



June 5, 2018 Statewide Direct Primary



Registrar of Voters Post-Election Report

June 5, 2018 Statewide Direct Primary

County of Santa Clara Registrar of Voters Post-Election Report

Table of Contents

A Message from the Registrar _____	3
I. Introduction _____	4
About This Election _____	4
What's New for This Election _____	6
II. Executive Summary _____	8
Results Overview _____	8
Regional Measure 3 _____	12
Challenges Resolved _____	13
Takeaways _____	14
III. Election Preparation _____	15
Voter Registration _____	15
County Voter Information Guide _____	18
Voter Outreach and Communication _____	20
Election Officers _____	21
Early Voting and Ballot Drop-Off _____	25
IV. Election Day _____	27
Voter Turnout _____	28
Vote-by-Mail Turnout _____	29
Polling Place Voter Turnout _____	30
V. Vote Tallying _____	31
Ballots Cast and Counted _____	32
Extended VBM Tallying _____	34
Unsigned Ballot Statements _____	35
Provisional Votes _____	36
Conditional Voter Registration _____	37
VI. Election Verification and Certification _____	38
1% Tally _____	38
VII. Errata _____	39
Register, Update, and Participate _____	41

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Note

The figures, charts, and graphs in this report come from a variety of internal and external data sources and are intended for informational and historical purposes only. For official election results, please refer to the Statement of Vote, available at www.sccgov.org/sites/rov/Resources/Pages/PastEResults.aspx.

A Message from the Registrar



Shannon Bushey
Registrar of Voters

I am pleased to present the County of Santa Clara Registrar of Voters' Post-Election Report for the June 5, 2018 Statewide Direct Primary Election.

This report is intended to provide a glimpse into how this major election compares with past primary elections with regard to voter participation and turnout, election preparation, and vote tallying. Additionally, FAQ boxes and explanations spaced throughout the report provide a wealth of information about election procedures,

logistics, and laws, as well as the behind-the-scenes work required to conduct a successful election.

Among the facts and figures in this report, you will find information about how ballots are tallied, a breakdown of a recall effort for the position of Santa Clara County Superior Court Judge and an Executive Summary providing an overview of the most prominent statistics of the election. There is also a chapter on the challenges that we overcame to ensure the integrity and efficiency of the election.

It is my wish that the information in this report can provide you with a deeper understanding of how your vote is counted, how the many laws and procedures relating to election processes affect the timing of the results, and the way ballots are tallied, and how the national discussions about voter behavior and demographics may have affected voter behavior and participation in Santa Clara County.

I hope you find this report as useful and informative as I do.

Sincerely,

A handwritten signature in blue ink that reads "Shannon Bushey".

Shannon Bushey
Registrar of Voters



I. Introduction

About This Election

The June 5, 2018 Statewide Direct Primary Election in Santa Clara County included a total of 48 contests, which are defined as single issues voted on by the people. Of these 48 contests, four were countywide races, in which approximately 840,000 voters were eligible to participate.

Santa Clara County contains many districts, including congressional districts, state legislative districts, cities, school districts, and special districts. Since 2010, the only local jurisdictions to consistently appear on the primary election ballot are the County of Santa Clara and City of San Jose. Depending on the number of candidates for a County or City of San Jose office and the percentage of the vote that these candidates receive, a winner could be declared in the

FAQ

Q: What does **gubernatorial** mean?

A: Gubernatorial is a term used to describe an election that includes the contest of the Office of State Governor. This type of election occurs every four years, alternating with the presidential elections, in which the contest of the President of the United States is voted upon.

FAQ

Q: What is a **primary**?

A: A primary is a preliminary election in which voters nominate party candidates for office, or narrow the field of candidates for office. California primaries are held in June of even-numbered years. Except for occasionally placing ballot measures and filling vacancies, local jurisdictions outside of the County of Santa Clara and City of San Jose typically do not participate in the primary election.

primary, or a runoff could be held in the subsequent **gubernatorial** general election held in November.

One unique aspect of the June 5, 2018 Statewide Direct Primary Election was that a special recall election was held, and it concerned the position of Superior Court Judge. This recall signified the first since 2003, when Governor Gray Davis was removed from office, and the first time in 86 years that a Superior Court judge has been recalled.

FAQ

Q: What is a **measure**?

A: A measure is an item placed on the ballot to ask the voters a question, such as whether the voters of a school district wish to enact a parcel tax. A measure can also be added to the ballot by an initiative or a referendum.

Contests on the Ballot

Contest	Voting Jurisdiction
Governor Lieutenant Governor Secretary of State State Controller State Treasurer Attorney General Insurance Commissioner Board of Equalization (Dist. 2) Superintendent, Public Instruction	State
U.S. Senator U.S. Representative (Dist. 17) U.S. Representative (Dist. 18) U.S. Representative (Dist. 19) U.S. Representative (Dist. 20)	Federal
State Senator (Dist. 10) State Assembly (Dist. 24) State Assembly (Dist. 25) State Assembly (Dist. 27) State Assembly (Dist. 28) State Assembly (Dist. 29) State Assembly (Dist. 30)	State
Superior Court Judge (Office 4) RECALL - Superior Court Judge Recall Successor	Judicial
Member, Board of Supervisors (Dist. 1) Member, Board of Supervisors (Dist. 4)	County
Assessor District Attorney Sheriff	Countywide
Mayor, City of San Jose San Jose City Council (Dist. 1) San Jose City Council (Dist. 3) San Jose City Council (Dist. 5) San Jose City Council (Dist. 7) San Jose City Council (Dist. 9)	City
Parks, Environment & Water (Prop. 68) Transportation (Prop. 69) Cap & Trade (Prop. 70) Effective Date, Ballot Measures (Prop. 71) Property Tax Reassessments (Prop. 72)	State
Bay Area Transportation Authority (Measure RM3)	Countywide
City of Santa Clara Charter (Measure A) City of San Jose Evergreen Init. (Measure B) City of San Jose Urban Sprawl (Measure C) Mt. View - Los Altos UHSD Bonds (Measure E) East Side UHSD Parcel Tax (Measure G) Loma Prieta JUSD Bonds (Measure R) Patterson JUSD Bonds (Measure V) Cambrian SD Parcel Tax (Measure H)	City/School

Top Two Candidates Open Primary Act

California primaries are conducted in accordance with the Top Two Candidates Open Primary Act. In 2010, the California Legislature passed the law that changed how voters choose elected officials by establishing “voter-nominated” offices in congressional and state contests in place of party-nominated offices. Under this law, the top two vote getters running for a voter-nominated office in the primary election, regardless of political party, advance to the general election in November. The law does not apply to party central committee seats, or local offices.

How Elections Are Made

Once all congressional, state legislative, central committee, local offices, and local ballot measures are set, the Registrar of Voters (ROV) creates voting precincts countywide. By state law, voting precincts may contain no more than 1,000 voters, not including permanent vote-by-mail voters, and are further divided according to the combination of districts and offices appearing on the ballot. For the June 5, 2018 Statewide Direct Primary Election, the ROV created 988 voting precincts, including 824 polling places. The 164 other precincts did not have enough residents to create a polling place, and therefore, were created as mail ballot precincts. Voters in mail ballot precincts could mail in their vote-by-mail ballot, drop it off at any polling place, or vote at an early voting site.

When the number of candidates who file to run for a specific office is equal to or less than the number of available seats, that contest typically would not appear on the ballot. The candidates who have filed are then declared the winners by the legislative authority without the need for an election and each serves a full term as if elected.

The Ballot Card

A ballot card is a single piece of heavy-stock paper containing the ballot contests on which a voter can mark their choices or “vote”. In special elections, there is usually only one ballot card. For primary and general elections, there are typically multiple cards due to the greater number of contests and measures for the voter to consider. The June 5, 2018 Statewide Direct Primary Election featured three 9.75".x 17.5" cards.

The size of the ballot changes each election depending on the number of contests. The total number of ballot cards matter because multiple ballot cards being run through the vote tallying machines extends the amount of time it takes to tally ballots.

In addition to the size of the ballot varying, there is also a varying number of ballot types. To ensure that voters only vote for the contests in the districts in which they live, the ROV creates different ballots with different combinations of contests. Each ballot with its own unique combination of contests is known as a ballot type. The ROV must create many ballot types because districts frequently overlap in ways where not all voters vote in all contests. For the June 5, 2018 Statewide Direct Primary Election, a total of 87 ballot types were made, with 56 of the ballot types consisting of six pages, and 31 consisting of five pages.

Election Facts

988 voting precincts:

- **824** polling places
- **164** mail ballot precincts

5 printed languages:

English, Spanish, Chinese, Vietnamese, Tagalog

19 total languages:

English, Spanish, Mandarin, Cantonese, Vietnamese, Tagalog, Japanese, Korean, Khmer, Hindi, Gujarati, Nepali, Punjabi, Farsi, Syriac, Tamil, Telugu, Russian, Portuguese

Ballots:

87 ballot types

3 ballot cards

3 columns per card

9.75" x 17.5"
ballot dimensions

What's New for This Election

The June 5, 2018 Statewide Direct Primary Election saw some significant changes, mostly in regards to election logistics and voter outreach. The changes allowed voters additional opportunities to vote and to obtain any help that they needed, and also helped to greatly increase voter convenience.

Voter Assistance Services in 19 Alternate Languages

For the first time by the Office of the Registrar of Voters (ROV), language assistance services were offered in a record-breaking 19 alternate languages. Ballots were printed in the five federally-mandated languages:

English, Spanish, Chinese (Mandarin), Vietnamese, and Tagalog. Facsimile ballots were printed in Korean, Khmer, Japanese, and Hindi, and were made available at each polling location targeted for each of these languages.

Additionally, language assistance services were provided by the ROV in the following alternate languages: Spanish, Mandarin, Cantonese, Vietnamese, Tagalog, Japanese, Korean, Khmer, Hindi, Gujarati, Nepali, Punjabi, Tamil, Telugu, Thai, Persian, Syriac, Russian, and Portuguese. Election officers bilingual in both English and one of these languages were recruited to staff polling stations across Santa Clara County to assist voters in their native tongue.

Federal election law requires that if at least a 5% portion of the voting population within any electoral precinct falls within a specific language group, then services for that specific language in the form of bilingual specialists and/or facsimile ballots must be provided. However, per California State Elections Code, that ratio requirement is stricter at 3%. For example, if there are 1,000 voters who reside within a precinct, and 30 or more of them speak a language other than English, it is mandated that those 30 voters be provided with assistance in their native language. This 3% rule applies to any voting precinct or district within the state of California, regardless of size.

More Early Voting Centers along with Extended Hours

Just like in previous elections, early voting centers (EVC) were located throughout Santa Clara County where voters could vote early, drop off their ballots, and switch party preference. However, there were more EVCs than ever before, with a total of eight, including the ROV Office. The EVC in the ROV Office opened on May 7, 2018, while the other seven centers opened on May 26. Unlike in previous elections, the EVCs remained open for 10 straight days, including Memorial Day, which was another first for Santa Clara County. In order to maximize

convenience for all voters, the centers were strategically spread throughout Santa Clara County, with three of them located in San Jose, and one each in Gilroy, Morgan Hill, Santa Clara, Palo Alto, and Milpitas.

Conditional Voter Registration

Although Conditional Voter Registration (CVR) was enacted at the beginning of 2017, the June 5, 2018 Statewide Direct Primary Election served as the first large election to offer the option to voters. Conditional Voter Registration allows voters who are unable to make the 15-day registration deadline to come to the ROV Office in person between 14 days prior to Election Day and Election Day to conditionally register to vote. Voters who register

utilizing the CVR method are considered to be provisional voters, and therefore, their ballots are regarded and treated as such. Upon CVR registration, the voter's information is researched and verified, and their ballot is counted upon confirmation of the information provided.



Revised VBM Envelope

In the June Statewide Primary, the ROV introduced a new VBM envelope (shown) with many new features. One of the new features on the new VBM envelope is the “Voter Authorization” which authorizes a person of the voter’s choosing to return the ballot for the voter. Previously, the person returning the ballot had to be within the same household or related to the voter.

The back side of the envelope now features two holes to assist the visually impaired voter to more easily locate the signature line. The hole in the middle of the back of the envelope lines up with a slightly bigger hole on the front of the envelope allowing the ability to see through the envelope when empty. This is helpful for the ROV to tell if there’s a ballot inside when the ballot is sent back for counting. The hole on the front of the envelope is slightly bigger because, when the holes are punctured, the front and back holes are meant to not line up exactly, allowing for some wiggle room for slight variations in spacing.

Remote Accessible Vote by Mail (RAVBM) System

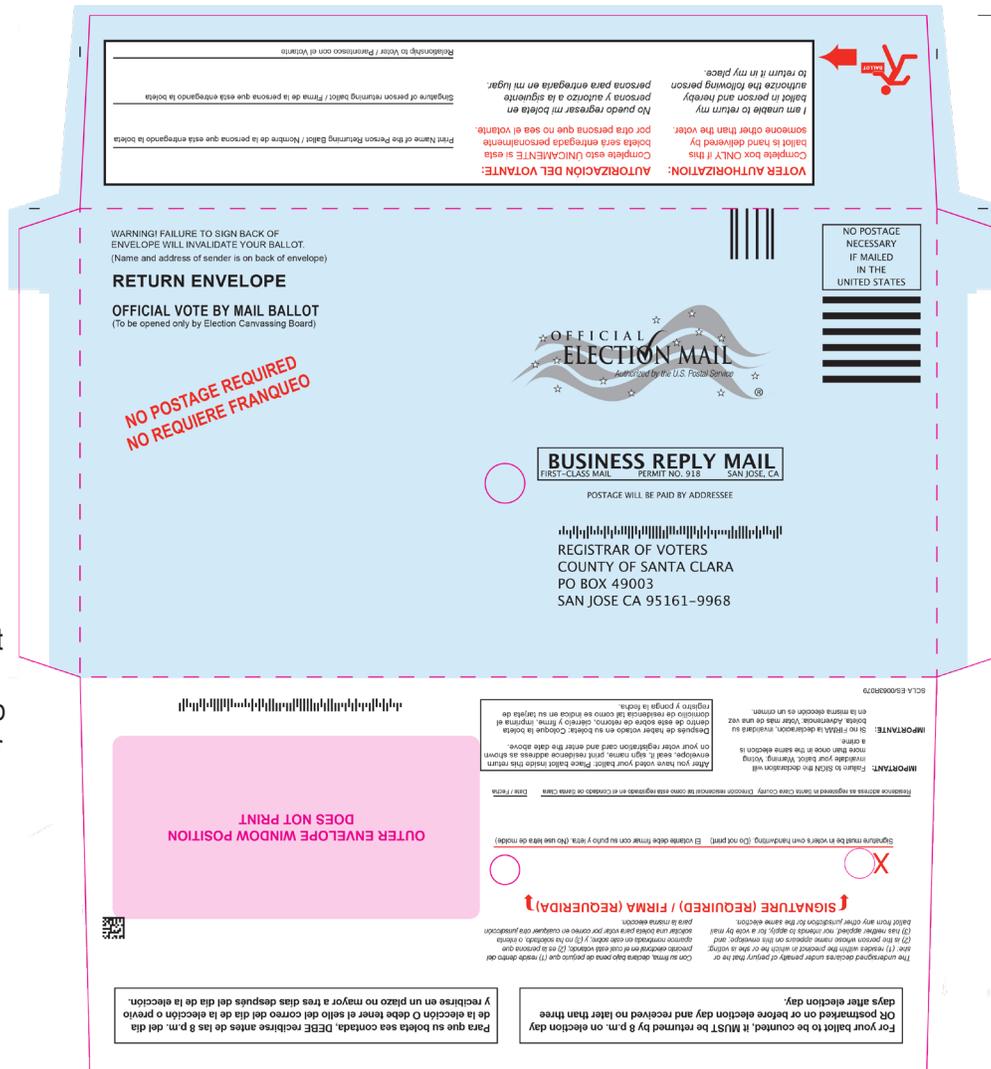
The RAVBM system has proven to be a valuable accessibility tool for the voters of Santa Clara County. The purpose of the RAVBM system is to provide voters with disabilities improved access to election information that may be readily available to other voters. Under California law, RAVBM systems are designated for use by registered voters with disabilities, as well as military and overseas voters so that they may vote privately and independently. If a voter is not included in these categories of voters, they must use a paper vote-by-mail ballot issued by the ROV or they can opt to vote at a polling place or voting center. RAVBM voters are sent an email with a link to access

their Official Ballot, along with instructions on how to complete the ballot and return it to the ROV. After electronic selections are made by the RAVBM voter, they print their ballot and return it to the ROV in a postage paid return envelope so that their ballot may be counted.

Novus Ballot Duplication System

The ROV introduced a new ballot duplication system by Novus for the June 5, 2018 Statewide Primary Election. During ballot inspection, processing, and tabulation, some ballots may be identified that cannot be read by the machine due to damages or stray marks on

a ballot. In such cases, these ballots are enhanced and duplicated, per the California State Elections Code, so that the voter’s choices can be tallied accurately. Questionable ballots are scanned and efficiently assigned a duplicate ID to be imported into the Novus program. After the original and duplicate ballots are manually reviewed, they are approved for finalized print by an administrator. Once a ballot is properly enhanced and duplicated, it may be processed and read correctly through the tallying machines.



The new Novus Ballot Duplication System allowed the ROV to review and process up to 150 ballots per hour versus the manual method that produces 30 ballots per hour. This new system is designed to create a faster turnaround for ballots in need of enhancement and duplication. The process is completely transparent and allows for full audit reporting, as well as lowering the opportunities for duplication errors.

II. Executive Summary

Santa Clara County Registrar of Voters Post-Election Report

The June 5, 2018 Statewide Direct Primary Election saw 369,332 total ballots cast out of 846,228 registered voters in Santa Clara County, for a total turnout rate 43.6%.

Being a countywide election, the June 5, 2018 Statewide Direct Primary also took longer to tally than the most recent smaller elections held in Santa Clara County in 2017. Due to the high volume of ballots, extended ballot receipt deadlines, and ballot processing procedures, tallying of all ballots was not concluded until 27 days after Election Day (July 2, 2018).

The counting process was also prolonged by the implementation of recently-passed regulations allowing voters even more opportunity to cast their ballots. Examples include **Conditional Voter Registration (CVR)** and the **E+3 deadline**, which provides voters with a three-day post-election grace period to have their ballots received by the Registrar of Voters' (ROV) Office, as long as their postmark date is on or before Election Day.

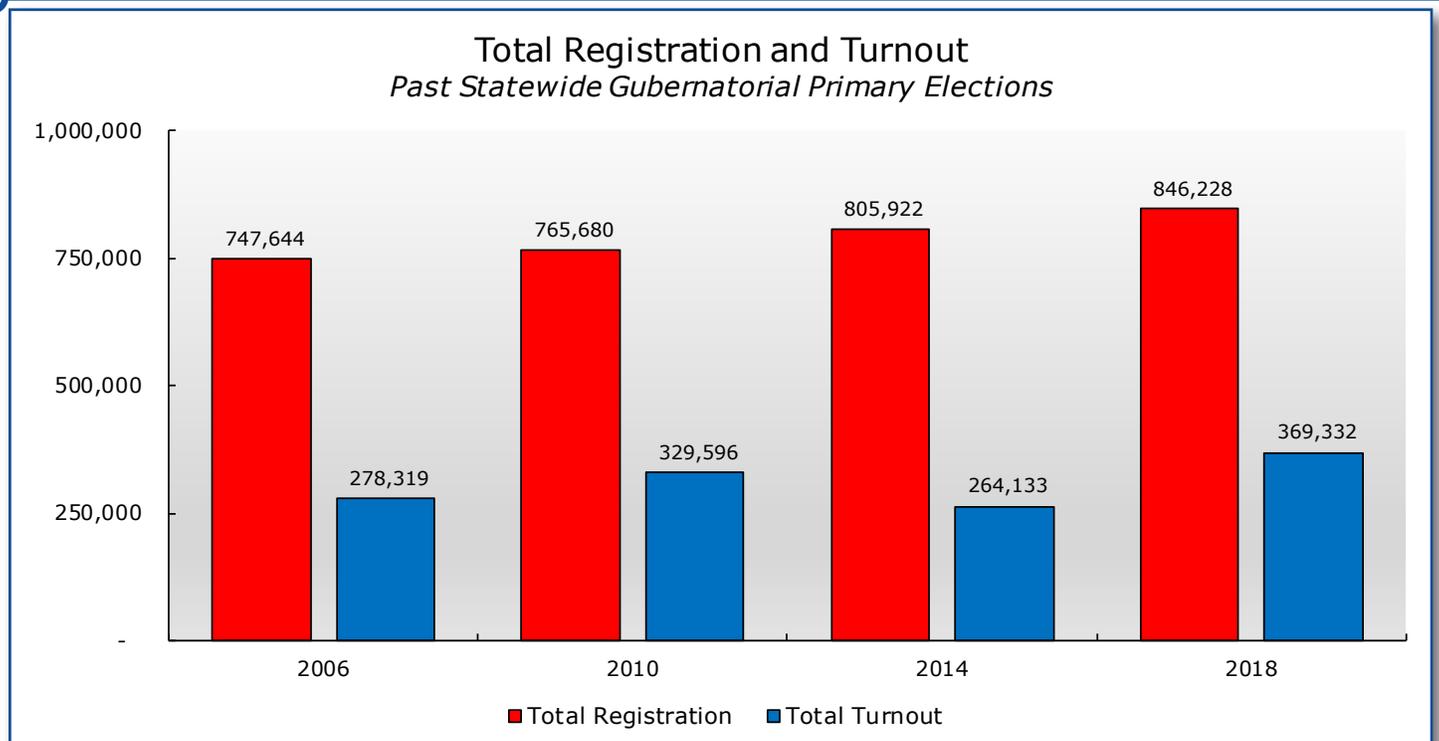
One unique aspect of the June 5, 2018 Statewide Direct Primary Election was the presence of a recall contest on the ballot. The

recall was the first one since 2003, and concerned the office of Santa Clara County Superior Court Judge. Only four judges have been recalled in California since 1911 when recalls became legal in the state. One was in San Francisco in 1913 and three were on the same ballot in Los Angeles in 1932. This contest generated significant controversy as well as national attention, but also may have contributed to increased public interest, and as a result, a higher rate of voter participation for the largest peer counties in the state of California.

This report compares the data from the June 5, 2018 Statewide Direct Primary Election to the data derived from past statewide primary elections held since 2006.

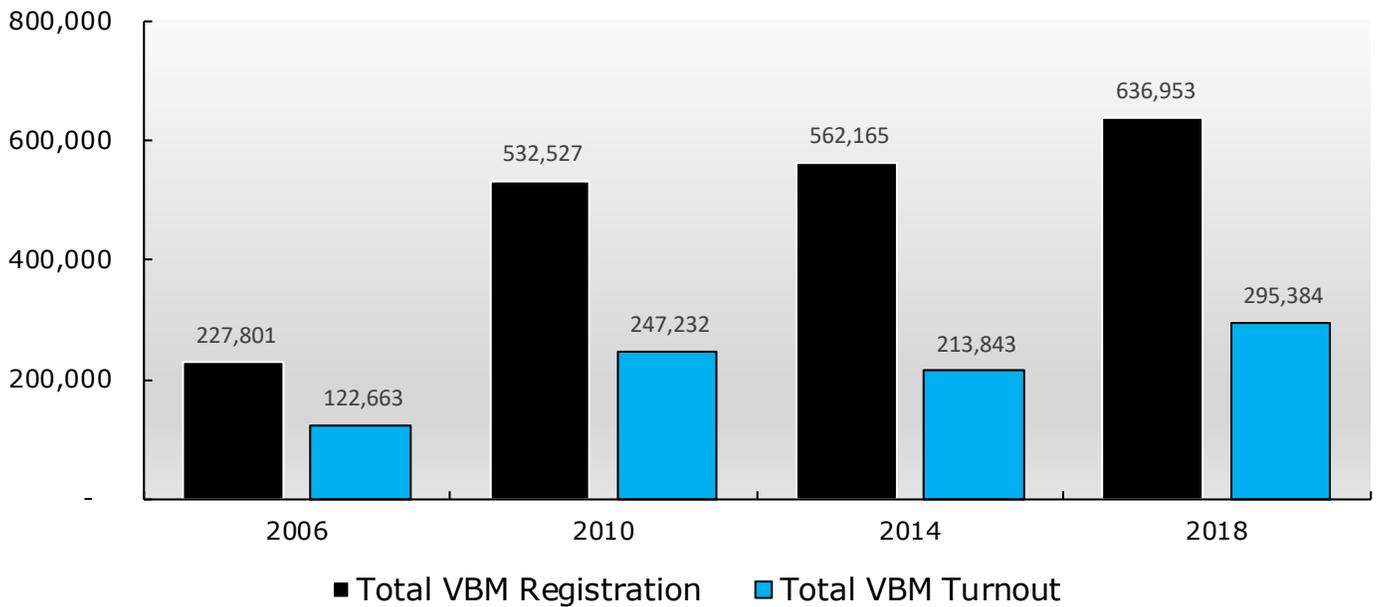


Results Overview



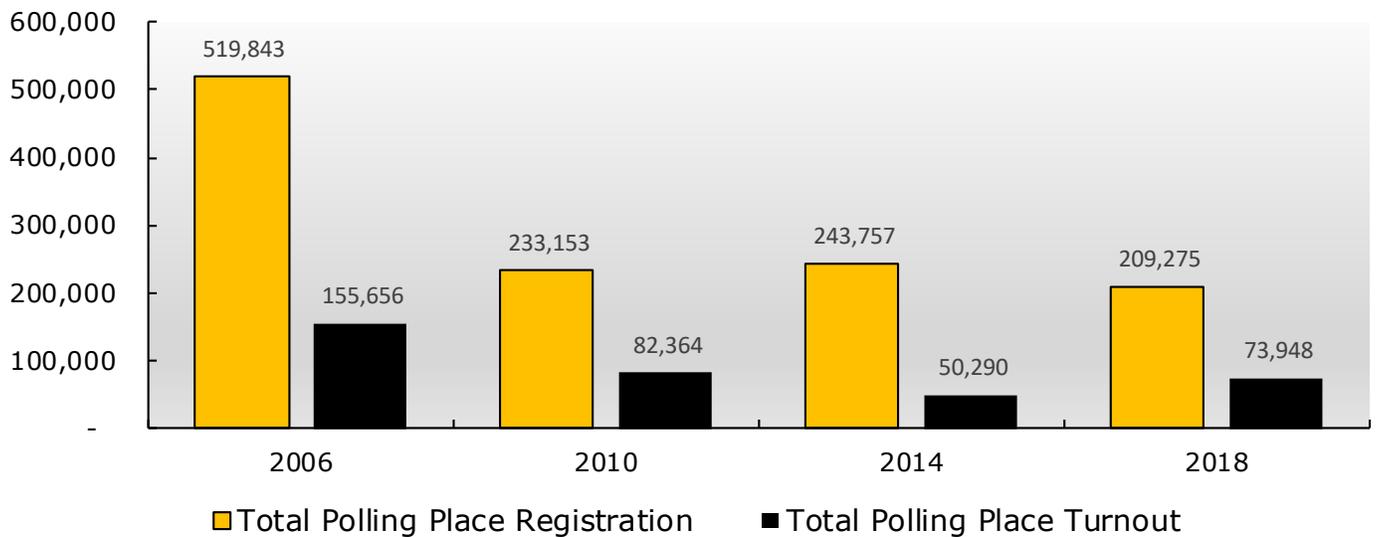
In spite of the increasing number of registered voters in Santa Clara County, voter turnout between elections remain somewhat random. This could be attributed to the varying number of contests of interest to voters. In the June 5, 2018 Statewide Direct Primary election, the total turnout was the highest over the past four statewide primary elections. The next highest total turnout was seen during the 2010 statewide primary election.

Vote-by-Mail (VBM) Registration & Turnout *Past Statewide Gubernatorial Primary Elections*



In 2001, the California Legislature passed a law to allow residents to become permanent vote-by-mail (VBM) voters. The percentage of vote-by-mail voters in Santa Clara County has trended upward ever since. These charts indicate that voters are increasingly favoring voting by mail, especially with the ever-increasing variety of voting options available. The main reason for this increase is likely greater convenience and ease. The ROV offers many options for VBM voters to cast their ballots whether via mail, one of the twenty-three 24-hour drop off locations, or one of 19 ballot drop-off locations. The ROV strives to make voting convenient and easy for Santa Clara County voters.

Polling Place Registration & Turnout *Past Statewide Gubernatorial Primary Elections*

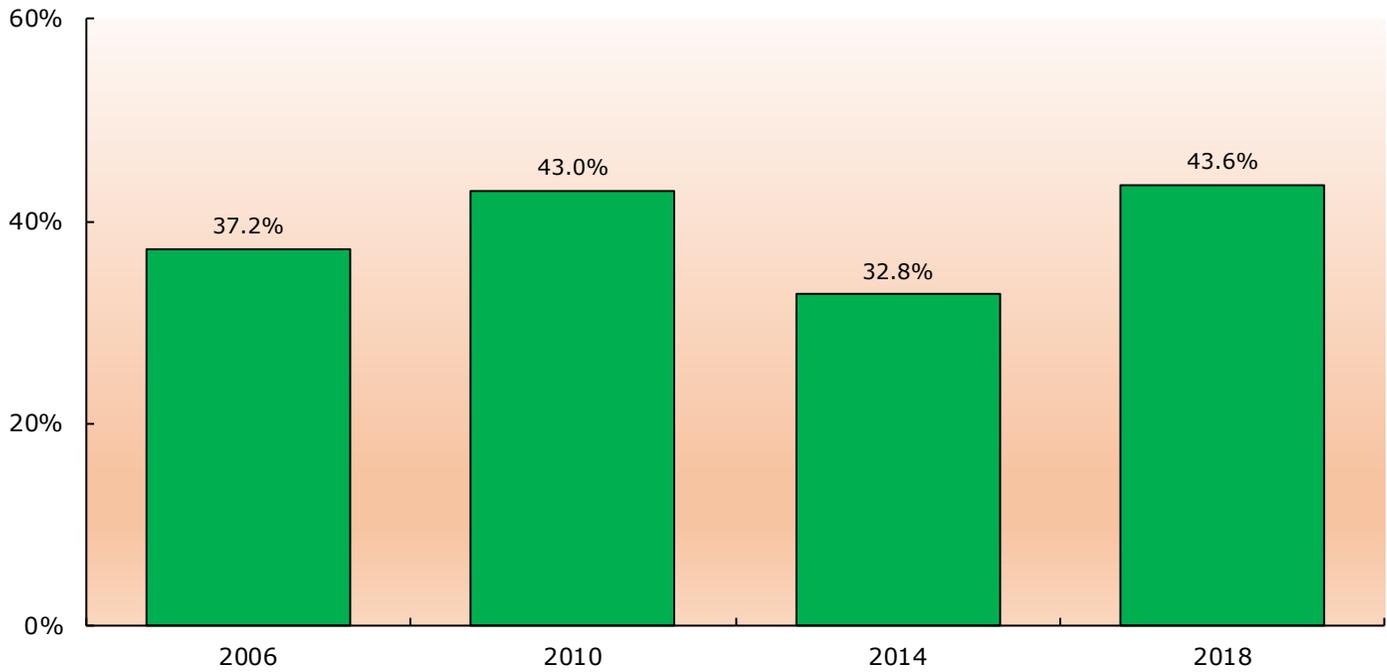


FAQ

Q: What is the difference between vote-by-mail (VBM) and polling place voters?

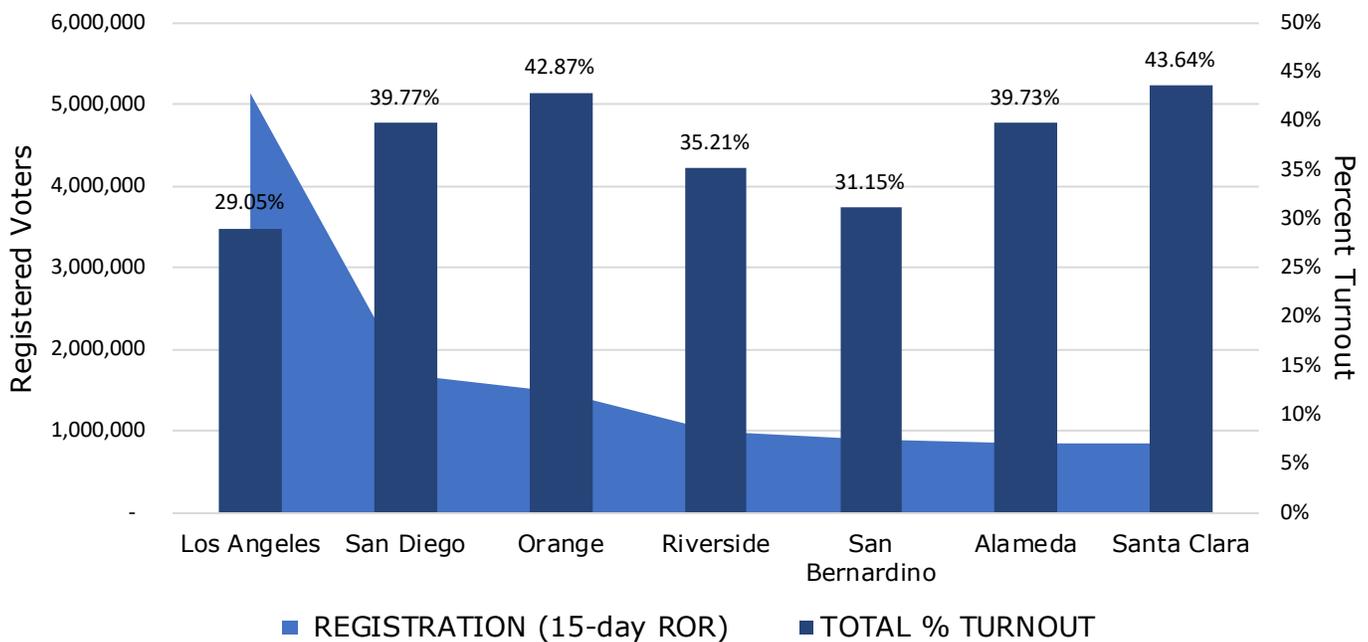
A: VBM voters are voters who have registered to permanently vote by mail, meaning that for every election, these voters receive their ballot in the mail. Polling place voters are voters who typically vote at the polls and do not usually receive a ballot by mail.

Voter Turnout Percentages Past Statewide Gubernatorial Primary Elections



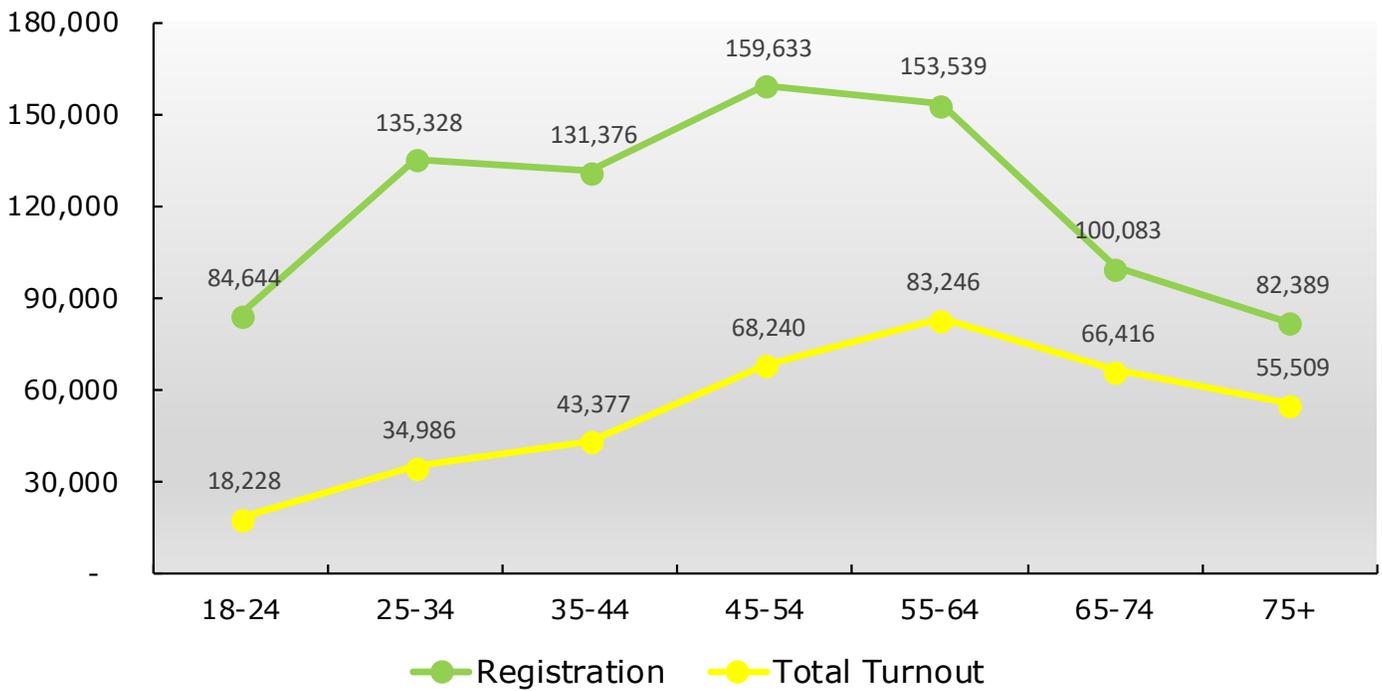
Over the past four statewide primary elections, voter turnout percentages were between 32-44%. The June 5, 2018 Statewide Direct Primary election saw a turnout of 43.6%, the highest turnout of the seven largest peer counties in California. This was also the highest turnout of the past four statewide primary elections. This could be due to interest in the recall efforts of a Superior Court Judge, the many voter outreach events, or the 9-week election advertising campaign preceding the election.

Multi-County Registration and Percent Turnout

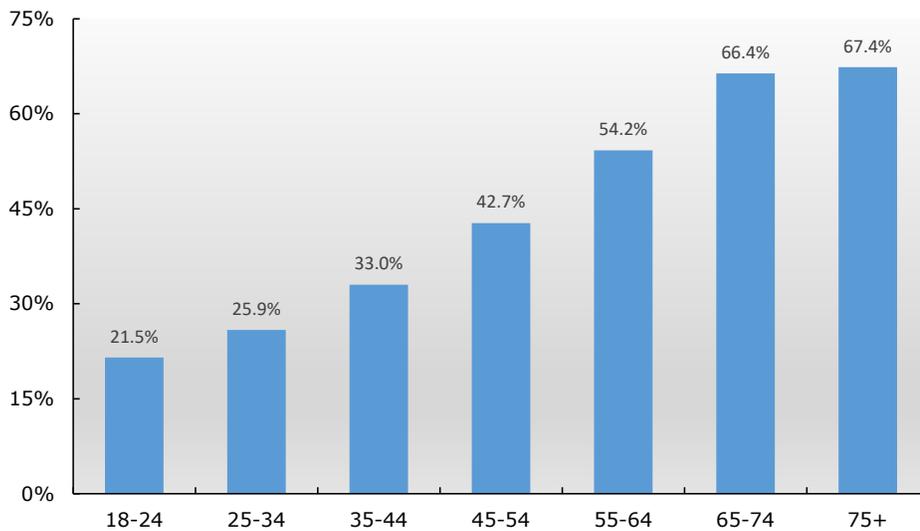


*15-day ROR (Report of Registration) is the official tally of voters who completed registration by the registration deadline. Voters need to register by the 15th day before the upcoming election in order to be qualified to vote in that election.

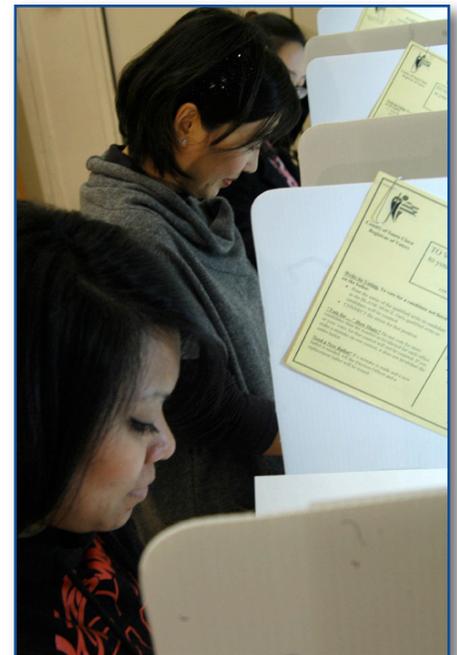
Voter Turnout by Age Group June 5, 2018 Statewide Direct Primary Election



Voter Turnout by Age Group June 5, 2018 Statewide Direct Primary Election



In general, older voters tend to be more active than younger voters in terms of casting ballots. The charts above show the voter turnout by age group for the June 5, 2018 Statewide Direct Primary Election. It should be noted that although age demographics were available for most voters, they were not available for all. The charts show that the lowest voter turnout was among voters aged 18-24. The highest voter turnout was in the 55-64 age group, but in terms of percentage relative to the number of registered voters, the highest turnout rate was actually among those aged 75 and older at about 67%. Roughly 55,000 of the approximately 82,000 registered voters 75 and older cast a ballot for this election.



Voters of different age groups completing their ballots at a polling place.

Regional Measure 3

Regional Measure 3 (RM3), the result of SB595 sponsored by Senator Beall and signed by Governor Brown in 2017, was enacted by the Metropolitan Transportation Commission. This required a coordinated effort between the Bay Area's nine counties (Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, and Sonoma) to relieve the area's massive traffic congestion issues. According to the Metropolitan Transportation Commission (MTC), between now and 2040, the Bay Area's economy is expected to add 1.3 million jobs, increasing the population of the area's nine counties to 9.6 million residents. To keep up with the area's ever-growing population, RM3 was created to, "reduce auto and truck traffic; relieve crowding on BART; unclog freeway bottlenecks; improve bus, ferry, BART and commuter rail service; and enhance bicycle and pedestrian mobility in the bridge corridors."¹

Fifty-five percent of all Bay Area residents voted in favor of the \$4.5 billion traffic relief plan which includes 35 projects across all nine counties. Four main projects have been identified which directly affect residents of Santa Clara County:

1. **BART to San Jose & Santa Clara:** Complete the BART extension to downtown San Jose and Santa Clara
2. **Eastridge to BART Regional Connector:** Extend VTA light rail to link with BART at the Eastridge Transit Center
3. **San Jose Diridon Station:** Expand and modernize Diridon Station to accommodate an electrified Caltrain and future BART, high-speed rail and bus services
4. **Highway 101 Managed Lanes:** New Highway 101 lanes that are to be actively managed to be congestion-free at all times



1. Data about the RM3 project, as well as the map used was sourced from the Regional Measure 3 Bay Area Traffic Relief Plan prepared by the Metropolitan Transportation Commission.

Challenges Resolved

Due to a combination of factors ranging from the size and scope of the election to legally mandated deadlines, the June 5, 2018 Statewide Direct Primary Election presented several unanticipated challenges that the Registrar of Voters (ROV) resolved throughout the election preparation process. Listed below are some of the issues that emerged during the process and were solved by the ROV to prevent these issues from affecting voters' experiences at the polls.

Election Officer Recruit Abstainment

What happened?

The Election Officer recruitment team placed tremendous effort in searching for, interviewing, and training Election Officers to work at the polling stations for the night of the election. ROV standard practice is to compile a large number of election officers, as well as a significant reserve pool of additional officers. Officers in the reserve pool are placed on standby, and can be called upon to fill unanticipated gaps in polling place staffing. However, during the last few weeks before the election, an unusually high number of Election Officers abstained due to unexpected changes in their schedule, such as work, school, or family obligations.

Why was this challenging?

Election Officer recruitment is among the most time-consuming and labor-intensive aspects of preparing for an election, requiring immense outreach efforts and advanced logistical planning. The recruitment team devoted a significant portion of their schedule toward this task, including reviewing applicants, conducting media interviews in various languages, and providing training classes for new Election Officer recruits. As a result of the large number of abstainments, the election preparation process was delayed and more difficult.

How was this solved?

Efforts by employees were amplified, such as increased work hours and weekend shifts, to recruit more Election Officers by Election Day. ROV employees from different divisions also assisted in the process by working with and collaborating with the recruitment team.

Expanded Language Assistance Services

What happened?

For the first time in Santa Clara County history, language assistance services were offered to voters in 19 alternate languages--a county record. Traditionally, the ROV has offered services in only five federally-mandated languages: English, Spanish, Chinese (Mandarin), Tagalog, and Vietnamese. Facsimile ballots are offered in the state-mandated languages: Korean and Khmer. They were also offered in Hindi and Japanese.

Why was this challenging?

This was a nearly four-fold increase in languages offered, which presented the outreach, recruitment, and media teams with a significant logistical trial. The campaign to reach out to voters and recruit Election Officers had to be more geared towards language specialization. This translated to a heavier focus on demographic trends research by the outreach and recruitment teams, as well as longer budget considerations and vendor analysis by the media team.

How was this solved?

On the part of the outreach and recruitment teams, more specifically targeted outreach campaigns were conducted, including radio and television spots. On the part of the media team, budget considerations and vendor negotiations were conducted to adjust and fit the budget within the expanded language services. Demographic data analysis of voting precinct history was also conducted to gain a more comprehensive understanding of how to reach out to Election Officers specializing in various languages to work at the polling places.

**Support Democracy and Become an
ELECTION OFFICER**

Volunteer Stipend \$115 to \$200

Election Officers must be:	High school students must:
<ul style="list-style-type: none"> ✓ At least 18 years old ✓ A U.S. Citizen and Registered Voter or Legal Permanent Resident 	<ul style="list-style-type: none"> ✓ Be at least 16 years old ✓ Be a U.S. Citizen or Legal Permanent Resident ✓ Have a GPA of 2.5 or higher

Now recruiting bilingual Election Officers in the following languages: Gujarati, Japanese, Khmer, Nepali, Persian, Portuguese, Russian, Syriac, Tamil, and Telugu. You may sign up by phone: 1-408-299-POLL (7655) or online at www.sccvote.org , or by mail or fax using the form below.	1-408-299-POLL (7655) (English) 1-408-282-3086 (Chinese: Mandarin, Cantonese & Taiwanese) 1-408-282-3095 (Spanish) 1-408-282-3089 (Tagalog) 1-408-282-3097 (Vietnamese) 1-408-299-7655 (Hindi) 1-408-299-7655 (Korean)
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ELECTION OFFICER AND/OR POLLING PLACE APPLICATION

Name: _____

Residence Address: _____

City: _____ Zip Code: _____

Telephone # Daytime **1**-□□□□-□□□□-□□□□

Evening **1**-□□□□-□□□□-□□□□

E-mail: _____

I am a U.S. Citizen and Registered Voter in California: Yes No

I am a Legal Permanent Resident: Yes No

I have transportation: Yes No

I am willing to travel to serve another precinct: Yes No

In addition to English, I also speak _____ (Language) fluently

I have a facility for use as a polling place: Yes No

Signature: _____ Date: _____

Mail to: SANTA CLARA COUNTY REGISTRAR OF VOTERS
PO BOX 612350, SAN JOSE CA 95161-2350

Fax: 1-408-282-3115

FP-07-1ENG

Takeaways

The June 5, 2018 Statewide Direct Primary Election encompassed more than 840,000 voters, a total of 988 voting precincts, including 824 polling places and 164 **mail ballot precincts**, and nearly 370,000 ballots cast. Despite the introduction of new rules and services, the election went smoothly. Thousands of Registrar of Voters (ROV) staff members, Election Officers, and Election Day volunteers put in tremendous effort and worked tirelessly to prepare for, conduct, and verify the election.

This experience has provided numerous key facts and lessons to keep in mind for future elections:

- **Turnout in Santa Clara County was the highest among the state's largest counties, at more than 43%.** Extensive voter outreach through advertising and the wealth of voting opportunities available – including early voting sites, drop-off boxes, and postage-paid envelopes – were likely factors contributing to this higher turnout. Another factor was likely the presence of the recall contest on the ballot.
- This was the first election in which **language assistance services were offered in 19 alternate languages** - a record for Santa Clara County, and a testament to the ever-increasing diversity of the County.
- Although the ROV offers a wide variety of voting options to voters, **approximately 29,000 vote-by-mail (VBM) voters, or nearly 10% of participating VBM voters, dropped off their completed VBM ballots on Election Day** rather than mailing them in early. Additionally, this election had a rather large number of provisional voters for a non-presidential primary election.
- A new law that came into effect on January 1, 2017, known as **Conditional Voter Registration (CVR)**, allows voters who are unable to make the 15-day registration deadline to come to the ROV Office and conditionally register to vote in the election. Ballots by CVR voters are treated similarly to provisional ballots. Upon receipt of a CVR ballot, the voter's information is researched and verified, and their ballot will be counted upon confirmation of voter's information. For this election, **352 voters took advantage of CVR** and cast a ballot using this method.
- **In this election, voters registered without a party preference as the second largest voting bloc in Santa Clara County** in terms of party affiliation. In this election, nearly 91,000 total ballots, approximately 25% of total turnout, were cast by voters who were registered as not belonging to any specific party.
- **Approximately 20% of the ballots cast for the June 5, 2018 Statewide Direct Primary Election were via polling places**, which is reflective of the approximate 3:1 ratio of registered VBM voters to polling places voters in Santa Clara County.
- **12,663 voters opted to vote provisionally** in the June 5, 2018 Statewide Direct Primary Election.
- This election saw the **2nd highest number of total Election Officers recruited** in recent past primary elections, but the **lowest number of returning Election Officers** of the same recent primary elections.
- **Permanent VBM registration has been steadily increasing**, and was the highest of any recent primary election, and **polling place registration has been steadily decreasing**, and similarly, was the lowest of recent years. This trend is expected to continue in the future.

FAQ

Q: What is a Mail Ballot Precinct?

A: A Mail Ballot Precinct is a precinct that has less than 250 voters residing within it. This means that there will be no polling place for the precinct, but rather each voter will receive a vote-by-mail ballot. Once a precinct contains 250 or more voters, it automatically becomes a voting precinct – meaning it requires a physical polling place for voters.



Precinct supplies awaiting shipment to polling places.

III. Election Preparation

Preparing for a major election involves much more than simply ensuring that every voter receives a ballot. Each election takes months of preparation by the Office of the Registrar of Voters (ROV) and hundreds of volunteers.

Prior to the June 5, 2018 Statewide Direct Primary Election, the ROV:

- Processed over ten thousand voter registration applications and updates to ensure every eligible voter was registered and affiliated with the party that he or she preferred;
- Mailed over 640,000 ballots to vote-by mail, overseas, and military voters;
- Created a total of 87 different ballot types to accommodate voters of various demographics;
- Recruited more than 3,500 election officers to staff 824 polling places and scheduled 165 election officer training classes;
- Arranged for 42 ballot drop-off locations and 8 early voting sites to provide more opportunities for voters to cast their ballots at their convenience;
- Conducted 50 voter outreach events in the nine weeks leading up to the election;

- Publicized key election deadlines in dozens of posts on social media and through press releases;
- Conducted numerous stress tests to ensure the integrity of the ROV's equipment and voting system.

Additionally, ROV staff members issued and audio recorded candidate nomination paperwork, as well as received candidate and measure information from city jurisdictions. The ROV also tracked candidates' campaign finance filings to enforce filing deadlines.

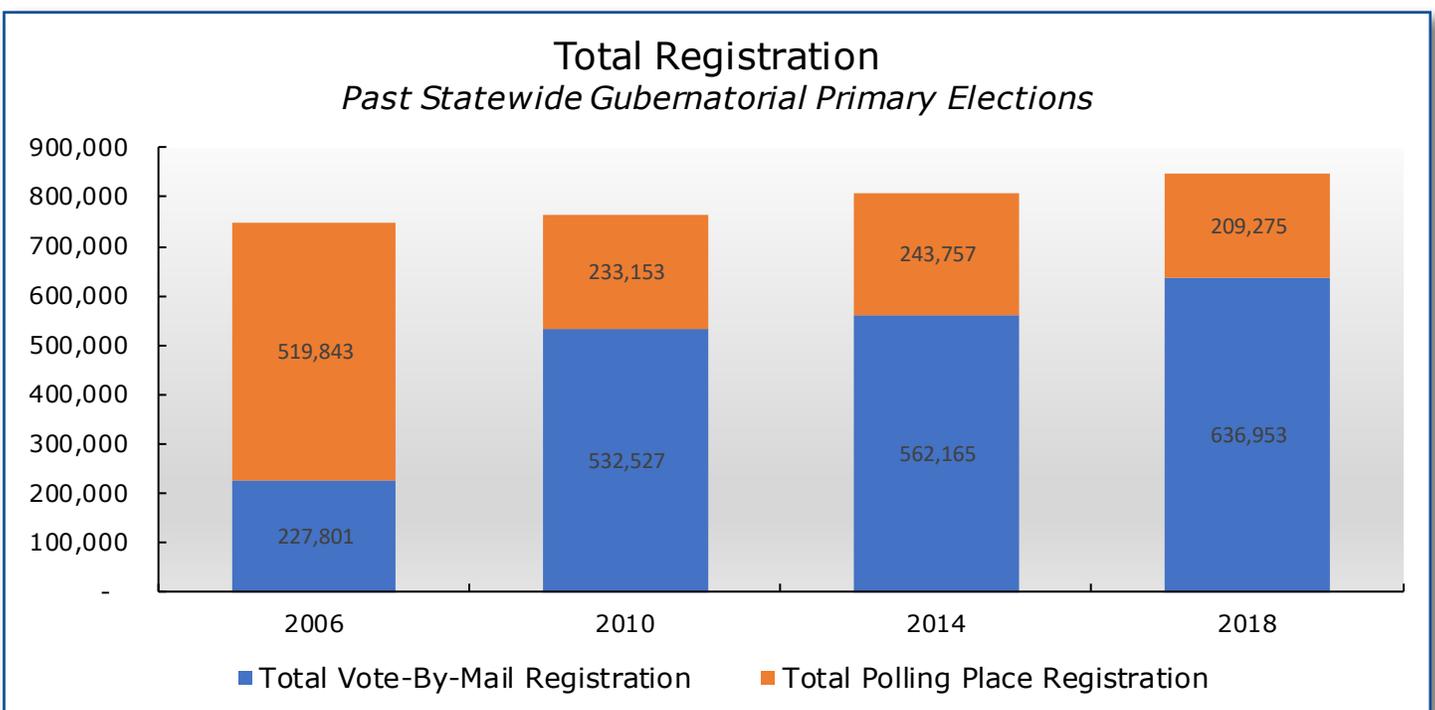


Delivering ballot bags to polling places.

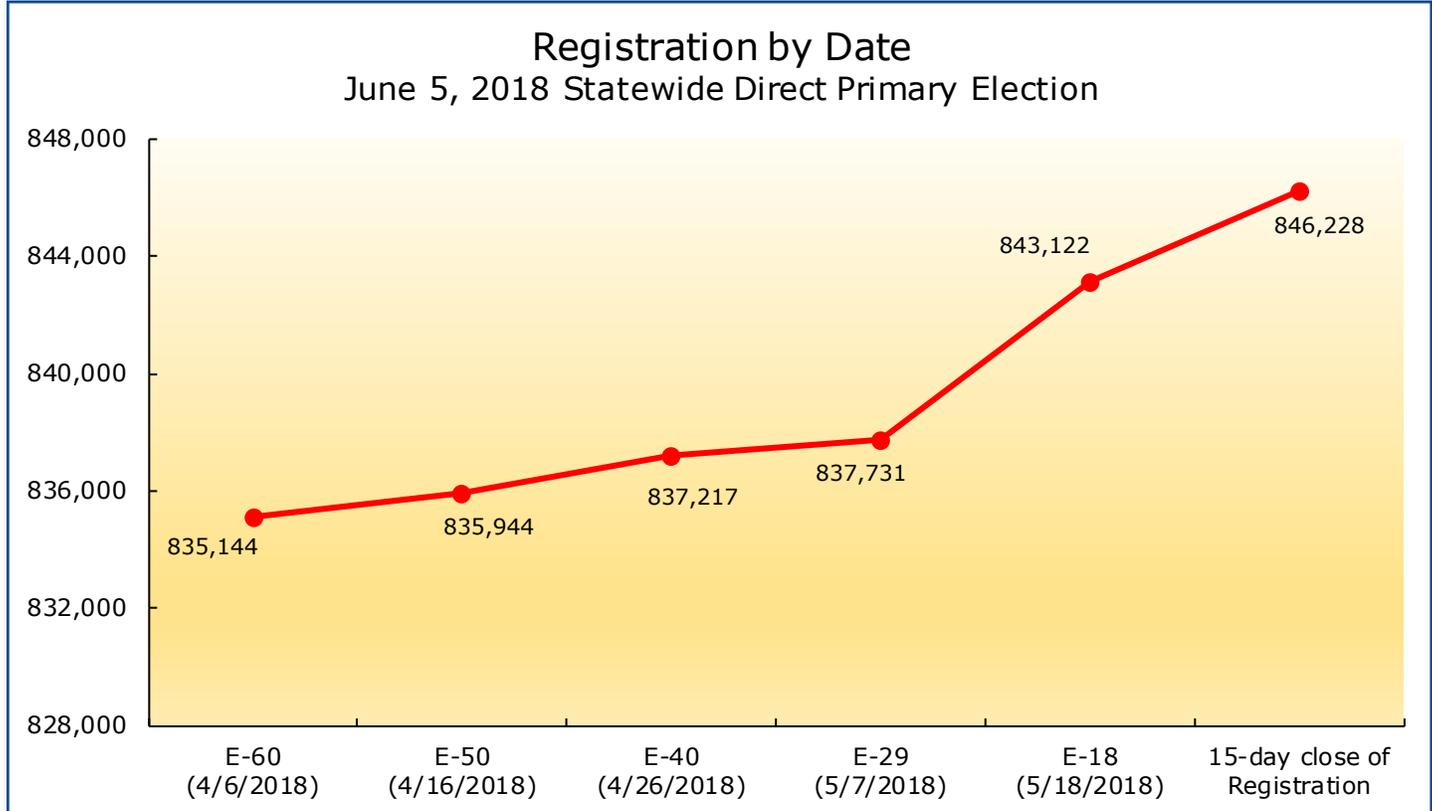
Voter Registration

Voter registration over the past four primary elections has seen an increase in Vote-by-Mail (VBM) registration. The chart showing the total registration broken down into VBM and polling place registration shows a marked difference in the proportion of VBM and polling place voters from the 2006 Primary Election

to the June 5, 2018 Statewide Direct Primary Election. Total countywide registration generally grew over time, likely due to population increases, but has remained relatively stable from election to election.



Voter registration will frequently spike right before a major election, such as a primary or general, due in large part to increased public interest and voter registration drives conducted by political parties or nonprofit groups. This was also observed in the June 5, 2018 Statewide Direct Primary Election. Registration increased relatively slowly from E-60, or 60 days before the election, to E-29, then spiked during the two weeks before the last day to register for the election, at E-15.



There are several key dates tracked by the ROV to ensure each voter receives their ballot in a timely manner. Sixty days before an election (**E-60**), is the day that vote-by-mail ballots are sent to voters in the military and those residing overseas. Twenty-nine days before an election (**E-29**) is the date that all other vote-by-mail ballots are mailed, and is also the first day that early voting opens in the ROV Office. Fifteen days before an election (**E-15**) is the last day to register to vote in an election. Conditional Voter Registration services open the following day, at (**E-14**), and are available until Election Day. Ten days before an election (**E-10**) is when the rest of the early voting centers open.



Registrar of Voters (ROV) Outreach Team at the March 31st Easter Egg Hunt. The ROV regularly conducts outreach at various events around Santa Clara County such as festivals, concerts, and historical events.

FAQ

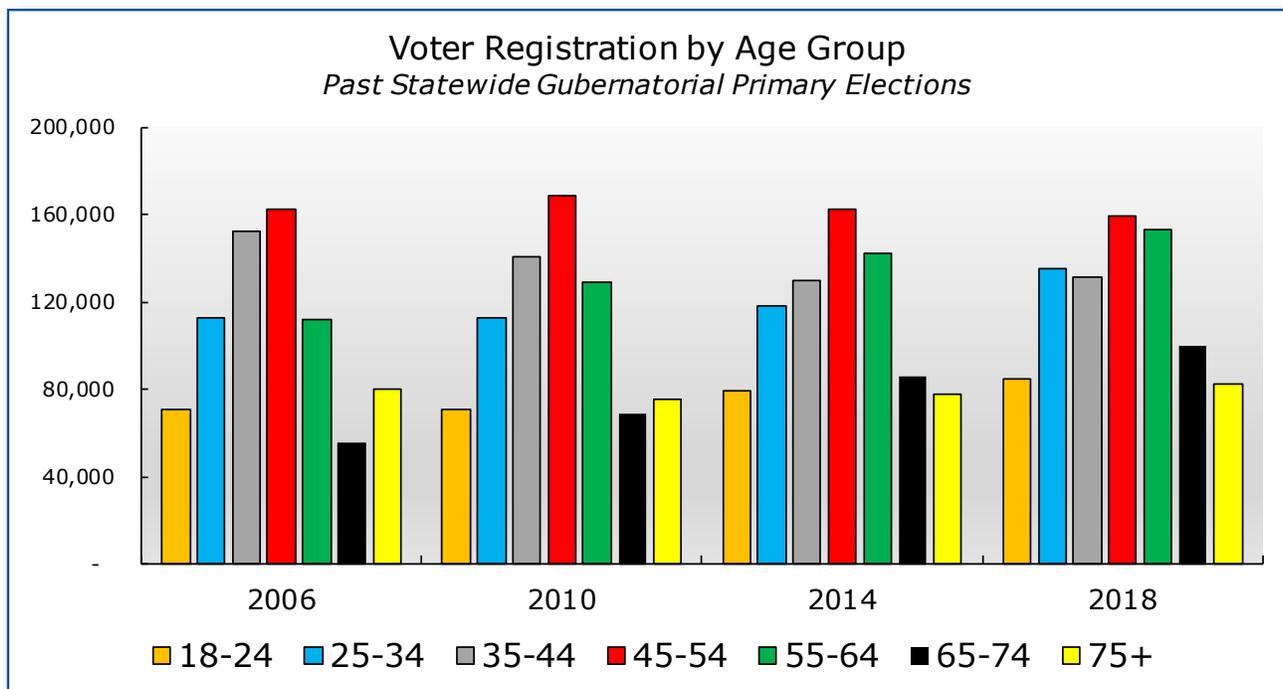
Q: What does **E-** mean?

A: E-days refers to the number of days prior to an election. For example, E-10 (E minus ten) means ten days before an election. Many laws relating to elections are triggered on specific days leading up to an election, such as on the 60th day preceding Election Day. Because each Election Day falls on a different calendar date, the Registrar of Voters (ROV) tracks days based on their relation to Election Day. **E-60**, or “Election Day minus 60,” is 60 days before the election. **E-29** and **E-15** are 29 and 15 days before Election Day.

Voter Registration by City and Party

	Democratic	Republican	American Independent	Green	Libertarian	Peace and Freedom	No Party/ Other	Total
Campbell	10,324	4,437	571	113	189	47	6,426	22,107
Cupertino	11,113	4,648	402	70	124	24	12,158	28,539
Gilroy	11,228	5,329	655	93	152	88	6,051	23,596
Los Altos	8,752	4,572	300	59	121	13	5,885	19,702
Los Altos Hills	2,139	1,587	107	17	37	1	1,849	5,737
Los Gatos	8,107	5,123	492	78	147	23	5,140	19,110
Milpitas	12,289	4,484	536	75	134	99	10,804	28,421
Monte Sereno	939	788	71	3	15	2	647	2,465
Morgan Hill	9,241	6,335	715	87	181	41	5,803	22,403
Mountain View	17,856	4,485	583	197	277	50	11,619	35,067
Palo Alto	20,434	4,880	481	196	196	40	12,186	38,413
San Jose	206,179	76,181	9,345	1,811	2,993	1,380	137,058	434,947
Santa Clara	23,051	8,122	1,014	192	339	119	16,000	48,837
Saratoga	7,243	4,995	299	40	105	22	6,926	19,630
Sunnyvale	26,977	9,448	1,018	228	408	99	20,365	58,543
Unincorporated	18,570	9,538	1,004	189	342	114	10,789	40,546

Santa Clara County has only two cities where the majority of voters belong to one political party – in both cases the Democratic Party – Palo Alto (more than 53% Democratic) and Mountain View (nearly 51% Democratic). In every municipality except Cupertino, there are more Democratic voters than voters of any other party preference, but no party has a majority. In the City of Cupertino, No Party Preference voters outpaced Democratic voters by 3.7 percentage points (42.6% to 38.9%). Overall, Palo Alto has the largest proportion of Democratic voters, while Monte Sereno has the largest proportion of Republican voters. In recent years, the number of voters without a party preference has been trending upward, and those voters now account for nearly one-third (31.8%) of all registered voters.



When classifying registered voters by age group, the chart below shows that over the last four gubernatorial primary elections, voters aged 45-54 have consistently led the number of registered voters. In the June 5, 2018 Statewide Direct Primary Election, the next age group with the largest number of registered voters is 55-64. It may seem that some of the active voters from the 45-54 age group have fed into the next age group over the past four primary elections, a period of 12 years. Registered voters in the 25-34 age group have also been increasing over the same period, reaching a maximum number in the June 5, 2018 Statewide Direct Primary Election.

County Voter Information Guide

For every election, each voter receives a County Voter Information Guide (CVIG). The CVIG for the June 5, 2018 Statewide Direct Primary Election was printed in the five federally-mandated languages: English, Spanish, Chinese, Vietnamese and Tagalog. CVIGs contain pertinent election information that provides voters more detailed description of contests on the ballot, as well as opportunities to learn more about candidates running for office.



Within the CVIG, a voter can find candidate statements from candidates running for various offices. A candidate statement is the candidate's chance to tell voters about themselves and note their qualifications for office. Candidate statements, however, are not mandatory – but rather an opportunity that candidate may take advantage of so they may reach voters, and the voters can compare candidates.

The CVIG also contains detailed information regarding various measures on the ballot so that voters can feel confident in their decision before casting their vote. Each measure on a ballot has the chance to include an argument for the measure, a rebuttal to the measure, as well as an impartial analysis of the measure. The arguments and rebuttals can come from a variety of legitimate sources, including registered voters or a bona fide association of citizens.

A sample of the ballot can also be found in each CVIG so that, if desired, a voter can use it to make their voting decisions ahead of time and can view the layout of the ballot ahead of time before heading to the polls or receiving their official vote-by-mail ballot.

Also included in the CVIG are directions for ballot marking as well as listings of early voting centers. A voter will also be notified

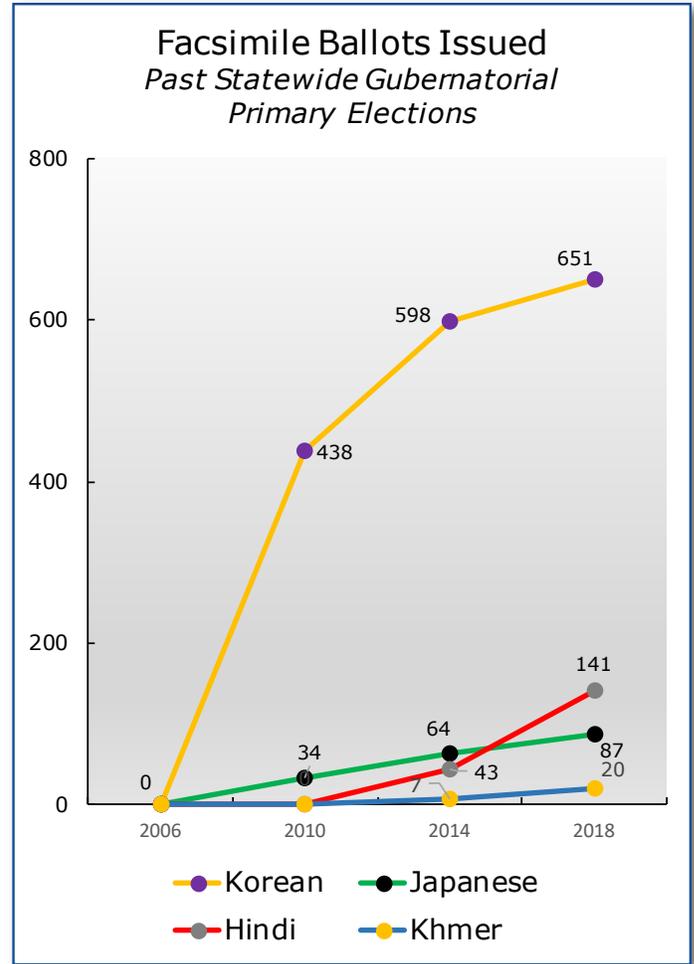
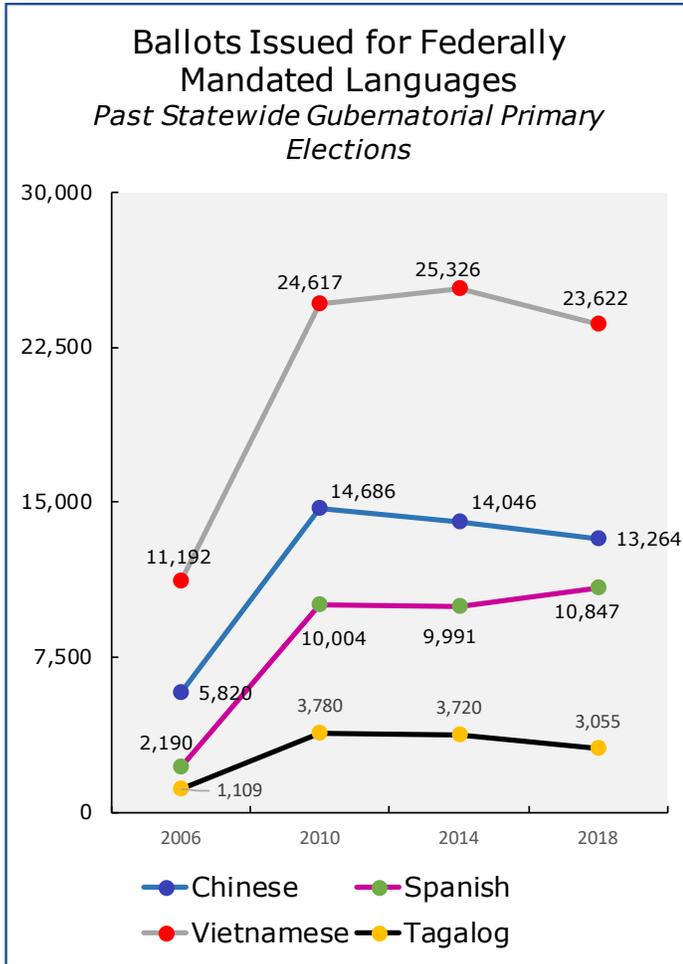
which polling place they are assigned to report for Election Day voting from the CVIG. If desired, the CVIG provides an opportunity for a registered voter to become a vote-by-mail voter, meaning they are not required to go to the polls on Election Day, but rather have their ballot mailed to them. A vote-by-mail voter can either mail back their completed ballot or drop it off at designated location, creating yet another avenue of easy voter access. All information found in the CVIG is designed to provide guidance and create an easy voting process.

All registered voters in Santa Clara County, regardless of voting method, receive a CVIG well before Election Day. The guide also lists very helpful information that provides guidance for the voter, such as language assistance phone numbers, party endorsements, voluntary spending limits, and new laws.

The Registrar of Voters (ROV) is also currently considering expanding the voter information guide to include information about post-election procedures and timelines. This expansion, if implemented, will likely include a complete description of the Canvass process, explanation of the 1% Manual Tally, and a timeline of important post-election dates and steps, so that voters can obtain a clearer picture of what to expect after the conclusion of the election.

County Voter Information Guide

Language Requests



All voters receive CVIGs, Sample Ballots, and Official Bilingual Ballots. Voters may also request these materials in four alternate federally-mandated languages: Chinese, Spanish, Tagalog, or Vietnamese. Demand for ballots and CVIGs in these alternate languages have remained somewhat stable over the past three statewide primary elections, after a big jump in demand from the 2006 to the 2010 primary election. Over the past four primary elections, including the June 5, 2018 Statewide Direct Primary Election, Vietnamese was the most demanded alternate language by a significant margin. Chinese and Spanish were second and third, respectively.

Although the CVIGs are only printed in the five federally mandated languages, ballot assistance for other alternate languages have also been supported via **facsimile ballots**. The ROV provides facsimile ballots in four languages: Korean, Hindi, Japanese, and Khmer. In recent years, requests for these facsimile ballots in Korean, Hindi, and Japanese have all seen steady growth. Khmer facsimile ballot demand is also increasing, albeit much more slowly. As the Santa Clara County community becomes gradually more diverse, the ROV anticipates a greater need for alternate language services in future elections.

FAQ

Q: What is a **facsimile ballot**?

A: A **facsimile ballot** is essentially a non-official ballot copy that has been translated to a language outside of the five federally-mandated languages. Per California State Elections Code, the ROV must provide facsimile ballots in any state-mandated languages, which in California these include: Korean and Khmer; however, for the June 5, 2018 Statewide Direct Primary Election in Santa Clara County, the ROV included Hindi and Japanese because of diversity needs of the community. Facsimile ballots can be obtained at any Early Voting Center, polling place, or the ROV Office.

Voter Outreach and Communication

The power to vote is only effective if it is wielded. Prior to any election, the Office of the Registrar of Voters (ROV) seeks to help empower voters by conducting outreach events to register new voters, informing voters of new voting procedures, connecting with voters through social media, and providing information on the ROV website.

In addition to attending naturalization ceremonies to provide new citizens with voting information in multiple languages, the ROV partners with community groups at various events throughout the year to perform outreach and present information about voting in Santa Clara County. In the nine weeks leading up to the June 5, 2018 Statewide Direct Primary Election, the ROV conducted 50 voter outreach events, many of which were intended to help register voters from communities with historically low registration numbers.

The ROV publicized early voting and Election Officer opportunities for the June 5, 2018 Statewide Direct Primary Election by running an extensive advertising campaign that reached over 2 million people through advertisements on television, radio, mass transit, online outlets, as well as in local newspapers. The campaign targeted major local media outlets in seven languages and featured ad placements in the student newspapers of two of the county's largest universities.



ROV voter registration table at Los Gatos High School during High School Voter Education Week.

Election Advertising Campaign

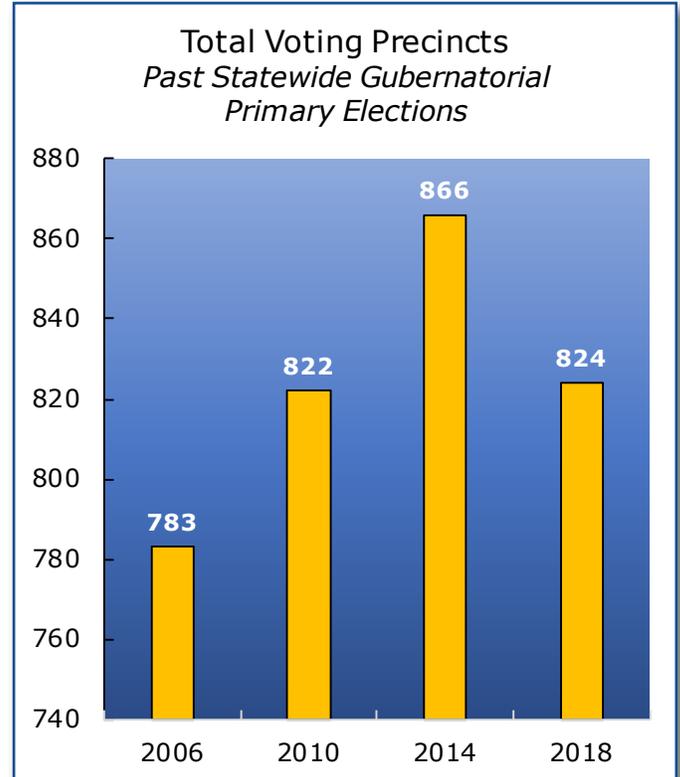
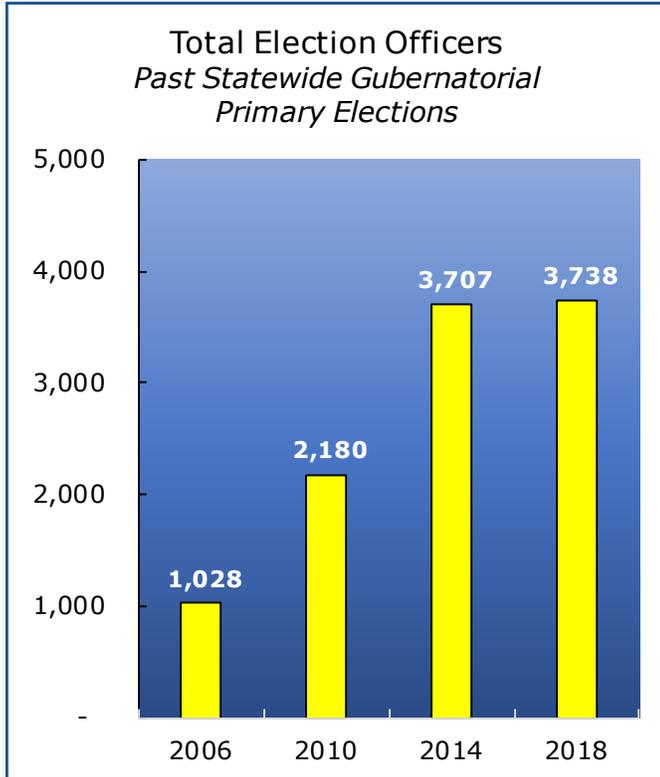
Element	Impact
Duration	9 weeks preceding election
Languages	Chinese, English, Korean, Japanese, Spanish, Tagalog, Vietnamese
Print Placements	123
Mass Transit Placements	170
Online Ad Placements	35
Total Radio/TV Spots	5,033
Total Cost	Approximately \$150,000
Total Reach	1,316,950
Cost per Person Reached	~\$0.12
Approx. Avg. Cost per Ad	\$28.54
Media Placements	Comcast, Metro News (Gilroy Dispatch, Morgan Hill Times, Metroactive) KBAY-KEZR, KRTY-KLIV, KFOX, Korea Times, The Mercury News, Castaway Creative, El Observador, La Oferta, Nichi Bei, Philippine News, Celina Rodriguez (1370 AM/93.7 FM), Sing Tao, Sound of Hope, Epoch, Spartan Daily (San Jose State University), Stanford Daily (Stanford University), Valley Transportation Authority (VTA), Vien Thao, Viet Nam, World Journal

Voter Outreach Events

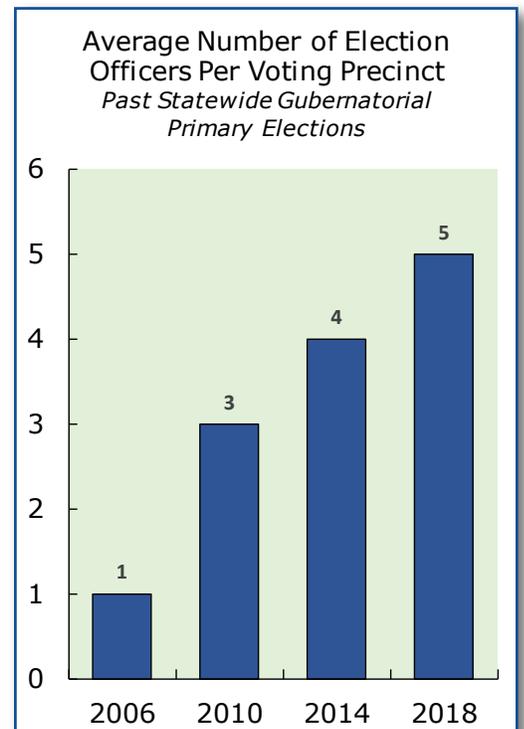
Date	Event
4/1	Sizdeh Bedar Festival
4/7	Bay Area Kids Book Fair 15th Annual Cesar Chavez Celebration
4/8	Cupertino Holi Festival
4/13	West Valley Senior Walk Neighborhood Nights - Almaden Neighborhood Nights - Bascom Neighborhood Nights - Willow Glen
4/15	New Vision Church
4/21	Nakland Resource Fair 9th International Children's Festival Citizenship Day Cupertino Earth & Arbor Day
4/22	Sofa Festival New Hope Church
4/22	USCIS
4/26	Bridges to Action FilAM Chamber Business Mixer YWCA Stand Against Racism
4/28	Education 4 Liberation Cherry Blossom Festival Community Resource Fair MACLA Family Art Day
4/29	Festival Del Nino Kidney Action Day Cherry Blossom Festival
5/1	May Day
5/4	Buena Vista Meet and Greet
5/5	Korean Parent Appreciation Day Alviso Cinco de Mayo Festival Cupertino Volunteer Fair
5/6	Mac Down Philippine Consulate Outreach Emmanuel Presbyterian Church Silicon Valley Bikes Festival
5/8	Gubernatorial Debate Watch Party
5/11	Neighborhood Nights - South Side Neighborhood Nights - Camden SARC Legislative Luncheon Neighborhood Nights - Almaden
5/12	Berryessa Art & Wine Festival
5/18	SJ Job Corps
5/20	Hakone Matsuri Campbell Boogie Festival Punjabi Mela
5/22	Mountain View Senior Resource Fair
5/24	USCIS
5/26	Mushroom Mardi Gras
5/27	Mushroom Mardi Gras
6/3	Sunnyvale Art & Wine Festival

Election Officers

Election Officers are volunteers who serve many functions at the Office of the Registrar of Voters (ROV). In addition to checking in voters at polling places, Election Officers also help return ballots and supplies to the ROV's office on Election Day, prepare the ballots for tallying, sort provisional and vote-by-mail ballots, and answer phone calls from voters and other Election Officers. Election Officers are required to be at least 18 years of age and either a registered voter (U.S. citizen) or a legal permanent resident. Students 16 years of age, a U.S. citizen or legal permanent resident, and maintained a GPA of 2.5 or higher and have either parental or principal permission can also serve as Student Election Officers. State and federal laws require certain Election Officers to be bilingual, which can make recruiting difficult when less widely spoken languages are needed.

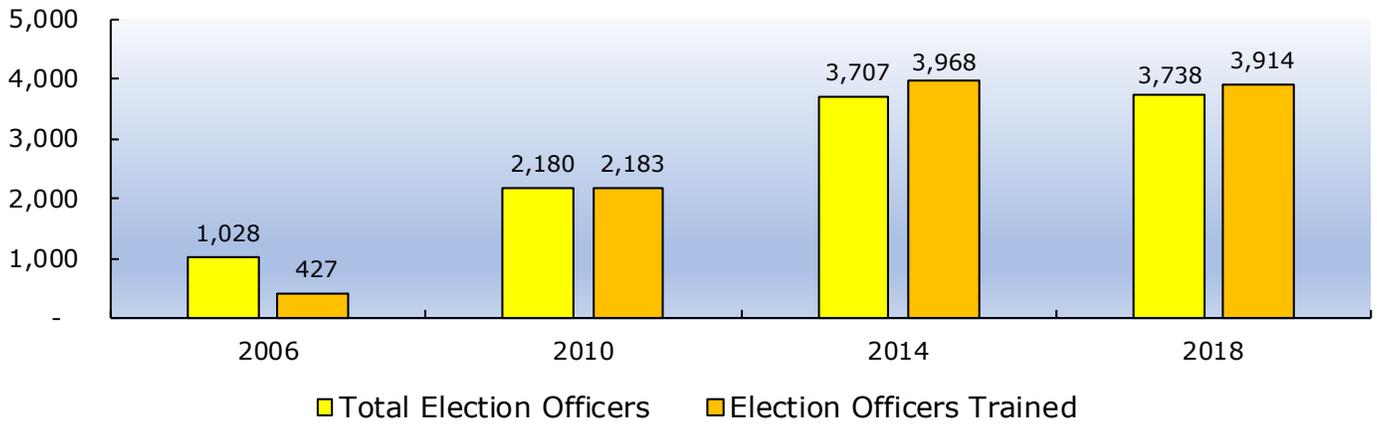


Depending on projected voter turnout, the ROV usually seeks to assign five or more election officers per polling place in statewide elections. Each polling place must be sufficiently staffed in order to process voters efficiently, provide targeted language assistance, maintain security over the ballots, and ensure that all procedures for opening and closing the polls are followed. The ROV also recruits standby Election Officers who may be called upon to replace Election Officers who cannot work the entire day as planned. The average number of Election Officers per voting precinct has increased over time, in line with the effort to ensure that there are sufficient staff in each voting precinct. The June 5, 2018 Direct Primary Election saw the largest number of Election Officers per voting precinct over the last four statewide elections.



Standby Election Officers await assignment to a polling place.

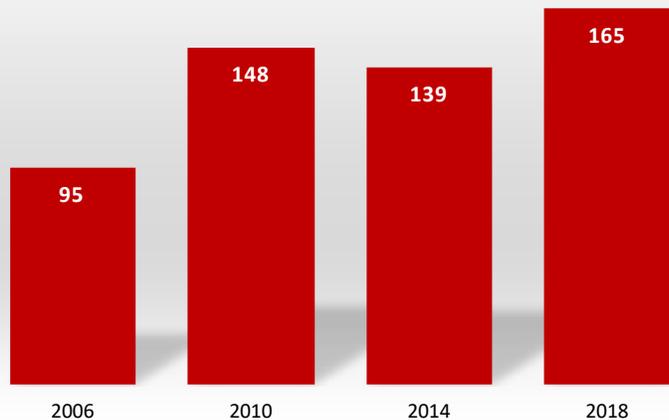
Election Officer Training *Past Statewide Gubernatorial Primary Elections*



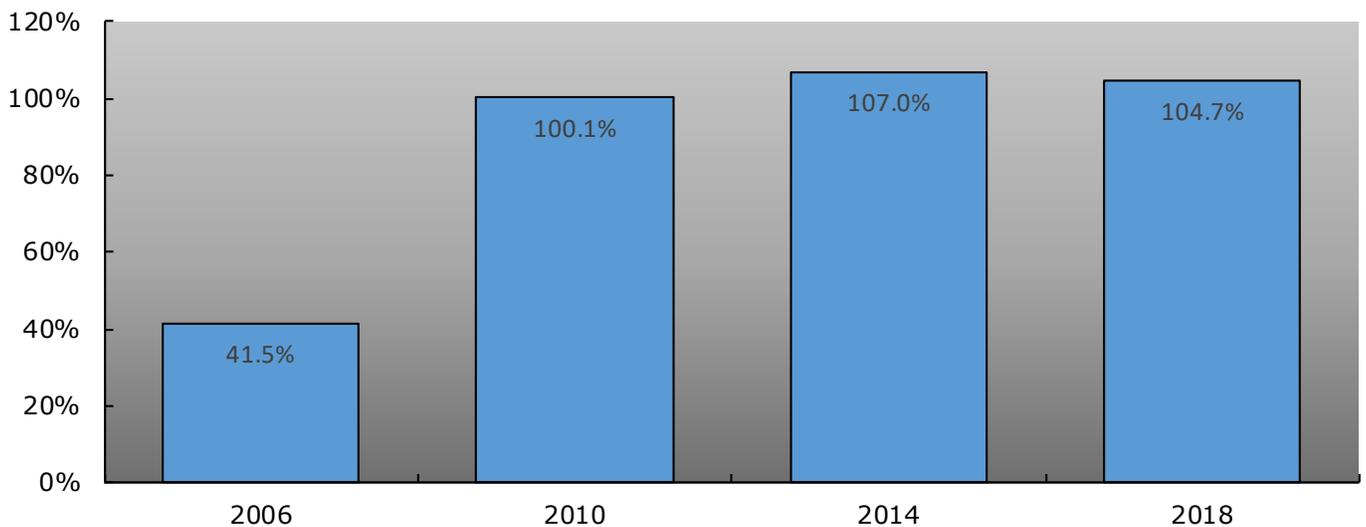
The ROV places special emphasis on training and preparing Election Officers on not only acquiring expert-level knowledge of all voting equipment, procedures and policies, but also on emergency contingency plans in the event of unexpected issues such as equipment malfunction, loss of power, or other issues that could affect polling place functions. To achieve maximum knowledge and proficiency among Election Officers, the ROV offers both online and in-person training classes and for the June 5, 2018 Statewide Direct Primary Election, offered a record 165 classes throughout the election season.

The last three gubernatorial primary elections saw over 100% of Election Officers trained, indicating that more Election Officers were trained than those that eventually worked the election. This is a testament to the effort of the ROV to ensure that voting precincts are staffed by trained personnel who can provide the maximum assistance to voters.

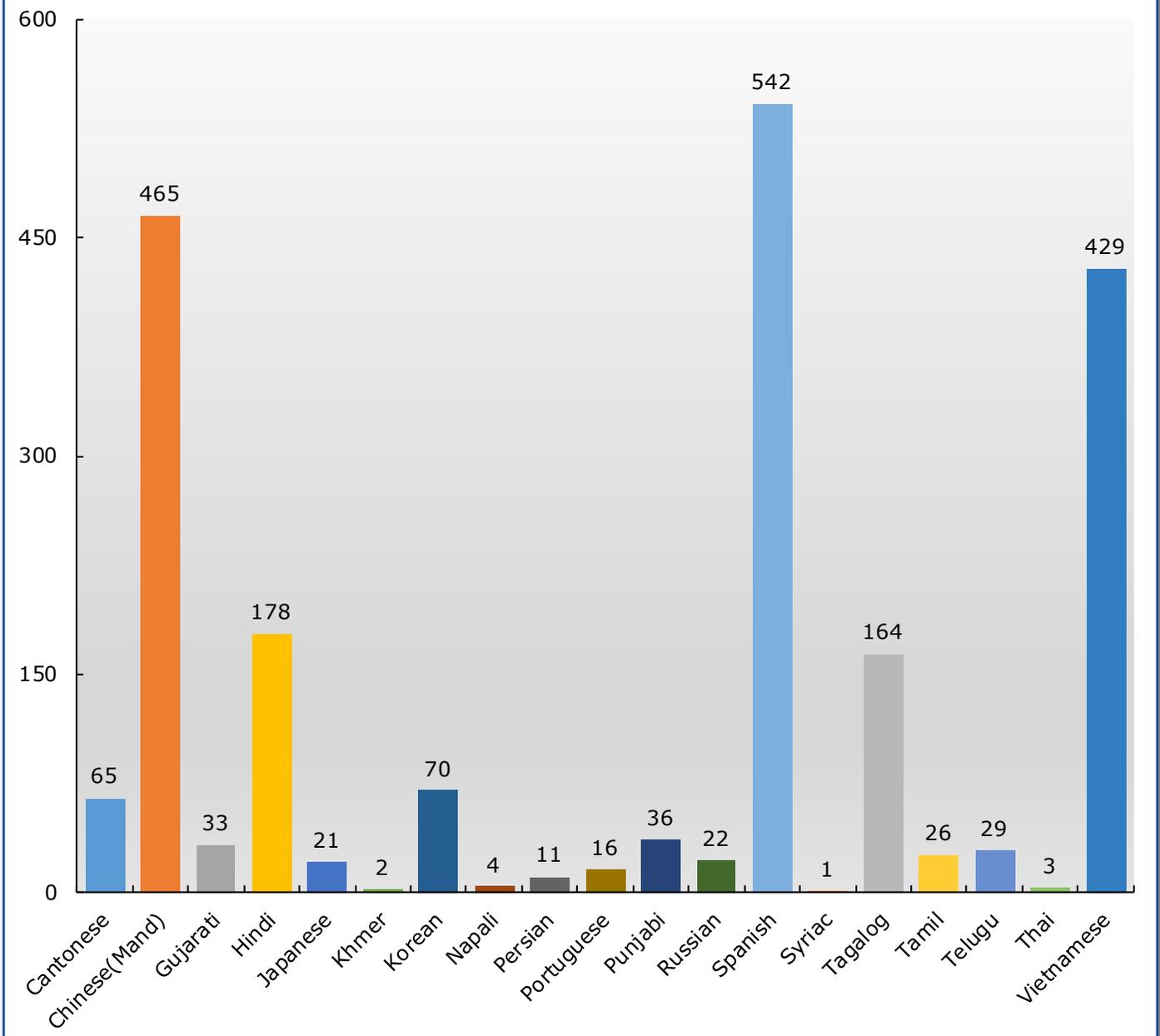
Number of Training Classes *Past Statewide Gubernatorial Primary Elections*



Percentage of Election Officers Trained *Past Statewide Gubernatorial Primary Elections*



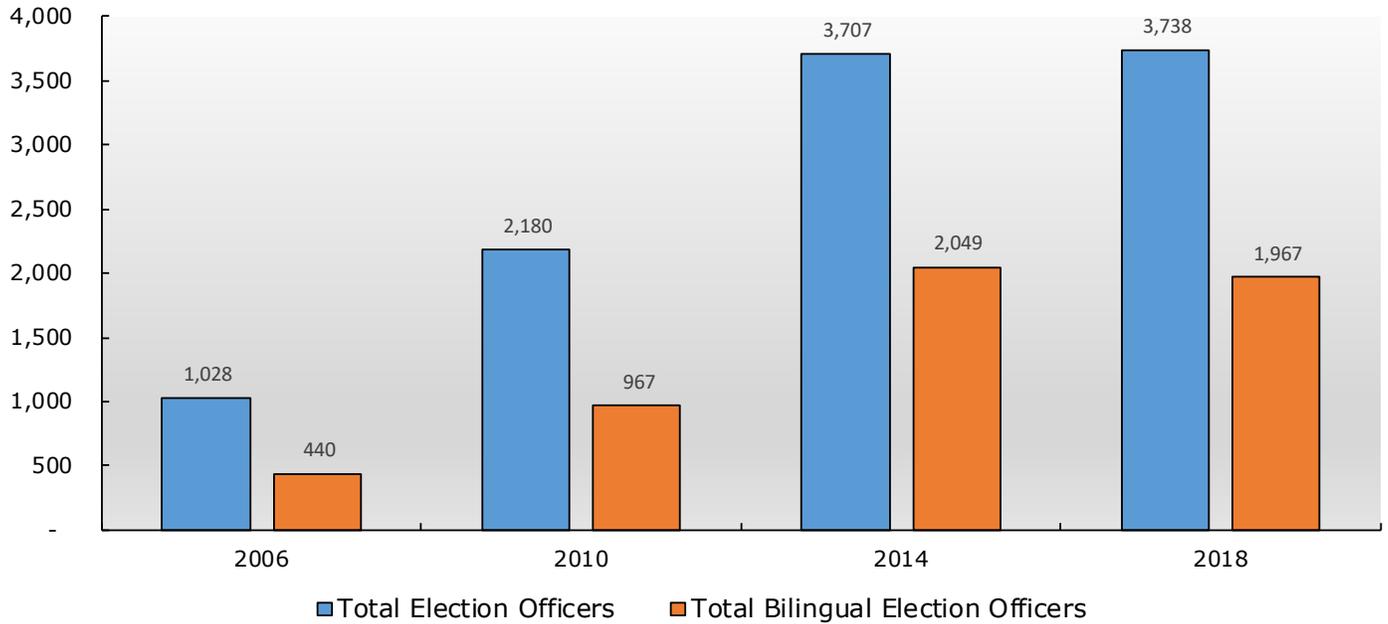
Bilingual Election Officers per Language *June 5, 2018 Statewide Direct Primary Election*



The June 5, 2018 Statewide Direct Primary Election marks the first primary election which featured voter assistance services in 19 alternate languages. Federal and state laws mandate that local election officials provide services in a particular language if a certain proportion of the voting population in any jurisdiction speaks that language. In addition to printed ballots in the five federally-mandated languages, election officers fluent in 15 additional languages were recruited to staff the 824 polling places and assist voters in their native tongue.

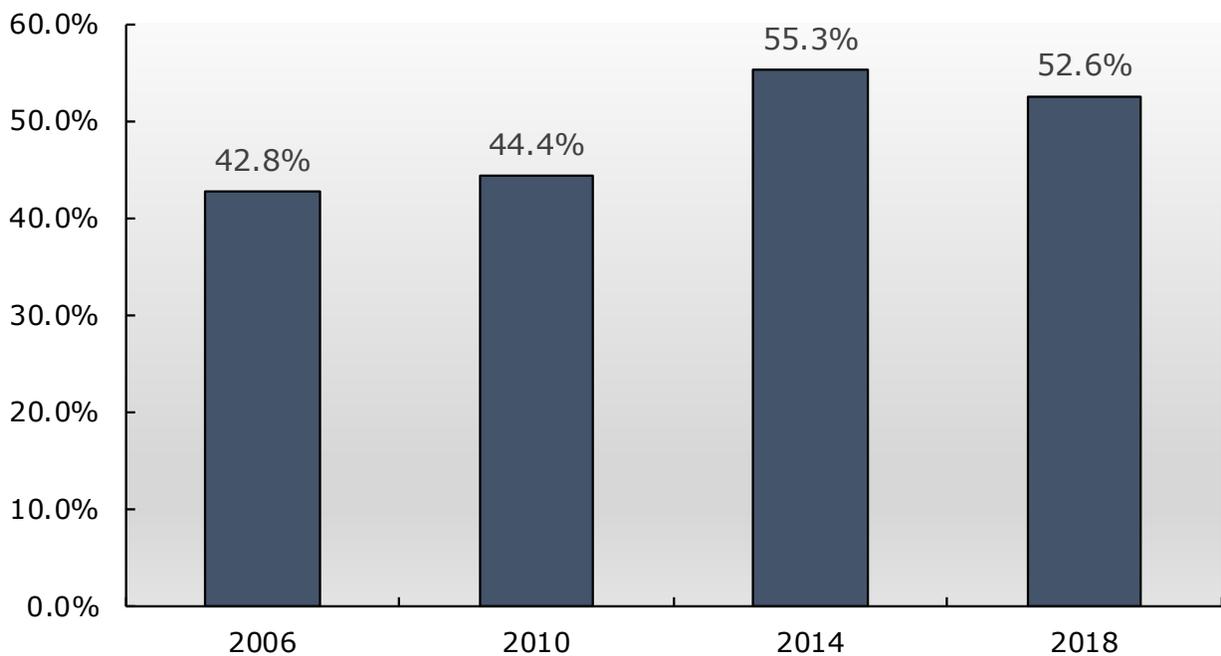
For the June 5, 2018 Statewide Direct Primary Election, a total of 1,967 bilingual election officers were recruited to assist voters at the polling places. Among those, there were about 195 officers, approximately 10%, who were fluent in three or more languages. The languages for which the most officers were recruited were Spanish, Chinese, and Vietnamese, at roughly 28%, 24%, and 22% respectively. These language statistics are an indication of the growing diversity of the county.

Bilingual Election Officers Past Statewide Gubernatorial Primary Elections



As an increasing number of languages become more widely spoken throughout Santa Clara County, state and federal laws require additional language support for these voters. As a result, the need for bilingual Election Officers has been high, with the past two statewide primary elections having more than half the total number of Election Officers be bilingual. In the June 5, 2018 Statewide Direct Primary Election, more than 52% of Election Officers spoke a second language. This percentage is expected to remain high, or even increase, in future elections as voter trends indicate that the Santa Clara County community is becoming more demographically and linguistically diverse.

Percentage of Bilingual Election Officers Past Statewide Gubernatorial Primary Elections



Early Voting and Ballot Drop-Off

Santa Clara County's Office of the Registrar of Voters (ROV) believes that voting should be made easy and accessible to all voters by providing voters with several different methods to cast a ballot.

For the June 5, 2018 Statewide Direct Primary Election, the ROV arranged for 42 ballot drop-off boxes where voters could safely deposit their completed ballots, 23 of which were accessible 24 hours a day, seven days a week. The ROV was open for early voting as early as May 7th, at E-29. On May 26th, ten days prior to Election Day, the ROV also set up seven additional early voting centers throughout the county, where voters could obtain a number of additional services similar to what the ROV Office offers. These services included registering to vote, switching party registration, and on-site voting.

24-Hour Drop-Off Locations

Location	Address
Registrar of Voters' Office	1555 Berger Dr., San Jose
San Jose State University Clark Hall Building	1 Washington Square, San Jose
West Valley College Admissions Building	14000 Fruitvale Ave., Saratoga
De Anza College Main Quad	21250 Stevens Creek Blvd., Cupertino
Gavilan College Student Center	5055 Santa Teresa Blvd., Gilroy
Evergreen Valley College Gullo 1 Building	3095 Yerba Buena Road, San Jose
Mission College	3000 Mission College Blvd., Santa Clara
Foothill College Administration Building	12345 El Monte Road, Los Altos Hills
San Jose City College Student Center	2100 Moorpark Ave., San Jose
Berryessa Library	3355 Noble Ave., San Jose
Milpitas Library	160 N. Main St., Milpitas
Campbell Library	77 Harrison Ave., Campbell
Mountain View Library	585 Franklin St., Mountain View
Central Park Library	2635 Homestead Road, Santa Clara
Morgan Hill Library	660 W. Main Ave., Morgan Hill
Cupertino Library	10800 Torre Ave., Cupertino
Pearl Avenue Library	4270 Pearl Ave., San Jose
Gilroy Library	350 W. Sixth St., Gilroy
Saratoga Library	13650 Saratoga Ave., Saratoga
Los Altos Library	13 S. San Antonio Road, Los Altos
Tully Community Library	880 Tully Road, San Jose
Los Gatos Library	100 Villa Ave., Los Gatos
Woodland Branch Library	1975 Grant Road, Los Altos

Early Voting Centers

Location	Address
Registrar of Voters' Office	1555 Berger Dr., San Jose
Cambrian Branch Library	1780 Hillsdale Ave., San Jose
Joyce Ellington Branch Library	491 E. Empire St., San Jose
Milpitas Library	160 N. Main St., Milpitas
Morgan Hill City Hall - Council Chambers	17555 Peak Ave., Morgan Hill
Rinconada Library	1213 Newell Rd., Palo Alto
Santa Clara City Central Park Library	2635 Homestead Rd., Santa Clara
Wiley Cultural Center	140 Fifth St., Gilroy

Rather than being stocked with pre-printed ballots as regular polling places are, early voting sites are equipped with touchscreen voting machines and printers that print ballots on demand. When a voter visits an early voting site, ROV staff and volunteers look up the type of ballot that the voter is eligible to vote on and prints the unique ballot just for that voter.

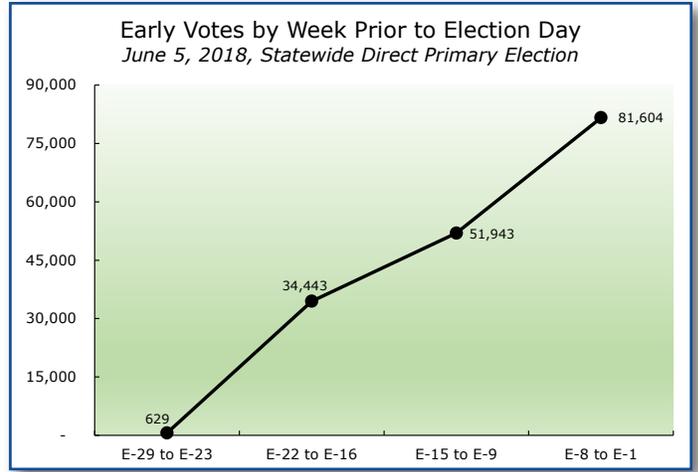
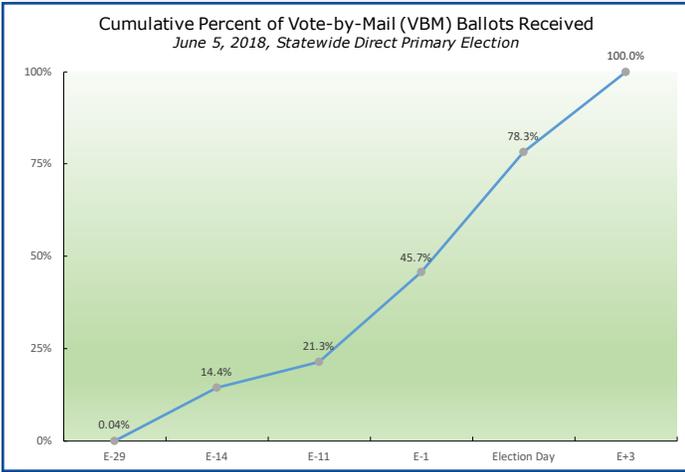
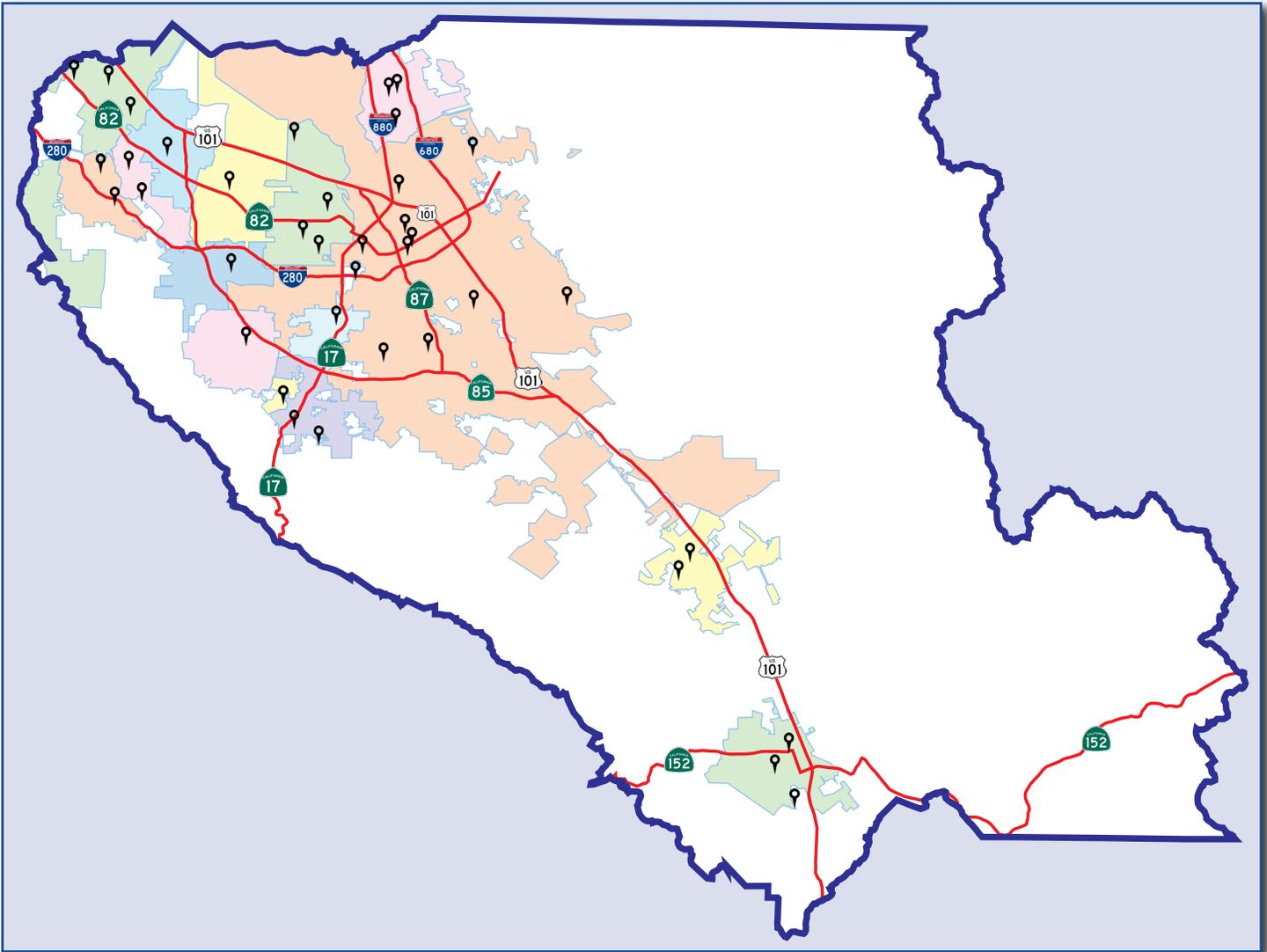
Ballot Drop-Off Locations

Location	Address
Santa Clara County Government Center	70 W. Hedding St., San Jose
Campbell City Hall	70 N. First St., Campbell
Cupertino City Hall	10300 Torre Ave., Cupertino
Gilroy City Hall	7351 Rosanna St., Gilroy
Los Altos City Hall	1 N. San Antonio Road, Los Altos
Los Altos Hills Town Hall	26379 Fremont Road, Los Altos Hills
Los Gatos Town Hall	110 E. Main St., Los Gatos
Milpitas City Hall	455 E. Calaveras Blvd., Milpitas
Monte Sereno City Hall	18041 Saratoga-Los Gatos Road, Monte Sereno
Morgan Hill City Hall	17575 Peak Ave., Morgan Hill
Mountain View City Hall	500 Castro St., Mountain View
Palo Alto City Hall	250 Hamilton Ave., Palo Alto
San Jose City Hall	200 E. Santa Clara St., San Jose
Santa Clara City Hall	1500 Warburton Ave., Santa Clara
Saratoga City Hall	13777 Fruitvale Ave., Saratoga
Sunnyvale City Hall	650 W. Olive Ave., Sunnyvale
Dr. Martin Luther King Jr. Joint Library	150 E. San Fernando St., San Jose
Mitchell Park Library	3700 Middlefield Road, Palo Alto
Rose Garden Library	1580 Naglee Ave., San Jose



Drop boxes like the one above allow voters to deposit their vote-by-mail ballots in a secure location if they prefer not to send them by mail.

All Early Voting Centers & Ballot Drop-Off Locations



Generally, from E-29 to about E-11, ballots slowly trickle in, as is the case in most elections. Between E-29, the day that the first early voting center opened (at the ROV Office), and approximately E-11, about 21% of the total ballots cast in the election was received by the ROV. However, starting at E-10, when the other seven remaining early voting centers opened, activity picked up, and ballots started coming in more rapidly, with each week showing a significant increase in ballots received. Just during the period that the early voting centers were open between E-10 and E-1, nearly one-quarter of total election ballots cast were received, bringing the total received to almost 46% of the total ballots cast. By Election Day, more than 78% of the total ballots cast had been received, and the rest were received within the three days following the election (E+1 to E+3).

IV. Election Day

All of the preparations conducted by the Office of the Registrar of Voters (ROV) are to ensure a smooth Election Day. When the polls opened at 7 a.m. on Election Day, many voters were already lined up outside polling places, ready to be amongst the first to cast their ballots.

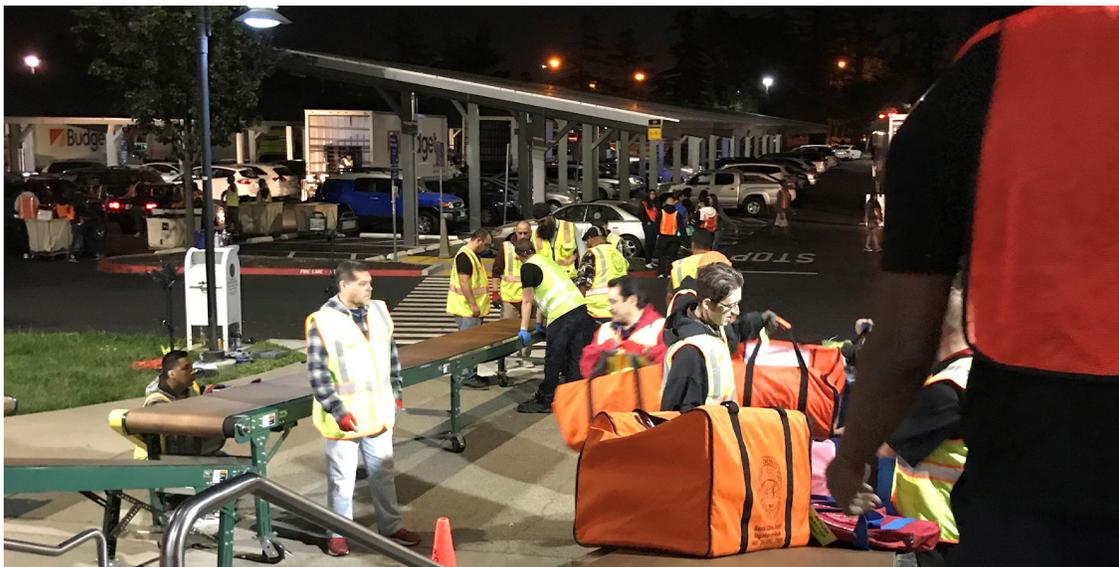
During Election Day, all ROV staff, including the executive team, pull together and ensure every effort is made to help the election run as smoothly and efficiently as possible. Throughout the day, Election Officers, field inspectors, volunteers and ROV staff worked all over Santa Clara County in over 900 precincts diligently conducting all election tasks. Many long hours were put into the June 5, 2018 Statewide Direct Primary Election from all of those involved.

When the polls closed at 8 p.m., the election officers and ROV staff members switch gears from processing voters to collecting all of the election materials, including voted ballots, voting

machine memory cartridges, and the roster indexes indicating which voters voted. All of the voted ballots must be returned to the ROV Office to be tallied in order to determine the results of the election.

At any point during Election Day, observers may come in to witness the processes of the ROV. In the public viewing area, anyone may view everything from polling place operation to ballot counting.

Election Day not only consists of polling places, where voters may physically cast their ballots, but also collection and counting of vote by mail ballots as well. Due to California State Law, voters have a three-day grace period after Election Day in which their mail ballots can be received by the ROV. This is called E+3 voting, which will have more detailed information in the *Extended VBM Tallying* section in this report.



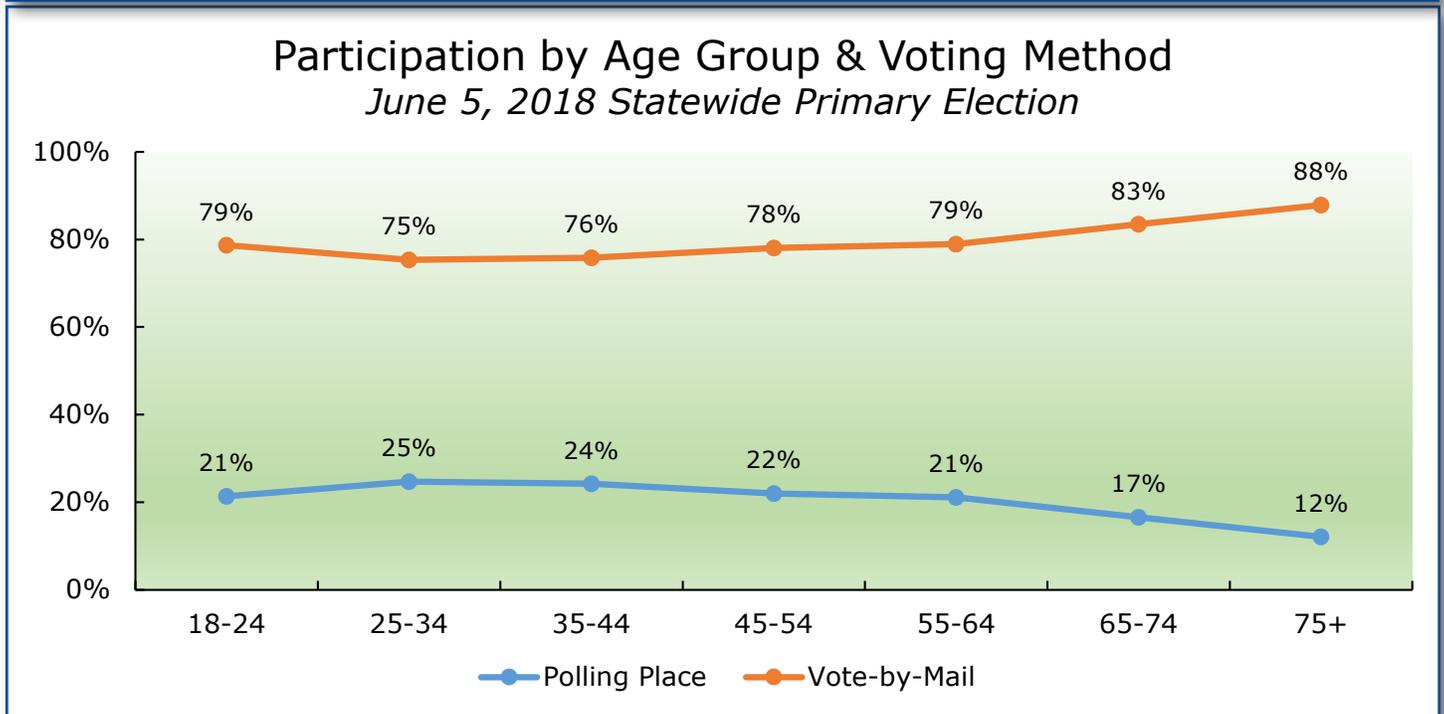
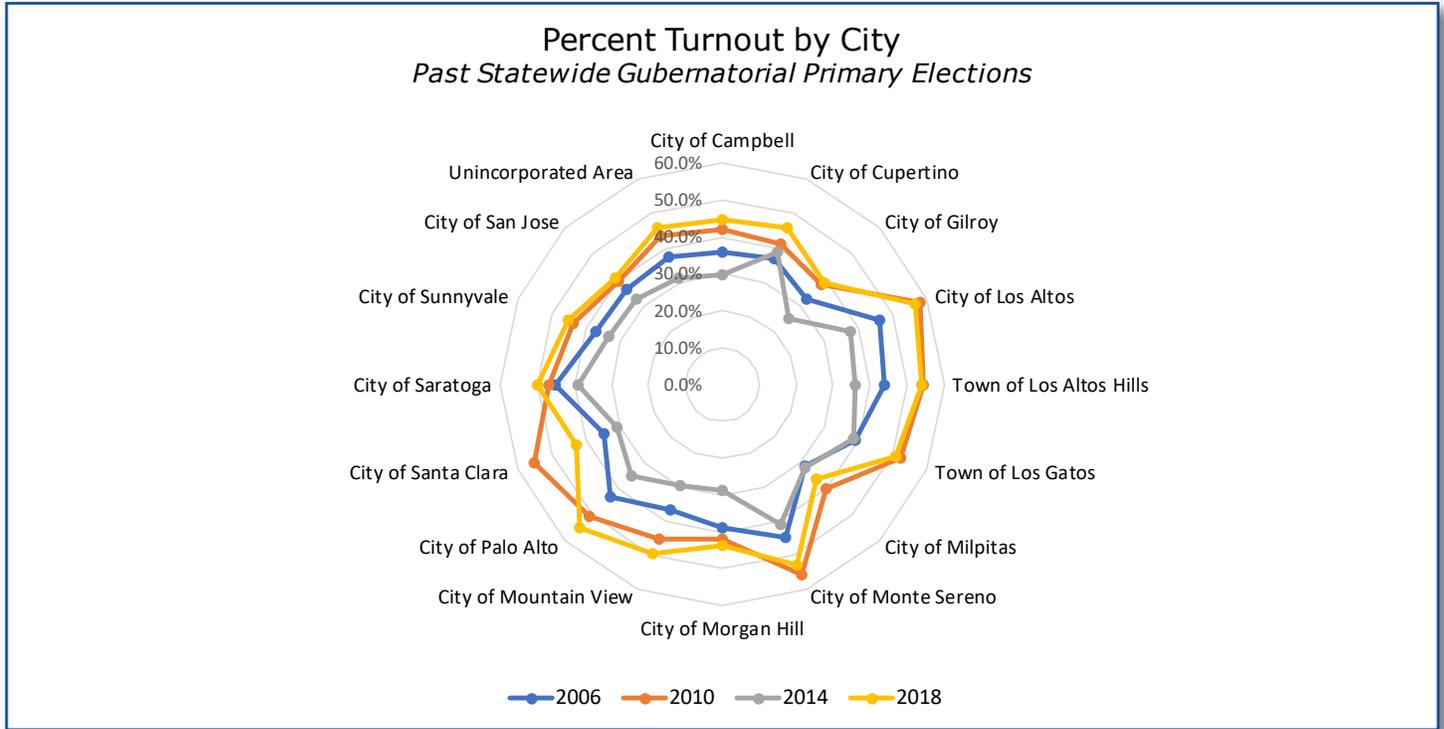
Ballots arriving from the precincts.



Volunteers inspecting ballots

Voter Turnout

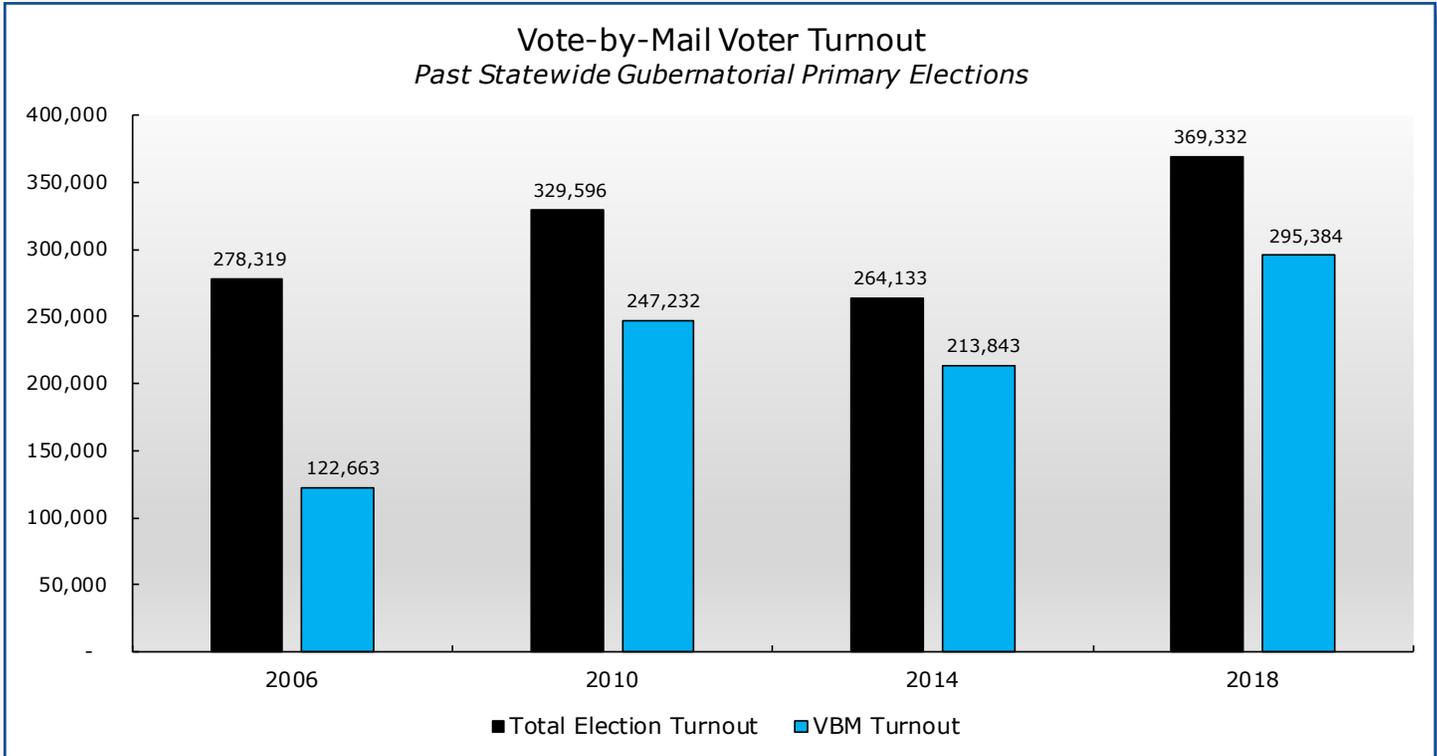
In the June 5, 2018 Statewide Direct Primary Election, nearly 370,000 voters cast a ballot for this election, with the cities of Los Altos, Palo Alto, and Los Altos Hills, respectively, being the top three jurisdictions for overall highest rates of participation. Over the past four statewide gubernatorial primary elections, these three jurisdictions consistently had high turnouts. The City of Saratoga and the City of Monte Sereno are also noteworthy in their participation rates. The cities of Gilroy and Milpitas are among those that have lower than average turnouts for these past four statewide gubernatorial primary elections. In the June 5, 2018 Statewide Direct Primary Election, both cities had the lowest turnout with Gilroy at about 39% and Milpitas at about 36%.



In the June 5, 2018 Statewide Direct Primary Elections, the majority of voters, approximately four out of every five, voted by mail. Among the different age groups, the older voters tended to avail of the convenience of voting by mail compared to the younger voters. This is evidence that the convenience of voting by mail is accessible to and being used by those that need it most. Voters aged 25-44 years old were the age groups that voted the most at polling places. The youngest age group also shows a vote-by-mail percentage comparable to the older age groups, indicating that more of the younger voters are also availing of the convenience of voting by mail.

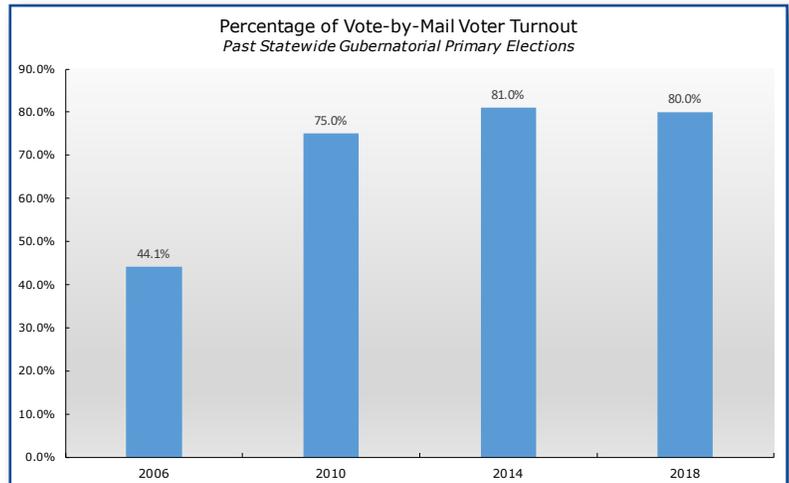
Vote-by-Mail (VBM) Voter Turnout

The June 5, 2018 Statewide Direct Primary Election had the largest number of vote-by-mail voters over the last four statewide gubernatorial primary elections. Percentage-wise, it was comparable to the 2014 gubernatorial primary election. There were a number of new features in the VBM process this year that helped make voting by mail easier. The new features included the ability for any authorized person to drop off ballots for a voter, and modifications to the VBM envelope to guide visually impaired voters to the signature line.



Vote-by-Mail (VBM) Challenges

Reason	Explanation	No.
Too Late	VBM envelope was received too late	2,183
Signature Update Required	Signature on VBM envelope does not match signature in voter's file, requiring an updated voter profile	426
Void	Voter mistakenly requested a replacement ballot and the ROV voided all other ballots issued to that voter	319
No Signature	Voter did not sign the VBM envelope	288
Deceased	Voter passed away before Election Day	54
Other	Ballot failed to meet any other mandated requirement to be counted	460

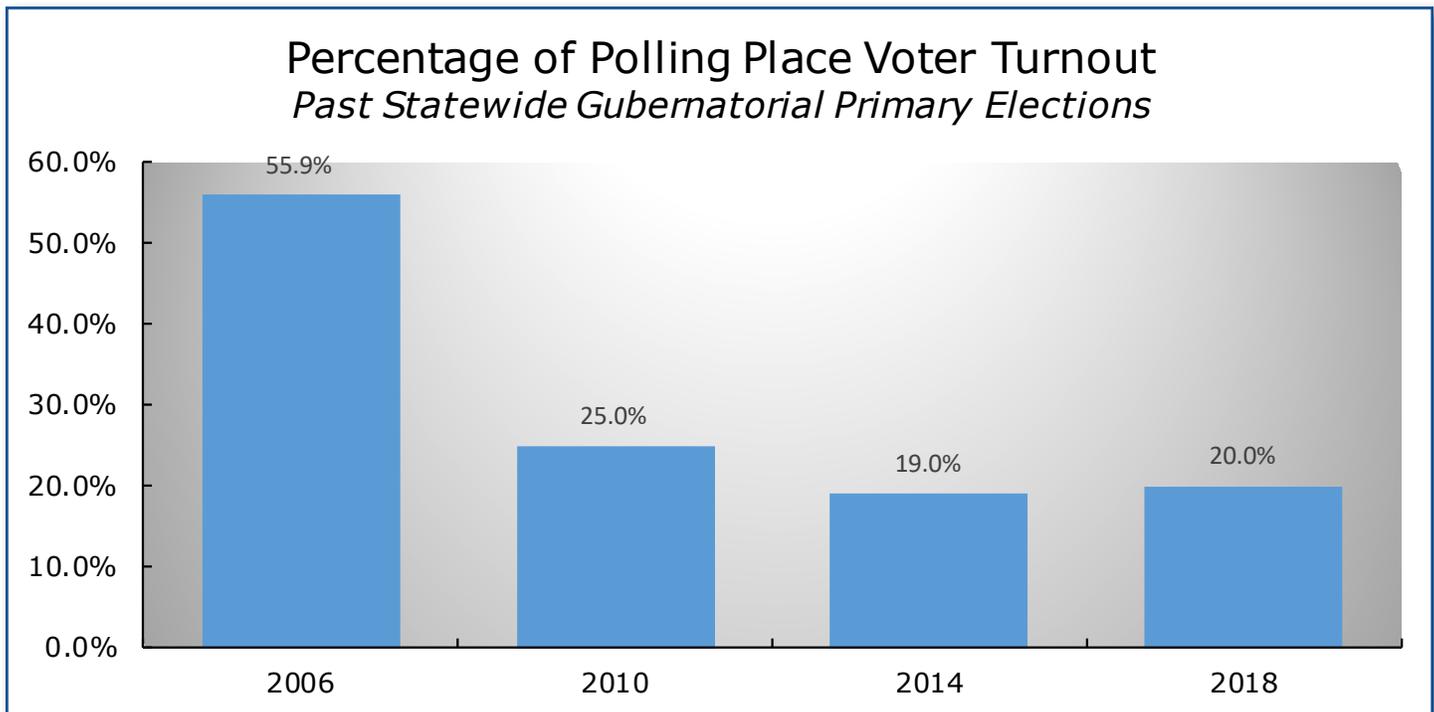
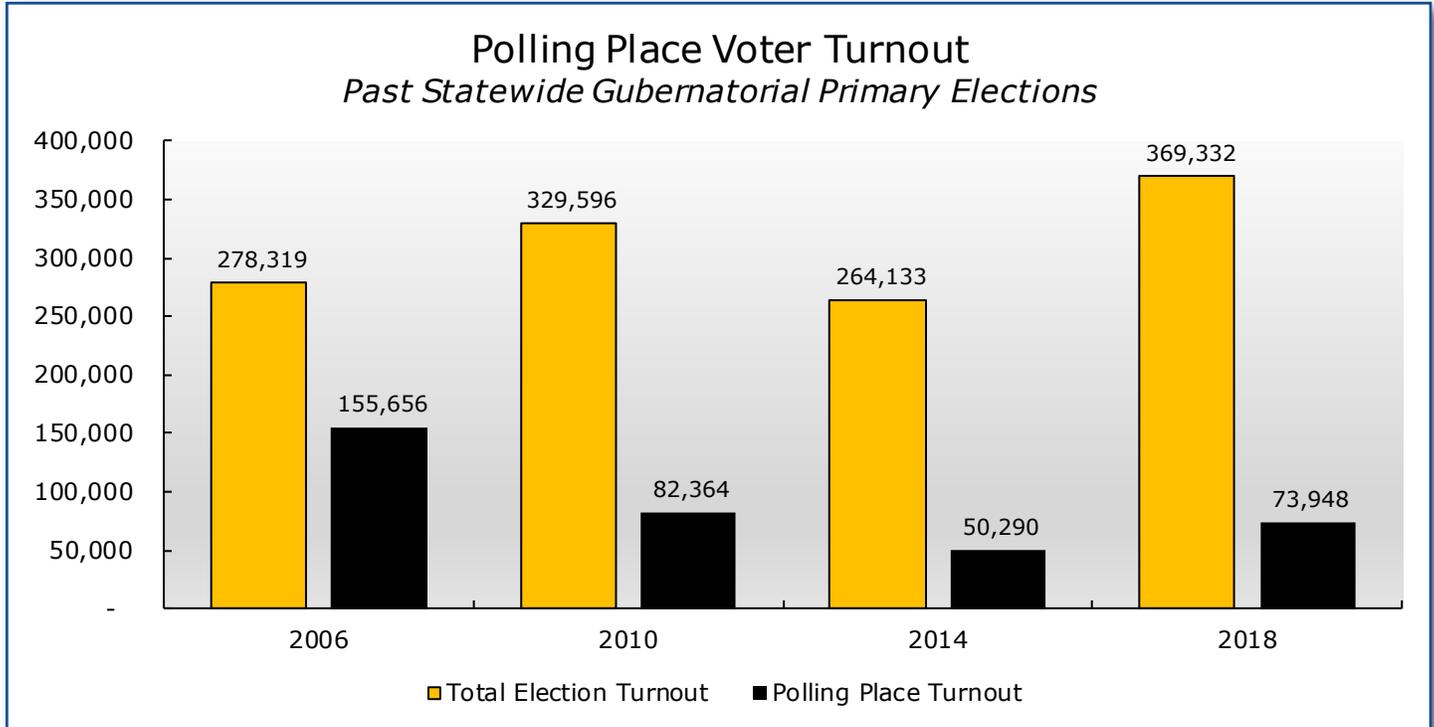


A challenged VBM ballot is one that must be verified before it can be counted. A VBM ballot would be challenged, for example, when the envelope arrives past the deadline, is not signed by the voter, or if the envelope appears to be signed by someone other than the voter. Challenged ballots are flagged by a sorting machine and manually verified by ROV staff. Depending on the reason a ballot is challenged, the ROV will follow State Elections Code to attempt to reconcile the issue.

Though the vast majority of vote-by-mail ballots are verified and counted, some are not counted each election for a variety of reasons. The most common reason is because the ballots were received too late. Ballots also cannot be counted if the voter does not sign the vote-by-mail envelope, the voter's signature does not match the one in the voter's file, or the voter has already submitted a ballot.

Polling Place Voter Turnout

Election data trends indicate that vote-by-mail voting is becoming the preferred method of casting ballots amongst Santa Clara County voters, and is expected to become more so in future elections. However, polling place voting still accounts for a significant proportion of ballots cast. The reasons for the increased interest in voting by mail are varied. However, voters tend to cite the wider variety of options available to mail ballot voters, such as early voting centers, ballot drop-off sites, and avoiding long lines at polling places among other reasons of convenience.



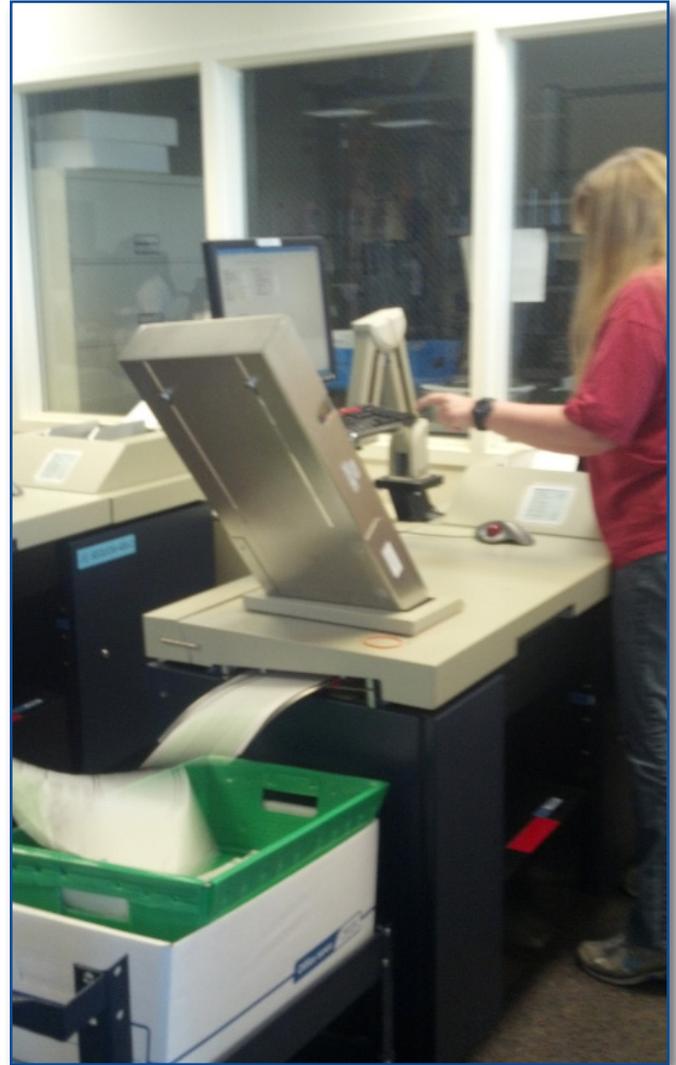
V. Vote Tallying

All of the ballots cast in an election are tallied at the Registrar of Voters' Office (ROV). After Election Officers complete their paperwork and perform their closing procedures, every voted ballot, from Gilroy to Palo Alto, must make its way to the ROV Office in San Jose. The ROV tallied the voted ballots from the polling places the moment the first ballots arrived at the office. They continued processing them on a 24-hour basis for most of election week before returning to normal business hours for the remainder of the vote-tallying process.

When an extraordinarily large number of ballots arrive at the ROV at one time, ballots sometimes must be stored before being entered into the system. For example, due to the high volume of ballots, vote-by-mail ballots received on Election Day were held until the ROV finished processing the ballots received from polling places. As a result, the day after Election Day often shows a high quantity of ballots actually received in the preceding days but not processed into the ROV's voting system until more immediate priorities are resolved.

Vote-by-mail ballots received by polling places on Election Day are tallied after the actual polling place ballots, because by law, the signature on each vote-by-mail envelope must be verified as the voter's signature before the ballot can be counted.

Before being tallied by the machine, polling place ballots are first processed by a team that checks in the ballots, stacks them for easy tallying, and identifies any damaged ballots or ballots that may not be properly read by the machines. These ballots are then marked and set aside to be individually verified and counted by ROV staff.



Ballots being tallied by machine.



Ballots being inspected by volunteers on Election Night.

Ballots Cast and Counted

Every election will include some portion of ballots that cannot be counted. Whether due to voters submitting the ballot too late, mistakenly casting multiple ballots, or not providing the required signatures or other identifying information used to verify that the voter is casting his or her own ballot, state law requires the Office of the Registrar of Voters (ROV) to exclude some ballots from the total vote count.

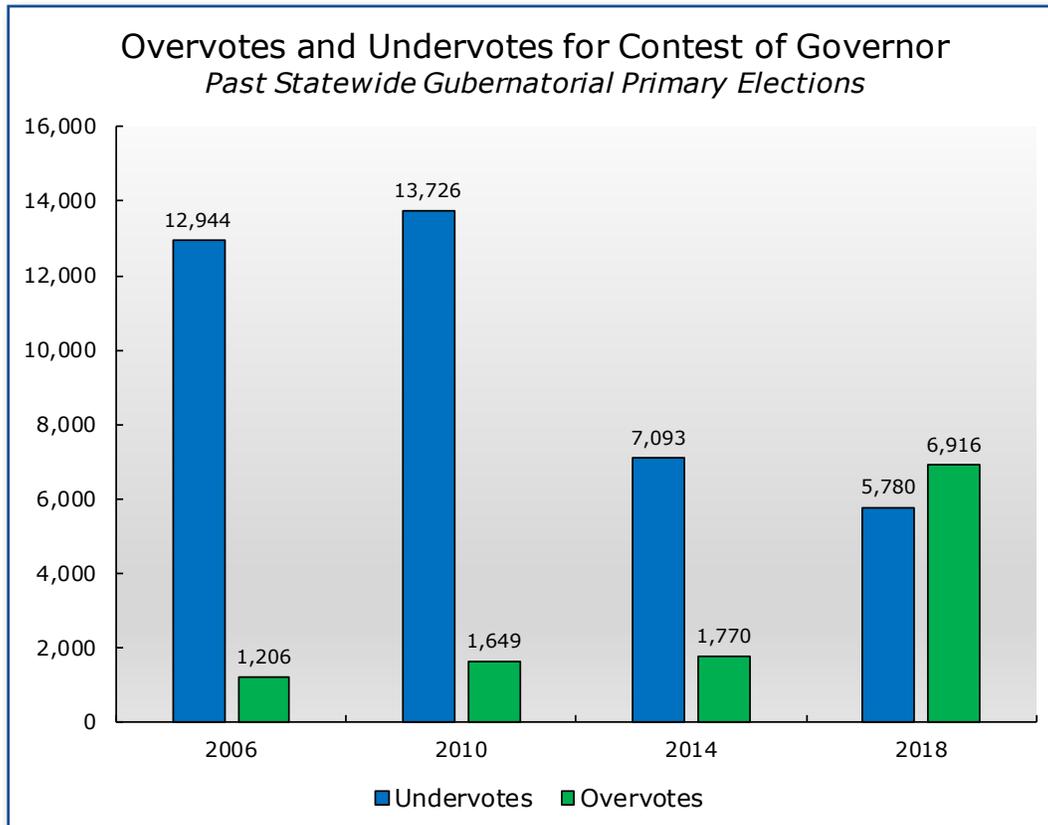
However, ballots are not left out of the count without careful consideration. Usually, when a ballot is challenged – identified as possibly having an issue that would prevent it from being counted – a minimum of three ROV staff members review that ballot individually to ensure that the challenge has merit. These multiple levels of review ensure that every valid vote is counted.

Additionally, some portion of voters vote provisionally. Provisional ballots – those cast by voters whose registration or eligibility cannot be determined at the polls – must be reviewed individually to ensure that the voter did not vote through another method or at a different polling place. Vote-by-mail voters who do not surrender the vote-by-mail ballot mailed to them must also vote provisionally. The vast majority of these provisional ballots are verified and counted, but a small percentage are challenged and do not get counted.

Finally, during the days around Election Day, large volumes of vote-by-mail envelopes may create a backlog requiring some to be processed on subsequent days. After the envelope is processed, state law prevents the ROV from opening the envelope and tallying the ballot until 10 days before Election Day, and results of the tally cannot be released until 8:01 p.m. on Election Day.



Ballots arriving and being organized for tallying and processing.

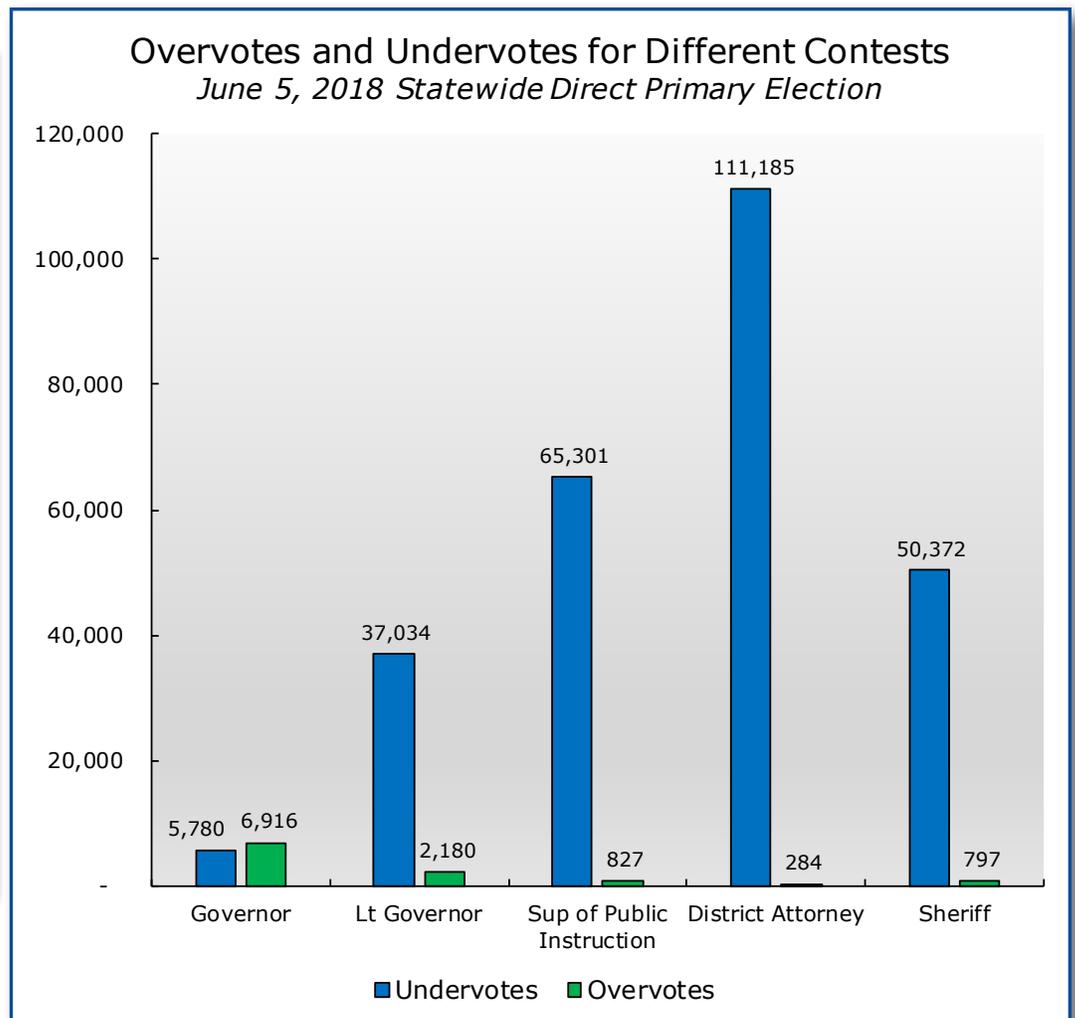


Included in the counting process is the recording of overvotes and undervotes per contest. The chart above shows the number of overvotes and undervotes for the top contest in the last four gubernatorial primary elections. In general, the undervote count is significantly more elevated than the overvote count. However, in the June 5, 2018 Direct Statewide Primary Election, the overvotes outnumbered the undervotes for the contest of Governor. This may be due to the Governor contest being non-partisan, and that there were a record number of candidates, 27 of them, running for the seat this year, which caused this contest to take up two columns on the ballot.

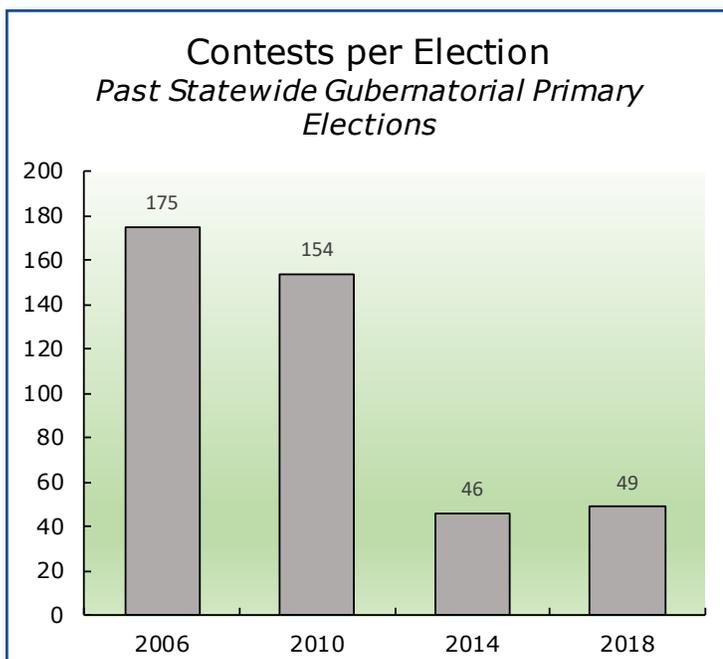
FAQ

Q: What is an **overvote** and an **undervote**?

A: An **overvote** is when a voter votes for more choices than a contest allows. For example, if a city council contest specifies to vote for one candidate, and the voter votes for two, this would be an overvote. An overvote would also occur if a voter chooses both 'yes' and 'no' for a ballot question. An **undervote** is when a voter does not vote for all of the choices in a specific contest. For example, if a political party's county central committee contest specifies to vote for six candidates, and the voter votes only for five, this would be an undervote.



Undervotes tend to increase in the contests that are further down the ballot, where voters are more likely to overlook or have less interest in them. The graph above shows the significant difference in overvotes and undervotes for the last few countywide contests on the ballot for the June 5, 2018 Statewide Direct Primary Election compared to the top two contests. The difference between overvotes and undervotes for the statewide offices of Governor and Lieutenant Governor are markedly smaller than the overvote-undervote difference for the county contests, which are further down the ballot.

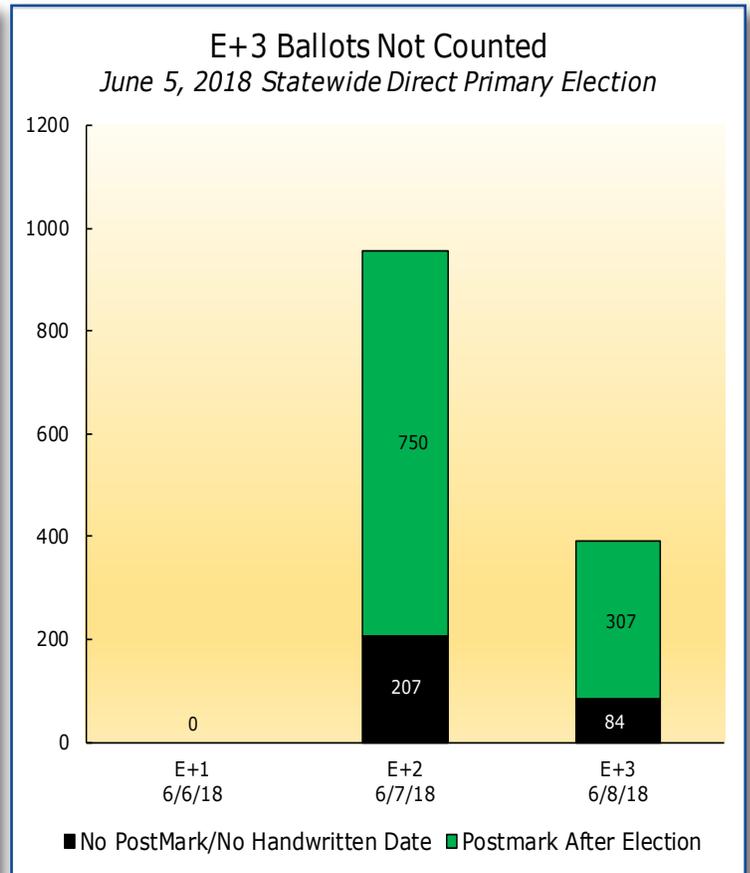
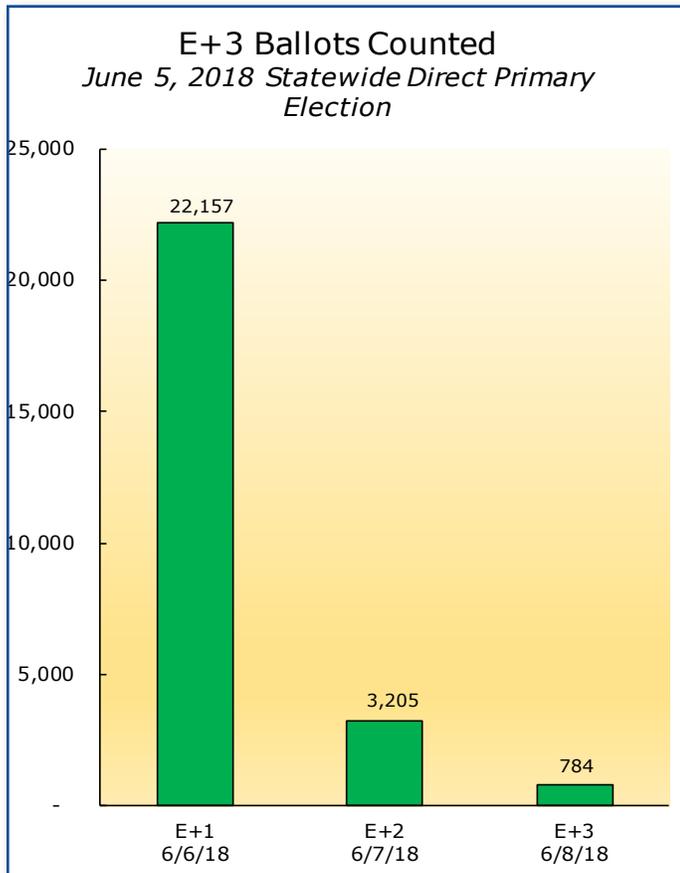


The graph on the left indicates the number of contests in the past four gubernatorial primary elections, which can vary greatly. The last two primary elections have less than one third the number of contests as the primary elections in 2006 and in 2010. One of the reasons for the reduction in the number of contests is the removal of central committee contests from the Gubernatorial Primary Elections and these contests now appear only in the Presidential Primary Elections.

Extended VBM Tallying

To account for the time that it takes for mailed ballots on Election Day to reach the Office of the Registrar of Voters (ROV), VBM ballots are received and tallied up to 3 days after the election (E+3). In the June 5, 2018 Statewide Direct Primary Election, the ROV received more than 20,000 VBM envelopes after Election Day. Of these ballots received, around 95% were counted. The remaining ballots that could not be counted were invalidated due to failure to fulfill requirements mandated by law.

Reasons to invalidate a VBM ballot that arrived between E+1 and E+3 included VBM envelopes having no postmark or handwritten date, and having the envelope postmarked after the election. A majority of those ballots not counted had a postmark after the election. Under state law, a vote-by-mail envelope must have a postmark indicating that it was mailed on or before Election Day in order for the ballot inside to be counted. Although most mail that goes through the United States Postal Service (USPS) receives a postmark of some sort, some envelopes may not receive a proper mark when large volumes of mail move through the postal service around election time. The ROV continues to work with the USPS to minimize the number of unpostmarked vote-by-mail return envelopes and therefore minimize the number of ballots that will not be counted.



FAQ

- Q:** What does E+ ("E plus") mean?
- A:** E+days refers to the number of days after an election. For example, **E+3** (E plus three) means three days after Election Day. This particular day, **E+3**, is the last day for vote by mail ballots to be counted as long as the ballot has been postmarked no later than the Election Day date.



Unsigned Ballot Statements

A 2016 law further extended the window for vote-by-mail tallying by allowing voters who forgot to sign their vote-by-mail envelopes to provide a signature within eight days after Election Day. When the Office of the Registrar of Voters (ROV) receives an unsigned vote-by-mail envelope, staff members send a letter to the voter informing them of the missing signature. Voters may provide the signature by mailing or faxing back the **Unsigned Ballot Statement**, dropping it off at any ballot drop-off location, or coming in person to sign the envelope. After an initial mailing of 541 letters, the ROV continued to mail letters and receive corrected signatures back from voters until the deadline on June 13 (E+8). In all, 300 ballots were made valid and counted by this method. Out of 541 unsigned ballot statement forms sent to voters during the June 5, 2018, Statewide Direct Primary Election, the ROV received 300 valid forms back for a return rate of just over 55%. Receiving these forms allowed the ROV to count these voters' ballots, which otherwise would have been challenged under a state law requiring the voter's signature.

FAQ

Q: What is an **Unsigned Ballot Statement**?

A: An **Unsigned Ballot Statement** is a form signed by a voter to provide a signature in the event that the voter did not sign his or her vote-by-mail envelope.



READ THESE INSTRUCTIONS CAREFULLY BEFORE COMPLETING THE STATEMENT. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY CAUSE YOUR BALLOT NOT TO BE COUNTED.

In order for your Vote by Mail Ballot to be counted, fill out the statement below and sign on the line above "Voter's Signature", and choose one of the following return options:

- Drop off your signed statement at a polling place within Santa Clara County on June 5, 2018.** You may drop off your Unsigned Ballot Statement at any polling location in Santa Clara County **before the polls close at 8:00 p.m. on June 5, 2018.** You may also return your Unsigned Ballot Statement at a **drop-off site.** Please visit www.sccvote.org for a complete list and schedule of drop-off sites.
- Come to the Registrar of Voters' Office in person.** You may come to our office at the address below, Monday through Friday 8:00 a.m. to 5:00 p.m. to **SIGN** your original Vote by Mail ballot envelope or return the Unsigned Ballot Statement. This must be done **by 5:00 p.m. on June 13, 2018.**
- Mail your signed statement to our office in the enclosed postage-paid envelope.** The Unsigned Ballot Statement must be received by our office at the address below **by 5:00 p.m. on June 13, 2018.** Postmarks will not be accepted.
- Fax the signed statement to our office.** Your faxed statement must be received by our office **by 5:00 p.m. on June 13, 2018.** The Vote by Mail fax number is 1-408-293-6002.
- Email the signed statement to our office.** Your emailed statement must be received by our office **by 5:00 p.m. on June 13, 2018.** The email address is votebymail@rov.sccgov.org

UNSIGNED BALLOT STATEMENT

I, _____, am a registered voter of Santa Clara County,

(Name of Voter)

State of California. I declare under penalty of perjury that I requested and returned a vote by mail ballot and that I have not and will not vote more than one ballot in this election. I am a resident of the precinct in which I have voted, and I am the person whose name appears on the vote by mail ballot envelope. I understand that if I commit or attempt any fraud in connection with voting, or if I aid or abet fraud or attempt to aid or abet fraud in connection with voting, I may be convicted of a felony punishable by imprisonment for 16 months or two or three years. I understand that my failure to sign this statement means that my vote by mail ballot will be invalidated.

(Signed) _____
Voter's Signature (power of attorney cannot be accepted)

(Witness) _____
 If voter is unable to sign, he or she may make a mark which shall be witnessed by one person.

Dated this _____ day of _____, 2018.

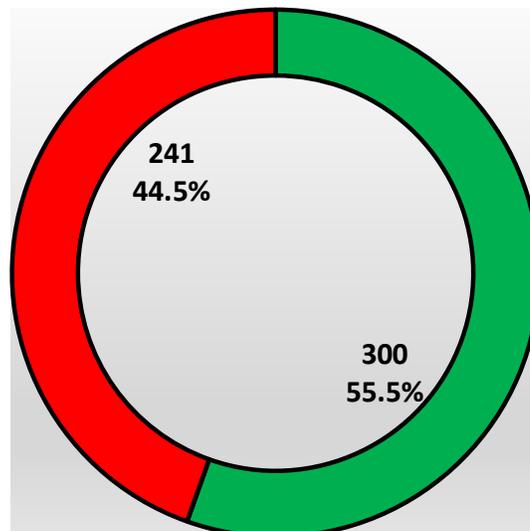
Residence Address: _____
 Street Address City Zip Code

Mailing Address: _____
 Street Address City Zip Code

Santa Clara County Registrar of Voters
 1555 Berger Drive, Building 2, San Jose, CA 95112
 1-866-430-VOTE (Toll Free) - Fax 1-408-293-6002 - www.sccvote.org

Revised 12/11/2017

Unsigned Ballot Statements Statistics June 5, 2018 Statewide Direct Primary Election



- Valid UBS
- Non-Valid UBS

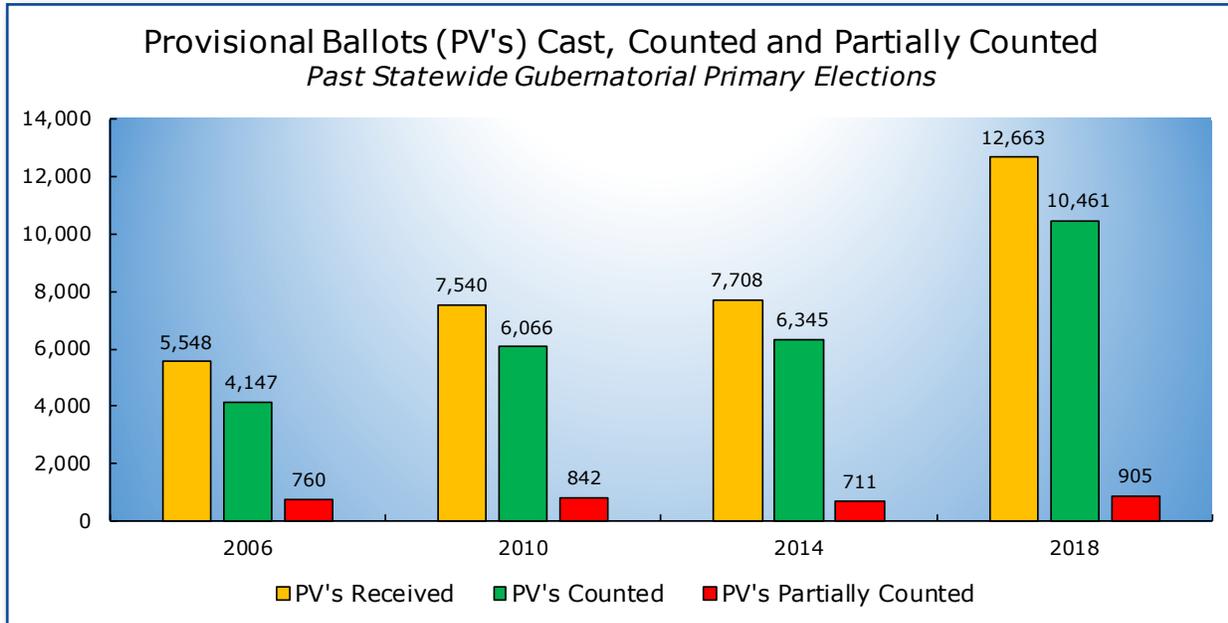
Provisional Votes

In a primary election, voters cast provisional ballots at the polls when:

- The voter's name could not be located on the official roster index for the precinct;
- The voter requested to vote a party ballot on which the voter was not eligible;
- The voter's eligibility could not be verified; or
- The voter was issued a vote-by-mail ballot that the voter could not produce.

The vast majority of provisional ballots cast by voters ultimately are counted. Provisional ballots can be partially counted when:

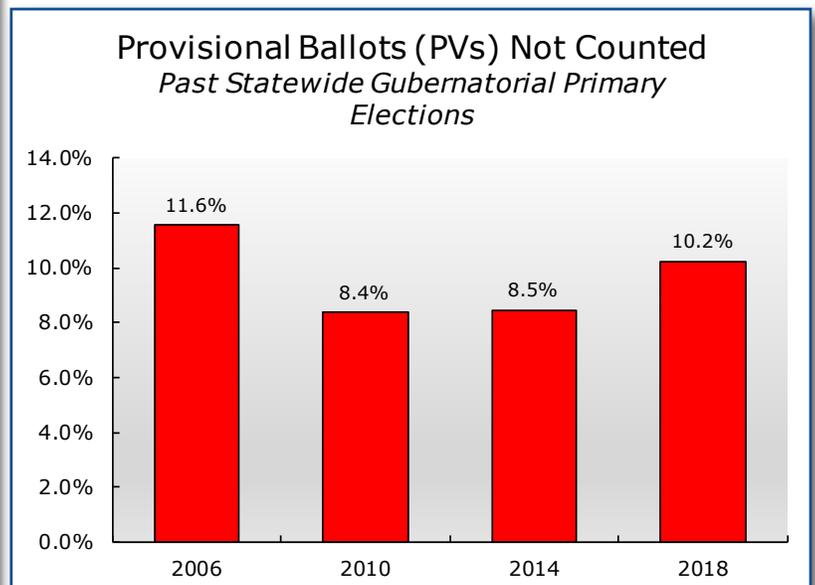
- A voter is determined to be eligible for some but not all of the contests, usually occurring when the voter votes at a polling place other than his or her assigned polling place;
- A voter registered with a political party requested to cast a ballot for a different political party; or
- A No Party Preference voter requested to vote for a political party that did not allow crossover voting.

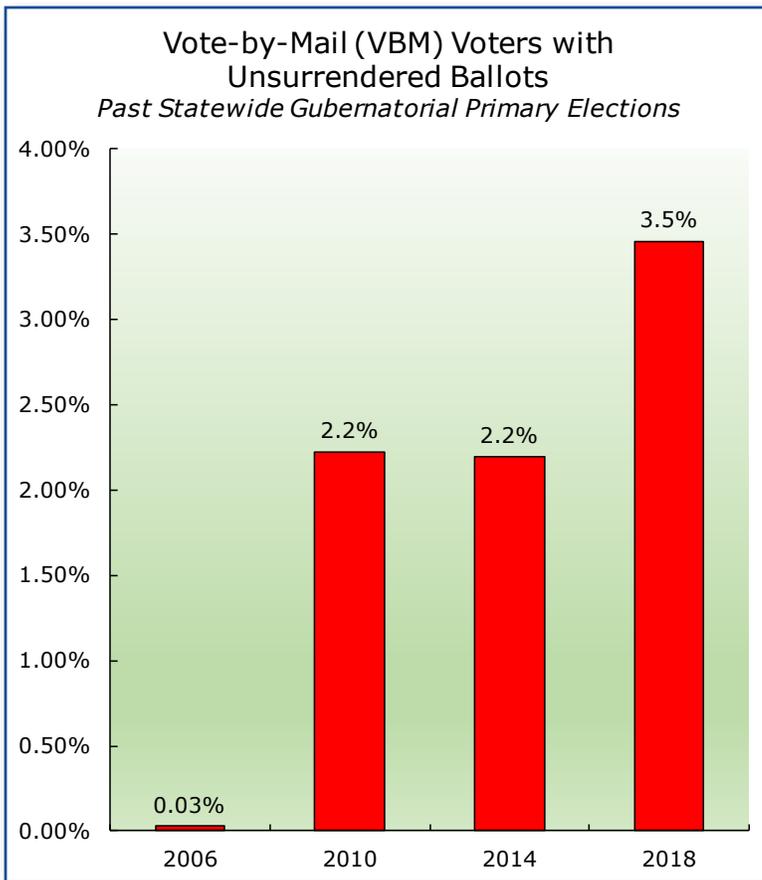


In countywide elections, only about 10-15% of provisional ballots that are cast are not counted for various reasons. Reasons for not counting provisional ballots, also known as ballot challenge reasons, include lack of signature, mismatching signature, voter is outside of the county, ballot cannot be properly identified, or failure to fulfill other requirements mandated by law. The June 5, 2018 Statewide Direct Primary Election saw roughly 1.5% of Santa Clara County registered voters cast a provisional ballot, which is within range of the normal 1-4% who do so in any given election.

Provisional Ballot Challenges

Reason	Explanation	No.
Cancelled or Ineligible	Voter's registration was canceled due to moving out of the county, or ineligible for another reason	130
Not Registered	Voter is not registered in Santa Clara County	649
Registered Late	Voter registered after the 15th day before Election Day	241
Insufficient Signature	Voter either did not provide a valid signature as required, or the signature on the envelope was missing, or did not match the signature in the voter's file	100
Vote-by-Mail Ballot Counted	Voter already voted via mail and the vote-by-mail ballot was counted	55
Unable to ID	Ballot could not be properly identified and reconciled with voter's info	10
Incomplete	Ballot was submitted with missing required information	84
No Resident Address	The voter's address was either unlisted or mismatched	25
Duplicate PV	Ballot previously submitted and counted	3





The graph shows the percent of vote-by-mail (VBM) voters who opted to cast their ballots provisionally, but were not able to surrender their permanent VBM ballots upon doing so. The increase in this statistic could imply that provisional voting has potentially become more of an attractive option for VBM voters who are unable to turn in their mail ballots due to loss or other reasons.

When a vote-by-mail voter opts to vote at a polling place rather than returning a ballot by mail, state law requires the voter to surrender his or her unvoted vote-by-mail ballot at the polling place in order to vote normally. If the voter did not bring his or her vote-by-mail ballot, the voter may still vote provisionally. As with all other provisional ballots, ROV staff members verify that the voter was eligible to vote, registered, and did not cast any other ballot before the ballot is counted.

In the June 5, 2018 Statewide Direct Primary Election, 3.5% of vote-by-mail voters who cast a ballot in the election voted provisionally without surrendering their original vote-by-mail ballot.

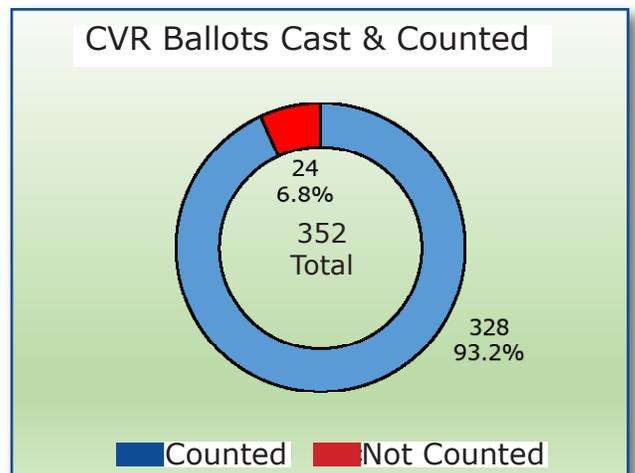
Conditional Voter Registration

A new law went into effect on January 1, 2017 called Conditional Voter Registration (CVR). This law allows voters who were unable to make the 15-day registration deadline to come to the Registrar of Voters Office (ROV) at any time during the period between 14 days prior to Election Day and Election Day, and to conditionally register to vote. The June 5, 2018 Statewide Direct Primary Election was the first primary election (and the fifth since the law was enacted) to utilize CVR. CVR ballots are essentially treated as provisional ballots. When a voter casts a CVR ballot, the information of the voter must be researched and verified. Upon confirmation of the voter's information, the ballot will be counted. A total of 352 voters cast ballots in this election using the CVR method. Of those, 328 ballots, or about 93%, were verified and counted.

As registration increases and more voters become aware of CVR, it is anticipated that the number of CVR ballots cast will increase in future elections.



An ROV representative explaining the CVR process to a voter at an early voting center.



Reasons for Ballot Rejection

Reason	Explanation	No.
Envelope Incomplete	Envelope was missing information essential to confirming voter ID	3
No Res Address	Envelope was missing voter's address	13
No Voter Signature	Voter did not provide a signature	5
Other Reasons	Envelope failed to meet mandated requirements in other ways	3

VI. Election Verification and Certification

Once the tally is finished, the Registrar of Voters' Office (ROV) completes a **canvass** that accounts for every ballot issued and returned during the election. Any misplaced voted ballots that are discovered during this process are counted and added to the official vote tally for the correct precinct. During the canvass, the ROV also conducts a manual count of the votes of at least 1% of the precincts to ensure the accuracy of the vote-tallying machines.

When all of these processes are complete and any discrepancies are resolved, the ROV can certify the results, and the winners of the election can be officially declared.

Before the results were certified, the ROV determined that a recount would not be necessary for any contest in the June 5,

2018 Statewide Direct Primary Election, as election data indicated that all 49 contests had difference margins sufficient to determine the final outcome on first count. Pursuant to County policy, an automatic recount is triggered if the margin of victory for the contest was within 25 votes or within 0.5% of the total ballots cast. Additionally, the contest had to be a local office or measure in a county, city, school, or special district wholly contained within the county's borders.

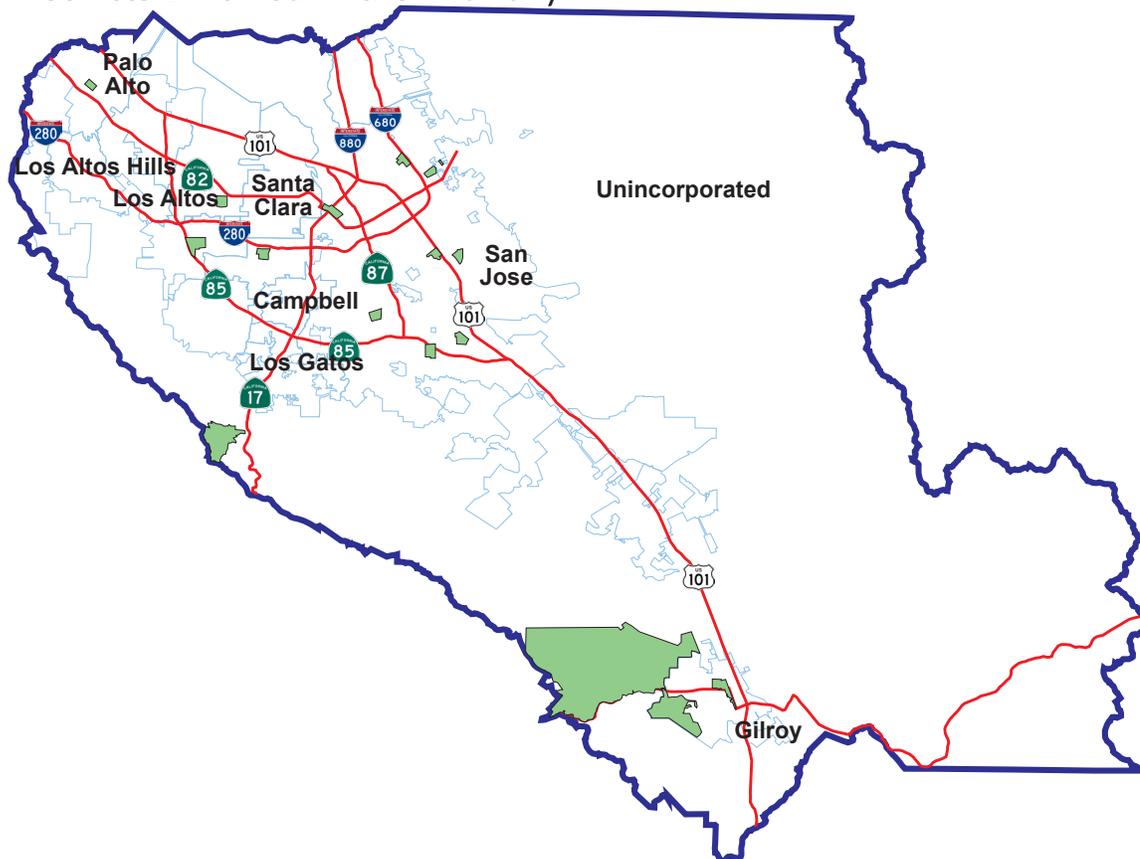
FAQ

Q: What is the **canvass**?

A: The canvass is a complete audit of all ballots received to ensure that every ballot was processed and the results are complete.

1% Tally

Precincts Involved in the 1% Tally



The 1% tally often includes more than just the minimum 1% of precincts. The Registrar of Voters Office (ROV) must manually tally at least one precinct in each contest, which often requires the ROV to tally more than 1% of the total precincts, as well as more than 1% of the total number of voters. Before the results of an election are official, state law requires the ROV to verify the accuracy of the vote-tallying machines' count by manually tallying the votes of 1% of the total number of precincts that participated in the election, as well as additional precincts to ensure that at least one precinct from every contest is included. ROV staff members review each ballot cast by voters in the precinct and compare the total to the vote-tallying machines' total.

1% Tally Facts and Figures

	1% Tally	Election Total	% Counted in 1% Tally
No. of Precincts	19	988	1.9%
Registered Voters	15,710	846,228	1.9%
Ballots Counted	7,234	369,332	2.0%

VII. Errata

The County of Santa Clara, in an effort to remain transparent and maintain the public's confidence in the integrity of the electoral process, is disclosing any errata that may have occurred during the election process, an accounting of how the error(s) occurred, an explanation of how the Registrar of Voters Office (ROV) notified the affected voters, and an explanation of how the ROV plans to prevent similar errors from occurring in the future.

As it relates to the County of Santa Clara, Registrar of Voters Office, errata are election-related errors that may have adversely affected any of the county's registered voters. During the June 5, 2018 Statewide Direct Primary Election, there were two errata the ROV worked quickly to resolve:

Vendor Error Printing County Voter Information Guides

Merrill Communications LLC, the vendor used to create and print the County Voter Information Guide (CVIG), did not use the latest file which included edits made to the first three lines of the English-only language version of Jason Baker's candidate statement. None of the other language CVIGs contained this omission. Mr. Baker was a candidate for the Board of Supervisors, District 4. The missing information from Mr. Baker's English-only candidate statement was:

*Mayor of Campbell, 2011 and 2016
J.D., Santa Clara University School of Law
Former Firefighter, U.S. Forest Service*

English-only CVIGs were printed and mailed to the 174,861 voters with the omitted first three lines in Candidate Jason Baker's statement. Candidate Baker discovered the error and contacted the San Jose Metro, and a Metro reporter contacted the ROV on May 12, 2018. When the ROV confirmed the error, the vendor was contacted on May 14, 2018. The vendor immediately took responsibility for the error and worked diligently with the ROV to respond to voters. The affected voters were sent a letter notification via U.S. mail along with a copy of the corrected candidate statement pages containing all seven candidate statements for this contest from the corrected CVIG by May 22, 2018.

What happened?

Merrill used an out-of-date MS Word document of the Candidate Statement, and not the most up-to-date approved document sent by the ROV. During the final proofing stage, the focus was to ensure all the pages were present. In the end, Merrill reprinted 19,000 books for distribution at the polling places and backup copies for office use. Merrill took full responsibility for this error, held several meetings to work very closely with ROV personnel over a period to develop procedures to ensure this type of error does not happen again. Merrill paid all the costs associated with the errata and the response thereto to the ROV, including postage, printing and staff time; as well as printed the additional 19,000 books (corrected – at their own expense) for distribution at the affected polling places and office distribution.

How did the ROV notify the affected voters?

A press release was immediately prepared and posted on the ROV website. Each of the seven candidates in the affected contest were personally contacted. All affected voters were mailed errata along with the corrected CVIG pages containing all seven candidate statements. Several newspapers published stories and the Registrar was also interviewed by KTVU on the matter. An email was sent to all ROV employees on May 16 as notification, along with both the press release and errata with candidate statement pages so that they could provide information to any voter who called the office. The corrected English-only CVIGs were distributed to each of the polling locations where one of the 17 affected ballot types were being issued. Also, the office had a supply of the corrected English-only CVIGs to distribute to any member of the public who requested a book.

How will this be prevented in the future?

The ROV and Merrill held a conference call to review how the error occurred. Following that call, Merrill prepared a response to the ROV with the corrective actions and preventive measures moving forward. ROV offered feedback on the proposed preventive measures on several occasions and the parties agreed to enhance its document control process, including incorporating an automated process to ensure out-of-date versions of submitted documents are not available for use and only the latest most up-to-date versions are utilized. The procedures created also contain flow charts and tracking logs for enhanced quality assurances. Merrill also stated that their staff would be trained on the importance of ensuring the client's instructions are closely followed.

VoteCal Voter Registration Database

VoteCal is California's voter registration database which provides a single, uniform, centralized voter registration database for all registered voters throughout the state. The Secretary of State's office launched the VoteCal system in 2016 when it became the system of record for the State of California. Each of the state's 58 counties maintain their respective voter registration records on their own Election Management Systems (EMS) which is then connected to the state's VoteCal system.

Merge Voter Determine Survivor (MVDS) Messages

MVDS messages are sent from VoteCal to counties, following a duplicate voter record match, when VoteCal cannot automatically determine which voter record should be the surviving record. The MVDS message is sent to the county with the most recent registration date for the county to review and make a human determination on which record should survive. When the county responds to a MVDS message, that action determines which county will be the county of record for the voter.

What happened?

The ROV made clerical errors while processing MVDS messages in determining which record should survive. After researching together with the VoteCal team, the ROV noticed that some staff were responding to MVDS messages by selecting the incorrect surviving record which cancelled the non-surviving record.

How did it happen?

The process of determining the surviving record includes many variables. Because of these variables, there is no single formula that can be applied to all MVDS messages. The ROV continues to work with the Secretary of State's Office to develop guidelines, procedures and regulations.

How was the error discovered?

A voter called our office to inquire about their registration status. The voter was told they were cancelled, which prompted the voter to call the media. An article was published in the newspaper which caused voters to call our office. This surge in calls impelled the ROV to investigate the matter further with the State's VoteCal team.

How did the ROV notify the affected voters?

The ROV created a log of voters that contacted our office regarding their registration. This log was used to research each incident and notify each voter with the results of our investigation in writing. The ROV also used this list to process provisional ballots during the canvass period of the June election. This process gave voters the opportunity for their ballot to be counted, as clerical errors were discovered. Various newspapers wrote stories on the matter. Staff was advised to tell voters that their file would be researched and that the office would be responding back to them. Although the log was limited in number of those voters that contacted our office, the ROV believes that the issues continue to exist in the VoteCal system and we continue to work with the State to resolve those issues.

How will this be prevented in the future?

The ROV is working with the State to develop guidelines and regulations for VoteCal. ROV staff have and will continue to attend trainings held by the State on VoteCal changes and best practices.

Internally, the ROV is developing procedures for staff to ensure records are processed in alignment with State guidelines and regulations.

Additional Information

- **Data compiled in this report is derived from multiple ROV sources, and may occasionally contain infinitesimal differences.**
- **Election information is subject to continuous change and updates, and may vary daily.**
- **This report is intended to provide a general snapshot of the June 5, 2018 Statewide Direct Primary Election.**
- **Many possible factors, such as redistricting or voter inactivity, may also cause minuscule differences in data.**

Register, Update, and Participate

The best way to ensure that your voice is heard is to vote. The Registrar of Voters (ROV) offers numerous ways you can register to vote, update your registration information, stay informed regarding election news, track your ballot, and locate your polling place.

Register to Vote

- **In Person:** Visit the ROV's office between 8 a.m. and 5 p.m., Monday through Friday, at 1555 Berger Drive, Building 2, in San Jose.
- **By Mail:** Obtain a voter registration affidavit from a library, post office, or other government office.
- **Online:** Visit www.sccgov.org/sites/rov/Register/Pages/Online.aspx.

Find Your Voting Information

- **By Mobile App:** Visit www.sccgov.org/sites/rov/Pages/Registrar-of-Voters.aspx and click on "SCCVOTE Mobile App" to download the ROV's app for Android or Apple.
- **Access Candidate and Measure Information:** View information about recent and upcoming elections at www.sccgov.org/sites/rov/Info/Pages/CandidateINFO.aspx.
- **Keep Up to Date:** Look up your districts and polling place, verify that your ballot was received and counted, and more at eservices.sccgov.org/rov.

Volunteer

- Learn how to serve as a paid election officer by visiting www.sccgov.org/sites/rov/Volunteer/Pages/Volunteer.aspx.
- Learn about other volunteer opportunities on Election Day by visiting www.sccgov.org/sites/rov/Volunteer/Pages/Opportunities.aspx.

Update Your Registration

- Update your registration information or provide changes to your address, party affiliation, or language preference at www.sccgov.org/sites/rov/Register/Pages/ChangeRegistration.aspx.

Connect with the ROV

- **By Phone:** 1-866-430-VOTE (8683) or 1-408-299-VOTE (8683).
- **On the Web:** Visit www.sccgov.org/sites/rov/Pages/Registrar-of-Voters.aspx.
- **Facebook:** Become part of the ROV's network at www.facebook.com/sccvote.
- **Twitter:** Get up-to-the-minute tweets at twitter.com/sccvote.
- **YouTube:** Watch videos at www.youtube.com/user/sccvote.
- **RSS:** Subscribe to the ROV feed at www.sccgov.org/sites/rov/RSS/Pages/RSS.aspx.

Post-Election Reports

Find this and past post-election reports online by visiting www.sccgov.org/sites/rov/Resources/Pages/Statistics.aspx.