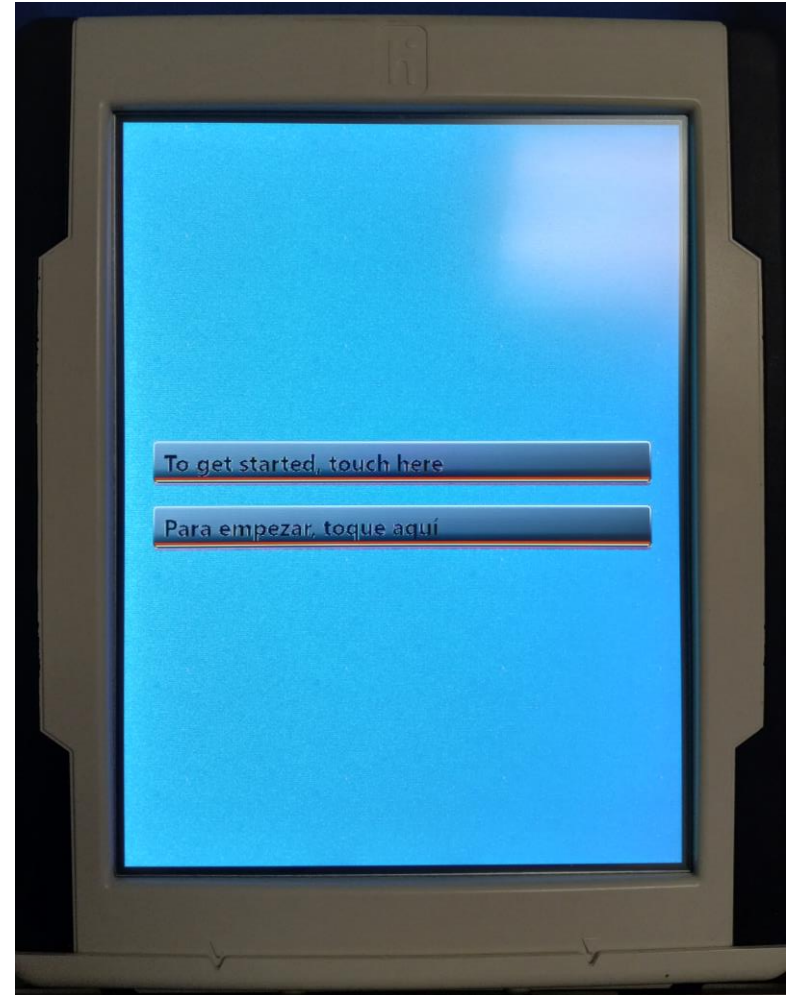


DUOs: What Can Go Wrong?

Color Screen Goes Out Sometimes

**Solution: switch it out for another
DUO**



Equipment: DUOs Tip

If the blank paper “ballot” won’t feed into the DUO, flip the top paper feeder tray up and snap it closed again. This usually works to allow the paper to feed.

Equipment: Scanner and “Black Box”

- **Assemble the black box**
- **Secure the Scanner above it by locking it with a lever inside the box**
- **Insert the ballot suitcase**
- **Lock the black box. Zip tie seal the opening door to the black box, and document the zip tie seal number on the seal verification log. You will not remove it until the end of Early Voting. You will then put a new zip tie seal on the empty box because there are 3 days before ED.**
- **If you left an empty black box after EV and come back for ED, document the seal number on the seal log.**
- **If you have to set up a new black box for Election Day, put a zip tie seal on it, and document it on the seal log. You will not remove it until the end of Election Day.**
- **Daily: lock and zip tie seal the Scanner on top of the black box, because if you remove the Scanner to put in the cage, you leave a hole available for someone to remove the ballots below!**

EV or ED Daily tasks: When you arrive to work daily

- **Look at the Opening Day Check List provided to you**
- **Verify all equipment serial numbers; compare with those already entered on seal verification form**
- **Start turning on Controller, Scanner, Poll Pad and DUOs at 6am to be ready by 6:55am for a 7am opening, and 7am to be ready by 7:55am for an 8am opening.**
- **Check Controller and Scanner for correct date, time, polling location, and Zero count**
- **Run Zero Tapes on Controller and Scanner & have Judge/Lead, at least 1 Clerk and no more than 2 Poll Watchers sign**
- **Place Zero Tape in the Daily Folder**
- **At 7am or 8am, open doors and direct Voters to check-in table**

Closing at the End of the Day: Handling the Voters

- At closing time, ask all waiting Voters to line up inside Polling Place, if they fit.
- If people are waiting in line to vote **at closing time**, they must be **allowed** the opportunity to vote.
- If possible, **close and lock** doors to the Polling Place.
- Whether inside or outside the Polling Place, position a Poll Worker **after the last person in line**, or distribute numbered identification cards to people waiting in line.
- Judge/Lead prevents voting after closing time by persons who are not entitled to do so

AFTER VOTERS LEAVE, CLOSE THE POLLS

- On both Controller and Scanner. Take numbers visually on Controller, Scanner and E-Poll Pad(s). Document on Daily Envelope and Closing Spreadsheet.
- Run “Zero” **Reports** on Controller and Scanner, and tear them off.
- **Compare numbers** on Controller and Scanner to E-Poll Pad, and the number of Poll Pad Receipts you have. Document on Daily Envelope and Closing Spreadsheet.
- Judge/Lead signs, and at least 1 Clerk and no more than 2 Poll Watchers sign the Zero Reports.
- **EVERY DAY OF EARLY VOTING EXCEPT THE LAST DAY, CALL IN YOUR NUMBERS OR TEXT PICTURES OF YOUR CLOSING SPREADSHEET AND “ZERO” REPORT TAPES, AS REQUESTED BY ELECTIONS DEPARTMENT**
- **Bring in outside signs and remove signs from doors if necessary.**

Early Voting: Daily Closing Procedures

- **Lock all equipment (DUOs, Scanner, Controller) with keys and zip tie seals, and record the seal numbers on seal verification log**
- **Lock up all filled-out paperwork in the cage (daily envelope, canvas bags)**
- **Lock up the unused ballots in the cage**
- **Put the locked Controller in the cage**
- **Put the E-Poll Pad in the cage**
- **Lock the cage and Judge/Lead takes the key**
- **If a key to the Polling Place was provided to Judge/Lead, Judge/Lead takes the key, too**

Early Voting Last Day: Closing

- Pack up paperwork, Scanner, Controller, E-Poll Pad, Ballot Suitcase, and trolley. Put them in Judge/Lead's car to drive to courthouse.
- Lock up DUOs, seal with numbered zip tie seals, record the seal numbers on seal verification log.
- Lock the cage and Judge/Lead takes the key.
- If a key to the Polling Place was provided to Judge/Lead, Judge/Lead takes the key, too.

Example of Early Voting Closing Paperwork: Daily Numbers Spreadsheet



Nueces County Elections Department Early Voting - Daily Closing Numbers

Election: December 14, 2024 City of Corpus Christi Runoff

MUST BE COMPLETED DAILY BEFORE CALLING IN YOUR NUMBERS

→ today's

Island Presbyterian Church	Office Epulse	Poll Pad Check-ins	Poll Pad Receipts	<i>comulative</i> Scanner Count	Controller Access Codes Issued	Canceled Booth or Expired Codes	Spoiled Ballots	Voters Canceled Mail Ballot at Polls	Provisional Voters
Monday, December 2nd		83+246=323	326*	322	313+11=324**	∅	∅	1	3
573 - 323 = 250 Tuesday, December 3rd		291+282=573	249	572	261	∅	∅	∅	∅
721+324=1045 Wednesday, December 4th		324+497=821	248	820	250	∅	4	∅	∅
Thursday, December 5th		523+411=934	180	999	181	∅	∅	2	1
Friday, December 6th		568+698=1266	266	1265	266	∅	∅	2	0
Monday, December 9th		741+755=1496							
Tuesday, December 10th									

COMPLETED BY: Kimberly L. Young

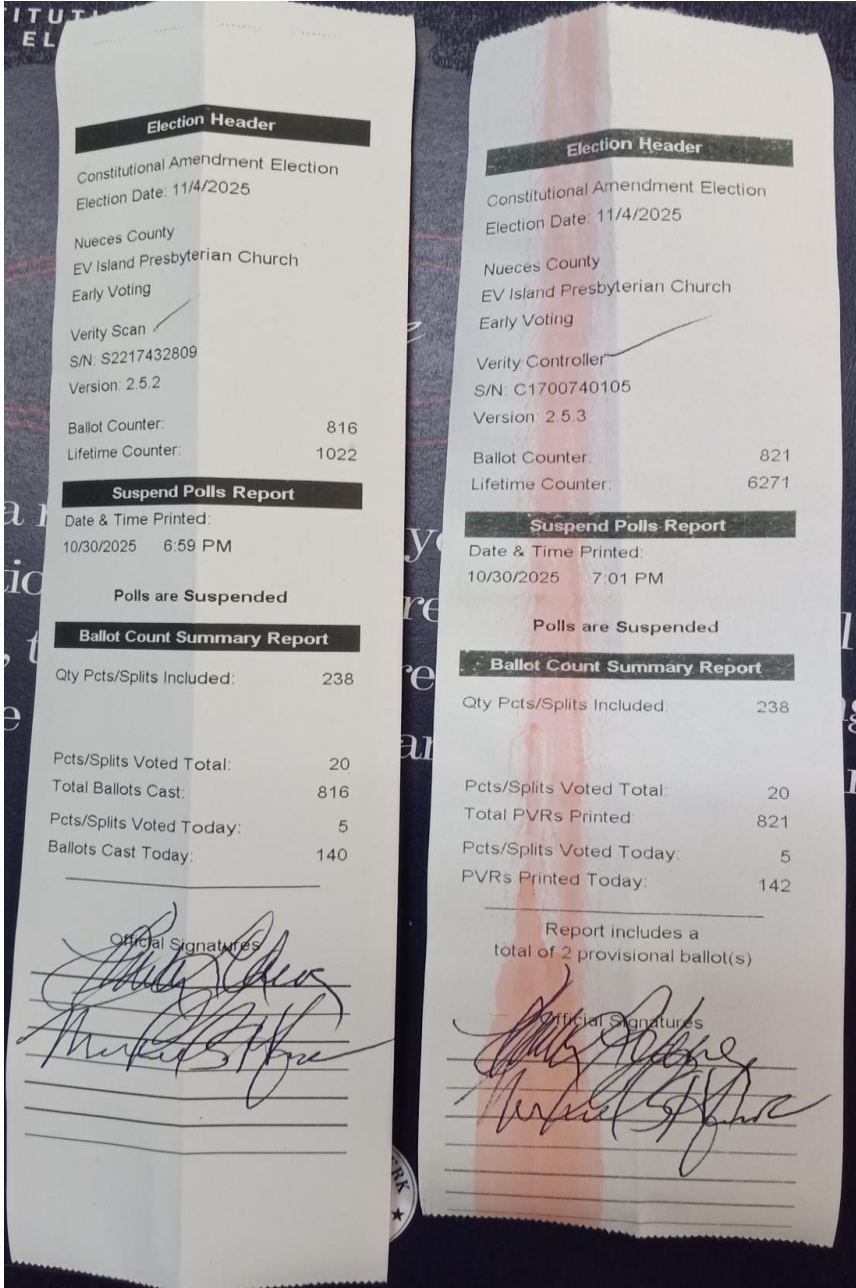
KS20240805

* 3 are provisional.
** ticket # 314 & 315 weren't printed - scanned but no controller access codes produced - so they didn't register - froze

Early Voting Closing Paperwork:

Printing and Sharing Closing Tapes from the Controller and Scanner

You may be asked to text these images to the Elections Department, or you may be asked to call the numbers in, or both.



MAIN ENVELOPE – EARLY VOTING

EV Location: Is. Kosby Date: 12-2-24
 Election: Bunoff 12-14-24

Fill out form below (instructions on back) and include in this envelope:

- Zero Report -Scanner & Controller (First Day of Early Voting)
Don't forget to initial
- Open/Suspend Polls Report Scanner & Controller Don't forget to initial
- Poll Pad Receipts
- SOR's, Reasonable Impediment, Voter Registration Cards
- Duo Seals

Verity Reconciliation Log – Early Voting (Scan & Controller)

OPEN POLLS
Enter the Start of Day Ballot Count from each device, from the Open Polls reports.

1. Scan Start of Day Ballot Count (from the Scan Open Polls report)	0
2. Controller Start of Day Ballot Count (from the Controller Open Polls report)	0

SUSPEND POLLS
Enter the End of Day Ballot Counts from the Scan and Controller Close Polls Report. Enter the Number of Voters Checked In using polling place records.

3. Scan End of Day Ballot Count (from the Scan Close Polls report)	322
4. Controller End of Day Ballot Count (from the Controller Close Polls report)	#1) 313 (#2) 11 = 324
5. Number of Voters Checked In (including provisionals)	85 + 240 = 323

CONTROLLER ACCESS CODE TOTALS		SPOILED BALLOT TOTALS (from the Spoiled Ballot Log)	
Access Codes Issued	324	Ballots Spoiled	0
Access Codes Voted	322	Replacement Ballots Issued	0
Access Codes Expired	0		

Comments: 1st controller # C1700736305 froze at 4:38 pm after 213 voters switched to 2nd controller C1700742505 printed 11 voter access

Signature: [Signature] Date: 12-2-24

Early Voting Closing Paperwork:

Example of the Daily Envelope

Election Day Closing

- **ON ELECTION DAY**, turn off Controller, Scanner, E-Poll Pad and all DUOs. **PRINT 3 COPIES OF ZERO REPORTS**. Put 1 copy of its' own zero report in each Controller and Scanner, close, lock, and seal them. **Record the seal numbers on Seal Verification Log**.
- Put 1 copy of the zero report in your daily envelope.
- Judge/Lead keeps 1 copy of each.
- **Pack up paperwork, unused ballots, Scanner, Controller, E-Poll Pad, Ballot Suitcase, and trolley and put in Judge/Lead's car to transport to the courthouse**
- **No need to call in your numbers**
- **There won't be a cage, so tear down and put the DUOs, signs, and supplies together so that the Elections Department can easily come pick them up later**
- **If a key to the Polling Place was provided to Judge/Lead, Judge/Lead takes the key, too**

Advice to Judge/Lead: Cross-Train and Position Your Team

If you have adequate staff, this is ideal:

1. Poll Worker **greet**s Voters, informs of cell phone laws, does “trriage”
2. Poll Worker operates **E-Poll Pad**
3. Poll Worker operates **Controller**
4. Poll Worker **observes Voters scanning their ballots**
5. Poll Worker assists Voters with **paperwork**
6. Poll Worker **observes Voters while voting**; offers help if needed

Poll Workers: Guard Your Keys!

BLACK BAND: unlocks the outer case to the Controller, Scanner, DUOs

PURPLE BAND: unlocks screens to Controller, Scanner, DUO & DUO-Go

YELLOW BAND: unlocks ballot box's front right and back locks

GOLD-COLORED KEY: unlocks ballot box's top lock

Poll Workers: Things to Remember

- Never leave **Controller or E-Poll Pad** unsupervised.
- **Check machines** regularly for items left behind.
- **Compare counts** frequently on **Controller, Scanner, E-Poll Pad** and **Poll Pad receipts**.
- Complete **paperwork** as it happens.
- Limit **conversations** while Voters are present. Talk softly, so Voters can concentrate.
- Don't discuss or speculate on number of votes received by any candidate or measure.
- Voters are not allowed to wear any clothing, hats, etc., with the name of a candidate, measure or party on the ballot.
- Voters may bring in voter's guides/sample ballots, but must keep in pocket/purse while waiting to vote.
- Do not share the names of ANYONE who has or has not voted.
- Don't panic! Call Elections Department if you need anything! We are here for you.

Things I learned the hard way...

- E-Poll Pad: Sometimes the Voter Registrar enters names **with or without a space**. Like “Mc Gregor” instead of “McGregor”, or “Delagarza” instead of “De La Garza”. If you can’t find Voter’s name in Poll Pad without spaces, look for it with spaces.
- E-Poll Pad: Under Manual Entry, when you select “Advanced Options” and then (for example) VUID, you have to **click “Search”** to see the results.
- **E-Poll Pad: If you run 2 poll pads, you have to run 2 mifi’s.**
- E-Poll Pad: If you scan a TDL that has already voted, the regular screen won’t come up. Instead, it looks like the results of the search screen with Voter’s name highlighted with “Voted” in the middle.
- E-Poll Pad: If the blue light on the printer flashes red, change the paper.
- E-Poll Pad: If the Poll Pad arrives at your polling place with the **white cord not connecting the iPad screen to the Printer**, you have to remove the blue metal box and plug the white cord into the Printer, which is inside the blue metal box. The white cord plugs into the iPod on the right in the center, and plugs into the black box underneath.
- **E-Poll Pad: if you need to reprint your E-Poll Pad receipt, look up the Voter manually, and next to the Voter’s name, click on the wheel and enter code “Texas” and it gives you the option to reprint. NOTE: you can’t reprint from a E-Poll Pad from which it didn’t originate.**

More Things I Learned the Hard Way...

- **E-Poll Pad:** if you get a call from someone in Kara's office asking you to temporarily stop processing Voters and update the poll pad, PLEASE DO IT! Updates are necessary regarding voters' information and who has voted.
- **E-Poll Pad:** keep control of the Poll Pad receipt. It's necessary in an audit. It's easy for a Voter to walk off with it thinking it's their "receipt" or "access code". Instead of letting Voter hand it to Controller operator, have E-Poll Pad operator give Poll Pad receipt to Controller operator.
- **E-Poll Pad:** if Voter has moved and we don't have their current address, they're voting for races pertinent to their old precinct. Even if they fill out a Statement of Residence, that won't go into effect until the Voter Registrar updates their record.
- **Scanner:** has an emergency drop slot, on the top right corner of the black box, where you can drop the ballot(s) if the scanner loses power or is unable to scan. The bag accepting the ballots is separate from the bag that is accepting the previously scanned ballots, so you can easily access them to scan them once electrical power has returned.
- **Scanner:** if it doesn't read the barcode, try cleaning it first before you call the office. To do this, open the front lid and that exposes the scanning area. Only use a micro fabric cloth. Do not use a paper towel.
- **Controller:** if the Controller paper jams while printing Zero Report, change the paper. If it still doesn't print a whole copy, turn off power, unlock and re-dock DUO. Then lock DUO again, turn on power again and Zero Report will reprint.

Even More Things I Learned the Hard Way...

- **DUO GO:** The DUO GO printer needs to be **FULLY CHARGED** to allow the paper to be inserted and printed. While you are loading the DUO into the DUO GO (to take to the curbside Voter), keep the DUO GO plugged into the power cord. Otherwise, you use so much battery power that it won't print after the Voter votes.
- **DUO GO:** If the ballot fails to print, plugging it into the power cord won't make it print. The only way it will print is to let it charge for several more hours before using it again. That means that the Voter has 2 choices: return much later to vote curbside or come inside.
- Before the Voter tries to vote again, call the Elections Department to cancel their check-in, then process the Voter on the E-Poll Pad as you normally would.

Early Voting vs Election Day: Differences

- **ED: Equipment:** there are always more ED locations than EV locations, so set up is required at some that weren't used for EV
- **ED: Political party pays Poll Workers, not County, so timesheet form is different**
- **ED: Required to post numbers on door every 2 hours**
- **ED: Required to post nearest voting locations in case Voters have a wait**
- **ED: Judge/Lead brings new equipment to be installed before ED: new E-Poll Pad, Controller, Scanner, ballot suitcase, and new blank ballots**
- **ED: Poll Workers have to take the Oath of Assistance again before polls open**

Helpful Names and Numbers

- **Nueces County Election Department: 361-888-0385**
- **Nueces County Voter Registrar: 361-888-0404**
- **Texas Secretary of State's Office: 1-800-252-2216, option 2**
- **Nueces County Republican Party: 361-452-5448**
- **Nueces County Democratic Party: 361-885-0095**

**Thank you SO MUCH for your work with
Nueces County Elections! We couldn't do it without you!**