



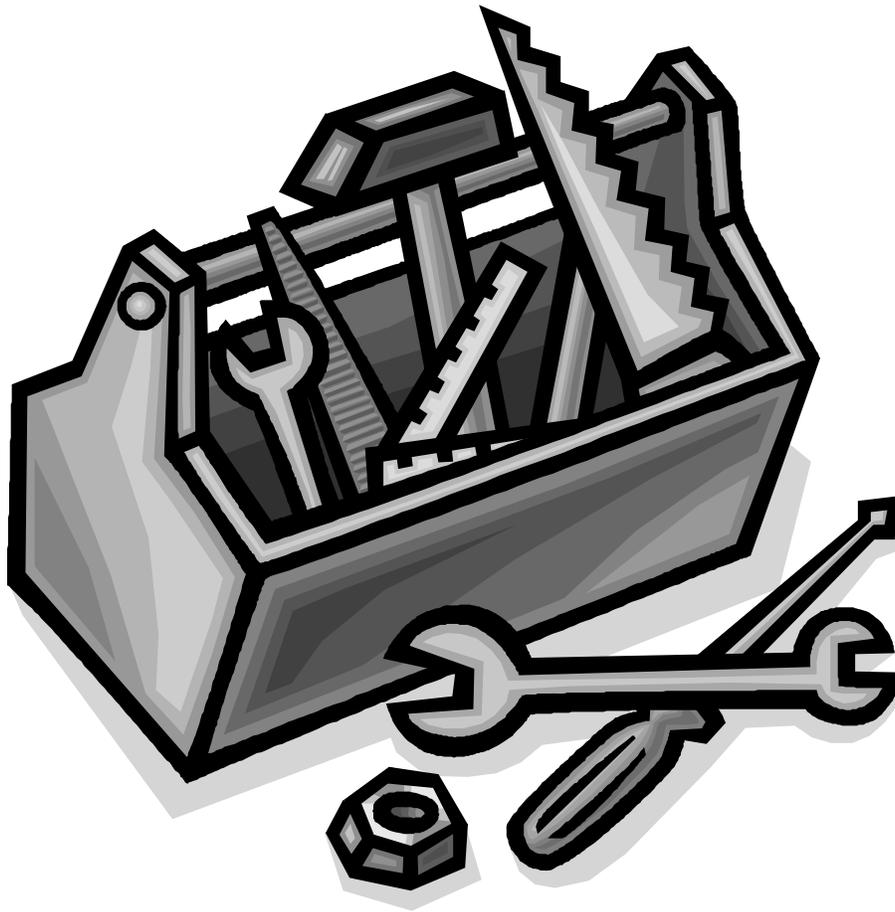
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LOS ANGELES COUNTY REGISTRAR-RECORDER/COUNTY CLERK

# WHAT TO DO IF...

*Election Day Problems Occur at the Polls*



**November 4, 2014**

**General Election**



# **Table of Contents**

## **Section 1: Polling Place Issues**

- Who to Contact (for Inspectors) / Polling Place Locked ..... 1
- Disturbances / Emergencies ..... 2

## **Section 2: Voter Issues**

- Assisting Provisional Voters ..... 3
- Voiding and Re-Issuing Ballots ..... 7
- Voter has Moved Without Re-Registering ..... 8
- Vote By Mail (VBM) Ballots ..... 9
- Vote By Mail (VBM) Voter Wants to Vote at the Polls ..... 11
- Emergency Ballots and Running Out of Ballots ..... 12
- Challenging a Voter ..... 13

## **Section 3: InkaVote Plus Troubleshooting**

- Precinct Ballot Reader (PBR) ..... 15
- Audio Ballot Booth (ABB) ..... 18

## **Section 4: Miscellaneous Information**

- Neighborhood Voting Center (NVC) / Multiple Polling Place ..... 21
- Laws: Electioneering / Uniforms and Firearms /  
Voting Equipment Tampering ..... 23
- Laws: Photography and Filming at the Polling Place / Exit Polls ..... 24
- Poll Watchers and Observers ..... 25



# **Section 1:**

# **Polling Place**

# **Issues**





## Polling Place Issues

### Who to Contact (for Inspectors)

There are two main contacts on Election Day — the Coordinator and the Polls Section:

<b><i>Coordinator</i></b>
<p>The <b>first point of contact</b> for all Election Day issues is the Coordinator.</p> <p>Coordinators are responsible for communicating with the Registrar-Recorder/County Clerk (RR/CC), in the event you are not able to handle any problem or question.</p> <ul style="list-style-type: none"> <li>• Check that you have exchanged cell phone numbers with your assigned Coordinator.</li> <li>• If Coordinator cannot be reached, contact the Polls Section.</li> </ul>



<b><i>Polls Section</i></b>
<p>If your assigned Coordinator <b>cannot be reached</b>, contact the Polls Section.</p> <p>Use the number listed on the white label located on the inside front-cover of your Roster of Voters to contact the Polls Section.</p> <p>You may also use the number listed on the Appointment Notice.</p>

### Polling Place Locked

When you arrive, if you are not able to set-up inside the room of the facility which is serving as your Polling Place, either because the building is locked or for any other reason, do the following:



1. Contact both your Coordinator and the Polls Section to inform them of the situation.
2. Set-up the Polling Place outside the entrance of the facility as best as possible using as many of the precinct-issued supplies as you are able. For example, you most likely will not be able to plug in the Precinct Ballot Reader (PBR), but you should still place it on top of the Ballot Box.

**The priority is that voters begin voting at 7:00 a.m.** (Voting never stops!)

3. Assist voters just as if you were inside the Polling Place. Pollworkers should insert ballots by hand through the slot on back of Ballot Box.
4. Once inside the location, set-up according to procedures in the *Election Guide and Checklist*, pages 9 — 32. Update your Coordinator and the Polls Section after you have set-up.

# Polling Place Issues

## Disturbances

If anyone is unruly or abusive — whether a voter, Pollworker, or anyone else — contact the Polls Section immediately using the number listed on the white label, which is found on the front-inside cover of the Roster of Voters.



If anyone threatens the safety of voters or Pollworkers or seeks to disrupt the orderly conduct of the election, call the local police immediately. Then report the matter to the Polls Section.

## Emergencies

1. Assess the situation. If it is a **serious/life-threatening emergency** call 9-1-1 immediately. Always cooperate with police, paramedics, fire fighters, and other public safety personnel when resolving the emergency.
2. If the situation poses a threat to persons or property, direct all individuals to a safe area.
3. Once situation is secure, contact the Polls Section using the number listed on the white label located on the inside front-cover of the Roster of Voters to inform them of the emergency and to receive further instructions. Always keep the Polls Section up to date on the status of the emergency situation.
4. When possible, safely secure ballots, voting materials, and other election supplies.
5. If it is necessary to close the Polling Place, direct voters to adjacent precincts. The adjacent precinct map will help with identifying nearby Polling Places. Inform any voters that are re-directed that they will need to vote provisionally at the new Polling Place.
6. When time allows, contact your Coordinator to update him or her on the situation.

# Section 2: Voter Issues

BALLOT MUST BE RECEIVED BY 8:00 P.M. ON ELECTION DAY. POSTMARK NOT ACCEPTABLE.  
\* RETURN BY MAIL OR IN PERSON TO: Registrar-Recorder/County Clerk, 1240 Imperial Hwy, Norwalk, CA 90660.  
\* RETURN IN PERSON TO: Any polling place in Los Angeles County conducting the election.  
\* MADE A MISTAKE VOTING YOUR BALLOT - CALL (952) 496-1323 FOR A REPLACEMENT.

VOTER: READ STATEMENT, SIGN AND DATE IN BOX BELOW  
I am a resident of and a voter in the precinct, and the person whose name appears on the envelope. I have not applied nor intend to apply for a Vote By Mail ballot from any other jurisdiction for the same election. I declare under penalty of perjury that the foregoing declarations are, to the best of my knowledge and belief, true and correct.

COMPLETE THIS SIDE OF BALLOT IF RETURNED BY AN AUTHORIZED PERSON  
I hereby affirm that I am ill or disabled and that I designate Mother Bryant as my authorized person who is my spouse, child, parent, grandparent, grandchild, brother, sister or household member to vote on my behalf.

RRCC OFFICIAL USE ONLY  
 Count  No count Serial # Reason:

RRCC OFFICIAL USE ONLY  
Provisional Ballot Envelope  
Official Use Only

For the voter Print clearly and sign  
Peter J. Provisional  
First Name Last Name  
123 N. Main Street Los Angeles CA 90001  
Current Residence Address City State Zip  
Mailing Address (if different from above) City State Zip  
If Moved Since Last Registration:  
Previous Residence Address City State Zip  
U.S. State or Foreign Country  
of Birth, CA  
Birth Date: 01/31/1970  
I am a citizen of the United States:  Yes  No I am 18 or older:  Yes  No  
CA Driver's License or I.D. # or last 4 digits of SSN: 9999  
Registration Political Party: Nonpartisan  
Daytime Phone: 562-555-0000  
E-mail address:  
Voter Declaration:  
I declare under penalty of perjury that I reside at the address listed above. I have not previously voted in this election either by Absentee Ballot or at any other polling place. I declare I am a U.S. citizen, a resident of California, and to appear on my ballot for the position of a member, and at least 18 years of age at the time of the election.  
Peter J. Provisional 11/8/12  
Date

WITNESS SIGN HERE

OFFICIAL BALLOT



# Voter Issues

## Assisting Provisional Voters

**What is Provisional Voting?** As described by the CA Secretary of State, Provisional Voting ensures that no properly registered voter is denied his or her right to cast a ballot if that voter’s name is not on the Roster of Voters due to clerical, processing, computer, or other error.

Also, it allows the Registrar-Recorder/County Clerk (RR/CC) the ability to verify that no voter votes twice, either intentionally or inadvertently, in a given election.

**Are all Provisional Ballots Counted?** Yes. As long as a voter is registered to vote and has not yet voted in the election, his or her Provisional Ballot will be counted.

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

<i><b>Voter’s name not in Roster or blue Supplemental Page(s):</b></i>	<i><b>Vote By Mail (VBM) voter with no ballot to surrender:</b></i>	<i><b>New voter with no identification (ID):</b></i>
<p>▶ <b>First</b>, check the Polling Place map to see if voter is at the correct location.</p> <p><b>Voter’s address inside precinct’s boundaries:</b></p> <p>▶ Assist voter so he or she may vote provisionally. (Follow steps listed on the next two pages.)</p> <p><b>Voter’s address <u>not</u> inside precinct’s boundaries:</b></p> <p>▶ Suggest voter go to his or her assigned Polling Place.</p> <p>▶ If voter does not want to go to assigned Polling Place, assist him or her with Provisional Voting. (Follow steps listed on the next two pages.)</p> <p>▶ For assistance locating correct Polling Place, contact the RR/CC or go to <a href="http://www.lavote.net">www.lavote.net</a>.</p>	<p>▶ A voter who requested to Vote By Mail will be noted either by “VBM Issued” printed on the signature line of the Roster or will appear on the lavender Vote By Mail Voter List.</p> <p>▶ If voter does not have VBM ballot to surrender, assist him or her with voting provisionally. (Follow steps listed on the next two pages.)</p> <p>▶ Voter does not sign in the Roster. He or she will <b>only</b> sign the Provisional Envelope.</p>	<p>▶ <b>Only</b> voters with “N” in the status column of the Roster will be asked for ID. (See Appendix E — page 85 for acceptable forms of ID.)</p> <p>▶ Examples of ID are:</p> <ul style="list-style-type: none"> <li>● Driver’s License</li> <li>● Military ID Card</li> <li>● Student ID Card</li> <li>● Utility Bill</li> </ul> <p>▶ If New voter does not have ID, assist him or her with voting provisionally. (Follow steps listed on the next two pages.)</p>

# Assisting Voters

## Provisional Voters (continued...)

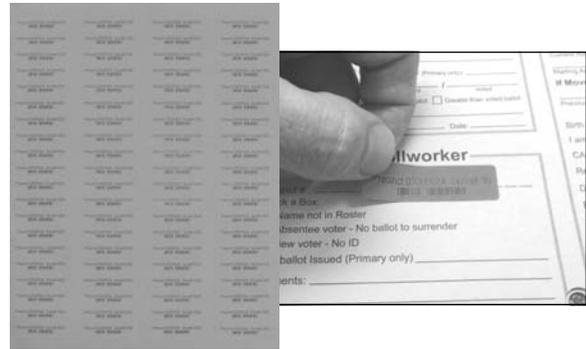
Follow the steps below and on the next page for assisting Provisional Voters:

- 1 Complete envelope, then give to Ballot Box Clerk. Pollworker completes left side; voter completes right.

**Note:** When completing left side, use new label for precinct/serial numbers.

- 2 **New Step:** Remove pink precinct/serial number label from sheet, found in Green Stripe Envelope, and affix to left side of Provisional Envelope where indicated.

**Note:** If time permits, you may label several envelopes in advance.

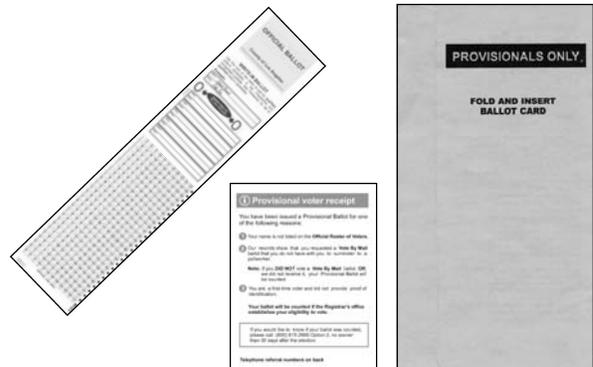


- 3 Print voter's name in the Provisional List.

**Note:** Voter does not sign this list.

- 4 Direct voter to Ballot Clerk. Issue voter a ballot, Provisional Receipt & Telephone Referral Card, and Provisional Sleeve.

Instruct voter to fold-over ballot and place in sleeve after marking. Then, go to Ballot Box Clerk.



**Instruct voter to fold-over ballot and place inside the Provisional Sleeve after he or she has finished marking ballot.**

# Assisting Voters

## Provisional Voters (continued...)

*Continue following the steps below for assisting Provisional Voters:*

### **Voter arrives at Ballot Box Clerk...**

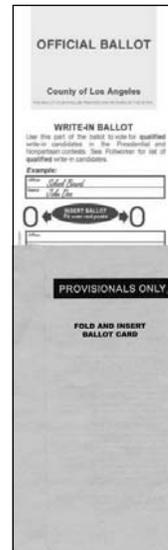
- 5** Give Ballot Box Clerk completed Provisional Envelope (unsealed).



- 6** Leave ballot inside Provisional Sleeve; remove Voter Stub/Receipt and give to voter.

### **Important Reminder:**

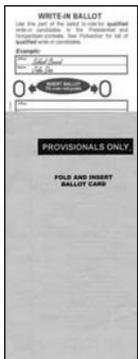
*Provisional Voters' ballots are never inserted into the PBR.*



**Remove  
Voter Stub/  
Receipt**

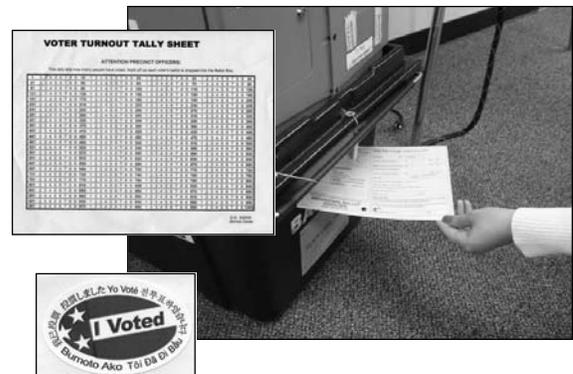
**Note:** *If there are multiple Provisional Envelopes, ask voter's name to ensure that his or her ballot is placed in the correct envelope.*

- 7** Insert Provisional Sleeve containing ballot into completed Provisional Envelope. Seal envelope.



- 8** Insert sealed Provisional Envelope into slot on Ballot Box. Give voter "I Voted" sticker.

Then, check-off the number on the green Voter Turnout Tally Sheet.



# Voter Issues

## Assisting Provisional Voters (continued...)

**Only** New Voters (indicated by “N” in the status column of the Roster of Voters) are required to present ID. For documents with name and address only, the address shown on the voter’s ID must match the address listed in the Roster.

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

### Valid Photo Identification:

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

### Documents With Name and Address:

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

# Voter Issues

## Voiding and Re-Issuing Ballots

Voters may receive a new ballot if they Overvote their ballot, incorrectly mark it, or for other reasons.

**Voters may be issued up to three ballots.** (Three strikes and you're out!) If, on the third ballot, a voter has made a mistake, that ballot must be cast.

**Note:** This may include Overriding an Overvoted or Blank Ballot. (See page 50 in the Election Guide & Checklist for instructions on Overriding.)

To void a ballot, do the following:

1. Take ballot and detached Voter Stub/Receipt (if separated) from voter.

**Note:** If Voter Stub/Receipt is still attached to ballot, do not remove.

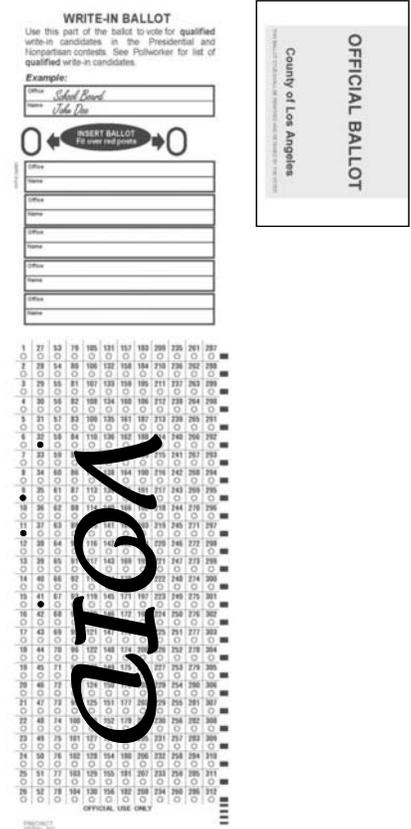
2. Write **VOID** on front of the ballot.
3. Place Voided Ballot and Voter Stub/Receipt (if separated) in the White Box.
4. Place Ballot Alert Notification Slip in the White Box (if one was printed).
5. Offer voter a demonstration using the practice Vote Recorder and a yellow Demonstration/Emergency Ballot prior to issuing a new ballot.

**Note:** Once you are ready to discard the Demonstration/Emergency Ballot, write **DEMO** on front of it and place in the White Box.

**Once a voted ballot has been deposited into the Ballot Box it may not be retrieved for any reason. If this occurs, the voter has cast his or her ballot and may NOT be issued another ballot.**

**Always ask voter to return ballot and Voter Stub/Receipt. Mark VOID on front of returned ballot.**

Voter Issues



# Voter Issues

## Voter has Moved Without Re-Registering

If a voter moved, but had not yet updated his or her registration (by completing a voter registration form), the Roster Clerk should follow the directions below for assisting that voter based on one of the three scenarios listed:

<p>Voter moved <i>within</i> your precinct</p>	<p>Voter moved <i>into</i> your precinct</p>	<p>Voter moved <i>from</i> your precinct</p>
<ol style="list-style-type: none"> <li>Instruct the voter to sign in the signature column of the Roster, next to his or her name.</li> <li>Turn to page 2 in the Roster — Corrections and Cancellations Page — and enter the voter’s new address.</li> <li>Direct voter to Ballot Clerk.</li> </ol> <p><b>Note:</b> <i>The voter will not need to re-register; his or her new information will be taken from this page.</i></p>	<p>Inform the voter that he or she will need to vote provisionally.</p> <p>Assist the voter with voting provisionally by following steps listed on pages 4 — 5.</p> <p><b>Note:</b> <i>Provisional Voters in this scenario will not need to re-register; their new information will be taken from the Provisional Envelope.</i></p>	<p>The voter should vote provisionally at his or her new Polling Place.</p> <p><b>Voter moved to adjacent precinct:</b> Use the Adjacent Precinct Map, found in the Green Stripe Envelope, to find the voter’s new Polling Place.</p> <p><b>Voter moved to another precinct that is not adjacent:</b> Voter should call 562-466-1310 or go to <a href="http://www.lavote.net">www.lavote.net</a> to find new Polling Place.</p> <p><b>If voter chooses not to go to his or her new Polling Place:</b> Voter may vote provisionally at your Polling Place. However, inform the voter that he or she will not be eligible to vote on any contests which do not appear on his or her home precinct’s ballot.</p> <p>Assist the voter with voting provisionally by following steps listed on pages 4 — 5.</p>

# Voter Issues

## Vote By Mail (VBM) Ballots

VBM Voters who have not mailed their ballot before Election Day may return it by dropping it off at any Polling Place in Los Angeles County. VBM Voters will usually return their ballot inside a lavender VBM Envelope, but in some cases the voter may request a replacement:

<p style="text-align: center;">VBM Ballot <i>inside</i> lavender envelope</p>	<p style="text-align: center;">VBM Ballot <i>without</i> lavender envelope</p>
<p><b>Dropped off by voter:</b> Check that the signature box on the Vote By Mail Envelope is signed.</p> <p>Check that the envelope is sealed, then deposit it directly into the Ballot Box through slot on the back.</p> <p><b>Note:</b> <i>Ballots inserted directly into the Ballot Box through slot on back — instead of into the Precinct Ballot Reader (PBR) — are to be inserted by a Pollworker.</i></p> <p><b>Dropped-off by someone other than voter:</b> A relative or household member may drop-off a VBM Ballot for a voter.</p> <p>Check that the voter has signed the envelope in two places — on the signature line and in the third-party authorization box. The person dropping-off the envelope must also sign in the third-party authorization box.</p> <p><b>Note:</b> <i>If VBM Envelope is not signed by voter on both the signature line and in third-party authorization box, return ballot to relative/household member and inform him or her that the voter must sign.</i></p>	<p><b>Dropped off by voter:</b> Give voter a lavender VBM Replacement Envelope. Instruct voter to print name and address, then sign the envelope.</p> <p>Seal the envelope, then deposit directly into the Ballot Box through slot on the back.</p> <p><b>Note:</b> <i>Ballots inserted directly into the Ballot Box through slot on back — instead of into the Precinct Ballot Reader (PBR) — are to be inserted by a Pollworker.</i></p> <p><b>Dropped-off by someone other than voter:</b> A relative or household member may drop-off a VBM Ballot for a voter.</p> <p>Give relative/household member a lavender VBM Replacement Envelope. The Replacement Envelope should be taken to voter to be completed and signed. Inform relative/household member he or she will also need to sign the authorization box.</p> <p><b>Note:</b> <i>Voter must sign VBM Replacement Envelope. If not signed by voter when relative/household member drops it off at the Polling Place, the envelope will be returned.</i></p>

**See next page for a sample of a Vote By Mail (VBM) Envelope and a VBM Replacement Envelope.**

# Voter Issues

## Vote By Mail (VBM) Ballots (continued...)

A sample of both types of VBM Envelopes is provided below — regular and replacement. Most voters will drop-off VBM Ballots in a regular VBM Envelope. Voters who lost their envelope may receive a VBM Replacement Envelope at the Polling Place (see previous page).

Voter Issues

### Vote By Mail Envelope (regular)

BALLOT MUST BE RECEIVED BY 8:00 P.M. ON ELECTION DAY. POSTMARK NOT ACCEPTABLE.

- RETURN BY MAIL OR IN PERSON TO: Registrar-Recorder/County Clerk 12400 Imperial Hwy, Norwalk, CA 90650.
- RETURN IN PERSON TO: Any polling place in Los Angeles County conducting the election.
- MADE A MISTAKE VOTING YOUR BALLOT - CALL (562) 466-1323 FOR A REPLACEMENT

VOTER: READ STATEMENT, SIGN AND DATE IN BOX BELOW  
I am a resident of and a voter in the precinct, and the person whose name appears on the envelope. I have not applied nor intend to apply for a Vote By Mail ballot from any other jurisdiction for the same election. I declare under penalty of perjury that the foregoing declarations are, to the best of my knowledge and belief, true and correct.

COMPLETE THIS BOX IF BALLOT IS RETURNED BY AN AUTHORIZED PERSON  
I hereby affirm that I am ill or disabled and that I designate  
**Mother Bryant**  **Mother Bryant**  
Print Name of Person Returning Ballot Signature of Person Returning Ballot  
who is my spouse, child, parent, grandparent, grandchild, brother, sister or household member to return my ballot.  
 **Aileen Bryant**  
Voter: Sign Here to Authorize

Print Residence Address Where Registered (Mailing/PO Box not acceptable)  
Voter: You must sign in your own handwriting for the ballot to count. DO NOT PRINT (Power of Attorney Not Acceptable)

**Aileen Bryant**  
VOTER SIGN ON LINE ABOVE Date: **11/8/11**  
If voter is unable to sign, s/he may make a mark witnessed by one person.  
WITNESS SIGN HERE:

Voter signature box

Third party authorization box for relative/household member

### Vote By Mail Replacement Envelope

VOTER: READ STATEMENT; SIGN AND DATE BELOW  
I have not applied for an absentee/vote by mail ballot from any other jurisdiction for the same election. I declare under the penalty of perjury that the foregoing declarations are, to the best of my knowledge and belief, true and correct.

VOTED ABSENTEE BALLOT TURNED IN BY VOTER  
To be completed by voter returning voted Absentee ballot *WITHOUT* return envelope. Please Print.  
Voter's Name: **Ronald Davison**  
Residence Address: **313 Normandie Avenue**  
City and Zip Code: **Los Angeles 90004**

COMPLETE THIS BOX IF BALLOT IS RETURNED BY AN AUTHORIZED PERSON  
I hereby affirm that I am ill or disabled and that I designate  
 \_\_\_\_\_  \_\_\_\_\_  
Person Returning Ballot: Print Name Person Returning Ballot: Sign Here  
Who is my spouse, child, parent, grandparent, grandchild, brother, sister or household member to return my ballot.  
 \_\_\_\_\_  
Voter: Sign Here

Voter: You must sign in your own handwriting for the ballot to count.  
 **Ronald Davison** **12/8/11**  
VOTER: SIGN HERE DO NOT PRINT Date  
(Power of Attorney Not Acceptable)  
If voter is unable to sign, s/he may make a mark witnessed by one person.  
Witness: Sign Here

OFFICE USE ONLY

Voter should print and sign name and address on VBM Replacement Envelope

# Voter Issues

## Vote By Mail (VBM) Voter Wants to Vote at the Polls

A VBM Voter, noted by “VBM Issued” in the signature column of the Roster, may vote at the polls on Election Day. He or she should surrender his or her ballot at the Polling Place on Election Day.

Surrendering a VBM Ballot simply means returning the ballot in exchange for one issued at the Polling Place.

A VBM Voter who does not have or never received his or her VBM Ballot may also vote at the Polls on Election Day. Instructions for both situations are listed below:



Voter Issues

<p style="text-align: center;">VBM Voter <i>has</i> ballot to surrender</p>	<p style="text-align: center;">VBM Voter <i>does not have</i> ballot to surrender</p>
<ol style="list-style-type: none"> <li>Write <b>Void</b> on front of the VBM Ballot, and also on the signature side of the lavender envelope.  <b><i>Note:</i></b> <i>If VBM envelope is sealed, void envelope only — do not open.</i></li> <li>Leave ballot inside lavender envelope, then place in the White Box.</li> <li>Find voter’s name and address in the Roster of Voters or <b>blue Supplemental Roster Page(s)</b>.  <b><i>Note:</i></b> <i>If voter is not found in Roster, refer to Assisting Provisional Voters, pages 3 — 5.</i></li> <li>Cross out “VBM Issued” in the signature column next to the voter’s name and mark <b>VAP</b> (for Voted At Polls). Voter signs to the right of VAP.</li> <li>Refer voter to Ballot Clerk to receive a ballot. Continue assisting voter as a regular voter.</li> </ol>	<p>Voter must vote provisionally. Refer to Assisting Provisional Voters, pages 3 — 5.</p> <p><b><i>Note:</i></b> <i>Voter will not sign Roster. He or she will only sign Provisional Envelope. Therefore, do not mark VAP in Roster for that voter.</i></p>

# Voter Issues

## Emergency Ballots and Running Out of Ballots

Yellow Demonstration/Emergency Ballots are used in the event you do not have ballots for any reason or you run out of ballots.

However, only under very rare circumstances should you run out of ballots. All precincts are issued enough ballots to cover most of the Active (A) voters listed in the Roster.

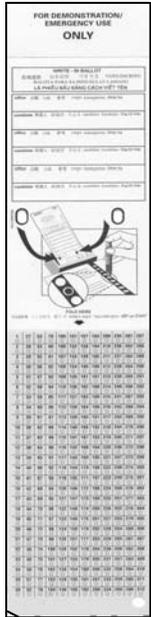
If you believe you may run out of ballots, contact Polls Section **immediately** using number listed on the white label found on the inside-front cover of your Roster.

### *Another Polling Place Runs Out of Ballots or Does Not Open:*

If voters from another precinct come to your Polling Place because their home precinct has not opened or is without ballots, allow them to vote provisionally.

Inform Polls Section of the situation. Be sure to find out the precinct number and reason voters are not able to vote at that Polling Place.

Note any such emergency situation in the “Comments” section on each Provisional Envelope used for such voters.



# Voter Issues

## Challenging a Voter



Challenging a voter at a Polling Place is:

- (a) only permissible by a Pollworker, and
- (b) only after the voter in question has signed the Roster of Voters.

*Always contact the Polls Section, using the number listed on the white label located on the inside-front cover of your Roster, before challenging.*

**Important:** Only challenge voters based on information obtained from another Pollworker or from the Los Angeles County Registrar-Recorder/County Clerk. Information from all other sources is not to be considered.

***Challenging a voter may be based on one or more of the following grounds:***

- a) Is not the person whose name appears on the Roster.*
- b) Does not reside at the address listed.*
- c) Is not a citizen of the United States.*
- d) Has already voted that day.*
- e) Is presently on parole for the conviction of a felony.*

Any of the above challenge situations shall be resolved in favor of the challenged voter if he or she attests to the following:

**Do you swear (or affirm) that you:**

- 1. Are the person whose name is entered on the Roster?**
- 2. Reside at the address listed?**
- 3. Are a citizen of the United States?**
- 4. Have not voted this day by either Vote By Mail Ballot or at a Polling Place?**
- 5. Are not presently on parole for the conviction of a felony?**

**Note:** *If a challenged voter refuses to attest to the questions above, he or she shall not be allowed to vote.*

**Challenge List:** Complete the back of page 3 of the Roster for each voter challenged. Under “Grounds of Challenge and Outcome,” state the reason for challenge and if voter was allowed to vote.

Place voted ballots in the Ballot Box. **Do not** use a Provisional Envelope for challenged votes.

If any Pollworker receives any suggestion, request, or demand that a certain voter or voters be challenged, based on any accompanying material which appears to be evidence, immediately contact the Polls Section.

***End of  
Section***

# **Section 3:**

# **InkaVote Plus**

# **Troubleshooting**





# InkaVote Plus Troubleshooting

## Precinct Ballot Reader (PBR)

**Voting never stops!** If the PBR will not accept ballots, insert voted ballots through the slot on back of Ballot Box until the problem is resolved.

The table below and on the next couple of pages offers additional solutions for fixing problems you may encounter with the PBR.

<b>Problem:</b>	<b>Solution:</b>
1. Ballot Header Card missing from supplies.	<p>The Ballot Header Card is normally found inside the Green Stripe Envelope (GSE). If not in the GSE, check to see if the Ballot Header Card is loose somewhere in the Black Supply Tub.</p> <p>If not found, do the following:</p> <ol style="list-style-type: none"><li>1. Use the first ballot on pad as your Ballot Header Card. Remove that ballot.</li><li>2. Detach the Voter Stub/Receipt and insert into the PBR; the ballot will be returned.</li><li>3. Remove ballot from the Ballot Reader Slot.</li><li>4. Write <b>Void</b> on front of the ballot and place in the White Box, along with the detached Voter Stub/Receipt.</li></ol> <p><b><i>Important Note:</i></b> <i>Count this ballot as a Voided Ballot when completing your Official Ballot Statement during closing.</i></p>
2. Zero Report does not print.	<p>If the Zero Report does not print after inserting the Ballot Header Card, on the PBR screen, press the following buttons:</p> <ol style="list-style-type: none"><li>1. Press: <b>Admin.</b></li><li>2. Press: <b>View summary.</b></li><li>3. Press: <b>Print.</b></li></ol> <p><b><i>If Zero Report prints:</i></b> Problem resolved.</p> <p><b><i>If Zero Report does not print:</i></b> Do not use PBR. Insert voted ballots into slot on back of Ballot Box.</p> <p>Contact your Coordinator or the Polls Section.</p>

# InkaVote Plus Troubleshooting

## Precinct Ballot Reader (PBR) continued...

<b>Problem:</b>	<b>Solution:</b>
<p>3. PBR only accepts ballots when inserted into Ballot Reader Slot in specific directions. (For example: Only reads ballot when inserted upside-down or right-side-up).</p> <p><b>Note:</b> For this problem, the light next to the Ballot Reader Slot should display green.</p>	<p>Insert ballots in the directions that the PBR will accept.</p>
<p>4. PBR will not accept any ballots. There may be a noise coming from the PBR that sounds like the motor is continuously running.</p> <p><b>Note:</b> For this problem, the light next to the Ballot Reader Slot should display solid red.</p>	<p>Stop inserting ballots into Ballot Reader Slot, but continue voting. Insert voted ballots into slot on back of Ballot Box.</p> <p>Contact your Coordinator or the Polls Section.</p>
<p>5. Message displayed on PBR screen reads <b>jammed</b> or <b>incorrect ballot</b>. PBR rejects/returns ballot to voter.</p> <p><b>Note:</b> If the PBR screen says <i>Ballot Alert</i>, there is no mechanical problem. In this case the voter has made an error — either an <i>Overvote</i> or a <i>Blank Ballot</i>.</p>	<p>Stop inserting ballots into Ballot Reader Slot, but continue voting. Insert voted ballots into slot on back of Ballot Box.</p> <p>Contact your Coordinator or the Polls Section.</p>
<p>6. PBR printer jammed.</p>	<p>If the PBR printer is jammed and will not print any Ballot Alert Notification Slips, do the following:</p> <ol style="list-style-type: none"> <li>1. Slide down latch to open PBR printer.</li> <li>2. Tighten paper roll and pull out a few inches of paper and close.</li> </ol> <p><b>Note:</b> To close properly, press on both sides of printer cover until it clicks.</p> <p>(See page 23 in the <i>Election Guide &amp; Checklist</i> for further details.)</p> <p><b>If still jammed:</b> Stop inserting ballots into Ballot Reader Slot, but continue voting. Insert voted ballots into slot on back of Ballot Box.</p> <p>Contact your Coordinator or the Polls Section.</p>

# InkaVote Plus Troubleshooting

## Precinct Ballot Reader (PBR) continued...

<b>Problem:</b>	<b>Solution:</b>
<p>7. Ballot Box sliding door not opened and Ballot Box now locked. <b>If sliding door is not opened, ballots will jam.</b></p>	<p>Stop inserting ballots into Ballot Reader Slot, but continue voting. Insert voted ballots into slot on back of Ballot Box.</p> <p>Contact your Coordinator or the Polls Section.</p>

# InkaVote Plus Troubleshooting

## Audio Ballot Booth (ABB)

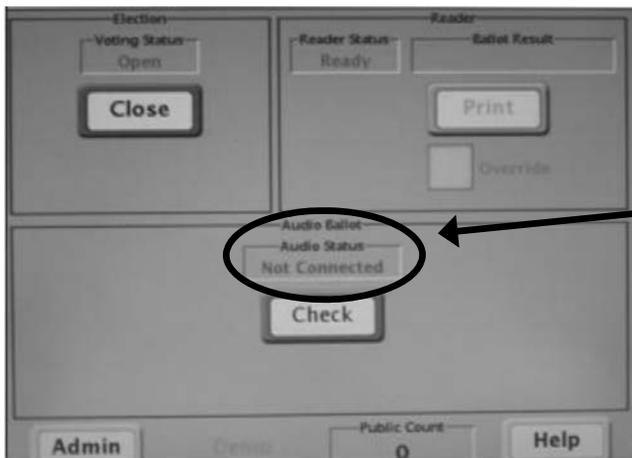
### Voting Never Stops!

The ABB connects to the PBR through the ABB cable. If the PBR is not functioning, the ABB will not be able to play or print an Audio Ballot. The ABB will be working properly if you received a Test Audio Ballot during set-up and the Audio Status message on the PBR screen displays “Available.”

The information below and on the next page offers some solutions for fixing problems you may encounter with the ABB.

#### 1. **Problem:** Audio Status displays “Not connected.”

When the Audio Status on the PBR screen displays “Not Connected,” the ABB is not properly connected to the PBR (although the PBR will still accept ballots).



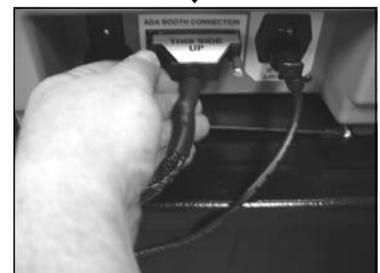
**When Audio Status displays “Not Connected,” the ABB is not properly connected.**

#### **Solution:**

In order to change “Not Connected” to “Available,” do the following:

1. Unscrew pins and remove the ABB cable. Then, reconnect the cable so it is **firmly** attached and pins are tightened.
2. Tilt the ABB forward and backward a couple of times. (This will help the roll of Audio Ballot paper fall into place.)
3. Press: **Check**.

**ABB Cable should be firmly attached and pins tightened.**



**If “Not Connected” still appears:** Do the same steps as above, but turn-off the PBR first. Once PBR is turned back on and “Not Connected” still appears, contact your Coordinator or the Polls Section.

*Always open the Polling Place at 7:00 a.m. Voting never stops!*

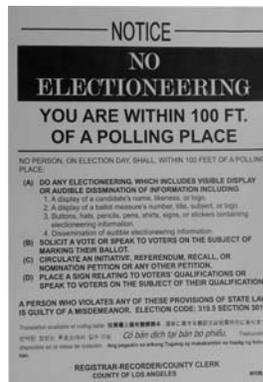
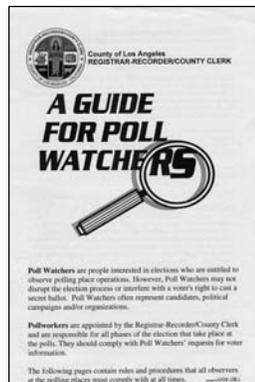
# InkaVote Plus Troubleshooting

## Audio Ballot Booth (ABB) continued...

<b>Problem:</b>	<b>Solution:</b>
2. Audio Ballot Booth Printer jammed.	<p>Tilt the ABB forward and backward a couple of times. (This will help the roll of Audio Ballot paper fall into place.)</p> <p>If problem persists, do not use Audio Ballot Booth, but continue using the PBR.</p> <p>Contact your Coordinator or the Polls Section.</p>
3. ABB printer rapidly ejects multiple blank Audio Ballots.	<p>This means the roll of Audio Ballot paper has run out. Do not use ABB, but continue using the PBR.</p> <p>Contact your Coordinator or the Polls Section.</p>
4. Voter cannot hear Audio Ballot.	<p>Check that the headset is firmly connected to ABB console. Also, check volume level of both the Audio Ballot console and volume control switch on headset (if headset has a volume control).</p> <p>If voter still cannot hear Audio Ballot, do not use ABB.</p> <p>Contact your Coordinator or the Polls Section.</p>

***End of  
Section***

# Section 4: Miscellaneous Information





# Miscellaneous Information

## Neighborhood Voting Center (NVC)

What is a Neighborhood Voting Center (NVC):

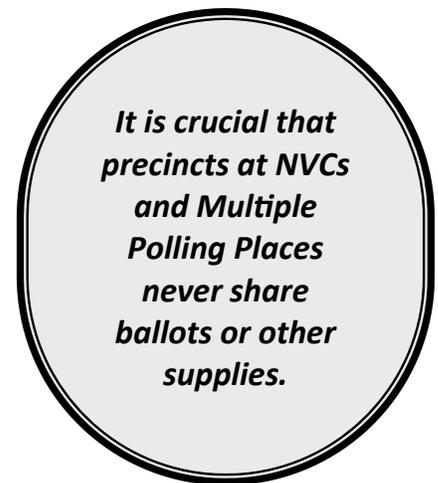
1. A single Polling Place that houses up to four precincts at the same location.
2. A location that is highly visible, centrally located, accessible for Voters with Specific Needs, and large enough to accommodate heavy voter traffic and parking.
3. Developed as long-term community partners where voters in each surrounding community benefit due to consistent Polling Place location.



Since an NVC is home to two, three, or four precincts, in order to distinguish between the precincts **each one will be assigned a color**. All NVCs will have a green table. The green table is considered the “lead” table for purposes of NVC supplies and coordinating assistance for Curbside Voters. Each precinct in an NVC will use its own Official Table, voting booths, Precinct Ballot Reader (PBR), Audio Ballot Booth (ABB), Vote Recorders, and other Election Day supplies. Precincts should never share supplies or equipment.

### *The NVC Director:*

- ▶ The NVC Director operates the Information Center. This is where voters arriving at the Polling Place are greeted and directed to their assigned precinct.
- ▶ The NVC Director is issued NVC-specific supplies, which are set-up before 7:00 a.m. and used to direct voters to their assigned precinct.
- ▶ Each precinct’s Official Table will use a color tablecloth and sign. Voters will match the color listed on the back-cover of their Sample Ballot to the appropriate color table.



Miscellaneous Information

## Multiple Polling Place

What is a Multiple Polling Place:

- ▶ A location that contains two precincts. These two precincts may be in the same room or different rooms at that location. If the two precincts are in the same room, they will use a colored tablecloth and sign with precinct number to distinguish between the two Official Tables.
- ▶ If precincts are in separate rooms at the same location, voters must check their Sample Ballot to identify which room they should go to.
- ▶ There will be no assigned NVC Director at Multiple Polling Places.

# Miscellaneous Information

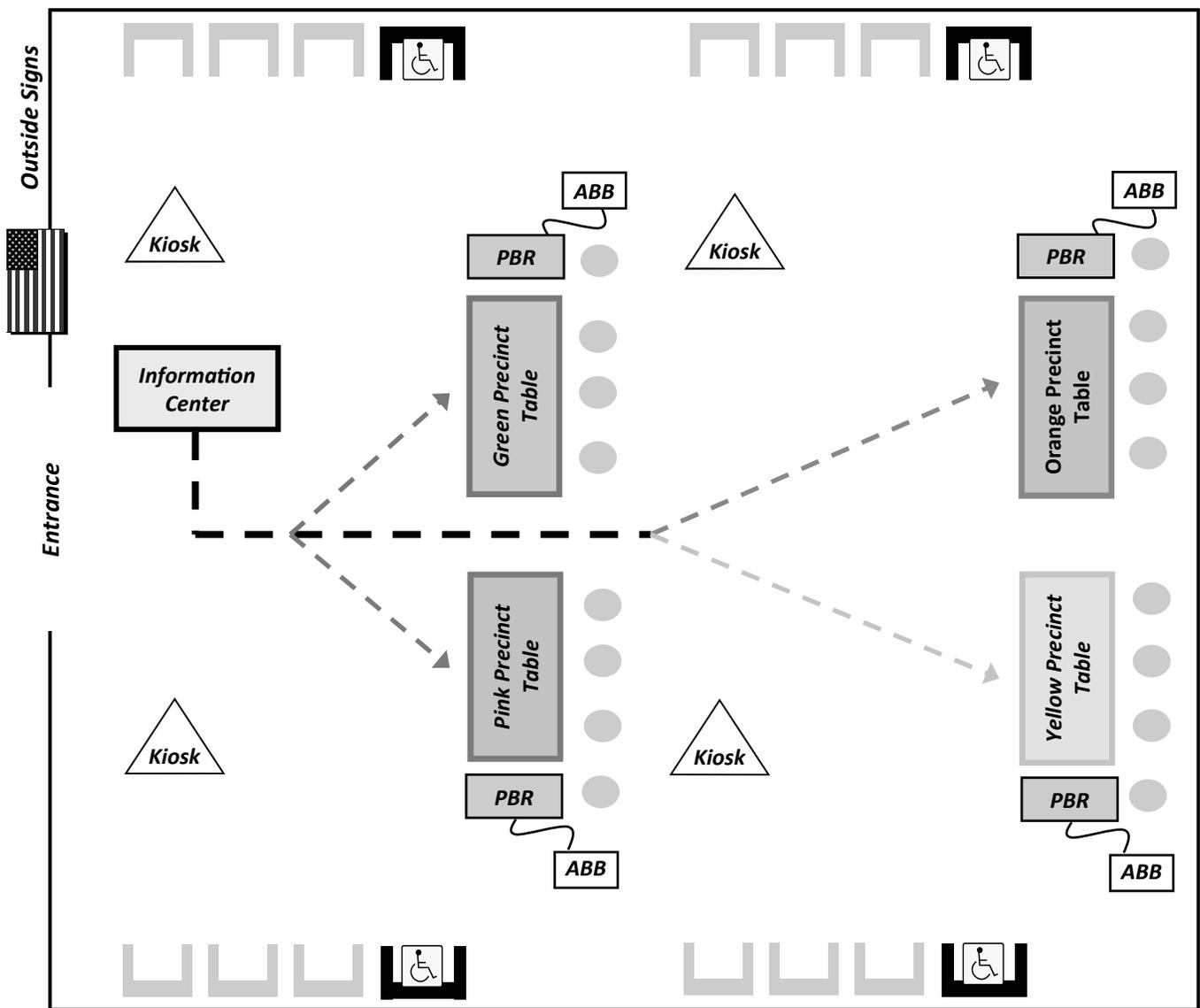
## Neighborhood Voting Center (NVC) continued...

### *Set-up of an NVC:*

The diagram below illustrates the typical NVC set-up. The shape and size of an NVC may vary. Inspectors are responsible for individual precinct set-up. NVC Directors are responsible for outside signs and set-up of the Information Center.

### *Safety in the NVC:*

Inspectors and the NVC Director work together to ensure a clear path of travel for all voters inside the NVC. The path should be free from hazardous conditions, including chairs, power cords and other loose objects. Keep in mind, voters needing a clear path of travel inside the Polling Place may include individuals using walkers, service animals, and wheelchairs.



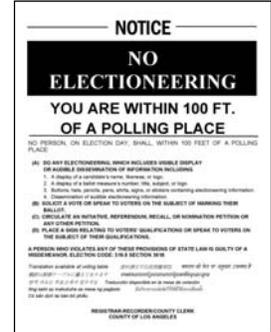
**Note:** Dotted lines represent a voter's path of travel inside an NVC.

# Miscellaneous Information

## Laws: Electioneering / Uniforms and Firearms / Voting Equipment Tampering

### *Electioneering*

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



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

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

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

(*California Elections Code Section 18370*)

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### *Uniforms and Firearms*



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

(*California Elections Code Section 18544*)

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### *Voting Equipment Tampering*

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

(*California Elections Code Sections 18564, 18564.5 and 18565*)

## Miscellaneous Information

### Laws: Photography and Filming at the Polling Place / Exit Polls

#### *Photography and Filming at Polling Places*



When any type of media arrives at the Polling Place, verify that members of the media have permission from the Registrar-Recorder/County Clerk (RR/CC) Media Information Office for any kind of recording activity. In many cases, the RR/CC will notify Pollworkers if members of the media are expected to show at a specific Polling Place. For additional information or clarification of this policy, please contact RR/CC Media Information at 562-462-2726.

Members of the media **may** take photos or videos of:

- The exterior of voting booths.
- Voters and/or Pollworkers with permission from those individuals. Additionally, members of the media may interview voters for exit polls at least 25 feet from the door of the Polling Place.
- The Precinct Ballot Reader (PBR) in operation, as long as voters' ballots are not shown.
- Pollworkers, sheriffs, and other county employees processing and/or transporting the ballots inside bags, carts, and government vehicles.

Members of the media **may not** take photos or videos of:

- The inside of voting booths when in use by a voter and ballots are visible.
- Voters' voted ballots before deposited inside the Ballot Box (this violates voters' privacy).
- Anything that may obstruct or disrupt the voting process, such as a camera blocking a voter from completing his or her ballot or a camera flash temporarily impairing a voter's vision.

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#### *Exit Polls*

Members of the news media and other organizations are allowed to conduct voter surveys outside of Polling Places. These surveys are permitted 25 feet from the door of the Polling Place.

**To summarize:** *Activities construed as Electioneering are prohibited within 100 feet of the Polling Place. Persons conducting Exit Polls may be stationed 25 feet from the polls.*

## Miscellaneous Information

### Poll Watchers and Observers

In addition to those officially designated by political organizations as "Poll Watchers" or "observers," **anyone** may **observe** the electoral process at Polling Places. (Refer to *A Guide for Poll Watchers* pamphlet, which is included in your supplies.)

The doors to the Polling Place **must** remain open at **all** times. **Do not** lock the doors. Polling Place set-up, voting, ballot inspection, and closing the polls are public events. Anyone is permitted to watch, but they must not interfere with the voting, ballot inspection, or closing procedures.

Poll Watchers may look at the Roster of Voters as long as the voting process is not delayed. They may not at any time handle voted or un-voted ballots.

Only voters and Pollworkers may be in the area of the voting booths or the Ballot Box. Only Pollworkers and persons signing the Roster may sit at or remain in the area behind the Official Table. Poll Watchers may be present *before* the polls open, *throughout* the voting day, and *after* the polls close. Cooperate with Poll Watcher requests as long as they do not interfere with the normal voting process and do not violate the California Elections Code. For questions related to photography and filming at Polling Places, see the previous page.

In the *Election Guide & Checklist*, you are instructed to post a single copy of the Street Index at the entrance of the Polling Place and update that copy once per hour until 6:00 p.m. This is required by *California Elections Code (Sec. 14294)* and assists political campaign representatives and/or members of the public in knowing who has voted. Campaigns use this information in their "Get-Out-the-Vote" efforts. Please keep your Street Index current and cooperate with those who are seeking this information.

**A Guide for Poll Watchers is located in your precinct issued supplies.**

