



VOTER'S CHOICE
Registrar of Voters
Santa Clara County

Santa Clara County Registrar of Voters
Election Administration Plan (EAP)
General Consultation Meeting Minutes

Registrar of Voters
1555 Berger Dr., Building 2, San Jose, CA 95112
Auditorium
Saturday, July 13, 2019
1:00p.m. to 2:30p.m.

Attendees Present:

Eighteen community members from the public

Staff Present:

Shannon Bushey, Vanessa Hamm, Magdalena Sta Maria, Shelby Galaviz, Allen Ocampo, Priscilla Favela, Linh Nguyen, Janora Davis, Alfred Gonzales, Patricia Lopez, Amy Sun, Chenxi Ye, Robert Weidlin, Michelle Tran, Matt Moreles, Mike Fong, Lillian Tsai

Action Items:

- Update link on outreach material to EAPs on the Secretary of State's (SOS) website; old link was archived by the SOS

I. Introductions

Welcome attendees

II. Voter's Choice Act Overview

With the Voter's Choice Act (VCA), voters will now be able to choose how, when, and where they can vote. Voters can choose to vote by mail, drop off their ballot at a ballot drop-box, or have up to 11 days to vote in person at any Vote Center.

Presentation of VCA was shown

III. Goal of the Election Administration Plan

The Election Administration Plan outlines how the Registrar of Voters (ROV) will implement the changes related to VCA and will be developed together with input from the community.

Overview of dates, resources, and goals

IV. Vote Center/Drop-box Selection

The ROV is seeking public input to assist the County with locating potential sites for Vote Centers and drop-box sites. Vote Centers need to be accessible and have enough space to properly service Santa Clara County voters.

Public Input/Questions:

1. Attendee: How secure are the Ballot Drop-boxes?
 - a. ROV Staff: They are chained and locked down. At 8:00 on Election Night, they're locked up. We have chain of custodies, we have seals that are numbered so

when you log out at night, you record what number is there, and when you come back that same number must be there.

2. Attendee: Can you talk about the 11-day locations and 4-day locations? Are they going to be emptied nightly or have active, live, votes stored there?
 - a. ROV Staff: The locations will be secured. As for the ballots, they will be stored in locked cages within the Vote Centers. Now the ballots themselves, we're having a new voting system, new E-pollbooks, new Ballot on Demand printers. So now we don't have boxes and boxes of preprinted ballots, but now we have thousands of different versions electronically able to print out. We're not going to take the results cartridge out each night. We will do that at the very end of Election Day.
3. Attendee: The issue that comes to mind is, I've always voted in my neighborhood school that's across the street, but now because of the multiple days of voting, that will prevent schools from being Vote Center locations.
 - a. ROV Staff: It may prevent us from using some schools and because we are looking for bigger locations, like mega centers and not just Polling Places, many of our previous Polling Places will no longer be used such as schools, libraries, someone's garage, etc.
4. Attendee: Is it a 24-hour access box? (Drop-boxes)
 - a. ROV Staff: We have some that are accessible 24-hours, but the one I mentioned earlier at the city clerk's office will only be accessible during business hours. For example, if the office is open 8am-5pm, then that particular drop-box will only be accessible between 8am-5pm.
5. Attendee: What about malls? Have you contacted them for a Vote Center?
 - a. ROV Staff: Yes, we have reached out to several malls; however, some locations are asking \$5,000/day and we are really looking for ways to reduce cost.
6. Attendee: Is there a way to appeal a decision on a Vote Center? If we feel it's not fit for the community.
 - a. ROV Staff: You can provide us the feedback and we can look into it. We will be able to explain the reasons why we felt the need to use it. Maybe it was the only location available for the certain amount of days with the most handicap parking, but we certainly have our reasons for selecting and not selecting locations. All of our Vote Centers have to be open to everyone.
7. Attendee: I live near Eastridge and King Center, Tropicana and those shopping malls tend to have a large Vietnamese population.
 - a. ROV Staff: Thank you, we will look into this suggestion.

V. Language Accessibility

The ROV is seeking public input to assist the County with various means of providing language accessibility so that all eligible voters can understand the voting process and have equal access to the ballot. Examples include suggestions for historically underserved language communities and bilingual election officer recruitment.

Public Input/Questions:

1. Attendee: Are certain centers going to be staffed by bilinguals?
 - a. ROV Staff: Yes, for our languages we have five (English Spanish Chinese Vietnamese Tagalog) federally mandated languages which we produce every piece of material in. We have two languages, Japanese & Korean, that are state mandated. And the other two, Khmer & Hindi, we still continue to offer because they were previously mandated, but they are no longer, and we don't want to take away something we were providing. So, we offer a total of nine languages.

For the first time ever, we are going to go above and beyond what the law requires and prepare Official Ballots in all of those nine languages. No more facsimile ballots at the Vote Centers for those four other languages because we have replaced them with Official Ballots.

VI. Voting Accessibility

The ROV is seeking public input to assist the County with various means of providing accessibility for senior voters and voters with disabilities so that all eligible voters can understand the voting process and have equal access to the ballot.

Public Input/Questions:

1. Attendee: Put a phone number on the VCA & LAAC/VAAC postcards. Not everyone is internet enabled.
 - a. ROV Staff: True.
2. Attendee: Is an "X" still accepted as a signature?
 - a. ROV Staff: Yes.
 - b. Attendee: How are you supposed to check the signature?
 - c. Attendee: How do you verify voters that sign with an "X" have the mental capacity to vote? How do you verify that?
 - d. ROV Staff: We get a list of people who the judges have declared mentally unfit to vote. So, we take them off the voter rolls. That's about all we can do as far as that side of it. Right now, anybody can fill out a registration form and register to vote under penalty of perjury. With their information, with the state-wide system, we need to have the last four digits of your social number or your California ID number. The system is constantly updating and confirming that that's the number connected to your name.
 - e. Attendee: When I see people in gurneys being wheeled into a registration area. That's just...really?
 - i. ROV Staff: So legally we are not allowed to deny anybody the right to vote.
 - ii. Attendee: Even though they are not physically speaking; somebody is speaking for them?
 - iii. ROV Staff: We cannot ask what their disability is. We have no right, that is Privacy Law. In order to use an "X" as a signature, you would need to re-register, fill out the portion of the box indicating somebody helped you register, that persons information needs to be on there, and you would have to indicate an "X." Once that paperwork is processed, it then goes into our system. So, when they go to vote, it will pop-up. But there are laws that prevent us from doing certain things. So, if there's nothing in writing from a judge, then we cannot deny them the right to vote.

VII. Outreach Opportunities

The ROV is seeking public input to identify different venues and methods of outreach so as to best reach the County's voters and educate them on the elections changes that will come with VCA.

Public Input/Questions:

1. Attendee: Can you speak to how much your county is coordinating with them (other counties who have implemented an EAP) to absorb lessons learned?
 - a. ROV Staff: Sure. In 2018, the first year that this was available, there were five counties that went and proceeded with the Voter's Choice Act. As of today, there are fourteen counties total who are doing this for 2020, which equals over half of the State's registration. So even though there's 58 counties, fourteen of

us are over half of the state's registered voters that are going to be implementing this. We have been working and dealing with the other five counties for over a year. We've done field trips. We've gone to their offices. We've met with their counterparts. We've gone to San Mateo. We've gone to Sacramento. We've had monthly Voter's Choice working group calls with other counties throughout the state. We have been preparing to see where the pinch points are.

2. Attendee: My neighborhood, once a month, has a monthly meeting. If we could have a representative there, it may actually help getting people to the meeting, but it would definitely get the information out to the neighborhood.
 - a. ROV Staff: That is a wonderful idea and we are on the same line of thought with that in our department. The VEOC is a coalition that we have started, that is not required by law to do, and its focus is voter engagement and getting the word out. We can definitely come out and do a presentation.
 - b. Attendee: I would ask that we have a bilingual Spanish speaker.
 - c. ROV Staff: We can do that also.
3. Attendee: Has the ROV reached out to the San Jose neighborhood community feeder associations?
 - a. ROV Staff: We've added all the City Clerks, all the City Council Members, all the City Managers to every email that we've been distributing about this information and what's going on. I'm just not sure if we've announced the message to spread the information to your community yet as we're still developing outreach materials.
4. Attendee: Will the materials be ready by Aug 6th? (National Night Out)
 - a. ROV Staff: I know our office will have a table out there.
5. Attendee: How about posting/advertising information on gasoline station videos?
 - a. ROV Staff: That's a good idea, we can check it out. That's a great idea.
6. Attendee: Social media is essential. If you could do an infographic animation it would be helpful.
 - a. ROV Staff: I agree with that. We have *Facebook*, *Twitter*, *Instagram*, *Nextdoor*, and we have a video on *YouTube*. So, we have been doing social media. We're also looking at print, radio, TV, and sports franchises.
7. Attendee: The Sunnyvale Sun
8. Attendee: VTA Busses and Light Rail
9. Attendee: Evergreen Times
10. Attendee: Are you reaching out to the local community colleges?
 - a. ROV Staff: Yes, we are. We're close to securing West Valley Community College as a Vote Center. We've secured agreement with San Jose State to have a Vote Center.
11. Attendee: Do you plan on doing VCA outreach at the city festivals?
 - a. ROV Staff: We do about 250 outreach events in a year. We plan on attending the art and wine festivals and we do attend all the community meetings. We've just put together our new color scheme so our new outreach materials will be out there now.
12. Attendee: Can we have a stack of info cards to pass out to our community meetings?
 - a. ROV Staff: We would love that because that's how we spread the word. You can send us an e-mail requesting a stack. That's how we need your help.
13. Attendee: Maybe consider the San Jose Giants?
14. Attendee: How about mobile home parks?

15. Attendee: Closer to election time I would recommend going to downtown areas with a big box of the cards and handing them to arts organizations and coffee shops.
 - a. ROV Staff: Okay, that's a good idea. If you go to some of those coffee shops, we can mail you about 100 postcards and if you could post them at each of the ones you each go to, that would help us.
16. Attendee: Since there's no longer precinct voting and 2020 March will be a President Election, and they've always segregated by political party, how are we going to incorporate that into the messaging?
 - a. ROV Staff: You may be talking about the Decline to State Voters people who are not affiliated with one of the parties. We do a notification to them ahead of time before we mail ballots out and say would you like to cross over to a party. We would ask them if they would like a ballot in one of those parties (that allows cross over) instead of their decline to state and they'll mail it back to us or contact us. If for some reason they didn't do that, they can go to a Vote Centers and tell the person there that they would like to cross over and we would print them a new ballot.

VIII. Other notes

1. Attendee: How do you prevent people from voting more than one time?
 - a. ROV Staff: Our system tracks every ballot that's mailed out to our registered voters. We're now going to have tablets, and they connect to our system through our secure internet connection. And if you happen to vote twice, it's the first ballot in that gets counted, and the system flags it.
2. Attendee: What if someone voted in your place?
 - a. ROV Staff: We do signature comparisons in our office. Every single vote-by-mail ballot is scanned when it comes in. We use humans for signature recognition. And if the person checking thinks it doesn't match for some reason, it will go through a second and third review and go up to supervisors and managers.
3. Attendee: Can you track your ballot?
 - a. ROV Staff: Yes, we have that online.
4. Attendee: Is there going to be a ballot cut-off date?
 - a. ROV Staff: The cut-off is going to be the same as its been for the past two years. Post-marked plus three. If you have it post-marked on election day and it is received in our office within three days, it will be valid. That continues under this new model.
5. Attendee: How is the staffing going to be different in comparison to Polling Places?
 - a. ROV Staff: Some of these plans are still being worked out. We're looking at having a three-hour training again. Working one to four days as the volunteer Election Officer. But we have a new opportunity, "Extra-help County Employee." The one additional step will be filling out an application online. Training for four to seven days, work eleven days, for a total of two to three weeks.
 - b. Attendee: For March and November?
 - c. ROV Staff: From now on.
6. Attendee: How many voters in Santa Clara County?
 - a. ROV Staff: 911,000 voters
7. Attendee: Is the Conditional Voter Registration something new?
 - a. ROV Staff: It started in 2017, but we didn't have any county-wide elections there so people only started hearing about it until 2018, and several thousand people

used it then. But we're expecting more people to use it in 2020, around ten thousand.

8. Attendee: What kind of staff do you have to ensure that the integrity of these registered voters is legitimate?
 - a. ROV Staff: The whole state is on a state-wide voter database now, VoteCal. So, we're connected and pull up information from the Secretary of State, Vital Statistics, Department of Motor Vehicles, Department of Corrections, and Department of Felony Convictions. So, there is an entire secure system through the state that connects to all the counties now.
9. Attendee: People might go to the Gilroy Outlet and vote; will it show as they voted in that precinct or they would figure out the voter's actual precinct?
 - a. ROV Staff: We still have to have precincts in our system because that's how we are mandated to report our Statement of Vote. Our results go out by precinct. Yes, we have precincts, but going to have the Vote Centers. You are not assigned a Vote Center like you were assigned to a precinct before. But we are reporting results by precinct.
 - b. ROV Staff: And you will get your correct ballot that you are allowed to vote on, so it's not a generic ballot.
 - c. Attendee: It's a Ballot On Demand. So, you'll get your ballot no matter where you are.
 - d. Attendee: I'm just wondering how it would tabulate it? So, it's still going to reach back and say this will highlight in this precinct because political parties and political campaigns use that data.
 - e. ROV Staff: You are still attached to a precinct for reporting purposes. A site is just a site.
10. Attendee: How are the roles of Poll Watchers impacted?
 - a. ROV Staff: I don't believe we've finalized it yet, but we're looking at a way to maybe post that on the internet, somehow electronically.
11. Attendee: How would you address the concerns regarding privacy using the new voting system?
 - a. ROV Staff: It doesn't change anything. You're still able to go to the Vote Center, to be given a printed-out ballot, or you can vote on an accessible machine. And then you're putting it into a tabulator. It has nothing to do with your name. It's just scanning the paper ballot you're putting in. Our VBM ballots that come in, we process them in the downward position so that we see nothing but the front of the envelope with the address to our office. We always work with ballots in a minimum group of two to maintain anonymity, whether it's in paper ballots or in the polls.
 - b. Attendee: I understand those procedures, what I don't understand is how you can both preserve the anonymity of a ballot and also validate whether someone has or hasn't voted twice.
 - c. ROV Staff: We do that before we open a ballot. We're only going to count one ballot per person, the first one, and we don't open all of them. There's no connection to any specific person. It's against the law to track a person how they voted.
 - d. Attendee: It wasn't clear to me whether there was going to be a big box of loose ballots or if all the ballots will be enveloped now.
 - e. ROV Staff: No, not all ballots are going to be enveloped, only provisional or Conditional Voter Registration ballots. All other ballots go into one box.
12. Attendee: Do you still have tear off tabs for provisional so you can call in 30 days later?

a. ROV Staff: Yes