DUVAL COUNTY
SUPERVISOR OF ELECTIONS
JERRY HOLLAND

STATE OF FLORIDA
OFFICIAL SEAL
COUNTY OF DUVAL

PRECINCT MANUAL

for Poll Officials

2024

We convey **the voice of the people** by providing fair, accurate and accessible elections with **transparency** and **integrity**.

📞 904-255-VOTE
🌐 duvalelections.gov
📍 105 E. Monroe St., Jacksonville, FL 32202
📍 1 Imeson Park Blvd., Jacksonville, FL 32218

How To Use This Manual

Document Conventions

This manual cross-references Florida Statutes regarding election law and procedures. To learn more, visit **https://dos.myflorida.com/elections**.

Informational Symbols/Icons

The following icons are used to emphasize information:

Alert – indicates alert; warning; special attention needed

Information – indicates highlighted or additional information

Deadline – indicates a time sensitive issue or a deadline

Assistance

If you have any questions about the material covered in this manual or need further assistance, please contact:

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Chapter 1 – Introduction

A. Overview

This manual is for use by the Precinct Election Board at the polls on Election Day. All forms and signage referenced herein should be in the supplemental election materials provided as part of training and in the Election Day precinct supply bags.

B. Election Calendar

Election Info	Presidential Preference Primary	Primary Election	General Election
Election Date	March 19th	August 20th	November 5th
Registration Deadline (book closing)	February 20th	July 22nd	October 7th
Early Voting begins	March 8th	August 5th	October 21st
Early Voting ends	March 16th	August 18th	November 3rd
Last day for SOE office to accept requests for vote-by-mail ballots to be mailed	March 7th 5:00 p.m.	August 8th 5:00 p.m.	October 24th 5:00 p.m.
Last day SOE office will mail vote-by-mail ballots	March 9th	August 10th	October 26th

Make plans to vote! Unless a poll worker works at their home precinct, they will need to vote during Early Voting or vote by mail. You can request vote-by-mail ballots in advance of an election. Contact the Supervisor of Elections office for deadlines. Vote-by-mail ballots are not accepted on Election Day at any precinct. They are *only* accepted at the Supervisor of Elections Office at 105 East Monroe St. until 7:00 p.m. on Election Day.

Scan to request VBM

C. Types of Elections

Primary Election

(Sections 97.055, 101.021, Fla. Stat.; Section 5, Article VI, Fla. Const.)

Florida is a closed primary state. Only voters who are registered members of political parties may vote in contests for their party's candidates or nominees for an office in a primary election. Voters without such party affiliation are not eligible to vote for party candidates in a primary election except in a universal primary contest. A voter may submit a party change at the polls in a primary election, but it will not take effect until the next election.

Universal Primary Contest. Article VI, Section 5(b), Florida Constitution, provides that if all candidates have the same party affiliation and the winner will have no opposition in the general election, then all qualified voters, regardless of party affiliation, may vote in the primary election for that office.

Nonpartisan judicial and school board offices, nonpartisan special districts, and local amendment and referendum questions are included in some primary elections. All registered voters living in applicable districts are entitled to vote in these races regardless of party affiliation.

It is very important that the voter be given the ballot that corresponds to their residential address and during a primary election, the ballot that corresponds to their party affiliation.

Presidential Preference Primary Election

The Presidential Preference Primary Election (PPP) is part of the nominating process in Florida for the United States presidential elections. In the PPP, voters registered with one of Florida's major political parties express their preference for the presidential candidate they would like to see representing their party on the General Election ballot in November. After the PPP, designated political party delegates from Florida formally nominate the preferred presidential candidate at the respective party's national convention. These national conventions are typically held in July or August. Based on the party rules governing delegate voting procedures, the party decides at the convention which presidential candidate will represent the party on the General Election ballot.

General Election

A General Election is held on the first Tuesday after the first Monday in November of every even-numbered year. In the General Election, all registered voters, regardless of party affiliation or no party affiliation, may exercise their right to vote for federal and state races, judicial retention and statewide proposed constitutional amendments and revisions on the General Election ballot. The ballot may include party candidates who advanced from the Primary Election, no party affiliation candidates, and spaces to write-in the name of write-in candidates. In addition, voters may vote in county and local races and local public measures.

Special Election

In the following circumstances, a special election will be called:
- If no person has been elected at a general election to fill an office which was required to be filled by election at such general election.
- If a vacancy occurs in the office of state senator or member of the state house of representatives.
- If it is necessary to elect presidential electors, by reason of the offices of President and Vice President both having become vacant.
- If a vacancy occurs in the office of member from Florida of the House of Representatives of Congress.

Information on currently scheduled special elections can be found on the Division of Elections' Special Elections webpage at **https://dos.myflorida.com/elections/for-voters/special-elections/**.

Consolidated Government Unitary Election

The offices of Jacksonville's consolidated government are filled by unitary elections. Under the unitary election system, the first election is held with a single ballot for all voters within each electoral district, regardless of political party affiliation. Candidates appear on the ballot with party labels and campaign as party candidates. Any candidate winning a majority of votes in the first election is elected; if no candidate for a position wins a majority, then the general election serves as a runoff between the top two winners regardless of party affiliation.

D. Code of Conduct

As a poll worker, you are a representative of the Duval County Supervisor of Elections office. Please review the expectations for your role as an election official:

- I understand that acting as a poll worker is a position of public trust. I am committed to furthering the office's mission to provide fair, accurate and accessible elections with transparency and integrity for the citizens of Duval County.
- I will be a prepared poll worker by reviewing training materials and bringing my Precinct Manual to the polling place on Election Day.
- I will strive to earn and uphold community confidence by providing excellent customer service and treating all persons with whom I interact (voters, members of the public, poll workers, poll watchers, Supervisor of Elections staff, etc.) kindly, respectfully, patiently, and impartially.
- I acknowledge that I will see private voter information (Florida Driver License number, SSN, protected address, etc.) and I will access only that information required for my work. I will not share confidential election information with anyone unauthorized (for example - knowledge of votes cast).
- I acknowledge I may be exposed to sensitive information about elections equipment and technology that is not in the public domain (serial numbers, IP addresses, etc.) and I will access only those components required for my work and will not share sensitive information outside of my work. If I have any questions about what is and is not sensitive information, I will inquire with my supervisor or staff at the Supervisor of Elections office.
- I will promptly communicate to my supervisor or staff at the Supervisor of Elections office any issues regarding voters, other poll workers, poll watchers, members of the public, or anyone else during the elections process. This includes questions or concerns about my training, voting processes and procedures, Florida law, or other matters within the course and scope of my employment.
- I will remain nonpartisan at all times while working and will not make political comments or jokes, bring reading material of a political nature, or wear attire with political slogans or symbols. I understand that I am free to participate in political activities and expression while not serving as a poll worker but will not use, or appear to use, my position as a poll worker in connection with such activities.
- I will refrain from engaging with the media or conducting interviews in connection with the work I do for the Supervisor of Elections office unless expressly requested by the Supervisor of Elections office, and then only if I am agreeable to doing so.
- I will protect the election process by not sharing any pictures or posts on social media that could reveal sensitive information about election equipment, technology, or procedures, or could compromise the privacy or security of voters, candidates, or election workers. This includes any political activity or advocacy on social media that could create a perception of bias or conflict of interest (for example - tagging partisan organizations in a post regarding your election work).
- I understand that I must arrive to my assigned polling place no later than 6:00 a.m. on Election Day and I must stay until dismissed by the Manager after the closing of the polls. If I fail to follow this Code of Conduct or the direction of my Manager, or if I violate any duties imposed on me by the Florida Election Code, I may be dismissed from my employment with the Supervisor of Elections office.
- I do solemnly swear (or affirm) that I will support the Constitution of the United States and the constitution of this state, and that I will faithfully discharge the poll worker duties entrusted to me by the Duval County Supervisor of Elections office to the best of my ability.

Interacting with Voters

Follow these tips to provide excellent service when interacting with voters:

1. **Start with a smile.** A smile is the best way to greet a voter and show them that you are happy to help.
2. **Be civil and respectful.** Treat every voter with courtesy and professionalism and show them that you value their time and opinion.
3. **Treat voters with empathy and understanding.** Listen to the voter's needs and concerns and try to see things from their perspective.
4. **Make information accessible.** Give the voter clear and correct information. Avoid mistakes and delays as much as possible. If you don't know the answer to a question, don't guess or make up an answer.
5. **Be reliable.** Follow through on your promises and deliver the voter's requests in a timely manner.
6. **Explain the process.** Make sure the voter understands the process and answer any questions they may have. Use simple and plain language and avoid jargon or technical terms.
7. **Anticipate the voter's needs.** Try to predict what the voter may need or want and offer solutions before they ask. This shows that you care about their satisfaction.
8. **Own up to mistakes with humility.** Nobody is perfect, and sometimes things go wrong. When that happens, apologize sincerely, take responsibility, and fix the problem as quickly as you can.

Upset Voter

Voters may become upset, irate or frustrated for a number of reasons, particularly if they are told that they cannot do something they want to do, they must go to another location to vote, or their registration or eligibility is in question. Keep the following things in mind as you address the situation:

- Remain calm and professional and keep your voice level down. If you get upset or shout, the voter is likely to get increasingly upset.
- Watch your body language. Do not cross arms or turn away from the voter.
- Listen to what the voter is saying and do not interrupt them. If necessary, ask the voter to step into an area where you may speak privately.
- Offer the voter assistance by saying, **"I want to help you."** Try to find a solution to the problem.
- Ask the Manager or Deputy to assist if the voter becomes very angry or threatening.

Poll Worker Etiquette

You are part of a team that ensures every voter has a positive and smooth experience at the polling place.

- Remain neutral and impartial at all times as a nonpartisan election official.
- Do not talk about candidates or political issues.
- Respect the voter's privacy and secrecy of their vote.
- Talk quietly and politely with voters or staff.
- Give the voter your full attention.
- Put away any reading materials or personal devices while voters are in the polling place.
- Excuse yourself to use your phone and do so out of view of voters and with permission from the Manager.
- Keep food and drinks in the designated break area and do not cook, fry or bake at polling place.
- Do not leave the polling place during the day or have visitors inside or outside the polling place.
- Always clean up after yourself and leave the polling place how you found it.
- Do not smoke or vape in the polling place.
- Do not treat the polling place as a dating site.

Dress Code

Poll workers are representatives of the Duval County Supervisor of Elections Office, so it is imperative that your attire reflects your professionalism. The following clothing and accessories are not considered appropriate:

- Political buttons, shirts, hats or other items
- Baggy hanging pants
- Bare-midriff tops
- Casual flip flops
- Clothing that is ripped, torn, or has holes
- Dirty or stained clothing
- Low-cut necklines
- Oversized shirts

- See-through or tight-fitting clothing
- Shirts with elongated armholes
- Shorts
- Tank tops
- Pajamas or slippers
- Visible undergarments
- Visible images or words generally considered controversial, vulgar or obscene

Be sure you follow acceptable hygiene guidelines. Also, no strong perfume as voters may be allergic.

⚠️ As a poll worker, you have agreed to honor our dress code policy. If you do not adhere to the dress code listed above, you may be dismissed by the Manager without pay. Once dismissed by the Manager, you may not return to the precinct to work.

What to Bring

(Section 790.06 (12)(a) Fla. Stat.)

In addition to this Precinct Manual, you should bring with you any necessary items for the day. Examples of what is okay and not okay to bring to the polls include, but are not limited to:

OK TO BRING		NOT OKAY TO BRING	
Medication	Food and Drink	Radio	Alcohol or Drugs
Personal Phone	Nonpolitical Book	Weapons	Campaign Materials / Pets*

* For information regarding service animals, see *Service Animals* (p.33).

ℹ️ A license to carry a concealed weapon or firearm does not authorize any person to openly carry a handgun or carry a concealed weapon or firearm into any polling place. *790.06 (12)(a) Fla. Stat.*

Breaks

There are no scheduled lunch hours or breaks. The Manager will arrange breaks for workers. Let the Manager know if you have special needs. Poll workers who are on breaks should return to their duties if the voter lines grow long or voter service is required. A poll worker should never leave their post until the Manager/Assistant Manager has assigned someone to cover their position.

Chapter 2 – Before Polls Open
(Sections 101.20, 101.5610, 101.5611, 102.012, 102.031, Fla. Stat.)

A. Election Board Responsibilities
The Precinct Election Board consists of Managers, Assistant Managers, Inspector Techs and Deputies. Managers and Inspector Techs focus on election issues inside the polling room. The Deputy organizes the process outside the polling room on Election Day.

On Election Day, the Precinct Election Board must arrive at its assigned polling place no later than 6:00 a.m. to set up the room. **Polls must be ready to open and must open by 7:00 a.m.**

Manager	Manages the Precinct Election Board and is responsible for assigning jobs and ensuring that all poll workers carry out their duties. Stationed at the Help Desk to process provisional ballots, resolve voter challenges, and address other voting situations. Picks up and delivers secure election supplies.
Assistant Manager	Assists the Manager with setting up and closing the precinct. Helps to manage the staff, resolve voter problems at the Help Desk, and process provisional ballots. Works where needed throughout the day.
Inspector Tech	Checks in voters using the electronic poll book, issues ballots at the ballot station and operates the tabulator. Sets up the ballot-marking device as well as assembles voting booths and assists with other precinct setup and breakdown tasks as needed.
Deputy	Maintains order outside the precinct and ensures that demonstrators, solicitors, media, candidates, and others remain outside the no solicitation zone while polls are open. Assists poll workers in setting up and packing up the precinct equipment as needed. Places signage outside the precinct including the A-frame precinct sign and marks the no solicitation zone boundaries with orange cones. Sets up accessibility features at the polling site, if applicable. Monitors activity outside the no solicitation zone and alerts Manager to any concerns.

Payroll
All poll workers sign the payroll register when directed by Manager. Verify your address on the payroll sheet before signing. The address we have on file is the mailing address used to issue your paycheck.

Oath of Election
Manager administers the Oath of Election to the Inspector Techs and Assistant Manager. Assistant Manager administers the Oath to the Manager. All poll workers sign the Oath Form except the Deputy who has already taken the Oath during training.
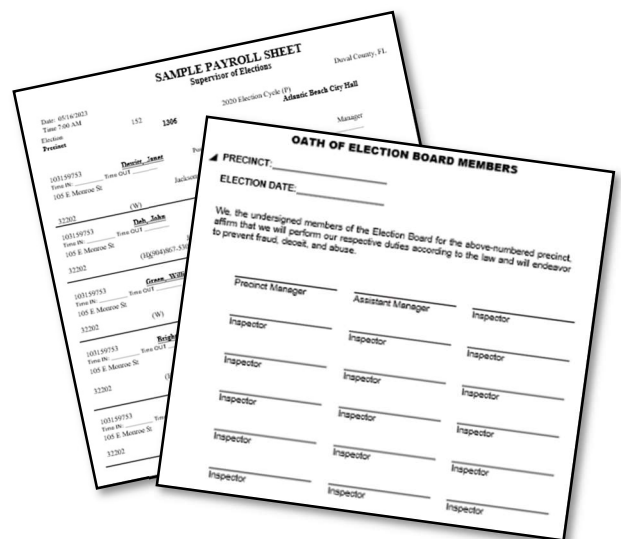
ID Badges

Manager will distribute name badges and verify the I.D. of each poll worker. They are to be worn for the entire Election Day. Special badges may be assigned to bilingual poll workers providing language assistance.

Safety Briefing

Manager will conduct the emergency safety procedures briefing. Pay close attention as you will be responsible for directing voters to safety in an emergency.

B. Set-Up Inside the Polling Room

Inspector Techs are responsible for setting up inside the polling room under the supervision of the Manager and Assistant Manager.
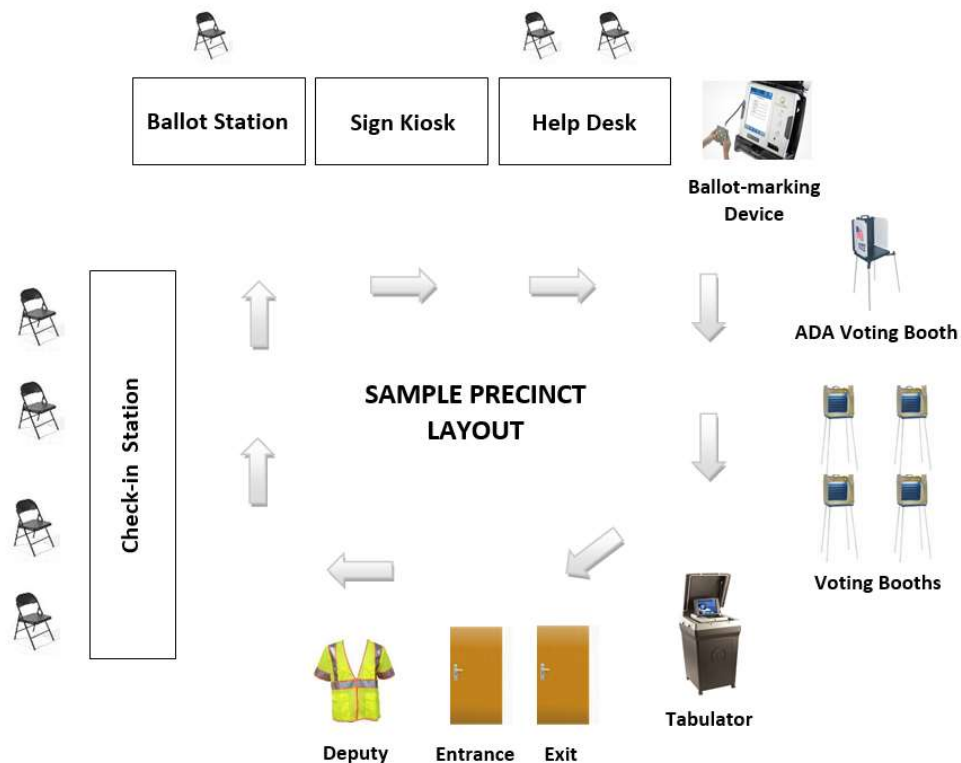

Room Layout

Not all polling rooms need to, or can, be arranged the same as it may depend on the size, location, and shape of the polling room. Voting booths may also be placed in the center in rows, **provided privacy is secured**. Ensure that the tabulator is distanced as far away from voting booths as reasonably possible. Set up the accessible voting equipment for persons with disabilities, even if you do not expect anyone to use this equipment. Ensure that paths of travel, doorways, hallways, entrances, and voting areas are clear and accessible.

Note: The Manager may invite you to Pre-Election Setup on Monday before the election. Pre-Election Setup is the best time for poll workers to familiarize themselves with their assigned working location, where to park, which entrance to use, and what facilities will be available during breaks. It is also a great time for poll workers to get to know each other and everyone's work assignments for Election Day. While participating in Pre-Election Setup is not required of poll workers, many will participate as it makes Election Day morning easier for everyone.

Assembling Voting Booths

Work together in pairs to assemble the voting booths as follows:

1. Cut straps holding silver voting booths to pallet.
2. Place booths on a table with handle facing forward, top of case facing up. The top of the case has no holes. The bottom of the case has four leg sockets.
3. Open the lid all the way but do not allow it to fall backward. One worker should hold the lid while another worker raises and secure one side panel temporarily to remove legs. Then release and return lower side panel. Close the lids, re-latch, and lay the unit flat on the table with the holes facing up.
4. Assemble each leg and place the legs into the socket holes by pushing all the way in and twisting tightly at a slight angle with both hands. Pick up the unit and stand it on the floor.
5. Unlatch case, open lid, and secure side panels.
6. Unwind the electrical cord from inside the lid and let it fall from the left side of the case through the space at the rear of the left side panel. Up to ten units may be connected using the plug-in socket. The position of the socket varies. It may be found in the top right-hand corner of the lid, in front of the light assembly, or under the assembly next to the socket. Only one booth must be connected to a wall socket.
7. Be sure that the power cord does not create a hazard.
8. Arrange the booths for smooth traffic flow. Place them one foot apart for voter privacy but do not create enough space for someone to walk between them.
9. Ensure that the ballot marker or pen is attached and writes.
10. Check and tighten the booth legs prior to opening the polls.
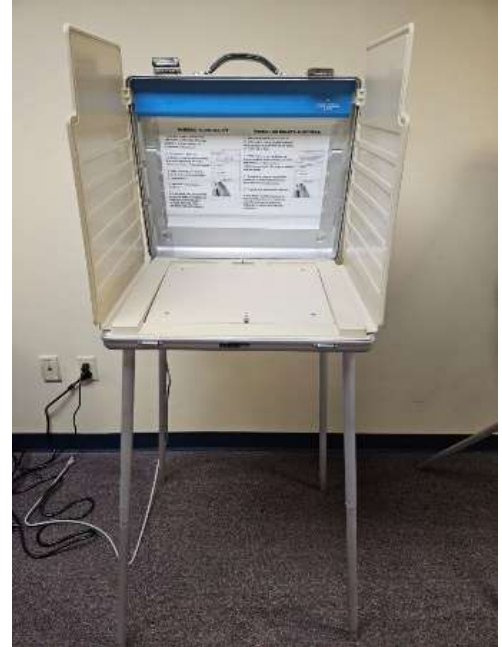
You must set up an ADA-accessible voting booth to be used by voters with disabilities (shown above). Accessible voting booths have curved legs that attach at the front for wheelchair accessibility. Position the accessible voting booth as close to the Help Desk as possible. Setting up this booth is required by law.

Voter Information

The Sign Kiosk should be set up on a table at the Help Desk along with the Voter Information Binder which includes *Precinct Manual for Poll Officials*, *Handbook for Precinct Managers*, EAC Spanish/English Glossary, LangServ translation information, sample ballots and constitutional amendments booklets. All signs and information must be made available where they can be easily seen and read on the way to the voting booths as required by law.
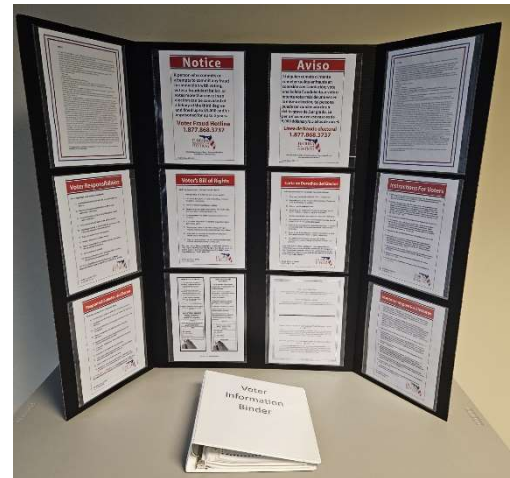
Technology

Inspector Techs work with the Manager and/or Assistant Manager to set up and power on the MiFi hotspot, electronic poll book(s), ballot-marking device(s) and the tabulator(s).

- ☐ Unpack and set up the MiFi hotspot. For instructions, see *Mi-Fi Hotspot* (p. 34).
- ☐ Unpack and set up the ballot-marking device(s). For instructions, see *Ballot-marking Device* (p. 35).
- ☐ Unpack and set up electronic poll book. For instructions, see *Electronic Poll Book* (p. 41).
- ☐ Plug in and power on the tabulator(s). Open polls on the tabulator(s). Verify and log serial numbers and seals. For instructions, see *Vote Tabulator* (p. 44).

C. Set-Up Outside the Polling Room

(Section 790.06 (12)(a)6, Fla. Stat.)

The Deputy is responsible for setting up outside the polling room. The Deputy will retrieve the A-frame precinct sign and the large orange cone from the polling room. The Manager will provide the Deputy Vest, 150' Measuring Line and the Weapons at the Polling Place Sign (and metal stand). The Deputy will put on the vest and will:

- ☐ Place A-frame precinct sign near the curb, so it is clearly visible to voters.
- ☐ Attach "Weapons at the Polling Place" sign to the metal stand and place sign on the facility property near the entrance to the polling room.
- ☐ Measure and mark the boundaries of the No-Solicitation Zone with the large orange cone.
- ☐ Remove any campaign signs and place them flat outside of the No Solicitation Zone.

No-Solicitation Zone

The Deputy must use the 150' measuring line to designate the 150-foot No-Solicitation Zone and mark the boundaries **in all directions, if possible,** from the entrance to a polling place or a polling room (where the polling place is also a polling room). Set up the large cone that indicates "150 ft" to mark the No-Solicitation Zone and set up small, unmarked cones around the perimeter in an arch. If there are two entrances to a polling place, there will be two No-Solicitation Zones.
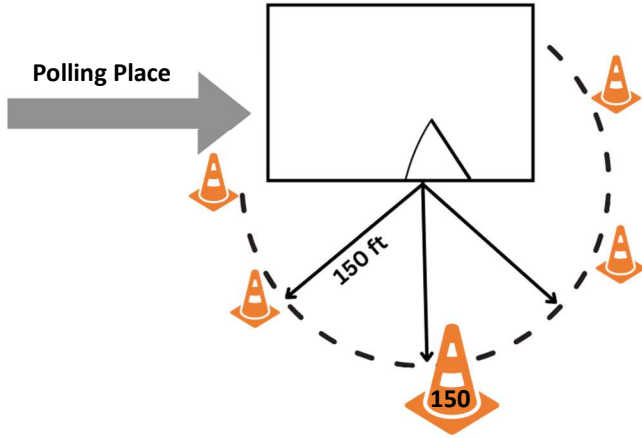

For more information about solicitation, see *Solicitation Restrictions* (p. 17).

Accessibility

The Manager will advise the Deputy on any required accessibility features required at the polling site, such as:

☐ Call bell (assembly instructions inside the call bell case)
☐ Ramp to improve access for voters with disabilities
☐ Accessible parking spaces (example of possible set-up below)
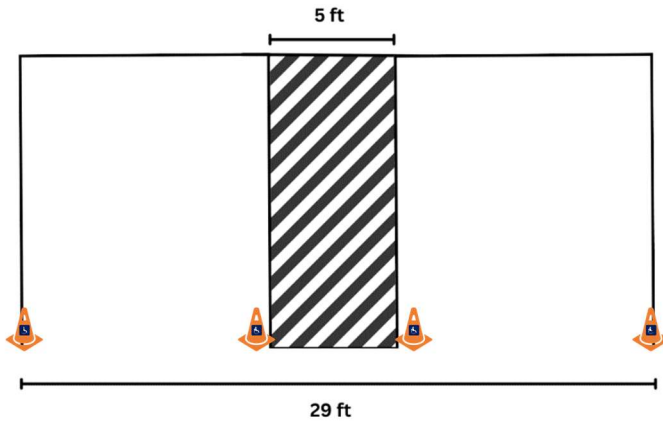
Chapter 3 – In the Polling Room

A. Who Is Allowed in the Polling Room?
(Sections 101.131(4), 102.031(3), 101.58 Fla. Stat.)

While the polls are open, the only persons allowed in the polling room on Election Day are:
- Poll workers wearing ID badges
- The Supervisor of Elections or personnel (i.e., staff, rovers, or technicians) wearing ID badges
- Voters who are present to vote
- A person (such as an elderly person or a child) in the care of a voter
- A person caring for a voter or assisting a voter (i.e., someone assisting a voter who cannot read or does not speak English or assisting an elderly person or a person with disabilities)
- Poll watchers approved by the Supervisor of Elections wearing ID badges. See *Poll Watchers* (p. 16).
- Election observers appointed by the Department of State
- Law enforcement officers or emergency service personnel with permission of the Manager or a majority of the Precinct Election Board

The public and the media are allowed to enter the polling room and watch the procedures **before** the polls open and **after** the polls close and after all voters have cast their ballots. They may observe poll workers opening and closing the precinct, but **no photography is allowed.** *100.011 (2) Fla. Stat.*

B. Who Is Not Allowed in the Polling Room?
(Sections 102.031(4), 102.031(3)a Fla. Stat.)

While the polls are open, the following persons are not allowed in the polling room on Election Day:
- Candidates, except to vote
- Members of the media, except to vote
- Law enforcement officers or emergency service personnel in a capacity other than as a voter, unless permitted by the Manager or a majority of the Precinct Election Board

If the polling room is in a location commonly used by the public to gain access to businesses or homes (such as the lobby of a condominium) or in an area traditionally used as public area for discussion (such as a mall), there may be other people traveling through the polling area. However, care should be taken that these people do not interfere with the voting process.

Copies of Section 102.031, Fla. Stat. are in the Voter Information Binder for distribution to individuals or groups demanding legal proof that they may not enter the polling room.

Do not allow, under any circumstances, media with or without cameras inside the polling room during voting hours from 7:00 a.m. until 7:00 p.m.

C. Voters
(Rule 1S-2.034, Section 102.031(5), Fla. Stat.)

Voters may bring in pre-marked sample ballots or campaign literature for their personal use. They may not use these to campaign inside the polling place or within 150 feet of the entrance to the polling place. Voters may wear campaign buttons, shirts, hats, or any other campaign items when they enter the polling place to vote.

D. Poll Watchers
(Sections 101.131, 101.111, 101.23, 102.031(3), Fla. Stat.)

Each political party and each candidate may have one poll watcher in each polling room on Election Day. Additionally, a political committee formed for the specific purpose of expressly advocating the passage or defeat of an issue on the ballot may also have a designated poll watcher in each polling room on Election Day. The Supervisor of Elections will provide each polling place a list of the names of preapproved poll watchers.

Approved poll watchers may roam and are allowed in all polling locations within the county designated. However, each political party, candidate, or political committee may have only one poll watcher present at any one time in each polling room when the polls are open on Election Day.

While in the polling room, poll watchers:
- Must wear the badges issued by the Supervisor of Elections that identify them by name
- Are allowed to observe the conduct of the election from setup at 6 a.m. until close and breakdown of the precinct, but may not obstruct the orderly conduct of the election
- May observe the voter check-in process. They may not, however, come closer to poll workers or the voting booths than is reasonably necessary to perform the poll watcher's functions
- May not speak to or otherwise interact with voters inside the polling room
- May submit written voter challenges to the Manager
- Must pose any questions regarding polling place procedures to the Manager for resolution
- Are not allowed to wear campaign buttons, shirts, hats, or other campaign items
- May bring in and use mobile electronic devices in a non-disruptive way (i.e. set to produce no noise, not used to take photographs or recordings of any kind, not used for audible telephone conversation)
- Furnish their own materials
- May inspect and record the names of voters from the precinct register if their actions do not interfere with the precinct staff checking in voters
- May sit or stand conveniently near the precinct staff as they issue ballots and aid at the Help Desk

E. Order at the Polls
(Section 102.031, Fla. Stat.)

The Supervisor of Elections is governed by Florida statutes to maintain order at the polls and to enforce election laws. The Supervisor of Elections and the Precinct Election Board may take any reasonable action to ensure order is maintained at the polling place. Law enforcement officers may be called upon to remove disruptive persons from the polling room or the no-solicitation zone. Poll Deputies are appointed by the Jacksonville Sheriff to assist in maintaining order outside the polling room but within the 150-foot radius. Deputies are sworn in after completion of training and are supervised by Managers.

It is possible that protesters show up at your polling location. Protesters must stay outside the 150-foot boundary marked by orange cones. Outside the 150-foot radius, the Deputy has no authority. If protesters refuse to abide by the election laws, alert the Manager.

F. Photography Prohibited
(Section 102.031, Fla. Stat.; DE AO 12-13)

No photography is allowed in the polling room except as indicated below. This prohibition also applies to operational security cameras within the polling room. If they remain operational, they must be covered so voters, voting, and ballots are not recorded in violation of privacy. If cameras are not operational, a notice must be posted notifying voters that the camera is not in use during voting hours.

   Voters are permitted to photograph only their own ballot.

G. Solicitation Restrictions
(Sections 101.051(2), 102.031, Fla. Stat.)

Exit polling by media or others is an exception to the no-solicitation law. Exit pollsters may approach voters only *after* voters leave the polling place. Deputies will ensure that interviews are only conducted with voters exiting the site, not entering.

 Otherwise, no person or group may solicit voters:
- Within the designated No-Solicitation Zone
- Inside the polling place

"Solicit" and "solicitation" includes:
- Asking someone for their vote
- Offering to assist someone to vote
- Asking for someone's opinion
- Asking for a contribution
- Displaying political advertisements or campaign materials (voters who, without loitering, directly enter and exit the polling place when they are present to vote excepted)
- Distributing any political or campaign material or handout
- Conducting a poll (exit polling excepted)
- Asking someone to sign a petition
- Selling any type of item

Chapter 4 – Voting Process

Inspector Techs may check in voters after the Manager announces the polls are open at 7:00 a.m.

A. Photo Identification
(Sections 101.043, 101.23, 101.49, Fla. Stat.)

The Florida Statutes state that a voter must present a current and valid picture identification to vote. A Voter Registration Information Card is not a valid form of ID. Only the following forms of current and valid photo ID are acceptable by law:

- Florida driver license
- Florida ID card issued by the Department of Highway Safety and Motor Vehicles
- U.S. passport
- Debit/credit card
- Military ID
- Student ID
- Retirement center ID
- Neighborhood association ID
- Public assistance ID (Social Security or other social services)
- Veteran health ID card issued by the U.S. Department of Veterans Affairs
- License to carry a concealed weapon or firearm issued pursuant to section 790.06, Fla. Stat.
- Employee ID card issued by any branch, department, agency, or entity of the federal government, state, county, or a municipality.

If the photo ID presented does not contain the voter's signature, a separate ID with the voter's signature is required (i.e., a student ID with a photo AND a credit card or other identification such as a library card with the voter's signature).

B. Voter at Check-In Station
(Sections 98.461, 101.5608(1), 101.043(1), 101.045, 119.07 Fla. Stat.)

Inspector Techs at the Check-in Station should signal the next person in line and say the following: "**Welcome! May I please have your photo and signature ID?**"

If the person presents a valid photo ID and signature, compare the person in the photo to the voter:
- If determined to be the same person, proceed to check in the voter.
- If you doubt they are the same person, direct the voter to the Help Desk.

If the person does not present a valid photo ID and signature, direct the Voter to the Help Desk.

Problems with ID? No voter should be turned away from voting for lack of photo identification. If the voter does not present both the proper photo and signature ID, the voter may be allowed to vote a provisional ballot.

Voter Search Using the EViD Electronic Poll Book

Inspector Techs check in voters on the EViD electronic poll book by following the procedures below.

After reviewing the valid photo ID, look up the voter on the EViD by using a manual search:

- Select "Voter Check-in Search" on the Home screen.
- Enter the voter's date of birth in MM/DD/YYYY format.
- Enter the voter's initials (last and first) in the correct fields.
- Select "Search" and the voter's information will likely appear on the screen.
- If you get the results grid with several voters visible, select the correct voter by verifying the first and last names and the date of birth. Select the down arrow to see additional grid results.
- You may also search by voter registration number, address, or first name and date of birth.
- If the voter found is not the voter you are searching for, select "Back" to try again.
- If no voters are found, select "OK" to try again.

If the voter's name is not found, check for name variations.

Search Tips if unable to locate name as presented:		
Name Search Type	**Example**	**Possible Search Criteria**
Hyphenated names	Mary Smith-Collins	Smith Collins SmithCollins or CollinsSmith Collins Smith or Smith Collins
Multiple surnames	Maria Morena de Arroyo	deArroyo de Arroyo Arroyo Morena
Surnames with special characters	Nela Muñoz or López	Munoz Lopez
Same names (Father, son, and/or grandson – may or may not be distinguished by suffix)	Thomas Jones, Sr. Thomas Jones, Jr. Thomas Jones, III	Last name and date of birth
Similar names (Twins -same birthday; siblings or close relatives - different birthdays)	Terriyana - Terriana Jones Ethan - Evan Bennett Kathryn Elizabeth - Elizabeth Kathryn Sims	First name, last name, and date of birth If available, scan driver license or state ID card available to search

Using Scanner to Search for a Voter

If available, a scanner is a quick and accurate searching tool. In most cases, voters will provide a valid Florida Driver License or Florida ID card which may be scanned by the EViD using either the scanner attached to the right side of the Edge tablet at the Help Desk or the handheld scanner which can be plugged into any available USB port on the EViD at the Check-in Station. The hand-held scanner must be plugged in prior to turning on the EViD.

To use the hand-held scanner, press the yellow trigger. Position the scanner 6" from the ID's bar code and move it closer until it can scan the bar code. If you experience any issues with the use of the scanner, select "More" on the Home screen, then select "Reset Scanner", select "OK" and try to use the scanner again. Once the ID card is scanned, the voter's registration information will appear on the screen. If the voter is not using a valid Florida Driver License or Florida ID card, then you must do a manual search.
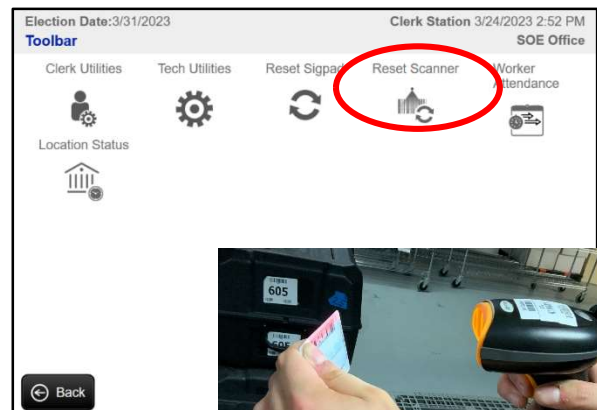
Voter Check-In Using the EViD Electronic Poll Book

When you have found the voter on the EViD, you will see the screen below. If the voter's name and address on the screen match the identification presented, select "Yes" to check in the voter.

If the voter's name and/or address on the screen does not match the identification presented, ask the voter: **"Has any of your information changed?"**

- If the voter says their information has changed, select "No". When asked if you want to do a name/address change, select "Yes".
- You will be prompted to refer the voter to the clerk. Select "OK". A Help Desk Ticket will print. Give the ticket to the voter and direct the voter to the Help Desk.
- If the voter says their information has not changed, select "Yes" to check in the voter.

 The address on the voter's ID does not need to match the registration address for the voter to vote! It is possible that the address shown on the EViD does not match the address on the voter's ID. Do not ask the voter to provide further information. The address on the EViD is correct because the voter did not indicate that their address has changed.

Voter Signature Using the EViD Electronic Poll Book

Now the voter must sign the signature pad. Say the following to the voter: **"Please sign on the line using the stylus or your finger."** Compare the voter's signature on the EViD with the signature on the ID. If the signatures look reasonably similar, then select "Accept". During in-person voting, the voter is standing in front of us, and we can verify their identity largely by comparing them to their picture. However, the signature becomes more important should the photo be in question.

A voter's signature on a signature pad will rarely be the same as on their ID. However, they should be reasonably close. If the signature on the EViD is very different from the ID, select "Clear" and say to the voter: **"Would you please sign again and try to make your signature look more like the signature on your ID?"** The second signature should be acceptable. However, if a voter has had a

situation that has caused their signature to change, select "Reject". When prompted to confirm you wish to reject, select "Yes". A Help Desk Ticket will print. Give the ticket to the voter and direct the voter to the Help Desk.

After accepting the voter's signature, a Voting Pass will print from the EViD. Give the Voting Pass and the voter's ID to the voter and say the following: **"Here is your ID and Voting Pass. Please put your ID away – you will not need it again. Please take your Voting Pass to the Ballot Station (point to the table) and they will give you your ballot."**

Remember to always thank every voter pleasantly after checking them in and printing their Voting Pass. Say, **"Thank you for coming out to vote today. If you need help with anything, just ask."**

There is no way for an Inspector Tech to check in a voter or issue a voting pass to a voter who is not eligible or whose eligibility to vote is in question. Instead, the EViD will print a Help Desk Ticket.
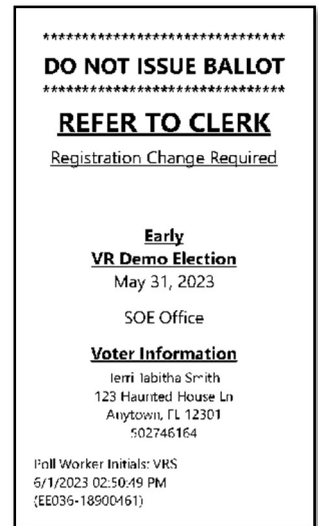

Voting Pass

Voter Not Found

If you cannot find the voter after a thorough search for the voter using all the methods above, select "Voter Not Found". You will be prompted to refer the voter to the clerk. Select "OK". A Help Desk Ticket will print. Return the voter's ID, give the Help Desk ticket to the voter, and direct the voter to the Help Desk.

Help Desk Ticket

Voter Doesn't Want to Sign Signature Pad

If a voter does not want to sign the electronic signature pad, you can select "Accept" with nothing marked on the signature pad. When the EViD asks if you want to accept the blank signature, select "Yes". The Voting Pass will print, and the voter will need to sign their Voting Pass on the line provided before taking it to the Ballot Station. If the voter refuses to sign the voting pass, they may not be issued a ballot.

Eligible for Assistance

Some voters indicated that they were eligible for assistance when filling out or updating their voter registration application. For these voters, the electronic poll book will indicate "Eligible for Assistance". Select "OK". Do not mention this to the voter. If they say nothing say, **"Thank you for coming out to vote today. If you need help with anything, just ask."** If they don't request assistance, strike out the message printed on the Voting Pass before giving it to the voter and directing them to the Ballot Station. If they request assistance, direct them to the Help Desk. For more information, see *Assistance at the Polls* (p. 31).

Voter Has Already Voted

After voter search and address verification, the EViD may show a message that the voter has already voted. Say, **"The system is telling me that you have already voted in this election. Did you send in a Vote-by-Mail ballot, or did you vote at an Early Voting location?"** If the voter remembers voting, then they may exit the polling room. Remember to give them back their ID before they leave. Select "No" when prompted to refer the voter to the clerk. When asked if you want to cancel and return to Home screen, select "Yes". If the voter insists that they have not already voted, select "Yes" when prompted to refer the voter to the clerk. A Help Desk Ticket will print. Return the voter's ID, give the ticket to the voter, and direct the voter to the Help Desk.

Wrong Precinct

If a voter is in the wrong polling location, the EViD will give you the option to print an Action Required ticket. When asked if the voter wishes to vote at their correct polling place, select "Yes" to print the ticket. Give the Action Required ticket to the voter, along with their ID, and say, **"You are not in your assigned polling place. This ticket shows the name and address of your correct location. You may bring this ticket with you for your convenience."** Do not engage in further conversation about their assigned polling place. They may contact the Supervisor of Elections at (904)255-VOTE if they have further questions. If the voter insists on voting at the incorrect location, direct the voter to the Help Desk.

Voter Status is Inactive

After searching for and finding a voter, the EViD may show a message that the voter's status is "Inactive". This means that some election mail has been returned. Do not say anything to the voter. Process the voter normally.
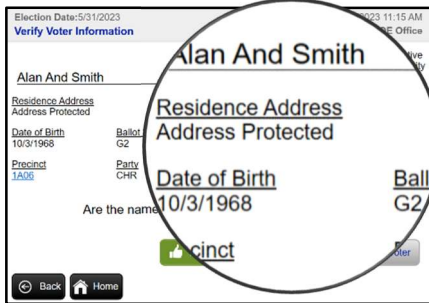
Protected Addresses

If a voter's address is marked as "Address Protected", do not ask the voter what they do for work or ask why their address is protected information. Use the regular procedure for checking in a voter on the EViD. Because you cannot see their address on the screen, you need to ask the voter, "Has any of your information changed?". If the voter's information has changed, direct the voter to the Help Desk.
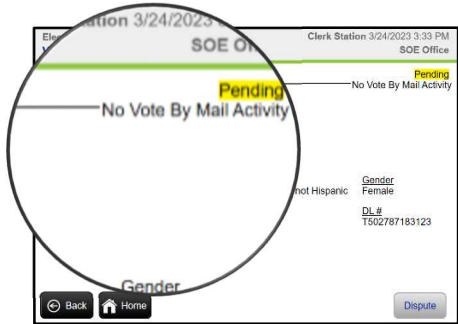
Other Voter Status

For any other voter status message ("Challenged", "ID Required", "Pending", "Ineligible", etc.) you will be prompted to refer the voter to the clerk after name and address verification. Select "Yes". A Help Desk Ticket will print. Return the voter's ID, give the ticket to the voter, and direct the voter to the Help Desk.

Undo Voter Check-In

If a voter leaves without voting or if the wrong voter is mistakenly checked in (but has not yet voted), a voter's check-in may be undone so that their voter record will reflect that they have not voted. If the voter was the last person checked in on the EViD, do the following:

1. Select "Last Voter Checked In" on the left side of the Home screen.
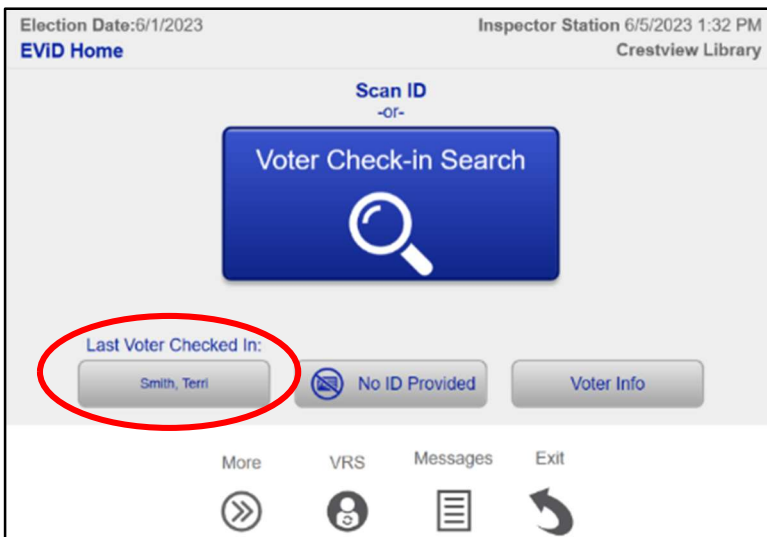
2. From the Voter Lookup screen, select "Undo Check-in".

3. From the drop-down menu select a reason for the Undo Ticket and press "OK".
   - Left Without Voting – a voter was checked in but leaves before casting a ballot and their identity is known
   - Wrong Voter – a voter was checked in mistakenly while attempting to check in the correct voter
   - Other

Undo Ticket

4. An Undo Ticket will print automatically.
5. Give the Undo Ticket to the Manager who will staple it to the original Voting Pass and file in the EViD Accordion Folder.

 If the voter was checked-in prior to the last voter processed on the EViD, consult with the Manager.

C. Eligible Voter at Ballot Station

(Sections 101.045, 101.5608, Fla. Stat.)

If a voter has been checked in and has received a Voting Pass, issue the voter a ballot at the Ballot Station. It is important to verify and give voters the correct ballot style because it allows the voter to cast a ballot with the candidates that represent the area in which they live. Never leave the Ballot Station unattended. One ballot pad of each ballot style may be on the Ballot Station table at a time.

1. Say the following to the voter: **"Thank you for voting today. May I please have your Voting Pass?"**
2. Review the Voting Pass for any special messages. If it does not have special messages, proceed to Step 3. If it does have special messages (and no strike-out appears), direct voter to Help Desk.
3. Match the number on the Voting Pass to the style number on the ballot that you issue to the voter. Write the ballot stub number and your initials on the Voting Pass. Write your initials on the ballot stub. Do not write on the ballot.
4. Carefully detach the ballot from the pad and do not tear off more than one ballot at a time.
5. Show the voter that the ballot they are receiving matches the ballot style on the Voting Pass. Say to the voter: **"Please see that I am giving you one ballot with the correct ballot style."** Place the ballot inside the secrecy sleeve and give them to the voter.
6. Refer to the demonstration ballot on display and say to the voter: **"Fill in the oval to make your selections. Do not use an X or ✓ on their ballot. Make only one choice per contest. You may use any available voting booth, and then go to the tabulator to cast your vote."**
7. File the Voting Pass in the EViD Accordion Folder by first letter of last name.

D. Voter Casts Ballot at Tabulator

Before a voter uses our digital scan vote tabulator, a voter is given a ballot and a secrecy sleeve which he or she takes to the voting booth. After marking the ballot, the voter places the voted ballot into the secrecy sleeve, takes it to the vote tabulator to be cast. The message screen on the tabulator should read, "Insert Here" to indicate it is ready to accept ballots. The DS300 ballot insertion screen animation shows voters where to insert the paper ballot or ballot card.

As a voter approaches the tabulator with their ballot, say the following: **"Please remove your ballot from the secrecy sleeve and insert your ballot in any direction into the machine."** Remain four to six feet from the tabulator while the voter is casting a ballot. Do not look at the voter's ballot.
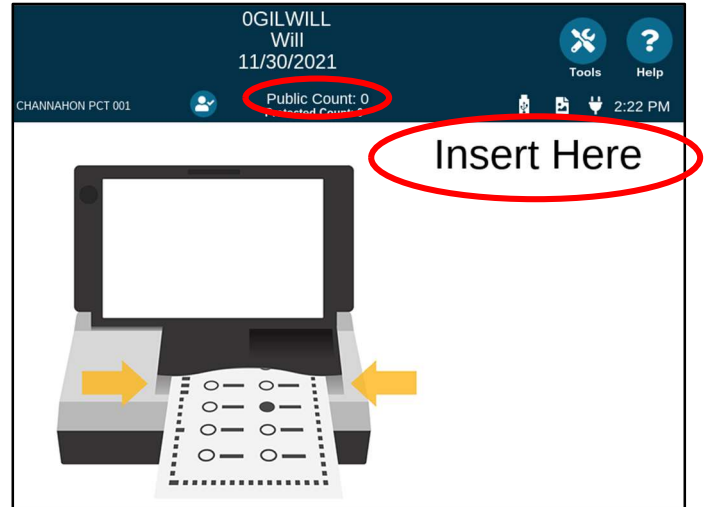
When the voter inserts their ballot, say the following: **"Please wait a moment until we are sure your ballot has been counted."** Wait for the screen that reads, "Thank you for voting. Your ballot has been counted."

Once the ballot is accepted, say the following: **"Thank you for voting. Please help yourself to an 'I Voted' sticker."**

Collect the secrecy sleeve from voter. Open the folder and place face down to ensure no ballots are inside. Periodically return accumulated secrecy sleeves to the ballot station and check to be sure no ballots were left inside.

 The Public Count will start the day at zero and will increase by one after each ballot or ballot card is accepted into the tabulator. The "Protected Count" on the tabulator screen indicates total number of sheets scanned on the DS300 unit during its lifetime and is used for scheduling regular maintenance.

Error Messages at the Tabulator

- If ballot is rejected, instruct them to turn it over and re-submit.
- If ballot is still rejected:
  - Instruct voter to place ballot in secrecy sleeve. Do not handle the ballot.
  - Follow on-screen instructions to remedy the problem.
- If error message indicates "Over Voted Contests":
  - Inform the voter, without looking at the ballot, that the displayed message is the reason the ballot was rejected, and that the voter should follow the instructions on the screen.
  - Explain to the voter that they made more than one selection in the same contest and that the vote for that

contest will not be counted unless they complete a new ballot.
- o Direct the voter to the Help Desk.
- If error message indicates "Blank Ballot":
  - o Inform the voter that the ballot is an undervoted (blank) ballot.
  - o Ask voter to read the tabulator screen. It will give them the options of either correcting the ballot or casting a blank ballot. It is the voter's choice.
  - o If the voter intended to vote, but in error did not make any selections, the voter must select "Return" to retrieve their ballot. In this case, direct the voter to return to the voting booth to make their selections and return to the tabulator once they have marked their ballot.
  - o If the voter intended not to make any selections, then the voter must select "Cast Blank Ballot" to submit their ballot.
- For other error messages:
  - o Consult with the Manager to solve the indicated problem.
  - o If the tabulator will not accept ballots, alert the Manager for assistance. Once the Manager unlocks the emergency compartment, calmly instruct voters to place ballots in the emergency compartment slot. Say to the voter, "**Your ballot is being temporarily placed in the emergency compartment. You may return at 7:00 p.m. after the polls close to observe the ballots being inserted into the tabulator to be counted.**"
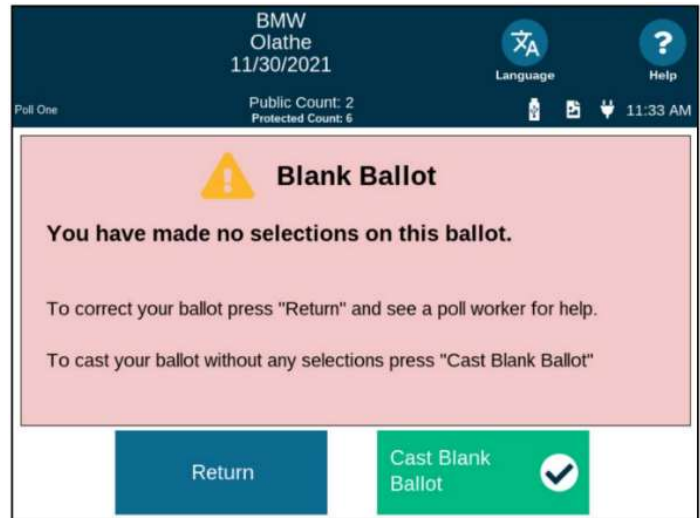
The tabulator scans paper ballots and ballot cards the same way. The "Public Count" on the tabulator screen provides the total for both ballot types.

If you see a Pink Provisional Ballot sleeve, do not allow the voter to insert that ballot into the tabulator. Provisional Ballots are only to be placed into the Provisional Ballot Envelope at the Help Desk.

E. Voter Flow Inside the Polling Room

There are things that poll workers can do to ensure a smooth voting experience inside the polling room:
- Direct voters to available voting booths if necessary.
- Ensure five feet of clearance between the voter at a booth and those waiting in line.
- Direct voters to the tabulator once they have marked their ballot.
- Check the voting booths for uncast ballots and give them to the Manager.
- Remove and discard sample ballots, campaign material or other items left behind by a voter.
- Check for stray ballots in the voting booths and notify the Manager or the Assistant Manager so that the proper procedure is followed.
- Check that accessible voting equipment is kept operational throughout the day.
- Provide prompt assistance to voters who request assistance in marking their ballot or casting their vote. See *Voter Asks for Help in Casting a Ballot or Using Equipment* (p. 29).

Chapter 5 – Voting Situations

Voters may have needs which can be accommodated by the Precinct Election Board. Positive experiences when voting build trust in our elections, so always be courteous and helpful.

A. Challenge to Voter's Right to Vote

(Sections 101.111, Fla. Stat.)

A voter's right to vote may be challenged at the polling place on Election Day, or prior to Election Day in which case there will be a notation on the precinct register in the electronic poll book. Any registered voter or poll watcher of a county may challenge the right of a person to vote in that county. Direct the challenger and the voter to the Help Desk.

B. Provisional Ballot

(52 U.S.C. Section 21082, Sections 101.048, 101.049, 101.111, Fla. Stat.)

Voters have a right to vote a provisional ballot in certain circumstances. This is a fail-safe mechanism provided under both federal and state law. Managers may accommodate this at the Help Desk.

C. Voter Asks for Help in Casting a Ballot or Using Equipment

(Sections 97.061, 101.031(4), 101.051, Fla. Stat.)

If after entering the voting booth, the voter asks for more instructions on how to mark the ballot or use the equipment, two poll workers of different political parties, if present, or, if not, two poll workers of same political party, shall assist the voter. No one assisting the voter shall in any manner request, suggest, or seek to persuade or induce anyone to vote for or against any particular ticket, candidate, amendment, question, or proposition. After giving the voter instructions, the poll workers shall leave the voter to vote in secret. For more information on assisting all voters, see *Assistance at the Polls* (p. 31).

D. Voter Asks for Another Ballot

(Sections 101.5608(2)(b), Fla. Stat.)

If a voter makes a mistake on their ballot or ballot card, whichever is applicable, the voter may receive another ballot or a ballot card, as is applicable, unless the ballot or ballot card has been cast in the tabulator. The uncast ballot or ballot card that has a mistake on it is referred to as a "spoiled ballot." Direct the voter to the Help Desk. Once the Manager has filed the spoiled ballot, they will escort the voter to the ballot station. At this point, the Inspector Tech will:

1. Issue the new ballot by drawing a line through the previous ballot stub number on their Voting Pass to indicate the ballot was spoiled (i.e., 0075, 0084, 0099.)
2. Before issuing a third ballot, inform the voter that they will not be issued a fourth ballot if they make a mistake on the third ballot.
3. If three stub numbers have been entered and three ballots are spoiled, the voter may not receive another ballot.

⚠️ Do not under any circumstances issue a fourth ballot! Do not under any circumstances issue another ballot to a voter that has already cast a ballot into the tabulator!

Voting Pass
VR Demo Election

Ballot Style: **123**

Precinct: **1A07.2**

Reg #: **126037469**

SMITH, CHELSEA
Birthdate: 1/1/2000

123 Haunted House Ln
Anytown, FL 12301

Please Sign Below:
CHELSEA SMITH

Election Worker: VRS
Site: Crestview Library
3/17/2020 09:33:06 AM   EE-12345678

E. Voter Who Requested Vote-by-Mail Ballot Goes to Vote at Polls

(Section 101.69, Fla. Stat.)

A voter who has requested a vote-by-mail ballot may go instead to vote at the polling place.

If the electronic poll book indicates that a vote-by-mail ballot was mailed to the voter: Proceed with check in as usual and issue a Voting Pass. See *Voting Process* (p. 18). Do not make a voter produce their ballot to vote.

However, If an Inspector Tech becomes aware of the vote-by-mail ballot (voted or not) because it is visible or because the voter indicates that they have it with them, the ballot must be surrendered before they can be checked in and issued a new ballot at the Ballot Station.

If the vote-by-mail ballot is returned, first mark the returned vote-by-mail ballot "Canceled" on the certificate side of the ballot envelope and give the ballot to the Manager or Assistant Manager. Then, proceed with check in.

> If a voter insists that they use their vote-by-mail ballot as a "sample" ballot, they may photograph their own ballot as allowed by law and use the photo.

F. Voter Disputes Party Affiliation

If the voter disputes party affiliation, direct them to the Help Desk.

G. Voter Requests to Use Ballot-Marking Device

If the voter requests to use a ballot-marking device, they cannot check in at the Check-In Station. Instead, direct them to the Help Desk to check in and receive their ballot. If the voter was mistakenly issued a Voting Pass at the Check-In Station instead of the Help Desk, you must undo the check-in before directing them to the Help Desk. See *Undo Voter Check-In* (p. 24).

> Anyone can request to use the ballot-marking device. Do not ask questions regarding the health status of any voter as this is against the law. Direct the voter to the Help Desk if they wish to use the ballot-marking device. For instructions on using the ballot-marking device, see *Ballot-Marking Device* (p. 35).

H. Secure Ballot Intake Stations for Voted Vote-by-Mail Ballots

(Section 101.69, Fla. Stat.)

The only place where a voted vote-by-mail ballot may be dropped off on Election Day is the Supervisor of Elections Office at 105 East Monroe St. The designated staff members should ensure that prior to the ballot being dropped off that the voter has placed and sealed their voted ballot in the certificate envelope and signed the certificate. When the polls close at 7 p.m., staff must perform ballot accounting procedures to account for the ballots in the secure ballot intake station.

Chapter 6 – Assistance at the Polls

The only time we may meet our voters in person is when they come to our polling place. We strive to make this a positive and memorable experience for all voters. Best practices for all voters include assisting without judgement, treating all voters equally and making no assumptions. When voters are satisfied with their voting process, they tend to have more confidence in the election results and participate more in future elections.

A. Right to Assistance
(Section 101.031, Fla. Stat.)

All voters have the right to ask for and receive help in voting from any person other than their employer, employer's agent, or union representative; including but not limited to reasons of blindness, disability, inability to read or write, or limited-language proficiency.

> If a voter requests to use a ballot-marking device, do not check them in. Direct the voter to the Help Desk to check in and receive their ballot card.

B. Voter Requests Language Assistance
(52 U.S.C. 10303(f)(4) and 52 U.S.C. 10503(b)(2)(A))

Some voters may need language assistance due to an inability to read, write, or speak English or because of limited-English language proficiency. A voter needing language assistance must be allowed to:
- Bring along a person to interpret as long as that person is not an employer, an agent of the employer, or union representative.
- Vote using a Spanish translated paper ballot or a ballot-marking device that provides the voter an option to view and select contest choices in Spanish and produces a voter-verifiable ballot card with the voter's selections for subsequent tabulation.
- Have available for reading sample ballots, other voting and registration materials and information translated in Spanish.
- Have language assistance provided by bilingual poll worker, professional translator services by phone, interactive or virtual service for translation, or multi-language-audio-capable voting equipment.

The U.S. Election Assistance Commission's glossary entitled "Election Phrases at a Glance – English to Spanish" is available in each polling place. If you are serving as a bilingual poll worker, wear identification in the required language at all times while in the polling place.

If a voter requests language assistance, direct the voter to the Help Desk.

C. Voters with Disabilities
(Sections 97.061, 101.051, 101.715, Fla. Stat.; Americans with Disabilities Act - 42 U.S.C ch. 126; Voting Accessibility for the Elderly and Handicapped Act –52 U.S.C. ch. 201.)

Overview
All voters have the right to request and obtain assistance in voting. Some voters may have a disability that is not visible or evident. Do not make assumptions about the needs of any voters. Regardless of the name of the disability, the basic steps below should be followed:
- Treat every voter with the same dignity and respect you would want, expect, and deserve.

- Be professional, courteous, and patient in words, tone, and actions.
- Use "People First" language. For example: "a person who uses a wheelchair" instead of "wheelchair bound" or "a person confined to a wheelchair," and "a person who is blind" instead of "a blind person."
- Avoid outdated terms such as "handicapped" or "crippled" or contrived or potentially offensive terms such as "differently abled" or "physically challenged."
- Avoid using vague and exclusive group terms such as "they" or "them" for voters with disabilities.
- Speak directly to the voter, even if accompanied by a companion or caregiver.
- Treat assistive devices as an extension of the voter whether it is a wheelchair, scooter, crutch, walker, cane, eye wear, hearing aid, prosthetic device, or orthotic device.
- Listen carefully to the voter to learn how to best help the voter. Explain the process and, if needed, give the voter more time to complete the task at hand.
- Allow the voter with a disability to choose the accommodations the voter requires to vote (magnifying sheet, headphones, tactile input pad, or assistance from two poll workers).

Cognition

A voter with a cognitive disability may have difficulty with memory, attention, reading, or sight.
- Use a calm demeanor.
- Use simple words and short sentences to explain the process.
- Repeat process as needed.
- Give the voter time to move through the process without feeling rushed.

Hearing

A voter who is deaf, hard of hearing, or with mild or moderate hearing ability may use a hearing device or an interpreter. It may not be immediately obvious.
- Do not shout as it may make you harder to understand, especially if the voter reads lips.
- Speak directly to the voter, even if accompanied by an interpreter.

Mobility

A voter with a permanent or temporary physical disability may use a cane, a crutch, a walker, or a wheelchair to move around. The degree of mobility may vary. For example, a voter using a wheelchair may still be able to use their hands and arms or get out of the wheelchair and walk a short distance. A person with respiratory or heart trouble may not appear to be mobility impaired, but he or she may need to sit down. Offer a chair with arms, if available.
- Do not lean across a wheelchair user to talk to someone else or to shake another person's hand.
- Make eye contact with the voter. If voter is in a wheelchair, be at eye level, if possible, by either sitting in a chair or standing at a slight distance.
- Do not pull or touch a voter's wheelchair unless you have received permission to do so. The chair is part of the voter's personal space.
- Ensure ramps provide the closest accessibility to the polling place. This is important not only for voters who may be using wheelchairs but for voters who may be using canes, crutches, or walkers.
- Ensure ramps are not obstructed so they can be used without difficulty.
- Ensure there is a clear path of travel into and out of the polling area for persons who may be in wheelchairs or using other assistive devices.
- Be aware of the reach limits of people in wheelchairs. If a counter is too high for a wheelchair user to see over it, step around it to conduct business with the person.
- Do not grab a cane, crutch, or walker. People who use them rely on them for balance.

Sight

A voter who is blind or has low vision may use glasses or a magnifying glass, or travel with a guide dog, a cane, or a sighted guide, or be alone. Be prepared to offer assistance in orientation and reading to anyone who requests it. It is not always obvious when a voter has a visual impairment.

- A poll worker should identify themself with name and title when approaching a person who is blind or has low vision. When departing, let him or her know.
- Do not speak loudly to a person who is blind or has low vision.
- If voter asks to be guided, offer an arm or shoulder to guide and walk slightly in front of the voter.
- Describe the setting including any partly open doors, steps, or ramps.
- Do not touch a person's cane. If the person puts down the cane in an unsafe place, do not move it. Tell the person kindly to move it. That way, the person will know where the cane is.
- Be specific with warnings such as stop, swerve, duck, or bend. Do not shout or use non-specific warnings such as "Look out!"
- Be specific and non-visual with directions. Do not tell someone to turn left at the end of the desk. It would be better to say, "Take five steps and turn left."
- Read informational signs that appear in print on the walls of the polling place.
- Offer a signature guide, magnifying sheet or lens if requested by the voter.
- Offer the voter who is blind or has low vision the option of voting on the accessible voting device. If the voter would rather have assistance, allow him or her to be accompanied in the voting booth by someone of their choosing or two election officials.

Speech and Communication

A voter with a speech or communication disability may have difficulty with speaking, memory, or concentration. It may not be immediately obvious.

- Be patient and do not interrupt. Wait for the voter to finish speaking.
- If you do not understand or need clarification, restate what you understood.
- If needed or requested, provide the voter a pen/pencil and paper to write questions and answers.

D. Service Animals

(Title II of the Americans with Disabilities Act, 42 U.S.C. Sections 12131-12134, and Section 413.08 Fla Stat.)

Voting precincts must accommodate voters who are aided by service animals. The provision of emotional support, well-being, comfort, and companionship are NOT considered work or tasks for purposes of the definition of a service animal. If a voter is using a guide dog, walk on the opposite side of where the dog is guiding the voter. Do not talk to, distract, or otherwise touch service animals including their harness or leash. The service animal is "on duty." Never ask a voter why they have a service animal.

Chapter 7 – Voting Systems Operation

(Sections 101.5601-101.5614, 101.56062, 101.5604, 101.56075, Fla. Stat.)

A. Overview

Poll workers should bring their Precinct Manual to the polling place with them on Election Day to be used as a reference on how to set up the voting systems in the polling place, how to operate the voting equipment, how to troubleshoot, how to lock the vote tabulator against further voting after the polls have closed, how to properly relay vote totals, and how to handle the ballots after the polls have closed.

> ℹ️ Although technology is used to conduct and administrate elections, all voting in Florida must be by paper ballot, whether marked by hand or by using a ballot-marking device that produces a voter-verifiable paper output. All marked ballots are cast into vote tabulators to be counted.

B. MiFi Hotspot

The Verizon MiFi Jetpack is a mobile Wi-Fi hotspot used to establish a wireless connection between the EViD units at a polling place and the Supervisor of Elections data center.

Opening Procedures

The Manager will provide the Black Pouch containing the MiFi jetpack. To turn on, press and hold the round power button (follow the red arrow) for 2 seconds. If you need to wake the jetpack display, press and release the power button. Check the levels of your battery and wireless signal. The jetpack should be fully charged, but is typically plugged into an outlet unless wireless signal is low. If wireless signal is low, unplug the jetpack and move it to a window for improved signal. If MiFi jetpack is moved due to low wireless signal and unplugged with no outlet nearby, periodically check every hour for battery percentage. If 15% or less, plug back into outlet or use an orange extension cord.

Closing Procedures

Unplug MiFi jetpack from power outlet. To turn off the MiFi jetpack, press and hold the power button (follow the red arrow) for 3 seconds. Select "OK" to shut down. You will see a "MiFi Powering Off" message and the screen will go blank after a few seconds. Place the jetpack in the black pouch and return it to the Manager.

|		
Battery Charge Indicator	🔋	The battery is fully charged.
Battery Charge Indicator	⚠️	the battery is critically low and the Jetpack will shut down unless the battery is connected to the charger.
Battery AC Charging Indicator	🔌	Displays when the Jetpack is connected to the AC charger.

C. Ballot-Marking Device (ExpressVote)

The paper-based ExpressVote system uses touch-screen technology that produces a paper record for tabulation. ExpressVote handles the entire ballot marking process, eliminating unclear marks and the need for interpretation of the voter's mark.

Access compartment
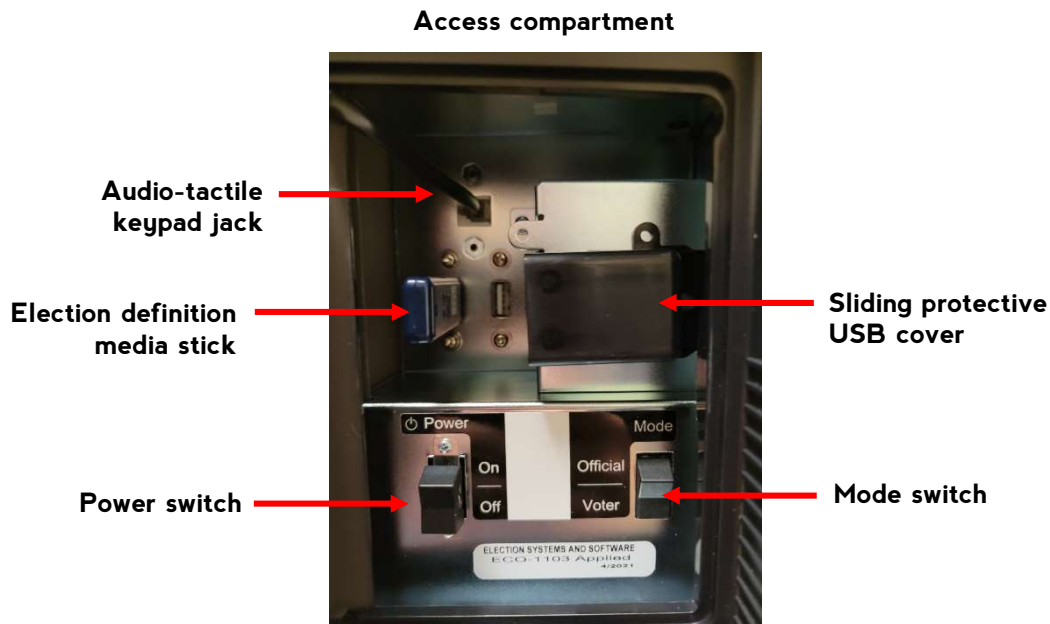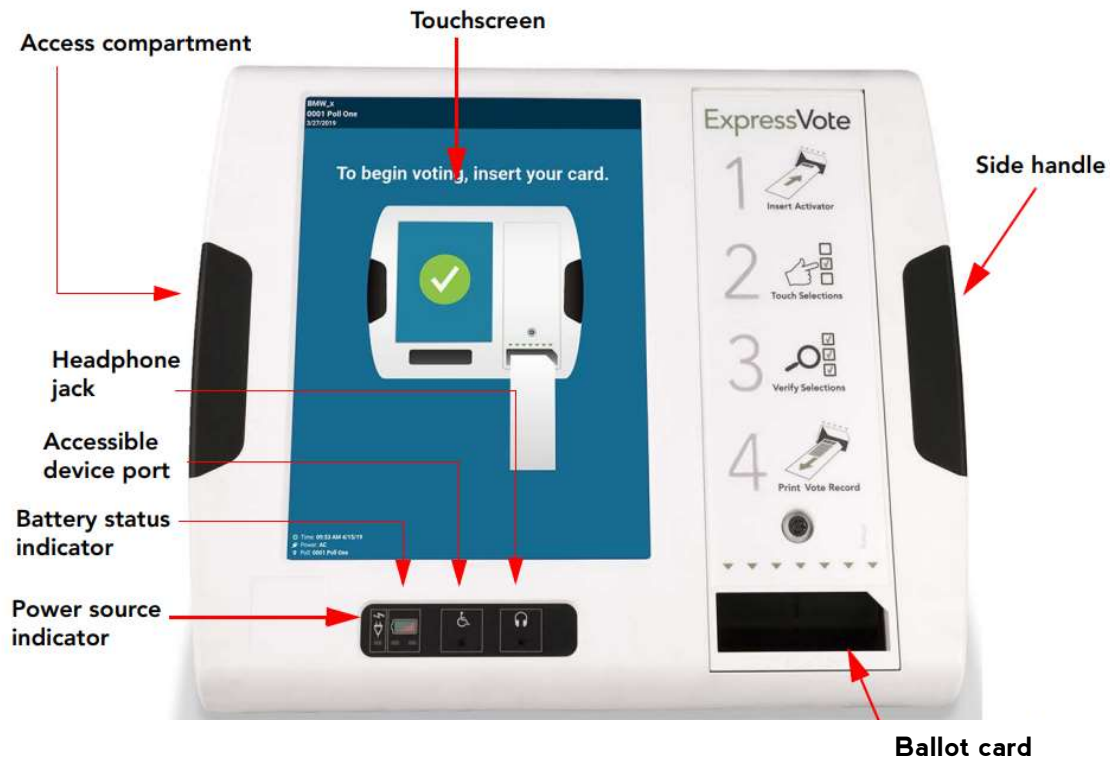
Opening Checklist

The Manager will provide the round barrel key.

ADA table

- ☐ Assemble the ADA table.
- ☐ Pull the ExpressVote device out of its soft case and lay it face down on the ADA table.
- ☐ Pull the metal stand out and leave at a 45-degree angle.
- ☐ Plug the power cord (located in the side pocket of the soft case) into the ExpressVote device (flat side will face upwards) and make sure the power cord is firmly connected to the power block.
- ☐ Plug the other end into the 110v power outlet.
- ☐ Make sure your power block isn't hanging off the table but rests securely on the table.
- ☐ Position the ExpressVote device upright facing forward.
- ☐ The access compartment is located on the left side of the ExpressVote device. Using the round barrel key, unlock and open the access compartment.
- ☐ Verify the Election Definition Media Stick is plugged in to the USB Port (see diagram p. 35). If missing, consult the Manager.

Round barrel key

- ☐ Confirm the Mode Switch is set to "Voter". Push the Power Switch to the ON position and hold for 3 seconds. The device should power up in 3 minutes but could take as much as 10 minutes. The device will be ready for voters as soon as it is powered up.
- ☐ Close and carefully relock the access compartment. When closing the access compartment, be sure to leave the tactile keypad cord through the aligned slot in the access compartment door.
- ☐ Remove headphones from soft case and plug into the port on the front of the ExpressVote device.
- ☐ Make sure to position the device where the screen is not visible to poll workers or other voters for privacy.

How To Use

The ExpressVote printer is attached to the EViD Edge tablet at the Help Desk. If a voter wishes to use the ballot-marking device, they must check in at the Help Desk. A voter who chooses to mark their ballot using ExpressVote will need to have a blank ballot card inserted into the ExpressVote printer to use the ExpressVote ballot-marking device. The voter's ballot style identifier will be printed onto the blank ballot card and then the voter may proceed to the ExpressVote device to mark their ballot.

The following applies when voting using the ExpressVote:

1. The voter is given a blank ballot card and a secrecy sleeve at the Help Desk to take to the ExpressVote booth. If a voter asks for assistance, the poll worker will accompany the voter to the ballot-marking device, and will assist as needed with the ExpressVote's accessibility features (font size, volume control, tactile keypad, etc.). See *Accessibility Features* (p. 39).
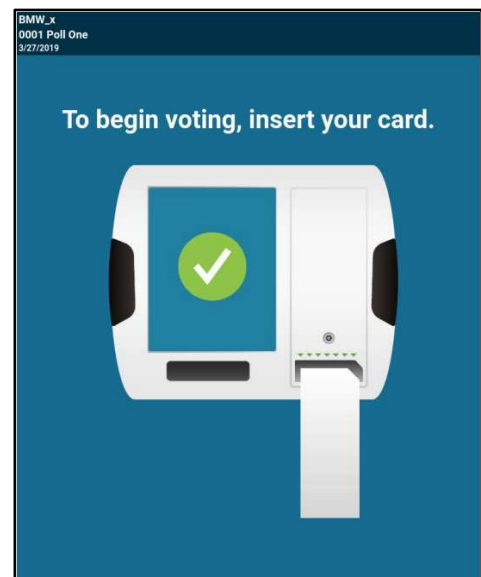
2. The voter inserts the ballot card into the ExpressVote face-up with the corner cut edge on the top right. Once the display appears on the screen, the voter will be given privacy to vote and mark the ballot.

ExpressVote Paper Stock
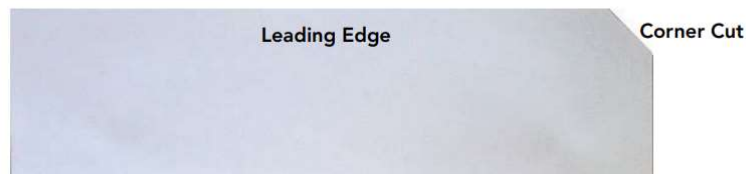
3. The voter marks the ballot on a touchscreen either by hand, with an audio tactile keypad and headphones, or by using voter's personal sip and puff device by following the written and/or audio instructions:
   - Touch to select the name of the candidate or other contest choice. The system displays a check mark and green highlighting to indicate the selection.
   - To deselect a contest choice, touch the name or contest again. The system removes the check mark and highlighting from the selection.
   - The voter will progress through each contest on the ballot by selecting "Next Contest".
   - For contests that allow write-in votes, touch the write-in selection on the contest screen. The system displays an on-screen keyboard. Touch the on-screen keyboard to enter the write-in name, then touch "Accept".
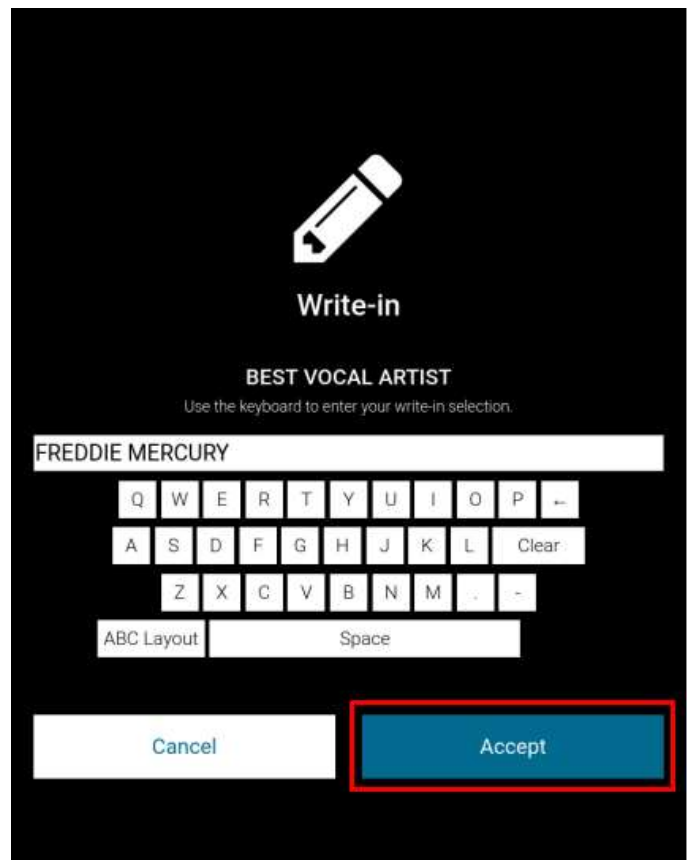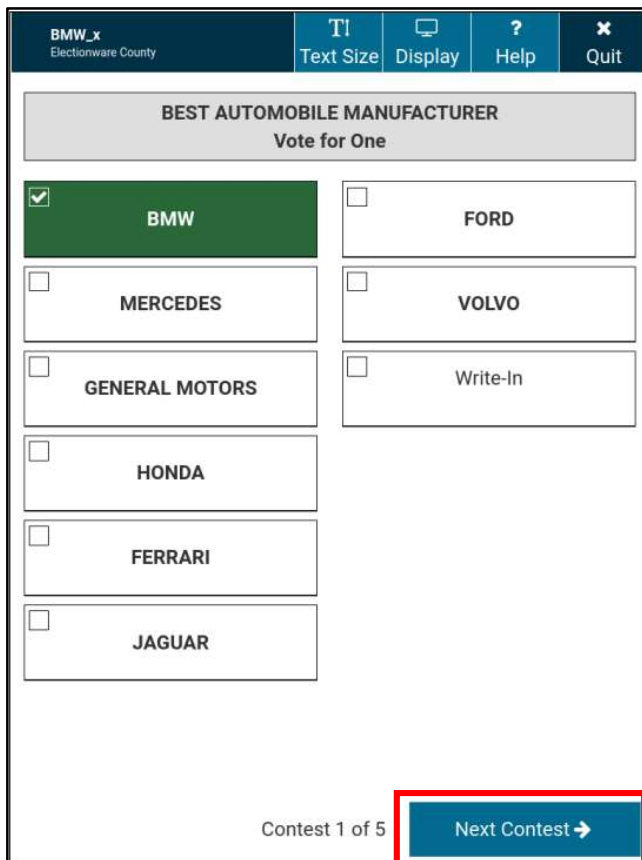
4. The voter has an opportunity to review a summary of all ballot choices made. The voter should select "Next Page" if there is more than one page of ballot choices. The voter may be alerted to an error on their ballot summary. Ballot-marking devices do not allow a voter to overvote a ballot. When selections are being reviewed by the voter, the system will alert the voter that one or more contests have been undervoted, giving the voter the opportunity to select a choice if they wish to do so. However, a voter can undervote the ballot if desired. To change a ballot selection, select "Return to Ballot" and to make new ballot selections.

5. Once the voter is satisfied with the selections made, the voter should print the ballot by selecting "Print Ballot" and then selecting "Print" on the confirmation screen. The voter should also review the selections on the marked ballot card. If the voter requests another ballot, see *Voter Asks for Another Ballot* (p. 29).
6. The voter should cast the marked ballot into the vote tabulator.

This is a summary of your vote selections. To make a change, touch a selection to return to the ballot.
To finish voting, you must print then cast your ballot.

KingVote for One
☑ Jack Sparrow

JesterVote for Two
☑ Marshall Arts
☑ Xavier Self

PROPOSITIONS
Proposition 1, An Amendment
☑ YES

Print Ballot

Return to Ballot   1 of 1
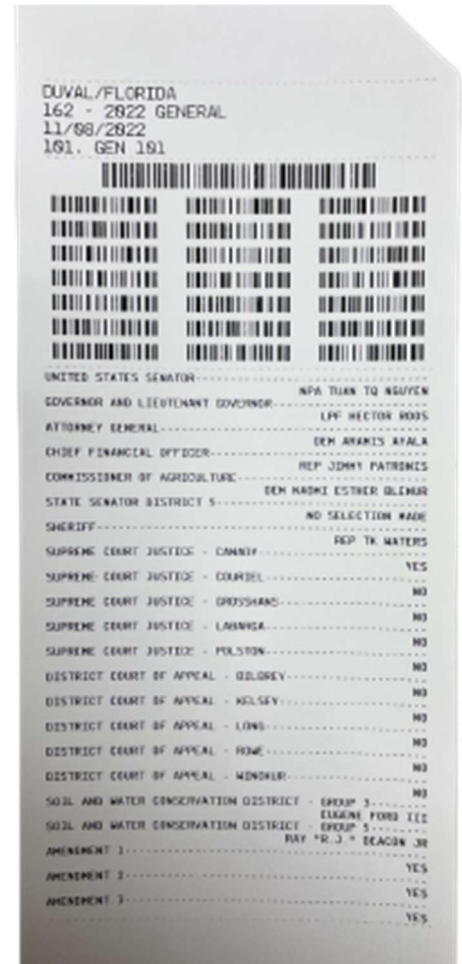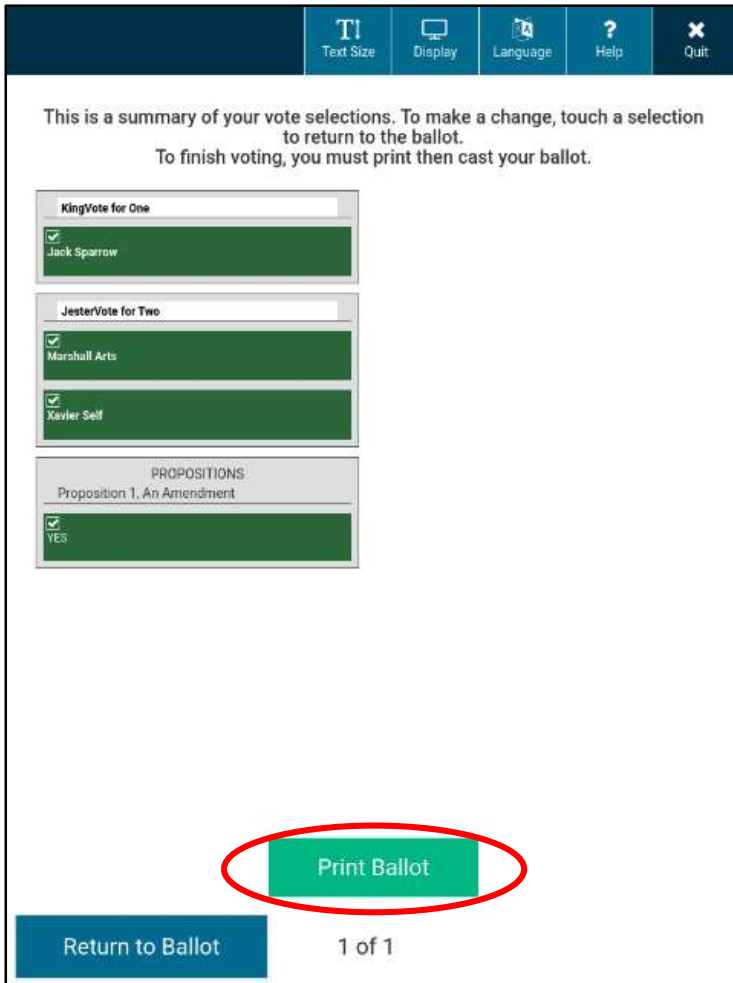
ExpressVote ballot card (marked)

Accessibility Features

ExpressVote also provides all voters with a simple and inclusive voting experience that conforms to ADA guidelines.

Screen Appearance

When using the touch screen to mark a ballot, voters can use the Title Bar at the top of the screen to adjust the appearance of the screen (text size, display, and language).

Button	Description
Text Size	Enables the voter to increase or decrease the size of displayed text. Displaying an increased text size is sometimes referred to as zoom mode.
Display	Enables the voter to change the screen display to white text on a black background and adjust screen brightness for the remainder of the voting session
Language	Enables the voter to select a preferred language
Help	Enables the voter to display the Help screen
Quit	Enables a poll worker to quit the voting session
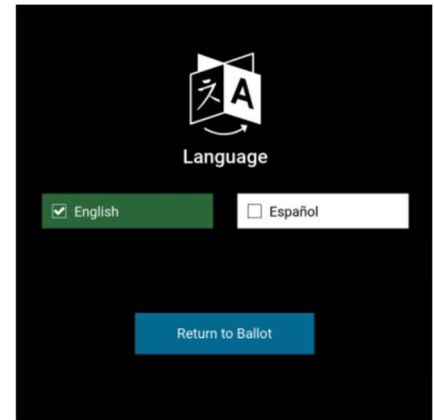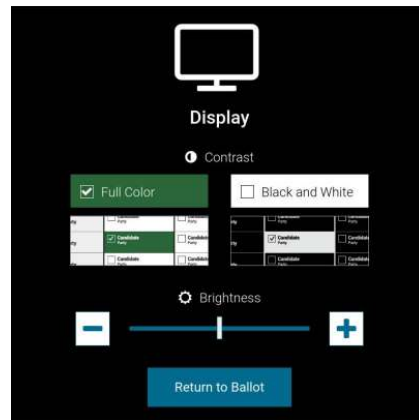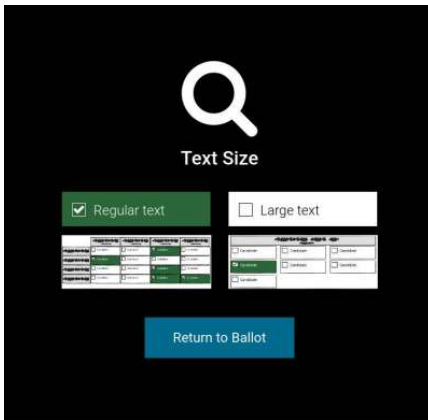
Audio-Tactile Keypad

The audio-tactile keys enable the voter to adjust the audio volume and tempo, navigate the ballot, use the black privacy screen feature, and make contest selections. The keypad's faceplate includes Braille labels identifying each key. The following table describes how each button on the audio-tactile keypad is used to control the audio and screen components of the voting session.

Button	Description
Up Arrow	Moves the cursor up the screen menu
Back Arrow	Moves to the previous screen
Select Square	Selects the voter's contest choices
Forward Arrow	Advances to the next screen
Down Arrow	Moves the cursor down the screen menu
Home	Return to the top of the ballot
Pause	Stops the audio message momentarily; press once to pause; press again to resume the audio
Screen Diamond	Press once to darken the monitor for privacy viewing. Press again to return to normal display; the monitor returns to normal display automatically at the end of each session
Repeat Round	Repeats the last spoken phrase of the audio
Tempo Oval	Adjusts the audio speed
Volume Rectangle	Adjusts the audio level

Assistive Technology Connections

The ExpressVote's front auxiliary panel provides ports for connecting peripheral audio and assistive technology devices. The ADA port allows voters with disabilities to connect a personal Rocker Switch Device or Sip-and-Puff Device. A voter who cannot use the touchscreen or the audio system can connect an adaptive device to this port. The audio interfaces on the ExpressVote unit provide voting capabilities for

voters who are blind or visually impaired. If the election includes audio, a voter can connect headphones to the headphone jack. Headphones may be used in combination with other assistive devices. When you plug in an assistive device, you will need to select "Continue" to begin voting with the assistive device.
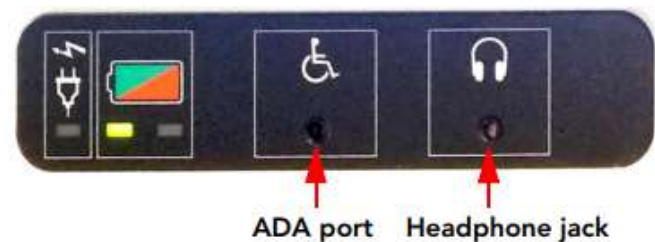
The Manager will provide the round barrel key.

- ☐ Unplug the headphones.
- ☐ Use the round barrel key to unlock the access compartment.
- ☐ Flip the power switch to the "Off" position. A screen will appear with a 10-second countdown counter. When the counter reaches zero (0), the unit will perform a controlled shutdown. To cancel the shutdown, press the power switch to the On position before the countdown reaches zero.
- ☐ Close and carefully relock the access compartment. When closing the access compartment, be sure to leave the tactile keypad cord through the aligned slot in the access compartment door.
- ☐ Lay the device face down.
- ☐ Remove the power cord from the back of the device by sliding the sliding protective USB cover on the plug back while gently pulling the plug out.
- ☐ Unplug the other end from the 110v power outlet.
- ☐ Close the metal stand on the back of the device. It will snap into place.
- ☐ Return the device to its soft case. Place headphones back into the carrying case. Return the power cord to the carrying case side pocket.
- ☐ Disassemble the ADA table.

D. Electronic Poll Book (EViD)

(Sections 97.055, 97.0555, 98.461, 101.5608(1), 101.043(1), 101.045, 101.49, Fla. Stat.)

EViD (Electronic Voter iDentification) is an electronic poll book system used in place of printed paper poll books to check in voters, determine whether they have already been mailed or voted a mail ballot, update voter information, and direct voters in the wrong location to their correct polling place. EViD units are used by Inspector Techs to check in voters and EViD Edge tablets are used by Managers at the Help Desk.
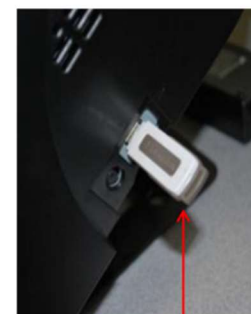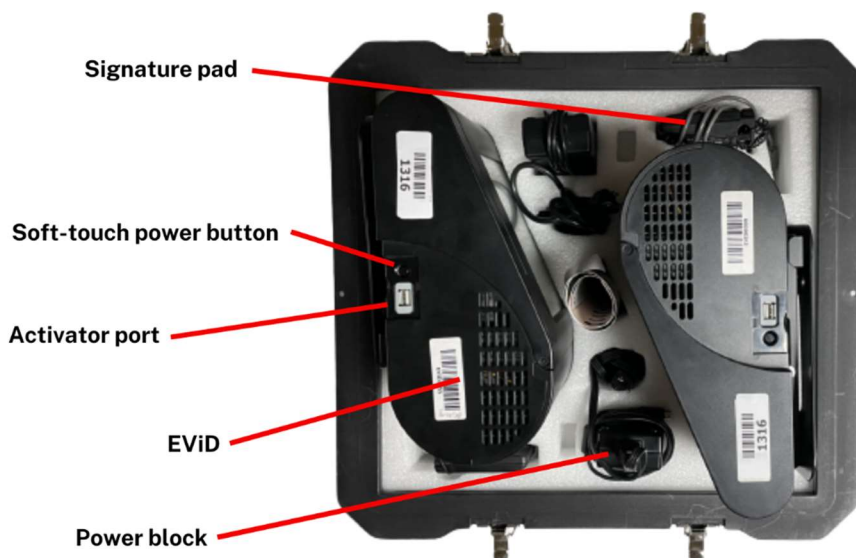
Opening Checklist

The Manager will provide the EViD Activator. There are two EViD units in each case.

- ☐ Unlatch the black EViD case and remove the EViD unit from its hard case.
- ☐ Remove the power cord and power block from the case. Connect the power cord to the power block. Plug the cord into the matching port on the back of the EViD. Plug the power cord into the 110v power outlet.
- ☐ Remove the signature pad for each EViD and plug it into an available USB port on the back of the EViD.
- ☐ Insert the EViD activator into the activator port on the right side of each EViD.
- ☐ If available, plug the handheld scanner into any available USB port on the back of the unit. You must plug in the scanner prior to powering on the EViD.
- ☐ To turn on the EViD, press the soft-touch power button located on the right side of the EViD. Be sure an EViD activator stick is plugged into your EViD before you hit the power button. The unit will take a moment to power up.
- ☐ When prompted, verify that the polling location is correct and select "Yes". Verify that the date and time are correct and select "Yes".
- ☐ Use the on-screen keyboard to enter your initials to tell the EViD system who is operating this station. Enter your initials in the field. Leave the field for Code blank. Select "Submit". Your initials will be on each Voting Pass that you issue. If you are going to step away from the EViD or rotate to another station, select the white human figure icon on the Home screen to remove your initials.
- ☐ An Opening Report will automatically print. Tear off the Opening Report. One Inspector Tech should sign the bottom of the report where indicated. Give the Opening Report to the Manager who will put it in the front of the EViD Accordion Folder.
- ☐ Unplug the EViD activator from the USB port and return it to the Manager.

To clear the keyboard from the screen, select the "X" in the bottom right corner of the screen. To backspace, select the left arrow at the top right of keyboard.

Changing EViD Printer Paper

To remove the printer roll, press the black lever on the top left side of the EViD unit. The top pops up. Lift out the roll and put a new roll in with the paper feeding up and over the top. Snap the lid back in place. If the EViD doesn't print properly, you may have put the paper in backward. Extra rolls are located at the Check-In Station.

How To Use

To check in a voter on the EViD see *Voter at the Check-In Station* (p. 18).

Closing Checklist

The Manager will provide the EViD Activator.

- ☐ Insert the EViD activator into the activator port on the right side of each EViD.
- ☐ Exit Fast Voter Check In by selecting "Exit" at the bottom of the screen.
- ☐ The number of ticket totals to print should be pre-filled to "1". Select "Exit Program". A Closing Report will print and the unit will power down automatically.
- ☐ Give the Closing Report to the Manager to place in the EViD Accordion Folder.
- ☐ Remove activator and return it to the Manager to place in the Black Pouch.
- ☐ Place the system components back in the case carefully and close and lock the case.
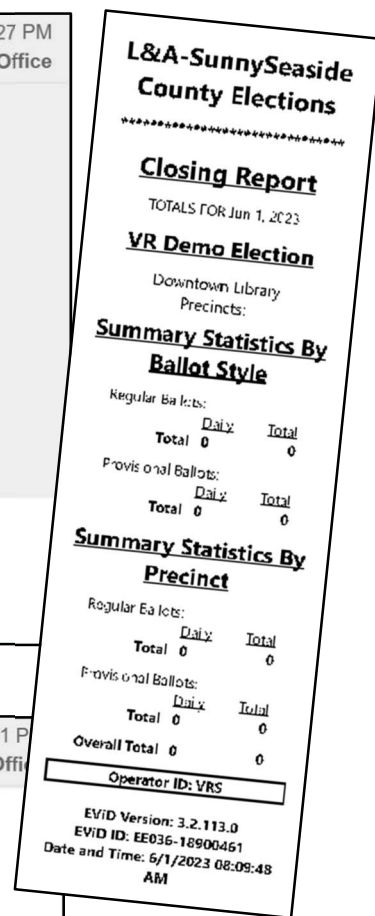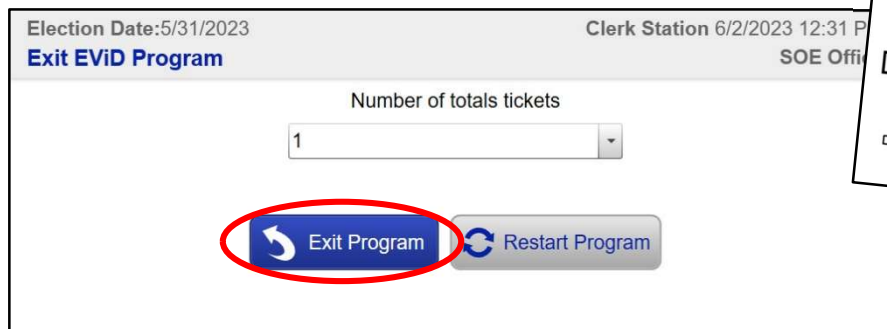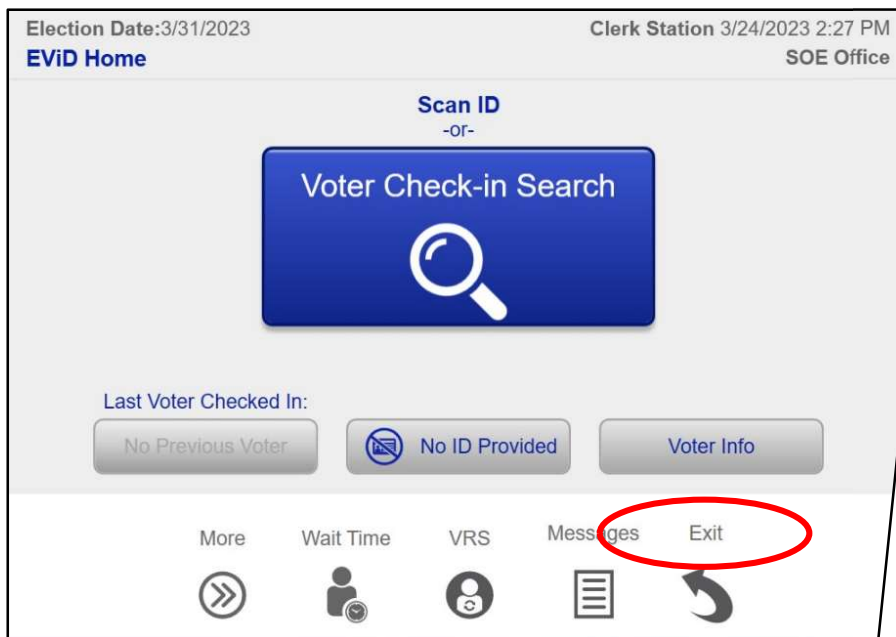
E. Vote Tabulator (DS300)

(Sections 101.5606, 101.5608(2), Fla. Stat.)

The DS300 tabulator is a digital scan voting system that scans paper ballots and ballot cards to tabulate vote totals. The tabulator is attached to the top of the ballot box which contains a ballot bin and emergency compartment.

Flat black key   Flat silver key

The locks on the DS300 are pick-resistant locks requiring that the key be pushed in while turning to unlock. The key does not need to be pushed in while locking. Also, the compartment locks must be in the locked position for the key to be removed.

Opening Checklist

Two Inspector Techs open polls on each tabulator by following the tabulator DS300 Procedures Card located in the ballot bin. One reads the instructions while the other completes the actions. The Manager will provide the flat silver key, the flat black key, the Broken Seals Envelope, and the DS300 Tape Envelope needed for the opening procedures. The Manager and Assistant Manager will observe and will complete the Chain of Custody Log.

☐ Verify that the numbers on the three white seals on the front of the DS300 (sealing the tabulator, emergency compartment and ballot bin) match the numbers preprinted on the Chain of Custody Log. Break the three front seals and place them into the Broken Seals Envelope.

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☐ With the flat silver key, unlock the ballot bin and remove the ballot pads and place them at the Ballot Station. Place a ballot pad of each style at the Help Desk. Remove the blank ballot cards for the ExpressVote and place them at the Help Desk. Remove the box of EViD tape and place at Check-In Station. Remove the flag and flag base and place at the Help Desk. The ballot bin should now be empty. Close and relock the door.

☐ Make sure the emergency compartment is empty and that the steel flap is in the up position so that no ballots can be inserted. Close and relock the door.

☐ Using the flat silver key, unlock the ballot box lid, release both latches and raise the lid. Verify that the serial number and tracking number on the top of the tabulator matches the preprinted numbers on the Chain of Custody Log.

☐ Remove the power cord on the back of the DS300 and plug it into an electrical outlet. Make sure to also use the attached cube surge protector provided. The surge protector's orange light should be on, confirming you have power from the outlet.

☐ Using the flat black key, unlock the front of the tabulator and lift the screen open. After waiting 60 seconds, you will see a status bar scroll across the screen. Verify that the power plug icon is visible in the top right corner of the screen. If the tabulator does not power on automatically and you have confirmed there is power to the unit (orange light on cube surge protector), use the flat black key to unlock the front access compartment. Press the Power button, make sure you see the green light, and then immediately close and lock the front access compartment.

☐ The DS300 will display a boot-up screen and then begin printing a configuration report tape. Do not tear off the tape yet.

☐ Two green checks will appear on the screen. Verify the precinct is correct on the screen. Select the green button that says, "Open Poll". The Zero Tape will begin to print.

☐ Tear off the Zero Tape. All totals on the Zero Tape should be zero. All poll workers (except Deputy) verify zero totals and sign the Zero Tape. Place the Zero Tape in the DS300 Tape Envelope provided by the Manager.

☐ Select the green "Go to Voting Mode" button to open polls.

☐ Remove red memory stick label seal on the top of the DS300 and place it on the Chain of Custody Log.

☐ If there are no discrepancies, the Manager and Assistant Manager should sign the Chain of Custody Log. Return the Broken Seals Envelope, and the DS300 Tape Envelope to the Manager. If discrepancies are found, the Manager should report them immediately.

☐ Place the DS300 Procedures Card at the Help Desk until it is time to close the polls on the DS300.

⚠️ All tabulators delivered to a polling location should be open and in use until the polls close.

CHAIN OF CUSTODY LOG

Return inside the PURPLE BAG		

PRECINCT: 101 SECTION 1 **ELECTION DATE: March 19, 2024**

DS300
Serial # DS0111320210   ¦00
Tracking # DS077   Seal #

Seal	Seal	Seal
80431	80432	80433

OFFICIAL ELECTIONS SEALS
Duval County SOE   104486

DS300
Serial #   DS300
Tracking #   Seal #

Seal	Seal	Seal

Place Memory Stick Label Here

I hereby certify that the seal numbers recorded above correspond to those affixed to the DS300 prior to opening the polls and that there is no evidence of tampering.

Precinct Manager's Signature _____   Carlinder Reed
Precinct Manager's Signature   Assistant Manager's Signature

SECTION 2 - PROBLEMS AND CHANGES
Record here any problems with the machines. Use the reverside if necessary.

Replacement DS300 Serial # _____ Tracking # _____   **Place Memory Stick Label Here**

Replacement DS300 Serial # _____ Tracking # _____   **Place Memory Stick Label Here**

Precinct Manager's Signature   Assistant Manager's Signature

SECTION 3 - AFTER CLOSING THE POLLS

DS300
Serial # DS0111320210   DS300
Tracking # DS077   Seal #

Seal	Seal	Seal
63245	63246	63247

DS300
Serial #   DS300
Tracking #   Seal #

Seal	Seal	Seal

Return Voted Ballots Only in Red Voted Ballot Bags

RVB 1 SEAL #	RVB 2 SEAL #	RVB 3 SEAL #
36869	22760	68699

I hereby certify that the numbers recorded above are affixed to the DS300 and Red Voted Ballot Bags (RVB's) after the close of the polls.

Precinct Manager's Signature   Carlinder Reed
Precinct Manager's Signature   Assistant Manager's Signature

SECTION 4 - TRANSPORT TO THE DROP ZONE
The following persons are responsible for transporting the BALLOTS and RED VOTED BALLOT BAGS to the DROP ZONE for this precinct

Precinct Managers Signature   John Site
Precinct Managers Signature   Board Member

Date and time of departure from polling site 5/16/23   at 8:43 p.m.

Chain of Custody Log

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How To Use

To assist a voter in casting their ballot in the tabulator, see *Voter Casts Ballot at Tabulator* (p. 27).

Closing Checklist

Retrieve the DS300 Procedures Card from the Help Desk. Two Inspector Techs close polls on each tabulator by following the DS300 Procedures Card. One reads the instructions while the other completes the actions. The Manager will provide the flat silver key, flat black key, Chain of Custody Log, DS300 Tape Envelope, Gray Unscanned Ballot Bag, Red Ballot Bag(s), Extra Seals Envelope, Unofficial Election Results sheet, and the Black Pouch needed for the closing procedures.

☐ Using the flat silver key, unlock the emergency compartment. If there are any ballots in the emergency compartment, tabulate them through the DS300. Voters who placed their ballots in the emergency compartment may witness the scanning process even though the polls are closed. Place any rejected ballots in the Gray Bag.

☐ Using the flat black key, unlock the front access compartment and lift open. Press and hold the "Close Poll" button for two seconds. It will flash orange.

Front Access Compartment

☐ A message will appear on the display screen to close the polls. Select "Close Poll" on the DS300 screen to close the polls.
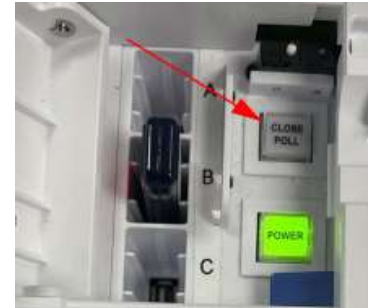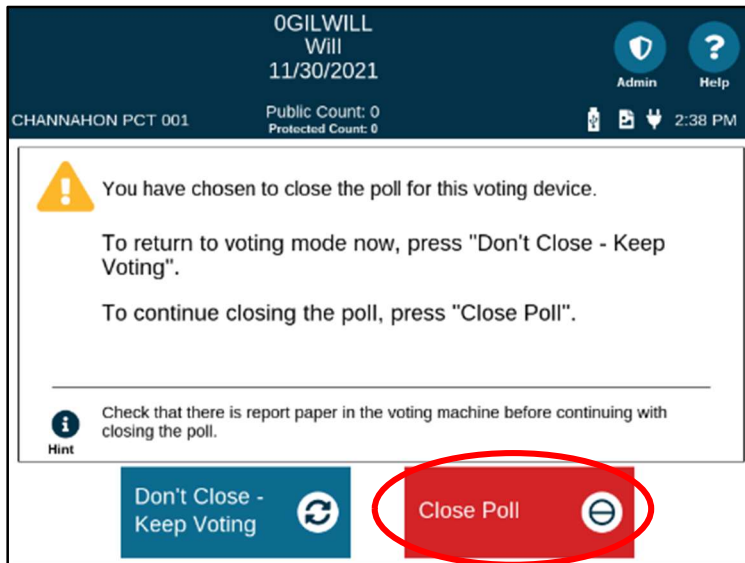
Results Tape

☐ Two copies of the Results Tape will print. Tear off the first Results Tape and have all poll workers (except Deputy) sign it. Place it in the DS300 Tape Envelope.
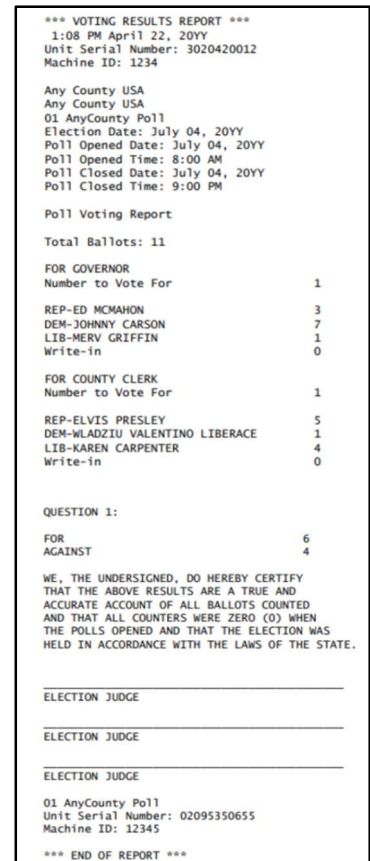
- ☐ A screen will appear indicating signal strength. Select "Begin Modem Process" to transmit results.
- ☐ If a "Successfully Sent Results" message appears on the screen, select "Exit". If transmitting results fails, attempt to resend. If that attempt is not successful, alert the Manager.
- ☐ When the results have been successfully transmitted and all tapes have printed, select "Finished-Turn Off". It will take a minute or so for the DS300 to shut off.
- ☐ Affix the second Results Tape to the Unofficial Election Results sheet and post conspicuously within the polling room near the entrance and visible to the outside.
- ☐ When all lights have gone out on the DS300 remove the memory stick and place inside the black pouch to be returned in the yellow bag. Close and lock the front access compartment. Close the screen. Lock the tabulator with the flat black key.
- ☐ Using the flat silver key, unlock the ballot bin and remove all voted ballots. Arrange voted ballots in stacks of manageable sizes. Place voted ballots in Red Bag(s). Do this neatly and do not toss ballots in bags as this results in folds and tears.
- ☐ Using the seals from the Extra Seals Envelope, place one seal on each Red Bag used for marked ballots. Place the seal through the zipper hole and then through the ring and seal. Do not seal the bag handle.
- ☐ Retrieve used stub pads (including partials) from the Ballot Station and place in the Blue Bag with Red Handles.
- ☐ Retrieve all unused and unopened ballots and ballot cards from the Ballot Station and the Help Desk and place them in the ballot bin. Retrieve the box of EViD tape from Check-In Station and place it in the ballot bin. Retrieve the flag and base from the Help Desk and place them in the ballot bin. Nothing else should be inside the ballot bin. Lock the ballot bin.
- ☐ Close the lid and latch locks. Lock the top with the flat silver key. Unplug and roll up power cord.
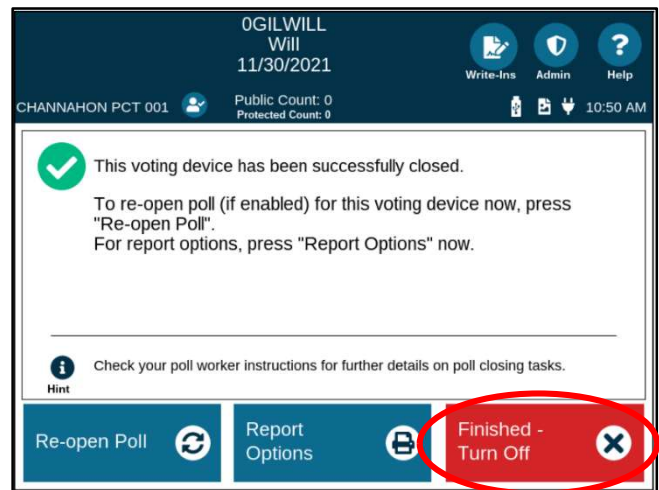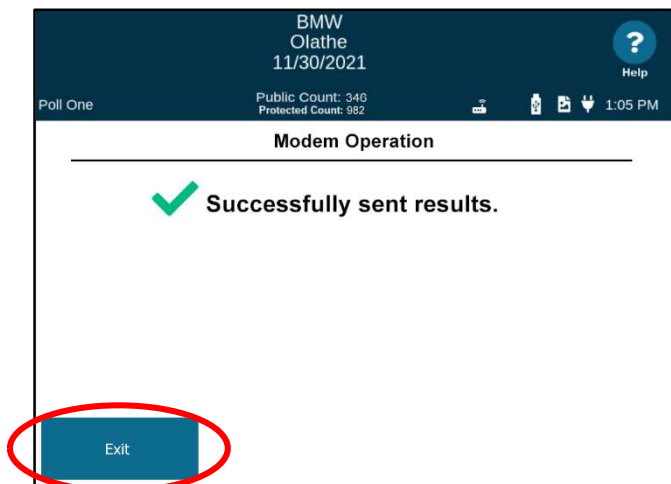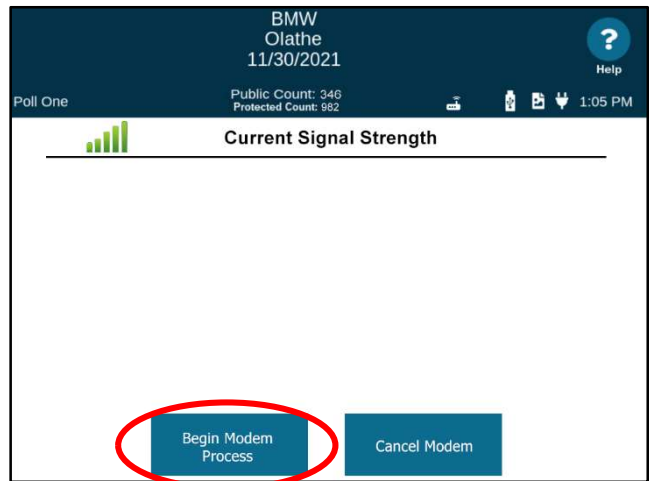
The repacked tabulator and sealed red bags are now ready for the Manager's Chain of Custody procedures.

Chapter 8 – Closing the Polls
(Sections 100.011(1), 101.049, Fla. Stat.)

A. Announcement

At the scheduled closing hour at 7:00 p.m. on Election Day, the Manager shall announce that the polls are closed and that anyone in line will be allowed to vote. The Precinct Election Board must complete steps including, but not limited to, securing equipment and ballots. After all voters have finished voting and the polls are closed, the proceedings are open to the public.

B. Voters in Line at Close of Polls

All eligible voters standing in line at the polling place by 7:00 p.m. on Election Day shall be allowed to vote. The Deputy shall stand behind the last person in line to clearly mark the end of the line and establish a cut-off point. Any voters in line after the closing time must be issued a provisional ballot at the Help Desk.

C. Securing Voting Equipment

Once all voters in line by close of polls have voted, the Precinct Election Board must secure the voting device so that no more ballots may be cast. Then, the Precinct Election Board shall complete all Election Day closing procedures. The public is permitted to witness the closing of the polls, but no photography is allowed.

D. Closing Procedures

Technology

Inspector Techs work with the Manager or Assistant Manager to turn off and pack up the MiFi hotspot, electronic poll book(s), ballot-marking device(s) and the tabulator(s).

- Turn off and pack up the MiFi hotspot. For instructions, see *Mi-Fi Hotspot* (p. 34).
- Turn off and pack up the ballot-marking device(s). For instructions, see *Ballot-marking Device* (p. 35).
- Turn off and pack up the electronic poll book. For instructions, see *Electronic Poll Book* (p. 41).
- Turn off and pack up the tabulator(s). For instructions, see *Vote Tabulator* (p. 44).

Clean Up

All poll workers are responsible for cleaning up inside the polling room.

- Return your badge to the Manager.
- Break down all voting booths and tables.
- Put away all precinct equipment, signs and supplies prior to leaving.
- Make the polling place look as clean as it did upon your arrival.
- Bring back into the polling room all cones, the A-frame precinct sign and the call bell.
- Position all equipment delivered by moving company back into the same location and arranged in the same manner as it was found in the morning.

You are responsible for the condition of your polling site. The Manager will not dismiss you until the polling site has been returned to the way it was found. Do not leave the polling place until dismissed by the Manager. Leaving prior to dismissal will result in employee termination.

Chapter 9 – Contingency
(Sections 102.014(5)(k), 102.031, 102.101, Fla. Stat.)

A. Security

On Election Day, maintain a heightened awareness for potentially threatening activity such as suspicious vehicles, persons, or packages near the polling place. Report any suspicious activity to the Manager immediately.

- Carefully monitor loitering in or around the polling place.
- Be aware of strange or suspicious vehicles parked for prolonged periods near the polling place.
- Be certain the polling place access points--Entrance and Exit--are clearly marked.
- Be certain all workers wear proper identification credentials as required by law.
- Limit voter access points to the facility. Use signage to identify access points and enforce any building access restrictions that exist.
- Encourage all poll workers to be particularly vigilant in preventing voters from accessing areas of the building not used for voting.
- Make sure your phone is charged and turned on.
- Identify evacuation routes and assembly areas 100-300 feet away from the building.
- Avoid exiting the polling place alone at night. All poll workers should exit the building together after being dismissed by the Manager.

Active Shooter
Active shooter situations are unpredictable and evolve quickly. Call or text 911 if you can.

B. Medical or Emergency Event

In the event of a medical or other emergency requiring assistance from the police, fire department, or medical personnel, call 911 and alert the Manager to report the incident. If the polling room must be evacuated, the Manager will announce it and the tabulator must be unplugged and rolled out of the polling room.

C. Power Outage

If there is a power outage at the polling place, the Manager will notify the Supervisor of Elections Precinct Hotline immediately. Provide voters with flashlights if needed. If an evacuation is needed due to power outage, the Manager will announce it.

Paper Register Procedures

Do not use the paper register procedures to check in voters unless directed by the Manager. The Manager will provide the White Bag containing the paper register.

1. Use the heavy paper provided in the Blue Bag to separate the paper register and list the alphabet for voters to know which check-in table to use (i.e., A-G, H-M, etc.).
2. Move the ballot pads from the Ballot Station to the Check-in Station. During paper register procedures, ballots are issued at the Check-in Station by the Inspector Tech as voters are checked in.
3. Open the sealed White Bag and begin checking in voters with the paper register.
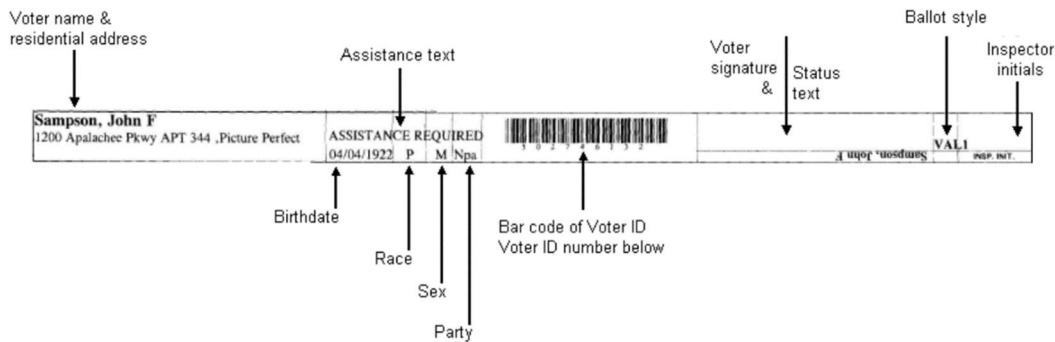
Register Column Title	Contents
NAME AND ADDRESS	Voter's name and residence address
DATE OF BIRTH	Voter's birth date
RACE	Voter's race: I = American Indian/Alaskan Native A = Asian/Pacific Islander B = Black, not Hispanic H = Hispanic W = White, not Hispanic O = Other
SEX	M = Male F = Female U = Unknown
PARTY	Voter's party code
(no column title)	Bar code with voter's registration number
(no column title)	Voter signs here. Various special messages are also displayed here.
STYLE	Numerical code used to identify voter's ballot style
INSP INIT	Inspectors enter initials in this column

Special Register Message	Location	Meaning
ASSISTANCE REQUIRED	Spans date of birth, race, sex, party columns	Voter needs voting assistance.
INACTIVE VOTER	Spans date of birth, race, sex, party columns	Voter moved and has not voted for two general elections. Disregard this notation.
Protected	Date of Birth	Voter's address is protected from the public record
ABSENTEE REQUESTED	Signature column	Voter has requested and possibly voted an absentee ballot.
*** VOTED EARLY ***	Signature column	Voter has voted early.
*** VOTED ABSENTEE ***	Signature column	Voter has voted absentee.
* VOTED PROVISIONAL *	Signature column	Voter cast a provisional ballot during early voting.
Pending: Must Vote Provisional	Signature column	Voter's registration is awaiting verification. Voter must vote provisional.
Challenged: Must Vote Provisional	Signature column	Voter has been challenged and must vote provisional.
Potentially Ineligible	Signature Column	Voter may only vote a provisional ballot.

4. Signal the next person in line and say the following: **"Welcome! May I please have your photo and signature ID?".** To verify the identity of the voter, see *Voter at the Check-in Station* (p. 18).
5. Find the voter's name on the register. If necessary to find the voter's name, ask voter for date of birth. If voter's name is not on the register or if the voter's name has changed, direct the voter to the Help Desk.
6. Check for special messages printed on the register. If there is a special message on the register, the issue must be resolved before the voter may sign the register to receive a ballot.
   - If the register indicates "ASSISTANCE REQUIRED", see *Assistance at the Polls* (p. 31).
   - If the register indicates "INACTIVE VOTER" or "*Protected*", you may disregard the notation.
   - If "ABSENTEE REQUESTED" is indicated and the voter is returning the vote-by-mail ballot, first mark the returned vote-by-mail ballot "Canceled" on the certificate side of the ballot envelope and give the ballot to the Manager or Assistant Manager. If the voter does not have the vote-by-mail ballot with them to return, direct the voter to the Help Desk to vote a provisional ballot.
   - If "VOTED ABSENTEE", "VOTED EARLY", "VOTED PROVISIONAL", "Pending: Must Vote Provisional", "Challenged: Must Vote Provisional", or "Potentially Ineligible" is printed in the signature column, direct the voter to the Help Desk.
7. Point to the line where the voter should sign. Do not turn the paper register around. The register is designed with the signature line facing the voter. The voter signs underneath their name. Compare signature with that on voter's ID. If the signatures do not match, direct the voter to the Help Desk.
8. Select proper ballot for voter as indicated on the register. Select a ballot with this same code in its upper left-hand corner. Initial register in box provided and initial ballot stub. Write the stub number in the space to the right of the voter's name underneath the ballot style.
9. Show the voter that the ballot they are receiving matches the ballot style on the paper register. Say to the voter: **"Please see that I am giving you one ballot with the correct ballot style."** Place the ballot inside the secrecy sleeve and give it to the voter.
10. Direct the voter to voting booth to mark the ballot. If the voter requests the use of a ballot-marking device, direct the voter to the Help Desk.
11. After the voter has marked their ballot, direct them to the tabulator. If there is battery backup power available to the tabulator, see *Voter Casts Ballot at the Tabulator* (p. 27). If no battery backup is available,

the tabulator's emergency compartment can be unlocked by the Manager and used. In that case, instruct voters to cast their ballots into the emergency compartment. Say to the voter, **"Your ballot is being temporarily placed in the emergency compartment. You may return at 7:00 p.m. after the polls close to observe the ballots being inserted into the tabulator to be counted."** Offer the voter an "I Voted" sticker.

D. Extended Polling Hours

(Sections 101.049, 101.048 Fla. Stat.)

Extended Polling Hours are a rare occurrence, but it is important to be prepared for this situation if it should occur. Procedures for Extended Polling Hours are very different from regular polling hours. Any person voting after the last person who was in line during the scheduled closing hour of 7:00 p.m. on Election Day must vote a provisional ballot. These provisional ballots must be kept separate from all other ballots cast during regular voting hours. Because all voters need to be issued provisional ballots during Extended Polling Hours, Inspector Techs will be permitted to issue provisional ballots rather than send voters to the Help Desk. The Manager will convert all EViD units over to the Extended Hours setting.

At Close of Regular Polling Hours at 7:00 p.m.

The Manager will provide the Deputy with a pink Provisional Ballot Envelope from the Help Desk. The Deputy will give the Provisional Ballot Envelope to the first person in line after the regular close of polls at 7:00 p.m. This voter does not need to do anything with the envelope. The envelope indicates that this voter will be the first voter of Extended Polling Hours. The Deputy will stand behind the last voter who is in line waiting to vote for regular polling hours. The Deputy will remain behind this voter until the voter checks in to vote.

After Last Voter in Line During Regular Polling Hours Casts Ballot

After the last voter in line at the close of regular polling hours at 7:00 p.m. casts a ballot, the Assistant Manager and one Inspector tech will close polls on the DS300. See *Closing Checklist* (p. 47). Complete all the steps but do not repack the tabulator's ballot bin with the leftover ballots at this time.

Distribution of Supplies for Extended Polling Hours

The Manager will distribute supplies for Extended Polling Hours:
- Pink Provisional Ballot Envelopes will be placed at the Check-In Station.
- Pink Secrecy Sleeves will be placed at the Ballot Station and the White Secrecy Sleeves will be removed.
- A Green Bag will be positioned near the tabulator. An Inspector Tech will stand beside the bag at all times. Voters will cast their pink Provisional Ballot Envelope into this bag. This bag should never be unattended!
- One Inspector Tech should pass out clipboards loaded with the Pink Provisional Envelopes and pens to the next few voters in line and explain what should be completed on the envelope.
- The Manager will be at the Help Desk and the Assistant Manager will be at the Ballot Station.

At Check-In Station During Extended Polling Hours

Pick up a Pink Provisional Ballot Envelope and say to the Extended Polling Hours voter**, "You are voting under Extended Polling Hours provisions in FL law. After you mark your ballot, you will put it into this Provisional Ballot Envelope and seal it. You will tear off the top flap which has a tracking number so you can track the status of your ballot on our website."** Do not give the envelope to the voter yet.

Voter Search on EViD During Extended Polling Hours

Before you begin checking in voters, you should see a new Home screen much like the regular polling hours Home screen, but make sure your EViD shows "Extended Hours" at the very bottom of the screen. If you do not see "Extended Hours" on your EViD screen, consult with the Manager before checking in any voters.

Follow procedures for *Voter Search at the Check-in Station* (p. 19).

After you find the voter, verify that the voter's name and address are correct and select "Yes". On the Provisional Ballot Entry screen, you will enter the tracking number found on the flap of the pink Provisional Ballot Envelope. Enter the same number into both fields and select "OK".
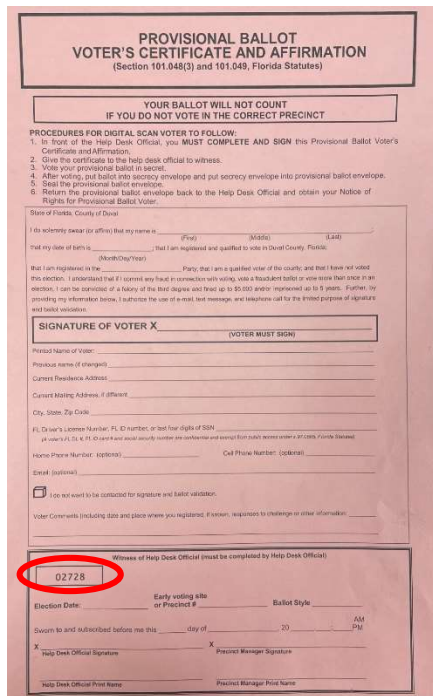
Envelope Top Flap

Envelope Front Side
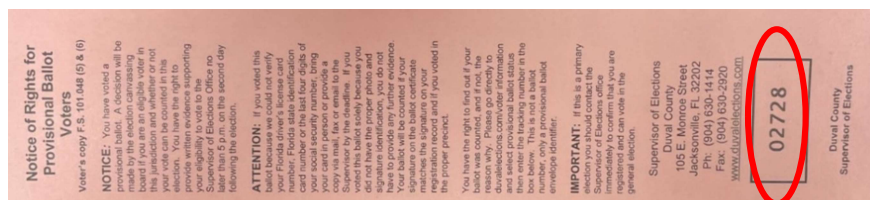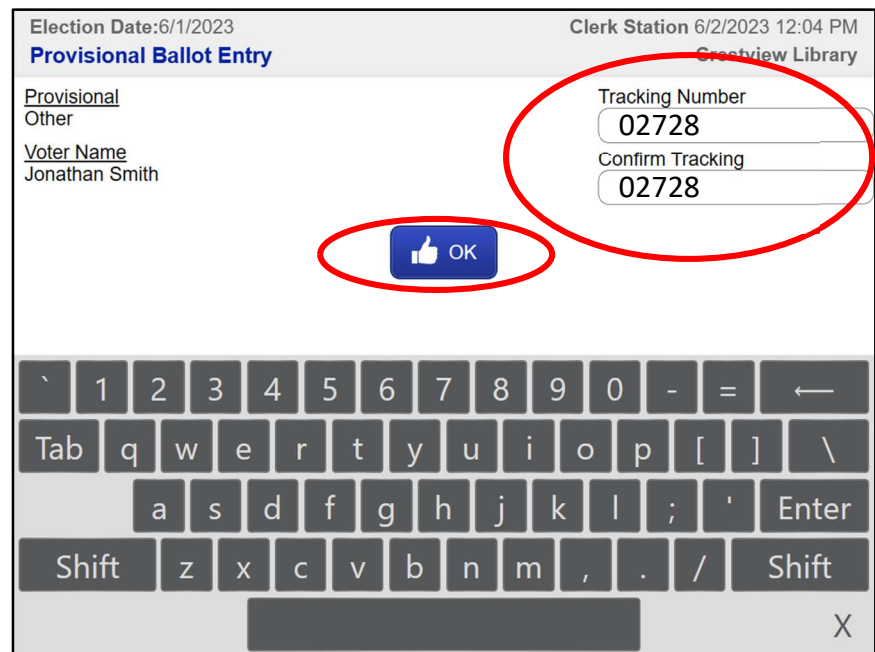
The voter will sign the signature pad and you will verify the signature matches the ID provided, return the ID, and issue a voting pass.

⚠️ If you encounter any situation in which you would have directed a voter to the Help Desk during regular polling hours, the same procedures apply. Do not check in the voter. Print the Help Desk Ticket when prompted and direct the voter to the Help Desk.

Issuing the Pink Provisional Ballot Envelope

Before you direct the voter to the Ballot Station, you will need to mark the Pink Provisional Ballot Envelope. The top portion of the front of the envelope is for the voter's information. Since you have already checked in the voter on the EViD, the voter does not need to complete or sign this section.

Front of the Envelope: Fill out the *Witness of Help Desk Official* completely. Sign on the line for "Help Desk Official Signature" and print your name underneath. Although there is a space for the Manager to sign, only one signature is required by law.

Back of the Envelope: Check the box for "Qualified Voter" located in the *Reason for Provisional Ballot* box. Do not mark anything else.

Tear off the Voting Pass from the EViD printer. Give the Voting Pass and the Pink Provisional Ballot Envelope to the voter. Direct the voter to the Ballot Station.

At the Ballot Station During Extended Polling Hours

Follow the procedures for *Eligible Voter at the Ballot Station* (p. 26). Before issuing a ballot or ballot card, write an X in the box in the upper right corner of the ballot where "For Office Use Only" is indicated. Marking an X in this box will prevent the ballot from being mistakenly cast in the tabulator.

During Extended Polling Hours, you will use the Pink Secrecy Sleeves. Direct the voter to the voting booths and say to the voter, **"Once you have marked your ballot, place it back into the secrecy sleeve and slide BOTH the sleeve and the ballot into the pink envelope and seal it. You may tear off the flap to track your ballot on our website."**

Casting a Ballot During Extended Polling Hours

After checking to see that the voter has sealed the pink provisional ballot envelope and carefully removed the tracking number flap, the Inspector Tech positioned near the tabulator beside the Red Bag will say to the voter, **"Please cast your ballot into the green bag. Thank you for voting!".**

Closing Procedures for Extended Polling Hours

Finish the *Closing Checklist* (p. 47) for the tabulator by repacking the ballot bin with the unused full ballot pads. Complete all other closing procedures found in *Closing the Polls* (p. 49).

As an election official you perform an invaluable civic duty by ensuring that all voters have a positive voting experience. Thank you for your professionalism, dedication, time, and service!
Jerry Holland,
Duval County Supervisor of Elections

Glossary

A-Frame Sign – A large, white, plastic sign used to alert voters to the roadway entrance to a voting precinct.

Americans with Disabilities Act (ADA) – A federal law that sets standards for ensuring that Americans with disabilities have equal access to public services and facilities.

Assisted Voter – A voter who requests assistance in marking their ballot due to a disability or illiteracy. Assisted voters may have a person of their own choice assist them or have two poll workers assist them.

Audio-Tactile Interface - An assistive device or hand-held keypad that enables voters with visual, cognitive, or mobility impairments to mark a ballot.

Emergency Compartment – A locked compartment at the front of the tabulator where voters insert ballots that cannot be scanned.

Ballot – The official paper, with ovals filled-in by the voter, that contains all the contests to be voted on in a specific precinct. See also *"Ballot Card."*

Ballot Bin– The locked compartment at the bottom of the tabulator that contains the ballots after they have been scanned.

Ballot Card – The official voter-verifiable paper output of a ballot-marking device used by the voter, that contains all the contests to be voted on in a specific precinct.

Ballot-Marking Device - The touch-screen technology that produces a paper record for vote tabulation. Provides all voters with a simple and inclusive method of marking their ballot that conforms to ADA guidelines.

Ballot Style – The type of ballot issued to a voter that is predetermined by the Supervisor of Elections according to the voter's registration record (voting precinct and party affiliation).

Ballot Report Form - The form used to account for the number of ballots received, unscanned, spoiled, provisional, voted (cast), used, and unused at each precinct. This form is completed by the Precinct Manager and/or the Assistant Manager.

Challenged Voter – A voter whose eligibility to vote has been questioned. Challenged voters may vote a Provisional Ballot.

Deputy – An Election Worker, deputized by the Sheriff, stationed outside of the polling room who maintains order, monitors voter line length, monitors the No Solicitation Zone, and who announces the opening and the closing of the polls.

Drop Zone - The site where designated election officials will drop off red voted ballot bags and precinct supplies after the polls close.

DS300 – See *"Tabulator."*

Early Voting – As dictated by Florida election laws, a period of 8-15 days when voters can vote in-person at any Early Voting site in the county where they are registered to vote.

Election Board – All poll workers assigned by the Supervisor of Elections and serving as staff in a precinct on Election Day.

Elections Center- The location where training classes are held, election equipment is stored, and precinct supplies are delivered and picked up prior to Election Day.

Election Board – All Election Workers, including the Deputy, that work at a given precinct during an election.

Electronic Poll Book – Device that partially automates the process of checking in voters, assigning them the correct ballot style, and marking voters who have been issued a ballot. May be used in place of a traditional paper poll book or precinct register.

Electronic Voter Identification (EViD) – See *"Electronic Poll Book."*

EViD Activator – The USB drive that allows an EViD unit to access the Florida Voter Registration database and check-in voters.

ExpressVote – See *"Ballot-Marking Device."*

Florida Statutes - Enacted by the Florida Legislature, all the laws of the State of Florida, including those that establish the electoral process in Florida.

General Election – An election held on the first Tuesday after the first Monday in November in the even-numbered years for both, the purpose of filling federal, state, and county offices and for the purpose of voting on constitutional amendments not otherwise provided by law.

Inspector Tech – A Election Worker trained to check in voters using the electronic poll book, issue ballots at the ballot station and operate the tabulator.

Manager (Assistant Manager) – The person who oversees a Polling Place. Referred to as a Clerk in the Florida Statutes.

MiFi Hotspot– A mobile Wi-Fi hotspot used to establish a wireless connection between the electronic poll books at a precinct and the Supervisor of Elections data center allowing a voter's status to be checked in real time.

Multipurpose Form – Form that combines the Florida Voter Registration Application, Declaration to Secure Assistance, Declaration to Provide Assistance and Signature Affidavit into one convenient form.

No Solicitation Zone – As dictated by Florida election law, the area within a 150' radius from the entrance of the polling place, and within the polling room, where the solicitation of voters is illegal.

Oath of Person Entering a Challenge - Form provided to voters or poll watchers who challenge another voter's right to vote. This form must be completed by the challenger, and the challenged voter must vote a provisional ballot.

Overvote – When a voter marks the ballot for more candidates in a contest than the number of vacancies to be filled.

Poll Watcher – Person designated by a political party, candidate, or political committee to observe the voter check-in process and the conduct of the election. All poll watchers must sign up by the deadline and must meet the requirements as provided by the Florida Statutes.

Poll Worker – Trained individual who processes voters, provides instructions on the proper use of voting equipment, and solves potential problems that voters encounter at Election Day polling sites.

Polling Place – The location and building where voting occurs in each precinct.

Polling Room – The room where voter check-in and the casting of ballots take place.

Precinct – The geographical area that designates where voters go to vote and which ballot they receive.

Precinct Register – The paper list of the names and addresses of every citizen who is registered to vote in a specific precinct.

Primary Election - The nomination of candidates of political parties as provided by Section 100.061, Florida Statutes. Held the Tuesday ten weeks prior to the general election.

Provisional Ballot – A ballot cast by an individual whose eligibility to vote cannot be determined. The validity of the provisional ballot is determined by the canvassing board provided by Section 101.048, Florida Statutes.

Results Tape – The tape that is printed on the tabulator after the polls are closed that summarizes the election results for a precinct.

Rovers – Field service technicians directed by SOE staff to polling locations to assist with technical issues.

Sample Ballot – Paper or digital examples of each precinct's ballots that are mailed, emailed, or distributed at SOE offices that a voter can use to make informed selections prior to voting their actual ballot on Election Day.

Secrecy Sleeve – Issued by the Inspector Tech at the Ballot Station to provide privacy for the ballot.

Service Animal – A specially-trained animal performing work or tasks to assist persons with a disability. Emotional support animals are not the same as service animals according to Florida statute.

Sign Kiosk – A tri-fold information board located near the Help Desk that includes information, notices and voter instructions in English and Spanish.

Solicitors - Candidate and/or campaign supporters; petitioners; and news media. Allowed only outside the 150-foot radius of the No Solicitation Zone.

Spoiled Ballot – A ballot that has been marked in error, torn, or damaged during the election. Placed in the spoiled ballot envelope and accounted for at the end of the night on the Ballot Report Form.

Tabulator - Voting machine used in Duval County to tally votes, transmit results, and print election reports on Election Day.

Universal Primary Contest – If all candidates for an office have the same party affiliation and the winner will have no opposition in the General Election, all qualified voters, regardless of party affiliation, may vote in the Primary Election for that office.

Unscanned Ballot – A ballot that was not scanned by the tabulator at the end of the election and will be reviewed by the canvassing board.

Undervote – When a voter does not make any selections or makes fewer selections than allowed in a contest on the ballot.

Visual Aid Packing Chart – Color-coded chart identifying the location of all precinct supplies and how to pack the backs during closing procedures.

Vote-by-Mail (formerly known as absentee ballot) - A ballot that is mailed or picked up in advance of an election. Provides the voter the option to vote without having to visit an early voting site or polling place on Election Day. Requested by any registered and qualified voter.

Voter Accessibility Kit – Contains signature guides, sanitary ear and head covers, and other accessibility resources.

Voter Information Card (formerly known as Voter Registration Card) - A card mailed to each registered Florida voter listing voter's name, date of birth, precinct number, party affiliation, voter registration number, date of issue, districts representing the voter, and polling location. The card is issued for informational purposes only.

Voting Booth – A piece of equipment set-up for voters to mark their ballot in private.

Voter Registration Form – A Voter Registration Application, also known as FVRA form (Florida Voter Registration Application). This is used when a voter wishes to register to vote or to make a change to their voter registration. It is found in Section 1 of the Multipurpose Form.

Voting Pass – A ticket given to a voter at check in that authorizes them to receive a ballot.

Write-in Candidate – A candidate who is qualified to run for election by way of the voter writing the name of the candidate on the ballot.

Zero Tape – Election tape that is printed by the tabulator and verified by the Precinct Manager and the Assistant Manager or Inspector Tech before voting begins to certify that all races have a zero total.