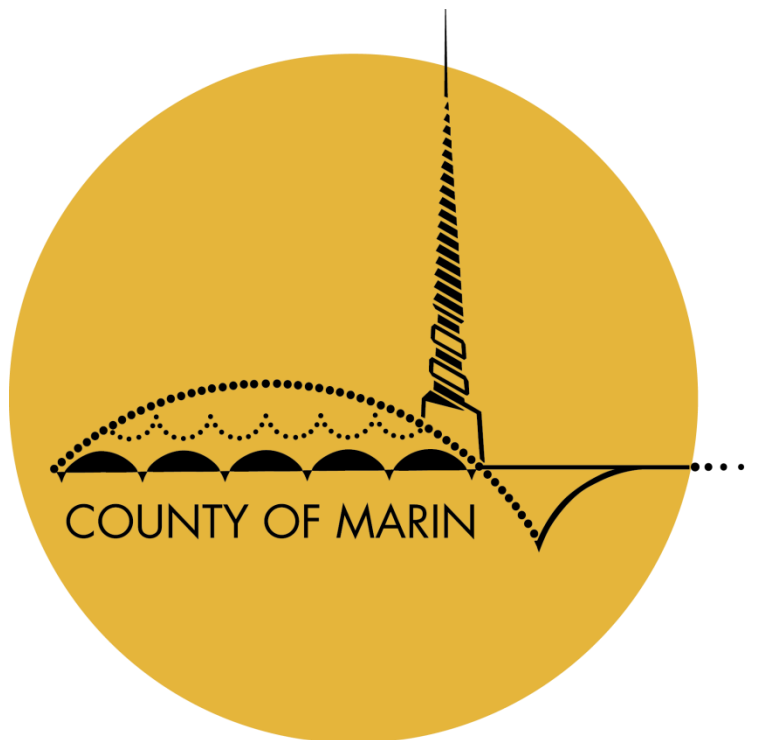# IN THE EVENT OF AN EMERGENCY

## ELECTIONS DEPARTMENT GUIDE
## TO MANAGING EMERGENCY SITUATIONS

Elections Department
3501 Civic Center Drive, Suite 121
San Rafael, CA 94903
415-473-6456, fax 415-473-6447
www.marinvotes.org

Lynda Roberts, Registrar of Voters
415-473-6401, lroberts@marincounty.org

# TABLE OF CONTENTS            i

# INTRODUCTION 1

This emergency plan provides instructions for dealing with situations or emergencies that may disrupt the election process and impact the ability to conduct an election. The Secretary of State's website provides guidance specific to elections. The Marin County emergency plan addresses large-scale disasters affecting Marin County.

## Secretary of State

[Emergency procedures](https://www.sos.ca.gov/elections/publications-and-resources/emergency-procedures/) on the Secretary of State's website.
https://www.sos.ca.gov/elections/publications-and-resources/emergency-procedures/

## Marin County

The [Marin Operational Area (OA) Emergency Operations Plan (EOP)](https://www.marinsheriff.org/assets/downloads/OES/EOP-Final-Draft-10.14.2014.pdf) addresses the planned response to extraordinary emergency situations associated with large-scale disasters affecting Marin County.
https://www.marinsheriff.org/assets/downloads/OES/EOP-Final-Draft-10.14.2014.pdf

Marin County is currently developing a **Continuity of Operations Plan (COOP)** of which the Elections Department will be a part.


# CODE SECTIONS

The following code sections address options in an emergency. The Secretary of State's emergency procedures contain additional code sections.

| | |
|---|---|
| EC §3018 | VBM Voted at Elections Office or Satellite Locations |
| EC §3021 | Request for VBM Ballot |
| EC §12281 | Change of Polling Place |
| EC §12327 | Appointment of Precinct Board Members and Polling Places |
| EC §14299 | Insufficient Number of Ballots |
| EC §14402.5 | Voting by Provisional When Poll Closing Extended by Court Order |
| GC §8567, §8571 | Powers of the Governor |

***Only the <u>Governor</u> may suspend the department's duty to conduct an election (GC §8571).***

**IMMEDIATE THREAT TO SAFETY, CALL 911 OR 415-472-0911**

**STAFF PHONE NUMBERS**
**Area Code 415, Prefix 473**

| | |
|---|---|
| IT and Sorter Support, Ballot Counting | x7460, x4243 |
| Logistics, Sorter, Warehouse | x6449, x7080, x2530 |
| Polls, Poll Workers, Rovers | x6439, x6438 |
| Receiving Centers, Deputy Sheriff Coordinator | x6437 |
| Registration Coordinator | x6448 |
| UOCAVA | x6441 |
| Vote by Mail | x6441, x6444 |
| FAX | x6447, x4244 |
| TTY | x6899 |
| Assistant Registrar of Voters | x6443 |
| Registrar of Voters | x6401 |
| Safety Coordinators | x6448, x7460 |

**COUNTY CONTACTS**
**Area Code 415, Prefix 473**

Office of Emergency Services (OES) ...................... ███████████████
1600 Los Gamos Drive, Suite 200, San Rafael, CA 94903
Sheriff ................................................................ 415-473-7250

County hotline ....................................................... x6000

CAO's Office ......................................................... x6358

Information Services Technology (IST)................... ████████████████████
After hours on-call pager ....................................... ██████████

Public Information Officer ....................................... x3084, bainsworth@marincounty.org
............................................................................ x7496, LHendricks@marincounty.org
PIO after working hours—mobile............................ ██████████,bainsworth@marincounty.org

County Counsel...................................................... x6124, SRaab@marincounty.org
County Counsel after working hours....................... ██████████ (Stephen Raab)

**PACIFIC GAS AND ELECTRIC COMPANY**

Report Power Outages........................................... 1-800-743-5002

Report and Track Power Outages: https://m.pge.com/#outagesage

**VOTING SYSTEM (Dominion Voting System, Inc., Democracy Suite)**

Travis Kester, Project Manager ............................ ███████████
............................................................. [Travis.kester@dominionvoting.com](mailto:Travis.kester@dominionvoting.com)

Nick Coudsy, Primary Technical Lead.................... ███████████
............................................................. [nick.coudsy@dominionvoting.com](mailto:nick.coudsy@dominionvoting.com)

**ATI (Automated Telephone Line)**

Tech Support........................................................ 888-333-8394
............................................................. [techsupport@ati-connect.com](mailto:techsupport@ati-connect.com)

**CONSOLIDATED PRINTERS (Voter Guides/Automark Ballots)**

Michael LaFave........................................................ ███████████ 510-495-3113

**DFM (EIMS)**

Tech Support........................................................ 888-336-3297

**FLUENCE (Bell & Howell Sorter) Model Elevate A584935/04680; Serial #** ███████

<span style="color:red">**Service ID**</span> ███████
Tech Support........................................................ 1-888-832-4902

Local .................................................................... ███████████
Rey Urbano, Fluence Automation, West Region

**K&H Printers / Election Services (VBM/Poll Place Ballots)**

[www.KHPrint.com](http://www.KHPrint.com); 425-446-3333 Fax

Melissa Alexander................................................ 425-446-3317, ███████████

............................................................. [malexander@khprint.com](mailto:malexander@khprint.com)

Eileen Istvan ....................................................... 425.446.3324, ███████████

............................................................. [eistvan@khprint.com](mailto:eistvan@khprint.com)

**POST OFFICE**

Maria Columbus.................................................... 415-550-5722

............................................................. [Maria.columbus@usps.gov](mailto:Maria.columbus@usps.gov)

# SECTION 1:  Contact Information                                    4

**REDWOOD SECURITY (Alarm System)**

Support .................................................................... 415-388-5355

**THE GOODE COMPANY (Rosters, Indexes, Mail Voter Guides)**

Windy Waters......................................................... 707-284-1220
.......................................................................... windy.waters@thegoodeco.com

Bryan Neill............................................................. 707-588-8028

**SECRETARY OF STATE**

SOS Help Desk..................................................... 888-868-3225

Elections ............................................................... 916-657-2166

Jana Lean ............................................................. ██████████████

If an employee becomes aware of an emergency situation that requires law enforcement or medical assistance, call 911 and notify the Registrar or Assistant Registrar.

## Standard Security
People wishing to observe election processes and procedures in the Elections Department will sign in at the main desk.  Provide a copy of Observer Protocol and Guidelines for Observers and issue a temporary badge.  **Due to the COVID-19 pandemic, observers will be given a copy of additional safety protocols.**

The department's computer server/counting room is limited to staff only. Observers may watch the process through the window.

Observers may visit the logistics area with an escort from the department.

## Heightened Security
Follow instructions when emergency situations are communicated over the County's relay system.

Use an emergency call button (located at front counter, mid-office file cabinets, outside ROV office) Hold three (3) seconds, alarm will sound. Contact Redwood Security.

If the department moves its processes to an alternate location due to an extended evacuation of the building, the department will inform the public of the location of the alternate operational sites as soon as possible with the help of the public information office.

If a staff member becomes aware of a suspicious person or object, call 911 if staff is in immediate danger and/or use the emergency call button. Notify the Assistant Registrar or Registrar immediately. A suspicious object should not be investigated or tampered with in any way nor should suspicious persons be questioned or confronted.

## Evacuations of Public and Staff
The department safety coordinators will assist in situations requiring evacuation of the building. Regular staff members will follow standard operating procedures for evacuation and will assist the public if needed.

## Evacuation on Election Day or while Processing Ballots
If an evacuation takes place on Election Day or during the period of processing ballots, standard operating procedures will be followed, and ballots will be secured as described below.

➢ Stop ballot processing immediately. Secure ballots and tabulation equipment by locking the door to the counting room.  Secure ballots in logistics by locking them in the cage.
➢ Ballots at work stations for signature checking shall be locked in the secure counting room.
➢ Ballots received but not yet sorted will be locked in the logistics cage.
➢ Post a notice on the building stating where people can drop their ballots; include department contact number.
➢ Contact rovers to alert them about the situation.

## Emergencies Affecting One or More Polling Sites

If an emergency affects one or more polling sites, relocation and/or consolidation of polling sites may be required. Under such circumstances, the following procedures must be observed by poll workers, inspectors and rovers:

- ➢ Post **signs** advising voters of the relocation and directing them to new sites.
- ➢ Collect all **voted ballots** and secure them in the locked bags if possible.
- ➢ Collect the **ballot box**, un-voted ballots, and the roster of voters and transport to the new location.
- ➢ At least two poll workers, inspectors, or rovers must remain with the **ballots** from each polling site at all times and monitor that the ballots are securely transferred to the new polling site locations.
- ➢ If possible, the department will deliver any new **seals** required.

## Emergencies Affecting Collection Routes or Staff in the Field

Department staff shall:

- ➢ Inform rovers who are in the field about the change.
- ➢ Contact the Sheriff's Office if a deputy is assigned to accompany poll workers after polls close.

**For instructions about catastrophic emergencies,** see the County's disaster plan**.** The link is found in the Introduction.

## Telephone System Down
Information Services Technology (IST) .............................. ███████████████████

## Power Outage
The department safety coordinators will provide flashlights if needed. Secure areas are to be locked until power is restored via the building's back-up power supply.

The department has reserved gas-powered generators for use at polling places that may lose power. In the event of a countywide power outage, department officials will work with the emergency contact at **Pacific Gas and Electric Company**.

## Delegation of Authority
During an emergency, the registrar shall make all decisions regarding departmental operations. If the registrar is not available, full authority transfers to the assistant registrar.  If neither is available to make decisions, authority should transfer to a senior staff member. The CAO's office and County Counsel will be consulted as necessary.

When at a safe place, the department head and staff shall meet to perform a damage assessment, begin system restoration, if possible, and determine which operations should or can continue based on the nature of the emergency.  Depending on the outcome of this meeting, the assistant registrar will contact necessary staff.

## Emergency Outside of Work Hours
Sheriff, police department, CAO's office, or Redwood Security Alarm Company will notify the assistant registrar about the emergency. If necessary, the assistant registrar will notify the registrar to review the situation and make decisions.

## Conducting Elections during an Emergency
***Only the Governor can suspend election activity.***  The link to SOS procedures is in the Introduction*.*

## Getting the Word Out
Contact the County's Public Information Officer.................. x3084, bainsworth@marincounty.org
.............................................................................. x7496, LHendricks@marincounty.org
PIO after working hours—mobile ....................................... ███████████,bainsworth@marincounty.org
The Public Information Officer has contact information for Bay Area media and can get the word out.

## Protecting Ballots, Records, Electronic Equipment
*Remember, personal safety comes first.*
  ➢ Secure all **ballots**, counted and uncounted, by locking them in the designated locations.
  ➢ Secure areas containing **documents and equipment** by locking the main office door.
  ➢ If the emergency involves **flooding**, protect ballots, records, and computers and servers as quickly as possible.
      o Obtain help to move equipment; use trash can liners as a temporary solution.
      o Obtain some means of cover, such as plastic sheets, from the facilities department.

## Server and Network Back Up
Contact the Information Technology Services (IST) Help Desk, ███████████████████████
IST after hours on-call pager: ██████████████


## Counted and Uncounted Ballots
Ballots that are being processed in the main office are to be secured in the alarmed front office counting area or in the alarmed back office work room.

Ballots that are waiting to be processed are to be locked in the logistics area secure cage and logistics staff activates the alarm each night when closing the area.

If an emergency occurs that requires staff to remove ballots from the building, staff shall put ballots in boxes or bins, tape them closed, affix a label and move them to a secure location.  The label shall indicate the status of the ballots (e.g. counted, uncounted/inspected, uncounted/not inspected).

If ballots cannot be moved from the building, place ballots in one of the secured rooms, either in the main office or logistics.

Blank, unissued ballots should be left behind if there is no time to remove them. The storage cabinets should be locked.

## Manual Systems
Voters will cast a paper ballot.  All functions can be performed manually.

*Only the Governor can suspend election activity.*  The link to SOS procedures is in the Introduction.

## Polling Places

**Polling Place not Open - Building Closed.**  Rover or Chief contact Elections Department immediately.
- Elections Department staff will contact polling place owner to open building.

**No Ballots – Polling Place not Open or Key to Locked Cabinet is Missing.**  Staff will deliver emergency supplies and ballots from the office in a red chief's bag to the polling place so voting can start outside.
- Rover who is assigned to the polling place will go to the location to assist.
- Rover is to instruct poll workers to <u>have people vote provisionally</u> using the office ballots and provisional envelopes.  (The voters will need to vote provisionally because there will be no access to the electronic roster).
- Put voted provisional ballots in the red chief bag. Once polling place opens or cabinet is unlocked, two poll workers transfer ballots to black ballot box.
- If voters do not wish to wait or vote provisionally, tell the voter they should come back later, or vote at the Elections Department office.

**No Secure Black Ballot Box.** Staff will deliver ballot box with supplies ASAP.
- Elections Department trouble staff will instruct poll workers to have voters deposit voted ballots in "temporary ballot box" using Chief Inspector's **red supply bag**.
- When a ballot box is delivered the voted ballots in red supply bag need to be put in top slot by Chief Inspector with one other poll worker (or Rover) observing.

**No ADA Equipment or Equipment not Set-up.**  Staff or Rover will assist.
- Missing Equipment: Elections Department trouble desk will send logistics staff to polling place with ADA equipment. Staff will set up the equipment.
- Not Set-up – one of the following:
  - Staff will assist poll worker over the phone.
  - Staff will send the rover to assist.
  - Logistics staff will be dispatched to assist.

**Key to Ballot Box is missing from Supply Bag**.  Elections Department staff will call Rover assigned to the polling place to deliver key immediately.
- Staff will instruct poll workers to use **red supply bag** as a temporary ballot box and have voters deposit voted ballots into red bag until Rover arrives with key.
- Once Rover arrives with key, the voted ballots in red bag need to be put in top slot by Chief Inspector with one other poll worker (or Rover) observing.

**Key to Ballot Box doesn't fit locks**.  Rover can assist. The **ballot box key has a black rubber edge** and is numbered 346.  Rover will replace key with Rover's spare key if necessary.

**Back Up Voting Supplies.** Rovers have a bag of supplies for troubleshooting in the field.  If a polling place is relocated, the logistics division will deploy emergency supply bags for the new location if needed.

**Loss of Power**.  The department has a gas-powered generator for use at a polling place, battery-powered lanterns and UPS units.

**Emergency Evacuations**

**Instructions for poll workers**

- If someone's life may be in danger or there is an immediate threat of danger, call **911.**

- If there is a fire or other situation that makes the polling place dangerous, ask everyone in the polling place to leave.

- Do not use elevators, unless directed to do so by police or firefighters.

- Helping people with disabilities

  o Refer to the Poll Worker Instruction Manual, page 18 – Emergency Evacuations.

# SECTION 5:  Communication                                    11

## Communication During and After Emergency

An announcement regarding building evacuation will come over the County's in-office relay system. Office personnel participate in periodic evacuation drills, so everyone will follow the standard procedure.

All ballots, counted and uncounted, will be secured before locking the office and evacuating the building.

If necessary, the department will use the following methods to communicate with employees during or after an emergency:

- ➢ Cell Phones
- ➢ Text Messaging
- ➢ Home Phones
- ➢ Voice message on staff phones

Following standard procedures, the department safety coordinators will account for all office personnel.

## Messages on Voice Mail

Emergency messages on voice mail will depend on the nature of the emergency.  The registrar or assistant registrar is responsible for ensuring that the voice mail messages are up to date so that the public is notified on how to get information to conduct their business. The polling place coordinator is responsible for ensuring that the voice mail messages about polling places are up to date if the emergency happens on Election Day.

## Signs

Signs should be pre-made with phone numbers to call for the most updated information.  These signs would be posted on the front of the building if appropriate. Template on following page.

## Drills / New Employee Orientation

Part of new employee orientation includes emergency training.  All staff shall be familiar with the evacuation routes and meeting site by participating in planned drills.

# SECTION 6:  Disaster Scenario

The purpose of the following scenario is to outline things to consider and a possible action plan should a major, unpredictable event occur.

## Situation

Ten days before the election, a Public Safety Power Shutoff is announced and it is unknown if power will be restored by Election Day.

## Problems

How could this news potentially impact the election?

- ➢ Disrupt poll worker training that is held a week prior to the election.
- ➢ Poll workers could cancel.
- ➢ Polling places could cancel.
- ➢ Disrupt mover's ability to transport election supplies and equipment to polling places.
- ➢ Disrupt poll workers' ability to open the polling places.
- ➢ Disrupt voting if people decide to stay home.
- ➢ Cause confusion if some polling places are open and others are closed.
- ➢ Move location of main office.
- ➢ Potential crowd of voters in main office.
- ➢ More requests for vote-by-mail ballots.

## Possible Actions

1. Work with the County's Department Operations Center (DOC) and Emergency Operations Center (EOC) to stay abreast of changing conditions and coordinate emergency messaging.
    a. Access work email through Outlook.com.
2. Work with County of Marin Public Information Office to post emergency notice on web and social media.
3. Call the Secretary of State's Office to review options.
4. Activate emergency cell phone/text communication with staff.
5. Have hard keys ready to access office space and logistics.
6. Organize staff to contact people:  Poll workers, polling places, IST, jurisdictions in election, DOC, post office, city clerks, mover, ballot vendor.
7. Contact vote-by-mail vendor about possible emergency mailing and/or emergency need for more envelopes.
8. Assign staff to put up notices at polling places. Ask other departments for help.
9. Put up signs at polling places that are closed and include a list of open polling places (with addresses) to let voters know where they can drop off a vote-by-mail ballot or vote a provisional ballot.
10. Deploy generators, battery-powered lanterns and UPS power units to polling places.
11. Re-assign staff to election night duties as needed.
12. Place staff at drop boxes located around the County to assist with vote-by-mail drop off, to lock boxes on election night and retrieve ballots.

# ELECTION DAY EMERGENCY NOTICE

Due to an emergency, this location has been closed for voting.  The alternate location is:

_____

_____

_____

_____

For information call:

Marin County Elections, 415-473-6456
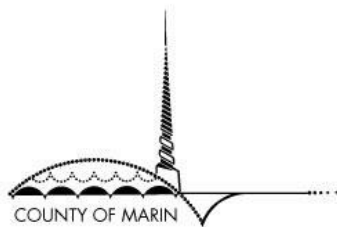
**Marin County Elections Department**
3501 Civic Center Drive, Room 121
San Rafael, CA 94903
(415) 473-6456; www.marinvotes.org

COUNTY OF MARIN

# DROP BOX LOCTIONS

**Open October 6 to November 3 until 8:00 p.m.**
Exterior sites available 24 hours a day

- **Albert J. Boro Community Center**
  50 Canal St, San Rafael
- **Bolinas Community Center**
  14 Wharf Rd, Bolinas
- **Civic Center drive-through drop off**
  Vera Shultz Dr. (North Archway)
  3501 Civic Center Drive, San Rafael
- **Corte Madera Recreation Center**
  498 Tamalpais Dr, Corte Madera
- **Fairfax Town Hall**
  142 Bolinas Rd, Fairfax
- **Marin City Library**
  164 Donahue St, Sausalito
- **Marin Health and Wellness Campus**
  3240 Kerner Blvd, San Rafael
- **Mill Valley City Hall**
  26 Corte Madera Ave, Mill Valley, CA 94941
- **Novato Library**
  1720 Novato Blvd, Novato
- **Peter Behr Drive Marin Civic Center South Archway**
  3501 Civic Center Drive, San Rafael
- **San Anselmo Town Hall**
  525 San Anselmo Ave, San Anselmo
- **West Marin Health and Human Services Center**
  1 Sixth Street, Point Reyes
- **Whistlestop, now known as Vivalon**
  930 Tamalpais Ave, San Rafael

**Available weekdays 8 a.m. to 4:30 p.m.; Election Day 7 a.m. to 8 p.m.**

- **Marin County Elections Department**
  3501 Civic Center Drive, Suite 121, San Rafael

# DISASTER PLANNING CHECKLIST

## (Example)

| COMPLETED | ACTION | NOTES |
|---|---|---|
| | Contact DOC and EOC | |
| | Contact Secretary of State's Office about options | Review website and CCROVs regarding emergency planning |
| | Emergency phone/cell phone/text communication with staff. | |
| | Hard keys and supplies (paper, tape, pens, etc.) | |
| | Contact key people as needed | Poll workers, polling places, IST, jurisdictions in election, DOC, post office, city clerks, mover, ballot vendor |
| | Review PR options | Secretary of State's office help spread the word<br><br>Post information on county and department websites<br><br>News release(s)<br><br>Signage at polling locations, county offices and city offices |
| | Review accessibility issues | Location of accessible voting machines |
| | Special arrangements | Battery-powered lanterns, generators and UPS power units to polling places |
| | Staff assignments | |