

# County of Santa Clara

## Registrar of Voters

1555 Berger Drive, Bldg. 2  
San Jose, CA 95112  
Mailing Address: P.O. Box 611360, San Jose, CA 95161-360  
(408) 299-VOTE (8683) (866) 430-VOTE (8683) FAX: (408) 998-7314  
www.sccvote.org



---

## Voting Accessibility Advisory Committee Meeting January 26, 2023 | 1:30-3:00 via Zoom

Join Zoom Meeting  
<https://sccgov-org.zoom.us/j/99212507735>

Meeting ID: 992 1250 7735

Phone in: (669) 219-2599  
Phone in: (669) 900-6833

---

### Minutes

#### Attendees:

**VAAC Committee Members:** Mike Nguyen, Melanie Roland, Fred Nisen, Tricia Kokes, Christine Fitzgerald, Lisa Quan, Youngla K

**ROV Staff:** Evelyn Mendez, Michael Borja, Shannon Bushey, Bren Lehr, Steve Goltiao, Paulo Chang, Bob Nguyen, Liz Oviedo, Alfred Gonzales, Jose Posadas, E Rudholm, Aleiah Mims, Rachel Cayabyab, Vanessa Hamm, Ruth Luo, Rachel Lam, Sachiko, Tsai Fanchun, Julia Saenz, Bren Lehr, Christina Rivas-Louie, Steve Goltiao, Mike Fong, Paulo Chang, Vikas Moudgil, Debbie, Grace Sullivan, Smitha Shah, Xyrrill, Thuytien Bui, Amy Nguyen, Shirley Wang, Rocio Renteria, Balinda Martinez

#### I. Review and approve minutes

- I. Introductions
- II. September 22, 2022 Minutes – Tricia Kokes Approved minutes, Mike Nguyen second.

#### II. Reports and Updates

- I. ROV Committee Member Reports

#### Gubernatorial General Election Recap

##### a) Ballot Reports (Alfred Gonzales, Vote By Mail Division Manager)

Presentation by Alfred on **November 8, 2022 Gubernatorial**

#### General Election:

Total registered voters: 1,009,422  
VBM ballots returned: 514,747  
Ballots cast at Vote Centers: 40,713  
Undeliverable: 25,812  
Total VBM ballots: 1,020,501  
Total VBM ballots accepted: 510,588  
Total VBM ballots challenged: 4,159

**VBM Ballots Returned Statistics:**

Mail: 46% or 235,052

Drop Box Locations: 40% or 208,685

Vote Center Drop Boxes: 14% or 70,553

Fax – 0% or 451

**VBM Challenged Statistics:**

No Voter Signature: Total challenged ballots 910

Still Challenged: 24% or 218

Cured: 76% or 692

Nonmatching signatures: 2,390

Still challenged: 59% or 1,419

Cured: 41% or 971

Ballots not received on time: 2,510

Ballots missing from envelope: 12

**Christine Fitzgerald-** Would like elaboration on cured ballots and explanations in better detail for some folks who don't understand for the future "suggestion." Would like to add survey features on RAVBM system.

**Fred Nisen-** How many people voted domestically? 426 total.

**b) Voter Registration Stats (Julia Saenz, Voter Registration Division Manager)**

Julia shared voter registration statistics and information on the number of provisional ballots received for the November Election. We received 3,280 Conditional Voter Registration (CVR) ballot envelopes, 90% of the ballots were counted. For Provisional Voters (PV), we received 329 ballots. We counted 8 provisional ballots, and most provisional ballots were not counted. PV Ballots were from voters who were registered out of county, others were from voters that had incomplete information on the PV envelopes.

Currently, we are at 1,0013,290 registered voters and 7,165 pre-registered voters.

The following is a list of registered voters by language:

1. English: 942,963
2. Chinese: 15,533
3. Hindi: 477
4. Japanese: 375
5. Khmer: 147
6. Korean: 2,962
7. Nepali: 1
8. Punjabi: 53
9. Spanish: 18,289

10. Tagalog: 1,996
11. Tamil: 8
12. Telugu: 5
13. Thai: 109
14. Vietnamese: 30,372

**Tricia Kokes:** Does SCC take other counties ballots and forward the ballots to the county?

**Julia:** Yes, we can accept ballots and we can send to the appropriate county.

c) **Vote Center Report (Paulo Chang, Precinct Operations Manager)**

Paulo provided statistics on the Vote Centers. In the 2022 Gubernatorial General Election we had 103 Vote Centers. 11-Day sites opened on October 29 and all 103 sites open from November 1 through Election day on November 8<sup>th</sup>, 2022. The Vote Center roles were Leads, Aides, Volunteers and High School Students.

There was a record voter turnout at Vote Centers, with early voting at 7,886 voters and 32,619 election day voters. ROV hired 1,411 Vote Center staff that included 1,411 Election Officers, 664 monolingual staff and 747 bilingual staff.

The ROV conducted Election Officer Certification Classes. The classes spanned from September through end of October 2022. Three classes were offered for the different Vote Center roles.

There were 13 Voter Language Workshops held on Zoom from September 27 through October 20. These workshops saw the biggest turnout since the implementation of the Voter's Choice Act. The languages included: Chinese, Vietnamese, Tagalog, Hindi, Spanish, Nepali, Punjabi, Telugu, Tamil, Gujarati, Japanese, Khmer, Korean. All workshops were presented in English along with the respective language. Flyers containing QR codes were created for Voter Language Workshops to help advertise.

At the Vote Centers ballots were request in the following languages:

- English: 38,991
- Spanish: 580
- Chinese: 398
- Korean: 51
- Hindi: 18
- Tagalog: 17
- Punjabi: 11

Single digit requests where ballots were requested in Gujarati, Nepali, Telugu, Japanese, and Khmer

## **Top Vote Centers – November 2022**

- Central Park Library: 1,237
- Cambrian Branch Library: 1,059
- Milpitas Library: 948
- Almaden Community Center: 938
- Saratoga Library: 907
- Edenvale Branch Library: 875
- Campbell Community Center: 863
- Evergreen Branch Library: 851
- SJSU Event Center: 814
- Tully Branch Library: 793

Vote Centers alternative voting methods: There were 12 voters that used the English Audio touchscreens, 6 voters that voted with English Curbside touchscreens ballots, and voters that voted with the Curbside paper ballot option.

Vote Center staff tracked anytime voters ask for assistance and leads are asked to log into exception logs so we can track assistance request.

**Fred Nisen:** Likes that people are using touch screen. He's been an advocate since day one. It would be helpful if people used it all the time.

**Fred Nisen:** Are poll workers trained to use the touch screen? How are they trained?

**Paulo:** Yes, they are trained. They are given a practice ballot during their class and they all get to learn. What to do and what not to do. Lots of role playing and taking turns and having staff stimulating being the worker.

**Lisa Quan:** Everyone who is trained gets to role play and we close our eyes and blindfold and pretend we are going through the process. This is the process at Vista Center. We did not have anyone who could not get through the touchscreen roleplay.

**Lorenzo Castaneda:** Hands on training for the Leads, Aides and Volunteers in class. Alice Turner from Palo alto facility "Vista Center" was our key factor in training going back to March 2020 elections.

**Lisa Fitzgerald:** I would like to recommend we continue to push for Hybrid meetings. Individuals that can't join in person they should be allowed to participate in the process. The only people that can't vote are those incarcerated. I think we should be able to participate anywhere we are and online meetings would be beneficial.

- d) Social Media/Advertising (Evelyn Mendez, Public and Legislative Affairs Division Manager- To be continued next meeting

- e) Assembly Bill 1416 (Liz Oviedo, Acting AROV – Ballot Layout Division Manager) - To be continued next meeting
- f) LAAC membership recruitment (Evelyn Mendez, Public and Legislative Affairs Division Manager)

State LAAC/VAAC  
County VAAC

- g) Candidate Services Overview (Bren Lehr, Candidate Services Division Manager)

## II. LAAC Committee Member Reports

- I. **Mike Nguyen:** Youth Engagement- student member on LAAC/VAAC Presentation on youth engagement in Santa Clara County  
27% of Youth (ages 18-29) cast a ballot in 2022

### **Ongoing Youth Outreach Ideas**

Connect with ALL SCC High Schools Via Principals/Admin, presentation, preregistration, stronger communication (e.g. emails, social media, alerts), community support. Currently, creating Master List with the County Office of Education, dozens of school districts, seal of civic engagement, Varying Demographics & Priorities, language support, differing civics programs from Palo Alto to Morgan Hill.

### **Youth Success in our County**

Partnership with Stanford Votes, civic student organizations, hopefully, a long-term relationship. Courier opportunities and drives.

### **Focus Points**

More Connection in Our County  
Community Centers  
Neighborhood Parks  
Places of Worship (e.g. churches, temples)  
Ethnic Grocery Stores  
Supporting Students  
Specific Needs

- II. Other Committee Member Reports

## III. Next steps

- I. Future meetings
  - I. April 2023
  - II. July 2023
  - III. October 2023
  - II. Future agenda items