Feedback Received Electronically

No.	Public Comment	ROV Response
1	(1) While potentially effective with younger portions of the Vietnamese community, I believe Public Notices via direct mailers (in English) will not be effective in reaching out to older generations of Vietnamese folks. I recommend that the ROV invest resources in Vietnamese radio and print mediums in order to effectively reach out to older Vietnamese voters with this initial VCA information. The radio/print outlets already listed in the EAP are good options in addition to a few others I have listed further along in my comments. (2) Ethnic Media: (a) Outlet Suggestions and (b) Tips and Insight (a) Radio: Tan Phuong Media, Ha Van's program (KSJX) on 1500 AM, Viên Thao Radio / AM 1290 KAZA Print: CaliToday, Phu Nu Cali, and Thang Mo (b) Air time on the Vietnamese radio stations can beacquired either through the station owners OR with the specific programs. Like with most radio stations, you may have to purchase time slots but there are cases where the stations have been open to providing free time when approached about content that is helpful to the Vietnamese community. The best times to acquire airtime with these stations will be during commute rush hours, daytime hours for older folks and late evenings (specifically for Ha Van's program). (3) Voter Center and Ballot Drop-Box Suggestions: I am glad to see that the Vietnamese-American Community Center is listed as a Potential Vote Center location. I would like to suggest that Yerba Buena High School be considered as an additional or alternative location that could work well in serving the Vietnamese community.	We are looking into additional ethnic media outlets for languages outreach advertising and public service announcements, including many that were brought up through public feedback. Thank you for your input. The Yerba Buena High School was contacted and is unavailable, however we will be using the Vietnamese American Cultural Center nearby.

No.	Public Comment	ROV Response
2	1. While California Election Code 4005 refers to 14 different criteria that must be considered when selecting Vote Centers and Ballot Drop Box locations, it does not explicitly state how these criteria are to evaluated. The Election Administration Plan provides maps, but not how they are weighted for the voter center selection. Can you elaborate on the selection process? 2. The EAP states that: "The most important considerations from the public feedback received included proximity to population centers, traffic patterns, language minority communities, seniors and voters with disabilities, and public transit." Senior citizens were not part of the 14 criteria required by the California Election code and we are glad to see you have considered them. Can you explain how additional criteria such as senior citizens are evaluated into your selection process? 3. When will your Vote Center siting tool be completed? Will the tool give more information on how sites were evaluated?	1 - We have developed a siting tool called "DOTS" to help us determine the optimum locations for vote centers and ballot drop boxes. The tool divided the county into 0.5-mile grids. Each grid is rated score from one to five for each criteria. Each individual score was added to get a total score at the end. The potential vote center and ballot drop box locations were then overlayed on top of the score map. The locations that fall into or near high score grids are given preference because they meet more of the criteria. Some criteria are given higher weight because they were identified by the public (surveys collected from the public) or ROV staff as important: proximity to population centers, traffic patterns, language minority communities, voters with disabilities, public transit, communities with historically low registration and Vote-by-Mail usage. 2 - We have contacted several senior centers used as polling places in the past but the few facilities that meet our criteria are not available or have limitations (i.e.; are not available to all voters), we have selected vote centers in nearby areas as much as possible. Senior citizen is not a part of the siting tool, but the data map helped us identify the service and outreach needs. 3 - The vote center siting tool has already been developed and used to help with vote center location selection. Please see answer 1 for more details. We will also offer more explanation in the amended EAP document.
3	1. Have you adopted all of the cybersecurity services offered by the Department of Homeland Security? See the Department of Homeland Security. "DHS Cybersecurity Services Catalog for Election Infrastructure." U.S. Election Assistance Commission. Accessed March 23, 2019. https://www.eac.gov/assets/1/6/DHS_Cybersecurity_Services_Catalog_for_Election_Infrastructure.pdf DHS Cybersecurity Services Offered to Elections Divisions Programs: Cyber Resilience Review, External Dependencies Management Assessment, Cyber Infrastructure Survey, Phishing Campaign Assessment, Risk and Vulnerability Assessment, Vulnerability Scanning (formerly known as Cyber Hygiene scanning), Validated Architecture Design Review, Cybersecurity Evaluation Tool. 2. Can you elaborate on the security measures used at the ROV headquarters and on-site voter center locations. If the voting system at the headquarters is air gapped, at what point is information sent to the Secretary of State. Is the ROV Election Information Management System (EIMS) online and placed on standard servers at the ROV? How have the cloud providers been vetted for security?	1 - Santa Clara County employs rigorus cyber and physical security measures to ensure our voters' data and voting system meet all state and federal requirement quidelines as well as conduct trainings, involvement with DHS HSIN and MS-ISAC network, SOS Cyber security awareness working group, and inclusion of Santa Clara County's Information Security Office for all system acquisition and planning. 2 - ROV headquarter utilizes 24 hr survaillance, limited access badge control system, secure server and data infracture to handle voting systems and election management software. Vote Center will utilize lockable security cages, available lockable room, and tamper evident features to ensure physical and software security, and only authorized equipment will be connected through secure MiFi for connection to cloudbased application. Information sent to SOS is extracted from tally work station to secure thumb drive then upload to SOS designated server through another computer. This thumb drive will not be utilized again with tally work station. ROV's Election Management System (EMS), which includes EIMS, resides on secure server located at Berger's IT facility.

No.	Public Comment	ROV Response
4	I believe Public Notices via direct mailers (in English) will not be effective in reaching out to the Spanish-speaking community in the San José area. As a program, CET has found that disseminating information via videos that are in Spanish is much more effective with the Latinx, Spanish-speaking community. I recommend that the ROV invest time in developing a short video (in Spanish) that includes the information on the Public Notice mailers that can be sent out via text blasts for CBO's such as CET who are able to directly send information to its program participants' phones. In addition, this type of video could be displayed at CET's (and other CBO's) waiting areas in our offices where there is a consistent flow of community members. Ethnic Media: Outlet Suggestions Radio: Radio Lazer 93.7, Print: Evergreen College DACA newsletter TV: Telemundo	We are currently developing Spanish-language video that will be used for advertising and public service announcement purposes. We will be making our outreach materials including video available to our CBO partners. Thank you for your media suggestions; we are looking into many that have been submitted through public feedback. We are working with Telemundo on a campaign.
5	How will voter registration work for those without fixed locations, such as those living in RVs? Separately, how would proposals like Palo Alto's push for a voting age of 16 for school board elections affect outreach at the high school levels?	Registrants may register to vote at a location they state is the place where they spend most of their time, by designating cross streets, in lieu of a home address. In these instances, a mailing address needs to be provided for the voter to receive election materials. The Federal Post Card Application and other voter registration applications provide a space for this purpose. We do several high school Outreach events and would continue to do so.
6	APPENDIX G - DATA MAPS Public Transportation Map VTA Bus Stops The only regular bus service in Morgan Hill is Route 68 whose endpoints are San Jose Diridon Station and Gilroy. The dots in Morgan Hill imply some east-west service. This is Route 16 which exists to service the two high schools and only operates between 6AM-9AM and 2PM-6PM. Limited hours and very limited route.	Thank you for your feedback, we will take this into consideration when choosing vote center locations.
7	APPENDIX D - PROPOSED BALLOT DROP-BOX LOCATIONS D74 Morgan Hill City Hall City Clerk Office 17575 Peak Ave, Morgan Hill, CA 95037 D74 Morgan Hill Library 660 West Main Ave, Morgan Hill, CA 95037 D75 Nordstrom Elementary 1505 E Main Ave Morgan Hill 95037 D76 Morgan Hill Unified School District 15600 Concord Circle, Morgan Hill CA 95037 I question two locations in Morgan Hill 1) You have an inside box at City Hall (D74) and a box (outside?) at the County Library (D74). Those two locations are both at the Civic Center and approximately 50 yards apart. 2) You have a box at MHUSD headquarters on Concord Circle. This is an industrial/commercial area and Concord Circle is a semi-circle off of a short quarter-circle between perpendicular arterials. So limited traffic and little visibility.	The Civic center locations, we have been using these locations for several elections already and voters are familiar with the locations. MHSD, this is a pubic bldg. ideal ADA accesibility in conjunction with video surveilance. To address the location situation we can provide signage indicating the site location from Tennant Rd.

No.	Public Comment	ROV Response
8	APPENDIX F - Potential Vote Center Locations Dhammakaya Meditation Center Silicon Valley 280 Llagas Rd. Morgan Hill, CA 95037 Morgan Hill Presbyterian Church 16970 De Witt Ave Morgan Hill, CA 95037 Without knowing how the 14 criteria scored for these two sites, I don't know why you would put the only two sites in Morgan Hill in basically the same north-west quadrant of the City. The Meditation Center is at least surrounded by residential developments. The Presbyterian Church is on the City-County boundary and surrounded by rural lots. It would make more sense to have the De Witt site be replaced with one at the southern edge of the City, where it could also service the San Martin neighborhood and unincorporated County. Perhaps this is an example of sites needing to have extended availability mentioned by Ms. Bushey at the public hearing?	Dhammakaya Meditation Center Silicon Valley and Morgan Hill Presbyterian Church are close to public transit stops, population centers, disability population, low income communities, and low voter registration communities. In the Morgan Hill area we have confirmed the Dhammakaya Meditation Center Silicon Valley and Morgan Hill Presbyterian Church, both selected for their proximity to public transportation stops and availability as 4-day and 11-day vote centers. For San Martin residents we have confirmed the Wings of History Air Museum located at 12777 Murphy Avenue, San Martin 95046 as a 4-day vote center.
9	Sending mail-in ballots to every voter, active or not, will increase the probability of fraud.	Every Vote by Mail ballot received by the Registrar of Voters must go through a signature verification process to confirm that it is the voter who signed their Vote by Mail ballot envelope. The signature on the Vote-by Mail ballot will be compared to the voter's signature on file with our office to determine if the signature matches the our records. If the signature does not match our records our office will contact the voter.
10	I vote by mail but I am a US citizen. I want to know how you are going to prevent illegals From voting? I want to know who is going to be in charge and what specifically are you going to implement to prevent voter registration /voter fraud? I have read your page but it is too vague! I need better information please Thank you	According to California Elections Code, California National Voter Registration Act Manual (NVRA), and the Help America Vote Act (HAVA) voters must affirm that they are United States Citizens. When filling out a voter registration application, voters are required to check the "I am a U.S. Citizen and Resident of California" checkbox. By doing so, the voter is affirming under penalty of perjury that they are a United States Citizen. When our office enters the information into our voter registration system, it is checked against the statewide voter registration system known as VoteCal. VoteCal receives the transaction to register a new voter or an update to the voter with a change in Last Name, First Name, Date of Birth (DOB), California Driver's License/Identification (CDL/ID), and last four numbers of Social Security Number (SSN4), it sends a request for DMV ID verification. If the registrants ID and SSN4 cannot be verified and it is their first federal election the record will be flagged that the voter needs to show ID at the polls.

No.	Public Comment	ROV Response
11	On the "Preventive Measures" Question 1: Has the "monitoring" capacity implemented in each of the local voter center? Physical 24 hrs surveillance camera(s) for the local tallying machine and other electronic devices while off hours in local voter center (Physical Security)? Assume that the cloud servers are monitoring by county official (or outsourced staffs), how about the local area network (in wired or wireless) using in each voter center? Are the both hardware and software, including OS, are "monitored" to prevent unauthorized access? Question 2: How are the computers or devices using in each of the voter center being authenticated for users (election officers)? Is multi factor authentication used? Question 3: Who has the access of local backup devices? if the backup devices are internet connected? Question 4: If there should be emergency patches (for OS, Software, app, or hardware) available, any plans to update patches into the devices potential connecting to the cloud servers/services? After all, these devices/computers will be used for 4 - 11 days. There are multiple none-for-profit local trade groups focusing in the cyber security. We are information security professionals in various industries and government agencies. I am the member of (ISC)2 silicon Valley chapter, ISACA-SV chapter, and OWASP. If interested, I am willing to connect the county with our members in our regular monthly chapter meetings. I had also volunteered as the election officer (clerk) for about 10 election events since 2004. Thanks!	1 - Althought a vote center may or may not have 24 hr cameras, all the sensitive equipment will be stored in a secured room or access controlled locked cages. For network in the vote center all devices will be connected to a secure MiFi device. Only ROV equipment will be allowed to connect to the MiFi. The hardware will be monitored centrally during operations with MDM management services. Cloud based monitoring is active for all vote center hardware. Any connection attemp to the cloud that is not from recognized devices and/or networks will be blocked. All communications attempts are logged. 2 - All devices are hardened for specific use and requires authorized user to log in and monitored or controlled via administrative server. 3 - Only authorized users of ROV and Vendor have access to back up devices. All back up resides at ROV or county designated secured location. 4 - All related security patches will be applied prior to any election event for the appropriate equipment. Application of the patches will be applied through a secure connection. No software changes will be sent to the devices while election activities are taking place.
12	Please use this re-write of elections procedures to assure that poll workers are financially compensated at a rate commensurate with SCCo requirements for county employees, outside contractor employees, and others who contribute essential efforts to SCCo endeavors.	Due to the change in our voting process, the ROV will actually be hiring staff that were formerly poll workers into official County Employees. There will still be opportunities to volunteer for the Election and the volunteers will be compensated. ROV Election volunteers are one of the only volunteers who are compensated within the county.
13	What happens when a person votes by mail then decides to vote in person at a voting center? How can you insure people cannot vote twice since ballots can be cast in many locations?	If someone has already voted, our Election Information Management System (EIMS), which will be accessed at every Vote Center through new electronic pollbooks (tablets), will show us if the person has already voted. Instead of rosters, voters will now be signing in on electronic pollbooks, which will also serve the purpose of looking up the voter to see if they have voted or not. The pollbooks will have current voter registration information, Vote-by-Mail information and we will be able to see if a voter has already cast a ballot, if so, we would not give the person a new ballot to vote. We also give provisional ballots, we cannot deny anyone the right to vote when they come to a Vote Center but in this situation, if we have determined that the person has already voted and they insist and demand to vote, we will allow them to vote but they then must place their ballot into a provisional envelope which is kept seperate and is not tallied at the Vote Center. The provisional ballot envelope is then brought back to the office where we will look up the voter and all the information that they're completed on the envelope and that ballot will not count or be opened because they already cast a ballot.

No.	Public Comment	ROV Response
14	If/when language workshops are held, we urge the elections office to design them with care. We are not aware of any language workshop that reached a meaningful portion of any limited-English speaking community in the June 2018 primary, in any of the five VCA counties in that cycle. In November 2018, our team experimented with alternative formats for the language workshops in San Mateo County, with better results. We would be happy to share our experiences and our findings with your office. This much is clear: simply holding a meeting dedicated to the VCA, at a time/place/location of the elections office's choosing, will not generate significant turnout or engagement. An alternative approach is needed, and the alternative approach needed may be different for each language community. We commend your office for coordinating the upcoming Korean and Vietnamese language workshops in partnership with trusted community-based organizations and hope you will apply this same approach to the implementation of the remaining four required language workshops. We also hope that you will provide workshop coverage for the Japanese- and Hindi-speaking communities, as you did for the pre-EAP consultations.	We are open to VCA workshop requests from all limited-English communities. Our goal is to ensure all communities feel informed and confident with the voting process. As much as possible, we will coordinate with requestors to accommodate their meeting needs and audience in a manner best suited to the community needs.
15	Lastly on the topic of language workshops, we observed that the notices for Santa Clara County's pre-EAP consultations were not translated, even when the consultations in question were meant to serve a non-English speaking community. If/when language workshops are held, the notices and publicity materials that inform the public about the language workshops should include translated content.	Along with the EAP, all pre-workshop notices and workshop materials will be translated into eight languages.
16	Next we address the omitted public service announcements (PSAs). Government Code Section 4005(a)(10)(I)(i)(VIII) requires a PSA in media "that serve English-speaking citizens for purposes of informing voters of the upcoming election and promoting the toll-free voter assistance hotline" and Government Code Section 4005(a)(10)(I)(i)(IX) requires a PSA in each of the languages in which the County must provide assistance under federal and state law, for the same purposes. Section 4005(a)(10)(I)(i)(VIII) takes special care to note that outreach must reach "voters who are deaf or hard of hearing and voters who are blind or visually impaired." We do not see any part of the draft EAP that meets these requirements, though page 24 does note that PSAs present an "opportunity" to reach the disability community and page 2 of the Hindi Consultation Meeting Minutes does informally mention the ROV's intention to do outreach through public service announcements. The amended EAP should include a dedicated paragraph detailing the ROV's plans to provide PSAs in English and all covered languages in the section entitled "Part 2 – Voter Education and Outreach Plan."	The EAP document has been updated with the details of how the ROV will be using PSAs to highlight the accessibility options at Vote Centers, as well as the availability of the Remote Accessible Vote-by-Mail System. Details were also added regarding PSAs and how they will be providing information to the minority language communities.

No.	Public Comment	ROV Response
17	First, community leaders recommend not placing drop boxes in busy downtown areas where it is difficult to find parking. As for vote centers, multiple contacts prioritized placing vote centers at sites that are existing cultural and social hubs for their communities, such as highly frequented mosques, temples, or community centers. Furthermore, we heard from multiple communities, especially the Cambodian, Vietnamese, and Latinx communities, that in-person language assistance is vital to ensure voter accessibility. This last note points to the importance of actively recruiting bilingual vote center workers who are culturally and linguistically competent to assist limited-English proficient and new voters.	We will be using several community centers, churches and cultural facilities as vote centers. Drop-boxes have been placed in locations that have parking available as determined by ROV GIS mapping analysis.
18	Lastly, we suggest the elections office investigate the possibility of making small grants to community organizations to educate their constituencies about the VCA. Many small organizations do not have the funding and/or staff capacity to take on another project. Other organizations who serve highly vulnerable populations are attempting to deal with highly urgent concerns that may prevent them from prioritizing VCA education and outreach. Providing grants to community organizations will guarantee buy-in and at least a partial focus on the VCA during critical times in election season. This approach has other advantages as well. Providing grants to community organizations puts the responsibility to do community outreach in the hands of the trusted messengers who are already in conversation with community members and know best the messages that will resonate with them. Also, it allows community organizations to take a leadership role in turning attendees out to VCA events, like the language workshops, that other elections offices have failed to generate significant turnout for in the past.	We will consider for the future as grants were not part of the Department's budget.
19	Please consider publicizing to the following: Tan Phuong Media (Channel 1430 AM) radio station (local), Vien Thao TV station, Lion Channel TV station (16.10), STBN TV station, YouTube, Facebook.	We appreciate the suggestion and have contacted many of the media outlets we heard about via public feedback.
20	Please consider drop-boxes at Tully Community Branch Library and Seven Trees Branch Library. Having an internal drop-box at Dr. Martin Luther King, Jr. Library is not ideal because it is difficult to find parking in downtown San Jose.	All the suggestions are already VBM Drop box locations.
21	Evergreen Branch Library, Andrew Hill High School, Southside Community Center, and Tully Community Branch Center are good locations for Vote Centers because there is a large Vietnamese population near these areas. We recommend using community centers and libraries. Vietnamese people do not feel comfortable voting at a police department but this location may be convenient for people who live near there.	ROV will use several pubic libraries and high-schools when possible. Tully Branch Library is a confirmed vote center option.
22	In-person language assistance at Vote Centers is helpful because most Vietnamese seniors do not understand English. Vietnamese voters will feel more confident voting when they see Vietnamese Vote Center workers.	ROV will provide bilingual language assistance at the voter centers as needed per voter registration.
23	Please consider conducting VCA outreach at the Moon Festival (Eastridge Mall). VIVO and the Vietnamese American Community Center will be co-hosting a Moon Festival on September 28, 2019 from 4PM to 8PM.	ROV is scheduled to participate in the Moon Festival at the Eastridge Mall on September 28, 2019.

No.	Public Comment	ROV Response
24	Strong need for robust in-person language assistance in Khmer community, especially for elders, to help them better understand voting materials and procedures. Please consider recruiting Khmer-speaking bilingual Vote Center workers and placing drop-boxes or Vote Centers at locations where Khmer-speaking community members frequent, like temples.	ROV will provide bilingual language assistance at the voter centers as needed per voter registration.
25	The San Jose Branch Library locations work well for drop-boxes because parents in our community go there, especially the Tully Community Branch Library. There are two Cambodian Buddhist temples in San Jose: 1) Wat Khmer San Jose at 2751 Mervyn's Way, San Jose 95127 and 2) Wat Khemara Rangsey at 1594 Cunningham Ave. San Jose 95148. I also highly recommend assigning available Khmer-speaking Vote Center workers to these temple locations.	All the Libraries in this area are VBM Drop-box locations already and the voters are already familiar with these locations. We will contact the Wat Khmer San Jose and Wat Khemara Rangsey temples for availability and possible recruitment of bilingual workers for the March 2020 election.
26	Develop a comprehensive county-wide messaging toolkit to be developed by January 2020 across all levels of government and in conjunction with trusted non-profit organizations to understand the nuances and complexities of engagement and outreach in respective communities. Support a spokesperson training to ensure that anyone speaking to the media is aware of services/resources that support accessing the polls. Acknowledge the importance of election time while also recognizing the context in which people are receiving the information. For immigrants specifically, there is persistent fear that should be acknowledged as part of the messaging. For example, using messaging like "take your power back, don't panic," "we are all Americans and have the right to vote free of fear,""take a stand and vote for a better future for our children."	We have a VCA presentation distributed to all VEOC partners and available to the public. We also support any organization who is interested in educating their community on the new voting model introduced by the Voter's Choice Act.
27	Please consider using text messages to educate and remind people about Vote Center and drop-box locations. Include social media like Facebook, Instagram, and Snapchat to reach various language communities. Consider using graphics and story boards.	Thank you for your suggestions -- we will have an extensive social media campaign on Facebook, Instagram, Twitter and Nextdoor, utilizing various graphic and pictorial elements as well as text.
28	Include trusted non-profit organizations that are already making direct contact and encouraging people to cast their ballot such as SOMOS Mayfair. Develop know your rights flyer in English and Spanish that includes how to fill out your ballot, information on conditional voter registration and provisional ballots and the option to have someone else drop off your ballot. Support drop box host sites in advertising their ballot drop-box location well in advance of taking ballots. Consider starting advertisement on January 2020.	Our advertising campaign began in September and will increase significantly in January and February before the March 3 election. We have several VCA flyers and presentations translated into eight languages, these are available to the public.
29	Offer culturally humility training for poll workers so that immigrants, limited English speakers and new voters are motivated and encouraged to continue to engage civically. Consider setting aside funding to support trusted non-profits to do voteroutreach and engagement in their communities as they have a trusted relationship with the surrounding community already. Ask that voters fill out a quick 2-3 question survey about their experience with poll workers, their access to both vote center location and information and if they have specific feedback on the process.	Thank you for your input, we will take that into consideration.

No.	Public Comment	ROV Response
30	Start promoting the Voter's Choice Act ASAP to make sure people are aware of changes as far in advance as possible and allow time for partners in the community to offer edits/changes/suggestion to community education materials. It has been our experience that although information is available and in the language, it is not always accessible for the communities we serve (i.e. information may be expressed in a more complicated way than necessary.)	The ROV has had several Outreach events promoting the new Voter's Choice Act. This is an on-going project through March 3, 2020. The Media team is in advance planning for county advertisement of the new VCA voting model.
31	Consider hosting ballot parties where people can bring their ballots and ask questions as they are filling them out. If ROV or any other partner hosts bus driver to early vote centers, ensure that information hosted on the ROV website and coordinate through ROV office.	Part of the voter education plan is to show and demonstrate the new ballot at all Outreach and ROV public events.
32	When discussing voting equipment, one type of scanner/tabulator was for "small-batch" while another type was for "large-batch" but no definition of what these are or why it is important. Since there were ranges for the number of pieces of equipment at a Vote Center, perhaps a sample layout would have helped understand the choice. You probably have estimated usage volumes for the centers, and there is probably a relationship.	ROV will utilize central counting small scanner to tally less than 100 ballot cards and large scanners to tally greater than 100 ballot cards. This applies mostly to VBM ballots. At least two tabulators will be used at the vote centers to tally voter's ballot sets they cast.
33	The EAP document mentions a siting tool as "under development". Is there a way to show how the scores for the 14 criteria resulted in the choices for center and drop-of locations?	The EAP document has been updated with the details of the siting tool and how it was used to target Vote Center and Ballot Drop-off Locations.
34	What is involved in becoming a County Extra help employee? Do you need to help set people's expectations for the process?	All interested persons who want to work as Extra Help are asked to submit an application which can be printed out online from our department's website and sent to us electronically, or in person. The application is then sent to the County's Employee Services Agency (ESA) for screening. If approved by ESA, we receive notification and contact the applicant to join our team. Our department is also very active in conducting outreach events and job fairs where we solicit any potential applicants to join our team. If they are interested, they will be asked to fill out an application on the spot where we will then submit to ESA for approval.
35	Full description of RAVBM should be in the "Accessible Voting" section of the EAP.	The text in the EAP has been clarified to differentiate between Accessible Voting by Mail (RAVBM) and Accessible Voting in Vote Centers (RAVBM) that includes instructions on how to use the Ballot Marking Devices in the Vote Centers.
36	Clarify that RAVBM ballots must be returned in a signed envelope.	More details about ballot return envelopes were added to the Vote-by-Mail Process section to clarify this point.
37	The VCA requires counties to consider the need for a mobile vote center. Elec. Code § 4005(a)(10)(B)(VI)(xiv). The EAP should provide an analysis of whether mobile vote centers are needed in Santa Clara County. Mobile vote centers might be necessary to provide meaningful access to in-person voting for some Santa Clara County voters. Although mobile vote centers should be accessible for voters with disabilities, they are not required to be open for four to ten days or to be on a mobile platform like a trailer. Nevada County successfully set up a one-day voter center in a community building in an isolated small town in 2018. The County might also consider a mobile vote center in areas where there are often voters with disabilities, such as senior citizen centers.	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.

No.	Public Comment	ROV Response
38	The "open house" approach for the workshops seems promising. Ideally, it will make it easier for community members to take part. It would be good if the County would plan more than one workshop given the large population in Santa Clara County. We suggest holding the workshops close to the March primary election in order to have more voter interest. Ideally, the workshops would be held sometime close to the mailing of the VBM ballots. The County should consult Voting Accessibility Advisory Committee members about their thoughts on the timing and content of the workshops.	The ROV office will have a public demonstration of the new voting system. We are also committed to demonstrating the new equipment to all voters. On September 18, 2019, we will have a voting system demonstration at the Vista Center for the Blind in San Jose.
39	In the information about emergency ballot delivery, there are a couple of misconceptions. First, the draft EAP includes an assumption that every facility will necessarily assign staff to get ballots for their patients/residents and return their completed ballots to the Elections Office by 8:00 PM on Election Day. This assumption is not accurate. In our experience, the task of assisting someone who is hospitalized or in another facility usually falls on family and friends. Therefore, since you describe the procedure, you should describe it in full detail to avoid any confusion. In addition, the description leaves out voters who are confined to their home due to a medical emergency. These voters are also entitled to receive an emergency medical ballot.	The Emergency Ballot Delivery procedure has been updated and clarified in the EAP per the feedback.
40	The "Accessible Voting" section of the draft EAP thoroughly lays out the different ways that BMDs can assist voters with disabilities vote privately and independently. Now that you have publicly decided on the new voting system that will be utilized beginning with the 2020 elections, it would be helpful to put that information in the EAP so voters can watch videos online to get a feel for how to use it.	The name of the BMD has been added to the EAP (under the Accessible Voting in Vote Centers section), as well as instructions on how the BMDs make voting more accessible.
41	The proposed Palo Alto City Hall location is not ideal because it is difficult to park and stop in this area. Rinconada and Mitchell Park Libraries are good locations.We recommend that drop boxes be placed at the following additional locations: the post office on Cambridge Avenue in Palo Alto, Mexican Heritage Plaza in San Jose (there is a huge building, large parking lot, and this location is fairly accessible), Roberta Cruz Leadership Academy in East San Jose, and a drop box on El Camino near the California or College Avenue cross streets in Palo Alto gets a lot of foot traffic.	All the libraries in this area are VBM Drop-box locations already and the voters are already familiar with these locations.
42	We ask that the elections office consider doing outreach and education about the Voter's Choice Act at Saba Islamic Center, SBIA, South Bay Islamic Association, and at the Muslim Community Association family night events that take place once a month.	Thank you for your suggestions. We will take them into consideration. We have secured the Taiwanese American Center which is around 200 feet from the Saba Islamic Center.
43	We suggest the ROV add the Saba Islamic Center in San Jose as a Vote Center location because it has a lot of members and there are many companies in the area.	We will contact the Saba Islamic Center in San Jose. We have confirmed the use of the Muslim Community Association as vote center. We've contacted the Indian Community Center but their rental fees are too expensive.
44	Place ads in the Muslim Community Association's newsletter to reach community, approx. 3,000 users.	We are interested in supplying community newsletters with information for dissemination, and will be reaching out to various sources. Thank you for the tip.

No.	Public Comment	ROV Response
45	I noticed that many voters did not know what a provisional ballot was, and while the workers at my location were very helpful, others could have taken advantage of the voters' unawareness. I feel that all voters should be knowledgeable about their rights, and wanted to let you know that their unfamiliarity with an important ballot seems to be an issue and was hoping that there is a way to address it.	Vote Center staff will have extensive training including how to assess a provisional voting situation and how to process a provisional voter and ballot.
46	Media suggestions: India West, Comcast, Radio Zindagi, NPR. We recommend publicizing the EAP through PSAs. Facebook is a good platform to reach the older generation, a majority of Indians and Pakistanis in the Bay Area follow the Facebook group "Desis in the Bay Area" Snapchat and Instagram are a good platform for the younger generation.	Thank you for your media suggestions; we are looking into many that have been submitted through public feedback and are in contract talks with India West, Comcast and Radio Zindagi. We will have active campaigns on Facebook, Instagram, Twitter and Nextdoor. Thank you for the group recommendation.
47	Mountain View Library and City Hall are not ideal drop-box locations because it is difficult to find parking downtown Mountain View. We recommend drop-boxes at the following locations: the newly updated community center in Mountain View near Caltrain station, Santa Clara DMV, or the mosques is a great way to reach the Arab, Iranian, and Pakistani communities. There is also heavy daily foot traffic with Sunday school, youth programs, and classes at the Muslim Community Association (MCA) in Santa Clara on Scott Blvd. (serves a diverse community). We also recommend South Bay Islamic Association on Harris Ave. in San Jose. The Best Buy on El Camino Real in Mountain View has a large parking area, shopping mall lobbies (like Valley Fair), elementary schools because they are within walking distance of many families accessible locations for the community.	The Library and City Hall in this area are VBM Drop box locations already and the voters are already familiar with these locations. Other locations have also been considered but due to other constraints, such as traffic congestion, parking diffiulties, or ADA compiance, these locations were not chosen for drop-boxes.
48	The Indian Community Center is a good location for our community because it is packed with classes and evening programs. We also suggest mosques for Vote Center locations.	Thank you for your input, we will take that into consideration.
49	Please consider doing VCA outreach at the upcoming events. Pakistani concerts: Junoon Concert in San Jose on October 25th (see sulekha.com for more details) and Raj Patelli concert, Cupertino Silicon Valley Fall Festival in September, Diwali Festival of Lights on October 12th in Cupertino (Bay Area Diwali – Memorial Park), and Book Launch of "Pakistani for Women" held at PACC on September 21st from 3–6pm	Thank you for your input, we will take that into consideration.

No.	Public Comment	ROV Response
50	I recently came to your site after seeing a notice in my next-door app. I am frustrated because *every* meeting I see about the upcoming changes to voting is in a foreign language, and none are even close to me in south San Jose, either. I am happy to see outreach in a variety of languages, but if you are going to solicit feedback on a process, you need to include EVERYONE, INCLUDING those of us whose public education in the US did not include a strong foreign language program.	Per the California Elections Code, we are required to hold EAP Consultation Meetings for every language we serve in the county. We serve eight language communities; we have eight separate meetings with those groups. Additionally, we are required to hold at least one meeting with individuals from the disability community; we're holding two. Those particular meetings are targeted towards those groups, yes, however, all are welcome to attend and they are not exclusive. Additionally, we have two meetings with the general public. Unfortunately. you missed the first one which was held in Gilroy on June 12th, but our last meeting will also be with the general public. It will be held on Saturday, July 13th and you are more than welcome to attend that one. Our website has the full list of meetings: https://www.sccgov.org/sites/rov/VCA/EAP/Pages/EAP-Meeting-Resources.aspx.
51	The following sentence is inaccurate and may create confusion: "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." Voters must attach and sign a printed label that is enclosed with their ballot. The Oath of Voter page is only for military and overseas voters who can fax back the ballot.	The EAP document has been updated to address this feedback. Please refer to Part 1, Vote By Mail (VBM) Process.
52	Since RAVBM makes traditional VBM more accessible to some voters with disabilities, it makes sense to put it in the "VBM Process" section. However, we encourage you add a little bit more detail. For example, you should make it clear that it is not Internet voting and that voters with disabilities will be able to download their ballot and use their own devices with their own personalized accessible features to read and mark the ballot.	The EAP document has been updated to address this feedback. Please refer to Part 1 Election Administration Plan, Vote By Mail (VBM) Process.
53	The amended EAP says that the ballot must be picked up at, and delivered to, the Registrar of Voters' (ROV) office. It is my understanding based on conversations I have had with Courtney Bailey-Kanelo, Sacramento County's Registrar of Voters, in VCA counties, these forms can be delivered to, and ballots can be picked up at any vote center in the county. This is possible because vote centers are essentially ROV satellite offices, considering that vote centers have access to the voter database. In addition, Elections Code § 3021 says that these completed ballots can only be returned to the county elections office or any polling place in the county, which would include vote centers.	The EAP document has been updated to address this feedback. Please refer to Part 1 Election Administration Plan, Vote By Mail (VBM) Process.
54	It implies that voters with mobility, dexterity or other disabilities that are not related to vision will not benefit from the BMDs and would still need another person to assist them to mark their ballot, thereby waiving the right to a secret ballot. However, this is not the case. The BMDs have a touchscreen with a tactile interface, which would allow voters with disabilities who would not be able to mark a paper ballot to vote privately and independently.	The EAP document has been updated to address this feedback. Please refer to Part 1 Election Administration Plan, Vote By Mail (VBM) Process.

No.	Public Comment	ROV Response
55	As with the initial draft EAP, the amended EAP does not consider the County's need for a mobile vote center. The amended EAP simply states as follows: "Currently, the ROV cannot provide a mobile Vote Center with the resources they have available." The VCA requires counties to consider the need for a mobile vote center. Elec. Code § 4005(a)(10)(B)(VI)(xiv). The EAP should provide an analysis of whether mobile vote centers are needed in Santa Clara County. Mobile vote centers might be necessary to provide meaningful access to in-person voting for some Santa Clara County voters. Although mobile vote centers should be accessible for voters with disabilities, they are not required to be open for four to ten days or to be on a mobile platform like a trailer. Nevada County successfully set up a one-day vote center in a community building in an isolated small town in 2018. The County might also consider a mobile vote center in areas where there are often voters with disabilities, such as senior citizen centers.	The EAP document has been updated to address this feedback. Please refer to Part 1 Election Administration Plan, Vote Centers.
56	The VCA requires that information about workshops for the disability community and language minority communities be described in the "Voter Education and Outreach Plan" (VEOP). Elec. Code § 4005(a)(10)(I)(i) (vi)(ia)&(ib). Thank you for providing additional details about workshops for the disability community. The "open house" approach for the workshops seems promising. Ideally, it will make it easier for community members to take part. We are glad to hear that, in addition to the workshop for the Vista Center for the Blind and Visually Impaired, your staff is working with other service providers that serve people with disabilities to plan future workshops. We suggest holding the workshops close to the March primary election in order to have more voter interest. Ideally, the workshops would be held sometime close to the mailing of the VBM ballots. The County should consult VAAC members about their thoughts on the timing and content of the workshop.	The ROV will connect with communities with disabilities to host workshops in their own spaces closer to the Election and also consult Voter Accessibility Advisory Committee (VAAC) members on the timing and content.

No.	Public Comment	ROV Response
57	We urge the ROV to take a more proactive and culturally relevant approach when conducting VCA outreach and offering support to language minority voters. The ROV has emphasized that it values its partnership with community organizations and allies who can help reach language minority communities, but the ROV needs to do more to meet communities where they are at and proactively offer support. For instance, during the Khmer EAP consultation meeting, a community member suggested outreach at temples and in specific neighborhoods in East San Jose among other things. However, in response the ROV writes in the summary feedback form, "We…encourage all community organizations to join our Voter Education and Outreach Coalition to help the ROV office find and reach out to specific areas and communities who may need custom voter information and instructions." The ROV cannot wait for community organizations and members to join the Voter Education and Outreach Coalition (VEOC) or request a VCA workshop. If it has not done so already, the ROV needs to reach out to key Khmer temples as soon as possible to inquire about their needs and encourage them to incorporate VCA education into their programming. It should do the same for the civic, cultural, and faith institutions in other language minority communities. And in instances when trusted community based organizations and leaders provide clear and concrete feedback on how the ROV can provide assistance, the ROV should take these suggestions seriously and act on them in a timely manner. In the instance of the submitted comment at the Khmer EAP consultation meeting, there was no direct response by the ROV to the specific suggestions in the submitted comment.	Besides asking the coalition we have and will reach out to as many communities (civic, cultural, institutional, faith institutions) as possible not only to inform of the changes for the March 3, 2020 election, but also to promote dialog and feedback from its members on the best applicable ways to bring: VCA awareness, voter education and vote center opportunities to their language community.
58	Similarly, a leader in the Latino community requested a comprehensive countywide messaging toolkit by January 2020, to which the ROV responded in the summary feedback form that it has a VCA presentation it has distributed to all VEOC partners. When this trusted community leader requested Know Your Rights flyers that include particular information about how to fill out the ballot, conditional voter registration (CVR) and provisional ballots, and the option to have someone return your ballot for you, the ROV responded in the summary feedback form that the office has VCA flyers and presentations already available. These responses from the ROV disregard the needs expressed by this community partner for very specific resources that would equip them to do outreach successfully. If the ROV is serious about reaching language minority communities and tailoring information accordingly, it cannot just rely on its previous materials.	The ROV is creating additional VCA informational materials and will work as much as possible with community and coalition members to ensure these materials meet the needs of all voting communities. The ROV is creating "How To" videos that cover How to Register to Vote, How to Vote by Mail, How to Vote at a Vote Center and How to Use Remote Accessible Vote by Mail. These videos will be subtitled in nine languages and available on our website. The ROV is also assembling a VCA "Social Media Took Kit" to help guide partner agencies in messaging various aspects of the VCA rollout, including stock images, graphics and logos for use on social media. In addition, as our advertising campaign continues we will continue to create material specific to various aspects of VCA and will make these available for download from our website.

No.	Public Comment	ROV Response
59	We encourage the ROV to prioritize selecting vote center and drop box sites that are relevant to or directly associated with language minority communities. For instance, a member of the Indian American community suggested that vote centers be placed at temples in Milpitas and/or Sunnyvale because these are places community members visit frequently and already naturally congregate. The ROV responded in the summary feedback form that they "have contacted some worship facilities that will be considered for Vote Centers." Choosing any worship facility would miss the point of selecting a site that would intentionally reach the Indian American community.	The Vote Centers and drop boxes were selected to provide broad availability and be welcoming to all people. We will take locations under advisement for the future.
60	On the note of vote center selection, the summary of feedback form mentions that the Muslim Community Association has been confirmed as a vote center site, but this site was not included in the amended EAP's list of proposed vote centers.	Muslim Community Association is a confirmed Vote Center site and Appendix F has been updated to reflect that.
61	On the subject of serving language minority communities, the amended EAP does not mention the ROV's translation plans in a few key places. For instance, Government Code Section 4005(a)(10)(I)(i)(IX) requires a PSA in each of the languages in which the County must provide assistance under federal and state law. Although the amended EAP was updated to include PSAs (pgs. 21, 25, and 26), it does not state that these PSAs will be translated into all required languages. Furthermore, the sections that discuss public notices (pg. 18) and direct mailers (pg. 22) fail to state if the English notices/mailers will contain translated portions or if the notices/mailers will be translated into separate monolingual notices/mailers and then distributed to registered LEP voters.	The EAP document has been updated to address this feedback. For Public Service Announcements (PSAs), please refer to Part 2 Voter Education and Outreach Plan, Section 2: Voter Contact – Language Minority Communities. For Public Notices, please refer to Part 1 Election Administration Plan, Outreach - Public Notices. For Direct Mailers, please refer to Part 2 Voter Eduaction and Outreach Plan, Section 1: Voter Contact - Direct Mailers.
62	Nowhere in the EAP does the ROV mention its intent to place translated ballots and outreach materials through a process of community review. Echoing comments from other community members, we want to emphasize the importance of community review to ensure that translations are not only accurate but also easy to understand by LEP voters. As evidenced at the EAP consultation meetings and through other feedback the ROV has received, translated documents, even when translated by court certified professionals, yield significant feedback when community members informally review them. For instance, one community member indicated that Khmer "translations on flyers were too literal and did not convey the intended message." We highly encourage the ROV to seek input on future translated materials from community organizations and leaders who closely work with and understand the needs of LEP community members, and to modify the EAP to explain how it will do this.	The ROV worked with the Language Accessibility Advisory Committee (LAAC) to develop and finalize two mandatory mailers required by SB450. Interest cards, VCA flyers and presentations were presented to communities and updated per given input. As more outreach materials are developed, we will review it with committee and coalition partners for information, translation input, and suggestions.

No.	Public Comment	ROV Response
63	The section of the EAP entitled "Voter Education Resources on ROV Website" mentions a number of voter education materials that will be posted online but does not mention a list of the languages in which services will be available at each vote center.We encourage you to incorporate this information about in-person language assistance available at each vote center into the vote center list that is most easily accessible from the ROV home page, and to modify the EAP to indicate your intention to do this. That way, when limited English proficient (LEP) voters are looking up vote center locations, they can easily identify the nearest vote center where they can receive in-person language assistance in their preferred language.	The ROV has historically provided a list of the languages available at each Polling Place and will continue to provide that information for Vote Centers. This information will be posted on the ROV website as it becomes available.
64	In Appendix M, topics covered during voter education presentations are listed. We ask that the ROV augment this list (and if applicable, the actual training) to include information about available language assistance provided in the County and how to access/request translated materials. Plus, the voter education presentations should mention plans for bilingual vote center worker recruitment and placement.	Future presentations will include voter assistance services available at all vote centers, including but limited to: availability of Spanish, Vietnamese, Chinese and Tagalog bilingual staff, availability of bilingual materials including bilingual ballots and overview of a vote center voter flow and services.
65	We also suggest that the ROV amend the proposed vote center layout in Appendix P to indicate where the language assistance kiosk/display will be located.	There will be no language assistance kiosk, but a voter information display will be available and will be translated in all eight languages. Depending on each Vote Center, the placement of the display may vary.
66	The same spirit of proactively reaching out to language minority communities and community based organizations around the VCA should apply to engaging candidate campaigns. Election campaigns contact voters at high rates and in multiple formats. As a result, campaigns provide an excellent opportunity to spread the message about VCA. In addition to mentioning the VCA in candidate packets and fielding VCA questions received by campaigns, we strongly recommend that the ROV actively train candidates and their campaign staff about the nuances of VCA, provide VCA information that can be inserted into mailers or phone scripts, and meet with county Democratic and Republican parties to ensure widespread VCA education. In 2018, the San Mateo County elections office took essentially the same approach you intend to take with respect to educating campaigns on VCA and a post-election study by the California Civic Engagement Project found that a very small percentage of San Mateo County voters learned about the VCA through a candidate or campaign. This is a huge missed opportunity.	A Candidate Guide in print and online dedicates several pages for candidates to learn about the Voter's Choice Act as well as information on where to request outreach materials. The Registrar of Voter's (ROV) is in the process of developing a "Social Media Toolkit" that will include images, sample messages, hashtags, and a timeline of suggested posts that we encourage community partners to use. The ROV has crafted boilerplate language that outlines the basics of the Voter's Choice Act with an accompanying image that will be disseminated to office holders as well as municipalities to include in their newsletters. The ROV has also created an online repository of informational graphics that we encourage community partners to utilize and distribute as needed. It is available at https://www.sccgov.org/sites/rov/VCA/PromotionalMaterials/Pages/home.aspx

No.	Public Comment	ROV Response
67	Tracking how voters are casting their ballots and requesting language assistance is crucial to data analysis following the election. If it has not already done so, the ROV should adopt procedures that allow for tracking of the number of ballots received at each drop box each day, the number of ballots submitted at each vote center each day, and the method by which (vote by mail drop off, regular ballot, CVR ballot, provisional ballot, etc.) each ballot was submitted at each vote center. If this is already planned, we suggest you explicitly add it to the EAP. We also encourage the ROV to track the number of voters who use or request language assistance at each vote center through completing a translated ballot, receiving translation assistance from a vote center worker, or using a translation hotline. This will help the ROV finetune its translation and bilingual services for the November general election and beyond.	The ROV currenty tracks this type of data and will continue to do so.
68	The EAP indicates drop boxes will be installed and ready for use by the 27th day before Election Day. However, Government Code Section 4005(a)(1)(B) requires that drop boxes "be open at least during regular business hours beginning not less than 28 days before the day of the election." We ask that you please revise this portion of the amended EAP to ensure drop boxes are fully operational and ready to receive ballots throughout the full 29 day period including Election Day.	The EAP document has been updated to address this feedback. Please refer to Part 1, Vote Ballot Drop-off Locations.
69	The amended EAP mentions that two separate mailings will be the primary way that people find out about the change from polling places to vote centers. We suggest that the ROV also print large translated posters with vote center addresses and display these posters outside of all previous polling places that are no longer being used as a voting site. This will address any confusion that may arise for voters who miss these two mailers in advance of the election. This technique was used in the 2018 general election in San Mateo County.	The ROV will mail newsletters to all recent polling places to inform of the new voting model and to thank for their availability throughout the years. Included in the mailing will be a poster informing voters of the new voting model and how to find the nearest vote center, Each newsletter recipient will be asked to display this poster outside of previous polling places entrance for all to see. In addition to mailing, we will email the same information, including links to the translated versions available as PDF files, on the ROV web site for the recipients to print and post as needed.
70	The current EAP only has one Korean media, Korea Times. However, since it is a traditional newspaper, people who do not subcribe to the Korea Times wil be missed including seniors and monolingual Korean populations. I hope that ROV could add at least one or two more media such as "Morning News" (weekly magazine) or "KEMS" (TV). Also, the current EAP does not have any dropbox or vote center locations that are easily accessible to the Korean community. We recommend adding at least one or two locations that are associated with the Korean community such as Korean American Community Services, Korean churches (Emmanuel Korean Presbyterian church, New Vision church), or Korean market. Not only would people feel more comfortable using these locations but they also usually are easier to access for ethnic groups like Koreans. Thank you for your consideration. If you have any questions related to this comment, please contact us.	Since the publication of the Amended Draft, the ROV added Koran American Radio. We will take these media sites into consideration for future elections.

Feedback Received During Public Meetings

No.	Public Comment	ROV Response
1	Transparencies: 1. Show statistics of # voters per ethnicity 2. Change "Tagalog" to "Filipino" 3. Outreach to Filipino voters on October 25 or 26	+ Statistic: we have statistics but are limited to what information is available from voter registration forms. There are statistics from the Statement of Vote, which is divided by precinct and city. + Change Tagalog to Filipino: Attendees need to request this on the Federal/State level. Attendees can use the "Other" option on the voter registration card to indicate the actual language that they speak. When ROV process that card, they will make a note of that language. Voter 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 statistic and know there are other options to indicate a desired dialect. Outreach to Filipino voters on October 25 or 26: email at outreach@rov or voterchoice@rov
2	It a good idea center for voters. This going to big changes vote old way. It would best to have guide one step that explained how new way to vote now. The voter center church, community center, library center	ROV will be sending out two direct mailers to voters to inform them of the new changes to how elections are conducted as well as working with the community to attend and host outreach events leading up to the 2020 Presidential Elections.
3	Vote centers/boxes @ libraries, churches, Sport Areanas, low turn out high schools. Funding for community based organizations. Video to share on social media in different languages. Visible campagn on "Voting week"	We will have active social media campaign for voting weeks. We will also be creating foreign language video. VBM Drop Boxes are available at community centers, most county libraries, city libraries, elementary schools, high schools, community colleges, and universities.
4	Community newspaper in Sunnyvale may be able to publish/put an insert in the paper aprox. 500 households San Miguel Association. Will contact Jose.	We are eager to work with community newspapers to get word out and have pursued various tips. We also have material to provide homeowner associations for inclusion in newsletters.
5	1. TECO: Taiwanese Economy and Culture Office 2. Tzu Chi Foundation 3. Heartland Shop 1344 Ridder Park Dr. San Jose 4. Cupertino Library or any library	TECO is a confirmed vote center for March 2020, we did not contact the Tsu Chi Foundation since we already have secured facilities in the same area. Heartland Shop was initially considered but we found two free of charge eleven day facilities in the same area. Cupertino Library does not have a room large enough to support a vote center.
6	Accessibility: Visual impaired	All vote centers are surveyed and compliant with ADA access, additional steps are taken as needed to ensure voter with disabilities are able to navigate and vote at the vote centers. Visually impaired voters will be able to use the Ballot Marking Device's audio unit to make ballot selections. Precinct Supply will include Accessible kit. This kit includes: magnifying sheet, magnifying ruler, pen with large grip, visually impaired signature card, dexterity support punch, and dry erase marker with board.
7	I'd be willing to help as much as you'd like	Anyone interested in working or volunteering at a vote center needs to vist the ROV's website and click on the Get Involved tab to learn about the different work options

No.	Public Comment	ROV Response
8	Concern with election Integrity, and valid registration of voters	According to California Elections Code, California National Voter Registration Act Manual (NVRA), and the Help America Vote Act (HAVA) voters must affirm that they are United States Citizens. When filling out a voter registration application, voters are required to check the "I am a U.S. Citizen and Resident of California" checkbox. By doing so, the voter is affirming under penalty of perjury that they are a United States Citizen. When the statewide database, known as VoteCal,receives a transaction to register a new voter or an update to a voter with a change in Last Name, First Name, Date of Birth, California Driver's License/Identification, and last four numbers of Social Security Number, it sends a request for DMV identification verification.
9	Accessibility: I need to be seated. I can't stand for long. Comment: I want to be a member of VOC	Vote Centers will have chairs and tables for the public and voters to sit down for a varierty of reasons, i.e.; to read the CVIG, rest, waiting for a voting friend, children waiting for family/parents and to be used as voting surfaces as needed. To participate in the VEOC please visit the ROV website and click on the Voter's Choice Act tab, then click on the select the Voter Education and Outreach Coalition (VEOC) link. We will have additional chairs available on the Logistics and Supply Truck in case Vote Centers need more.
10	Recommended the warehouse of Do Van Tron, a famous person of a local Vietnamese radio station - Vien Thao Radio, as a potential Vote Center location.	Our office has reached out to Mr. Do Van Tron in past years to secure some of his buildings and facilities as polling places, due to his fee requests and other limitations we have never been able to secure any of his properties as a polling place. He is well known to, Thuy-tien Bui, our Vietnamese bilingual ES who has contacted contacted Mr. Tron several times in past years.
11	Translations on flyers were too literal and did not convey the intended message.	We are in the process of hiring a bilingual Election Specialist who speaks Khmer to proof translated materials.
12	Suggested outreach in the Khmer community, otherwise they will not attend. Outreach by going door-to-door to Khmer neighborhoods in East San Jose (Poco Way, Rockspring, and Santee). Also outreach at temples. Seek out senior citizens within the community, pick them up, and drive them to outreach meetings and Vote Centers. City Council meetings are also good places for outreach.	We work actively to promote and educate the new VCA voting model and encourage all community organizations to join our Voter Education and Outreach Coalition to help the ROV office find and reach out to specific areas and communities who may need custom voter information and instructions. In situations where specific language and customs play an important role in certain communities these VEOC partners are our most effective allies.
13	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)	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, please follow this link: www.sccvote.org/vcamedia. Additionally, the Secretary of State's website contains extensive VCA information.
14	Short video or PSA for communities (as well as newsletters and other promotional opportunities); possibly the short video presented by P&P	ROV has reached PSA deals with some vendors; they will be repurposing video created for ad purposes for PSA.
15	Gilroy has an unofficial interface council (comprised of churches and other organizations) that may be helpful to help in choosing Vote Centers.	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.

No.	Public Comment	ROV Response
16	ROV should work with county education authorities to obtain Vote Center locations.	We have contacted several school districts and education offices and have been able to secure a number of district offices as well as some high schools as Vote Centers.
17	Reach out to big companies who may be willing to open their campus to be a vote center. ROV should try to contact PR departments of companies like Google or Apple. The mutual partnerships can help with both parties' branding image.	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.
18	The City of Gilroy would like to place drop-boxes inside AND outside locations such as City Hall for easier community access.	VBM has researched the proposed location for the outside drop box placement at the old utility box location and found that we were not able to provide security placement so it was determined not to use this option.
19	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.	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 drop box for every 15, 000 registered voters. VBM metal drop boxes are big enough to handle approximately 400 ballots when it's full and we are capable to deliver more than one box per location if needed. Ballot pick up at all drop box locations are scheduled for everyday pick up starting 11 days before election. Prior to that, pick up will be three times per week.
20	Possibly use the areas for post office mail drop-off for ballot drop-offs. Utilize drive-up drop-boxes where possible.	Unfortunately, the USPS prohibits any drop box other than their official box on their property.
21	Gilroy is mostly a Spanish-speaking community which will need focus for that specific community. 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.	We are looking for Spanish-speaking community partners to participate with in educating their communities in the new VCA voting model, we have Spanish bilingual staff who can participate in Spanish speaking community events either as presenters or VCA experts . The ROV office will provide translated materials to registered voters who have noted their preferred language on their voter registration cards, additionally both our media and Outreach teams will provide advertisement and VCA presentation in Spanish at targeted events and Spanish oriented media.
22	The ROV should reach out to grassroots organizations for additional resources to the community.	We work actively to promote and educate the new VCA voting model and encourage all community organizations to join our Voter Education and Outreach Coalition (VEOC) to help the ROV office find and reach out to specific areas and communities who may need custom voter information and instructions. In situations where specific language and customs play an important role in certain communities these VEOC partners are our most effective allies.
23	Drop-boxes should be accessible for both drive-up and pedestrians. Drive-up options may solve parking issues.	We are aware of that accomodation and we try to place all our drop box locations closer to parking lots & in areas that are accessible to the voters.
24	One-way streets/streets divided by islands should have a two-sided drop-off.	Currently we don't have two-sided drop box, and no location is available for this kind of concept.
25	Post-office drive-up ballot drop-boxes can be placed next to the drive-up mailboxes already present.	USPS operations do not allow placement of Ballot Drop-boxes. USPS Operation manual states: Except as part of postal activities or as permitted under item 17, "Public Services, no tables, chairs, freestanding signs or posters, structures, or furniture of any type may be placed in postal lobbies or on postal walkways, steps, plazas, lawns or landscaped areas, driveways, parking lots, or other exterior spaces."

No.	Public Comment	ROV Response
26	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.	We are in ad creation phase and will be producing video soon. Animation would need to be contracted through third party; costs unknown. We will be providing cities, etc. with material for newsletters.
27	Fundraise to fill in any holes in the budget for advertising.	Thank you for your input. We will take that into consideration.
28	Really try to work with candidates, as the implementation of VCA impacts them directly.	VCA flyers will be included in the Candidate Packages given out to all who requests candidacy information from the Candidate Services Division.
29	Send the postcards to cities; visit council meetings, possibly with a presentation; Gilroy Today; Gilroy/Morgan Hill Newspaper; Mercury News; Gilroy Garlic Festival	We've provided VCA presentations to VEOC partners for them to present and share with their own community partners, we are looking to do the same with all SCC municipalities who have public meetings. Thank you for your suggestions on media outlets. We are advertising with the Gilroy Dispatch, Morgan Hill Times and Mercury News; other outlets are being evaluated and considered. We have informational material available to offer cities for dissemination through city channels.
30	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.	We'll contact and ask the City of Sunnyvale to include our VCA presentations whenever possible during available "empty space" time.
31	Community college/University radios/newspaper/Vince Larkin Radio	Currently contracting with SJSU, Stanford, Santa Clara University for newspaper/online ads. Will look into radio.
32	When the ROV reaches out to schools/boards/districts/candidates, remind them that the ROV helps them function through the elections themselves.	Most school boards and districts are aware, yet our staff brings up this important point anytime they are recruiting Vote Centers at locations occupied by election officials.
33	WeChat (Chinese multipurpose messaging and social media app), WhatsApp, various Facebook groups, etc. for targeting languages.	We will have some WeChat and WhatsApp advertising through vendors. We are looking into local language Facebook groups.
34	Where and how will we be strategizing Vote Centers (VC)?	There is a mandate based on population density that determines the areas 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.
35	Do you have information for locations with bigger amounts of people?	Information on all Vote Centers will be provided by the department.
36	Are we able to use schools and college campuses?	Yes, the ROV will be using schools and college campuses as Vote Centers.
37	What are the 8 different languages?	In 2020 the ROV will produce Official Ballots in Spanish, Chinese, Vietnamese, Tagalog, Korean, Khmer, Japanese, and Hindi. (Federally mandated languages: Spanish, Vietnamese, Chinese, Tagalog. State facsimile ballots mandated: Korean and Khmer. Japanese and Hindi were previously state mandated which the ROV still recognizes).
38	Do you have to commit working for a Vote Center to one day or the full week?	Staff who apply to be a Vote Center worker will be asked to commit for the entire duration of the Vote Center. Interested parties who would like to work one day can still volunteer.
39	Have we been working with City Counsel?	The ROV has included communication with City Counsel as part of its outreach efforts for VCA.

No.	Public Comment	ROV Response
40	What will you do with languages that are not mandated?	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. We have worked with local organizations with languages that are not mandated. They used community members to help with their voting access.
41	Will we have 8 translated official ballots?	The goal of the ROV is to have all 8 languages translated into official ballots.
42	Are you planning on targeting area with speakers on certain languages?	Yes, one of the purposes of the LAAC is to assist in identifying target areas.
43	Voluteers: If you are having trouble recruiting, do you recruit students or volunteers that can be volunteers?	Yes, we also reach out to students and those who have previously volunteered.
44	The EAP, are they separate from the LAAC? Some people who have childcare might have difficulty. 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. How are we reaching out?	The Precint 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.
45	Open ended questions or will you be presenting a draft version for the EAP?	Yes, the EAP Public Meetings are an open forum to provide an opportunity to ask questions regarding VCA.
46	Is the EAP translated with at least the header?	EAP materials will be translated in the 8 languages
47	Are (25) 11-day Vote Centers required? Will you be willing to adjust the numbers based on the feedback you get?	Yes, we are willing to consider feedback on Vote Centers.
48	What are the hours of operation?	Vote Centers are required to be open for 8 hours per day, for the ten days prior to Election Day, and 13 hours on Election Day. Times for certain Vote Centers will open earlier and later but none have been identified at the moment.
49	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 EAP this week to finalize it in the fall. Every county released the English version then does the translations.	The draft should be ready sooner because it needs to be translated, and it takes 3 to 4 weeks to translate before the August 30th hearing. The ROV has contracted an outside vendor to translate ROV materials and is certified by the County.
50	There used to be 800 vote centers, in the map there are less than 100, how will the 120 be dispersed?	The map being shown has 50k voters per Vote Center area, we have another map that is subdivided by 10K. Some Vote Centers will be open for 11 days and others for 4 days. 11-day requirement is to have 1 for every 50K and the 4-day Vote Centers will be one for every 10K voters.
51	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?	Using data collected from Census, voter database and other sources, we can identify different communities, demographic patterns and needs for specific services. ROV will map the above information to identify the areas where vote centers are needed. ROV will share this information with the public and during the LAAC and EAP meetings.
52	Napa sat down community advocates and had conversations and showed transparency, will you do the same?	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.
53	Dropbox locations, are they exterior or interior? Exterior ones are they located outside of government buildings? Have you considered grocery store and other high traffic locations? I recognize they offer advantages, but there are way more people going there than a County Office.	Majority are exterior, metal boxes designed for weather and 24/7. Interior are mostly in City Halls. Other locations are city libraries, colleges, and government offices. We are shooting for 78 locations and are open to suggestions. We are also looking at fire stations.

No.	Public Comment	ROV Response
54	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 college SJSU in analysis.	We are talking to everyone, and we have landed SISU and possibly West Valley Community college and other colleges, but they must be open to the public and not just the students.
55	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 test 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 communty 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, denominations, and mosque. We put ads in the parking lots during church. Yeshti to provide info. Each year we have 4 to 5 attending, we would be happy to host a booth.	Advertising opportunities: We are contracting with VTA for bus ads, India West, Sing Tao, Skylink, Telemundo, Univision, On Demand, Sound of Hope, Radio Zindagi as well as numerous other non-English vendors. Also will be boosting Facebook ads. We will have some ads on WeChat and WhatsApp through a vendor.
56	For increasing voter turnout, maybe looking into specific precincts and zip codes with traditionally lower voter turnout. Visiting these areas and going into their communities and events may help with increasing voter engagement.	These suggestions either match or closely match some of the Vote Center selection criteria that will be considered when selecting Vote Centers.
57	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	Currently we have five mandated languages and Tagalog is one of the mandated languages.
58	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.	We will look into our list of CBO partners to see if the named organizations are in our Outreach mailing list and VCA partners, if not we will contact them.

No.	Public Comment	ROV Response
59	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.	We can reach out to The Nonprofit Housing Association of Northern California and inform them of the VEOC coalition which was created to train and support local groups to present and bring VCA awareness to their communities.
60	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.	We have cohosted the 05/09/19 community engagement luncheon with SVCN and SVCF. SVCN and our team has been working together in the capacity of e-introductions (connecting us with other community partners & organizations interested in receiving presentations and outreach materials). We plan on working with them more closely as it gets closer to the Election in March.
61	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.	The ROV office will reach out to as many voters and future voters as much as possible via; Outreach events and educational partnerships, traditional advertisement, social media and partnerships with a variety of community based organizations.
62	Abilities Expo. It is recommended to not go; it's become too commercialized.	Thank you for this objective information, this information saves our resources and allows to participate in other more events
63	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.	We will save this date, research and plan how to contact and participate in future events.
64	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.	We will include VCA information in the Candidate Packages to be handed out. We will be contacting various news talk programs seeking opportunities for Registrar of Voters staff to make appearances to talk about the Voter's Choice Act.
65	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.	During the planning and development phase of our VAAC and LAAC, we reached out via email and visiting websites of other counties who have established these committees to gain a better understanding of the goals and expectations, best practices and outcomes for our committees. We would welcome anyone who is willing to work with us by visiting other VAACs and providing us with feedback and insight they receive

No.	Public Comment	ROV Response
66	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.	We are partnering with both Univision and Telemundo on a multi-faceted campaign that will include news stories, TV appearances by ROV staff, Public Service Announcements as well as paid advertisements on television and radio.
67	National Voter Registration Day is coming up on September 24, which is an opportunity to tap into the younger crowd of potential voters.	The ROV will participate in NVRD, at the moment of this update we have three events scheduled and are looking for more leads and waiting for additional requests. Here are the scheduled events; 9/24 – Dell Voter Registration Table, 9/24 – Santa Clara City Library – National Voter Registration Day, 9/21 – Voter Registration Table at Museum of Quilts and Textiles Family Free Day
68	Philippine non-profit organizations have a lot of events and those are good places to be.	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.
69	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.	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. 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.
70	National Disability Voter Registration Week, July 15th to 19th that's not much time but something to consider.	We will include VCA Outreach events to future years, we did not participate in 2019 but will make an effort to participate from now on.
71	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.	We can contact the organizations and Councilwoman Carrasco to inform and ask about their availability to work with the Voter Education and Outreach Coalition in education their communities on the new VCA voting model.
72	I noticed there were some errors in the VCA Hindi translated materials.	We'll re-evaluate the Hindi translations and correct, re-print and replace the affected materials

No.	Public Comment	ROV Response
73	Follow up on suggested magazines and radio stations	We have followed up on multiple suggested magazines, radio and TV stations. Some are being incorporated into ad campaign.
74	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.	We've contacted hundreds of facilities all over the county and will take into account several criteria when selecting a facility for a Vote Center. Vote Centers will be available in a range of different areas as much as possible.
75	Follow up on suggested Vote Center locations (Ex. Temple, mobile homes, etc.)	All vote center suggestions and leads have been followed up.
76	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.	We have contacted some worship facilities that will be considered for Vote Centers.
77	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.	Near Google's main campus we have Scientology Silicon Valley and Mountain View City Hall. Near Apple we have The Good Samaritan United Methodist Church, we are also waiting for one school's availability confirmation in the Apple campus area.
78	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.	We have secured; Pioneer Mobile Home (Milpitas) and Spanish Cove Mobile Home Park (San Jose). We have visited several other mobile parks but due to availability and other limitations recruitment of mobile parks has been challenging.
79	Send digital VCA information card for online publicity	All our VCA informational materials are available on the ROV's website and available from the Outreach team upon request.
80	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.	Many facilities we have visited have several visitor limitations not conducive to an open space as needed to host Vote Centers for all voters.
81	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.	Some schools are open to participate and provide a large room for a Vote Center but there's a high concern of possibly allowing hundreds of voters inside the school campus to reach the Vote Center room, also, some schools are reluctant to provide facilities for more than one day.
82	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.	We have contacted India Currents and requested proposal.
83	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.	Thank you for your input, we will take that into consideration.
84	You all should go greener.	The ROV office recycles all unused printed media and forms, and provides electronic documentation.
85	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.	Siliconeer and Namaste TV have both been contacted and contracts are being worked on.
86	Radio stations can be FM 92.3, AM 1170 (Radio Zindagi), and AM 1310 (Radio Mirchi).	Thank you for your input, we have taken community input into consideration when contacting various media vendors.
87	Library is a good place for outreach.	Yes, public community places are ideal for voter education events.
88	For Chinese, we use WeChat and WhatsApp. Also, Chinese radio	We will have some ads on WeChat and WhatsApp through a vendor. Contracting with Sound of Hope, Sing Tao, and China Press.

No.	Public Comment	ROV Response
89	Suggesed Sites: Communtiy Centers, West Valley, San Jose State, grocery stores, empty storefont space (i.e. Spirit Store locations/Seasonal Stores), Valco Mall, Vista Center, Police Stations, Costco (Mobile Centers), Western Digital, vacant Orchard Supply lot (Cottle and E. Capitol)...	Great suggestions. We'll see what type of sites from this list we haven't yet contacted.
90	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.	We can create and alternate version with simpler easier to vote information.
91	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.	We've contacted several assisted living nursing homes that have provided us with polling places in past elections. Some of the sites that fit our vote center criteria are either unavailable or have a limited access policy to its residents only. We have found many possible vote centers in the surrounding areas of these locations that may be selected as vote centers.
92	Create a public outreach message "Keep your vote-by-mail envelope"	We currently have a slogan that is included in our VCA logo and branding. We are always looking into how to bring this message to all SCC residents and voters.
93	Drop-boxes at Post Offices? Movie Theaters? SVILC?	Unfortunately, USPO prohibited any drop box other than their official box in drop-off area. Movie Theaters & SVILC still recruiting for availability and specifications.
94	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?	Voters can use their own assistive technology in their home.
95	For young people, maybe you can have a flyer design competition to bring awareness. The high schools can use video clips. The high school kids can talk about the projects to their parents, spreading awareness. Work with some of the school kids and you can post their designs.	Thank you for the suggestions. We do several high school Outreach events.

No.	Public Comment	ROV Response
96	Do I have to have special software to understand or is the application going to have that capability [voice recognition/activiated software]? That software is expensive. Perhaps the ROV could have two or three laptops that would be set up to meet different needs. Then we could check them out and bring them back.	Voters can use their own assistive technology in their home.
97	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.	We have hundreds of Outreach events in one year where we inform and educate all event participants of the voting process and register new voters, additionally, many public organizations request and sign-up for blank voter registration cards to conduct their own voter registration drives.
98	Have Boy Scouts/Girl Scouts pass out fliers around assisted living areas for service hours.	Thank you for the suggestions. We will take them into consideration.
99	Follow up with attendees regarding outreach opportunities like Philippine Heritage Month and Philippine Independence Day celebrations in Milpitas.	Our bilingual Tagalog Election Specialist will contact to establish Outreach VCA events.
100	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.	Thank you for the suggestions. We will take them into consideration.
101	Add contacts from the submitted interest cards to the distribution list to be emailed about the Voter Education and Outreach Coalition.	This has been done and is continuously updated as more people and organizations learn of the VCA March 3, 2020 election and contact the ROV office for information and ways to assist their communities.
102	Provide a digital copy of outreach flyers to attendees so they can also post on their social media networks.	We have created an online repository of flyers available for download at https://www.sccgov.org/sites/rov/VCA/PromotionalMaterials/Pages/home.aspx
103	Add all digital outreach materials to the website for communities/organizations to find and download for voter education	All Outreach informational materials are available on the ROV's website.
104	Attendee to send a list of Japanese community groups within social media like Facebook. 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. Forward the feedback form to her network.	Thank you for the suggestions. We will take them into consideration.
105	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.	Unfortunately, not all schools have rooms large enough to fit the need of a VCA Vote Center, also, some schools are reluctant to open their doors to all voters throughout the voting period.
106	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.	We'll work on developing easier to read VCA flyers.
107	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.	We have researched your request and found that they have high traffic and limited parking for voters. Private businesses do not want involvement with these boxes to cause further traffic congestion.
108	Are you creating videos that can be shared in multiple languages?	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.

No.	Public Comment	ROV Response
109	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.	We have held one Spanish language VCA presentation and are waiting to find more bilingual communities interested in Spanish VCA presentations.
110	I feel more comfortable to speak in my native language, as well as accepting and understanding the material because it is much clearer.	Voting materials will be available in eight languages, voters who check one of these languages on their voter registration card will get CVIG's in that language plus one in English.
111	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.	We can provide Spanish speakers to Spanish community engagements.
112	Add slides to the presentation about registration to high school juniors (work with Board of Education, League of Women Voters) to help educate about VCA	While not included in the VCA presentation the ROV will be actively driving voter registration events at several high schools throughout SCC. The LWV is also working on a student registration drive of which we'll be limited partners.
113	Follow up with attendees who are interested in Train the Trainer	We are finalizing a workshop with Korean American Community Services to be held sometime in September – October.
114	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.	We have press releases as well as scripts for radio, and are creating ads and public service announcements for television. All of these are available for any outlet interested in putting it out.
115	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. 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.	Contacted SFKorean.com, have proposal. Looked into MissyUSA.com, but it did not seem viable.
116	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.	We haven't been approached by Simple Steps but will contact them to inform of our VEOC.
117	Attendee will reach out to her contact for Sakura Radio.	We appreciate the suggestion and have contacted many of the media outlets we heard about via public feedback.
118	What about having Vote Centers at the mega churches?	We have secured several large churches for the March 2020 election, here are some; Scientology, Silicon Valley-Chapel, The Good Samaritan United Methodist Church, Christ the Good Shepherd Lutheran, 1st Baptist Church Gilroy.
119	We are interested in the Train the Trainer program	We've had at least one Korean Community Based Organization at the VEOC launch meeting and hope they can inform similar Korean organizations of the VEOC availability to all Community Based Organizations interested in the VCA outreach effort.
120	When recruiting election workers, can we have a direct link, or a shorter link to the job application?	We are not able to change the link; it is provided by Employment Services Agency. For a shortcut, visit sccjobs.org to go straight to the section and type "election."

No.	Public Comment	ROV Response
121	Adding a drop-box at the Korean-American Community Services center? Korean markets?	We will survey the site and determine if the facility can host a drop box and will contact the site principles with our determinations.
122	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.	It's our intention to have several VCA presentations along with local language community groups to ensure the community understands the voting model changes and how easy voting will be with the new voting system.
123	Bay Area Sports, Sakura Radio, T.V. Japan (a separate channel), Vivid Navigation, J-Weekly. Japanese Americans usually prefer everything in English.	We appreciate the suggestions and have contacted many of the media outlets we heard about via public feedback. J Weekly is on our vendor list.
124	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.	We are looking into hashtags, keeping in mind for social media advertising campaign. We'll contact Stanford University to inquire obtaining the group contact to recruit bilingual Japanese speakers to work at vote centers.
125	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.	We are very interested in presenting the new voting model at established programs that draw in high rate of attendance of its intended audience. We are aware of one organization that provides this service to the community, whenever possible we will participate or ask community partners to present the VCA model.
126	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.	The ROV office will provide translated materials to registered voters who have noted their preferred language on their voter registration cards, additionally both our media and Outreach teams will provide advertisement and VCA presentation in Spanish at targeted events and Spanish oriented media.
127	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.	We are utilizing numerous Spanish outlets -- TV, radio, print, and digital with a consistent message. Radio campaign includes Univision and Celina Rodriguez.
128	I know the manager of the Spanish radio station La Kaliente and I will check with them.	We appreciate the suggestion and have contacted many of the media outlets we heard about via public feedback.
129	Invest in social media, as no one is watching TV anymore.	We have presence on Facebook, Instagram, Twitter, Nextdoor, YouTube and will be boosting through election season.
130	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."	We are looking into hashtags, keeping in mind for social media advertising campaign.
131	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.	We'll consider and contact PAAS to inquire possible VCA outreach presentations and recruit bilingual Japanese speakers to work at vote centers.

No.	Public Comment	ROV Response
132	Tycho in Japantown is 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	We'll consider and contact Tycho to inquire possible VCA outreach partnerships per their social calendar, obtain similar community/clubs contacts and recruit bilingual Japanese speakers to work at vote centers.
133	Eastridge and King Center, Tropicana and those shopping malls tend to have a large Vietnamese population.	Thank you for the suggestions. We will take them into consideration.
134	Social media is essential. If you could do an infographic animation it would be helpful.	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.
135	Look into The Sunnyvale Sun, VTA Busses and Light Rail, and Evergreen Times.	We are contracting with VTA vendor, and considering Sunnyvale Sun and Evergreen Times.
136	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.	We have partnered with a couple of local Target shops to display VCA information. We will continuously search for local businesses to dispay and distribute VCA information
137	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. I would ask that we have a bilingual Spanish speaker.	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. We can bring a bilingual speaker out as well.
138	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.	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.
139	I live near Eastridge and King Center, Tropicana and those shopping malls tend to have a large Vietnamese population.	Thank you, we will look into this suggestion.
140	Is there a way to appeal a decision on a Vote Center? If we feel it's not fit for the community	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.

No.	Public Comment	ROV Response
141	Has this new voting program already been implemented elsewhere? If so, has it been successful? Any problems?	In 2018, there were 5 counties that implemented the Voters Choice Act (VCA) and in 2020, a total of 14 counties will either be implementing VCA or re-doing it for a second time. Our County and department have been working with the State and many other counties that have implemented VCA in 2018. We have been doing that for over a year, along with going to the other counties and meeting with staff in each respective division to be able to ask specific targeted questions. We have statewide working group calls where we can all learn and ask questions about experiences on how other counties implemented VCA. We have been studying the other counties and working with the State and overall, all the other counties had a successful implementation. We got to learn what their challenges were, what their successes were, what issues we should be looking at and that's why we started this process so early, so that we could be working on all components. What we heard were some of the challanging issues from other counties was recruiting locations for Vote Centers because of the number of days that the location needs to be open and available to our office. In the past, Polling Places were just open for one day, so it was a little easier to get those, but now with our 125 locations, we are unable to use many of the old Polling Place locations we used before because they were suitable at that time for the size of a Polling Place but now, they are like mega-centers with additional, accessible voting equipment. Other issues that counties faced were recruitment of Election Officers or extra help staff to staff the location because we will need volunteers or employees to work at the Vote Centers anywhere from 2-3 weeks. The ROV will be focusing on the recruitment of hiring extra help employees and that is new for this election coming up in March 2020. We will also be continuing the same process as before of hiring volunteers for a small stipend.
142	How does the word "precinct" apply under the new system?	We will still have precincts and we will organize our voters into precincts for reporting purposes. That is something that we are required to do under the law; however, the precinct is not as important anymore in determining where somebody votes because now, regardless of what precinct you live in, you can now go to any voting location in the county and there is no direct correlation between precinct and Vote Centers. Precincts are now a reporting category, like a geographic reporting area for us. For example, if you look at our Statement of Vote, where we breakdown our election results by precincts, that will still have precinct numbers associated with it, but from the voter's standpoint they won't really need to worry about which precinct they're in because they can now vote at ant Vote Center.
143	The Vote Centers are open from 13 hrs - 7AM to 8PM but only open for 8 HRS. Are they closed for 5 HRS or are the starting time or closing time staggered?	On Election Day, the Vote Centers will be open from 7am-8pm. 10-days before Election Day, the Vote Center times will range. We want some Vote Centers to be open later in the evening for voters who may want to vote after work. Prior to Election Day, Vote Center times can stagger but the requirement is that they are open at least 8 hours a day. On Election Day itself, all Vote Centers are open from 7am to 8 pm.

No.	Public Comment	ROV Response
144	Does the population boundaries (50K, 10K) account for the daytime population change?	Currently our number accounts for nighttime population because census and voter registration numbers are based on residential addresses. We do not have good data source for the daytime population change. We'll be able to track the Vote Centers that have more activity, more ballots dropped off, etc. that way in the future we can look at additional Vote Centers near those areas. For this election, we have not established them all because we want the public feedback so we can definitely take what you said into consideration.
145	How are the balltos cast in the Vote Centers (8-hr day) secured until centers close on election night?	We'll be able to track the Vote Centers that have more activity, more ballots dropped off, etc. that way in the future we can look at additional Vote Centers near those areas. For this election, we have not established them all because we want the public feedback so we can definitely take what you said into consideration.
146	Is there a plan for voting accessibility for the unhoused? Is there someplace where unhoused individuals can go to know their voting rights?	In general for people to know about their voting rights, they can come to our office, call us at anytime, visit our website, or come to any Vote Center during the 11-days that they are open and we can give them information on their rights, register them right there if they have not been registered, and they can vote a conditional voter registration ballot. The unhoused population has the same accessibility registration as any voter. Currently, we take registration if someone does not have an address to list, we take cross streets, that way we can tell which ballot to give them based on which area they're living in so we can precinct them to give them one of our hundreds or thousands of different ballot types. They have the same opportunities as voters who list their residential address on their voter registration card. They can change their voter registration everyday online, by card, or by visiting our office leading up to an election.
147	Are your counting machine isolated from the world wide net. If not, how do you insure that they cannot be hacked?	Yes, our tabulation system is completely air-gapped, meaning it is on a private network where the tabulators are only connected to themselves and to the central tabulation server so they're not touching our internal county network or any external internet. The tabulation devices at each Vote Center are completely offline, they don't transmit the results back to us, we have to actually physically remove the memory card out of the machine and drive that back to our office to plug it in. We also have a number of security protocols in place such as we won't take USBs that were plugged into an outside computer and plug it back into one of the terminals that is hooked up to our tabulation system.
148	Did I hear you say that you are tabulating or counting the votes at the Vote Centers which were cast at the centers after the close on election night?	Yes, the tabulation machine when a voter goes to vote, they take their paper ballot to put into the tabulation machine and the machine's system will tell the voter if they undervoted/overvoted. After the ballot is cast, it will be tabulated into the system. For tabulation after the end of Election night, that cartridge will then be brought back to the ROV, uploaded into our system, and then all the tabulation from all the votes comes together for what we post on Election night.
149	Does the scanner/tabulator detect mismarked ballots and return to voter for correction?	Yes, the tabulation machine system will notify the voter of an undervote or overvote.

No.	Public Comment	ROV Response
150	What kind of security do we have for casting votes? (asked question verbally... need to watch video for full question)When talking about security, im concerned that by the time they get the results, its changed the vote. What if someone votes and they realize that they don't want to vote that way? Is there anyway of changing their vote?	We are offering two options of voting at the Vote Centers, one being getting a physical paper ballot and marking it with a pen. The other option will be providing accessible Ballot Marking Devices, similar to a touch screen we use now, except instead of storing the ballot directly on the machine's memory, it will print out the ballot with the selections marked on it and in both cases, either the hand-marked paper ballot or machine printed ballot, the voter has a chance to look that over and make sure that all of their selections were marked correctly and then feed that into the tabulator. There is a paper trail that is created and the voter has a chance to verify and make sure the selections were marked accurately before they cast their ballot.
151	If individuals are picking up the VBM ballots of others, how is this regulated? And what is to keep someone from following the postal service around and picking up those envelopes once they've been delivered?	The ROV has safeguards in place to make sure that only one ballot is cast and counted per voter. Under state law, every single VBM ballot is signature checked. And by law, that signature must be compared with the signature which ROV has on file. For the person waiting for their ballot, they can contact our office and we will re-issue a replacement ballot. They can also come to the Vote Centers to be issued a replacement ballot in person. E-Pollbooks will also be used to verify if a VBM ballot has been returned or not.
152	What happens if someone comes into a Vote Center wearing electioneering or partisan piece of clothing?	The training we give to employees at Vote Centers is to ask voters to remove or cover that article of clothing, if its something easy to remove. If it's something like a shirt, we plan on having ponchos available at the Vote Center to enable someone to cover up. It is against the law to have electioneering materials in the Vote Centers. In general, if the material is a recognized campaign slogan from a candidate, we would similarly treat that as electioneering. We're not going to tell our workers to forcibly take it off someone who is argumentative, but in general we would ask them to take it off.
153	We need to have that law [electioneering] in writing and printed, as back up for people working.	Thank you for your input, we will take that into consideration.
154	I would like to suggest that Yerba Buena High School be considered as an additional or alternative location to serve the Vietnamese community.	The Yerba Buena High School was contacted and is unavailable, however we will be using the Vietnamese American Cultural Center nearby.
155	Consider including more community centers, particularly among language minority communities. The co-location of police stations with Vote Centers does cause some alarm in communities, particularly where there is an existing fear of law enforcement in the current political climate.	Several community centers will host vote centers. Whenever a law-enforcement office or nearby office is used as a vote center it's most likely due to the lack of better available options in the same area.
156	Is there going to be surveillance at the ballot drop-off locations?	There is not going to be surveillance at the drop-off locations, that is not a requirement by law. There are also potentially concerns for people dropping off their ballots. We do have several security precautions that are in place around the design, such as sealing and locking the boxes, but video surveillance is not part of that.
157	Consider partnerships with grocery stores, or other non-government entities, where community members are gathering on a regular basis. Clarify that there will also be outdoor drob-box locations and the stipulations.	Not every location that has a drop-box inside will have an outside one. Most of our inside ones are in City Halls, and some of the city halls are small enough to have just an inside one. The ROV publicizes the hours of when drop-boxes are open, but we will take those comments into consideration.

No.	Public Comment	ROV Response
158	Will the written materials be in traditional Chinese or simplified Chinese? We recommend the use of traditional Chinese for printed materials.	The ROV currently provides traditional Chinese characters in all written translations.
159	They'd appreciate more detail on the workshops (in-language). And get as many community members to attend the workshops through advertising and pair with existing community events.	The ROV plans on holding all the required workshops, in the languages and for accessibility. We're still in the planning and scheduling phases and will hold them closer to the election, around January/February 2020. Our goal is to reach out into the community and have the events in certain areas, such as community centers.
160	Public notices in English will not be effective to reaching out to elder generations of Vietnamese voters. Invest resources in Vietnamese print and radio.	We are contracting with Vietnamese media for ad campaigns, and have both print and radio outlets on our vendor list. We are looking into recommended ethnic media possibilities to add.
161	Media recommendations - Tan Phuong Media, Ha Van's program (KSJX) on 1500 AM, Viên Thao Radio / AM 1290 KAZA Print recommendations: CaliToday, Phu Nu Cali, and Thang Mo.	Thank you for your input, we will take that into consideration.
162	Public notices via direct mailers in English will not be effective when reaching out to the Spanish-speaking community. Possibly create a short informative video in Spanish.	We are currently developing Spanish-language video that will be used for advertising and public service announcement purposes. We will be making our outreach materials including video available to our CBO partners.
163	Media recommendations - Radio Lazer 93.7, Evergreen College newsletter (print), and Telemundo	Thank you for your media suggestions; we are looking into many that have been submitted through public feedback. We are working with Telemundo on a campaign.
164	We believe the public notices via direct mailers can be more effective if they were sent to voters in their preferred languages as indicated on their voter registration forms. We wonder if the ROV can utilize its database on voter language preference when printing and distributing the direct mailers in an attempt to increase the likelihood that folks read and retain the information. Can ROV use the ROV language database to send letters to community members in their own language?	We will be using our database for our bilingual mailings. We will be translating all of our direct mailers and we will be able to use the preferred language information from our database in our outreach.
165	Media recommendations - KVVN (AM 1430) & KTSF TV (channel 26)	Thank you for your media suggestions; we are looking into many that have been submitted through public feedback.
166	The ROV should seek to place more outside drop-boxes. They also should prioritize placing community centers as vote centers. It should be the priority to ensure voters are comfortable at vote centers and police stations should be rmoved from the list. Important to have multi-language presentations and partnering with community organizations. In regards to media, ROV should look into investing more $ so that the messages are targeted to SCC voters. Consider spending more money on targeted TV outreach.	We currently have 96 total potential drop-boxes in Santa Clara County. Of those 79 are outside drop-boxes available 24/7.
167	I suggest working with school districts to issue "My Parent Will Vote" or "My Parent Voted" stickers to children.	Thank you for your input, we will take that into consideration.
168	How are you going to know who is voting?	The ROV has voter verification safeguards in place. We will have e-pollbooks are the vote centers. We will be making sure that they are registered to vote and if they have voted already. Another safeguard we have is the signature verification which is done by human eye and by multile individuals. Also, ROV verifies voters with the CA state-wide voter registration database as well.

No.	Public Comment	ROV Response
169	How can you confirm that that is the person who voted online? Because there are concerns regarding elderly abuse when using RAVBM. I know you may not have any control over that, but that is my concern.	Those ballots do need to get signed. If something were to happen like that, it would be a criminal act. And when a voter signs the envelope, they are attesting that he/she was the one who completed that ballot. And if anyone is aware of that happening and reports it to our office, we do refer suspected cases of voter fraud or election abuse to the DA office and the SOS Voter Fraud Investigation Unit.
170	What would prevent a group from coming into a polling place and fill up all the booths and stay there, preventing the public from voting? Time limits at booths? Something for you to think of.	Thank you for your input, we will take that into consideration.
171	Are printed rosters going to be posted anymore?	Our plans are to move away from the printed rosters because since every voter can go to any Vote Center, they are no longer practical. We are looking at solutions to having that data available electronically (using our polbook system), for campaigns like "Get the Vote Out." We will still be keeping voter registration and participation data by precincts for us to asses our own voter outreach efforts.