



**SO, YOU'RE THE JOE – NOW WHAT?**

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HOW  
DID  
YOU  
GET  
HERE?

You were on the ballot.

You ran an “official” write in campaign asking friends & family to write your name in.

You don’t know:

- Either you or someone else wrote your name down for kicks & you outright won
- Or you tied with other write-ins & won “casting of lots”

You are one of our beloved JOEs that works the same precinct consistently in another town or you’re willing to fill anywhere.

# CORE RESPONSIBILITIES

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- Pick up materials
- Open polls on time
- Oversee Poll Workers, the constable, greeters, voters & poll watchers
- Ensure legal voting procedures
- Resolve issues calmly
- Close polls & return materials securely



# JOE EXPECTATIONS

- You are the public face of Delco Elections
- Dress appropriately: neat, comfortable & non-partisan
- Maintain professionalism with voters & the board
- Lead by example & support your team
- Arrive on time & ready to go
- Remain onsite for the entire day: 6:00AM to until paperwork is complete (9:00PMish)
- Be prepared & follow all procedures & when in doubt, call the Poll Worker Hotline
- Exude confidence in the system

# TEAMWORK

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JUDGE OF  
ELECTION  
(JOE)



MAJORITY  
INSPECTOR  
&  
MINORITY  
INSPECTOR



CLERK



MACHINE  
OPERATOR



CONSTABLE  
(IF AVAILABLE)



POLL  
WATCHER

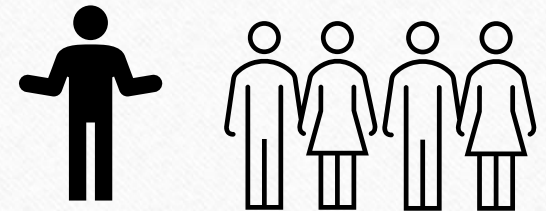


GREETERS

# STAFFING

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- Maximum 5 FT-equivalent positions in precinct (some exceptions for busy elections, large precincts)
- Previous election paysheet workers auto-roll into positions for next election
- Then adjusted w/respect to availability
- Tentative staffing email sent to JOEs for input
  - Updated staffing sent when changes are made
  - Fluid situation & we work with JOEs to place workers
- Elected/Court-Appointed guaranteed their role
- New PWs sign up on Delco Votes
- Trained, experienced PW will override untrained new PW
- Curbside appointments made if needed
- If issues with PW, put note in lemon BOE envelope



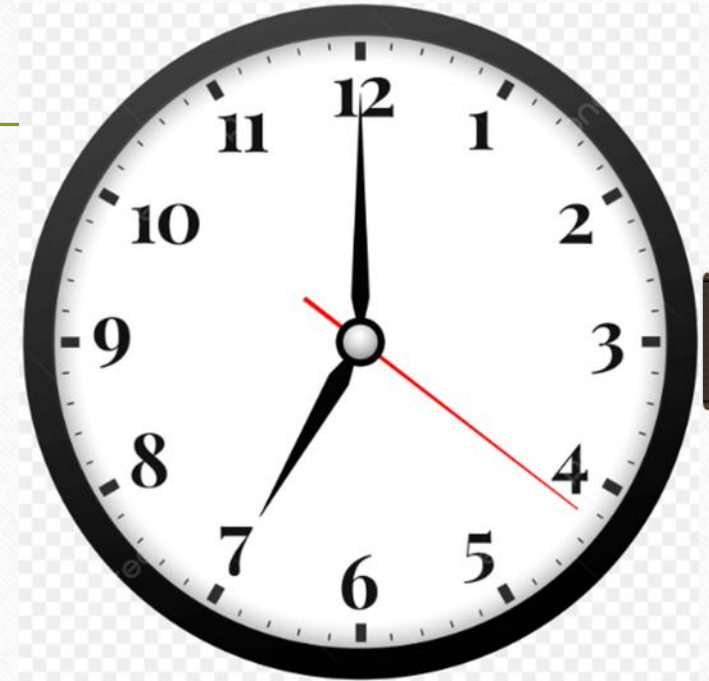
# POLL WATCHERS, GREETERS & CANDIDATES

- Must present certificate with the raised seal to JOE
- Familiarize yourself with rules in your guide
- May be present during set up, voting hours & closing
- May observe within legal limits
- Questions go to JOE
- May take photos of Numbered List
- May not interfere with voters or touch equipment
- Call the Poll Worker Hotline if disputes arise
- Candidates, Greeters & Elected Officials – can only be in precinct when voting)

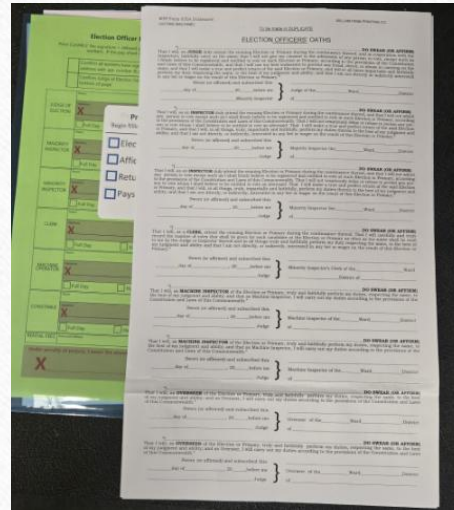


# TIMELINE

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- Communicate with your board
  - Contact Polling Location & confirm details
  - JOE kit pick up Saturday, 5/16 in Media – Review & organize paperwork
  - 6:00AM Arrival/Set up
  - 7:00AM Polls/Doors Open
  - 7:00AM – 8:00PM Voters Voting
  - 8:00PM Polls/Doors Close
  - Paperwork & Packing Up
  - Return Election Day Supplies to Media

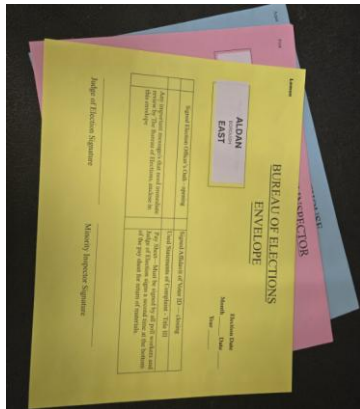
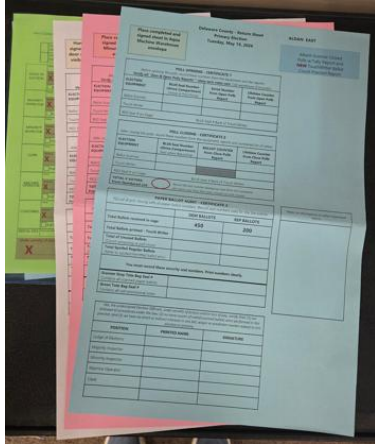


# ARRIVAL CHECKLIST



- Access Room
- Confirm your staff
- Take & sign Election Officers Oath
- Set guidelines with the outside Greeters
- Assign Tasks
  - Plan setup & move furniture
  - Open Equipment Cage & review contents
  - Set up Touch Writer & scanner
  - Set up the Poll Pad/Check in Table
  - Set up precinct table
  - Set up JOE area
  - Post All Sample Ballots & other notices
  - Complete paperwork

# AM PAPERWORK



- Election Officers' Oath
- Lemon Pay Sheet
- Equipment Manifest Sheet (in cage)
- 3 Return Envelopes
- 3 Return Sheets
- Confirm & record seal #s
- Zero & Open Polls Reports
- Ballot Counts

# EQUIPMENT

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- POLL PAD
  - Lists all 400,000+ Delco voters
  - Consistent directions & voter treatment
  - Checks in Voter ONLY
- SCANNER - digital scanner for marked paper ballots that records the voters' choices
- TOUCH WRITER – ADA required ballot marking device & prints all Provisional ballots
- Watch the video on our Poll Worker Resources page

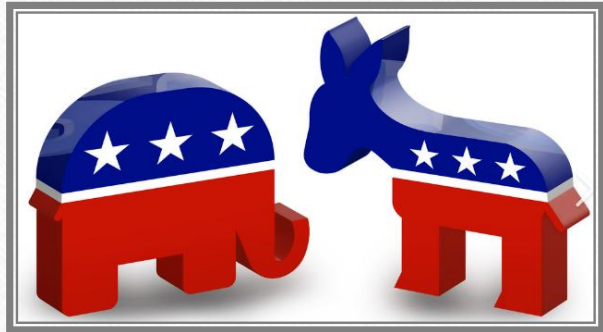
# INTEGRITY OF EQUIPMENT



- The Scanner & Touch Writer cannot connect to the internet.
- Poll Pads: First and only federally certified electronic poll book in the United States. Certified by U.S. Election Assistance Commission (EAC).
- Prior to every election:
  - Hash testing verifies the software running on our election equipment is the exact, unmodified version that was certified by the U.S. Election Assistance Commission (EAC).
  - Logic & Accuracy testing verifies that our election equipment correctly reads, records, and tabulates votes.
- Ballot Drop Box & Machine Warehouse cameras.
- Wharf: Always recording and live-streamed during election season.

# PA PRIMARY RULES

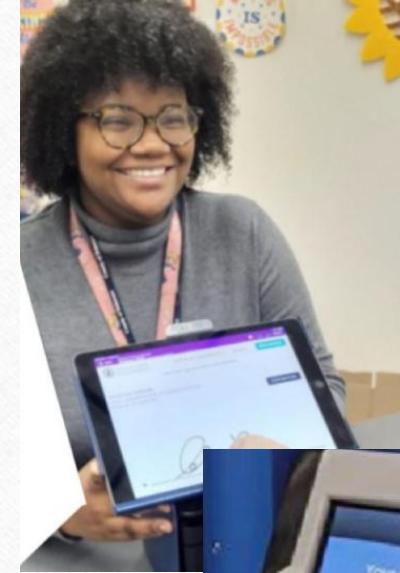
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- PA is closed Primary state
- Democrats receive Democratic ballot
- Republicans receive Republican ballot
- No one else can vote – except Middletown 3 which has a special contest
- Reassure the others they can vote in November
- Democratic State & County Committee Members

# STANDARD VOTER CHECK-IN

- Greet voter
- Ask for voter name & use Rule of 3's to search their name
- Ask for their address & birthdate
- Voter signs Poll Pad
- Voter takes ticket to Precinct table for ballot
- Announce Voter's name & party & add to the Numbered List
- Give voter correct party ballot
- Voter marks the ballot & scans it
- Voter trades pen for "I Voted" sticker





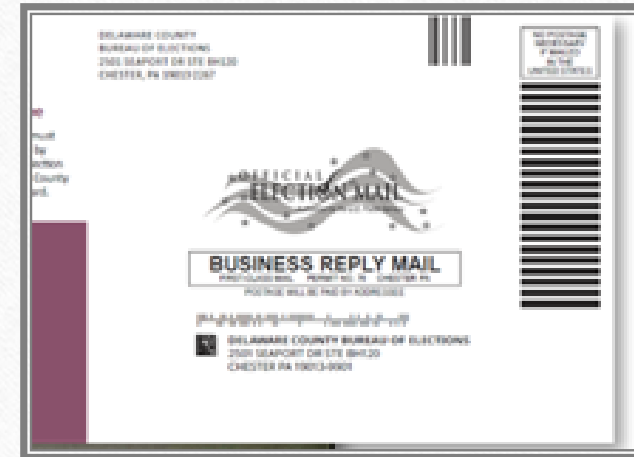
# ID REQUIREMENTS

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- ONLY 1<sup>st</sup> time voters in your precinct must show ID
- Approved photo & non-photo IDs are listed on the Poll Pad
- If no ID, voter votes provisionally
- Do NOT request ID, if not listed on the Poll Pad
- Bring a bell or noisemaker to celebrate 1<sup>st</sup> time voters

# MAIL BALLOT VOTERS

- If the voter has their mail ballot & their personalized purple striped envelope, they may return it & vote a regular ballot.
- If they do not have either piece, they must vote provisionally.
- If their mail ballot was returned to Delco, they cannot vote. If insistent, they can vote provisionally.

The image shows a "Voter's Declaration to Return Mail Ballot" form. The text reads: "I hereby declare that I am a qualified registered elector who has obtained an absentee ballot or mail-in ballot. I further declare that I have not cast my absentee ballot or my mail-in ballot, and that instead I intend to appear in person at the polls on Election Day and therefore request that my absentee ballot or mail-in ballot be voided and I be permitted to vote a regular Election Day ballot. I make this declaration subject to the penalties of 22 PA C.S. 4806 (related to unsworn falsification to authorities)." Below the text are several lines for the voter to provide their name, address, and signature. The form is titled "Voter's Declaration to Return Mail Ballot" and includes a reference to "2008 DE 2007 004".

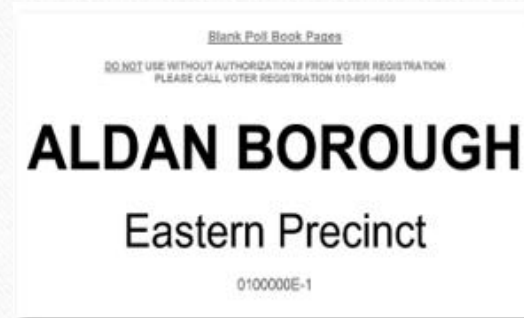
# INACTIVE VOTERS or WRONG ADDRESS

- Inactive voters complete the AFFIRMATION OF ELECTOR form
  - Any poll worker may sign this form
  - Elector = Voter
  - ID is NOT required
- If voter's address is wrong or changed:
  - Call Voter Reg
  - Or complete yellow form
  - Or Scan QR code to update

A yellow form titled "AFFIRMATION OF ELECTOR". It has several sections: "A. Change of address." with checkboxes for different scenarios; "B. If you have not changed your address, please check the following box:" with a checkbox; "C. Affirmation" with a signature line and a date line. At the bottom, it says "On the above date, the above elector came before me and affirmed the information contained herein to be true and correct."

# NAME NOT FOUND

- After the Poll Pad operator has exhausted all options searching for a voter, you will call Voter Reg with the voter.
- If Voter Reg, verifies they're a registered Delco voter, use the Authorization # to complete a Blank poll page entry & they can vote normally.
- If Voter Reg, can't verify they're registered – they may vote provisionally



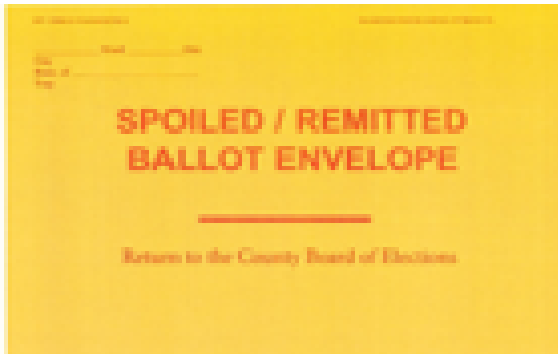
Delaware County General Election November 4, 2003 ALDAN PRECINCT EAST

Voter # 101 App. Int PL	Name <u>Jane Voter</u> Address <u>123 Main St</u> City <u>MEDIA</u> State <u>PA</u> Zip <u>19063</u> Party <u>Other</u> Date of Birth <u>1/1/20</u>	<u>Jane Voter</u> Authorization # given by Voter Reg. Clerk <u>123456789</u>
Voter # Insp. Int	Name _____ Address _____ State _____ Zip _____ City _____ Date of Birth _____ Party _____	X _____ Authorization # given by Voter Reg. Clerk _____
Voter # Insp. Int	Name _____ Address _____ State _____ Zip _____ City _____ Date of Birth _____ Party _____	X _____ Authorization # given by Voter Reg. Clerk _____
Voter # Insp. Int	Name _____ Address _____ State _____ Zip _____ City _____ Date of Birth _____ Party _____	X _____ Authorization # given by Voter Reg. Clerk _____

Entries on this page MUST FIRST RECEIVE AUTHORIZATION from Voter Registration (610) 691-4650.

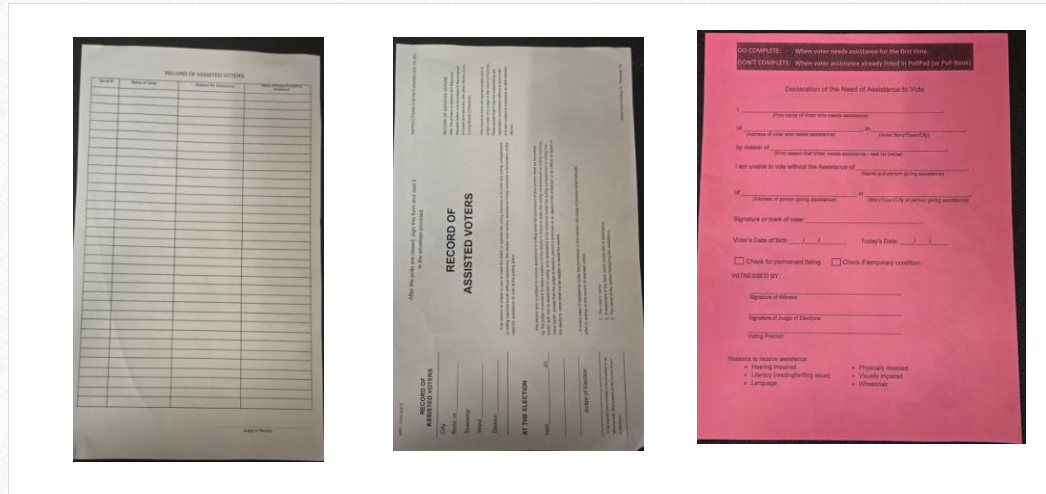
# SPOILED & ABANDONED BALLOTS

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- Reasons for Spoiling: Overvoted, marked incorrectly or wrong precinct
- Verify they are spoiling the ballot in the correct precinct.
- Replacement ballot is correct party.
- What if voter signs in & then refuse to vote on their registered party ballot?

# VOTER REQUIRES ASSISTANCE



- For voters with Assistance Requested on their record, ONLY add their name to the log.
- For a voter receiving aid & not registered as such, complete BOTH the pink Assistance Form & log.
- Watch for voters telling others how to vote & gently remind them that each voter must vote independently & privately.
- As JOE, you may not help.
- The law says people can vote unless a judge has ruled they can't. A disability alone doesn't take away that right.
- What is & isn't assistance? Basic accommodations like using the Touch Writer & the magnifying glasses are not assistance.

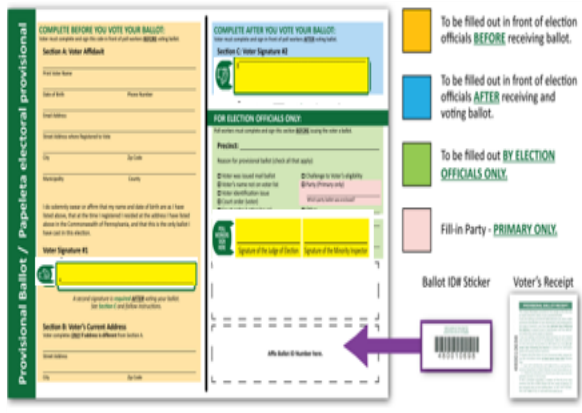
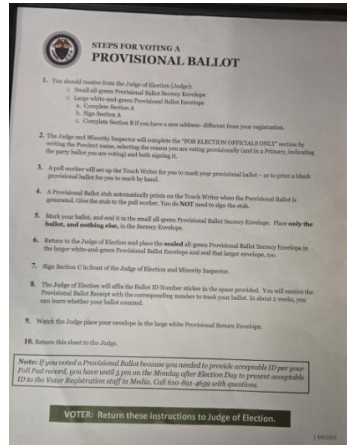
# PROVISIONAL BALLOTS

## Use when:

- Eligibility cannot be confirmed
- Mail ballot conflict
- ID issue when required
- Wrong polling place
- As tool to appease a disgruntled voter

## Steps:

- Follow the pictographs in guide
- Review directions with the voter
- Provisional ballots are printed on the Touch Writer & not scanned
- Remember to check off the reason & party
- You & the MNI sign the envelope





# MANAGING THE TEAM

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1

ROTATE  
BREAKS

2

ROTATE  
TASKS

3

ENCOURAGE  
TEAMWORK

4

TRACK ISSUES  
DURING THE  
DAY

5

THANK  
EVERYONE  
OFTEN

# Customer Service Skills

- Greet everyone respectfully



- Stay neutral and calm



- Never argue



- Listen first



- Solve quietly and efficiently



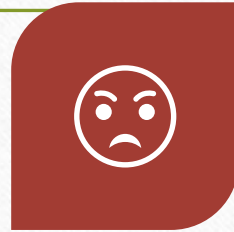
# HANDLING DIFFICULT SITUATIONS



**EQUIPMENT OR POLLING PLACE ISSUES:** CALL THE VOTING MACHINE WAREHOUSE



**POLL PAD ISSUES:** CALL THE POLL WORKER HOTLINE



**DISRUPTIVE VOTER:** DE-ESCALATE & CALL THE HOTLINE, CONSTABLE OR 911



**POWER OUTAGE:** CALL THE WAREHOUSE & PECO – ALLOW VOTING TO CONTINUE



**EVACUATION:** SAFETY 1ST, IF ABLE GRAB #’D LIST & POLL PAD TABLET, CALL 911, ACCOUNT FOR YOUR BOARD & CALL HOTLINE WHEN SAFE

# CLOSING THE POLLS

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- Polls close at 8:00PM – anyone in line at 8:00PM may vote
- Assign tasks & sign everything including the Affidavit of Voter ID & the Return Sheet Oath
- Close the Equipment per the guide (watch the video)
- Verify you have printed all totals tapes before powering off the equipment
- Secure the ballots & vDrives
- Complete Return Sheets & all envelopes (use their checklists)
- Pack out everything packed in – in its proper place
- Display the white Return Sheet where it can be seen by the public



# RETURNING MATERIALS

- Seal the Green Tote with the Provisional Ballots & Poll Pad tablet
- Seal the Gray Ballot Bag with the sealed vDrive envelope in the plastic sleeve
- Maintain chain of custody
- Deliver to Media promptly
- 1 Person per precinct & wear the ID tag

# AVOID MISTAKES

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- Late opening - skip completing paperwork & postings until later
- Wrong ballot - spoil the ballot & replace
- Missing signatures/forms - sign everything & follow checklists
- Unsealed materials – extra seal in black pouch
- Poor line management – use all Poll Pads & trifolds
- Guessing the answer/procedure – call, call, call

# KEY CONTACTS

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- Phone #s are in the Guide – put them in your phone
- Call VMW for Scanner & TW & precinct issues – they'll send out Rovers
- Call Voter Reg for voter issues
- Call the PW Hotline for Poll Pad & procedures
- Call Voter Services for mail ballots & solicitor
- Call DA for voter intimidation & voter fraud
- Call the PW Hotline if you just aren't sure

# RESOURCES

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- The Guide
- Your fellow Poll Workers
- The Poll Pad
- Our webpage – both PowerPoints, Guide, Equipment Video, Safety Awareness flyers & more
- Equipment Open Houses
- Conference Call
- The Poll Worker Hotline

