Dear Volunteer,

Pennsylvanians have major decisions to make this fall.

At the top of the ballot will be two gubernatorial candidates and their lieutenants vying for the state’s executive branch. But as consequential as this office is to voters around the state, the slate of legislative candidates running for office is of equal importance: U.S. House representative, state representative, and – in even-numbered districts – state senator. Voters in Philadelphia will also have three ballot questions to consider.

All of you are an essential part of Seventy’s proud legacy of service to make sure that every vote counts. The organization has relied since its founding on volunteers to step forward in helping to ensure clean and well-run elections. The city and the region are better for it.

Thank you for joining us this election in advancing the Committee of Seventy’s continuing non-partisan mission for better government. And thank you for your commitment to fair elections in Philadelphia.

Sincerely,

Ellen Kaplan
Interim President & CEO
The Committee of Seventy
WHAT IS THE COMMITTEE OF SEVENTY?

The Committee of Seventy, a non-profit, non-partisan organization, was established in 1904 for the express purpose of combating corruption in Philadelphia. The organization played a major role in the adoption of civil service reforms and the passage of the 1919 and 1951 Home Rule Charters.

It is fair to say that during the past ten years, Seventy has radically transformed itself from being just an election watchdog to a bolder more comprehensive good government group, due in no small measure to the introduction of new executive and Board leadership.

That investment helped resurrect the City’s only independent watchdog and allowed Seventy to reinvigorate itself to change permanently Philadelphia’s political culture. During 2005-2010, Seventy led the fight to defend campaign financing limits, a fight that went all the way to the Supreme Court thanks to a lawsuit initiated by Seventy, in 2007-08. Our war against pay-to-play politics in Philadelphia helped to turn the ideas of better government and fair elections into a movement. We continue to be the go-to spokesperson for trustworthy background and analysis on issues related to Philadelphia’s political culture and its government.

What Seventy Fights For:

- Ethical government and honest public officials.
- Effective use of taxpayer dollars.
- Honest elections and increased access to voting.
- Limits on the influence of money in elections.
- Better informed citizens and more citizen participation in public life.
- Transparent government.

Our Guiding Principles:

- Seventy does not represent or reflect any special interests.
- Seventy does not endorse candidates.
- Seventy speaks out when others won’t.

Our vision is better government citizens can trust.

Seventy’s election work is not limited to Election Day. We promote local and statewide election reforms to improve the voting experience and are available throughout the year to answer questions about elections and voting on our 1-855-SEVENTY hotline, open 9am to 5pm on weekdays. For more information about our elections work, visit www.seventy.org.

We’re always looking for ways to improve the Election Program and have received useful feedback in recent years. If you have any ideas or need more information about volunteering, please contact Patrick Christmas at pchristmas@seventy.org or 215-557-3600, ext. 114.
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I. November 4, 2014 General Election

The November 4 general election includes races for:

National-level Offices:
- U.S. House Representative

State-level Offices:
- Governor
- Lieutenant Governor
- State Representative
- State Senator (even-numbered districts only)

**Important Notes:** In general elections, *voters can cast a ballot for any candidate regardless of party affiliation.* All voters may also vote for three ballot questions.

The new **1-855-SEVENTY hotline** has been promoted mainly to Philadelphia County; however, hotline volunteers may receive calls from voters around Pennsylvania. Because the Election Code dictates election administration statewide, most rules in this manual apply to every county in Pennsylvania. Keep in mind however, that each county has its own Board of Elections and will have different candidates and ballot questions from Philadelphia.

Sample ballots for Philadelphia, plain English explanations of ballot questions, and information on candidates and races are available at [www.seventy.org](http://www.seventy.org).
II. Election Day Program Overview

About the Election Day Program

As a volunteer on Election Day, you will be playing an important role in helping to advance the three major goals of the Committee of Seventy’s Election Day Program:

- **Education**: Seventy provides crucial information about voting – both on and before Election Day, including the location of polling places, deadlines for voter registration and absentee ballots, and profiles of the candidates.

- **Empowerment**: Seventy helps prepare voters to protect their fundamental right to vote. This is critical for people who may feel intimidated or uncertain about going to the polls (e.g., voters with physical disabilities or who do not speak English as their primary language, the homeless or those who are voting for the first time). Because the electorate is generally unaware of the numerous allowable voter assistance procedures, Seventy volunteers are a valuable source of reliable information.

- **Enforcement**: Even when voters are informed and empowered before Election Day, serious problems – e.g., violations of the Federal Voting Rights Act and Pennsylvania Election Code, and, occasionally, criminal conduct – can and do happen. An important aspect of Seventy’s Election Program is to fully document these problems and work closely with law enforcement officials to make sure they are swiftly resolved.

Our Election Program Team

The Election Program works because of the contributions of countless volunteers every year. Working collaboratively is the key to success. Remember that there are always plenty of people to back you up.

- **Field Volunteers**: Field volunteers work in teams of two to three people. Each team is responsible for covering polling places in one ward (in some cases, a team may be asked to visit polls outside of their initially assigned ward). Your volunteer assignment packet will include a list of polling place addresses within your assigned ward in addition to a map detailing their location.

- **Roving Volunteers**: Roving volunteers are available “on call” to travel by car to specific trouble spots at polling places as assigned by the team leaders. Throughout their shift, roving volunteers work closely with team leaders to make sure every caller who requests assistance or reports an incident on Election Day receives help.

- **Hotline Volunteers**: Throughout Election Day, voters, Seventy’s field and roving teams, poll workers, campaign staff and others call 1-855-SEVENTY (1-855-738-3689) to report problems at polling places or to find out information about the election. Trained hotline volunteers answer calls and enter reports into a TrackVia database, a new system for tracking the action...
across Philadelphia and the region. Seventy staff will be available at all times to assist volunteers. NOTE: **1-855-SEVENTY** promotion efforts have been concentrated in Philadelphia, but calls may come in from across the region or state.

- **Team Leaders:** Team leaders are our most experienced volunteers and oversee the field and roving teams assigned to particular regions of the city. Team leaders monitor the TrackVia database and give specific assignments in response to calls to **1-855-SEVENTY (1-855-738-3689)**. Such assignments are usually delegated to roving volunteers, but field volunteers may also be used to ensure problems receive immediate attention. Team leaders are the point of contact for all field and roving teams. (Contact information for team leaders is at the end of this manual.)

- **Program Management:** Staff at the Committee of Seventy oversees the entire Election Program. The office at 1628 JFK Boulevard, Suite 1002, is open from 6 a.m. to 10 p.m. on Election Day. All volunteers are welcome to stop in!

**Geographic Organization of the Program**

Philadelphia is politically subdivided into 66 wards. The map to the left shows how, for the purposes of this program’s organization, wards have been grouped into 10 districts similar – but not identical to – city council districts. (Council district lines are not coterminous with ward boundaries.) Each ward holds between 10 and 50 divisions, the neighborhood-level areas used to coordinate elections. In total, there are 1,687 divisions within the entire city, each with its own polling place (though in many cases, multiple polling places are setup at the same physical location).

As a field volunteer, your assigned ward will lie within one of the five dispatch regions – North, Northeast, West, Central and South – supervised by team leaders. **Roving volunteer** teams will be assigned either by district or by region depending on the needs of the program.
III. Being a Hotline Volunteer

Assisting voters, Seventy volunteers in the field, polling place officials and others as a hotline volunteer is a rewarding experience. But being prepared to help callers requires training. We encourage you to study this manual, but keep in mind that it will be available as a reference when you are answering calls. Don’t try to memorize every word. Rather, practice with the quiz and study guide provided by staff.

Anatomy of a Call

Each call has five phases:

1) Welcome and request for voter contact information
2) Inquiry or problem
3) Assessment
4) Problem resolution
5) Call Report Form Completion

Step 1: Introduction and request for voter contact information

When picking up the phone, welcome the caller with: Thank you for calling the Committee of Seventy. Can I please have your name and phone number in case we get disconnected?

Open up a new Call Report Form. If the caller does not want to provide their name and phone number, move on to Step 2.

Step 2: Inquiry or problem

Ask the caller: How can I help you?

The clarity of explanations will vary from caller to caller. If necessary, ask the caller questions to hone in on their specific inquiry or problem.

If you can, determine as early as possible whether a polling place location is relevant. This is often critical information. If it is, ask the caller for the ward and division number of the polling place. If the caller is registered for the polling place they are calling from, use their address and this polling place finder: www.pavoterservices.state.pa.us. (A hyperlink to this locator is built into the report form. It will also be programmed into the web browser toolbar of your computer.) Copy and paste the polling place location shown below directly into the report form.

38/15 FIRE ENGINE CO # 35
RIDGE & MIDVALE AVE
PHILADELPHIA, PA

The initial two numbers in the polling place location are the ward and division number (Ward 38, Division 15 as indicated by “38/15”). Entering these numbers separately into the form helps us sort
reports by region of the city.

**Step 3: Assessment**

Figuring out the caller’s need may not happen instantaneously. Do not hesitate to ask the caller to hold while you consult your handbook, other experienced volunteers nearby or Seventy staff. If the inquiry or problem appears to be particularly difficult or complex, begin to record a description in the TrackVia Report Form.

**Step 4: Problem Resolution**

You will be able to help many callers immediately. In general, inquiries simply require an answer and no follow-up by our program. Problems reported by the caller may require further action. The most important step here is the “Is Follow-up Required?” box.

- **If you answer a caller’s question or resolve his or her problem immediately**, select “**No**” at the bottom of the TrackVia form under “Is Follow-up Required?”
- **If the caller is reporting an inquiry or problem you are unable to assist with**, select “**Yes**” under “Is Follow-up Required?” Seventy staff will be monitoring these reports and coordinating responses with liaisons from the offices of the City Commissioners and District Attorney.
- **If the caller is reporting a serious or urgent problem**, advise your Seventy staff immediately and make a detailed report of the call. Select “**Yes**” under “Is Follow-up Required?” Examples of this circumstance include:
  - **If the caller is a voter whose right to vote appears to be in jeopardy**, and he or she needs assistance to negotiate the problem at the polling place.
  - **If the incident being reported is ongoing and risks disrupting the election process** at a polling place. Significant disruptions may include, for example, illegal and aggressive electioneering or misinformed polling place officials repeatedly delivering inaccurate instructions to voters.

_Distinguishing for Seventy staff and team leaders which incidents require a response is critical. Seventy staff will be available to assist you in these determinations._

_If the issue being reported requires further action, after checking the “Yes” box, inform the caller that Seventy staff will be coordinating with public officials to address the problem. Advise the caller that we are working as quickly as possible with public officials to respond and to call the back if the problem worsens. If possible, Seventy staff members and team leaders monitoring reports will call individuals to advise them of the action taken. However, high incident numbers may prevent this follow-up._

**Step 5: TrackVia Report Form Completion**

After completing a call, fill in any missing information and edit the notes you’ve made in the Call Report Form before submitting it. _Clean reports in the database are pivotal to the program’s ability to resolve issues on Election Day and afterwards._ You will have access to all submitted reports in case
you need to go back to review or edit.

**The TrackVia Call Report Form**

TrackVia is a new system being used by Seventy’s Election Program to track 1-855-SEVENTY hotline calls and deploy volunteers in the field. As a hotline volunteer, you’ll have a standard username based on your station in the office on Election Day. All computers will be logged into TrackVia before you arrive.

The three dashboards in which you will input and edit reports are available at the top of the screen. The “Hotline Volunteer” dashboard is described below and includes the Call Report Form for entering information during a call. The “City Administrator” dashboard includes a table of all reports submitted from Philadelphia. The “PA Administrator” dashboard includes a table of all reports submitted from outside Philadelphia (including the four surrounding Southeast PA counties).

![Dashboard Screenshot]

**Note:** Please refrain from clicking on the buttons labeled “Admin” and “+New.” The former grants access to the various building blocks used to construct this system; the latter would create a new dashboard. Accidentally clicking either wouldn’t blow up the call center, but we’d prefer not to tamper with the setup on Election Day. You are, however, more than welcome, to come see us after Election Day to give us feedback and experiment with TrackVia to improve the program!

**“Contact and Location Info” Section of the Call Report Form (See next page for screen shot.)**

1) **Name** and **phone number** should be the first information collected from any caller. (See “Anatomy of a Call” for guidelines.) Leave blank if the caller refuses to give this information.

2) Determine the caller’s **county**. The majority of calls will be from Philadelphia or one of the surrounding four counties – Bucks, Chester, Delaware or Montgomery – all of which can be selected from the “Southeast PA County” dropdown box. Enter any other PA county in the “Other County” field. This Election Program is only designed to serve Pennsylvania. Callers from other states can call 1-866-OUR-VOTE for assistance.

3) Attempt to use the Department of State’s **Polling Place Finder** early in the call if this information appears to be important. A link to this web tool is built into the Call Report Form (www.pavoterservices.state.pa.us) but is also available in the toolbar of your web browser. Copy and paste the polling place address output from the web tool directly into the report form. IMPORTANT: Enter the ward and division number of the polling place in the appropriate fields on the form. This enables the system to organize reports by region of the city.

4) **Zip code** information is usually not critical on Election Day and is most useful in post-Election Day analysis. (Zip code can be determined using the voter’s home/voting address and Google maps after the call if you have a spare moment.)
5) A field for the caller’s email is available in the event he or she needs information sent electronically. Only request if necessary.

“Issue Description” Section of the Call Report Form

A call will typically only require checking off one box from the selection of inquiries and problems below. If the call covers more than one inquiry or problem, check the appropriate boxes. Do not hesitate to call on Seventy staff for assistance in determining which box(es) to check. However, having the “right” box checked is a secondary priority. Focus on assisting the caller and documenting the issue or problem as best you can.
The “Description of Inquiry or Problem” field is available to provide further details about the call. This information will be important for staff and team leaders responding to problems reported by callers. We suggest the following guideline: Provide a description commensurate with the complexity and seriousness of the call. Simple call, short description. Serious call, longer description.

Speaking with a caller while recording information in the Call Report Form is challenging. Remember that you will have an opportunity to edit the report after hanging up and before submitting the report. Even after submission, you have access to all reports in case further edits are needed.

Note: At the bottom-right of the “Description of Inquiry or Problem” field are two small diagonal lines indicating the box can be dragged downwards to open up more space.

“Call Wrap-up” Section of the Call Report Form

At the bottom of the Call Report Form are three final items to complete. Most important is the “Is Follow-up Required?” selection. Consult Seventy staff if you need help making this determination.

Hotline volunteers should use the following guidelines for the “Is Follow-up Required?” box:

- “No” indicates the caller’s question was answered or the problem resolved. No further action is required.
- “Yes” indicates the caller is reporting an inquiry or problem with which you are unable to assist. Checking this box will flag the report for Seventy’s staff, team leaders and program partners. Advise Seventy staff immediately if:
  - The caller is a voter whose right to vote appears to be in jeopardy, and he or she needs assistance to negotiate the problem at the polling place.
  - The incident being reported is ongoing and disrupting the election process at a polling place.

To submit the form, click the bright green “SAVE CHANGES” button at the bottom left of the screen. The only required field in this form in order to submit is “Is Follow-up Required?” We constructed the form this way to avoid problems and confusion during periods of high call volume. If this selection has not been made, the “SAVE CHANGES” button will be faded and the will form cannot be submitted.

“Is Follow-up Required?” field is complete.  “Is Follow-up Required?” field is incomplete.
**Viewing Submitted Reports in TrackVia**

Hotline volunteers have access to all submitted reports. The “City Administrator” dashboard includes a table of all reports submitted from Philadelphia; the “PA Administrator” dashboard includes a table of all reports submitted from outside Philadelphia (including the four surrounding Southeast PA counties: Bucks, Chester, Delaware and Montgomery). Seventy staff, team leaders and city liaisons use these tables to monitor incidents as they occur on Election Day. The data will also be analyzed afterward.

Each row of the table below holds information from one call report (with report numbers listed in the first column). Text and numbers can be edited directly in the cells; however, to regain access to the Call Report Form for a particular report, click on the green report number in the first column. The screenshot below shows the first nine columns of information; the remaining columns be seen by scrolling right.

### City Administrator

<table>
<thead>
<tr>
<th>EL..</th>
<th>First Name</th>
<th>Last Name</th>
<th>Type of Caller</th>
<th>Phone</th>
<th>Email</th>
<th>Polling Place Location</th>
<th>Ward</th>
<th>Div</th>
<th>Inc</th>
</tr>
</thead>
<tbody>
<tr>
<td>#1</td>
<td>Jimmy</td>
<td>Johnson</td>
<td>Voter</td>
<td>111-111-111</td>
<td><a href="mailto:john@gmail.com">john@gmail.com</a></td>
<td>02/26 BEN FRANKLIN HIGH SCHOOL...</td>
<td>12</td>
<td>3</td>
<td>Pol</td>
</tr>
<tr>
<td>#2</td>
<td>Jaime</td>
<td>Jimison</td>
<td>Voter</td>
<td>111-111-111</td>
<td></td>
<td></td>
<td>11</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>#3</td>
<td>John</td>
<td>Smith</td>
<td>Voter</td>
<td>111-111-111</td>
<td><a href="mailto:john@gmail.com">john@gmail.com</a></td>
<td>02/26 BEN FRANKLIN HIGH SCHOOL...</td>
<td>12</td>
<td>3</td>
<td>Pol</td>
</tr>
<tr>
<td>#4</td>
<td>Jane</td>
<td>Smith</td>
<td>Voter</td>
<td>111-111-111</td>
<td><a href="mailto:john@gmail.com">john@gmail.com</a></td>
<td>02/26 BEN FRANKLIN HIGH SCHOOL...</td>
<td>12</td>
<td>3</td>
<td>Pol</td>
</tr>
<tr>
<td>#5</td>
<td>Dan</td>
<td>Brown</td>
<td>Voter</td>
<td>111-111-111</td>
<td><a href="mailto:john@gmail.com">john@gmail.com</a></td>
<td>02/26 BEN FRANKLIN HIGH SCHOOL...</td>
<td>12</td>
<td>3</td>
<td>Pol</td>
</tr>
<tr>
<td>#6</td>
<td>Brian</td>
<td>Wilson</td>
<td>Voter</td>
<td>111-111-111</td>
<td><a href="mailto:john@gmail.com">john@gmail.com</a></td>
<td>02/26 BEN FRANKLIN HIGH SCHOOL...</td>
<td>12</td>
<td>3</td>
<td>Pol</td>
</tr>
<tr>
<td>#7</td>
<td>Sue</td>
<td>Jackson</td>
<td>Volunteer</td>
<td>111-111-111</td>
<td><a href="mailto:john@gmail.com">john@gmail.com</a></td>
<td>02/26 BEN FRANKLIN HIGH SCHOOL...</td>
<td>12</td>
<td>3</td>
<td>Pol</td>
</tr>
<tr>
<td>#8</td>
<td>Abe</td>
<td>Lincoln</td>
<td>Candidate</td>
<td>222-222-222</td>
<td><a href="mailto:john@gmail.com">john@gmail.com</a></td>
<td>02/26 BEN FRANKLIN HIGH SCHOOL...</td>
<td>12</td>
<td>3</td>
<td>Pol</td>
</tr>
<tr>
<td>#9</td>
<td>Guy</td>
<td>Fox</td>
<td>Voter</td>
<td>111-111-111</td>
<td><a href="mailto:john@gmail.com">john@gmail.com</a></td>
<td>02/26 BEN FRANKLIN HIGH SCHOOL...</td>
<td>12</td>
<td>3</td>
<td>Pol</td>
</tr>
<tr>
<td>#10</td>
<td>John</td>
<td>Kennedy</td>
<td>Voter</td>
<td>111-111-111</td>
<td><a href="mailto:john@gmail.com">john@gmail.com</a></td>
<td>02/26 BEN FRANKLIN HIGH SCHOOL...</td>
<td>12</td>
<td>3</td>
<td>Pol</td>
</tr>
</tbody>
</table>

The screenshot on the next page is of the same table but scrolled to the right. Note that the first three columns visible hold information that is submitted by hotline volunteers. The remaining columns are used by Seventy staff and team leaders responding to reports. (Hotline volunteers are unable to edit these columns.)
Many features of the tables in the “City Administrator” and “PA Administrator” dashboards can be adjusted without affecting other users:

1) Clicking on a green call report number in the first column leads to a Call Report Form for easy editing.

2) Search for reports using the “Search within view” function at the top-left corner of the grid.

3) Change the number of reports shown per page: 10, 25, 50 or 100.

4) Change the width of any column by clicking, holding and dragging the top of edge of any column.

5) New reports can be added either by returning back to the “Hotline Volunteer” dashboard or clicking the green new report symbol by the upper-right corner of the table.

6) Users can move quickly through the table by “jumping to rows” or clicking through pages.
If the cursor is moved over the call report numbers in the first column, checkboxes appear in every row. **Please refrain from clicking these boxes**, and keep the cursor distant from the “BULK DELETE” option...

Bulk deleting the reports would still require confirmation were the “BULK DELETE” option selected. Staff will be backing up this database every 30 minutes throughout the day in case of an emergency.
IV. Election Day Administration

In Philadelphia, elections and voter registration are overseen by three elected City Commissioners (collectively known as the County Board of Elections). This bipartisan board (not more than two can be members of the same party) sets policy for and supervises all general, primary and special elections in the city with approximately 90 full-time staff.

Administering elections in Philadelphia is not an easy exercise. Although the number is always significantly smaller due to vacancies, the city’s election system is a temporary bureaucracy of more than 8,400 people (1,687 divisions x 5 poll workers). Each takes and signs an Oath of Office before polls open and has been offered training prior to Election Day; however, this training is not mandatory. The design of this system makes the support and oversight provided by this program all the more important.

Polling Place Officials

Each polling place is overseen by a five-member Election Board:

- **Judge of Elections** (Elected to office or appointed by Court of Common Pleas.)
- **Majority Inspector** (Elected to office or appointed by Court of Common Pleas.)
- **Minority Inspector** (Elected to office or appointed by Court of Common Pleas.)
- **Clerk** (Appointed by the Minority Inspector.)
- **Machine Inspector** (Appointed by the City Commissioners.)

All five people – who may be referred to collectively as an Election Board – **must be at least 18 years old and reside in the division where the polling place is located.** (There are 1,687 divisions in Philadelphia, each with an Election Board.) The Judge of Elections and Inspectors serving on November 4 were elected to new four-year terms in the last general election on November 5, 2013. When electors voted for Inspection of Elections candidates in their divisions, the highest vote-getter became the Majority Inspector; the runner-up became the Minority Inspector.

The **Minority Inspector** usually appoints the **Clerk,** and the County Board of Elections usually appoints the **Machine Inspector.** In some cases, however, no one ran for the position of **Judge of Elections** or **Inspector of Elections,** or the winner is unable to fulfill the requirements or perform the duties of the position on Election Day. If a vacancy occurs before Election Day, a Court of Common Pleas judge appoints someone to fill the vacancy.

Sometimes, this procedure is not followed. Instead, shortly before each election, ward leaders or committee people (elected party representatives within a ward) choose people to fill the positions on Election Day. This informal process works adequately in most divisions.

Ideally, both major political parties are represented on the Election Board. Generally, the Judge of Elections and Majority Inspector belong to one party, and the Minority Inspector and Clerk belong to the other. If most voters living in a division belong to a single party, however, this diversity may not be possible.
The **Judge of Elections** is the chief official at each polling place and is responsible for conducting the election process according to state and federal law. The two **Inspectors of Election** and **Clerk** assist in this responsibility. The **Machine Inspector’s** primary duty is to set up and operate the voting machine(s); he or she can also instruct voters in the use of the machines if requested.

**Polling place officials missing at 7:00 a.m. must be replaced with a qualified person:**

- **Majority Inspector** – The Judge appoints a new Majority Inspector.
- **Minority Inspector** – The defeated candidate for Judge at the last election for polling place officials (November 2013) shall serve, if available.
- **Clerk** – The Minority Inspector appoints a Clerk.
- **Machine Inspector** – This position is appointed by the City Commissioners. If a vacancy occurs, a member of the Election Board should call 215-686-3469.

If any vacancies have **not been filled by 7:30 a.m.**, the voters of the division present at the polling place can hold a “curbside” election to fill the office with a qualified resident of the division. If an elected or court-appointed Election Board member arrives by 7:30 a.m., they must be seated.

According to Pennsylvania Election Code, **city, county, state or federal employees (appointed or salaried) are ineligible to serve as polling place officials.** The only exceptions are district justices, notaries public and people serving in the state militia.

**Committee people may serve as polling-place officials.** However, on Election Day, an individual holding both positions must fulfill his or her responsibilities as a member of the Election Board. That means he or she must act in a strictly non-partisan manner and may not “take breaks” to perform the various duties of a committee person.

**Response Protocol**

- If a caller reports a problem with the Election Board (e.g. missing officials or inappropriate behavior), check “Yes” under “Is Follow-up Required?”

**People Allowed Inside the Polling Place**

*Before the polls open and after the polls close*, the only people allowed inside polling places are members of the **Election Board**, **court-appointed overseers**, **federal observers** and **certified poll watchers**.

*During election hours* – from 7 a.m. until the last person in line at 8 p.m. has voted, only the following people are allowed inside the polling place:

- **Voters** – Minor children may accompany voters. When a voter finishes voting, he or she must leave the polling place.
- **Individuals providing assistance to voters** (See Section VII for rules on assisting voters.)
- **Polling Place officials (Election Board)** – Judge of Elections, Majority Inspector, Minority
Inspector, Clerk and Machine Inspector.

- **Bilingual interpreters** – If appointed by the city for the polling place. (See page 31.)
- **Federal observers** – If ordered by a court or with formal permission from the city.
- **Certified poll watchers** – If they have a valid certificate from the City Commissioners at the request of a candidate or political party. Poll watchers may monitor the poll book and challenge the eligibility of voters if they believe in good faith that the voter is not qualified to vote. (See below for an explanation of poll watchers.)
- **County Board of Elections staff** – Personnel are deployed across the city to respond to issues or problems.

**People Not Allowed Inside the Polling Place**

- **Committee of Seventy Volunteers**
- **Police officers** – Police officers are not allowed within 100 feet of the entrance to the polling place unless they are summoned by the Judge of Elections.
- **Candidates** – Unless they have a valid poll watcher’s certificate, candidates are not permitted to enter a polling place except to cast their own vote.
- **Representatives of the Media**

**Response Protocol**

- If a caller reports a person inside a polling place who should not be there, check “Yes” under “Is Follow-up Required?” Inform the caller that the Judge of Elections is the individual responsible for enforcing these rules. If the Judge is unwilling or unable to address the problem, note this in the Call Report Form.

**Poll Watchers**

During general elections, each party may request three Watcher Certificates per division and each candidate may request two Watcher Certificates per division from the City Commissioners. Poll watchers must be registered voters in Philadelphia and are issued a certificate for a specific division (though a poll watcher does not have to be registered in that division). These certificates can be used to observe any polling place in the city.
Rules for poll watchers:
- Certificates must be available at all times and shown to polling place officials if requested.
- Only one poll watcher for each party or candidate may be inside the polling place at any given time when polls are open (7:00 a.m. to 8:00 p.m.)
- After polls close, all poll watchers may enter the polling place to observe the vote tabulation.
- Only when no voters are inside the polling place may a poll watcher inspect the poll book or ask for a count from the voting machines.
- Poll watchers may not, under any circumstances, interfere with or disrupt the election; however, they are allowed to challenge voters based on their identity. (See page 26 for more information on voter challenges.)

Response Protocol
- If a caller reports inappropriate behavior by a poll watcher (or someone who claims to be a poll watcher), check “Yes” under “Is Follow-up Required?” If the caller provides information identifying the individual and describing the alleged misbehavior, record this in the Call Report Form.

Opening and Closing of Polling Places

Polling places in Pennsylvania open at 7:00 a.m. Polling places in Pennsylvania “close” at 8:00 p.m; however, EVERYONE in line by 8:00 p.m. is allowed to vote. It’s recommend that a polling place official wait to vote in case there is a line at the end of the day. If this happens, the official can enter the line at 8:00 p.m. as a place holder for those who arrived at the poll in time to vote.

Response Protocol
- If a caller reports that a polling place is not open at 7:00 a.m., first check that he or she is at the correct location. If the caller is at the correct location and polling place is closed, he or she should request that the Judge of Elections call 215-686-3469. (Only the Judge of Elections or another polling place official should make this call.) If no polling place official is available, note this in the Call Report Form and check “Yes” under “Is Follow-up Required?”
- If you receive a call from a voter saying he or she was in line at 8:00 p.m. and was turned away, or that his or her polling place closed early, keep the voter on the phone, check “Yes” under “is Follow-up Required?” and notify Seventy staff immediately. Advise the caller not to leave the polling place until a solution is found.

Voting Machine Problems

Judges of Elections should immediately report complaints of broken or malfunctioning voting machine directly to the County Board of Elections. The Philadelphia City Commissioners provide each Judge of Elections with a phone number to call in case of voting machine problems. To avoid multiple reports of the same issue, only the Judge of Elections should report a machine problem to the County Board of Elections. Committee of Seventy volunteers should not make this call.

If half of the machines in a voting division become inoperable, voters have the right to use
emergency paper ballots. In Philadelphia, the same paper ballot is used for both provisional and emergency ballots (printed on white paper with a green stripe at the top). The Judge of Elections should clearly mark on the affidavit envelope that the ballot is being used as an emergency ballot.

Response Protocol
• If a caller reports a machine problem, request that he or she check whether the Judge of Elections reported the issue to the County Board of Elections and check “Yes” under “Is Follow-up Required?” Record in the Call Report Form whether the machine problem has been already called-in. This is important to know so we avoid duplicating reports to the County Board of Elections.

Required Signs and Notices
All polling places in Pennsylvania are required to have specific notices and signs posted. All election materials in Philadelphia must be provided in both English and Spanish.

• Large Pink Sample Ballots – Two bilingual ballots should be posted: one outside the polling place near the entrance, and one inside the polling place. Multiple pink sample ballots may be posted because multiple polling places have been set up in the same building.
• Large Blue Instructions, Penalties, Federal Voting Rights Posters – Two should be posted inside the polling place only: one with the English side showing and one with the Spanish side showing.
• Yellow Language Interpretation Posters – Two should be posted: one outside the polling place near the entrance and one inside – both are bilingual.
• White Statement on Handicapped Accessibility Posters – Two should be posted side-by-side inside the polling place and outside near the entrance: one with the English side showing and one with the Spanish side showing.
• Pink Notice of Voters’ Rights – Two 8.5 x 11in. cards should be posted side-by-side inside the polling place and outside near the entrance: one with the English side showing and one with the Spanish side showing.
• Ballot Questions – Plain English and Spanish statements for ballot questions should be posted inside the polling place. *Three* ballot questions are on the ballot in the November 4 election.

Response Protocol
• If a caller reports that required signs and notices are missing, request that he or she inform the Judge of Elections or another polling place official. If the caller says that polling place officials have not taken action to post missing material, check “Yes” under “Is Follow-up Required?”

The “Three-Minute” Rule

The Pennsylvania Election Code states that each voter has three minutes to vote, unless no one else is waiting. The right of a visually impaired voter to vote independently using the audio voting device must be respected, even though it may take 30 minutes to an hour to vote when there is a long ballot. Each polling place has at least one machine without an audio voting device to ensure that
the line of voters keeps moving.

Response Protocol

- If a caller reports that he or she has been rushed out of the voting booth, first notify them of the “Three-Minute” rule. Or, if they are visually impaired, inform them of their right to have sufficient time to cast their ballot. If the caller insists that their right to sufficient time has been violated, check “Yes” under “Is Follow-up Required?”

“Fleeing Voters”

A “fleeing voter” is a voter who leaves the polling place without actually casting his or her vote. This happens when the voter selects the candidates he or she wishes to vote for but forgets to push the green “Vote” button. Polling place officials are instructed to try to catch fleeing voters so their votes can be officially recorded. If the voter cannot be retrieved, however, the Pennsylvania Department of State has instructed polling place officials to clear the votes of fleeing voters.

Election Court and Court Orders

Issues may arise on Election Day that cannot be resolved by the Judge of Elections or the County Board of Elections in accordance with normal election rules. These must be addressed by a county judge. Judges assigned to sit in Election Court have jurisdiction over all election matters and shall:

- Determine if there are violations of the election laws;
- Settle controversies that may arise with respect to the conduct of the election;
- Issue any legal documents necessary to enforce and secure compliance with the election laws;
- Decide any matters pertaining to the election as may be necessary to carry out the intent of election laws; and
- Inform an individual seeking a judicial order to vote about the provisional ballot process.

Hotline volunteers should refer questions about whether an individual should pursue action in Election Court to Seventy staff. The Committee of Seventy will place observers in Philadelphia’s Election Court to monitor proceedings and relay information to staff about decisions or court orders that may need to be communicated to program volunteers.

Voters issued a court order to vote at a polling place use a provisional ballot. However, Election Board officials are instructed to first check whether the voter’s name is in the poll book (and supplemental pages). If the voter’s registration record is found, he or she should vote using the voting machine and according to regular procedures.
V. Electioneering at Polling Places

Electioneering

Electioneering is the act of campaigning or advocating for a candidate or party. This may not occur inside of the room where voting machines are setup or within 10 feet of the entrance. Pennsylvania law prohibits electioneering within this boundary to prevent campaigners or candidates from intimidating voters when they arrive at the polling place.

Further, individuals permitted inside the polling place (see page 17) are not allowed to engage in partisan activity (e.g., expressing support for a candidate, distributing sample ballots) while performing their official or certified duties. Only voters are allowed to wear anything promoting a candidate into the polling place.

Response Protocol:

- If a caller reports illegal electioneering, ask him or her to request that the Judge of Elections instruct the offending individual(s) to move away from the room holding the voting machines. Check “Yes” under “Is Follow-up Required?” If polling place officials are unable or unwilling to address the problem, note this in the report form.
- If a caller reports illegal electioneering by a polling place official, try to obtain the position or a description of the official. Check “Yes” under “Is Follow-up Required?” and notify Seventy staff.

Intimidation

If you receive a call about voter intimidation or harassment at a polling place, keep the caller on the phone and immediately inform Seventy staff. If the caller is a Seventy volunteer, remind them not to confront the offending individual(s). Check “Yes” under “Is Follow-up Required?” and record as much detail as you can about the incident.

Campaign Signs and Posters

Conflicts may arise over the placement of signs, banners and other literature supporting candidates and political parties on Election Day. Final say on the placement of signs and campaign materials on private property lies with the property owner.

Campaigns can hand out literature and hang up posters outside of polling places provided that they are more than 10 feet away from the entrance to the voting room. All flyers and posters must list the organization that funded their printing.

As a general rule, each municipality has its own policy for dealing with signs posted on public property. Philadelphia’s Code prohibits signage on utility poles, streetlights, traffic signs or devices, historical markers and city-owned trees.

Response Protocol
• Complaints about campaign signs posted on public property in Philadelphia should be reported by the person making the complaint to the Philadelphia Department of Licenses and Inspections (L&I) by dialing 311.
• If a voter or Committee of Seventy volunteer calls to report campaign materials posted on public property, remind them that they should not tear down signs or instruct others to do so.
VI. Voter Registration, Identification and Challenges

Voter Registration

The voter registration deadline for the November 4, 2014 election was Monday, October 6. Guidelines for voter registration are available on Seventy’s website: www.seventy.org.

If a voter calls whose name isn’t in the poll book but claims they were registered properly before the deadline, follow these steps:

1) Check online the voter’s registration status and whether he or she is at the correct polling place: www.pavoterservices.state.pa.us. (This site will be saved in the tool bar of your web browser.) If the voter is at the wrong location and has time to go to the correct polling place, he or she should do so. If the voter is unable to travel to the correct polling place, the voter should ask the Judge of Elections to vote using a provisional ballot. See (#4) below.

2) The voter should ask the Judge of Elections if he or she is listed in the supplemental poll book pages.

3) The voter should ask the Judge of Elections to call the county Voter Registration Office to check if the voter is listed in the voter registration database. If the Judge of Elections can get official confirmation that the voter is registered, the voter should vote by voting machine.

4) Advise the voter to ask for a provisional ballot. If the voter thinks he or she is properly registered but the voter’s name is not in the poll book, the individual can vote using a provisional ballot. Provisional ballots are paper ballots used to ensure that registered voters are not denied the right to vote. The ballots are counted only if the voter is actually registered. If the voter is registered in another division, the only votes counted are those applicable to candidates on the ballot of the voter’s home division.

Response Protocol

- If a caller’s right to vote appears in jeopardy because of a registration issue, check “Yes” under “Is Follow-up Required?” and notify Seventy staff.

Voter ID Law

PHOTO IDENTIFICATION IS NOT REQUIRED TO VOTE IN THE NOVEMBER 4, 2014 ELECTION.

In January 2014, a Commonwealth Court judge issued an injunction permanently blocking the enforcement of the portion of the Voter ID law requiring that voters show photo identification. The state decided just before the May 2014 primary that it would not appeal the ruling to the Pennsylvania Supreme Court.

No voter should be required to vote by provisional ballot or be prevented from voting because he or she does not have a photo ID (unless they are a first-time voter – see the section below). Polling place officials are not allowed ask for photo ID or inform voters that they will be required to have a photo ID in future elections.
NOTE: The law’s ID requirements for absentee ballots were not blocked. Voters must provide a driver’s license number, last four digits of a Social Security number, or a copy of an approved photo ID when applying for an absentee ballot. For more information, visit www.votespa.com.

Response Protocol

- If a caller reports that he or she was not allowed to vote because they did not have approved identification, first confirm whether the caller is a first-time voter (see the section below). Inform the caller of the approved IDs for first-time voters and the option to vote by provisional ballot if he or she has no approved form of identification.

- If a caller’s right to vote appears in jeopardy because of a voter ID issue, check “Yes” under “Is Follow-up Required?” and notify Seventy staff.

Identification of First-Time Voters or Individuals Voting for the First Time in a New Division

Pennsylvania law requires that individuals voting for the first time or voting for the first time in a new division must present photo or non-photo identification. (This requirement is unrelated to the Voter ID law described above.) Be aware that callers may be confused about first-time voting ID requirements and the Voter ID law.

First-time voters and voters casting a ballot for the first time in a new division can present either photo or non-photo identification as follows:

**Approved photo IDs:**
- PA Driver’s License
- ID Issued by PennDOT for Voting
- U.S. Government ID or Commonwealth Agency ID
- U.S. Passport
- U.S. Armed Forces ID
- Student ID
- Employee ID

**Approved non-photo IDs:**
- Voter Registration Card (paper card issued by Voter Registration Office)
- U.S. Government ID or Commonwealth Agency ID
- Firearm Permit
- Current utility bill, bank statement or paycheck
- Government check

*Photo IDs must be valid. Non-photo IDs must have the voter’s name and address.*

*First-time voters without one of the IDs listed above are allowed to vote by provisional ballot.*

Response Protocol

- If polling place officials are instructing voters incorrectly on voter ID requirements, check “Yes” under “Is Follow-up Required?”
Challenges to Voter Eligibility

Voters may be challenged based on their identity or if the challenger believes the voter has never resided in the division in which he or she is seeking to vote. (A voter can be challenged even if their registration is recorded in the poll book.) Any Election Board member, poll watcher or voter at the polling place may challenge a voter’s eligibility. The challenge procedure is as follows:

1) The Judge of Elections must put the challenged voter under oath.
2) The challenged voter must sign a Challenge Affidavit.
3) The challenged voter must produce one qualified voter from the division to fill out an affidavit confirming the challenged voter’s identity or place of residence. The witness must also sign the Challenge Affidavit.

If these steps are completed, the challenged voter must be permitted to vote.

Voters cannot be challenged in the following circumstances:

- A voter whose name is in the poll book but has moved to another division may not be challenged on the grounds that they no longer reside in the division. This voter is allowed to return to their former division to vote one last time, provided they affirm their new address with election officials.
- First-time voters and individuals who are voting for the first time in a division may not be challenged, although they must produce an approved ID (See page 25.)

The Judge of Elections is responsible for ensuring that challenges are made in good faith and is entitled to disqualify challenges that, in their judgment, do not meet this criterion. The Judge of Elections has final say in determining a voter’s qualifications.

Response Protocol

- If a caller reports that a challenge is preventing them from voting, inform them of their right to vote at the end of the challenge process. Check “Yes” under “Is Follow-up Required?” and notify Seventy staff if the report indicates a risk of disenfranchisement.
- If a caller suspects that a challenge has been made in bad faith, check “Yes” under “Is Follow-up Required?”

Voter Recently Moved

All voters whose registration is listed in the poll book at a polling place are entitled to vote there—even if they may have moved to another division.

A voter who has moved out of the division and whose name remains in the poll book may return to vote in the former division one last time but must affirm his or her new address with election officials. (The Voter Registration Office will transfer the voter’s registration to his or her new division after Election Day.) A voter returning to his or her former division in this circumstance may not be challenged on the grounds that they have moved outside the division.
Provisional Ballots

Provisional voting (voting using a paper ballot) is a process mandated by federal law to ensure that no registered voter is denied the right to vote due to discrepancies in the registration process. After the election, a voter can check online to see if his or her provisional ballot was counted using the “Provisional Ballot Search” at www.pavoterservices.state.pa.us or call 1-877-VOTESPA.

Voting by provisional ballot is allowed when:

- A voter’s name is not in the poll book or the supplemental poll book pages. The voter or Judge of Elections should first call the County Board of Elections to determine whether the voter is at the correct polling place. If the voter is registered in a different division, they may go there to vote but have the option of using a provisional ballot where they are.
- A first-time voter or voter voting for the first time in a new division is unable to produce one of the forms of identification specified by state law.
- A polling place official asserts that an individual is ineligible to vote at that polling place.
- Half or more of the voting machines at a polling place are not working. Election Board officials are instructed to mark a provisional ballot used in this circumstance as an emergency ballot due to machine failure. This is important since the provisional ballot may otherwise be subject to scrutiny.
- A voter is issued a court order to vote at a polling place, and the voter’s name is not listed in the poll book (or supplemental pages) for that division.

Response Protocol

- If a caller reports to have been denied his or her right to vote by provisional ballot, check “Yes” under “Is Follow-up Required?” and notify Seventy staff.
VII. Assistance, Accessibility and Emergency Ballots

Voter’s Right to Assistance

Under state and federal law, if a voter is visually impaired, physically disabled or unable to read or write English, a person of the voter’s choice can help him or her vote as long as that person is not the voter’s employer, union official or the Judge of Elections.

The only exception would be if the Judge of Elections is the only person who speaks the same language as the voter and the voter chooses the Judge for assistance. Otherwise, polling place officials should never enter a voting booth while an individual is in the act of voting. If new voters need instruction on how to use the voting machine, the machine inspector should demonstrate using the pink sample ballot posted outside the booth.

If a voter has not contacted the County Board of Elections in advance of the election to request an “Assistance Permitted” notation with their registration record, he or she can fill out a Declaration of Assistance form at the polling place. Both the voter and the voter’s chosen assistor must sign the form.

Since Philadelphia’s ballot is in English and Spanish, some voters may need assistance only with the check-in process. Each voter has the right to vote independently and assistance should never be forced upon them.

Response Protocol

• If a caller reports that someone has tried to assist them and he or she did not want or need help, check “Yes” under “Is Follow-up Required?” and notify Seventy staff.

Disabled and Visually Impaired Voters

Disabled and visually impaired voters can vote in person or by absentee or alternative ballot.

In person: All voting machines in Philadelphia can “kneel,” which means they lower closer to the floor. Voting machines are also equipped with an audio device for visually impaired voters. If a voter has not indicated in advance of the election that they need assistance, they should complete a Declaration of Assistance form (as described above).

By absentee ballot: Voters who expect to be absent from their home municipalities on Election Day because of their duties, occupation or business (including leaves of absence for teaching, vacations or sabbaticals) are eligible to vote by absentee ballot. Voters who will be in their home municipalities may still qualify for an absentee ballot if they are (a) county employees prevented from voting because of their Election Day duties, (b) observing a religious holiday, (c) in the military, or (d) unable to go to the polls or operate a voting machine and obtain assistance by distinct and audible statements.
Absentee ballot applications must be received by the voter’s County Board of Elections no later than 5 p.m. on the Tuesday before the election, October 28. (Postmarks are not honored.) In Philadelphia, applications should be sent to the County Board of Elections in Room 142 at City Hall. All voted absentee ballots must be received by the voter’s County Board of Elections no later than 5 p.m. on the Friday before the Election, October 31.

**By alternative ballot:** A registered voter who is disabled or age 65 or older and assigned to a polling place deemed inaccessible is allowed to vote by alternative ballot. To determine whether a polling place is accessible, the voter should contact his or her County Board of Elections before Election Day. Voters in Philadelphia can find a list of accessible polling places at visit [www.philadelphiavotes.com](http://www.philadelphiavotes.com).

*Alternative ballot applications* must be received by the voter’s County Board of Elections no later than 5 p.m. on the Tuesday before the election, October 28. (Postmarks are not honored.) All voted *alternative ballots* must be received by the voter’s County Board of Elections no later than 8 p.m. on Election Day.

The polling places listed below have been deemed fully accessible by the city. Voters assigned to these polling places are not eligible to vote by alternative ballot. HOWEVER, voters unable to go to the polls because of illness or disability should vote by absentee ballot.

<table>
<thead>
<tr>
<th>Ward</th>
<th>Division</th>
<th>Address</th>
<th>Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>2</td>
<td>4400 FAIRMOUNT AVE</td>
<td>ANGELA COURT NURSING HOME</td>
</tr>
<tr>
<td>6</td>
<td>9,11</td>
<td>4035 PARRISH ST</td>
<td>SARAH ALLEN SENIOR HOUSING</td>
</tr>
<tr>
<td>6</td>
<td>15</td>
<td>40Th and PARKSIDE AVE</td>
<td>SCHOOL OF THE FUTURE</td>
</tr>
<tr>
<td>7</td>
<td>5</td>
<td>167 W ALLEGHENY AVE</td>
<td>VILLAS DEL CARIBE</td>
</tr>
<tr>
<td>7</td>
<td>13,17</td>
<td>200 E SOMERSET ST</td>
<td>SOMERSET VILLAS</td>
</tr>
<tr>
<td>8</td>
<td>3,4</td>
<td>1800 LOMBARD ST</td>
<td>PENN MEDICINE</td>
</tr>
<tr>
<td>8</td>
<td>25</td>
<td>2 FRANKLIN TOWN BLVD</td>
<td>THE WATER MARK</td>
</tr>
<tr>
<td>8</td>
<td>27</td>
<td>2400 CHESTNUT ST</td>
<td>2400 CHESTNUT ST BLD</td>
</tr>
<tr>
<td>8</td>
<td>30</td>
<td>17TH SOUTH OF SPRING GARDEN</td>
<td>COMMUNITY COLLEGE</td>
</tr>
<tr>
<td>9</td>
<td>4</td>
<td>20 E. MERMAID LANE</td>
<td>CHESTNUT HILL FRIENDS MEETING</td>
</tr>
<tr>
<td>13</td>
<td>6,7,8</td>
<td>4340 GERMANTOWN AVE</td>
<td>NICETOWN COURT</td>
</tr>
<tr>
<td>14</td>
<td>5</td>
<td>1100 FAIRMOUNT AVE</td>
<td>GLADYS JACOBS APTS</td>
</tr>
<tr>
<td>14</td>
<td>8</td>
<td>1100 POPLAR ST</td>
<td>STREET COMMUNITY CENTER</td>
</tr>
<tr>
<td>19</td>
<td>2,3</td>
<td>3RD and ONTARIO ST</td>
<td>MARIN MUNOZ SCHOOL</td>
</tr>
<tr>
<td>20</td>
<td>4</td>
<td>1600 N 8TH ST</td>
<td>GRAY MANOR</td>
</tr>
</tbody>
</table>
Response Protocol

- If a caller has a problem voting because he or she is disabled or visually impaired, advise the caller of the option to vote in person and that polling place officials have instructions for the necessary procedures. Remind the caller that polling place officials should not enter the voting booth with them.
- If polling place officials appear to be misinforming voters of accessibility procedures, check “Yes” under “Is Follow-up Required?”
Interpreters and Bilingual Election Materials

Section 203 of the Voting Rights Act covers any locality where a single language minority represents at least 5% of the voting age population. This includes Philadelphia. All polling places must have bilingual election materials available in Spanish.

Printed Information: All printed information and materials must be available in both ENGLISH and SPANISH and posted before the polls open.

Interpreters (Philadelphia County): The Philadelphia Board of Elections will train, test and certify interpreters to provide assistance in certain divisions. Some divisions may have interpreters assigned for languages besides Spanish. No person is permitted to work as an interpreter without being appointed to the division by the City Commissioners.

Telephone Language Assistance: Assistance via telephone may be available in divisions where no interpreter has been assigned and no polling place official is available who is sufficiently proficient in the requested language.

Each Election Board is offered a cell phone to use on Election Day, though not every Election Board accepts it. Fortunately, this service can be reached from any phone and, in circumstances requiring telephone language assistance, polling place officials should produce the instructions located in their Election Materials Box. These instructions are on a blue card labeled “Quick Reference Guide-Election Day Phone Interpretation” and include the telephone number to reach the service in addition to the list of 173 available languages.

Person of the Voter’s Choosing: A voter requiring language assistance may also receive help from a child, relative, friend, neighbor or another voter. However, the voter may not choose to receive assistance from their employer, union official or the Judge of Elections. (The one exception to this rule is if the Judge of Elections is the only person available who speaks the voter’s language.) If the voter did not indicate in advance that they need assistance, he or she will have to sign a Declaration of Assistance form. The Judge of Elections and person assisting must also sign this form.

Spanish-speaking voters in Philadelphia and across the country can also call 1-888-VE-Y-VOTA (888-839-8682) for support and guidance. The non-partisan service is provided by the National Association of Latino Elected and Appointed Officials (NALEO) throughout the year with live operators available for extended hours on Election Day. Voters can also visit www.veyvota.yaeshora.info.

Response Protocol

- If a caller reports a question or problem regarding language assistance, advise the caller of the options described above.
- If a caller reports that polling place officials are not properly advising voters of, or executing, language access procedures, check “Yes” under “Is Follow-up Required?” and notify Seventy staff.
Emergency Absentee and Alternative Ballots

Certain voters who have an emergency on or immediately before Election Day that prevents them from going to – or entering, if they are senior or disabled – their polling place may be eligible for an emergency absentee or alternative ballot.

Emergency Absentee Ballots

Eligible voters are those who become physically disabled or ill, or find out after the absentee ballot application deadline (5 p.m. on the Tuesday before Election Day, October 28) that they will be absent from their municipality of residence on Election Day because of business, duties or occupation.

Emergency Absentee Ballot Applications can be obtained in person or by mail from the County Board of Elections or online at www.votespa.com. Applications must be notarized before they are submitted. Applications must be submitted by 5 p.m. on the Friday before Election Day, October 31. Eligible voters unable to pick up and submit an application may designate a representative to do so for them.

If an emergency occurs after 5 p.m. on the Friday before Election Day, Emergency Absentee Ballot Applications must be submitted to the Court of Common Pleas in the voter’s county no later than 8 p.m. on Election Day, November 4. Voters can have representatives file this request for them and return the voted ballot if they are physically unable to do so but must fill out a form certifying the representative is authorized to act on behalf of the voter. The Designated Agent Form and Certification of Authorization Form needed in this case are available at www.votespacom.

Emergency Alternative Ballots

In case of an emergency, eligible voters – those disabled or at least 65 years of age and assigned to an inaccessible polling place – can submit an Emergency Application for Alternative Ballot to their County Board of Elections by 8:00 p.m. on Election Day. Completed alternative ballots are also due at this deadline.

Response Protocol

- If, on Election Day, a caller appears to be in a position that warrants voting by emergency ballot, advise them of the processes described above. The Philadelphia County Board of Elections advises voters to call 215-686-3469 for more information about alternative voting.
- Remember that a caller who likely needs to vote by Emergency Absentee Ballot may already be flustered or anxious. If this is the case, keep the caller calm by assuring them that there are procedures available to ensure they are able to vote.

Voter Transportation to the Polls

There is no legal requirement about who can assist voters in getting to the polls. If a voter needs a ride, the Committee of Seventy recommends contacting the Democratic City Committee (215-241-7800), the Republican City Committee (215-561-0650), the voter’s ward leader or the campaign headquarters of a candidate the voter supports. Find ward leader contact info at www.seventy.org.
**Response Protocol**

- Difficulty in reaching the polls to vote can be frustrating. It may be necessary to remind a caller that Seventy is a non-profit, non-partisan organization and unable to provide transportation services for voters.
- For ward leader information, see www.seventy.org. If a voter does not know their ward number, look it up using the PA Department of State’s polling place locator: www.pavoterservices.state.pa.us.
- For campaign information of major party candidates, advise the voter to call the Democratic or Republican City Committees.

**Convicted Felons, Convicted Misdemeanants, and Pretrial Detainees**

**Who can register and vote?**
- Pretrial Detainees
- Individuals confined in a correctional facility because of a misdemeanor conviction
- Individuals who have been released (or will be released by the date of the next election) upon completion of their term of incarceration for a felony or misdemeanor conviction
- Individuals on probation or released on parole
- Individuals under house arrest, regardless of their conviction status

**Who cannot register and vote?**
- Individuals in prison for conviction of a felony and who will not be released before the next election.
- Individuals in a halfway house or other alternative correctional facility on pre-release status for conviction of a felony and who will not be released before the date of the next election.
- Individuals convicted of violating the Pennsylvania Election Code within the last four years.

For more information, visit the Pennsylvania Board of Probation and Parole website – www.pbpp.state.pa.us – and click on “Community Reentry” in the menu on the left; then click “Voting Rights.”

**Response Protocol:**

- If a caller reports that his or her right to vote is in jeopardy because of his or her criminal record, check “Yes” under “Is Follow-up Required?” and notify Seventy staff.
VIII. Voting Machine FAQ’s

The City Commissioners’ *Guide for Election Board Officials* lists the following series of questions voters may ask about the voting machines. If a voter is calling from the voting booth, insist that you are unable to answer any questions at this time. *We should not, for any reason, be on the phone with a voter while he or she is in the voting booth.* If already in the booth, a voter with a technical question should seek help from a poll worker.

Q. How do I select a candidate or answer a question?

Press the number in box next to the candidate or response of your choice. A red light will turn on next to the numbered box you pressed, indicating your choice. To change a selection, press the same button next to your original choice again and the light will go out. Then, make a new selection.

Q. If I press the VOTE button before I complete all my selections, can I finish?

No. once the VOTE button has been pressed, the ballot is cast and no additional selections and/or changes may be made.

Q. Do I have to vote for every candidate or answer every question on the ballot?

No. You may vote for only those candidates that you desire. However, you must make at least one selection on the ballot before pressing the VOTE button in order to cast your ballot.

Q. How do I cast a write-in vote?

1) Press the write-in button on the ballot face by the office for which you wish to cast a write-in vote. (Note: Write-in votes for candidates whose name already appears on the ballot will not be counted.)

2) Press the red square button at the top right of the machine (which will be blinking if a write-in button has been pressed below).

3) Write or stamp the name of the write-in candidate in the now open write-in window.

4) Close the black shutter on the write-In window when finished. These steps can be repeated to make multiple write-in selections.

Q. What are the blinking red lights on the ballot?

Blinking red lights next to offices and/or referenda (ballot questions) indicate those for which you are authorized to vote. Once all selections have been the blinking lights will go out.

Q. How can I tell if I have made all possible selections on the ballot?

All the flashing red lights in the office and/or referenda boxes will be off on the ballot face.
Q. How do I cast my ballot?

Make all desired selections on the ballot, and press the green VOTE button located on the lower right hand corner of the ballot box. When the voting booth lights turn off and one bell-chime sounds, your ballot has been recorded.

Q. I tried to select something and the machine would not respond when I pushed the box containing a candidate number on the ballot.

If a voter complains that a button does not work, he or she should immediately ask for assistance from a poll worker. The voter should not press the green VOTE button until the issue has been resolved.
IX. Frequently Asked Questions by Voters

Q. How Can I Find My Polling Place?

Polling place locations for all of Pennsylvania can be found at www.pavoterservices.state.pa.us or www.votespa.com or by calling 1-855-SEVENTY (1-855-738-3689). NOTE: The list of polling places is, by law, finalized 20 days prior to the election. Changes made after this time are unusual and require a court order.

Q. Can I wear a campaign button or carry campaign materials into the polling place?

Only voters are permitted to carry election materials or wear election-related clothing or buttons inside their polling place.

Q. What should I do if my name is not in the poll book?

1) **Call 1-855-SEVENTY (1-855-738-3689) to confirm that you are at the correct polling place.** If you are at the wrong location and have time to go to the correct polling place to vote, please do so. If you are unable to travel to the correct polling place, ask the Judge of Elections to vote by provisional ballot. See #4 below.

2) **Ask the Judge of Elections if you’re listed in the supplemental poll book pages.**

3) **Ask the Judge of Elections to call your County Board of Elections to see if you are listed in the state’s voter database.** If the Judge of Elections can get official confirmation that you are properly registered, you should be permitted to vote by voting machine.

4) **Request a provisional ballot.** If you think you are properly registered, but your name is not in the poll book and cannot otherwise be verified, you can vote by provisional ballot. Provisional ballots are counted only if the voter is actually registered. If the voter is registered in another division, the only votes that will count are those for races that are on the ballot in the division where the voter is properly registered.

Q. What if I need a ride to the polls?

There is no legal requirement about who may assist you in getting to the polls. If you need a ride, Seventy recommends contacting the Democratic City Committee (215-241-7800), the Republican City Committee (215-561-0650), your ward leader or the campaign headquarters of a candidate you support. You can call 1-855-SEVENTY (1-855-738-3689) for assistance in identifying your ward leader.

Q. What if I don’t like any of the candidates?

Voting machines used in Philadelphia have a single window at the top where you can write in the name of your preferred candidate, regardless of party. To cast a write-in vote:

- Press the write-in button for the specific office.
Press the large flashing red button at the top of the machine to open the write-in window.
Write or stamp your preferred candidate's name on the paper roll inside the window.
Pull the black shutter down over the name to close the window.

Q. Can I use a rubber stamp of a candidate’s name to cast a write-in vote?

Yes, but you must stamp your favored candidate's name on the write-in paper inside the voting machine as if writing with a pen. Write-in stamps may not be kept or handed out inside of the polling place. They should be handed out at least ten feet away from the door to the voting room.

Q. If I already voted by absentee ballot, can I still vote in person?

The Pennsylvania Election Code provides that voters must vote in person unless they are away from their home municipality for the entire time the polls are open or unless they have a medical condition that keeps them from the polls. If you thought you were not going to be able to vote at home, but it turns out that you can, the Judge of Elections will note on the appropriate form that you appeared to vote in person. You will sign in and vote as if you had not requested and submitted an absentee ballot. When the absentee ballots are counted at the Board of Elections’ office, your unopened absentee ballot is marked void and does not count.

Q. Are voters still in line to vote at 8 p.m. allowed to vote?

During an especially busy election, long lines may force some individuals to vote after the polls officially close. If you are in line by 8 p.m., you must be allowed to vote. You should try to make sure to come as early as possible so that this doesn’t happen. The Committee of Seventy recommends that a member of the Election Board refrain from voting during the day in order to stand at the end of the line at 8 p.m. This process ensures that no one enters the line of voters after 8 p.m.

Q. Can the Committee of Seventy provide recommendations on who to vote for?

No. The Committee of Seventy does not endorse candidates or provide recommendations of any kind. Basic information on the candidates and ballot questions can be found at www.seventy.org.

The information in this handbook has been compiled from the Pennsylvania Election Code, the City Commissioners’ Guide for Election Board Officials, training materials from the Lawyers’ Committee for Civil Rights Under Law, and the experience of Seventy staff and volunteers.
Glossary

Alternative ballot: Registered voters who are disabled or age 65 or older and who are assigned to a polling place that is not fully accessible may vote with an alternative ballot. It eliminates the need to vote in person.

Bilingual interpreter: An appointed interpreter may be assigned to polling places in areas where five percent of the population speaks a language other than English as their primary language, or at the community’s request with advance approval from a county Board of Elections.

Board of Elections: The government entity responsible for operating elections (e.g., Philadelphia County Board of Elections).

Challenge affidavit: A voter whose eligibility and identity are challenged is required to sign this affidavit. Another person from his or her division is also required to sign the affidavit to prove the voter’s identity.

Committee person: Members of the Ward Executive Committee, better known as committee people, are local party officials in Philadelphia responsible for registering new party voters, circulating nominating petitions on behalf of candidates and getting out the vote (though the duties of committee people may vary from ward to ward). Committee people were last elected in May 2014 and serve four-year terms. Up to two committee people can serve for each of the major parties in each of Philadelphia’s 1,687 divisions.

Division: The division, or precinct, is the smallest unit of representation in the city in regard to an election. (Philadelphia has 1,687 divisions.) Voters cast their ballot at their assigned division, which may share a polling place with other divisions.

Clerk: A person appointed by the minority inspector to assist in the polling place.

Election Board: This body of five officials oversees the electoral process in each division. The Board consists of the Judge of Elections, Majority Inspector, Minority Inspector, Clerk and Machine Inspector. These individuals may also be referred to as polling place officials or poll workers. NOTE: The Election Board and the Board of Elections are two different entities. See “Board of Elections” above.

Election Protection 1-866-OUR-VOTE Hotline: The Election Protection 1-866-OUR-VOTE (1-866-687-8683) Hotline is another trusted service for voters on Election Day sponsored by the Lawyers’ Committee for Civil Rights Under Law.

Electioneering: The act of campaigning or advocating for a candidate or party. In Pennsylvania, no electioneering can occur within 10 feet of the entrance of the polling place.

Federal observers: Observers who are ordered by a court or have formal permission from a city or county and are allowed in polling places to document Election Day proceedings.
**Fleeing voter:** A fleeing voter is someone who leaves the polling place without actually casting a vote. This happens when the voter selects the candidates he/she wishes to vote for but forgets to push the green “vote” button.

**Judge of Elections:** The person who heads the five-member Election Board in a voting division and supervises the conduct of the polling place.

**Machine inspector:** An appointed Election Board member who operates the voting machines.

**Majority and Minority inspectors:** Two inspectors are elected for each polling place. On Election Day, one inspector typically checks voters’ identification while the other prepares the certificates authorizing voters to cast their ballots.

**Online Citizen’s Guide:** A free service of the Committee of Seventy that helps voters in the five-county Greater Philadelphia region identify their elected officials. See [guide.seventy.org](http://guide.seventy.org).

**Pennsylvania Election Code:** Laws governing elections in Pennsylvania.

**Poll book:** The book at the polling place containing the names of all voters registered in the division.

**Poll watchers:** Candidates and political parties appoint poll watchers to observe polling places. Each candidate or political party on the ballot can have only one watcher inside the polling place at a time.

**Poll watcher’s certificate:** Poll watchers must have a watcher’s certificate from a county Board of Elections in order to enter any polling place where their candidate or party is on the ballot.

**Provisional ballots:** Paper ballots given to voters whose eligibility is questioned.

**Sample ballot:** Pink sample ballots that look exactly like the ballot on the voting machine are required to be posted on the wall at each division. Polling officials can use sample ballots to show voters how to use the voting machine.

**Supplemental pages:** Supplemental pages contain the voter registration information for voters whose registration was processed after the printing of the poll books.

**Three-minute rule:** Each voter has three minutes to vote unless no one else is waiting.

**Voter identification:** First-time voters (voters voting for the first time and voters voting for the first time in a division) are required to provide election officials with a valid proof of either photo or non-photo identification.

**Voter ID law:** In March 2012, Pennsylvania enacted a law requiring all voters to present photo
identification each and every time they go to the polls. In January 2014, a Commonwealth Court judge issued a permanent injunction blocking the law’s enforcement; the state later opted not to appeal the ruling to the Pennsylvania Supreme Court. The photo ID requirement will not be in effect for the November 4 election.

**Ward:** A collection of voting divisions (usually 10 to 50) in one part of the city. Philadelphia has 66 wards.
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*Visit [www.votespa.com](http://www.votespa.com) to find contact information for other county Boards of Election.*

## Committee of Seventy Election Day Team Leaders

Team Leader “Bat Phone”: 215-963-7069

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## Committee of Seventy Election Day Staff

Seventy “Bat Phone”: 215-557-3601

<table>
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<th>Ellen Kaplan</th>
<th>Office: 215-557-3600, x106</th>
<th>Interim President and CEO, Media Contact</th>
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<tr>
<td>Patrick Christmas</td>
<td>Before Nov. 4: 215-557-3600, x114</td>
<td>Senior Policy Analyst; Program Coordinator</td>
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<tr>
<td></td>
<td>Cell: 919-423-7281</td>
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