



# Guide to Observing Elections Processes

March 5, 2024, Presidential Primary Election

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## I. Background and Purpose

The mission of the San Francisco Department of Elections (the Department) is to provide equitable access to voting and election-related services and to conduct free, fair, and functional elections in the City and County of San Francisco.

Every election, the Department invites the public to observe elections operations in-person at its office in City Hall, its warehouse at Pier 31, or remotely via live-streams on the Department website.

The purpose of this guide is to help election observers learn more about Department operations and also to understand their rights and responsibilities.

Please note that this guide is not intended to provide legal advice or to provide a formal analysis of applicable law. For a schedule of observable activities in the upcoming election, please see the appendix or visit:

[sf.gov/election-observation](https://sf.gov/election-observation)

*This guide will reference the various state and local laws that regulate the observation of elections processes. The table below lists the citations to these laws and regulations referenced in this guide.*

<b>Code References:</b> <i>the following abbreviations are used throughout this guide for citations of supporting legal codes</i>	
CAEC	California Elections Code
CCR	California Code of Regulations
SFMEC	San Francisco Municipal Elections Code

## **II. General Observer Rules**

2 CCR §20871-20873, 20875, 20878

### **A. Observers have the right to:**

1. Observe pre-Election Day activities, such as voting equipment testing and Vote-By-Mail ballot processing
2. Observe the proceedings at polling places, including opening, voting, and closing procedures
3. Obtain information from any voter list posted or otherwise available at any polling place
4. Take notes, watch election procedures, and ask officials questions at voting or processing sites.
  - a. While at any Department site, observers should direct questions regarding procedures to the designated elections worker in a manner that does not interfere with those procedures.
  - b. The designated worker may answer immediately, refer the question to a staff member with more subject-matter expertise, or ask the observer to clarify the question in writing.
5. View ballot processing activities at the central counting site before, on, and after Election Day
6. View the canvass-related activities leading up to certification of the election

### **B. Observers have a responsibility to:**

1. Follow any check-in requirements when visiting any elections site, using the observer sign-in sheet
2. Wear an ID badge issued by the Department at all times while at any Department site
3. Maintain a professional manner and refrain from disrupting or interfering with any election process
4. Follow all applicable law as well as the county observation rules

### **C. Observers are prohibited from:**

1. Touching any voting materials or equipment or attempting to assist in any official processes or tasks
2. Interfering with official tasks, including ballot retrieval and processing, as determined by the Department
3. Moving Department tables, chairs, or voting booths at the polling place or central counting facility
4. Sitting at official worktables or viewing confidential voter information on any computer or document
5. Directly challenging voters or ballots
6. Challenge Department personnel's determination that a signature on a Vote-By-Mail ballot return envelope compares to a signature in the voter's registration record.
7. Wearing the uniform of a peace officer, a private guard, or security personnel at any election site
8. Communicate with personnel who are presently engaged in a process and not designated by the Department to answer observer questions.
9. Attempting to stop poll workers or staff while they are processing ballots
10. Using Department phones, computers, or official equipment at polling places or the central counting site
11. Touching election personnel or prevent other observers from observing processes
12. Eating, drinking, smoking, or vaping inside a polling place or the central counting site
13. Entering any secure Department area without express permission of Department staff
14. Engaging in electioneering or voter interference, which includes but is not limited to:

- a. Advocating for or against any person or contest on the ballot within 100 feet of the entrance to a voting site or ballot drop box
  - b. Displaying any campaign material, badge, button, or apparel within 100 feet of the entrance to a voting site or ballot drop box
15. Prevent other observers from observing elections processes

### **III. General Department Rules**

2 CCR §20871 et seq., 20874-20876, 20879

Regarding the observations of election-related activities, the Department must comply with all applicable federal, state, and local laws, as well as with any applicable regulations issued by the California Secretary of State. These laws also give elections officials some discretion in applying these rules. Logistical issues such as workspace size, lighting and viewing angles, election data and voting equipment security, staffing, workplace pathways, and the number of observers at a site are taken into consideration within the context of the Department's mission. Please note: if Department staff determine there are too many observers in a particular area, they may ask some to come back later. Also note that the Department may ask an observer who does not follow the rules to leave an area.

#### **A. Department staff have the right to:**

1. Modify the specific distance for observers to stand from particular processes
2. Require observers to be reasonably quiet in or near any observation area
3. Create detailed question and challenge procedures for observers to follow
4. Restrict the number of observers in a room to prevent interference in a process
5. Restrict the items observers may bring with them into observation areas for security

#### **B. Department staff have a responsibility to:**

1. Provide public notice for the dates, times, and places of observable election-related activities
2. Maintain the integrity of the election and prevent any observer misconduct and interference
3. Establish security rules for public observation

#### **C. Department staff are prohibited from:**

1. Delaying or interrupting scheduled operations solely because an observer is or is not present

### **IV. Security Protocols**

2 CCR §20874-20876

#### **A. Sign-in Sheets**

The Department may require observers to check in with Department personnel at the front counter or warehouse. Observers will be asked to sign in upon arrival, and to sign out when they leave.

#### **B. Observer Badges**

The Department may require election observers to wear identification provided by the elections official. If an observer also wears their own identification, that identification shall not include any electioneering information or information that could intimidate a voter.

### **C. Cameras and Phones**

Voters may take a photo of their ballot (e.g. a “ballot selfie”), but nobody may photograph someone else’s ballot. The use of cameras inside voting sites is limited and requires the consent of the designated elections official. Media organizations are generally allowed to take photos and film activities other than in the voting booth area and without interfering with voting, intimidating voters or poll workers, and ensuring the privacy of voters is not compromised. No media or photography is allowed in the area with voting booths. No one can take pictures of voters without their permission.

### **D. Chain of Custody**

Descriptions of the Department’s custody transfer processes are available upon request.

## **V. Pre-Election Day Activities**

### **A. Outreach Presentations**

The Department’s Outreach Team regularly holds public, multilingual, multiformat presentations and events on a wide array of topics in venues across the City. The Outreach Calendar can be viewed at [sfelections.org/outreach/calendar](https://sfelections.org/outreach/calendar). The Department also publishes a wide array of physical and digital outreach materials. Observers, along with all members of the public, are welcome to browse, download, or request any of the outreach materials.

### **B. Poll Worker Training**

CAEC §12309.5, CA SOS Poll Worker Training Standards

Approximately one month before Election Day, the Department begins training the thousands of poll workers and field support workers who will serve voters at San Francisco’s 501 polling places on Election Day.

Poll workers can choose to complete their 2-3-hour training class online or in person. The poll worker training course covers many topics, including key voter rights, language assistance, accessibility, setup and operation of equipment, procedures for processing voters, and custody transfer protocols for ballots and other vital materials after the polls close.

Field support workers must complete training sessions before serving as liaisons between poll workers and Department personnel on Election Day. In addition to completing poll worker training, each field support worker must also complete a 4-hour field support course, a 2-hour voting equipment practice lab, and a 4-hour driving course.

Observers interested in attending any of these training sessions, may call [\(415\) 554-4375](tel:4155544375).

### **C. Equipment Testing**

CAEC Division 19, §15004

Prior to each election, the Department conducts Logic and Accuracy (L&A) testing on the three types of units used in San Francisco’s voting system: the ImageCast Evolution Ballot-Scanning Machine, ImageCast X Ballot-Marking Device, and ImageCast Central Scanner. During L&A testing, staff confirm each machine properly records and tabulates votes. The L&A Testing Board reviews and approves both the L&A plan and the L&A results for each election. By law, they must certify testing results no later than seven days before Election Day.

#### **1. ImageCast Evolution Poll Ballot-Scanners**

The first step in testing polling place ballot-scanning machines is to run a set of pre-marked test

ballots and generate a tabulation report on those ballots. A team of proofers then compares results against expected tallies. Any discrepancies are reviewed until the issues can be resolved. Next, memory card data is uploaded into the election database, with a second team of proofers reviewing all system entries for accuracy. As testing is completed on each unit, staff return the memory cards to the machines, affix security seals, and place them in a secured staging area at the warehouse in preparation for delivery to polling places.

**2. ImageCast X Accessible Ballot-Marking Devices**

The first step in testing accessible voting machines (used at all voting sites) is to have proofers confirm that ballot printouts accurately reflect the marks made by Department personnel on a set of test ballots using the touchscreen interface. Next, ballot printouts are scanned on the ballot-scanning machine and the tabulation report is reviewed. Finally, Department staff test each accessible machine's audio and audio-tactile interface components before affixing security seals to the machines and transferring them to a secured staging area at the warehouse in preparation for delivery to the City Hall Voting Center and polling places.

**3. ImageCast Central Count Ballot Scanners**

The testing procedures for central count ballot scanners (used mainly for Vote-By-Mail ballot processing) are very similar to the testing procedures used for polling place ballot scanning machines. However, because these machines process ballots of all ballot types included in the election, test ballots for the scanners include all ballot types.

## **VI. Vote-By-Mail Operations**

**A. Official Ballot Return Boxes**

2 CCR §20130 - 20138, CAEC §§3025 - 3025.7

Consistent with California law, the Department mails a Vote-By-Mail ballot packet to every local voter one month before each Election Day. Any voter may choose to return that ballot by mail, in person to an in-person voting site, one of San Francisco's 37 official ballot drop boxes, or any of 501 polling places. Observers should know that official ballot collection sites are treated as "voting sites" in the context of electioneering and voting interference violations. Observers are welcome to observe voters casting ballots or to watch the collection of ballots, which will be completed according to a pre-determined schedule.

All official ballot boxes will be open starting 8 a.m. on February 5 and through 8 p.m. on Election Day, March 5th. Official ballot boxes are red, white and blue, display the American flag and the City seal, and will be marked "OFFICIAL BALLOT DROP BOX". For locations, please visit [sf.gov/return-your-ballot](https://sf.gov/return-your-ballot).

All official ballot drop boxes have been designed to prevent unauthorized access to ballots. They are constructed of durable steel with a tamper-proof design, locking mechanisms, and are firmly fastened to the ground. Sheriff deputies will oversee the transport of cast ballots to City Hall throughout the voting period. Department personnel will lock all official ballot drop boxes when polls close at 8 p.m. on Election Day.

**B. Vote-By-Mail Ballot Processing**

CCR § 20872, 20878; CAEC §15100, 15104

While observers are welcome to be present while elections personnel process Vote-By-Mail ballots, including signature verification, state law prohibits observers from touching or handling ballots or viewing



confidential voter information, as per CAEC §2194. Observers may also view these processes at [sf.gov/election-observation](https://sf.gov/election-observation)

Vote-By-Mail ballot processing consists of four key steps:

**1. Envelope Scanning**

The Department scans returned Vote-By-Mail envelopes upon receipt. Every official ballot return envelope includes a barcode assigned to the recipient voter envelope. The Department uses the Agilis Ballot Sorting system to read the barcode and to scan, upload, and link the signature on the envelope to the voter's record in the Election Information Management System (EIMS) registration database. Department staff also use the Agilis system to divert unreadable ballot return envelopes, separating them for manual review.

**2. Signature Comparison**

The Department utilizes a multi-stage process to compare each ballot return envelope signature with voters' signatures on file in registration database. San Francisco ballots are not challenged for a signature-related reason unless the signature in question has been reviewed by three different Department personnel and compared to all signatures in the voter's record. If a signature compares at any point, the ballot is accepted and transferred to the extraction team for opening.

If the signature on a ballot return envelope cannot be verified, the ballot must be challenged and the voter notified. The Department attempts to notify voters with challenged ballots via the following:

- a. bilingual postal cure form, sent with a pre-paid return envelope
- b. the Department's online Voter Portal
- c. correspondence to an email address and / or telephone number if provided during registration.

Upon receipt of a returned challenge cure form, personnel scan the voter's signature sample, link the scanned signature to the voter's file for future reference, accept the ballot, and forward the ballot envelope to the ballot extraction team. Cured ballots are then processed in the same manner as initially accepted ballot are processed.

**3. Ballot Extraction**

Department personnel insert each accepted return envelope into an Opex high speed envelope extractor to be slit open. Ballots are manually removed and individual ballot cards are unfolded and flattened to ready them for scanning.

**4. Vote Tabulation**

In this last stage, Department personnel scan ballot cards using ImageCast Central (ICC) scanners for tabulation.

ICC scanners divert potentially valid over-votes, under-votes, blank contests, marginal marks, or write-in votes for manual review and adjudication. The Department must count irregular votemarks, provided the intent of the voter is clear.

Some types of irregular ballots require remake on ballot-marking devices so all valid votes can be tabulated properly by ICC scanners. These include provisional ballots with invalid votes (e.g. those cast by voters using ballot types containing contests in which they are not eligible to vote), and physically damaged ballots such as partially torn ballots.

To ensure consistent processing, both ballot adjudication and remake tasks are completed by two-

person teams using illustrated guides with standardized rules. After processing and tabulation, original, adjudicated and remade ballots will be securely transferred and stored at the Department's warehouse for the duration of the archival period.

## **VII. In-Person Voting Activity**

### **A. City Hall Voting Center**

CAEC §3018, CAEC §338.5

The Department begins setting up the Voting Center on the ground floor of City Hall a few weeks before voting begins on February 5, 2024. Beginning 29 days before Election Day, the Voting Center will be open for registration, ballot drop-off, and multilingual, accessible voting services every weekday 8 a.m. – 5 p.m. through Election Day; 10 a.m. – 4 p.m. on the two weekends before Election Day, and 7 a.m. – 8 p.m. on Election Day.

The Department processes ballots cast at the Voting Center as Vote-By-Mail ballots. Department personnel regularly transport Voting Center ballot envelopes to a secure area for later processing and tabulation and the timelines are the same as those for regular Vote-By-Mail ballots.

*Please note that the polling place observation rules given below apply to observation at the City Hall Voting Center.*

### **B. Polling Place Operations**

On Election Day, observers may observe voting activity at San Francisco's 501 neighborhood polling places. At all sites, observers must respect and contribute to voters' right to vote in an environment free of intimidation, and to confidentially cast a ballot. Observers must adhere to the following rules:

#### **1. Voted Ballots**

CAEC §14291

Department procedures are designed to prevent the display of voted ballots. Observers must respect the right to confidentially cast a ballot by carefully avoiding the handling or viewing of any voted ballots.

#### **2. Roster of Voters**

CAEC §14223, 14294

Precinct rosters are placed on the official election tables. Observers may request the PWs to allow inspection, but may not sit at the official election table with poll workers or impede, interfere, or interrupt the normal process of voting. Observers may inspect, but not touch, mark, or remove rosters.

#### **3. Voting Booths**

CAEC §14221, 14222, 14282

Only actively engaged voters or voters' children under the age of 18 can be in the voting booth area before the closing of the polls. No observers can enter the voting booth area or take photos.

#### **4. Voter Assistance**

CAEC §§2300, 14282, 14283

A voter can bring one or two companions (not their employer or union representative) into a booth in order to help mark a ballot, but companions cannot make voting decisions for the voter. No more than two companions may assist a voter who declares they are unable to independently mark a

ballot. Poll workers may also help voters mark their ballot or assist them “curbside”; poll workers are required to keep a list of assisted voters in the roster.

**5. Ballot Containers**

CCR § 20878; CAEC §15204, 14215

At opening, before receiving any ballots, a poll worker will open, exhibit, and close all ballot containers. No observer or member of the public may touch a ballot container. Unauthorized persons, including observers, are also prohibited from touching any voting equipment.

**6. Cameras and Phones**

Voters may take a photo of their ballot (a “ballot selfie”) but nobody can photograph someone else's ballot. The use of cameras inside voting sites is limited and requires the consent of the designated elections official. Media organizations are generally allowed to take photos and film activities other than in the voting booth area and without interfering with voting, intimidating voters or poll workers, and the privacy of voters is not compromised.

**C. Election Center Operations**

On Election Day, to provide timely and efficient support to poll workers across the City, and to dispatch assistance and supplies as needed, the Department organizes the Election Center at City Hall. Observers may watch activities from designated locations within the Election Center, which is open from 5:30 a.m. until approximately midnight on Election Day and is located in the area adjacent to the former City Hall cafeteria.

## **VIII. Challenge Procedures**

CAEC §§14240 et seq., 15104(b), 2 CCR §20871 et seq., 20878, 20879(h) - (i)

Observers can challenge the propriety of a Department procedure, but they can never directly challenge a ballot or confront voters. If an observer wishes to challenge a voter at a polling place, they must ask a poll worker, who will contact the Department, for guidance and assistance. If an observer wishes to challenge the propriety of a Department procedure, they must notify the designated supervisor.

When considering whether to challenge a procedure or request the challenge of a voter, observers must remember the following:

1. Any doubt in the interpretation of any applicable law shall be resolved in favor of a challenged voter.
2. For in-person voter challenges, the challenger must establish probable cause for the validity of the challenge.
3. If a challenge is resolved in favor of a voter, they can cast a regular ballot, even without an oath.
4. If a challenge is not resolved in favor of a voter, they may still choose to cast a provisional ballot.
5. For challenges involving Vote-By-Mail ballots, the challenger must establish extraordinary proof of the validity of the challenge.
6. Any Vote-By-Mail ballot challenge must be made prior to the opening of the challenged ballot return envelope.
7. Personnel must provide an observer with the disposition of a challenge as soon as is reasonably practicable.
8. Personnel may halt disruptive, multiple challenges being made by the same person or group.

9. If personnel determines mass challenges are frivolous or meritless, they may halt such challenges for efficiency.
10. Challenges made in bad faith may constitute criminal behavior under state law (misdemeanor or felony).

For more challenge reasons and rules, see the CCR § 20879 and CAEC §§ 14240, 15105, 2300

## **IX. Canvass Period Operations**

*California Elections Code, Division 15*

### **A. Election Night Collections**

SMEC §13.104.5

After the polls close at 8 p.m. on Election Night, poll workers will secure all rosters and all voted ballots for collection by teams of Deputy Sheriffs. The Department will set up a processing center at its warehouse at Pier 31 to facilitate the efficient receipt of these vital polling place materials. San Francisco Municipal Transportation Agency (SFMTA) officers will also collect the electronic data memory cards and transport them from polling places to their collection point at City Hall. Observers are welcome to watch deliveries to the warehouse or City Hall on Election Night.

*Please note that Department staff first organize provisional ballots by precinct and assess an estimated raw count at the warehouse on Election Night, they are then transported to City Hall, for final processing and tabulation. All Vote-By-Mail ballots returned by voters to polling places on Election Day are also organized at the warehouse and then transported to City Hall for processing and tabulation.*

### **B. Preliminary Results Reporting**

CAEC §§353.5, 15150 - 15213, 15320

By law, no election results can be released until after all polls are closed.

After the polls close, the Department will issue four preliminary results reports. The first report, announcing results from most Vote-By-Mail ballots received before Election Day, will be issued at approximately 8:45 p.m. The second and third reports, incorporating Election Day polling place results, will be issued at approximately 9:45 p.m. and 10:45 p.m., respectively. The fourth report, with all Election Day polling place results, will be issued as soon as all precincts have reported.

On Election Night, all results reports will be available on the Department website. Physical copies of the results summary will be available in Room 48 of City Hall and in the North Light Court of City Hall, where the Director of Elections will be available to respond to questions from the media and members of the public. Results will also be available via the ticker on SFGTV, Channel 26. Statewide election results will be available at [sos.ca.gov](https://sos.ca.gov).

All of the election results reports released on Election Night will be preliminary and will change in the following days as the Department counts several tens of thousands of ballots received on Election Day. Beginning Wednesday, March 6, the Department will post the approximate number of ballots left to count on its website and will update that number daily.

Through certification of the election, at 4 p.m. of every day that ballots are counted, the Department will provide updated election results reports on its website. If no ballots are counted on a given day, the Department will post a notice on its website to that effect.

## **C. Provisional Ballot Processing**

CAEC §15101, 2160

*Please note that Vote-By-Mail ballot observation rules also apply to provisional ballot processing.*

After Election Night, Department staff will continue to process any cast but un-tabulated poll ballots, and Vote-By-Mail ballots received on or by mail courier after Election Day (timely post-marked or cured), following the procedures described above. Soon after Election Day, staff will also begin to process provisional (including conditional) ballots using the slightly different procedures described in this section. Observers are welcome to view this process.

Per California law, a voter whose eligibility to vote cannot be immediately established is entitled to vote provisionally using an envelope that also serves as a voter registration affidavit. At City Hall, the front of each provisional envelope is digitally photographed for upload to the Department's voter database. Envelopes that cannot be scanned or appear to be blank or spoiled are transferred to a manual processing area. To ensure all valid provisional ballots are accepted for counting, provisional ballot envelopes are processed in three separate stages, or passes, as described below.

### **1st Pass**

In the first pass, Department personnel check the information on each provisional envelope to search for a matching voter record in the Department's database. If a voter record matches the information on the envelope, the ballot will be linked to that pre-existing record. The first pass team will either "accept" or forward the ballot to the second pass team, adhering to rules similar to those used for Vote-By-Mail ballots. Personnel may also update the voter's new local address in the database using the envelope data. If the information provided on the return envelope *does not* match a voter record, a new record will be created, the ballot will be linked to the record, and the envelope will be forwarded to the second pass team.

### **2nd Pass**

In the second pass, Department personnel process all valid new registrations created by the first pass team. The ballots attached to these new records are then accepted, challenged, or forwarded to the third pass team. The second pass team can accept provisional ballots cast by eligible voters for whom a comparable signature is found, challenge provisional ballots cast by voters whose envelopes indicate they have non-local residential addresses or lack signatures (staff conduct a careful manual review), and forward those with other issues, including no comparable signature on file, to the third pass team.

### **3rd Pass**

In the third pass, Department personnel compare the information on each envelope to database records, with the goal of accepting every eligible ballot if possible. All provisional ballots with critical outstanding issues at the end of the third pass are challenged and the voters are notified.

## **D. Official Canvass Tasks**

CAEC §§15000 et seq.

While most of the post-Election Day activities described above constitute the "semi-final canvass", the Department must begin conducting "official canvass" processes no later than the first Thursday after Election Day. This part of the canvass entails several tasks, including an inspection of polling place materials, the reconciliations of roster signatures with voted ballot records, and the 1% manual tally. Most official canvass activities are conducted at the Department's warehouse.

The 1% manual tally involves re-counting all ballots from one percent of participating precincts as well as one percent of Vote-By-Mail and provisional ballots. Prior to commencing the 1% manual tally, staff will

facilitate the random selection of precincts to be included in the tally in the lobby of the Department's office at City Hall. During this process, 10-sided dice are rolled several times, with the numbers facing up first matched to numbers assigned to the list of precincts and then to batches of Vote-By-Mail and provisional ballots. The Department will provide a five-day public notice of the date and time for this process.

## **X. Final Results and Certification**

CAEC §15372

The Department will release final election results at the end of the official canvass period, no later than 30 days after the election. At that time, the Department delivers a certified statement of the results to the Board of Supervisors and the Secretary of State. The Department also issues a press release, broadcasts notifications via social media, and posts results reports on its website: [sf.gov/departments/department-elections](https://sf.gov/departments/department-elections)

In addition to these results reports, the Department will post images of scanned voted ballots on its website. Each image will be accompanied by an AuditMark log showing how the system counted the vote marks shown, along with any decisions made during the adjudication process. Ballot images will be organized by supervisorial district, precinct, and type (Vote-By-Mail or poll ballots). The Department will also post transaction logs from tabulation equipment.

*The Department protects election results by applying SHA512 cryptographic hashes to data files, ballot images, and transaction logs. "SHA" stands for "Secure Hash Algorithm" and 512 is the strongest cryptographic hash in this family.*



**Appendix A: March 5, 2024 Election Calendar of Observable Activities**

Before Election Day			
Activity	Details	Time	Location
<b>Voter Outreach Presentations</b>	For details and schedule, contact (415) 554-4375.		
<b>Designation of Letters for Ballot Measures</b> <a href="#">Video Recording</a>	Designation of letters to identify each local measure that will appear on the ballot.	December 11, 11 a.m. (E-85)	City Hall, Rm 48
<b>Random alphabet drawing</b> <a href="#">Video Recording</a>	The resulting order of letters is used for determining the order of candidates' names on the ballot. CAEC sections <a href="#">13111(e)</a> and <a href="#">(i)</a> , and <a href="#">13112</a>	December 14, 11 a.m. (E-82)	City Hall, Rm 48
<b>Proponent and opponent argument drawing</b> <a href="#">Video Recording</a>	Selection of official proponent and opponent arguments if more than one proponent's or opponent's argument are submitted.	December 14, 2 p.m. (E-82)	City Hall, Rm 48
<b>Logic and Accuracy Testing</b> <a href="#">Live Stream</a>	Testing of ImageCast Central (ICC) Scanners and other media devices	January 29 - until complete (E-36)	City Hall, Rm 48
	Testing of ImageCast X Ballot-Marking Devices	January 22 – February 1, 9 a.m. - 5 p.m. (E-43)	Warehouse, Pier 31
	Testing of ImageCast Evolution Ballot-Scanning Machines	January 22 – February 1, 9 a.m. - 5 p.m. (E-43)	Warehouse, Pier 31
<b>Poll Worker and Field Support Training</b>	For details and schedule, contact (415) 554-4375		
<b>Voting Center</b>	Any voter may vote or drop off their vote-by-mail ballot at the City Hall Voting Center beginning 29 days before the election.	February 5 – March 4, Monday–Friday, 8 a.m.–5 p.m. February 24-25 and March 2–3, Saturday–Sunday, 10 a.m.–4 p.m.	City Hall, in front of Rm 48
<b>Vote-by-Mail Ballot Processing</b> <a href="#">Live Stream</a>	Sorting, scanning, and verifying signatures on vote-by-mail ballot envelopes in preparation for ballot counting.	As early as January 22, following transmission of ballots to military and overseas voters, until complete	City Hall, Rm 48
	Opening of vote-by-mail ballot envelopes, ballot extraction, ballot scanning in preparation for tabulation.	February 5 - until complete (E-29)	City Hall, Rm 48
	For activity on a specific day, contact (415) 554-4375.		
<b>Ballot Remake</b> <a href="#">Live Stream</a>	When necessary, ballot remake is conducted.	February 12 - until complete (E-18)	City Hall, Rm 48
<b>Ballot Adjudication</b> <a href="#">Live Stream</a>	When ballots contain valid votes, including cases in which a ballot has been irregularly marked, torn, bent, or otherwise damaged and unreadable, the Department reviews and adjudicates these ballots.	February 24 - until complete (E-10)	City Hall, Rm 48
<b>Official Ballot Drop Boxes</b>	Any voter may return their vote-by-mail ballot to any of San Francisco's official ballot drop boxes.	February 5 – March 5 at 8 p.m.	For locations, visit <a href="https://selections.org/balldropoff">selections.org/balldropoff</a>
<b>Mock Election Day Support Center</b>	An internal practice of logging and resolving inquiries and issues in a simulated environment similar to Election Day.	March 2, 10:30 a.m.–12:30 p.m.	Rm adjacent to City Hall café

Election Plan – March 5, 2024, Consolidated Presidential Primary Election

On Election Day			
Activity	Details	Time	Location
<b>Voting Center / Polling Places</b>	The City Hall Voting Center and 501 polling places are open to local voters who wish to register to vote or vote in person, use accessible voting equipment, receive personal assistance, or return their vote-by-mail ballots.	7 a.m.–8 p.m.	For locations, visit <a href="https://sfelections.org/MyVotingLocation">sfelections.org/MyVotingLocation</a>
<b>Official Ballot Drop Boxes</b>	Any voter may return their vote-by-mail ballot to any of San Francisco's official ballot drop boxes.	Open until 8 p.m.	For locations, visit <a href="https://sfelections.org/balldropoff">sfelections.org/balldropoff</a>
<b>Election Day Support Center</b> <a href="#">Live Stream</a>	Provides support to poll workers and dispatches in-person assistance to polling places when needed.	5:30 a.m. to approximately midnight	Rm adjacent to City Hall café
<b>Processing Center</b> <a href="#">Live Stream</a>	Receives voted ballots, rosters of voters, and other materials from polling places.	Begins after 8 p.m. and continues until all polling place materials have been received	Warehouse, Pier 31
<b>Data Collection Center</b>	Receives memory cards from polling places.	Begins after 8 p.m. and continues until all polling place memory cards have been received	City Hall, McAllister St. entrance
<b>Election Night Results Reporting</b>	Results are available at: <a href="https://sfelections.org/results">-sfelections.org/results</a> -Department of Elections, City Hall, Rm 48 -San Francisco Government Television SFGTV, Channel 26	First preliminary results released at approximately 8:45 p.m. with updates released at approximately 9:45 p.m. and 10:45 p.m.	City Hall, North Light Court

After Election Day			
Activity	Details	Time	Location
<b>Ballot Processing and Tabulation</b> <a href="#">Live Stream</a>	Ballots include vote-by-mail ballots that voters returned to polling places and official ballot drop boxes, and that the Department received in the mail within seven days of Election Day; vote-by-mail ballots that were timely remedied by voters; provisional ballots; and ballots with write-in votes.  For activity on a specific day, contact Matthew Selby (415) 554-4376	Continues until all ballots have been counted and the results are certified (by E+30)	City Hall, Rm 48
<b>Results Reporting after Election Night</b>	The Department holds press briefings and posts updated results on its website on any day ballots are tabulated.	Daily at approximately 4 p.m.	In front of Rm 48 and at <a href="https://sfelections.org/results">sfelections.org/results</a>
<b>Canvass</b> <a href="#">Live Stream</a>	An internal audit of the election to ensure the accuracy of results.	March 7 until complete, but no later than April 4, 8 a.m.–5 p.m.	Warehouse, at Pier 31
<b>1% Manual Tallies Random Selection</b> <a href="#">Live Stream</a>	Random selection of precincts and batches for manual tallies.	March 14, 10 a.m.	City Hall, Rm 48
<b>1% Manual Tallies</b> <a href="#">Live Stream</a>	Manual count of ballot cards from random selection.	March 18 until complete, but no later than April 4, 8 a.m.–5 p.m.	Warehouse, at Pier 31



## Appendix B: County Election Panel Plan

CA Code of Reg, Title 2, Division 7, Chapter 8.2, §20877

Per the *California Code of Regulations Title 2, Division 7, Chapter 8.2, §20877(b)*, the San Francisco Department of Elections Observation Plan shall include the following:

1. County Information
  - A. Name of County: **City & County of San Francisco**
  - B. County Contact: **Matthew Selby, Campaign Services Division Manager**
  - C. Phone: **(415) 554-4375**  
Email: **[SFVote@sfgov.org](mailto:SFVote@sfgov.org)**
  - D. Voting technology used in county for each election:
    1. **Ballot Scanning Machine (BSM): ImageCast Evolution Poll Ballot-Scanners**
    2. **Ballot Marking Device (BMD): ImageCast X Accessible Ballot-Marking Devices**
    3. **ImageCast Central Count Ballot Scanners**
2. Name of Voting System and Version Number: **Dominion Voting System, Version CA 5.10A**
3. Whether the county uses a central tabulator, a precinct tabulator or both: **BOTH**
4. Type of ballot marking device used by the county for accessible voting:  
**ImageCast X Accessible Ballot-Marking Devices**
5. The name of the electronic poll book or EMS Lite used by the county, if any. **Not applicable**
6. The name of the ballot on demand system used by the county, if any. **Not applicable**
7. Any existing county election observation rules and procedures, may include,
  - A. A list of election observer rights, duties, and conduct as described in this Chapter; **see page 2**
  - B. A list of elections officials rights and duties as described in this Chapter; **see page 3**
  - C. A list of observable activities (i.e., pre-election, election day, and post election); **see Appendix A**
  - D. County check-in procedures for election observers; **see page 3**
  - E. County General description of security procedures used by the county for chain of custody of voting equipment and ballots: **Contact the Department of Elections at [SFVote@sfgov.org](mailto:SFVote@sfgov.org)**
  - F. Designated observation areas, which are located as to allow continuous observation and prevent the need to interrupt or obscure the observers view at any point during the polling; **Observers will be permitted access to a designated observation area, sufficiently close to enable them to observe and challenge whether Department personnel are following established procedures. Observers are prohibited from touching or handling ballots and from interfering with the processing of ballots. (CAEC §15104)**
  - G. Designated county point of contact for election observers and back-up point of contact, as needed.  
**Matthew Selby, Campaign Services Division Manager**
8. Planned implementation date of County Election Observer Plan: **January 5, 2024 (E – 60)**
9. List of County Election Observer Panel members, if applicable. **Contact the Department of Elections at [SFVote@sfgov.org](mailto:SFVote@sfgov.org)**

## Appendix C:

# California Secretary of State's Voter Bill of Rights

<https://www.sos.ca.gov/elections/voter-bill-rights>

You have the following rights:

**1. The right to vote if you are a registered voter.**

You are eligible to vote if you are:

- a. a U.S. citizen living in California
- b. at least 18 years old
- c. registered where you currently live
- d. not currently serving a state or federal prison term for the conviction of a felony, and
- e. not currently found mentally incompetent to vote by a court

**2. The right to vote if you are a registered voter even if your name is not on the list.** You will vote using a provisional ballot. Your vote will be counted if elections officials determine that you are eligible to vote.

**3. The right to vote if you are still in line when the polls close.**

**4. The right to cast a secret ballot** without anyone bothering you or telling you how to vote.

**5. The right to get a new ballot if you have made a mistake**, if you have not already cast your ballot. You can:

- a. **Ask an elections official at a polling place** for a new ballot; or
- b. **Exchange your vote-by-mail ballot** for a new one at an elections office, or at your polling place; or
- c. **Vote using a provisional ballot**, if you do not have your original vote-by-mail ballot.

**6. The right to get help casting your ballot** from anyone you choose, except from your employer or union representative.

**7. The right to drop off your completed vote-by-mail ballot at any polling place** in California.

**8. The right to get election materials in a language other than English** if enough people in your voting precinct speak that language.

**9. The right to ask questions to elections officials about election procedures** and watch the election process. If the person you ask cannot answer your questions, they must send you to the right person for an answer. If you are disruptive, they can stop answering you.

**10. The right to report any illegal or fraudulent election activity** to an elections official or the Secretary of State's office.

- On the web at [www.sos.ca.gov](http://www.sos.ca.gov)
- By phone at (800) 345-VOTE (8683)
- By email at [elections@sos.ca.gov](mailto:elections@sos.ca.gov)

If you believe you have been denied any of these rights, call the Secretary of State's confidential toll-free Voter Hotline: **(800) 345-VOTE (8683)**