



**DEBRA BOWEN** | SECRETARY OF STATE  
STATE OF CALIFORNIA | ELECTIONS

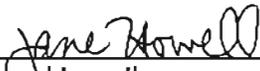
1500 11th Street, 5th Floor | Sacramento, CA 95814 | Tel (916) 657-2166 | Fax (916) 653-3214 | [www.sos.ca.gov](http://www.sos.ca.gov)

July 9, 2010

County Clerk/Registrar of Voters (CC/ROV) Memorandum #10239

TO: All County Clerks/Registrars of Voters

FROM:

  
\_\_\_\_\_  
Jane Howell  
Associate Elections Analyst

RE: Survey: Free Access & Vote-By-Mail Status Systems

After each election the Secretary of State's Office requests information on each county's provisional voting "free access system" as required by Title III, Section 302(a) of the Help America Vote Act of 2002 (HAVA), and vote-by-mail statistics as required by California Elections Code section 3017(c). HAVA requires each state or local elections official to establish a "free access system," such as a toll-free telephone number for voters to call or an Internet website that voters can access free of charge, to confirm if they voted a provisional ballot at the polls, whether or not their vote was counted, and, if it was not counted, the reason why it was not counted. In addition, California Elections Code section 3017(c) requires county elections officials to establish procedures to track and confirm the receipt of voted vote-by-mail ballots and to make this information available online or via a toll-free telephone number.

In order to reduce the number of surveys you receive, we have combined questions regarding the use of your free access and vote-by-mail ballot tracking systems into one request for the June 8, 2010, Statewide Direct Primary Election.

Please complete and return the attached survey via fax to (916) 653-3214 or email to [jane.howell@sos.ca.gov](mailto:jane.howell@sos.ca.gov) no later than **Friday, July 23, 2010**. If you have any questions, please contact me directly at (916) 653-2744. Thank you for your assistance.

**Survey**  
**June 8, 2010, Statewide Direct Primary Election**  
**HAVA Free Access System & Vote-By-Mail Status System**

County of: \_\_\_\_\_

1. How many provisional ballots were cast in the June 8, 2010, Statewide Direct Primary Election? \_\_\_\_\_
2. How many provisional ballots were counted in the June 8, 2010, Statewide Direct Primary Election? \_\_\_\_\_
3. How many provisional ballots were not counted in the June 8, 2010, Statewide Direct Primary Election?
4. How many voters used your county's provisional ballot free access system for the June 8, 2010, Statewide Direct Primary Election (e.g., number of hits to website or number of phone calls)? \_\_\_\_\_
5. How many voters used your county's system to determine whether their vote-by-mail ballot was received for the June 8, 2010, Statewide Direct Primary Election (e.g., number of hits to website or number of phone calls)? \_\_\_\_\_
6. If your vote-by-mail tracking system has the capability to determine if the vote-by-mail ballot was counted, (or, if not, why it was not counted), how many voters used this system? \_\_\_\_\_
7. How many vote-by-mail ballots were issued for the June 8, 2010, Statewide Direct Primary Election? \_\_\_\_\_
8. How many vote-by-mail ballots were voted and counted for the June 8, 2010, Statewide Direct Primary Election? \_\_\_\_\_
9. How many vote-by-mail ballots were returned but not counted for the June 8, 2010, Statewide Direct Primary Election? \_\_\_\_\_

County contact: \_\_\_\_\_ Phone Number: \_\_\_\_\_

**Please send responses to:**  
**Fax: (916) 653-3214 ATTN: Jane Howell**  
**Or via email: [jane.howell@sos.ca.gov](mailto:jane.howell@sos.ca.gov)**