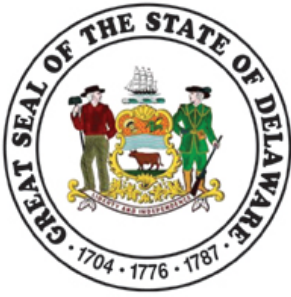


Name: _____



ELECTION OFFICER MANUAL

November 4, 2014 General Election

To our Poll Workers-

THANK YOU!

We truly appreciate all you do to ensure that our elections run smoothly and fairly.

Thank you for:

~Taking on this responsibility

~Acting like professionals

Treating everyone with dignity and respect

~Attending training

There is no democracy without your hard work!

Please read these booklets **before** Election Day - **and take them with you!**

ELECTION OFFICER MANUAL - TABLE OF CONTENTS

| | | |
|--------------|---|-----------|
| I. | Table of Contents..... | Page 1 |
| II. | Introduction..... | 3 |
| | A. Glossary..... | 3 |
| | B. Bad Weather or State of Emergency..... | 3 |
| III. | Who are we? | 4 |
| | A. The laws..... | 4 |
| | B. Professionalism..... | 4 |
| | C. Duties and responsibilities..... | 5 |
| | D. Managing the polling place..... | 6 |
| | E. Standards of service..... | 6 |
| | F. Specific challenges..... | 7 |
| IV. | What do we do before Election Day?..... | 9 |
| | A. All of us..... | 9 |
| | B. Inspector..... | 9 |
| V. | What do we do at 6 a.m. before the polls open?..... | 11 |
| | A. Before the machine set-up..... | 11 |
| | B. Set up machines..... | 11 |
| | C. Set up Polling Place..... | 11 |
| | D. Outdoor signs..... | 12 |
| | E. Inside signs..... | 12 |
| | F. Plan emergency evacuation procedure..... | 13 |
| | G. Make all aware of 50-foot rule..... | 13 |
| | H. Select a Cartridge clerk..... | 13 |
| VI. | Who else may be around during the day and what may they do?..... | 14 |
| | A. Challenges..... | 14 |
| | B. Challengers..... | 14 |
| | C. Authorization..... | 14 |
| | D. Challenger “can do’s”..... | 15 |
| | E. Challenger “can’t do’s”..... | 15 |
| | F. Handling a challenge..... | 15 |
| | G. Other folks..... | 16 |
| VII. | Electioneering..... | 17 |
| VIII. | The 50’ Rule..... | 18 |
| IX. | What do I do all day?..... | 19 |
| | A. Process voters..... | 19 |
| | B. At the Officers’ Table..... | 19 |
| | C. At the machine..... | 20 |
| | D. Other activities..... | 21 |

- X. Update Process.....22**
 - A. Situations for Update Process.....22
 - B. Using the *Street Districting Book*.....23
 - C. Solutions to issues at the Update Table.....24
- XI. Provisional Voting25**
 - A. Qualifying a voter.....25
 - B. Ballot security.....25
 - C. Processing steps.....25
 - D. Red Pouch return.....25
 - E. Court ordered extended hours.....26
- XII. After the polls close?.....27**
 - A. Close the polling place.....27
 - B. Close the machines.....27
 - C. Tally any Write-In Votes.....27
 - D. Put things in the right places.....28
 - E. Almost finished.....28
- XIII. Absentee voting.....30**

II. Introduction

Election Officer Manual (Manual)– tells **WHO** we are, **WHAT** we do and **WHY** we do it – also gives legal citations from Delaware Code, Title 15 (e.g. §3981). It is an overview of what is covered in training and you refer to it often.

Election Officer Checklists (Checklists) – tells **HOW** you do things. The *Checklists* are absolutely essential for the opening and closing of voting machines.

A. Glossary

- **Absentee List** – the names of voters who have already voted by absentee ballot OR who were sent an absentee ballot which had not been returned by the time the *Poll List* was printed. Officially called the **POLLING PLACE ABSENTEE REPORT**.
- **ADAM** – (**A**mericans with **D**isabilities **A**ct **M**odule) – a hand-held unit that helps those who cannot see or read to vote by themselves by hearing the ballot
- **Department** (also **DOE**) – Department of Elections for New Castle County
- **ED** (Election District) – think of it as a “slice” of pizza (see RD)
- **Electioneering** – promoting or being negative about a candidate, issue, or party within the Polling Place OR within 50 feet of any entrance used by voters
- **Majority Judge** – same party as the Inspector
- **Minority Judge** – different party (Both judges have the same duties and powers.)
- **OCP** – Officer’s Control Panel – black part of the back of the machine
- **Polling Place** – the building where the election takes place, not just the room
- **Prothonotary Envelope** – where you put the initial vote count tapes at the end of the night, containing write-in votes. This goes to Superior Court and also contains the Write-In Vote Tally Sheet and Voting Machine Certificate (**VMC**).
- **RAIS** – (Registration Automated Inquiry System) – a phone machine for checking a voter’s registration (577-3464)
- **RD** (Representative District) – the whole pizza pie (see ED)
- **Supplemental Poll List** – the voters who changed their names or addresses after the main Poll List was printed. These are on a sheet picked up by the Inspector the day before the election.
- **UP** – Update Table and its materials

B. Bad Weather or State of Emergency on Election Day

There are no provisions in the Delaware or U.S. Code for cancelling or delaying an election. If an unusual situation occurs:

- Check the local radio stations for announcements;
- Check the DOE website: <http://electionsncc.delaware.gov>; or
- Call 577-5067 for a recorded message

III. Who are we?

A. We're the trained team members who run equal and fair elections by following the laws! Remember, since these are **laws**, there are consequences if we disobey them!

In order to obey those laws:

- Arrive at **6 a.m.** (§4912)
- NEVER leave the polling place until dismissed by the Inspector at night (§4932)
- Do NOT discuss anything political among ourselves or with voters. That means **NOTHING** about ANY candidate, party, or issue. (§4942)
- Offer no advice, interpretation of the ballot, etc., to anyone.
- If the voter asks for help inside the machine, two officers with different political party affiliations may go in to assist.
- Keep the polling place free of disruptions or improper practices (§4946)
- Do our jobs, not those of any challenger or party (§4934)
- Remain totally impartial and non-political (§4701)

B. Professionals representing the Department of Elections and the State of Delaware.

- Dress comfortably, but professionally:
 - Business casual with comfortable shoes
 - No cleavage
 - No flip-flops or open-toed sandals (The machines are heavy!)
 - No visible underwear
 - No cutoffs
 - No heavy perfumes or scents
 - No eating when processing voters
- Cell phones are for emergencies only and should be turned to vibrate. Handle phone calls or texts away from the voting area.
- No laptops or other electronic devices for use at the Officers' or Update Tables unless being used to verify voter eligibility at <http://ivote.de.gov>.
- No movies, news, internet surfing, etc.
- No smoking in the polling place and not even outside if it is a school or State building. For other Polling Places, follow the building's rules regarding smoking. Bring gum!

C. We have specific duties and responsibilities.

Positions are assigned for each election. We may have different roles for different elections, depending on what the Department needs.

1. Inspector

- Supervises the Election Officers and the Polling Place
- Makes decisions about procedure
- Has four pre-election duties (pp. 9-10)
- Has one post-election duty (p.28, with big arrow)
- Votes with the two judges about eligibility issues and challenges (§4945)
- May ask for advice from the Department
- Helps set up, operate, and close the machines

2. Judges – One will assume the duties of the Inspector if he/she cannot serve. (See next page for more detail)

- Vote with the Inspector above
- Make certain an authorized voter with a court order or from the Department fills out “Voter Registration Application”
- Have same duties as Clerks below

Note: The Inspector and Judges have final and exclusive control of the Polling Place. They decide challenges by majority vote. They may seek recommendations from the Department.

3. Clerks

- Help set up and close voting machines
- Check voter eligibility via the Poll List and Supplemental Poll List
- Call Voter Information Center, RAIS and/or <http://ivote.de.gov>
- Help with Provisional Voting
- Help with Update transactions
- Send voter to correct polling place
- Operate voting machines
- Help complete paperwork
- Do what the Inspector says

4. Greeter

- Assigned by Inspector if more than 1 ED in the building
- Directs voters to the correct ED when there is more than one ED in a Polling Place
- Sends voters to the Update Table if needed

NOTE: When there is more than one ED in the polling place, the districts may set up one Update Table and have one Greeter for the polling place.

5. Cartridge Clerk

- Assigned by Inspector
- Same as a Clerk, but leaves as soon as the tapes and cartridges are sealed in the pouch by the Inspector.
- Cartridge Clerk takes the cartridge pouch directly to the drop off point identified on the pouch and then goes home.

D. Election Officers who maintain an organized, efficient Polling Place.

1. If an Officer does not report for work,
 - Officers move up
 - Majority Judge becomes Inspector (If unwilling or unable, position goes to Minority Judge.)
 - If Majority Judge becomes Inspector, she/he appoints a clerk of the same party to be Majority Judge
 - If the Minority Judge becomes Inspector, he/she appoints a clerk of the same party to be Majority Judge and the old Majority Judge becomes the new Minority Judge
 - Other vacancies may be filled by recruiting a registered voter. (Neatly write the name, address, SSN, phone number, and date of birth on the back of the PAY VOUCHER.)

2. Keep it pleasant for the voters and the team
 - Treat everyone with respect (voters AND other poll workers)
 - Listen carefully
 - Vary the jobs for workers, noting strengths and weaknesses
 - Rotate so team members have breaks
 - Deal with issues promptly
 - Set up Officers' Table to process more than one voter at a time
 - **FOLLOW THE CHECKLISTS!**

E. We assist voters by having high standards of service.

Treat all voters equally and respectfully!

That means:

- Show patience; we **do** have all day!
- Greet people promptly and cheerfully.

- Tell **all** voters that you are there to assist them if they wish.
- Look people in the eyes when you speak to them.
- Watch voter's faces to see if they understand what you have said.
- Speak clearly and directly to the voter.
- Listen carefully to all people.
- Offer to read information or fill in forms.
- Use black plastic SIGNATURE GUIDE (in SUPPLY BAG) if the voter needs it. The voter must sign things herself/himself.
- Respect a voter's personal space:
 - Keep a polite distance – an arm's length away.
 - Do not touch people, their canes, wheelchairs, etc.
- Answer requests graciously.
- If people want help, ask what they need; do not assume you know.

Note: Federal and State law allows voters who are challenged (including an inability to read or write) to be assisted by a person or persons of their choice. These shall not be the voter's employer, an agent of the employer, or an agent of the voter's union.

If the voter requests help, try to provide it **OUTSIDE** the machine. If that is not possible, **two workers with different political party affiliations may go in to assist. Leave before the voter is ready to push the VOTE button.**

F. Additional suggestions for specific challenges:

1. The voter is visually challenged
 - Identify yourself.
 - If the voter wishes to be led, ask which side he/she would like you on and offer your arm.
 - If guiding a voter, tell voter when you are turning, nearing a step or stopping.
2. The voter has a service animal
 - They are the **only** animals allowed in the Polling Place. Do not pet them or talk to them; they are working!
 - Walk on the side opposite the service animal.
3. The voter is a non-native English speaker or is hearing/speaking challenged
 - Facial expressions, gestures, and body language help communicate.
 - Reword, rather than repeat, if you are not being understood.
 - If you cannot understand, ask the person to repeat or rephrase.
 - Allow the person to complete sentences; don't interrupt.

- Write, if speaking is not understood. Or suggest writing, if you cannot understand.

(Many of the above tips were taken from *Disability Etiquette: Tips on Interacting with People with Disabilities*. We thank the United Spinal Association for their permission to use information from *Disability Etiquette* in this manual.)

4. Problem voters or voters with problems

- **If a voter has a problem with a machine,**
 - a. Resolve it **before** the voter leaves the Polling Place.
 - b. Call the Voting Machine Desk for tech support for a machine problem.
 - c. OR have the voter use a different machine.
- **If a voter has a problem that cannot be resolved that day (i.e. lack of parking, voting procedure, etc.),**
 - a. Listen carefully.
 - b. Give the voter a business card for the Department.
 - c. Suggest that the voter call the following week to express concerns.
 - d. Enter the issue on the ELECTION DAY ISSUES LOG (aka Problem Log) along with the time and the voter's name.
- **If the voter is the problem,**
 - a. Smile.
 - b. "Kill 'em with kindness."
 - c. Call the Voting Machine Desk if the voter is disruptive.
 - d. If the situation is VERY bad, call 911 and then the Voting Machine Desk.

IV. Before Election Day?

A. All of us

- Attend training (§4741).
- Read the *Manual* and *Checklists*.
- Vote by Absentee Ballot if you are not working at your own Polling Place.
- When your Inspector leaves a phone message, return the call!
- Gather materials you will need to take with you:
 1. *Manual* and *Checklists*
 2. Flashlight
 3. Seat cushion
 4. Meals, snacks and beverages (Polling Places do not provide us with these, don't ask them. Also, any food in refrigerators is not ours! If you didn't bring it, and the Department didn't provide it, don't use it! Respect their property – no snooping around.)
- Call the Department at 577-3464 if you have any questions.

B. Inspector

1. **As soon as you get your packet, (about 10-14 days before the election) immediately call the Election Officers assigned to your Polling Place.**
 - Make certain they still intend to work on Election Day.
 - Find out when they are going to training.
 - Ask if they have transportation (However, the Inspector is not responsible for providing it.)
 - Coordinate meals and any other matters.
 - The Department cannot provide trained replacement workers after classes have finished – don't wait to find out if you have vacancies until the day before the election!
 - Review the Polling Place injury materials sent in your packet.
2. **Visit the Polling Place.**
 - Become familiar with the place, including location of rest rooms and handicapped entrances.
 - Find out who will open and close the building and get her/his phone number.
 - Notify DOE if this is different from what was on the sheet in your Inspector packet.
 - Plan the layout of the room.

- Request tables and chairs as needed and specify where you would like the custodians to put them.
- Determine if extension cords are needed, (Cords on machines are 10 feet long.) You may pick up extension cords at the warehouse prior to Election Day or at your training class. **DON'T WAIT UNTIL ELECTION DAY.**
- Do not change or approve a change in voting room location without the prior approval of the Department.



3. The day before the election pick up your POLLING PLACE ABSENTEE REPORT and SUPPLEMENTAL POLL LIST for your district. You cannot conduct a successful election without them.

4. Charge your cell phone and take its charger with you.

- Write "Cell" next to your name on the PAY VOUCHER.
- If your phone stops working, use another officer's cell phone for the day.
 1. Call the Department with the new number.
 2. Write "cell" next to that officer's name on the PAY VOUCHER.

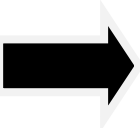
5. Also take with you

- A ruler
- The wire cutters that you picked up at class
- Packet you were sent, including OATH OF OFFICE form and list of officers
- Extension cord (if you were given one)
- Chalk for marking the 50 foot rule (see Electioneering)
- Anything else that might assist in managing the election

Again, call the Department at 577-3464, if you have any questions before the election.

V. 6 A.M. before we open the polls

A. Before the machine set-up

- 
- Admit any authorized Challengers. They may observe, but they cannot interfere.
 - Set up the cell phone on the Update Table so the Department can call if needed and TURN UP THE VOLUME.
 - The Inspector gives the Oath to all present, and they sign the form. Any late officers must be read the oath before they are allowed to touch any election materials or machines. Late arrivals slow everyone down!
 - Once sworn in, a Judge gives the Oath to the Inspector.

B. Set up all machines before doing anything else.

Use your *Checklists* to Read a step, Do a step, and Check the box.

- Check machine numbers to make sure they are the ones assigned to your Election District.
- **Don't rely on memory.**
- No one cares how you have always done it before; **FOLLOW THE BOOK.**
- One officer may inventory the materials in the back of the machines and compare to the *Checklists*.
- Report any machine problems **IMMEDIATELY!**

C. Set up the Polling Place. (See diagram on the back of this *Manual*.)

1. Arrange tables and chairs so that

- More than one voter may be processed at a time. Have a check in line for every Poll List binder.
- A wheelchair can turn around in the space between the machines and the Officers' Table.
- The Update Table is near the entrance to the voting room.
- The Challengers are seated where they can see and hear but do not interfere.
- Extra chairs are by the tables so a voter can sit to fill out forms.
- Other chairs are available so some voters may sit while waiting.
- There are chairs in the halls leading to the room where the election is being held so voters may rest if needed.

2. Set up the **Officers' Table**

- Put dividers in the *Poll List* book.
- Enter information from ABSENTEE REPORT into the *Poll List* Book.

- Put the blue SUPPLEMENTAL POLL LIST pages in the *Poll List* binders.
- Put other materials on table so they can be easily found.

3. Set up the **Update/Provisional Voting Table**

- Have available all materials marked **UP**
- Put two or three extra chairs for those filling out VOTER REGISTRATION ELIGIBILITY AFFIDAVIT forms and doing provisional voting.
- Set up the **cell phone** here (Usually this is the Inspector's personal phone)
 - a. Use the charger and keep the phone turned on and charged all day.
 - b. Make sure the ringer is set on "loud".
 - c. Keep it on until the Inspector has returned materials to the drop-off point.
 - d. Make sure ALL officers know how to
 - Make and send calls,
 - Answer calls, and
 - Recognize missed calls (The phone owner can retrieve them.)
- Keep red Provisional Voting Pouch (with ballots) secure.
- Have white UPDATE ENVELOPE near and PROMPTLY put completed forms in it.
- Add the blue SUPPLEMENTAL POLL LIST pages to the Update Table binders.



4. Set up the **Totem Pole**

- Use the instructions in the *Checklists or Supplemental Instructions* for placement of specific documents.

D. Place or check outside signs and cones to match the SIGN PLAN sent to the Inspector.

1. Use the SIGN PLAN to ensure that
 - The building is accessible.
 - Voters can find the Polling Place.
 - Voters know where to park.
2. The Inspector
 - Uses common sense about where signs go.
 - Calls the Voting Machine Desk if more signs are needed.
 - Is responsible for the placement in the morning.
 - Is responsible for their being brought in at the end of the night.

E. Hang inside signs about five feet from the floor.

- Display sample ballots, INSTRUCTIONS FOR USING THE VOTING MACHINES, district map, and list of developments in the district in the polling room or Totem Pole
- Hang directional arrows and handicapped signs along all routes a voter might use. Only use the wheelchair symbol along the accessible route!
- Hang all signs that are in the back of the machines.

F. Assign roles and plan Emergency Evacuation Procedure.

- Determine a meeting spot 100 feet from the entrance to the Polling Place.
- One poll worker is assigned to take the Poll Lists.
- One will escort voters from the Polling Place.
- Assign one worker to close each machine
- Use *Checklists* for what you do when you return from an evacuation.

G. Make sure all workers know where 50 feet from the entrance is so they can help monitor for electioneering during the day. If the weather is clear, marking that circle with chalk is helpful. (See Chapter VII for more on electioneering.)

- Check the Polling Place and within 50 feet of any voter entrance for electioneering signs, banners, etc. Remove them by placing on the ground outside the 50 foot area.

H. Select a Cartridge Clerk. This must be someone who has a car and can leave **immediately**. No waiting around for the rest of the closing process in order to give someone a ride!

Open the Polling Place at 7 am. Nobody votes before then!

VI. Who else may be around during the day and what may they do?

Election Officers make sure that the elections are being run in a fair and impartial manner. Under oath, we have sworn that we will not knowingly let an ineligible person vote!

A. What is a challenge?

The questioning of a person's right to vote in the election.

B. Who are the two types of Challengers?

1. **ANYONE** in the Polling Place may challenge a voter's eligibility to vote **before the voter enters the booth**. A voter may be challenged because the challenger
 - Does not believe the voter is who he/she claims to be (IDENTITY §4939)
 - Does not believe the voter lives where the election records state (RESIDENCY §4941)
 - Believes the voter has accepted money or other valuables to vote in a particular way. (BRIBERY §4940)
2. **Authorized** Challengers may challenge for the same reasons.

C. What makes a Challenger "authorized"?

In a General Election, each **Party** on your ballot may be represented by one Challenger at a time. (§3164) That person is treated with respect and courtesy.

1. Challenger has written permission that she/he gives to the Inspector. It has:
 - The Challenger's name
 - The Party's name
 - The signature of the Party Chairperson
 - The date of the Election
2. The Inspector
 - Checks and returns the authorization.
 - Gives the Challenger a badge on which the Inspector writes the Party's name. (This is not electioneering.) The Challenger wears the badge while in the Polling Place
 - Gives a sheet of instructions for the Challenger to read and return.

3. A Challenger may be replaced by another during the day.

D. What may an Authorized Challenger do?

- Challenge a voter
- Watch the election
- Hear a voter's name
- Look at election records
- Look at the Permission to Vote card and then give it back to Election Officer
- Look at the OCP and record the numbers there
- Help preserve the peace if there is a problem
- Use certain electronic devices (Smartphone, laptop, notebook, etc.) **but**
 - May not talk on cell phones
 - May not take pictures or videos
 - May not record any sound in the Polling Place
 - May not use anything that makes a noise (beep, chime, chirp, buzz, etc.)
 - May use a charger as long as there is no tripping hazard

E. What can't an Authorized Challenger do?

- Unreasonably interfere with or delay the election process
- Perform the job of an Election Officer
- Tell Election Officers how to do their jobs
- Sit with the Election Officers
- Make marks or notes on the election records
- Have Election Officers do their jobs


F. How is a challenge handled?

1. For identity or residency challenges, the rules are:
 - The matter is handled BEFORE the voter enters the voting machine.
 - The challenge is handled immediately.
 - The inspector and two judges listen to the challenge.
 - They look for proof as follows:
 - a. Documents supporting identity and/or residency

- b. Call the Voter Information Center
 - c. Seek advice from the Department
2. The Inspector and two judges vote. Majority rules.
 3. The person who was challenged either votes or leaves.
 - For a bribery challenge, the person challenged is permitted to vote after signing a pink BRIBERY OATH. Put the signed form in the OTHER DOCUMENTS envelope.
 - If person does not live at the address listed on the records, send her/him to the Update Table.
 - For an identity challenge, if the person is not permitted to vote,
 - a. Tell the person that he/she may appear before a Superior Court judge.
 - b. Call 577-8300 to arrange a hearing. OR
 - c. Send the person to the Update Table to vote by Provisional Ballot.

G. Other folks who might be around

Throughout the day, you will be visited by DOE staff, Rovers and Technicians. **All** of these individuals will have badges specific to the election. Also, volunteers from the disability advocacy community may come in to your polling place. Again, these individuals will have a badge and credential issued by the Department.



If a person comes in to the polling place to get voting machine counts, he/she must present an authorization slip to the Inspector. Without one, show the person to the door. Nobody should be in your polling place without a badge, unless of course it's a voter.

A Candidate is allowed to be in his/her own polling place only to vote. He/she may stand outside the 50' area and greet voters. Election Day is not the time or place for Candidates to visit polling places to thank Election Officers. Politely remind them of this and to leave immediately. A Candidate may come back at 8 pm and observe the closing process.

VII. What is Electioneering?

To make sure that this is a fair election, we must stop any electioneering at once. Nothing positive or negative about **ANY** candidate, issue, or party may be displayed or discussed within 50 feet of any voter entrance. §4942

Note: These rules apply all day to voters, campaigners, AND election officers (§4710, parts a and b). Use the chart on the next page to determine who may do what and where they may do it!

A. Electioneering includes:

- Wearing buttons about any candidate, issue, or party for any election.
- Openly showing literature about such matters.
- Talking about such matters.
- Loudspeakers that can be heard in the Polling Place.
- Keeping voters from entering or leaving the Polling Place.
- Putting up signs or banners within 50 feet of a voter entrance.

B. Voters may:

- Take materials into the voting machine
- Be discreet
- Not display or discuss the materials in the Polling Place

C. What do we do to stop electioneering?

All day we monitor the people **outside and inside** to be sure that any people near the Polling Place are obeying the law.

- Use the 50-foot string from the SUPPLY BAG to show people where the line begins.
- Use the “Diagram of the 50-Foot Rule” on the next page to figure out who may do what and where they may do it.
- Tell people nicely but firmly to stop.
- Tell people to remove buttons or hats that violate the rules.
- Tell people to cover clothing or go home and change.
- Throw away political literature left in the Polling Place.
- **If someone fails to follow these rules, call 577-5060. Rovers or Department staff will come and assist.**

VIII. DIAGRAM FOR THE 50-FOOT RULE

GREATER THAN

PEOPLE PERMITTED IN THIS AREA

Anybody, including candidates and campaign workers

50 FEET



(This is a line 50 feet from any entrance used by voters.)

WITHIN 50
FEET

PEOPLE PERMITTED IN THIS AREA

- People going to vote
- People who have voted and are leaving
- Exit pollers
- Media

NOTE: Members of the media and exit pollers may **only** talk to people in this area who have already voted and agree to be interviewed.



(An entrance to a Polling Place used by voters)

PERSONS PERMITTED IN THE POLLING PLACE

**IN THE
POLLING
PLACE**

- People voting or waiting to vote, accompanying children, or those assisting a voter with a disability
- Authorized Challengers
- Election Officers
- DOE observers and technicians with ID
- Members of the Board of Elections (BOE) with ID
- The State Election Commissioner (SEC) and employees with ID
- Department of Justice (DOJ) staff with ID/badge
- Observers or media IF escorted by DOE, BOE, or SEC with ID

IX. What do we do all day?

A. We process the voters.

- If a person's name is on the *Poll List* or *Supplemental Poll List* that person may vote.
- Write-in votes ARE permitted in a general election.
- Know which other Election Districts, if any, are in your building.
- **Call the Department before sending anyone away!**

These steps are followed in order to create fewer problems at the Officer's Table. This is the process for most of our voters. These people are prepared, and they have kept their information current.

- Greeters help direct voters to the correct ED if there is more than one ED in a building, and direct a voter who has moved or changed names to the Update Table.

B. At the Officers' Table,

1. an Officer asks the voter for
 - Name and
 - Address and
 - Proof of identity. This may be a:
 - a. Delaware Driver's License
 - b. Delaware State ID Card (looks like a driver's license)
 - c. Signed Delaware auto registration card
 - d. Credit card with photo and signature
 - e. Signed Social Security Card
 - f. Polling Place card (*note below)
 - g. Similar document that identifies the voter by photo OR signature
 - The voter who has no proof of identity **must** fill out a goldenrod VOTER ELEGIBILITY AFFIDAVIT before voting. We **must** watch him/her sign it as well.

***Note: If a person shows a Polling Place card and they are on the Poll List, let them vote. If not on the Poll List send the person to the Update Table.**

If not on the *Poll List*, send voter to Update Table.

2. That same officer

- Might direct the voter to another line, based on the voter's last name, **if** the Poll List has been divided alphabetically.
 - Or, if Poll List is not divided, makes sure that the proof of identity matches the person in front of them.
3. The same officer, or next election officer if the Poll List is divided
- Takes the ID from the person
 - Finds the name on the Poll List (see separate handout for a sample page)



Note: Be very, very careful here. Many names are similar or even identical. We may need to check middle initial, address, or even as far as birth date to be certain we have the correct voter. Make sure to check the page before and after where you think the name should be. If the name is not on the *Poll List*, send the voter to the Update Table to check the *Street Districting Book* or call to make sure the address is in our ED-RD. (p. 24)

- Points to the proper signature block
- Has the voter sign there
- Prints voter's name on the back of the PERMISSION TO VOTE card
- Returns the voter's ID
- Gives the PERMISSION TO VOTE card to the voter
- Sends the voter to the end of the voting machine line

C. The Officer at the machine:

- Takes the PERMISSION TO VOTE card from the voter
- Asks the voter his/her name if not written on the back of it
- Makes sure the voter knows how to use the machine by
 1. Asking if he/she has "used our machines before?"
 2. Using the script from the green card in the machine if the voter has not,
 3. And reminding every voter: "After I activate the machine, make your selections and don't forget to press the green Vote button below the ballot."
 - a. Clearly and loudly announces the voter's full name
 - b. Presses the Officer's Control button at the bottom center of the OCP
 - c. Waits patiently for signals that the voter has pressed the green Vote button
 - The machine chirps.
 - The lights go off on the door.
 - The light goes off above the Officer's Control Button.
 - The Protective Counter number advances one.
 - The Public Count number advances one.


4. Hand the PERMISSION TO VOTE card to a Challenger if there is one. The Challenger then passes it back to an Election Officer at the Officers Table for reuse. If no Challenger, return it to the Officer's Table.

Note: If you miss all those cues, and the voter leaves without pressing the green Vote button, two Election Officers with different political party affiliations,

- go into the booth,
- deselect the choices (push the X's that the voter had pushed)
- de-activate the machine by pressing the Officer's Control Button at the back.
- Write "left without voting" by their signature in the Poll List if you can determine who it was.

This is what we do for about 95% of our voters.

D. Other activities during the day

- 
- Check outside for electioneering.
 - Monitor the lines of voters for electioneering and cell phone use.
 - If the line is long, assure voters that the staff is prepared and that the line will move quickly.
 - Greeters screen voters to see if anyone needs to go to the Update Table.
 - Periodically check supplies – don't wait until you run out of something to for more to be delivered – especially materials at the Update Table. If you get to the last pack of the PERMISSION TO VOTE cards from the Supply Bag, call the Voting Machine Desk.
 - Check periodically to see that the outside signs are still in the proper places.
 - Check inside the machines, making sure no one has marked or defaced the ballot. (§5116)
 - Don't forget to vote if this is your Polling Place!
- **At 7:30 p.m. announce inside and outside that the polls will close at 8 p.m.**
 - **At 8 p.m. announce inside and outside that "the Polls are now closed!"**
 - If there is a line, put an election officer at the end of the line at 8 p.m.
 - No one else may go into line at that time
 - Let all voters in line vote
 - No one else may vote

X. Update Process

- A few voters might have special issues with information that is not correct, and they cannot vote until it is corrected.
- You **MUST** call the Voter Information Center, RAIS or go online to <http://ivote.de.gov> to verify voter information.
- Do not ever send a voter away without voting unless you have made a call first.
- We offer Provisional Voting (pp. 28-30) to any voter who is still not satisfied after we have called the Department.

A. Update Situations

1. The voter whose information is not up-to-date must fill in the VOTER REGISTRATION APPLICATION AND ELIGIBILITY AFFIDAVIT.

- For most changes to his/her information: address, name, or party.
- When a voter needs to be sent to a different Polling Place
- When a voter says his/her spouse, parent, or child on the *Poll List* has
 - a. Moved to another state
 - b. Passed away

2. **We check the form for completeness**, especially for signature, date, and party affiliation. (In cases of a relative reporting a person who should not be on our *Poll List*, the relative fills in as much information as possible and signs, also putting his/her relationship to the voter.)

3. At the bottom of the form,

- Sign your name
- Check what kind of change or changes are involved
- List the new ED-RD if the voter is being sent to another Polling Place
- Under “Remarks,” if you make a call to verify something, write
 - a. RAIS if we called the automated system OR
 - b. The name of the person you spoke to at the Department
- In cases of a relative reporting (see “A” above), put the reason on the form under “Remarks”



- Write **“Voted”** or **“Did not Vote”** at the top right corner of the form

4. **Finally,**

- Put the completed form in the white UPDATE ENVELOPE

OR

- **If the voter is being sent to another Polling Place:**
 - a. Use the Street Districting Book to find out the ED-RD where he/she should now vote
 - b. Use the LIST OF POLLING PLACES to find the Polling Place for that ED-RD
 - c. Put the form in the white #10 ENVELOPE and fill out the front of it
 - d. Give it to the voter and send her/him on the way

Note: If a voter arrives at your Polling Place with one of these envelopes, send her/him to the Officer’s Table and follow the usual process. Make sure you write “Voted” in the top right corner of the form after he/she votes.

B. Use the *Street Districting Book* for a voter who has moved to determine if

- She/he may still vote in that district.
- He/she must be sent to another district.
- Look up the voter’s street address
 1. Check its **type** (i.e. street, lane, road, etc.)
 2. Check if it has a direction before or after the street name (North, South, etc.)
 3. Check the **range** of numbers
 - a. Some ranges only have odd numbers (“O”)
 - b. Some only have even numbers (“E”)
 - c. Some have both (“B”)
- Use a ruler to follow the line across to find the ED-RD for that address
- Use the LIST OF POLLING PLACES to find where that ED-RD votes
- Either allow the voter to vote or send her/him to the correct Polling Place. (The correct Polling Place may be in the same building!)

Sample Page from a Street Districting Book

Use the *Street Districting Book* at the Update Table to find the Election District for an address.

| STREET | TYPE | DIR | FROM | TO | SIDE | DEVELOPMENT | CITY | ZIP CODE | SEN ED_RD | REP DIST | CNTY DIST | CITY DIST |
|-----------|------|-----|------|------|------|------------------------|------------------|-------------|--------------|-------------|--------------|--------------|
| ADAMS | DR | | 700 | 715 | B | VICTORIA MEWS APTS | NEWARK | 19711 | 06-23 | 6 | 23 | 5 |
| ADAMS | ST | | 1 | 422 | B | | DELAWARE CITY | 19706 | 04-09 | 14 | 9 | 6 |
| ADAMS | ST | N | 100 | 798 | E | | WILMINGTON | 19801 | 04-03 | 3 | 3 | 4 5 |
| ADAMS | ST | N | 800 | 998 | E | | WILMINGTON | 19801 | 09-02 | 3 | 2 | 4 5 |
| ADAMS | ST | N | 1000 | 1598 | E | | WILMINGTON | 19801 | 06-02 | 2 | 2 | 4 4 |
| ADAMS | ST | N | 101 | 799 | O | | WILMINGTON | 19806 | 04-03 | 3 | 3 | 4 5 |
| ADAMS | ST | N | 801 | 999 | O | | WILMINGTON | 19806 | 09-02 | 3 | 2 | 4 5 |
| ADAMS | ST | N | 1001 | 1499 | O | | WILMINGTON | 19806 | 04-02 | 2 | 2 | 4 8 |
| ADAMS | ST | N | 1501 | 1599 | O | | WILMINGTON | 19806 | 04-04 | 2 | 4 | 4 8 |
| ADAMS | ST | S | 1 | 398 | B | | WILMINGTON | 19801 | 07-03 | 3 | 3 | 4 6 |
| ADAMS DAM | RD | | 1 | 98 | B | | WILMINGTON | 19807 | 08-10 | 4 | 10 | 2 |
| ADAMS DAM | RD | | 100 | 999 | B | | WILMINGTON | 19807 | 06-10 | 4 | 10 | 3 |
| ADDISON | DR | | 1 | 198 | B | THE WOODS | NEWARK | 19702 | 10-18 | 9 | 18 | 1 |
| ADDISON | DR | | 3200 | 3299 | B | BRANDYWINE SPRINGS MNR | WILMINGTON | 19808 | 05-12 | 7 | 12 | 3 |
| ADELAIDE | CT | | 1 | 12 | B | THE RESERVE | NEWARK | 19702 | 05-25 | 10 | 25 | 5 |
| ADELAIDE | CT | | 600 | 699 | B | FOX HUNTER CROSSING | MIDDLETOWN | 19709 | 01-08 | 10 | 8 | 6 |
| ADELE | PL | | 200 | 299 | B | COLLINS PARK | NEW CASTLE | 19720 | 11-16 | 2 | 16 | 6 |
| ADELENE | AVE | | 1 | 20 | B | STAFFORD | NEWARK | 19711 | 13-21 | 9 | 21 | 5 |

C. Solutions to issues at the Update Table

1. If a voter is **not registered** but thought she/he was, he/she may not vote
 - If he/she isn't on the *Poll List* or *Supplemental Poll List*, Call the Voter Information Center, RAIS or go online to <http://ivote.de.gov> to check for certain
 - Offer the option of Provisional Voting
2. A voter must do an **address and/or name change** before voting.
 - Voter fills in the form
 - We check "Transfer" (for a move) and/or name change.
 - We use the *Street Districting Book* when a voter has moved to determine where the voter votes.

XI. Provisional Voting

- Federal Law states that a voter may vote a provisional ballot if there is a federal office on the ballot (President, US Senator, Representative in Congress).
- This kind of voting is offered to voters who
 - Have not already voted (by machine or absentee)
 - According to Department records, should be voting at a different Polling Place
 - Are not on our *Poll List* or *Supplemental Poll List*
 - Insist they are registered at our Polling Place
 - Want to vote at our Polling Place even though we cannot confirm that they are eligible to do so
- If the voter is later found to be eligible to vote, his/her Provisional Ballot will be counted.

A. The voter cannot vote provisionally UNTIL we have –

1. Made sure the voter's name is NOT on
 - Our *Poll List*
 - Our *Supplemental Poll List*, or
 - On those lists for any other Polling Place in our building
2. Called about the voter's registration status
3. Found out the correct Polling Place for the person's address
4. Told the voter that she/he is at the wrong Polling Place
5. Told the voter his/her correct Polling Place

B. When you take the ballots from the red Provisional Ballot Pouch at the back of the machine, notice that the pouch is not sealed. Keep the pouch in a secure but convenient spot all day.

C. How do we process the provisional voter?

Follow the steps in the *Checklists!*

D. The Inspector must return the red pouch with ALL ballots to the drop-off spot at the end of the night.

- The pouch was in the base of the 2nd voting machine if you didn't use it today
- Seal the pouch only if it contains any **voted** ballots.

- **Do not** seal the pouch if all of the ballots inside are unused ones.
- The Department is not permitted to open a sealed voting machine without a Court Order! If we don't know where the pouch is, we need to open the machine to look for it. If we don't have the red pouch we don't know if there are ballots to be counted!

E. If Voting Hours are extended by a court,

- Draw a line below the last name on the PROVISIONAL VOTING LOG.
- Print the words "The following people voted during the extended voting hours ordered by a court."
- Process the voter regularly by
 - a. Checking proof of identity
 - b. Looking for the name in the *Poll List* or on the SUPPLEMENTAL POLL LIST. Then follow the process for Provisional Voting

XII. After the polls close

The voters have left, but we aren't finished. We're tired, but the remaining work is as important as what we have done all day. We want to continue to do a great job.

A. Closing the Polling Place

- Admit candidates and/or authorized Challengers into the Polling Place. They may observe everything and they want to hear the results. However, do NOT allow them to rush you.
- Lock the doors if possible

B. Closing the machines - USE THE CHECKLISTS!

- **Read a step**
- **Do a step**
- **Check the box**
 1. Remove the tapes and cartridges from all of the machines
 2. Send a clerk with the black Memory Cartridge Pouch directly to the Drop-Off Place.
 3. An Election Officer then:
 - a. Reads the results to people waiting both inside and outside the Polling Place
 - b. Tapes the signed EXTRA COPY 2 from each machine to the building's door, facing out
 4. All remaining Election Officers sign all the remaining tapes

C. Tallying any Write in Votes – USE THE CHECKLISTS

- **Read a step**
- **Do a step**
- **Check the box**

Look carefully at the Record tape from each machine. If a voter opened the write-in window accidentally, there may be a valid vote for a candidate on the Ballot, not just a Declared Write-in Candidate!

D. Putting things in the right places

- In the machines (as per *Checklists*)
- In the proper envelopes (as per *Checklists*)
 - a. PROTHONOTARY (manila) envelope #3 - (Items are listed right ON the envelope)
 - RECORD COPY of the tapes from each machine
 - VOTING MACHINE CERTIFICATE (1 copy)
 - WRITE-IN VOTE TALLY SHEET (1 copy)
 - b. OTHER DOCUMENTS (grey) envelope #2 - (Items are listed right ON the envelope)
 - c. DEPARTMENT OF ELECTIONS (manila) envelope #1 (Again, list on front of envelope)
 - EXTRA COPY 1 of the tapes from each machine
 - VOTING MACHINE CERTIFICATE (1 copy)
 - WRITE-IN VOTE TALLY SHEET (1 copy)
 - d. UPDATE ENVELOPE (white) – Completed VOTER REGISTRATION APPLICATION AND ELIGIBILITY AFFIDAVIT forms
 - e. PROVISIONAL BALLOT POUCH (red)
 - Completed ballots in their envelopes and
 - Unused ballots and
 - The PROVISIONAL BALLOT LOG
 - If there is even one completed ballot in the pouch, the pouch must be sealed properly.

NOTE: The Inspector takes the above 4 envelopes AND THE RED POUCH to the Drop-Off Spot after he/she has finished at the Polling Place.

E. ALMOST FINISHED...

- Bring in the outside signs and put them with the machines
- Fold up the Totem Pole, put it back in the delivery box and **PUT IT WITH THE MACHINES**
- Thoroughly clean up the room, disposing of trash and putting furniture where it was in the morning.

- The Inspector now dismisses the Election Officers
- Paychecks usually arrive about 3 – 4 weeks after the election. They are sent out by the State. If your name is not on the PAY VOUCHER, don't expect to see a check. Your check goes to the address on your Voter Registration record. If you moved and didn't do an address change, closed a PO Box, or now use a mailing address but did not notify the DOE it will take longer. The Post Office does NOT forward paychecks – they get returned to Dover first. This can easily add another 3-4 weeks to the delivery process. Filling out a change of address with the Post Office does NOT change your voter registration record! You can fill out a Voter Registration Application and Eligibility Affidavit at the Update Table and attach it to the Pay Voucher. . If we can't read your name or Social Security Number it greatly slows down the processing and delays everyone from getting a check.

XIII. Absentee Ballots

- We don't count them in the polling place.
- We don't record them in the polling place.
- We do NOT even accept them in the polling place.

If someone tries to give you a ballot, nicely tell him/her to take the ballot, before 8:00 p.m. Election Day, to:

Department of Elections for New Castle County
Carvel State Office Building
Fourth Floor
820 N. French Street
Wilmington DE 19801

TYPICAL POLLING PLACE

- | | |
|-------------------------------|----------------------|
| A. Voting Machines | ① Election Officers |
| B. Officers Table | ② Challengers |
| C. Challengers Table | ③ Polling Place Sign |
| D. Update Table | ④ Update Sign |
| E. Totem Pole (poster holder) | |

