

Polling Place Standards & Procedures



Please Do Not Write In This Document!

Authorized by Bay County Supervisor of Elections Mark Andersen

Security Concerns & Emergencies

1. Inspect your polling place area immediately upon arrival for any items or conditions of concern.
2. Know your polling area before voters enter to vote.
3. Voters AND precinct workers should be appropriately dressed for the weather to vote or work. (Look for any unusual clothing, bulky vest/coat, or unusually large belt.)
 - ⊗ **BE ALERT:**
 - **A**lone and nervous.
 - **L**oose and bulky heavy or hot clothing inappropriate for weather.
 - **E**xposed wires (i.e., through sleeve).
 - **R**igid mid-section (i.e., may be concealing a dangerous item).
 - **T**ightened hands (i.e., may be holding a weapon).
4. Do not allow voters to carry in large bags or any unnecessary item. Politely ask that these items remain outside polling place room.
Examples: (Unusual bag, back pack, athletic/golf bag, large packages or carrying bags)
5. Never accept delivery of any package that poll workers are not expecting or have not requested.
6. **NEVER ACCEPT OR EAT FOOD THAT WAS NOT ORDERED!**
7. Be aware of possible fuel delivery trucks, cargo trucks or other vehicles positioned tactically or illegally parked. Report any concerns.
8. Ensure that all vehicles are parked in designated parking spaces.

CLERK and/or ASSISTANT CLERK:

- Remain calm and immediately report any concerns, uncontrollable voter(s), or dangerous situation(s).
- Do NOT talk to anyone other than emergency departments directly involved with 911 incident. Maintain security and control of precinct, keeping Supervisor of Elections informed at all times.

PHONE CONTACT NUMBERS:

- CALL 911 ANY EMERGENCY SITUATION
- **██████████ SUPERVISOR OF ELECTIONS OFFICE PHONE BANK TO REPORT ALL MATTERS AS SOON AS POSSIBLE**

Table of Contents

Security Concerns & Emergencies.....	2
Top Drawer (Voter Assistance).....	5
Address Change From Another Florida County (DS-DE 39)	5
Address Change Within Bay County.....	6
Assistance Required (12180 PURPLE).....	7
Challenged Voter OATH (12178 GOLDENROD)	8
Deceased Voter Issue.....	9
Eligibility Undetermined (12102, 12152)	10
Name Has Changed (DS-DE 39).....	11
Name Not found on voter check-in system (DS-DE 39).....	12
Name Incorrectly Spelled - (DS-DE 39)	13
New Voter Information Card Requested - (DS-DE 39)	14
No Identification.....	15
Provisional Process Instructions.....	16
Provisional PROCESS INSTRUCTIONS Extended Hours ONLY	18
Signature Differs – (12176 PINK, DS-DE 39).....	19
Spanish Language Assistance Required	20
Spoiled Ballot- (12143).....	21
Vote by mail Ballot Issued To Voter.....	22
Ballot Counting System (BCS)	23
Ballot Skewed.....	23
Jammed Ballot (Ballot Has Not Been Counted).....	23
Jammed Ballot (Ballot Has Been Counted).....	23
“Unreadable Mark” Message.....	24
“Multiple Ballots Detected” Message	24
BCS Has Error Message and Voter has Left Precinct (“Fleeing Voter”).....	24

“Blank Ballot” Message	25
“Possible Folded Ballot” Message	26
“Over Voted Contest” Message.....	27
Accessible Voting System (AVS)	28
Inserting Ballot CARD into Accessible voting system	28
Selecting a Language.....	28
Choosing Ballot Style on Accessible voting system	28
How to Use Accessible Voting System Touch Screen Display	29
Audio Ballot	32
Accessible Voting system Paper Jam	33
Voter Leaves Before Reaching End of Ballot (“Fleeing Voter”).....	34
Polling Place Order & Security	35
Keep Polling Place Organized and Safe – (12188 LIGHT BLUE).....	35
Polling Place Florida Statutes 97.021 and 102.031	35
Polling Place Parking.....	38
Public Observers.....	39
6:00 A.M. (Prior to Opening on Election Morning).....	39
7:00 P.M. (After Closing on Election Night)	39
Poll Watchers.....	40
Poll Watcher Guidelines	40
Poll Watcher Florida Statutes 101.131 and 101.111	40
Election Night Delivery.....	50
Ballot/Storage Box Assembly	51

Top Drawer (Voter Assistance)

ADDRESS CHANGE FROM ANOTHER FLORIDA COUNTY (DS-DE 39)

Note

Spanish Florida Voter Registration Applications are also in the back of the blue pouch. Only use these if needed.

1. Have voter complete **FLORIDA VOTER REGISTRATION APPLICATION (DS-DE 39)**.
2. Call Phone Bank [REDACTED] using cell phone provided.
3. Give phone to voter so that he/she may speak to Phone Bank Staff to verbally change address.
4. Once address is changed to Bay County, use **Voter Check-In System** to check in the voter.
5. Place completed FLORIDA VOTER REGISTRATION APPLICATION (DS-DE 39) in Catch All Bag for return to SOE Office on election night.
6. If new address is in another precinct, give “Action Required” Ticket to voter and direct them to their correct Precinct.

ADDRESS CHANGE WITHIN BAY COUNTY

1. Clerk must
 - a. Follow 12167 VCS Clerk Actions card “**Address Update Required**”
 - b. Call Phone Bank [REDACTED] to update address.
 - c. If Voter cannot confirm their Driver’s license or the last four of their Social Security Number with Phone Bank have voter complete a DSDE 39 Voter Registration Application.
2. If new address is still within your precinct, Clerk must:
 - a. Check voter in once address is updated on voter check in system.
 - b. Issue Voting Pass
 - c. Allow voter to continue voting process.
3. If new address is in another precinct, Clerk must:
 - a. Check voter in once address is updated on voter check in system.
 - b. Give “Actions Required” Ticket to voter and Send voter to correct precinct.
4. If voter has been sent from another precinct and has an “**Action Required**” or “**Refer to Clerk**” Ticket, check voter in using **Voter Check-In System** as normal.

ASSISTANCE REQUIRED (12180 PURPLE)

1. If **Voter Check-In System** indicates that voter needs assistance and voter chooses PEOs to assist them, No Form is required.
 - a. Voter may also select two precinct election officials of differing party affiliations (must always be approved by Clerk).
2. If **Voter Check-In System** indicates that a voter needs assistance and the **voter chooses someone other than a Precinct Election Official to assist them**, form 12180 Part B is required:
 - a. Complete **Part B “DECLARATION TO PROVIDE ASSISTANCE”**
 - b. Assistor must sign form. Assistor may not be:
 - i. Voter’s employer
 - ii. Agent of employer
 - iii. Agent of voter’s union
 - c. Precinct Election Official must sign and date form.
 - d. Place completed form in **Catch All Bag** for return to SOE Office.
3. If **Voter Check-In System** does **NOT** indicate that voter needs assistance and **voter requests assistance**:
 - a. If the voter chooses Precinct Election Officials to assist, **Part A “DECLARATION TO SECURE ASSISTANCE”** must be completed. Select two precinct election officials of differing party affiliations.
 - b. If the voter chooses someone other than a Precinct Election Official to assist them, **Part B “DECLARATION TO PROVIDE ASSISTANCE”** is also required.
 - c. Place completed form in **Catch All Bag** for return to SOE Office on election night.

CHALLENGED VOTER OATH (12178 GOLDENROD)

1. Clerk must:
 - a. Call Phone Bank [REDACTED] if voter's right to vote is challenged. (F.S. 101.111)
 - b. Have person challenging another voter's right to vote complete **Oath of Person Entering Challenge** (12178 Goldenrod) or challenge will not proceed.
 - c. Sign and date **Oath of Person Entering Challenge** (12178 Goldenrod).
 - d. Go to Table of Contents; locate and follow:
"PROVISIONAL PROCESS INSTRUCTIONS"
 - e. Place completed **Oath of Person Entering Challenge** in **Catch All Bag** for return to SOE Office on election night.

DECEASED VOTER ISSUE

1. Do NOT call Phone Bank if a person informs you that a voter is deceased (F.S. 98.093).
2. Inform voter to bring a copy of death certificate into SOE Office or wait until Division of Elections updates this information at state level.

ELIGIBILITY UNDETERMINED (12102, 12152)

WARNING

*Never allow a voter following Provisional Process to insert his/her ballot
into BCS (Ballot Counting System)*

1. If Clerk has verified with Phone Bank that a voter is NOT eligible to vote in that precinct, (voter is in incorrect precinct to vote, is not a registered voter in Bay County, registered after book closing date for this election, etc.) and still demands to vote in that precinct, Clerk must:
 - a. Require voter to provide required I.D. and check in using **Voter Check-In System**.
 - b. Follow **“Provisional Process”** instructions on **12167 VCS Clerk Actions card**.
 - c. Go to Table of Contents; locate and follow:
“PROVISIONAL PROCESS INSTRUCTIONS”

NAME HAS CHANGED (DS-DE 39)

1. Do **NOT** call Phone Bank if voter's previous name is in Voter Check-In System and voter has same address (F.S. 101.045).
2. Clerk must instruct voter to:
 - a. Complete **FLORIDA VOTER REGISTRATION APPLICATION** (DS-DE 39).
 - b. Check box beside "Name Change."
 - c. Look voter up on Voter Check-In System under his or her old name using updated signature and continue voting process.
 - d. Place completed **FLORIDA VOTER REGISTRATION APPLICATION** (DS-DE 39) in **Catch All Bag** for return to SOE Office on election night.

NAME NOT FOUND ON VOTER CHECK-IN SYSTEM (DS-DE 39)

1. Clerk is required to call Phone Bank [REDACTED] if voter's name is not in **Voter Check-In System**. Do not allow voter to vote at precinct until you obtain confirmation from Phone Bank Staff that voter is registered to vote in your precinct for this election (F.S. 101.045).
2. Clerk must:
 - a. Check spelling of last name and ask voter if name has recently changed.
 - b. Call Phone Bank [REDACTED] and provide Phone Bank Staff with voter's name and date of birth to determine if voter is registered.
3. If Phone Bank verifies this person is eligible to vote, and voter's address has changed within Bay County, Clerk must:
 - a. Allow voter to speak to Phone Bank Staff to verbally change his/her address.
 - b. Speak to Phone Bank Staff again to verify voter should still vote in your precinct and determine voter's party affiliation (Primary Only).
 - c. Once voter information is confirmed through Phone Bank, check voter in using **Voter Check-In System**.
 - d. Allow voter to continue voting process.
4. If new address is in another precinct, Clerk must Issue voter "Action Required" Ticket and direct voter to correct Precinct.
5. If Phone Bank is down or voter insists on voting in precinct in which he/she is not eligible:
 - a. Voter must Vote using Provisional Process follow instructions on **12167 VCS Clerk Actions card**.
 - b. You must manually enter all information through the "**Voter Not Found**" button on **Voter Search Results**" Screen.
 - c. Go to Table of Contents; locate and follow:
"PROVISIONAL PROCESS INSTRUCTIONS"

NAME INCORRECTLY SPELLED - (DS-DE 39)

1. Do **NOT** call Phone Bank if a voter informs you that his/her name is spelled incorrectly (F.S. 97.071).
2. Clerk must instruct voter to:
 - a. Complete **FLORIDA VOTER REGISTRATION APPLICATION** (DS-DE 39).
 - b. Check box beside “Name Change.”
 - c. Place completed **FLORIDA VOTER REGISTRATION APPLICATION** (DS-DE 39) in **Catch All Bag** for return to SOE Office on election night.
3. Allow voter to continue voting process.

NEW VOTER INFORMATION CARD REQUESTED - (DS-DE 39)

1. Do **NOT** call Phone Bank if voter requests a replacement Voter Information Card (F.S. 97.071).
2. Clerk must instruct voter to:
 - a. Complete **FLORIDA VOTER REGISTRATION APPLICATION** (DS-DE 39).
 - b. Check box beside “Card Replacement.”
 - c. Place completed **FLORIDA VOTER REGISTRATION APPLICATION** (DS-DE 39) in **Catch All Bag** for return to SOE Office on election night.
3. Allow voter to continue voting process.

NO IDENTIFICATION

1. If voter has no identification and name **IS** found on Voter Check-In System. (F.S. 101.49) Clerk must:
 - a. Follow instructions on **12167 VCS Clerk Actions card** for “**No ID Provided**”.
 - b. Go to Table of Contents; locate and follow:
“PROVISIONAL PROCESS INSTRUCTIONS”
2. If voter should vote in your precinct, Clerk must:
 - a. Issue Voting Pass.
 - b. Go to Table of Contents; locate and follow:
“PROVISIONAL PROCESS INSTRUCTIONS”
3. If voter should vote in another precinct:
 - a. Give Ticket to Voter.
 - b. Send voter to his/her new precinct.

PROVISIONAL PROCESS INSTRUCTIONS

WARNING

DO NOT allow Provisional Process voted ballots to go into BCS (Ballot Counting System).

1. Clerk must verify one or more of following on Voter Check-In System or Phone Bank:
 - a) Voter does not appear to be registered.
 - b) Voter appears to have already voted early or voted by mail.
 - c) No photo and/or signature identification.
 - d) Voter's ID and register signatures do not match and voter refuses to complete signature affidavit.
 - e) Voter's FL DL #, FL ID card #, or SSN has not be verified Voter's ID signature and signature given do not match. Voter refused affidavit.
 - f) Voter's identity is in question
 - g) Voter is in wrong precinct.
 - h) Challenged voter
 - i) Voter did not submit an address change.
2. If voter still demands to vote, Clerk must:
 - a. Assure voter produces I.D. (unless this is reason for provisional process) and signs in on Voter Check-In System **following 12167 VCS Clerk Actions card.**
 - b. Instruct voter to complete affirmation section (middle front) of **PROVISIONAL PROCESS VOTER'S CERTIFICATE AND AFFIRMATION ENVELOPE (DS-DE 209).**
 - c. Witness voter's signature and complete "**Witness of Election Official**" (bottom front) section of envelope.
 - d. Complete "**Reason for Provisional Ballot**" (back right) section of envelope.
 - e. Give voter Pink **PROVISIONAL PROCESS VOTER'S CERTIFICATE AND AFFIRMATION ENVELOPE (DS-DE 209), NOTICE OF RIGHTS FOR PROVISIONAL VOTERS (12103), PROVISIONAL SECRECY SLEEVE (12152 Grey) and PAPER BALLOT.**
3. Clerk must instruct voter to:
 - a. Mark his/her ballot inside voting booth.
 - b. Fold and place marked ballot inside **PROVISIONAL SECRECY SLEEVE (12152 Grey).**

- c. Place **PROVISIONAL SECRECY SLEEVE** (12152 Grey) and voted ballot inside Pink **PROVISIONAL PROCESS VOTER'S CERTIFICATE AND AFFIRMATION ENVELOPE** (DS-DE 209) and seal it.

4. Clerk must:

- a. Tear off "**Provisional Ballot Free Access Information Card**" from envelope flap and give to voter. (This contains the Provisional Tracking Number.)
- b. Place **PROVISIONAL PROCESS VOTER'S CERTIFICATE AND AFFIRMATION ENVELOPE** (DS-DE 209) **with voted ballot inside** into **Catch All Bag** for return to SOE Office on election night.

PROVISIONAL PROCESS INSTRUCTIONS **EXTENDED HOURS ONLY**

WARNING

Only perform this section if you are ordered by Supervisor of Elections Phone Bank. (You must call Phone Bank to confirm any order or directive)

1. Clerk must:
 - a. Assure voter produces I.D. (unless this is reason for provisional process).
 - b. Instruct voter to complete affirmation section (middle front) of **PROVISIONAL PROCESS VOTER'S CERTIFICATE AND AFFIRMATION ENVELOPE** (DS-DE 209).
 - c. Witness voter's signature and complete "**Witness of Election Official**" (bottom front) section of envelope.
 - d. Complete "**EXTENDED HOURS ONLY**" (back right) section of envelope.
 - e. Give voter Pink **PROVISIONAL PROCESS VOTER'S CERTIFICATE AND AFFIRMATION ENVELOPE** (DS-DE 209), **NOTICE OF RIGHTS FOR PROVISIONAL VOTERS** (12103), **PROVISIONAL SECRECY SLEEVE** (12152 Grey) and **PAPER BALLOT**.
2. Clerk must then instruct voter to:
 - a. Mark his/her ballot inside voting booth.
 - b. Fold and place marked ballot inside **PROVISIONAL SECRECY SLEEVE** (12152 Grey).
 - c. Place **PROVISIONAL SECRECY SLEEVE** (12152 Grey) and voted ballot inside **PROVISIONAL PROCESS VOTER'S CERTIFICATE AND AFFIRMATION ENVELOPE** (DS-DE 209) and seal it.
3. Clerk must:
 - a. Tear off "**Provisional Ballot Free Access Information Card**" on envelope flap and give to voter.
 - b. Place **PROVISIONAL PROCESS VOTER'S CERTIFICATE AND AFFIRMATION ENVELOPE** (DS-DE 209) with voted ballot inside in **Catch All Bag** for return to SOE Office on election night.

SIGNATURE DIFFERS – (12176 PINK, DS-DE 39)

1. Do NOT call Phone Bank if voter's signatures differ (F.S. 101.49).
2. Touch "**Get Voter Signature**" on **Voter Check-In System** and ask voter to sign again and make an effort to sign like signature on I.D.
3. If voter's signature in **Voter Check-In System** is still substantially different from that on his/her identification, Clerk must:
 - a. Touch "Accept" Signature
 - b. Instruct voter to complete **PROCEDURE OF ELECTION OFFICERS WHERE SIGNATURES DIFFER** (12176 Pink) in his/her own handwriting.
 - c. Instruct voter to complete all yellow highlighted sections of **FLORIDA VOTER REGISTRATION APPLICATION** (DS-DE 39).
 - d. Place both forms in **Catch All Bag** for return to SOE Office on election night.
 - e. Allow voter to continue voting process.
4. If voter refuses to complete this form, Clerk must:
 - a. Allow that elector to vote using **PROVISIONAL PROCESS VOTER'S CERTIFICATE AND AFFIRMATION ENVELOPE** (DS-DE 209).
 - b. Go to Table of Contents; locate and follow:
"PROVISIONAL PROCESS INSTRUCTIONS"

SPANISH LANGUAGE ASSISTANCE REQUIRED

1. If a voter needs assistance in Spanish, if available, direct voter to Spanish Speaking Precinct Election Official.
2. If no Spanish Speaking Precinct Election Officials are present, call SOE Spanish Hotline 1-833-966-0112 for assistance in Spanish. You may also refer to the EAC Election Phrases at a Glance located inside the blue pouch.
3. Voter must be allowed to:
 - a. Bring along a person to interpret as long as that person is not their employer, an agent of their employer, or union representative.
 - b. Voter should be issued a Spanish ballot or allowed to use the Accessible Voting System in Spanish.

SPOILED BALLOT- (12143)

NOTE

(F.S. 101.5608(2)(b) *No voter may be issued more than **THREE (3) ballots.***

Never examine or touch voter's spoiled ballot.

1. Do **NOT** call Phone Bank if voter spoils a ballot (F.S. 101.5608(2)(b)).
2. Clerk must:
 - a. Follow procedures exactly as printed on **SPOILED BALLOT ENVELOPE (12143)**.
 - b. Reprint ballot following instructions on the **Manager/Clerk VCS Actions Card**.
 - c. Give voter new ballot.
 - d. Direct voter to voting booth to resume voting process.
 - e. Place sealed **SPOILED BALLOT ENVELOPE (12143)** with spoiled ballot inside in **Catch All Bag** for return to SOE Office on election night.
3. If voter spoils second ballot, Clerk **MUST** recommend use of the Accessible Voting System, or that assistance be provided.
4. If voter needs or requests assistance, go to Table of Contents; locate and follow procedures for **“ASSISTANCE REQUIRED”** in this document.

VOTE BY MAIL BALLOT ISSUED TO VOTER

WARNING

Do not accept voted Vote by Mail ballots at precinct on Election Day. In order to be counted, voted Vote by Mail Ballots must be returned to SOE Office prior to 7:00 p.m. election night.

Never allow a voter with a Vote by Mail Ballot near BCS!

4. If **Voter Check-In System** indicates that voter has requested a Vote by Mail Ballot and voter wishes to vote at precinct but does not have Vote by Mail Ballot with him/her:
 - a. Issue Voting Pass
 - b. Voter then casts a regular ballot
5. If voter brings a Vote by Mail Ballot in a sealed or unsealed envelope, after voter is checked in, Clerk must:
 - a. Have voter open envelope, if not already open.
 - b. Ask voter to write “CANCELED” in large bold letters on certificate side of ballot envelope.
 - c. Ask voter to write “CANCELED” on ballot and draw a line through all ovals.
 - d. Place canceled ballot back inside envelope.
 - e. Place canceled envelope and ballot in **Catch All Bag**.
 - f. Allow voter to continue voting process.

Ballot Counting System (BCS)

BALLOT SKEWED

1. Instruct voter to straighten ballot.
2. Ensure ballot is and straight.
3. Ask voter to reinsert ballot.

JAMMED BALLOT (BALLOT HAS NOT BEEN COUNTED)

NOTE

These ballots will be found in upper portion of Ballot Counting System. Make every attempt to clear jam without looking at voter's ballot.

1. Clerk/Assistant Clerk must:
 - a. Carefully remove jammed ballot from upper portion of BCS using both hands.
 - b. If screen prompts you, touch "Go to Voting Mode"
 - c. Allow voter to reinsert **ONLY** ballot which was removed from upper portion of BCS. **DO NOT** re-insert any ballots that went into ballot box.
2. Clerk must contact Tech Support [REDACTED] to document jammed ballots.

JAMMED BALLOT (BALLOT HAS BEEN COUNTED)

NOTE

These ballots will be found in lower portion of BCS Tabulator, just before it falls into Ballot Box. Make every attempt to clear jam without looking at voter's ballot.

1. Clerk/Assistant Clerk must:
 - a. Open Ballot Box Door.
 - b. Carefully remove ballot from inside lower portion of BCS and allow ballot to drop into Ballot Box. DO NOT remove ballot from Ballot Box.
 - c. If screen prompts you, touch "Poll Worker Instructions"
 - d. If screen prompts you, touch "Go to Voting Mode"
2. Do NOT reinsert ballot into BCS. Once ballot has reached this location, it has been tabulated.
3. Clerk must contact Tech Support [REDACTED] to document jammed ballots.

“UNREADABLE MARK” MESSAGE

1. Clerk/Assistant Clerk must ask voter to reinsert ballot.
2. Clerk/Assistant Clerk must try to make determination whether voter has made an error on his/her ballot by questioning voter and not looking at voter’s ballot.
3. If it is determined that voter has made an error on his/her ballot, Clerk/Assistant Clerk must go to Table of Contents; locate and follow **“SPOILED BALLOT INSTRUCTIONS”** in this document.
4. If **BCS** will not accept voter’s new ballot or is not accepting other ballots, possibly **BCS** is inoperative, Clerk must:
 - a. **IMMEDIATELY** contact Tech Support [REDACTED].
 - b. As instructed by Tech Support, place **BCS** in “Emergency” Mode until Tech Rover arrives to correct situation.
 - c. Once normal **BCS** function has been restored, Clerk must remove ballots from Emergency Bin and insert them into **BCS**. This should be done when there is a lull in voting and should not disrupt normal flow of voting process. No one should have a pen at the **BCS** during this process.
 - d. Clerk must contact Phone Bank [REDACTED] to document.

“MULTIPLE BALLOTS DETECTED” MESSAGE

1. Clerk/Assistant Clerk must:
 - a. Ask voter if there is another ballot or other piece of paper stuck to back of his/her ballot.
 - b. Retrieve extra ballot or piece of paper.
 - c. Have voter reinsert ballot.
2. Clerk must contact Phone Bank [REDACTED] to document if there are any other issues.

BCS HAS ERROR MESSAGE AND VOTER HAS LEFT PRECINCT (“FLEEING VOTER”)

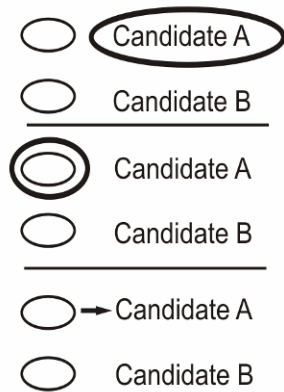
1. Clerk/Assistant Clerk must press “Cast” box on screen to accept ballot exactly as voter left it.
2. Clerk must contact Phone Bank [REDACTED] to document.

“BLANK BALLOT” MESSAGE

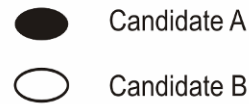
1. Clerk/Assistant Clerk must:

- a. Never view or touch ballot.
- b. NEVER touch “Correct Your Ballot” or “Cast Blank Ballot” boxes on screen for voter.
- c. **Quietly** ask voter if he/she intended to cast a blank ballot.
- d. **VOTER** must press “Correct Your Ballot” to allow ballot to return to voter for review. Show voter examples below to prevent this from happening again.

Wrong



Right



- e. Tell voter if he/she presses “Cast Blank Ballot,” the Ballot Counting System will accept ballot as is.
 - f. Ask voter if he/she would like to correct ballot or accept it as is. Voter ALWAYS makes selection.
 - g. Notify Clerk/Assistant Clerk if voter needs a new ballot.
2. Clerk must go to Table of Contents; locate and follow “SPOILED BALLOT INSTRUCTIONS” in this document.
3. If issue with ballot cannot be quickly determined, notify Clerk who will remove voter from line and move to a different location so that voting may continue for other voters.

“POSSIBLE FOLDED BALLOT” MESSAGE

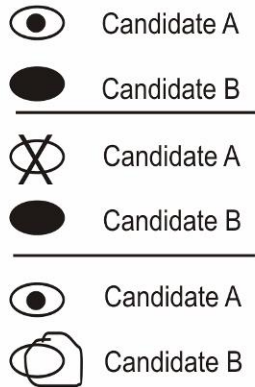
1. Clerk/Assistant Clerk must ask voter if his/her ballot is folded or curled.
2. If “yes,” ask voter to straighten ballot and place it back into BCS.
3. Clerk/Assistant Clerk must try to make determination whether voter has a defective ballot by questioning voter and not looking at voter’s ballot.
4. If it is determined that voter has a defective ballot, Clerk must go to Table of Contents; locate and follow “SPOILED BALLOT INSTRUCTIONS” in this document.
5. If BCS will not accept voter’s new ballot or is not accepting other ballots, possibly BCS is inoperative, Clerk must:
 - a. IMMEDIATELY contact Tech Support [REDACTED].
 - b. As instructed by Tech Support, place BCS in “Emergency” Mode until Tech Rover arrives to correct situation.
 - c. Once normal BCS function has been restored, Clerk and BCS Specialist must remove ballots from Emergency Bin and insert them into DS200 Unit. This should be done when there is a lull in voting and should not disrupt normal flow of voting process. No one should have a pen at BCS during this process.
 - d. Clerk must contact Phone Bank [REDACTED] to document.

“OVER VOTED CONTEST” MESSAGE

1. Clerk/Assistant Clerk must:

- a. Never view or touch ballot.
- b. NEVER touch “Correct Your Ballot” or “Cast Your Ballot With Mistakes” box on screen for voter.
- c. **Quietly** inform voter that two votes have been detected for one race.
- d. **VOTER** must press “Correct Your Ballot” to allow ballot to return to voter for review. Show voter over vote examples below to prevent this from happening again.

Wrong



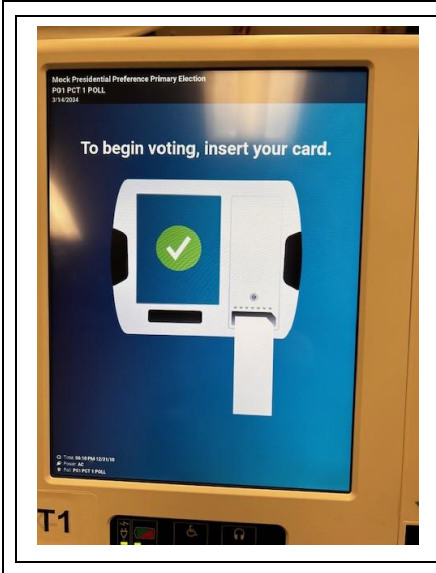
Right



- e. Tell voter if he/she presses “Cast Your Ballot with Mistakes,” Ballot Counting System will accept ballot as is; over voted race(s) will not be counted. (All other races will be counted)
 - f. Ask voter if he/she would like to correct ballot or accept it as is. Voter ALWAYS makes selection.
 - g. Notify Clerk if voter needs a new ballot.
2. Clerk must go to Table of Contents; locate and follow “SPOILED BALLOT INSTRUCTIONS” in this document.
3. If issue with ballot cannot be quickly determined, notify Clerk who will remove voter from line and move to a different location so that voting may continue for other voters.

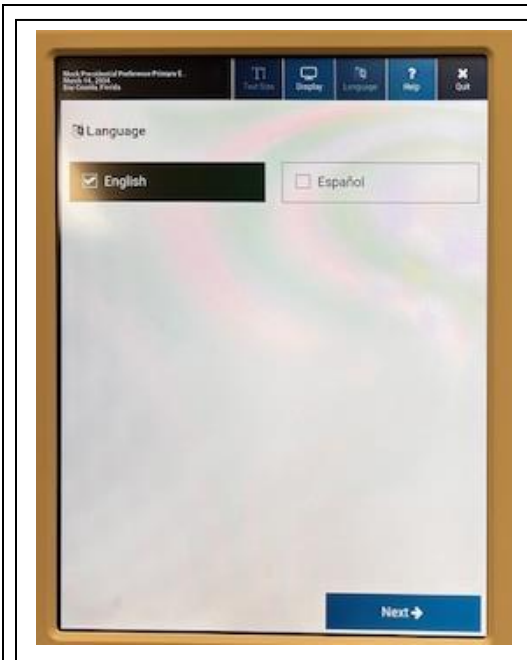
Accessible Voting System (AVS)

INSERTING BALLOT CARD INTO ACCESSIBLE VOTING SYSTEM



- Assist voter (if required) in inserting blank ballot card into card slot. Ensure cut corner is lined up facing right.
- Explain AVS functions to voter using Quick Reference Guide.
- Voter can vote using Audio or Touch Screen option.
- When voter has finished marking ballot, assist/instruct voter to the Ballot Counting System to cast their ballot.

SELECTING A LANGUAGE



- Select English or Spanish

CHOOSING BALLOT STYLE ON ACCESSIBLE VOTING SYSTEM

NOTE

For Early Voting or Sites using Express Vote Printers, no ballot style selection is required.

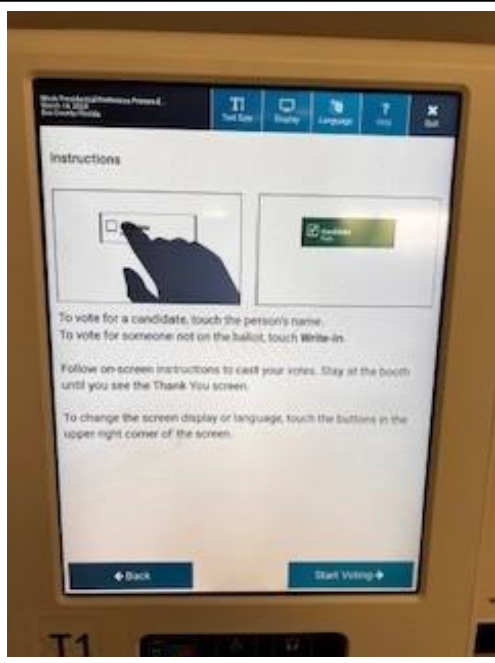
- Select Voter's Ballot Style based on Voter Pass.

HOW TO USE ACCESSIBLE VOTING SYSTEM TOUCH SCREEN DISPLAY

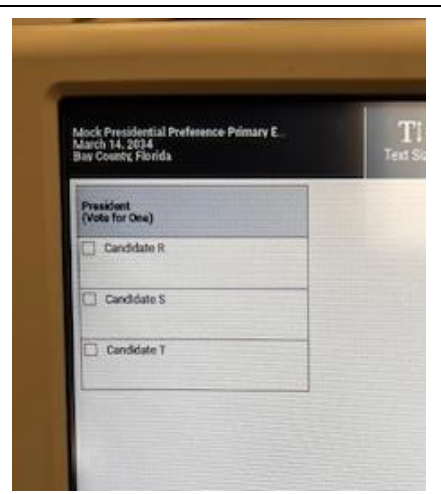
CAUTION

Once you touch “Start Voting”, you cannot change your selection and must call tech support.

- Review instructions with the voter.
- When the voter is ready to begin voting, Touch “Start Voting”.
- Give the voter privacy, but remain nearby in case they need further assistance.

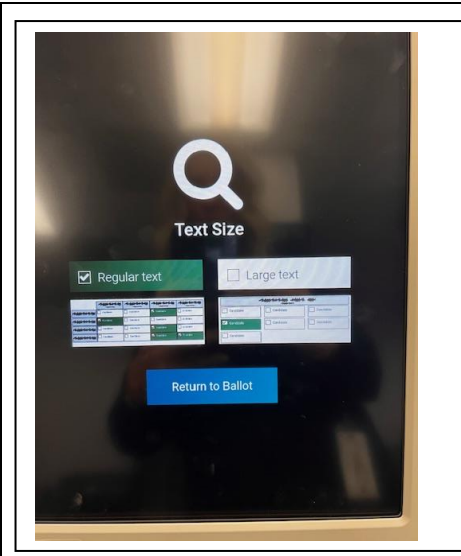


- Voter may touch box next to candidate’s name or anywhere within box where candidate’s name is located.

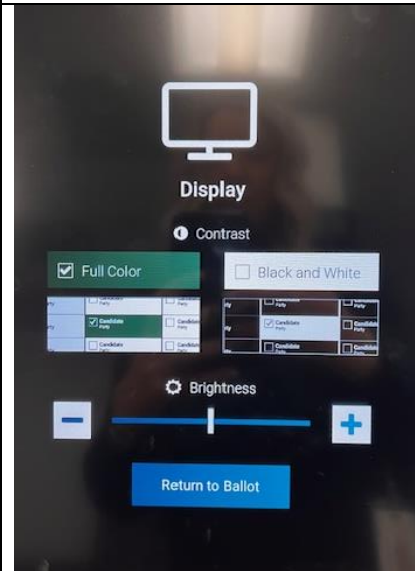


- Voter’s selection will turn dark and box will be marked next to Candidate’s Name.
- To change a vote, touch new choice.

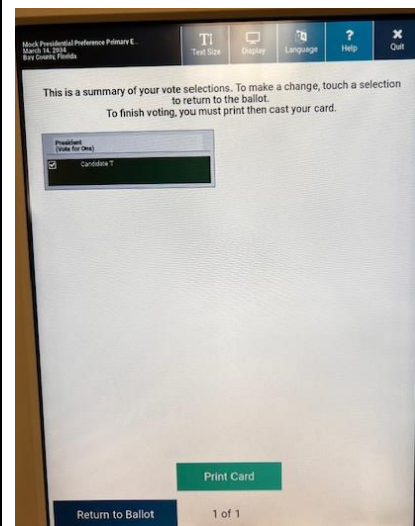




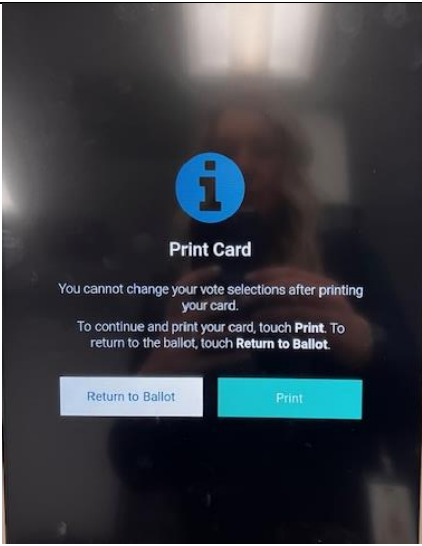
- Touch “Text Size” to choose between Regular text or Large text size.
- Once text size is selected, Touch “Return to Ballot”



- Touch “Display” to change the screen contrast from Full Color to Black and White.
- Touch – or + to increase or decrease brightness.



- Once voter has reached the end of the ballot, a summary screen appears to allow voter to review their selections and make any changes before printing their ballot.
- Accessibility Voting System will alert voter if he/she has under voted a race.
- Voter may go back and vote the contest or continue to print card.
- If the voter has completed voting and is ready to print, voter touches “Print Card”.



- Voter touches “Print”.
- Accessible Voting System will begin printing ballot card.

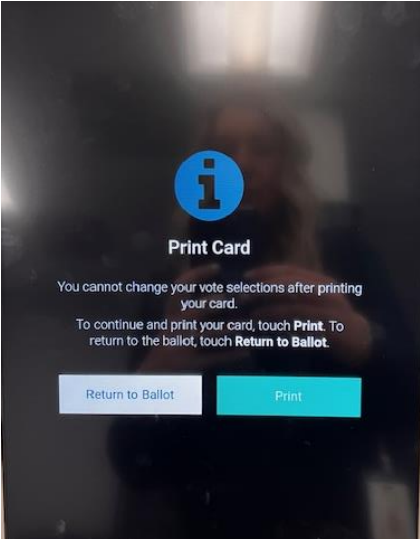



- Ballot will eject from the card slot once printing is complete.
- Using two hands, voter pulls ballot card from Accessible Voting System.
- If voter needs assistance, assure ballot card is placed in Privacy Sleeve to protect secrecy of voter’s ballot.

AUDIO BALLOT



- Assure audio headset is plugged into audio port.
- Explain different keypad functions to voter.
- Encourage voter to touch keypad and follow along by touching different buttons while describing functions.
 - 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 contest/screen.
 - Down Arrow- Moves the cursor down the screen.
 - Home- Opens screen with voting instructions.
 - Pause-Stops the audio message momentarily.
 - Screen Diamond-Press once to darken the screen for privacy. Press again to return to normal display.
 - Repeat Round- Repeats the last spoken phrase of audio.
 - Tempo Oval- Adjusts audio speed.
 - Volume Rectangle- Adjusts audio level.
- Voter follows audio voice prompts to vote.
- Typically voter who is using audio headset and keypad wants the screen to be off to allow privacy while voting.

	<ul style="list-style-type: none"> • If voter has completed voting and is ready to print his/her ballot, he/she follow voice prompts and use keypad to select “Print Card”. • Accessible Voting System will begin printing ballot card.
	<ul style="list-style-type: none"> • Ballot card will eject from the card slot once AVS has completed marking ballot. • Voter pulls ballot from card slot. • If voter needs assistance, assure ballot card is placed in Privacy Sleeve to protect secrecy of voter’s ballot.

ACCESSIBLE VOTING SYSTEM PAPER JAM

- In the event of a paper jam, call [REDACTED] Tech Support immediately.

VOTER LEAVES BEFORE REACHING END OF BALLOT (“FLEEING VOTER”)

WARNING

Always call Phone Bank [REDACTED] if voter leaves without completing ballot.

DO NOT touch anywhere else on the Touch Screen Display as you page through the ballot.

1. Clerk and Assistant Clerk make no additional selections on ballot.
2. Touch “Review Selections.”
3. Touch “Print Card.”
4. Touch “Print.”
5. Accessible Voting System will print ballot card with the voter’s selections.
6. Ballot card will eject from the cards slot once printing is complete.
7. Pull ballot from Accessible Voting System.
8. Insert ballot card into BCS to be counted.

Polling Place Order & Security

KEEP POLLING PLACE ORGANIZED AND SAFE – (12188 LIGHT BLUE)

1. No solicitation is allowed within 150 feet of entrance into building or within 150 feet of any voter in line. This standard applies to Early Voting and, for conformity, all Bay County voting precincts.
2. Below is the statute that directs the action at the polling place. We welcome activity that maintains the appropriate behavior under this statute. In some cases, voters may interpret certain actions as inappropriate behavior. In these instances, complete **SOLICITATION POLLING PLACE BEHAVIOR COMPLAINT** (12188 Light Blue) and have the complainant sign. It must also be witnessed.
3. For every three written signed complaints, the clerk and deputy will show the party in the complaint and ask for an acknowledgement that voters have concerns and issues under the law. That is **WARNING ONE**.
4. If this is repeated, **WARNING TWO** occurs using the same process.
5. If a third **WARNING** is required, action of law is performed **AFTER** calling the Supervisor of Elections and providing the documentation of inappropriate behavior. Our desire is calm, smooth elections at all our polling places, and it shall be maintained for the security of the process and voter.

POLLING PLACE FLORIDA STATUTES 97.021 AND 102.031

97.021 Definitions — For the purposes of this code, except where the context clearly indicates otherwise, the term:

(11) “Early voting area” means the area designated by the supervisor of elections at an early voting site at which early voting activities occur, including, but not limited to, lines of voters waiting to be processed, the area where voters check in and are processed, and the area where voters cast their ballots.

(12) “Early voting site” means those locations specified in s. 101.657 and the building in which early voting occurs.

(29) “Polling place” is the building which contains the polling room where ballots are cast.

(30) “Polling room” means the actual room in which ballots are cast on Election Day and during early voting.

102.031 Maintenance of good order at polls; authorities; persons allowed in polling rooms and early voting areas; unlawful solicitation of voters.—

(1) Each election board shall possess full authority to maintain order at the polls and enforce obedience to its lawful commands during an election and the canvass of the votes.

(2) The sheriff shall deputize a deputy sheriff for each polling place and each early voting site who shall be present during the time the polls or early voting sites are open and until the election is completed, who shall be subject to all lawful commands of the clerk or inspectors, and who shall maintain good order. The deputy may summon assistance from among bystanders to aid him or her when necessary to maintain peace and order at the polls or early voting sites.

(3)(a) No person may enter any polling room or polling place where the polling place is also a polling room, or any early voting area during voting hours except the following:

1. Official poll watchers;
2. Inspectors;
3. Election clerks;
4. The supervisor of elections or his or her deputy;
5. Persons there to vote, persons in the care of a voter, or persons caring for such voter;
6. Law enforcement officers or emergency service personnel there with permission of the clerk or a majority of the inspectors; or
7. A person, whether or not a registered voter, who is assisting with or participating in a simulated election for minors, as approved by the supervisor of elections.

(b) The restriction in this subsection does not apply where the polling room is in an area commonly traversed by the public in order to gain access to businesses or homes or in an area traditionally utilized as a public area for discussion.

(4)(a) No person, political committee, committee of continuous existence, or other group or organization may solicit voters inside the polling place or within 150 feet of a drop box or the entrance to any polling place, a polling room where the polling place is also a polling room, an early voting site, or an office of the supervisor where vote-by-mail ballots are requested and printed on demand for the convenience of electors who appear in person to request them. Before the opening of the polling place or early voting site, the clerk or supervisor shall designate the no-solicitation zone and mark the boundaries.

(b) For the purpose of this subsection, the term “solicit” shall include, but not be limited to, seeking or attempting to seek any vote, fact, opinion, or contribution; distributing or attempting to distribute any political or campaign material, leaflet, or handout; conducting a poll; seeking or attempting to seek a signature on any petition; and selling or attempting to sell any item; and engaging in any activity with

the intent to influence or effect of influencing a voter. The terms “solicit” or “solicitation” may not be construed to prohibit an employee of, or a volunteer with, the supervisor from providing nonpartisan assistance to voters within the no-solicitation zone such as, but not limited to, giving items to voters, or to prohibit exit polling.

(c) Each supervisor of elections shall inform the clerk of the area within which soliciting is unlawful, based on the particular characteristics of that polling place. The supervisor or the clerk may take any reasonable action necessary to ensure order at the polling places, including, but not limited to, having disruptive and unruly persons removed by law enforcement officers from the polling room or place or from the 150 foot zone surrounding the polling place.

(d) Except as provided in paragraph (a), the supervisor may not designate a no-solicitation zone or otherwise restrict access to any person, political committee, candidate, or other group or organization for the purposes of soliciting voters. This paragraph applies to any public or private property used as a polling place or early voting site.

(e) The owner, operator, or lessee of the property on which a polling place or an early voting site is located, or an agent or employee thereof, may not prohibit the solicitation of voters by a candidate or a candidate’s designee outside of the no-solicitation zone during polling hours.

(5) No photography is permitted in the polling room or early voting area, except an elector may photograph his or her own ballot.

POLLING PLACE PARKING

1. Please keep all parking areas near polling place available for voters.
2. Do not allow Precinct Election Officials, candidates, or candidate supporters to park in these areas.

Public Observers

6:00 A.M. (PRIOR TO OPENING ON ELECTION MORNING)

1. From 6:00 to 6:50 a.m., public is allowed to observe opening set-up.
2. Designate an observation area.
3. No disruption will be allowed.
4. At 6:50 a.m., all public observers must be removed from polling room in order for staff to prepare for voters to be received.
5. Only authorized poll watchers (proper I.D. must be provided) will be allowed to stay.

7:00 P.M. (AFTER CLOSING ON ELECTION NIGHT)

1. From 7:00 p.m. or after last voter has voted, public is allowed to observe closing process.
2. No disruption will be allowed.
3. Designate an observation area.
4. No one is allowed to touch or assist in closing process.
5. Anyone becoming unruly or disruptive to voting process will be asked to leave and if necessary, physically removed from voting area.

Poll Watchers

POLL WATCHER GUIDELINES

1. Names of your approved poll watchers will be provided when you pick up your keys.
2. Poll watchers are not allowed to disrupt election process or touch any materials or equipment (ballots, poll registers, voting equipment).
3. You do not go back and review if a poll watcher misses something. Continue with forward progress during Election Day.
4. Do not let anyone intimidate you! Follow training and documentation.
5. Poll watchers must show proper I.D.
6. Poll watchers are not allowed to have anyone else substitute for them.
7. Poll watchers must speak only with Clerk with questions and issues.
8. If a voter's right to vote is challenged, notify Clerk and Clerk will follow instructions for "Challenge of a Voter."

POLL WATCHER FLORIDA STATUTES 101.131 AND 101.111

1. 101.131 Watchers at polls. –

(1) Each political party and each candidate may have one watcher in each polling room or early voting area at any one time during the election. A political committee formed for the specific purpose of expressly advocating the passage or defeat of an issue on the ballot may have one watcher for each polling room or early voting area at any one time during the election. No watcher shall be permitted to come closer to the officials' table or the voting booths than is reasonably necessary to properly perform his or her functions, but each shall be allowed within the polling room or early voting area to watch and observe the conduct of electors and officials. The poll watchers shall furnish their own materials and necessities and shall not obstruct the orderly conduct of any election. The poll watchers shall pose any questions regarding polling place procedures directly to the clerk for resolution. They may not interact with voters. Each poll watcher shall be a qualified and registered elector of the county in which he or she serves.

(2) Each party, each political committee, and each candidate requesting to have poll watchers shall designate, in writing to the supervisors of elections, on a form prescribed by the division, before noon of the second Tuesday preceding the election poll watchers for each polling room on election day. Designations of poll watchers for early voting areas shall be submitted in writing to the supervisor of elections, on a form prescribed by the division, before noon at least 14 days before early voting begins. The poll watchers for polling rooms shall be approved by the supervisor of elections on or before the Tuesday before the election. Poll watchers for early voting areas shall be approved by the supervisor of elections no later than 7 days before early voting begins. The

supervisor shall furnish to each election board a list of the poll watchers designated and approved for such polling rooms or early voting areas. Designation of poll watchers shall be made by the chair of the county executive committee of a political party, the chair of a political committee, or the candidate requesting to have poll watchers.

(3) No candidate or sheriff, deputy sheriff, police officer, or other law enforcement officer may be designated as a poll watcher.

(4) All poll watchers shall be allowed to enter and watch polls in all polling rooms and early voting areas within the county in which they have been designated if the number of poll watchers at any particular polling place does not exceed the number provided in this section.

(5) The supervisor of elections shall provide to each designated poll watcher an identification badge which identifies the poll watcher by name. Each poll watcher must wear his or her identification badge while performing his or her duties.

2. 101.111 Voter challenges –

(1)(a) Any registered elector or poll watcher of a county may challenge the right of a person to vote in that county. The challenge must be in writing and contain the following oath, which shall be delivered to the clerk or inspector:

(b)1. The clerk or inspector shall immediately deliver to the challenged person a copy of the oath of the person entering the challenge, and the challenged voter shall be allowed to cast a provisional ballot in accordance with s. 101.048, except as provided in subparagraph 2.

2. If the basis for the challenge is that the person's legal residence is not in that precinct, the person shall first be given the opportunity to execute a change of legal residence in order to be able to vote a regular ballot in accordance with s. 101.045(2). If the change of legal residence is such that the person is then properly registered for that precinct, the person shall be allowed to vote a regular ballot. If the change of legal residence places the person in another precinct, the person shall be directed to the proper precinct to vote. If such person insists that he or she is currently in the proper precinct, the person shall be allowed to vote a provisional ballot in accordance with s. 101.048.

(c) Alternatively, a challenge in accordance with this section may be filed in advance with the supervisor of elections no sooner than 30 days before an election. The supervisor shall promptly provide the election board in the challenged voter's precinct with a copy of the oath of the person entering the challenge. The challenged voter shall be allowed to cast a provisional ballot in accordance with s. 101.048, subject to the provisions of subparagraph (b)2.

(2) Any elector or poll watcher filing a frivolous challenge of any person's right to vote commits a misdemeanor of the first degree, punishable as provided in s. 775.082 or s. 775.083; however, electors or poll watchers shall not be subject to liability for any action taken in good faith and in furtherance of any activity or duty permitted of such electors or poll watchers by law. Each instance where any elector or poll watcher files a frivolous challenge of any person's right to vote constitutes a separate offense.

Voting Booth Assembly



1. All Voting Booths are stacked and aligned as shown.
2. Remove each Voting Booth from Booth Transport Rack.



3. Place Voting Booth on floor with four buttons visible.
4. Open both latches (no leg holes visible - as shown above).



5. Open lid and remove four individual legs and one four-leg assembly.



6. Close Voting Booth lid.



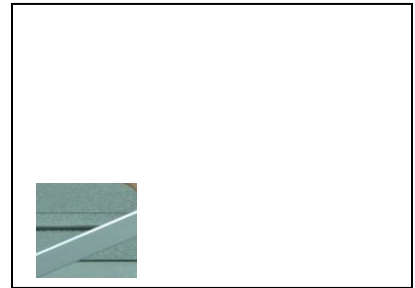
7. Turn Voting Booth over so that four leg holes are visible.



8. Obtain four leg assembly.



9. Pull four-leg assembly open to form an X and align pin with hole in center of X as shown.



10. Align two inside legs on each side of X to back two leg holes away from Voting Booth Handle as shown.

11. Insert two inside legs with X into two back holes at same time.

12. Then insert two outside legs into two holes where handle is visible.



13. Firmly push legs into place



14. Align each of four remaining legs with open end of legs in Voting Booth. Slide down into leg to silver button.



15. Push and hold silver button in as you push leg down until button pops through hole, locking leg in place.

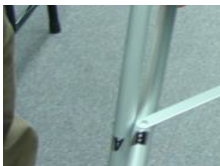
16. Repeat for each of four legs.



17. View of Voting Booth with legs properly installed into Booth.



18. Using two Precinct Inspectors as shown, raise Voting Booth into standing position (as shown below).





19. Open Voting Booth Lid.



20. Hold Voting Booth Lid in open position.



21. Lift right side partition and snap into place.



22. Lift left side partition and snap into place.



23. View of booth set-up with left and right partition sides locked into place.



24. Unwrap power cord.



25. Slide power cord into place (as shown).



26. Repeat assembly of Voting Booths, plugging each power cord into next Voting Booth.

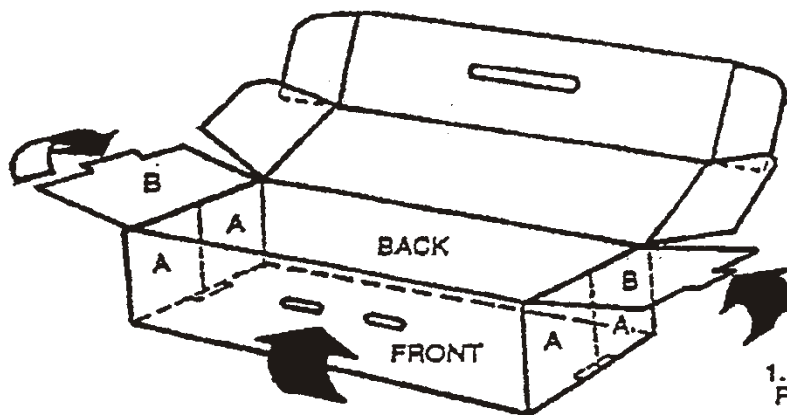
27. End Voting Booth must be plugged into wall or Green Tee (IF REQUIRED).

Election Night Delivery

1. Follow Election Day Procedures Manual when returning election materials to SOE Office on election night.
2. Anything that is not delivered will require you to return to your precinct to get it.
3. Always adhere to Standards and Procedures.
4. Return all election materials to rear of building at back door of warehouse.
5. SOE Staff will be at that door to assist you with delivery of your election materials.
6. SOE delivery location: Supervisor of Elections Office
 830 W. 11th Street
 Panama City, FL 32401

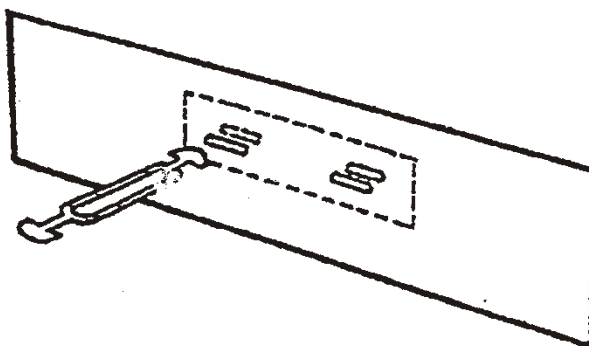
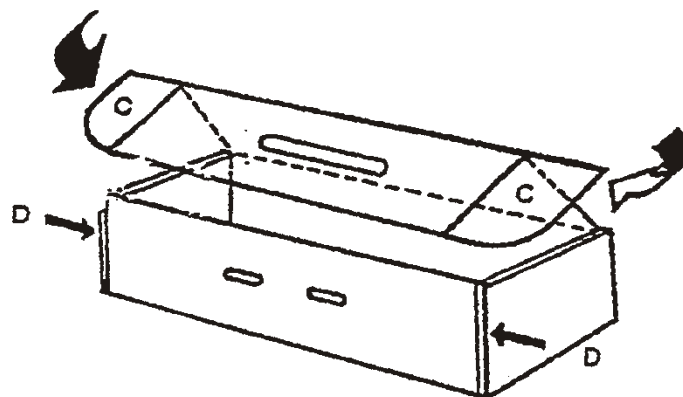
Ballot/Storage Box Assembly

ASSEMBLY INSTRUCTIONS



1. BACK AND FRONT FOLD UP.
PANELS (A) FOLD IN, PANELS
(B) FOLD OVER AND LOCK.

2. PANELS (C) FOLD IN AND
LOCK INTO SLOTS (D).



3. ALIGN CARDBOARD BACK PLATE
WITH SLOTS ON FRONT PANEL.
SLIP END OF PLASTIC HANDLE
THROUGH SLOT. TURN 1/4 TURN.
TWIST OTHER END OF HANDLE
AND REPEAT.

4. CASE IS COMPLETE.

