

ELECTION DAY SITUATIONS AT THE POLLS

WHAT TO DO

IF . . .



Rev. July, 09

1. A poll worker does not arrive on time
2. You think a person does not have the right to vote
3. Roster says "Inactive Voter" / Voter on *Supplemental List*
4. Roster says "ID Required"
5. A Vote-by-Mail voter wants to vote at the polls
6. A voter drops off his/her voted *Vote-by-Mail* ballot
7. Poll watchers at the polling place
8. A voter changed address or changed his/her name
9. Voter makes mistake / Disturbances / Campaigning / Exit polls
10. Voters with disabilities / Voters who speak another language
11. When and how to issue a *Provisional Ballot*

1. A poll worker does not arrive on time (§12313)

Even if a poll worker does not arrive at the polls on time, you must still:

1. Open the polls at 7 a.m., and
2. Try to find a substitute. Ask a voter who is waiting in line to work.
Remember: The substitute poll worker must sign the *Oath & Stipend* form.
3. Call us if you find a substitute or need help finding one: **415-499-6438** or **499-6439**.

If you cannot get into the polling place at 7:00 a.m., call us right away: **415-499-6439**
Then start the voting outside with the ballots, and the *Roster*.

1. A poll worker does not arrive on time

2. You think a person does not have the right to vote

3. Roster says "Inactive Voter" / Voter on *Supplemental List*

4. Roster says "ID Required"

5. A Vote-by-Mail voter wants to vote at the polls

6. A voter drops off his/her voted *Vote-by-Mail* ballot

7. Poll watchers at the polling place

8. A voter changed address or changed his/her name

9. Voter makes mistake / Disturbances / Campaigning / Exit polls

10. Voters with disabilities / Voters who speak another language

11. When and how to issue a *Provisional Ballot*

2. You think a person does not have the right to vote (§14240-14253)

You may **challenge** a person's right to vote if you believe the voter:

1. Has already voted,
2. Is not the person whose name is on the *Roster*,
3. Does not live in the precinct,
4. Is not a U.S. citizen, or
5. Is on parole because of a felony conviction.

Only poll workers can challenge a voter. If anyone else asks a poll worker to challenge a voter (by email, phone, or in-person), call the Elections Office right away: **415-499-6439**

If this happens, ask the person to take this Oath on the *Challenge List* on the inside front cover of the *Roster*. If the person answers, "Yes,"

- Put the voter's information on the *Challenge List*, then
- Allow the person to vote using the normal voting process.

If the person refuses to take the oath, s/he must vote a *provisional ballot*.

2. You think a person does not have the right to vote

3. Roster says "Inactive Voter" / Voter on *Supplemental List*

4. Roster says "ID Required"

5. A Vote-by-Mail voter wants to vote at the polls

6. A voter drops off his/her voted *Vote-by-Mail* ballot

7. Poll watchers at the polling place

8. A voter changed address or changed his/her name

9. Voter makes mistake / Disturbances / Campaigning / Exit polls

10. Voters with disabilities / Voters who speak another language

11. When and how to issue a *Provisional Ballot*

3. The *Roster* says “Inactive Voter” next to voter’s name

If the U.S. Postal Service notifies us that a voter has changed his/her address, the words “Inactive Voter” will be printed in the “Remarks” column next to their name on the *Roster*.

These voters are allowed to vote if they still live at the address listed on the *Roster*.

Follow these steps:

1. Ask the voter for his/her address.
2. If the address is the same as the one on the *Roster*, ask the voter to:
 - Read the oath at the top of the page,
 - Sign the *Roster* next to his/her name, then
 - Allow the voter to vote, using the normal voting process
3. If the voter’s address is not the same, s/he may be in the wrong precinct. Offer a *provisional ballot* to voter. The voter may vote a provisional ballot or go to the correct precinct.

A voter’s name is on the *Supplemental List*

Voters who registered or updated their registration after the deadline will be on the *Supplemental List*. (These pages are mailed to the Deputy Inspector, who staples them to the blank page in the *Roster*.) These voters are allowed to vote.

Follow these steps:

1. Ask voter to sign next to his/her name on the *Supplemental List*.
2. Allow the voter to vote, using the normal voting process.

3. Roster says “Inactive Voter” / Voter on *Supplemental List*

4. Roster says “ID Required”

5. A Vote-by-Mail voter wants to vote at the polls

6. A voter drops off his/her voted *Vote-by-Mail* ballot

7. Poll watchers at the polling place

8. A voter changed address or changed his/her name

9. Voter makes mistake / Disturbances / Campaigning / Exit polls

10. Voters with disabilities / Voters who speak another language

11. When and how to issue a *Provisional Ballot*

4. Roster says “ID Required”

Some voters have the words “ID Required” printed in the Remarks column next to their name in the *Roster*. These are new voters who:

- registered to vote by mail,
- did not list the required ID on their voter registration form, and
- are voting in their first federal election in Marin County.

Follow these steps:

1. Ask the voter for ID or a document with their name printed on it.

You can accept their:

- Drivers license or DMV ID card
- Other photo ID card, or
- Other documents, with the voter’s name and address,* which are dated since the date of the last general election, such as a current utility bill, bank statement, Medi-Cal card, paycheck, or government document with their name on it.

*Unless the document is intended to be of a permanent nature such as a pardon or discharge.

2. Write the voter’s ID in the Remarks column next to the voter’s name on the *Roster*.

For CA driver’s license / ID cardwrite the license or ID number.

For other documents describe the document (bank statement, Medi-Cal card, etc.)

3. Allow the voter to vote, using the normal voting process.

If the voter does **not** show ID, s/he can vote a provisional ballot.

4. Roster says “ID Required”

5. A Vote-by-Mail voter wants to vote at the polls

6. A voter drops off his/her voted *Vote-by-Mail* ballot

7. Poll watchers at the polling place

8. A voter changed address or changed his/her name

9. Voter makes mistake / Disturbances / Campaigning / Exit polls

10. Voters with disabilities / Voters who speak another language

11. When and how to issue a *Provisional Ballot*

5. A *Vote-by-Mail* voter wants to vote at the polls (§3015)

If a *Vote-by-Mail* voter wants to vote at his/her assigned polling place, look for the voter's name in the *Roster*. If you find the voter's name in the *Roster*, follow these steps:

1. Ask for his/her:

- *Vote-by-Mail* ballot, and
- Return envelope.

If the return envelope is sealed, tear the envelope just enough to make sure the ballot is inside.

2. Write "Surrendered" on the Return envelope.

3. Put the voter's Return envelope and *Vote-by-Mail* ballot in Envelope A.

4. Ask the voter to sign next to his/her name in the *Roster*.

5. Cross out a tally number on the tally sheets.

6. Mark "X" in the box next to voter's name in the *Roster*.

7. Give the voter a regular ballot.

The voter **must** vote a *provisional ballot* if:

- The voter's name is not on the *Roster*, or
- The voter does not have his/her *Return envelope* **and** *Vote-by-Mail* ballot.

If the voter's precinct is a *Vote-by-Mail only precinct*, s/he can turn in a voted ballot, but cannot vote at the polls. If the voter has questions, ask him/her to call the Elections Office: **415-499-6456**.

5. A *Vote-by-Mail* voter wants to vote at the polls

6. A voter drops off his/her voted *Vote-by-Mail* ballot

7. Poll watchers at the polling place

8. A voter changed address or changed his/her name

9. Voter makes mistake / Disturbances / Campaigning / Exit polls

10. Voters with disabilities / Voters who speak another language

11. When and how to issue a *Provisional Ballot*

6. A voter drops off his/her voted *Vote-by-Mail* ballot (§3017)

There are 2 kinds of *Vote-by-Mail* ballots:

1. The regular 29-day *Vote-by-Mail* ballot, and
2. The special 7-day *Vote-by-Mail* ballot.

The **7-day** *Vote-by-Mail* ballots may be returned by anyone the voter authorizes.

The **29-day** *Vote-by-Mail* ballot may only be returned by:

- The voter, or
- The voter's spouse, child, parent, grandparent, grandchild, brother/sister or someone who lives with the voter AND the voter is sick or has a disability

For either ballot, follow these steps:

1. Take the voter's *Vote-by-Mail* ballot. (It must be inside a sealed *Return envelope*. If the voter does not have his/her *Return envelope* **and** *Vote-by-Mail* ballot, s/he must vote a *provisional ballot*.)
2. Make sure the voter signed the signature area on the *Return envelope*. (If there is no signature, the ballot will not be counted.)
3. Put the sealed *Return envelope* in the side slot of the ballot box.

For incomplete *Vote-by Mail* ballots, write either:

- "*Vote-by Mail* Ballot Returned Without Envelope" on the ballot, or
- "Envelope Returned Without *Vote-by Mail* Ballot" on the envelope.

Then place in Envelope A.

See page 11 – A voter must vote a *provisional ballot*.

6. A voter drops off his/her voted *Vote-by-Mail* ballot

7. Poll watchers at the polling place

8. A voter changed address or changed his/her name

9. Voter makes mistake / Disturbances / Campaigning / Exit polls

10. Voters with disabilities / Voters who speak another language

11. When and how to issue a *Provisional Ballot*

7. Poll watchers at the polling place

Anyone may observe the voting process. Most poll watchers work for a political party or candidate. They watch the polls to see who has not voted yet so they can call those people and encourage them to vote.

Poll workers cooperate with poll watchers, **unless** it interferes with the voting, opening, or closing processes.

Here are the rules poll watchers must follow:

Poll watchers **may**:

- Observe voting, including polling place set-up and closing, and
- See the *Roster*, unless it is being used.

Poll watchers **must not**:

- Be near the voting booths or the ballot box
- Touch voted or unvoted ballots.
- Disturb the poll workers or interfere with their duties.
- Sit at the poll worker table.
- Take the *Street Index* out of the immediate area.
- Write anything on the *Roster*.

7. Poll watchers at the polling place

8. A voter changed address or changed his/her name

9. Voter makes mistake / Disturbances / Campaigning / Exit polls

10. Voters with disabilities / Voters who speak another language

11. When and how to issue a *Provisional Ballot*

8. A voter changed address or changed his/her name (§2035 & §14311)

Voter Changed Address

Anyone who is registered to vote in Marin County on or before the 15-day registration deadline may vote. A voter registered in Marin County may vote at the old or new polling place, depending upon when he/she moved within the county.

Voters have the right to vote a provisional ballot if their names are not on your Roster.

Condition	Procedures
Voter moved AFTER the deadline and goes to OLD polling place. Voter's name will be on Roster.	The voter can vote a regular ballot. <ul style="list-style-type: none"> ▪ Ask the voter to sign the Roster with his/her old address. ▪ Give voter a registration form to update address.
Voter moved AFTER the deadline and goes to NEW Polling Place. Voter's name will not be on Roster.	The voter can vote a provisional ballot at the new polling place or at the Elections Office . <ul style="list-style-type: none"> ▪ Give voter a provisional ballot and a registration form. ▪ Follow the steps for voting a provisional ballot.
Voter moved within the SAME precinct BEFORE the deadline and goes to OLD polling place. Voter's name will be on Roster.	The voter can vote a regular ballot. <ul style="list-style-type: none"> ▪ Ask the voter to sign the Roster with his/her old address. ▪ Give voter a registration form to update address.
Voter moved to a different precinct BEFORE the deadline, did not re-register and goes to NEW polling place. Voter's name will not be on Roster.	The voter can vote a provisional ballot at the new polling place or at the Elections Office . <ul style="list-style-type: none"> ▪ Give voter a provisional ballot and a registration form. ▪ Follow the steps for voting a provisional ballot.

Voter Changed Name

Voter changed name because of marriage, divorce or other court order AFTER the registration deadline. This voter can vote.	Follow these steps: Ask the voter to sign the Roster with his/her old name. Ask the voter to put the new name in parentheses after the signature. Give the voter a voter registration form to update the name. Precinct officer prints the name change information on the Notes page of the Roster. See Section F – <i>Common Situations</i> , in <i>Poll Worker Instructions</i> booklet.
--	--

8. A voter changed address or changed his/her name

9. Voter makes mistake / Disturbances / Campaigning / Exit polls

10. Voters with disabilities / Voters who speak another language

11. When and how to issue a *Provisional Ballot*

9. Voter Makes Mistake / Disturbances / Campaigning / Exit Polls

Voter Makes Mistake

If a voter makes a mistake or spoils his/her ballot,

1. Write "SPOILED" on the back of the ballot, then put it in Envelope A. Try to handle the ballot in a way that does not show the voter's choices.
2. Give the voter another ballot.

If the voter spoils that ballot, ask if s/he would like you to demonstrate how to vote.

If the voter spoils a 3rd ballot, tell the voter to:

1. Use a pen to correct the mistake on the ballot, then
2. Drop the ballot in the side slot of the ballot box.

Disturbances

If anyone is disruptive, abusive, or threatens the poll workers' safety or an orderly election:

- Call the local police: **911**, then
- Call the Elections office: **415-499-6439**

Campaigning (s18370)

No one can do any of these things within *100 feet* of the poll entrance:

- Pass around petitions.
- Try to influence how a voter votes.
- Put up signs about voter qualifications.
- Talk to voters about their eligibility to vote.
- Photograph, film, or record a voter as s/he goes into or leaves a polling place.

If anyone breaks any of these rules, tell them to stop. If you cannot stop it, call the Elections office right away: **415-499-6439**

Exit Polls

Sometimes news organizations and researchers do surveys with voters outside of the polling place. This is called exit polling. They are allowed to do this, but they must **not**:

- Be near to the voting booths.
- Take photos of voters without their permission.
- Talk to voters within *25 feet* of the polling place.

9. Voter makes mistake / Disturbances / Campaigning / Exit polls

10. Voters with disabilities / Voters who speak another language

11. When and how to issue a *Provisional Ballot*

10. Voters with Disabilities / Voters Who Speak Another Language

Voters with disabilities

Many voters with visual or physical disabilities can use the *Automark*. This device allows voters with disabilities to mark their ballots independently and privately.

Voters who need a helper

Voters with disabilities may ask up to 2 people to help them, including a friend, relative, or poll worker. They may **not** get help from an employer or a union representative.

Follow these steps:

1. Ask the voter to declare under oath that s/he cannot vote without help.
2. Write the voter's name on the *List of Assisted Voters* on the inside back cover of the *Roster*.
3. Ask the voter to sign or make a mark next to his/her name on the *Roster*.
4. Let the voter vote.

Voters with special needs

Each poll has these devices to help voters who may need them:

- Magnifying cards, and
- Pens with grips that are easier to hold

Voters who cannot go into the polling place

Voters who cannot get into the polling place may vote curbside.

Follow these steps:

1. Find the voter's name in the *Roster*,
 - Take the *Roster*, an official ballot, secrecy folder, and pen to the voter, and
 - Have the voter sign the *Roster*.
2. The voter may vote and place the ballot in the secrecy folder.
3. Put the voter's voted ballot through the Accuvote scanner.
4. If the voter's name is not in the *Roster*, let the voter vote provisionally.

Remember: Treat voters with disabilities like you would any other voter.

Voters who do not speak English well

If a voter doesn't speak English well enough to understand how to vote, show the voter the instructions in the voting booth. Also demonstrate how to mark the ballot using the demonstration ballots.

Make a note on the *Polling Place Problem/Feedback Report* page that this precinct may need bilingual poll workers for the next election.

10. Voters with disabilities / Voters who speak another language

11. When and how to issue a *Provisional Ballot*

11. When and how to issue a *Provisional Ballot*

Some voters cannot vote a regular ballot. But they may vote a provisional ballot. These include voters who:

1. Are not on the *Roster* or *Supplemental List* for **any** reason, including:
 - The voter is in the wrong polling place, and does not want to go to the correct polling place. (The correct polling place is printed on the voter's Sample Ballot and in the *Street Guide*.)
 - The voter moved to a new precinct in Marin County but did not re-register at the new address.
 - The voter is registered, and does not know why his/her name is not on the *Roster* or *Supplemental List*.

If your polling place covers more than one precinct, check the *Polling Place Table Guide* to see if the voter is at the correct **voting table**.

2. Have *Vote-by-Mail* next to their name, but do not have their *Vote-by-Mail* ballot and envelope to turn in.
3. Have *ID Required* next to their name, but do not have (or do not want to) show the required ID.
4. Are registered with a political party that is NOT the one listed on the *Roster* (for Primary Elections only).

If the voter does not want to vote a provisional ballot...

The voter has 2 options:

1. S/he can call the Elections Office for help finding his/her correct voting precinct. (Give the voter a green card with the Elections Office phone #.)
2. The voter may vote at the Registrar of Voters Office at:
3501 Civic Center Drive, Rm. 121,
San Rafael.

If the voter wants to vote a *provisional ballot*, follow these steps:

1. Ask the voter to sign the pink *Log of Provisional Voters* in the *Roster*. The voter must not sign any other part of the *Roster*. Do **not** cross out a tally number on the tally sheets.
2. If a voter chooses to vote at the wrong polling location, explain that their ballot may not list their local contests. Any votes for measures and candidates not in the voter's precinct will not be counted.
3. Fill out the *provisional ballot envelope*. Write the precinct number on Side 1, and the reason for issuing a provisional ballot on Side 2.
4. Give the voter the *provisional envelope* and an official ballot folded in thirds. Do **not** give the voter a secrecy folder.
5. If the voter has moved, give the voter a voter registration form to fill out and put into the pocket on Side 2 of the provisional envelope.
6. Direct the voter to a voting booth to fill out the provisional envelope and vote.
7. The voter puts his/her voted ballot in the provisional envelope, then completes and signs the Voter's Affirmation on the provisional envelope.

Important! If the provisional envelope is not signed, the ballot will not be counted.

8. Either the voter or a poll worker puts the provisional envelope in the slide slot of the ballot box.
9. The voter keeps the stub from the provisional envelope. After all votes have been counted (about 21 days), the voter can find out if his/her vote was counted by:
 - Calling the Elections Office (the phone number is on the stub), or
 - Checking our website, www.marinvotes.org.