elections Code section 15301)

Tasks of the Official Canvass

The official canvass shall include, but not be limited to, the following tasks:

(a) A reconciliation of the number of ballots counted, spoiled, canceled, or invalidated due to identifying marks, overvotes, or as otherwise provided by statute, with the number of votes recorded, including vote by mail and provisional ballots, by the vote counting system.

(b) Processing and counting any valid vote by mail and provisional ballots not included in the semifinal official canvass.

(c) Counting any valid write-in votes.

(d) Reproducing any damaged ballots, if necessary.

(e) Reporting final results to the governing board and the Secretary of State, as required.

(California Elections Code section 15302)

Pursuant to California Elections Code 15003, the Canvass Manager will by E-29 post a paper copy of the Canvass Manual to the ROV front counter as well as post an electronic copy to the ROV web site. Additional copies will also be made available for observers upon request. The Canvass Manager will also create a Canvass Schedule that includes key milestone dates and deadlines for all canvass activities.
### BALLOT COUNTING PROCESS

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<tr>
<th><strong>Lead</strong></th>
<th><strong>Location</strong></th>
<th><strong>Staff (Approx.)</strong></th>
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<tr>
<td>Svetlana Velyutina</td>
<td>Room 3</td>
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#### Job Summary
- **Scanner Operator:** Run ballots through ballot scanners/tabulators.
- **QC Personnel:** Separate Damaged/Unreadable ballots in respective trays for duplication.

1. Assign two people to each counting station – one scanning Operator, and one Catcher to remove ballots from output bin and place them in the box.
2. Receive ballots to be tallied:
3. Scanning Operator ensures that the stack of ballots has a correct Header Card.
   - a. If there is no Header Card, alert the Ballot Counting Process Lead immediately.
4. Scanning Operator runs ballots through the scanner, one batch at a time.
5. Catcher promptly removes the ballots from the Output Bin once the batch is finished.
6. For the counted ballot stack, the Catcher performs the following tasks:
   - a. Place the Header Card on the top of the counted batch.
   - b. Rubber-band the counted ballot stack for the entire batch together.
   - c. Mark the counted batch by drawing a line with a red marker across the side of the ballotstack.
   - d. Place the counted batch in the designated box.
7. For the Damaged/Unreadable ballot stack, the Catcher performs the following tasks:
   - a. Mark each Damaged/Unreadable ballot with the letter “D.”
   - b. Place Damaged/Unreadable ballot in the “DUP” tray.
Job Summary
Package & Seal Scanner: Scan counted and boxed ballot batches into TrackIT.

1. Work in teams of two at all-times to ensure accuracy.
2. Obtain box of counted ballot stacks from Catchers.
3. In TrackIT, select the tally type from pull-down menu.
   a. For VBM ballots, select “REG.”
   b. For provisional ballots, select “PVR.”
   c. For CVR ballots, select “CVR”.
4. As a team, scan the Header ID barcode on the Header Card of each batch in the box.
   a. One person holds the counted ballot stack.
   b. The other person scans each Header Card.
5. Manually count the total number of counted batches in the box and make sure it is same as the total number of precincts shown on the screen as scanned into TrackIT.
   a. If the totals do not match, go through the box and locate the counted batch(es) that was not scanned, and scan it in.
6. When finished scanning and the total matches, click OK in TrackIT.
7. Label the box below the lid level with the printed box label.
8. After scanning all boxes on the rack, transfer boxes to Adjudication Room until ballots in these batches are cleared by the Adjudication Team.
Job Summary
Adjudication Staff: Always in teams of two people, determine voter intent for ballot selections flagged for review by the Voting System (based on selected filtering conditions, such as blank ballots).

1. Ballot images are displayed on the screen for the team to determine voter intent for ambiguous marks and selections.

2. The adjudication team makes its determination and the resulting changes (if any) are recorded below the ballot image in the audit trail section, which includes timestamp and username making changes.

3. If voter intent could not be determined from the ballot image, the adjudicating staff can retrieve this batch from its assigned box and locate the original ballot for review before making final decision.

4. For detailed step by step instructions, see Dominion Voting System Use Procedures.

5. After boxed ballot batches have cleared adjudication stage, they are sent to Warehouse for secure storage.
RESULTS CARTRIDGE COUNTING

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<tr>
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<td>Results Cartridge Uploading Room</td>
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CARTRIDGE BAG PICKUP & DELIVERY

Job Summary
Cartridge Bag Deliverer: Retrieve Cartridge Bags and deliver to Results Cartridge Uploading Room.

1. **ALWAYS** work in teams of **TWO** and **NEVER** leave cartridges **UNATTENDED**.
2. As Cartridge Bags are scanned into TrackIT Stage 2, retrieve trays containing Cartridge Bags.
3. Deliver trays containing Cartridge Bags to Results Cartridge Uploading Room.

CARTRIDGE READERS

Job Summary
Cartridge Reader: Upload votes tabulated at Registrar of Voters Office into the Voting System.

1. **ALWAYS** work in teams of **TWO** and **NEVER** leave cartridges **UNATTENDED**.
2. Receive Cartridge Bag from Results Cartridge Delivery team.
3. Remove Cartridge from Cartridge Bag.
4. Insert Cartridge into SD card reader at Results Uploading station.
5. Ensure that Cartridge results are recorded in machine.
6. Place the Cartridge and Cartridge Bag into designated box.

RESULTS CARTRIDGE PACKAGE & SEAL

Job Summary
Package & Seal Scanner: Scan counted Results Cartridges into TrackIT. Print labels and store Results Cartridges in boxes.

1. Obtain a box of counted Results Cartridges.
2. Scan Results Cartridges into TrackIT, one by one.
3. Print label for Results Cartridge box after scanning 50 cartridges.
4. Label Results Cartridge box and start new box.
5. Place boxes in designated area for secure storage.
COPIER

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<tbody>
<tr>
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<td>Adjudication Room</td>
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</tbody>
</table>

Job Summary

Copier: Copy, fax and/or deliver election results. Deliver documents to the Registrar of Voters as requested.

2. Copy, fax and/or deliver election results and reports as defined by the Lead.
3. Copy and deliver election results and reports as requested by the Registrar of Voters.
VBM Signature Verification

Ballots without Barcodes
1. In EIMS, go to Election Workspace > Absentee Processing Menu > VBM Group Control.
2. Click “Update”.
3. Search by voter name, address, Affidavit Number, or Application ID.
4. If multiple results appear, double-click the one that is the closest match to the name and address.
5. When the voter’s record is pulled up, click the printer icon to reprint a label for the envelope.
6. Stick the new label on the envelope and proceed with signature checking.

Signature Checking: Enter & Verify Group
1. In EIMS, go to Election Workspace > Absentee Processing Menu > VBM Group Control.
2. Under “Returned Ballots” click “Enter & Verify”.
3. Make sure that the Return Date and Return Method at the bottom of the screen are correct.
   a. IMPORTANT: If it is after Election Day and you are processing ballots that were returned by 8:00 pm on Election Day, you must manually set the Return Date to Election Day.
   b. The default Return Method is Mail. A Supervisor or lead will tell you if you need to use a different method, such as Counter or Polls.
   c. If the ballot was received after the election by the third day and was postmarked on or before Election Day you must manually select the return method to “E Plus 3” and leave the actual received date.
4. In the “Ballot Issue ID” box (highlighted yellow), scan the barcode of the VBM return envelope or type the Application ID and hit Enter.
5. Compare the signature on the envelope with the scanned signature image from the voter registration card.
6. If the signatures match, set the Ballot Return Status to “Good”.
7. If the signatures do not match, change the Ballot Return Status to “Challenged”. You must also select a Challenge Reason:
   a. No Signature: signature is missing
   b. No Sig Match: signature does not match
   c. Deceased: instead of a signature, there is a note written on the envelope that the voter is deceased
   d. Too Late: ballot was received after the third day of the election or was not postmarked or before Election Day. (you will be instructed when to use this)
   e. Surrendered: ballot was surrendered at a polling place (ballot usually will be marked surrendered; you will be instructed when to use this)
   f. If a signature is already marked as Challenged with the reason “Void”, do not change it.
8. If the ballot was returned by USPS as undeliverable, set the Ballot Return Status to “Undeliverable”.
9. If all or most of the envelopes in your batch are going to have the same Ballot Return Status and Challenge Reason (ex. Good, Undeliverable, Challenged—Too Late), you can click the finger icon to “Persist Return Status and Challenge Reason”. This will save time because you will not have to re-select the status for each envelope.
10. Click “Save” and continue on to next ballot until the group is complete, then close the window by clicking the “X” in the top right corner.
   a. Draw a stripe along the tops of the envelopes.
b. Take the “Good” envelopes to be sorted and sliced manually.
c. Take the “Challenged” and “Undeliverable” envelopes to the ballot storage room and place in the designated trays.

**Challenged Ballot Review**

All Challenged ballots must receive a second-level review. Use Update Absent Voter (see procedures above).

If the Challenge Reason is “No Sig Match” (should be done by lead or Supervisor):
1. Check if the signatures match.
2. Check that the scanned signature image from the voter registration card is the right voter. Compare the affidavit number and, if necessary, the full registration card scan. If the scanned image is for the wrong voter, print the screen and mark the ballot as “Good”. Compile the print-outs for forwarding to the Voter Services Division.

If the Challenge Reason is “Void” (should be done by VBM Manager or Supervisor):
1. Check if the signature matches. If not, do not continue.
2. Check if the same voter already returned another Good ballot for the election. If yes, do not continue.
   a. An Undeliverable, Void, or Challenged returned ballot may cause the Challenge.
   b. If so, and if the voter status is Active, the address is the same, the signature matches, there was no Good ballot returned, and the ballot is otherwise valid, the ballot is Good.
3. Check Election Workspace Display (both Election Workspace and Master Voter File) to determine if the voter’s registration status and residence address.
4. If the voter has Active or Inactive status, check the residence address.
   a. If the address is the same and the voter was inactivated due to ARCOP, 3PCOA, undeliverable mail, etc., the ballot is Good.
   b. If the voter moved to an address in the same ballot type, the ballot is Good.
   c. If the voter moved to an address in a different ballot type (but still in Santa Clara County and in the current election), set the ballot aside for review after Election Day. If no other ballot is cast for the new address, the ballot is Good.
   d. If the voter moved to an address not in the election (but still in Santa Clara County), set the ballot aside for review after Election Day. If no other ballot is cast for the new address, the ballot is Good.
   e. If the voter moved to an address out of county but has not re-registered (see below), set the ballot aside for review after Election Day. If no other ballot is cast for the new address, the ballot is Good.
5. If the voter status is Canceled because of re-registration out-of-county, the ballot stays Challenged (leave the reason as Void).
Update Ballot Return Status

1. In EIMS, go to Election Workspace > Absentee Processing Menu > VBM Group Control.
2. Click “Update”.
3. Place the cursor in the Ballot Issue ID field and scan the barcode or type the Application ID and hit Enter.
4. When the voter’s record is pulled up, highlight the ballot with the correct ID under “Issued Ballot Information”.
5. Change the Return Status to reflect the new status: “Good” if the ballot is valid or “Challenged” if it is invalid.
6. If Challenged, select the correct status reason:
   a. No Signature: signature is missing.
   b. No Sig Match: signature does not match.
   c. Deceased: instead of a signature, there is a note written on the envelope (or in the envelope) that the voter is deceased.
   d. Too Late: ballot was received after 8:00 pm on Election Day (you will be instructed when to use this).
   e. Surrendered: ballot was surrendered at a polling place (ballot usually will be marked surrendered; you will be instructed when to use this).
   f. No Ballot: envelope did not contain a ballot.
   g. Other: use for most situations not listed above.
Per Cal. Elections Code section 3020(b), any vote-by-mail ballot, including vote by mail ballot cast by a military or overseas voter, shall be deemed timely if it is received by the elections official via the United States Postal Service or a bona fide private mail delivery company no later than three days after Election Day and either of the following is satisfied:

1) The ballot is postmarked on or before Election Day or is time stamped or date stamped by a bona fide private mail delivery company on or before Election Day.
2) If the ballot has no postmark, a postmark with no date, or an illegible postmark, the vote-by-mail ballot identification envelope is date stamped by the elections official upon receipt of the vote-by-mail ballot from the United States Postal Service or a bona fide private mail delivery company, and is signed and dated pursuant to Section 3011 on or before Election Day.

This process applies to all VBM return ballots collected from the U.S. Postal Service on E+1, E+2, or E+3.

**E+3 Postmark Procedures**

Ballots received cannot be later than 3 days, must have a postmark of Election Day or before. If there is no postmark the voter must have signed and dated the ballot with the date of the election or before.

Post-Election (E+1 to E+3) - VBM Division will have a regular Post Office pickup.

- Anything after E + 3 is **TOO LATE**.

Ballots will be manually filtered and sorted to two classifications:

1) Ballot to be counted as **GOOD**
2) Ballot to be entered as **TOO LATE**

*Too late ballots are stacked and put aside for data entry (enter as Challenge -Too Late). Examples:

- Ballot is postmarked with Election Day or before (GOOD).
- Ballot has no postmark but voter signed and placed a date of Election Day or before (GOOD).
- When a ballot that was sent back for no signature is returned without a postmark on the envelope once it is returned, open & verify date (GOOD).
- Other County Mailed ballots will be accepted as long as they are received before E+3 with postmark with Election Day or before (GOOD).
- Ballot signed but has No date listed and No Post Mark. (TOO LATE).
- Ballot received after E+3 (TOO LATE).
- Ballots that were sent out for no signature that are returned after E+3 (TOO LATE).
- Any ballots received in any drop box after election night (8:00 PM) (TOO LATE).

Note: Ballots that belong to other Counties that are received election night at Polling Place or mail postmarked Election Day are to be forwarded to the appropriate County with the explanation form.
Pursuant to Cal. Elections Code section 3019, if a ballot is challenged because the envelope has no signature, ROV will send an Unsigned Ballot Statement to the voter to obtain a signature. If a ballot is challenged because the signature on the envelope does not match the voter registration record, ROV will send a Signature Verification Statement to the voter.

The voter may provide a signature in one of two ways: The voter may come in person to sign the original VBM envelope, or the voter may return a completed Unsigned Ballot Statement/Signature Verification Statement. The statement may be returned in person, by mail, by fax, or delivered to a polling place, drop-off site, drive-thru location, or early voting center in Santa Clara County. If the voter chooses to sign the original envelope or deliver the statement in person, the voter must come to the ROV office during normal business hours and sign the VBM envelope before 5:00 p.m. on the 28th day after Election Day. The Vote by Mail Division will process all signed returned envelopes and signed statements received according to this section.

Mailing an Unsigned Ballot Statement/Signature Verification Statement

Note: Unsigned Ballot Statements/Signature Verification Statements will be mailed on a flow-basis as challenged ballots are identified. All statements must be mailed to voters no later than the 8th day before certification (22nd day after Election Day).

1. Locate the voter’s file in EIMS.
2. Print two address labels for the voter from EIMS.
   a. Place one label on a blank Unsigned Ballot Statement letter in the upper left corner above the “Dear Voter” salutation.
   b. Date stamp blank Unsigned Ballot Statement letter in the upper right corner below the letterhead.
   c. Place other address label on white outgoing mailing envelope.
3. Tri-fold Unsigned Ballot Statement and insert into the white outgoing mailing envelope.
4. Insert a postage paid blue return envelope into the white outgoing mailing envelope.
5. Complete the Unsigned Ballot Statement Short Form Attachment with all necessary information, including the following fields:
   a. Check the appropriate box to indicate how the VBM envelope was received.
   b. Ballot Received (Date).
   c. Voter ID No.
   d. Unsigned Ballot Letter/Statement Form Sent to Voter (Date).
   e. Processed By (Name).
   f. No Signature on Ballot checkbox.
6. Tape the Unsigned Ballot Statement Short Form Attachment to the original VBM ballot envelope. Do not cover the voter’s name.

7. Sort, file and store the VBM envelope with attached Unsigned Ballot Statement Short Form Attachment alphabetically in the designated tray for unsigned ballots the Silver Room.

Receiving an Unsigned Ballot Statement/Signature Verification Statement or Voter Signature

When a voter has not signed his or her VBM envelope, the voter may provide a signature in one of two ways: The voter may come in person to sign the original VBM envelope, or the voter may return a completed Unsigned Ballot Statement. The Unsigned Ballot Statement may be returned by mail, by fax or delivered to a polling place, drop-off site, drive-thru location, early voting center, or the ROV office.

If the voter returns the Unsigned Ballot Statement by mail, by fax, or by delivery to a polling place, drop-off site, drive-thru location, early voting center, or the ROV office:

1. Stamp the Unsigned Ballot Statement with the received date.
2. Locate the voter’s original VBM envelope in the designated tray for unsigned ballots in the Silver Room.
3. Complete the following fields on the Unsigned Ballot Statement Short Form Attachment attached to the voter’s VBM envelope:
   a. Stamp the date in the Statement Form Received (Date) field.
   b. Mark the appropriate box that there is a Signature or No Signature on the returned Unsigned Ballot Statement.
   c. Add your name in the By: (Name) field.
4. If there is no Unsigned Ballot Statement Short Form Attachment attached to the voter’s envelope, this is likely because the voter dropped off both the VBM envelope and the Unsigned Ballot Statement at the same time and at the same location. Complete a new Unsigned Ballot Statement Short Form Attachment as described in Mailing an Unsigned Ballot Statement, then follow steps 1 and 3 above.

If there is no VBM envelope for the voter in the designated tray for unsigned ballots in the Silver Room, look up the voter’s file in EIMS. If the voter’s file indicates that the voter voted at the polls or by a VBM ballot that was not challenged due to lack of a signature, indicate the
actual voting method on the top of the Unsigned Ballot Statement Short Form Attachment and provide the form to the exception handling Supervisor. If the voter’s file indicates that the voter has not voted, indicate this on the back of the Unsigned Ballot Statement Short Form Attachment and provide the form to the exception handling Supervisor.

If the voter comes in person to sign the original VBM envelope:

1. The voter must come during normal business hours and sign the VBM envelope before 5:00 p.m. on the 28th day after Election Day.
2. Locate the voter’s original VBM envelope in the designated tray for unsigned ballots in the Silver Room.
3. Allow the voter to sign the VBM envelope in the appropriate field.
4. After the voter has signed the VBM envelope in the appropriate field, complete the following fields on the Unsigned Ballot Statement Short Form Attachment attached to the voter’s VBM envelope:
   a. Stamp the date in the Statement Form Received (Date) field.
   b. Check the Voter Signed Return Envelope box.
   c. Add your name in the By: (Name) field.
5. If there is no VBM envelope for the voter in the designated tray for unsigned ballots in the Silver Room, look up the voter’s file in EIMS. If the ballot status information has been recorded in EIMS, inform the voter of the ballot status. If the voter’s file indicates that the voter has not voted, call the exception handling Supervisor to assist the voter.

Processing Signatures

Upon receiving an Unsigned Ballot Statement/Signature Verification Statement or obtaining the voter’s signature on the VBM envelope, process the signature as follows:

1. Locate the voter’s file in EIMS.
2. Compare the signature provided on the Unsigned Ballot Statement or the VBM envelope to the one the voter’s EIMS file.
   a. If the signatures match, change the Challenges code in the voter’s EIMS file from “No Signature” to “Good” and
   b. If the signatures do not match, change the Challenges code from “No Signature” to “Signature No Match.”
3. Do not change the Method of Return (i.e., if the ballot originally came as “Counter,” keep it as “Counter”).
4. Change the Received Date to the date of the election.
5. Click the “Save” icon.
6. Remove the Unsigned Ballot Statement Short Form Attachment from the VBM envelope and file it in the designated location.
7. Attach the Unsigned Ballot Statement to the VBM envelope.
8. The “Good” VBM envelopes are given to the Opening & Flattening group to complete the ballot extraction process.
9. The “Signature No Match” VBM envelopes are filed with all other challenged ballot envelopes in the Silver Room.
A. OPENING & FLATTENING

Work individually, but you must have at least two people present at all times.

1. Raise your hand when you are ready to start. You will get a tray which contains a group of Vote by Mail envelopes with the ballots inside.

2. Check all the envelopes to make sure they have same precinct number. Alert a lead or Supervisor about any envelopes with the wrong precinct number.

3. Keep the envelopes face-down so you cannot see the voter’s name.

4. Remove the ballot from the envelope and unfold it flat in front of you.

5. If the envelope is empty, write “Empty” in the upper left-hand corner of the envelope and set it aside. This includes envelopes that contain notes or other forms instead of a voted ballot.

6. As you are removing the ballots detach and discard any remaining ballot stubs.

7. Inspect the ballot for damage, tears, or incorrect markings:
   a. If the ballot is damaged or needs to be duplicated for any reason, write a “D” in the masthead and set it aside. Also make sure that the precinct number is printed on the ballot. If not, write it in the masthead.
   b. If the envelope does not contain an official ballot but does contain the voter’s choices marked on Sample Ballot pages or a letter or note listing the voter’s choices, it can be duplicated. Write a “D” at the top, make sure it has a precinct number, and set it aside.
   c. If the voter signed the ballot or made identifiable marks on the ballot, it must be duplicated. Write a “D” in the masthead, make sure it has a precinct number, and set it aside.
   d. If there are more than one ballot in the same envelope, put the ballots back in the envelope and write “2 Ballots”.

8. After all the ballots have been removed from your envelopes; gently handle the full stack as one and bend any creases out to flatten ballots more.

9. Check your empty ballots to make sure there are no ballots left inside them. You can test this by gently bending the stack of envelopes. If you feel resistance, there may be a ballot inside.

10. Write your initials and the precinct number (if not already printed) on the top of the first ballot in the "masthead" area next to “Official Ballot”.

11. Put a small rubber band around the empty envelopes and a large rubber band around the flattened ballots.

12. Raise your hand and return your flattened ballots and envelopes to a runner or lead.
   a. Return the ballots to be duplicated separately. Make sure they have the precinct number on them.
   b. Return “Empty”, “2 Ballots”, and “ID” envelopes (with the ballots still inside) separately.

13. The audit control team will do a quality control check of the envelopes to ensure they are all empty and the header card & flattened ballots to verify precinct and ballot type and then place the ballots into the designated boxes to be tallied.
1. The duplicating team stamps the Original ballot with the "VOID" stamp and enters the precinct number where indicated. Make sure that stamps are outside of the voting target area.

2. The team places their initials and a "serial number", consisting of the date and a sequential number, where indicated on the Original ballot. The sequential number should be 1 for the first ballot, 2 for the next, and so on, restarting with 1 for each new precinct. It is not required for the A, B, and C cards of multi-card ballot sets to have corresponding serial numbers. Example: If a precinct has one A card and one B card to be duplicated on February 14, the serial numbers would be 02/14-1 and 02/14-2, respectively.

3. The team then stamps the ballots to be used for duplication with the "DUPLICATE" stamp and enters the precinct number, their initials and the appropriate serial numbers that correspond to the Original ballots. If duplication is performed using an electronic ballot marking device, the duplicate ballot is stamped and numbered after the ballot is printed.

4. The duplication team copies the voter's choices from the Original ballot to the Duplicate ballot. To do this, one team member reads aloud the Original ballot's precinct number, ballot type, serial number, and each of the voter's choices, while the second team member visually verifies this information. The second team member records this information onto the Duplicate ballot, while the first team member visually verifies this.

5. The Duplicate ballot should exactly match the Original ballot, including overvotes, undervotes, and write-ins. The exception is if a voter attempted to correct a mistake, such as by crossing out or circling a selection, then the Duplicate should reflect the way the voter intended to vote. Refer to the Vote Count Guidelines. For a partial-count provisional ballot, donot duplicate votes in contests for which the voter was not eligible. Any invalid mark not duplicated should be indicated with an "I" on the Original ballot.

6. This process continues until the designated ballots for the precinct have been duplicated. Then, the Original ballots are rubber-banded together and placed in precinct order in the designated box or tray. The Duplicated ballots are rubber-banded together with the appropriate precinct header card, are placed in precinct order in the designated box to be given to the Tally Team for counting. The Original ballots are placed in the secured storage area.
Write-Ins

Voters have the option of voting for “Qualified Write-In” candidates on their ballots. Vote Center ballot write-in votes are stored on the tabulator’s cartridge and loaded into the election database during the tally process. All other ballots returned though mail are scanned and information is stored on the election database as the ballots are tallied. All write-in candidates are verified during Adjudication process to verify “Qualified” vs Non-qualified candidates and appropriate votes are assigned to qualified candidates. The adjudication process is also conducted after the Election night cartridge tally process.

In order to comply with Cal. Elections Code sections 2191, 15278 and 17300, starting the day after the election, the Voter File is updated to record all voters who signed the Roster Index at their polling place on Election Day.

After all returned Vote by Mail ballots have been entered into the Election Information Management System (EIMS), the Voter Registration Division Manager generates a report of voters who voted twice. The report is generated by following the steps below:

1. In the EIMS Election Workspace Module, select Election Menu/Election Checklist/Post Election Processing, and double-click on the check space to check off task.

2. In Election Workspace Reports, run EWMR021 – Voters Who Voted Twice, and print thereport.

3. Verify reported double voters against the appropriate Roster Indexes.
   a. If a voter record was flagged in error, correct the record.
   b. If a voter record was flagged correctly, make a copy of the Roster Index page and highlight the voter’s entry on the Roster Index page.

4. Run EWMR021 – Voters Who Voted Twice and print the corrected report.

5. The report and the Roster Index page copies of possible double voters are turned over to the Vote by Mail Division Manager for referral to the District Attorney’s Office.

6. In Election Workspace/Election Workspace Checklist/Post Election Processing section double-click on the check space of Apply Voter History and save.

7. Provisional Ballot verification may begin.
Voters will place all completed Provisional (PV) and Conditional Voter Registration (CVR) Ballot Envelopes into the Official Drop Box located in the ROV Lobby. The numbers of PV and CVR Ballot Envelopes collected at our office are recorded every night.

**Preparation**

The Voter Registration Division prepares the returned PV and CVR Ballot Envelopes by:

1. Collecting the pink PV Ballot Envelopes and yellow CVR Ballot Envelopes and logging the number of PV and CVR Ballot Envelopes returned.

2. Removing spoiled PV's and CVR's, envelopes with missing signature, and write “E” on any empty envelopes.

3. Send prepared envelopes through sorting machines to capture image of entire envelope.

**Provisional and Conditional Voter Verification**

The Voter Registration Division researches each PV and CVR Ballot Envelope to verify the voter’s eligibility, voted the appropriate ballot type, and in a Presidential Primary Election, the voter voted the correct party ballot. Eligibility of PV and CVR Voters is verified in the EIMS/Election Workspace/Provisional Menu module, and the envelope is marked with the determination of validity.

The following shall be determined for each PV and CVR Ballot Envelope:

1. Voter is registered to vote.

2. Voter signed the envelope and the signature matches the voter’s signature on their registration record.

3. Whether the voter shows voting participation history for the current election.
4. Voter voted on the correct ballot type. If not, write correct voting precinct number and ballot type on envelope to count eligible contests.

When verifying the PV and CVR Ballot Envelope, the Envelope ID will be entered in EIMS. This Envelope ID number was provided to the voter at the time of voting, so they may access the confidential results of their PV and CVR ballot.

**Provisional Ballot Tally Preparation**

When the verification process is completed, the Voter Registration Division Manager and staff prepare the PV Ballots for tally by moving a results file to the Pitney Bowes sorters then running the ballots through the sorters. The ballots are sorted into status and precinct groupings and with determination of validity.

1. The envelopes marked “Count” are prepared for the tally process. Empty envelopes are kept and boxed for retrieval, if needed.

2. The envelopes marked “Do Not Count” are kept and boxed for retrieval, if needed.

3. The envelopes marked “Partial Count” are placed in a “Duplication” tray and the ballots inside are duplicated. The envelopes are kept and boxed for retrieval, if needed.

**Reasons for Provisional Ballot Duplication**

1. Valid Provisional Ballots that are damaged or marked in a manner that will cause them to be incorrectly read.

Ballots to be partially counted because the voter voted the incorrect ballot type or party (Presidential Primary Elections only). These ballots shall be marked with the correct ballot type and/or party ballot. Only the contests for which the voter was eligible will be duplicated. The ballot will be duplicated onto the same ballot type used in the precinct where the voter voted provisionally.
Precinct Random Selection

1. VBM Division will generate a list of randomly ordered precinct numbers by running a EWMR082 report in EIMS.

2. VBM Manager runs two reports from EIMS, EWMR039 (Contest to Ballot Types Xref) and EWMR024 (Voting Precincts to Contests Xref).

3. Using the reports and random precinct list, the VBM Manager determines which precincts and contests are included in the Manual Tally:

   a. The first 1% of precincts appearing on the random list must be included in the tally. For example, if an election includes 1,000 precincts, the first 10 precincts on the randomly-ordered list are included. Every contest appearing on the ballot must be tallied for this initial group of precincts.

   b. For any contest not included in the initial group of precincts, the first precinct with that contest that appears on the random list will also be included in the Manual Tally; however, only that specific contest in question will be tallied for that precinct.

4. VBM Manager will release the final list of precincts to be included in the Manual Tally to ROV staff and any observers of the random precinct drawing.

Ballot Pulling & Preparation

1. After all, VBM and PV ballots have been tallied, the VBM Manager obtains a Track-It Box List showing the location of each batch of counted ballots as well as the Semifinal Official Results by Precinct Report.

2. A team from the VBM Division uses the Box List to locate and pull the individual batches of counted ballots for designated Manual Tally precincts.

3. The ballots are then grouped into trays by precinct. Keep VBM ballots and Precinct ballots separate. Provisional ballots are included with polling place ballots.

4. Perform a raw count of the number of ballot cards for each precinct and compare it to the quantities listed in Results by Precinct Report to ensure that all ballots have been located.

5. Store pulled ballots in a secure holding area to await manual tallying.

6. VBM Manager prepares the Manual Tally Form.
Manual Tally – 1%

Each Manual Tally Team must consist of at least two people. Each Team works on one precinct at a time and tallies VBM and precinct ballots separately. The Team completes one Manual Tally Form per contest per precinct. Teams are not given the machine results prior to tallying. A Manual Tally Verifier will check the Team’s tallies against the machine results.

1. Begin a new precinct by counting the total number of ballots. If the election includes sets of multiple cards (ex: A cards, B cards, C cards, etc…), then do two counts: one count of only A cards and another count of all cards together (total of A + B + C). Check your total with the Manual Tally Verifier to confirm that all ballots are accounted for. (Note: for a precinct for which only a specific contest needs to be tallied, rather than all contests, you only need to count the quantity of the specific card – A, B, or C – on which that contest appears).

2. Begin a new contest by obtaining a new Manual Tally Form and entering the precinct number, contest name, ballot quantity, and signatures of all team members.

3. Sort the ballots into stacks according to how the contest was voted. Make separate stacks for ballots with overvotes, undervotes, and write-ins.
   
   a. The purpose of the 1% Manual Tally is to verify that the machines performed accurately per their programming. Therefore, if there’s a question about a voter’s intent, the Team should interpret all marks like a counting machine would.
   
   b. If a stray mark falls within the voting target area (oval), it would usually be considered a vote by the machine. It may cause the contest to be overvoted.

   c. If a voter marks more choices than allowed, but tries to cross one out, it would usually be considered an overvote by the machine.

   d. If a voter selects a choice but the mark falls outside of the voting target area (oval), it would usually be considered an undervote by the machine.

   e. When in doubt about how to interpret a mark, ask a lead, Supervisor, or manager.

4. Count the number of votes for the first choice of the contest. Count each ballot one-by-one so that all members of the Manual Tally Team can count along and see the marks. Keep the tallied ballots groups in stacks of 25. Mark the total number of votes for that choice onto the Manual Tally Form.
5. Proceed to the next choice and continue until the votes for each choice of the contest have been tallied. If you are tallying a contest where multiple choices can be selected, you may need to stop between each choice to redistribute those ballots to the stacks for any additional choices marked.

6. Count the number of ballots where the contest was overvoted (the voter marked more choices than allowed). Tally one overvote for each possible selection allowed for the contest.
   
a. Example: For a “Vote for 1” contest, tally one overvote for every ballot where the contest was overvoted. For a “Vote for 2” contest, tally two overvotes for each ballot where more than two choices were marked.

7. Count the number of ballots where the contest was undervoted (the voter marked less choices than allowed). Tally one undervote for each possible selection that was not marked.
   
a. Example: For a “Vote for 2” contest where only one choice was selected, tally one undervote. For a “Vote for 2” contest where no choices were selected, tally two undervotes.

8. Tally one write-in for each write-in oval filled in. For the purpose of this manual tally, do not worry about the actual names written in.
   
a. If the write-in oval is filled in, tally one write-in vote whether the name written is a qualified write-in candidate, a listed candidate, or an unqualified candidate.
   
b. If an oval is filled in but there is no candidate written in, still tally the write-in.
   
c. If a candidate’s name is written in but the oval is not filled in, do not tally the write-in.
   
d. In a contest where more than one candidate can be chosen, tally one write-in vote for each oval filled in (assuming the contest is not overvoted).

9. When all votes for the contest have been tallied, add up the total number of votes for all candidates plus overvotes, undervotes, and write-ins. The total votes should equal the total number of ballots for the precinct. If it is a contest with multiple selections, the total votes should equal the number of ballots multiplied by the number of choices allowed.
   
a. Example: For a “Vote for 2” contest in a precinct with 100 ballots, the total number of votes should be 200. For a “Vote for 3” contest in that same precinct, the total number of votes should be 300.
b. If the totals do not agree, see step #10 for resolving discrepancies.

10. Show your Manual Tally Form to the Supervisor to make sure your tally matches the machine results. If they match, move on to the next contest or precinct. If they do not match, you must review your work to resolve the discrepancy.

   a. Check your math. Sometimes discrepancies are caused by simple errors.

   b. Re-count the ballots. This is where grouping ballots in stacks of 25 saves time. If you find a stack with more or less than 25, it may resolve your discrepancy.

   c. Examine the ballots for stray marks or faint marks within the voting target areas (oval). Remember to tally like the machine would. If a mark is too faint, it may not be read. If a stray mark passes through an oval, it might be read.

   d. Make notes about how discrepancies are resolved on the Manual Tally Form.

   e. If required, the ELVS division may re-tally the ballots by machine.

Storage & Retention

1. Prior to the manual tally, counted ballots are kept in a secure holding area.

2. After the ballots for the manual tally precincts are pulled and organized, they are returned to a secure holding area until the tally begins.

3. Ballots are moved from the holding area to the VBM processing area at the beginning of the day, and then returned to the holding area at the end of the day. Two staff members must be present when the ballots are accessed and returned. When ballots are placed into storage, a tamper-evident seal is placed on the door to the storage area. The seal’s serial number will be entered on the Access Control Log along with both staff members’ signatures. When the ballots are removed, the serial number on the seal will be confirmed and logged again along with the two staff members’ signatures.

4. The manual tally is performed inside the secure VBM processing area of the ROV office. While the tally is conducted, the ballots will be always in the presence of at least two ROV employees.

5. Upon completion of the manual tally, all Manual Tally Sheets and machine results will be compiled by the VBM Manager for reporting to the Secretary of State. All manual tally documentation must be stored for the duration of the statutory retention period.

6. Upon completion of the manual tally, all ballots are returned to the secure holding area. After the Canvass is complete, they are packaged and stored with all other VBM materials for the statutory retention period pursuant to Elections Code 17300, et seq.
Automatic Recount Criteria

Pursuant to Board of Supervisors policy, the County of Santa Clara perform an automatic recount for contests with a margin of victory less than 0.25% (one-quarter of one percent) of ballots cast or 25 total ballots. The automatic recount applies only to contests whose jurisdictions are wholly contained within the county. The recount will be performed manually except in the case of a countywide or City of San Jose citywide contest, in which case the recount will be conducted by tabulation machine.

The recount will be conducted prior to the certification of election results. The recounted will be conducted concurrently with the 1% manual tally as an extension of that tally, pursuant to Elections Code 15360(a)(1)(B)(ii).

Contests qualifying for the recount pursuant to the above criteria will be determined based on the most recent results report prior to commencement of the 1% manual tally, following the completion of tallying all outstanding Vote by Mail and provisional ballots.

Ballots will be pulled and prepared for the automatic recount concurrent with and in the same manner as the regular 1% manual tally.

Observers & Documentation

As with all election processes, the recount is open to public observers. While present in the Office of the Registrar of Voters, Public Observers must obey all rules established by the ROV’s Observer Guidelines, California Elections Code, and all other applicable federal, state, and local laws.

Observers shall not interfere with, impede, delay, or in any way hamper the Manual Tally Teams. All questions shall be directed to designated observer escorts. If an observer would like to more closely examine a ballot or challenge the Team’s determination of voter intent, they may ask for the tallying to be paused. In the event of a challenge, a manual tally manager or Supervisor will review the ballot and make a determination of voter intent pursuant to ROV vote count guidelines. If determination of voter intent cannot be resolved by the manager or Supervisor, the ballot may be set aside for review by the ROV or AROV. The ROV or AROV will make the final determination.

ROV staff will compile a log of all challenges, including notes about how each challenge was resolved. ROV staff will also compile all individual manual tally sheets into a summary results report. Both the challenges log and the summary results report will be distributed to observers and posted on the ROV web site.
Manual Tally – Automatic Recount

1. Each Manual Tally Team will be given a tray containing ballots from their designated precinct along with two Manual Tally Sheets.

2. Before beginning the tally, the Team will complete the top portion of their tally sheets, including the date, precinct number, and type of ballots (Vote by Mail and Vote Center ballots).

3. Teams will separate ballots into stacks for each candidate voted as well as for over-votes and under-votes. If you are tallying a contest where multiple candidates can be selected, you may need to pause between tallying each candidate to redistribute those ballots to the stacks for any additional choices marked.

4. The Announcer will read the name of the candidate selected on each ballot one at a time. Selections will be indicated by filling in the area within the oval that appears to the right of the candidate’s name on the ballot.

5. The Talliers will make one tally mark on the tally sheet beside each candidate name announced. Each tallier will complete their own tally sheet independently.

6. The Observer will watch the process to ensure that candidate’s names are being announced and tallied correctly.

7. At intervals of 25 ballots, the Team will pause to compare the two tallies. If they agree, they tally will proceed. If not, they will re-tally the last 25 ballots to resolve the discrepancy.

8. Count the number of ballots where the contest was overvoted (the voter marked more choices than allowed). Tally one overvote for each possible selection allowed for the contest.

   a. Example: For a “Vote for 1” contest, tally one overvote for every ballot where the contest was overvoted. For a “Vote for 2” contest, tally two overvotes for each ballot where more than two choices were marked.

9. Count the number of ballots where the contest was undervoted (the voter marked less choices than allowed). Tally one undervote for each possible selection that was not marked.

   a. Example: For a “Vote for 2” contest where only one choice was selected, tally one undervote. For a “Vote for 2” contest where no choices were selected, tally two undervotes.

10. For the automatic recount, tally the ballot according to the voter’s intent, even if the ballot was marked in such a way that the machine could not correctly read it. Use the following guidelines to aid in determinations of voter intent.
a. Failure to Follow Instructions (Consistent): A vote for a candidate is considered to be valid if a voter does not fill in the oval as instructed, but instead consistently uses a single method to mark the ballot that clearly indicates the voter’s intent. Examples of valid marks are: checkmarks, X’s, circles, and writing the word “Yes.” This policy is consistent with the SOS Uniform Vote Counting Standards.

b. Failure to Follow Instructions (Inconsistent): If the voter has not followed the instructions for marking their choice (by filling in the oval) and has not consistently used the same method to mark the ballot, then the voter’s intent cannot be established and the mark should not be considered a valid vote for a candidate. For example, if a voter correctly completes fill in the oval for all contests except one, and then makes a check beside a candidate’s name, the check shall not be considered as a vote for the candidate. This policy is consistent with the SOS Uniform Vote Counting Standards.

c. Error Corrections: If a voter has indicated that a marked selection was an error, then it will not be considered a vote for the candidate. Examples of error indications include correction tape, white-out, strikeouts, or written instructions (such as the words “No”, “Mistake”, “Don’t Count”, etc.). Also, if a voter has marked two selections for the same contest, but has indicated that one is an error, the other selection will be considered a valid vote. Selections should also be considered valid if the voter marked two selections but indicated a clear intention that one be counted (for example, by circling the selection, or writing the word “Yes” next to the selection). This policy is consistent with the SOS Uniform Vote Counting Standards.

d. Write-In Selections: If a voter writes in the name of a qualified candidate who appears on the ballot, it shall be considered a valid vote for that candidate. If a voter writes in the name of a candidate on the ballot and also fills in the oval beside that candidate’s name, it shall be considered one valid vote for that candidate and should not be considered an overvote. If a voter writes in a name that is not a candidate appearing on the ballot or marks the write-in oval without writing a name, that ballot should be tallied as an under-vote on the tally sheet. The MTM will make a determination consistent with the SOS Uniform Vote Counting Standards.

e. Bleed-through and Stray Marks: If a mark appears in the voting field such that the machine may tally it as a vote for a candidate, but the tally team determines that the voter intent was not to cast a vote for that candidate, the mark will be tallied as an undervote. Such marks would include stray marks inconsistent with the rest of the ballot, hesitation marks, or marks that bleed-through from the opposite side of the ballot. In the event that the mark would cause the machine to register an overvote for the contest, the tally team should tally one vote for each candidate for whom voter intent can
clearly be established.

f. Other: If the Team cannot make a determination on the voter’s intent based on the instructions above, the Team can request assistance from a manager, Supervisor, or lead, who will make a determination consistent with the SOS Uniform Vote Counting Standards.

11. When all ballots have been tallied, the Team will compare the totals on the two tally sheets. They must all concur that the results on the two tally sheets agree or resolve any discrepancies. All Team members must sign the bottom of the sheets. Any notes that would help the review process can be made at the top of the sheet.

12. Completed tally sheets will be reviewed by a manager, Supervisor, or lead.

Storage & Retention

1. Prior to the manual tally, counted ballots are kept in a secure holding area.

2. After the ballots for the manual tally precincts are pulled and organized, they are returned to a secure holding area until the tally begins.

3. Ballots are moved from the holding area to the VBM processing area at the beginning of the day, and then returned to the holding area at the end of the day. Two staff members must be present when the ballots are accessed and returned. When ballots are placed into storage, a tamper-evident seal is placed on the door to the storage area. The seal’s serial number will be entered on the Access Control Log along with both staff members’ signatures. When the ballots are removed, the serial number on the seal will be confirmed and logged again along with the two staff members’ signatures.

4. The manual tally is performed inside the secure VBM processing area of the ROV office. While the tally is conducted, the ballots will be always in the presence of at least two ROV employees.

5. Upon completion of the manual tally, all Manual Tally Sheets and machine results will be compiled by the VBM Manager for reporting to the Secretary of State. All manual tally documentation must be stored for the duration of the statutory retention period.

6. Upon completion of the manual tally, all ballots are returned to the secure holding area. After the Canvass is complete, they are packaged and stored with all other VBM materials for the statutory retention period pursuant to Elections Code 17300, et seq.
Certification is the final process of canvassing, it consists of compilation of the Statement of Vote reports and issuance of a certificate.

The Statement of Vote (SOV) reports the votes cast for candidate and measure on the ballot for the election. The dataset includes the summary reports and the aggregate data by precinct for the individual contests.

The summary reports of the SOV are:
(a) voting by mail total;
(b) grand total [sum of (a)];

The Certificate of Election Results will be issued to jurisdictions in the election, sent together with the Statement of Vote, and the 2-column Summary Results Report.

Certification of the election must occur within 30 days after the election, or as required by election law.
A recount is conducted by the Registrar of Voters’ Office for the purpose of verifying the number of votes counted for a specific office or measure in the election. Cal. Elections Code sections 15600 through 15649 govern voter-requested recounts.

Who can request?
Any voter of the state may file a request. (Cal. Elections Code section 15620)

Timing and Method of Request
The request must be filed within five (5) calendar days of the completion of the official canvass. The ROV office is not open on weekends or holidays. (Cal. Elections Code section 15620)

Recount requests must be filed with the county elections official responsible for conducting the election if the contest is not voted upon statewide. (Cal. Elections Code section 15620) Requests are acceptable via fax or email. Call (408) 299-VOTE for fax or email contact information.

Format of request
- The request must be in writing. (Cal. Elections Code section 15620)
- Must specify the contest to be recounted. (Cal. Elections Code section 15620)
- Must state on behalf of which candidate, slate of electors, or position on a measure (affirmative or negative) it is filed. (Cal. Elections Code section 15620)
- May specify the order in which precincts shall be counted. (Cal. Elections Code section 15622)
- May specify the method of counting to be used (computer, manual or both). (Cal. Elections Code section 15627)
- May specify any other relevant material to be examined. (Cal. Elections Code section 15630)

Costs of Recount
The costs of the recount must be paid by the requestor. (Cal. Elections Code section 15624) In addition to the costs of recounting the ballots, other costs may apply to cover examination of relevant material or other activities related to the recount. (Cal. Elections Code section 15630)

Notice of recount
A notice stating the date and place of the recount will be posted by the Registrar’s Office at least one day prior to the recount and, for local contests, the following persons will be notified in person or by federally regulated overnight mail service (Cal. Elections Code section 15628):
- All candidates for the office being recounted.
- Proponents of any initiative or referendum or persons filing ballot arguments for or against any initiative, referendum or measure to be recounted.
Process of recount
- The recount is open to the public. (Cal. Elections Code section 15629)
- Recount must start no later than seven calendar days following the receipt of the request and shall be continued daily – Saturdays, Sundays, and holidays excepted – for not less than six hours each day until completed. (Cal. Elections Code section 15626)
- A manual recount must be conducted under the supervision of the Registrar’s Office by recount boards, consisting of four voters of the county, appointed by the elections official. (Cal. Elections Code section 15625)

Result of Recount
- The results of a recount are declared null and void unless every vote in which the contest appeared is recounted. (Cal. Elections Code section 15632)
- Upon completion of a recount, if a different candidate, slate of electors, or position on a measure receives a plurality of votes, the results of the official canvass will be changed and the election results re-certified. (Cal. Elections Code section 15632)
- A copy of the results of any recount conducted shall be posted conspicuously in the office of the elections official. (Cal. Elections Code section 15633)
In order to comply with Cal. Elections Code sections 2191, 15278 and 17300, starting the day after the election, the Voter File is updated to record all voters who signed the Roster Index at their pollingplace on Election Day.

After all returned Vote by Mail ballots have been entered into the Election Information Management System (EIMS), the Voter Registration Division Manager generates a report of voters who voted twice. The report is generated by following the steps below:

8. In the EIMS Election Workspace Module, select Election Menu/Election Checklist/Post Election Processing, and double-click on the check space to check off task.


10. Verify reported double voters against the appropriate Roster Indexes.
   a. If a voter record was flagged in error, correct the record.
   b. If a voter record was flagged correctly, make a copy of the Roster Index page and highlight the voter's entry on the Roster Index page.

11. Run EWMR021 – Voters Who Voted Twice and print the corrected report.

12. The report and the Roster Index page copies of possible double voters are turned over to the Vote by Mail Division Manager for referral to the District Attorney’s Office.

13. In Election Workspace/Election Workspace Checklist/Post Election Processing section doubleclick on the check space of Apply Voter History and save.

14. Provisional Ballot verification may begin.
TO PREVENT THE SPREAD OF COVID-19

Do not enter the facility if you have COVID-19 symptoms.

- Fever
- Cough
- Diarrhea
- Headache
- Muscle aches
- Shortness of breath
- Unexplained loss of taste of smell

Maintain a minimum six-foot distance from others, including when in line.

Sneeze and cough into a cloth or tissue or, if not available, into your elbow.

Face coverings required to enter (except for very young children and people exempt based on medical condition or disability).

Do not shake hands or engage in any unnecessary physical contact.

Posting this sign does not replace the County requirement to implement your full social distancing protocol. Adapted with permission from King County Design and Civic Engagement.
Note: All Elections Observers must wear a mask to observe in person.

Election Observer Guidelines

The Election Observer Guidelines cover observation activities in the Registrar of Voters’ (“ROV”) Office as well as pre-election preparation, Election Day operations, ballot processing, central tabulation, canvass, and recounts. *If an observer violates these guidelines, they will be asked to leave.* For the safety of visitors and our staff, the State and Santa Clara County Health Officer orders and guidelines will be strictly enforced.

General Rules for Observers

- The ROV personnel *will issue a badge* to observers to wear while in the office. Observers must return their badges before leaving the ROV.
- The ROV will accommodate requests for observation and requests to enter and leave subject to the availability of ROV personnel.
- To avoid disruption of election processes, observers should maintain a professional manner, and keep conversations to a minimum (at the lowest possible volume).
- So that the ROV can allocate resources appropriately, persons or groups wishing to observe should contact our office *at least 24 hours* in advance.
- Use of cameras to photograph or record video *is prohibited* unless specific prior approval has been granted by the Registrar of Voters. Approval may be granted subject to the judgment of ROV management that doing so will not impede any work processes, jeopardize the confidentiality of voter information, or jeopardize the security and safety of the voting process. Approval will generally be granted only for a limited duration of time and be restricted to wide-shot angles that do not closely focus on individual ballots, election materials, or workstations.
- To protect the security of election systems and preserve the confidentiality of voter information, all other use of electronic devices (including but not limited to computers, tablets, cell phones, radios, and audio recorders) by observers *is prohibited*.
- The Office of the Registrar of Voters is strictly non-partisan. Please *avoid partisan comments and discussions* while in the Department.
- Observers may not communicate with voters (within 100 feet of the entrance to a Vote Center) regarding the casting of a vote or speak to a voter regarding his or her qualifications to vote.
- Observers may not physically handle any voting materials, including paper ballots, electronic ballot cartridges, or ballot containers or equipment.
• Observers may not enter secured or restricted areas of the ROV unless accompanied by authorized ROV personnel.
• ROV personnel will oversee all observations.
• Observers may not disrupt the working environment of the ROV personnel.
• Observers may not interfere with the judgment of the elections official.
• Observers may not sit at the official worktables and/or rearrange tables or chairs.
• Observers may not make physical contact with election personnel and must follow ROV staff instructions regarding physical distance from election personnel.
• Observers may not eat or drink in the ROV.
• If an observer makes a challenge, he or she may ask the staff to stop processing. The observer must then address his/her challenge to the manager, Supervisor, or lead.
• Observers may not talk directly with staff performing work but must instead direct all questions regarding the election processes to a manager, Supervisor, lead, or other designated personnel.
• Observers may not prevent other observers from observing a process or materials.
• Observers may not display any election material or wear campaign badges, buttons, or apparel.
• Observers may not wear the uniform of a peace officer, a private guard, or security personnel.
In-Office Remote Viewing

For the safety of the public and our staff, the ROV will be conducting in-office remote viewing. Observers will be stationed in a conference room where they will be able to view election processes on a monitor transmitted by camera.

- All “General Rules for Observers” apply for remote viewing.
- Remote viewing is subject to availability due to limited personnel and equipment, please schedule an appointment at least 24 hours in advance, if possible.
- The Remote Viewing conference room is limited to 5 observers and 1 observer attendant. Due to time constraints and limited space we will accommodate observers from different parties in the conference room. For example, if 10 people arrive without an appointment from 5 different organizations, we will allow one person per group to observe in the conference room. If there are additional groups, the ROV personnel will provide a waiting list.

- Photographing or otherwise recording the in-office remote viewing, ROV personnel, and ROV facilities is not allowed unless prior approval is granted by the Registrar of Voters.
Video Conference Remote Viewing

For the safety of the public and our staff, the ROV will be conducting remote viewing sessions through ZOOM video conferencing. Observers will be able to view election processes from their own homes. To protect the privacy of the public and our staff, the video feed will show wide-angle views of election processes and recording video and audio from a “Remote Viewing” session is not allowed. A link will be provided to observers in advance.

- All applicable “General Rules for Observers” apply for remote viewing.
- Remote viewing is subject to availability due to limited personnel, equipment, and conference room availability. Please schedule an appointment at least 24 hours in advance, if possible.
- Recording video and audio from a session is not allowed.
- Remote viewing is limited to 45 minutes for each observing station. To best accommodate all observer requests, other observers may join existing appointments online and in-office.
- Remote viewing is limited to wide-angle shots.
- Remote Viewing observing stations include:
  - Vote by Mail Processing
    - Ballot opening and flattening
    - Signature verification
    - Sorting machines
    - Ballot duplication
    - Adjudication
  - Election Logistics & Voting Systems
    - Ballot counting
  - Voter Registration Division
    - Provisional voter processing

These stations will not all be available for remote viewing at the same time and will depend upon staffing availability and timing.

- If a manager or Supervisor is not available to answer any questions, we will follow up with an answer to your question through email. Please email questions to registrar@rov.sccgov.org.
<table>
<thead>
<tr>
<th><strong>1% Manual Tally</strong></th>
<th>The public process of manually tallying votes in one percent of the precincts, selected at random by the elections official, and in one precinct for each race not included in the randomly selected precincts.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Canvass Official Ballot Statement (COBS)</strong></td>
<td>A ballot reconciliation statement completed by the canvass board.</td>
</tr>
<tr>
<td><strong>Conditional Ballot</strong></td>
<td>A ballot voted by a voter who registered after the registration deadline. The ballot is placed into a yellow envelope and researched by the elections office to determine if it is appropriate to count.</td>
</tr>
<tr>
<td><strong>Damaged Ballot</strong></td>
<td>Any ballot that is torn, spindled or mutilated.</td>
</tr>
<tr>
<td><strong>Duplicated Ballot</strong></td>
<td>An exact duplicate of a damaged ballot.</td>
</tr>
<tr>
<td><strong>Election Logistics and Voting Systems (ELVS) Division</strong></td>
<td>The division within the Registrar of Voters' office that oversees the organization, distribution, and collection of election materials; oversees ballot tabulation; and oversee the operation and maintenance of voting system components.</td>
</tr>
<tr>
<td><strong>Envelope 1</strong></td>
<td>Vote Center supply envelope containing Voter ActionsRequest forms and registration cards.</td>
</tr>
<tr>
<td><strong>Official Ballot Statement (OBS)</strong></td>
<td>A ballot reconciliation statement completed by the precinct board.</td>
</tr>
<tr>
<td><strong>Paper Ballot</strong></td>
<td>The paper ballot used for voting either full-sized or abbreviated summary printed from ICX.</td>
</tr>
<tr>
<td><strong>Precinct Canvass Report (PCR)</strong></td>
<td>The official log of the status of each precinct and the results of its canvass reconciliation process.</td>
</tr>
<tr>
<td><strong>Provisional (PV) Ballot</strong></td>
<td>A ballot voted by a voter whose qualifications or entitlement to vote cannot be immediately established. The ballot is placed into a pink envelope and researched by the elections office to determine if it is appropriate to count.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>----------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>E-Poll Book</td>
<td>An alphabetical list of voters registered in the precinct.</td>
</tr>
<tr>
<td>TrackIt</td>
<td>The software used by the Registrar of Voters to track the location of various election materials.</td>
</tr>
<tr>
<td>VBM Ballot</td>
<td>A Vote by Mail ballot cast by a voter in any way other than at the polling place.</td>
</tr>
<tr>
<td>VVPAT Tape</td>
<td>Voter Verifiable Paper Audit Trail Tape.</td>
</tr>
<tr>
<td>Write-In Ballot</td>
<td>A ballot where the voter has written in the name and office of a qualified write-in candidate in the appropriate space provided at the top.</td>
</tr>
</tbody>
</table>