



## COUNTY OF SAN LUIS OBISPO OFFICE OF THE CLERK-RECORDER

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### **Q: What are a voter's options if they have a change of address?**

A: If a voter is listed on the roster but has changed their address, contact the call center to see if they are still within the same precinct/returned a VBM.

- If yes, have them fill out a Change of Address form and process them like normal.
- If no, have them either:
  - Go to their new precinct and vote provisionally. This will provide them with the correct ballot type and contests for which they are eligible to vote on.
  - Stay in the current precinct and vote provisionally. This ballot will need to be duplicated since voter will be voting on contests for which they are not eligible.

### **Q: Does a candidate arriving [at the polls] count as electioneering?**

A: Candidates are entitled to vote, just like any other voter. They should not, however, be wearing or displaying anything with their name or likeness on it – that would be considered electioneering. Also, they cannot speak to other voters or encourage anyone to vote for them.

### **Q: What is VBM?**

A: VBM stands for Vote-by-Mail. You will often hear the Vote-by-Mail ballot that a voter was automatically mailed referred to as their VBM ballot.

### **Q: Do we tally VBM ballots?**

A: No, VBM ballots that are dropped off at the polls by voters go into the blue Vote-by-Mail ballot box and will remain in there and untallied until they are delivered to the Elections Center.

### **Q: What type of situation would require a voter to produce an ID?**

A: If a voter is on the roster and the notation next to their name says "ID required," it is because they are a first-time federal voter who did not provide ID when

registering to vote. Only these voters are required to provide ID, and a list of acceptable forms of ID is included in the manual (page 25).

By law, no other voters should be asked for ID.

**Q: Where do we find the Secretary of State's language interpreter's number?**

A:

The Secretary of State's office provides voting-related materials and assistance in ten languages.

For answers to your questions about voting and elections, or to request mail delivery of a voter registration form, vote-by-mail application, or the [Official Voter Information Guide](#) in any of these languages, please call one of the toll-free Voter Hotlines shown below.

(800) 345-VOTE (8683) – English

(800) 232-VOTA (8682) - español / Spanish

(800) 339-2857 - 中文 / Chinese

(888) 345-2692 - हिन्दी / Hindi

(800) 339-2865 - 日本語 / Japanese

(888) 345-4917 - ខ្មែរ / Khmer

(866) 575-1558 - 한국어 / Korean

(800) 339-2957 - Tagalog

(855) 345-3933 - ไทย / Thai

(800) 339-8163 - Việt ngữ / Vietnamese

711 – TTY/TDD

**Q: Is a name change a precinct ballot or provisional ballot?**

A: A person whose name has changed but whose original name is on the roster can vote a precinct ballot. Have them sign both names on the roster and offer them a Voter Registration card to update their name and new signature.

**Q: Does a person with a name change need to provide ID?**

A: No. If their previous name is on the roster and they confirm their address, they just sign both names and vote.

**Q: What do we do if a person is in line with a candidate's name on their shirt?**

A: Politely ask the person to change the shirt before entering the polling place and explain that it is a violation of election law. If they refuse, process the voter as efficiently as possible and alert the inspector if they do not leave the polling location after voting.

**Q: I understand the electioneering rules and restrictions, but I am concerned about someone arguing about first amendment rights. How do I deal with that?**

A: We advise poll workers to politely communicate electioneering guidelines to any voter or observer at the polling location who is violating electioneering law. If the person is a voter and argues about it, the inspector should make sure that the voter is processed efficiently and as quickly as possible. If the person loiters or refuses to leave after voting (or if they are an observer), the inspector should contact their Precinct Assistant. If the Precinct Assistant is unavailable, the inspector should contact the Command Center at the Elections Office.

If the person is causing a disruption that is infringing on anyone's right to vote, or if poll workers or voters feel in any way threatened, then the inspector (or a clerk, if necessary) should call law enforcement.

**Q: How is it dealt with if someone is registered in two places and gets two mail-in ballots?**

A: A voter can only be registered to vote based on their residence address, therefore they cannot be registered in "two places." However, if a voter receives two ballots, it is likely due to the voter re-registering at the DMV or in-person, or they requested a replacement ballot. Only the first ballot returned by the voter will be counted, and that will trigger cancelation of any additional ballots sent to that voter.

**Q: What happens to unsigned Vote-by-Mail ballots?**

A: The voter will be contacted by the Elections Office and asked to provide their signature before the ballot is counted. The Elections Office makes several attempts to get the required signature, and the voter has until 5pm on Sunday, December 1 to provide the signature. If a cure letter is not returned by the voter, the unsigned Vote-by-Mail ballots are sealed and stored for 22-months and are not processed nor counted.

Vote-by-Mail ballots that have signature issues, such as mis-compares or no signature, are not removed or processed from the envelope until their signature has been cured by the voter returning the applicable form.

**Q: What happens if a voter returns a VBM ballot after voting at the polls?**

A: The voter's signature will be scanned from the roster the first few days after the

election, while VBM processing is on hold. If their VBM ballot is received by the Elections Center after that, it will be cancelled and will not be counted. Similarly, if a voter returns their VBM ballot before the Election and then attempts to vote at the polls, they will be directed to vote a provisional ballot. Elections Center staff will not count the provisional ballot if they determine that the voter has already cast their VBM ballot.

**Q: Do observers *need* a letter from the Elections Office?**

A: No, observers do not need to provide a letter from the Elections Office. Anyone is allowed to observe, as long as they are not disruptive and do not interfere with the voting process.

**Q: How many Vote-by-Mail ballots were turned in at polling places?**

A: During the March Primary, there were about 16,000 Vote-by-Mail ballots returned to polling locations in SLO County on Election Day. It is quite likely that at least this many will be returned at the polls on November 5.

**Q: Last election MAGA was not on the ballot, so MAGA hats were okay. Is that true this time?**

A: Only hats (or clothing, stickers, etc.) that display the name or likeness of a candidate on the ballot are considered electioneering. Recognizable slogans are not considered electioneering, and voters are allowed to wear them.

**Q: Are change of address cards available at vote locations?**

A: Yes, these are included in the General Supplies tub at each polling location.

**Q: 75 ballot types?**

A: Yes, there are 75 different ballot types for this election. This is due in large part to redistricting and the division of boards or governing bodies into trustee areas or districts.

One way to think about it is this: imagine taking a map of the county and then overlaying each city boundary, school district trustee area, community services district area, special district area, state senate and assembly district, and U.S. Congressional district. This layering of jurisdictions creates 75 distinct “pieces” of

the county. Each of these pieces requires that a particular ballot with a specific set of contests is created for voters registered at an address in that piece.

**Q: Why would a voter's polling place of many years suddenly be different for this election?**

A: A large part of this has to do with redistricting. The boundaries that determine what is on a particular voter's ballot may have shifted due to one or more previously at-large contests now being broken into trustee areas or districts. There are laws that determine how the Elections Office can group these geographic areas into precincts.

In addition, while the Elections Office tries to maintain consistency with polling locations, it is not always possible due to things like scheduling conflicts or construction.

**Q: What is the supplemental roster?**

A: The supplemental roster is a second roster that is printed just before Election Day. It includes voters who've registered or updated their registration since the original roster was printed, and it's located behind the original roster in the same roster binder. Having a Supplement Roster reduces the number of provisional voters since they are listed on the roster.

**Q: If a person is on the supplemental roster, do they sign the other roster?**

A: No, if a person is on the supplemental roster, they sign where their name is listed on the supplemental roster.

**Q: What do I do if a voter has a spoiled VBM ballot and is worried? [UPDATED ANSWER BELOW]**

A: Precinct workers don't ask why a voter is surrendering their VBM ballot (e.g., did they make a mistake, do they just want a "precinct ballot," or "to vote in person," etc.) but simply accept the surrendered ballot, place a **surrendered** sticker on it (or surrendered stickers on its ID envelope if the voter has both the ballot and envelope), and process the voter as appropriate. Even if the voter volunteers that they made a mistake and that's why they want to surrender it, we treat it as **surrendered**, and not spoiled.

**Q: Are observers welcome at the Collection Center?**

A: Yes, as long as they do not interfere with the processes on site.

**Q: Are all precinct workers required to have been through training?**

A: All inspectors are required to attend training. While clerks are not required, it is strongly encouraged. As you can see, there are a lot of procedures, rules, and regulations, and it is important that all poll workers feel prepared to assist voters on Election Day.

**Q: If a voter has “Returned VBM” in the printed roster remarks but wishes to change their vote, do they vote provisionally?**

A: Tell them you need to contact the call center to confirm whether their VBM ballot has been counted. When the call center says that it has, tell them that they have already cast a ballot and that if they are going to cast an additional ballot, it will have to be a provisional ballot.

In a case where a voter is confirmed to have already cast a ballot, no further ballots will be accepted and counted. However, if the voter is argumentative or providing any resistance, allow them to vote a provisional ballot and let the Elections Office sort it out.

**Q: Who fills out the outside indexes?**

A: The inspector can designate anyone to do this, but typically it is the inspector.

**Q: Does the voter fill out the provisional registration themselves? Or does the provisional clerk help do this?**

A: The roster clerk will fill out the top portion of the flap side, which documents why the voter is voting provisionally before sending the voter to the provisional clerk. The voter then fills out the front side.

**Added on 10/28/24**

**Q: Are there extra precinct ballots so that we don’t run out?**

A: By law, we estimate the need for and then order a specific number of precinct ballots, based on the current voter registration total within that precinct. Because of this, you should have more precinct ballots on hand than you will need. However, we don’t have a crystal ball to know exactly how many voters will show up at the polls, and it is possible that you have more voters than precinct ballots on hand.

**Q: What do we do if we run out of ballots?**

A: There is a specific plan in place if this should happen. If you run out of ballots, take the following steps, in this order:

a. Have voters use the ICX. Proceed exactly as you would with any other ICX voter. If the ICX is not working, then:

b. Have voters vote a provisional ballot, starting from the back (so that these ballots are not part of the original provisional ballot sequence). Mark them off on the roster, and after they vote, have them deposit their ballot into the PRECINCT ballot box and mark them off on the PROVISIONAL tally (so that you can reconcile the ballots used versus ballots remaining at the end of the night). If you run out of provisional ballots, then:

c. Use ballots from a neighboring precinct. Your Precinct Assistant will help facilitate getting these for you.

**Q: Is there an ASL interpreter available?**

A: For this election, we do not have an ASL interpreter available. Should an ASL-using voter come to your polling location, do your best to assist them. This may include using written communication or cell phone notes.

**Q: How come the outside indexes are allowed, and do they include party affiliation?**

A: Outside indexes are required by law. In this election, there is no party affiliation listed on the outside index, so that is not an issue.

**Q: Which disabilities does the ICX help with?**

A: The ICX is useful for people who cannot mark a paper ballot due to injury or disability, as well as people who are blind or need the text of their ballot enlarged. In addition, the audio function can assist a voter who is unable to read (i.e., does not read English), and the translation function is useful for those who prefer to have their ballot appear in Spanish.

**Q: Exactly where do we put “Surrendered” stickers on surrendered Vote-by-Mail ballots?**

A: With the ballot inside of the return envelope, you should put one sticker over the signature line, and another sticker over the flap, doing your best not to cover the voter’s identifying information.

**Added on 10/30/24**

**Q: Can any non-political club wear their club shirts?**

A: Yes, shirts supporting non-political organizations are fine.

**Q: Are MAGA hats considered electioneering?**

A: No, MAGA hats are not considered electioneering because the Elections Code spells out that it must have a candidate (or measure) name, image and/or logo to be considered

electioneering. If the hat ALSO said "Trump" on it, then it would be electioneering. It is understandable that people might want to argue that MAGA is a logo, but it is a slogan and so it is allowable.

**Q: Slide 45: How do you know it is really Betty Boop signing the X? [in the case that a person needs to sign the roster by making a mark with a witness signing next to it]**

A: Both Betty Boop and the witness are signing under penalty of perjury.

**Q: Do election observers need to sign in?**

A: They do at the Elections Center (Central Count) but not at the polls. They do, however, need to follow all guidelines for observers (e.g., not going behind the check-in table, not interfering with voting in any way, etc.).