

# FREQUENTLY ASKED QUESTIONS

## Are the voting machines used in San Bernardino County connected to the internet?

Pursuant to the California Elections Code section 19205, “no part of a voting system shall be connected to the internet at any time, or electronically receive or transmit election data through any exterior communications network.” The voting systems used in California do not connect to the internet.

Note that Poll Pads are electronic rosters used at polling places to identify whether a voter has already voted in the election. These electronic rosters are connected to the internet to provide real-time voter data. They are not part of the voting system or our tabulators, which are not connected to the internet.

## How do we know they are not connected to the internet?

San Bernardino County uses an air-gapped system in its ballot tabulation rooms, meaning the ballot counting equipment is never connected to the internet and is completely separated from any other network. There are no routers connected to the tabulation system and there never have been.

## Why can't we hand count?

Assembly Bill 969 prohibits manual vote counting for most elections. However, during the canvass of every election, the Registrar of Voters hand counts ballots in at least one percent of the precincts and one percent of the voted mail ballots to audit the accuracy of the ballot scanners.



## Why do I receive a ballot for someone who has passed away or moved to a different address?

ROV receives information on deceased voters when notified by the Department of Public Health, the Secretary of State, or third-party notifications, such as the spouse of the deceased. When notified, ROV processes this information. ROV must be notified by one of these sources in order to process the deceased voter information. On January 1, 2024, Assembly Bill (AB) 2841 took effect, providing the ROV with a new process to confirm deceased records. Elections Code 2201(c) (1) now requires the ROV to send a notification to voters who have been identified as deceased, serving a prison term for a felony conviction, or those found mentally incompetent to vote 15 to 30 days prior to cancellation. If a signed response from the voter is not received, the record will be cancelled after the response period has passed. To notify the ROV of someone who has died, please email [VoterRegistrations@rov.sbcounty.gov](mailto:VoterRegistrations@rov.sbcounty.gov) and include the following information: the name of the deceased, their date of birth, date of death, and their residence address at the time of their death.

If you are receiving a ballot at your address for someone who does not live there, please write “Not at This Address” on the envelope and place it in the outgoing mail. Once the USPS returns the item to the ROV, the office can begin a Change of Address notification process for that voter.

## If the voting system is not connected to the internet, why did I receive a message from BallotTrax when I voted at my polling place notifying me that my ballot “was received and counted” before I left the polling place?

Voters receive the status of their ballot by signing up for BallotTrax on the Secretary of State’s website. BallotTrax status messages use language from the Secretary of State and all counties’ voters receive the same messages. When voters vote at polling places, they check-in using an electronic roster, which sends a message to BallotTrax, and BallotTrax sends the voter a status message. This electronic roster is not connected to the voting system. In San Bernardino County, polling place ballots are counted once they are returned to the Registrar of Voters’ office on Election Night, not at the polling place. The message from BallotTrax is a standard message that San Bernardino County cannot change.