

GUIDE TO THE SANTA CLARA COUNTY

# REGISTRAR OF VOTERS

---

Shannon Bushey, Registrar of Voters  
1555 Berger Drive, Building 2  
San Jose CA 95112  
(866) 430-VOTE (8683)  
[www.sccvote.org](http://www.sccvote.org)

I hope you will enjoy reading our informative Guide to the Santa Clara County Registrar of Voters.

Many people believe that the Registrar of Voters' Office is busy only during election time. In fact, election planning and administration is a year-round activity.

Our primary responsibility is administering elections within Santa Clara County. Each election takes four to eight months to administer, and we usually administer three to five elections per year. In addition, we work on many different projects, which allow us to modernize and improve our systems and processes. We always strive to provide the highest level of accuracy in voter registration and elections.

We had a huge accomplishment in 2015 with our initiative for prepaid postage on all vote by mail ballots. Previously, voters had to pay the cost of return postage in order to mail their ballots; as of November 2015, however, all vote by mail voters received an envelope with prepaid postage for their ballots. It is worth noting that we are only the second county in California to offer prepaid postage on all vote by mail ballots!

As we begin the new year and approach the 2016 Primary and General Presidential Elections, I am excited about our Guide and hope that you will find it useful.

-Shannon Bushey, Registrar of Voters

# Contact.

**Registrar of Voters** Shannon Bushey

**Asst. Registrar of Voters** Virginia Bloom

**Asst. Registrar of Voters** Matt Moreles

**Registrar of Voters' Office**

1555 Berger Drive, Building 2  
San Jose CA 95112

**Hours**

Monday-Friday  
8:00 am-5:00 pm

**Mailing Addresses**

General PO Box 611360, San Jose CA 95161  
Voter Registration PO Box 611300, San Jose CA 95161  
Vote by Mail PO Box 611750, San Jose CA 95161  
Precinct Operations PO Box 612350, San Jose CA 95161

**General Email Address**

[registrar@sccgov.org](mailto:registrar@sccgov.org)

**Phone Numbers**

General (408)299-VOTE(8683)  
Toll Free (866)430-VOTE(8683)  
TTY (408)288-9820  
Chinese (408)282-3086  
Spanish (408)282-3095  
Tagalog (408)282-3089  
Vietnamese (408)282-3097

The Registrar of Voters' Office provides voting materials in English to all registered voters. In addition and as required by law, the Registrar of Voters' Office provides voting materials and oral language assistance in Chinese, Spanish, Tagalog, and Vietnamese.

# Registrar of Voters

Santa Clara County

# Connect.

Visit the Registrar of Voters online at [www.sccvote.org](http://www.sccvote.org) to access important election information.

- Online Voter Registration
- Election Results
- Voter Registration Status Lookup
- Track your Vote by Mail Ballot
- Find Your Polling Place & Districts
- Online Sample Ballot & Voter Information Pamphlet
- Election Dates & deadlines
- Volunteer at the Polls

Scan this barcode with your phone to visit [www.sccvote.org](http://www.sccvote.org):



For the latest election news and more, follow SCCVOTE on social media.

• Like us at SCCVOTE on



• Follow us at SCCVOTE on



# Registrar of Voters

Santa Clara County



# Table of Contents.

<b>01</b>	<b>Note from the Registrar</b>
<b>02</b>	<b>Contact</b>
<b>03</b>	<b>Connect</b>
<b>04</b>	<b>Table of Contents</b>
<b>05</b>	<b>Introduction</b>
<b>07</b>	<b>Divisions</b>
<b>24</b>	<b>Voting Options</b>
<b>27</b>	<b>Counting Ballots</b>
<b>29</b>	<b>Go Green</b>
<b>30</b>	<b>Save the Date 2016</b>

# Introduction.

## Santa Clara County

Santa Clara County is located at the southern end of the San Francisco Bay. The county's population of approximately 1.9 million residents is the sixth largest in California, and the largest of the nine Bay Area counties. There are 15 cities in the county. San Jose is the largest city, with a population exceeding 1 million, and is the administrative site of county government.

## Mission Statement

To provide quality service with the highest level of integrity, efficiency, and accuracy in voter registration and election processes.

## Vision Statement

To earn and maintain the public trust.

## Services

The Registrar of Voters is the County Elections Official and conducts all Federal, State, Judicial, County, County Central Committee, Municipal, School District and Special District scheduled and special elections. In addition to election planning and administration, the Office of the Registrar of Voters ("ROV") is responsible for voter registration, education and outreach, maintenance of registration files, verification of initiatives, referenda and recall petitions, and the filing of campaign reports.

The ROV offers a variety services, some at no cost, including:

- Proof of voter registration
- Voter registration training
- Preparation of reports, including voter files and statements of vote
- Educational speakers
- Office tours



# Do you even vote, bro?





# Divisions.

## Administrative Services

Michael Lopez, Administrative Support Officer

[michael.lopez@rov.sccgov.org](mailto:michael.lopez@rov.sccgov.org)

(408) 299-VOTE (8683)

- Manages the ROV's website, safety program, telecommunications and facility-related items.
- Performs and coordinates personnel and administrative functions for the ROV.
- Acts as liaison between the ROV and other departments on administrative and personnel matters.
- Analyzes annual departmental requests.
- Represents the ROV on various training, safety and other committees.
- Conducts special projects related to development of departmental administrative services.



# Divisions.

## Ballot Layout

Leslie Smith, Election Division Coordinator

[leslie.smith@rov.sccgov.org](mailto:leslie.smith@rov.sccgov.org)

(408) 299-VOTE (8683)

- Creates official ballots and Sample Ballot & Voter Information Pamphlets in all federally-mandated languages.

Official ballots include the optical scan paper ballot, the electronic touchscreen ballot and the electronic accessible audio ballot.

- Creates the Sample Ballot & Voter Information Pamphlet in all federally-mandated languages.

Sample Ballot & Voter Information Pamphlets contain a sample of the ballot, instructions to voters, statements from candidates and measure documents including analyses, arguments and tax rate statements.

- Provides translation and proofreading services to other divisions.

- Provides bilingual assistance at the Candidate Services Division and Vote by Mail counters and via 1-408-299-VOTE throughout the year.



“

SHANNON BUSHEY,

**THERE IS NO  
MORE  
IMPORTANT  
ACTION IN A  
DEMOCRACY  
THAN VOTING.**

REGISTRAR OF VOTERS

”

# Divisions.

## Candidate Services Division

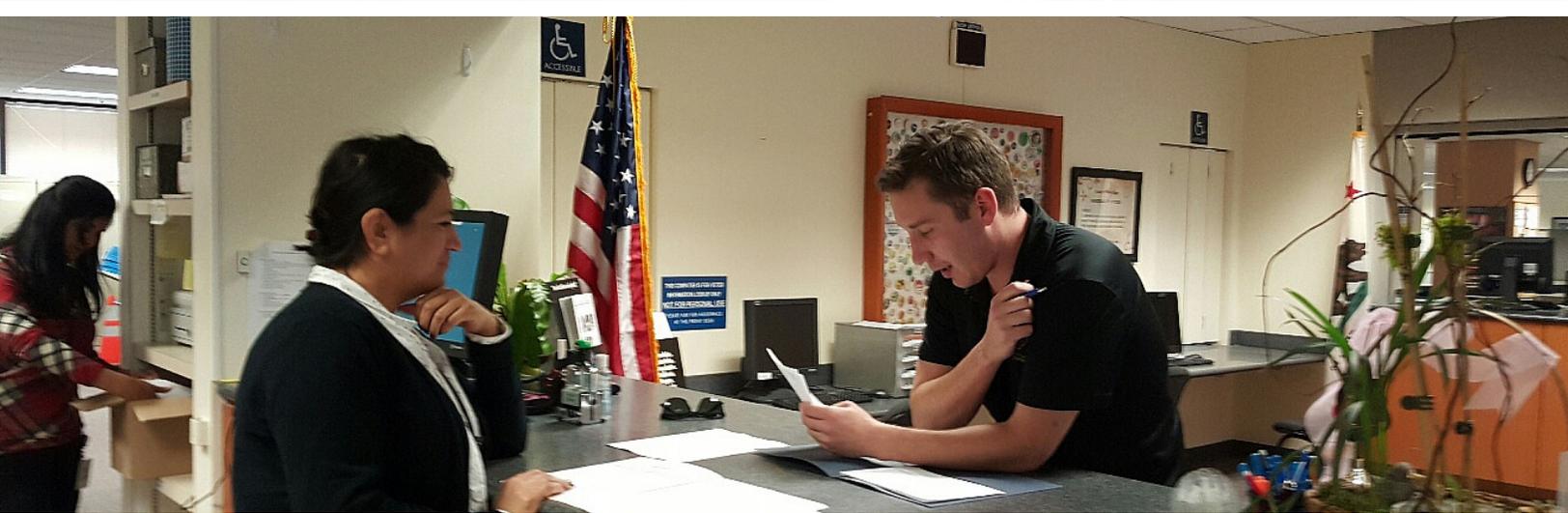
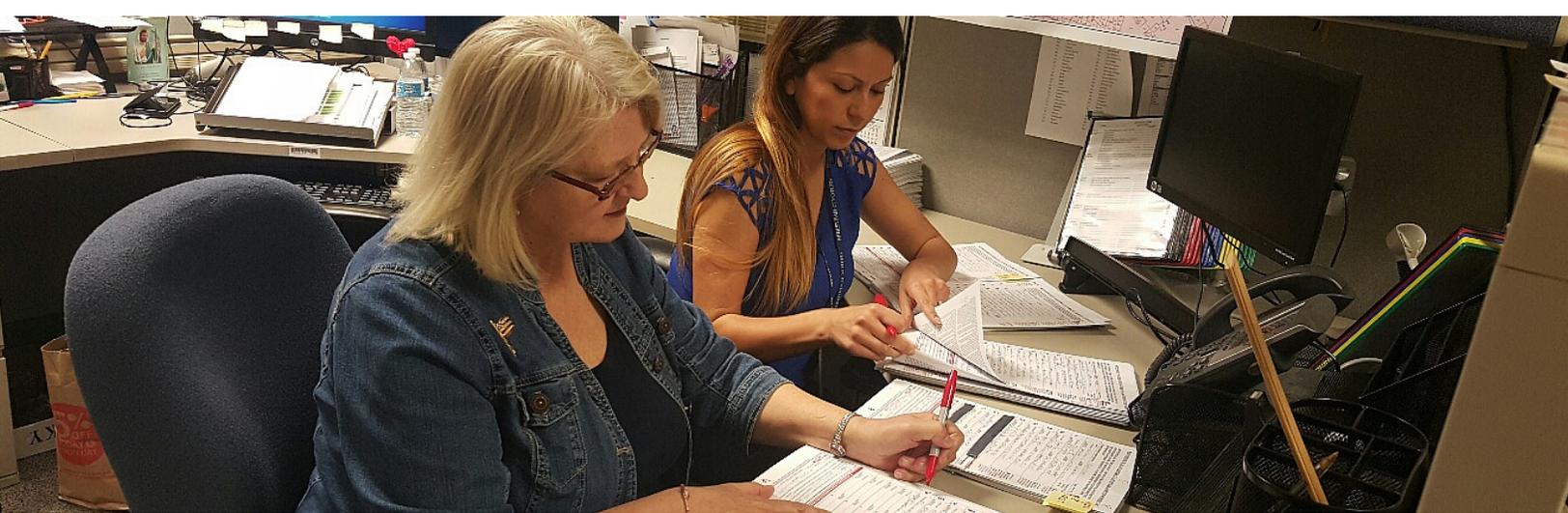
Shui Ling Chu, Election Division Coordinator

shuiling.chu@rov.sccgov.org

(408) 299-VOTE (8683)

- In response to public inquiry, explains laws, rules, regulations and mandates relating to measure and candidate nominations, as well as Fair Political Practices Commission (FPPC) campaign filings.
- Prepares and distributes reference material such as officeholder lists, election calendars, candidate guides, measure packets, initiative packets and recall packets.
- Issues and processes candidate nominations for Federal, State, Judicial, County, County Central Committee, Municipal, School and Special Districts offices.
- Assists local jurisdictions on governing board and measure elections.
- Receives, reviews, tracks and processes FPPC paper and electronic filings of campaign statements filed by candidates and committees.
- Organizes and conducts electronic filing training for candidates.





# Divisions.

## Election Materials and Voting Systems Division

Mike Fong, Election Division Coordinator

[mike.fong@rov.sccgov.org](mailto:mike.fong@rov.sccgov.org)

(408) 299-VOTE (8683)

- Orders and maintains all office and election related supplies and materials.
- Addresses and mails Sample Ballot & Voter Information Pamphlets to voters.
- Tests, programs and secures touchscreen voting machines and other voting equipment.
- Oversees distribution and return center sites where poll workers retrieve and return election supplies.
- Delivers official ballots, touchscreen voting machines and other voting equipment as well as election supplies to polling places.
- Plans and coordinates the return of all voted ballots and election priority materials on Election Night.



# Administering one election takes months of preparation by the Registrar of Voters' Office.

Every year, the Registrar of Voters' Office administers between three to five elections and spends a minimum of four months preparing for each election.

The Registrar of Voters' Office performs certain key tasks in preparation for each election. For example, the Registrar of Voters' Office:

- Continuously updates voter registration numbers in order to know how many ballots to purchase and how many polling places are needed for each election.
- Spends thousands of hours creating and proofreading the official ballots and Sample Voter & Information Pamphlets in English and the federally mandated languages of Chinese, Spanish, Tagalog, and Vietnamese.

- Mails up to 530,00 ballots to vote by mail, military, and overseas voters.

- Recruits up to 5,000 volunteers to serve as Election Officers. These volunteers staff the polls on Election Day and earn up to \$200 for their service.

- Recruits up to 800 polling places and ensures that each polling place is accessible to individuals with limited mobility.

- Recruits drive-thru, drop-off and early voting centers at up to 46 locations throughout the county.

- Conducts dozens of outreach events to register as many new voters as possible.

- Maintains maps of every jurisdiction in the county in order to create enough polling place precincts for each election.

- Plans routes for delivery of voting equipment and election materials to polling places.

- Publicizes each election milestone with press releases and frequent posts on social media.

# Divisions.

## Fiscal

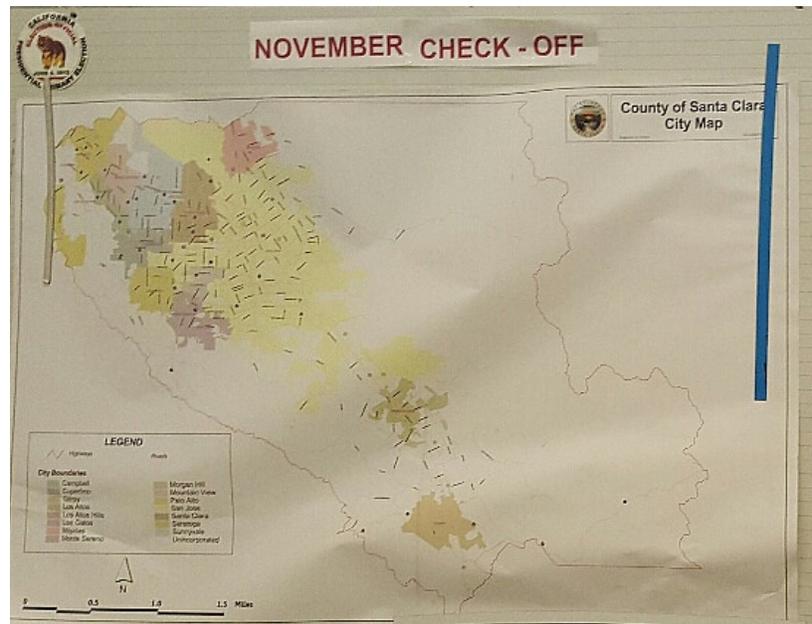
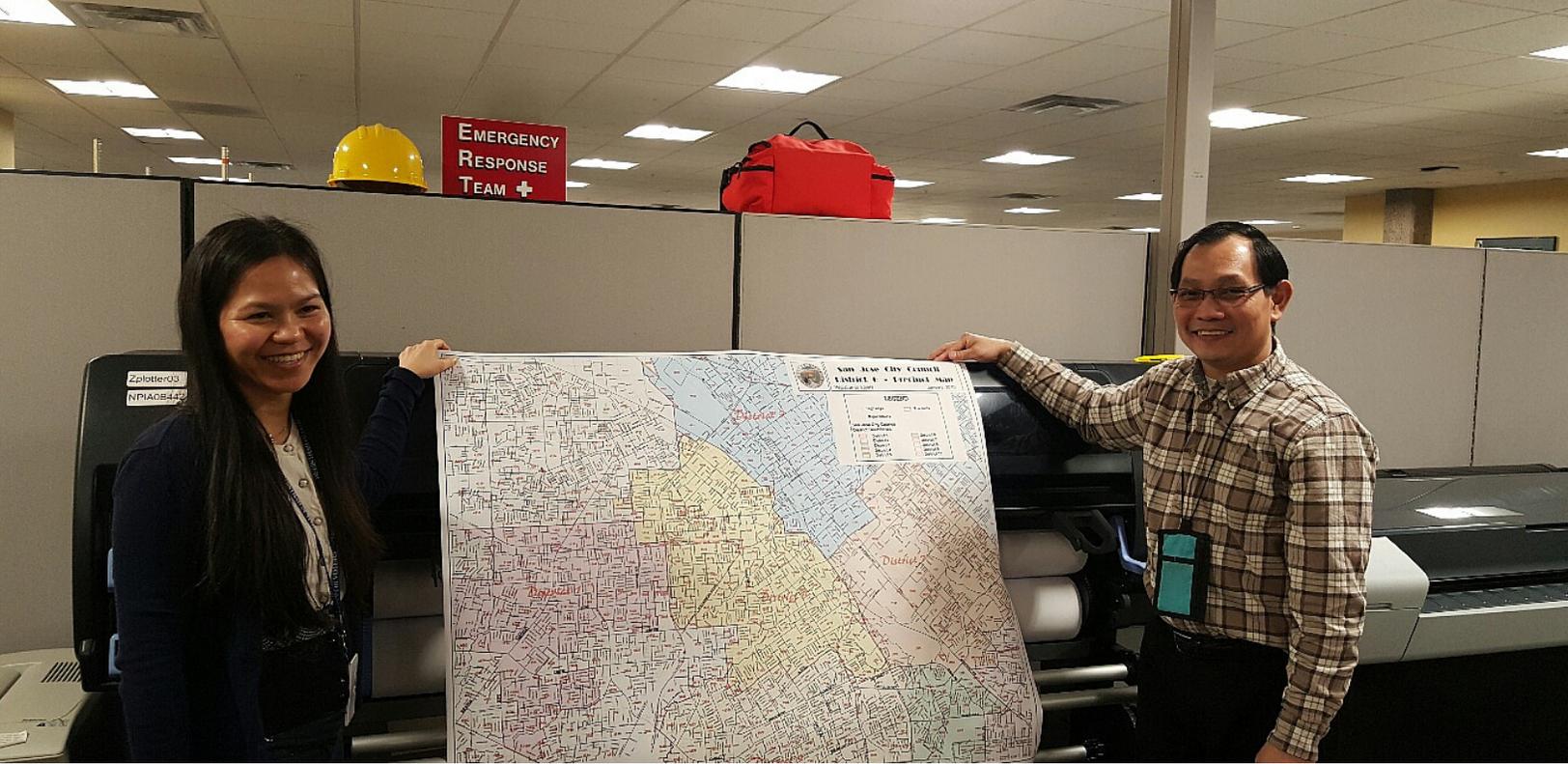
Vicky Bituin, Fiscal Officer

vicky.bituin@rov.sccgov.org

(408) 299-VOTE (8683)

- Prepares and oversees the ROV's budget.
- Performs all accounting related functions such as employee payroll, accounts payable and accounts receivable.
- Processes travel and grant reimbursements.
- Provides estimated costs and billing of actual costs for services provided by the ROV , such as election costs and the cost of verification for initiative signatures.





# Divisions.

## Mapping

Bob Nguyen, Election Division Coordinator

[bob.nguyen@rov.sccgov.org](mailto:bob.nguyen@rov.sccgov.org)

(408) 299-VOTE (8683)

- Maintains maps of all jurisdictions in Santa Clara County.
- Responsible for precinct consolidation.
- Plans drayage routing for delivery of voting equipment and election materials for the election.
- Prepares district maps that can be purchased by the public.





# Divisions.

## Public and Legislative Affairs

Philip Chantri, Election Division Coordinator

[philip.chantri@rov.sccgov.org](mailto:philip.chantri@rov.sccgov.org)

(408) 299-VOTE (8683)

- Serves as spokesperson for the ROV .
- Responsible for all aspects related to media relations, including responding to queries and requests for information.
- Conducts and schedules media interviews, and coordinates and schedules filming and videotaping of departmental operations and election processes.
- Prepares and disseminates press releases, public service announcements, media advisories, and develops and conducts media and publicity campaigns.
- Oversees legislative affairs by monitoring, formulating, analyzing and implementing state and federal legislation related to elections and the administration of elections.
- Manages California Public Records Act requests that are received by the ROV.



# Divisions.

## Precinct Operations

Karin Accorinti, Election Division Coordinator

[karin.accorinti@rov.sccgov.org](mailto:karin.accorinti@rov.sccgov.org)

(408) 299-VOTE (8683)

- Surveys, selects and secures polling places and ensures that such sites comply with polling place guidelines, including State and Federal law.
- Manages recruitment and assignment of volunteer Election Officers in English, Chinese, Spanish, Tagalog, Vietnamese, Hindi, Korean, Khmer and Japanese.
- Coordinates election day and night operations.
- Develops and imparts training (both online and in person) to volunteer Election Officers and staff.
- Develops and conducts voter outreach and education campaigns.
- Provides bilingual assistance via 1-408-299-VOTE throughout the year.



# Divisions.

## Vote by Mail

Alfred Gonzales, Election Division Coordinator

[alfred.gonzales@rov.sccgov.org](mailto:alfred.gonzales@rov.sccgov.org)

(408) 299-VOTE (8683)

- Mails official ballots to permanent vote by mail voters, overseas and military voters, and to voters who have requested a one-time vote by mail ballot.
- Processes vote by mail applications from voters.
- Orders official ballots for vote by mail voters.
- Receives and processes returned Vote by Mail voted ballots.
- Operates an Early Voting Center at the Registrar of Voters' Office and at various locations throughout the county, including libraries in all five Supervisorial Districts during county-wide elections.
- Provides, manages and operates secure ballot drop-off boxes located throughout the county.
- Operates convenient, drive-thru ballot drop-off sites in the last two weekends before every election.





# Divisions.

## Voter Registration

Maggy Smith, Election Division Coordinator

[maggy.smith@rov.sccgov.org](mailto:maggy.smith@rov.sccgov.org)

(408) 299-VOTE (8683)

- Maintains Santa Clara County's Voter File, ensuring a correct and up-to-date Voter File for any election.
- Enters new Voter Registration Cards into the Voter File.
- Updates, inactivates, and cancels existing voter records.
- Records voter history.
- Verifies signatures and certifies initiatives, referenda, recall petitions and nomination papers.
- Verifies and prepares valid provisional ballots received on Election Day for inclusion in the official vote tally.



**YOU CAN HAVE YOUR LAZY SATURDAYS ...  
AND VOTE TOO!**



**Stand in line much?  
Not in our Polling Places, you don't!**



# VOTING OPTIONS.

The Registrar of Voters' Office offers voters in Santa Clara County three options for casting ballots in an election, unless it is an all-mail ballot election.

## VOTE BY MAIL

Voters may vote by mail in a single election, or may become permanent Vote by Mail voters and receive a ballot by mail automatically for each election in which they are eligible to vote.

More than 500,000 of the county's registered voters have opted for the convenience of Permanent Vote by Mail.

Vote by Mail ballots can be returned by mail or in person to a drop box or Early Voting Center, or to any polling place on Election Day. A complete list of ballot return locations and hours is available online at [www.sccvote.org](http://www.sccvote.org).

In order to be counted, Vote by Mail ballots must be postmarked on or before Election Day and must be received within three days after the election.

Vote by Mail ballots received early are the first to be processed, verified and included in the initial results posted on Election Night. The first ballots received are the first ballots to be counted.

Voting by mail is extremely popular and has increased dramatically since 2008. Vote by Mail ballots now account for the majority of ballots cast in county elections.



**Voting is a right which comes with citizenship. You have the following rights as a voter.**

### *VOTER BILL OF RIGHTS*

1. The right to vote if you are a registered voter. You are eligible to vote if you are: a U.S. citizen; at least 18 years old; registered where you currently live; not imprisoned or on parole for a felony.
2. The right to vote if you are a registered voter even if your name is not on the list. You will vote using a provisional ballot. Your vote will be counted if elections officials determine that you are eligible to vote.
3. The right to vote if you are still in line when the polls close.
4. The right to cast a secret ballot without anyone bothering you or telling you how to vote.
5. The right to get a new ballot if you have made a mistake, if you have not already cast your ballot. You can: Ask an elections official at a polling place for a new ballot; or Exchange your vote by mail ballot for a new one at an elections office, or at your polling place; or Vote using a provisional ballot, if you do not have your original vote by mail ballot.
7. The right to drop off your completed vote by mail ballot at any polling place in the county where you are registered to vote.
8. The right to get election materials in a language other than English if enough people in your voting precinct speak that language.
9. The right to ask questions to elections officials about election procedures and watch the election process. If the person you ask cannot answer your questions, they must send you to the right person for an answer. If you are disruptive, they can stop answering you.
10. The right to report any illegal or fraudulent election activity to an elections official or the Secretary of State's office.

# VOTING OPTIONS.

## EARLY VOTING

Voters may vote early at the Registrar of Voters' Office, 1555 Berger Drive, Building 2 in San Jose.

This service is available to all Santa Clara County registered voters. It begins 29 days before each election and is offered during regular office hours, Monday - Friday, 8:00 am to 5:00 pm. Early Voting is also offered the last two weekends before all countywide elections. Accessible touch screen voting is available at the Registrar of Voters' Office during Early Voting.

## VOTING AT THE POLLS

Polling places are open from 7:00 a.m. to 8:00 p.m. on Election Day. Voters are encouraged to vote at their designated polling place, which may be found on the back cover of the Sample Ballot & Voter Information Pamphlet or online at [www.sccvote.org](http://www.sccvote.org).

Accessible touch screen voting is available at every polling place. The County's electronic voting system gives visually-impaired voters the ability to cast a secret ballot without assistance. The voting system is equipped with an audio voting component that allows voters to listen to the ballot and make their choices using the keypad provided. The keypad includes a "sip and puff" feature as well.

The Registrar of Voters' Office strives to provide polling places that are accessible. To check polling place accessibility, refer to the International Wheelchair Symbol on the back cover of the Sample Ballot & Voter Information Pamphlet. If a polling place does not meet accessibility guidelines, voters are encouraged to call 1-408-299-POLL for information on alternative methods of voting.



# COUNTING BALLOTS.

The polls close at 8:00 pm on Election Night, but it usually takes hours for all precincts to show results. The law provides the Registrar of Voters' Office thirty days to certify election results and in some elections it may take weeks before the final results are known. Here's a quick look at what happens after a ballot is cast.

## ELECTION DAY

The first results are posted shortly after 8:00 pm on Election Day. These are the Vote by Mail ballots that were returned early. After that, we have to wait for the polling place precincts across the county to complete their paperwork, pack up their supplies, and return the ballots - this can take two hours or more.

As precincts materials arrive, ballots are counted by high-speed scanners and added to the total results. The posted results are updated every 45 minutes throughout the night. The election results web page shows how many precincts have reported and the time of the last update.

When all precincts have reported, the Election Night counting is done; however, there are still more ballots to count and a lot more work to do before the results become official.

## BALLOTS COUNTED AFTER ELECTION DAY

Vote by Mail ballots that arrive on Election Day or are postmarked on Election Day and arrive within three days after the election take longer to count than ballots that were cast in polling places because they have to be signature-verified; however, they are usually counted by the Friday after the election.



# COUNTING BALLOTS.

Provisional Ballots are ballots cast by voters whose eligibility to vote could not be determined in the polling places on Election Day or who had received Vote by Mail ballots but did not have them to surrender at the polls and wanted to vote in person. These ballots must be researched and verified before they are counted.

Some ballots are torn, damaged, or marked in such a way that the tallying machines cannot read them. These ballots require additional processing.

## POST-ELECTION CANVASS AND AUDIT

California Elections Code requires the Registrar of Voters to perform a post-election canvass before certifying the final results of an election. The canvass is a complete audit of all ballots received to ensure that every ballot was processed and that the election results are accurate.

The canvass begins immediately following Election Day and can take up to 30 days as each ballot is matched with the records of the corresponding polling place and precinct.

The Registrar of Voters' Office must complete the official canvass no later than the 30th day after the election and submit a certified statement of the results of the election to the Secretary of State by the 31st day.

The Registrar of Voters' Office audits all of the paperwork that has been completed at the precincts in order to make sure that every ballot has been accounted for.

Additionally, the Registrar of Voters' Office verifies the accuracy of the vote-counting machines by manually counting the votes of 1% of the total number of precincts that participated in a given election.



# Go Green!

Sign up to Go Green  
at [www.sccvote.org](http://www.sccvote.org)

● Save trees and reduce your carbon footprint! ●

● Opt out of the paper Sample Ballot and Information Pamphlet and receive it electronically! ●

● Access your voting information from your device(s), no more pamphlets filling your mailbox and recycle bin! ●



# SAVE THE DATE 2016.

## **June 7, 2016 Presidential Primary Election**

May 23: Last day to register to vote

May 31: Last day to request a Vote by Mail ballot

June 7: Election Day

## **November 8, 2016 Presidential General Election**

October 24: Last day to register to vote

November 1: Last day to request a Vote by Mail ballot

November 8: Election Day

