



DEBRA BOWEN | SECRETARY OF STATE
STATE OF CALIFORNIA | ELECTIONS

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December 15, 2014

County Clerk/Registrar of Voters (CC/ROV) Memorandum #14281

TO: All County Clerks/Registrars of Voters

FROM: /s/ Lauren Santillano
Elections Analyst

RE: General Election: Free Access & Vote-By-Mail Status Systems

As you're aware, 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 sections 3017(c) and 3019.5 requires county elections officials to establish procedures to track and confirm the receipt of voted vote-by-mail ballots, provide a voter an ability to check why his or her ballot was not counted, and if not counted, the reason why, and to make this information available online or via a toll-free telephone number.

Please complete and return the attached survey regarding your provisional and vote-by-mail ballot tracking systems via fax to (916) 653-3214 or email to lauren.santillano@sos.ca.gov no later than **Monday, December 29, 2014**. When reporting vote-by-mail totals, please be sure to include all-mail ballot precincts in the totals.

If you have any questions, please contact me directly at (916) 651-1305 or at lauren.santillano@sos.ca.gov. Thank you for your assistance.

Survey
November 4, 2014, General Election
HAVA Free Access System & Vote-By-Mail Status System

County: _____

Provisional Ballots

1. How many provisional ballots were **cast** in the November 4, 2014, General Election? (Response provided must total number of counted and not counted provisional ballots.) _____

Please provide a breakdown of reasons why these provisional ballots were **issued** to voters. For example:

Reason Issued	Number of Provisional Ballots
Unable to surrender vote-by-mail ballot	
Not on the rolls at their polling place	

2. How many provisional ballots were **counted** in the November 4, 2014, General Election? _____
3. How many provisional ballots were **not counted** in the November 4, 2014, General Election? _____

Please provide a breakdown of reasons why these provisional ballots were not counted. For example:

Reason Not Counted	Number of Provisional Ballots
Not registered to vote	
No signature	
No matching signature	

4. How many voters used your county's provisional ballot free access system for the November 4, 2014, General Election (e.g. number of hits to website or number of phone calls)? _____

Vote-by-Mail Ballots

5. How many voters used your county’s system to determine whether their vote-by-mail ballot was received for the November 4, 2014, General Election (e.g. number of hits to website or number of phone calls)?

6. How many voters used your county’s system to determine whether their vote-by-mail ballot was counted or not? _____

7. How many vote-by-mail ballots were **issued** for the November 4, 2014, General Election? _____
 - a. Of the vote-by-mail ballots, how many were permanent vote-by-mail?

8. How many vote-by-mail ballots were **cast** for the November 4, 2014, General Election? (Response provided must total number of counted and returned but not counted vote-by-mail ballots.) _____

9. How many vote-by-mail ballots were **counted** for the November 4, 2014, General Election? (Response provided must match your county’s certified Statement of Vote.) _____

10. How many vote-by-mail ballots were **returned but not counted** for the November 4, 2014, General Election? _____

Please provide a breakdown of reasons why these vote-by-mail ballots were not counted. For example:

Reason Not Counted	Number of Vote-by-Mail Ballots
Late receipt	
No signature	
No matching signature	

County Contact: _____ Phone Number: _____

Please send responses to:
 FAX: (916) 653-3214, ATTN: Lauren Santillano
 or
 Via e-mail: lauren.santillano@sos.ca.gov