



# **Manual of the polling stations**

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## INTRODUCTION

Citizens will be able to express their support through two modalities of citizen participation:

Telematically: through the website

In person: at the polling stations set up for this purpose in the districts whose location and times can be consulted on the web. This manual has been prepared to facilitate this last form of participation, in which citizens may attend the polling stations installed at each of the authorized points.

## PART ONE

### 1. MAIN POLLING STATIONS FOR CITIZEN PARTICIPATION.

#### 1.1. DESCRIPTION

The main polling stations located in the public thoroughfare for the voting of the process, will be composed of two volunteers. They will have two ballot boxes and a tablet.

A minimum of two shifts will be established in each polling station.

The material to make up the polling station, furniture, ballot boxes, tablets, ballot papers, etc. will be delivered each day to the places indicated by a transport service between 9:30 and 10 hours. This material will be collected by the same service every day between 19:00 and 20:00 hours. The company in charge of distributing the material will be responsible for the custody of the ballot boxes once they are collected at the end of the day during the two days indicated and until their delivery to the responsible body of the Town Hall, in the place established to carry out the scrutiny of the supports of the process.

Volunteers must remain at their location until the company removes all the material.

In each polling station, in addition to its own members, there will also be a person in charge of the dynamization, appointed by the City Council, in order to coordinate, control and help the people who make up the polling station, without being a member of it. With general character the dynamizing person will carry out tasks of assistance to the polling station.

Mainly their tasks will consist of the following:

Supervision of the assembly of the delivery point of the material to the company

in charge of the transport service.

Placement of the material of the polling stations (ballot boxes, ballot papers, posters,...).

Stock control: ballots, pens, diptychs, and tablets (tablet control will only be carried out at the beginning and end of each day).

Assistance in the task of filling out the ballots.

Supervision of disassembly at the point of delivery of material to the company in charge of the transport service.

Communication to the Town Hall of the possible change of location of the polling station so that it can be authorised.

## **1.2. DESIGNATION OF THE PERSONS WHO FORM PART OF THE MAIN POLLING STATIONS**

The people who make up the main polling stations will be appointed from among volunteers who have expressed their willingness to participate in the process.

These people will receive training to carry out their functions. The training will consist of an explanation about the development of the sessions, the tasks to be carried out, and a practical explanation about the use and operation of the tablets.

Volunteers will have the telephone numbers for permanent consultations for any incident that may arise, and they will be sent (prior to the days of face-to-face support) this operating manual by email.

In the event of incidents regarding public order, they should call the Municipal Police.

## **1.3. FUNCTIONING OF THE MAIN POLLING STATIONS**

The process begins with the completion and signing of the commitment to participate in it (ANNEX II) by each volunteer.

Volunteers will appear at the assigned polling station at the scheduled time. This information will be communicated individually according to their preferences.

In the event that an unforeseen event should arise that prevents attendance at the polling stations, notice will be given at the consultation telephones, at least 72 hours prior to the voting.

The polling stations will be made up of two volunteers: the president and the member.

The position of president will be decided by drawing lots among the volunteers of the polling station. In the event that one of the polling station members does not appear at the polling station, this circumstance will be communicated in the assistance telephone numbers, in order to be able to fill the position according to the list of substitutes.

The presidency of the polling station is the one that decides the action to be taken in the event of any situation, contingency or unforeseen event during the day, which will be recorded in the corresponding minutes. Any doubt should be consulted in the telephone numbers of assistance.

The polling stations will have two shifts, one in the morning and the other in the afternoon, whose performance will be essentially the same, except for the installation of the ballot boxes and the polling station material, which corresponds to the first shift, and its delivery to the transport service at the end of the day, which will take place in the second shift. The morning shift will be from 10 a.m. to 2.30 p.m. and the afternoon shift from 2.30 p.m. to 7 p.m.

Important: In general it will not be possible to change the location of the polling stations. In those cases in which the president of the polling station deems it necessary to make the change, it will be communicated to the person in charge of the dynamisation, who in turn will communicate it to the corresponding body of the Town Hall, who will be the one to agree to the change of location if circumstances allow it.

## **2. ADDITIONAL POLLING STATIONS FOR CITIZEN PARTICIPATION**

Those districts that request it may place additional polling stations on the public space. In such cases, the district official shall sign Appendix VI, for which he or she shall be responsible:

Request authorisation in public of the location of the additional polling stations.

Designate the members of each polling station in each shift that takes

place during the days of participation and communicate it to the body responsible for the City Council. These people will be designated by the district from among those who have voluntarily stated that they want to collaborate in the process. They will receive training for the performance of their functions, which will consist of an explanation on the development of the days, tasks to be performed, and practical on the use and operation of the tablets.

Delivery of the material to the components of the polling stations in order to constitute them (furniture, ballot boxes, tablets, ballot papers, etc.). This delivery will take place each day at the places designated by the district. The material will be collected by the district at the end of the day of participation.

Also the district will be responsible for the custody of the ballot boxes once they are collected at the end of the day during the two days indicated and until their delivery to the place established to perform the scrutiny of the supports of the process.

To the effects of constitution of the additional polling stations, beginning of the procedure, closing of the polling station, and other specific functions of the people that compose the polling stations, they will act in the same form that the one described in the following sections of the present manual for the volunteers, although in these polling stations there will not be dynamizing personnel and the components will sign the document of the commitment to participate in the same one (ANNEX II BIS);

### **3. INITIATION OF THE PROCEDURE**

a. Volunteers assigned to each of the main polling stations will arrive at the site 20 minutes before opening and will wait for the delivery vehicle to supply all the material between 9:30 and 10 a.m. It is important that the people who make up the polling station carry the identification that accredits them as volunteers so that they can be easily recognized by the personnel of the company that supplies them with the material.

Each point will have:

two 180x70 polling stations, four chairs, a 3x3m white tent, a roll up.

A box with the following material:

Manual of polling stations, which includes the minutes to be completed.

Annexes to the Manual of polling station.

Posters to place on the polling stations.

Office supplies:

blank sheets

black pens

1 large blue marker

1 rolls of adhesive tape

1 post-it

2 sheets of stickers

5 A4 plastic bags

Computer equipment:

1 tablet

1500 ballot papers

Two ballot boxes identified by the district in which it is located, and differentiated with "Whole City Projects" and "District Projects" in order to deposit and differentiate the support corresponding to each territorial area.

Documentation of the viable projects object of selection of each district in which the polling stations are located and of the viable projects of the whole city. All projects will be identified by their number and description. The digits of the project number will be the reference to be incorporated in the boxes of the support ballots.

Informative leaflets with the options to vote.

Advertising Roll-up

b. Volunteers will check that the tablet has a charged battery and is correctly accessing the Internet. To start the tablets it is necessary to enter

the PIN (indicated on a 4 number sticker on the back). If the battery fails, does not connect to the Internet, is damaged or disappears, you must contact the phones for consultation.

In the event that any of the above elements is missing, this circumstance will be communicated in the assistance telephones. The same must be done in the event that the material is not adequate, or the ballots are exhausted in order to solve the problem. The polling station will not be opened until the presidency and the responsible body of the City Council confirm the resolution of the problem.

c. Who holds the Presidency will be drawn by lot. This must also be done for the components of the second round.

d. The minutes (ANNEX III) will be filled in, identifying the tablets with which the process will be carried out (code of letters and numbers identified with a label on the back), the people who make up the polling station will be identified and it will be indicated if there has been any incident and how it has been resolved.

e. The two ballot boxes will be placed on the polling station next to the ballots and documentation of viable projects in the district and throughout the city.

f. The exhibitor will be placed with the posters corresponding to the participatory budgeting process.

g. Finally, the task checklist (ANNEX IV) will be checked.

h. From the beginning until the end of the day, the ballot boxes and tablets will be supervised, at all times, by the presidency and the members of the polling station, to prevent their removal or manipulation. In the event that during the voting process more ballot boxes will be needed at any polling station, this incidence will be communicated in the assistance telephones.

#### **4. CITIZEN PARTICIPATION PROCESS**

The people who make up the main and additional polling stations, where appropriate, will ask people who want to vote projects, the identification

document and will enter the number on the tablet, along with the year of birth that appears on the document, in order to verify that they can issue their support correctly. For this purpose the computer system will check if the person is over 16 years old, is registered in the city and has not previously issued their vote for the entire city or district selected. If you have previously participated, either telematically or face-to-face, you must be informed that you cannot participate again.

If you have expressed your vote either online or in person at a polling station, but only for one of the possibilities "whole city" or "district", you will no longer be able to express your vote for the possibility you have not filled in. The ballots with the vote corresponding to projects of the whole city and those corresponding to projects of the district will be introduced in the ballot box corresponding to each of the two territorial scopes.

Any incidence that cannot be resolved by the presidency will be consulted on the assistance telephone numbers.

All the polling stations will have two shifts. In the case of the first shift, the people who compose the polling station must wait for the arrival of the relay to give them control of the polling station, once the minutes have been completed in which the components of the relay must also be identified. If the arrival of the relay does not take place, after waiting 20 minutes they will communicate this circumstance in the assistance telephones and will proceed to the closing of the same one, indicating in the record such incidence.

Note: The people who compose the polling stations at the end of their shift, will have the possibility to vote in person the projects that correspond to their polling station, in case they have not expressed their support in a telematic way.

## **5. CLOSURE OF THE POLLING STATION**

In the event that the relay of the first shift does not arrive or the second shift concludes, the responsible body of the Town Hall will be informed on the assistance telephone numbers and the polling station will be closed.



The president of the polling station will announce aloud that the day will end 5 minutes in advance, if at that time people who have not participated are allowed to enter the polling station, they will be allowed to put the ballots in the ballot boxes.

Then the minutes (ANNEX III) will be introduced folded in the ballot box and will wait for the collection of the material that will be made by the existing vehicle to the effect between 19 and 20 hours, except in the case of the conclusion of the first shift without arriving the substitutes, in which the vehicle will be sent once communicated this incident in the consultation telephones.

For the additional polling stations, the procedure foreseen in point 2 of this manual will be followed.

## **6. DEVELOPMENT OF THE PROCEDURE AND INCIDENTS**

Throughout the day, the polling stations have to have the presence of their components except for some occasional and momentary occasion. If this is no longer the case, the assistance telephone numbers will be used to determine the procedure to be followed.

The presidency and members will distribute during their turn the handling of the tablet to control the participation of citizens in the process, as well as the correct control of introducing the ballots in the ballot boxes.

It is possible that participation is INTERRUPTED OR SUSPENDED, always under the responsibility of the Presidency. Participation must be INTERRUPTED when the polling station notices the absence of ballots or if the ballot box is full. In this case, the presidency of the polling station will communicate it to the assistance telephones, if the reception of the ballots or ballot boxes is delayed, the present citizens must be summoned to return at another hour even the following day.

Also the process will be interrupted when the tablet does not work, until the incidence is corrected, for which it will have to be called to the telephones of consultation.

In the event that the process in a polling station must be suspended by

decision of the Presidency, the polling station CLOSING procedure described in point 7 will be carried out.

In the event of an incident in which the president of the station considers that the security of the votes received cannot be guaranteed, under the decision of the station, such votes will be declared null and void, photographing the situation beforehand, alerting the assistance telephones and leaving a record in the minutes. All these assumptions must be recorded in the corresponding minutes.

## **7. IDENTIFICATION OF PARTICIPANTS**

Citizens over 16 years of age registered in the city that wants to participate in the process will go to the polling station; the people that compose the polling station that are using the tablet will be attending by order of arrival, the people that want to participate will present their identification document (only the one used to register will be valid).

The presentation of these documents will be accepted even if they have expired, but they must be the originals, in no case photocopies.

If, in spite of the exhibition of any of these documents, doubts arise about the identity of the person, the polling station will decide whether it is possible to issue the vote, taking into account the documents provided and the testimony that can be given.

Persons who have participated in the process through the web cannot participate again in person in the terms indicated in point 6 of this manual. This will be indicated by the tablet when entering the number of the identification document and will be communicated to the citizen. No one may participate more than once.

The tablet will automatically check, by entering the identification number of the document, together with the year of birth that appears on it, that the person fulfils the necessary requirements to participate: to be over 16 years of age, to be registered in the municipality and not to have previously participated. To this end, this information will be automatically collated, in the event that the responsible of the station informs the citizen that

everything is correct, he will inform the citizen that at that moment he or she may deposit the folded ballots in the ballot boxes installed on the polling station as described in point 6 of this manual. It will then be indicated on the tablet whether the person has put his or her ballot papers into the ballot box.

If a person puts a ballot in the ballot box without permission from the responsible, and the person is unable to participate or cannot be identified, the incident will be recorded in the record.

In the event that an error occurs when the ballot is inserted with the supports in the corresponding ballot box (the whole city or district), this will be reflected in the record so that it can be taken into account at the time of counting.

## **8. INABILITY TO PARTICIPATE IN THE PROCESS**

The act of participating in the process is unique, personal and non-transferable, so that people who participate cannot be represented by another person. If a person does not know how to read, or because of disability cannot choose the proposal, he can ask the chair of the polling station for help.

In the particular case that a blind person without digital competence wants to participate, and being aware of the specificity of this procedure and of its complexity, so that these people can exercise their participation, from the competent body of the Town Hall, attention will be offered by the officials of the department even more personalized than the ordinary aid to participation. To this end, they will be informed that they can make an appointment in advance.

If someone cannot participate because they do not meet any of the required conditions (they are not registered, have not reached the age of 16, or have previously participated), they can file a complaint by calling the citizen helpline and this circumstance will be recorded in the incident report. In the event that the tablet does not pick up the census and in the citizen helpline confirms the person who is registered in the municipality,

the presidency of the polling station will communicate this incident to the consultation helplines so that the competent municipal body can contrast the information with the census and confirm to the presidency whether or not the reference person can participate.

If there is a serious incident with a person who wishes to participate, the Municipal Police will be contacted. In any case, the assessment of the seriousness corresponds to the people who make up the polling station, and the following advice is given

## **PART TWO**

### **9. COUNTING OF THE PARTICIPATION MADE THROUGH THE POLLING STATIONS**

In the place established for this purpose by the competent municipal body, the final tally of the votes carried out in the stations will be carried out in person. The tally is public.

The tally will be carried out by a Technical Commission formed by a municipal manager together with the people designed by him. The Commission will be supported by technical personnel.

The chairmanship of the Commission shall be held by the holder of the competent management body.

The tally shall be carried out sequentially for each of the points located in the districts:

1. Counting lines will be constituted, so that some of them will take charge of the ballot boxes of the Districts and other lines of the ballot boxes of the whole city. Each of the lines shall have at least two officers of the competent municipal body and, where appropriate, the volunteers to be appointed.
2. Each of the lines in charge of counting the "District Projects" ballot boxes shall proceed as follows. All the ballot boxes in each district assigned to it shall be opened, and the minutes shall be read (Annex III) to see if there are any incidents, and in that case they shall be reflected in the counting

record (Annex V.1). All ballots should then be removed and arranged in such a way that the votes are visible. Invalid ballots shall be separated from valid ballots (see section 4).

The invalid ballots shall be inserted in the brown envelope labeled "INVALID DISTRICT" and the valid ballots in the brown envelope labeled "VALID DISTRICT" and the tally record (Annex V.1) shall be placed in front of the envelope containing the valid ballots.

The total number of ballots shall be recorded by indicating the number of invalid ballots in the tally record (Annex V.1).

The report together with the ballots shall be passed to the Technical Commission for automated tally of valid ballots and completion of the record (Annex V.1 Part Two).

The tally will be automatically loaded into the process control system.

3. Each one of the lines in charge of counting the ballot boxes "Projects of the whole city" will proceed as follows. All the ballots will be extracted from the assigned ballot boxes and ordered in such a way that the supports are visible. The invalid ballots will be separated from the valid ballots. (See section 11.4).

The invalid ballots will be inserted into the brown envelope labeled "INVALID CITY" and the valid ones into the brown envelope labeled "VALID CITY" and the minutes will be placed in front of the envelope containing the valid ballots.

The total number of ballots shall be recorded by indicating the number of invalid ballots in the counting record (Annex V.2).

The minutes (Annex V.2) together with the ballots will be passed on to the Technical Commission for the automated tally of all the valid ballots in this field.

The Technical Commission will be in charge of completing the tally report (Annex V.3).

The tally will be automatically loaded into the process control system.

4. When carrying out each one of the tallies, assumptions of valid supports, totally blank ballots and void ballots may be given. These three categories are counted separately for the determination of the outcome of the process.

They are considered to be totally WHITE ballots:

Ballots with no marked option.

They will be considered INVALID ballots:

Ballots on which any text or expression of personal identification has been inserted.

The ballot papers that are in an ballot box of a different territorial scope to the own one.

Those issued on ballots different from the official model.

All those in which all the marked projects are erroneous or illegible\*.

\*Valid are those ballots in which at least one of the projects is correct, even if one or more of the remaining projects are illegible or erroneous.

5. At the end of the automated tally, the Technical Commission will fill in the scrutiny report corresponding to the selection of the projects of the districts (Annex V.1) and of the projects of the whole city (Annex V.3) and for each one of them the results will be reflected with the indication of the following data:

The number of invalid ballots.

The number of blank ballots.

The number of valid ballots.

6. Finally, tally data from each district and from the entire city will be entered into the system for incorporation into the count of participation made through the web system.

## **10. OBSERVERS**

All citizens are invited to participate as observers in the participation process and may remain at the polling station for as long as they wish, and be eyewitnesses in the final tally. Therefore, the main function of the observers is to ensure that the process runs smoothly. If they consider that any action does not conform to the contents of this manual, they may express it before the polling station or before the Technical Commission by writing it on a blank sheet of paper, on which the anomaly will be identified, and this sheet will be attached to the corresponding minutes.

Any citizen over 16 years of age who wishes to be an observer may be included, if he or she so wishes, in the minutes of the day as such, and may also choose the polling station to which he or she wishes to attend.

In the event that the observer considers that the supports of a polling station have been altered in any way, he/she may request a review of the said shift, and will communicate this to the assistance telephones and to the volunteers who make up the polling station. The municipal body will proceed to study the situation and apply the appropriate measures. In the event that this occurs in the final tally, all support will be kept for review.

## **11. DATA PROTECTION**

With regard to data protection, volunteers commit themselves to confidentiality with regard to all information with or without personal data which, as a result of their participation in the process, they have been able to access, knowing that a breach of the duty of confidentiality may lead to a breach of the European Data Protection Regulation. The duty of confidentiality implies that you may not divulge, disseminate or communicate information containing personal data to anyone without the authorisation of the person responsible for the process, which is the Directorate General for Citizen Participation. This obligation of confidentiality will continue even after the citizen participation process has been completed.