SANTA CLARA COUNTY
ELECTION ADMINISTRATION PLAN

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Introduction

The California Voter's Choice Act (VCA), or Senate Bill (SB) 450 (Allen, D-26) was signed into law on September 29, 2016, adding Section 4005 to the California Elections Code, allowing authorized counties, upon approval of their Board of Supervisors, to conduct any election by mail, with certain requirements. Under VCA, all voters would be mailed a ballot commencing 29 days before the election, and each county would establish, with public input, numerous Ballot Drop-off Locations and Vote Centers throughout the county where any county voter may cast their ballot. This legislation was one of many election reforms designed to change how elections may be conducted in order to increase voter participation and voter engagement by expanding voting options.

Before VCA, elections were conducted under the traditional Polling Place Model. This was a combined model of vote-by-mail and polling place administration. Elections Code §12261(a) mandated the County Election Officials establish voting precincts, with a maximum of 1,000 voters and each with a distinct voting location (which also serves to be the data that allows the county and the state to report election results by each voting precinct). Only those with physical limitations could be on the list of Permanent Vote-by-Mail voters; anyone else who wanted to vote by mail had to submit a request each election. A voter who did not vote by mail was required to vote at their assigned voting location that was distinct to their voting precinct and ballot type.

Then, in 2002, the California Elections Code expanded vote-by-mail and permitted anyone to become a Permanent Vote-by-Mail voter. This expansion generated a change in voter behavior where now a majority of voters in Santa Clara County are requesting to vote by mail rather than appearing to vote in person at their assigned voting location. Those registered as Permanent Vote-by-Mail voters are mailed their ballot approximately 29 days before an election and have up until the close of polls on Election Day to return that ballot, whether at a polling location, at a Ballot Drop-off Location, or by mail.

With the implementation of VCA, elections will be conducted under a new Vote Center Model. With the new model, *every* registered voter will be a vote-by-mail voter and receive an official vote-by-mail ballot in the mail, commencing 29 days prior to the scheduled election. Voters will be able to return their ballot any of three ways: by mail (postage paid), at any Ballot Drop-off Location, or at any Vote Center in the county. Voters may also choose not to return their vote-by-mail ballot and instead obtain a ballot to vote in person at the office of the Registrar of Voters (ROV) or at <u>any</u> Vote Center in Santa Clara County.

The Vote Center Model will not change much for current Permanent Vote-by-Mail voters. It mainly changes procedures for voters who would typically visit their assigned polling place on the day of the election to cast their vote. Now, rather than voters only having one location to vote, Vote Centers will be open to <u>all</u> registered voters in the County.

This Election Administration Plan (EAP) includes content essential to understanding how voters will be affected by this change. Upon completion of an EAP draft, the ROV will seek public comment, feedback, and suggestions before finalizing this plan. With the posting of each subsequent amended draft EAP, the public will be provided a public comment period to offer feedback on the EAP, and amendments, including locations selected as Vote Centers and Ballot Drop-off Locations. Upon conclusion of the public comment period, the County's final EAP will be formally adopted and submitted to the California Secretary of State (SOS) for approval.

To further ensure that the community is fully informed of the VCA changes, the ROV established both a Voting Accessibility Advisory Committee (VAAC) and a Language Accessibility Advisory Committee (LAAC). The purpose of the VAAC is to advise, assist the enhancement of, and provide

recommendations regarding access to the electoral process by seniors and persons with disabilities. The VAAC's mission is to provide all voters the opportunity to vote independently and privately. The purpose of the LAAC is to advise, assist and provide recommendations on matters relating to language accessibility to the electoral process by voters who primarily speak a language other than English. It is the mission of the LAAC to assist with the enhancement of language accessibility opportunities. Both committees offer important guidance to the ROV and are fundamental components of both voter outreach and election administration for the County. The ROV accepts applications for membership to either the LAAC or VAAC on an ongoing basis. To apply for membership to either committee, the application can be found on the ROV's website: www.sccvote.org/voterschoice.

The ROV also plans to establish a Voter Education and Outreach Coalition (VEOC) to expand its voter education program to inform residents about VCA and opportunities for community involvement. The EAP includes feedback and information from these committees and various partner organizations. Gaining community support will be crucial to the successful implementation of VCA and new methodology of administering elections in Santa Clara County.

The first election conducted under VCA will be the March 3, 2020 Presidential Primary Election. This document provides a guide on how Santa Clara County plans to implement VCA for this and future elections. For reference, any technical or election-specific terms will be defined in the glossary in Appendix A and a list of Frequently Asked Questions can be found in Appendix R.

Part 1 – Election Administration Plan

Each county implementing the Voter's Choice Act (VCA) must draft an Election Administration Plan (EAP) containing information essential to understanding how the changes will affect voters. The EAP will be divided into two parts: Part 1 - Election Administration and Part 2 - Education and Outreach Plan.

Vote-by-Mail (VBM) Process

The EAP includes information about Vote Centers and Ballot Drop-off Locations and hours, establishment of both a Language Accessibility Advisory Committee (LAAC) and a Voting Accessibility Advisory Committee (VAAC), a voter education and outreach plan, public input and notification considerations, and other related content.

In the Vote Center Model, all registered voters will become vote-by-mail voters and will be sent a vote-by-mail packet. The packet will be sent to voters in a white envelope that will contain the following:

- A blue return envelope
- The official ballot, which may be on multiple ballot cards depending on how many contests there are for the election
- A sheet with instructions on how to complete and return the ballot
- A sheet with Vote Center & Ballot Drop-off Locations and hours of operation
- An "I Voted" sticker
- An extra sheet containing any additional information, if needed

All ballots will be mailed via the United States Postal Service starting 29 days prior to Election Day. Voters should start receiving their vote-by-mail packets shortly thereafter.

Once they have completed their vote-by-mail ballot, voters may return their ballot by standard mail in the postage-paid envelope provided, or by returning the ballot at any Vote Center or Ballot Drop-off Location. All Vote Centers will also serve as a Ballot Drop-off Location, while some Ballot Drop-off Locations will be stand-alone and placed around the county in designated areas.

Should a voter not receive their ballot in a timely manner, or if they made an error on their ballot, they can request that their ballot be replaced. A new vote-by-mail packet will be mailed to them with their replacement ballot. If they need their ballot replaced less than seven days before Election Day, they will need to visit the Registrar of Voters (ROV) office, or any Vote Center to get a new ballot.

For registered voters who primarily speak a language other than English, ballots will be made available in eight languages: Chinese, Spanish, Tagalog, Vietnamese, Khmer, Korean, Hindi, and Japanese. Of these languages, voters can specify their preferred language on the registration form when they register to vote. Ballots and vote-by-mail materials will be sent to them in their preferred language. Voters can also request to change their language preference by contacting the ROV office by phone ((408) 299-VOTE), fax ((408) 998-7314), email (voterinfo@rov.sccgov.org), in-person, or through a Voter Action Request Form (VARF). A voter can pick up the VARF at the ROV office, or it can be emailed, faxed, or mailed to them. Alternatively, the VARF can be found on the ROV website and also found within the County Voter Information Guides (CVIG).

Accessible Voting by Mail

Voters can also request voting materials in an accessible format by contacting the ROV office. Once a voter makes that request, they are placed on a permanent list and will have accessible voting materials sent to them every election. They are only removed from the list if they become inactive, move out of county, appear on a list of felony offenders, or pass away.

Another accessible option that voters may request is to utilize the Remote Accessible Vote-by-Mail (RAVBM) system. The RAVBM system is designated for use only by registered voters with disabilities, as well as for military and overseas voters[1]. RAVBM voters are sent an email with a link to access their Official Ballot, along with instructions on how to print, complete their ballot, and return it to the ROV by Election Day. As with any registered voter, there are three ways an RAVBM voter may return their ballot: via standard mail, by dropping their ballot in a ballot drop-box, or by returning it at any Vote Center.

Regardless of the return method chosen, ballots must be returned in an envelope. It is recommended that voters use the blue return envelope that was included in their Vote-by-Mail envelope. They may request replacement ballot return envelopes by calling the ROV toll free at (866) 430-8683, or may pick one up at the ROV Office or at a Vote Center. Replacement ballot return envelopes will also be made available at Ballot Drop-boxes. Voters may also choose to use their own envelope, but they must include a printed and signed Oath of Voter page enclosed with their ballot. If returning the ballot via standard mail, the blue ballot return envelopes do not require any postage, while sufficient postage will be needed when returning using own envelope.

For hospitalized and disabled voters, as well as voters confined to their homes due to a medical emergency, the Emergency Ballot Delivery procedure is used when voters need a ballot and are unable to retrieve their ballots personally. An Early Voting Application (Appendix B) is required to be filled out and returned to be verified by current registration and signature match through the ROV's Election Information Management System (EIMS). The registered voter must complete, sign, and date the Early Voting Application. If the voter cannot sign their application, someone can help assist the voter sign it with an "X". The person helping the voter should write "witnessed by", print and sign their name. The voter will then send the person with the completed Early Voting Application to the ROV. The ROV will verify the voter's information and signature in EIMS, and once verified, a ballot may be issued to the voter and a complete vote-by-mail packet is prepared. The person helping the voter will then take the ballot to the voter at their respective location. Once completed, the ballot may be returned to the ROV for processing in conjunction with other vote-by-mail ballots.

Voters incarcerated in county jail may also make use of the Emergency Ballot Delivery procedure. Voters incarcerated in state or federal prison are ineligible by law to vote.

Ballot Drop-off Locations

Per the February 2019 Report of Registration from the Secretary of State (SOS), the eligible voter population in Santa Clara County is around 1.2 million people. Currently, approximately 910,000 people in the county are registered to vote. The ROV anticipates that number to climb up to 1 million registered voters by the March 2020 Presidential Primary Election. Using these numbers, the California Elections Code sets the parameters by which a county must provide Ballot Drop-off Locations for voters:

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[1] See California Elections Code §303.3

- There must be at least one (1) Ballot Drop-off Location for every 15,000 registered voters available 28 days before Election Day, and on Election Day, for a total of 29 days. See Appendix C for the map of proposed Ballot Drop-off Location boundaries.

Using the Registrar of Voters' (ROV) anticipated number of registered voters, the minimum required number of Ballot Drop-off Locations is 67. The ROV plans to have at least one Ballot Drop-off Location in every district for a total number of 91 targeted drop-box locations. See Appendix D for the current list of proposed drop-box locations and their respective hours of operation.

Boundary Category	Minimum Requirement	Proposed[2] Number
Ballot Drop-off Locations (1 for every 15k registered voters)	67	91

To determine the best locations for ballot drop-boxes, the ROV used the 14 criteria mandated by the SOS and Elections Code to help determine the most efficient places for Vote Center locations. These 14 criteria aid the ROV in providing the County with the most accessible locations available for ballot drop-boxes as well. The criteria include:

1. Proximity to public transportation
2. Proximity to low vote by mail usage communities
3. Proximity to population centers
4. Proximity to language minority communities
5. Proximity to voters with disabilities
6. Proximity to low rates of vehicle ownership communities
7. Proximity to low-income communities
8. Proximity to low voter registration rate communities
9. Proximity to geographically isolated populations, including Native American reservations
10. Accessible and free parking
11. Distance and time to travel to Vote Center and Ballot Drop-off Locations
12. The need for alternate methods for voters with disabilities for whom vote by mail ballots are not accessible
13. Traffic patterns near Vote Center and Ballot Drop-off Locations
14. The need for mobile Vote Centers

The ROV complies with the Americans with Disabilities Act (ADA) requirements for the Official Ballot Drop-boxes for transportation and population density to better accommodate voters with disabilities. Ballot drop-boxes will be placed in their respective locations starting 29 days before Election Day. By the 27th day before Election Day, all drop-boxes should be installed and ready for use. To ensure the boxes are accessible to all voters, drop-boxes shall be designed to function as follows[3]:

- To prevent physical damage and unauthorized entry, any unstaffed drop-box located outdoors shall be constructed of durable material able to withstand vandalism, removal, and inclement weather.
- Drop-boxes shall have an opening slot that is not large enough to allow ballots to be tampered

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[2] The boundaries drafted by the ROV are based on estimated population numbers and are meant to serve as guidelines. The number set by VCA should be thought of as serving "up to 15,000" voters; this means that the projected number of voters in each boundary do not always add up to the total amount defined by VCA.

[3] See Elections Code §20132

with or removed.

- Drop-boxes are designed in such a way that any unauthorized access can result in physical evidence that unauthorized access has taken place. An elections official may use a tamper-evident seal for purposes of this section.
- A drop-box shall provide specific signage identifying where ballots are to be inserted.
- Each drop-box shall be assigned a unique identifying number that is located on the drop-box and shall be easily recognized by the designated ballot retrievers, as well as the public.
- The drop-box shall be clearly and visibly marked, as an "Official Ballot Drop-Box".
- Drop-box hardware shall be operable without any tight grasping, pinching, or twisting of the wrist.
- Drop-box hardware shall require no more than five (5) pounds of pressure for the voter to operate.
- Drop-boxes shall be operable within reach-range of 15 to 48 inches from the floor or ground for a person utilizing a wheelchair (this shall not apply to a drop-box meant to be used by drivers of vehicles).
- Ballot drop-box signage must be a distinct color type that contrasts with the background and have a "no-glare" finish.
- Drop-boxes must be designed in such a way that the public will perceive them to be official and secure.
- Each ballot drop-box throughout the county, both staffed and unstaffed, must have the same use features, and be of similar design, color scheme, and have signage to facilitate identification by the public.
- Ballot drop-box size is based on the use and needs of Santa Clara County.

Some key things to keep in mind for the Official Ballot Drop-boxes:

- No postage is needed to return ballots in drop-boxes.
- Vote-by-mail ballots will not be accepted after 8:00pm on Election Day.
    - Drop-boxes will be locked at exactly 8:00pm on Election Day.
    - The exception is if voters are already in line to return their ballot when the Vote Center closes or time has been extended by court order.
- Tampering with the Official Ballot Drop-box is a felony[4].
- A notification shall be placed on each drop-box to advise any Elections Official if the box is full, has been tampered with, or is damaged.
- The boxes shall have ROV office number and a toll-free number to either ROV or SOS to notify if drop-box has been tampered with or damaged[5].

To ensure voters who primarily speak a language other than English have sufficient access, drop-boxes will be marked "Official Ballot Drop-Box" in all eight languages: Chinese, Spanish, Tagalog, Vietnamese, Khmer, Korean, Hindi, and Japanese.

In addition, each of the Ballot Drop-boxes will have a sign advising the voter that extra ballot return envelopes are available, if needed. The voter is instructed to follow the directions on the envelope, which includes filling out their name, residential address, date of birth, and providing their signature. If using a Ballot Drop-box, ballots must be returned enclosed in an envelope with the voter's information and signature. A toll-free number will be provided advising the voter to call if they have any questions or need further assistance.

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[4] See California Elections Code §18500
[5] See California Elections Code §20132

Vote Centers

The Voter's Choice Act (VCA) will bring about many new and exciting changes. Vote Centers will be open up to 11 days and will be equipped with new and more accessible voting equipment, language assistance, and offer Conditional Voter Registration (CVR) and same day voting. Additionally, voters will not be limited to one assigned Polling Place, but rather have the option to visit any one of the approximately 110 available Vote Center locations throughout the County of Santa Clara.

Under VCA, Vote Centers are required to be open for more days than previously practiced at traditional Polling Places. Vote Centers must be operated under two early voting periods: (1) Ten days before Election Day, and including Election Day, for a total of 11 days, and (2) three days before Election Day, and including Election Day, for a total of four days. The California Elections Code sets the parameters by which a county must provide Vote Center locations for voters:

- Starting from ten (10) days before Election Day, and including Election Day, for a total of eleven (11) days, one Vote Center per every 50,000 voters must be operated.
- Starting from three (3) days before Election Day, and including Election Day, for a total of four (4) days, one Vote Center per every 10,000 voters must be operated.

To better service voters, Santa Clara County is planning to operate two additional 11-day Vote Centers above the minimum requirement, and eight additional 4-day Vote Centers above the minimum requirement based on the projected number of registered voters by the March 2020 Presidential Primary Election. The ROV created two maps that divide the county into areas with 50,000 voters and 10,000 voters each (see Appendix E). These maps assisted in the process of finding Vote Center locations. The map with boundaries around areas with 50,000 voters was used to locate the 11-day Vote Centers, while the map with boundaries around areas with 10,000 voters was used to locate the 4-day Vote Centers.

Hours of operation for all Vote Centers may vary per facility on the dates prior to Election Day[6]. On Election Day, all Vote Centers will be open to voters from 7:00 am to 8:00 pm, per the Elections Code[7]. To see the list of potential Vote Centers the ROV is considering, see Appendix F. At the time of publication, all Vote Centers under consideration are subject to change.

Boundary Category	Minimum Requirement	Proposed[8] Number
11-Day Vote Centers (1 for every 50k registered voters)	20	22
4-Day Vote Centers (1 for every 10k registered voters)	80	88

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[6] The ROV is still in the process of procuring Vote Centers and all specific locations and hours of operation were not available at the time of publishing.

[7] Elections Code §4005

[8] The boundaries drafted by the ROV are based on estimated population numbers and are meant to serve as guidelines. The number set by VCA should be thought of as serving "up to 50,000" voters; this means that the projected number of voters in each boundary do not always add up to the total amount defined by VCA. The Proposed numbers indicated are the minimum target for recruitment. The ROV will consider additional locations as needed to provide adequate coverage to any areas that may demand more support.

The figures provided in the table are based on the projected number of registered voters. The actual calculation will be determined 88 days before the election pursuant to the Elections Code[9].

Traditionally, the ROV sees a spike in registration during a Presidential Election year. As of July 2019, approximately 910,000 voters were registered in Santa Clara County. The ROV anticipates that number to climb up to 1 million registered voters before the March 2020 Presidential Primary Election. Voter registration is anticipated to grow even more by the 2020 November Presidential General Election. To ensure consistency between elections, as well as to maintain an adequate number of Vote Center sites, the ROV is recruiting based on an estimated 1.1 million registered voters by the November General Election. This will allow the ROV to potentially keep the same Vote Center locations for both the March and November elections in addition to the unchanging locations creating stability for voters amidst other changes that will come with the implementation of VCA.

No. of Eligible Voters	No. of Registered Voters	No. of Eligible but Unregistered	No. of Projected Registered Voters
1,200,000	910,000	290,000	1,000,000

Voter Registration

Vote Centers will be able to provide many more services than what has previously been provided by the traditional Polling Place Model. One of the expanded services offered at Vote Centers is voter registration. Voters will now have the ability to register to vote, update their voter registration, and vote conditionally at any Vote Center. Voters who are found eligible to vote under Conditional Voter Registration (CVR), will receive a ballot with a CVR envelope.

CVR is a way for members of the community, who are not registered to vote after the 15-day close of registration, to go to a Vote Center to register and vote on the same day. Voters may also use CVR to update their address or political party after the 15-day close of registration. Once the completed CVR ballot is returned to the ROV office, the potential voter will be screened for eligibility. The ballot will only be opened and counted upon verification that the voter meets all eligibility requirements. The CVR envelope will also serve as the voter's Affidavit of Registration and the voter may tear off their receipt from the envelope so they may track the status of their ballot on the ROV's website[10].

Replacement Ballots

Vote Centers will now be able to provide replacement ballots to voters upon request. A voter may request a replacement ballot at any Vote Center upon verification that a ballot for the same election has not been received from the voter by the ROV[11]. If the ROV cannot determine if a ballot has been received from the voter, the ROV may allow the voter to vote provisionally.

Provisional Voting[12]

At any Vote Center, a voter may vote provisionally. A voter claiming to be registered, but whose registration and eligibility cannot be immediately determined by ROV staff, is entitled to vote a

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[9] Elections Code §12223
[10] Vote-by-Mail Ballot Tracking Website: https://eservices.sccgov.org/rov?tab=ab
[11] Elections Code §4005
[12] Elections Code §14310

provisional ballot. The ROV must advise the voter of his or her right to do so and provide the voter with:

- A provisional ballot along with written instructions regarding the process and procedures for casting a provisional ballot
- Written affirmation regarding the voter's registration and eligibility to vote, which must be signed by the voter

To vote provisionally, a voter must execute (sign), in the presence of ROV staff, the written affirmation stating the voter is eligible to vote and registered in the County of Santa Clara. The voter must then seal the ballot in a provisional ballot envelope for the return to the ROV's main office.

During the official canvass, staff must verify the voter's address and ensure the signature on the provisional ballot envelope matches the signature on the voter's affidavit of registration or another signature in the voter's registration file. A variation of the signature substituting initials for the first, middle name, or both does not invalidate the ballot. Staff must also verify additional eligibility requirements before opening and counting the ballot.

Any voter who casts a provisional ballot may tear off their receipt from the envelope so they may track the status of their ballot on the ROV website.[13] Voters may contact the ROV or use the website[14] to discover whether or not their ballot was counted, and, if not, the reason why it was not counted. It is expected that the number of provisional ballots cast will significantly decrease with the implementation of the new voting system and use of electronic pollbooks.

Accessible Voting in Vote Centers

The Santa Clara County Registrar of Voters (ROV) aims to ensure voter accessibility is considered throughout the planning and implementation of VCA. Accessibility is a major topic of consideration as the ROV contemplates Vote Center selection, voting machines, and the training and placement of Election Officers in order to provide compliance with any and all needs of the voters. The ROV will be using new voting machines, along with previously established programs, such as Remote Accessible Vote-by-Mail (RAVBM) voting, to promote a safe, accessible, and independent voting experience for every voter. The County of Santa Clara has, and will continue to provide, accessible voting at all Vote Centers[15].

The ROV will be using the California Secretary of State's Accessibility Checklist Survey to determine the features of the Vote Center facilities that meet standards, and those that will require modifications. All modifications will be notated into the delivery system and the individual Vote Center booklet with maps, illustrations and photos that will be given to the supervisors in charge of setting up and operating the facility. Modifications are expected to meet Americans with Disabilities Act (ADA)[16] requirements, and may include ADA parking spots, ramps, doors, pathways, and others.

Each Vote Center in the County of Santa Clara will be equipped with at least three (3), but up to six (6), accessible Ballot Marking Devices (BMD). The Dominion Voting System ICX BMD will provide an independent voting experience for some voters with disabilities. The BMDs for each Vote Center will have ADA compliant features and accessories with a variety of voting method options. These units will be programmed with all ballot types and language versions.

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[13] Vote-by-Mail Ballot Tracking Website: https://eservices.sccgov.org/rov?tab=ab
[14] Provisional Ballot Tracking Website: https://eservices.sccgov.org/rov/?tab=pb
[15] Elections Code §19240
[16] Americans with Disabilities Act website: https://www.ada.gov/

Santa Clara County's electronic voting system gives visually impaired voters the ability to vote privately and cast a ballot, without assistance. The accessible BMD is equipped with an audio voting component that allows voters to listen to their ballot and make their choices using an accessible keypad provided. This system allows for audio, visual, and tactile interfaces that are used in any voter-preferred combination to navigate and mark a ballot. Voters who are unable to mark a ballot, may bring up to two individuals to assist them in voting. Additionally, the ROV provides audio tapes of the County Voter Information Guide (CVIG), available upon request.

In the event that one or more of the BMD fail or malfunction, the ROV will promptly initiate procedures to replace any devices as necessary. The replacement process will be prioritized by the locations' available functioning units, capacity needs, and the severity of malfunction. The support operation ratio is one (1) support site with three (3) teams for every six (6) Vote Center groups.

Additional accessibility services that will be available at each Vote Center are curbside voting and having greeters who will be trained to assess and direct all voter needs through the Vote Center process.

Language Assistance

The goal of the ROV is for each Vote Center to provide some form of language assistance in all languages required[17]. For the County of Santa Clara, these languages will include:

- English
- Chinese
- Spanish

- Tagalog
- Vietnamese
- Khmer

- Korean
- Hindi
- Japanese

Depending on the needs of a specific community, the ROV will attempt to recruit bilingual staff that can speak the languages prominent in any given community. Areas requiring specific language needs will be identified, however, if bilingual staffing is not available, Vote Center staff will contact the ROV and connect the voter to bilingual office staff or to the County's phone translation service.

In conjunction with mapping and language data from the voter database, the ROV is able to target the placement of bilingual staff at locations where they will best serve the community in the most efficient way. Targeting the placement of bilingual Election Officers to Vote Centers located in certain language communities will occur if there are not enough bilingual Election Officers of every language to staff each Vote Center throughout the county.

All voting materials will be available in the four federally mandated languages. Official Ballots, CVR and provisional envelopes, and all Vote Center signage will include the four federally mandated languages, the two state mandated languages of Khmer and Korean, as well as the inclusion of Japanese and Hindi, which are not required but have been historically provided by the County.

When a specific bilingual worker is not available, Vote Center staff can call the ROV office and talk to one of our bilingual staff. In addition, we can also meet any language request we receive through the County's phone translation service.

All voting information will be available in the four federally mandated languages both in printed media as well as electronically (laptop containing the County Voter Information Guide (CVIG), as used at the

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[17] Elections Code §12303

June and November 2018 Early Vote Centers). Signs will be posted at all Vote Centers noting the availability of language assistance.

Vote Center Placement Consideration

The ROV used the same 14 criteria mandated by the Secretary of State as outlined in the **Ballot Drop-off Locations** section. Data collected from several available sources (e.g. American Community Survey, ROV Voter Database, VTA bus stops) were used to quantify some of these criteria. These criteria include public transportation, traffic patterns, population centers, language minorities, disability, low vehicle ownership, low income, low vote by mail usage and low voter registration (see Appendix G for the data maps used to target potential Vote Centers and Ballot Drop-off Locations).

A siting tool called "DOTS" was developed to help the ROV determine the optimum locations for Vote Centers. The model divided the county into 0.5-mile grids. Each grid was rated a score from one to five for each criterion listed above. Each individual score was added to get a total score at the end. The potential Vote Center and Ballot Drop-Box Locations were then overlaid on top of the score map. The locations that fell into, or near, high score grids were given preference because they met more of the criteria.

Input from the public was also taken into consideration in this process. The most important considerations from the public feedback received included proximity to population centers, traffic patterns, language minority communities, voters with disabilities, and public transit. The ROV added additional importance to proximity to communities with historically low voter registration and Vote-by-Mail usage, as these communities will be able to make the best use of the services provided by a Vote Center, such as Conditional Voter Registration or voting in person. The criteria chosen by the public and ROV Staff were given higher weights in the siting tool development process.

In addition, Vote Center boundaries were established to help limit the distance and time a voter must travel to a Vote Center. Other criteria, such as availability, price, size, shape of room, access to parking, and the need for alternate methods for voters with disabilities were evaluated on a case by case scenario.

Currently, the ROV cannot provide mobile Vote Centers with the resources they have available. However, the ROV is aiming to offer more Vote Center and Ballot Drop-Box locations beyond the minimum requirement to provide geographic coverage.

Composition of Election Officers

The ROV will hire Election Officers (referred to by the Elections Code as Election Boards[18]) to staff Vote Centers. Election Officers will be from as many diverse communities as possible to maximize the skills needed to process voters[19]. Vote Center staff should exhibit experience in customer service, bilingual ability, sensitivity to diversity and inclusion, leadership qualities, technological capabilities, and interest in the civic duty of community participation. They will be trained on new Vote Center technology, how to process voters, and crowd control management. Additional customer service training topics will include accessibility for seniors and voters with disabilities, inclusivity, and proper communication. The ROV will select the best candidates based on eligibility and the needs of the

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[18] Elections Code §4005
[19] Elections Code, Division 12, Article 1 of Chapter 4

community. Past Election Officers will also be informed of the new volunteering possibilities and may be recruited if they meet the new staffing needs commitment.

The composition of Election Officers will be a combination of Extra Help County employees and stipend volunteers. Leads and clerks will be hired as hourly county workers and greeters will mostly be stipend workers (e.g. previous Election Officers, High School students). All Vote Center staff will be trained per role and will work anywhere between one day (stipend workers) to multiple days, if not, all election days. ROV Outreach events will include recruitment for Election staff where they can fill out an application on the spot that will be submitted to the County for approval.

Staffing for Vote Centers will be based on Vote Center size and the proximity to Election Day. The plan is to have six (6) to fifteen (15) Election Officers at each Vote Center. More staff will be deployed to the larger Vote Centers and during busier times and days as Election Day approaches. There will be an effort to recruit as many bilingual Election Officers as possible in order to support the County's language needs.

Electronic Pollbooks (E-Pollbooks)

In order to effectively implement the changes under VCA, Vote Centers will be updated with E-Pollbooks[20]. An E-Pollbook is the combination of electronic hardware and software used to ensure secure electronic communication between Vote Centers and the ROV Election Information Management System (EIMS). The ROV EIMS then communicates information to VoteCal. VoteCal is the centralized statewide voter registration database that interacts and exchanges information with county election management systems and other state systems such as Department of Corrections and Rehabilitation, Department of Public Health, and the Department of Motor Vehicles. This new VCA technology will operate on either a laptop or tablet, but will be *"HARDENED"*; meaning, only the ROV approved E-Pollbook software will be operable on the device.

E-Pollbooks contain an electronic list of registered voters (Roster Index) that may be transported and used at Vote Centers. The Roster Index is the official list of all registered voters eligible to vote in the election. It is primarily used to verify a voter's eligibility to receive a ballot and capture voter history in near real-time to prevent double voting.

Under the new VCA model, E-Pollbooks will be maintained in a secure locked waterproof case and be placed inside a secondary secured locked cage with strict lock and key access assigned to personnel for daily storage. During operating hours, the data stored in these units are updated continuously. E-Pollbooks are programmed with user access allowing only authorized users to log in using a secured connection to a secured cloud server. This cloud server maintains the database and connection to the ROV's Election Information Management System for transmission of any updates to voter data. More information about the security of voter data in E-Pollbooks can be found in the **Voting Security** section in **Part 2: Voter Education and Outreach Plan**.

E-Pollbooks may be used to verify voter registration data, including name, address, date of birth, preferred language, party preference, precinct, and vote-by-mail status. Furthermore, E-Pollbooks never store the following voter information: driver's license number, or any reference to a social security number. E-Pollbooks provide near real-time searching and voter status information; essentially, creating a better voting experience for both voters and ROV Election Officers.

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[20] Elections Code §2183

Outreach

Public Consultations

In an effort to have inclusive participation in the Election Administration Plan (EAP) process, the County of Santa Clara held twelve (12) public consultation meetings as follows:

- Two (2) meetings with the general public:

General June 12, 2019 2:00-3:30pm	Santa Clara County Social Services Room 116	379 Tomkins Ct. Gilroy, CA 95020
General July 13, 2019 1:00-2:30pm	Registrar of Voters Auditorium	1555 Berger Dr., Bldg 2 San Jose, CA 95112

- Two (2) meetings with the public with accessibility concerns:

Accessibility June 13, 2019 5:00-7:00pm	County Government Center Room 157	70 W. Hedding St. San Jose, CA 95110
Accessibility July 10, 2019 11:00am-12:30pm	Silicon Valley Independent Living Center Board Room	25 N. 14th St. Suite 1000 San Jose, CA 95112

- Eight (8) meetings with the public from the county's targeted language communities with language accessibility concerns:

Vietnamese June 17, 2019 6:30-8:00pm	Tully San Jose Branch Library Community Room	880 Tully Rd. San Jose, CA 95111
Khmer June 18, 2019 5:30-7:00pm	County Government Center Room 157	70 W. Hedding St. San Jose, CA 95110
Tagalog June 21, 2019 4:30-6:00pm	Milpitas Library Auditorium	160 N. Main St. Milpitas, CA 95035
Spanish June 24, 2019 4:00-5:30pm	Mayfair Community Center Lincoln Room	2039 Kammerer Ave. San Jose, CA 95116
Chinese June 25, 2019 5:30-7:00pm	Quinlan Community Center Social Room	10185 N. Stelling Rd. Cupertino, CA 95014
Korean June 27, 2019 2:00-3:30pm	Registrar of Voters Auditorium	1555 Berger Dr., Building 2 San Jose, CA 95112
Hindi July 8, 2019 7:30-9:00pm	Indian Community Center Gita & Ashok Vaish Room	525 Los Coches St. Milpitas, CA 95035
Japanese July 11, 2019 4:30-6:00pm	Joyce Ellington Branch Library Community Room	491 E. Empire St. San Jose, CA 95112

The schedule and public notices for the EAP meetings were posted on the website at least 10 days before each meeting. Public notices were also posted outside the Santa Clara County Government Center at 70 W. Hedding Street, San Jose, CA 95110. Additionally, the ROV used Nextdoor, Facebook, Twitter, and Instagram to advertise the meetings. Appendix H includes all the notices for the meetings related to the development of the EAP.

In the EAP meetings, the targeted topics were:

- Potential Vote Center locations
- Potential Ballot Drop-off Locations
- Various language accessibility needs
- Various voter accessibility needs
- Suggestions for community outreach through media and events

Among the materials provided at the meeting were a Vote Center recruitment flyer and a site selection survey (shown in Appendix I) to help gather information and suggestions for potential Vote Centers. All the input from the meetings were documented in the meeting minutes (Appendix J).

Election Administration Plan (EAP) Development Timeline[21]

Publish proposed draft of EAP	August 16, 2019
14-day public comment period on draft EAP	August 16, 2019 to August 30, 2019
Issue 10-day public notice of hearing to consider draft EAP	August 20, 2019
First Public Hearing to consider draft EAP	August 30, 2019 5:30-7:30pm 70 W. Hedding Street San Jose, CA 95110 Board of Supervisors' Chambers
Second Public Hearing to consider draft EAP	September 4, 2019 6-8pm 70 W. Hedding Street San Jose, CA 95110 Board of Supervisors' Chambers
Period to amend the draft EAP after public hearing	August 30, 2019 to September 18, 2019
Publish amended EAP in all languages	October 11, 2019
14-day public comment period on amended EAP	October 11, 2019 to October 25, 2019
Adopt and publish final EAP	November 15, 2019
Education and outreach portion of EAP sent to Secretary of State for Approval	November 15, 2019

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[21] The timeline is an estimation and subject to change.

Public Notices

Through two direct mailers, the public will be notified that all voters will be receiving a vote-by-mail ballot. The notices will inform voters that an all-mailed ballot election will be conducted, and that voters can cast their ballot one of three ways: by mail (postage paid), at any Ballot Drop-off Location, or at any Vote Center in the county. The notices will also include a link to where voters can access the dates, locations, and hours that Vote Centers and Ballot Drop-off Locations will be open, as well as the deadline for requesting a vote-by-mail ballot in an accessible format or in one of the eight languages offered, other than English. Additional information provided in the direct mailers include: content regarding residency confirmation and voter information verification, business reply mail, important Vote Center information, County and State Voter Information Guide details, and instructions on updating name and/or party affiliation. The notices will also provide voters with a link to the ROV website, phone numbers, and the toll-free hotline to request assistance at (866) 430-VOTE.

The first set of direct mailers will be mailed approximately 90 days before the election (E-90) followed by the next set to be mailed approximately 29 days before the election (E-29).

In addition to the two direct mailers required by the Elections Code, the ROV is also preparing a third mailer for voters who register late and do not receive a County Voter Information Guide. This set of direct mailers will be mailed approximately 15 to 10 days before the election. All public notices and information related to VCA will be posted on the ROV website in an accessible format.

Language Accessibility and Voting Accessibility Advisory Committees

The Santa Clara County Registrar of Voters (ROV) has established two advisory committees through the coordinated process of internal process development, stakeholder and public input and through feedback from counties that have adopted the Voter's Choice Act (VCA). The first committee is the Language Accessibility Advisory Committee (LAAC) which will seek input from the minority language communities on ways the Vote Center Model could better serve voters who primarily speak a language other than English. The second committee is the Voting Accessibility Advisory Committee (VAAC) which will seek input from voters with accessibility concerns, such as seniors or voters with disabilities, to ensure that their voting needs and concerns are addressed.

Membership for these committees will be engaged through the networking and collaboration of various contacts ranging from non-profits and community-based organizations to municipalities within Santa Clara County. The first meetings of both the LAAC and VAAC were used to establish the committees and determine the goals of each committee. The date, time, and locations of the first few meetings of each committee are below:

Language Accessibility Advisory Committee (LAAC)		
Date	**Location**	**Time**
June 5, 2019	Sobrato Center for Nonprofits 1400 Parkmoor Ave., San Jose, CA 95126	3:00 – 5:00pm
June 19, 2019	Sobrato Center for Nonprofits 1400 Parkmoor Ave., San Jose, CA 95126	3:00 – 5:00pm
July 17, 2019	Sobrato Center for Nonprofits 1400 Parkmoor Ave., San Jose, CA 95126	2:00 – 4:00pm

Voting Accessibility Advisory Committee (VAAC)		
Date	**Location**	**Time**
June 7, 2019	ROV Auditorium 1555 Berger Dr. Bldg. 2, San Jose, CA 95112	3:00 – 5:00pm
June 18, 2019	ROV Auditorium 1555 Berger Dr. Bldg. 2, San Jose, CA 95112	3:00 – 5:00pm
July 16, 2019	Silicon Valley Independent Living Center Board Room 25 N. 14th St., Suite 1000, San Jose, CA 95112	10:00am – 12:00pm

A list of all the LAAC and VAAC meetings will be posted and maintained on the ROV website at www.sccvote.org/voterschoice. The LAAC meeting agendas and minutes can be seen in Appendix K and the VAAC meeting agendas and minutes is in Appendix L.

Part 2 – Voter Education and Outreach Plan

The Voter's Choice Act (VCA) mandates any county implementing VCA also implement a voter education and outreach plan that informs voters about the provisions of VCA. More specifically, the law also mandates targeted outreach to voters who primarily speak a language other than English, as well as voters with disabilities, to educate communities on the services available.

The Santa Clara County Registrar of Voters (ROV) has an existing outreach team and program, and often attends several events throughout the year to maintain community presence, as well as to provide voter registration services and general voter education. This Voter Education and Outreach section of the EAP outlines how the ROV will leverage their existing outreach methods and combine it with new ways to reach out to the communities in order to educate the public about VCA. Outreach activities will be designed with the goal of increasing community partnerships, expanding civic engagement opportunities, and improving voter experience with the Vote Center Model.

Section 1: Voter Contact – General

In addition to the events that the ROV has attended and conducted outreach in the past, further voter education and outreach is planned to cover as many of the county's demographics as possible. There are plans to reach out to communities that have historically underserved populations.

Some of the communities that the ROV plans to reach out to include senior communities, ethnic/language communities, youth communities, student communities, underserved communities, and neighborhood groups. The ROV also plans on engaging with over 100 community-based organizations (CBOs) to learn about the work they provide to their communities and how the ROV's outreach team can take part. The goal is to work together with the CBOs and all communities to ensure a successful voter education program.

Use of Media

ROV will provide information about the Vote Center Model, the vote-by-mail process, early voting options, and opportunities to work at a Vote Center in a media campaign starting in late summer or early fall 2019. The campaign represents a significant investment in the effort to educate the public on the upcoming change in the election model and amounts to the largest advertising undertaking in ROV history. Media outlets include, but are not limited to, the following:

1. Local television and community cable stations
    a. Comcast
    b. Univision
    c. Telemundo
    d. Namaste TV
    e. Crossing TV
2. Newspapers (regional and community)
    a. The Mercury News
    b. Metro
    c. Morgan Hill Times
    d. Gilroy Dispatch
    e. El Observador
    f. Epoch Times
    g. India West
    h. Korea Times
    i. Nichi Bei Weekly
    j. Philippine News

k. San Jose State Spartan Daily
    l. Santa Clara University Newspaper
    m. Stanford Daily
    n. Viet Nam Daily
    o. World Journal
    p. N & R
    q. China Press
    r. JWeekly
    s. Spotlight
    t. Bayspo Magazine
    u. Daily Post
    v. India Current
3. Radio
    a. KBAY/KEZR
    b. KFOX
    c. KRTY/KLIV
    d. Sound of Hope
    e. Sing Tao
    f. Univision
    g. Vien Thao
    h. Celina Rodriguez
    i. China Press
    j. Radio Zindagi
4. Use of social media and websites for ROV and County
    a. ROV Facebook page: https://www.facebook.com/sccvote
    b. County Facebook page: https://www.facebook.com/county.of.santa.clara
    c. ROV Twitter: https://twitter.com/sccvote
    d. County Twitter: https://twitter.com/SCCgov
    e. ROV Instagram: www.instagram.com/sccvote
    f. Nextdoor app: (search for Communication and Media Santa Clara County)
    g. County newsletter subscription lists
5. ROV YouTube: https://www.youtube.com/sccvote
6. Public transit messaging on Valley Transportation Authority buses
7. Advertisements through major league sports franchises located in Santa Clara County
8. Television monitor ads at Department of Motor Vehicles branch offices
9. Materials sharing with such groups as community partners, disability advocate organizations, elected officials, special districts, school districts, community-based organizations, and faith-based organizations throughout the county
10. Public Service Announcements (PSAs) will be used to supplement and complement the advertising campaign on available outlets. These PSAs will cover topics including general information about VCA, language-specific information about VCA and the toll-free language assistance hotline and accessibility options at Vote Centers and via Remote Accessible Vote-by-Mail.

ROV will also use audio and visual media that will be broadly distributed in accessible formats to inform voters of the upcoming election. The goal is to reach all county voters, including voters with disabilities such as those who are deaf or hard of hearing, and voters who are blind or visually impaired.

Community Presence Plan and Voter Education Materials

The ROV continuously participates in hundreds of community events throughout the year. To inform voters of the change in how elections are conducted, VCA information is being added to the various outreach events. The ROV is also actively working with CBOs on how to best inform their communities of the new voting model. Instructional materials and staff are being made available to facilitate voter education.

Presentations have already been made to organizations that knew about the upcoming Vote Center Model and wanted to learn more, such as the following:

- League of Women Voters Cupertino-Sunnyvale
- League of Women Voters Mountain View-Los Altos
- Democratic 21st Century Club
- Office of Women's Policy
- South County Democratic Club
- Almaden Valley Community Association
- Santa Clara County Office of Education
- API Justice Coalition
- Women's Equality 2020 Leadership Council
- Silicon Valley Community Foundation (SVCF) and Silicon Valley Council of Nonprofits (SVCN) Community Engagement Luncheon
- Orchard City Indivisible
- Girls Achieving in Non-traditional Subjects
- CalWORKs Employment Services Office

A VCA kick-off meeting was held and more than thirty CBOs attended who were potentially interested in assisting the ROV in various ways. The ROV's goal is to train all CBOs who are interested in helping the ROV educate the County on the Vote Center Model.

Other community engagements are currently in the planning process as of this writing. In the meantime, the ROV is continuing to develop public materials, such as Vote Center recruitment flyers and VCA presentations, to be distributed to all organizations and individuals interested in educating their own communities. More details about the community outreach plan can be found in Appendix M.

Direct Mailers

The ROV will contact each registered voter in Santa Clara County in two (2) separate mailings to inform voters of the upcoming election and promote the toll-free voter assistance hotline, (866) 430-VOTE. The mailings will provide information to voters on the new election model, the upcoming election, where they can find more information about these changes, and a link to where voters can access the dates, locations, and hours that Vote Centers and Ballot Drop-off Locations will be open. Additional information provided in the direct mailers will include content regarding residency confirmation and voter information verification, business reply mail, important Vote Center information, County and State Voter Information Guide details, and instructions on updating name and/or party affiliation. A third mailer will be for voters who register late and will not be receiving a County Voter Information Guide. One of the three mailers will include a residency panel allowing voters to update specific information on their voter record.

Voter Education Resources on ROV Website

All ROV's outreach voter education materials including Voter's Choice Act information are and will be available in electronic format on the ROV's website. Before the March 2020 Presidential Primary Election, the ROV website will have the following information:

- General Information about VCA
- Vote Center and Ballot Drop-Box Locations and Hours
- ROV toll-free voter assistance hotline
- EAP Document
- VCA promotional materials
- VCA educational videos and presentations
- Outreach and Workshop Schedules
- VCA-related maps

Section 2: Voter Contact – Language Minority Communities

The Registrar of Voters (ROV) established a Language Accessibility Advisory Committee (LAAC) on June 5, 2019 to seek input from minority language communities on ways the Vote Center Model could better serve voters who primarily speak a language other than English. This committee will provide feedback on various aspects such as Vote Center locations, as well as any features and services that will be, or should be, provided. This committee will remain in place through the 2020 election cycles as an ongoing means to hear from the community.

Identifying Language Minority Communities

Language minority communities can be identified based on the preferred language requests from registered voters in Santa Clara County. Using this information, in conjunction with census information and other publicly available demographic information, the ROV has created a map of predominant language areas. Outreach will be geared towards targeting these locations as part of the planned voter education and outreach. The ROV is also seeking input from the various language minority communities to identify other methods of outreach and community events that may be useful to attend.

Language Minority Communities to be Served

The ROV provides services in nine (9) languages, including English. Five languages are federally mandated: English, Chinese, Spanish, Tagalog, and Vietnamese. Two languages are state-mandated: Khmer and Korean. The remaining two languages, Hindi and Japanese, have historically been provided by the ROV due to the large presence of these communities in the County. Official Ballots, Conditional Voter Registration and Provisional Ballot Envelopes, and all Vote Center and ballot drop-box signage will be provided in all nine languages. County Voter Information Guides (CVIGs) will be available only in the federally mandated languages as previously practiced. In addition, bilingual Vote Center staff may be available to support other languages and dialects spoken within the county, such as Cantonese, Farsi, Gujarati, Nepali, Portuguese, Punjabi, Russian, Syriac, Tamil, Telugu, and Thai. Based on mapping and targeting specific language communities, the ROV will aim to place appropriate language support in the form of bilingual Election Officers in the various communities. The practice of attempting to support as many languages as possible has been used in

recent elections, therefore the ROV will reach out to former Election Officers, in addition to practicing traditional recruitment in these language communities.

Voter Education Workshop for Language Minority Communities

The ROV will provide bilingual voter education workshops in the nine (9) languages previously mentioned. These workshops will provide an opportunity for language communities in Santa Clara County to receive information about the Vote Center Model process, in addition to materials and assistance available in each specified language. The ROV will use input from the Language Accessibility Advisory Committee (LAAC) members to select the workshop venues and dates and all workshops will have language specific interpreters to support attendees. As of this writing, the ROV is planning to conduct bilingual voter education workshops with Korean American Community Services beginning October 2019 and is currently in the process of planning workshops with Chinese, Spanish, Tagalog, Vietnamese, Hindi, Khmer, and Japanese language communities.

Use of Media Targeting Language Minority Communities

The various language minorities will be provided with information about the Vote Center Model and Vote-by-Mail voting, as well as given the Office of the Registrar of Voters' toll-free hotline (866) 430-VOTE, and (408) 299-VOTE for general voter information. Numerous language-specific media outlets will be leveraged, with all federally mandated languages represented. Media outlets include, but are not limited to, the following.

1. Local television and community cable stations
    a. Univision (Spanish)
    b. Epoch Times (Chinese)
    c. Telemundo (Spanish)
    d. Namaste (Hindi)
    e. Crossing TV (English + all 8 additional)
2. Newspapers (regional and community)
    a. El Observador (Spanish)
    b. Epoch Times (Chinese)
    c. India West (English)
    d. Korea Times (Korean)
    e. Nichi Bei Weekly (Japanese)
    f. Philippine News (Tagalog)
    g. Viet Nam Daily (Vietnamese)
    h. World Journal (Chinese)
    i. N & R (English)
    j. China Press (Chinese)
    k. JWeekly (Japanese)
    l. Spotlight (English)
    m. Bayspo Magazine (Japanese)
    n. Daily Post (English)
    o. India Currents (Hindi)
3. Radio
    a. Univision (Spanish)
    b. Celina Rodriquez (Spanish)
    c. Sound of Hope (Chinese)
    d. Sing Tao (Chinese)
    e. Vien Thao (Vietnamese)

f. China Press (Chinese)
        g. Radio Zindagi (Hindi)
   4. Social Media and Department's website
        a. ROV Facebook page: https://www.facebook.com/sccvote
        b. County Facebook page: https://www.facebook.com/county.of.santa.clara
        c. ROV Twitter: https://twitter.com/sccvote
        d. County Twitter: https://twitter.com/SCCgov
        e. ROV Instagram: www.instagram.com/sccvote
        f. Nextdoor app: (search for Communication and Media Santa Clara County)
        g. County newsfeed subscription lists
        h. ROV Youtube: https://www.youtube.com/sccvote
        i. ROV website: https://www.sccvote.org
   5. Language minority community newsletters
   6. Public Service Announcements (PSAs) will be used to inform voters in minority language communities of the upcoming election and the toll-free assistance hotline. The PSAs will be distributed through minority language television, radio, newspapers and online sources.

Other opportunities for reaching out to language minority communities include providing bilingual staff during media information sessions, such as a planned open house where the ROV will demonstrate the new voting system that will be placed in Vote Centers.

Election Officers

To determine the composition of Vote Center staff, the ROV will hire Election Officers (referred to by the Elections Code as Election Boards)[22]. Staffing for Vote Centers will be based both on the proximity to Election Day and Vote Center size. The plan is to have six (6) to fifteen (15) Election Officers staff each Vote Center. More staff will be deployed to the larger Vote Centers and during busier times as Election Day approaches. From 10 days before Election Day until 4 days before Election Day, Vote Centers will have a minimum of 6 staff members. From 3 days before Election Day until 1 day before Election Day, Vote Centers will have a minimum of 11 staff members. On Election Day, there will be a minimum of 15 staff members in each Vote Center.

There is also a plan to have at least one Election Officer per language, or at the very least, one Election Officer per the most common languages in that Vote Center's area. The ROV will hire Vote Center staff from diverse communities, as much as possible, to maximize the skills needed to process voters, while also being certified to act as a translator for voters as well. Recruitment will begin with contacting previous bilingual Election Officers, as well as the typical open-recruitment application process.

Section 3: Voter Contact – Voters with Disabilities

The Registrar of Voters (ROV) established a Voting Accessibility Advisory Committee (VAAC) on June 7, 2019 to seek input from voters with accessibility concerns, such as seniors or voters with disabilities, on ways the new election model can best serve them. This committee will provide feedback on various aspects such as Vote Center locations, as well as any features and services that will be, or should be, provided. This committee will remain in place through the 2020 election cycles as an ongoing means to hear from, and work with, the community.

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[22] Elections Code, Division 12, Article 1 of Chapter 4

Methods Used to Identify the Needs of Voters with Disabilities

The ROV is constantly improving upon how the needs of voters with disabilities are being addressed. In order to do so, the ROV analyzes recommendations regarding voters with disabilities from four (4) primary sources: (1) citizens with disabilities, (2) CBOs that provide supportive services to voters with disabilities, (3) other Counties implementing VCA, and (4) the Secretary of State's office. With VCA turning a completely new chapter to the way voting is conducted, the ROV is also taking this opportunity to begin a new phase in developing relationships with voters who have disabilities (and the CBOs that support them).

Disability Rights California and Silicon Valley Independent Living Center are two organizations that directly reached out to ROV regarding the needs of voters with disabilities. From that initial engagement, the ROV has continued to foster relationships with the following organizations:

- Vista Center for the Blind and the Visually Impaired
- State Council on Developmental Disabilities – Central Coast Office
- Handicapables
- Santa Clara Valley Blind Center
- San Andreas Regional Center

This new phase emphasizes the importance of input directly from voters with disabilities. The ROV is committed/open to reviewing/exploring all recommendations coming directly from the voters.

Outreach to the Disability Community

In addition to the general media campaign, the ROV will also focus on providing information to voters with accessibility needs. This will include information about the availability of a minimum of three accessible voting devices at every Vote Center, as well as the option to request the use of the Remote Accessible Vote-by-Mail (RAVBM) system. The RAVBM system is designated for use only by registered voters with disabilities, as well as for military and overseas voters[23].

Other opportunities for information dissemination include:

1. Organizations that provide services and support to seniors or have disabilities, such as Silicon Valley Independent Living Center, Silicon Valley Council of the Blind, Santa Clara Valley Blind Center Incorporated, and Greater Opportunities, among others
2. Community partners, cities, special districts, school districts, faith-based organizations, and Public Information Officers throughout the county
3. Accessibility options highlighted at an "Open House" public demonstration and any media opportunities to experience a mock Vote Center
4. Radio and television Public Service Announcements highlighting accessibility option at Vote Centers
5. Public Service Announcements will be used to highlight the accessibility options at Vote Centers, as well as the availability of the Remote Accessible Vote-by-Mail system.

Services for Voters with Disabilities

All Vote Centers will comply with the Americans with Disabilities Act (ADA). When necessary, other available doors and entry ways will be made available to ensure proper access for all voters. In addition, depending on size, Vote Centers will be equipped with three to six voting devices, also

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[23] See California Elections Code §303.3

known as Ballot Marking Devices (BMD), that have ADA compliant features to allow voters with disabilities to cast a ballot with independence and privacy. For those voters who would rather vote in the comfort of their home, they will also have the option to apply for and access the RAVBM system. With RAVBM, voters will be sent an email with a link to download their Official Ballot, along with instructions on how to print, complete, and return their ballot to the ROV. Voters with disabilities can also seek help via ROV's toll-free hotline at (866) 430-VOTE, in addition to (408) 299-VOTE for general voter information. Either line provides language assistance.

Voter Education Workshop for Disability Community

The ROV will hold voter education workshops to provide information about the available accessibility options and the Vote Center process to the elderly and voters with disabilities. The workshops will include, but will not be not limited to, education about the Vote Center Model, new voting equipment demonstrations, accessibility of voting equipment, ballot drop-box information, and options for obtaining an accessible Vote-by-Mail ballot electronically. The ROV will use input from the Voting Accessibility Advisory Committee (VAAC) members to select workshop venues and dates. Recently, the ROV has conducted a workshop with Vista Center for the Blind and Visually Impaired and as of this writing, is currently in the process of planning workshops with Silicon Valley Independent Living Center, San Andreas Regional Center, and State Council on Developmental Disabilities.

Draft Materials Used in Educating Voters with Disabilities

The ROV is creating audio, visual, and written materials that will be used to disseminate information; and information gathered from VAAC meetings will be used throughout the development of these materials. These materials will also be made available as resources on the ROV website.

For any videos used for VCA promotion or education, closed captioning is made available. Examples include the VCA promotional video posted on the ROV website and the EAP Public Hearings that were streamed online (and uploaded). Additionally, the ROV is working to transcribe the VCA informational flyer into braille.

Election Officers

To prepare for the 2020 Primary Election, the ROV is developing training materials specifically for Election Officers. Certain training materials will focus on the cultural sensitivity aspect of engaging voters with disabilities. Other training materials will help Election Officers with the technical aspect of operating and connecting various listening and/or visual assistive devices that voters with disabilities may bring with them and require to use at Vote Centers. A diversity video is provided in the training for Election Officers to understand how to respectfully provide services to all individuals with and without disabilities. Other training includes properly setting up a Vote Center for voters with disabilities. All Election Officers take an oath to be responsive and respectful to the uniqueness of each voter as a commitment to the diversity of all voters. Election Officers promise to make all voters feel welcomed, respected, and valued.

Section 4: Vote Center and Ballot Drop-off Location Information

Vote Center Locations

The California Elections Code requires counties to have Vote Centers open for two early voting periods. The first early voting period requires Vote Centers to be open ten (10) days before Election Day, and including Election Day, for a total of eleven (11) days. This calculation is based on having one Vote Center for every 50,000 registered county voters. The second early voting period requires Vote Centers to be open three (3) days before Election Day, and including Election Day, for a total of four (4) days. This calculation is based on having one Vote Center for every 10,000 registered county voters.

The Registrar of Voters (ROV) is currently in the process of securing approximately twenty-two (22) Vote Centers to be open for eleven (11) days and eighty-eight (88) Vote Centers to be open for four (4) days for a total of one hundred ten (110) Vote Center locations. Some of the Vote Center hours may be staggered to cater to individuals with irregular schedules or could be due to the availability of the individual locations. At the time of publication, a number of locations have confirmed their availability, but the selection of Vote Center locations will be finalized once the analysis of public input and ROV priorities is complete. Based on the projected number of registered voters by the March 2020 Presidential Primary Elections, the ROV would be required to have at least 100 Vote Centers for the 2020 Presidential Primary and General Elections. To better serve the needs of the County, the ROV is proposing to have approximately 110 Vote Centers, ten more Vote Centers than required by VCA. The breakdown of Vote Centers is as follows:

Estimated Number of Vote Centers			
Boundary Category	**Minimum Requirement[24]**	**Proposed[25] Number**	**Number Finalized[26]**
11-Day Vote Centers (1 for every 50k registered voters)	20	22	TBD
4-Day Vote Centers (1 for every 10k registered voters)	80	88	TBD
Total	**100**	**110**	**TBD**

Appendix E has the maps showing the 50,000 and 10,000-voter boundaries used to help identify potential Vote Center locations. For the current list and map of proposed Vote Center locations and hours, see Appendix F.

Ballot Drop-off Locations

The Registrar of Voters (ROV) plans to operate 91 total Ballot Drop-off Locations. Based on the projected number of registered voters by the March 2020 Presidential Primary Elections, the ROV would be required to have at least 67 Ballot Drop-off Locations for the 2020 Presidential Primary and

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[24] The minimum required number of Vote Centers is based on the projected number of voters in Santa Clara County by the March 2020 Primary Election.

[25] The boundaries drafted by the ROV are based on estimated population numbers and are meant to serve as guidelines. The number set by VCA should be thought of as serving "up to 50,000" voters; this means that the projected number of voters in each boundary do not always add up to the total amount defined by VCA.

[26] This number reflects the number finalized by the time of publication.

General Elections. To better serve the needs of the county, the proposed number is based on having at least one drop-off location in every district in the County. For the current list and map of proposed Ballot Drop-off Locations, see Appendix D.

Estimated Number of Ballot Drop-off Locations			
Boundary Category	Minimum Requirement	Proposed[27] Number	Number Finalized
Ballot Drop-off Locations (1 for every 15k registered voters)	67	91	TBD

Preventive Measures

The ROV will have the following preventive security measures in place, prior to and during the election, to prevent a disruption in the voting process:

Preventive Security Measure	Purpose
Standard Security Measures	To limit access to election-related materials & equipment and ultimately prevent any potential disruptions.
Server and Network Backup	To prevent a disruption of information flow should the main server or network go down.
Backup Set of Polling Site Equipment	To prevent a disruption in the voting process should any equipment become unusable.
Backup Equipment	To prevent a disruption in the voting process should any equipment go missing.
Backup Voting Supplies	To prevent a disruption in the voting process should any Voting Supplies become unusable or go missing.
Vote Center Employees on Standby	To prevent a disruption in the voting process should Vote Center Employees be absent.
Suspicious Person or Object Procedures	To prevent a disruption in the voting process should a suspicious person or object appear.
Manual Systems in Place	To prevent a disruption in the voting process should electronic voting equipment become unusable.

For a detailed breakdown of each of the preventive security measures above, please see Appendix N.

Contingency Plan

The ROV will take every measure possible to ensure a smooth election process, however, in case a disruption does occur, the ROV has specific measures in place to continue doing business in the event of a disruption. The ROV has identified several key potential disruptions:

- Election Information Management System outage
- Power outage
- Inclement weather

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[27] The boundaries drafted by the ROV are based on estimated population numbers and are meant to serve as guidelines. The number set by VCA should be thought of as serving "up to 15,000" voters; this means that the projected number of voters in each boundary do not always add up to the total amount defined by VCA.

- Fire or other disaster
- Voting equipment malfunction
- Ballot on Demand machine stops working
- Internet connection failure
- Vote Center employees do not show up
- Unusable Vote Center

For a breakdown of these disruptions, ROV's solutions, and additional ROV contingency measures, see Appendix O.

Section 5: Vote Center Ballot Security and Privacy Plans

Vote Center Design and Layout

The ideal Vote Center would be at least 60'x60' to ensure optimum flow while providing ample space for designated private voting areas. There will be a designated queue system to direct voters to the appropriate staff, a sign-in table to process voters on the new electronic pollbook, the Ballot on Demand printer area where ballots will be printed, and voting booths and Ballot Marking Device areas. Appendix P shows the general layout design which will be used as a guide, but each Vote Center will likely have a customized layout.

Voting Security

All necessary steps are being undertaken to ensure the confidentiality, integrity, and security of voter data. All County voter data is stored in databases and servers using security measures that are designed to protect the data while keeping it available for use by County staff.

At the main Registrar of Voter's (ROV) office, the voting system will be air-gapped, meaning it will have no access to the outside network. The only access to the voting system is by physically entering the server room which houses the system. In regard to computer security, if there is no time to safely shut down desktop computers, staff should lock the computer by using Ctrl+Alt+Delete. The reason for this is simply pushing the power button once may not be enough to break connection and shut it down completely. If there is no power, staff should wait for direction from the Help Desk about the best way to handle the computers.

At Vote Centers, staff will have access to near real-time information of registration data and voter history for all voters as they come to any of the Vote Centers. Any voter data that will be made available at Vote Centers and will be transmitted between the Vote Centers and the County data servers will be encrypted using the latest encryption technologies. Only specific election devices and equipment at Vote Centers will be allowed access to voter data and the data will be encrypted in transit and while at rest. Regular data backups will be performed, as well as detailed audit trails of user interaction and processes to help ensure transparency and security.

Ballots completed at Vote Centers will be scanned and tallied on-site using ballot tallying machines that are not connected to any network. The ballot data will be encrypted and saved in a cartridge that will only be accessible by physically removing it from the machine. The cartridges from each of the ballot tallying machines will be transported back to the ROV main office for recording after the close of voting at 8:00 pm on Election Day.

Vote-by-mail (VBM) ballots received are collected at the ROV main office and stored in a secured ballot room until counted. Before the ballots can be counted, the signatures on the VBM ballot envelopes are verified to ensure that each ballot is from a registered voter. After the signatures have been verified, the ballots are extracted and sorted into precincts and submitted for counting. After

being counted, the ballots will then be stored, by precinct, in a separate secure location.

If an emergency occurs that requires staff to remove ballots from the building, staff shall tape the boxes, or bins and move them to the new location. If they cannot be removed from the building, ballots will be placed in one of the secured rooms. Blank, unissued ballots should be left behind if there is no time to remove them. If there is time, the ROV or designee will advise staff on what to do with blank, unissued ballots.

<u>Section 6 – Budget</u>

The Registrar of Voters (ROV) has drafted a budget and plan for necessary resources to cast a wide net to inform voters about the Vote Center Model voting process. For the last two election cycles under the Polling Place Model, Santa Clara County spent an average of about $163,000 for voter education and outreach, including advertising. The ROV spent about $186,000 for the June 2018 election, while approximately $140,000 was spent for the November 2018 election. More was spent for the June election because in January of that year, all necessary materials were purchased for the whole year. Any additional materials for the November election were purchased as needed. Additionally, outreach for the June election has a larger outreach period than from June through November for the November election. Appendix Q provides the outreach events breakdown for the June 2018 and November 2018 elections.

With the implementation of Voters Choice Act (VCA), the budget for outreach and advertising grew to almost $3 million for the March 2020 Presidential Primary Election to support the effort to educate the public about their new voting options. The projected budget does not include staffing and other costs associated with outreach. The breakdown for the VCA budget and the comparison with the last two elections are shown in the table below:

ACTIVITY	JUN 2018 ACTUAL COSTS (POLLING PLACE MODEL)	NOV 2018 ACTUAL COSTS (POLLING PLACE MODEL)	MAR 2020 BUDGET (VOTE CENTER MODEL)
Advertising Total	**$165,521**	**$114,754**	**$1,048,900**
Newspaper Ads/Radio Spots/Social Media/Print Ads	$165,521	$114,754	$418,900
New Radio Spots			$210,000
Sports Franchises			$420,000
Outreach Total	**$20,478**	**$25,359**	**$1,837,015**
Outreach Supplies and Displays	$3,758	$3,281	$97,547
Outreach giveaways (swag) at events	$11,611	$12,436	$162,513
Outreach giveaways for CBO distribution			$120,180
Outreach equipment			$20,550
County Printshop/Printed materials	$5,109	$9,643	$100,000
Vehicle Rentals and Fuel			$16,225
2 direct mailings to each registered voter			$1,320,000

There is currently no estimated projected short-term savings and the estimate of the projected long-terms savings is unknown at this time.

Table of Appendices

APPENDIX A – GLOSSARY OF TERMS AND ACRONYMS

The purpose of this glossary is to provide the reader of the Election Administration Plan with contextual understanding of the elections process as a whole and to define some terms used within the document. For clarification and understanding of the nuanced requirements that are related to some of the terms, see the Election Administration Plan.

Term/Acronym	Meaning
1% Manual Tally	A legally required manual count of ballots to verify the machine count of the votes, before the certification of the election. One of the many steps included in the **canvass**.
15-Day Close of Registration	The deadline in California, set by law, to register to vote prior to each election. *(California Elections Code §2102)*
8D2 Cards	*See **Voter Residency Confirmation Card**.*
Absentee Ballot	*Outdated terminology.* *See **Vote-by-Mail Ballot**.*
Accessible Ballot	A ballot, typically an electronic touchscreen, upon which appears the candidate contests and measures to be voted on that is accessible for use by persons with disabilities by touching the designated area on the screen or by using an assistive device, such as an audio listening device and braille touch pad or sip-and-puff. *(California Elections Code §19240)*
Address Correction Service (ACS)	Data provided through the United States Postal Service where a county elections official may utilize the information to manage and update voter registration records and mail residency confirmation cards. *(California Elections Code §2033)*

Term/Acronym	Meaning
Active Voter	A voter whose (1) information is up to date, (2) who can receive voting materials, and (3) who has most recently voted or whose address has been confirmed through an address residency confirmation mailing. An active voter is legally entitled to vote and sign a petition. *(California Elections Codes §§2220 - 2227)*
Affidavit of Registration	Also known as a **Voter Registration Form**, **Voter Registration Card**, **Application for Voter Registration**, or **Voter Registration Application**. Every person who desires to be a registered voter must complete this form (except upon the production and filing of a judgement of the superior court). A properly executed affidavit shall be deemed effective upon receipt by the county elections official on or before the 15th day before an election, and under other specified and timely conditions. Whenever a voter has moved, the voter shall execute a new affidavit of registration or a notice or letter of the change in order to be properly registered. *(California Elections Codes §§2100 - 2194.1)*
All-Mailed Ballot Election	A local, special, or consolidated election that is conducted wholly by mail (under certain conditions). *(California Elections Code Division 4)*

Term/Acronym	Meaning
Alternate Residency Confirmation (ARC)	A procedure that requires the county elections official to mail a *forwardable* postcard to each voter listed on the rolls who has not voted nor changed their address in four years; and, subsequently requires the voter to act, by responding to the postcard, indicating a desire to remain an "active" voter. *(California Elections Code §2220)*
Americans with Disabilities Act (ADA)	The Americans with Disabilities Act (ADA) became law in 1990. The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life including jobs, schools, transportation, and all public and private places that are open to the general public. The purpose of the law is to make sure that people with disabilities have the same rights and opportunities as everyone else. The ADA grants civil rights protections to individuals with disabilities similar to those provided to individuals on the basis of race, color, sex, national origin, age, and religion. It guarantees equal opportunity for individuals with disabilities in public accommodations, employment, transportation, state and local government services, and telecommunications. *See **Remote Accessible Vote-by-Mail** (RAVBM).*
Application for Voter Registration	*See **Affidavit of Registration**.*
Assigned Polling Place	A single location where a voter can appear, obtain and cast a ballot that contains all the contests the voter is entitled to vote. Contests, on which the voters of their assigned Polling Place are not eligible to vote, will not appear on the ballot. Locations are specifically designated for a single precinct of voters, establishing an assigned voting location. Assigned polling places are only used under the **Polling Place Model**.
Automatic Recount Policy	A policy adopted by the Santa Clara County Board of Supervisors establishing a process to manually tally ballots in certain contests, providing for a mechanism to confirm the results of local contests with low margins of victory that would not require a candidate or interested voter to pay the recount costs. The policy requires manual recounts in all contests wholly contained within Santa Clara County (excluding those for state and federal offices) where the margin of victory is either less than 0.25 percent of the ballots cast, or less than 25 votes, except for races that are either countywide or citywide in the City of San José for which machine recounts may be used. The policy requires the tally be conducted. *(Santa Clara County Board of Supervisors' Policy Manual section 3.63)*
Ballot Drop-Box	A secure receptacle established by the Registrar of Voters/county elections official whereby a voted mail ballot may be returned.
Ballot Drop-off Location (BDL)	A location established by the Registrar of Voters where the secure Official Ballot Drop-box will be located, either inside or outside of a location.
Ballot in an Accessible Format	*See **Accessible Ballot**.*
Ballot Marking Device (BMD)	A device used to assist a voter in marking their ballot. The device may be of any size, shape, or form, and the impression made on the ballot must clearly indicate the choice of the voter. *(California Elections Code §14270)*

Term/Acronym	Meaning
Ballot on Demand (BOD)	A certified self-contained system that allows a county elections official to print, on demand, ballots onto official ballot card stock to provide to registered voters for voting. This system will supplement the official ballots prepared, in advance of the election, on an as needed basis. *(California Elections Code §13004.5)*
Board of Supervisors (BOS)	The governing body that oversees the operation of Santa Clara County government administrations.
Cal-Access	The online system created by the Secretary of State, pursuant to state law, for receiving and accessing financial information supplied by state candidates, donors, lobbyists, and others. Online or electronic filing is required for campaign entities that have raised or spent $25,000 since January 1, 2000. Lobbying entities must file online or electronically once the total amount of any category of reportable payments, expenses, contributions, gifts or other item is $2,500, or more, in a calendar quarter. *(California Government Codes §§84602 & 84605)*
Cal-Online	A web-based data entry filing system that allows state disclosure statements/reports mandated by California's Political Reform Act to be filed online with the Secretary of State free of charge. The filer must have a valid ID number and password in order to use this free application. The information is then reproduced on the Secretary of State's Cal-Access website for public viewing. *(California Government Code §84602)*
California Code of Regulations	Legal document in which the California Secretary of State codifies regulations to assure the uniform application and administration of state election law.
California Elections Code	Law that governs the administration of elections in California.
California Government Code	Law that regulates government administration throughout California.
Canceled Voter	A voter may be canceled in the voter database after the following actions: 1. Non-response to an address confirmation mailing 2. Having no voting record for two consecutive presidential election cycles 3. By death 4. By voter's own request The voter will not appear on the roster of voters or any list prepared by the elections official and will not receive any voting materials. A canceled voter is eligible to vote upon the completion of a new **Voter Registration Application**. A canceled voter is not eligible to sign a petition. *(California Elections Code §2183)*

Term/Acronym	Meaning
Candidate	An individual becomes a candidate under the following circumstances: 1. The individual's name is listed on a primary, general, special, or recall election ballot; or 2. The individual is qualified to have elections officials count write-in votes on his or her behalf for nomination or election to any state or local elective office; or 3. The individual receives a contribution or makes an expenditure (or gives consent for any other person to receive a contribution or make an expenditure) for his or her nomination or election to any state or local elective office; or 4. The individual is an elected officeholder. Individuals running for federal office are not "candidates" under the Political Reform Act. *(California Government Codes §§82007 & 84214)*
Canvass (Official Canvass)	The legal timeframe (typically a 30-day period commencing the first day after election day) for the county elections official to complete the processing and tallying of all ballots received (including **Provisional Ballots**, **Vote-by-Mail Ballots**, and **Conditional Voter Ballots**), reconcile materials, conduct the manual tally (verification) of ballots, certify results, and issue election certificates. *(California Elections Code Division 15)*
Community-Based Organizations (CBOs)	The Registrar of Voters (ROV) engages with Community-Based Organizations (CBOs) to increase voter registration and encourage newly registered voters to participate in democracy by voting.
Conditional Voter Registration	A properly executed **Affidavit of Registration** that is delivered by the registrant to the county elections official during the 14 days immediately prior to or on election day and which may be deemed effective after the elections official processes the affidavit, determines the registrant's eligibility to register, and validates the registrant's information before, or during, the **canvass** period. The elector may complete a Conditional Voter Registration form and cast a **Provisional Ballot**. *(California Elections Codes §§2170 - 2173)*
County Voter Information Guide (CVIG)	A booklet prepared, translated, and printed by the county elections official that contains important information, such as a list of Ballot Drop-Box Locations and Vote Centers, a sample of the Official Ballot (see **Sample Ballot**); candidate statements; legal text, impartial analysis, and arguments in favor of or against local ballot measures; and, a ballot replacement request form. The County Voter Information Guide (CVIG) is mailed starting approximately 40-days before an election. Formerly known as the Sample Ballot Pamphlet. Translated versions of the CVIG are available in Spanish, Chinese, Tagalog, and Vietnamese. This is not the same as the Official Voter Information Guide prepared by the Secretary of State. *(California Elections Codes §§13300 - 13317)*

Term/Acronym	Meaning
Downloadable Ballot	A ballot obtained through the Registrar of Voters' **Remote Accessible Vote-by-Mail** (RAVBM) application and electronically copied to a voter's home device for use in voting. The voter must then print and mail in their ballot to the Registrar of Voter's office for their vote to be counted. *(California Elections Code §3007.7)*
Direct-Recording Electronic (DRE)	*Outdated* **Voting Machine**. A voting machine that records votes by means of a ballot display provided with mechanical or electro-optical components that can be activated by the voter; that processes data by means of a computer program; and that records voting data and ballot images in memory components.
Early Voting	The period of time, before Election Day, when voters can cast a ballot. California has "no-excuse" early voting and a voter does not have to provide an excuse for being unable to vote on Election Day. In California, early voting can commence as soon as 29-days prior to the election. Registered voters in Santa Clara County may vote early at the office of the Registrar of Voters, or at any one of the Vote Centers starting ten days prior to Election Day. *(California Elections Code §19209)*
Election Administration Plan (EAP)	Proposed by the county elections official, a detailed plan on the conduct of elections under the **Voter's Choice Act** (VCA). The plan includes a variety of considerations such as selecting Vote Centers and Ballot Drop-box Locations, fiscal impacts, and public outreach plans. A *draft* plan is to be written with community input and vetted through a public hearing process. An *amended* draft plan is posted for public comment after public hearings on the draft plan take place, after which a plan can be adopted as *final*. A final plan that is changed and released for public comment is an *amended final* plan. The final Election Administration Plan (EAP) used to conduct the election is reviewed, and possibly revised, within two years of use, and every four years thereafter. The Voter Education and Outreach portion of the EAP is submitted to the Secretary of State for approval. Plans are translated and available on the county election official's website. *(California Elections Codes §§4000 - 4108)*
Election Cycle	"Election Cycle" means one of two different things, depending on the context of its usage. 1. "Election Cycle" means the period of time beginning 90 days before an election and ending on the date of the election, for purposes of reporting contributions or independent expenditures of $1,000 or more online or electronically pursuant to Government Code §§ 85309 or 85500. (Government Code section 85204). 2. "Election Cycle" means the period beginning January 1 of an odd year, for purposes of viewing campaign contributions and expenditures on Cal-Access.

Term/Acronym	Meaning
Election Officer	A member of a precinct board, shall be a voter of the state, shall be able to read and write the English language, and must attend training conducted by the Registrar of Voters (ROV) in order to serve at a Polling Place or Vote Center. Formerly known as a Poll Workers, Election Officers can be assigned as a Clerk or Inspector with varying duties. Election Officers assist voters at Vote Centers, verify eligibility, issue Official Ballots, and perform other duties. *(referred to by the Elections Code as Election Boards)*
Election Information Management System (EIMS)	Santa Clara County's election information database.
Electronic Pollbook (E-Pollbook)	A system containing an electronic list of registered voters that may be transported and used at a Vote Center. This is the official list of registered voters eligible to vote in the election; it is used to verify a voter's eligibility to receive a ballot and captures voter history in real time to prevent double voting. Electronic Pollbooks cannot be connected to a voting system and must have backup power for continued operations. 1. An Electronic Pollbook shall contain, at a minimum, all of the following voter registration data: name, address, district/precinct, party preference, voter status, whether or not the voter has been issued a **Vote-by-Mail Ballot**, whether or not the **Vote-by-Mail Ballot** has been recorded as accepted by the elections official, and, whether or not the voter's identification must be verified (first-time voter in federal election, only). 2. An electronic pollbook shall not contain the following voter registration data: driver's license number, or any reference to a social security number. *(California Elections Code §2183)*
Emergency Ballot Delivery	This type of service is available primarily to allow a voter to cast a ballot if they are physically unable to do so due to a medical emergency such as unforeseen illness, confinement to a medical facility, disabilities, or accidents resulting in injury. California is one of 38 states that provides an Emergency Ballot Delivery System.
Facsimile Ballot	A copy of a printed ballot made available in formats a voter may request for use, such as translated into a specific language (see **Sample Ballot**) or printed with large text for the visually impaired. Voters may request to receive a facsimile ballot by mail. The facsimile ballot is not an Official Ballot and cannot be tabulated by the voting system. Voters can use the Facsimile Ballot as an aid in filling out their Official Ballot.

Term/Acronym	Meaning
Help America Vote Act (HAVA)	Passed by Congress in 2002 to help modernize and reform the nation's voting processes, the Help America Vote Act (HAVA) creates new mandatory minimum standards for states to follow in several key areas of election administration. The law provides funding to help states meet these new standards, replace voting systems, and improve election administration. HAVA requires that the states implement the following programs and procedures: 1. Provisional voting 2. Voting information 3. Updated and upgraded voting equipment 4. Statewide voter registration databases 5. Voter identification procedures 6. Administrative complaint procedures
Inactive Voter	A voter may be deemed inactive if the county has received: a returned residency confirmation mailing without a forwarding address within the same county, or, information obtained through the United States Postal Service National Change of Address (NCOA) database indicating the voter has moved outside the county. This voter will not appear on the roster of active voters or any list prepared by the elections official and will not receive any voting materials. Further, inactive voters who do not vote in two consecutive federal general elections are subject to cancellation. An inactive voter becomes active and eligible to vote upon the response to the address confirmation card, by signing a petition indicating the same address, or through completion of a new **Voter Registration Application**.
Language Accessibility Advisory Committee (LAAC)	The Language Accessibility Advisory Committee (LAAC) was formed to advise the Registrar of Voters (ROV) on matters relating to access to the electoral process by voters with limited English proficiency. The committee shall be comprised of representatives of **Language Minority Communities** and have demonstrated language accessibility experience, have knowledge of presenting election materials to voters using plain language methods or another method that is easy for voters to access and understand, and/or be a city elections official or his/her designee. The ROV shall consult with and consider the recommendations of the committee, who shall serve in an advisory capacity. *(California Elections Code §4005)*
Language Minority Community	A group of people that speak a language that is required to be serviced under the Federal Voting Rights Act. Materials, voting assistance, and other activities related to language minority communities are referenced throughout the law relating to the **Voter's Choice Act** (VCA). *(Language Minority Provisions of The Voting Rights Act)*
Mail Ballot Precinct	Under the **Polling Place Model**, a precinct that has 250 or fewer persons registered to vote, as of 88 days prior to an election, may be designated as a "Mail Ballot Precinct," and the elections official may furnish each voter with a **Vote-by-Mail Ballot** without requiring an application.

Term/Acronym	Meaning
Mitigation Equipment	Materials and supplies used to improve the accessibility of and access to a voting location, limiting the barriers to voting. Samples of equipment may be: additional or temporary lighting; additional chairs for people who cannot stand; signage showing the accessible route of travel; wedges, ramps or rubber mats to cover gratings or improve thresholds; door stops to hold doors open; orange cones for marking accessible parking; and a notification system for offering curbside voting.
Mobile Vote Center	A mobile operation administered by the Registrar of Voters (ROV) that meets the same criteria, and provides the same services, as a Vote Center.
National Change of Address (NCOA)	Information or data consisting of names and addresses of individuals and families who have filed a change of address with the United States Postal Service. *(California Elections Code §2222)*
Optical Scanner	*Outdated **Voting Machine**.* A paper-based voting machine that optically scans the marks that you make on your paper ballot and counts the votes electronically when the ballot is inserted.
Poll Worker	*Outdated terminology.* *See **Election Officer**.*
Polling Place Model	*Current model ROV is transitioning from.* Term used to refer to the methodology and administration of elections held under the general provisions of the **California Elections Code**. Largely utilizes "neighborhood-based" polling places assigned and specific to precincts with no more than 1,000 voters and supplemented by voting by mail for voters who request to receive a ballot in the mail.
Positive Purge	A procedure that requires the voter to take an action to prevent being moved to the inactive or canceled file, such as returning a postcard indicating a desire to remain an active voter. *(California Elections Codes §§2220 & 2191)*
Precinct	A geographical area within a county or political jurisdiction that is made up of voters and is formed pursuant to Chapter 3 (commencing with § 12200) of Division 12 of the **California Elections Code**. In a "Polling Place Model" election, all voters from the same precinct are assigned to the same Polling Place. In a "Vote Center Model" election, voters from any precinct within the county can vote any Vote Center within the county. The ROV is currently transitioning from a "Polling Place Model" to a "Vote Center Model".

Term/Acronym	Meaning
Precinct Board	Specific term used by the California Elections Code. For Santa Clara County, the persons appointed to serve as Election Officers for each precinct at any election shall constitute the precinct board for that precinct and polling place. A person who cannot read or write the English language is not eligible to act as a member of any precinct board. The composition of the precinct board shall be determined by the elections official based on election precinct size. The precinct board shall consist of a minimum of one inspector and two clerks. *(See Election Officer)*
Pre-Election Residency Confirmation	Required to be completed no later than 90 days before each primary election held in the state. The county elections official mails a *non-forwardable* postcard to each registered voter of the county. The cards are sent labeled, "Address Correction Requested, Return Postage Guaranteed," and are not forwarded to the voter but returned to the county elections official with any new address correction information the post office may have. The county elections official may exclude those voters who may have voted in an election that occurred no less than 6 months prior to the commencement of the confirmation mailing.
Pre-Election Statements	These statements are required from candidates or officeholders who have a controlled committee, or who have raised or spent or will raise or spend $2,000 or more during a calendar year in connection with election to office or holding office (FPPC Form 460). First pre-election statements are ordinarily required to be filed no later than 40 days before the election (for the period ending 45 days before the election). The second pre-election statements are ordinarily required to be filed no later than 12 days before the election (for the period ending 17 days before the election). *(California Government Codes §§84200.5, 84200.7, & 84200.8)*
Provisional Ballot	A term used to refer to a ballot that is issued to a voter whose eligibility to vote cannot be immediately determined, or who is a **Conditional Voter**. This ballot is "provisionally" completed, sealed in a pink envelope and verified at the Registrar of Voters (ROV) office before it can be opened & counted. *(California Elections Codes §§4005 & 4310)*
Public Comment Period	Legal fourteen-day timeframe for the public to offer feedback about the draft, amended draft, final, and, if necessary, the amended final **Election Administration Plan** (EAP).
Public Consultation Meeting	Open meetings, legally noticed and published, conducted by the Registrar of Voters to gain public input for the creation of the **Election Administration Plan** (EAP).
Public Hearing	An official meeting where members of the public hear the facts about a planned government action to take place and give their opinions about it.
Public Service Announcement (PSA)	A message in the public interest disseminated, without charge, with the objective of raising awareness of, and changing public attitudes and behavior towards, a social issue.
Registrar of Voters (ROV)	A Department in the County of Santa Clara responsible for administering voter registration and elections.

Term/Acronym	Meaning
Remote Accessible Vote-by-Mail (RAVBM)	A system, and its software, that is used for the sole purpose of marking an electronic **Vote-by-Mail Ballot** for a voter with disabilities or a military or overseas voter who shall print the paper cast vote record to be submitted to the elections official. A Remote Accessible Vote-by-Mail system is NEVER connected to a voting system, at any time. *(California Elections Code §3016.5)*
Replacement Ballot	The ballot given to a voter under any of the following circumstances: the ballot was not received, lost, marked with an error, or is requested in a different language or format. Upon issuing a second, or replacement ballot to the voter, the first ballot issued is cancelled in the **Election Information Management System** (EIMS), in order to prevent double voting. *(California Elections Code §4005)*
Roster Index	The official list of eligible voters for an election, which may be in paper or electronic form. The roster becomes the official index of voters who have voted in the election once signed by the voter or marked by the elections official. *This is not the same as the* **Voter Index**. *(California Elections Code §14109)*
Sample Ballot	Appears inside the **County Voter Information Guide** (CVIG) prepared for each election. Required to be included under state law, the Sample Ballot is a substantial facsimile of an official ballot; however, a Sample Ballot is not the same size nor printed on the same paper as an official ballot, and has extra spacing, all which make it unreadable by the vote tabulating system. Translated versions are available in Santa Clara County in the following languages: Spanish, Chinese, Tagalog, and Vietnamese. *(California Elections Code §13303)*
Secure Ballot Container / Transfer Device	A lockable and secure container that is placed inside a drop-box or is a stand-alone container. If a secure ballot container is used inside a drop-box, ballots are deposited directly into that container. A secure ballot container is not required for all drop-boxes.
Semifinal Official Results	The public process of collecting, processing, and tallying ballots and, for state or statewide elections, reporting results to the Secretary of State on Election Night. The semifinal official **canvass** may include some, or all, of the **Vote-by-Mail Ballot** and **Provisional Ballot** vote totals.
Staffed Drop-Box	A drop-box or a secure ballot container that is placed in a location that is in the view of a live person who is employed at the location of the drop-box, a city or county employee, or a temporary worker or volunteer retained for the purpose of monitoring the drop-box. A staffed drop-box is typically not available for use 24 hours a day.
Unstaffed Drop-Box	A secured drop-box that is not within view of a live person for monitoring.

Term/Acronym	Meaning
Vote-by-Mail (VBM)	Provides all registered voters in Santa Clara County the opportunity to vote using a Vote-by-Mail ballot ahead of time instead of going to the polls on Election Day. When vote-by-mail ballots are received by the ROV, the signatures on the return envelope are compared to the signatures on the corresponding voter registration cards to ensure they match. The ballot will then be separated from the envelope, and then it will be tallied. *(California Elections Code §4005)*
Vote Center	A location, established for holding elections, that offers services for voters to vote; drop-off their mail ballot; register to vote; or receive and vote a **Provisional**, **Replacement**, or **Accessible Ballot**. Vote Centers are larger facilities than traditional Polling Places, will have more voting devices and more Election Officers to assist voters, and must comply with the same regulations that apply to Polling Places. A voter of the county may visit any Vote Center to cast their vote. *(California Elections Codes §§2170, 4005, & 4007)*
Vote Center Model	*Future model of conducting elections to which the ROV is transitioning.* Term used to refer to the administrative system of how elections are conducted under the **Voter's Choice Act**. Largely, a combination of an all **Vote-by-Mail** election, utilizing larger area Polling Places, called **Vote Centers**. *(California Elections Code §14428)*
VoteCal	*Formerly known as CalVoter.* Mandated by the Help America Vote Act (HAVA), VoteCal is the centralized statewide voter registration database developed and managed by the Secretary of State. Each county in the state is connected to the system and can use it to check for duplicate registrations or any updates that would preclude voters from voting. VoteCal interacts and exchanges information with the County's **Election Information Management System** (EIMS) and other state systems such as the Department of Corrections and Rehabilitation, the Department of Public Health, and the Department of Motor Vehicles. *(**Help America Vote Act** of 2002)*
Voter Action Request Form (VARF)	A form for "Registered" Santa Clara County Voters to: 1. Change address or mailing address (if moving within Santa Clara County) 2. Change language preference (English, Chinese, Spanish, Tagalog, Vietnamese, Hindi, Japanese, Khmer, and Korean) 3. Change Permanent **Vote-by-Mail** status 4. Correct misspellings or other errors in registration information 5. Cancel voter registration 6. Cancel the voter registration of a deceased member of a family or household *(California Elections Codes §§2150 - 2168)*

Term/Acronym	Meaning
Voter Education and Outreach Coalition (VEOC)	Advises and makes recommendations to the Registrar of Voters (ROV) on matters related to enhancing education opportunities in the County and increasing voter participation through outreach and engagement. The coalition shall be comprised of individuals and representatives of community organizations who shall have demonstrated experience with education and outreach programs or be a city elections official. The coalition shall serve in an advisory capacity to the ROV.
Voter Education and Outreach Plan	Required to be included in the County's **Election Administration Plan** (EAP) and must be approved by the Secretary of State. This plan must describe how the county elections official will meet specific provisions of the **Voter's Choice Act** (VCA) relating to education and outreach, including the use of media, social media, public education meetings, and direct voter contacts, to inform them of the new voting method and the availability of written materials and telephone assistance.
Voter Education Workshop	The County elections official must conduct at least two targeted voter education workshops to inform voters about the new way the election will be administered. The specified targeted workshops must include bilingual voter education workshops (at least one for each language required by the county) and workshops to increase accessibility and participation of eligible voters with disabilities.
Voter Outreach	Actively disseminating information, in person or electronically, about the voting process.
Voter Registration Application	See ***Affidavit of Registration*** *(California Elections Code §2188)*
Voter Registration Card	See ***Affidavit of Registration*** *(California Elections Code §2158)*
Voter Registration Form	See ***Affidavit of Registration*** *(California Elections Code §2162)*
Voter Residency Confirmation Card	A Voter Residency Confirmation Card (**8D2 Card**) sent by first-class forwardable mail that is used to confirm the address of a voter. This card is used to manage the voter registration file and confirm and correct addresses of voters who may have moved. *(California Elections Codes §§2191, 2220, & 2240 - 2231)*
Voter Verification System	The electronic system for county elections officials to immediately access voter registration data at a vote center. See ***Electronic Pollbook***. *(California Elections Code §359.2)*

Term/Acronym	Meaning
Voter's Choice Act (VCA)	A new California law (SB450) passed in 2016, introduced by Senator Ben Allen, that will modernize elections in California by allowing counties to conduct elections under a new model which provides greater flexibility and convenience for voters. This new election model allows voters to choose how, when, and where to cast their ballot by: 1. Mailing every voter a ballot 2. Expanding in-person early voting 3. Allowing voters to cast a ballot at any Vote Center within their county This law is intended to increase voter participation by allowing counties to conduct elections by mail, under certain circumstances. *(California Elections Codes §§3017, 15320, & 4005 - 4008)*
Voting Accessibility Advisory Committee (VAAC)	The Voting Accessibility Advisory Committee (VAAC) was established to advise the **Registrar of Voters** (ROV) on matters related to improving the accessibility of elections for voters with disabilities, and shall make recommendations for establishing Vote Centers and for improving voter services and access for individuals with disabilities, including, but not limited to, visually impaired voters, and deaf, or hard of hearing voters. The committee shall be comprised of voters with disabilities who shall have demonstrated experience with accessibility requirements for voters with disabilities or be a city elections official. The Committee shall serve in an advisory capacity.
Voting Device	Any device used in conjunction with a ballot card or cards to indicate the choice of the voter by marking, punching, or slotting the ballot card. *(California Elections Code Division 19)*
Voting Machine	Any electronic device, including, but not limited to, a precinct **Optical Scanner** and a **Direct Recording Electronic** (DRE) voting system, into which a voter may enter his or her votes, and which, by means of electronic tabulation and generation of printouts or other tangible, human-readable records, furnishes a total of the number of votes cast for each candidate and for, or against, each measure. *(California Elections Code Division 19)*
Voting System	A mechanical, electromechanical, or electronic system, and its software, or any combination of these used for casting a ballot, tabulating votes, or both. "Voting System" does not include a **Remote Accessible Vote-by-Mail** system. *(California Elections Code Division 19)*
Voter-Verified Paper Audit Trail (VVPAT)	**All Direct Recording Electronic** (DRE) voting machines, used after January 1, 2006, must have an accessible voter-verified paper audit trail. All voters voting on an electronic voting machine should review and verify their ballot choices on this printed paper record, prior to finalizing and casting their ballot. Once the ballot is cast, this paper record of the ballot is retained inside the voting machine as part of the election audit trail to verify the accuracy of the votes recorded. In accordance with the California Elections Code, voters do not get a printed paper record of their vote choices. *(California Elections Code § 19250)*

EARLY VOTING APPLICATION

NAME: _____ BIRTHDATE: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

CHECK ALL OF THE FOLLOWING THAT APPLY AND SIGN:

REPLACEMENT BALLOT REQUEST

_____ I certify, under penalty of perjury that I have lost, spoiled, damaged, or not received my original Vote by Mail Ballot and I will not vote it in the event it is received or found.

CROSS-OVER BALLOT REQUEST

_____ I have declined to disclose a preference for a qualified political party. However, for this primary election only, I request a vote by mail ballot for the _____ Party.

EMERGENCY BALLOT DELIVERY - *Required after the seventh day before the election if requesting mail.*

_____ I will be unable to go to a Vote Center on Election Day because of one of the following conditions:

- Illness or disability resulting in confinement in a medical facility, sanatorium, nursing home, or place of residence

- Physical disability and/or existing architectural barriers at a Vote Center denying physical access to the Vote Center, voting booth, or voting equipment because of physical disability

- Conditions resulting in an absence from a Vote Center on Election Day

I declare under penalty of perjury that the above is true and correct and authorize the bearer to receive my ballot. I understand that this ballot must be returned to the Registrar of Voters' Office by 8 pm on election day or postmarked with the date of the election and received no later than three days after election day.

SIGNATURE: _____ DATE: _____

AUTHORIZED BALLOT DELIVERY - *Complete if someone is picking up another person's ballot.*

I hereby affirm under penalty of perjury that I am at least 18 years old and I am the authorized representative of the voter for whom I am presenting this written statement.

PRINT NAME: _____

SIGNATURE: _____ DATE: _____

Proposed Ballot Dropbox Boundary Map

Santa Clara County Registrar of Voters
June 2019

N

Legend

☐ Dropbox Location Boundary 15k

City Limits

Campbell	Morgan Hill
Cupertino	Mountain View
Gilroy	Palo Alto
Los Altos	San Jose
Los Altos Hills	Santa Clara
Los Gatos	Saratoga
Milpitas	Sunnyvale
Monte Sereno	

Streets

—— Highways

—— Expressways and Major Roads

0   3   6   12 Miles

DISCLAIMER: The information used in this map is derived from various sources.
Although we strive to provide the best data we can, we cannot accept any responsibility for any errors,
omissions,or positional accuracy, and therefore, there are no warranties which accompany this map

Sources: Esri, HERE, Garmin, Intermap, increment P Corp., GEBCO, USGS, FAO, NPS, NRCAN, GeoBase, IGN, Kadaster NL, Ordnance Survey, Esri Japan, METI,
Esri China (Hong Kong), (c) OpenStreetMap contributors, and the GIS User Community

APPENDIX D - PROPOSED BALLOT DROP-BOX LOCATIONS

*This list is subject to change. For any changes, priority will be given to locations similar or close to those listed.

Drop Box Area ID	Dropbox	Address	Hours
D01	Palo Alto City Hall – City Clerk Office	250 Hamilton Ave, Palo Alto, CA 94301	Business Hours
D01	Rinconada Library	1213 Newell Rd, Palo Alto, CA 94303	24/7
D02	Mitchell Park Library	3700 Middlefield Road, Palo Alto, CA 94303	24/7
D04	Foothill College - Admin. Bldg. 1900 by Flag Pole	12345 El Monte Rd, Los Altos Hills, CA 94022	24/7
D04	Los Altos Hills Town Hall – City Clerk's Office	26379 Fremont Rd, Los Altos Hills, CA 94022	Business Hours
D05	VTA North Division Coach Terminal	La Avenida and North Yard	24/7
D07	Mountain View City Hall – City Clerk's Office	500 Castro St, Mountain View, CA 94039	Business Hours
D07	Mountain View Public Library	585 Franklin St, Mountain View, CA 94041	24/7
D08	Los Altos City Hall – City Clerk Office	1 N San Antonio Rd, Los Altos, CA 94022	Business Hours
D08	Los Altos Library	13 S San Antonio Rd, Los Altos, CA 94022	24/7
D09	Woodland Branch Library	1975 Grant Rd, Los Altos, CA 94024	24/7
D10	Grocery Outlet Bargain Market	1180 N Fair Oaks Ave, Sunnyvale, CA 94089	24/7
D12	Sunnyvale City Hall – City Finance Office	650 W Olive Ave, Sunnyvale, CA 94086	Business Hours
D12	Sunnyvale Library	456 W Olive Ave, Sunnyvale, CA 94086	24/7
D13	Fremont Union High School District	589 W Fremont Ave, Sunnyvale, CA 94087-2556	24/7
D17	De Anza College - Main Quad by Flag Pole	21250 Stevens Creek Blvd, Cupertino, CA 95014	24/7
D18	Cupertino City Hall – City Clerk Office	10300 Torre Ave, Cupertino, CA 95014	Business Hours
D18	Cupertino Library	10800 Torre Ave, Cupertino, CA 95014	24/7
D19	Westmont High School	4805 Westmont Ave, Campbell, CA 95008	24/7
D20	Saratoga City Hall – City Clerk Office	13777 Fruitvale Ave, Saratoga, CA 95070	Business Hours
D20	Saratoga Library	13650 Saratoga Ave, Saratoga, CA 95070	24/7
D20	West Valley College - Fox Center	14000 Fruitvale Aven, Saratoga, CA 95070	24/7
D21	Mission College - Student Drop-off	3000 Mission College Blvd, Santa Clara, CA 95054	24/7
D23	Santa Clara City Hall – City Clerk Office	1500 Warburton Ave, Santa Clara, CA 95050	Business Hours
D23	Santa Clara County Traffic Court	1095 Homestead Rd, Santa Clara, CA 95050	24/7
D24	Central Park Library	2635 Homestead Rd, Santa Clara, CA 95051	24/7
D25	Dwight D Einsenhower Elementary School	277 Rodonovan Dr, Santa Clara, CA 95051	24/7
D27	Campbell City Hall – City Clerk Office	70 N First St, Campbell, CA 95008	Business Hours
D27	Campbell Library	77 Harrison Ave, Campbell, CA 95008	24/7
D28	Monte Sereno City Hall – City Clerk Office	18041 Saratoga/Los Gatos Rd, Monte Sereno, CA 95030	Business Hours
D29	Los Gatos Library	100 Villa Ave, Los Gatos, CA 95030	24/7
D29	Los Gatos Town Hall – City Clerk Office	110 E Main St, Los Gatos, CA 95030	Business Hours
D30	Milpitas City Hall – City Clerk Office - 1st Floor	455 E Calaveras Blvd, Milpitas, CA 95035	Business Hours
D31	Milpitas Unified School District	1331 E Calaveras Blvd, Milpitas, CA 95035	24/7
D32	Milpitas Library	160 N Main St, Milpitas, CA 95035	24/7
D33	Alviso Branch Library	5050 N Main St, San Jose, CA 95002	24/7
D34	Orchard School District	921 Fox Ln, San Jose, CA 95131	24/7
D36	Hostetter Park and Ride	N Capitol Ave @ Camino Del Rey	24/7
D37	Berryessa Library	3355 Noble Ave, San Jose, CA 95132	24/7
D38	Rose Garden Library	1580 Naglee Ave, San Jose, CA 95126	Business Hours
D39	Santa Clara County Superior Court	191 N First St, San Jose, CA 95113	24/7

D40	Santa Clara County – 1st Floor	70 W Hedding St, San Jose, CA 95110	Business Hours
D41	Educational Park Branch Library	1772 Educational Park Dr, San Jose, CA 95133	24/7
D42	Alum Rock Union School District	2930 Gay Ave, San Jose, CA 95127	24/7
D43	Martin Luther King Library (Indoor Drop-box)	150 E San Fernando St, San Jose, CA 95112	Business Hours
D43	San Jose City Hall – City Clerk Office - T1 & 14th Floor	200 E Santa Clara St, Wing 2, San Jose, CA 95113	Business Hours
D43	San Jose State University - Clark Hall Bldg. & The Villages	1 Washington Sq, San Jose, CA 95112	24/7
D44	Lee Mathson Middle School	2050 Kammerer Ave, San Jose, CA 95116	24/7
D45	Dr Roberto Cruz - Alum Rock Branch Library	3090 Alum Rock Ave, San Jose, CA 95127	24/7
D46	Moreland School District	4711 Campbell Ave, San Jose, CA 95130-1790	24/7
D47	West Valley Branch Library	1243 San Tomas Aquino Rd, San Jose, CA 95117	24/7
D48	San Jose City College - Student Center	2100 Moorpark Ave, San Jose, CA 95128	Business Hours
D48	Valley Medical Center - Valley Specialty Center	751 S Bascom Ave, San Jose, CA 95128	Business Hours
D49	Willow Glen Branch Library	1157 Minnesota Ave, San Jose, CA 95125	24/7
D50	Biblioteca Latinoamericana Branch	921 S 1st St, San Jose, CA 95110	24/7
D52	Hillview Branch Library	1600 Hopkins Dr, San Jose, CA 95122	24/7
D53	Mount Pleasant School District	3434 Marten Ave, San Jose CA 95148	24/7
D54	Campbell Union High School District	3235 Union Ave, San Jose, CA 95124-2096	24/7
D57	Captain Jason M. Dahl Elementary School	3200 Water St, San Jose, CA 95111	24/7
D58	Tully Community Library	880 Tully Rd, San Jose, CA 95111	24/7
D61	Evergreen Valley College - Cafeteria in Gullo 1	4750 San Felipe Rd, San Jose, CA 95135	24/7
D62	Cambrian School District	4115 Jacksol Dr, San Jose, CA 95124	24/7
D62	Union Elementary School District	5175 Union Ave, San Jose, CA 95124-5434	24/7
D63	Vineland Branch Library	1450 Blossom Hill Rd, San Jose, CA 95118	24/7
D64	Pearl Avenue Library	4270 Pearl Ave, San Jose, CA 95136	24/7
D65	Edenvale Branch Library	101 E Branham Ln, San Jose, CA 95111	24/7
D66	Seven Trees Branch Library	3590 Cas Dr, San Jose, CA 95111	24/7
D67	Village Square Branch Library	4001 Evergreen Village Sq, San Jose, CA 95135	24/7
D69	Almaden Branch Library	6445 Camden Ave, San Jose, CA 95120	24/7
D70	Blossom Hill Park and Ride	Blossom Hill Rd @ Canoas	24/7
D72	Santa Teresa Park and Ride	Santa Teresa @ Miyuki Dr	24/7
D74	Morgan Hill City Hall – City Clerk Office	17575 Peak Ave, Morgan Hill, CA 95037	Business Hours
D74	Morgan Hill Library	660 West Main Ave, Morgan Hill, CA 95037	24/7
D75	Nordstrom Elementary	1505 E Main Ave, Morgan Hill, CA 95037	24/7
D76	Morgan Hill Unified School District	15600 Concord Cir, Morgan Hill, CA 95037	24/7
D77	Rod Kelley Elementary School	8755 Kern Ave, Gilroy, CA 95020	24/7
D78	Gilroy City Hall – City Clerk Office	7351 Rosanna St, Gilroy, CA 95020	Business Hours
D78	Gilroy Library	350 W Sixth St, Gilroy, CA 95020	24/7
D79	Gavilan College - Student Center	5055 Santa Teresa Blvd, Gilroy, CA 95020	24/7

Proposed Ballot Drop-Box Locations Map
Santa Clara Registrar of Voters - September 2019
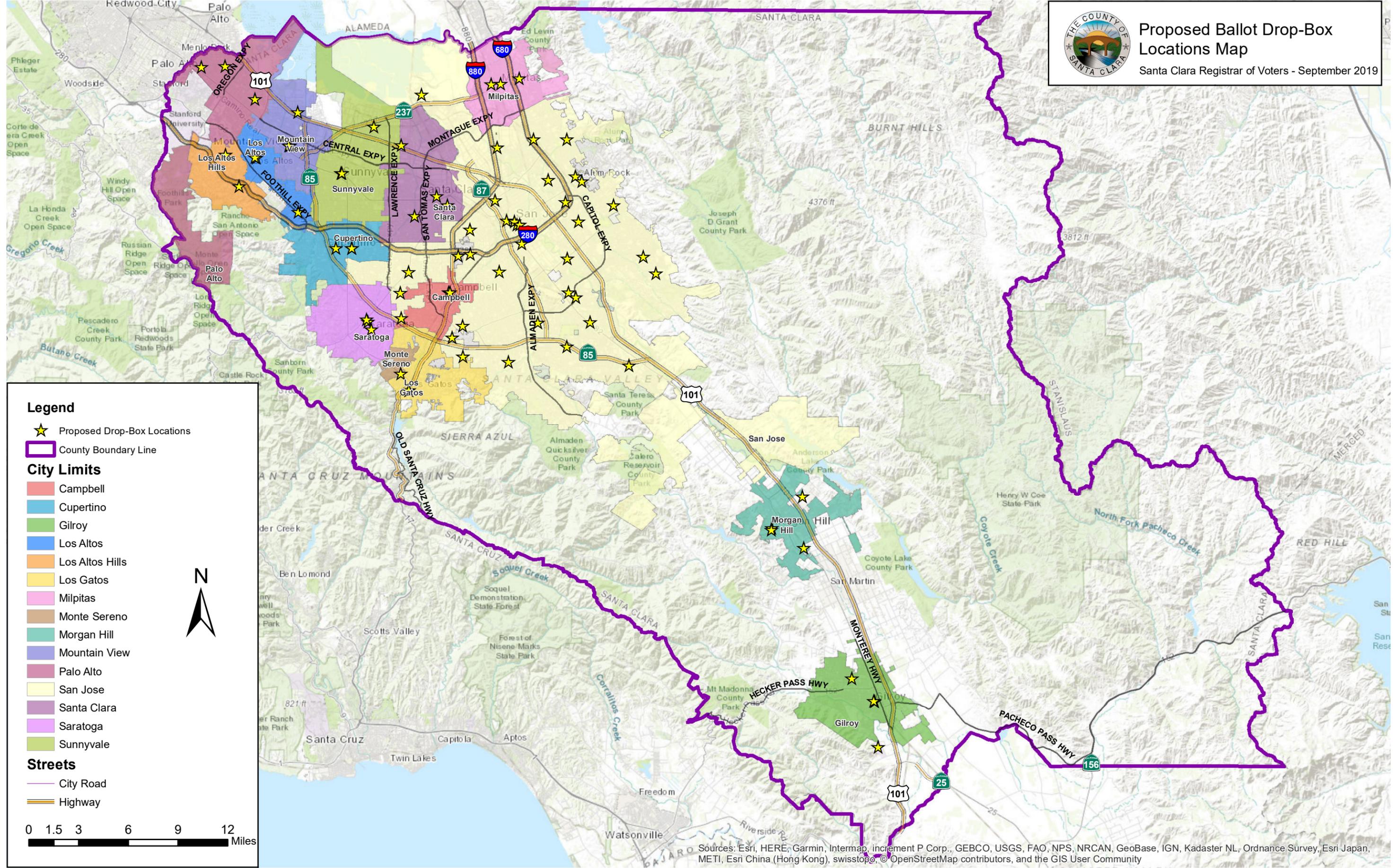
Legend

★ Proposed Drop-Box Locations
County Boundary Line

City Limits

Campbell
Cupertino
Gilroy
Los Altos
Los Altos Hills
Los Gatos
Milpitas
Monte Sereno
Morgan Hill
Mountain View
Palo Alto
San Jose
Santa Clara
Saratoga
Sunnyvale

Streets

City Road
Highway

N

0 1.5 3   6   9   12
Miles

Sources: Esri, HERE, Garmin, Intermap, increment P Corp., GEBCO, USGS, FAO, NPS, NRCAN, GeoBase, IGN, Kadaster NL, Ordnance Survey, Esri Japan, METI, Esri China (Hong Kong), swisstopo, © OpenStreetMap contributors, and the GIS User Community

Proposed 11-Day Vote Center Boundary Map

Santa Clara County Registrar of Voters
September 2019

Legend

Draft Vote Center Boundary 50k

City Limits

- Campbell
- Cupertino
- Gilroy
- Los Altos
- Los Altos Hills
- Los Gatos
- Milpitas
- Monte Sereno
- Morgan Hill
- Mountain View
- Palo Alto
- San Jose
- Santa Clara
- Saratoga
- Sunnyvale

Streets

- Highways
- Expressways

0   3   6   12 Miles

DISCLAIMER: The information used in this map is derived from various sources. Although we strive to provide the best data we can, we cannot accept any responsibility for any errors, omissions,or positional accuracy, and therefore, there are no warranties which accompany this map.

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Proposed 4-Day Vote Center Boundary Map

Santa Clara County Registrar of Voters
September 2019

N

Legend

Draft Vote Center Boundary 10k

City Limits

Campbell		Morgan Hill	
Cupertino		Mountain View	
Gilroy		Palo Alto	
Los Altos		San Jose	
Los Altos Hills		Santa Clara	
Los Gatos		Saratoga	
Milpitas		Sunnyvale	
Monte Sereno			

Streets

Highways

Expressways

0   3   6   12 Miles

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APPENDIX F - POTENTIAL VOTE CENTER LOCATIONS

*This list is subject to change. For any changes, priority will be given to locations similar or close to those listed.

Vote Center	Address	City
1st Baptist Church Gilroy	8455 Wren Ave	Gilroy, CA 95020
Alexander Rose Elementary School	250 Roswell Dr	Milpitas, CA 95035
Almanden Community Center	6445 Camden Ave	San Jose, CA 95120
Andrew Hill High School	3200 Senter Rd	San Jose, CA 95111
Bella Terra Senior Apartments	235 East Dunne Ave	Morgan Hill, CA 95037
Belwood Cabana Club	100 Belwood Gate Way	Los Gatos, CA 95032
Berryessa Branch Library - Community Room	3355 Noble Ave	San Jose, CA 95132
Braly Park Building	704 Daffodil Ct	Sunnyvale, CA 94086
Calabazas Park Building	6852 Rainbow Dr	San Jose, CA 95129
Cambrian Branch Library	1780 Hillsdale Ave	San Jose, CA 95124
Campbell Community Center - Roosevelt Room	1 W Campbell Ave	Campbell, CA 95008
Campbell Union High School District - Board Room	3235 Union Ave	San Jose, CA 95124
Capitol Park	800 Peter Pan Ave	San Jose, CA 95116
Children Health Council	2280 Kenwood Ave	San Jose, CA 95128
Christ the Good Shepherd Lutheran	1550 Meridian Ave	San Jose, CA 95125
Chung Tai Zen Center of Sunnyvale	750 E Arques Ave	Sunnyvale, CA 94085
Church of Scientology of San Jose	1865 Lundy Ave	San Jose, CA 95131
City of Morgan Hill City Hall	17575 Peak Ave	Morgan Hill, CA 95037
Columbia Middle School - Library	739 Morse Ave	Sunnyvale, CA 94085
Cubberley Community Center - Gym A	4000 Middlefield Rd	Palo Alto, CA 94303
Dhammakaya Center MH	280 Llagas Rd	Morgan Hill, CA 95037
Easterbook Discovery School	4835 Doyle Rd	San Jose, CA 95129
Edenvale Branch Library	101 Branham Ln	San Jose, CA 84111
Edenvale Community Center	330 Branham Ln	San Jose, CA 95111
Elks Lodge	444 W Alma Ave	San Jose, CA 95110
Fair Oaks Park	540 N Fair Oaks Ave	Sunnyvale, CA 94085
Gilroy Police - Community Room	7301 Hanna St	Gilroy, CA 95020
Grass Farm Garden Accents	11155 Lena Ave	Gilroy, CA 95020
Hillview Branch Library	1600 Hopkins Dr	San Jose, CA 95122
Houge Park Community Center	3952 Twilight Dr	San Jose, CA 95118
John Sinnott Elementary School	2025 Yellowstone Ave	Milpitas, CA 95035
Kirk Community Center	1601 Foxworthy Ave	San Jose, CA 95118
Leigh High School	5210 Leigh Ave	San Jose, CA 95124
Los Gatos Lodge	50 Los Gatos-Saratoga Rd	Los Gaots, CA 95032
Markham Plaza Apartments	2000 Monterey Rd	San Jose, CA 95112
Mexican Heritage Plaza	1700 Alum Rock Ave	San Jose, CA 95116
Mitchell Park Community Center	3800 Middlefield Rd	Palo Alto, CA 94303
Monte Alban	1324 Santee Dr	San Jose, CA 95122
Moreland Community Center, School District	1850 Fallbrook Ave	San Jose, CA 95130
Morgan Hill Presbyterian	16970 De Witt Ave	Morgan Hill, CA 95037
Palo Alto Art Center - Auditorium	1313 Newell Rd	Palo Alto, CA 94303
Pioneer Mobile Home	60 Wilson Way	Milpitas, CA 95035
Plaza Del Rey	1225 Vienna Dr	Sunnyvale, CA 94089
Ponderosa Park Building	811 Henderson Ave	Sunnyvale, CA 94086
Prince of Peace	12770 Saratoga Ave	Saratoga, CA 95070
Rincon Gardens	400 W Rincon Ave	Campbell, CA 95008
Rinconada Library	1213 Newell Rd	Palo Alto, CA 94303
Roosevelt Community Center	901 E Santa Clara St	San Jose, CA 95116
San Jose Masonic Center	2500 Masonic Dr	San Jose, CA 95125

San Jose State University SRAC	324 Paseo de San Carlos	San Jose, CA 95192
Santa Teresa Branch Library	290 International Cir	San Jose, CA 95119
Santiago Villa - Clubhouse	1075 Space Park Way	Mountain View, CA 94043
Scientology Silicon Valley - Chapel	1066 Linda Vista Ave	Mountain View, CA 94043
Seven Trees Branch Library	3590 Cas Dr	San Jose, CA 95111
Spanish Cove Mobile Home Park	2600 Senter Rd	San Jose, CA 95111
St. Francis Of Assisi	5111 San Felipe Rd	San Jose, CA 95135
St. Timothy Lutheran Church	5100 Camden Ave	San Jose, CA 95124
St. Timothy's Episcopal Church	2094 Grant Rd	Mountain View, CA 94040
Sunny View Bay Area Retirement Community/Church	22445 Cupertino Rd	Cupertino, CA 95014
Sunnyvale Community Center - Community Room	550 E Remington Dr	Sunnyvale, CA 94087
Sunnyvale Middle School - Library/Sunnyvale School District	1080 Mango Ave	Sunnyvale, CA 94087
Sunrise Valley Baptist Church	5860 Blossom Ave	San Jose, CA 95123
Sunset Gardens Senior Housing	7750 Wren Ave	Gilroy, CA 95020
Taiwanese American Center 台灣會館	4413 Fortran Ct	San Jose, CA 95134
The Foundation For Hispanic Education	14271 Story Rd	San Jose, CA 95127
The Good Samaritan United Methodist Church	19624 Homestead Rd	Cupertino, CA 95014
The Pavilion at Redwood Estates	21450 Madrone Dr	Los Gatos, CA 95033
Town of Los Altos Hills	26379 Fremont Rd	Los Altos Hills, CA 94022
Triton Museum Of Art & Jamison-Brown House	1505 Warburton Ave	Santa Clara, CA 95050
UA Local Union 393	6150 Cottle Rd	San Jose, CA 95123
UFCW Local 5	240 S Market St	San Jose, CA 95113
Valley Village Retirement Community	390 N Winchester Blvd	Santa Clara, CA 95051
Ventura Community Center	3990 Ventura Ct	Palo Alto, CA 94306
Vietnamese American Community Center	1141 William St	San Jose, CA 95116
Village Square Library	4001 Evergreen Village Sq	San Jose, CA 95135
Washington Park	840 W Washington Ave	Sunnyvale, CA 94086
West Valley Branch Library	1243 San Tomas Aquino Rd	San Jose, CA 95117
West Valley College	14000 Fruitvale Ave	Saratoga, CA 95070
Westmont of Morgan Hill	1160 Cochrane Rd	Morgan Hill, CA 95037
Woodland Estates MHP	850 Middle Ave	Morgan Hill, CA 95037

Proposed Vote Center Location Map

Santa Clara County Registrar of Voters
September 2019

Legend

★ Proposed Vote Center Locations

☐ County of Santa Clara Outline

City Limits

■ Campbell	■ Morgan Hill
■ Cupertino	■ Mountain View
■ Gilroy	■ Palo Alto
■ Los Altos	■ San Jose
■ Los Altos Hills	■ Santa Clara
■ Los Gatos	■ Saratoga
■ Milpitas	■ Sunnyvale
■ Monte Sereno	

Streets

⎯ Highways

⎯ Expressways

0   3   6   12 Miles

DISCLAIMER: The information used in this map is derived from various sources.
Although we strive to provide the best data we can, we cannot accept any responsibility for any errors,
omissions,or positional accuracy, and therefore, there are no warranties which accompany this map

Sources: Esri, HERE, Garmin, Intermap, increment P Corp., GEBCO, USGS, FAO, NPS, NRCAN, GeoBase, IGN, Kadaster NL, Ordnance Survey, Esri Japan, METI, Esri China (Hong Kong), swisstopo, © OpenStreetMap contributors, and the GIS User Community

APPENDIX G - DATA MAPS

Public Transportation Map
VTA Bus Stops

Registrar of Voters - May 2019

N
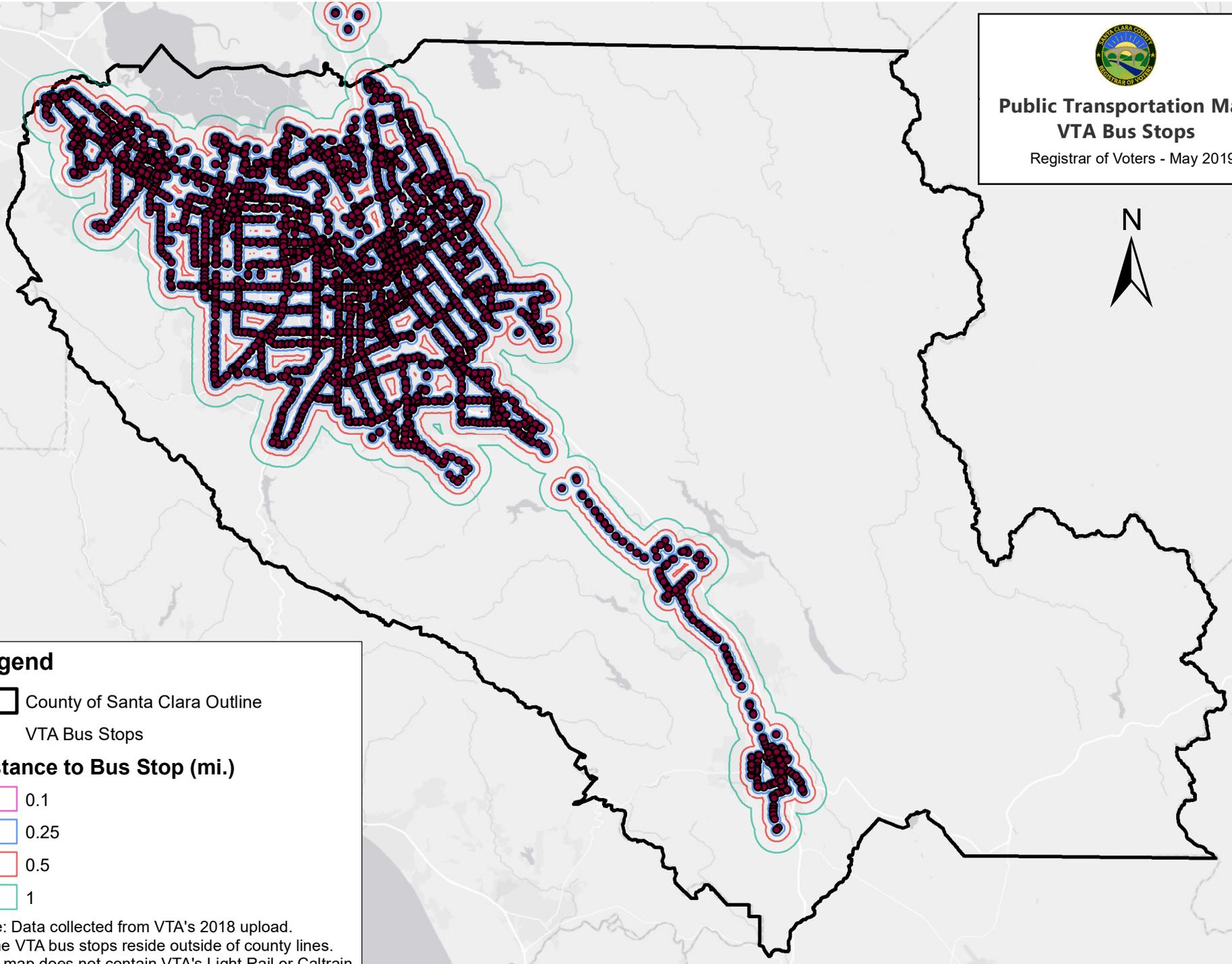
Legend

— County of Santa Clara Outline

• VTA Bus Stops

Distance to Bus Stop (mi.)

— 0.1

— 0.25

— 0.5

— 1

Note: Data collected from VTA's 2018 upload.
Some VTA bus stops reside outside of county lines.
This map does not contain VTA's Light Rail or Caltrain.

Disclaimer: While deemed accurate, the ROV does not take responsibility for the usage of this data.

**2018 General Election
Vote by Mail (VBM) Turnout**

Registrar of Voters - March 2019

N

Legend

% of VBM Ballots Cast

- <42%
- 43% - 49%
- 50% - 55%
- 56% - 61%
- >62%
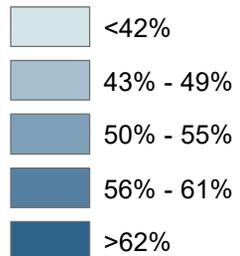
Note: Data is based on Nov 2018 General Election.
Turnout statistics uses ROV's precinct boundaries
spatially joined to US census tract boundaries.
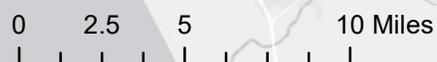
0   2.5   5   10 Miles

Disclaimer: While deemed accurate, the ROV does not take responsibility for the usage of this data.

Voting Age Population Density Map

Registrar of Voters - March 2019

N

Legend

Census Tracts

Population per Sq Mile

	<3400
	3500 - 5500
	5600 - 6900
	7000 - 9700
	>9800

0   2.5   5   10 Miles

Esri, HERE, Garmin, (c) OpenStreetMap contributors, and the GIS user community
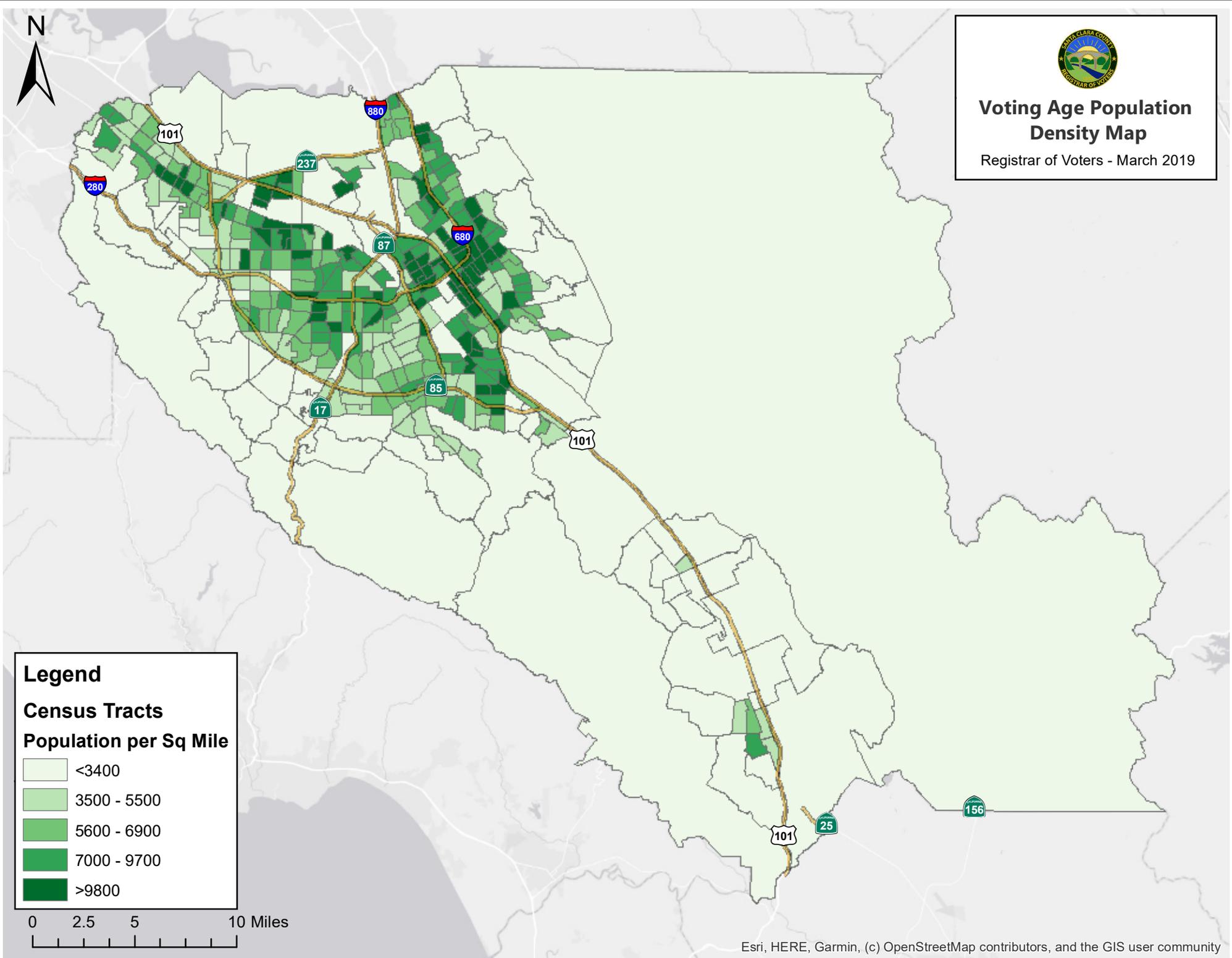
Chinese Targeted Language Precinct Map

Registrar of Voters - May 2019

N

Legend

County of Santa Clara Outline

Precinct Boundary

Approx. # of Registered Chinese Voters

	0 - 11
	12 - 28
	29 - 52
	53 - 90
	91 - 148 (Number is in ones)

0   2.5   5   10 Miles

Disclaimer: While deemed accurate, the ROV does not take responsibility for the usage of this data.

Spanish Targeted Language Precinct Map

Registrar of Voters - May 2019

N

Legend

County of Santa Clara Outline

Precinct Boundary

Approx. # of Registered Spanish Voters

0 - 13
14 - 37
38 - 71
72 - 112
113 - 177   (Number is in ones)

0   2.5   5   10 Miles

Disclaimer: While deemed accurate, the ROV does not take responsibility for the usage of this data.

Tagalog Targeted Language Precinct Map

Registrar of Voters - May 2019

N

Legend

County of Santa Clara Outline

Precinct Boundary

Approx. # of Registered Tagalog Voters

- 0 - 3
- 4 - 9
- 10 - 20
- 21 - 36
- 37 - 62 (Number is in ones)

0 2.5 5 10 Miles

Disclaimer: While deemed accurate, the ROV does not take responsibility for the usage of this data.

Vietnamese Targeted Language Precinct Map

Registrar of Voters - May 2019

N

Legend

☐ County of Santa Clara Outline

Precinct Boundary

Approx. # of Registered Vietnamese Voters

☐	0 - 25
☐	26 - 73
☐	74 - 130
☐	131 - 218
☐	219 - 428 (Number is in ones)
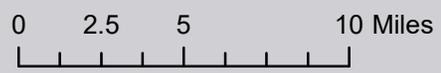
0   2.5   5   10 Miles

Disclaimer: While deemed accurate, the ROV does not take responsibility for the usage of this data.

Khmer Targeted Language Precinct Map

Registrar of Voters - May 2019

N

Legend

☐ County of Santa Clara Outline

Precinct Boundary

Approx. # of Registered Khmer Voters

☐ 0

☐ 1

■ 2   (Number is in ones)
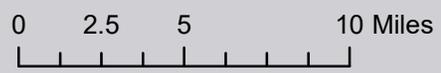
0   2.5   5   10 Miles

Disclaimer: While deemed accurate, the ROV does not take responsibility for the usage of this data.

65

Korean Targeted Language Precinct Map

Registrar of Voters - May 2019

N

Legend

County of Santa Clara Outline

Precinct Boundary

Approx. # of Registered Korean Voters

- 0
- 1 - 2
- 3 - 5
- 6 - 10
- 11 - 26   (Number is in ones)
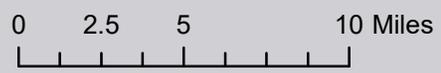
0   2.5   5   10 Miles

Disclaimer: While deemed accurate, the ROV does not take responsibility for the usage of this data.

Hindi Language Targeted Precinct Map
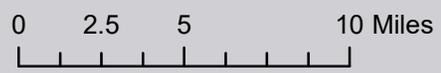
Registrar of Voters - May 2019

N

Legend

County of Santa Clara Outline

Precinct Boundary

Approx. # of Registered Hindi Voters

- 0
- 1
- 2
- 3
- 4 - 5   (Number is in ones)
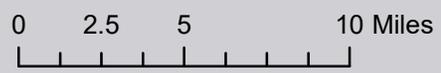
0   2.5   5   10 Miles

Disclaimer: While deemed accurate, the ROV does not take responsibility for the usage of this data.

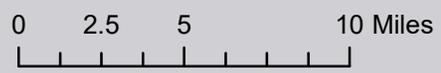**Japanese Language Targeted Precinct Map**

Registrar of Voters - May 2019

N

Legend

County of Santa Clara Outline

Precinct Boundary

Approx. # of Registered Japanese Voters

0

1

2   (Number is in ones)
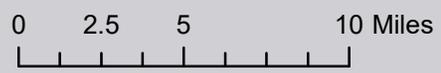
0   2.5   5   10 Miles

Disclaimer: While deemed accurate, the ROV does not take responsibility for the usage of this data.

Percentage of Households That Primarily Speak Another Language

Registrar of Voters - March 2019

Legend

Census Tracts

% of Households

- <5%
- 5%-10%
- 10%-15%
- 15%-20%
- >20%

0   2.5   5   10 Miles

Esri, HERE, Garmin, (c) OpenStreetMap contributors, and the GIS user community
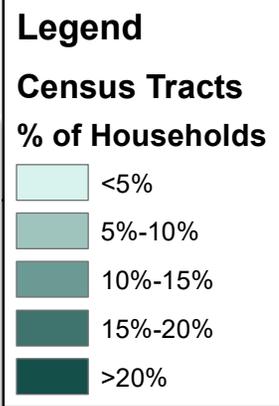
Population with Disability

Registrar of Voters - March 2019

Legend

Census Tracts

Population with Disability

- <200
- 201 - 300
- 301 - 400
- 401 - 500
- >500

0   2.5   5   10 Miles

Esri, HERE, Garmin, © OpenStreetMap contributors, and the GIS user community

Rates of Vehicle Ownership by Household

Registrar of Voters - March 2019

Legend

Census Tracts

% of Households w/o Vehicle Access

- <3%
- 3%-6%
- 6%-10%
- 10%-18%
- 18%-35%

0   2.5   5   10 Miles

Esri, HERE, Garmin, (c) OpenStreetMap contributors, and the GIS user community
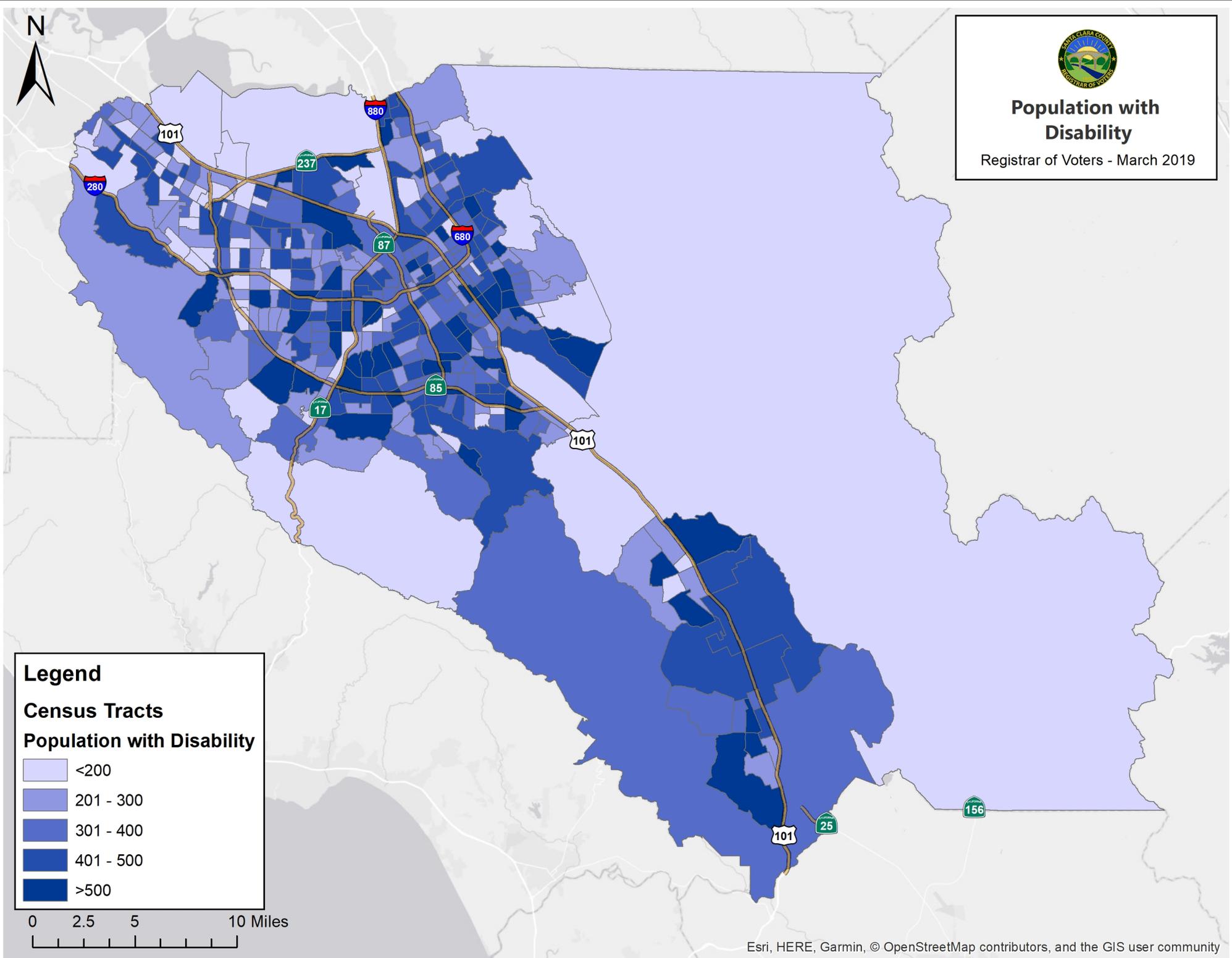
Median Household Income

Registrar of Voters - March 2019
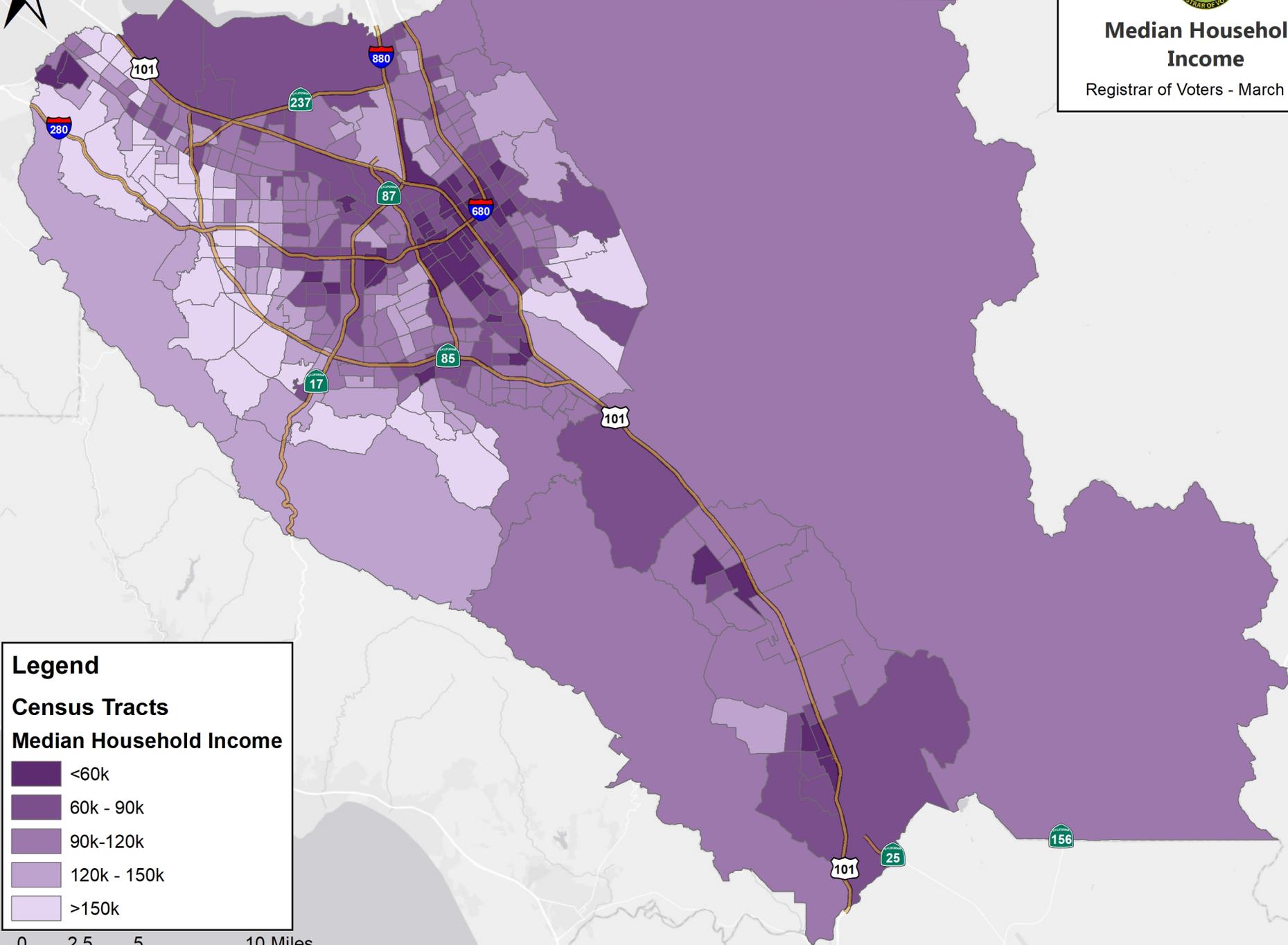
Legend

Census Tracts

Median Household Income

- <60k
- 60k - 90k
- 90k-120k
- 120k - 150k
- >150k

0   2.5   5   10 Miles

Esri, HERE, Garmin, © OpenStreetMap contributors, and the GIS user community

Percentage of Population over 18 not Registered

Registrar of Voters - March 2019

Legend

Census Tracts

% of Pop Not Registered

- <25%
- 25% - 34%
- 35% - 44%
- 45% - 54%
- >54%

0   2.5   5   10 Miles

Esri, HERE, Garmin, © OpenStreetMap contributors, and the GIS user community

Senior Population

Registrar of Voters - March 2019

Legend

Census Tracts

Population over 65

- <350
- 350 - 499
- 500 - 649
- 650 - 799
- >799

0   2.5   5   10 Miles

Esri, HERE, Garmin, © OpenStreetMap contributors, and the GIS user community

PUBLIC NOTICE

Consultation Meeting for the Development of the Draft Plan for the Administration of Elections Conducted Pursuant to the Voter's Choice Act

The Santa Clara County Registrar of Voters (ROV) invites anyone interested to provide consultation and input on the development of the County's draft Election Administration Plan (EAP) related to the Voter's Choice Act (VCA).

The VCA introduces a new elections model where voters can choose how, when, and where they cast their ballot. Voters may choose to mail in their ballot, drop it off at any secure ballot drop-box location, or vote in person at any Vote Center in the county. Ballots may be mailed or dropped off in a drop-box as soon as they are received, while Vote Centers will be available to voters for up to 10 days prior to Election Day and including Election Day.

The EAP is the formal plan for the implementation of VCA. The ROV will collaborate with Santa Clara County residents, as well as hear any concerns they may have regarding this new election model. The ROV will hold multiple meetings with the public to consider any input they may have. These meetings will focus on gaining input from different communities within Santa Clara County, including the general public, accessibility, and various language communities. Upon consideration of the input received in these meetings, the ROV will create a draft plan of the EAP, which will lead to a final public hearing on August 30, 2019, after which the final plan will be released by the County of Santa Clara.

All parties wishing to provide input are encouraged to attend the first of first several consultation meetings on June 12, 2019.

The purpose of the meeting is to provide a forum for public input on the development of the County's draft EAP.

Meeting Date: June 12, 2019

Meeting Time: 2:00 PM to 3:30 PM

Location: 379 Tomkins Court, Gilroy 95020 (Conference Room 116)

This is an accessible facility. Requests for documents in accessible formats, interpreting services, assistive listening devices, or other accommodations should be made by calling the Registrar of Voters at 408-299-8683 or by emailing your request to voterschoice@rov.sccgov.org, no later than five working days prior to the meeting.

For a complete list of dates, times, and locations of all upcoming public consultations on the EAP, please visit the ROV website: www.sccvote.org/voterschoice.

PUBLIC NOTICE

Consultation Meeting for the Development of the Draft Plan for the Administration of Elections Conducted Pursuant to the Voter's Choice Act

For Interested Residents, Representatives from the Disability Community and Community Organizations and Individuals that Advocate on Behalf of, or Provide Services to, Individuals with Disabilities

The Santa Clara County Registrar of Voters (ROV) invites anyone interested s to provide consultation and input on the development of the County's draft Election Administration Plan (EAP) related to the Voter's Choice Act (VCA).

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All parties wishing to provide input are encouraged to attend any of our several consultation meetings. The purpose of the meetings is to provide a forum for public input on the development of the County's draft EAP.

Meeting Date: June 13, 2019

Meeting Time: 5:00 PM to 6:30 PM

Location: 70 W. Hedding St, San Jose 95110 (Conference Room 157)

This is an accessible facility. Requests for documents in accessible formats, interpreting services, assistive listening devices, or other accommodations should be made by calling the Registrar of Voters at 408-299-8683 or by emailing your request to voterschoice@rov.sccgov.org, no later than five working days prior to the meeting.

For a complete list of dates, times, and locations of all upcoming public consultations on the EAP, please visit the ROV website: www.sccvote.org/voterschoice.

PUBLIC NOTICE

Consultation Meeting for the Development of the Draft Plan for the Administration of Elections Conducted Pursuant to the Voter's Choice Act

For Interested Residents, Representatives, Advocates, and Other Stakeholders of the County's Language Communities

The Santa Clara County Registrar of Voters (ROV) invites anyone interested s to provide consultation and input on the development of the County's draft Election Administration Plan (EAP) related to the Voter's Choice Act (VCA).

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All parties wishing to provide input are encouraged to attend any of our several consultation meetings. The purpose of the meetings is to provide a forum for public input on the development of the County's draft EAP.

Meeting Date: June 17, 2019

Meeting Time: 6:30 PM to 8:00 PM

Location: Tully San Jose Branch Library | 880 Tully Rd., San Jose, CA (Community Room)

This is an accessible facility. Requests for documents in accessible formats, interpreting services, assistive listening devices, or other accommodations should be made by calling the Registrar of Voters at 408-299-8683 or by emailing your request to voterschoice@rov.sccgov.org, no later than five working days prior to the meeting.

For a complete list of dates, times, and locations of all upcoming public consultations on the EAP, please visit the ROV website: www.sccvote.org/voterschoice.

PUBLIC NOTICE

Consultation Meeting for the Development of the Draft Plan for the Administration of Elections Conducted Pursuant to the Voter's Choice Act

For Interested Residents, Representatives, Advocates, and Other Stakeholders of the County's Language Communities

The Santa Clara County Registrar of Voters (ROV) invites anyone interested s to provide consultation and input on the development of the County's draft Election Administration Plan (EAP) related to the Voter's Choice Act (VCA).

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All parties wishing to provide input are encouraged to attend any of our several consultation meetings. The purpose of the meetings is to provide a forum for public input on the development of the County's draft EAP.

Meeting Date: June 18, 2019

Meeting Time: 5:30 PM to 7:00 PM

Location: County Government Center|70 W. Hedding Street (Conference Room 157)

This is an accessible facility. Requests for documents in accessible formats, interpreting services, assistive listening devices, or other accommodations should be made by calling the Registrar of Voters at 408-299-8683 or by emailing your request to voterschoice@rov.sccgov.org, no later than five working days prior to the meeting.

For a complete list of dates, times, and locations of all upcoming public consultations on the EAP, please visit the ROV website: www.sccvote.org/voterschoice.

PUBLIC NOTICE

Consultation Meeting for the Development of the Draft Plan for the Administration of Elections Conducted Pursuant to the Voter's Choice Act

For Interested Residents, Representatives, Advocates, and Other Stakeholders of the County's Tagalog Language Community

The Santa Clara County Registrar of Voters (ROV) invites anyone interested s to provide consultation and input on the development of the County's draft Election Administration Plan (EAP) related to the Voter's Choice Act (VCA).

The VCA introduces a new elections model where voters can choose how, when, and where they cast their ballot. Voters may choose to mail in their ballot, drop it off at any secure ballot drop-box location, or vote in person at any Vote Center in the county. Ballots may be mailed or dropped off in a drop-box as soon as they are received, while Vote Centers will be available to voters for up to 10 days prior to Election Day and including Election Day.

The EAP is the formal plan for the implementation of VCA. The ROV will collaborate with Santa Clara County residents, as well as hear any concerns they may have regarding this new election model. The ROV will hold multiple meetings with the public to consider any input they may have. These meetings will focus on gaining input from different communities within Santa Clara County, including the general public, accessibility, and various language communities. Upon consideration of the input received in these meetings, the ROV will create a draft plan of the EAP, which will lead to a final public hearing on August 30, 2019, after which the final plan will be released by the County of Santa Clara.

All parties wishing to provide input are encouraged to attend any of our several consultation meetings. The purpose of the meetings is to provide a forum for public input on the development of the County's draft EAP.

Meeting Date: June 21, 2019

Meeting Time: 4:30 PM to 6:00 PM

Location: Milpitas Library|160 N. Main St., Milpitas, CA 95035 (Auditorium)

Note: This meeting is targeted to the County's residents, representatives, advocates and other stakeholders of the County's **Tagalog** Language community, but all are welcome to attend.

This is an accessible facility. Requests for documents in accessible formats, interpreting services, assistive listening devices, or other accommodations should be made by calling the Registrar of Voters at 408-299-8683 or by emailing your request to voterschoice@rov.sccgov.org, no later than five working days prior to the meeting.

For a complete list of dates, times, and locations of all upcoming public consultations on the EAP, please visit the ROV website: www.sccvote.org/voterschoice.

PUBLIC NOTICE

Consultation Meeting for the Development of the Draft Plan for the Administration of Elections Conducted Pursuant to the Voter's Choice Act

For Interested Residents, Representatives, Advocates, and Other Stakeholders of the County's Spanish Language Community

The Santa Clara County Registrar of Voters (ROV) invites anyone interested to provide consultation and input on the development of the County's draft Election Administration Plan (EAP) related to the Voter's Choice Act (VCA).

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All parties wishing to provide input are encouraged to attend any of our several consultation meetings. The purpose of the meetings is to provide a forum for public input on the development of the County's draft EAP.

Meeting Date: June 24, 2019

Meeting Time: 4:00 PM to 5:30 PM

Location: Mayfair Community Center|2039 Kammerer Ave., San Jose, CA 95116 (Lincoln Room)
> ***Parking will be available at Lee Mathson Institute of Technology across the street at 2050 Kammerer Ave.**

Note: This meeting is targeted to the County's residents, representatives, advocates and other stakeholders of the County's **Spanish** language community, but all are welcome to attend.

This is an accessible facility. Requests for documents in accessible formats, interpreting services, assistive listening devices, or other accommodations should be made by calling the Registrar of Voters at 408-299-8683 or by emailing your request to voterschoice@rov.sccgov.org, no later than five working days prior to the meeting.

For a complete list of dates, times, and locations of all upcoming public consultations on the EAP, please visit the ROV website: www.sccvote.org/voterschoice.

PUBLIC NOTICE

Consultation Meeting for the Development of the Draft Plan for the Administration of Elections Conducted Pursuant to the Voter's Choice Act

For Interested Residents, Representatives, Advocates, and Other Stakeholders of the County's Chinese Language Community

The Santa Clara County Registrar of Voters (ROV) invites anyone interested to provide consultation and input on the development of the County's draft Election Administration Plan (EAP) related to the Voter's Choice Act (VCA).

The VCA introduces a new elections model where voters can choose how, when, and where they cast their ballot. Voters may choose to mail in their ballot, drop it off at any secure ballot drop-box location, or vote in person at any Vote Center in the county. Ballots may be mailed or dropped off in a drop-box as soon as they are received, while Vote Centers will be available to voters for up to 10 days prior to Election Day and including Election Day.

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All parties wishing to provide input are encouraged to attend any of our several consultation meetings. The purpose of the meetings is to provide a forum for public input on the development of the County's draft EAP.

Meeting Date: June 25, 2019

Meeting Time: 5:30 PM to 7:00 PM

Location: Quinlan Community Center|10185 N. Stelling Rd., Cupertino, CA 95014 (Social Room)

Note: This meeting is targeted to the County's residents, representatives, advocates and other stakeholders of the County's **Chinese** language community, but all are welcome to attend.

This is an accessible facility. Requests for documents in accessible formats, interpreting services, assistive listening devices, or other accommodations should be made by calling the Registrar of Voters at 408-299-8683 or by emailing your request to voterschoice@rov.sccgov.org, no later than five working days prior to the meeting.

For a complete list of dates, times, and locations of all upcoming public consultations on the EAP, please visit the ROV website: www.sccvote.org/voterschoice.

PUBLIC NOTICE

Consultation Meeting for the Development of the Draft Plan for the Administration of Elections Conducted Pursuant to the Voter's Choice Act

For Interested Residents, Representatives, Advocates, and Other Stakeholders of the County's Korean Language Community

The Santa Clara County Registrar of Voters (ROV) invites anyone interested s to provide consultation and input on the development of the County's draft Election Administration Plan (EAP) related to the Voter's Choice Act (VCA).

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All parties wishing to provide input are encouraged to attend any of our several consultation meetings. The purpose of the meetings is to provide a forum for public input on the development of the County's draft EAP.

Meeting Date: June 27, 2019

Meeting Time: 2:00 PM to 3:30 PM

Location: Registrar of Voters|1555 Berger Drive, Building 2, San Jose, CA 95112 (Auditorium)

Note: This meeting is targeted to the County's residents, representatives, advocates and other stakeholders of the County's **Korean** Language community, but all are welcome to attend.

This is an accessible facility. Requests for documents in accessible formats, interpreting services, assistive listening devices, or other accommodations should be made by calling the Registrar of Voters at 408-299-8683 or by emailing your request to voterschoice@rov.sccgov.org, no later than five working days prior to the meeting.

For a complete list of dates, times, and locations of all upcoming public consultations on the EAP, please visit the ROV website: www.sccvote.org/voterschoice.

PUBLIC NOTICE

Consultation Meeting for the Development of the Draft Plan for the Administration of Elections Conducted Pursuant to the Voter's Choice Act

For Interested Residents, Representatives, Advocates, and Other Stakeholders of the County's Hindi Language Community

The Santa Clara County Registrar of Voters (ROV) invites anyone interested to provide consultation and input on the development of the County's draft Election Administration Plan (EAP) related to the Voter's Choice Act (VCA).

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The EAP is the formal plan for the implementation of VCA. The ROV will collaborate with Santa Clara County residents, as well as hear any concerns they may have regarding this new election model. The ROV will hold multiple meetings with the public to consider any input they may have. These meetings will focus on gaining input from different communities within Santa Clara County, including the general public, accessibility, and various language communities. Upon consideration of the input received in these meetings, the ROV will create a draft plan of the EAP, which will lead to a final public hearing on August 30, 2019, after which the final plan will be released by the County of Santa Clara.

All parties wishing to provide input are encouraged to attend any of our several consultation meetings. The purpose of the meetings is to provide a forum for public input on the development of the County's draft EAP.

Meeting Date: July 08, 2019

Meeting Time: 7:30 PM to 9:00 PM

Location: Indian Community Center | 525 Los Coches St., Milpitas, CA 95035 (Gita & Ashok Vaish Room)

Note: This meeting is targeted to the County's residents, representatives, advocates and other stakeholders of the County's **Hindi** Language community, but all are welcome to attend.

This is an accessible facility. Requests for documents in accessible formats, interpreting services, assistive listening devices, or other accommodations should be made by calling the Registrar of Voters at 408-299-8683 or by emailing your request to voterschoice@rov.sccgov.org, no later than five working days prior to the meeting.

For a complete list of dates, times, and locations of all upcoming public consultations on the EAP, please visit the ROV website: www.sccvote.org/voterschoice.

PUBLIC NOTICE

Consultation Meeting for the Development of the Draft Plan for the Administration of Elections Conducted Pursuant to the Voter's Choice Act

For Interested Residents, Representatives from the Disability Community and Community Organizations and Individuals that Advocate on Behalf of, or Provide Services to, Individuals with Disabilities

The Santa Clara County Registrar of Voters (ROV) invites anyone interested to provide consultation and input on the development of the County's draft Election Administration Plan (EAP) related to the Voter's Choice Act (VCA).

The VCA introduces a new elections model where voters can choose how, when, and where they cast their ballot. Voters may choose to mail in their ballot, drop it off at any secure ballot drop-box location, or vote in person at any Vote Center in the county. Ballots may be mailed or dropped off in a drop-box as soon as they are received, while Vote Centers will be available to voters for up to 10 days prior to Election Day and including Election Day.

The EAP is the formal plan for the implementation of VCA. The ROV will collaborate with Santa Clara County residents, as well as hear any concerns they may have regarding this new election model. The ROV will hold multiple meetings with the public to consider any input they may have. These meetings will focus on gaining input from different communities within Santa Clara County, including the general public, accessibility, and various language communities. Upon consideration of the input received in these meetings, the ROV will create a draft plan of the EAP, which will lead to a final public hearing on August 30, 2019, after which the final plan will be released by the County of Santa Clara.

All parties wishing to provide input are encouraged to attend any of our several consultation meetings. The purpose of the meetings is to provide a forum for public input on the development of the County's draft EAP.

Meeting Date: July 10, 2019

Meeting Time: 11:00 AM to 12:30 PM

Location: Silicon Valley Independent Living Center | 25 N. 14th Street, Suite 1000, San Jose, CA 95112

This is an accessible facility. Requests for documents in accessible formats, interpreting services, assistive listening devices, or other accommodations should be made by calling the Registrar of Voters at 408-299-8683 or by emailing your request to voterschoice@rov.sccgov.org, no later than five working days prior to the meeting.

For a complete list of dates, times, and locations of all upcoming public consultations on the EAP, please visit the ROV website: www.sccvote.org/voterschoice.

PUBLIC NOTICE

Consultation Meeting for the Development of the Draft Plan for the Administration of Elections Conducted Pursuant to the Voter's Choice Act

For Interested Residents, Representatives, Advocates, and Other Stakeholders of the County's Japanese Language Community

The Santa Clara County Registrar of Voters (ROV) invites anyone interested to provide consultation and input on the development of the County's draft Election Administration Plan (EAP) related to the Voter's Choice Act (VCA).

The VCA introduces a new elections model where voters can choose how, when, and where they cast their ballot. Voters may choose to mail in their ballot, drop it off at any secure ballot drop-box location, or vote in person at any Vote Center in the county. Ballots may be mailed or dropped off in a drop-box as soon as they are received, while Vote Centers will be available to voters for up to 10 days prior to Election Day and including Election Day.

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All parties wishing to provide input are encouraged to attend any of our several consultation meetings. The purpose of the meetings is to provide a forum for public input on the development of the County's draft EAP.

Meeting Date: July 11, 2019

Meeting Time: 4:30 PM to 6:00 PM

Location: Joyce Ellington Branch Library (Community Room) |491 E. Empire Street, San Jose, CA 95112

Note: This meeting is targeted to the County's residents, representatives, advocates and other stakeholders of the County's **Japanese** Language community, but all are welcome to attend.

This is an accessible facility. Requests for documents in accessible formats, interpreting services, assistive listening devices, or other accommodations should be made by calling the Registrar of Voters at 408-299-8683 or by emailing your request to voterschoice@rov.sccgov.org, no later than five working days prior to the meeting.

For a complete list of dates, times, and locations of all upcoming public consultations on the EAP, please visit the ROV website: www.sccvote.org/voterschoice.

PUBLIC NOTICE

Consultation Meeting for the Development of the Draft Plan for the Administration of Elections Conducted Pursuant to the Voter's Choice Act

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The EAP is the formal plan for the implementation of VCA. The ROV will collaborate with Santa Clara County residents, as well as hear any concerns they may have regarding this new election model. The ROV will hold multiple meetings with the public to consider any input they may have. These meetings will focus on gaining input from different communities within Santa Clara County, including the general public, accessibility, and various language communities. Upon consideration of the input received in these meetings, the ROV will create a draft plan of the EAP, which will lead to a final public hearing on August 30, 2019, after which the final plan will be released by the County of Santa Clara.

The purpose of the meeting is to provide a forum for public input on the development of the County's draft EAP. All parties wishing to provide input are encouraged to attend the last consultation meeting before the draft is created.

Meeting Date: July 13, 2019

Meeting Time: 1:00 PM to 2:30 PM

Location: 1555 Berger Drive, Bldg 2, San Jose, CA 95112 (Auditorium)

This is an accessible facility. Requests for documents in accessible formats, interpreting services, assistive listening devices, or other accommodations should be made by calling the Registrar of Voters at 408-299-8683 or by emailing your request to voterschoice@rov.sccgov.org, no later than five working days prior to the meeting.

For a complete list of dates, times, and locations of all upcoming public consultations on the EAP, please visit the ROV website: www.sccvote.org/voterschoice.

VOTER'S CHOICE
Registrar of Voters
Santa Clara County

VOTE CENTERS NEEDED!

We need your help for the elections of March 2020 and November 2020!

Do you manage or know of any facilities?

- 60' x 60' (minimum 40' x 40')
- ADA accessible
- Available for:

4 days — Feb 29, 2020 - Mar 03, 2020 and/or Oct 31, 2020 - Nov 03, 2020

11 days — Feb 22, 2020 - Mar 03, 2020 and/or Oct 24, 2020 - Nov 03, 2020

If you do, please contact:

Amy Sun
amy.sun@rov.sccgov.org
408.282.3039

April Bracamonte
april.bracamonte@rov.sccgov.org
408.282.3068

Smita Shah
smita.shah@rov.sccgov.org
408.282.3199

Vote Center and Ballot Dropoff Location
Selection Criteria Survey

Santa Clara County Registrar of Voters' Office would like to get your input in vote center and ballot dropoff location selection.

Please rate the following factors by their importance to you, 1 as less important, and 5 as very important:

Criteria	Less Important	⟶	Important	⟶	Very Important
Proximity to public transportation	1	2	3	4	5
Proximity to low vote by mail usage communities	1	2	3	4	5
Proximity to population centers	1	2	3	4	5
Proximity to language minority communities	1	2	3	4	5
Proximity to voters with disabilities	1	2	3	4	5
Proximity to low rates of vehicle ownership communities	1	2	3	4	5
Proximity to low-income communities	1	2	3	4	5
Proximity to low voter registration rate communities	1	2	3	4	5
Proximity to geographically isolated populations, including Native American reservations	1	2	3	4	5
Accessible and free parking	1	2	3	4	5
Distance and time to travel to vote center and ballot dropoff locations	1	2	3	4	5
The need for alternate methods for voters with disabilities for whom vote by mail ballots are not accessible	1	2	3	4	5
Traffic patterns near vote center and ballot dropoff locations	1	2	3	4	5
The need for mobile vote centers	1	2	3	4	5

Other criteria (please specify) :

_____

_____

_____

投票中心和官方選票投放箱地點
選擇標準民意調查

Santa Clara 縣選民登記處辦公室想獲得您對於投票中心和官方選票投放箱地點選擇的意見。

請依照下列因素對於您具有的重要性為其評分，1 表示不重要，5 表示非常重要：

標準	不重要	⟶	重要	⟶	非常重要
靠近公共交通運輸	1	2	3	4	5
靠近郵寄投票使用率低的社區	1	2	3	4	5
靠近人口聚居中心	1	2	3	4	5
靠近少數民族語言社區	1	2	3	4	5
靠近殘障選民	1	2	3	4	5
靠近車輛擁有率低的社區	1	2	3	4	5
靠近低收入社區	1	2	3	4	5
靠近選民登記率低的社區	1	2	3	4	5
靠近地理位置分離的人口聚居，包括美洲原住民保留地	1	2	3	4	5
易抵達及免費停車	1	2	3	4	5
前往投票中心和官方選票投放箱地點的距離和時間	1	2	3	4	5
對改變無法使用郵寄投票選票之殘障選民投票方式的需求	1	2	3	4	5
交通模式靠近投票中心和官方選票投放箱地點	1	2	3	4	5
對移動投票中心的需求	1	2	3	4	5

其他標準（請說明）：

_____

_____

_____

Encuesta sobre Criterios de Selección de Ubicaciones de Buzones Entrega de Boletas Oficiales y Centros de Votación

La Oficina del Registro de Votantes del Condado de Santa Clara desea obtener su opinión sobre la selección de ubicaciones de los centros de votación y de los buzones de entrega de boletas oficiales.

Por favor, califique los siguientes factores por su importancia para usted, 1 como menos importante, y 5 como muy importante:

Criterios	Menos importante	⟶	Importante	⟶	Muy importante
Proximidad al transporte público	1	2	3	4	5
Proximidad a comunidades de bajo uso de voto por correo	1	2	3	4	5
Proximidad a centros de alta población	1	2	3	4	5
Proximidad a comunidades de minorías lingüísticas	1	2	3	4	5
Proximidad a votantes con discapacidades	1	2	3	4	5
Proximidad a comunidades con bajas tasas de propietarios de vehículos	1	2	3	4	5
Proximidad a comunidades de bajos ingresos	1	2	3	4	5
Proximidad a comunidades con bajas tasas de registros de votantes	1	2	3	4	5
Proximidad a poblaciones geográficamente aisladas, incluidas las reservas de Nativos Norteamericanos	1	2	3	4	5
Estacionamiento accesible y gratuito	1	2	3	4	5
Distancia y tiempo para viajar al centro de votación y a las ubicaciones de buzones de entrega de boletas oficiales	1	2	3	4	5
La necesidad de métodos alternativos para los votantes con discapacidades, para quiénes las boletas por correo no son accesibles	1	2	3	4	5
Patrones de tráfico cerca de centros de votación y ubicaciones de los buzones de entrega de boletas oficiales	1	2	3	4	5
La necesidad de centros de votación móviles	1	2	3	4	5

Otros criterios (por favor, especifique):

_____

_____

Sentro ng Pagboto at Lokasyon ng Drop Box ng Opisyal na Balota
Survey ng Pamantayan sa Pagpili

Ang Opisina ng Tagapagrehistro ng mga Botante ng County ng Santa Clara ay gustong kunin ang inyong mungkahi sa pagpili ng sentro ng pagboto at lokasyon ng drop box ng opisyal na balota.

Mangyaring markahan ang mga sumusunod na isinasaalang-alang batay sa kahalagahan ng mga ito sa iyo, ang 1 ay hindi gaanong mahalaga, at ang 5 ay napakahalaga:

Pamantayan	Hindi Gaanong Mahalaga	⟶	Mahalaga	⟶	Napakahalaga
Lapit sa pampublikong transportasyon	1	2	3	4	5
Lapit sa mga komunidad na mababa ang bilang ng mga gumagamit ng pagboto sa pamamagitan ng koreo	1	2	3	4	5
Lapit sa mga sentro ng populasyon	1	2	3	4	5
Lapit sa mga komunidad na kabilang sa minorya ang wika	1	2	3	4	5
Lapit sa mga botanteng may mga kapansanan	1	2	3	4	5
Lapit sa mga komunidad na mababa ang bilang ng mga may-ari ng sasakyan	1	2	3	4	5
Lapit sa mga komunidad ng mga mababa ang kita	1	2	3	4	5
Lapit sa mga komunidad na mababa ang bilang ng mga nakarehistrong botante	1	2	3	4	5
Lapit sa mga populasyong nakahiwalay sa karamihan, kabilang ang mga reserbasyon ng Katutubong Amerikano	1	2	3	4	5
Madaling magamit at libreng paradahan	1	2	3	4	5
Distansiya at oras ng paglalakbay patungo sa sentro ng pagboto at mga lokasyon ng drop box ng opisyal na balota	1	2	3	4	5
Ang pangangailangan na mga alternatibong paraan para sa mga botanteng may mga kapansanan na hindi makakagamit ng mga balota ng pagboto sa pamamagitan ng koreo	1	2	3	4	5
Ang takbo ng trapiko sa malapit sa sentro ng pagboto at mga lokasyon ng drop box ng opisyal na balota	1	2	3	4	5
Ang pangangailangan ng mga naililipat na sentro ng pagboto	1	2	3	4	5

Ibang mga pamantayan (mangyaring tukuyin) :

_____

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Trung Tâm Bỏ Phiếu và Địa Điểm Thùng Nộp Lại Lá Phiếu

Khảo Sát Tiêu Chuẩn Lựa Chọn

Văn Phòng Bầu Cử Quận Santa Clara muốn xin ý kiến của quý vị về việc lựa chọn trung tâm bỏ phiếu và địa điểm thùng nộp lại lá phiếu.

Xin xếp hạng các yếu tố sau dựa trên tầm quan trọng tiêu chuẩn đối với quý vị, với 1 là rất ít quan trọng và 5 là rất quan trọng:

Tiêu Chuẩn	Rất Ít Quan Trọng	⟶	Quan Trọng	⟶	Rất Quan Trọng
Gần địa điểm giao thông công cộng	1	2	3	4	5
Gần các cộng đồng có mức độ bầu bằng thư thấp	1	2	3	4	5
Gần trung tâm dân cư	1	2	3	4	5
Gần các cộng đồng ngôn ngữ thiểu số	1	2	3	4	5
Gần các cử tri khuyết tật	1	2	3	4	5
Gần các cộng đồng có tỷ lệ sở hữu phương tiện cá nhân thấp	1	2	3	4	5
Gần các cộng đồng có thu nhập thấp	1	2	3	4	5
Gần các cộng đồng có tỷ lệ ghi danh cử tri thấp	1	2	3	4	5
Gần các khu dân cư biệt lập về mặt địa lý, bao gồm các khu dành riêng cho người Mỹ Bản Địa	1	2	3	4	5
Dễ tiếp cận và có bãi đậu xe miễn phí	1	2	3	4	5
Thời gian và khoảng cách tới các trung tâm bỏ phiếu và địa điểm thùng nộp lại lá phiếu	1	2	3	4	5
Nhu cầu đối với phương pháp thay thế dành cho cử tri khuyết tật, những người không thể tiếp cận lá phiếu bầu bằng thư	1	2	3	4	5
Mô hình giao thông gần các trung tâm bỏ phiếu và địa điểm thùng nộp lại lá phiếu	1	2	3	4	5
Nhu cầu đối với trung tâm bỏ phiếu di động	1	2	3	4	5

Tiêu chuẩn khác (xin nêu rõ) :

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មណ្ឌលបោះឆ្នោត និងទីតាំងដាក់សន្លឹកឆ្នោត
ការស្ទង់មតិអំពីលក្ខខណ្ឌវិនិច្ឆ័យនៃការជ្រើសរើស

ការិយាល័យចុះបញ្ជីបោះឆ្នោតរបស់ខោនធី Santa Clara ចង់បានការចូលរួមមតិរបស់លោកអ្នកចំពោះការជ្រើសរើសមណ្ឌល បោះឆ្នោត និងទីតាំងដាក់សន្លឹកឆ្នោត។

សូមដាក់ពិន្ទុក្នុងប្រអប់ខាងក្រោមតាមសារៈសំខាន់ដែលកត្តាទាំងនោះមានចំពោះអ្នក លេខ 1 មិនសូវសំខាន់ និងលេខ 5 សំខាន់ខ្លាំង៖

លក្ខខណ្ឌវិនិច្ឆ័យ	មិនសូវ សំខាន់	➡	សំខាន់	➡	សំខាន់ខ្លាំង
ទីតាំងនៅជិតសេវាដឹកជញ្ជូនសាធារណៈ	1	2	3	4	5
ទីតាំងនៅជិតសហគមន៍ដែលមានចំនួននៃការ បោះឆ្នោតតាមរយៈសំបុត្រទាប	1	2	3	4	5
ទីតាំងនៅជិតមជ្ឈមណ្ឌលប្រមូលផ្តុំប្រជាជន	1	2	3	4	5
ទីតាំងនៅជិតសហគមន៍ភាសាភាគតិច	1	2	3	4	5
ទីតាំងនៅជិតកន្លែងសម្រាប់អ្នកបោះឆ្នោតដែលមានពិការភាព	1	2	3	4	5
ទីតាំងនៅជិតសហគមន៍ដែលមានអត្រាម្ចាស់កម្មសិទ្ធិឋានយន្តកម្រិត ទាប	1	2	3	4	5
ទីតាំងនៅជិតសហគមន៍ដែលមានប្រាក់ចំណូលទាប	1	2	3	4	5
ទីតាំងនៅជិតសហគមន៍ដែលមានអត្រាចុះឈ្មោះបោះឆ្នោតកម្រិតទាប	1	2	3	4	5
ទីតាំងនៅជិតតំបន់ប្រជាជនរស់នៅក្នុងភូមិសាស្ត្រដាច់ស្រយាល រួម ទាំងតំបន់អភិរក្សជនជាតិដើមអាមេរិកផងដែរ	1	2	3	4	5
ទីតាំងអាចចេញចូលបាន និងមានចំណតឥតគិតថ្លៃ	1	2	3	4	5
ចម្ងាយនិងពេលវេលាធ្វើដំណើរទៅមណ្ឌលបោះឆ្នោត និងទីតាំងដាក់ សន្លឹកឆ្នោត	1	2	3	4	5
តម្រូវការសម្រាប់វិធីផ្សេងទៀតសម្រាប់អ្នកបោះឆ្នោតដែលមានពិការភាព ដែលពុំទទួលបានជម្រើសនៃការបោះឆ្នោតតាមរយៈសំបុត្រ	1	2	3	4	5
ទម្រង់ចរាចរណ៍នៅក្បែរមណ្ឌលបោះឆ្នោត និងទីតាំងដាក់សន្លឹកឆ្នោត	1	2	3	4	5
តម្រូវការមណ្ឌលបោះឆ្នោតចល័ត	1	2	3	4	5

លក្ខខណ្ឌវិនិច្ឆ័យផ្សេងទៀត (សូមបញ្ជាក់) ៖

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투표소 및 투표지 제출 장소
선정 기준 설문 조사

Santa Clara 카운티 유권자 등록처에서는 투표소 및 투표지 제출 박스 위치 선정과 관련하여 여러분의 의견을 수렴하고자 합니다.

다음에 대해 1~5 점으로 중요성을 평가해 주십시오(5 점: 가장 중요).

기준	중요하지 않음	⟶	중요함	⟶	매우 중요함
대중 교통 인접성	1	2	3	4	5
투표율이 낮은 우편 투표 커뮤니티를 위한 인접성	1	2	3	4	5
주요 인구 밀집 지역에 대한 인접성	1	2	3	4	5
소수 언어 커뮤니티에 대한 인접성	1	2	3	4	5
장애 유권자들을 위한 인접성	1	2	3	4	5
차량 소유 커뮤니티의 낮은 투표율을 고려한 인접성	1	2	3	4	5
저소득 커뮤니티를 위한 접근성	1	2	3	4	5
유권자 등록율이 낮은 커뮤니티를 위한 인접성	1	2	3	4	5
북미 원주민 포함 원격지 커뮤니티를 고려한 인접성	1	2	3	4	5
전반적 접근성 및 무료 주차	1	2	3	4	5
투표소 및 투표지 제출소 이동 거리 및 소요시간	1	2	3	4	5
우편 투표가 어려운 장애인 유권자를 위한 투표 방식이 필요함	1	2	3	4	5
투표소 및 투표지 제출 시 인근 교통 현황	1	2	3	4	5
모바일 투표 센터의 필요성	1	2	3	4	5

기타 기준(구체적으로 말씀해 주십시오).

_____

_____

_____

मतदान केन्द्र और मतपत्र डालने का स्थान
चयन के मानदंड का सर्वेक्षण

Santa Clara काउंटी मतदाताओं के रजिस्ट्रार का कार्यालय मतदान केंद्र और मतपत्र ड्रॉप बॉक्स स्थान के चयन में आपका इनपुट प्राप्त करना चाहता है ।

कृपया निम्नलिखित कारकों को उनके महत्व के अनुसार मूल्यांकित करें, 1 को कम महत्वपूर्ण, और 5 को अत्याधिक महत्वपूर्ण के रूप में:

मापदंड	कम महत्वपूर्ण	⟶	महत्वपूर्ण	⟶	बेहद महत्वपूर्ण
सार्वजनिक परिवहन से निकटता	1	2	3	4	5
डाक उपयोगकर्ता समुदायों द्वारा कम मतदान करने के लिए निकटता	1	2	3	4	5
जनसंख्या केंद्रों से निकटता	1	2	3	4	5
भाषागत अल्पसंख्यक समुदायों से निकटता	1	2	3	4	5
विकलांग मतदाताओं से निकटता	1	2	3	4	5
अपना वाहन रखने वाले समुदायों की कम दरों से निकटता	1	2	3	4	5
निम्न-आय वाले समुदायों से निकटता	1	2	3	4	5
मतदाता पंजीकरण की कम दर वाले समुदायों से निकटता	1	2	3	4	5
देशी अमेरिकी आरक्षणों सहित भौगोलिक रूप से पृथक आबादी से निकटता	1	2	3	4	5
सुलभ और मुफ्त पार्किंग	1	2	3	4	5
मतदान केंद्र और मतपत्र डालने के स्थानों की यात्रा करने के लिए दूरी और समय	1	2	3	4	5
विकलांग मतदाताओं के लिए वैकल्पिक तरीकों की आवश्यकता जिनके लिए डाक द्वारा मतदान की सुविधा उपलब्ध नहीं है	1	2	3	4	5
मतदान केंद्र और मतपत्र डालने के स्थानों के पास यातायात पैटर्न	1	2	3	4	5
मोबाइल मतदान केन्द्रों की आवश्यकता	1	2	3	4	5

अन्य मापदंड (कृपया निर्दिष्ट करें):

_____

_____

_____

投票センターの場所および投票用紙投函場所

選考基準に関する調査

Santa Clara 郡有権者登録事務所では、投票センターと投票用紙投函箱の設置場所を選ぶにあたり、皆様のご意見を招請しています。

以下の要因を、それほど重要でない場合は 1、非常に重要な場合は 5 として、あなたにとっての重要度によって評価してください。

基準	それほど重要でない	⟶	重要である	⟶	非常に重要である
公共交通機関に近いこと	1	2	3	4	5
郵便投票の利用が少ないコミュニティに近いこと	1	2	3	4	5
人口が集中する地域に近いこと	1	2	3	4	5
言語マイノリティコミュニティに近いこと	1	2	3	4	5
障害を持つ有権者たちに近いこと	1	2	3	4	5
車両所有率の低いコミュニティに近いこと	1	2	3	4	5
低所得者コミュニティに近いこと	1	2	3	4	5
有権者登録率の低いコミュニティに近いこと	1	2	3	4	5
ネイティブアメリカン居留地を含む、地理的に隔離された人々の居住地に近いこと	1	2	3	4	5
障害者も利用できる無料の駐車場	1	2	3	4	5
投票センターおよび投票用紙投函場所までの距離とかかる時間	1	2	3	4	5
郵便投票用投票用紙を使うことができない障害を持つ有権者のための代替方法の必要性	1	2	3	4	5
投票センターおよび投票用紙投函場所付近の交通パターン	1	2	3	4	5
移動式投票センターの必要性	1	2	3	4	5

その他の基準（具体的に明記してください）：

_____

_____

_____

Contact Information

Name	Email
Committee/ Organization	Telephone

Demographic Information

Age Group (Choose one)

☐ 18-24   ☐ 25-34   ☐ 35-44   ☐ 45-54

☐ 55-64   ☐ 65-74   ☐ 75+

Preferred Language (Choose one)

☐ Cantonese   ☐ Chinese (Mandarin)   ☐ English   ☐ Farsi   ☐ Gujarati

☐ Hindi   ☐ Japanese   ☐ Khmer   ☐ Korean   ☐ Nepali

☐ Portuguese   ☐ Punjabi   ☐ Russian   ☐ Spanish   ☐ Syriac

☐ Tagalog   ☐ Tamil   ☐ Telugu   ☐ Thai   ☐ Vietnamese

☐ Other:

Accessibility

Do you have any accessibility concerns?

Comments:

Mail to: Registrar of Voters Office, ATTN: EAP, 1555 Berger Dr, Building 2, San Jose, CA 95112
Email to: voterschoice@rov.sccgov.org

聯絡資訊

姓名	電郵
委員會/組織	電話號碼

人口統計資訊

年齡層（選擇一個）

☐ 18-24　　☐ 25-34　　☐ 35-44　　☐ 45-54
☐ 55-64　　☐ 65-74　　☐ 75+

首選語言（選擇一個）

☐ 粵語　　☐ 中文（普通話）　　☐ **英文**　　☐ 波斯文　　☐ 古吉拉特文

☐ 印度文　　☐ 日文　　☐ 高棉文　　☐ 韓文　　☐ 尼泊爾文

☐ 葡萄牙文　　☐ 旁庶普文　　☐ 俄文　　☐ 西班牙文　　☐ 敘利亞文

☐ 菲律賓文　　☐ 泰米爾文　　☐ 泰盧固文　　☐ 泰文　　☐ 越南文

☐ 其他：

無障礙使用

您有任何無障礙使用需求嗎？

意見：

Información de Contacto

Nombre		Correo Electrónico	
Comité/ Organización		Teléfono	

Información Demográfica

Grupo Etario (Elija uno)

☐ 18-24   ☐ 25-34   ☐ 35-44   ☐ 45-54

☐ 55-64   ☐ 65-74   ☐ 75+

Idioma Preferido (Elija uno)

☐ Cantonés   ☐ Chino (mandarín)   ☐ Inglés   ☐ Persa   ☐ Gujarati

☐ Hindi   ☐ Japonés   ☐ Camboyano   ☐ Coreano   ☐ Nepalí

☐ Portugués   ☐ Punyabí   ☐ Ruso   ☐ Español   ☐ Syríaco

☐ Tagalo   ☐ Tamil   ☐ Télugu   ☐ Tailandés   ☐ Vietnamita

☐ Otro:

Accesibilidad

¿Tiene alguna inquietud sobre la accesibilidad?

Comentarios:

Correo postal a: Registrar of Voters Office, ATTN: EAP, 1555 Berger Dr., Building 2, San Jose, CA 95112
Correo electrónico a: voterschoice@rov.sccgov.org

Impormasyon sa Pakikipag-ugnayan

Pangalan	Email
Komite / Organisasyon	Telepono

Demograpikong Impormasyon

Grupo ng Edad(Pumili ng isa)

☐ 18-24 ☐ 25-34 ☐ 35-44 ☐ 45-54

☐ 55-64 ☐ 65-74 ☐ 75+

Mas Pinipiling Wika (Pumili ng isa)

☐ Cantonese ☐ Chinese (Mandarin) ☐ English ☐ Farsi ☐ Gujarati

☐ Hindi ☐ Japanese ☐ Khmer ☐ Korean ☐ Nepali

☐ Portuguese ☐ Punjabi ☐ Russian ☐ Spanish ☐ Syriac

☐ Tagalog ☐ Tamil ☐ Telugu ☐ Thai ☐ Vietnamese

☐ Iba pa:

Accessibility

Mayroon ka bang anumang problema sa accessibility?

Mga Komento:

Ipadala sa : Registrar of Voters Office, ATTN: EAP, 1555 Berger Dr., Building 2, San Jose, CA 95112
Mag-email sa: voterschoice@rov.sccgov.org

Chi Tiết Liên Lạc

Tên	Email
Ủy Ban/ Tổ Chức	Số Điện Thoại

Chi Tiết Nhân Khẩu

Nhóm Tuổi (Chọn một)

☐ 18-24   ☐ 25-34   ☐ 35-44   ☐ 45-54

☐ 55-64   ☐ 65-74   ☐ 75+

Ngôn Ngữ Chọn (Chọn một)

☐ Cantonese   ☐ Chinese (Mandarin)   ☐ English   ☐ Farsi   ☐ Gujarati

☐ Hindi   ☐ Japanese   ☐ Khmer   ☐ Korean   ☐ Nepali

☐ Portuguese   ☐ Punjabi   ☐ Russian   ☐ Spanish   ☐ Syriac

☐ Tagalog   ☐ Tamil   ☐ Telugu   ☐ Thai   ☐ Vietnamese

☐ Other:

Quyền Tiếp Cận

Quý vị có mối quan ngại nào về quyền
tiếp cận không?

Nhận Xét:

Gửi thư đến: Registrar of Voters Office, ATTN: EAP, 1555 Berger Dr., Building 2, San Jose, CA 95112
Email: voterschoice@rov.sccgov.org

ព័ត៌មានទំនាក់ទំនង

ឈ្មោះ៖	អ៊ីមែល
គណៈកម្មការ/ស្ថាប័ន	ទូរស័ព្ទ

ព័ត៌មានប្រជាសាស្ត្រ

ក្រុមអាយុ (ជ្រើសរើសយកមួយ)

☐ 18-24 ☐ 25-34 ☐ 35-44 ☐ 45-54

☐ 55-64 ☐ 65-74 ☐ 75+

ជ្រើសរើសភាសា (ជ្រើសរើសយកមួយ)

☐ ចិនកាតាំង ☐ ចិនកុកងី ☐ អង់គ្លេស ☐ ហ្វារស៊ី ☐ គុជរាតី

☐ ហិណ្ឌូ ☐ ជប៉ុន ☐ ខ្មែរ ☐ កូរ៉េ ☐ នេប៉ាល់

☐ ព័រទុយហ្គាល់ ☐ បញ្ចាពី ☐ រុស្ស៊ី ☐ អេស្ប៉ាញ ☐ ស៊ីរី

☐ តាហ្គាឡុក ☐ តាមិល ☐ តេលុគុ ☐ ថៃ ☐ វៀតណាម

☐ ផ្សេងៗ៖

លទ្ធភាពចេញចូល

តើលោកអ្នកមានក្ដីបារម្ភទាក់ទងនឹងលទ្ធភាពចេញចូល ដែរឬទេ?

មតិយោបល់៖

연락처 정보

이름	이메일
위원회/조직	전화번호

인구통계학 정보

연령 집단 (한 개만 선택)

☐ 18-24 ☐ 25-34 ☐ 35-44 ☐ 45-54
☐ 55-64 ☐ 65-74 ☐ 75+

선호 언어 (한 개만 선택)

☐ 광동어 ☐ 중국어 (북경어) ☐ 영어 ☐ 페르시아어 ☐ 구자라트어

☐ 힌디어 ☐ 일본어 ☐ 크메르어 ☐ 한국어 ☐ 네팔어

☐ 포르투칼어 ☐ 펀자브어 ☐ 러시아어 ☐ 스페인어 ☐ 시리아어

☐ 타갈로그어 ☐ 타밀어 ☐ 텔루구어 ☐ 태국어 ☐ 베트남어

☐ 기타:

접근성

접근성에 대한 우려가 있으십니까?

의견:

संपर्क जानकारी

नाम	ईमेल
समिति/संगठन	टेलीफ़ोन

जनसांख्यिकीय जानकारी

आयु समूह (एक का चयन करें)

☐ 18-24	☐ 25-34	☐ 35-44	☐ 45-54
☐ 55-64	☐ 65-74	☐ 75+	

पसंदीदा भाषा (एक का चयन करें)

☐ कैंटोनीज	☐ चीनी (मंदारिन)	☐ अंग्रेजी	☐ फ़ारसी	☐ गुजराती
☐ हिन्दी	☐ जापानी	☐ खमेर	☐ कोरियाई	☐ नेपाली
☐ पुर्तगाली	☐ पंजाबी	☐ रूसी	☐ स्पैनिश	☐ सिरियाक
☐ तागालोग	☐ तमिल	☐ तेलुगू	☐ थाई	☐ वियतनामी

☐ अन्य:

पहुँच-क्षमता

क्या पहुँच से संबंधित आपकी कोई चिंताएं हैं?

टिप्पणियाँ:

यहाँ भेजें: Registrar of Voters Office, ATTN: EAP, 1555 Berger Dr, San Jose, CA 95112

ईमेल करें: voterschoice@rov.sccgov.org

連絡先

氏名	電子メール
委員会/組織	電話

人口統計情報

年齢層(ひとつ選んでください)

☐ 18 歳-24 歳 ☐ 25 歳-34 歳 ☐ 35 歳-44 歳 ☐ 45 歳-54 歳

☐ 55 歳-64 歳 ☐ 65 歳-74 歳 ☐ 75 歳以上

希望する言語(ひとつ選んでください)

☐ 広東語 ☐ 中国語(標準中国語) ☐ 英語 ☐ ペルシャ語 ☐ グジャラート語

☐ ヒンディー語 ☐ 日本語 ☐ クメール語 ☐ 韓国語 ☐ ネパール語

☐ ポルトガル語 ☐ パンジャブ語 ☐ ロシア語 ☐ スペイン語 ☐ シリア語

☐ タガログ語 ☐ タミル語 ☐ テルグ語 ☐ タイ語 ☐ ベトナム語

☐ その他:

施設のバリアフリー環境
施設のバリアフリー環境に関する心配がありますか？

コメント:

Interest Card

choose your area of interest:

☐ **Language Accessibility Advisory Committee**
representatives of language minority communities
to advise on diversity issues and review translations

☐ **Voting Accessibility Advisory Committee**
voters with disabilities to advise on accessibility
issues and suggest vote center locations

☐ **Voter Education & Outreach Coalition**
community leaders to maximize voter
engagement efforts and amplify messaging

For more information or to apply via email: **voterschoice@rov.sccgov.org**

VOTER'S CHOICE
Registrar of Voters
Santa Clara County

VOTER'S CHOICE
Registrar of Voters
Santa Clara County

Interest Card

your information:

name: _____

phone #: _____

email: _____

organization: _____

title/position: _____

reach/services provided: _____

_____

note/suggestions:

For more information or to apply via email: **voterschoice@rov.sccgov.org**

VOTER'S CHOICE
Registrar of Voters
Santa Clara County

關注卡

選擇您想參與的領域：

☐ 無障礙語言諮詢委員會
由少數族裔語言社區的代表組成，就多元化問題提供建議，並審核譯文

☐ 無障礙投票諮詢委員會
由殘障選民組成，就無障礙通行問題提供建議，並提議投票中心的地點

☐ 選民教育和推廣聯盟
由社區領袖組成，旨在最大程度提升選民參與，並廣泛傳達訊息

關注卡

您的資料：

姓名：_____

電話號碼：_____

電子郵件：_____

所在組織：_____

職稱/職務：_____

從事的工作/服務：_____

_____

附註/建議：

VOTER'S CHOICE
Registrar of Voters
Santa Clara County

Tarjeta de Interés

elija su área de interés:

☐ Comité Asesor de Accesibilidad del Idioma
representantes de las comunidades de minorías lingüísticas para asesorar sobre asuntos de diversidad y revisar traducciones

☐ Comité Asesor de Accesibilidad al Voto
votantes con discapacidades para asesorar sobre los problemas de accesibilidad y sugerir ubicaciones de centros de votación

☐ Coalición de Alcance y Educación para Votantes
líderes comunitarios para maximizar los esfuerzos de participación de los votantes y ampliar la mensajería

Si desea obtener más información o presentar una solicitud a través de correo electrónico: voterschoice@rov.sccgov.org

Tarjeta de Interés

su información:

nombre:_____

número de teléfono:_____

correo electrónico:_____

organización:_____

título/puesto:_____

alcance/servicios proporcionados:_____

nota/sugerencias:

Si desea obtener más información o presentar una solicitud a través
de correo electrónico: voterschoice@rov.sccgov.org

Kard ng Interes

piliin ang iyong lugar ng interes:

☐ Komite sa Pagpapayo sa Paggamit ng Wika
ang mga kinatawan ng minoryang wika sa mga komunidad na magpapayo
tungkol sa mga isyu ng pagkakaiba-iba at suriin ang mga pagsasalin

Komite sa Pagpapayo sa Kakayahan sa Pagboto
☐ ang mga botanteng may mga kapansanan na magpapayo tungkol sa mga
isyu ng accessibility at magmungkahi ng mga lokasyon ng sentro ng
pagboto

☐ Koalisyon para sa Edukasyon at Pakikipag-ugnayan sa
Botante
ang mga lider ng komunidad ay palalawigin ang pagsisikap para
makilahok ang botante at palawakin ang pagmensahe

Kard ng Interes

iyong impormasyon:

pangalan:

numero ng telepono:

email:

organisasyon:

titulo/katungkulan:

naaabot/mga serbisyong ipinagkakaloob:

tala/mga mungkahi:

VOTER'S CHOICE
Registrar of Voters
Santa Clara County

Thẻ Tham Gia

chọn lĩnh vực quý vị muốn tham gia:

☐ Ủy Ban Cố Vấn Tiếp Cận Ngôn Ngữ
   các đại diện của những cộng đồng ngôn ngữ thiểu số đưa ra ý kiến về những vấn đề đa dạng và xem lại các bản dịch

Ủy Ban Cố Vấn Tiếp Cận Bầu Cử
☐ cử tri khuyết tật đưa ra ý kiến về các vấn đề liên quan đến khả năng tiếp cận bầu cử và đề nghị các địa điểm trung tâm bầu cử

Liên Minh Tiếp Cận và Giáo Dục Cử Tri
☐ các lãnh đạo cộng đồng tối đa hóa những nỗ lực tham gia của cử tri và truyền bá các thông báo

VOTER'S CHOICE
Registrar of Voters
Santa Clara County

Thẻ Tham Gia

chi tiết của quý vị:

tên:

số điện thoại:

email:

tổ chức:

chức vụ/địa vị:

kết nối/dịch vụ cung cấp:

lưu ý/đề nghị:

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Registrar of Voters
Santa Clara County

បណ្ណចំណាប់អារម្មណ៍

ជ្រើសរើសផ្នែកដែលអ្នកចាប់អារម្មណ៍៖

☐ គណៈកម្មការផ្ដល់ឯករាជលើលទ្ធភាពនៃការទទួលបានសេវាភាសា

កំណងនានាមកពីសហគមន៍ភាសាភាគតិច ធ្វើការផ្ដល់ឯករាជចំពោះបញ្ហា ពិពិធភាព និងការត្រួតពិនិត្យឡើងវិញលើការបកប្រែ

☐ គណៈកម្មការផ្ដល់ឯករាជលើលទ្ធភាពនៃការចេញចូលកន្លែងបោះ ឆ្នោត

អ្នកបោះឆ្នោតដែលមានពិការភាព ផ្ដល់ឯករាជលើបញ្ហាលទ្ធភាពនៃការអាចចេញ ចូលបាន និងលើកជាយោបល់អំពីទីតាំងមណ្ឌលបោះឆ្នោត

☐ ការអប់រំអ្នកបោះឆ្នោត និងសម្ព័ន្ធអ្នកផ្សព្វផ្សាយ

ថ្នាក់ដឹកនាំនៅតាមសហគមន៍ បង្កើនកិច្ចខិតខំប្រឹងប្រែងជាអតិបរមា ដើម្បីចូលរួមក្នុងការបោះឆ្នោត និងដើម្បីបង្កើនការធ្វើសារ

ប័ណ្ណចំណាប់អារម្មណ៍

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Registrar of Voters
Santa Clara County

ព័ត៌មានរបស់អ្នក៖

ឈ្មោះ៖ _____

លេខទូរសព្ទ៖ _____

អ៊ីម៉ែល៖ _____

ស្ថាប័ន៖ _____

តួនាទី/មុខតំណែង៖ _____

ការផ្សព្វផ្សាយ/សេវាកម្មផ្តល់ជូនដោយ៖ _____

_____

ចំណាំ/យោបល់ស្នើសុំ៖

관심 카드

VOTER'S CHOICE
Registrar of Voters
Santa Clara County

여러분의 관심 분야를 선택하십시오:

☐ 언어지원 자문위원회
다양성 문제에 대해 조언하고 번역을 검토하기 위한 언어
소수민족 커뮤니티의 대표

☐ 투표지원 자문위원회
접근성 문제에 대해 조언하고 투표 센터 위치를
제안하기 위한 장애인 유권자

☐ 유권자 교육 및 지원활동 연합
유권자 참여 노력을 극대화하고 메시지를
확대하기 위한 커뮤니티 리더

더욱 자세한 정보를 보거나 이메일로 지원하려면: voterschoice@rov.sccgov.org

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Registrar of Voters
Santa Clara County

관심 카드

귀하의 정보:

성명:_____

전화 #:_____

이메일:_____

단체:_____

직함/직위:_____

영역/제공 서비스:_____

참고/제안:

더욱 자세한 정보를 보거나 이메일로 지원하려면: voterschoice@rov.sccgov.org

रुचि का कार्ड

अपनी रुचि का क्षेत्र चुनें:

☐ **भाषा सुगम्यता सलाहकार समिति**
विविधता के मुद्दों पर सलाह देने और अनुवादों की समीक्षा करने के लिए भाषा अल्पसंख्यक समुदायों के प्रतिनिधि

☐ **वोटिंग एक्सेसिबिलिटी एडवाइजरी कमेटी**
सुगम्यता के मुद्दों पर सलाह देने और मतदान केंद्र के स्थानों के बारे में सुझाव देने के लिए विकलांग मतदाता

☐ **मतदाता शिक्षा एवं आउटरीच गठबंधन**
मतदाता सहभागिता के प्रयासों को अधिकतम बनाने और मैसेजिंग को बढ़ाने के लिए समुदाय के नेता

VOTER'S CHOICE
Registrar of Voters
Santa Clara County

रुचि का कार्ड

आपकी जानकारी:

नाम:_____

फोन #:_____

ई-मेल_____

संगठन: _____

शीर्षक/पद:_____

पहुँच/प्रदान की जाने वाली सेवाएँ:_____

_____

ध्यान दें/सुझाव:

関心事記入カード

VOTER'S CHOICE
Registrar of Voters
Santa Clara County

関心のある項目を選択してください。

☐ 言語バリアフリー環境諮問委員会
多様性の問題について助言し、翻訳文をチェックする、言語マイ
ノリティコミュニティの代表者

☐ 投票バリアフリー環境諮問委員会
バリアフリー環境の問題について助言し、投票センターの場所を
提案する、障害を持つ有権者

☐ 有権者教育とアウトリーチ連合
有権者参加に向けた取り組みを最大限に拡大し、呼びかけを強
化するコミュニティリーダー

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Santa Clara County

関心事記入カード

あなたの情報：

名前： _____

電話番号： _____

電子メール： _____

組織： _____

役職/職位： _____

これまで提供した技能/サービス： _____

_____

特記/提案：

WAYS TO PARTICIPATE

- Language Accessibility Advisory Committee
- Voting Accessibility Advisory Committee
- Voter Education & Outreach Coalition
- Offer input to Election Administration Plan
- Identify potential Vote Centers

Contact voterschoice@rov.sccgov.org

VOTER'S CHOICE
Registrar of Voters
Santa Clara County
www.sccvote.org/voterschoice

CHOOSE HOW YOU VOTE

VOTE BY MAIL

Ways to Return Your VBM Ballot

POSTAGE PAID
ENVELOPE

OFFICIAL BALLOT
DROP BOX

ANY
VOTE
CENTER

VOTE IN PERSON

Services Provided at Vote Centers

OPEN UP TO
11 DAYS

NEW & MORE
ACCESSIBLE
VOTING EQUIPMENT

SAME DAY
VOTING & CONDITIONAL
REGISTRATION

參與方法

- 無障礙語言諮詢委員會

- 無障礙投票諮詢委員會

- 選民教育和推廣聯盟

- 為選舉管理計劃提供意見

- 確認投票中心的潛在地點

聯絡 voterschoice@rov.sccgov.org

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Santa Clara County
www.sccvote.org/voterschoice

選擇您的投票方式

郵寄投票

交還VBM選票的方法

郵資已付的
信封

官方選票
投放箱

任何投票
中心

親臨投票

於投票中心提供的服務
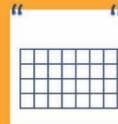
最多可開放
11天

新增並設立更多
無障礙
投票設備

當天
投票和有條件
登記

FORMAS DE PARTICIPAR

- **Comité Asesor de Accesibilidad del Idioma**

- **Comité Asesor de Accesibilidad al Voto**

- **Coalición de Alcance y Educación para Votantes**

- **Ofrecer aportes al Plan de Administración Electoral**

- **Identificar posibles Centros de Votación**

Comuníquese con voterschoice@rov.sccgov.org

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ELIJA CÓMO VOTAR

VOTO POR CORREO

Formas de Devolución de su Boleta de Voto Por Correo

SOBRE CON
FRANQUEO PAGADO

BUZÓN DE ENTREGA
PARA BOLETAS OFICIALES

CUALQUIER
CENTRO
DE VOTACIÓN

VOTO EN PERSONA

Servicios Proporcionados en los Centros de Votación
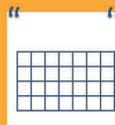
ABIERTO HASTA POR
11 DÍAS

EQUIPOS DE VOTACIÓN NUEVOS Y MÁS
ACCESIBLES

REGISTRO
CONDICIONAL Y VOTACIÓN
EN EL MISMO DÍA

MGA PARAAN UPANG LUMAHOK

- **Tagapayong Komite ng Accessibility sa Wika**

- **Tagapayong Komite ng Accessibility sa Pagboto**

- **Koalisyon para sa Edukasyon at Pakikipag-ugnayan sa Botante**

- **Nagbibigay ng mungkahi para sa Plano sa Pangangasiwa ng Halalan**

- **Tumutukoy sa posibleng Mga Sentro ng Pagboto**

Kontakin ang voterschoice@rov.sccgov.org

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PILIIN KUNG PAANO BOBOTO

PAGBOTO SA PAMAMAGITAN NG KOREO

Mga Paraan Upang Ibalik ang Iyong Balota ng VBM

BAYAD NA ANG SELYO
SOBRE

OPISYAL NA BALOTA
KAHONG HULUGAN

ALINMANG SENTRO NG PAGBOTO

BUMOTO NANG PERSONAL

Mga Serbisyong Ipinagkakaloob sa Mga Sentro ng Pagboto

BUKAS HANGGANG
11 ARAW

BAGO AT MAS MADALING MAGAMIT NA KAGAMITAN SA PAGBOTO

KAPAREHONG ARAW NA PAGBOTO AT MAY-KONDISYONG PAGPAPAREHISTRO

CÁCH THAM GIA

- Ủy Ban Cố Vấn Tiếp Cận Ngôn Ngữ

- Ủy Ban Cố Vấn Tiếp Cận Bầu Cử

- Liên Minh Tiếp Cận và Giáo Dục Cử Tri

- Cung cấp ý kiến cho Kế Hoạch Điều Hành Bầu Cử

- Xác định các Trung Tâm Bầu Cử tiềm năng

Liên hệ voterschoice@rov.sccgov.org

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CHỌN CÁCH BẦU CỬ CỦA QUÝ VỊ

BẦU BẰNG THƯ

Cách Nộp Lại Lá Phiếu Bầu Bằng Thư

ĐÃ TRẢ BƯU PHÍ
PHONG BÌ

THÙNG NỘP
LÁ PHIẾU CHÍNH THỨC

BẤT KỲ
TRUNG TÂM
BẦU CỬ NÀO

ĐÍCH THÂN BỎ PHIẾU

Các Dịch Vụ Được Cung Cấp Tại Trung Tâm Bầu Cử
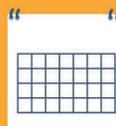
MỞ CỬA LÊN ĐẾN
11 NGÀY

THIẾT BỊ BẦU CỬ
MỚI & DỄ TIẾP CẬN HƠN

BẦU CỬ
CÙNG NGÀY & GHI DANH
CÓ ĐIỀU KIỆN

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County of Santa Clara

Registrar of Voters

1555 Berger Drive, Bldg. 2
San Jose, CA 95112
Mailing Address: PO Box 611360, San Jose, CA 95161-1360
(408) 299-VOTE (8683) (866) 430-VOTE (8683) FAX: (408) 998-7314

www.sccvote.org

VOTER'S CHOICE
Registrar of Voters
Santa Clara County

EAP Development Public Consultation Meeting

Agenda

I. **Introductions**

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.

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.

IV. **Vote Center/Drop-box Selection**
The ROV is seeking public input to assist the County with locating potential sites for voting centers and drop-box sites. Vote centers need to be accessible and have enough space to properly service Santa Clara County voters.

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.

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.

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.

VOTER'S CHOICE
Registrar of Voters
Santa Clara County

Santa Clara County Registrar of Voters
Election Administration Plan (EAP)
General Consultation Meeting Minutes
Santa Clara County Social Services
379 Tomkins Ct., Gilroy, CA
Room 116
Wednesday, June 12, 2019
2:00 p.m. to 3:30 p.m.

Attendees Present:
Deputy City Clerk of Gilroy, City Clerk of Gilroy, City Clerk of Sunnyvale, and Member of Asian Pacific Islander American Public Affairs (APAPA)

Staff Present:
Shannon Bushey, Vanessa Hamm, Shelby Galaviz, Andrea Solorio, Magdalena Sta Maria, Priscilla Favela, Janora Davis, Mike Fong, Adrian Garcia, Bob Nguyen, Aaron Wong, Alfred Gonzales, Liz Oviedo, Eric Kurhi, Chipo Mulenga, Rachel Jung, Paulo Chen, Linh Nguyen, Patricia Lopez, Michael Borja, Darren Tan, Gerardo Aldana, Robert Wiedlin, April Bracamonte, Iliena Hernandez

Action Items:
- Send VCA postcards to attendees: Electronic versions and hard copies (GET TRANSLATIONS) for the communities to reach out and promote at their own meetings (when public cannot come to ROV meetings)
- Short video or PSA for communities (as well as newsletters and other promotional opportunities); possibly the short video presented by P&P

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 overview 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: Asked for clarification of the Vote Center criteria (1/10K vs. 1/50K):
   a. ROV Staff: The VCA has a hard requirement of the number of Vote Centers that are required per 50,000 and 10,000 voters. Ten (10) days before Election Day, 1 Vote Center must be provided for every 50,000 voters. Three (3) days before Election Day, 1 Vote Center must be provided for every 10,000 voters. The ROV must also plan for a few days to set up/tear down the Vote Centers, so reservations may need to be up to 15 days total.

b.   ROV Staff: There will not be any "Mega Vote Center". All Vote Centers, though they may vary in size and location, will be able to provide the same services as the main ROV office. This includes, but is not limited to: Provisional voting, Conditional Voter Registration (CVR), replacement ballots, ballots on-demand, etc.

c.   ROV Staff: The ROV is in the process of researching facilities and what they offer as potential Vote Centers.

   i. ROV Staff: There are 14 criteria required by the VCA that the ROV's Precinct Operation's Division (POD) is using for Vote Center selection. These criteria include, but are not limited to, plenty of free parking for the public, proximity to varying communities, proximity to public transportation, accessibility/proximity to voters with disabilities, etc. There are also some important criteria to consider, not VCA requirements, i.e. plenty of outlets, ideally at least 60' X 60' in size, security, etc.

   ii. ROV Staff: The ROV has sent out emails to the City Clerks and City Managers trying to connect for help in the search for Vote Center locations. We are open to community centers, parks and recreation facilities, or any other suggestions.

d.   Attendee: Gilroy has an unofficial interface council (comprised of churches and other organizations) that may be helpful in choosing Vote Centers.

   i. ROV Staff: The ROV would be happy to reach out these organizations to present our plans and needs for input, or even train them on the VCA so that they may go into their communities and educate their peers.

e.   ROV Staff: Some facilities the ROV has used in the past, such as the Willey Cultural Center in Gilroy, is now unavailable. Other facilities used in the past, such as churches with larger areas or fellowship rooms, are still being considered.

f.   ROV Staff: Length of time (10 days) is hard for locations such as community centers to be able to continue to offer various programs such as meal programs, after school programs, etc. while we're occupying the space. Rent for the longer periods of times are often high and are also presenting a challenge to the ROV. ROV Staff: The VCA also calls for 4-day Vote Centers, leaving an option for facilities that may not be able to support a 10-day reservation.

g.   ROV Staff: The ROV sees this not only as an opportunity for us to provide the voters with a service, but for local organizations to look to give back to their communities as well. To "Adopt a Vote Center" of sorts. We can staff these centers with local voters as well to create an all-encompassing experience.

2.   Attendee: How many Vote Centers does my city need?

a.   ROV Staff: Vote Center requirements depend on many factors, such as population density and access to public transportation, in addition to the 50K and 10K requirements.

b.   Attendee: Expressed concern for time that may need to be taken out of the community schedule.

   i. ROV Staff: Potentially, using a community center or other community centric facility could equate to the cancelling of public classes or meetings for up to ten days. The ROV would, in this case, look at local community-based organizations (CBO) to see if they can lend the county a building that would be less impacted by the requirements of the VCA.

c.   Attendee: What about libraries, schools, or churches? Aren't these types of locations in every city?

   i. ROV Staff: The ROV has used libraries, churches and schools in the past, but there are new limitations with the implementation of the VCA. For example, the ROV, when approaching these types of facilities, is given access to multipurpose rooms. These rooms may be used for various activities, meals, and so forth. Previously, these schedules would only be interrupted for one day. With the VCA, these facilities are more hesitant to give spaces that will be impacted for up to 10-15 days (including set up and tear down). Concerns for locations include: Safety (with schools, having public access; essentially an open campus for such a long period of time), programs, costs, open/closing time conflicts, etc. stand to pose challenges in establishing Vote Centers, but the ROV will continue to look into these options.

d.   Attendee: Expressed concern of advertising new locations of Vote Centers vs. previous polling places.

   i. Attendee: The ROV should use previous locations of polling places as a starting point for Vote Center locations.

   ii. ROV Staff: The advertisement will be a part of the Election Administration Plan (EAP), and the ROV would appreciate any suggestions with ideas of where the best places are to advertise in the community.

   iii. Attendee: Suggestions to attempt working with county education authorities.

      iv. Attendee: CBOs can speak to school boards to emphasize support of using schools as Vote Center locations.

      v. Attendee: Try to get students and the local community involved in school-located Vote Centers (staffing, volunteers, etc.).

      vi. Attendee: Work to promote in the community to emphasize the importance of the election, versus the potential loss of community classes.

  e. Attendee: Expressed concern of geographic locations; how the ROV will space out Vote Centers to make sure each area of the community is served properly.

      i. ROV Staff: The ROV is considering which community each Vote Center will best serve, along with population density, and the VCA required criteria for Vote Centers. The ROV is looking at all factors, including the VCA requirements, and the issue of rent in the area (as we are looking to rent our spaces for a longer period of time, not just a single day as previously practiced), and what the community needs.

      ii. ROV Staff: Reference made to the 50K map presented by GIS Mapping Division.

      iii. ROV Staff: The new VCA model is not limited to precincts as it was in the past.

  f. Attendee: What about reaching out to big companies who are willing to open their campus to a be a Vote Center?

      i. Attendee: The ROV should try to contact PR departments of companies (i.e. Google, Apple).

      ii. Attendee: The mutual partnership can help with both parties' branding image.

      iii. ROV Staff: The ROV welcomes the opportunity, but the requirements (most importantly, access to the public) still must be met as required by the VCA and the company must be willing to work with the ROV as well.

  g. ROV Staff: Is there any input on drop-boxes and locations?

      i. Attendee: The City of Gilroy would like to place drop-boxes inside <u>AND</u> outside locations such as City Hall for easier community access.

      ii. Attendee: It would be helpful to make sure drop-boxes get emptied on a regular basis to make sure there is always room for ballots. Bigger boxes? Two boxes? Etc.

      iii. ROV Staff: Drop-boxes have criteria such as they must be ADA accessible, accessible to the public, well lit, located in a safe area, able to be visually identified, also need a certain number of boxes per number of registered voters.

      iv. Attendee: Possibly use the areas for post office mail drop-off for ballot drop-offs.

      v. Attendee: Utilize drive-up drop-boxes where possible.

  h. Attendee: Mobile Vote Center possibilities?

      i. ROV Staff: It is still being considered whether the ROV will be providing a mobile Vote Center. This type Vote Center is not required but will be present in discussions moving forward.

      ii. ROV Staff: If the ROV can place Vote Centers in all the appropriate areas, there will most likely be no need for a mobile Vote Center.

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: Will the Vote Centers have translators on-site or 'call-in' phone translators?

  a. ROV Staff: Potentially, both. Bilingual workers will be able to translate as needed and utilized where possible, and call-in services will be offered at all Vote Center sites when the occasion arises that the staff cannot provide language assistance. The ROV's goal is to have at least the four federally mandated languages be supported by bilingual staff at every Vote Center, if not, we will target Vote Centers where appropriate in order to strategically place the bilingual staff. The ROV is targeting language communities for the EAP meetings for feedback regarding any language concerns. The Language Accessibility Advisory Committee (LAAC) has been created to specifically address language needs and concerns for feedback. This committee's input will also be considered during the creation of the EAP.

  2. Attendee: Will the translators receive the same training as staff or volunteers?

a. ROV Staff: The ROV is not specifically hiring translators for Vote Centers. Bilingual staff will be certified to serve as translators as well. They are one in the same.

b. Attendee: Is there a timeframe for recruitment of this bilingual staff?

    i.ROV Staff: Recruitment is always ongoing. We also have a list of staff we have used consistently in the past to help with recruitment.

    ii.ROV Staff: Vote Center staff recruitment will most likely come once the ROV secures enough Vote Center facilities. So far, out of 500 inquiries, the ROV has found approximately 25 sites, proving the challenges we are facing trying to find suitable Vote Centers. This is why we need the public's help.

3. Attendee: Is the ROV (and LAAC) willing to go out to the local community organizations, since they may not be able to come to the ROV?

a. ROV Staff: Absolutely. In addition to the LAAC and Voter Accessibility Advisory Committee (VAAC), the ROV has established a non-VCA required Voter Education Outreach Coalition (VEOC) to spearhead outreach directly to local communities.

b. ROV Staff: The VEOC is committed to help organizations and other areas of the communities get the word out about VCA and the changes coming to the County of Santa Clara. This coalition has begun trying to reach out to various CBOs, community leaders, and committees in the county to begin this process.

c. ROV Staff: The EAP is also providing meetings in all federal and state-mandated languages throughout the county in an attempt to reach out to all of the various communities for input. All public will be able to attend the EAP Hearing on August 30, 2019 for any last amendments before the Secretary of State approves the EAP for Santa Clara County.

d. ROV Staff: LAAC and VAAC minutes, as well as minutes for the EAP meetings will be available online.

4. Attendee: Gilroy is mostly a Spanish-speaking community which will need focus for that specific community.

a. Attendee: The ROV should reach out to grassroots organizations for additional resources to the community.

    i.Attendee: Focus on the east side of Gilroy for Spanish, especially. Be aware of public transportation access. This area has been missed in the past and the Gilroy City Clerk wants to be sure the entire city is involved.

b. ROV Staff: Any other outreach contacts can be submitted on the ROV website.

5. Attendee: Sunnyvale is in the process of redistricting and has valuable resources to share with the ROV.

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: Drop-boxes should be accessible for both drive-up and pedestrians. Drive-up options may solve parking issues.

a. Attendee: One-way streets/streets divided by islands should have a two-sided drop-off.

b. Attendee: Post-office drive-up ballot drop-boxes can be placed next to the drive-up mailboxes already present.

c. ROV Staff: Vote Centers will also serve as drop-box locations.

d. ROV Staff: The ROV will continue the use of Remote Access Vote-by-Mail (RAVBM), which allows the ROV to send a link to a secure ballot to the voter's email. The voter can then print out the ballot and complete it in the private, independent space of their own home and send it to the ROV office (it cannot be electronically submitted).

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: Possibly create animated ads for the movie theaters (previews) or TV ads; make use of government channels, city websites, city newsletters, Nextdoor app, partnership with various districts or council members to advertise, in addition to social media.
   a. Attendee: Fundraise to fill in any holes in the budget for advertising.
   b. Attendee: Really try to work with candidates, as the implementation of VCA impacts them directly.
2. Attendee: Request for handouts (digital formatted and hard copies) for the cities/CBOs/candidates to pass out or send out to the community directly.
3. Attendee: Gilroy suggestions for outreach:
   a. Send the postcards to cities
   b. Visit council meetings, possibly with a presentation
   c. Gilroy Today
   d. Gilroy Morgan Hill newspaper
   e. No local radio stations in Gilroy
   f. Mercury News
   g. Gilroy Garlic festival (last weekend in July)
4. Attendee: Sunnyvale council meetings usually contain "empty space" of time before meetings get started, ROV could possibly use this time to project information, PowerPoint and/or a PSA on loop. This could work for local government channels or local government meeting streams as well.
   a. Attendee: Community college/University radios/newspaper
       i. Vince Larkin (Radio, Stanford)
   b. Attendee: When the ROV reaches out to schools/boards/districts/candidates, remind them that the ROV helps them function through the elections themselves.
   c. Attendee: WeChat (Chinese multipurpose messaging and social media app), WhatsApp, various Facebook groups, etc. for targeting languages.

VOTER'S CHOICE
Registrar of Voters
Santa Clara County

Santa Clara County Registrar of Voters
Election Administration Plan (EAP)
Accessibility Consultation Meeting Minutes
Santa Clara County Government Center
70 West Hedding Street, San Jose, CA
Room 157
Thursday, June 13, 2019
5:00 p.m. to 7:00 p.m.

Attendees Present:
Three members of the public, one representative from Silicon Valley at Home, and one ASL interpreter

Staff Present:
Shannon Bushey, Vanessa Hamm, Andrea Solorio, Michael Borja, Magdalena Sta Maria, Priscilla Favela, Janora Davis, Allen Ocampo, Robert Weidlin, Linh Nguyen, Virginia Bloom, Michelle Tran, Christina Rivera, Adrian Garcia, Paulo Chang, Alfred Gonzales, Eric Kurhi, Jacob Salazar, Rachel Jung, Smita Shah, Liz Oviedo, Chipo Mulenga

Action Items:
- Email attendee a Polling Place list from November election
- Send a list of all managers' emails to attendee

I. **Introductions**
   Welcoming 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 on 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. ROV staff: Are there any areas with accessibility issues that anyone can recommend?
      a.   Attendee: Representative from Silicon Valley at Home was directed by the City of San Jose's manager's office to reach out to the ROV in order to work on potential Vote Centers and drop-off sites; have reached out to housing developers to follow up to see if they have eligibility requirements. Inquired about one interested housing development. Might have to widen the scope from just the City of San Jose to North and South County. From their perspective, the ability to engage with residents in supportive housing and developments is important. He is still working on researching sites, potential gaps, and has an interest on the proximity of disadvantaged sites. For increasing voter turnout, maybe looking into specific precincts and zip codes with traditionally

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lower voter turnout. Visiting these areas and going into their communities and events may help with increasing voter engagement. Do you have a list or a comprehensive map/list of previous Polling Place locations?

    b.   ROV Staff: Thanks for the great recommendations on Polling Places. We will email it to you.

2.   Attendee: What are the criteria behind Mobile Vote Centers?

    a.   ROV Staff: Some counties use them, and some don't. Usually Mobile Vote Centers are used in counties with a lot of land, but not a lot of voters. It is, however, something for the ROV to consider. If needed, we'll take all the materials and set it up in a location where we are not able to provide a Vote Center.

3.   Attendee: Read a study at Rutgers University in 2016: The majority of disabled people who get the ballot in the mail don't use it. There's a list of reasons why and it talked about the need of outreach to explain the ballot (using social media or other ways of educating). It was said that the ability to understand and to read the ballot helped boost turnout. There are two main things, one is getting people to vote, and the other is meeting the needs of the people who show up to vote. What are your priorities right now? Accessibility and making the vote larger?

    a.   ROV Staff: True, are you aware of the Remote Access Vote by Mail (RAVBM)? We have RAVBM that military, overseas, and disabled voters can use online. Voters can download their ballot from home from an emailed link, print the ballot, and send it back to the ROV in the mail. Instructions are provided on how to go about the RAVBM process. The ROV also will be providing accessible Ballot Marking Devices at every Vote Center.

    b.   ROV Staff: Voter turnout also relies on the education of the County. Part of the plan is increasing the outreach effort and finding partners, so we can educate the County with the Voter Education and Outreach Coalition (VEOC). Also, we have the "Training the Trainer" program, in which we will go out to the communities and teach members of the public or organizations on how to educate their fellow members on VCA.

    c.   Attendee: The study showed there's a giant population that despite these options provided, need input to understand and a lot of them would prefer going to the Polling Place to get help in person.

    d.   ROV Staff: Yes, I appreciate it. We have Vote Centers to visit and they will no longer be limited to only one Polling Place. We have Election Officers, and other staff that can help too. We are going to advertise and have the Remote Access Vote by Mail available as well. We will also have accessibility information provided by phone. Thank you so much for that! Do you have any ideas for locations or any certain areas that may have more disabled individuals that you think we need to focus on?

    e.   Attendee: The disabled community is spread out amongst different living facilities and assistance centers, and you are aware of it, but we will continue looking into it too.

4.   Attendee: How many Polling Places did we have last year? Are we increasing them?

    a.   ROV Staff: We had 849 voting precincts last time but under the VCA, that number will be lower. We will have about 25 Vote Centers for 11 days (10 days before, plus Election Day), equating to one Vote Center for 50,000 voters, and add another 100 Vote Centers for 4 days (3 days before, plus Election Day), one Vote Center for 10,000 voters. We expect over one million voters next year, and we are aiming to provide more Vote Centers than required by law. Our GIS Mapping Division has been working on locating areas for our Vote Centers by breaking down the 14 criteria along with the number of registered voters. The number of Vote Centers being equal to Polling Places is not as important as we transition to VCA because you can vote anywhere you want or where it is most convenient for you. It is true that some people may have to travel farther to get to a Vote Center from their home, but they have the option now to have up to 11 days to go to a Vote Center on their lunch break, by their place of work, or next to their children's school, etc.

5.   Attendee: Is there a difference between a Polling Place and a Vote Center?

    a.   ROV Staff: Polling Places are being renamed Vote Centers, in addition to adding many services provided at each location. Each Vote Center will service a larger area as well.

    b.   Attendee: It wouldn't be in garage like before?

    c.   ROV Staff: Not anymore. The VCA has requirements for each Vote Center, including size, available parking, ADA compliance, and security. There will be 3-5 times more equipment and more people visiting each center. We are working with developers and cities to find

adequate and accessible Vote Centers. We also have a list of over 500 potential centers that have been considered, but so far only a few have all the needs required for the VCA, in addition to the availability we need. We would love any suggestions so that the ROV may evaluate them as a potential Vote Center.

6. Attendee: So, the idea is one large Vote Center for every 10,000 voters?

   a.   ROV Staff: Yes, but only beginning the Saturday before Election Day (approximately 100 4-day Vote Centers). From experience gathered from other counties, there will be almost no lines the first week, and attendance will grow beginning the weekend before Election Day. It will take some time for voters to get used to the change, but ideally, they will come to take advantage of the 11-day window of time to vote.

7. Attendee: Every election, three or four weeks ahead, the ROV sends out the sample ballot and directions of where we are supposed to go. Will there be a similar listing of all Vote Centers?

   a.   ROV Staff: The County Voter Information Guide (CVIG) will now include a listing of all the Vote Centers, along with their respective hours. The Vote-by-Mail Ballot you receive in the mail will also have a listing of Vote Centers and their respective hours of operation. The same listing will be posted online as well.

8. Attendee: In terms of site location requirements such as proximity to public transportation, language minority communities, low income communities, etc., we're talking about equitable process of participating in the process, as well as working with low voter engagement with communities– I think it's a priority for us, when we look at housing measures, to focus on the areas that tend to vote against precincts that are more affluent, and reject housing developments. Therefore, we do have to advocate to the communities as such and make sure that these communities have easy access to voting. I don't know if you have been able to reach out to some organizations such as in East San Jose, by Monterey Road. I would encourage you to reach out to them; organizations such as the Alum Rock Organization or Mayfair and see if the voters are willing to travel from one place to another. Also, to find out where will they be willing to go. The Neighborhood Association members would be able to provide information with where and how far they are willing to travel to vote. We are happy and willing to help start or organize these conversations and events and invite the ROV.

9. Attendee: We have a sister organization called The Nonprofit Housing Association of Northern California with a model called "Resident Engagement" which trains the trainers to work with developers on-site regarding voter registration education at development sites. Even if we are not able to have a Vote Center in a particular development, we could have the ROV come to do a presentation/information session for the residents to educate them and allow them to be aware of all the changes coming. Many voters prefer to be educated with a non-partisan lens, rather than coming from candidates looking for election. We would be happy to coordinate this type of event with the ROV as well.

   a.   ROV Staff: Yes, and were you interested in the Voter Education and Outreach Coalition? We can come out to your organizations to educate the public. We have opportunities for a resident engagement to "train the trainers". We can connect with the developers and invite the ROV to do presentations.

10. Attendee: Silicon Valley Counsel of Nonprofits is an organization that conducts a lot of services. I encourage the ROV to work with the Silicon Valley Counsel of Nonprofits because of their broad reach in the community and take advantage of the service delivery framework.

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. ROV Staff: Previously we targeted language communities based on precincts and registered voters' designated language preferences. Our goal for VCA, if possible, is to provide language assistance for each of the eight supported languages in every Vote Center. Is there any feedback regarding language assistance or language communities we should be aware of?

a.	Attendee: Will there be a minimum of one of each language in every Vote Center? Such as 120 Vietnamese speaking staff, providing one for each Vote Center?

b.	ROV Staff: At a minimum, we would like to have one staff member of each language in every Vote Center. The challenge is to recruit staff that is available to work for 4 to 11 days, along with assuring language certification. We need to hire more than the minimum in case of last-minute scheduling conflicts or cancellations as well. It is also a challenge to hire for the languages that happen to have smaller communities in the County of Santa Clara. Some staff may not be able to work all 4 or 11 days, so in reality we will be hiring much more than the minimum requirements. Staff hired for Vote Centers will receive the same training, meaning there will be no interpreters, but bilingual staff members.

c.	Attendee: There's a service that's not expensive where you can call in on a cellphone where you can select a language and get a phone call.

d.	ROV Staff: We do have an over the phone translation service in place already to call if we cannot provide language support in person.

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.

1.	ROV Staff: will be advertising the accessibility of the VCA and the Vote Centers. Accessible devices for independent and private voting will be available at each Vote Center as well. Is there any input to regarding accessibility?

a.	Attendee: There are two things: There's the letter of the law and ADA compliance, such as how large doorways need to be. There is also the way the ADA enacted in spirit, a little more esoteric, but it's in the way people are kind and ready for a lot of different disabilities. When people show up, staff should make sure their needs are met. In a previous meeting, it was mentioned that there would be greeters who are welcoming voters and they need to be ready to help people who are deaf or hard of hearing or anticipate someone who is visually impaired. My relative spends months getting ready for the election. His friends call wanting his help. Anticipation of all types of voters is key. Every year in July is National Disability Voter Registration Week (NDVRW), maybe you should go to other City Council meetings and give public comments and promote awareness. The number of people feeling like their voting needs will not be met is 35 million or 1 in 6 people with some type or form of disability. For example, how do you help people with dyslexia? Just something to keep in mind.

2.	Attendee: I believe there are a number of organizations that work with monolingual speakers and aim to provide feedback on accessibility. Such as how were their previous experiences with voting and how changes have affected them in the past. The ROV could potentially use some of that feedback. I've always noticed staff with different language capabilities at your Polling Places, which is phenomenal. The challenge will have the consistency with the extended amount of days Vote Centers will be open. It will be a challenge coordinating and creating schedules for folks.

a.	ROV Staff: We are definitely aware of the challenge presented and have been trying to acquire software and other organizational tools to help in the coordinating of hiring and scheduling Vote Center staff. Our Outreach Team has been reaching out to organizations, and even though we have not had a large response yet, we will continue to initiate contact with different communities. We also have a representative from Disability Rights of California who is also on the Voting Accessibility Advisory Committee (VAAC), as well as a representative from the Silicon Valley Independent Living Center who were not able to make it tonight.

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.

1.	ROV Staff: We discussed earlier about educating the public on accessibility programs for voting, such as RAVBM, and educating the public about the change to VCA voting model. We are also creating a Voter Education and Outreach Coalition (VEOC) which will help educate community-based organizations (CBOs) as well as members of the public. We will also be doing a "train the trainer" program so that we can

teach members of the public or CBOs about how to conduct presentations educating their peers about VCA. We are also targeting different types of media advertising, from radio to television to newspapers. Do you know any events or facilities that would be interested in the ROV to come and educate about voting? Are there any T.V. stations and advertising opportunities that you know of?

a. Attendee: Abilities Expo. It is recommended to not go; it's become too commercialized.

b. Attendee: Radio is great for people who cannot see.

c. ROV Staff: That's a good suggestion. We'd also like feedback if you have any contacts in which we can share our logo and some other informational documents to provide to their peers or organizations.

d. Attendee: Can you give information to the candidates themselves?

e. ROV Staff: Candidates receive a candidate guide which instructs on how to run and what the ROV will need from the candidate themselves. This year the guide will include information about the move to the VCA voting model, as well as relay the importance of educating our voters on the change. We hope the candidates will want to help us get the word out since they are directly affected.

f. Attendee: Make sure candidates give the right information to the voters. In terms of outreach for monolingual, some outlets have informational segments where you can talk about immigration, like radio outlets, relating to immigration.

g. Attendee: We know there is a state VAAC and we found out about the ROV VAAC through the state VAAC. My relative had an idea to go to other counties and speak with the VAAC committees; and he will report back to the ROV. People have to know about the change first and then to the individual needs of various voters.

2. Attendee: Have other states in the country done this other than California?

a. ROV Staff: Colorado has already initiated all-mailed ballot elections.

b. Attendee: Are we able to speak with other states to see what worked and did not work?

c. ROV Staff: Sure, we can reach out to them. We are also in constant contact with the Secretary of State's office and have a monthly phone call which includes all the counties who have or are about to implement VCA. These calls are for the conversation of how different counties began their own VCA, what worked, what hasn't worked, and suggestions moving forward.

d. Attendee: We know there is a state VAAC and we found out about the ROV VAAC through the state VAAC. I had an idea to go to other counties and speak with the VAAC committees and report back to the ROV. People have to know about the change first and then to the individual needs of various voters.

e. ROV Staff: We could definitely work on that, sounds great.

3. Is there any messaging we should focus on, such as when we send out notices on social media?

a. Attendee: People should know in an easy way that a change is coming. That's the first message that should go out because people need to be aware that this is all new. Let them know: "Here's what it means to you, and if you are disabled, we are ready for you!"

b. Attendee: In terms of outreach, many radio outlets – in particular, the Spanish ones – have informational segments to talk about changes in the community. Someone could go to UNIVISION or Telemundo and participate in an informational segment with them. There is also an organization called the National Association of Latino Election Officials who work with local non-profits within the state, voter engagement, and Census work. They have a lot of language information that is specific in terms of messaging and framing, which may possibly be able amplify the message at the local level. Information segments, radio, TV, advertising, OP ED, letter to the editor, etc., about the changes that are coming up because of the Voter's Choice Act. Identify committee surrogates that can relay the message on behalf of ROV. Monolingual communities of color usually have a disconnect with the government. They are more connected with nonprofit community leaders and the people are more willing to listen to it, instead of blanket advertisement on the VTA or on TV/radio. Those information components will really inform people. The message also needs to be repeated often. Many campaigns run under the model that you must repeat a message seven times, maybe the ROV could adopt a similar model leading up to the election. Starting early would be beneficial. Holidays will also be a challenge. Voter engagement and beginning this process early would help everyone. Also, National Voter Registration Day is coming up on September 24, which is an opportunity to tap into the younger crowd of potential voters.

c.   Attendee: National Disability Voter Registration Week, July 15th to 19th that's not much time but something to consider. I will volunteer to reach out and see is there is something in their toolkit we can take advantage of.

d.   ROV Staff: Earlier, the Mayfair Community Center was mentioned, we are having an EAP Consultation Meeting there on June 24th.

e.   Attendee: I would encourage continuing to reach out to those type of organizations, such as Guadalupe, the Neighborhood Association, and also possibly reaching out to Councilwoman Magdalena Carrasco's office, as I'm sure she would be willing to come out to speak to residents. Also, speak to the local PTAs to help start spreading the message and work towards increasing attendance.

VOTER'S CHOICE
Registrar of Voters
Santa Clara County

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

Tully San Jose Branch Library
880 Tully Rd. San Jose, CA 95111
Community Room
Monday, June 17, 2019
6:30 p.m. to 8:00 p.m.

Attendees Present:
Two members from the public from the Vietnamese Community

Staff Present:
Shannon Bushey, Vanessa Hamm, Magdalena Sta Maria, Priscilla Favela, Andrea Solorio, Shelby Galaviz, Linh Nguyen, Michelle Tran, Paulo Chang, Michael Borja, Bob Nguyen, Alfred Gonzales, April Bracamonte, Adrian Garcia, Martin Ayala, Janora Davis, Christina Rivas-Louie

Action Items:
- Look into attendees' suggestions for Vote Center locations.

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 an official ballot drop-box, or have up to 11 days to vote in person at any Vote Center.

   ROV Presentation on VCA was shown.

   Public Input/Questions:
   1. Attendee: Expressed frustration about the previous election. He said his ballot was not important to the election and did not impact the election in 2016. He asked if his ballot is important in next presidential election?
      a. ROV Staff: Explained that every ballot is very important, and if everyone came to vote, it would make a big difference in elections.

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.

IV. **Vote Center/Drop-box Selection**

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

ROV Presentation:

> ROV staff: Asked if attendees had any recommendations or questions about media, advertising, Vote Centers or ballot drop-box selection? Is it convenient for people that they can drop off their ballots even on Saturday?

Public Input/Questions:

1. Attendees: Everything is good for them. It doesn't matter to them; they can go anywhere by bus or by driving.
   a. ROV staff: Explained and asked for input regarding Vote Centers. One of the attendees recommended the warehouse of Do Van Tron, a famous person of a local Vietnamese radio station - Vien Thao Radio.

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. ROV staff: Asked what attendees thought about language accessibility.
   a. Attendee: Responded he could understand English in writing and listening, but he is not good at speaking English. He might need language assistance.

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: (None)

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: Asked if we were able to and if we have budget to go to their community to present about VCA?
   a. ROV staff: Responded that we can go anywhere, churches, temples, schools etc. to do presentations in Vietnamese.
   b. ROV staff: Asked attendee to come and be a Vietnamese translator for the next meetings.
   c. Attendee: said he lives in Campbell, not in San Jose.
   d. ROV staff: Explained he could come from anywhere and we would appreciate his attendance.

Santa Clara County Registrar of Voters
Election Administration Plan (EAP)
Khmer Consultation Meeting Minutes
County Government Center
70 W. Hedding St. San Jose, CA 95110
Room 157
Tuesday, June 18, 2019
5:30 p.m. to 7:00 p.m.

Attendees Present:
One attendee from the public from the Khmer community

Staff Present:
Shannon Bushey, Michael Borja, Vanessa Hamm, Magdalena Sta Maria, Shelby Galaviz, Andrea Solorio, Priscilla Favela, Linh Nguyen, Michelle Tran, Liz Oviedo, Adrian Garcia, Martin Ayala, Bob Nguyen, Paulo Chang, Rachel Jung, April Bracamonte, Janora Davis, Patricia Lopez, Alfred Gonzales

Action Items:
- Look into attendee's suggestions regarding reaching out to the Khmer community: temples, specific neighborhoods, and at City Council meetings.

   I. **Introductions**
   Welcoming 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.

 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.

 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:
   Attendee: Suggested placing Vote Centers at temples to increase voting participation within the Khmer community.

  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: Translations on flyers were too literal and did not convey the intended message.
   a.   ROV Staff: We are hiring a bilingual Election Specialist who speaks Khmer.

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:

Attendee: Suggested outreach in the Khmer community by going door-to-door to Khmer neighborhoods in order to seek out senior citizens within the community, pick them up, drive them to outreach meetings, and drive them to Vote Centers.

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:

Attendee: Suggested outreach be done in Khmer communities, otherwise they will not attend. Suggested outreach at temples and heavily populated neighborhoods in East San Jose, specifically neighborhoods near Poco Way, Rockspring, and Santee. Also suggested ROV conduct outreach at City Council District meetings.

Santa Clara County Registrar of Voters
Election Administration Plan (EAP)
Tagalog Consultation Meeting Minutes
Milpitas Library
160 N. Main St., Milpitas, CA 95035
Auditorium
Friday, June 21, 2019
4:30 to 6:00 pm

Attendees Present:
Eight members from the public from the Tagalog Community
Staff Present:
Shannon Bushey, Rachel Jung, Aaron Wong, Vanessa Hamm, Christina Rivas-Louie, Andrea Solorio, Shelby Galaviz, Priscilla Favela, Linh Nguyen, Allen Ocampo, Paulo Chang, Eric Kurhi, Alfred Gonzalez, Janora Davis
Action Items:
• Follow up with attendees regarding outreach opportunities like Philippine Heritage Month and Philippine Independence Day celebrations in Milpitas.
• Follow up with attendees regarding the different Philippine non-profit organizations that can spread the word through their websites, email marketing or their own social network.
• Add contacts from the submitted interest cards to the distribution list to be emailed about the Voter Education and Outreach Coalition.
• Provide a digital copy of outreach flyers to attendees so they can also post on their social media networks.
• Add all digital outreach materials to the website for communities/organizations to find and download for voter education.
Agenda Items:
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.

   ROV Presentation:
   1. Presentation on VCA was shown.
   2. ROV staff explained VCA and the EAP schedule and goals, stressing gathering input.

   Public Input/Questions:
   1. Attendee: Asked when the March election was.
      a. ROV Staff: March 3rd. No more June election for now.
   2. Attendee: You will be sending everyone a vote-by-mail ballot. Can people go to the Polling Place to vote and be shown on television?
      a. ROV Staff: People can go to Vote Centers and vote. There is no need to go to your one assigned Polling Place like before, now voters can go to any Vote Center and vote. There will be a new voting system, with e-poll books or tablets instead of a paper roster. These tablets will be used to look up voter and check to see if their vote-by-mail ballot was returned or not. We can

void out an old ballot and issue a new ballot in any of the nine languages using new ballot-on-demand printers.

3. Attendee: Does SOS have a deadline for the final draft? Is there a chance the document will still not be finalized by February?

   a. ROV Staff: Changing the election date from June to March did not change the deadlines of when things are due. Our goal is to have the fully approved draft by the end of the year.

4. Attendee: Santa Clara County (SCC) has historically been always among the last counties to report their results. With all the changes to be implemented, does the ROV have enough people? With the new equipment, is there appropriate amount of time available for testing? Is the ROV prepared to make sure SCC is not the last to report the results? Especially with all the new equipment, a lot of time is needed for all these changes.

   a. ROV Staff: We are last because of our central count voting system; those who are early, count at the precinct. Some counties do precinct count, where they count the ballots at the precinct. The results cartridge will just go back to the main office to be uploaded. Central count means all ballots must come to a central place to get counted. The Santa Clara County Board of Supervisors have been informed that we will always be among the last to report our results if we stay with the central count voting system.

   b. ROV Staff: The ROV expends a lot of time and effort to ensure that ballots are counted as soon as possible. We have 18 counting machines with counting continuing 24 hours a day. Last election had three ballot cards to be counted, which multiplies the amount of time needed to count.

   c. ROV Staff: We will be getting a new voting system which will have precinct counting, so that should help us provide faster Election Night results. Voters will scan their ballots in the Vote Centers, cast their ballots, and their votes will be tabulated in the Vote Centers. On Election night, the results from the Vote Centers will be collected in the main office and paper ballots will no longer need to be counted at a central location on Election Night itself.

5. Attendee: Do you think people will have enough time to understand all the changes, including the new voting system?

   a. ROV Staff: Yes, definitely. There will be staff at the Vote Centers when they come in to help the voters use the system correctly. The new voting system is not in yet, but expected to have a contract ready for the Board of Supervisors to sign in August. After that the equipment should start coming for acceptance testing.

   b. ROV Staff: We've been working on this for a while now. We started planning earlier in the year and were just waiting for final approval from the Board of Supervisors before going ahead with implementation. Approval was given on April 9th. We're also procuring a new voting system. With all these changes, it's not going to be perfect, but we are trying to minimize the bumps in the implementation.

6. Attendee: How many other counties have been using this same setup?

   a. ROV Staff: Over half the counties have new voting systems and five counties switched to VCA in 2018.

7. Attendee: What was their rate of success?

   a. ROV Staff: It is difficult to define success because election turnout is highly dependent on the contests on the ballot.

8. Attendee: Do you have statistics, demographics to track the success of the implementation of VCA? If you have statistics from previous elections, that can be used to determine the success of VCA.

   a. ROV Staff: We have statistics, but we are limited to what voter information is available from the voter registration form.

   b. ROV Staff: There are turnout statistics from the Statement of Vote, which is divided by precinct and city.

9. Attendee: Suggests using statistics to use as a baseline, like for a budget.

   a. ROV staff: We have a Post-Election Report that captures language statistics.

10. Attendee: Where can you find the post-election report? I can only find the precinct report.

      a.   ROV Staff: It's on our website, under Reports and Statistics. The Post-Election Report is a supplemental report we create based on what happened in the past election. The November Post-Election Report is not yet posted, but the June one is on the website.

      b.   ROV Staff: The November report should be out soon. The Post-Election Report is a very good report that explains a lot of terms, like, "What is a precinct?" or "What is vote-by-mail?" It has statistics and those are the numbers that we can use for comparison in the future.

      c.   Attendee: Getting the statistics beforehand will be a good basis to determine improvement, moving forward.

      d.   ROV Staff: We just need to keep in mind that election turnout greatly depends on the contests on the ballot.

11.   Attendee: Are you in contact with the five counties?

      a.   ROV Staff: We have been talking to other counties for over a year. Staff have met and spoken with election staff in Sacramento, San Mateo, and Napa counties. We keep in continuous contact with the state, having three-hour phone calls once a month, trying to learn all we can. We learned that we need to hear from our communities, and that is why we're here in Milpitas.

12.   Attendee: Out of the many counties in California, how many use the precinct counting system and how many use the central counting system?

      a.   ROV Staff: 13 counties will be doing VCA by 2020, representing 50% of the State's voting population. With the new voting system, Election Night results will be faster, but the canvass period will take the same amount of time. Vote-by-mail counting process will remain the same, so the processing time will not change. It is a manual process that involves opening envelopes and flattening ballots prior to being counted.

      b.   ROV Staff: Based on information from the Secretary of State, 27 out of 58 counties, about 47%, used the central tabulation system.

13.   Attendee: Even with new system and new way of doing things, manual process is still there?

      a.   ROV Staff: Yes. In terms of the speed of Election Night reporting, we were slower because of our voting system, but in November 2018, we had a faster rate of counting leading to E+30, or the end of the canvass period.

      b.   ROV Staff: The new voting system will make things more convenient for the voter, and with VCA, maybe more people will vote because everyone will be mailed a ballot, and there will no longer be a "wrong" Polling Place for people to go to. Also, instead of having targeted precincts with Tagalog language support, the goal is to have ALL the Vote Centers with Tagalog language support. So there will be more language support at all centers, no wrong Polling Place… a lot of benefits on the voter's side.

      c.   ROV Staff: These will all cost money, but we are trying to save where we can. We are leasing, instead of purchasing the new equipment, and we are getting $5.5M to help pay for the system.

14.   Attendee: What are we doing for foreign intervention?

      a.   ROV Staff: We are working with Department of Homeland Security, as well as different federal, state, and county agencies to make sure voting is secure. We perform penetration testing, installed new phishing technology, among others. Our IT support is among the best. We have not had any issues with our county. Our results cannot be changed by outsiders because our tabulation machines are not connected to the internet. We take our results from that, and that is what we take to a computer to upload.

15.   Attendee: What about hacking?

      a.   ROV Staff: We have penetration testing, and no one has been able to get through. We give phishing training to staff as well and take lots of security precautions on all levels.

16.   Attendee: When are you given a provisional ballot?

      a.   ROV Staff: With VCA, provisional ballots will be available for anyone who wants to exercise their right to vote but we cannot verify their registration (e.g., out of county, out of state, etc).

      b.   ROV Staff: Conditional Voter Registration is for voters who wish to register that day and cast a ballot.

c.   ROV Staff: These ballots will be processed after the election to check for eligibility.

d.   ROV Staff: We expect to receive a lot less provisional ballots with VCA. Before VCA, provisional ballots were given to people who voted outside of their assigned precinct.
For example, if a voter lived here (Milpitas) but they worked in Palo Alto. If they didn't have a chance to go back home and vote at their assigned precinct, they still have the right to vote and would instead vote in Palo Alto. That's when they would be voting provisionally. But with VCA, and you being able to vote anywhere in the county, if you live in Milpitas, but work in Palo Alto, you are free to go to any Vote Center in or near Palo Alto, and you can vote on a ballot with the contests specific to Milpitas. This will significantly reduce the number of provisional voters.

e.   ROV Staff: CVR is another great option, where if you didn't have the chance to register to vote before the deadline, you can go into any Vote Center, complete the registration application, receive a ballot, vote that ballot, stick into the envelope and cast it. When the envelope gets to our office, we verify the person's eligibility to vote, and if they can vote, we'll then count their ballot.

f.   ROV Staff: Prior to VCA, those who could not vote at their home precinct all had to vote provisionally.

g.   ROV staff: Last election we had about 35,000 provisional ballots, and we expect a 90% reduction with VCA.

17.   Attendee: Vote Centers are open 10 days before the election?

a.   ROV Staff: There is a requirement by law to have Vote Centers open 10 days before the election, let's call them 11-day Vote Centers. There should be one center open for every 50,000 voters. So there should be around 20-25 11-day Vote Centers.

b.   ROV Staff: We also have 4-day Vote Centers that need to be open 3 days before the election. There needs to be one center open for every 10,000 voters, which means there will be around 100 more 4-day Vote Centers.

18.   Attendee: For the March Primary Election, what if I want to choose a political party at the time I vote? Do I have to go to a Vote Center? Can you request the ballot by mail?

a.   ROV Staff: You can change your registration and do cross-over voting. About 135 days before the election, each party will tell us who they are going to allow to cross-over and vote. Last Primary Election, the parties that allowed cross-over voting were Democratic, American Independent, and Libertarian.

b.   ROV Staff: If you're non-partisan, will get mailed a non-partisan ballot. Then the voter can walk in to Vote Centers, turn the non-partisan ballot in, and ask for a ballot from a party that allows cross-over voting.

c.   Attendee: Can you only request cross-over ballots at Vote Centers?

d.   ROV staff: If you are a non-partisan voter, a mailing will be sent out to ask if you want to do cross-over voting. In this mailing, if you indicate that you want to do cross-over voting, a ballot for the requested party will be mailed to you.

e.   ROV staff: We have about 300,000 non-partisan voters in our county. Around E-135, or 135 days before the election, is when the Secretary of State will let us know which parties allow cross-over voting. As soon as we find out, we have a short period of time to create the mailings. It usually takes about 10 days after the notification from SOS to create the draft that is sent to the vendor for printing and mailing. The mailing is addressed to non-partisan voters and informs them of the parties that are open for cross-over voting in the Primary Election.

19.   Attendee: You mentioned that I can mail my ballot in, but what if you change your mind and want to vote at a Vote Center to change your vote? Do you track those changes? So you can go and check if someone has already voted? How about double voting?

a.   ROV staff: We are going to have access to our election information management system at the Vote Centers so we can look up the voter and see if the voter has already submitted a ballot. If they've already voted, we would not allow you to vote a regular ballot at the Vote Center. If you've already voted at a Vote Center, then your VBM ballot comes in in the mail, we will look you up in the system and see that you've already voted in the Vote Center. We will then not count the ballot that just came in through the mail.

b.   ROV Staff: Basically, it's first come, first served. If your ballot comes in the mail, we check your signature, and if it's good, automatically, you've already voted. Then the E-pollbook being used in the Vote Center is running in near real time so if you had already voted by mail and you decided to vote in the Vote Center, it will show that you've already voted. In this situation, if you still insist on voting at the Vote Center, you will likely be given a Provisional Ballot.

c.   ROV Staff: There is another situation in which you will be voting provisionally. Even if Vote Center staff say that our system shows that you have already voted, if you invoke your right to vote, you can cast your vote on a Provisional Ballot. In the ROV office, we will check that Provisional Ballot envelope, because we check every single Provisional and CVR envelope, and if we determine that you've already returned your ballot, we will not count the Provisional Ballot.

d.   Attendee: Will I be able to tell if my Provisional Ballot has been counted or not?

e.   ROV Staff: There is an online system where you can look up your provisional envelope number and tell if it has been counted or not.

f.   Attendee: So is it the last one in that gets counted?

g.   ROV Staff: No, it's the first one in.

h.   Attendee: What if you change your mind? You're stuck with your first choice?

i.   ROV Staff: Yes. We can't really do anything if the ballot has already been counted.

j.   Attendee: It's an important choice. But I understand that.

20.   Attendee: Before you had precincts and volunteers to come in and man them. With these Vote Centers, is there going to be full-time staff?

a.   ROV staff: The ROV will be hiring a mix of Extra Help county staff and stipend volunteers. We are still trying to work this out. For Extra Help, there should be about 3 weeks worth of work, including training, for the Vote Center staff. The Extra Help staff would have to go through the County hiring process and we help with that. The stipend volunteers will likely help more for the 4-day Vote Centers because the experience of the other counties was that the first week was very slow. So we don't need that many people for the first week. As the peak builds, we will bring in the stipend volunteers to help out.

b.   Attendee: So are people who worked the prior elections going to be informed about these opportunities?

c.   ROV Staff: Yes, we are working on a letter right now to mail to people that worked as volunteers previously. The letter will talk about the new changes and ask if they are interested in being either a stipend volunteer or an Extra Help worker.

d.   ROV Staff: We do invite the previous Election Officers who helped out before to see if they would still be available to help out with Vote Centers. It should be noted though, that the new technology that will be used will be a big jump for the volunteers and also the ROV staff. So there will need to be training and enough staff at Vote Centers to make sure that Vote Center operations will run smoothly even with the new technology.

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.

IV. **Vote Center/Drop-box Selection**

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

ROV Presentation:

1.   ROV staff: Presented the maps on the wall —one map showed the 11-day Vote Center boundaries, and the other map showed the 4-day Vote Center boundaries. You'll notice some of the wider areas in South County and also in North County that are more sparsely populated and that are already mail ballot precincts. They will still be provided their vote-by-mail packets but now they can also go to any Vote Center.

Before people in mail ballot precincts could only vote by mail or at the ROV office. Now they will also have a choice to vote in person in any Vote Center.

2. ROV Staff: If you know of any locations to be used as a Vote Center, you can provide feedback and suggestions using the Feedback Forms, email, or the website.

Public Input/Questions:

1. Attendee: As far as your Vote Center locations, are they temporary?

   a. ROV staff: Yes, they are all temporary. We are trying to find any location – commercial, government, city, school, your own association, your own community groups, churches – if they are willing to give it to us for 13 days or 6 days, we'll take it (extra days are needed for delivery and pickup of election equipment), especially if it's for free. So we're looking for those locations now. We do have a huge inventory of Polling Places that were used in the past. There were about 850 Polling Places last election, meaning we had to reach out to about 1000 Polling Places. However, these Polling Places have historically been small, like a garage or a small room. For a Vote Center, the location has to be much bigger (size is specified in the Vote Center recruitment flyer). We need the space because of the new system. We want people to feel comfortable and not feel encroached. We want to make sure people can come in and see that things are under control. This is the path they will follow when they visit the Vote Center:

      i. Check-in
      ii. Get ballot
      iii. Go to the voting booth to mark ballot
      iv. Drop off ballot

   So we are looking at larger places, like churches, now to accommodate the steps and space needed to vote comfortably.

   b. ROV Staff: So we are coming to these meetings with an appeal to anyone who knows of any person, association or organization that has a meeting room that has enough space and that could potentially be used as a Vote Center, please email us at voterschoice@rov.sccgov.org. We'll send one of our specialists to go check out the location for whether it meets accessibility requirements, close to high traffic locations, close to public transportation, near main roads, and most of all, it has parking for everyone. All these things we have to consider.

   c. ROV Staff: Another challenge in obtaining these locations is the number of days they have to be available/open. For example, we were previously able to get churches as a Polling Place location on a Tuesday. Now, we need them to be available as a Vote Center over 1-2 weekends, and weekends are usually for masses, services, weddings, christenings, all those things that the community relies on churches for. Other community locations may also have other commitments during the week that Vote Centers need to be open. It is much harder to find large locations that can be available for the number of days we need.

   d. ROV Staff: We are also asking the communities to see if they are willing to "adopt" a Vote Center. If you know of any place that can be a location, the community responsible for that location can also sign up to staff the Vote Center. They will be trained and all the income they get as Vote Center staff they can keep for themselves or can also be donated back to the community. This is the benefit of meeting with you, the communities, so we can ask for your help not just in finding locations, but also in finding people who can staff the Vote Centers.

   e. ROV Staff: And remember, we are not just booking Vote Centers for March 2020, but also for November 2020. We want to keep Vote Centers the same as much as possible, the same way we strove to keep the Polling Places the same. So if it turns out that your Vote Center location is different between March and November 2020, it's most likely because the location was only available for one of the elections.

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.

1.   Attendee: Feedback from Filipinos in Milpitas – there are many languages spoken in the Philippines. Some Filipinos who do not speak Tagalog are offended. They do not identify with Tagalog. It would be preferable to change Tagalog to Filipino.

      a. ROV Staff: Currently we have five mandated languages and Tagalog is one of the mandated languages.

      b. Attendee: Tagalog is not a language, it's a dialect.

      c. Attendee: It's not the language per se, it's the information.

      d. ROV Staff: There are five federally mandated languages: English, Spanish, Vietnamese and Tagalog. For the state-mandated languages, they are based on the Census and other surveys that the state did. Originally there were four state-mandated languages: Korean, Khmer, Hindi, and Japanese. It was then reduced to two: Korean and Khmer. However, the ROV continues to provide support for Hindi and Japanese. With VCA, we will be providing support for all nine languages. We would love to have all the dialects, but it is not possible.

      e. Attendee: Officially, the language is Filipino even if people have gotten used to calling it Tagalog, based on the dialect.

      f. Attendee: You say this is mandated. How do we change this? Who do we talk to?

      g. ROV Staff: You will need to go to State or federal level.

      h. ROV Staff: You can use the "Other" option on the voter registration card to indicate the actual language that they speak. When ROV processes that card, they will make a note of that language. Statistics will include this information, but ROV is relying on the voter to provide that information. Everything is self-reported. If no language is selected or indicated on the registration card, by default, the voter's preferred language will be set as English. Consider this when talking about statistics and know there are other options to indicate a desired dialect.

      i. Attendee: Do you capture this information?

      j. ROV Staff: We do. When the card is processed and "Other" is selected, a language has to be populated in order to continue with the registration.

      k. Attendee: This issue is unique to Filipinos so it's okay. We will just bring it up to our congressman.

      l. Attendee: Why is "Chinese" mandated and not "Mandarin"? Why can't it be "Filipino" instead of "Tagalog"?

      m.   ROV Staff: In the "Other" option box, you can write Tagalog.

      n. ROV Staff: Everything is done by the Elections Code and what is mandated. Maybe this can be brought up to your congressman and they can change the way they do their mandates.

2.   ROV Staff: We have VCA information in Tagalog on our website as well. If you go on the Voter's Choice main page, there is a link there for Tagalog. We are still in the process of translating all the pages, but there already is some Tagalog content on the website.

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: (none)

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.

ROV Presentation:

ROV staff: We are looking for suggestions for publications and outreach. We want to do a major outreach plan and we are increasing the budget significantly for this. We are currently doing Facebook, Twitter, NextDoor, press releases, Instagram and we've started creating videos for outreach. We're still developing this outreach plan, which will be part of the EAP. So we were hoping

you could help us with suggestions for newspapers and certain radio or tv stations that would be effective for the Filipino community. Even suggestions of what stations or newspapers to not use would be welcome.

Public Input/Questions:

1.   Attendee: Concerned about voter turnout in Milpitas. Only 18% of Filipinos voted in the last election, so we're concerned about tapping into voting population.

    a.   Attendee: For November 2020, recommend to reach out to Milpitas for Philippine Independence Day (June) celebration so ROV could have a booth there.

    b.   Attendee: Look into Philippine Heritage Month in Milpitas, which will be in the last Friday of October – Oct 25. This is currently still in the planning stage, we're still working on it, but I can email whoever needs to be emailed and we would love the ROV there for the Filipino event.

    c.   ROV staff: For any feedback or communication regarding outreach or the EAP, to email voterschoice@rov.sccgov.org.

2.   Attendee: Put a livelink on the website of Philippine-American Chambers, other different Philippine non-profit organizations, or Facebook. You can also put a logo on these websites that will direct them to the different landing pages. Post on Facebook pages and the organizations can do email marketing.

    a.   ROV Staff: This is all great. With these communities, is it all just email or web marketing, or are there also some grassroots community meetings, weekly or monthly, that we can maybe go to? Aside from advertising, we would also like to teach you and your organizations how to educate your communities. You can spread the information during your regular meetings, if any.

    b.   ROV Staff: We also welcome a connection to any influencers in your organization, so they can be asked to further spread the word and galvanize the community.

    c.   ROV staff: We have interest cards where you can leave us your contact information and we can add you to our distribution list. We can email you about the new Voter Education and Outreach Coalition (VEOC) that is being developed and will start at the beginning of August. Please also forward those emails to others in your organization. We need help spreading the word out.

3.   Attendee: Likes VCA and thinks it will reach out to more voters, and there are a lot improvements to the voting process. 2020 will now be a new report card for ROV. With the increased budget, the ROV needs a goal to increase voter turnout. It's right to be going to the communities to reach out to each one.

4.   ROV Staff: We are also looking for ideas for ad campaign suggestions. This is a much larger campaign than we've done in the past, we're really looking for other avenues to explore in terms of advertising.

    a.   Attendee: Don't use Philippine News newspaper. It's not effective and too expensive.

    b.   ROV Staff: What are the alternatives? What should we be looking at?

    c.   Attendee: Look at the different organizations and look for influencers. Try the Milpitas Lions Club, or reach out to me, I am very active in the community.

    d.   Attendee: Not everyone watches The Filipino Channel (TFC), but I would not discount that. Some elderly Filipino voters watch the ethnic channels.

    e.   Attendee: Do you have a digital copy of a flyer you have with the information you want to spread? I can post it on my Facebook page.

    f.   ROV Staff: We can send you that digital copy. Also look at ROV Facebook page and ROV website for more materials and information.

    g.   Attendee: A suggestion for the VCA flyer, add a reference to VCA in the "Choose How You Vote" line to provide context. Suggested line is, "Choose How You Vote with VCA," or something similar. Nothing on the current flyer says anything about VCA.

    h.   ROV Staff: We are in the process of diversifying and improving our content. We will take note of your suggestion for our future materials.

i.   ROV Staff: We will be doing two direct mailings that will be sent to every single voter and will provide more information about VCA.

j.   Attendee: There should be a focus group for creating these materials.

k.   ROV Staff: There is a focus group for creating voter education and outreach materials and that is the VEOC that we've been talking about. We can talk to you after the meeting about that and your suggestions.

5.   Attendee: Philippine non-profit organizations have a lot of events and those are good places to be.

a.   ROV Staff: Please fill out the interest card and mark VEOC so we can reach out to you and show you how to educate your communities. What you just asked about would be under the VEOC. We can connect with you and other organizations that can host us or host events with us.

6.   ROV Staff: Also on the interest cards is the Language Accessibility Advisory Committee that meets monthly for now to give us advice and feedback on the different languages, like Filipino. We currently do not have a Filipino/Tagalog member.

a.   Attendee: I can be a member.

b.   ROV Staff: This is great, thank you very much! And more than one can come! So please mark the Language Accessibility Advisory Committee box on your interest cards so you can be added to the list. This is separate from the box to check for outreach (VEOC).

c.   ROV Staff: There have only been a few meetings so far, but we can email you about the upcoming meetings. Information about the committees are also on the ROV website.

7.   Attendee: On behalf of the Milpitas residents, especially the Filipino voters, we would like to thank you for being here with us. We would have brought more people if we knew about this meeting earlier.

a.   ROV Staff: There will be more opportunities to meet and give feedback. Look on our website and watch out for our emails. The upcoming EAP meetings are on the handout provided to you.

b.   ROV Staff: We can also go to your organization and community meetings and present about VCA. You can even put us on your calendars in January or February. More people will be interested in the elections at that time.

c.   Attendee: Some organizations have monthly mixers that you can also go to.

8.   Attendee: Is there a particular age group you are targeting? A demographic that is currently not going to the polls right now or not registered? The millennials?

a.   ROV Staff: We are definitely targeting the younger generation, that's why we are doing a lot of social media posts to provide information. However, in general, it's not about age, but we want to make sure that the community itself knows about VCA. We also do a lot of high school or student education, and the hope is that they spread the information to their older members of their family. The larger goal is to be able to reach out to everybody, regardless of demographic.

b.   ROV Staff: Feedback from other counties that have implemented VCA have shown that response has improved from the first election to the second election. It's a growing process and builds on itself. We will continue to work on educating the community over time until everyone is comfortable with the new system. That's why we need your input and help to connect with the different communities.

c.   ROV Staff: We are also gathering creative, new, and out of the box ideas to reach out, not just to the younger voters, but also to the new, first-time, or immigrant voters. So, please do share with us any of your new ideas. Email us anytime at voterschoice@rov.sccgov.org.

9.   Attendee: Another avenue is to connect with show producers and provide them with a stack of your flyers to distribute at the registration tables of concerts or events that they produce.

a.   ROV Staff: If there is an event, and they allow us, we can even have a booth there. However, we do have to know in advance so we can plan accordingly.

b.   Attendee: We can just keep forwarding the upcoming events that we are getting invited to.

c.   ROV Staff: It would also be good to know the demographics for each event so we can make sure we cover all the demographics and not just a few of them.

Santa Clara County Registrar of Voters
Election Administration Plan (EAP)
Spanish Consultation Meeting Minutes
Mayfair Community Center
2039 Kammerer Ave. San Jose, CA. 95116
Lincoln Room
Monday, June 24, 2019
4:00 p.m. to 5:30 p.m.

Attendees Present:
Community Outreach Coordinator of City of San Jose, Representative of County of Santa Clara Office of Immigrant Relations, and seven members of the public from the Spanish language community

Staff Present:
Shannon Bushey, Vanessa Hamm, Magdalena Sta Maria, Priscilla Favela, Shelby Galaviz, Andrea Solorio, Allen Ocampo, Paulo Chang, Patricia Lopez, Dan Fiorenza, Bob Nguyen, Martin Ayala, Kelly Phan, Eric Kurhi, Chipo Mulenga, April Bracamonte, Janora Davis, Michael Borja, Jose Posadas, Liz Oviedo, Anazay Rivera

Action Items:
- Provide Voter's Choice Act (VCA) information cards in Spanish language
- Send digital VCA information card for online publicity
- Look into providing more monolingual meetings for Spanish community

I. **Introductions**

Welcome attendees

Public Input/Questions:

1. Attendee: Is this different or part of the training that happens in the building at Santa Clara County, Registrar of Voters?

    a. ROV Staff: The Polling Places in past years indicated that you had to go vote at a Polling Place that was closest to your house. With this new model, all voters get a ballot through the mail. Instead of Polling Places, there will now be Vote Centers and they will be open to anyone, regardless of their precinct. We are hoping this will be easier and more convenient for all voters to drop off their ballots and vote at these Vote Centers.

2. Attendee: When vote-by-mail voters attended their Polling Place without surrendering their vote-by-mail ballot, they had to vote provisional, and not many voters liked voting provisional.

    a. ROV Staff: About 90% of provisional voters will be reduced and with the new electronic tablets, it will be easier to access a voter's status and see if he/she has voted or still needs to vote. Conditional voting has been a new thing for the past two years, making it more accessible to register and vote at the Vote Centers.

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.

Public Input/Questions:

1. Attendee: Is the Voter's Choice Act concept to increase voter turnout or to have faster and cleaner elections?

    a. ROV Staff: The main purpose is to provide convenience and ease for voters, mail everyone a ballot, make it easier to vote at a Vote Center location, and we're hoping turnout will increase with it. The main goal is reaching the underrepresented communities and helping people who do not typically vote, to come out and vote. We cannot control how many people are going to come out and vote, but sometimes what is

on the ballot is what drives a lot of people to vote. We have data from the past and hope to see a trend in time, but it is hard to measure how many more people came out to vote just because of this Voter's Choice Act. It is hard to control what drives everyone to go vote, but the main thing is the convenience and ease for voters, hopefully making the turnout go up.

2.   Attendee: Did we see a voter increase of turnout in the states that already do all mail elections?

a.   ROV Staff: I myself have not studied the other states, however, my understanding of Oregon is that they are vote-by-mail, but they do not have Vote Centers anymore, they went only vote-by-mail. Colorado has this model; I do not have this percentage with me.

3.   Attendee: How would I have known about the Voter's Choice Act if I was not notified about it?

a.   ROV Staff: There is nothing in the law that requires a notification to the voters about the Voter's Choice Act being passed by the Board of Supervisors, however, we will be notifying the voters of VCA.

4.   Attendee: Is the Voter's Choice Act a county law or a state law?

a.   ROV Staff: It is a state law that allows counties to move to the Vote Center Model. This is part of what we are doing; retrieving input and feedback for our Election Administration Plan (EAP) draft
and then develop the draft in eight languages in addition to English.

5.   Attendee: How often do you check the voter rolls?

a.   ROV Staff: We receive Voter Registration Cards that people are signing under penalty of perjury that they live at this address, current information, etc. We do many updates and receive many changes of address from many places such as the Post Office, Department of Motor Vehicles (DMV), Secretary of State, etc. We are also now part of a statewide database and retrieve many voter records.

6.   Attendee: This VCA card is talking about the logistics and it tells me a lot, but something that is a little bit simpler than that, something that is not just the logistics of voting, but that it is telling me all the easy ways that it is to vote. This tells me how to vote, but it does not tell me how it is easier to vote.

7.   Attendee: We are changing to a new voting system and we are going to have a voting system where I can go to any of the 140 locations and go vote. At the same time, we have had a Russian investigation about how you do not trust electronic systems, how are you going to deal with that?

a.   ROV Staff: We have a lot of security and we do logic and accuracy testing before and after elections and audits. If you walk in and use the electronic technology that is there, it is printing out a paper ballot, so this new voting machine that they are going to vote on, called a ballot marking device, where they hit what they want to vote, it is going to print it out and they are going to verify and, no matter what, I am going to have paper that will end up back at my office and will be stored for 22 months after an election.

8.   Attendee: If I vote electronically, you will have a paper ballot?

a.   ROV Staff: Yes. You are going to press it electronically as a voter. It is going to print a piece of paper out, and you will then take it over and run it through a machine; it will cast your vote. Ballot tabulation will be done at precincts now. Election Night results are now going to speed up, which as a candidate, I am sure you will appreciate that.

9.   Attendee: What if I only want to vote on five things, do I still get to vote on those five things?

a.   ROV Staff: Yes, just like before.

b.   ROV Staff: A good reminder is that many times people do not remember to turn the ballot over, because if they get three cards, for example, and they only vote on the front and do not turn their ballot around, the new voting machine will inform voters that they missed some contests and give them a chance to go back and make selections, if they want to.

10.   Attendee: Why is it a March election in 2020 and not a June election? Why were the dates changed? What is the reason why the election changed?

a.   ROV Staff: It is the law makers who changed the law in the Elections Code to go to a March primary. I believe back in 1996 they tried that, they switched it to March one year, then they switched it back to June, so this is the first time in a while we are going back to March. Right now, it is set to March for all primaries, unless they change the law again, which they have done before.

11.   Attendee: Is the General Election still going to be in November?

a.   ROV Staff: Yes, as always, that will stay the same.

12.   ROV Staff: The VCA mostly refers to the choice of each of the voters in the county because before, you mainly had three choices on how to vote: vote the day of Election Day, vote 29 days before Election Day, or vote by mail. The Voter's Choice Act, what it does now, is extend your one Election Day to 11 days. It does give more options for the voters to vote and now everyone automatically becomes a permanent vote-by-mail voter and can

vote from home. Voters still have the option to drive to a drop-off location they already know to drop off their ballot, or on Election Day, visit a Vote Center location to drop off their ballot or vote in person at the Vote Center as well. The best thing for the voters who have a deadline to register, they can come up to the Vote Centers within the 11 days, register on that day, sign the affidavit, retrieve an actual ballot and envelope, and process that. We then receive that in the office and make sure the person can vote this election, so that is the CVR the PowerPoint presentation is talking about. What VCA has, is really the choice that the voters will now have. That is where you all can come in and participate and tell us how is it that we can help your community. We want everyone to be aware of this and it will be a monumental change, not only for the March election, but for the years to come. It is a positive change. We want to do this right. We are trying to do these meetings, we are trying to reach out to everybody, and we need your help.

13.　　　Attendee: The idea now is that 100% of voters will receive their ballot at home. That reduces the amount of people that will search to find their place to vote.

　　a.　ROV Staff: Yes, as time goes, it will reduce it more. We are coming into a lot of changes and hope it will reduce from 20% of voters who vote in Vote Centers to 10%, so in each election it could be that it goes down little by little. We have got to get the message across of people voting earlier and not just the day of the election, that is where people will find the long lines because, maybe people did not know, or they procrastinated, so, I think over time, there will be fewer lines on Election Day. But Conditional Voter Registration (CVR) is really what is going to cause more of the lines on Election Day because people are registering and then voting. We are going to make an express line and a CVR line to hopefully make it faster for people because in November of 2018, people at our office were waiting up to three hours in line and we were out there helping them.

14.　　　ROV Staff: Everyone in the county will have two weekends, plus the weekdays, to vote, which is ten days prior to Election Day, plus Election Day, making it total of 11 days. This is why we are doing this outreach to make sure that everyone understands that there are a lot of options for everybody to vote and try to vote early.

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.

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: If you're saying that all people are going to be able to vote in any Vote Center, how will the voting be? Provisional?

　　a.　ROV Staff: No. Every Vote Center will have E-Pollbook tablets and with these tablets, we will be able to find any person. For example, if you live in San Jose and work in Palo Alto, you can go to a Vote Center in Palo Alto and vote there. You will not have to vote provisional; they will give you an Official Ballot that corresponds to your district.

　　b.　Attendee: Will it automatically be marked on the E-Pollbook tablets?

　　　i.ROV Staff: The tablet will have access to all registered voters. If you or someone forgot to register to vote, they can go that same day and register to vote and, in that case, will vote conditionally.

2.　　　Attendee: Will the training for Election Officers be in Spanish?

　　a.　ROV Staff: No, it will be in English. Every Election Officer is required to speak English if they speak another language because anyone that is working at the Vote Centers, they are there not just to help with translations, but also to help with everything else.

3.　　　Attendee: Before we had early voting where you could go vote at the Registrar's office like a month ahead or three weeks ahead, will that continue?

　　a.　ROV Staff: Yes

4.　　　Attendee: I think it would be good if there was a flyer that says, "these are the easy ways to vote," saying how early you can vote with these many Vote Center locations where you can drop off your ballot. A flyer that is not so technical on how it has changed, but the way it has been made easy. Something that I can read in 30 seconds or less, because no one is reading more than that.

5.　　　Attendee: How many Election Officers are you going to have at the Vote Centers?

a. ROV Staff: It is going to depend on what day on the 11 days it is open, as some days might be busier than others, such the Saturday before Election Day.

b. Attendee: Is there a schedule for that?

c. ROV Staff: We are working on it and other materials, because we need greeters to greet and help the voters.

d. Attendee: What about the hours?

e. ROV Staff: They are going to be open a minimum of eight hours a day, but the hours are going to vary. We are trying to have them be the same hours so that there are some nights, mornings, and weekends. It all depends how many Vote Centers that can be available for that many days, how many days they allow us to be there, and how much time we can be there to run the election.

6. Attendee: Since the drop-boxes are open for 24 hours, a good idea to place a drop-box is outside of a *24-Hour Fitness* gym.

7. Attendee: What are the maps for?

a. ROV Staff: This map with the purple boundaries is the first 11-day Vote Center stagger. We have two phases: 11-day centers and 4-day centers. Ten days before Election Day, we are required to have one Vote Center per every 50,000 registered voters. As we get four days, the Saturday before the Election, you can see how it is a lot smaller, breaks it down to 125 different locations based on registration.

8. Attendee: (Referencing a handout) You have a question here about mobile centers?

ROV Staff: It is the 14th criteria for us to consider. Those are the 14 criteria ranking to see what is most important to you. Some of the other counties that have had large land areas that needed a Vote Center to get out in those areas.

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 you creating videos that can be shared in multiple languages?

a. ROV Staff: Yes, they will be coming. We have created one video so far, but we are creating more videos and materials. We just had our interest card translated in all the languages, so yes, we will be having them in different languages as the meetings come.

2. Attendee: Is there going to be a Spanish speaking only meeting, as this is a bilingual meeting? If I were not English speaking or Spanish speaking only, it would be hard to participate, when there is no translation equipment here.

a. ROV Staff: We do have staff here at this meeting that are Spanish speaking to translate if anyone needs it. There is not a Spanish speaking only EAP meeting. We will eventually have a language workshop in each of the languages to do a presentation about the Voter's Choice Act to inform Spanish-speaking guests.

3. Attendee: My concern is that there is not a meeting only held in Spanish. I think we need to have feedback that if you are a Spanish speaker who needs this information in Spanish, with a lot of stress in the community with mixed-status families, with U.S. citizens, the undocumented, and this election campaign, that there has to be a special focus on this Spanish-speaking community that is dealing with this stress 24/7.

a. ROV Staff: We are trying to receive the feedback for the plan so eventually when the plan comes along, there will be more outreach down the line to all communities.

4. Attendee: I think this is a great new change and it is going to make voting easier, but it is something new. This system is something new along with the new Presidential Election, the Census, etc., and as it could be easier, it is still something new and because it is not being released as the only new thing, it is another thing added to be aware of at the same time. Although this is something new and exciting, the challenge is the context.

a. ROV Staff: We are doing outreach and part of the outreach is that anyone or any group who contacts us and says, "come to our Spanish meeting," we will send a Spanish speaker out to do a Voter's Choice Act presentation.

5. Attendee: I feel more comfortable to speak in my native language, as well as accepting and understanding the material because it is much clearer.

6.　　　Attendee: Understanding is more profound, and it is important to understand the important information given to us. It is also important that there should be meetings held exclusively only in Spanish, because I know there are meetings held exclusively only for Vietnamese, Chinese, and so that should happen as well for the Spanish community.

7.　　　Attendee: Us Hispanics like clarity with what we are understanding.

    a.　ROV Staff: We are ready to go to any organization or group that wants us to do a presentation.

8.　　　Attendee: I have been voting since I was 18 years old. This is going to be so overwhelming for our immigrant community. Some people say it is now their time to get citizenship after being residents for many moons, so for someone who runs campaigns and recruits candidates that look like a community, such as myself, it is hard to get someone who has voted for 25 years, to go out and vote. The whole concept that voters will have 11 days to vote and not have a polling location anymore, I can assure you that the number one thing people will say is that they will vote at their local precinct, when it will not exist anymore. I understand the concept, and it is definitely more accessible, but not for our monolingual immigrant community, I know for a fact that it is not. I am glad that it is happening, and we have great leaders and other folks that are going to be pushing us in schools, in community centers, but it is so overwhelming. Mayfair has a great senior center and it is a great opportunity to come and talk to the seniors here, since most of them are Spanish speakers. They say every election is the most important time of our lives, but we have many candidates running, and Latinos want to pick a good candidate. I feel like it will be a mess and organizations such as SIREN (Services, Immigrant Rights, and Education Network), LUNA (Latinos United for a New America), and all the unions who struggle to get their members to vote, it is going to be a hard time. I am hoping for the best, because we do have great organizations out there for our immigration community, but it is overwhelming, scary, and challenging, but a good challenge, and a good time to educate our people.

    a.　ROV Staff: There was a meeting a few weeks ago with the Board of Education and we started that talk with them, the League of Women Voters, also for a private project to reach out to all the juniors about registration at all the high schools in the county. We asked if we could add to their slides about the Voters Choice Act for the juniors. We are waiting for a meeting date, as we heard they have a great media team and our Public and Legislative Affairs Division, so we can have a meeting to help get the word out through their schools.

9.　　　Attendee: I think it is important that there is a focus group that says what we see as a challenge with the Voter's Choice Act. We are so excited about this new thing and talking about it, but no one is asking, "what is the challenge with this new thing?" I think it is important to have a focus group with the people who do traditional voter turnout in the Latino community and ask, "what are the obstacles we have to plan for?," because I think we have a lot of knowledge in our community and instead of just giving out the information, we should take time to ask what the challenges are and how can we can address them.

    a.　ROV Staff: One other place of opportunity is the Language Accessibility Advisory Committee (LAAC) that we have developed, and we are currently still looking for new members who are involved in each of the communities. At the moment, we do not have a Spanish representative yet. This committee has just begun and has met two times and we will be meeting monthly. We are still trying to recruit members. We were just able to recruit a Tagalog speaking member from our Tagalog meeting. The focus of the Language Accessibility Advisory Committee (LAAC) is, how to get the language accessibility issues out into our communities. Another thing that we are doing that is related to presentations is a Voter Education and Outreach Coalition (VEOC). We have made a committee for senior and disabled community and a language committee, but we wanted to do more focus on training, so that is why we have this VEOC committee coalition that literally can train a trainer and do presentations, so there is also that opportunity.

10.　　ROV Staff: In the past, for example, we had 800 precincts, only 400 precincts were targeted for Spanish, meaning only five of the precincts had staff that only spoke Spanish. With the VCA, our goal is that Vote Centers will have bilingual staff that will be able to help voters.

11.　　Attendee: It is important to make it easier to vote, but sometimes it is hard for our community to adapt to changes, such as adding comfort that their vote is going to be counted, how to fill in the ballot, and be comfortable to know where to go vote. All this new technology and new laws might make them throw up their hands and give up.

    a.　ROV Staff: 75-80% of the people, nothing changes on how they vote, but for 20-25% of other voters, it will.

12. ROV Staff: On our website, all the materials will be translated in Spanish. We will have information in the Voter Information Guide and will mail this to all voters who have requested to receive this information by mail. We are working on updating our website, but we do have information on this new law on our website in Spanish. We are still missing a few pages, as we have our pages up in English, but so far, we have four pages on our website in Spanish.

13. Attendee: Basically, you have to speak English, and the second language is to your selection, not just only Spanish, such as the four languages: Vietnamese, Chinese, Spanish, Tagalog, but the basic language is for the Election Officers is English.

    a. ROV Staff: We are expanding the languages and there will be nine languages total for the Official Ballots. We are adding four languages: Hindi, Japanese, Korean, and Khmer, so we will have all nine languages in the 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. (none)

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: Most of the schools have "Parent University" or "Family University" workshops where one day in every school district comes together and if there is someone to do Voter's Choice Act presentations in English, Spanish, Vietnamese, Chinese, or whichever the place is, you will reach a lot of people because they are already convening at this event. This will help connect to a lot of people very fast. We get up to 200 people for 3 hours and you can have the opportunity to introduce this for new people for a few minutes.

2. ROV Staff: The materials and handouts we will be making with the different languages, we can give you all a soft copy to be able to hand out. It all must be a community effort so we can all work on the VCA together, but we definitely need our community partners to help.

3. ROV Staff: We understand the concern about reaching out to all the communities and the difficulty of reaching out to native speakers of a certain language to come out to vote that day. We are trying to do outreach to every community, not just one specific one, and any that want to work with us. We have interest cards that you can fill out and express all your concerns and wanting to be able to feel comfortable in learning this process in your native language. We can try to help do that as much as we can. We are going to provide a Voter Education and Outreach Coalition and we are going to do this in different languages, and this is why we have these meetings, tell us that sentiment, and then provide us with events or workshops you may know of for outreach. Once we learn about these different concerns, then we can work with all these different communities and help. We have several bilingual staff in the office that help with outreach. This is not the only forum that we have to try and get all the languages in all the communities, we also have the Language Accessibility Advisory Committee. These are the meetings we need you all to participate in and are meeting monthly and we still have not had someone from the Spanish speaking community show up. All of these concerns that you have, bring them to this committee and express the needs that you see in your own community. We only know so much by the contacts that we have, so in order to be most effective and get much more from this meeting, is if any one of you are able to come to these meetings. We also have another one called the Voting Accessibility Advisory Committee; this is to help people with disabilities make sure they find the right method to vote. All the committees we have, anyone is welcome to come. Even though this is a Spanish meeting, anyone is welcome to come. Even if a meeting says it is a General Meeting, it does not mean it is only for the English-speaking voters, it is open to anyone so anyone can come in. The last one, which is the most important one in case you all want to participate, is the (VEOC), Voter Education and Outreach Coalition. This is where we listen to you, we also have a plan, and everything shown, we have it and is going to be translated. If you tell us that

you need to have a class in which the parents come and would like to participate and learn about the new system, you have to let us know. If the class is in a predominantly Spanish-speaking area, let us know; we will make sure one of our bilingual members can go in and work with you. We will bring all of our outreach materials, show it to you, and then you can take it and show it to your own communities.

4.   Attendee: I am excited about the change, I just feel like it is a lot of change all at once and because people are feeling stressed, any new little change is going to add on to it. I also think the comfort level of language is going to have a big impact, because right now feel like I do not belong. So, if someone is not nice to me or does not give me my material in Spanish or Vietnamese, I might feel really intimated right now just because there is so much stress in the community. I think this is part of the work that we need to do, which is to educate the people that are going to be at the locations, because all of this can impact.

    a.   ROV Staff: This is why we are trying to start the outreach now and not two months before Election Day, so all of this work we are planning with these meetings taking place now so we can have some in the fall to get everything started.

5.   Attendee: I believe the consistency of the message is the best thing for Spanish media outlets. The Spanish venues went from 30 to like ten in the last ten years, so there has been a huge reduction in Spanish media. Radio is a good media outlet as a lot of people listen to the radio while they are working.

6.   Attendee: I know the manager of the Spanish radio station *La Kaliente* and I will check with them.

7.   Attendee: Invest in social media, as no one is watching TV anymore.

8.   ROV Staff: If you know of anyone who is famous or relatively known in the community that has a good range of followers, let us know so we can contact them and that is what we need, partnerships. We are going to have a kick-off meeting sometime in early August and this meeting is where we want you to come to give us all your feedback and concerns.

VIII. **Miscellaneous Topics/Questions**

Public Input/Questions:

1.   Attendee: My concern is about election integrity: In 2016 there was a gentleman who came to the precinct to vote, but he did not live here, he lived in Las Vegas; he had already voted in Las Vegas and still came to vote here.

    a.   ROV Staff: We can turn people over to the district attorney who will investigate if people believe they don't live here.

2.   ROV Staff: When we look for possible facilities, I ask them if I can go back around to do demos. We do want to bring all of this new technology to the public and different community groups and invite them to come see these new technologies and ask us those questions, so they feel familiar with the technology, and they can ask us those security questions to feel more comfortable about it. This is something we have never done before, so this is something new that we are trying.

3.   Attendee: Back to election integrity, with the hackers such as Chinese and Russians and those people, do they play with your system?

    a.   ROV Staff: We have not experienced any issue with security. We work with the Department of Homeland Security, the County Chief Information Security Office, County Chief Privacy Office, Secretary of State's Office, so we are working with Federal, State, and local levels. We do penetration testing, phishing training, and we just implemented new phishing technology, so there are a lot of things that we are doing. The tabulation system is not connected to the internet. We take the results off of that computer that has been tested and gone through testing to make sure it is counting right before we started counting and counting right after, and we take the results over to the system that is connected to the internet just to post them.

4.   Attendee: I heard that as long as they cross the border, NGO takes them to the county office and gives them a whole package, including a voter registration card?

    a.   ROV Staff: I do not know who NGO is. At voter registration, when they register, they are verified with their social security number, the four last numbers of their social security, or their driver's license number.

5.   Attendee: Here in California and New York, it is possible that people do not know you are a resident and can apply for that license and they applied for voting, is that how it works?

    a.   ROV Staff: No, you absolutely must be a citizen for you to be able to vote. There is someone that is checking that you have filled out all of the fields correctly. Even if you are not a citizen, we keep

that affidavit on file as proof that when you come in and say, "I went to the polls to try and vote," when you are not a citizen. All of the information is, by law, kept on file for a certain amount of years and that is something we keep on file for two years or more.

b. Attendee: And as an immigrant, voting when you are not a citizen is an aggravated felony that makes you deportable. It is not something you can get away with.

6. Attendee: On the pamphlet you send out, how long before the election will you be sending it out?

a. ROV Staff: The law allows the earliest to mail those pamphlets is 40 days before Election Day. We try to get them out as soon as we can. It takes us several weeks to mail them out because they come in truck loads every day and we have to inkjet them, which is running them through and spraying on the address. We get those out between 40 and ten days, depending on smaller elections, which those can sometimes go out earlier because there is less to prepare. Meanwhile, large elections, with 100-page pamphlets that can take longer to make, will be mailed out later.

7. Attendee: Does the state pamphlet come out before or after yours?

a. ROV Staff: It comes out before. The state sends only one pamphlet per household, and then for us, even if someone chooses Spanish, we send English pamphlets to everybody, so we mail over a million pamphlets first, and then we mail the language. You will first receive an English pamphlet, and then the language.

VOTER'S CHOICE
Registrar of Voters
Santa Clara County

Santa Clara County Registrar of Voters
Election Administration Plan (EAP)
Chinese Consultation Meeting Minutes
Quinlan Community Center
10185 N. Stelling Rd, Cupertino, CA
Social Room
Tuesday, June 25, 2019
5:30 to 7:00 pm

Attendees Present:
Vice Mayor of Cupertino, Representative from the Taiwanese Voting Center, Representative form the Alameda County ROV, and Members of the Public

Staff Present:
Shannon Bushey, Vanessa Hamm, Andrea Solorio, Shelby Galaviz, Michael Borja, Magdalena Sta Maria, Priscilla Favela, Janora Davis, Patricia Lopez, Allen Ocampo, Linh Nguyen, Michelle Tran, Adrian Garcia, Paulo Chang, Alfred Gonzales, Eric Kurhi, Rachel Jung, Liz Oviedo, Chipo Mulenga, George Hiu, Mike Davis, Martin Ayala, Smita Shah, Lorenzo Castaneda, Diane Castaneda, Ruth Luo, Chenxi Ye

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 on 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.

ROV Presentation:
1. ROV Staff: Vote Centers and the 14 criteria is explained. Staff used the Social Room in the Cupertino Community Center as an example of a Vote Center being too small. The staff in charge of identifying Vote Centers are introduced and attendees are informed these staff and contact information are also listed on the Vote Center flyer in case anyone has ideas for Vote Centers location. The challenge is not only finding the facilities, but a location that is able to give the specific amount of days.
2. ROV Staff: Speaks about GIS mapping to give insight from a data standpoint. A map is explained regarding a 11-day Vote Centers and introduces the 14 criteria of Vote Centers and Ballot Dropoff Locations. Some examples of the criteria are based on language communities. GIS Mapping is working on quantity of data and need input.
3. ROV Staff: If any ideas for Vote Centers or suggestions regarding the EAP come up after this meeting, the public may access feedback forms on the Voter's Choice Website: sccgov.org/voterschoice. These forms can be mailed or emailed back to the ROV via voterschoice@rov.sccgov.org.

Public Input/Questions:

1. ROV Staff: We are looking for feedback for the EAP, specifically from the Chinese Community, but we are open to any feedback for the development of the draft EAP. Where should we do our outreach, look for Vote Center locations, and where in the community should we place drop-off boxes?

2. Attendee: The 12 or 14 days for Vote Centers, are they continual days? Some of the churches can be a good choice. Some churches have big facilities that can house equipment.

    a. ROV Staff: Yes, they are continuous. Churches are a great location that the voters may be familiar with, however they are not always able to accommodate long, continuous numbers of days because of other services they provide. In the past, using the space in a church was easier because Tuesdays (the typical Election Day) did not interfere with the church's schedule. Now, they may only be offering the ROV weekdays, but not weekends, due to church services and other church activities. We also need to include time to set up and tear down the equipment, meaning an extra one or two days. This also equates to having a Vote Center with efficient security for the ballots and voting equipment.

3. Attendee: Are you talking about when the voters already voted, these ballots will stay in the same location?

    a. ROV Staff: The ballots will be locked and sealed securely in the Vote Center each night. Therefore, we need locations that are as safe and secure as possible. Are there any more questions about Vote Centers? It doesn't have to be in Cupertino, it could be anywhere in the county. Please email us at voterschoice@rov.sccgov.org.

4. ROV Staff: Today we have brought to you the "Choose How You Vote" flyer. This flyer quickly summarizes the VCA and the new methods of voting for the county. For more information, the public can also access the Voters Choice Act tab on the website: www.sccvote.org/voterschoice.

    a. ROV Staff: The ROV also has provided an "Interest Card" inviting the public to join the Language Accessibility Advisory Committee (LAAC), Voting Accessibility Advisory Committee (VAAC), and Voter Education Outreach Coalition (VEOC). We are having LAAC meetings and we require different language communities for input. The VAAC is for input on the accessibility for everyone to be able to vote, including any disabled or persons with special needs. The VEOC is geared to focus on the outreach and education of the community on the new voting system. Through the VEOC, will provide training and "swag" to give out so you can help educate your community. We need more people to show up and join our committees. One of our attendees has already provided us with a Vote Center. We also need new staff and volunteers to help us out with languages at Vote Centers.

5. ROV Staff: The ROV will need new Election Officers and staffing for Vote Centers. We will still offer the volunteer stipend, as we have in the past, but now we are hiring extra help as a county employee to sufficiently staff Vote Centers. We will begin calling in September to interview and hire; please see the County website and search "Election Worker" at http://www.sccgov.org/jobs if you or anyone you may know may be interested in applying.

6. ROV Staff: What if I'm a Vote-by-Mail (VBM) voter? Will everyone will receive a mail-in ballot? Can I go in and vote at a Vote Venter if everyone is a VBM voter?

    a. ROV Staff: Of course! With VCA, every voter will now receive a ballot in the mail without having to register as a vote-by-mail voter. Another difference of Voting Precinct/Polling Place compared to a VCA Vote Center is that we will now have Ballot on Demand (BOD) printers. We will be able to print a ballot, based on your registration, at any Vote Center you choose to visit, as you are no longer mandated to report to one specific Polling Place. With the implementation of VCA, the number of provisional ballots needed will go down greatly. Example, if I'm going to vote in Santa Clara County and I'm registered in San Francisco, that will be the time to use a provisional ballot. The same services the ROV office at Berger Drive provides will now be available in 120+ Vote Centers. However, now our Vote Center staff will need to be trained with new equipment. For an example of a CVR (Conditional Voter Registration), staff will register the person, give them an affidavit to fill out, and put it in an envelope to later verify if they can or cannot vote in our county. Please see our VEOC, Voter Education Outreach Committee, for more information.

7. Attendee: How long will it take to train staff for Vote Centers and volunteers?

    a. ROV Staff: We are going to have more staff per Vote Center than Polling Places. We will have greeters for lines, and we will train the staff for up to four to five days before opening the Vote Centers, instead of the one day of training volunteers used to receive.

b.   Attendee: The process is not the same?

c.   ROV Staff: It will be similar, but the environment will not be the same. The voting system is very different. Everything will be in an E-Pollbook. We'll train for customer service and sensitivity training. There are also new voting machines, as well as new services provided at Vote Centers that were only provided previously at the ROV office. The process is updated and meant for improved service, so we want to do things right from the beginning. This is your community; we all want to do this right.

8. Attendee: How many hours and days?

a.   ROV Staff: 8-hour days, varying from 11 days and 4 days. We will pay staff for their hours and training.

9. Attendee: How big is the ideal Vote Center?

a.   ROV Staff: Three times the size of a "big room" we used to use. We would like at least 40'x40', but we prefer 60'x60'.

10. Attendee: Have you talked to the big companies like Google?

a.   ROV Staff: When I pitch to big companies, the doors would need to be open access to all the public and including the parking. They would also need to be open for the required days and hours.

b.   Attendee: They will be concerned about security.

c.   Attendee: If you bring the systems or servers in their facility, there might be a security issue.

d.   ROV Staff: You're right and we have many security processes in place because we are always concerned about security, no matter the location we are considering for a Vote Center. The systems we are purchasing are being used by other counties. The systems we use are safe, certified, and tested. The equipment needs to be certified by the Secretary of State as well.

11. Attendee: Part of the reason why I am here, I'm going through presentations on the general voting communities and the different voting minorities on the security of provisional ballots. Once I give the presentation and they find out about the new voting system, I bet they will stir a lot of punches.

a.   ROV Staff: We would like to learn more about your presentations, but we will talk more about this after the meeting.

12. Attendee: Will we still have paper ballots?

a.   ROV Staff: Yes, we will still have paper ballots. You will receive a paper ballot in the mail, and if you choose to visit a Vote Center, we can print a ballot for you on the spot.

13. Attendee: Regarding CVR, how do you verify a person who just moved? How do you verify that they moved? They might just move the next day again.

a.   ROV Staff: They have to sign an affidavit under penalty and perjury, and in case there is any wrongdoing, we will forward their info to the District Attorney, who will take further action, if necessary. But how do we make sure that the CVR ballots get counted? Our Voter Registration Division works hard to process these address changes and similar types of situations. If someone says this is undeliverable, we take all the information and we will send a mailer to confirm residency. We do handle information with the VoteCal system, which is now statewide, and they will notify us. There are 908,000 voter records that we are processing every day. Since the records for voters are in a centralized system, it is not possible to vote more than once in California.

b.   Attendee: Will the training cover all this?

c.   ROV Staff: We will give you all the general information, and if there are more complicated situations, leads will be available to assist within the Vote Centers.

14. Attendee: If you move to college, where do you say you live?

a.   ROV Staff: You choose one address based on an individual's situation.

b.   Attendee: Can I register in San Diego?

c.   ROV Staff: You can set your mailing address to be in San Diego and still vote for Santa Clara County elections while away at school. If you choose to register in San Diego, you will no longer be registered and eligible to vote in Santa Clara County.

d.   ROV Staff: We are on a statewide database; we can tell if you voted in different counties and we will see if you counted. You are signing under penalty and perjury.

15. Attendee: Since we are consolidating into bigger Vote Centers, will there be back up?

a.   ROV Staff: You are looking at voters per capita. We are trying to provide coverage for everyone in the area and we will look at the Census information and will look at areas where we've covered voters in the past. We are looking at quantity and will base it on the criteria.

16. Attendee: What's the longest distance a person will have to travel? The older model has places closer to home.

    a. ROV Staff: We are having to look for places that will be convenient for all demographics. It is something we are still working on and why we are currently having the meetings with you all. In 2018 most of the lines were on Election Day. Now that there are more days, people may procrastinate and come at the end. You will no longer have one point to vote, but if there is not a close Vote Center in proximity to your home, one may be close to your place of work. You are no longer restricted.

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: What about the vote drop boxes? 100% are getting a ballot by mail, right? The goal is to have 100% in the mailbox, right? We are only handling the people that want to have the voting experience. If our job is to cater to people who want it.

    a. Attendee: One day we only had 25 voters at a polling place.

    b. ROV Staff: For 75% of the voters, nothing is going to change. We just have to prepare for the people who are not looking to mail their ballot, but those who want the voting experience.

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: (none)

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: (none)

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. ROV Staff: We are trying to gather information of possible avenues we haven't explored yet covering advertising, social media, and outreach. How do we reach specific communities? Next-door has been a great outreach tool. We are looking for ideas from the community.

    a. Attendee: For Chinese, we use WeChat and WhatsApp. Also, Chinese radio.

3. ROV Staff: Any publications?

    a. Attendee: Tsingtao is mostly for older people.

    b. Attendee: Create an image or post that the public can repost on their own personal Facebook pages.

4. Attendee: For young people, maybe you can have a flyer design competition to bring awareness. The high schools can use video clips.

    a. Attendee: The high school kids can talk about the projects to their parents, spreading awareness.

    b. Attendee: Work with some of the school kids and you can post their designs.

    c. ROV Staff: We could maybe have "repost" raffle prizes. Repost and we'll send you a prize.

Santa Clara County Registrar of Voters
Election Administration Plan (EAP)
Korean Consultation Meeting Minutes
Santa Clara County Registrar of Voters Office
1555 Berger Dr., Bldg 2, San Jose, CA 95112
Auditorium
Thursday, June 27, 2019
2:00 p.m. to 3:30 p.m.

Attendees Present:
Seven members from public from the Korean community.

Staff Present:
Shannon Bushey, Vanessa Hamm, Andrea Solorio, Michael Borja, Magdalena Sta Maria, Shelby Galaviz, Priscilla Favela, Janora Davis, Patricia Lopez, Allen Ocampo, Linh Nguyen, Michelle Tran, Adrian Garcia, Paulo Chang, Alfred Gonzales, Eric Kurhi, Rachel Jung, Liz Oviedo, Chipo Mulenga, George Hiu, Mike Davis, Martin Ayala, Smita Shah, Lorenzo Castaneda, Diane Castaneda, Bob Nguyen, Aaron Wong

Action Items:
- Follow up with attendees regarding adding a drop-box at the Korean American Community Services center.
- Follow up with attendees regarding the use of potential mega churches as Vote Center locations.
- Follow up with attendees regarding their interest in the Train the Trainer program.
- Follow up with attendees regarding the various outreach opportunities via Korean media.
- Provide a digital copy of outreach flyers to attendees so they can also post on their social media networks.
- Add all digital outreach materials to the website for communities/organizations to find and download for voter education.

Agenda Items:
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.
> *ROV Presentation:*
> 1. Shannon Bushey gives a brief overview on VCA.
> 2. Presentation of VCA overview was shown in Korean.
> 3. ROV Staff: How did everyone hear about today's meeting?
>> a. Attendees: Email and Facebook.

III. **Goal of the Election Administration Plan**
> The Election Administration Plan (EAP) outlines how the Registrar of Voters (ROV) will implement the changes related to VCA and will be developed together with input from the community.
>
> *ROV Presentation:*
> ROV Staff: We are developing a draft EAP and holding a public hearing on August 30th to present and hear feedback. The draft will be available ahead of time through our website, that way voters are able to look at the draft before they come to the hearing or give us feedback through our website or email. What we are doing now is taking community input, we're holding 12 meetings in different areas of the

County, in different languages to help us help the voters in Santa Clara County. We are looking for your input on Vote Center locations in the Korean community. Is there a location a lot of people go to? We are looking for your suggestions and you can give them here today, write them down or email us. We are also looking for things like Korean media, where we can advertise. Also, any recommendations on senior centers for our senior or disabled community. These are some of the examples of feedback that we are looking for today. For more information on the EAP please visit the Secretary of State's website.

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.

ROV Presentation:

1. ROV Staff: We are currently searching for 120-125 Vote Centers, which are going to be much larger and capable of doing more things than a Polling Place used to. In the past, Polling Places could fit 4-5 people and were generally small. Now the room may be 40x40 or 60x60, with a staff of anywhere from 8-15 people, and will be able to do a lot more than a Polling Place. It will be more like a service center. The fact that they will be open early and for many days at a time, either 11 days or 4 days, means that locations will be difficult to obtain due to availability and cost.

2. ROV Staff: We are 60-70% complete, as far as finding Vote Center locations and using a 14-point criteria list that shows the best fit for Vote Centers.

3. ROV Staff: If you have any ideas about locations please contact voterschoice@rov.sccgov.org

4. ROV Staff: In 2018, about 75% of voters in Santa Clara County were vote-by-mail (VBM) and now, 100% of voters will be VBM. We will be increasing the number of drop-boxes to accommodate the increase in VBM voters. In 2018, we had 55 drop-boxes, but now the requirement is one drop box per 15k voters, totaling 78 drop-boxes.

5. ROV Staff: Along with the changes of Polling Places, we will have two different employees, volunteers and extra-help employees. We will be hiring extra-help employees that will be working for the County. Everything will go through the Employment Services Agency (ESA). We will need lead positions and clerks (around 1,800 clerks and 250 leads in total) that will have to apply through the website https://www.governmentjobs.com/careers/santaclara. We will also be hiring stipend employees from high school students to adults; we will handle hiring the same way we did for volunteers. We will send a letter to previous workers/volunteers, and we will need the help from your community.

Public Input/Questions:

1. Attendee: A lot of Koreans go to Korean markets; is there a requirement for having drop-boxes?
   a. ROV Staff: The requirement for drop-boxes is one (1) for every 15k voters, but we are flexible to adding more drop-boxes to better accommodate the community. We have outdoor and indoor drop-boxes that are secure, we just need to have permission from the facilities.
   b. ROV Staff: Facilities and/or property owners will have to allow us to secure the drop-boxes by chain, they do not need to be bolted.

2. Attendee: I could check with the city about having a drop-box at my center. We have about 70 to 80 people come into the center every day and when we have an event, more than 300 people come. A drop-box will be feasible for our Korean center. Also, what about having Vote Centers at the mega churches? There are a few mega churches and they own the property and have a couple thousand members.
   a. ROV Staff: We can check out those churches and see how many days they would potentially allow us to be there because some churches will not allow Sunday.
   b. Attendee: Maybe the church can designate a specific area for the Vote Center. There is a property we own located at 136 Burton Avenue, but the requirement doesn't work out because it's a smaller place, but we can have a drop-box available. Sherman Oaks Community Center is also a possibility, we would just have to get the okay from the city.

3. Attendee: Drop-boxes means nobody is guarding the box?
   a. ROV Staff: Correct. Our 24-hour drop-boxes are located outside. The drop-box is designed like the ones at the post office. They're metal, very heavy, and we are required to chain them.

b. Attendee: Does somebody come pick it up?

c. ROV Staff: Yes, we have scheduled pick-ups. The pick-up dates will be attached to the drop-box and as the election approaches, the pick-ups will occur more frequently. As of now, we have contacted most libraries, schools, city halls, universities, fire stations, and a couple of malls for drop-boxes. For indoor locations, we will need to know office hours and on Election Day we will have to be there before the office closes.

4. Attendee: If the office closes at 5:00, are we able to allow someone to stay later from the office staff on Election Night?

a. ROV Staff: On Election Night? We have couriers on Election Night and must know the hours of each facility. The courier needs to be able to access the ballots and seal the drop-box.

II. 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.

ROV Presentation:

ROV Staff: Korean is one of the state mandated languages. With the VCA we are going to produce Official Ballots in all nine languages and a voter can request a ballot in Korean at any Vote Center.

a. ROV Staff: The ballots are now bilingual where you can request a ballot Korean/English, Spanish/English, etc. You can request languages by filling out a Voter Registration form.

b. ROV Staff: To clarify, the Official Ballot will be translated, but not the County Voter Information Guide (CVIG).

III. 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.

ROV Presentation:

1. ROV Staff: We are looking for locations and assistance for the senior and disabled community. We are looking for signs, ramps, and marking devices that will help with voting accessibility. If someone cannot leave their house, are overseas, or from Military; we offer Remote Accessible Vote by Mail (RAVBM) and there is information on the website about it, but essentially someone at home can go online, answer a couple questions, and pull up the ballot type for their residence and what they would be voting on in an accessible format. You download the ballot, mark it, print it out, and mail it to us. If you can think of anything for handicap voters, we are all ears.

Public Input/Questions:

1. Attendee: At our organization, we've been doing a lot of voter education. When there is an election going on, we're the main hub.

2. Attendee: When recruiting election workers, can we have a direct link, or a shorter link to the job application.

a. ROV Staff: We are hoping when we send out notifications, we can include a link for people, but it's ESA's website so we wouldn't be able to change the link.

b. ROV Staff: Visit sccjobs.org to go straight to the section and type "election."

3. ROV Staff: We are hosting private workshops with the League of Women Voters, Vista Center for the Blind and other private, smaller size community-based organizations. Hopefully we can collaborate with your organization, Simple Steps, so we can connect with other ethnic groups to have workshops. Please forward any other organizations and I will be able to contact them.

4. ROV Staff: Are there any other questions?

a.   Attendee: As a citizen we appreciate the County's effort to reach out to minority groups and we are excited for the changes. I hope we can increase the numbers together as one community.

b.   ROV Staff: Thank you, we all have the same goal to increase voter participation. By the middle of August, 14 days before we need to put out all the versions of the EAP, the English version will be posted first, before the middle of August, because the translators will have to work on the other versions. The translated versions will be posted around 14 days before August 30.

II.**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.   ROV Staff: Do you have any suggestions on how we can advertise?

a.   Attendee: There's one major website that most Koreans use and there's a "Help Wanted" section. There is also a popular newspaper that advertises weekly, maybe you can advertise through that. Our media department has all the sources, like radio stations. If you would like, I can provide that as well.

b.   Attendee: There's a non-profit organization, called Simple Steps, that helps Korean women help find jobs in the Bay Area. I attended their seminar and I believe it would be a good place to advertise.

c.   Attendee: Most Korean people living here, about 90% look at SFKorean.com. The younger generation use MissyUSA.com, it is similar to Facebook. Facebook is also a good connection for Korean community.

d.   Attendee: Newspapers are an option for older people because most people are online or on their phone. I think SFKorean.com is the best way to advertise.

e.   Attendee: We will make a list.

f.   Attendee: We also have our monthly newsletter and print out and post about 1,200 a month.

2.   ROV Staff: We are hoping to put together the graphics for the community to use. We are also doing social media. Please check out http://www.sccvote.org/voterschoice for more information about Language Accessibility Advisory Committee (LAAC), Voter Accessibility Advisory Committee (VAAC) and the EAP. Any other media related advertising?

a.   Attendee: We will summarize a list for the ROV.

3.   Attendee: Media wise, we do a lot of press releases on the radio, TV, and online. We can be given the content to post, anything from county side, we can work together.

a.   ROV Staff: We would love to put together content. Can we also have someone from the ROV attend an event, like the one you mentioned before with 300 people, if we could have someone come and d o a presentation? Also, it may be good too, to do a train the trainer if there's someone in the organization that we could teach to do this.

b.   Attendee: Yes, we are interested in that.

c.   ROV Staff: Speaking about the train the trainer program, the Voter Education Outreach Coalition (VEOC) is holding an event for VEOC members where we will be equipping them with special tool kits and training them on how to do a presentation and sharing with them all the resources we have. The event will happen sometime in the beginning of August and it will be more of a casual, informal setting. We'll be inviting over 60 different organizations and we will be co-hosting the event with Silicon Valley at Home.

d.   Attendee: Are you planning to target each ethnic group?

e.   ROV Staff: Yes, we are.

f.   Attendee: If I may add, these two ladies have been working at Polling Places in the past and are interested and willing to help. They are retired County Social Workers and are Board Members of Korean community services.

Santa Clara County Registrar of Voters
Election Administration Plan (EAP)
Hindi Consultation Meeting Minutes
Indian Community Center
525 Los Coches St., Milpitas, CA
Social Room
Monday, July 8th, 2019
7:30 p.m. to 9:00 p.m.

Attendees Present:
Six members of the public
Staff Present:
Shannon Bushey, Vanessa Hamm, Andrea Solorio, Michael Borja, Magdalena Sta Maria, Priscilla Favela, Janora Davis, Christina Rivas-Louie, Allen Ocampo, Linh Nguyen, Michelle Tran, Mike Davis, Ravi Dhillon, Alfred Gonzales, Eric Kurhi, Rachel Jung, Mike Davis, Smita Shah, Lorenzo Castaneda, Shelby Galaviz, Aaron Wong
Action Items:
- Follow up on suggested Vote Center locations (Ex. Temple, mobile homes, etc.)
- Follow up on suggested magazines and radio stations

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 overview in Hindi and English was shown.
   1. Attendee: Is the Voter's Choice Act (VCA) a California or a Santa Clara practice?
      a. ROV Staff: It is provided in the California Election's Code and it is an option for counties to move to the Voter's Choice Act. In our state, you are going to find counties using Polling Places and you will have counties using Vote Centers. There were five counties that implemented Vote Centers in 2018 and nine other counties came on board for 2020, making it 14 counties now in the state of California participating in the Voter's Choice Act.
      b. Attendee: How does this stand with the rest of the country?
      c. ROV staff: Different states have different rules, so everyone follows their own Elections Code.
   2. Attendee: I noticed there were some errors in the VCA Hindi translated materials and I am more than willing to help with that.
      a. ROV Staff: That would be great, thank you. Maybe you could help us review our draft plan when we produce it in Hindi. We have a contactor that is state certified that helps with translation, but we know sometimes it does not always translate the same, but we would appreciate the feedback.
   3. Attendee: What is the last day to vote? March 3rd?
      a. ROV Staff: Yes. The mailed ballot must be postmarked by that day and received in our office within three days.
   4. Attendee: Here is a scenario: You are going to mail the Official Ballot 29 days before the Election Day and I just kept my ballot ready and I know I have 29 more days, but you get really busy and forget, is there some type of reminder to remind me or any other voter to mail in their ballot?
      a. ROV Staff: We are going to be doing outreach through print and radio, public service announcements, and advertisements, so we can let all of the voters know about the changes in the county's voting model and reminding them to vote. Our Public Communication Specialist does

our media and media campaigns in various social media platforms such
as *Facebook*, *Twitter*, and *Nextdoor*, and we are going to increase it dramatically to advertise.

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.

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: There will be 120 Vote Centers in Santa Clara County? Is there a comparison with the number of polling booths to Vote Centers?

   a. ROV Staff: In November 2018, there was approximately 850 Polling Places. It can be farther for those driving to a Vote Center, but the benefits outweigh the driving. That is the negative part, people driving further, but maybe it will not be far for them within those 10 days, depending on what they are doing.

2. Attendee: Will there be any Vote Center at places such as public libraries and leave a drop-box?

   a. ROV Staff: Yes. There are basic requirements such as size, locked facilities, a certain number of days, and more that are explained in the "Vote Center Needed" flyer. These are some of many requirements that we are looking into and are checking with the libraries, schools, churches, different places that we have used before, and new places because we do need a larger room area in order to host the Vote Center with the new voting equipment. Now that we will have to leave the equipment at the facility and lock it up and secure it every night, we have a few more requirements for our Vote Centers than previous Polling Places.

3. Attendee: What about a facility such as this one, the Indian Community Center?

   a. ROV Staff: Yes, we have received a confirmation to come and check out the room to see if it qualifies according to the requirements we have for hosting a Vote Center.

   b. Attendee: There is a lot of trafficking in this area.

   c. ROV Staff: Yes, and that is what we want, because then you can just vote while you are out here visiting the Community Center. Those are the exact locations we are looking for and if you know anyone that has connections to any facilities, please let us know. Sometimes if we call, we get the receptionist or someone answer that may not know the importance of what we are really asking for, so sometimes if someone knows somebody else for a location, it helps.

4. Attendee: I like how a voter can register at the last minute, because so many people miss the registration pack information, and so this is a good point.

   a. ROV Staff: Yes, it is a benefit. Now they can go to any Vote Center to register and vote in the same day.

      5. Attendee: When you say 75% of people are going to vote by mail, do you still mail to all the 100% people?

   a. ROV Staff: Yes, we will mail it to everyone because now all voters will be vote-by-mail voters.

6. Attendee: What is the purpose of reducing 800 to 120 locations? Between 1 to 11 days, how is this cost-effective with the county? Is it necessary to this because if I am going to work, I will only work one day, not thirty days, so by extending 11 days, how is it cost-effective?

   a. ROV Staff: It is going to the cost the county more money. We never said that this was going to reduce any cost for elections. The main thing is voter convenience; to provide the opportunity and more opportunities for people to vote, more language assistance at the Vote Centers. So instead of that one day to vote, there are some people who may not be able to make it on a certain day of the week, so extending more days means more opportunities for people to go out and vote on their day off or now, on the weekend. It is going to cost several million dollars more to conduct this type of election.

   b. Attendee: Going farther than what I am driving might be somewhat inconvenient, or I might miss the Vote Center, compared to having my neighborhood, so that might affect less voters to register.

   c. ROV Staff: It may be possible; I am not sure the number of voters that might not want to drive the extra few miles for a Vote Center nearest them. We are really hoping that by having the Vote

Centers out for that many days, that somewhere in those 10 days they will have the opportunity to go to one of the Vote Center's. Instead of one day, they have more options and choices to go. We hope that it will have a much more positive effect than the voters that choose not to go.

7. Attendee: At work, for one day they allow a couple of hours to go vote, but I do not think they are going to allow any day for ten days to go and vote.

   a.   ROV Staff: At least they are allowing people to go for one day, and we will be open on Election Day if they cannot make it to any of the other nine days.

   b.   ROV Staff: We have had early Vote Centers before the election, we were slightly ahead of other counties implementing to make sure that people have more than one day to vote. Considering the circumstances for various voters and demographics and the nature of our county with heavily populated with commuters coming from work and people driving everywhere from far cities, it makes sense to have more than one assigned place to vote in person, should they choose to vote in person, but they will be by default getting vote-by-mail ballots.

8. Attendee: If you compare vote-by-mail that is 75%, then you do not need ten days also, because if more people go vote-by-mail, then you might have fewer days and less than 120 locations.

   a.   I think over time people are going to vote by mail, but we do not have a choice in the number of days. The law sets out the exact number of days, minimum of eight hours a day, so I do not have any discretion at this time in the law. I hope that maybe after a few election cycles, that the State Legislature will take data from all the counties that are doing this and see that as we predict that voters going to the Vote Centers will reduce, we are hoping that by showing them this data, that they will change something. Whether they change the number of days, or requirements of the Vote Centers, but change something towards what the data is showing.

9. Attendee: Temples in every area, there is a few in Milpitas and some in Sunnyvale. For Indians, at least, the temple visit is a must at least once a week or month, so it could be a temple that could help as a Vote Center, as they are typically large.

10. Attendee: Another option that might work is setting up a Vote Center near or in the offices itself of *Apple*, *Google,* or *Facebook* complexes. It is easier for them just to go and vote.

   a.   ROV Staff: Some facilities we might already be checking, but this is why we are trying to hear ideas from you all, even though some we may be already doing and others not. We have had people recommend some shopping centers.

11. Attendee: There are many mobile homes around in the county, and most of the mobile homes are like houses and are always open to working with the community. You can access different mobile home community centers that can fit hundreds of people.

12. Attendee: Since I worked at the last two elections, you had special requirements and conditions for Polling Places, so are you still looking for same requirements while searching for a Vote Center, such as accessibility?

   a.   ROV Staff: Yes, all the locations will be handicapped, and we have more conditions now because we need to have it for more than one day, which requires setting up a day or two before. We are screening for locations and checking with businesses, colleges, schools, and churches.

13. Attendee: I can think of a nice place that is part of the temple, but there are a couple of limitations, they must take their shoes off. Possibly place a sign outside indicating to remove shoes.

   a.   ROV Staff: Thank you but because it is for all public, I do not think we can use that location.

14. ROV Staff: The GIS Mapping team essentially works on creating boundaries and analyzing some data in assistance with the Precinct Operations Division to help them figure out what areas of the county need to be served with a Vote Center. For these Vote Centers, each 11-day Vote Center needs to serve roughly around 50k registered voters, and this is what this map is showing right now. We have divided the county into 25 areas that each hold 50k voters. For example, Milpitas has its own boundaries as it is a large area, and there will be at least one Vote Center serving the city of Milpitas that will be open 11 days prior to the election. We have also created a survey that contains some of the 14 criteria that is set out by the State and these criteria involve things like public transportation, proximity to high population centers, proximity to low-income communities, and essentially communities where English is not their first language. Filling out this survey is very important to us, as it shows what the community and public feels is more important when trying to figure out where to have a Vote Center location. For example, if there are two locations that are equal in value and standard and meet all of the requirements and one of them is close to a VTA center and

the other is a bit further, we use this survey, as well as the information we gather to help the Precinct Operations to narrow down what Vote Center is more preferable in terms of these convenience that we can provide.

    a.   ROV Staff: We will have about 25 Vote Centers that are open for a total of 11 days and that is when voting is slower, as far as people coming out. Therefore, it is a smaller number of Vote Centers available at the beginning, and not all 125 Vote Centers are open. When they did make the law, they knew the first week would be slower and then it just builds up as you progress. The Saturday before Tuesday, we add on another 100 Vote Centers, making it a total of 125 Vote Centers by Election Day. They saw how it went for Colorado and that there is not high voting at the beginning, so there is a lot of different criteria we follow.

    b.   Attendee: So, 25 Vote Centers for 11 days, and you will add 100 towards the end?

    c.   ROV Staff: 125 total Vote Centers for four days.

15. ROV Staff: If you happen to vote by mail in this last 2018 election, you are part of the 75% voters who are already vote-by-mail. If you have not, you will be voting by mail or you will receive a vote-by-mail Official Ballot in 2020. You either vote-by-mail, or not. We will be 100% vote-by-mail. In 2018, we had 50+ drop-box locations and, moving to vote-by-mail, we increased our drop-boxes from 50+ to almost 80. Our targets are based on the maps that were previously shown. It will be one drop-box per every 15k voters. GIS Mapping team has created these maps to show these locations. There will be more options, everyone will be vote-by-mail, the return envelopes are free, there will be close to 80 drop-boxes, and you could also drop off your ballot at any of the 120 Vote Center locations, as there will also be a drop-box there. The voter will have many options and you receive your ballot 29 days before the election. If you are planning to go out for a trip, just notify our office and we will update your information. If you are planning to be out longer, we will have to update that information as well. Just make sure your residence address is under Santa Clara County and your mailing address is wherever you are, so in every election you will receive your ballots there.

    a.   Attendee: The drop-boxes will be available in all the 11-14 days?

    b.   ROV Staff: 29 days prior to Election Day, we will start delivering drop-boxes. At the same time, we are dropping our Vote-by-Mail ballots to the Post Office. If we drop them at the Post Office on 29 days, it will take them awhile to start delivering, so by that time, all the drop-boxes will be delivered to their exact locations. The locations are available on our website and will be on the Voter Information Guide pamphlets. Any questions or concerns you may have, visit our website and you will find a lot of information.

    c.   Attendee: The ballot paper is not standard for everyone, it depends where your residence is, correct?

    d.   ROV Staff: Yes. When you go on our website you have to type in your address, date of birth, and it automatically pulls up the ballot type designated to you. You could only see the ballot that is assigned to your residence.

    e.   Attendee: Let's say I am shopping somewhere and do not have my ballot with me, if I go to a Vote Center, do they have the right to print it out for me at the time, or is there a replica at the center?

    f.   ROV Staff: Correct. For example, if you live in Milpitas and you were shopping at the Stanford mall and we have locations of Vote Centers near that mall, you can walk in and they will have E-Pollbooks that have all the data of all registered voters in Santa Clara County. They will find you on the E-pollbook and print you a ballot based on ballot type or precinct you belong to, that is why it is open to all county registered voters.

    g.   Attendee: Will it stop me from voting twice, such as I vote on demand and vote in the ballot I receive from the mail? What stops me from voting twice?

    h.   ROV Staff: Our system has a default that once we receive your ballot, you cannot vote more than once. You can mail it in, but we will not count it if you already voted.

    i.   Attendee: So then, the vote will be like a provisional vote? That is what I get from provisional voting, that I am a Vote-by-Mail and I go to a Vote Center and vote provisionally, that is to stop the duplicate voting.

    j.   ROV Staff: Before, with the Polling Places, we did not have a tablet that we could access the voter file and indicate whether the voter returned their ballot. Now at the Vote Center with these new tablets, it will tell you that you have already voted or, if you go to a Vote Center and then you go home

and mail return us your ballot, then it comes in and we run it through the machine to verify it and it will tell us that you have already voted at the Vote Center, so the ballot will be voided and not opened.

    k.   Attendee: Will all vote-by-mail still be the same?

    l.   ROV Staff: Vote-by-mail will not change.

16. Attendee: So, does it automatically reject the ballot?

    a.   ROV Staff: Yes. Whatever we receive and match the signature to the signature registered and it matches, it will be a valid ballot vote. If we happened to have issued you two ballots and the second one you do not remember that you have mailed it to us already by accident, once we receive it, our system has a default that because you have already voted once, the next ballot will be voided. The system will not allow you to vote twice, so that is a good thing.

    b.   Attendee: If someone makes a mistake on their signature on both ballots that you receive, it will reject it?

    c.   ROV Staff: If your signature does not match or you forgot to sign, the law provides that our office mail you a unsigned ballot statement or signature verification statement, meaning you either forgot to sign the ballot envelope or your signature does not match our database. We mail you a letter notifying the voter to cure their error. On top of that, we have 28 days after the Election to wait for that letter to come back to the office, so we can give the voters enough time.

17. Attendee: Can you talk about the Electronic Voting Machines?

    a.   ROV Staff: At the Vote Centers, there are going to be large tablet screens that your ballot will come up on and you can touch the screen and make a selection, and it can then print out a paper ballot. Otherwise, we can print out your ballot at the counter take it to your booth and hand-mark it, so no matter what, there is going to be a paper record of anybody voting. It is not like before, where you vote on the touch screen and cast your ballot and no paper comes out because that was counted on that machine, so now either way, you are going to get paper. You take that paper over to the tabulating machine where it will count your ballot with all the votes and put the ballot into the secure bin. Before, all the ballots had to come to our office to be counted. Because of this, we were always one of the slowest counties in the State on Election Night results and counting until the next day. Now, you can bring back a cartridge or something electronic from each tabulator from each Vote Center and upload it instead of having to scan all the papers at our office. This way, it is going to be faster on Election Night results, but still 30 days for us to verify vote-by-mail.

18. Attendee: When you count these 125 Vote Centers, more people are from vote-by-mail and it is high. The voters who go and vote and insist to exercise their right to vote are the ones who will attend the early Vote Centers during the ten days.

    a.   ROV Staff: I think most of the voters will feel that way.

19. Attendee: For Vote Center locations, have you looked at community colleges, like De Anza?

    a.   ROV Staff: We are checking with them. We already have a commitment from *San Jose State University*. We are also looking at West Valley.

    b.   Attendee: All schools and colleges are a good idea. Schools have big gyms that can be used. The problem is the 11-day Vote Centers might not work for these venues.

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: (none)

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. ROV Staff: We have a new voting system at the Vote Centers, with now a minimum of three, if not more, accessible tablets where you can pull up your ballot, mark it on your screen, and it prints out what you selected. We can also print out the paper ballot on demand of any language or any ballot type, and then we put it through a tabulating machine, which those are going to be new also. The machine will tell the voter if

they missed voting, if they undervoted, or skipped a contest, so the voter could go back if they change their mind, making it helpful to the voter. The machine will then drop their ballot into a secure bin underneath where it will be secure for us to pick up. We have information on our website if you cannot leave the house and not physically come in called Remote Accessible Vote by Mail system.

    a.   Attendee: With electronic delivery, is there a way where somebody can just go and download the ballot as needed, like maybe from their DMV record or something similar, or you will have to email it to them?

    b.   ROV Staff: The voter must request it. This is only available through electronic voting and for military, overseas voters, or voters with disabilities. For example, if you are in the military, you must be outside the county to be able to apply for it, but if you are just here in Santa Clara County, it is not available. It is linked to a site that is a replica of your Official Ballot. At the end, you must print it because it does not count electronically. Once you print out your ballot, mail it back to the Registrar of Voters' office. It is not as if you are voting on the phone, it still has to be in paper.

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.   ROV Staff: If you would like a friendly reminder, you can subscribe to our *Twitter* feed, our *Facebook* feed, and *Nextdoor*. We have a big task ahead of us and we are going to rack up a hefty campaign to get the word out that voting is changing. We think it is for the better and I think most people will agree that it is, but we are going to be really proactive to get the word out to people on various platforms. In the past, we have advertised in *India West* and *India Post*, but we do not know what people read or if this is a publication that is local or national, so we are fishing for more information about what the best way to reach out to people using the mass media.

    a.   Attendee: There is a national magazine called India Current and people receive it by email as well. It is usually in places like the grocery store, temples, and other places. It is a very popular magazine.

    b.   Attendee: There were local newspapers from Sunnyvale and Cupertino publishing a health fair booth from ROV and I was surprised, and I think you all are doing much more and are very user friendly.

    c.   Attendee: You all should go greener.

2.   Attendee: There is a magazine called *Siliconial* and a New York based TV program called *Namaste America*. It shows on Saturday's at 9:00; 80-90% of the people watch this show

    a.   ROV Staff: Does *Namaste America* have targeted ads, like for Santa Clara County?

    b.   Attendee: You can contact them, send them your data like something recorded or a video, and they can edit it. They are very good about that.

3.   Attendee: We did a Poll Worker campaign with the ROV before. We made a case study of the campaign in our media kit because that was the highest response-generating campaign that we had. That was a very good campaign.

    a.   ROV Staff: That's great to know. We've got you on the list for this year's campaign. We look forward to working with you again.

    b.   Attendee: Now we are all digital. We don't have the print additions anymore.

    c.   ROV Staff: It's good to be all digital, but we also do want to have some print materials for voters who prefer that medium.

4.   ROV Staff: Any other media ideas? Any radio stations?

    a.   Attendee: Radio stations can be FM 92.3, AM 1170 (Radio Zindagi), and AM 1310 (Radio Mirchi).

    b.   Attendee: Radio stations are very popular. You can put them on and everyone listens.

    c.   Attendee: Those three radio stations are very popular. There are a lot of songs, but they also invite people.

    d.   Attendee: There are a lot of sponsored programs.

    e.   Attendee: You can buy 15 minutes from them and have discussions with them.

    f.   ROV Staff: Do they have English language content?

    g.   Attendee: They have mostly Hindi, though they also do English.

h.   ROV Staff: If you have any more ideas for radio or television stations, just email us at voterschoice@rov.sccgov.org

5.   ROV Staff: Other opportunities we want to talk to you about are the two committees we have: the Language Accessibility Advisory Committee (LAAC) and the Voter Accessibility Advisory Committee (VAAC). We are definitely looking for volunteers to join our committee to help us review materials, handouts, give us input and feedback on issues. The VAAC is more for the elderly and voters with disabilities. The LAAC is to represent the different language committees. We are looking for a Hindi representative for the LAAC.

    a.   Attendee: How many hours is that?

    b.   ROV Staff: We had decided on meeting once a month, and may go quarterly in the future. There is an email group for the committee for anyone who wishes to further discuss things. The committee will meet monthly at least through the March Election.

6.   ROV Staff: Another opportunity is the Voter Education and Outreach Coalition (VEOC). This is not required by law but the goal of this coalition is to inform the voters and let them know what is coming. The focus of this group is voter education and is for people who want to spread the word. We can go to the community and do a presentation about VCA. We can also train the trainer, where we train you, then you can go and train other people in your community. We can provide the handouts and presentations needed to get the word out. We need all the assistance we can get to the educate the voting population about VCA. The kickoff meeting for the VEOC is August 8th.

    a.   ROV Staff: Because our County is very diverse, it is important to personalize the message for each community in their language by the influencers and representatives that they trust. It's great for us to come in and present to you but it is far more effective for you yourselves to let your community know and stress the importance of voting. VEOC will equip you with the resources and toolkits for training so you can do it yourself at your temple, your organization, your work, your home, wherever it maybe. The goal is that communities that have been historically underserved will know exactly when, how, and where to vote when the elections come around. The plan is to have one workshop for each language community so it would be helpful to know where to go and who to contact to organize these workshops. We are very happy to come to where you are at.

7.   Attendee: Library is a good place for outreach.

    a.   ROV Staff: Yes, libraries have been great partners with us for drop-boxes, Vote Centers, and presentations.

    b.   ROV Staff: Closer to the elections, we will be printing more literature for distribution to libraries, local businesses, city government buildings, hot spots – so people will be more aware.

8.   ROV Staff: We will be looking for Extra-Help employees to help work at the Vote Centers. A little change from the way it was before. We will still have volunteers who will be paid a stipend to work for a day or two, but we will also be hiring 1500-2000 Extra Help employees. These will be County employees who will have to go through the whole county hiring process and will be asked to work for about 2 weeks. It will be a challenge to find these many people to work the needed number of days, so if you have any questions or connections for people who can work at the Vote Centers, please don't hesitate to reach out to us at voterschoice@rov.sccgov.org.

VIII. **Miscellaneous**

    Public Input/Questions:

    1.   Attendee: What are the differences between provisional voting and conditional voting?

        a.   ROV Staff: Before, to vote provisional was due to being at the wrong Polling Place and having to then vote provisional because you were not on the roster. Usually it was because we could not verify the voter's registration that they were active at that time. Now with Conditional Voter Registration (CVR), which is for voters who are not registered and want to register, they fill out their registration information and then Official Ballot, place it inside an envelope, and when it comes back to our office, we register the voter and lastly, count their ballot.

    2.   Attendee: If the person is out of state during election time, registered in California, and cannot come back to the county, how do they vote?

        a.   ROV Staff: Most voters request a ballot to be mailed wherever they are. For example, the voter is registered with their residence in Santa Clara County, but they want it mailed in New York. They provide us with the mailing address, and we can mail them a ballot.

  b. Attendee: That must be done in advance, correct?

  c. ROV Staff: Yes.

3. Attendee: What was the percentage of vote-by-mail in the last Presidential Election and what you are expecting? Many people must have registered vote-by-mail, so what are the percentage rates we are expecting?

  a. ROV Staff: For 2020, it is too hard to predict at this point. Usually as we get closer, we gauge what is going on in the community and what we are hearing, we will come out as the time gets closer with a certain estimate. It is kind of based first off of statistical information in the past, but I do not have that statistical information with me. A Primary June Election normally has less turnout than in the General Election, so we will look at past elections to make sure we are on target, but we will also adjust that after we mail out those ballots. They can tell by how many ballots are coming back in the mail, how early, and then we start adjusting. Usually we are within 5% of what happens, but we will base it to receive a better estimate after we mail out the ballots to see how the returns are.

VOTER'S CHOICE
Registrar of Voters
Santa Clara County

Santa Clara County Registrar of Voters
Election Administration Plan (EAP)
Accessibility Consultation Meeting Minutes
Silicon Valley Independent Living Center
25 N. 14th Street Suite 1000, San Jose, CA 95112
Board Room
Wednesday, July 10, 2019
11:00a.m. to 12:45p.m.

Attendees Present:
Disability Rights California, Department of Rehabilitation, Santa Clara County Sherriff's
Office, Silicon Valley Independent Living Center, Civil Rights California
Staff Present:
Shannon Bushey, Vanessa Hamm, Magdalena Sta Maria, Shelby Galaviz, Priscilla Favela, Allen Ocampo, Lance Nottle, Rachel Jung, Janora Davis, Darren Tan, Alfred Gonzales, Patricia Lopez, Eric Kurhi, Aaron Wong, Mike Fong
Action Items:
- Send 14 Criteria for Accessibility, link to feedback form, and pdf of feedback form

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.

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.

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: What about the Billy DeFrank Center down the street?
      a.   ROV Staff: We can look into that.
   2. Attendee: How about community centers?
      a.   ROV Staff: We are looking at libraries, community centers, churches, even fire stations for drop-boxes. But if you have any specific ones, we'd like to hear them.
   3. Attendee: How about community colleges and schools?
      a.   ROV Staff: We're talking to the Superintendent this week and we're in the process of confirmation with West Valley and San Jose State.
      b.   ROV Staff: We're negotiating pricing at this point so if anyone has any connections over there, please let us know.
   4. Attendee: How about the grocery stores? Certainly, a drop-box, that would be the best way to do it there.
      a.   ROV Staff: If they have a large enough empty area.

5. Attendee: You know those Spirit stores often pop up at Halloween time, I'm wondering if open spaces like that could be used?
    a.   ROV Staff: If they're available in March.
6. Attendee: What about Valco Mall? I'm pretty sure it's empty now. There's a lot of parking and there's a lot of space.
7. Attendee: I'm relatively new to the Vista Center, but we're working on our San Jose location as one of the options (101 and Bascom Ave).
    a.   ROV Staff: That would be great!
8. Attendee: Can you use the new Police Station that's in South San Jose that isn't being used yet?
    a.   ROV Staff: We can definitely look; we can check with the community centers.
    b.   ROV Staff: How the city operates, as far as community centers, there is one department who oversees community centers. We've reached out to that department as well as
    the City Manager's Office. And they have a bigger reach, in regard to the San Jose police department, so we have made that initial ask.
9. Attendee: Costco would be a good location for a Mobile Center.
    a.   ROV Staff: We're still considering if we're going to be doing the mobile centers or not.
10. Attendee: There's Western Digital (Great Oaks area). There's Orchard Supply (Cottle/East Capitol).
11. Have you thought of putting the drop-boxes at Post Offices right along-side their mailboxes?
    a.   ROV Staff: Have we thought about looking at USPS locations at a Post Offices for our drop-boxes?
    b.   ROV Staff: I don't think they would like that because they're getting paid once the voter drops the ballot through their office. The voter might get confused too.
    c.   Attendee: You might end up with regular mail in your Drop-boxes.
    d.   Attendee: Aren't they different colors as opposed to the blue standard mailboxes?
    e.   ROV Staff: We can check on that.
12. Attendee: How about the movie theaters?
    a.   ROV Staff: Sure.
13. Attendee: We can offer our location (SVILC) as a Voting Center or Drop-box Location.
    a.   ROV Staff: We can definitely take a look and see if we can have a drop-box here.

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: (none)

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.

Presentations on RAVBM by ROV and a VAAC member
Public Input/Questions:
1. Attendee: We're doing our best to put it out there. (referring to LAAC/VAAC)
2. Attendee: Are we getting any brailing on the drop boxes?
    a.   ROV Staff: Is that one of the requirements?
    b.   ROV Staff: No, it's more of a height requirement. Instead of pull, it will be the push. Without much pressure or anything.
3. Attendee: So, I understand that you're supposed to print it out, but then what? (referring to instructions for RAVBM – *Download return materials*)
    a.   Attendee: Download says put it on your computer, but not print it out, that's the point she's making.
    b.   Attendee: Click here to print out your ballot and send it in, MAKE IT VERY CLEAR.
    c.   ROV Staff: That's perfect feedback for our LAAC/VAAC.

4. Attendee: Will your website have the EAP translated into other languages?
    a.   ROV Staff: Yes, the EAP will be in all mandated languages.
5. Attendee: I'd like to suggest that you reach out to assisted living nursing homes and even independent facilities. My mother is in assisted living. She's almost 95. She's very capable of voting but she can't hold a pencil. She can't read it because she's going blind. So there's a lot of stuff that goes on in there and I had her ballot sent to her place and it promptly disappeared so there's several issues that go on in these places and it's a place with about 100 people in it. But a lot of these people don't know they can even register to vote much less vote and get their vote counted. And my mother was very concerned about this and very concerned that it wasn't an easy process for her as it was before when she could just get it, fill it out and mail it in. These people cannot do that and they're not all older people. There are a lot of younger people who are in there and there are not a lot of people who have family that participate. And so the care facilities won't help them so even having a Voting Center in those areas. These people need to be reached out to, they need to be counted because if they want to drop off their ballot, they have to hire a van and that's expensive and to vote they're not going to do it. I can guarantee you. They need more access to voting in these places and this is over by Prospect High School. She's at Westgate Villa. It's on Main Ave. And they have an independent living right there. And the nursing care facility is right around the corner. You might even be able to do it at Villa Fontana.
    a.   ROV Staff: We definitely can check out that location, we take any advice on locations and then we have to see if they have free parking, those kinds of things
    b.   Attendee: There's not a lot of parking there; that would be an issue.
    c.   ROV Staff: Well we can still look at it.
    d.   ROV Staff: From the standpoint of outreach, this is a good thing to bring up. And the idea of maybe a ballot drop-box would address the need of having the ballot make it to the mail.
6. Attendee: How do you use Census data to find out where people with disabilities live?
    a.   ROV Staff: That information is collected on the Census and specifically the American Community Survey.
    b.   Attendee: But not everybody takes that survey.
    c.   ROV Staff: That is the challenge. But that is part of why we are here. If you know of certain areas that have a concentration of independent living centers, that's the things we want to hear.
7. Attendee: Do you get free mailing with that RAVBM?
    a.   ROV Staff: There is a standing rule with the Post Office that if you, put a stamp or less than the amount of the required postage, ROV will cover the cost.
8. Attendee: The best thing is to use your VBM envelope.
    a.   Attendee: But they wouldn't be getting that (VBM envelope) if they were doing this?
    b.   ROV Staff: Everyone gets a VBM ballot.
    c.   Attendee: Oh, they get both? Then that's a non-issue. That's great.
9. Attendee: Include "Ballot" label in the RAVBM package.
10. Attendee: If people are not told that they should hold onto the ballot in the VBM envelope, if they can't see the sign on the printed one, that's going to be an issue. So you should make it clear.
11. Attendee: Create a public outreach message "Keep your vote-by-mail envelope"
    a.   ROV Staff: We can definitely add that to the webpage.
12. Attendee: Put holes on both ends of VBM ballot where you're supposed to sign so more people will know where to sign because that would be very helpful.
13. Attendee: How about a video of "things NOT to throw away?"
    a.   ROV Staff: Like a video about our RAVBM and keep your envelope. That's a good idea.
14. Attendee: Is the RAVBM website link secure?
    a.   ROV Staff: Yes, it is.
15. Attendee: What did you say about the RAVBM QR code?
    a.   ROV Staff: It is a replica of what you have voted, so if we have the print on demand device, we have to duplicate this ballot because it is in paper form. When we get back into our office, we cannot feed this duplicate form into our ballot readers. But, if we scan this QR code, it will print out what is identical on your voted ballot.
    b.   Attendee: Will anybody with a QR reader be able to read that?
    c.   ROV Staff: The QR is designed to be read only by the vendor who creates the ballots.

16. Attendee: You said "accessible," what does that mean?
    a.   ROV Staff: Voters who are military, or overseas voters, or voters with disabilities.
    b.   Attendee: Can they use JAWS on the website through the RAVBM link?
    c.   ROV Staff: We tag all of our County Voter Information Guides that go on the website so you can also use your equipment at home, and it will read the wording to you. And if you find any issues with our website, please let us know, it may just be a setup mistake. We try to make everything accessible.
17. Attendee: Does it use voice activation, or do you have to use a mouse? (referring to RAVBM) Say I gave my mom a computer, she knows nothing about computers. She's 95 and has Multiple Sclerosis. She's going blind and deaf but has one sharp mind. So, if she could get her earphones so she could get it then respond verbally, is there any thought of getting any voice activation?
    a.   Attendee: I know they have it.
    b.   ROV Staff: It's not on our system, it's on a system that the person would have.
    c.   Attendee: You're missing a whole group of people that need voice activation.
    d.   Attendee: There is the technology out there, but perhaps we need to look at having a laptop with that mechanism capable where someone goes and sets it in front of the individual who needs it and then walks away.
    e.   Attendee: Do I have to have special software to understand or is the application going to have that capability? That software is expensive.
    f.   Attendee: Perhaps the ROV could have two or three laptops that would be set up to meet different needs.
    g.   Attendee: Then we could check them out and bring them back.
    h.   ROV Staff: We can discuss it further. We can look it up. We're trying to offer the program and, I'm sorry, it may not cover a single individual's multiple disabilities no matter what computer they're on.
    i.   Attendee: But a lot of time people don't think about people in these situations.
18. Attendee: Are there other pieces to the voting systems (sip and puff machines), in regard to voice?
    a.   ROV Staff: There is a Ballot Marking Device that allows you to do multiple accessible functions with accessories. There are things such as sip and puff, large button, directional button but I do not know of a voice activated machine.
    b.   Attendee: I know they have it, but not in California.
    c.   Attendee: What do blind, or deaf people do? If you're both blind and deaf.
    d.   ROV Staff: For the visually impaired we would use screen readers.
    e.   Attendee: Do they have ballots in brail?
    f.   Attendee: If you have a refreshable brail keyboard, you can. The person can read the line of text and as they move down to the next line, it will refresh the brail keyboard so they can manually read it.
    g.   Attendee: What if three of your senses are gone?
    h.   Attendee: We'll look in it. It's a very good point to bring up.

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: In addition to the actual voting, we have to register people too. Some of these ideas such as malls or places where people congregate would be great places to drum up voter registration.
       a.   ROV Staff: Yes, we agree. We typically do about 250 outreach events. I only have three staff on the Outreach Team, they do 250 events at festivals. If anyone who asks us "please come to an event we're having," we go. And we're obviously doing many, many more now with the VCA presentations. And getting the word out that you can register online.
   2.   Attendee: Are you doing any other media other than print media? TV?
       a.   ROV Staff: Yes, we're definitely doing social media, print media, and radio. We're trying to get PSAs, looking for newsletters, and places we can include information.
   3.   Attendee: You can put postcards in the paratransit minivans, you have to set it up with the drivers.
       a.   ROV Staff: Yeah, that's a great idea.
   4.   Attendee: Could you add some simple brail on the bottom of the postcard?

a. ROV Staff: Are there other services like that that we could take advantage of?

b. Attendee: Have Boy Scouts/Girl Scouts pass out fliers around assisted living areas for service hours.

Santa Clara County Registrar of Voters
Election Administration Plan (EAP)
Japanese Consultation Meeting Minutes
Joyce Ellington Branch Library
491 E. Empire St., San Jose, CA 95112
Community Room
Thursday, July 11, 2019
4:30 p.m. to 6:00 p.m.

Attendees Present:
One member from the public from the Japanese Community

Staff Present:
Shannon Bushey, Vanessa Hamm, Andrea Solorio, Michael Borja, Magdalena Sta Maria, Priscilla Favela, Janora Davis, Patricia Lopez, Allen Ocampo, Linh Nguyen, Michelle Tran, Adrian Garcia, Paulo Chang, Alfred Gonzales, Eric Kurhi, Rachel Jung, Liz Oviedo, Chipo Mulenga, George Hiu, Mike Davis, Martin Ayala, Smita Shah, Lorenzo Castaneda, Diane Castaneda, Ruth Luo, Chenxi Ye

Action Items:
- Attendee to send links to ROV regarding items discussed
  - Will reach out to her contact for Sakura Radio
  - To send a list of Japanese community groups within social media like Facebook
  - To contact Japanese Language teachers for the possibility of voter education training (VEOC's train the trainer program)
  - Provide a list of Japanese school for language workshops
  - To forward the feedback form to her network

I. **Introductions**
   Welcome attendee

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.
   1.   ROV Staff gave a brief overview of the VCA details; from languages the ROV will cover and the change from polling places to Vote Centers.
   2.   ROV Staff talked about Vote Centers logistics and how we will staff languages in each Vote Center.
   3.   ROV Staff gave brief overview of the polling place model to the VCA model.

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.
   Discussion
   1.   ROV Staff: We are looking for feedback for the EAP, specifically for the Japanese Community, but we are open to any feedback for the development of the draft EAP: where we should do our outreach, Vote Center locations, and where in the community to place drop-boxes.

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.   ROV Staff: Do you have any recommendations for drop-box locations?
    a.   Attendee:
        i. Stanford campus would be great. There's a popular farmers market in Palo Alto and it's one of the biggest in California. It would be good to have a booth there and somewhere on California Ave. or Downtown Palo Alto. This would cover a huge demographic. Palo Alto and Mountain View have a Buddhist temple, this would be a perfect place to reach out to the Japanese community.

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.   ROV Staff: What do you think would be helpful for unity?
    a.   Attendee: The most difficult thing is for mono-lingual Japanese to understand English, and Japanese Americans who prefer language in English.

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: (None)

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.   ROV Staff: We are trying to gather information of possible avenues we haven't explored yet including advertising, social media, and outreach. How do we reach specific communities? Next-door has been a great outreach tool. We are looking for ideas. What vendors would be helpful in Japanese community?
        i. Attendee: Bay Area Sports, Sakura Radio, T.V. Japan (a separate channel), Vivid Navigation, J-Weekly. Japanese Americans usually prefer everything in English.
2.   ROV Staff: What about social media?
    a.   Attendee: Japanese people love Facebook and Twitter. Stanford University also has a group that works with communities that speak only Japanese. The Japanese Stanford Association is a good group to contact.
3.   ROV Staff: Is there a Japanese community group on Facebook, maybe something specific to Santa Clara County?
    a.   Attendee: The Japanese community likes to look up Twitter hashtags in "Japanese." They constantly search by using hashtags. For example, if you translate, "Presidential Election 2020 in Japanese, they will search it as a hashtag."
4.   ROV Staff: We have Nishi Bei Weekly; are you familiar with them? Also, Stanford Daily, we have as a Japanese resource. Japanese American Citizens usually read the Nishi Bei Weekly.
5.   ROV Staff: Are you familiar with San Jose's Japantown? I wasn't familiar because I was usually in school.
6.   ROV Staff: We have a program where we train the trainer to help assist with spreading voter education; are you connected with any organizations?
    a.   Attendee: The Palo Alto Adult School has Japanese classes. That may be a good community to connect to and hold Train the Trainer meetings. Also, Gunn High School, which provides Japanese classes and Japanese language teachers.
7.   ROV Staff: Rachel Jung is in charge of our Voter Education Outreach Coalition and if you're interested, you can connect with Rachel.
8.   ROV Staff: Explained the purpose of the Voter Education Outreach Coalition. Due to the number of registered voters in Santa Clara County in comparison to the Santa Clara County Registrar of Voters' Outreach team of three people, we would need assistance from people from different community-based organizations with educating the voter masses.
    a.   Attendee: There are also big summer festivals in early August to set up booths at.

9.   ROV Staff: Are you familiar with any cultural centers that teach English to Japanese-speakers?

a.   Attendee: Yes, the Palo Alto Adult School and they teach international students. The Buddhist temple may be a place to most likely check, especially the temples specific to Japanese. The Palo Alto Farmer's Market is a good place to do outreach because that market sells a lot of Asian vegetables and there are Japanese American farmers. There's a place where academic classes are taught in Japanese that are held every Saturday. The students are Japanese monolingual and having Japanese language workshops would be a good place for this school.

10.   ROV Staff: Are you familiar with Tycho in Japantown?

a.   Attendee: Yes, they are a community/club in San Jose and there are other drumming associations in different cities. Tycho associations are connected in different cities. They would be a good contact.

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

County of Santa Clara

Registrar of Voters

1555 Berger Drive, Bldg. 2
San Jose, CA 95112
Mailing Address: PO Box 611360, San Jose, CA 95161-1360
(408) 299-VOTE (8683) (866) 430-VOTE (8683) FAX: (408) 998-7314

www.sccvote.org

EAP Public Hearing Meeting
Agenda

I.   **Welcome**

II.   **VCA Overview Presentation**

III.   **VBM Presentations**
   a.   VBM Packet
   b.   Ballot Drop-boxes
   c.   RAVBM

IV.   **GIS Mapping Presentation**

V.   **Precinct Operations Presentation**
   a.   Vote Centers
   b.   Vote Center Staffing and Training
   c.   Outreach

VI.   **Ballot Layout Presentation**

   a.   Language offerings

VII.   **Public and Legislative Affairs Presentation**
   a.   Advertising (media)
   b.   Outreach

VIII.   **Election Logistics and Voting Systems Presentation**
   a.   Voting Security
   b.   Ballot Return
   c.   Voting Equipment

IX.   **Discussion**
   a.   Vote-by-Mail *(10 minutes)*
   b.   Ballot Drop-off Locations *(10 minutes)*
   c.   Vote Centers *(10 minutes)*
   d.   Language Accessibility *(10 minutes)*
   e.   Voting Accessibility *(10 minutes)*
   f.   Outreach *(10 minutes)*
   g.   Voting System & Security *(10 minutes)*

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VOTER'S CHOICE
Registrar of Voters
Santa Clara County

EAP Public Hearing
Meeting Minutes

Friday, August 30th, 2019

Board Chambers

5:30pm to 7:30pm
70 W. Hedding St., San Jose, CA 95110

I. **Welcome**

    a. Introduction by Shannon Bushey, the Registrar of Voters for Santa Clara County. The Office of the Registrar of Voters (ROV) is looking for feedback towards the Election Administration Plan (EAP). Options to give feedback are possible through paper forms and online through a fillable form.

    b. The ROV covered housekeeping rules, ground rules, and an overview of the agenda. The ROV opened the invitation of joining the ROV Language Accessibility Advisory Committee (LAAC) and the Voter Accessibility Advisory Committee (VAAC). Comment cards were introduced and directed to be non-partisan. The ROV also requested no applause or opposition to comments.

    c. ROV Staff Subject Matter Experts (SME) were introduced to answer any questions; translations were also available in multiple languages.

    d. Introduction of ROV staff division managers.

II. **Voter's Choice Act (VCA) Overview Presentation**

    a. Link to the livestream of the public hearing:

        i. https://www.youtube.com/watch?v=WxALTnXIVXc

    b. VCA PowerPoint Presentation:

        i. Presentation – https://youtu.be/WxALTnXIVXc?t=1253

        ii. Implementation of the VCA will begin with the Presidential Primary which starts March 3, 2020

        iii. Every registered voter will receive a vote-by-mail (VBM) ballot –

            1. Postage-paid envelope

            2. Official ballot drop box

            3. Vote at any vote center

        iv. Up to 120 potential Vote Centers Countywide –

            1. New additional services

            2. New vote machines

            3. Vote at any Vote Center

        v. More Days to Vote Early –

            1. Vote Centers will be open up to ten days before Election Day

        vi. Same-Day Voting –

            1. Conditional Voter Registration: Register and cast a ballot on the same day

        vii. Developing the Election Administration Plan (EAP) focusing on the following –

            1. Vote Center location

            2. Accessibility

            3. Language assistance

    4. Voter education & outreach

    5. Community input/feedback

   viii. Previously held EAP public consultation meetings –

    1. (2) General, (2) Accessibility, Vietnamese, Khmer, Tagalog, Spanish, Chinese, Korean, Hindi, and Japanese. Throughout the meetings we collected input from the community to come up with the draft EAP

   ix. EAP Timeline –

    1. Draft > Public Comment > Amended Draft > Public Comment > Final Draft

 c. ROV comment: We have received over 200 pieces of feedback and comments. Our EAP plan has been online for over a month. Link to the VCA Resources: https://www.sccgov.org/sites/rov/VCA/Pages/home.aspx

III. **Vote By Mail Division Presentation**

 a. Link to presentation: https://youtu.be/WxALTnXIVXc?t=1543

 b. Vote-by-mail (VBM) Packets:

  i. Overview of Voter Registration as of 11/06/2018

  ii. Every registered voter will receive a Vote by Mail Ballot

  iii. Ballot Drop Box issued for every 15,000 voters

  iv. Sample of Official Ballot, return envelopes, VBM instructions, and sticker included in each packet

  v. Overview and images of mailings for Military/Overseas ballot material and instructions

 c. Ballot Drop Boxes:

  i. ROV currently has about 90 locations (including inside and outdoors) –

   1. County/City Libraries

   2. Schools & Universities

   3. County buildings

   4. City Halls

  ii. Security of Ballot Drop-Off –

   1. Cable locks

   2. Seals

   3. ADA compliance

 d. Remote Accessible Vote by Mail (RAVBM):

  i. For military, overseas voters, and voters with disabilities

  ii. Overview of the Accessible Voting link for the electronic version of the ballot; the voter must print their ballots and mail it back to the ROV for the ballots to be counted. Ballot selection is not selected electronically through the internet. Here is the Accessible Voting link: https://www.sccgov.org/sites/rov/Voting/Pages/Voting-Accessibility.aspx

  iii. RAVBM Instructional Video link using Democracy Live: https://youtu.be/LRZ8HllghQc?t=1438

IV. **Geographic Information Systems Mapping Division Presentation**

 a. Link to presentation: https://youtu.be/WxALTnXIVXc?t=2189

 b. Selecting Vote Center locations using data:

 c. Factors of Vote Center locations:

  i. Facility

  ii. Socioeconomic

  iii. Geographic

 d. Data Resources:

  i. American Community Survey –

   1. The most recent American Community Survey (ACS) data

   2. Conducted in 2017

   3. By US Census Bureau

  ii. Santa Clara County ROV Data Base –

1. Current Voter Registration Count
                    2. Ballot Cast
            iii. Public Transportation –
                    1. Valley Transportation Authority (VTA)
                    2. California Department of Transportation
            iv. County GIS Data –
                    1. Road Centerlines
                    2. City Boundaries
    e. Geographic Factor:
            i. Vote Center Boundaries for distributing locations –
                    1. One 11-Day Vote Center for every 50,000 registered voters
                            • Estimation of 25 Vote Center areas
                    2. One 4-Day Vote Center for every 10,000 registered voters
                            • Estimation of 120 Vote Center areas
                    3. Ballot Drop Boxes
                            • Estimation of 80 Drop Box Areas
            ii. Establishment of Boundaries –
                    1. City Boundaries
                    2. Neighborhoods
                    3. Major Roads
                    4. Local Roads
    f. Socioeconomic Factor using Decision Optimization Technology Solution (DOTS) to score the following factors:
            i. Public Transportation
            ii. Traffic Patterns
            iii. Population Centers
            iv. Language Minority
            v. Disability
            vi. Low Vehicle Ownership
            vii. Low-Income
            viii. Vote-by-Mail Usage
            ix. Low Voter Registration

V.   Precinct Operations Division Presentation

    a. Link to presentation: https://youtu.be/WxALTnXIVXc?t=2474
    b. Vote Centers Overview:
            i. Approximately up to 125 available throughout Santa Clara County prior to and including Election Day
            ii. Voters will have eleven days including two weekends to vote
            iii. 20% will open on February 22, 2020: ten days prior to Election Day
            iv. 80% will open on February 29, 2020: three days prior to Election Day
            v. New voting technology will enable voters to vote anywhere in Santa Clara County
            vi. Will provide most services available at the Registrar of Voter's office
    c. Vote Centers Implementation:
            i. Hours of operation –
                    1. 8 hours per location, 7:00 am to 8:00 pm on Election Day
            ii. VCA Vote Center guidelines –
                    1. Every 50k area, one eleven-day vote center is needed
                    2. Every 10k area, one four-day vote center is needed
            iii. Santa Clara County Grid –
                    1. To project number of Vote Centers needed for March and November 2020
                    2. Aid in selecting optimum locations per several demographic criteria
            iv. Site selection –
                    1. 14 location considerations

2. Site availability and mix of other criteria

    d. Vote Center Staffing and Training:
- i. Hourly: extra help county workers –
  1. Leads: oversee voting process and direct resource flow
  2. Aides: support staff, assist voters
- ii. Stipend workers: volunteers, high school students –
  1. Aides: support staff – assist voters
  2. Greeters: welcome, assist, direct voters to proper service lines
- iii. Time of employment* (including training and Election Days) –
  1. Leads: 21 days
  2. Aides and Greeters: 14 days
- iv. For more information, visit: www.sccvote.org

    e. Outreach Goals:
- i. Highlight the voting model transition and inform voters of upcoming changes
- ii. Educate and improve voter experience
- iii. Identify and increase participation in underperforming communities
- iv. Welcome public engagement
- v. Build partnerships to expand civic engagement opportunities within all communities (Voter Education and Outreach Coalition)
- vi. Provide voter education literature, civic and local government resources

VI. Ballot Layout Division Presentation

    a. Link to presentation: https://youtu.be/WxALTnXIVXc?t=2819

    b. Federally mandated languages:
- i. English
- ii. Chinese
- iii. Spanish
- iv. Tagalog
- v. Vietnamese

    c. State mandated languages:
- i. Korean
- ii. Khmer

    d. Previously mandated languages:
- i. Hindi
- ii. Japanese

    e. For the March 3rd, 2020, Presidential Primary Election, Official Ballots will be printed in the following languages:
- i. English
- ii. Chinese
- iii. Spanish
- iv. Tagalog
- v. Vietnamese
- vi. Korean
- vii. Khmer
- viii. Japanese
- ix. Hindi

    f. All ballot language versions will be produced in the following formats:
- i. Optical Scan paper ballots
- ii. Accessible Touchscreen Ballots
- iii. Accessible Audio Ballots
- iv. Remote Accessible Ballots for Military, Overseas, and voters with disabilities

    g. Ballots Created during Presidential Primary Election, 2016 vs 2020 chart: https://youtu.be/WxALTnXIVXc?t=2918
- i. BLD will be producing twice as many ballots in 2020 vs 2016

h. County Voter Information Guides (CVIGS) and eBooks:
  i. The Vote Centers and the sccvote.org website will have CVIGS and eBooks, which will be translated in English, Chinese, Spanish, Tagalog, and Vietnamese
i. VCA Implementation:
  i. Expands language services county-wide
  ii. Provides language assistance at Vote Centers
  iii. Increases bilingual ballot materials

VII. Public and Legislative Affairs Division Presentation

a. Link to presentation: https://youtu.be/WxALTnXIVXc?t=3053
b. Direct Media Outreach:
  i. Newspaper
  ii. Television
  iii. Radio
  iv. Online
c. Voter's Choice Act:
  i. Keeping the media informed = Keeping the public informed
    1. New voting options
    2. New voting system
    3. New accessibility and language options
d. Advertising:
  i. Previous campaigns – recruitment, Vote by Mail
  ii. All platforms – print, TV, radio, online, buses
e. Bigger Campaign for Outreach:
  i. Previously six to eight weeks before an election
  ii. Ads will begin in September, run for six months
  iii. Post-holidays escalation prior to March 3 election
f. Language Media Outreach:
  i. Expanding our roster
  ii. Input from Election Administration Plan meetings
  iii. Shopper publications, radio, possibly television
  iv. Other language media outreach includes –
    1. Nichi Bei
    2. La Oferta
    3. Philippine News
    4. Viên Thao Television
    5. SOH
    6. Silconeer
    7. India West Best Indian Newspaper in Print and Online
  v. Key Content –
    1. Specific to communities
    2. Toll-free voter assistance hotline for languages
    3. Vote-by-Mail ballots in accessible format
    4. Remote Accessible Vote by Mail
  vi. Social Media –
    1. http://www.facebook.com/sccvote/
    2. https://www.instagram.com/sccvote/
    3. https://twitter.com/sccvote/
    4. https://www.youtube.com/user/sccvote
    5. Nextdoor: @sccvote
  vii. Sports Franchises –
    1. San Francisco 49ers
    2. San Jose Sharks
    3. San Jose Earthquakes

VIII.   Election Logistics and Voting Systems Division Presentation

   a.   Link to presentation: https://youtu.be/WxALTnXIVXc?t=3318
   b.   Voting Security:
        i.   Utilizing surveillance systems for voting equipment
   c.   Ballot Return:
        i.   Drayage Operation –
              1.   1-2 days delivery
              2.   3-4 locations per truck
              3.   8-30 trucks / Approx. 60 staff
              4.   Two ELVS Staff supported by Vote Center staff at time of delivery
              5.   Drop off locations
              6.   Strategic color-coded packaging for Vote Centers
              7.   Strategic packaging with security measures for sensitive equipment
              8.   Supply requirements
        ii.   Logistics and Supply Centers –
              1.   One truck and three smaller vehicles will be spread out through the County
                   containing Vote Center supplies, tech support, equipment replacements, and
                   additional supplies
        iii. Ballot Return Logistics –
              1.   Couriers
              2.   VBM drop box couriers
   d.   Voting Equipment:
        i.   Tabulating Machines –
              1.   Up to (3) per Vote Center
        ii.   Accessible Ballot Marking Devices –
              1.   Up to (8) per Vote Center
        iii. E-Poll Books –
              1.   Up to (11) per Vote Center
        iv.   Ballot on Demand Printers –
              1.   Up to (5) per vote center
        v.   Small Ballot Scanners –
              1.   Up to (8) scanners
        vi.   Large Ballot Scanners –
              1.   Up to (10) scanners
        vii. Ballot Review Stations –
              1.   Up to (16) stations
   e.   Ballot Package and Seal:
        i.   Securing and storing ballots in locations for the ability to retrieve any batches of ballots
   f.   Technology Projects & Plans:
        i.   Cisco phone systems (robust customer service)
        ii.   Tier Technical Support plan (service continuity)
        iii. Secure Connection to Vote Centers
        iv.   Cyber Security (preparedness awareness)
        v.   TrackIT System (verification)
        vi.   Asset Management System (accountability)

IX.   Distribution of Comment Cards

X.   Discussion

   a.   Attendee (Question 1): Have other Counties implemented the Voters Choice Act and has it been
        successful?
        i.   ROV Response: In 2018, there were five counties that implemented the VCA and in 2020,
              there will be a total of 14 counties that will be implementing and doing it again. It equals 50
              percent of the state's registration. Our county has been working with the state and the

counties for over a year and have met with respective divisions to ask specific questions that have implemented that piece in another county. We have statewide conference calls. We've been working with the other counties and the state. All the counties have had successful implementations and we are able to see what their challenges have been. Challenges include recruiting Vote Center locations because of the number of days a location needs to be open and available at our office compared to polling places that only need to be open for one day. Now with our 125 locations we are unable to use many of the polling places that we used before because of size, accessibility, and parking. We are down to the last 20% of finding locations. The other issues were the recruitment of election officers and extra-help staff. Just like the location time frame, we need to find people that can work for two to three weeks at the Vote Centers. Once we get all the feedback, we will then focus on the recruitment of the extra-help employees and we will continue the process of stipend workers.

    ii. ROV Response: All the volunteers that helped us in the past is that they helped for one day. Now we will need help for 11 days. The scheduling will be difficult. We will need to ask for people to apply as a county employee even if it's a seasonal reason. The challenge is to find staff workers to help us for one full weekend. The equipment will be new, and everything will need to be revamped and retrained. They must commit to the classes and training as well. We will have many challenges and we are learning as we go.

b. Attendee (Question 2): The Vote Centers are open 13 hours from 7 am to 8 pm, but only open for 8 hours, are they closed for 5 hours or is the closing and opening time staggered?

    i. ROV Response: On Election Day, the Vote Centers will be open from 7 am to 8 pm. Before Election Day, and the 10 days before, the Vote Center times will be fully set, but they will range; some will be open more in the evening and some into the morning.

    ii. ROV Response: To clarify the requirement is for the ones that are open prior to Election Day, they will be open at least 8 hours a day. On Election Day they will be all open from 7 am to 8 pm.

c. Attendee (Question 3): How does the word "precinct" apply under the new voting system?

    i. ROV Response: We will still have precincts; we will organize our voters into precincts for voting purposes. However, the precinct is not as important anymore because you can go to any vote center to vote. There is no correlation between precincts and Vote Centers. Precincts become a geographic reporting area. When you look at our Statement of Vote where we break down Election results to precincts, they will still have precincts associated with it. Now we can go to any vote center we choose to go to.

d. Attendee (Question 4): Does the population boundaries 50k and 10k, account for the daytime population change?

    i. ROV Response: Our data is based on our current voter registration plus 50 percent of the population that are not registered. Through the Census data, we count for residential and the address. For daytime, the data for tracking where people vote is not available.

e. Attendee (Question 5): How are the ballots cast in the Vote Centers 8-hour day, secured until Vote Centers close on Election night?

    i. ROV Response: The majority of ballots that are at a Vote Center will be put into a ballot tabulator, where the voter will feed it in the machine. It will store the results in a memory cartridge and the tabulator will drop the cartridge down in a secure locked receptacle. We will account for the ballots by the end of the day. We will open the seal and transport them back, securely to our office on a nightly basis. We do have a series of chain of custody protocols that we follow for that. Most of the ballots cast will go into that tabulator. The exceptions to that will be Provisional Ballots or Conditional Voter Registration Ballot (CVR) or VBM Ballots that people are dropping off. just like at a traditional polling place we'll have sealed and secured ballot bags at each vote center. Those will be deposited in envelopes into the ballot boxes at the end of the day we will break the seals and transport it to our office. We have plans in place if we end up having a high volume and we need additional ballot boxes we will have secure rolling cages on carts where we will put excess ballot boxes in the secure cages.

f. Attendee (Question 6): Looking though the website and voter action plan, we have a growing homeless population on the recent County Report. I was wondering if we have a Voter Accessibility Plan for our unhoused neighbors. Before the Voter's Choice Act, I scanned online and found on the National Coalition of Homelessness, they had a great thing about voting rights for the unhoused, but it was not updated to include what we have for the Voter's Choice Act. I understand that outreach will be difficult to reach this population, but is there a place that they can go to understand their voting rights and how does that effect the Voter's Choice Act?

    i. ROV Response: In order to find out about their voting rights, they can come to our office, they can call us at any time, we have information on our website, which may not always be accessible, but at any Vote Center for the 11 days, they can go to any one of those vote centers, we can give them information on their rights, and we can register them. They can also vote CVR and vote through a CVR ballot. Does that answer your question?

    ii. Attendee Response: Yes, I just could not find it on the website, but that cause me some concern, because now you have so many voter accessibility levels, which is the best thing ever—but does that mean it will be accessible for the unhoused population?

    iii. ROV Response: Yes, it is, they would have the same accessibility as any voter. Currently we take registrations, if someone doesn't have address to list as their residence, we can take cross streets, so we can offer them a specific ballot type.

    iv. Attendee Response: If they have to move their RV every 72 hours, how does that work if it's a different cross street, each time?

    v. ROV Response: At the time they are going to vote, they can re-register, and they can they can change their voter registration everyday online leading up to where they want to vote. Conditional Voter Registration will allow them to vote at any of the Vote Centers.

g. Attendee (Question 7): For the Voting Boundaries, 10k and 50k and regarding daytime data; for Palo Alto, their voting population triples during the daytime. I'm glad you are doing the 50k Vote Center location, but Palo Alto can be heavy with traffic on 101 and it's hard to say how voters will choose to vote with the expanded times. I'm concerned that the areas will be filled with people, who are living there or may not live there, but they live in San Jose and you are counting their voting in San Jose in terms of their vote center numbers. Is there a way during the rollout in the Presidential Primary, that we are tracking how some areas are being used more and others are used less?

    i. ROV Response: We will be able to see the Vote Centers that have more activity, more ballots dropped off, etc. Maybe in the future we can look for an additional Vote Center in those areas and for this election, we can definitely take into consideration to see if we can increase in certain areas.

    ii. ROV Response: We want to take daytime population into consideration, but there was no data available. In the areas where we think there will be more jobs close to city standards, we try to make the number a little bit smaller than 50k and in the residential area we can accommodate more people.

h. Attendee (Question 8): What happens when someone votes by mail and decides to vote in person at a Voting Center.

    i. ROV Response: Our Election Management System will be accessed at every vote center through a new electronic poll pad/tablet. We will be able to see if this person has already voted. We are switching from signing in on the roster to using the poll pad. Now the workers will be able to look you up on our electronic device and enter into the information that will be current with our Voter Registration Information, and Vote by Mail information. We will be able to tell if a voter has already cast a ballot and see if whether he or she voted – we will not give a ballot to those who already voted. There is also the Provisional Ballot (PV) -- we cannot deny any one the right to vote when they come to a polling place, but if we have determined the person has voted and they insist to vote, we will allow them to vote; but they must place their ballot in a provisional envelope, which is kept separate and not tallied at the Vote Center. The PV envelope will come back to our office and we will look up their information that they completed on the envelope. That ballot will not be opened if they already cast a ballot.

i. Attendee (Question 9): Are your counting machines isolated from the worldwide net, if they are not,

how can you assure that they cannot get hacked?

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m. ROV response: If they already cast their ballot, once it's casted they wouldn't have the ability to change it then. We have a higher degree of transparency and auditability, so we think this will be a very secure system. We can demonstrate that to anyone who is interested.

XI. Conclusion

a. The ROV concludes: Thank you for the attendee's participation, comments, and feedback. We are still taking feedback until September 4, 2019. We are also having an additional Public Hearing on Wednesday, September 4, 2019, in the same area, but from 6 to 8 pm.

County of Santa Clara

Registrar of Voters

1555 Berger Drive, Bldg. 2
San Jose, CA 95112
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VOTER'S CHOICE
Registrar of Voters
Santa Clara County

EAP Public Hearing
Meeting Minutes
Wednesday, September 4th, 2019
Board Chambers
6:00pm to 8:00pm
70 W. Hedding St., San Jose, CA 95110

I. **Welcome**

    a. Introduction by Shannon Bushey, the Registrar of Voters for Santa Clara County. The Office of the Registrar of Voters (ROV) is looking for feedback towards the Election Administration Plan (EAP). Options to give feedback are possible through paper forms and online through a fillable form.

    b. The ROV covered housekeeping rules, ground rules, and an overview of the agenda. The ROV opened the invitation of joining the ROV Language Accessibility Advisory Committee (LAAC) and the Voter Accessibility Advisory Committee (VAAC). Comment cards were introduced and directed to be non-partisan. The ROV also requested no applause or opposition to comments.

    c. ROV Staff Subject Matter Experts (SME) were introduced to answer any questions; translations were also available in multiple languages.

    d. Introduction of ROV staff division managers.

II. **Voter's Choice Act (VCA) Overview Presentation**

    a. Link to the livestream of the public hearing:

        i. https://www.youtube.com/watch?v=WxALTnXIVXc

    b. VCA PowerPoint Presentation:

        i. Presentation – https://youtu.be/WxALTnXIVXc?t=1253

        ii. Implementation of the VCA will begin with the Presidential Primary which starts March 3, 2020

        iii. Every registered voter will receive a vote-by-mail (VBM) ballot –

            1. Postage-paid envelope

            2. Official ballot drop box

            3. Vote at any vote center

        iv. Up to 120 potential Vote Centers Countywide –

            1. New additional services

            2. New vote machines

            3. Vote at any Vote Center

        v. More Days to Vote Early –

            1. Vote Centers will be open up to ten days before Election Day

        vi. Same-Day Voting –

            1. Conditional Voter Registration: Register and cast a ballot on the same day

        vii. Developing the Election Administration Plan (EAP) focusing on the following –

            1. Vote Center location

            2. Accessibility

            3. Language assistance

            4. Voter education & outreach

            5. Community input/feedback

       viii. Previously held EAP public consultation meetings –
- 1. (2) General, (2) Accessibility, Vietnamese, Khmer, Tagalog, Spanish, Chinese, Korean, Hindi, and Japanese. Throughout the meetings we collected input from the community to come up with the draft EAP
       ix. EAP Timeline –
- 1. Draft > Public Comment > Amended Draft > Public Comment > Final Draft
- **c.** ROV comment: We have received over 200 pieces of feedback and comments. Our EAP plan has been online for over a month. Link to the VCA Resources: https://www.sccgov.org/sites/rov/VCA/Pages/home.aspx

III. Vote By Mail Division Presentation
- a. Link to presentation: https://youtu.be/WxALTnXIVXc?t=1543
- b. Vote-by-mail (VBM) Packets:
   - i. Overview of Voter Registration as of 11/06/2018
   - ii. Every registered voter will receive a Vote by Mail Ballot
   - iii. Ballot Drop Box issued for every 15,000 voters
   - iv. Sample of Official Ballot, return envelopes, VBM instructions, and sticker included in each packet
   - v. Overview and images of mailings for Military/Overseas ballot material and instructions
- c. Ballot Drop Boxes:
   - i. ROV currently has about 90 locations (including inside and outdoors) –
      - 1. County/City Libraries
      - 2. Schools & Universities
      - 3. County buildings
      - 4. City Halls
   - ii. Security of Ballot Drop-Off –
      - 1. Cable locks
      - 2. Seals
      - 3. ADA compliance
- d. Remote Accessible Vote by Mail (RAVBM):
   - i. For military, overseas voters, and voters with disabilities
   - ii. Overview of the Accessible Voting link for the electronic version of the ballot; the voter must print their ballots and mail it back to the ROV for the ballots to be counted. Ballot selection is not selected electronically through the internet. Here is the Accessible Voting link: https://www.sccgov.org/sites/rov/Voting/Pages/Voting-Accessibility.aspx
   - iii. RAVBM Instructional Video link using Democracy Live: https://youtu.be/LRZ8HllghQc?t=1438

IV. Geographic Information Systems Mapping Division Presentation
- a. Link to presentation: https://youtu.be/WxALTnXIVXc?t=2189
- b. Selecting Vote Center locations using data:
- c. Factors of Vote Center locations:
   - i. Facility
   - ii. Socioeconomic
   - iii. Geographic
- d. Data Resources:
   - i. American Community Survey –
      - 1. The most recent American Community Survey (ACS) data
      - 2. Conducted in 2017
      - 3. By US Census Bureau
   - ii. Santa Clara County ROV Data Base –
      - 1. Current Voter Registration Count
      - 2. Ballot Cast
   - iii. Public Transportation –
      - 1. Valley Transportation Authority (VTA)

    2. California Department of Transportation
   iv. County GIS Data –
    1. Road Centerlines
    2. City Boundaries
 e. Geographic Factor:
   i. Vote Center Boundaries for distributing locations –
    1. One 11-Day Vote Center for every 50,000 registered voters
     a. Estimation of 25 Vote Center areas
    2. One 4-Day Vote Center for every 10,000 registered voters
     a. Estimation of 120 Vote Center areas
    3. Ballot Drop Boxes
     a. Estimation of 80 Drop Box Areas
   ii. Establishment of Boundaries –
    1. City Boundaries
    2. Neighborhoods
    3. Major Roads
    4. Local Roads
 f. Socioeconomic Factor using Decision Optimization Technology Solution (DOTS) to score the following factors:
   i. Public Transportation
   ii. Traffic Patterns
   iii. Population Centers
   iv. Language Minority
   v. Disability
   vi. Low Vehicle Ownership
   vii. Low-Income
   viii. Vote-by-Mail Usage
   ix. Low Voter Registration

V. Precinct Operations Division Presentation

 a. Link to presentation: https://youtu.be/WxALTnXIVXc?t=2474
 b. Vote Centers Overview:
   i. Approximately up to 125 available throughout Santa Clara County prior to and including Election Day
   ii. Voters will have eleven days including two weekends to vote
   iii. 20% will open on February 22, 2020: ten days prior to Election Day
   iv. 80% will open on February 29, 2020: three days prior to Election Day
   v. New voting technology will enable voters to vote anywhere in Santa Clara County
   vi. Will provide most services available at the Registrar of Voter's office
 c. Vote Centers Implementation:
   i. Hours of operation –
    1. 8 hours per location, 7:00 am to 8:00 pm on Election Day
   ii. VCA Vote Center guidelines –
    1. Every 50k area, one eleven-day vote center is needed
    2. Every 10k area, one four-day vote center is needed
   iii. Santa Clara County Grid –
    1. To project number of Vote Centers needed for March and November 2020
    2. Aid in selecting optimum locations per several demographic criteria
   iv. Site selection –
    1. 14 location considerations
    2. Site availability and mix of other criteria
 d. Vote Center Staffing and Training:
   i. Hourly: extra help county workers –
    1. Leads: oversee voting process and direct resource flow
    2. Aides: support staff, assist voters

ii. Stipend workers: volunteers, high school students –
    1. Aides: support staff – assist voters
    2. Greeters: welcome, assist, direct voters to proper service lines
iii. Time of employment* (including training and Election Days) –
    1. Leads: 21 days
    2. Aides and Greeters: 14 days
iv. For more information, visit: www.sccvote.org
    e. Outreach Goals:
        i. Highlight the voting model transition and inform voters of upcoming changes
        ii. Educate and improve voter experience
        iii. Identify and increase participation in underperforming communities
        iv. Welcome public engagement
        v. Build partnerships to expand civic engagement opportunities within all communities (Voter Education and Outreach Coalition)
        vi. Provide voter education literature, civic and local government resources

VI. Ballot Layout Division Presentation

a. Link to presentation: https://youtu.be/WxALTnXIVXc?t=2819
b. Federally mandated languages:
    i. English
    ii. Chinese
    iii. Spanish
    iv. Tagalog
    v. Vietnamese
c. State mandated languages:
    i. Korean
    ii. Khmer
d. Previously mandated languages:
    i. Hindi
    ii. Japanese
e. For the March 3rd, 2020, Presidential Primary Election, Official Ballots will be printed in the following languages:
    i. English
    ii. Chinese
    iii. Spanish
    iv. Tagalog
    v. Vietnamese
    vi. Korean
    vii. Khmer
    viii. Japanese
    ix. Hindi
f. All ballot language versions will be produced in the following formats:
    i. Optical Scan paper ballots
    ii. Accessible Touchscreen Ballots
    iii. Accessible Audio Ballots
    iv. Remote Accessible Ballots for Military, Overseas, and voters with disabilities
g. Ballots Created during Presidential Primary Election, 2016 vs 2020 chart:
    https://youtu.be/WxALTnXIVXc?t=2918
    i. BLD will be producing twice as many ballots in 2020 vs 2016
h. County Voter Information Guides (CVIGS) and eBooks:
    i. The Vote Centers and the sccvote.org website will have CVIGS and eBooks, which will be translated in English, Chinese, Spanish, Tagalog, and Vietnamese
i. VCA Implementation:
    i. Expands language services county-wide

      ii.   Provides language assistance at Vote Centers

      iii.   Increases bilingual ballot materials

VII.   **Public and Legislative Affairs Division Presentation**

a. Link to presentation: https://youtu.be/WxALTnXIVXc?t=3053
b. Direct Media Outreach:
    i.   Newspaper
    ii.   Television
    iii.   Radio
    iv.   Online
c. Voter's Choice Act:
    i.   Keeping the media informed = Keeping the public informed
        1.   New voting options
        2.   New voting system
        3.   New accessibility and language options
d. Advertising:
    i.   Previous campaigns – recruitment, Vote by Mail
    ii.   All platforms – print, TV, radio, online, buses
e. Bigger Campaign for Outreach:
    i.   Previously six to eight weeks before an election
    ii.   Ads will begin in September, run for six months
    iii.   Post-holidays escalation prior to March 3 election
f. Language Media Outreach:
    i.   Expanding our roster
    ii.   Input from Election Administration Plan meetings
    iii.   Shopper publications, radio, possibly television
    iv.   Other language media outreach includes –
        1.   Nichi Bei
        2.   La Oferta
        3.   Philippine News
        4.   Viên Thao Television
        5.   SOH
        6.   Silconeer
        7.   India West Best Indian Newspaper in Print and Online
    v.   Key Content –
        1.   Specific to communities
        2.   Toll-free voter assistance hotline for languages
        3.   Vote-by-Mail ballots in accessible format
        4.   Remote Accessible Vote by Mail
    vi.   Social Media –
        1.   http://www.facebook.com/sccvote/
        2.   https://www.instagram.com/sccvote/
        3.   https://twitter.com/sccvote/
        4.   https://www.youtube.com/user/sccvote
        5.   Nextdoor: @sccvote
    vii.   Sports Franchises –
        1.   San Francisco 49ers
        2.   San Jose Sharks
        3.   San Jose Earthquakes

VIII.   **Election Logistics and Voting Systems Division Presentation**

a. Link to presentation: https://youtu.be/WxALTnXIVXc?t=3318
b. Voting Security:
    i.   Utilizing surveillance systems for voting equipment

  c. Ballot Return:
    i. Drayage Operation –
      1. 1-2 days delivery
      2. 3-4 locations per truck
      3. 8-30 trucks / Approx. 60 staff
      4. Two ELVS Staff supported by Vote Center staff at time of delivery
      5. Drop off locations
      6. Strategic color-coded packaging for Vote Centers
      7. Strategic packaging with security measures for sensitive equipment
      8. Supply requirements
    ii. Logistics and Supply Centers –
      1. One truck and three smaller vehicles will be spread out through the County containing Vote Center supplies, tech support, equipment replacements, and additional supplies
    iii. Ballot Return Logistics –
      1. Couriers
      2. VBM drop box couriers
  d. Voting Equipment:
    i. Tabulating Machines –
      1. Up to (3) per Vote Center
    ii. Accessible Ballot Marking Devices –
      1. Up to (8) per Vote Center
    iii. E-Poll Books –
      1. Up to (11) per Vote Center
    iv. Ballot on Demand Printers –
      1. Up to (5) per vote center
    v. Small Ballot Scanners –
      1. Up to (8) scanners
    vi. Large Ballot Scanners –
      1. Up to (10) scanners
    vii. Ballot Review Stations –
      1. Up to (16) stations
  e. Ballot Package and Seal:
    i. Securing and storing ballots in locations for the ability to retrieve any batches of ballots
  f. Technology Projects & Plans:
    i. Cisco phone systems (robust customer service)
    ii. Tier Technical Support plan (service continuity)
    iii. Secure Connection to Vote Centers
    iv. Cyber Security (preparedness awareness)
    v. TrackIT System (verification)
    vi. Asset Management System (accountability)

IX. Distribution of Comment Cards

X. Discussion
  a. Attendee (Question 1): Have other Counties implemented the Voters Choice Act and has it been successful?
    i. ROV Response: In 2018, there were five counties that implemented the VCA and in 2020, there will be a total of 14 counties that will be implementing and doing it again. It equals 50 percent of the state's registration. Our county has been working with the state and the counties for over a year and have met with respective divisions to ask specific questions that have implemented that piece in another county. We have statewide conference calls. We've been working with the other counties and the state. All the counties have had successful implementations and we are able to see what their challenges have been. Challenges include recruiting Vote Center locations because of the number of days a location needs to be open and available at our office compared to polling places that only need to be open for one day. Now with our 125 locations we are

unable to use many of the polling places that we used before because of size, accessibility, and parking. We are down to the last 20% of finding locations. The other issues were the recruitment of election officers and extra-help staff. Just like the location time frame, we need to find people that can work for two to three weeks at the Vote Centers. Once we get all the feedback, we will then focus on the recruitment of the extra-help employees and we will continue the process of stipend workers.

  ii. ROV Response: All the volunteers that helped us in the past is that they helped for one day. Now we will need help for 11 days. The scheduling will be difficult. We will need to ask for people to apply as a county employee even if it's a seasonal reason. The challenge is to find staff workers to help us for one full weekend. The equipment will be new, and everything will need to be revamped and retrained. They must commit to the classes and training as well. We will have many challenges and we are learning as we go.

b. Attendee (Question 2): The Vote Centers are open 13 hours from 7 am to 8 pm, but only open for 8 hours, are they closed for 5 hours or is the closing and opening time staggered?

  i. ROV Response: On Election Day, the Vote Centers will be open from 7 am to 8 pm. Before Election Day, and the 10 days before, the Vote Center times will be fully set, but they will range; some will be open more in the evening and some into the morning.

  ii. ROV Response: To clarify the requirement is for the ones that are open prior to Election Day, they will be open at least 8 hours a day. On Election Day they will be all open from 7 am to 8 pm.

c. Attendee (Question 3): How does the word "precinct" apply under the new voting system?

  i. ROV Response: We will still have precincts; we will organize our voters into precincts for voting purposes. However, the precinct is not as important anymore because you can go to any vote center to vote. There is no correlation between precincts and Vote Centers. Precincts become a geographic reporting area. When you look at our Statement of Vote where we break down Election results to precincts, they will still have precincts associated with it. Now we can go to any vote center we choose to go to.

d. Attendee (Question 4): Does the population boundaries 50k and 10k, account for the daytime population change?

  i. ROV Response: Our data is based on our current voter registration plus 50 percent of the population that are not registered. Through the Census data, we count for residential and the address. For daytime, the data for tracking where people vote is not available.

e. Attendee (Question 5): How are the ballots cast in the Vote Centers 8-hour day, secured until Vote Centers close on Election night?

  i. ROV Response: The majority of ballots that are at a Vote Center will be put into a ballot tabulator, where the voter will feed it in the machine. It will store the results in a memory cartridge and the tabulator will drop the cartridge down in a secure locked receptacle. We will account for the ballots by the end of the day. We will open the seal and transport them back, securely to our office on a nightly basis. We do have a series of chain of custody protocols that we follow for that. Most of the ballots cast will go into that tabulator. The exceptions to that will be Provisional Ballots or Conditional Voter Registration Ballot (CVR) or VBM Ballots that people are dropping off. just like at a traditional polling place we'll have sealed and secured ballot bags at each vote center. Those will be deposited in envelopes into the ballot boxes at the end of the day we will break the seals and transport it to our office. We have plans in place if we end up having a high volume and we need additional ballot boxes we will have secure rolling cages on carts where we will put excess ballot boxes in the secure cages.

f. Attendee (Question 6): Looking though the website and voter action plan, we have a growing homeless population on the recent County Report. I was wondering if we have a Voter Accessibility Plan for our unhoused neighbors. Before the Voter's Choice Act, I scanned online and found on the National Coalition of Homelessness, they had a great thing about voting rights for the unhoused, but it was not updated to include what we have for the Voter's Choice Act. I understand that outreach will be difficult to reach this population, but is there a place that they can go to understand their voting rights and how does that effect the Voter's Choice Act?

  i. ROV Response: In order to find out about their voting rights, they can come to our office, they can call us at any time, we have information on our website, which may not always be

accessible, but at any Vote Center for the 11 days, they can go to any one of those vote centers, we can give them information on their rights, and we can register them. They can also vote CVR and vote through a CVR ballot. Does that answer your question?

    ii. Attendee Response: Yes, I just could not find it on the website, but that cause me some concern, because now you have so many voter accessibility levels, which is the best thing ever—but does that mean it will be accessible for the unhoused population?

    iii. ROV Response: Yes, it is, they would have the same accessibility as any voter. Currently we take registrations, if someone doesn't have address to list as their residence, we can take cross streets, so we can offer them a specific ballot type.

    iv. Attendee Response: If they have to move their RV every 72 hours, how does that work if it's a different cross street, each time?

    v. ROV Response: At the time they are going to vote, they can re-register, and they can they can change their voter registration everyday online leading up to where they want to vote. Conditional Voter Registration will allow them to vote at any of the Vote Centers.

g. Attendee (Question 7): For the Voting Boundaries, 10k and 50k and regarding daytime data; for Palo Alto, their voting population triples during the daytime. I'm glad you are doing the 50k Vote Center location, but Palo Alto can be heavy with traffic on 101 and it's hard to say how voters will choose to vote with the expanded times. I'm concerned that the areas will be filled with people, who are living there or may not live there, but they live in San Jose and you are counting their voting in San Jose in terms of their vote center numbers. Is there a way during the rollout in the Presidential Primary, that we are tracking how some areas are being used more and others are used less?

    i. ROV Response: We will be able to see the Vote Centers that have more activity, more ballots dropped off, etc. Maybe in the future we can look for an additional Vote Center in those areas and for this election, we can definitely take into consideration to see if we can increase in certain areas.

    ii. ROV Response: We want to take daytime population into consideration, but there was no data available. In the areas where we think there will be more jobs close to city standards, we try to make the number a little bit smaller than 50k and in the residential area we can accommodate more people.

h. Attendee (Question 8): What happens when someone votes by mail and decides to vote in person at a Voting Center.

    i. ROV Response: Our Election Management System will be accessed at every vote center through a new electronic poll pad/tablet. We will be able to see if this person has already voted. We are switching from signing in on the roster to using the poll pad. Now the workers will be able to look you up on our electronic device and enter into the information that will be current with our Voter Registration Information, and Vote by Mail information. We will be able to tell if a voter has already cast a ballot and see if whether he or she voted – we will not give a ballot to those who already voted. There is also the Provisional Ballot (PV) -- we cannot deny any one the right to vote when they come to a polling place, but if we have determined the person has voted and they insist to vote, we will allow them to vote; but they must place their ballot in a provisional envelope, which is kept separate and not tallied at the Vote Center. The PV envelope will come back to our office and we will look up their information that they completed on the envelope. That ballot will not be opened if they already cast a ballot.

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XI. Conclusion

a.   The ROV concludes: Thank you for the attendee's participation, comments, and feedback. We are taking feedback until the end of today, September 4, 2019. Another public comment period will open up when the Amended Draft is published.

County of Santa Clara

Registrar of Voters

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San Jose, CA 95112
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(408) 299-VOTE (8683) (866) 430-VOTE (8683) FAX: (408) 998-7314
www.sccvote.org

VOTER'S CHOICE
Registrar of Voters
Santa Clara County

Language Accessibility Advisory Committee Meeting
1400 Parkmoor Ave., San Jose, CA 95126
Cupertino B Room
June 5, 2019, 3:00pm

I. Introductions
   a. Registrar of Voters (ROV) Staff
   b. Committee members

II. Purpose of meeting
   a. Member and Public Input
   b. ROV
   c. Mission development

III. Establishment of guidelines and goals of meetings
   i. Ground rules
   ii. Member expectations: handout

IV. Voter's Choice Act (VCA) general discussion
   a. Overview
      i. Changes from traditional polling place model
      ii. Language requirements for VCA
      iii. Election Administration Plan
   b. Questions

V. Public feedback, questions and/or concerns important to Committee

VI. Recruitment of new members

VII. Next Meeting: June 19, same time and location
   a. Sobrato Center for Nonprofits
   b. Agenda creation
   c. Ideas for additional meetings and dates

VIII. Announcements

IX. Panel Q&A

These facilities are accessible facilities. Requests for documents in accessible formats, interpreting services, assistive listening devices, or other accommodations should be made by calling the Registrar of Voters, Administrative Services Division at (408) 918-9169 or by emailing your request to voterschoice@rov.sccgov.org , no later than five working days prior to the meeting.

Santa Clara County Registrar of Voters
Language Accessibility Advisory Committee (LAAC)
Meeting Minutes

1400 Parkmoor Ave., San Jose, CA 95126
Cupertino B Room
June 5, 2019, 3:00pm

Members Present: Erin Choi, Charlotte Roman, Sophia Kao, Jessica Ho, Nicole Wong, Yeshi Teklemichael

Staff Present: Shannon Bushey, Darren Tan, Virginia Bloom, Robert Wiedlin, Lorenzo Castaneda, Amy Sun, Thuytien Bui, Smita Shah, Michael Borja, Paulo Chang, Eimear Duncan, Edwin Torralba, Ruth Luo, Rachel Jung, Alfred Gonzalez, Stephanie Duarte, Ralph Murrieta Jr., Chenxi Ye, Bob Nguyen, Mike Fong, Carmelita Aldana, Julia Saenz, Lance Nottle, Liz Oviedo, Anazay Rivera, Chipo Mulenga, Shierry Anne Mangligot

Action Items:

- Email to members the member expectation handouts, voterschoice.org, and VCA webpage form SOS
- Precinct Operations Division to send flyer to committee members about refugee event next Friday (6/14/19)

I. Introductions – Darren Tan, Administrative Services Manager provided the following:
    a. Welcoming members
    b. Staff introduction
    c. Registrar of Voters (ROV) Staff
    d. Committee members
II. Purpose of meeting
    a. Member and Public Input
        i. What do you want to see from the meetings?
            Attendee Input
            1. To assist clients/patients of attendee's center in registering to vote
            2. Contribute to first generation immigrant and Asian Pacific-Islander (API) community.
            3. Engage the community members for VCA, possibly require workshops for different languages
            4. A citizen getting ready to get involved and is having fun to keep engaged
            5. To introduce Korean service community for collaborating with different organizations. Connecting with the older generations of Korean's who have a hard time with English. Also wants to translate to the Korean Community regarding the new implementation to the SB450 VCA.
            6. Most in the Ethipian community do not speak English and most of them do not participate in civic engagement. Hoping that language does not become a barrier; they will be looking for funding in some areas.
    b. ROV
        1. Where in the community are your language needs?
        2. We want to connect with the communities

3. We want to share the services that we do offer
4. We are looking for input from our community
5. Looking for feedback

    c. Mission development

        i. Mr. Tan mentioned that this will be discussed and developed during next meeting

III. Establishment of guidelines and goals of meetings

    a. Ground rules

    b. Member expectations: handout

    c. Attendee Questions

1. Will the members be able to help in the creation of the agenda?
   a. RESPONSE: yes, members will be given an opportunity at each meeting to discuss adding items to the next agenda
2. Expectations, when feedback is brought up, will you have a procedure to response or communicate that to the group?
   a. RESPONSE: yes, all feedback will be tracked and acknowledged
3. Request to let committee know once comments and any feedback come in

IV. Voter's Choice Act (VCA) general discussion by Paulo Chang, Precinct Operations Election Division Coordinator

    i. Overview

    ii. Changes from traditional polling place model

    iii. Language requirements for VCA

    iv. Election Administration Plan

    Attendee Questions

    v. Where and how will we be strategizing Vote Centers (VC)?

1. RESPONSE: there is a mandate based on population density that determines the area for where vote centers should be placed. Vote center potential locations will be discussed at future meetings and updates to identified locations will be provided

    vi. Do you have information for locations with bigger amounts of people?

1. RESPONSE: information on all VC will be provided by the department

    vii. Are we able to use Schools and College campuses?

1. RESPONSE: Yes.

    viii. What are the 8 different languages?

1. 4 are mandated and 2 others are state required. An additional 2 were previously state mandated which the ROV still recognizes
2. Languages: Spanish, Vietnamese, Chinese, Tagalog (4 Mandated), Hindi, Khmer, Korean, Japanese

    ix. Will we be having November 2019, election?

1. RESPONSE: At this moment, no requests have been made by Cities or Districts. The deadlines to submit requests for a November election is July 3rd for Governing Boards and August 9th for Cities

    x. Do you have to commit working a VC to one day or the full week?

1. RESPONSE: Staff who apply to be a VC worker will be asked to commit for the entire duration of the VC. Interested parties who would like to work one day can still volunteer

    xi. Census is rolling out around the March 2020, what if someone goes to the vote center and ask help about the Census. To some, they are one in the same. There might be some confusion with their patients.

1. RESPONSE: ROV to connect with Census people for ideas to see if there is a possibility of integrating Census and ROV at some sites
2. RESPONSE: ROV is currently sharing Census at all the community groups

xii. Have we been working with City Counsel?
1. RESPONSE: The ROV has included communication with City Counsels as part of its outreach efforts for VCA

xiii. What will you do with languages that are not mandated?
1. RESPONSE: Historically, the office has tried to reach out to as many language communities as it is capable, to see how it can assist in having them come to vote
2. *Attendee RESPONSE:* Worked with local organizations with languages that were not mandated. They used community members to help. You are also allowed to bring two assistants to help with their voting access

xiv. Will we have 8 translated official ballots?
1. RESPONSE: the goal of the ROV is to have all 8 languages translated into official ballots

xv. Are you planning on targeting area with speakers on certain languages?
1. RESPONSE: Yes. One of the purposes of the LAAC is to assist in identifying target areas

xvi. Volunteers: If you are having trouble recruiting, do you recruit student or volunteers that can be volunteers.
1. RESPONSE: Yes

xvii. The EAP, are they separate from the LAAC?
1. Some people who have childcare might have difficulty.
2. It's hard to have community engagement for just specifically the election; is there ways of incorporating with other community events? It might draw a larger group of folks. Like a church throwing a group meeting, the ROV somehow engaging with an existing community event.
3. How are we reaching out?
   a. RESPONSE for questions 1-3: The Precinct Operations outreach team conducts multiple outreach events per month and are always looking for events and organizations to visit. If the committee knows of any, the outreach team will take referrals
4. Open ended questions or will you be presenting a draft version for the EAP?
   a. RESPONSE: Yes. The EAP Public Meetings are an open forum to provide an opportunity to ask questions regarding VCA
5. Are the EAP post translated with at least the header
   a. RESPONSE: EAP materials will be translated in the 8 languages

xviii. Are (25) 11-day Vote Centers required? Will you be willing to adjust the numbers based on the feedback you get?
1. RESPONSE: yes, there is a mandate of the number of VCs that need to be open per capita

xix. What are the hours of operation?
1. RESPONSE: VCs are required to be open for 8 hours per day and 13 hours on election day. Times for certain VCs will open earlier and later but none have been identified at the moment

ROV Additional input to VCA
xx. Challenges with hiring
xxi. Carpooling ideas
xxii. VCA strategy

       xxiii.   Voiance translation services will be available

       xxiv.   We will share the voting technology once they become available

       xxv.   We will strategize to place certain translators in areas

   b.   League of Women Voters

       i.   What is the youngest age for volunteers?

          1.   RESPONSE: 16 years old, with parent/guardian and school approval

V.   Election Administration Plan (EAP)

   a.   Introduction on the EAP

   b.   Inviting members to future consultation meetings

VI. Public feedback, questions and/or concerns important to Committee

VII. Recruitment of new members

   a.   ROV provided update on online fillable EAP public consultation form

VIII. Next Meeting: June 19, same time and location

   a.   Sobrato Center for Nonprofits

   b.   Next Meeting Agenda creation

       i.   Reaching out to stakeholders

       ii.   Re-cap on VCA Overview

       iii.   Vote Center Ideas

       iv.   Covering VEOC

   c.   Ideas for additional meetings and dates

       i.   Committee members to give feedback on locations and times for meeting

IX. Announcements

X.   Panel Q&A – questions were asked throughout the meeting and the Q&A session received no additional questions

XI. Meeting adjourned at 5:00 pm

County of Santa Clara

Registrar of Voters

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Language Accessibility Advisory Committee Meeting

1400 Parkmoor Ave., San Jose, CA 95126
Cupertino B Room
June 19, 2019, 3:00pm

I.   Introductions
  a. New committee members (if any)

II. Follow-up Items from previous meeting
  a. Review of minutes
  b. Recruitment of members for mandated languages
  c. Mission development

III. Meeting schedule
  a. Frequency
      i. Dates
      ii. Times
  b. Potential locations

IV. Election Administration Planning
  a. Vote Center Maps (Mapping Division)
      i.   11-days
      ii. 4-days
      iii. Drop-box locations
  b. Outreach Plan (Public and Legislative Affairs Division)
  c. Translated Language Materials (Election Logistics and Voting Systems Division)

V.   Recruitment and outreach (Member suggested)
  a. Recruitment of new members

VI. Agenda creation for next meeting

VII. Announcements

VIII. Panel Q&A

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Santa Clara County Registrar of Voters
Language Accessibility Advisory Committee (LAAC)
Meeting Minutes

1400 Parkmoor Ave., San Jose, CA 95126
Cupertino B Room
June 19, 2019, 3:00pm

Members Present: Erin Choi, Maryl Dean from the Language Arts at Evergreen Valley College, Yeshi Teklemichael, Efrain Delgado from the Civic Engagement ALA, Jonathan Stein from the Voting Rights Program Asian Law Caucus, Jessica Ho and Katherine Power (on conference call) both from North East Medical Services

Staff Present: Michael Borja, Shannon Bushey, Vanessa Hamm, Andrea Solorio, Michael Borja, Magdalena Sta Maria, Priscilla Favela, Janora Davis, Allen Ocampo, Robert Wiedlin, Lynh Nguyen, Virginia Bloom, Michelle Tran, Christina Rivera, Adrian Garcia, Paulo Chang, Alfred Gonzales, Eric Kurhi, Jacob Salazar, Rachel Jung, Smita Shah, Liz Oviedo, Chipo Mulenga, Edwin Torralba, Thuy Tien Bui, Jose Posadas, Aaron , Jacob Salazar, Stephanie Duarte, Carmelita Aldana, Mike Fong, Virginia Bloom, Darren Tan

Action Items:

- Jonathan to send his CBO to Rachel.jung@rov.sccgov.org
- Delgado to send CBO list to Rachel.jung@rov.sccgov.org
- Email thread to be started with members
- Help send any organizations the EAP schedule and can fill out a feedback form or send a feedback email to voterschoice@rov.sccgov.org
- If you know of any locations that fit within the criteria for Vote Centers, please email voterschoice@rov.sccgov.org
- Erin to provide Eric with on-demand platform
- Give Marylin skype conference info

I. **Welcome and Introductions – Darren Tan, Administrative Services Manager provided the following:**
   i. Staff introductions
   ii. Committee members
   - The committee is still accepting applications, this is a public forum for everyone to join and provide feedback and comments.

II. **Approval Previous Meeting**
   i. Members to review and approve minutes

III. **Actionable Items**
   i. Recruitment of members for mandated languages. ROV is doing a comprehensive outreach to various communities via email, call outs, and closely working with the City Managers and City Clerks. Spanish speaking committee member is very important. Several contacts were given by some of the committee members:
   - ACII
   - PACT
   - Siren
   - Somos Mayfair
   - Buildings Skills Partnership
   - LED Filipino

- American Muslim Voice
- VIVO
- Vietnamese American Roundtable
- Sacred Heart Community Services
- PARS Equality Center

IV. **Mission Development**
    i.   Proper language terms must be used as some connotes a deficiency e.g. limited English proficiency. English Language Learner is typically used. ROV BLD uses Voters that primarily speak another language other than English. Some suggested "forum" as it conveys working together on a set of issues.

V. **Meeting Schedule**
    i.   Darren has reiterated to the group the goal for all the committee members to have access to the meetings. Discussion on the frequency, time, day of the meeting. Some attendees suggested their location availability but because of parking and other facility issue it was decided that the best location is Sobrato as it is convenient to all members. It was decided by the committee to have it once a month. Weekdays, no Fridays, in the morning from 10AM to 12PM or 3PM to 5PM.   Darren has suggested to check our website for resources. http://www.sccvote.org/voterschoice

    ii.   Attendee question:
            Is there a way to talk about ideas with members? Some LAAC members have no communication?
            RESPONSE: ROV has an email thread where they can communicate.

VI. **Election Administration Planning**
    i.   Shannon Bushey handed out EAP schedule to the members, with the goal to gather input from the community, i.e. ideas for advertising, ballot drop box locations etc. ROV is gathering input, the draft must be presented 14 days before EAP August 30, 2019 BOS hearing/meeting. Refer to ROV Website for more information on LAAC, VAAC, & EAP. Help recruit people to attend. The SOS has many resources on the EAP to reference.
    ii.   Attendee Questions:
            Volunteer: Is the information related to language access in the EAP? Requested to have draft be ready 2 weeks before August 30 to be reviewed by the members preferably included in the next LAAC meeting. Per Election code, there is a 2- week review period. NAPA has released their EPA this week to finalize it in the fall. Every county released the English version then does the translations.

            RESPONSE: The draft should be ready sooner because it needs to be translated, and it takes 3 to 4 weeks to translate before August 30 meeting, and another amended one to take input. The ROV has contracted an outside vendor to translate ROV materials and is certified by the County. Discussion regarding official ballots in different eight mandated languages will occur. The ROV has sought assistance from the committee for options on how to advertise in different language communities.

VII. **Vote Center Maps presentation and general discussion by Aaron Wong, Mapping Division**
    a. Overview
    b. 11-days
    c. 4-days
    d. Drop-box locations
    e. 14 criteria for selecting locations
    f.   Morgan Hill and rural areas will remain, per ROV

    i.   Attendee Questions:
            There used to be 800 voting centers, in the map there are less than 100, how will the 120 be dispersed?
            RESPONSE: The map being shown has 50 k voters; we have another map that are subdivided by 10k. Some vote centers are open for 11 days and others for 4 days. 11-day requirement is to have 1 for every 50k and the 4 day are open for every 10k. ROV will add voter drop boxes. ROV's Public and Legislative Affairs division is

    ii.   In each instance you'll have one on each unit on the map identifying areas, are you doing analysis? Are you

going to share publicly where the vote centers have landed? Napa sat down community advocates and had conversations and showed transparency, will you do the same?

RESPONSE: Using data from Census from language and we can show these types of communities that offer specific services. ROV will do own maps and combine with Mindy's organization heat maps. ROV will share to public where the vote centers are.

iii.   Napa sat down community advocates and had conversations and showed transparency, will you do the same?

RESPONSE: We will have some form of that. And we are keeping records of how much they are offering, and we will do our best to share.

iv.   Dropbox locations, are they exterior or interior? Exterior ones are they located outside of government buildings? Have you considered grocery stores and other high traffic locations? I recognize they offer advantages, but there are far more people going to Safeway and Walmart compared to city hall. Movie theaters, valley fair, there are way more people going there than a County Office.

RESPONSE: Majority are exterior, metal boxes designed for weather and 24/7. Interior are mostly in City Halls. City libraries, colleges, government offices, we are shooting for 78 and open to suggestions. We are also looking at fire stations.

v.   Anyone can drop off in any location? We are talking about people who are already around the area. The bill in legislature that would add to the list by 1, which is college campuses, are you anticipating community colleges SJSU in analysis.

RESPONSE: We are talking to everyone, and we have landed SJSU and possibly West Valley Community college and other colleges, but they must be open to the public and not just the students.

VIII. Advertisements and Outreach discussion by Eric Kurhi, Public and Legislative Affairs.
   a.   Introduction about PLA
   b.   Advertising and outreach via online and newspapers or any PSA's let us know, especially if it's free
   c.   How to reach to various communities, what publications and other ideas
   d.   Social Media Outlets
   e.   Potential locations – anyone has access to a hall please let ROV knows

Attendee suggestions: Possible locations for advertisements:
- School, ads on buses and the movie houses e.g. ESSJ Eastridge, which is heavily populated in English and Spanish.
- Korean drama, there is always 2 ads on-demand. English is ok but with subtitles. Vietnamese are big in watching Korean drama. Erin Choi will send to ROV staff a list.
- KTSF, Sing-Tao, SkyLink, On Demand , Filipino Channel ABS-CBN, through evening Filipino news. Special Filipino event in summer at Staples Center, Adobo Festival, and at Union Square.
- South Asian community people are in What's App, create group text and have multinational chat groups. You can create groups that are uni-directional with an Admin that can only make post. Instead of mailing list, they just had a What's App group and became a community newsletter. For publications, there's newsletter magazines like India West which is one of the most prominent.
- WeChat there is a nebulous government system that the China government oversees the app but be cautious.
- Facebook ads
- Viber, church gatherings, other denominations, and mosque. We put ads in the parking lots during church. Yeshi to provide info. Each year we have 4 to 5 k attending, we would be happy to host a booth.

IX. Public feedback, questions and/or concerns important to Committee

X. Recruitment of new members

XI. Next Meeting:
   i. Tentative dates because of location.
      - Wednesday 17th and 24th of July

- Location
- 10 am to 12 pm, or 3 pm to 5 pm

ii.   Next Meeting Agenda Creation
- A list of tasks that are coming. To help start thinking ahead.
- What are your plans for recruitment for bilingual poll workers, what are traditional approaches and how are you supplementing? There are many ways to reach out to communities, what events do you plan on being at? October 14 an example of Ethiopian community. We can put together a robust list and keep supplementing the list.
- VCA requires 3 voting contacts by mail, can you share what the mailers look like, how are they translated, size, and would be great to see before they go out. It would be great to share them in draft form. Bring the community in early in the process will be helpful.
- ROV will set these items on the Agenda

XII. Announcements

XIII. Panel Q&A – questions were asked throughout the meeting and the Q&A session received no additional questions.

XIV. Meeting adjourned at 5:00PM

County of Santa Clara

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VOTER'S CHOICE
Registrar of Voters
Santa Clara County

Language Accessibility Advisory Committee Meeting
1400 Parkmoor Ave., San Jose, CA 95126
Cupertino B Room
July 17, 2019, 2:00pm

I.   Introductions
       a.   New committee members (if any)

II.   Follow-up Items from previous meeting
       a.   Review of minutes
       b.   Mission development

III.   Finalize Meeting Logistics
       a.   Hub location
       b.   Meeting frequency: Monthly (CONFIRMED per previous meeting)
              i.   Until December
              ii. Quarterly after the conclusion of the Election
       c.   Co-chair discussion (member suggested)

IV.   Election Administration Planning
       a.   EAP Consultations
       b.   Election Materials
       c.   Voter Education and Outreach Coalition
       d.   RAVBM: Presentation by Vote By Mail Division (time permitting)

V.   Recruitment and outreach

VI.   Agenda creation for next meeting

VII.   Announcements

VIII. Panel Q&A

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www.sccvote.org

Voter Accessibility Advisory Committee Meeting
1555 Berger Drive, San Jose, CA
95112 Berger Auditorium
June 7, 2019, 3:00pm

I. **Introductions**
   a. Registrar of Voters (ROV) Staff
   b. Committee members

II. **Purpose of meeting**
   a. Member and Public Input
   b. ROV
   c. Mission development

III. **Establishment of guidelines and goals of meetings**
   i. Ground rules
   ii. Member expectations: handout

IV. **Voter's Choice Act (VCA) general discussion**
   a. Overview
      i. Changes from traditional polling place model
      ii. Accessibility requirements for VCA
      iii. Election Administration Plan
   b. Questions

V. **Public feedback, questions and/or concerns important to Committee**

VI. **Recruitment of new members**

VII. **Next Meeting: June 18, same time and location**
   a. ROV Auditorium
   b. Agenda Creation
   c. Ideas for additional meetings and dates

VIII. **Announcements**

IX. **Panel Q&A**

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VOTER'S CHOICE
Registrar of Voters
Santa Clara County

Santa Clara County Registrar of Voters
Voter Accessibility Advisory Committee (VAAC)
Meeting Minutes

1555 Berger Drive, San Jose, CA 95112
Building 2
June 7, 2019, 3:00pm

Members Present: Fred Nisen, Yeshi Teklemichael (via Skype), Christine Fitzgerald, Lisa Quan (via Skype), Nelly Cabuslay, Lisa Cohn, Matt Cohn, James Cohn. (members of public)

Staff Present: Darren Tan, Matt Moreles, Virginia Bloom, Rachel Jung, Julie Fletes, Ruth Luo, Edwin Torralba, Alfred Gonzales, Mike Fong, Michael Borja, Eimear Duncan, Robert Wiedlin, Paulo Chang, Lance Nottle, Natalie Goolsby, Kim Sharpe, Bob Nguyen, Chenxi Ye, Patricia Lopez, Magdalena Santa Maria, Vanessa Hamm, Shelby Galaviz, Andrea Solorio, Liz Oviedo, Michelle Tran, Amy Sun, Smita Shah, Kelly Phan, Chipo Mulenga

Action Items:
- Bring mission samples to next VAAC Meeting.
- Bring maps to next meeting to show potential Vote Center locations. Forward the information to members prior to the meeting.

I. **Introductions:**
   Darren Tan, Administrative Services Manager facilitated the meeting. He welcomed and thanked the committee members for their attendance. Mr. Tan also apologized on behalf of the Registrar that she was not able to attend this meeting.

II. **Purpose of meeting**
   a. Member and Public Input:
   Attendees responses
      i. The importance of creating partnerships with disability community, looking forward to a lot more participation from the community.
      ii. Looking at all aspects of accessibility not just locations but technology also.
   b. ROV
      i. To gather input from the Committee and members of the public as the department plans for and develops the implementation of the VCA
   c. Mission development
      i. Looking for a clear and concise mission going forward.

III. **Establishment of guidelines and goals of meetings**
   a. Ground rules
      i. Member expectations:
      Mr. Tan gave an explanation of the member expectations from the ROV point of view. He stated that we are still accepting applications for committee members until we reach a more robust committee membership.
      Attendee input:
      1. As of now how are we, the ROV, making decisions on member applications?

a.   RESPONSE: Currently, the ROV is accepting all applications to join the VAAC. Once a
             robust membership is established, the committee will decide the final number of
             members
     2.   How many members are we expecting based on Secretary of State (SOS) guidelines?
        a.   RESPONSE: Per the SOS, based on our registered voter count, there should be seven (7)
             members
     3.   How many registered voters are in Santa Clara Count?
        a.   We currently have over 900,000 registered voters in Santa Clara County

IV.   **Voter's Choice Act (VCA) general discussion**
    a.   Overview provided by Paulo Chang, Precinct Operations Division Manager on:
        i.   Changes from traditional polling place model
        ii.   Language requirements for VCA
        iii. Election Administration Plan
        iv.   All the input from committee members will be considered for EAP
        v.   handouts provided to committee members for each EAP meeting
    b.   Questions
         From Attendees:
        i.   At the EAP meetings will accessibility be discussed or is it a concern?
        ii.   What will be discussed at the EAP meetings?
        iii.   Will there be multiple EAP meetings? Do they start next week?
        iv.   Will only one meeting focus on accessibility?
             1.   RESPONSE to questions 1-4: There are 11 scheduled EAP meetings. These meetings are a forum-
                  based format where the public will have the opportunity to provide input and ask questions. Each
                  meeting has a focus community, but any member of the public can attend any meeting. The
                  accessibility focused EAP meeting is scheduled for Thursday, 6/13

        v.   When do you expect the EAP to be drafted?
             1.   RESPONSE: The department deadline to complete the draft EAP is fourteen (14) days before the EAP
                  public meeting scheduled on 8/30.

        vi.   What are you doing to advertise the meetings? – Attendee mentioned that he did not hear about the
              meetings until today and he is concerned how many more people may not know about it.
             1.   RESPONSE: The ROV has collected a database of various email contacts that includes stakeholders,
                  CBOS, County and City Officials and Special/School Districts. We have sent out emails to this contact
                  list. The Precinct Operations Division's outreach team also attends events where activities are
                  advertised. All public meetings are also posted on the department's public website and updated as
                  new meetings become available

        vii. During this time, will there be a list of different voting centers, prior to the publication, so we can see
              how accessible they will be?
             1.   RESPONSE: The ROV is currently still actively seeking vote centers for the March Election. Many
                  locations are still being sought and some are being negotiated. The Precinct Operations division will
                  have drafts of confirmed locations available for upcoming VAAC meetings

        viii. Some fliers were not accessible or screen reader friendly, had days and dates but not times. Consider
              simple text, days, dates and times-a straight forward message.
             1.   RESPONSE: The ROV will definitely take this input in consideration when sending future email
                  communications

V.   **Public feedback, questions and/or concerns important to Committee**
       Attendee Input
    a.   It might be a good idea to have a co-chair at bigger meetings and meeting in the future.
    b.   Have you taken into consideration different times that might work better for members?

        i.   RESPONSE: Yes. The ROV would like to have the committee provide information on location, dates and frequency of the VAAC meetings.

VI.   **Recruitment of new members**

Mr. Tan asked the committee members to extend the meeting information to friends or colleagues and any other contacts they may have as the department continues its outreach efforts. He also informed all the committee members that all their suggestions to date and contacts they have provided have been reached out to. There has been a positive response and we expect to grow as we go forward.

VII.   **Next Meeting:**

Mr. Tan announced that the next meeting will be held on June 18, same time and location**,** Berger Auditorium. He also discussed the Agenda Creation and asked Attendees for input.
a. *Request from Attendee:* Debrief of the EAP meeting
b. Ideas for additional meetings and dates:
    i.   Mr. Tan stated that the ROV is open to going to other locations that work for members.
    ii.   Attendee suggested meetings at her location as it's very accessible to members of public.

VIII.   **Announcements**
a. Mr. Tan announced the EAP meeting scheduled for June 12th
b. It was also announced to committee members the training video they are currently working on to improve service to disability community. Its open to anyone who would like to be a part of it. It consists of eleven questions.

IX.   **Panel Q&A**
a. Idea from Attendee: to have a voting concierge at Vote Centers to help those with disabilities.
b. *Attendee question:* Have you reached out to different community organizations regarding the meetings?
    i.   RESPONSE: Yes, the Precinct Operations Outreach Team has a list of organizations that they reach out to. The department is always looking for more referrals of contacts
c. *Attendee question:* Do you have the EAP meeting notices on the website?
    i.   RESPONSE: Yes.

X.   **Meeting adjourned at 4:30 p.m.**

County of Santa Clara

Registrar of Voters

1555 Berger Drive, Bldg. 2
San Jose, CA 95112
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www.sccvote.org

VOTER'S CHOICE
Registrar of Voters
Santa Clara County

Voter Accessibility Advisory Committee Meeting
1555 Berger Drive, San Jose, CA 95112
Berger Auditorium
June 18, 2019, 3:00pm

I. Introductions
   a. New committee members (if any)

II. Follow-up Items from previous meeting
   a. Review of minutes
   b. EAP debrief
      i. *Second accessibility meeting added 7/10*
   c. Mission development

III. Meeting schedule
   a. Frequency
      i. Dates
      ii. Times
   b. Potential locations

IV. Election Administration Planning
   a. Vote Center Maps (Mapping Division)
      i. 11-days
      ii. 4-days
      iii. Drop-box locations
   b. Outreach Plan (Public and Legislative Affairs Division)

V. Recruitment and outreach (Member suggested)
   a. Recruitment of new members

VI. Agenda creation for next meeting

VII. Announcements

VIII. Panel Q&A

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![Voter's Choice Registrar of Voters Santa Clara County logo]

Santa Clara County Registrar of Voters
Voter Accessibility Advisory Committee (VAAC)
Meeting Minutes

1555 Berger Drive, San Jose, CA 95112
Building 2
June 18, 2019, 3:00pm

Members Present: Fred Nisen, Monique Moore, Yeshe Telemichael (Via Skype), Jennifer Lucas, Matt, James and Lisa Cohn, Christine Fitzgerald (via Skype)

Staff Present: Shannon Bushey, Darren Tan, Virginia Bloom, Eimear Duncan, Rachel Jung, Alfred Gonzales, Paulo Chang, Liz Oviedo, Mike Fong, Martin Weakley, Eric Kurhi, Ruby Naranjo, Christina Rivas-Louie, Carmelita Aldana, Iliena Hernandez, Michael Borja, Janora Davis, Smita Shah, Robert Wiedlin, Lorenzo Castaneda, Aaron Wong, Jose Posadas.

Action Items:
- Is the county allowed to contact DMV to ask who has a disability placard so we can target them?

I. **Welcome and Introductions –** Darren Tan, Administrative Services and Shannon Bushey, ROV.
   i. Staff introductions
   ii. Committee members
      - The committee reminded members that participation doesn't necessarily mean they have to be members; meeting participation and input is always encouraged

II. **Approval Previous Meeting**
   i. Committee members did not have time to review previous minutes

III. **Actionable Items**
   i. Recapped on the EAP meeting relative to Vote Centers, Drop Box, adverts and outreach
   ii. Volunteer Inputs: San Mateo County has greeters at the vote centers. Take into consideration the invisible disabilities. One of the members mentioned that their office is involved in disability awareness training. DRC has a Train the Trainer Program. These are easy ways to achieve these goals. Simple ways that are being over-looked at Vote Centers.
   iii. ROV RESPONSE: ROV is willing to get involved in their organization's training to view it from a different aspect. The goal of ROV is to make people feel comfortable at Vote Centers to ask for help. Members do not have to wait for meetings to give input, they are free to email and share their resources.

IV. **Mission Development**
   i. Handouts of other Counties VAAC Mission and Goals were provided to the committee as an example to guide them in developing our mission and goal. The members are encouraged to provide their input, goals and ideas to help us finalize a mission statement for the committee. It is expected the words "inclusive and accessible" will be included.
   ii. Volunteer: County of San Francisco were very pro-active and their ideas of collaboration and partnership. Make sure the mission is easy to understand, refer to DRC website for their VAAC statement for ideas. Simple message the better, big picture, do not get bogged down in details.

V. **Meeting Schedule**
   i. Frequency:

- The ROV would like to have all the input needed in order to meet deadline for the EAP draft. As it gets closer to the election it may only be viable to meet quarterly and possible ad-hoc meetings as needed or even email members for their input on any issues that may arise.
- Members have suggested to meet once a month.

ii. Time:
- Some members preferred morning and others afternoon due to their schedules. The ROV suggested to potentially alternate between morning and afternoon meeting times to accommodate both requests.

iii. Location:
- Some members have expressed their concern that having the meeting in multiple locations will be confusing to members and the commitment level may be lower. People would like locations they are familiar with as it is easier for them to attend.
- The ROV will be scheduling meetings at member suggested locations. The aim of the committee is to be accessible to all members and potential members. The intent of different locations is to expose the department to all areas of the county. The goal is to target the area where the majority of interested people are located and center the meeting there. One suggestion from other counties who have implemented VCA is for the ROV to go out to all areas of the community. One reason of the ROV in doing its outreach program is to explain the huge disconnect in the community about VCA. The ROV needs to do its due diligence to reach out to the wider community. This will be added as a future agenda item.

VI. Election Administration Planning

i. Vote Center Maps presentation and general discussion by Aaron Wong, Mapping Division
- 11-days
- 4-days
- Drop-box locations

i. Aaron explained the breakdown of each map showing division of areas into 11 and 4 day for potential Vote Center locations. There will be 1 Vote Center per 50,000 for 11 days, and 1 Vote Center per 10,000 for 4 days. It was also explained that ROV were using census for the map breakdown. All voters will receive information on VCs on the CVIG. ROV website will have the 'location closest to me' for all drop box locations. Shannon explained about the drop boxes and numbers required. For the mobile vote center, there are certain criteria and guidelines for the ROV to work on. ASL will be handled through Voiance, Facetime/Video Conferencing. Asked all members to email suggestions of VCs to ROV @ Voters Choice.

iii. Member Discussion: Not all people do not identify as having a disability through the census. It's hard to determine specific areas where people with disabilities are. Concerned about how the rural locations in South County and the accessibility of those VCs. Need to promote the hours on a mailing. Go to town meetings to bring up the issue and highlight the needs for VCs. Make sure drop-boxes are at a reasonable height for everyone. Concern regarding the use of Facetime and video conferencing was raised that it will need full body videos/screens for interpretation purposes.

VII. Advertisements and Outreach discussion by Eric Kurhi, Public and Legislative Affairs.
i. How to outreach to various communities, what publications and other ideas.

ii. Member Suggestions/Questions - Is the county allowed to contact DMV to ask who has a disability placard so we can target them? (RESPONSE: this is unlikely but the ROV will consider exploring and reaching out) Consider an interactive challenge, create a Hashtag challenge.

VIII. Public feedback, questions and/or concerns important to Committee

IX. Recruitment of New Members

X. Next Meeting
i. Next Meeting Agenda Creation

- Debrief from the second EAP accessibility meeting
- Future locations for VAAC Meetings
- How to recruit new members
- Maps, outreach and Vote Centers. (Continue conversation from this meeting)

XI.   **Announcements**

XII.   **Panel Q&A -** questions were asked throughout the meeting and the Q&A session received no additional questions.

XIII.   **Meeting Adjourned at 4:45 PM**

County of Santa Clara

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Voter Accessibility Advisory Committee Meeting
25 N. 14th St., Suite 1000, San Jose
Silicon Valley Independent Living Center
July 16, 2019, 10:00am

I.   Introductions
     a.   New committee members (if any)

II.   Follow-up Items from previous meeting
     a.   Review of minutes
     b.   EAP Accessibility Consultation debrief
     c.   Mission creation

III.   Finalize Meeting Logistics
     a.   Hub location
         i.   PROPOSED: SVILC
     b.   Meeting frequency: Monthly (CONFIRMED per previous meeting)
         i.   Until December
         ii.   Quarterly after the conclusion of the Election
     c.   Co-chair discussion (member suggested from LAAC)

IV.   Election Administration Planning
     a.   Election Materials
     b.   RAVBM: Presentation by Vote By Mail Division
     c.   Voter Education and Outreach Coalition

V.   Recruitment and outreach
     a.   SCDD Newsletter (Thank you, Jennifer!)

VI.   Agenda creation for next meeting

VII.   Announcements

VIII.   Panel Q&A

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APPENDIX M – VOTER EDUCATION AND OUTREACH PLAN DETAILS

Santa Clara County Registrar of Voters (ROV) is committed to diversifying voter engagement among county residents. This Voter Education and Outreach Plan outlines various activities that can be performed with the goal of increasing community partnerships, expanding civic engagement opportunities, and improving voter experience with the Vote Center Model. The following activities are planned for the first year of implementation.

Outreach Types:
- Traditional outreach: The activities listed below represent the types of voter education and outreach efforts the ROV plans and participates in all year long regardless of scheduled elections. At these activities, the ROV provides voter education literature, civic and local government resources, Registrar of Voters office goods, and in-depth discussions to the public.
  - Tabling – Most general outreach events fall under tabling to provide resources, literature, voter education, voter registration, and Election Officer recruitment
  - Hosting booths – Per request of large-scale outdoor events, festivals, and conventions, we provide resources, literature, voter education, voter registration, and Election Officer recruitment
  - Voter registration trainings – Per request of individual/organization, we provide training on how to host voter registration drives based off of materials from the Secretary of State
  - Voter education presentations – Per request/organizations, voter education presentations cover the Voter's Choice Act changes, civics 101, voting rights, and how to register/pre-register to vote
  - High school voter registration drives – Coordinate and assist in organizing voter registration drives with high schools
  - Networking/civic events – Presence and partnership building at community events and supporting events for various city Chamber of Commerce, city council districts, etc.
- Voter's Choice Act-specific outreach: The ROV is planning new types of voter education and outreach activities that will highlight the transition of voting models from Polling Places to Vote Centers, actively inform voters on the upcoming changes, and invite individual and communal input in every step of the implementation process. The activities listed below represent the types of outreach efforts the ROV will host, participate in, and collaborate with the members and organizations of Santa Clara County:
  - Presentations
  - Discussions or Q&A Sessions
  - Partnership Building (in-person meetings with CBOs)
  - Workshops (for communities with language and accessibility needs)
  - Train-the-Trainer Programs (TTT) (training Outreach Partners to personalize and amplify the message)
  - Voting Equipment/Machine Demonstrations

Branding/Message: Santa Clara County has made a conscious decision to prioritize promoting information about Vote Centers and the services they will now be able to offer, including information about every voter receiving a vote-by-mail ballot. Considering that 75-80% of voters in

our County are already permanent vote-by-mail voters, the ROV would like to focus on the voters who will be most impacted by the change: voters who prefer to vote in person. Counties that have already implemented VCA and have held elections under the Vote Center Model mentioned that their focus on voting by mail may have contributed to voter confusion on Election Day as they were not as informed on the new Vote Center locations and the transition as a whole.

Outreach Timeline/Phases:
- Phase 1: July-September 2019
  - Train-the-Trainer & Workshops
    - August 8, 2019 – Voter Education and Outreach Coalition (VEOC) Launch Party in collaboration with Silicon Valley at Home
    - September 7, 2019 – Train-the-Trainer Program
      - Collaboration with Women's Equality Leadership Community 2020 & SCC Office of Women's Policy
    - September 18, 2019 – Voter Education & VCA Workshop (Disability)
      - Collaboration with Vista Center for the Blind and Visually Impaired
    - October 2019 – Voter Education & VCA Workshop (Language)
      - Collaboration with Korean American Community Services
    - October/November 2019 – Voter Education & VCA Workshop (Language)
      - Collaboration with Vietnamese American Roundtable
  - High School Student Outreach
    - Countywide public high school voter registration and VCA education
      - Led by League of Women Voters and American Association of University Women
      - Collaboration with SCC Office of Women's Policy and SCC Office of Education
- Phase 2: October-December 2019
  - Providing presentations, informative materials & literatures, & having a discussion (Q&A) with neighborhood associations & PTA in the City of San Jose
    - Collaboration with Silicon Valley at Home
  - College Student Outreach
    - Working with the Student Associations and faculty at:
      - San Jose State University
      - Santa Clara University
      - Stanford University (Undergraduate & Graduate)
      - Community Colleges
  - Corporate Businesses
  - Small and Local Businesses
  - Workshops
    - November 2019-January 2020 – Voter Education & VCA Workshop (Disability)
      - Collaboration with Silicon Valley Independent Living Center
    - November 2019-January 2020 – Voter Education & VCA Workshop (Disability)
      - Collaboration with San Andreas Regional Center
    - November 2019-January 2020 – Voter Education & VCA Workshop (Disability)
      - Collaboration with State Council on Developmental Disabilities

- November 2019-January 2020 – Voter Education & VCA Workshop (Language)
  - Collaboration with Chinese community

- Phase 3: January & February 2020
  - Media promotion
  - Strategic outreach to targeted/historically underserved communities
  - Neighborhood Associations & PTA (North & South County)
  - Collaborating with Elected Officials to promote the Primary & VCA
    - County Supervisors
    - City Councilmembers
    - Congressmembers
    - Representatives
    - School District Boards
  - Workshops
    - January/February 2020 – Voter Education & VCA Workshop (Language)
      - Collaboration with Vietnamese community
    - January/February 2020 – Voter Education & VCA Workshop (Language)
      - Collaboration with Spanish community
    - January/February 2020 – Voter Education & VCA Workshop (Language)
      - Collaboration with Tagalog community
    - January/February 2020 – Voter Education & VCA Workshop (Language)
      - Collaboration with Japanese community
    - January/February 2020 – Voter Education & VCA Workshop (Language)
      - Collaboration with Hindi community
    - January/February 2020 – Voter Education & VCA Workshop (Language)
      - Collaboration with Khmer community
    - January/February 2020 – Voter Education Workshop with the Homeless
      - Collaboration with SCC Office of Supportive Housing, Valley Homeless Health Care Program, and Homeless Healthcare Patient & Family Advisory Team
    - January/February 2020 – Voter Education Workshop with Evergreen Community College and San Jose City College
      - Collaboration with Women's Equality Leadership Council

APPENDIX N – PREVENTIVE MEASURES

The Registrar of Voters (ROV) has the following preventive measures in place to avoid potential disruptions of the election process:

Standard Security Measures
To limit access to election-related materials & equipment and ultimately prevent any potential disruptions:
- Staff is required to wear county or department issued ID badges.
- Visitors or non-employees who enter the department's offices beyond the front desk and must be accompanied by the employee whom the visitor is seeing.
- The department's computer server room and ballot rooms are always secured by limited badge access and video surveillance.

Server and Network Backup
To prevent a disruption of information flow should the main server or network go down:
- The department's voting system, ballot layout and design, Election Management System (EMS) activity will be located on the County's secured data center.
- Backups for this data takes place automatically and is made ready for deployment should the main server go down.
- Changes made to voter data, the voting system, and the EMS are backed up on a regular schedule.

Backup Set of Vote Center Equipment
To prevent a disruption in the voting process should any equipment become unusable:
- If a Vote Center experiences an event that renders their current equipment unusable, the department has extra equipment available so that the voting location can continue to process voters.
- If there are no extra equipment available, Vote Center have the capability to operate under a manual process.

Missing Equipment
To prevent a disruption in the voting process should any equipment go missing:
- If a Vote Center is missing equipment, the Vote Center lead will notify the main ROV office.
- A mobile supply truck storing backup election equipment will be managed by warehouse staff.
- At least two warehouse staff members will deploy any supplies and equipment from the supply truck to the Vote Center to ensure security of supplies and equipment at the Vote Center.

Backup Voting Supplies
To prevent a disruption in the voting process should any voting supplies become unusable or go missing:
- A duplicate of the containers prepared for Vote Center staff will be maintained.

- The Vote Center coordinator is responsible for maintaining the backup voting supplies.
- In the event that a site must be moved, and the workers are not able to gather their current supplies, backup supplies will be delivered to the new site, if possible.

Absent Vote Center Employees

To prevent a disruption in the voting process should Vote Center employees not report to their designated shift:
- Vote Center lead will contact the ROV office to acquire replacement staff for the Vote Center.
- A list of trained backup staff will be maintained by the main ROV office.

Suspicious Person or Object

To prevent a disruption in the voting process should a suspicious person or object appear:
- Vote Center lead will contact security authorities depending on the situation.

Manual Systems in Place

To prevent a disruption in the voting process should electronic voting equipment become unusable:
- All functions can be performed via manual process.

APPENDIX O - CONTINGENCY PLAN

The purpose of the Contingency Plan is to set forth processes to carry out during elections in the event of an emergency or other incidents which may inhibit the department from serving the public and/or conducting an election. During a state of emergency, only the Governor may suspend this department's duty to conduct elections.[1]

These plans shall be used in conjunction with Santa Clara County's Emergency Plan and Care and Shelter Plan (located on the County's intranet site) and the Secretary of State's (SOS) Emergency Plan.

The department measures its responses to emergencies by the degree of alert created by an emergency. As always, if an employee becomes aware of an emergency situation that warrants law enforcement or medical assistance, she/he shall call 911 and notify the floor supervisor.

REMEMBER, PERSONAL SAFETY IS MORE IMPORTANT THAN ANY DOCUMENTS IN THE OFFICE.

What to Grab First (in case of an evacuation)
- If there is time to do so and doing so does not jeopardize personal safety, staff may collect or secure the following items, listed in order of importance:
    1. Ballots (voted first, all others second)
    2. Cash and checks and petty cash box

Protection and Recovery of Vital and Other Records (during emergencies)
- The items below are considered vital and essential records and should be taken from the building, if possible, depending on the nature and scope of the emergency.
    1. Counted and uncounted ballots
    2. Servers
    3. Other electronic data storage
    4. List of voters
    5. Cash and checks in petty cash box

Computer Security
- If there is no time to safely shut down desktop computers, staff should lock their computer by using Ctrl+Alt+Delete.
- The reason for this is simply pushing the power button once may not be enough to break connection and shut it down completely.
- If there is no power, staff should wait for direction from the Technology Services & Solutions (TSS) department about the best way to handle the computers.

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[1] GC§ 8571

Counted and Uncounted Ballots

- Generally, whether counted or not, ballots are sorted into their respective precincts and stored in a secured ballot room until ready for final storage. After the ballots are counted, they are stored in a separate secure location. Uncounted ballots are classified and stored according to their status:
    1. Ballots still in envelope, not sorted, and not signature checked
    2. Ballots still in envelope, sorted into precincts, and signature checked
    3. Ballots out of envelope and in boxes with precinct number
- **Note**: Ballots can be temporarily at a workstation for signature checking or in the ballot exam room.
- If an emergency occurs that requires staff to remove ballots from the building, staff shall tape the boxes, or bins, and move them to the new location.
- If they cannot be moved from the building, ballots shall be placed in one of the secured rooms.
- Blank, unissued ballots should be left behind if there is no time to remove them. If there is time, the ROV or designee will advise staff on what to do with blank, unissued ballots.

Voters Information History Update Disruption or Loss of Connection

- Vote Center lead will notify the main ROV office.
- If disruption is only at a specific Vote Center and lasts longer than 30 minutes, or any significant amount of time depending on amount of voter's present, voters will be directed to another Vote Center or given the option to vote provisionally.
- If disruption is county-wide, Vote Center staff can issue provisional ballots via electronic voting equipment if possible, in provisional envelopes if staff is able to determine correct ballot type or precinct for voter.
- Keep paper records of all voters and information to enter into EIMS once the system is back up and running.
- Voting Systems Division will contact the vendor(s) right away and resolve the issue as soon as possible.

Power Outage

- Vote Center lead will notify the main ROV office.
- If the power outage lasts longer than 15 minutes, voters will be directed to another Vote Center.
- Public will be notified via website, phone message, news, radio, social media, etc.

Inclement Weather

- Vote Center lead will notify the main ROV office.
- If a Vote Center is unreachable or unsafe due to weather, a backup Vote Center shall be contacted and shall be set up immediately for use.
- Public will be notified via website, phone message, news, radio, social media, etc.

Fire or Other Disaster
- All staff and voters must first be evacuated safely.
- Vote Center lead will notify the main ROV office.
- If time allows, Vote Center staff will do the following in order:
    1. Securely remove all voted ballots from the facility (Vote-by-Mail ballots, memory cards from equipment, paper ballots from black ballot box, and Conditional Voter Registration ballots),
    2. Secure/shut down all computers accessing their Election Information Management System (EIMS)
    3. Secure/shut down all voting equipment
    4. Remove any computers/equipment, if possible.
- The main ROV office will notify the public via website, phone recording, news, radio, social media, etc., and inform the public of alternate Vote Centers.
- A replacement Vote Center will be set up as soon as possible.

Voting Equipment Malfunction
- While the Vote Center lead resolves the issue, paper ballots can be issued to voters.
- The Vote Center lead will follow troubleshooting instructions provided in the Vote Center manual.
- If unable to resolve, the Vote Center lead will contact the main ROV office.
- ROV will take appropriate steps such as dispatching technical support or send replacement equipment.

Ballot On Demand Equipment Stops Working
- Vote Center lead will follow troubleshooting instructions provided in the Vote Center manual for staff.
- If unable to resolve, Vote Center lead will contact the main ROV office to coordinate dispatch of Ballot On Demand machine from Backup Set of Voting Equipment.
- If Ballot On Demand machines are still inoperable, Ballot Marking Devices will be used at Voting Centers.
- If there is a power outage at the Voting Center, a generator will be used to prevent a disruption in the voting process.
- If the power outage continues after use of generators, pre-printed contingency ballot types will be issued to voters.
- If pre-printed contingency ballots run out, ROV will accept hand-written ballots based upon the last contingency ballot.

Internet Connection Failure
- Vote Center lead will follow troubleshooting instructions provided in the Vote Center manual for staff.
    - If unable to resolve, Vote Center lead will contact the main ROV office.

- ROV will take appropriate steps such as contacting county information services or internet provider for customer support.
- If the internet outage lasts longer than 15 minutes, Vote Center staff can issue provisional ballots via electronic voting equipment if possible, in provisional envelopes.
- Vote Center staff will keep paper records of all voters and information for elections staff to enter into EIMS at the main ROV office.
- If the internet outage lasts longer than one hour, or any significant amount of time depending on amount of voters present, voters will be directed to another Vote Center. Public will be notified via the ROV website, phone message, news, radio, social media, etc.

Unusable Vote Center
- If the Vote Center is unusable for any reason, the Vote Center lead will notify the main ROV office.
- A list of backup Vote Centers will be maintained by the main ROV office.
- Election Logistics staff will assist Vote Center staff in moving and setting up the new Vote Center.
- Public will be notified of a change of location via the ROV website, phone message, news, radio, social media, etc.

Back Up Vote Centers
- The ROV may designate a replacement Vote Center as late as on Election Day.
- The new Vote Center must be as close to the original Vote Center as possible and a notice must be posted at the original site directing voters to the new location.

Heightened Security (Degree of Alert #1)
In the event of heightened security measures as designated by the ROV or law enforcement, the ROV may, when appropriate, request of the Office of Emergency Services Director permission for:
- voters to enter and exit the building to vote;
- staff to continue counting ballots; or
- the public to enter to conduct regular business.

Evacuations of Public and Staff (Degree of Alert #2)
The following measures may be implemented by designated staff for evacuations in addition to the standard and heightened security measures discussed above:
- Inform the public to evacuate immediately in a calm manner through the nearest exit if an alarm sounds.
- Assist all members of the public, including those who are disabled, or who need assistance in evacuating.
- Lock doors and secure vital records and ballots.
- Proceed to the designated meeting spot and stay together.
- The ROV will approve an alternate site.

- Post emergency messages on voicemail and on the building.
- Forward department phone lines to alternate site, if possible.
- Inform staff, not in the building, via cell phone, of building's status.
- Pre-designated employees shall check each floor and close the doors after exiting.

Evacuations on Election Day

In the event of an evacuation of the department on Election Day, the following steps, in addition to those stated above, shall be taken:
- Stop ballot processing immediately and secure ballots and tabulation equipment by locking the doors to the ballot room and counting room. Sorted ballots not being counted are already stored in the secured room.
- Ballots at workstations for signature checking shall be placed in the secure ballot room.
- Ballots just received, but not yet sorted and distributed, are already stored in the secured ballot room.
- Inform voters, in the best manner suited for the emergency, of the location of the alternate site at which voting will occur, if there is one.
- Post on the building where the alternative drop-off locations are available throughout the county.

Emergencies Affecting One or More Vote Centers

In the event of an emergency affecting one or more Vote Centers, relocation and/or consolidation of Vote Centers may be required. Under such circumstances, the following procedures must be observed by Election Officers.
- Post signage advising voters of the relocation directing them to new sites and ballot drop off boxes.
- Collect all voted ballots and secure them in the self-sealing bags, if possible.
- Collect the ballot box, unvoted ballots, and the roster of voters and transport them to the new location.
- At least two Election Officers, or inspectors, must remain with the ballots from each Vote Center at all times and monitor that the ballots are securely transferred to the new Vote Center locations.
- If possible, the department will deliver any new seals required.

Emergencies Affecting Collection Routes or Staff in the Field

In the event of an emergency that impacts collection routes or staff in the field, department staff shall inform Election Officers who are in the field of the status of the site.

Delegation of Authority

In the event of an emergency, the Registrar of Voters (ROV) shall make all decisions regarding departmental operations. If the ROV is not available to make decisions, full authority transfers to the Assistant ROV(s). If neither is available to make decisions, authority should transfer to the most senior staff that is available.

When at a safe place, the ROV and his/her designee's staff shall meet to perform a

damage assessment, begin system restoration, if possible, and determine which operations should or can continue based on the nature of the emergency. Outcome of this meeting will be communicated to staff via cell phone and home numbers.

Communication During and After Emergency

Generally, the Department Head will make an announcement regarding the commencement of an evacuation. All office personnel and any members of the public will be instructed on which exit to use in a calm, orderly fashion and where to meet per evacuation protocol.

The department will use the following methods to communicate with employees during or after an emergency:
- Cell Phones
- Department voicemail
- Text messaging
- Home phones

Safety officers will conduct roll call at the evacuation site after sweeping the building. Once all employees are accounted for, any authorities on site will be notified. However, if a team member is not accounted for during roll call, authorities shall be notified immediately. The Safety Coordinator or management will inform staff of the status and possibility for re-entry.

Pre-recorded Message

Emergency message contents are based on the nature of the emergency. Administrative Services Manager is responsible for ensuring that messages are up to date so that the public is notified by outgoing messages of new voting sites if the emergency happens on Election Day.

## Drills / New Employee Orientation

New employees are informed of the contents of this policy by their supervisor. All staff shall be familiar with the evacuation routes and meeting sites. The department will hold drills during various times in the election cycle so that all personnel are familiar with the department's emergency plans.

Training Strategy for Department Staff

The department maintains a binder that includes basic safety and emergency information and a copy of this plan. In addition, quarterly emergency preparedness and procedure meetings and occasional physical drills are to be performed.

This guide shall be reviewed and updated prior to each election. The final guide should be completed 120 days before Election Day.

APPENDIX P – PROPOSED VOTE CENTER LAYOUT
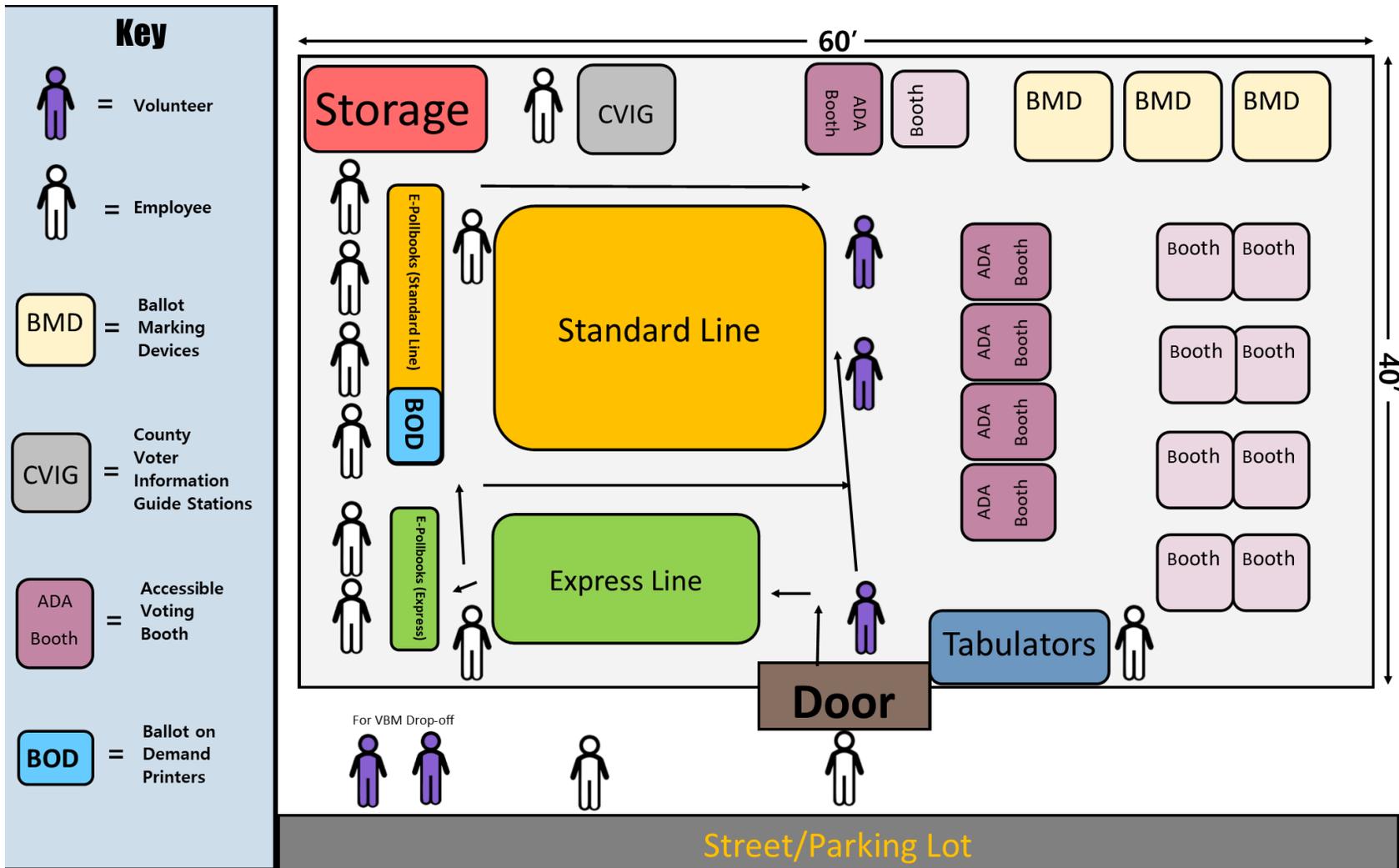
*Not to scale

APPENDIX Q - 2018 OUTREACH EVENTS

June 2018 Election County Outreach Events

Date: Jan-18   **Events**

    1/14/2018 Mankar San Kranti
    1/15/2018 MLK Luncheon
    1/20/2018 Womens March
    1/21/2018 St. Marks Episcopal Church
      Feb-18

Date: Feb-18   **Events**

    2/2/2018 Buena Vista Community Meeting
    2/2/2018 African American Flag raising Ceremony
    2/8/2018 State of the City
    2/11/2018 Lunar New Year Celebration
    2/16/2018 TET Festival
    2/17/2018 TET Festival
    2/18/2018 TET Festival
    2/21/2018 District 3 Community Leadership
    2/22/2018 Business Mixer
    2/23/2018 Winter Walk Oakridge Mall
    2/24/2018 Go Red Heart
    2/24/2018 Vietnamese New Year
    2/25/2018 BWNC Chinese New Yar
    2/27/2018 KACS Staff Meeting
      Mar-18

Date: Mar-18   **Events**

    3/2/2018 Silcon Valley Korean Federation Meeting
    3/3/2018 Silicon Valley School and Camp Fair
    3/8/2018 H Mart Grand Opening
    3/9/2018 Neighborhood Nights Camden
    3/9/2018 Neighborhood Nights Bascom
    3/10/2018 Hispanic Chamber Summit
    3/10/2018 Mexica New Year
    3/11/2018 Venture Christian Church Service
    3/11/2018 Mexica New Year
    3/17/2018 Rana Holi Festival
    3/18/2018 New Community Baptist Church
    3/20/2018 Silicon Valley Korean Federation Meeting
    3/21/2018 Celebrate Norouz Persian New Year
    3/22/2018 USCIS
    3/23/2018 Unity Dinner- Indo American Community Federation
    3/24/2018 Easter Egg Hunt
    3/24/2018 Kennedy 50th Anniversary
    3/26/2018 Pathway to Citizenship Resource Fair
    3/31/2018 Easter Egg Hunt
    3/31/2018 Sizdeh Bedar
      Apr-18

Date: Apr-18   **Events**

    4/1/2018 Sizdeh Bedar

4/7/2018	Bay Area Kids Book Fair
4/7/2018	15th Annual Cesar Chavez
4/8/2018	Cupertino- HOLI Festival
4/13/2018	West Valley Senior Walk
4/13/2018	Neighborhood Nights Almaden
4/13/2018	Neighborhood Nights Bascom
4/13/2018	Neighborhood Nights Willow Glen
4/15/2018	New Vision Church
4/21/2018	Nakland Resource Fair
4/21/2018	9th International Childrens Festival
4/21/2018	Citizenship Day
4/21/2018	Curpertino Earth & Arbor Day
4/22/2018	Sofa Festival
4/24/2018	USCIS
4/26/2018	Bridges to Action
4/26/2018	FilAM Chamber Business Mixer
4/26/2018	YWCA Stand Against Racism
4/28/2018	Education 4 Liberation
4/28/2018	Cherry Blossom Festival
4/28/2018	Community Resource Fair
4/28/2018	MACLA Family Art Day
4/29/2018	Festival Del Nino
4/29/2018	Kidney Action Day
4/29/2018	Cherry Blossom Festival
4/22/2018	New Hope Church
	May-18

Date: May-18	Events
5/1/2018	May Day
5/4/2018	Buena Vista Meet and Greet
5/5/2018	Korean Parent Apprecian Day
5/5/2018	Alviso Cinco De Mayo Festival
5/6/2018	Mac Down
5/11/2018	Neighborhood Nights South Side
5/11/2018	Neighborhood Nights Camden
5/12/2018	Berryessa Art & Wine Festival
5/18/2018	SJ Job Corps
5/20/2018	Hakone Matsuri
5/22/2018	Mountain View Senior Resource Fair
5/24/2018	USCIS
5/26/2018	Mushroom Mardi Gras
5/27/2018	Mushroom Mardi Gras
5/6/2018	Philippine Consulate Outreach
5/6/2018	Emmanuel Presbyterian Church
5/8/2018	Gubernatorial Debate Wath Party
5/11/2018	SARC Legislative Luncheon
5/11/2018	Neighborhood Nights Almaden
5/5/2018	Cupertino Volunteer Fair

5/6/2018 Silicon Valley Bikes Festival
5/20/2018 Campbell Boogie Festival
5/20/2018 Punjabi Mela

Date: Jun-18   **Events**

6/3/2018 Sunnyvale Art & Wine Festival
6/8/2018 Senior Health Fair
6/9/2018 Dia de Portugal Festival
6/9/2018 Project Hope Spring Fling
6/14/2018 USCIS
6/15/2018 World Refugee Day
6/16/2018 Juneteenth
6/16/2018 Alzheimers Forum
6/23/2018 Blossom Festival
6/25/2018 Korean Flag Raising Ceremony
6/27/2018 Viva Parks Hellyer Park
6/29/2018 Naturalization Ceremony
6/16/2018 Vasona Concert-Naked Booleggers
6/23/2018 Fountain Blues Festival
          Jul-18

Date: July-18   **Events**

7/2/2018 Viva Parks AbornSan Kranti
7/3/2018 Viva parks Mt Pleasant
7/11/2018 Sunnyvale Concert
7/12/2018 Viva Parks Mayfair
7/13/2018 Neighborhood Nights Bascom
7/14/2018 Los Altos Art & Wine Festival
7/15/2018 Los Altos Art & Wine Festival
7/18/2018 Viva Parks McLaughlin
7/18/2018 Sunnyvale Summer Concert
7/19/2018 Viva Parks Roosevelt
7/21/2018 Wellness Village Day
7/22/2018 Philippine Consular
7/25/2018 Viva Parks Welch
7/26/2018 USCIS
7/26/2018 Viva Parks Children of the Rainbow
7/27/2018 Santa Clara Concert in the Park
7/28/2018 Veggie Fest
7/28/2018 Milpitas Preschool Resource Fair
7/29/2018 Summer Picnic
7/29/2018 Teeyan Festival
7/30/2018 Viva Parks Brigadon

November 2018 Election County Outreach Events

Date: Aug-18   **Events**

8/1/2018	Sunnyvale Summer Series
8/1/2018	Viva Parks Ramac
8/2/2018	Viva Parks Hillview
8/3/2018	Santa Clara Street Dance
8/3/2018	Diversity Day
8/4/2018	Acoustic Open Mic
8/4/2018	Swadesh Festival
8/7/2018	National Night Out (NNO) Newhall
8/7/2018	NNO-Gilroy Wheeler
8/7/2018	NNO-Gilroy Monticelli
8/7/2018	NNO-Emma Prusch
8/7/2018	NNO- St. James
8/7/2018	NNO-Bibleway
8/7/2018	NNO-Cadillac Winchester
8/7/2018	NNO-Delmas
8/9/2018	NNO-Milpitas
8/10/2018	District 1 Eats
8/11/2018	San Jose Jazz
8/11/2018	Kids N Fun
8/11/2018	VACC Summer Picnic
8/12/2018	San Jose Jazz Festival
8/14/2018	Viva Parks Capitol
8/17/2018	Santa Clara Concert in the Park
8/18/2018	Vietnamese Caregivers Conference
8/19/2018	End of Summer Festival
8/20/2018	Viva Parks Aborn
8/21/2018	NNO Mountain House
8/21/2018	Viva Parks Mt. Pleasant
8/22/2018	Sunnyvale Summer Series
8/23/2018	USCIS
8/23/2018	Viva Parks Emma Prusch
8/24/2018	Saratoga Eats
8/25/2018	Palo Alt Festival of the Arts
8/25/2018	Community Resource Fair
8/25/2018	SV Pride
8/26/2018	Palo Alto Festival of the Arts
8/26/2018	SV PRIDE
8/26/2018	Cambrian Celebration
8/28/2018	Viva Parks McLaughlin
8/29/2018	Sunnyvale Summer Series
8/10/2018	San Jose Jazz Festival
8/30/2018	FilAm Chamber
8/29/2018	KACS

Date: Sep-18   **Events**

9/1/2018	Fatherhood Conference

9/1/2018 SEIU Rise UP
9/2/2018 Sonido Clash
9/8/2018 Project Hope
9/8/2018 Mediterranen Festival
9/9/2018 Mediterannean Festival
9/12/2018 EVC Voter Reg Drive
9/12/2018 McKinley Bonita NA
9/12/2018 Sheriff Candidate
9/13/2018 CONNECT 2018
9/14/2018 NN Willow Glen
9/14/2018 YMCA Welcome Week
9/14/2018 NN Bascom
9/14/2018 School of Art
9/15/2018 SV Fall
9/15/2018 Ganesh Festival
9/16/2018 Santa Clara Art & Wine
9/16/2018 Ganesh Festival
9/19/2018 Ice Cream Social
9/20/2018 USCIS
9/21/2018 Moon Festival
9/21/2018 Back to School Night
9/22/2018 Conscious San Jose
9/22/2018 Moon Festival
9/23/2018 Cathedral of Faith
9/23/2018 Viva Calle
9/23/2018 SoFA Festival
9/23/2018 Moon Festival
9/25/2018 NVRD Santa Clara Library
9/25/2018 NVRD YMCA Alameda
9/27/2018 Nova Job Fair
9/27/2018 Pros and Cons of Ballot
9/29/2018 Moon Festival
9/29/2018 Hispanic Heritage Month
9/30/2018 SV Gala
9/30/2018 Womens Conference
9/22/2018 Chu-Suk Thanksgiving
9/26/2018 Valley Church
9/16/2018 Venture Church
9/21/2018 KACS Seminar
9/23/2018 Korean Baptist Church of SJ
9/30/2018 Korean United methodist Church SCV

Date: Oct-18   **Events**
10/2/2018 Orchard City Indivisible
10/3/2018 Gavilan Health Fair
10/3/2018 Pros an Cons Presentation
10/4/2018 Disability Awareness Day
10/6/2018 BNHW Kickoff Week

10/7/2018 Tamale Festival
10/7/2018 Day on the Bay
10/10/2018 Indian Health Center
10/10/2018 Fire Safety Town Hall
10/12/2018 Neighborhood Nights Bascom
10/12/2018 Neighborhood Nights Almaden
10/13/2018 Pumpkins in the Park
10/13/2018 Fall Family Festival
10/16/2018 Senior Resource Fair
10/17/2018 SCU Registration Drive
10/19/2018 FestivALL
10/20/2018 ALPA Heritage Month
10/21/2018 Dia de los Muertos
10/21/2018 Health Fair
10/21/2018 St Maria Goretti
10/24/2018 Project Ohana
10/25/2018 USCIS
10/30/2018 Hillview Library
10/16/2018 When We All Vote
10/7/2018 New Vision Church
10/12/2018 Civic Engagement Networking
10/14/2018 Emmanuel Presbyterian Church

Date: Nov-18   **Events**
11/1/2018 Gavilan Transfer Day
11/9/2018 Neighborhood Nights Alameda
11/10/2018 Girls Advisory Networking
11/11/2018 BAYVP Diwali 2018
11/17/2018 Empowering Community
11/18/2018 Sonido Clash

Date: Dec-18   Event
12/14/2018 Berryessa Neighborhood Nights

APPENDIX R – FREQUENTLY ASKED QUESTIONS

VCA Research FAQs

What is the California Voter's Choice Act? How will it change the way I vote?
> The California Voter's Choice Act (VCA) fundamentally transforms elections to an All-Mailed Ballot/Vote Center Model. California Governor Jerry Brown signed this landmark bill into law on September 29, 2016. Under the law, all registered voters will be mailed a vote-by-mail (VBM) ballot beginning 29 days prior to Election Day, regardless of whether they have signed up as a VBM voter or not. Over 800 traditional neighborhood Polling Places countywide will be replaced by 22 11-day Vote Centers and 88 4-day Vote Centers, along with 91 Ballot Drop-off Locations. In addition to mailing back their voted ballot, voters can also go to any Vote Center to cast their ballot in person. Voters can also drop off their ballot at any Vote Center or Ballot Drop-off Location.

When is the first election that Santa Clara County will conduct under the California Voter's Choice Act?
> On April 9, 2019, the Santa Clara County Board of Supervisors authorized the Registrar of Voters to conduct elections under the Vote Center Model. The March 3, 2020 Presidential Primary Election will be the first election to be held under the California Voter's Choice Act.

Will all elections be conducted by this new model in the future in Santa Clara County?
> This new model will affect all regularly scheduled elections. Special elections occurring on other dates may operate differently depending on the request of the jurisdiction(s) calling an election.

Why did Santa Clara County choose to adopt the Voter's Choice Act?
> Santa Clara County adopted the Voter's Choice Act (VCA) to modernize elections to reflect the lives of today's voters, who are currently 78% vote-by-mail voters. VCA will make voting more convenient by providing voters with more options of how, when, and where to vote. Instead of being limited to voting at one designated Polling Place on Election Day, voters will now be able to vote in person at any Vote Center located in Santa Clara County as early as ten (10) days before Election Day; at the Registrar of Voters' office at 1555 Berger Drive, Building 2, San Jose, CA 95112 as early as 29 days before Election Day; by mail; or by dropping off the voted ballot in an Official Ballot Drop-box.

What are the advantages of the Voter's Choice Act?
> The Voter's Choice Act provides for more choices in voting options:
> - Voters are now able to choose where, when, and how they vote
> - Voters have more days to vote starting ten days before an election, including weekends and holidays
> - Voters can register to vote and vote on the same day at Vote Centers
> - Voters have more locations to vote before Election Day

What services will be provided to voters who primarily speak a language other than English?

The Registrar of Voters (ROV) provides services in eight languages. Four languages are federally mandated: Spanish, Chinese, Tagalog, and Vietnamese. Two languages are state mandated, Khmer and Korean, and the remaining two languages, Hindi and Japanese, have historically been provided by the ROV. Official ballots, Conditional Voter Registration, Provisional Ballot Envelopes, and all Vote Center and Official Ballot Drop-box signage will be translated in all eight languages. County Voter Information Guides (CVIGs) will be available in the four federally mandated languages. Additionally, bilingual Vote Center staff may be available to support other languages and dialects spoken within the County.

What is a Vote Center?

A Vote Center is a universal Polling Place where any registered voter within the county may vote. There will be approximately 110 Vote Centers throughout Santa Clara County.

How are people going to find out about the change from Polling Places to Vote Centers?

The Registrar of Voters (ROV) will contact all registered voters in Santa Clara County in two (2) separate mailings to inform voters about the new election model, the upcoming election, and where they can find more information about these changes.

What voting assistance is available at a Vote Center?

Each Vote Center will be equipped with a minimum of three (3) ballot marking devices that have ADA compliant features to allow voters with disabilities to cast a ballot independently and privately. Voters can still bring up to two (2) people to assist them during the voting process, as long as they are not the voter's employer or union representative. Additionally, voters who would rather vote in the comfort of their home will also have the option to apply for and access the Remote Accessible Vote-by-Mail (RAVBM) system. RAVBM systems will send those voters an email with a link to download their Official Ballot, along with instructions on how to complete their ballot and return it to the ROV. Vote Centers will also have bilingual assistance, voters can call the ROV office at (408) 299-VOTE to find out what language assistance is available.

How do I find the closest Vote Center to me?

Beginning 30 days before each election, a list of Vote Centers and Ballot Drop-off Locations will be available in the County Voter Information Guide (CVIG) and on the Registrar of Voters' website at https://www.sccgov.org

Can anyone in the State of California vote at a Santa Clara County Vote Center?

No, only those that are registered or are eligible to register to vote in Santa Clara County may vote at a Vote Center in Santa Clara County.

Are Vote Centers open on weekends or holidays?

Vote Centers will be open as early as ten (10) days before Election Day. This includes two (2) weekends and holidays as they fall.

How many Vote Centers is Santa Clara County required to have?

The number of Vote Centers is determined by the number of registered voters in the County 88 days before Election Day. Based on our projected registration totals for March 2020, Santa Clara County is required to provide 20 Vote Centers for 11 days and up to 80 additional Vote Centers for 4 days. To better serve voters, Santa Clara County is aiming to provide 22 Vote Centers for 11 days and an additional 88 for 4 days.

What keeps a person from voting twice by going to a different Vote Center?

The State of California has implemented a statewide voter registration database referred to as VoteCal. All counties will be able to determine if a voter has already voted anywhere in the State of California. Santa Clara County will be utilizing electronic pollbooks (e-pollbooks) to interact with this database and research voter registration in near real time.

I have been going to my neighborhood Polling Place for years. Can I still vote at my former Polling Place on Election Day?

No, unless your former Polling Place is now a Vote Center.

I did not request to be a permanent vote-by-mail voter, why did I receive a vote-by-mail ballot?

With the passage of the California Voter's Choice Act (VCA), and approval by the Santa Clara County Board of Supervisors, every registered voter in Santa Clara County, starting with the March 2020 election, will automatically be mailed a vote-by-mail ballot, beginning 29 days before an election. This allows voters to decide how, when, and where to vote.

What is an Official Ballot Drop-box?

An Official Ballot Drop-box is a secure, accessible, and locked receptacle available for voters to drop off vote-by-mail ballot envelopes beginning 29 days before the election. Drop-boxes will be available during their respective locations' regular business hours. No postage will be needed when using the drop-box.

How many Official Ballot Drop-boxes is Santa Clara County required to have?

The number of Official Ballot Drop-boxes is determined by the number of registered voters in the County 88 days before Election Day. Based on projections for registered voters by the March 2020 election, Santa Clara County is required to have approximately 67 Drop-boxes. However, to better serve voters, Santa Clara County is aiming to provide 91 Ballot Drop-off Locations.

Will the Official Ballot Drop-boxes be secure?

Official Ballot Drop-boxes are secured, locked, and made of durable material to withstand vandalism, removal, and inclement weather. Ballots are collected from drop-boxes by Registrar of Voters staff on a regular schedule. Ballots will be picked up on Mondays, Wednesdays, and Fridays starting 25 days before Election Day. Starting ten (10) days before Election Day, ballots will be picked up daily.

How does the County select Vote Centers and Ballot Drop-box locations?

The County is working with the community to take suggestions and input on Vote Center and Ballot Drop-box Locations. Please email voterschoice@rov.sccgov.org with suggestions for possible locations. Before use, all locations are surveyed by the Registrar of Voters Office to ensure they are accessible to voters with disabilities. Once a location is surveyed, our office will work directly with the site to confirm availability for the required timeframe established by California Elections Code 4005.

Where can I drop off my voted ballot?

Ballots can be dropped off at any Vote Center, Ballot Drop-off Location or the Registrar of Voters' office located at 1555 Berger Drive, Building 2, San Jose, CA 95112.

What are the criteria that are considered for selecting Vote Centers and Ballot Drop-box locations?

California Elections Code 4005 refers to several criteria that must be considered when selecting Vote Centers and Ballot Drop-box Locations. These include:

- Proximity to public transportation
- The distance and time a voter must travel by car or public transportation
- Free and accessible parking
- Traffic patterns
- Communities with historically low vote-by-mail usage
- Population centers
- Language minority communities
- Voters with disabilities
- Communities with low rates of household vehicle ownership
- Low-income communities
- Communities of eligible voters who are not registered to vote and may need access to same-day voter registration
- Geographically isolated populations
- Ability for voters with disabilities to cast a ballot privately and independently
- The possible need for mobile Vote Centers in addition to the number of Vote Centers established and the need for additional Vote Centers to be open for a shorter period of time

I have a location that might serve as a Vote Center or Ballot Drop-box Location, how do I let you know?

We are always looking for potential Vote Center or Ballot Drop-box locations to serve the community. All potential locations must be surveyed by the Elections Office to ensure accessibility, as well as other requirements are met. To recommend a location or obtain more information about the requirements for serving as a Vote Center, please contact us by email or phone at voterschoice@rov.sccgov.org or (408) 299-VOTE.

Does the Santa Clara County Registrar of Votes' office offer any mobile apps for voters to use?

Yes, the SCCVOTE Mobile App is available for free download to mobile devices (i.e. Apple, Android). Some of the features provided are:

- o Quick and easy access to register to vote online
- o Verifying your voter registration status
- o Finding the closest Vote Center and Ballot Drop-box Location starting 28 days before an election

ROV - Voter Registration FAQs

How do I register to vote?

There are various ways to register to vote in Santa Clara County:

- o Register online using the following link: www.registertovote.ca.gov
- o Complete a Voter Registration Form (available at most government offices, public libraries, post offices, and the Register of Voters (ROV) office
- o Request a Voter Registration Form be mailed to you by calling the ROV office at (408) 299-VOTE or toll-free at (866) 430-VOTE

Can I use my P.O. Box, business, or mail drop address as my address when I register?

No, you may use your P.O. Box, business or mail drop-box address as your mailing address only. A residence address is required to determine your voting districts.

I am homeless. How do I register?

A residence address is required to determine your voting districts. If you do not have an address that includes a house number and street name, you must provide a description of the location you consider your home or domicile (such as cross streets or landmarks) so we can establish your precinct. If you provide cross streets or landmarks, you must also provide a mailing address, such as a P.O. Box, business, or mail drop-box address, for the Registrar of Voters Office to mail your election materials. A residence address is still required on the registration form.

What identification is required to register?

A California driver's license or state ID is required the first time you register to vote in California. Applicants who do not have either can provide the last four digits of their Social Security number.

How do I know my registration was received?

A Voter Notification Card will be mailed to you within six weeks of the date you submitted your registration. Please contact our office at (408) 299-VOTE, if you haven't received notification.

How do I check my voter registration status?

To check your voter registration status:
- Visit the Secretary of State (SOS) website using the following link: https://voterstatus.sos.ca.gov
- Access Santa Clara County's Voter Registration Lookup tool using the following link: https://eservices.sccgov.org/rov/
- Call the Registrar of Voters' office at (408) 299-8683

When is it necessary to re-register?

You must re-register whenever you change your:
- Name
- Residence address
- Political party

Why is it important to keep my voter registration current?

Your voter registration should have your current residence and mailing address to ensure that you receive the correct ballot material. Election mail is not forwarded.

I did not vote in the last election; do I need to re-register?

You are registered to vote as long as you remain at the same address and have voted within the last four years. To check your registration status, visit the Registrar of Voters' website at the following link: https://eservices.sccgov.org/rov/ or call the office at (408) 299-VOTE.

I missed the registration deadline (15 days before Election Day), can I still vote?

Yes, you can take advantage of the new Conditional Voter Registration options, available 14 days before, and on, Election Day. Conditional Voter Registration is offered at the Registrar of Voters' office and at Vote Centers and will allow applicants to register and vote provisionally.

What is Conditional Voter Registration (CVR)?

If potential voters did not register to vote by the 15-day voter registration deadline, in most elections, they may conditionally register to vote and cast a CVR ballot at the Santa Clara County Registrar of Voters, 1555 Berger Drive, Building 2, San Jose, CA 95112, during the period of 14 days prior to and

including, Election Day, or at any of our Vote Centers as early as ten (10) days before, and including, Election Day.

When did CVR go into effect?

Conditional Voter Registration went into effect January 1, 2017, after the statewide voter registration database was certified.

Will my CVR be treated the same as all other registrations?

Yes, your Conditional Voter Registration will be treated and processed the same as all other registrations.

Can a CVR ballot be mailed to me?

No, a CVR ballot can only be issued in person at the County Registrar of Voters Office or at any Vote Center beginning ten days before an election, as well as on Election Day.

What do I need to do to cast a CVR ballot?

Potential voters must complete a Voter Registration Form and then cast their ballot at the Registrar of Voters' office or any Vote Center within the County. Please note, the Conditional Voter Registration ballot cannot be taken from the premises and returned at a later date. A Conditional Voter Registration ballot is a provisional ballot that will be processed upon verification of the Conditional Voter Registration.

Will I be able to check whether or not my CVR ballot has been counted?

Yes, to check the status of your ballot call our office at (408) 299-VOTE or visit the Secretary of State's website using the following link: www.sos.ca.gov/elections/ballot-status

I became a new citizen after the registration deadline, can I still register to vote?

Yes, persons who become naturalized citizens after the close of registration (15 days prior to Election Day) may only register and vote at the Registrar of Voters Office between the 14th day and the close of the polls at 8:00 p.m. on Election Day. New citizens must present a Certificate of Naturalization which must have a naturalization date that is after the closing date of registration and they must declare that they have established residence in Santa Clara County by providing their affidavit and certificate from the citizenship ceremony.

How do I cancel my voter registration in Santa Clara County?

Voter Registration can be cancelled through the following methods:

1. Print, complete, and sign the Voter Registration Cancellation Request Form using the following link provided by the Secretary of State (SOS): https://elections.cdn.sos.ca.gov/pdfs/cancellation-request-form.pdf
2. Print, complete, and sign a Voter Action Request Form (VARF) using the following link: https://www.sccgov.org/sites/rov/Register/Documents/VARF_318.pdf
3. Draft a written request with your name, address, birth date, and signature stating that you no longer want to be registered in Santa Clara County:
   a. Mail to County of Santa Clara Registrar of Voters, 1555 Berger Drive, Building 2, San Jose, CA 95112,
   b. Email as a scanned attachment to voterinfo@rov.sccgov.org, OR
   c. Fax the document to (408) 998-7314.

How do I notify the Elections Office that a voter is deceased?

The Elections Office receives monthly updates from the State of all deaths within Santa Clara County. To request a deceased voter's registration be cancelled, immediate family members may call our office at (408) 299-VOTE.

I believe I am registered but can't find my record using the Voter Registration Lookup tool.

When using Santa Clara County's Voter Registration lookup tool, enter your residence address and birth date in mm/dd/yyyy format. If you are still unable to locate your record, please call our office at (408) 299-VOTE, for verification.

May I sign a petition if I am not registered to vote?

No, you must be a registered voter with your current address on file for your signature to be valid on a petition.

I have been receiving political mail and phone calls at my home. Where are they getting my information?

This information can be obtained from a variety of sources, including the voter registration list. Current law allows voter registration data to be provided to authorized persons or groups and used for election, governmental, scholarly, or political research purposes. If you would like to remove your phone number from your registration, please call our office at (408) 299-VOTE.

Why is Department of Motor Vehicles (DMV) involved in voter registration?

The National Voter Registration Act of 1993 permits persons conducting business at a DMV office to register to vote or update voter registration information. This act, often referred to as the "Motor Voter Law", allows the public to register to vote or update their voter registration during a driver's license or

identification (ID) card transaction at the DMV. If an applicant completing a driver's license, ID card, or change of address transaction, either online, by mail, or in person, they will be automatically registered to vote by the California Secretary of State (unless they choose to opt out). This law also allows the pre-registration of eligible residents of California, ages 16 or 17 years old, so that they may be automatically registered to vote when they turn 18 years of age.

Is it true that voter registration lists are used to select citizens for jury duty?
Yes, Jury Duty Summons are pulled from the voter registration files and DMV records.

Why am I receiving multiple Jury Duty Summons?
If your name appears differently on your driver's license than your voter registration record, you may receive multiple notices. To remedy this situation, complete and return a new Voter Registration form to the Registrar of Voters Office with your name printed as it appears on your driver's license, or complete a new voter registration online at the following link: www.sos.ca.gov.
The Jury Commissioner may select jurors from lists provided by the DMV and the County Elections Office. Updating your voter record to match your driver's license or ID may eliminate multiple summons.

ROV – Vote-by-Mail FAQs

When should I expect my ballot to arrive?
Ballots are mailed beginning 29 days before an election. If you have not received your ballot two weeks before an election, please call our office at (408) 299-VOTE.

I am temporarily out of the county or state. Can I get my ballot mailed to a different address?
Yes, call the Registrar of Voters' office at (408) 299-VOTE, and a ballot will be mailed to the temporary address.

How do I get a replacement ballot?
Call the Registrar of Voters' office at (408) 299-VOTE to request a replacement ballot. Replacement ballots are also available at any Vote Center located in Santa Clara County, or at the Registrar of Voters' office at 1555 Berger Drive, Building 2, San Jose, CA 95112.

Do I need postage to mail my ballot?
No, the County will pay for postage.

How can I find the status of my ballot?

The status of your ballot will be available beginning 29 days before each election. You may check the status of your ballot using the following link: https://eservices.sccgov.org/rov/?tab=ab

How do I vote if I'm in the military or living overseas?

Military and overseas voters have the option to apply for and access the Remote Accessible Vote-by-Mail (RAVBM) system, which sends voters an email with a link to download their Official Ballot, along with instructions on how to complete their ballot and return it to the Registrar of Voters office.

If the ballot has not arrived by four (4) weeks before the election, contact the Registrar of Voters' office for a replacement by: phone (408) 299-VOTE or (866) 430-VOTE, fax (408) 998-7314 or email votebymail@rov.sccgov.org.

When is the last day to return my ballot?

Voted ballots sent through the mail must be postmarked on, or before Election Day, and received by the Registrar of Voters' (ROV) office no later than three (3) days after the election. Drop your ballot off at any Santa Clara County Ballot Drop-off Location or Vote Center, or at the ROV office at 1555 Berger Drive, Building 2, San Jose, CA 95112, no later than 8:00pm on Election Day.

My son/daughter is away at school. Can I pick up their ballot?

A ballot will automatically be mailed to their mailing address. They may call the Registrar of Voters' office at (408) 299-VOTE to have a ballot mailed to their address. If you need to pick up a replacement ballot for them, you may do so with a signed request from your son or daughter authorizing you to do so.

I lost the envelope for my ballot, what do I do? How can I send it in?

Voters can pick up a new ballot envelope at any Vote Center or Ballot Drop-off Location in Santa Clara County or at the ROV office located at 1555 Berger Drive, Building 2, San Jose, CA 95112. Replacement ballot envelopes are accepted at any ballot drop-box in Santa Clara County. Be sure to fill out the requested information and sign where indicated. Use a plain envelope and include the following on the outside: Name, residence address, and signature. Include the following statement, "I declare under penalty of perjury that: I am a resident of Santa Clara County, California, from which I am voting; I am the person whose name appears on this envelope; I have not applied for and do not intend to apply for a ballot from any other jurisdiction for this election." Place and seal the voted ballot in the envelope with the information above. Insert the voted ballot envelope into a separate outgoing envelope and mail it to the ROV.

ROV – Candidate Services FAQs

Who are my elected representatives?

Information on elected representatives can be accessed by calling the Registrar of Voters' office at (408) 299-VOTE, or using the following link:
https://www.sccgov.org/sites/rov/Info/Documents/Office-Holders-List.pdf

How can I run for an elected office?

You can find information on how to run for an elected office at the following link:
https://www.sccgov.org/sites/rov/Info/Pages/CandidateINFO.aspx

Where can I find past election results?

You can find past election results at the following link:
https://www.sccgov.org/sites/rov/Resources/Pages/PastEResults.aspx

How do I place a measure on the ballot?

You can find information on measures using the following link:
https://www.sccgov.org/sites/rov/Info/Pages/Recalls.aspx

How do I recall an elected official?

You can find information on recalls using the following link:
https://www.sccgov.org/sites/rov/Info/Pages/Recalls.aspx