

APPENDIX J – EAP CONSULTATION MEETING AGENDA AND MINUTES

County of Santa Clara

Registrar of Voters

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VOTER'S CHOICE
Registrar of Voters
Santa Clara County

EAP Development Public Consultation Meeting

Agenda

I. Introductions

II. Voter's Choice Act Overview

With the Voter's Choice Act (VCA), voters will now be able to choose how, when, and where they can vote. Voters can choose to vote by mail, drop off their ballot at a ballot drop-box, or have up to 11 days to vote in person at any vote center.

III. Goal of the Election Administration Plan

The Election Administration Plan outlines how the Registrar of Voters (ROV) will implement the changes related to VCA and will be developed together with input from the community.

IV. Vote Center/Drop-box Selection

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

V. Language Accessibility

The ROV is seeking public input to assist the County with various means of providing language accessibility so that all eligible voters can understand the voting process and have equal access to the ballot. Examples include suggestions for historically underserved language communities and bilingual election officer recruitment.

VI. Voting Accessibility

The ROV is seeking public input to assist the County with various means of providing accessibility for senior voters and voters with disabilities so that all eligible voters can understand the voting process and have equal access to the ballot.

VII. Outreach Opportunities

The ROV is seeking public input to identify different venues and methods of outreach so as to best reach the County's voters and educate them on the elections changes that will come with VCA.



VOTER'S CHOICE
Registrar of Voters
Santa Clara County

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

Santa Clara County Social Services

379 Tomkins Ct., Gilroy, CA

Room 116

Wednesday, June 12, 2019

2:00 p.m. to 3:30 p.m.

Attendees Present:

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

Staff Present:

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

Action Items:

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

I. Introductions

Welcome attendees

II. Voter's Choice Act Overview

With the Voter's Choice Act (VCA), voters will now be able to choose how, when, and where they can vote. Voters can choose to vote by mail, drop off their ballot at a ballot drop-box, or have up to 11 days to vote in person at any Vote Center.

Presentation of VCA overview was shown

III. Goal of the Election Administration Plan

The Election Administration Plan outlines how the Registrar of Voters (ROV) will implement the changes related to VCA and will be developed together with input from the community.

Overview of dates, resources, and goals

IV. Vote Center/Drop-box Selection

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

Public Input/Questions:

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

- b. ROV Staff: There will not be any “Mega Vote Center”. All Vote Centers, though they may vary in size and location, will be able to provide the same services as the main ROV office. This includes, but is not limited to: Provisional voting, Conditional Voter Registration (CVR), replacement ballots, ballots on-demand, etc.
 - c. ROV Staff: The ROV is in the process of researching facilities and what they offer as potential Vote Centers.
 - i.ROV Staff: There are 14 criteria required by the VCA that the ROV’s Precinct Operation’s Division (POD) is using for Vote Center selection. These criteria include, but are not limited to, plenty of free parking for the public, proximity to varying communities, proximity to public transportation, accessibility/proximity to voters with disabilities, etc. There are also some important criteria to consider, not VCA requirements, i.e. plenty of outlets, ideally at least 60’ X 60’ in size, security, etc.
 - ii.ROV Staff: The ROV has sent out emails to the City Clerks and City Managers trying to connect for help in the search for Vote Center locations. We are open to community centers, parks and recreation facilities, or any other suggestions.
 - d. Attendee: Gilroy has an unofficial interface council (comprised of churches and other organizations) that may be helpful in choosing Vote Centers.
 - i.ROV Staff: The ROV would be happy to reach out these organizations to present our plans and needs for input, or even train them on the VCA so that they may go into their communities and educate their peers.
 - e. ROV Staff: Some facilities the ROV has used in the past, such as the Willey Cultural Center in Gilroy, is now unavailable. Other facilities used in the past, such as churches with larger areas or fellowship rooms, are still being considered.
 - f. ROV Staff: Length of time (10 days) is hard for locations such as community centers to be able to continue to offer various programs such as meal programs, after school programs, etc. while we’re occupying the space. Rent for the longer periods of times are often high and are also presenting a challenge to the ROV. ROV Staff: The VCA also calls for 4-day Vote Centers, leaving an option for facilities that may not be able to support a 10-day reservation.
 - g. ROV Staff: The ROV sees this not only as an opportunity for us to provide the voters with a service, but for local organizations to look to give back to their communities as well. To “Adopt a Vote Center” of sorts. We can staff these centers with local voters as well to create an all-encompassing experience.
2. Attendee: How many Vote Centers does my city need?
- a. ROV Staff: Vote Center requirements depend on many factors, such as population density and access to public transportation, in addition to the 50K and 10K requirements.
 - b. Attendee: Expressed concern for time that may need to be taken out of the community schedule.
 - i.ROV Staff: Potentially, using a community center or other community centric facility could equate to the cancelling of public classes or meetings for up to ten days. The ROV would, in this case, look at local community-based organizations (CBO) to see if they can lend the county a building that would be less impacted by the requirements of the VCA.
 - c. Attendee: What about libraries, schools, or churches? Aren’t these types of locations in every city?
 - i.ROV Staff: The ROV has used libraries, churches and schools in the past, but there are new limitations with the implementation of the VCA. For example, the ROV, when approaching these types of facilities, is given access to multipurpose rooms. These rooms may be used for various activities, meals, and so forth. Previously, these schedules would only be interrupted for one day. With the VCA, these facilities are more hesitant to give spaces that will be impacted for up to 10-15 days (including set up and tear down). Concerns for locations include: Safety (with schools, having public access; essentially an open campus for such a long period of time), programs, costs, open/closing time conflicts, etc. stand to pose challenges in establishing Vote Centers, but the ROV will continue to look into these options.
 - d. Attendee: Expressed concern of advertising new locations of Vote Centers vs. previous polling places.
 - i.Attendee: The ROV should use previous locations of polling places as a starting point for Vote Center locations.
 - ii.ROV Staff: The advertisement will be a part of the Election Administration Plan (EAP), and the ROV would appreciate any suggestions with ideas of where the best places are to advertise in the community.
 - iii.Attendee: Suggestions to attempt working with county education authorities.

- iv. Attendee: CBOs can speak to school boards to emphasize support of using schools as Vote Center locations.
- v. Attendee: Try to get students and the local community involved in school-located Vote Centers (staffing, volunteers, etc.).
- vi. Attendee: Work to promote in the community to emphasize the importance of the election, versus the potential loss of community classes.
- e. Attendee: Expressed concern of geographic locations; how the ROV will space out Vote Centers to make sure each area of the community is served properly.
 - i. ROV Staff: The ROV is considering which community each Vote Center will best serve, along with population density, and the VCA required criteria for Vote Centers. The ROV is looking at all factors, including the VCA requirements, and the issue of rent in the area (as we are looking to rent our spaces for a longer period of time, not just a single day as previously practiced), and what the community needs.
 - ii. ROV Staff: Reference made to the 50K map presented by GIS Mapping Division.
 - iii. ROV Staff: The new VCA model is not limited to precincts as it was in the past.
- f. Attendee: What about reaching out to big companies who are willing to open their campus to be a Vote Center?
 - i. Attendee: The ROV should try to contact PR departments of companies (i.e. Google, Apple).
 - ii. Attendee: The mutual partnership can help with both parties' branding image.
 - iii. ROV Staff: The ROV welcomes the opportunity, but the requirements (most importantly, access to the public) still must be met as required by the VCA and the company must be willing to work with the ROV as well.
- g. ROV Staff: Is there any input on drop-boxes and locations?
 - i. Attendee: The City of Gilroy would like to place drop-boxes inside AND outside locations such as City Hall for easier community access.
 - ii. Attendee: It would be helpful to make sure drop-boxes get emptied on a regular basis to make sure there is always room for ballots. Bigger boxes? Two boxes? Etc.
 - iii. ROV Staff: Drop-boxes have criteria such as they must be ADA accessible, accessible to the public, well lit, located in a safe area, able to be visually identified, also need a certain number of boxes per number of registered voters.
 - iv. Attendee: Possibly use the areas for post office mail drop-off for ballot drop-offs.
 - v. Attendee: Utilize drive-up drop-boxes where possible.
- h. Attendee: Mobile Vote Center possibilities?
 - i. ROV Staff: It is still being considered whether the ROV will be providing a mobile Vote Center. This type Vote Center is not required but will be present in discussions moving forward.
 - ii. ROV Staff: If the ROV can place Vote Centers in all the appropriate areas, there will most likely be no need for a mobile Vote Center.

V. Language Accessibility

The ROV is seeking public input to assist the County with various means of providing language accessibility so that all eligible voters can understand the voting process and have equal access to the ballot. Examples include suggestions for historically underserved language communities and bilingual election officer recruitment.

Public Input/Questions:

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

- a. ROV Staff: The ROV is not specifically hiring translators for Vote Centers. Bilingual staff will be certified to serve as translators as well. They are one in the same.
- b. Attendee: Is there a timeframe for recruitment of this bilingual staff?
 - i. ROV Staff: Recruitment is always ongoing. We also have a list of staff we have used consistently in the past to help with recruitment.
 - ii. ROV Staff: Vote Center staff recruitment will most likely come once the ROV secures enough Vote Center facilities. So far, out of 500 inquiries, the ROV has found approximately 25 sites, proving the challenges we are facing trying to find suitable Vote Centers. This is why we need the public's help.
- 3. Attendee: Is the ROV (and LAAC) willing to go out to the local community organizations, since they may not be able to come to the ROV?
 - a. ROV Staff: Absolutely. In addition to the LAAC and Voter Accessibility Advisory Committee (VAAC), the ROV has established a non-VCA required Voter Education Outreach Coalition (VEOC) to spearhead outreach directly to local communities.
 - b. ROV Staff: The VEOC is committed to help organizations and other areas of the communities get the word out about VCA and the changes coming to the County of Santa Clara. This coalition has begun trying to reach out to various CBOs, community leaders, and committees in the county to begin this process.
 - c. ROV Staff: The EAP is also providing meetings in all federal and state-mandated languages throughout the county in an attempt to reach out to all of the various communities for input. All public will be able to attend the EAP Hearing on August 30, 2019 for any last amendments before the Secretary of State approves the EAP for Santa Clara County.
 - d. ROV Staff: LAAC and VAAC minutes, as well as minutes for the EAP meetings will be available online.
- 4. Attendee: Gilroy is mostly a Spanish-speaking community which will need focus for that specific community.
 - a. Attendee: The ROV should reach out to grassroots organizations for additional resources to the community.
 - i. Attendee: Focus on the east side of Gilroy for Spanish, especially. Be aware of public transportation access. This area has been missed in the past and the Gilroy City Clerk wants to be sure the entire city is involved.
 - b. ROV Staff: Any other outreach contacts can be submitted on the ROV website.
- 5. Attendee: Sunnyvale is in the process of redistricting and has valuable resources to share with the ROV.

VI. Voting Accessibility

The ROV is seeking public input to assist the County with various means of providing accessibility for senior voters and voters with disabilities so that all eligible voters can understand the voting process and have equal access to the ballot.

Public Input/Questions:

- 1. Attendee: Drop-boxes should be accessible for both drive-up and pedestrians. Drive-up options may solve parking issues.
 - a. Attendee: One-way streets/streets divided by islands should have a two-sided drop-off.
 - b. Attendee: Post-office drive-up ballot drop-boxes can be placed next to the drive-up mailboxes already present.
 - c. ROV Staff: Vote Centers will also serve as drop-box locations.
 - d. ROV Staff: The ROV will continue the use of Remote Access Vote-by-Mail (RAVBM), which allows the ROV to send a link to a secure ballot to the voter's email. The voter can then print out the ballot and complete it in the private, independent space of their own home and send it to the ROV office (it cannot be electronically submitted).

VII. Outreach Opportunities

The ROV is seeking public input to identify different venues and methods of outreach so as to best reach the County's voters and educate them on the elections changes that will come with VCA.

Public Input/Questions:

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



VOTER'S CHOICE
Registrar of Voters
Santa Clara County

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

Santa Clara County Government Center
70 West Hedding Street, San Jose, CA
Room 157

Thursday, June 13, 2019
5:00 p.m. to 7:00 p.m.

Attendees Present:

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

Staff Present:

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

Action Items:

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

I. Introductions

Welcoming attendees

II. Voter's Choice Act Overview

With the Voter's Choice Act (VCA), voters will now be able to choose how, when, and where they can vote. Voters can choose to vote by mail, drop off their ballot at a ballot drop-box, or have up to 11 days to vote in person at any Vote Center.

Presentation on VCA was shown.

III. Goal of the Election Administration Plan

The Election Administration Plan outlines how the Registrar of Voters (ROV) will implement the changes related to VCA and will be developed together with input from the community.

Overview of dates, resources, and goals

IV. Vote Center/Drop-box Selection

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

Public Input/Questions:

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

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

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

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

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

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

Accessibility and making the vote larger?

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

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

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

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

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

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

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

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

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

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

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

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

6. Attendee: So, the idea is one large Vote Center for every 10,000 voters?
 - a. ROV Staff: Yes, but only beginning the Saturday before Election Day (approximately 100 4-day Vote Centers). From experience gathered from other counties, there will be almost no lines the first week, and attendance will grow beginning the weekend before Election Day. It will take some time for voters to get used to the change, but ideally, they will come to take advantage of the 11-day window of time to vote.
7. Attendee: Every election, three or four weeks ahead, the ROV sends out the sample ballot and directions of where we are supposed to go. Will there be a similar listing of all Vote Centers?
 - a. ROV Staff: The County Voter Information Guide (CVIG) will now include a listing of all the Vote Centers, along with their respective hours. The Vote-by-Mail Ballot you receive in the mail will also have a listing of Vote Centers and their respective hours of operation. The same listing will be posted online as well.
8. Attendee: In terms of site location requirements such as proximity to public transportation, language minority communities, low income communities, etc., we're talking about equitable process of participating in the process, as well as working with low voter engagement with communities— I think it's a priority for us, when we look at housing measures, to focus on the areas that tend to vote against precincts that are more affluent, and reject housing developments. Therefore, we do have to advocate to the communities as such and make sure that these communities have easy access to voting. I don't know if you have been able to reach out to some organizations such as in East San Jose, by Monterey Road. I would encourage you to reach out to them; organizations such as the Alum Rock Organization or Mayfair and see if the voters are willing to travel from one place to another. Also, to find out where will they be willing to go. The Neighborhood Association members would be able to provide information with where and how far they are willing to travel to vote. We are happy and willing to help start or organize these conversations and events and invite the ROV.
9. Attendee: We have a sister organization called The Nonprofit Housing Association of Northern California with a model called "Resident Engagement" which trains the trainers to work with developers on-site regarding voter registration education at development sites. Even if we are not able to have a Vote Center in a particular development, we could have the ROV come to do a presentation/information session for the residents to educate them and allow them to be aware of all the changes coming. Many voters prefer to be educated with a non-partisan lens, rather than coming from candidates looking for election. We would be happy to coordinate this type of event with the ROV as well.
 - a. ROV Staff: Yes, and were you interested in the Voter Education and Outreach Coalition? We can come out to your organizations to educate the public. We have opportunities for a resident engagement to "train the trainers". We can connect with the developers and invite the ROV to do presentations.
10. Attendee: Silicon Valley Counsel of Nonprofits is an organization that conducts a lot of services. I encourage the ROV to work with the Silicon Valley Counsel of Nonprofits because of their broad reach in the community and take advantage of the service delivery framework.

V. Language Accessibility

The ROV is seeking public input to assist the County with various means of providing language accessibility so that all eligible voters can understand the voting process and have equal access to the ballot. Examples include suggestions for historically underserved language communities and bilingual election officer recruitment.

Public Input/Questions:

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

- a. Attendee: Will there be a minimum of one of each language in every Vote Center? Such as 120 Vietnamese speaking staff, providing one for each Vote Center?
- b. ROV Staff: At a minimum, we would like to have one staff member of each language in every Vote Center. The challenge is to recruit staff that is available to work for 4 to 11 days, along with assuring language certification. We need to hire more than the minimum in case of last-minute scheduling conflicts or cancellations as well. It is also a challenge to hire for the languages that happen to have smaller communities in the County of Santa Clara. Some staff may not be able to work all 4 or 11 days, so in reality we will be hiring much more than the minimum requirements. Staff hired for Vote Centers will receive the same training, meaning there will be no interpreters, but bilingual staff members.
- c. Attendee: There's a service that's not expensive where you can call in on a cellphone where you can select a language and get a phone call.
- d. ROV Staff: We do have an over the phone translation service in place already to call if we cannot provide language support in person.

VI. Voting Accessibility

The ROV is seeking public input to assist the County with various means of providing accessibility for senior voters and voters with disabilities so that all eligible voters can understand the voting process and have equal access to the ballot.

1. ROV Staff: will be advertising the accessibility of the VCA and the Vote Centers. Accessible devices for independent and private voting will be available at each Vote Center as well. Is there any input to regarding accessibility?
 - a. Attendee: There are two things: There's the letter of the law and ADA compliance, such as how large doorways need to be. There is also the way the ADA enacted in spirit, a little more esoteric, but it's in the way people are kind and ready for a lot of different disabilities. When people show up, staff should make sure their needs are met. In a previous meeting, it was mentioned that there would be greeters who are welcoming voters and they need to be ready to help people who are deaf or hard of hearing or anticipate someone who is visually impaired. My relative spends months getting ready for the election. His friends call wanting his help. Anticipation of all types of voters is key. Every year in July is National Disability Voter Registration Week (NDVRW), maybe you should go to other City Council meetings and give public comments and promote awareness. The number of people feeling like their voting needs will not be met is 35 million or 1 in 6 people with some type or form of disability. For example, how do you help people with dyslexia? Just something to keep in mind.
2. Attendee: I believe there are a number of organizations that work with monolingual speakers and aim to provide feedback on accessibility. Such as how were their previous experiences with voting and how changes have affected them in the past. The ROV could potentially use some of that feedback. I've always noticed staff with different language capabilities at your Polling Places, which is phenomenal. The challenge will have the consistency with the extended amount of days Vote Centers will be open. It will be a challenge coordinating and creating schedules for folks.
 - a. ROV Staff: We are definitely aware of the challenge presented and have been trying to acquire software and other organizational tools to help in the coordinating of hiring and scheduling Vote Center staff. Our Outreach Team has been reaching out to organizations, and even though we have not had a large response yet, we will continue to initiate contact with different communities. We also have a representative from Disability Rights of California who is also on the Voting Accessibility Advisory Committee (VAAC), as well as a representative from the Silicon Valley Independent Living Center who were not able to make it tonight.

VII. Outreach Opportunities

The ROV is seeking public input to identify different venues and methods of outreach so as to best reach the County's voters and educate them on the elections changes that will come with VCA.

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

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

- a. Attendee: Abilities Expo. It is recommended to not go; it's become too commercialized.
 - b. Attendee: Radio is great for people who cannot see.
 - c. ROV Staff: That's a good suggestion. We'd also like feedback if you have any contacts in which we can share our logo and some other informational documents to provide to their peers or organizations.
 - d. Attendee: Can you give information to the candidates themselves?
 - e. ROV Staff: Candidates receive a candidate guide which instructs on how to run and what the ROV will need from the candidate themselves. This year the guide will include information about the move to the VCA voting model, as well as relay the importance of educating our voters on the change. We hope the candidates will want to help us get the word out since they are directly affected.
 - f. Attendee: Make sure candidates give the right information to the voters. In terms of outreach for monolingual, some outlets have informational segments where you can talk about immigration, like radio outlets, relating to immigration.
 - g. Attendee: We know there is a state VAAC and we found out about the ROV VAAC through the state VAAC. My relative had an idea to go to other counties and speak with the VAAC committees; and he will report back to the ROV. People have to know about the change first and then to the individual needs of various voters.
2. Attendee: Have other states in the country done this other than California?
- a. ROV Staff: Colorado has already initiated all-mailed ballot elections.
 - b. Attendee: Are we able to speak with other states to see what worked and did not work?
 - c. ROV Staff: Sure, we can reach out to them. We are also in constant contact with the Secretary of State's office and have a monthly phone call which includes all the counties who have or are about to implement VCA. These calls are for the conversation of how different counties began their own VCA, what worked, what hasn't worked, and suggestions moving forward.
 - d. Attendee: We know there is a state VAAC and we found out about the ROV VAAC through the state VAAC. I had an idea to go to other counties and speak with the VAAC committees and report back to the ROV. People have to know about the change first and then to the individual needs of various voters.
 - e. ROV Staff: We could definitely work on that, sounds great.
3. Is there any messaging we should focus on, such as when we send out notices on social media?
- a. Attendee: People should know in an easy way that a change is coming. That's the first message that should go out because people need to be aware that this is all new. Let them know: "Here's what it means to you, and if you are disabled, we are ready for you!"
 - b. Attendee: In terms of outreach, many radio outlets – in particular, the Spanish ones – have informational segments to talk about changes in the community. Someone could go to UNIVISION or Telemundo and participate in an informational segment with them. There is also an organization called the National Association of Latino Election Officials who work with local non-profits within the state, voter engagement, and Census work. They have a lot of language information that is specific in terms of messaging and framing, which may possibly be able amplify the message at the local level. Information segments, radio, TV, advertising, OP ED, letter to the editor, etc., about the changes that are coming up because of the Voter's Choice Act. Identify committee surrogates that can relay the message on behalf of ROV. Monolingual communities of color usually have a disconnect with the government. They are more connected with nonprofit community leaders and the people are more willing to listen to it, instead of blanket advertisement on the VTA or on TV/radio. Those information components will really inform people. The message also needs to be repeated often. Many campaigns run under the model that you must repeat a message seven times, maybe the ROV could adopt a similar model leading up to the election. Starting early would be beneficial. Holidays will also be a challenge. Voter engagement and beginning this process early would help everyone. Also, National Voter Registration Day is coming up on September 24, which is an opportunity to tap into the younger crowd of potential voters.

- c. Attendee: National Disability Voter Registration Week, July 15th to 19th that's not much time but something to consider. I will volunteer to reach out and see if there is something in their toolkit we can take advantage of.
- d. ROV Staff: Earlier, the Mayfair Community Center was mentioned, we are having an EAP Consultation Meeting there on June 24th.
- e. Attendee: I would encourage continuing to reach out to those type of organizations, such as Guadalupe, the Neighborhood Association, and also possibly reaching out to Councilwoman Magdalena Carrasco's office, as I'm sure she would be willing to come out to speak to residents. Also, speak to the local PTAs to help start spreading the message and work towards increasing attendance.



VOTER'S CHOICE
Registrar of Voters
Santa Clara County

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

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

Attendees Present:

Two members from the public from the Vietnamese Community

Staff Present:

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

Action Items:

- Look into attendees' suggestions for Vote Center locations.

I. Introductions

Welcome Attendees

II. Voter's Choice Act Overview

With the Voter's Choice Act (VCA), voters will now be able to choose how, when, and where they can vote. Voters can choose to vote by mail, drop off their ballot at an official ballot drop-box, or have up to 11 days to vote in person at any Vote Center.

ROV Presentation on VCA was shown.

Public Input/Questions:

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

III. Goal of the Election Administration Plan

The Election Administration Plan outlines how the Registrar of Voters (ROV) will implement the changes related to VCA and will be developed together with input from the community.

IV. Vote Center/Drop-box Selection

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

ROV Presentation:

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

Public Input/Questions:

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

V. Language Accessibility

The ROV is seeking public input to assist the County with various means of providing language accessibility so that all eligible voters can understand the voting process and have equal access to the ballot. Examples include suggestions for historically underserved language communities and bilingual election officer recruitment.

Public Input/Questions:

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

VI. Voting Accessibility

The ROV is seeking public input to assist the County with various means of providing accessibility for senior voters and voters with disabilities so that all eligible voters can understand the voting process and have equal access to the ballot.

Public Input/Questions: (None)

VII. Outreach Opportunities

The ROV is seeking public input to identify different venues and methods of outreach so as to best reach the County's voters and educate them on the elections changes that will come with VCA.

Public Input/Questions:

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



VOTER'S CHOICE
Registrar of Voters
Santa Clara County

Santa Clara County Registrar of Voters
Election Administration Plan (EAP)

Khmer Consultation Meeting Minutes

County Government Center
70 W. Hedding St. San Jose, CA 95110
Room 157

Tuesday, June 18, 2019

5:30 p.m. to 7:00 p.m.

Attendees Present:

One attendee from the public from the Khmer community

Staff Present:

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

Action Items:

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

I. Introductions

Welcoming Attendees

II. Voter's Choice Act Overview

With the Voter's Choice Act (VCA), voters will now be able to choose how, when, and where they can vote. Voters can choose to vote by mail, drop off their ballot at a ballot drop-box, or have up to 11 days to vote in person at any Vote Center.

III. Goal of the Election Administration Plan

The Election Administration Plan outlines how the Registrar of Voters (ROV) will implement the changes related to VCA and will be developed together with input from the community.

IV. Vote Center/Drop-box Selection

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

Public Input/Questions:

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

V. Language Accessibility

The ROV is seeking public input to assist the County with various means of providing language accessibility so that all eligible voters can understand the voting process and have equal access to the ballot. Examples include suggestions for historically underserved language communities and bilingual election officer recruitment.

Public Input/Questions:

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

VI. Voting Accessibility

The ROV is seeking public input to assist the County with various means of providing accessibility for senior voters and voters with disabilities so that all eligible voters can understand the voting process and have equal access to the ballot.

Public Input/Questions:

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

VII. Outreach Opportunities

The ROV is seeking public input to identify different venues and methods of outreach so as to best reach the County's voters and educate them on the elections changes that will come with VCA.

Public Input/Questions:

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



VOTER'S CHOICE
Registrar of Voters
Santa Clara County

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

Milpitas Library
160 N. Main St., Milpitas, CA 95035
Auditorium
Friday, June 21, 2019
4:30 to 6:00 pm

Attendees Present:

Eight members from the public from the Tagalog Community

Staff Present:

Shannon Bushey, Rachel Jung, Aaron Wong, Vanessa Hamm, Christina Rivas-Louie, Andrea Solorio, Shelby Galaviz, Priscilla Favela, Linh Nguyen, Allen Ocampo, Paulo Chang, Eric Kurhi, Alfred Gonzalez, Janora Davis

Action Items:

- Follow up with attendees regarding outreach opportunities like Philippine Heritage Month and Philippine Independence Day celebrations in Milpitas.
- Follow up with attendees regarding the different Philippine non-profit organizations that can spread the word through their websites, email marketing or their own social network.
- Add contacts from the submitted interest cards to the distribution list to be emailed about the Voter Education and Outreach Coalition.
- Provide a digital copy of outreach flyers to attendees so they can also post on their social media networks.
- Add all digital outreach materials to the website for communities/organizations to find and download for voter education.

Agenda Items:

I. Introductions:

Welcome Attendees

II. Voter's Choice Act Overview

With the Voter's Choice Act (VCA), voters will now be able to choose how, when, and where they can vote. Voters can choose to vote by mail, drop off their ballot at a ballot drop-box, or have up to 11 days to vote in person at any Vote Center.

ROV Presentation:

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

Public Input/Questions:

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

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

3. Attendee: Does SOS have a deadline for the final draft? Is there a chance the document will still not be finalized by February?
 - a. ROV Staff: Changing the election date from June to March did not change the deadlines of when things are due. Our goal is to have the fully approved draft by the end of the year.
4. Attendee: Santa Clara County (SCC) has historically been always among the last counties to report their results. With all the changes to be implemented, does the ROV have enough people? With the new equipment, is there appropriate amount of time available for testing? Is the ROV prepared to make sure SCC is not the last to report the results? Especially with all the new equipment, a lot of time is needed for all these changes.
 - a. ROV Staff: We are last because of our central count voting system; those who are early, count at the precinct. Some counties do precinct count, where they count the ballots at the precinct. The results cartridge will just go back to the main office to be uploaded. Central count means all ballots must come to a central place to get counted. The Santa Clara County Board of Supervisors have been informed that we will always be among the last to report our results if we stay with the central count voting system.
 - b. ROV Staff: The ROV expends a lot of time and effort to ensure that ballots are counted as soon as possible. We have 18 counting machines with counting continuing 24 hours a day. Last election had three ballot cards to be counted, which multiplies the amount of time needed to count.
 - c. ROV Staff: We will be getting a new voting system which will have precinct counting, so that should help us provide faster Election Night results. Voters will scan their ballots in the Vote Centers, cast their ballots, and their votes will be tabulated in the Vote Centers. On Election night, the results from the Vote Centers will be collected in the main office and paper ballots will no longer need to be counted at a central location on Election Night itself.
5. Attendee: Do you think people will have enough time to understand all the changes, including the new voting system?
 - a. ROV Staff: Yes, definitely. There will be staff at the Vote Centers when they come in to help the voters use the system correctly. The new voting system is not in yet, but expected to have a contract ready for the Board of Supervisors to sign in August. After that the equipment should start coming for acceptance testing.
 - b. ROV Staff: We've been working on this for a while now. We started planning earlier in the year and were just waiting for final approval from the Board of Supervisors before going ahead with implementation. Approval was given on April 9th. We're also procuring a new voting system. With all these changes, it's not going to be perfect, but we are trying to minimize the bumps in the implementation.
6. Attendee: How many other counties have been using this same setup?
 - a. ROV Staff: Over half the counties have new voting systems and five counties switched to VCA in 2018.
7. Attendee: What was their rate of success?
 - a. ROV Staff: It is difficult to define success because election turnout is highly dependent on the contests on the ballot.
8. Attendee: Do you have statistics, demographics to track the success of the implementation of VCA? If you have statistics from previous elections, that can be used to determine the success of VCA.
 - a. ROV Staff: We have statistics, but we are limited to what voter information is available from the voter registration form.
 - b. ROV Staff: There are turnout statistics from the Statement of Vote, which is divided by precinct and city.
9. Attendee: Suggests using statistics to use as a baseline, like for a budget.
 - a. ROV staff: We have a Post-Election Report that captures language statistics.
10. Attendee: Where can you find the post-election report? I can only find the precinct report.

- a. ROV Staff: It's on our website, under Reports and Statistics. The Post-Election Report is a supplemental report we create based on what happened in the past election. The November Post-Election Report is not yet posted, but the June one is on the website.
 - b. ROV Staff: The November report should be out soon. The Post-Election Report is a very good report that explains a lot of terms, like, "What is a precinct?" or "What is vote-by-mail?" It has statistics and those are the numbers that we can use for comparison in the future.
 - c. Attendee: Getting the statistics beforehand will be a good basis to determine improvement, moving forward.
 - d. ROV Staff: We just need to keep in mind that election turnout greatly depends on the contests on the ballot.
11. Attendee: Are you in contact with the five counties?
 - a. ROV Staff: We have been talking to other counties for over a year. Staff have met and spoken with election staff in Sacramento, San Mateo, and Napa counties. We keep in continuous contact with the state, having three-hour phone calls once a month, trying to learn all we can. We learned that we need to hear from our communities, and that is why we're here in Milpitas.
12. Attendee: Out of the many counties in California, how many use the precinct counting system and how many use the central counting system?
 - a. ROV Staff: 13 counties will be doing VCA by 2020, representing 50% of the State's voting population. With the new voting system, Election Night results will be faster, but the canvass period will take the same amount of time. Vote-by-mail counting process will remain the same, so the processing time will not change. It is a manual process that involves opening envelopes and flattening ballots prior to being counted.
 - b. ROV Staff: Based on information from the Secretary of State, 27 out of 58 counties, about 47%, used the central tabulation system.
13. Attendee: Even with new system and new way of doing things, manual process is still there?
 - a. ROV Staff: Yes. In terms of the speed of Election Night reporting, we were slower because of our voting system, but in November 2018, we had a faster rate of counting leading to E+30, or the end of the canvass period.
 - b. ROV Staff: The new voting system will make things more convenient for the voter, and with VCA, maybe more people will vote because everyone will be mailed a ballot, and there will no longer be a "wrong" Polling Place for people to go to. Also, instead of having targeted precincts with Tagalog language support, the goal is to have ALL the Vote Centers with Tagalog language support. So there will be more language support at all centers, no wrong Polling Place... a lot of benefits on the voter's side.
 - c. ROV Staff: These will all cost money, but we are trying to save where we can. We are leasing, instead of purchasing the new equipment, and we are getting \$5.5M to help pay for the system.
14. Attendee: What are we doing for foreign intervention?
 - a. ROV Staff: We are working with Department of Homeland Security, as well as different federal, state, and county agencies to make sure voting is secure. We perform penetration testing, installed new phishing technology, among others. Our IT support is among the best. We have not had any issues with our county. Our results cannot be changed by outsiders because our tabulation machines are not connected to the internet. We take our results from that, and that is what we take to a computer to upload.
15. Attendee: What about hacking?
 - a. ROV Staff: We have penetration testing, and no one has been able to get through. We give phishing training to staff as well and take lots of security precautions on all levels.
16. Attendee: When are you given a provisional ballot?
 - a. ROV Staff: With VCA, provisional ballots will be available for anyone who wants to exercise their right to vote but we cannot verify their registration (e.g., out of county, out of state, etc).
 - b. ROV Staff: Conditional Voter Registration is for voters who wish to register that day and cast a ballot.

- c. ROV Staff: These ballots will be processed after the election to check for eligibility.
 - d. ROV Staff: We expect to receive a lot less provisional ballots with VCA. Before VCA, provisional ballots were given to people who voted outside of their assigned precinct. For example, if a voter lived here (Milpitas) but they worked in Palo Alto. If they didn't have a chance to go back home and vote at their assigned precinct, they still have the right to vote and would instead vote in Palo Alto. That's when they would be voting provisionally. But with VCA, and you being able to vote anywhere in the county, if you live in Milpitas, but work in Palo Alto, you are free to go to any Vote Center in or near Palo Alto, and you can vote on a ballot with the contests specific to Milpitas. This will significantly reduce the number of provisional voters.
 - e. ROV Staff: CVR is another great option, where if you didn't have the chance to register to vote before the deadline, you can go into any Vote Center, complete the registration application, receive a ballot, vote that ballot, stick into the envelope and cast it. When the envelope gets to our office, we verify the person's eligibility to vote, and if they can vote, we'll then count their ballot.
 - f. ROV Staff: Prior to VCA, those who could not vote at their home precinct all had to vote provisionally.
 - g. ROV staff: Last election we had about 35,000 provisional ballots, and we expect a 90% reduction with VCA.
17. Attendee: Vote Centers are open 10 days before the election?
- a. ROV Staff: There is a requirement by law to have Vote Centers open 10 days before the election, let's call them 11-day Vote Centers. There should be one center open for every 50,000 voters. So there should be around 20-25 11-day Vote Centers.
 - b. ROV Staff: We also have 4-day Vote Centers that need to be open 3 days before the election. There needs to be one center open for every 10,000 voters, which means there will be around 100 more 4-day Vote Centers.
18. Attendee: For the March Primary Election, what if I want to choose a political party at the time I vote? Do I have to go to a Vote Center? Can you request the ballot by mail?
- a. ROV Staff: You can change your registration and do cross-over voting. About 135 days before the election, each party will tell us who they are going to allow to cross-over and vote. Last Primary Election, the parties that allowed cross-over voting were Democratic, American Independent, and Libertarian.
 - b. ROV Staff: If you're non-partisan, will get mailed a non-partisan ballot. Then the voter can walk in to Vote Centers, turn the non-partisan ballot in, and ask for a ballot from a party that allows cross-over voting.
 - c. Attendee: Can you only request cross-over ballots at Vote Centers?
 - d. ROV staff: If you are a non-partisan voter, a mailing will be sent out to ask if you want to do cross-over voting. In this mailing, if you indicate that you want to do cross-over voting, a ballot for the requested party will be mailed to you.
 - e. ROV staff: We have about 300,000 non-partisan voters in our county. Around E-135, or 135 days before the election, is when the Secretary of State will let us know which parties allow cross-over voting. As soon as we find out, we have a short period of time to create the mailings. It usually takes about 10 days after the notification from SOS to create the draft that is sent to the vendor for printing and mailing. The mailing is addressed to non-partisan voters and informs them of the parties that are open for cross-over voting in the Primary Election.
19. Attendee: You mentioned that I can mail my ballot in, but what if you change your mind and want to vote at a Vote Center to change your vote? Do you track those changes? So you can go and check if someone has already voted? How about double voting?
- a. ROV staff: We are going to have access to our election information management system at the Vote Centers so we can look up the voter and see if the voter has already submitted a ballot. If they've already voted, we would not allow you to vote a regular ballot at the Vote Center. If you've already voted at a Vote Center, then your VBM ballot comes in in the mail, we will look you up in the system and see that you've already voted in the Vote Center. We will then not count the ballot that just came in through the mail.

- b. ROV Staff: Basically, it's first come, first served. If your ballot comes in the mail, we check your signature, and if it's good, automatically, you've already voted. Then the E-pollbook being used in the Vote Center is running in near real time so if you had already voted by mail and you decided to vote in the Vote Center, it will show that you've already voted. In this situation, if you still insist on voting at the Vote Center, you will likely be given a Provisional Ballot.
 - c. ROV Staff: There is another situation in which you will be voting provisionally. Even if Vote Center staff say that our system shows that you have already voted, if you invoke your right to vote, you can cast your vote on a Provisional Ballot. In the ROV office, we will check that Provisional Ballot envelope, because we check every single Provisional and CVR envelope, and if we determine that you've already returned your ballot, we will not count the Provisional Ballot.
 - d. Attendee: Will I be able to tell if my Provisional Ballot has been counted or not?
 - e. ROV Staff: There is an online system where you can look up your provisional envelope number and tell if it has been counted or not.
 - f. Attendee: So is it the last one in that gets counted?
 - g. ROV Staff: No, it's the first one in.
 - h. Attendee: What if you change your mind? You're stuck with your first choice?
 - i. ROV Staff: Yes. We can't really do anything if the ballot has already been counted.
 - j. Attendee: It's an important choice. But I understand that.
20. Attendee: Before you had precincts and volunteers to come in and man them. With these Vote Centers, is there going to be full-time staff?
- a. ROV staff: The ROV will be hiring a mix of Extra Help county staff and stipend volunteers. We are still trying to work this out. For Extra Help, there should be about 3 weeks worth of work, including training, for the Vote Center staff. The Extra Help staff would have to go through the County hiring process and we help with that. The stipend volunteers will likely help more for the 4-day Vote Centers because the experience of the other counties was that the first week was very slow. So we don't need that many people for the first week. As the peak builds, we will bring in the stipend volunteers to help out.
 - b. Attendee: So are people who worked the prior elections going to be informed about these opportunities?
 - c. ROV Staff: Yes, we are working on a letter right now to mail to people that worked as volunteers previously. The letter will talk about the new changes and ask if they are interested in being either a stipend volunteer or an Extra Help worker.
 - d. ROV Staff: We do invite the previous Election Officers who helped out before to see if they would still be available to help out with Vote Centers. It should be noted though, that the new technology that will be used will be a big jump for the volunteers and also the ROV staff. So there will need to be training and enough staff at Vote Centers to make sure that Vote Center operations will run smoothly even with the new technology.

III. Goal of the Election Administration Plan

The Election Administration Plan outlines how the Registrar of Voters (ROV) will implement the changes related to VCA and will be developed together with input from the community.

IV. Vote Center/Drop-box Selection

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

ROV Presentation:

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

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

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

Public Input/Questions:

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

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

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

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

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

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

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

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

V. Language Accessibility

The ROV is seeking public input to assist the County with various means of providing language accessibility so that all eligible voters can understand the voting process and have equal access to the ballot. Examples include suggestions for historically underserved language communities and bilingual election officer recruitment.

Public Input/Questions:

1. Attendee: Feedback from Filipinos in Milpitas – there are many languages spoken in the Philippines. Some Filipinos who do not speak Tagalog are offended. They do not identify with Tagalog. It would be preferable to change Tagalog to Filipino.
 - a. ROV Staff: Currently we have five mandated languages and Tagalog is one of the mandated languages.
 - b. Attendee: Tagalog is not a language, it's a dialect.
 - c. Attendee: It's not the language per se, it's the information.
 - d. ROV Staff: There are five federally mandated languages: English, Spanish, Vietnamese and Tagalog. For the state-mandated languages, they are based on the Census and other surveys that the state did. Originally there were four state-mandated languages: Korean, Khmer, Hindi, and Japanese. It was then reduced to two: Korean and Khmer. However, the ROV continues to provide support for Hindi and Japanese. With VCA, we will be providing support for all nine languages. We would love to have all the dialects, but it is not possible.
 - e. Attendee: Officially, the language is Filipino even if people have gotten used to calling it Tagalog, based on the dialect.
 - f. Attendee: You say this is mandated. How do we change this? Who do we talk to?
 - g. ROV Staff: You will need to go to State or federal level.
 - h. ROV Staff: You can use the "Other" option on the voter registration card to indicate the actual language that they speak. When ROV processes that card, they will make a note of that language. Statistics will include this information, but ROV is relying on the voter to provide that information. Everything is self-reported. If no language is selected or indicated on the registration card, by default, the voter's preferred language will be set as English. Consider this when talking about statistics and know there are other options to indicate a desired dialect.
 - i. Attendee: Do you capture this information?
 - j. ROV Staff: We do. When the card is processed and "Other" is selected, a language has to be populated in order to continue with the registration.
 - k. Attendee: This issue is unique to Filipinos so it's okay. We will just bring it up to our congressman.
 - l. Attendee: Why is "Chinese" mandated and not "Mandarin"? Why can't it be "Filipino" instead of "Tagalog"?
 - m. ROV Staff: In the "Other" option box, you can write Tagalog.
 - n. ROV Staff: Everything is done by the Elections Code and what is mandated. Maybe this can be brought up to your congressman and they can change the way they do their mandates.
2. ROV Staff: We have VCA information in Tagalog on our website as well. If you go on the Voter's Choice main page, there is a link there for Tagalog. We are still in the process of translating all the pages, but there already is some Tagalog content on the website.

VI. Voting Accessibility

The ROV is seeking public input to assist the County with various means of providing accessibility for senior voters and voters with disabilities so that all eligible voters can understand the voting process and have equal access to the ballot.

Public Input/Questions: (none)

VII. Outreach Opportunities

The ROV is seeking public input to identify different venues and methods of outreach so as to best reach the County's voters and educate them on the elections changes that will come with VCA.

ROV Presentation:

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

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

Public Input/Questions:

1. Attendee: Concerned about voter turnout in Milpitas. Only 18% of Filipinos voted in the last election, so we're concerned about tapping into voting population.
 - a. Attendee: For November 2020, recommend to reach out to Milpitas for Philippine Independence Day (June) celebration so ROV could have a booth there.
 - b. Attendee: Look into Philippine Heritage Month in Milpitas, which will be in the last Friday of October – Oct 25. This is currently still in the planning stage, we're still working on it, but I can email whoever needs to be emailed and we would love the ROV there for the Filipino event.
 - c. ROV staff: For any feedback or communication regarding outreach or the EAP, to email voterschoice@rov.sccgov.org.
2. Attendee: Put a livelink on the website of Philippine-American Chambers, other different Philippine non-profit organizations, or Facebook. You can also put a logo on these websites that will direct them to the different landing pages. Post on Facebook pages and the organizations can do email marketing.
 - a. ROV Staff: This is all great. With these communities, is it all just email or web marketing, or are there also some grassroots community meetings, weekly or monthly, that we can maybe go to? Aside from advertising, we would also like to teach you and your organizations how to educate your communities. You can spread the information during your regular meetings, if any.
 - b. ROV Staff: We also welcome a connection to any influencers in your organization, so they can be asked to further spread the word and galvanize the community.
 - c. ROV staff: We have interest cards where you can leave us your contact information and we can add you to our distribution list. We can email you about the new Voter Education and Outreach Coalition (VEOC) that is being developed and will start at the beginning of August. Please also forward those emails to others in your organization. We need help spreading the word out.
3. Attendee: Likes VCA and thinks it will reach out to more voters, and there are a lot improvements to the voting process. 2020 will now be a new report card for ROV. With the increased budget, the ROV needs a goal to increase voter turnout. It's right to be going to the communities to reach out to each one.
4. ROV Staff: We are also looking for ideas for ad campaign suggestions. This is a much larger campaign than we've done in the past, we're really looking for other avenues to explore in terms of advertising.
 - a. Attendee: Don't use Philippine News newspaper. It's not effective and too expensive.
 - b. ROV Staff: What are the alternatives? What should we be looking at?
 - c. Attendee: Look at the different organizations and look for influencers. Try the Milpitas Lions Club, or reach out to me, I am very active in the community.
 - d. Attendee: Not everyone watches The Filipino Channel (TFC), but I would not discount that. Some elderly Filipino voters watch the ethnic channels.
 - e. Attendee: Do you have a digital copy of a flyer you have with the information you want to spread? I can post it on my Facebook page.
 - f. ROV Staff: We can send you that digital copy. Also look at ROV Facebook page and ROV website for more materials and information.
 - g. Attendee: A suggestion for the VCA flyer, add a reference to VCA in the "Choose How You Vote" line to provide context. Suggested line is, "Choose How You Vote with VCA," or something similar. Nothing on the current flyer says anything about VCA.
 - h. ROV Staff: We are in the process of diversifying and improving our content. We will take note of your suggestion for our future materials.

- i. ROV Staff: We will be doing two direct mailings that will be sent to every single voter and will provide more information about VCA.
 - j. Attendee: There should be a focus group for creating these materials.
 - k. ROV Staff: There is a focus group for creating voter education and outreach materials and that is the VEOC that we've been talking about. We can talk to you after the meeting about that and your suggestions.
 5. Attendee: Philippine non-profit organizations have a lot of events and those are good places to be.
 - a. ROV Staff: Please fill out the interest card and mark VEOC so we can reach out to you and show you how to educate your communities. What you just asked about would be under the VEOC. We can connect with you and other organizations that can host us or host events with us.
 6. ROV Staff: Also on the interest cards is the Language Accessibility Advisory Committee that meets monthly for now to give us advice and feedback on the different languages, like Filipino. We currently do not have a Filipino/Tagalog member.
 - a. Attendee: I can be a member.
 - b. ROV Staff: This is great, thank you very much! And more than one can come! So please mark the Language Accessibility Advisory Committee box on your interest cards so you can be added to the list. This is separate from the box to check for outreach (VEOC).
 - c. ROV Staff: There have only been a few meetings so far, but we can email you about the upcoming meetings. Information about the committees are also on the ROV website.
 7. Attendee: On behalf of the Milpitas residents, especially the Filipino voters, we would like to thank you for being here with us. We would have brought more people if we knew about this meeting earlier.
 - a. ROV Staff: There will be more opportunities to meet and give feedback. Look on our website and watch out for our emails. The upcoming EAP meetings are on the handout provided to you.
 - b. ROV Staff: We can also go to your organization and community meetings and present about VCA. You can even put us on your calendars in January or February. More people will be interested in the elections at that time.
 - c. Attendee: Some organizations have monthly mixers that you can also go to.
 8. Attendee: Is there a particular age group you are targeting? A demographic that is currently not going to the polls right now or not registered? The millennials?
 - a. ROV Staff: We are definitely targeting the younger generation, that's why we are doing a lot of social media posts to provide information. However, in general, it's not about age, but we want to make sure that the community itself knows about VCA. We also do a lot of high school or student education, and the hope is that they spread the information to their older members of their family. The larger goal is to be able to reach out to everybody, regardless of demographic.
 - b. ROV Staff: Feedback from other counties that have implemented VCA have shown that response has improved from the first election to the second election. It's a growing process and builds on itself. We will continue to work on educating the community over time until everyone is comfortable with the new system. That's why we need your input and help to connect with the different communities.
 - c. ROV Staff: We are also gathering creative, new, and out of the box ideas to reach out, not just to the younger voters, but also to the new, first-time, or immigrant voters. So, please do share with us any of your new ideas. Email us anytime at voterschoice@rov.sccgov.org.
 9. Attendee: Another avenue is to connect with show producers and provide them with a stack of your flyers to distribute at the registration tables of concerts or events that they produce.
 - a. ROV Staff: If there is an event, and they allow us, we can even have a booth there. However, we do have to know in advance so we can plan accordingly.
 - b. Attendee: We can just keep forwarding the upcoming events that we are getting invited to.

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



VOTER'S CHOICE
Registrar of Voters
Santa Clara County

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

Mayfair Community Center
2039 Kammerer Ave. San Jose, CA. 95116

Lincoln Room

Monday, June 24, 2019

4:00 p.m. to 5:30 p.m.

Attendees Present:

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

Staff Present:

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

Action Items:

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

I. Introductions

Welcome attendees

Public Input/Questions:

1. Attendee: Is this different or part of the training that happens in the building at Santa Clara County, Registrar of Voters?
 - a. ROV Staff: The Polling Places in past years indicated that you had to go vote at a Polling Place that was closest to your house. With this new model, all voters get a ballot through the mail. Instead of Polling Places, there will now be Vote Centers and they will be open to anyone, regardless of their precinct. We are hoping this will be easier and more convenient for all voters to drop off their ballots and vote at these Vote Centers.
2. Attendee: When vote-by-mail voters attended their Polling Place without surrendering their vote-by-mail ballot, they had to vote provisional, and not many voters liked voting provisional.
 - a. ROV Staff: About 90% of provisional voters will be reduced and with the new electronic tablets, it will be easier to access a voter's status and see if he/she has voted or still needs to vote. Conditional voting has been a new thing for the past two years, making it more accessible to register and vote at the Vote Centers.

II. Voter's Choice Act Overview

With the Voter's Choice Act (VCA), voters will now be able to choose how, when, and where they can vote. Voters can choose to vote by mail, drop off their ballot at a ballot drop-box, or have up to 11 days to vote in person at any Vote Center.

Public Input/Questions:

1. Attendee: Is the Voter's Choice Act concept to increase voter turnout or to have faster and cleaner elections?
 - a. ROV Staff: The main purpose is to provide convenience and ease for voters, mail everyone a ballot, make it easier to vote at a Vote Center location, and we're hoping turnout will increase with it. The main goal is reaching the underrepresented communities and helping people who do not typically vote, to come out and vote. We cannot control how many people are going to come out and vote, but sometimes what is

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

2. Attendee: Did we see a voter increase of turnout in the states that already do all mail elections?
 - a. ROV Staff: I myself have not studied the other states, however, my understanding of Oregon is that they are vote-by-mail, but they do not have Vote Centers anymore, they went only vote-by-mail. Colorado has this model; I do not have this percentage with me.
3. Attendee: How would I have known about the Voter's Choice Act if I was not notified about it?
 - a. ROV Staff: There is nothing in the law that requires a notification to the voters about the Voter's Choice Act being passed by the Board of Supervisors, however, we will be notifying the voters of VCA.
4. Attendee: Is the Voter's Choice Act a county law or a state law?
 - a. ROV Staff: It is a state law that allows counties to move to the Vote Center Model. This is part of what we are doing; retrieving input and feedback for our Election Administration Plan (EAP) draft and then develop the draft in eight languages in addition to English.
5. Attendee: How often do you check the voter rolls?
 - a. ROV Staff: We receive Voter Registration Cards that people are signing under penalty of perjury that they live at this address, current information, etc. We do many updates and receive many changes of address from many places such as the Post Office, Department of Motor Vehicles (DMV), Secretary of State, etc. We are also now part of a statewide database and retrieve many voter records.
6. Attendee: This VCA card is talking about the logistics and it tells me a lot, but something that is a little bit simpler than that, something that is not just the logistics of voting, but that it is telling me all the easy ways that it is to vote. This tells me how to vote, but it does not tell me how it is easier to vote.
7. Attendee: We are changing to a new voting system and we are going to have a voting system where I can go to any of the 140 locations and go vote. At the same time, we have had a Russian investigation about how you do not trust electronic systems, how are you going to deal with that?
 - a. ROV Staff: We have a lot of security and we do logic and accuracy testing before and after elections and audits. If you walk in and use the electronic technology that is there, it is printing out a paper ballot, so this new voting machine that they are going to vote on, called a ballot marking device, where they hit what they want to vote, it is going to print it out and they are going to verify and, no matter what, I am going to have paper that will end up back at my office and will be stored for 22 months after an election.
8. Attendee: If I vote electronically, you will have a paper ballot?
 - a. ROV Staff: Yes. You are going to press it electronically as a voter. It is going to print a piece of paper out, and you will then take it over and run it through a machine; it will cast your vote. Ballot tabulation will be done at precincts now. Election Night results are now going to speed up, which as a candidate, I am sure you will appreciate that.
9. Attendee: What if I only want to vote on five things, do I still get to vote on those five things?
 - a. ROV Staff: Yes, just like before.
 - b. ROV Staff: A good reminder is that many times people do not remember to turn the ballot over, because if they get three cards, for example, and they only vote on the front and do not turn their ballot around, the new voting machine will inform voters that they missed some contests and give them a chance to go back and make selections, if they want to.
10. Attendee: Why is it a March election in 2020 and not a June election? Why were the dates changed? What is the reason why the election changed?
 - a. ROV Staff: It is the law makers who changed the law in the Elections Code to go to a March primary. I believe back in 1996 they tried that, they switched it to March one year, then they switched it back to June, so this is the first time in a while we are going back to March. Right now, it is set to March for all primaries, unless they change the law again, which they have done before.
11. Attendee: Is the General Election still going to be in November?
 - a. ROV Staff: Yes, as always, that will stay the same.
12. ROV Staff: The VCA mostly refers to the choice of each of the voters in the county because before, you mainly had three choices on how to vote: vote the day of Election Day, vote 29 days before Election Day, or vote by mail. The Voter's Choice Act, what it does now, is extend your one Election Day to 11 days. It does give more options for the voters to vote and now everyone automatically becomes a permanent vote-by-mail voter and can

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

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

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

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

III. Goal of the Election Administration Plan

The Election Administration Plan outlines how the Registrar of Voters (ROV) will implement the changes related to VCA and will be developed together with input from the community.

IV. Vote Center/Drop-box Selection

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

Public Input/Questions:

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

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

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

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

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

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

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

a. ROV Staff: Yes

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

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

- a. ROV Staff: It is going to depend on what day on the 11 days it is open, as some days might be busier than others, such the Saturday before Election Day.
 - b. Attendee: Is there a schedule for that?
 - c. ROV Staff: We are working on it and other materials, because we need greeters to greet and help the voters.
 - d. Attendee: What about the hours?
 - e. ROV Staff: They are going to be open a minimum of eight hours a day, but the hours are going to vary. We are trying to have them be the same hours so that there are some nights, mornings, and weekends. It all depends how many Vote Centers that can be available for that many days, how many days they allow us to be there, and how much time we can be there to run the election.
6. Attendee: Since the drop-boxes are open for 24 hours, a good idea to place a drop-box is outside of a *24-Hour Fitness* gym.
7. Attendee: What are the maps for?
- a. ROV Staff: This map with the purple boundaries is the first 11-day Vote Center stagger. We have two phases: 11-day centers and 4-day centers. Ten days before Election Day, we are required to have one Vote Center per every 50,000 registered voters. As we get four days, the Saturday before the Election, you can see how it is a lot smaller, breaks it down to 125 different locations based on registration.
8. Attendee: (Referencing a handout) You have a question here about mobile centers?
- ROV Staff: It is the 14th criteria for us to consider. Those are the 14 criteria ranking to see what is most important to you. Some of the other counties that have had large land areas that needed a Vote Center to get out in those areas.

V. Language Accessibility

The ROV is seeking public input to assist the County with various means of providing language accessibility so that all eligible voters can understand the voting process and have equal access to the ballot. Examples include suggestions for historically underserved language communities and bilingual election officer recruitment.

Public Input/Questions:

1. Attendee: Are you creating videos that can be shared in multiple languages?
 - a. ROV Staff: Yes, they will be coming. We have created one video so far, but we are creating more videos and materials. We just had our interest card translated in all the languages, so yes, we will be having them in different languages as the meetings come.
2. Attendee: Is there going to be a Spanish speaking only meeting, as this is a bilingual meeting? If I were not English speaking or Spanish speaking only, it would be hard to participate, when there is no translation equipment here.
 - a. ROV Staff: We do have staff here at this meeting that are Spanish speaking to translate if anyone needs it. There is not a Spanish speaking only EAP meeting. We will eventually have a language workshop in each of the languages to do a presentation about the Voter's Choice Act to inform Spanish-speaking guests.
3. Attendee: My concern is that there is not a meeting only held in Spanish. I think we need to have feedback that if you are a Spanish speaker who needs this information in Spanish, with a lot of stress in the community with mixed-status families, with U.S. citizens, the undocumented, and this election campaign, that there has to be a special focus on this Spanish-speaking community that is dealing with this stress 24/7.
 - a. ROV Staff: We are trying to receive the feedback for the plan so eventually when the plan comes along, there will be more outreach down the line to all communities.
4. Attendee: I think this is a great new change and it is going to make voting easier, but it is something new. This system is something new along with the new Presidential Election, the Census, etc., and as it could be easier, it is still something new and because it is not being released as the only new thing, it is another thing added to be aware of at the same time. Although this is something new and exciting, the challenge is the context.
 - a. ROV Staff: We are doing outreach and part of the outreach is that anyone or any group who contacts us and says, "come to our Spanish meeting," we will send a Spanish speaker out to do a Voter's Choice Act presentation.
5. Attendee: I feel more comfortable to speak in my native language, as well as accepting and understanding the material because it is much clearer.

6. Attendee: Understanding is more profound, and it is important to understand the important information given to us. It is also important that there should be meetings held exclusively only in Spanish, because I know there are meetings held exclusively only for Vietnamese, Chinese, and so that should happen as well for the Spanish community.
7. Attendee: Us Hispanics like clarity with what we are understanding.
 - a. ROV Staff: We are ready to go to any organization or group that wants us to do a presentation.
8. Attendee: I have been voting since I was 18 years old. This is going to be so overwhelming for our immigrant community. Some people say it is now their time to get citizenship after being residents for many moons, so for someone who runs campaigns and recruits candidates that look like a community, such as myself, it is hard to get someone who has voted for 25 years, to go out and vote. The whole concept that voters will have 11 days to vote and not have a polling location anymore, I can assure you that the number one thing people will say is that they will vote at their local precinct, when it will not exist anymore. I understand the concept, and it is definitely more accessible, but not for our monolingual immigrant community, I know for a fact that it is not. I am glad that it is happening, and we have great leaders and other folks that are going to be pushing us in schools, in community centers, but it is so overwhelming. Mayfair has a great senior center and it is a great opportunity to come and talk to the seniors here, since most of them are Spanish speakers. They say every election is the most important time of our lives, but we have many candidates running, and Latinos want to pick a good candidate. I feel like it will be a mess and organizations such as SIREN (Services, Immigrant Rights, and Education Network), LUNA (Latinos United for a New America), and all the unions who struggle to get their members to vote, it is going to be a hard time. I am hoping for the best, because we do have great organizations out there for our immigration community, but it is overwhelming, scary, and challenging, but a good challenge, and a good time to educate our people.
 - a. ROV Staff: There was a meeting a few weeks ago with the Board of Education and we started that talk with them, the League of Women Voters, also for a private project to reach out to all the juniors about registration at all the high schools in the county. We asked if we could add to their slides about the Voters Choice Act for the juniors. We are waiting for a meeting date, as we heard they have a great media team and our Public and Legislative Affairs Division, so we can have a meeting to help get the word out through their schools.
9. Attendee: I think it is important that there is a focus group that says what we see as a challenge with the Voter's Choice Act. We are so excited about this new thing and talking about it, but no one is asking, "what is the challenge with this new thing?" I think it is important to have a focus group with the people who do traditional voter turnout in the Latino community and ask, "what are the obstacles we have to plan for?" because I think we have a lot of knowledge in our community and instead of just giving out the information, we should take time to ask what the challenges are and how can we can address them.
 - a. ROV Staff: One other place of opportunity is the Language Accessibility Advisory Committee (LAAC) that we have developed, and we are currently still looking for new members who are involved in each of the communities. At the moment, we do not have a Spanish representative yet. This committee has just begun and has met two times and we will be meeting monthly. We are still trying to recruit members. We were just able to recruit a Tagalog speaking member from our Tagalog meeting. The focus of the Language Accessibility Advisory Committee (LAAC) is, how to get the language accessibility issues out into our communities. Another thing that we are doing that is related to presentations is a Voter Education and Outreach Coalition (VEOC). We have made a committee for senior and disabled community and a language committee, but we wanted to do more focus on training, so that is why we have this VEOC committee coalition that literally can train a trainer and do presentations, so there is also that opportunity.
10. ROV Staff: In the past, for example, we had 800 precincts, only 400 precincts were targeted for Spanish, meaning only five of the precincts had staff that only spoke Spanish. With the VCA, our goal is that Vote Centers will have bilingual staff that will be able to help voters.
11. Attendee: It is important to make it easier to vote, but sometimes it is hard for our community to adapt to changes, such as adding comfort that their vote is going to be counted, how to fill in the ballot, and be comfortable to know where to go vote. All this new technology and new laws might make them throw up their hands and give up.
 - a. ROV Staff: 75-80% of the people, nothing changes on how they vote, but for 20-25% of other voters, it will.

12. ROV Staff: On our website, all the materials will be translated in Spanish. We will have information in the Voter Information Guide and will mail this to all voters who have requested to receive this information by mail. We are working on updating our website, but we do have information on this new law on our website in Spanish. We are still missing a few pages, as we have our pages up in English, but so far, we have four pages on our website in Spanish.

13. Attendee: Basically, you have to speak English, and the second language is to your selection, not just only Spanish, such as the four languages: Vietnamese, Chinese, Spanish, Tagalog, but the basic language is for the Election Officers is English.

a. ROV Staff: We are expanding the languages and there will be nine languages total for the Official Ballots. We are adding four languages: Hindi, Japanese, Korean, and Khmer, so we will have all nine languages in the ballots.

VI. Voting Accessibility

The ROV is seeking public input to assist the County with various means of providing accessibility for senior voters and voters with disabilities so that all eligible voters can understand the voting process and have equal access to the ballot.

Public Input/Questions:

1. (none)

VII. Outreach Opportunities

The ROV is seeking public input to identify different venues and methods of outreach so as to best reach the County's voters and educate them on the elections changes that will come with VCA.

Public Input/Questions:

1. Attendee: Most of the schools have "Parent University" or "Family University" workshops where one day in every school district comes together and if there is someone to do Voter's Choice Act presentations in English, Spanish, Vietnamese, Chinese, or whichever the place is, you will reach a lot of people because they are already convening at this event. This will help connect to a lot of people very fast. We get up to 200 people for 3 hours and you can have the opportunity to introduce this for new people for a few minutes.

2. ROV Staff: The materials and handouts we will be making with the different languages, we can give you all a soft copy to be able to hand out. It all must be a community effort so we can all work on the VCA together, but we definitely need our community partners to help.

3. ROV Staff: We understand the concern about reaching out to all the communities and the difficulty of reaching out to native speakers of a certain language to come out to vote that day. We are trying to do outreach to every community, not just one specific one, and any that want to work with us. We have interest cards that you can fill out and express all your concerns and wanting to be able to feel comfortable in learning this process in your native language. We can try to help do that as much as we can. We are going to provide a Voter Education and Outreach Coalition and we are going to do this in different languages, and this is why we have these meetings, tell us that sentiment, and then provide us with events or workshops you may know of for outreach. Once we learn about these different concerns, then we can work with all these different communities and help. We have several bilingual staff in the office that help with outreach. This is not the only forum that we have to try and get all the languages in all the communities, we also have the Language Accessibility Advisory Committee. These are the meetings we need you all to participate in and are meeting monthly and we still have not had someone from the Spanish speaking community show up. All of these concerns that you have, bring them to this committee and express the needs that you see in your own community. We only know so much by the contacts that we have, so in order to be most effective and get much more from this meeting, is if any one of you are able to come to these meetings. We also have another one called the Voting Accessibility Advisory Committee; this is to help people with disabilities make sure they find the right method to vote. All the committees we have, anyone is welcome to come. Even though this is a Spanish meeting, anyone is welcome to come. Even if a meeting says it is a General Meeting, it does not mean it is only for the English-speaking voters, it is open to anyone so anyone can come in. The last one, which is the most important one in case you all want to participate, is the (VEOC), Voter Education and Outreach Coalition. This is where we listen to you, we also have a plan, and everything shown, we have it and is going to be translated. If you tell us that

you need to have a class in which the parents come and would like to participate and learn about the new system, you have to let us know. If the class is in a predominantly Spanish-speaking area, let us know; we will make sure one of our bilingual members can go in and work with you. We will bring all of our outreach materials, show it to you, and then you can take it and show it to your own communities.

4. Attendee: I am excited about the change, I just feel like it is a lot of change all at once and because people are feeling stressed, any new little change is going to add on to it. I also think the comfort level of language is going to have a big impact, because right now feel like I do not belong. So, if someone is not nice to me or does not give me my material in Spanish or Vietnamese, I might feel really intimidated right now just because there is so much stress in the community. I think this is part of the work that we need to do, which is to educate the people that are going to be at the locations, because all of this can impact.

a. ROV Staff: This is why we are trying to start the outreach now and not two months before Election Day, so all of this work we are planning with these meetings taking place now so we can have some in the fall to get everything started.

5. Attendee: I believe the consistency of the message is the best thing for Spanish media outlets. The Spanish venues went from 30 to like ten in the last ten years, so there has been a huge reduction in Spanish media. Radio is a good media outlet as a lot of people listen to the radio while they are working.

6. Attendee: I know the manager of the Spanish radio station *La Kaliente* and I will check with them.

7. Attendee: Invest in social media, as no one is watching TV anymore.

8. ROV Staff: If you know of anyone who is famous or relatively known in the community that has a good range of followers, let us know so we can contact them and that is what we need, partnerships. We are going to have a kick-off meeting sometime in early August and this meeting is where we want you to come to give us all your feedback and concerns.

VIII. Miscellaneous Topics/Questions

Public Input/Questions:

1. Attendee: My concern is about election integrity: In 2016 there was a gentleman who came to the precinct to vote, but he did not live here, he lived in Las Vegas; he had already voted in Las Vegas and still came to vote here.

a. ROV Staff: We can turn people over to the district attorney who will investigate if people believe they don't live here.

2. ROV Staff: When we look for possible facilities, I ask them if I can go back around to do demos. We do want to bring all of this new technology to the public and different community groups and invite them to come see these new technologies and ask us those questions, so they feel familiar with the technology, and they can ask us those security questions to feel more comfortable about it. This is something we have never done before, so this is something new that we are trying.

3. Attendee: Back to election integrity, with the hackers such as Chinese and Russians and those people, do they play with your system?

a. ROV Staff: We have not experienced any issue with security. We work with the Department of Homeland Security, the County Chief Information Security Office, County Chief Privacy Office, Secretary of State's Office, so we are working with Federal, State, and local levels. We do penetration testing, phishing training, and we just implemented new phishing technology, so there are a lot of things that we are doing. The tabulation system is not connected to the internet. We take the results off of that computer that has been tested and gone through testing to make sure it is counting right before we started counting and counting right after, and we take the results over to the system that is connected to the internet just to post them.

4. Attendee: I heard that as long as they cross the border, NGO takes them to the county office and gives them a whole package, including a voter registration card?

a. ROV Staff: I do not know who NGO is. At voter registration, when they register, they are verified with their social security number, the four last numbers of their social security, or their driver's license number.

5. Attendee: Here in California and New York, it is possible that people do not know you are a resident and can apply for that license and they applied for voting, is that how it works?

a. ROV Staff: No, you absolutely must be a citizen for you to be able to vote. There is someone that is checking that you have filled out all of the fields correctly. Even if you are not a citizen, we keep

that affidavit on file as proof that when you come in and say, "I went to the polls to try and vote," when you are not a citizen. All of the information is, by law, kept on file for a certain amount of years and that is something we keep on file for two years or more.

b. Attendee: And as an immigrant, voting when you are not a citizen is an aggravated felony that makes you deportable. It is not something you can get away with.

6. Attendee: On the pamphlet you send out, how long before the election will you be sending it out?

a. ROV Staff: The law allows the earliest to mail those pamphlets is 40 days before Election Day. We try to get them out as soon as we can. It takes us several weeks to mail them out because they come in truck loads every day and we have to inkjet them, which is running them through and spraying on the address. We get those out between 40 and ten days, depending on smaller elections, which those can sometimes go out earlier because there is less to prepare. Meanwhile, large elections, with 100-page pamphlets that can take longer to make, will be mailed out later.

7. Attendee: Does the state pamphlet come out before or after yours?

a. ROV Staff: It comes out before. The state sends only one pamphlet per household, and then for us, even if someone chooses Spanish, we send English pamphlets to everybody, so we mail over a million pamphlets first, and then we mail the language. You will first receive an English pamphlet, and then the language.



VOTER'S CHOICE
Registrar of Voters
Santa Clara County

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

Quinlan Community Center
10185 N. Stelling Rd, Cupertino, CA
Social Room

Tuesday, June 25, 2019

5:30 to 7:00 pm

Attendees Present:

Vice Mayor of Cupertino, Representative from the Taiwanese Voting Center, Representative from the Alameda County ROV, and Members of the Public

Staff Present:

Shannon Bushey, Vanessa Hamm, Andrea Solorio, Shelby Galaviz, Michael Borja, Magdalena Sta Maria, Priscilla Favela, Janora Davis, Patricia Lopez, Allen Ocampo, Linh Nguyen, Michelle Tran, Adrian Garcia, Paulo Chang, Alfred Gonzales, Eric Kurhi, Rachel Jung, Liz Oviedo, Chipo Mulenga, George Hiu, Mike Davis, Martin Ayala, Smita Shah, Lorenzo Castaneda, Diane Castaneda, Ruth Luo, Chenxi Ye

I. Introductions

Welcome Attendees

II. Voter's Choice Act Overview

With the Voter's Choice Act (VCA), voters will now be able to choose how, when, and where they can vote. Voters can choose to vote by mail, drop off their ballot at a ballot drop-box, or have up to 11 days to vote in person at any Vote Center.

Presentation on VCA was shown.

III. Goal of the Election Administration Plan

The Election Administration Plan outlines how the Registrar of Voters (ROV) will implement the changes related to VCA and will be developed together with input from the community.

ROV Presentation:

1. ROV Staff: Vote Centers and the 14 criteria is explained. Staff used the Social Room in the Cupertino Community Center as an example of a Vote Center being too small. The staff in charge of identifying Vote Centers are introduced and attendees are informed these staff and contact information are also listed on the Vote Center flyer in case anyone has ideas for Vote Centers location. The challenge is not only finding the facilities, but a location that is able to give the specific amount of days.
2. ROV Staff: Speaks about GIS mapping to give insight from a data standpoint. A map is explained regarding a 11-day Vote Centers and introduces the 14 criteria of Vote Centers and Ballot Dropoff Locations. Some examples of the criteria are based on language communities. GIS Mapping is working on quantity of data and need input.
3. ROV Staff: If any ideas for Vote Centers or suggestions regarding the EAP come up after this meeting, the public may access feedback forms on the Voter's Choice Website: sccgov.org/voterschoice. These forms can be mailed or emailed back to the ROV via voterschoice@rov.sccgov.org.

Public Input/Questions:

1. ROV Staff: We are looking for feedback for the EAP, specifically from the Chinese Community, but we are open to any feedback for the development of the draft EAP. Where should we do our outreach, look for Vote Center locations, and where in the community should we place drop-off boxes?
2. Attendee: The 12 or 14 days for Vote Centers, are they continual days? Some of the churches can be a good choice. Some churches have big facilities that can house equipment.
 - a. ROV Staff: Yes, they are continuous. Churches are a great location that the voters may be familiar with, however they are not always able to accommodate long, continuous numbers of days because of other services they provide. In the past, using the space in a church was easier because Tuesdays (the typical Election Day) did not interfere with the church's schedule. Now, they may only be offering the ROV weekdays, but not weekends, due to church services and other church activities. We also need to include time to set up and tear down the equipment, meaning an extra one or two days. This also equates to having a Vote Center with efficient security for the ballots and voting equipment.
3. Attendee: Are you talking about when the voters already voted, these ballots will stay in the same location?
 - a. ROV Staff: The ballots will be locked and sealed securely in the Vote Center each night. Therefore, we need locations that are as safe and secure as possible. Are there any more questions about Vote Centers? It doesn't have to be in Cupertino, it could be anywhere in the county. Please email us at voterschoice@rov.sccgov.org.
4. ROV Staff: Today we have brought to you the "Choose How You Vote" flyer. This flyer quickly summarizes the VCA and the new methods of voting for the county. For more information, the public can also access the Voters Choice Act tab on the website: www.sccvote.org/voterschoice.
 - a. ROV Staff: The ROV also has provided an "Interest Card" inviting the public to join the Language Accessibility Advisory Committee (LAAC), Voting Accessibility Advisory Committee (VAAC), and Voter Education Outreach Coalition (VEOC). We are having LAAC meetings and we require different language communities for input. The VAAC is for input on the accessibility for everyone to be able to vote, including any disabled or persons with special needs. The VEOC is geared to focus on the outreach and education of the community on the new voting system. Through the VEOC, will provide training and "swag" to give out so you can help educate your community. We need more people to show up and join our committees. One of our attendees has already provided us with a Vote Center. We also need new staff and volunteers to help us out with languages at Vote Centers.
5. ROV Staff: The ROV will need new Election Officers and staffing for Vote Centers. We will still offer the volunteer stipend, as we have in the past, but now we are hiring extra help as a county employee to sufficiently staff Vote Centers. We will begin calling in September to interview and hire; please see the County website and search "Election Worker" at <http://www.sccgov.org/jobs> if you or anyone you may know may be interested in applying.
6. ROV Staff: What if I'm a Vote-by-Mail (VBM) voter? Will everyone will receive a mail-in ballot? Can I go in and vote at a Vote Center if everyone is a VBM voter?
 - a. ROV Staff: Of course! With VCA, every voter will now receive a ballot in the mail without having to register as a vote-by-mail voter. Another difference of Voting Precinct/Polling Place compared to a VCA Vote Center is that we will now have Ballot on Demand (BOD) printers. We will be able to print a ballot, based on your registration, at any Vote Center you choose to visit, as you are no longer mandated to report to one specific Polling Place. With the implementation of VCA, the number of provisional ballots needed will go down greatly. Example, if I'm going to vote in Santa Clara County and I'm registered in San Francisco, that will be the time to use a provisional ballot. The same services the ROV office at Berger Drive provides will now be available in 120+ Vote Centers. However, now our Vote Center staff will need to be trained with new equipment. For an example of a CVR (Conditional Voter Registration), staff will register the person, give them an affidavit to fill out, and put it in an envelope to later verify if they can or cannot vote in our county. Please see our VEOC, Voter Education Outreach Committee, for more information.
7. Attendee: How long will it take to train staff for Vote Centers and volunteers?
 - a. ROV Staff: We are going to have more staff per Vote Center than Polling Places. We will have greeters for lines, and we will train the staff for up to four to five days before opening the Vote Centers, instead of the one day of training volunteers used to receive.

- b. Attendee: The process is not the same?
 - c. ROV Staff: It will be similar, but the environment will not be the same. The voting system is very different. Everything will be in an E-Pollbook. We'll train for customer service and sensitivity training. There are also new voting machines, as well as new services provided at Vote Centers that were only provided previously at the ROV office. The process is updated and meant for improved service, so we want to do things right from the beginning. This is your community; we all want to do this right.
8. Attendee: How many hours and days?
- a. ROV Staff: 8-hour days, varying from 11 days and 4 days. We will pay staff for their hours and training.
9. Attendee: How big is the ideal Vote Center?
- a. ROV Staff: Three times the size of a "big room" we used to use. We would like at least 40'x40', but we prefer 60'x60'.
10. Attendee: Have you talked to the big companies like Google?
- a. ROV Staff: When I pitch to big companies, the doors would need to be open access to all the public and including the parking. They would also need to be open for the required days and hours.
 - b. Attendee: They will be concerned about security.
 - c. Attendee: If you bring the systems or servers in their facility, there might be a security issue.
 - d. ROV Staff: You're right and we have many security processes in place because we are always concerned about security, no matter the location we are considering for a Vote Center. The systems we are purchasing are being used by other counties. The systems we use are safe, certified, and tested. The equipment needs to be certified by the Secretary of State as well.
11. Attendee: Part of the reason why I am here, I'm going through presentations on the general voting communities and the different voting minorities on the security of provisional ballots. Once I give the presentation and they find out about the new voting system, I bet they will stir a lot of punches.
- a. ROV Staff: We would like to learn more about your presentations, but we will talk more about this after the meeting.
12. Attendee: Will we still have paper ballots?
- a. ROV Staff: Yes, we will still have paper ballots. You will receive a paper ballot in the mail, and if you choose to visit a Vote Center, we can print a ballot for you on the spot.
13. Attendee: Regarding CVR, how do you verify a person who just moved? How do you verify that they moved? They might just move the next day again.
- a. ROV Staff: They have to sign an affidavit under penalty and perjury, and in case there is any wrongdoing, we will forward their info to the District Attorney, who will take further action, if necessary. But how do we make sure that the CVR ballots get counted? Our Voter Registration Division works hard to process these address changes and similar types of situations. If someone says this is undeliverable, we take all the information and we will send a mailer to confirm residency. We do handle information with the VoteCal system, which is now statewide, and they will notify us. There are 908,000 voter records that we are processing every day. Since the records for voters are in a centralized system, it is not possible to vote more than once in California.
 - b. Attendee: Will the training cover all this?
 - c. ROV Staff: We will give you all the general information, and if there are more complicated situations, leads will be available to assist within the Vote Centers.
14. Attendee: If you move to college, where do you say you live?
- a. ROV Staff: You choose one address based on an individual's situation.
 - b. Attendee: Can I register in San Diego?
 - c. ROV Staff: You can set your mailing address to be in San Diego and still vote for Santa Clara County elections while away at school. If you choose to register in San Diego, you will no longer be registered and eligible to vote in Santa Clara County.
 - d. ROV Staff: We are on a statewide database; we can tell if you voted in different counties and we will see if you counted. You are signing under penalty and perjury.
15. Attendee: Since we are consolidating into bigger Vote Centers, will there be back up?
- a. ROV Staff: You are looking at voters per capita. We are trying to provide coverage for everyone in the area and we will look at the Census information and will look at areas where we've covered voters in the past. We are looking at quantity and will base it on the criteria.

16. Attendee: What's the longest distance a person will have to travel? The older model has places closer to home.

a. ROV Staff: We are having to look for places that will be convenient for all demographics. It is something we are still working on and why we are currently having the meetings with you all. In 2018 most of the lines were on Election Day. Now that there are more days, people may procrastinate and come at the end. You will no longer have one point to vote, but if there is not a close Vote Center in proximity to your home, one may be close to your place of work. You are no longer restricted.

IV. Vote Center/Drop-box Selection

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

Public Input/Questions:

1. Attendee: What about the vote drop boxes? 100% are getting a ballot by mail, right? The goal is to have 100% in the mailbox, right? We are only handling the people that want to have the voting experience. If our job is to cater to people who want it.

a. Attendee: One day we only had 25 voters at a polling place.

b. ROV Staff: For 75% of the voters, nothing is going to change. We just have to prepare for the people who are not looking to mail their ballot, but those who want the voting experience.

V. Language Accessibility

The ROV is seeking public input to assist the County with various means of providing language accessibility so that all eligible voters can understand the voting process and have equal access to the ballot. Examples include suggestions for historically underserved language communities and bilingual election officer recruitment.

Public Input/Questions: (none)

VI. Voting Accessibility

The ROV is seeking public input to assist the County with various means of providing accessibility for senior voters and voters with disabilities so that all eligible voters can understand the voting process and have equal access to the ballot.

Public Input/Questions: (none)

VII. Outreach Opportunities

The ROV is seeking public input to identify different venues and methods of outreach so as to best reach the County's voters and educate them on the elections changes that will come with VCA.

Public Input/Questions:

1. ROV Staff: We are trying to gather information of possible avenues we haven't explored yet covering advertising, social media, and outreach. How do we reach specific communities? Next-door has been a great outreach tool. We are looking for ideas from the community.

a. Attendee: For Chinese, we use WeChat and WhatsApp. Also, Chinese radio.

3. ROV Staff: Any publications?

a. Attendee: Tsingtao is mostly for older people.

b. Attendee: Create an image or post that the public can repost on their own personal Facebook pages.

4. Attendee: For young people, maybe you can have a flyer design competition to bring awareness.

The high schools can use video clips.

a. Attendee: The high school kids can talk about the projects to their parents, spreading awareness.

b. Attendee: Work with some of the school kids and you can post their designs.

c. ROV Staff: We could maybe have "repost" raffle prizes. Repost and we'll send you a prize.



VOTER'S CHOICE
Registrar of Voters
Santa Clara County

Santa Clara County Registrar of Voters
Election Administration Plan (EAP)

Korean Consultation Meeting Minutes

Santa Clara County Registrar of Voters Office
1555 Berger Dr., Bldg 2, San Jose, CA 95112
Auditorium

Thursday, June 27, 2019
2:00 p.m. to 3:30 p.m.

Attendees Present:

Seven members from public from the Korean community.

Staff Present:

Shannon Bushey, Vanessa Hamm, Andrea Solorio, Michael Borja, Magdalena Sta Maria, Shelby Galaviz, Priscilla Favela, Janora Davis, Patricia Lopez, Allen Ocampo, Linh Nguyen, Michelle Tran, Adrian Garcia, Paulo Chang, Alfred Gonzales, Eric Kurhi, Rachel Jung, Liz Oviedo, Chipo Mulenga, George Hiu, Mike Davis, Martin Ayala, Smita Shah, Lorenzo Castaneda, Diane Castaneda, Bob Nguyen, Aaron Wong

Action Items:

- Follow up with attendees regarding adding a drop-box at the Korean American Community Services center.
- Follow up with attendees regarding the use of potential mega churches as Vote Center locations.
- Follow up with attendees regarding their interest in the Train the Trainer program.
- Follow up with attendees regarding the various outreach opportunities via Korean media.
- Provide a digital copy of outreach flyers to attendees so they can also post on their social media networks.
- Add all digital outreach materials to the website for communities/organizations to find and download for voter education.

Agenda Items:

I. Introductions

Welcome Attendees

II. Voter's Choice Act Overview

With the Voter's Choice Act (VCA), voters will now be able to choose how, when, and where they can vote. Voters can choose to vote by mail, drop off their ballot at a ballot drop-box, or have up to 11 days to vote in person at any Vote Center.

ROV Presentation:

1. Shannon Bushey gives a brief overview on VCA.
2. Presentation of VCA overview was shown in Korean.
3. ROV Staff: How did everyone hear about today's meeting?
 - a. Attendees: Email and Facebook.

III. Goal of the Election Administration Plan

The Election Administration Plan (EAP) outlines how the Registrar of Voters (ROV) will implement the changes related to VCA and will be developed together with input from the community.

ROV Presentation:

ROV Staff: We are developing a draft EAP and holding a public hearing on August 30th to present and hear feedback. The draft will be available ahead of time through our website, that way voters are able to look at the draft before they come to the hearing or give us feedback through our website or email. What we are doing now is taking community input, we're holding 12 meetings in different areas of the

County, in different languages to help us help the voters in Santa Clara County. We are looking for your input on Vote Center locations in the Korean community. Is there a location a lot of people go to? We are looking for your suggestions and you can give them here today, write them down or email us. We are also looking for things like Korean media, where we can advertise. Also, any recommendations on senior centers for our senior or disabled community. These are some of the examples of feedback that we are looking for today. For more information on the EAP please visit the Secretary of State's website.

IV. Vote Center/Drop-box Selection

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

ROV Presentation:

1. ROV Staff: We are currently searching for 120-125 Vote Centers, which are going to be much larger and capable of doing more things than a Polling Place used to. In the past, Polling Places could fit 4-5 people and were generally small. Now the room may be 40x40 or 60x60, with a staff of anywhere from 8-15 people, and will be able to do a lot more than a Polling Place. It will be more like a service center. The fact that they will be open early and for many days at a time, either 11 days or 4 days, means that locations will be difficult to obtain due to availability and cost.
2. ROV Staff: We are 60-70% complete, as far as finding Vote Center locations and using a 14-point criteria list that shows the best fit for Vote Centers.
3. ROV Staff: If you have any ideas about locations please contact voterschoice@rov.sccgov.org
4. ROV Staff: In 2018, about 75% of voters in Santa Clara County were vote-by-mail (VBM) and now, 100% of voters will be VBM. We will be increasing the number of drop-boxes to accommodate the increase in VBM voters. In 2018, we had 55 drop-boxes, but now the requirement is one drop box per 15k voters, totaling 78 drop-boxes.
5. ROV Staff: Along with the changes of Polling Places, we will have two different employees, volunteers and extra-help employees. We will be hiring extra-help employees that will be working for the County. Everything will go through the Employment Services Agency (ESA). We will need lead positions and clerks (around 1,800 clerks and 250 leads in total) that will have to apply through the website <https://www.governmentjobs.com/careers/santaclara>. We will also be hiring stipend employees from high school students to adults; we will handle hiring the same way we did for volunteers. We will send a letter to previous workers/volunteers, and we will need the help from your community.

Public Input/Questions:

1. Attendee: A lot of Koreans go to Korean markets; is there a requirement for having drop-boxes?
 - a. ROV Staff: The requirement for drop-boxes is one (1) for every 15k voters, but we are flexible to adding more drop-boxes to better accommodate the community. We have outdoor and indoor drop-boxes that are secure, we just need to have permission from the facilities.
 - b. ROV Staff: Facilities and/or property owners will have to allow us to secure the drop-boxes by chain, they do not need to be bolted.
2. Attendee: I could check with the city about having a drop-box at my center. We have about 70 to 80 people come into the center every day and when we have an event, more than 300 people come. A drop-box will be feasible for our Korean center. Also, what about having Vote Centers at the mega churches? There are a few mega churches and they own the property and have a couple thousand members.
 - a. ROV Staff: We can check out those churches and see how many days they would potentially allow us to be there because some churches will not allow Sunday.
 - b. Attendee: Maybe the church can designate a specific area for the Vote Center. There is a property we own located at 136 Burton Avenue, but the requirement doesn't work out because it's a smaller place, but we can have a drop-box available. Sherman Oaks Community Center is also a possibility, we would just have to get the okay from the city.
3. Attendee: Drop-boxes means nobody is guarding the box?
 - a. ROV Staff: Correct. Our 24-hour drop-boxes are located outside. The drop-box is designed like the ones at the post office. They're metal, very heavy, and we are required to chain them.

- b. Attendee: Does somebody come pick it up?
 - c. ROV Staff: Yes, we have scheduled pick-ups. The pick-up dates will be attached to the drop-box and as the election approaches, the pick-ups will occur more frequently. As of now, we have contacted most libraries, schools, city halls, universities, fire stations, and a couple of malls for drop-boxes. For indoor locations, we will need to know office hours and on Election Day we will have to be there before the office closes.
4. Attendee: If the office closes at 5:00, are we able to allow someone to stay later from the office staff on Election Night?
- a. ROV Staff: On Election Night? We have couriers on Election Night and must know the hours of each facility. The courier needs to be able to access the ballots and seal the drop-box.

II. Language Accessibility

The ROV is seeking public input to assist the County with various means of providing language accessibility so that all eligible voters can understand the voting process and have equal access to the ballot. Examples include suggestions for historically underserved language communities and bilingual election officer recruitment.

ROV Presentation:

ROV Staff: Korean is one of the state mandated languages. With the VCA we are going to produce Official Ballots in all nine languages and a voter can request a ballot in Korean at any Vote Center.

- a. ROV Staff: The ballots are now bilingual where you can request a ballot Korean/English, Spanish/English, etc. You can request languages by filling out a Voter Registration form.
- b. ROV Staff: To clarify, the Official Ballot will be translated, but not the County Voter Information Guide (CVIG).

III. Voting Accessibility

The ROV is seeking public input to assist the County with various means of providing accessibility for senior voters and voters with disabilities so that all eligible voters can understand the voting process and have equal access to the ballot.

ROV Presentation:

1. ROV Staff: We are looking for locations and assistance for the senior and disabled community. We are looking for signs, ramps, and marking devices that will help with voting accessibility. If someone cannot leave their house, are overseas, or from Military; we offer Remote Accessible Vote by Mail (RAVBM) and there is information on the website about it, but essentially someone at home can go online, answer a couple questions, and pull up the ballot type for their residence and what they would be voting on in an accessible format. You download the ballot, mark it, print it out, and mail it to us. If you can think of anything for handicap voters, we are all ears.

Public Input/Questions:

1. Attendee: At our organization, we've been doing a lot of voter education. When there is an election going on, we're the main hub.
2. Attendee: When recruiting election workers, can we have a direct link, or a shorter link to the job application.
 - a. ROV Staff: We are hoping when we send out notifications, we can include a link for people, but it's ESA's website so we wouldn't be able to change the link.
 - b. ROV Staff: Visit sccjobs.org to go straight to the section and type "election."
3. ROV Staff: We are hosting private workshops with the League of Women Voters, Vista Center for the Blind and other private, smaller size community-based organizations. Hopefully we can collaborate with your organization, Simple Steps, so we can connect with other ethnic groups to have workshops. Please forward any other organizations and I will be able to contact them.
4. ROV Staff: Are there any other questions?

- a. Attendee: As a citizen we appreciate the County's effort to reach out to minority groups and we are excited for the changes. I hope we can increase the numbers together as one community.
- b. ROV Staff: Thank you, we all have the same goal to increase voter participation. By the middle of August, 14 days before we need to put out all the versions of the EAP, the English version will be posted first, before the middle of August, because the translators will have to work on the other versions. The translated versions will be posted around 14 days before August 30.

II. Outreach Opportunities

The ROV is seeking public input to identify different venues and methods of outreach so as to best reach the County's voters and educate them on the elections changes that will come with VCA.

Public Input/Questions:

1. ROV Staff: Do you have any suggestions on how we can advertise?
 - a. Attendee: There's one major website that most Koreans use and there's a "Help Wanted" section. There is also a popular newspaper that advertises weekly, maybe you can advertise through that. Our media department has all the sources, like radio stations. If you would like, I can provide that as well.
 - b. Attendee: There's a non-profit organization, called Simple Steps, that helps Korean women help find jobs in the Bay Area. I attended their seminar and I believe it would be a good place to advertise.
 - c. Attendee: Most Korean people living here, about 90% look at SFKorean.com. The younger generation use MissyUSA.com, it is similar to Facebook. Facebook is also a good connection for Korean community.
 - d. Attendee: Newspapers are an option for older people because most people are online or on their phone. I think SFKorean.com is the best way to advertise.
 - e. Attendee: We will make a list.
 - f. Attendee: We also have our monthly newsletter and print out and post about 1,200 a month.
2. ROV Staff: We are hoping to put together the graphics for the community to use. We are also doing social media. Please check out <http://www.sccvote.org/voterschoice> for more information about Language Accessibility Advisory Committee (LAAC), Voter Accessibility Advisory Committee (VAAC) and the EAP. Any other media related advertising?
 - a. Attendee: We will summarize a list for the ROV.
3. Attendee: Media wise, we do a lot of press releases on the radio, TV, and online. We can be given the content to post, anything from county side, we can work together.
 - a. ROV Staff: We would love to put together content. Can we also have someone from the ROV attend an event, like the one you mentioned before with 300 people, if we could have someone come and do a presentation? Also, it may be good too, to do a train the trainer if there's someone in the organization that we could teach to do this.
 - b. Attendee: Yes, we are interested in that.
 - c. ROV Staff: Speaking about the train the trainer program, the Voter Education Outreach Coalition (VEOC) is holding an event for VEOC members where we will be equipping them with special tool kits and training them on how to do a presentation and sharing with them all the resources we have. The event will happen sometime in the beginning of August and it will be more of a casual, informal setting. We'll be inviting over 60 different organizations and we will be co-hosting the event with Silicon Valley at Home.
 - d. Attendee: Are you planning to target each ethnic group?
 - e. ROV Staff: Yes, we are.
 - f. Attendee: If I may add, these two ladies have been working at Polling Places in the past and are interested and willing to help. They are retired County Social Workers and are Board Members of Korean community services.



VOTER'S CHOICE
Registrar of Voters
Santa Clara County

Santa Clara County Registrar of Voters
Election Administration Plan (EAP)

Hindi Consultation Meeting Minutes

Indian Community Center
525 Los Coches St., Milpitas, CA

Social Room

Monday, July 8th, 2019

7:30 p.m. to 9:00 p.m.

Attendees Present:

Six members of the public

Staff Present:

Shannon Bushey, Vanessa Hamm, Andrea Solorio, Michael Borja, Magdalena Sta Maria, Priscilla Favela, Janora Davis, Christina Rivas-Louie, Allen Ocampo, Linh Nguyen, Michelle Tran, Mike Davis, Ravi Dhillon, Alfred Gonzales, Eric Kurhi, Rachel Jung, Mike Davis, Smita Shah, Lorenzo Castaneda, Shelby Galaviz, Aaron Wong

Action Items:

- Follow up on suggested Vote Center locations (Ex. Temple, mobile homes, etc.)
- Follow up on suggested magazines and radio stations

I. Introductions

Welcome attendees

II. Voter's Choice Act Overview

With the Voter's Choice Act (VCA), voters will now be able to choose how, when, and where they can vote. Voters can choose to vote by mail, drop off their ballot at a ballot drop-box, or have up to 11 days to vote in person at any Vote Center.

Presentation of VCA overview in Hindi and English was shown.

1. Attendee: Is the Voter's Choice Act (VCA) a California or a Santa Clara practice?
 - a. ROV Staff: It is provided in the California Election's Code and it is an option for counties to move to the Voter's Choice Act. In our state, you are going to find counties using Polling Places and you will have counties using Vote Centers. There were five counties that implemented Vote Centers in 2018 and nine other counties came on board for 2020, making it 14 counties now in the state of California participating in the Voter's Choice Act.
 - b. Attendee: How does this stand with the rest of the country?
 - c. ROV staff: Different states have different rules, so everyone follows their own Elections Code.
2. Attendee: I noticed there were some errors in the VCA Hindi translated materials and I am more than willing to help with that.
 - a. ROV Staff: That would be great, thank you. Maybe you could help us review our draft plan when we produce it in Hindi. We have a contactor that is state certified that helps with translation, but we know sometimes it does not always translate the same, but we would appreciate the feedback.
3. Attendee: What is the last day to vote? March 3rd?
 - a. ROV Staff: Yes. The mailed ballot must be postmarked by that day and received in our office within three days.
4. Attendee: Here is a scenario: You are going to mail the Official Ballot 29 days before the Election Day and I just kept my ballot ready and I know I have 29 more days, but you get really busy and forget, is there some type of reminder to remind me or any other voter to mail in their ballot?
 - a. ROV Staff: We are going to be doing outreach through print and radio, public service announcements, and advertisements, so we can let all of the voters know about the changes in the county's voting model and reminding them to vote. Our Public Communication Specialist does

our media and media campaigns in various social media platforms such as *Facebook*, *Twitter*, and *Nextdoor*, and we are going to increase it dramatically to advertise.

III. Goal of the Election Administration Plan

The Election Administration Plan outlines how the Registrar of Voters (ROV) will implement the changes related to VCA and will be developed together with input from the community.

IV. Vote Center/Drop-box Selection

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

Public Input/Questions:

1. Attendee: There will be 120 Vote Centers in Santa Clara County? Is there a comparison with the number of polling booths to Vote Centers?
 - a. ROV Staff: In November 2018, there was approximately 850 Polling Places. It can be farther for those driving to a Vote Center, but the benefits outweigh the driving. That is the negative part, people driving further, but maybe it will not be far for them within those 10 days, depending on what they are doing.
2. Attendee: Will there be any Vote Center at places such as public libraries and leave a drop-box?
 - a. ROV Staff: Yes. There are basic requirements such as size, locked facilities, a certain number of days, and more that are explained in the "Vote Center Needed" flyer. These are some of many requirements that we are looking into and are checking with the libraries, schools, churches, different places that we have used before, and new places because we do need a larger room area in order to host the Vote Center with the new voting equipment. Now that we will have to leave the equipment at the facility and lock it up and secure it every night, we have a few more requirements for our Vote Centers than previous Polling Places.
3. Attendee: What about a facility such as this one, the Indian Community Center?
 - a. ROV Staff: Yes, we have received a confirmation to come and check out the room to see if it qualifies according to the requirements we have for hosting a Vote Center.
 - b. Attendee: There is a lot of trafficking in this area.
 - c. ROV Staff: Yes, and that is what we want, because then you can just vote while you are out here visiting the Community Center. Those are the exact locations we are looking for and if you know anyone that has connections to any facilities, please let us know. Sometimes if we call, we get the receptionist or someone answer that may not know the importance of what we are really asking for, so sometimes if someone knows somebody else for a location, it helps.
4. Attendee: I like how a voter can register at the last minute, because so many people miss the registration pack information, and so this is a good point.
 - a. ROV Staff: Yes, it is a benefit. Now they can go to any Vote Center to register and vote in the same day.
5. Attendee: When you say 75% of people are going to vote by mail, do you still mail to all the 100% people?
 - a. ROV Staff: Yes, we will mail it to everyone because now all voters will be vote-by-mail voters.
6. Attendee: What is the purpose of reducing 800 to 120 locations? Between 1 to 11 days, how is this cost-effective with the county? Is it necessary to this because if I am going to work, I will only work one day, not thirty days, so by extending 11 days, how is it cost-effective?
 - a. ROV Staff: It is going to cost the county more money. We never said that this was going to reduce any cost for elections. The main thing is voter convenience; to provide the opportunity and more opportunities for people to vote, more language assistance at the Vote Centers. So instead of that one day to vote, there are some people who may not be able to make it on a certain day of the week, so extending more days means more opportunities for people to go out and vote on their day off or now, on the weekend. It is going to cost several million dollars more to conduct this type of election.
 - b. Attendee: Going farther than what I am driving might be somewhat inconvenient, or I might miss the Vote Center, compared to having my neighborhood, so that might affect less voters to register.
 - c. ROV Staff: It may be possible; I am not sure the number of voters that might not want to drive the extra few miles for a Vote Center nearest them. We are really hoping that by having the Vote

Centers out for that many days, that somewhere in those 10 days they will have the opportunity to go to one of the Vote Center's. Instead of one day, they have more options and choices to go. We hope that it will have a much more positive effect than the voters that choose not to go.

7. Attendee: At work, for one day they allow a couple of hours to go vote, but I do not think they are going to allow any day for ten days to go and vote.
 - a. ROV Staff: At least they are allowing people to go for one day, and we will be open on Election Day if they cannot make it to any of the other nine days.
 - b. ROV Staff: We have had early Vote Centers before the election, we were slightly ahead of other counties implementing to make sure that people have more than one day to vote. Considering the circumstances for various voters and demographics and the nature of our county with heavily populated with commuters coming from work and people driving everywhere from far cities, it makes sense to have more than one assigned place to vote in person, should they choose to vote in person, but they will be by default getting vote-by-mail ballots.
8. Attendee: If you compare vote-by-mail that is 75%, then you do not need ten days also, because if more people go vote-by-mail, then you might have fewer days and less than 120 locations.
 - a. I think over time people are going to vote by mail, but we do not have a choice in the number of days. The law sets out the exact number of days, minimum of eight hours a day, so I do not have any discretion at this time in the law. I hope that maybe after a few election cycles, that the State Legislature will take data from all the counties that are doing this and see that as we predict that voters going to the Vote Centers will reduce, we are hoping that by showing them this data, that they will change something. Whether they change the number of days, or requirements of the Vote Centers, but change something towards what the data is showing.
9. Attendee: Temples in every area, there is a few in Milpitas and some in Sunnyvale. For Indians, at least, the temple visit is a must at least once a week or month, so it could be a temple that could help as a Vote Center, as they are typically large.
10. Attendee: Another option that might work is setting up a Vote Center near or in the offices itself of *Apple, Google, or Facebook* complexes. It is easier for them just to go and vote.
 - a. ROV Staff: Some facilities we might already be checking, but this is why we are trying to hear ideas from you all, even though some we may be already doing and others not. We have had people recommend some shopping centers.
11. Attendee: There are many mobile homes around in the county, and most of the mobile homes are like houses and are always open to working with the community. You can access different mobile home community centers that can fit hundreds of people.
12. Attendee: Since I worked at the last two elections, you had special requirements and conditions for Polling Places, so are you still looking for same requirements while searching for a Vote Center, such as accessibility?
 - a. ROV Staff: Yes, all the locations will be handicapped, and we have more conditions now because we need to have it for more than one day, which requires setting up a day or two before. We are screening for locations and checking with businesses, colleges, schools, and churches.
13. Attendee: I can think of a nice place that is part of the temple, but there are a couple of limitations, they must take their shoes off. Possibly place a sign outside indicating to remove shoes.
 - a. ROV Staff: Thank you but because it is for all public, I do not think we can use that location.
14. ROV Staff: The GIS Mapping team essentially works on creating boundaries and analyzing some data in assistance with the Precinct Operations Division to help them figure out what areas of the county need to be served with a Vote Center. For these Vote Centers, each 11-day Vote Center needs to serve roughly around 50k registered voters, and this is what this map is showing right now. We have divided the county into 25 areas that each hold 50k voters. For example, Milpitas has its own boundaries as it is a large area, and there will be at least one Vote Center serving the city of Milpitas that will be open 11 days prior to the election. We have also created a survey that contains some of the 14 criteria that is set out by the State and these criteria involve things like public transportation, proximity to high population centers, proximity to low-income communities, and essentially communities where English is not their first language. Filling out this survey is very important to us, as it shows what the community and public feels is more important when trying to figure out where to have a Vote Center location. For example, if there are two locations that are equal in value and standard and meet all of the requirements and one of them is close to a VTA center and

the other is a bit further, we use this survey, as well as the information we gather to help the Precinct Operations to narrow down what Vote Center is more preferable in terms of these convenience that we can provide.

- a. ROV Staff: We will have about 25 Vote Centers that are open for a total of 11 days and that is when voting is slower, as far as people coming out. Therefore, it is a smaller number of Vote Centers available at the beginning, and not all 125 Vote Centers are open. When they did make the law, they knew the first week would be slower and then it just builds up as you progress. The Saturday before Tuesday, we add on another 100 Vote Centers, making it a total of 125 Vote Centers by Election Day. They saw how it went for Colorado and that there is not high voting at the beginning, so there is a lot of different criteria we follow.
- b. Attendee: So, 25 Vote Centers for 11 days, and you will add 100 towards the end?
- c. ROV Staff: 125 total Vote Centers for four days.

15. ROV Staff: If you happen to vote by mail in this last 2018 election, you are part of the 75% voters who are already vote-by-mail. If you have not, you will be voting by mail or you will receive a vote-by-mail Official Ballot in 2020. You either vote-by-mail, or not. We will be 100% vote-by-mail. In 2018, we had 50+ drop-box locations and, moving to vote-by-mail, we increased our drop-boxes from 50+ to almost 80. Our targets are based on the maps that were previously shown. It will be one drop-box per every 15k voters. GIS Mapping team has created these maps to show these locations. There will be more options, everyone will be vote-by-mail, the return envelopes are free, there will be close to 80 drop-boxes, and you could also drop off your ballot at any of the 120 Vote Center locations, as there will also be a drop-box there. The voter will have many options and you receive your ballot 29 days before the election. If you are planning to go out for a trip, just notify our office and we will update your information. If you are planning to be out longer, we will have to update that information as well. Just make sure your residence address is under Santa Clara County and your mailing address is wherever you are, so in every election you will receive your ballots there.

- a. Attendee: The drop-boxes will be available in all the 11-14 days?
- b. ROV Staff: 29 days prior to Election Day, we will start delivering drop-boxes. At the same time, we are dropping our Vote-by-Mail ballots to the Post Office. If we drop them at the Post Office on 29 days, it will take them awhile to start delivering, so by that time, all the drop-boxes will be delivered to their exact locations. The locations are available on our website and will be on the Voter Information Guide pamphlets. Any questions or concerns you may have, visit our website and you will find a lot of information.
- c. Attendee: The ballot paper is not standard for everyone, it depends where your residence is, correct?
- d. ROV Staff: Yes. When you go on our website you have to type in your address, date of birth, and it automatically pulls up the ballot type designated to you. You could only see the ballot that is assigned to your residence.
- e. Attendee: Let's say I am shopping somewhere and do not have my ballot with me, if I go to a Vote Center, do they have the right to print it out for me at the time, or is there a replica at the center?
- f. ROV Staff: Correct. For example, if you live in Milpitas and you were shopping at the Stanford mall and we have locations of Vote Centers near that mall, you can walk in and they will have E-Pollbooks that have all the data of all registered voters in Santa Clara County. They will find you on the E-pollbook and print you a ballot based on ballot type or precinct you belong to, that is why it is open to all county registered voters.
- g. Attendee: Will it stop me from voting twice, such as I vote on demand and vote in the ballot I receive from the mail? What stops me from voting twice?
- h. ROV Staff: Our system has a default that once we receive your ballot, you cannot vote more than once. You can mail it in, but we will not count it if you already voted.
- i. Attendee: So then, the vote will be like a provisional vote? That is what I get from provisional voting, that I am a Vote-by-Mail and I go to a Vote Center and vote provisionally, that is to stop the duplicate voting.
- j. ROV Staff: Before, with the Polling Places, we did not have a tablet that we could access the voter file and indicate whether the voter returned their ballot. Now at the Vote Center with these new tablets, it will tell you that you have already voted or, if you go to a Vote Center and then you go home

and mail return us your ballot, then it comes in and we run it through the machine to verify it and it will tell us that you have already voted at the Vote Center, so the ballot will be voided and not opened.

k. Attendee: Will all vote-by-mail still be the same?

l. ROV Staff: Vote-by-mail will not change.

16. Attendee: So, does it automatically reject the ballot?

a. ROV Staff: Yes. Whatever we receive and match the signature to the signature registered and it matches, it will be a valid ballot vote. If we happened to have issued you two ballots and the second one you do not remember that you have mailed it to us already by accident, once we receive it, our system has a default that because you have already voted once, the next ballot will be voided. The system will not allow you to vote twice, so that is a good thing.

b. Attendee: If someone makes a mistake on their signature on both ballots that you receive, it will reject it?

c. ROV Staff: If your signature does not match or you forgot to sign, the law provides that our office mail you a unsigned ballot statement or signature verification statement, meaning you either forgot to sign the ballot envelope or your signature does not match our database. We mail you a letter notifying the voter to cure their error. On top of that, we have 28 days after the Election to wait for that letter to come back to the office, so we can give the voters enough time.

17. Attendee: Can you talk about the Electronic Voting Machines?

a. ROV Staff: At the Vote Centers, there are going to be large tablet screens that your ballot will come up on and you can touch the screen and make a selection, and it can then print out a paper ballot. Otherwise, we can print out your ballot at the counter take it to your booth and hand-mark it, so no matter what, there is going to be a paper record of anybody voting. It is not like before, where you vote on the touch screen and cast your ballot and no paper comes out because that was counted on that machine, so now either way, you are going to get paper. You take that paper over to the tabulating machine where it will count your ballot with all the votes and put the ballot into the secure bin. Before, all the ballots had to come to our office to be counted. Because of this, we were always one of the slowest counties in the State on Election Night results and counting until the next day. Now, you can bring back a cartridge or something electronic from each tabulator from each Vote Center and upload it instead of having to scan all the papers at our office. This way, it is going to be faster on Election Night results, but still 30 days for us to verify vote-by-mail.

18. Attendee: When you count these 125 Vote Centers, more people are from vote-by-mail and it is high. The voters who go and vote and insist to exercise their right to vote are the ones who will attend the early Vote Centers during the ten days.

a. ROV Staff: I think most of the voters will feel that way.

19. Attendee: For Vote Center locations, have you looked at community colleges, like De Anza?

a. ROV Staff: We are checking with them. We already have a commitment from *San Jose State University*. We are also looking at West Valley.

b. Attendee: All schools and colleges are a good idea. Schools have big gyms that can be used. The problem is the 11-day Vote Centers might not work for these venues.

V. Language Accessibility

The ROV is seeking public input to assist the County with various means of providing language accessibility so that all eligible voters can understand the voting process and have equal access to the ballot. Examples include suggestions for historically underserved language communities and bilingual election officer recruitment.

Public Input/Questions: (none)

VI. Voting Accessibility

The ROV is seeking public input to assist the County with various means of providing accessibility for senior voters and voters with disabilities so that all eligible voters can understand the voting process and have equal access to the ballot.

Public Input/Questions:

1. ROV Staff: We have a new voting system at the Vote Centers, with now a minimum of three, if not more, accessible tablets where you can pull up your ballot, mark it on your screen, and it prints out what you selected. We can also print out the paper ballot on demand of any language or any ballot type, and then we put it through a tabulating machine, which those are going to be new also. The machine will tell the voter if

they missed voting, if they undervoted, or skipped a contest, so the voter could go back if they change their mind, making it helpful to the voter. The machine will then drop their ballot into a secure bin underneath where it will be secure for us to pick up. We have information on our website if you cannot leave the house and not physically come in called Remote Accessible Vote by Mail system.

- a. Attendee: With electronic delivery, is there a way where somebody can just go and download the ballot as needed, like maybe from their DMV record or something similar, or you will have to email it to them?
- b. ROV Staff: The voter must request it. This is only available through electronic voting and for military, overseas voters, or voters with disabilities. For example, if you are in the military, you must be outside the county to be able to apply for it, but if you are just here in Santa Clara County, it is not available. It is linked to a site that is a replica of your Official Ballot. At the end, you must print it because it does not count electronically. Once you print out your ballot, mail it back to the Registrar of Voters' office. It is not as if you are voting on the phone, it still has to be in paper.

VII. Outreach Opportunities

The ROV is seeking public input to identify different venues and methods of outreach so as to best reach the County's voters and educate them on the elections changes that will come with VCA.

Public Input/Questions:

1. ROV Staff: If you would like a friendly reminder, you can subscribe to our *Twitter* feed, our *Facebook* feed, and *Nextdoor*. We have a big task ahead of us and we are going to rack up a hefty campaign to get the word out that voting is changing. We think it is for the better and I think most people will agree that it is, but we are going to be really proactive to get the word out to people on various platforms. In the past, we have advertised in *India West* and *India Post*, but we do not know what people read or if this is a publication that is local or national, so we are fishing for more information about what the best way to reach out to people using the mass media.
 - a. Attendee: There is a national magazine called *India Current* and people receive it by email as well. It is usually in places like the grocery store, temples, and other places. It is a very popular magazine.
 - b. Attendee: There were local newspapers from Sunnyvale and Cupertino publishing a health fair booth from ROV and I was surprised, and I think you all are doing much more and are very user friendly.
 - c. Attendee: You all should go greener.
2. Attendee: There is a magazine called *Siliconial* and a New York based TV program called *Namaste America*. It shows on Saturday's at 9:00; 80-90% of the people watch this show
 - a. ROV Staff: Does *Namaste America* have targeted ads, like for Santa Clara County?
 - b. Attendee: You can contact them, send them your data like something recorded or a video, and they can edit it. They are very good about that.
3. Attendee: We did a Poll Worker campaign with the ROV before. We made a case study of the campaign in our media kit because that was the highest response-generating campaign that we had. That was a very good campaign.
 - a. ROV Staff: That's great to know. We've got you on the list for this year's campaign. We look forward to working with you again.
 - b. Attendee: Now we are all digital. We don't have the print additions anymore.
 - c. ROV Staff: It's good to be all digital, but we also do want to have some print materials for voters who prefer that medium.
4. ROV Staff: Any other media ideas? Any radio stations?
 - a. Attendee: Radio stations can be FM 92.3, AM 1170 (Radio Zindagi), and AM 1310 (Radio Mirchi).
 - b. Attendee: Radio stations are very popular. You can put them on and everyone listens.
 - c. Attendee: Those three radio stations are very popular. There are a lot of songs, but they also invite people.
 - d. Attendee: There are a lot of sponsored programs.
 - e. Attendee: You can buy 15 minutes from them and have discussions with them.
 - f. ROV Staff: Do they have English language content?
 - g. Attendee: They have mostly Hindi, though they also do English.

- h. ROV Staff: If you have any more ideas for radio or television stations, just email us at voterschoice@rov.sccgov.org
5. ROV Staff: Other opportunities we want to talk to you about are the two committees we have: the Language Accessibility Advisory Committee (LAAC) and the Voter Accessibility Advisory Committee (VAAC). We are definitely looking for volunteers to join our committee to help us review materials, handouts, give us input and feedback on issues. The VAAC is more for the elderly and voters with disabilities. The LAAC is to represent the different language committees. We are looking for a Hindi representative for the LAAC.
- a. Attendee: How many hours is that?
- b. ROV Staff: We had decided on meeting once a month, and may go quarterly in the future. There is an email group for the committee for anyone who wishes to further discuss things. The committee will meet monthly at least through the March Election.
6. ROV Staff: Another opportunity is the Voter Education and Outreach Coalition (VEOC). This is not required by law but the goal of this coalition is to inform the voters and let them know what is coming. The focus of this group is voter education and is for people who want to spread the word. We can go to the community and do a presentation about VCA. We can also train the trainer, where we train you, then you can go and train other people in your community. We can provide the handouts and presentations needed to get the word out. We need all the assistance we can get to educate the voting population about VCA. The kickoff meeting for the VEOC is August 8th.
- a. ROV Staff: Because our County is very diverse, it is important to personalize the message for each community in their language by the influencers and representatives that they trust. It's great for us to come in and present to you but it is far more effective for you yourselves to let your community know and stress the importance of voting. VEOC will equip you with the resources and toolkits for training so you can do it yourself at your temple, your organization, your work, your home, wherever it maybe. The goal is that communities that have been historically underserved will know exactly when, how, and where to vote when the elections come around. The plan is to have one workshop for each language community so it would be helpful to know where to go and who to contact to organize these workshops. We are very happy to come to where you are at.
7. Attendee: Library is a good place for outreach.
- a. ROV Staff: Yes, libraries have been great partners with us for drop-boxes, Vote Centers, and presentations.
- b. ROV Staff: Closer to the elections, we will be printing more literature for distribution to libraries, local businesses, city government buildings, hot spots – so people will be more aware.
8. ROV Staff: We will be looking for Extra-Help employees to help work at the Vote Centers. A little change from the way it was before. We will still have volunteers who will be paid a stipend to work for a day or two, but we will also be hiring 1500-2000 Extra Help employees. These will be County employees who will have to go through the whole county hiring process and will be asked to work for about 2 weeks. It will be a challenge to find these many people to work the needed number of days, so if you have any questions or connections for people who can work at the Vote Centers, please don't hesitate to reach out to us at voterschoice@rov.sccgov.org.

VIII. Miscellaneous

Public Input/Questions:

1. Attendee: What are the differences between provisional voting and conditional voting?
- a. ROV Staff: Before, to vote provisional was due to being at the wrong Polling Place and having to then vote provisional because you were not on the roster. Usually it was because we could not verify the voter's registration that they were active at that time. Now with Conditional Voter Registration (CVR), which is for voters who are not registered and want to register, they fill out their registration information and then Official Ballot, place it inside an envelope, and when it comes back to our office, we register the voter and lastly, count their ballot.
2. Attendee: If the person is out of state during election time, registered in California, and cannot come back to the county, how do they vote?
- a. ROV Staff: Most voters request a ballot to be mailed wherever they are. For example, the voter is registered with their residence in Santa Clara County, but they want it mailed in New York. They provide us with the mailing address, and we can mail them a ballot.

- b. Attendee: That must be done in advance, correct?
 - c. ROV Staff: Yes.
3. Attendee: What was the percentage of vote-by-mail in the last Presidential Election and what you are expecting? Many people must have registered vote-by-mail, so what are the percentage rates we are expecting?
- a. ROV Staff: For 2020, it is too hard to predict at this point. Usually as we get closer, we gauge what is going on in the community and what we are hearing, we will come out as the time gets closer with a certain estimate. It is kind of based first off of statistical information in the past, but I do not have that statistical information with me. A Primary June Election normally has less turnout than in the General Election, so we will look at past elections to make sure we are on target, but we will also adjust that after we mail out those ballots. They can tell by how many ballots are coming back in the mail, how early, and then we start adjusting. Usually we are within 5% of what happens, but we will base it to receive a better estimate after we mail out the ballots to see how the returns are.



VOTER'S CHOICE
Registrar of Voters
Santa Clara County

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

Silicon Valley Independent Living Center
25 N. 14th Street Suite 1000, San Jose, CA 95112
Board Room

Wednesday, July 10, 2019
11:00a.m. to 12:45p.m.

Attendees Present:

Disability Rights California, Department of Rehabilitation, Santa Clara County Sheriff's Office, Silicon Valley Independent Living Center, Civil Rights California

Staff Present:

Shannon Bushey, Vanessa Hamm, Magdalena Sta Maria, Shelby Galaviz, Priscilla Favela, Allen Ocampo, Lance Nottle, Rachel Jung, Janora Davis, Darren Tan, Alfred Gonzales, Patricia Lopez, Eric Kurhi, Aaron Wong, Mike Fong

Action Items:

- Send 14 Criteria for Accessibility, link to feedback form, and pdf of feedback form

I. Introductions

Welcome attendees

II. Voter's Choice Act Overview

With the Voter's Choice Act (VCA), voters will now be able to choose how, when, and where they can vote. Voters can choose to vote by mail, drop off their ballot at a ballot drop-box, or have up to 11 days to vote in person at any Vote Center.

III. Goal of the Election Administration Plan

The Election Administration Plan outlines how the Registrar of Voters (ROV) will implement the changes related to VCA and will be developed together with input from the community.

IV. Vote Center/Drop-box Selection

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

Public Input/Questions:

1. Attendee: What about the Billy DeFrank Center down the street?
 - a. ROV Staff: We can look into that.
2. Attendee: How about community centers?
 - a. ROV Staff: We are looking at libraries, community centers, churches, even fire stations for drop-boxes. But if you have any specific ones, we'd like to hear them.
3. Attendee: How about community colleges and schools?
 - a. ROV Staff: We're talking to the Superintendent this week and we're in the process of confirmation with West Valley and San Jose State.
 - b. ROV Staff: We're negotiating pricing at this point so if anyone has any connections over there, please let us know.
4. Attendee: How about the grocery stores? Certainly, a drop-box, that would be the best way to do it there.
 - a. ROV Staff: If they have a large enough empty area.

5. Attendee: You know those Spirit stores often pop up at Halloween time, I'm wondering if open spaces like that could be used?
 - a. ROV Staff: If they're available in March.
6. Attendee: What about Valco Mall? I'm pretty sure it's empty now. There's a lot of parking and there's a lot of space.
7. Attendee: I'm relatively new to the Vista Center, but we're working on our San Jose location as one of the options (101 and Bascom Ave).
 - a. ROV Staff: That would be great!
8. Attendee: Can you use the new Police Station that's in South San Jose that isn't being used yet?
 - a. ROV Staff: We can definitely look; we can check with the community centers.
 - b. ROV Staff: How the city operates, as far as community centers, there is one department who oversees community centers. We've reached out to that department as well as the City Manager's Office. And they have a bigger reach, in regard to the San Jose police department, so we have made that initial ask.
9. Attendee: Costco would be a good location for a Mobile Center.
 - a. ROV Staff: We're still considering if we're going to be doing the mobile centers or not.
10. Attendee: There's Western Digital (Great Oaks area). There's Orchard Supply (Cottle/East Capitol).
11. Have you thought of putting the drop-boxes at Post Offices right along-side their mailboxes?
 - a. ROV Staff: Have we thought about looking at USPS locations at a Post Offices for our drop-boxes?
 - b. ROV Staff: I don't think they would like that because they're getting paid once the voter drops the ballot through their office. The voter might get confused too.
 - c. Attendee: You might end up with regular mail in your Drop-boxes.
 - d. Attendee: Aren't they different colors as opposed to the blue standard mailboxes?
 - e. ROV Staff: We can check on that.
12. Attendee: How about the movie theaters?
 - a. ROV Staff: Sure.
13. Attendee: We can offer our location (SVILC) as a Voting Center or Drop-box Location.
 - a. ROV Staff: We can definitely take a look and see if we can have a drop-box here.

V. Language Accessibility

The ROV is seeking public input to assist the County with various means of providing language accessibility so that all eligible voters can understand the voting process and have equal access to the ballot. Examples include suggestions for historically underserved language communities and bilingual election officer recruitment.

Public Input/Questions: (none)

VI. Voting Accessibility

The ROV is seeking public input to assist the County with various means of providing accessibility for senior voters and voters with disabilities so that all eligible voters can understand the voting process and have equal access to the ballot.

Presentations on RAVBM by ROV and a VAAC member

Public Input/Questions:

1. Attendee: We're doing our best to put it out there. (referring to LAAC/VAAC)
2. Attendee: Are we getting any brailing on the drop boxes?
 - a. ROV Staff: Is that one of the requirements?
 - b. ROV Staff: No, it's more of a height requirement. Instead of pull, it will be the push. Without much pressure or anything.
3. Attendee: So, I understand that you're supposed to print it out, but then what? (referring to instructions for RAVBM – *Download return materials*)
 - a. Attendee: Download says put it on your computer, but not print it out, that's the point she's making.
 - b. Attendee: Click here to print out your ballot and send it in, MAKE IT VERY CLEAR.
 - c. ROV Staff: That's perfect feedback for our LAAC/VAAC.

4. Attendee: Will your website have the EAP translated into other languages?
 - a. ROV Staff: Yes, the EAP will be in all mandated languages.
5. Attendee: I'd like to suggest that you reach out to assisted living nursing homes and even independent facilities. My mother is in assisted living. She's almost 95. She's very capable of voting but she can't hold a pencil. She can't read it because she's going blind. So there's a lot of stuff that goes on in there and I had her ballot sent to her place and it promptly disappeared so there's several issues that go on in these places and it's a place with about 100 people in it. But a lot of these people don't know they can even register to vote much less vote and get their vote counted. And my mother was very concerned about this and very concerned that it wasn't an easy process for her as it was before when she could just get it, fill it out and mail it in. These people cannot do that and they're not all older people. There are a lot of younger people who are in there and there are not a lot of people who have family that participate. And so the care facilities won't help them so even having a Voting Center in those areas. These people need to be reached out to, they need to be counted because if they want to drop off their ballot, they have to hire a van and that's expensive and to vote they're not going to do it. I can guarantee you. They need more access to voting in these places and this is over by Prospect High School. She's at Westgate Villa. It's on Main Ave. And they have an independent living right there. And the nursing care facility is right around the corner. You might even be able to do it at Villa Fontana.
 - a. ROV Staff: We definitely can check out that location, we take any advice on locations and then we have to see if they have free parking, those kinds of things
 - b. Attendee: There's not a lot of parking there; that would be an issue.
 - c. ROV Staff: Well we can still look at it.
 - d. ROV Staff: From the standpoint of outreach, this is a good thing to bring up. And the idea of maybe a ballot drop-box would address the need of having the ballot make it to the mail.
6. Attendee: How do you use Census data to find out where people with disabilities live?
 - a. ROV Staff: That information is collected on the Census and specifically the American Community Survey.
 - b. Attendee: But not everybody takes that survey.
 - c. ROV Staff: That is the challenge. But that is part of why we are here. If you know of certain areas that have a concentration of independent living centers, that's the things we want to hear.
7. Attendee: Do you get free mailing with that RAVBM?
 - a. ROV Staff: There is a standing rule with the Post Office that if you, put a stamp or less than the amount of the required postage, ROV will cover the cost.
8. Attendee: The best thing is to use your VBM envelope.
 - a. Attendee: But they wouldn't be getting that (VBM envelope) if they were doing this?
 - b. ROV Staff: Everyone gets a VBM ballot.
 - c. Attendee: Oh, they get both? Then that's a non-issue. That's great.
9. Attendee: Include "Ballot" label in the RAVBM package.
10. Attendee: If people are not told that they should hold onto the ballot in the VBM envelope, if they can't see the sign on the printed one, that's going to be an issue. So you should make it clear.
11. Attendee: Create a public outreach message "Keep your vote-by-mail envelope"
 - a. ROV Staff: We can definitely add that to the webpage.
12. Attendee: Put holes on both ends of VBM ballot where you're supposed to sign so more people will know where to sign because that would be very helpful.
13. Attendee: How about a video of "things NOT to throw away?"
 - a. ROV Staff: Like a video about our RAVBM and keep your envelope. That's a good idea.
14. Attendee: Is the RAVBM website link secure?
 - a. ROV Staff: Yes, it is.
15. Attendee: What did you say about the RAVBM QR code?
 - a. ROV Staff: It is a replica of what you have voted, so if we have the print on demand device, we have to duplicate this ballot because it is in paper form. When we get back into our office, we cannot feed this duplicate form into our ballot readers. But, if we scan this QR code, it will print out what is identical on your voted ballot.
 - b. Attendee: Will anybody with a QR reader be able to read that?
 - c. ROV Staff: The QR is designed to be read only by the vendor who creates the ballots.

16. Attendee: You said “accessible,” what does that mean?
 - a. ROV Staff: Voters who are military, or overseas voters, or voters with disabilities.
 - b. Attendee: Can they use JAWS on the website through the RAVBM link?
 - c. ROV Staff: We tag all of our County Voter Information Guides that go on the website so you can also use your equipment at home, and it will read the wording to you. And if you find any issues with our website, please let us know, it may just be a setup mistake. We try to make everything accessible.
17. Attendee: Does it use voice activation, or do you have to use a mouse? (referring to RAVBM) Say I gave my mom a computer, she knows nothing about computers. She’s 95 and has Multiple Sclerosis. She’s going blind and deaf but has one sharp mind. So, if she could get her earphones so she could get it then respond verbally, is there any thought of getting any voice activation?
 - a. Attendee: I know they have it.
 - b. ROV Staff: It’s not on our system, it’s on a system that the person would have.
 - c. Attendee: You’re missing a whole group of people that need voice activation.
 - d. Attendee: There is the technology out there, but perhaps we need to look at having a laptop with that mechanism capable where someone goes and sets it in front of the individual who needs it and then walks away.
 - e. Attendee: Do I have to have special software to understand or is the application going to have that capability? That software is expensive.
 - f. Attendee: Perhaps the ROV could have two or three laptops that would be set up to meet different needs.
 - g. Attendee: Then we could check them out and bring them back.
 - h. ROV Staff: We can discuss it further. We can look it up. We’re trying to offer the program and, I’m sorry, it may not cover a single individual’s multiple disabilities no matter what computer they’re on.
 - i. Attendee: But a lot of time people don’t think about people in these situations.
18. Attendee: Are there other pieces to the voting systems (sip and puff machines), in regard to voice?
 - a. ROV Staff: There is a Ballot Marking Device that allows you to do multiple accessible functions with accessories. There are things such as sip and puff, large button, directional button but I do not know of a voice activated machine.
 - b. Attendee: I know they have it, but not in California.
 - c. Attendee: What do blind, or deaf people do? If you’re both blind and deaf.
 - d. ROV Staff: For the visually impaired we would use screen readers.
 - e. Attendee: Do they have ballots in brail?
 - f. Attendee: If you have a refreshable brail keyboard, you can. The person can read the line of text and as they move down to the next line, it will refresh the brail keyboard so they can manually read it.
 - g. Attendee: What if three of your senses are gone?
 - h. Attendee: We’ll look in it. It’s a very good point to bring up.

VII. Outreach Opportunities

The ROV is seeking public input to identify different venues and methods of outreach so as to best reach the County’s voters and educate them on the elections changes that will come with VCA.

Public Input/Questions:

1. Attendee: In addition to the actual voting, we have to register people too. Some of these ideas such as malls or places where people congregate would be great places to drum up voter registration.
 - a. ROV Staff: Yes, we agree. We typically do about 250 outreach events. I only have three staff on the Outreach Team, they do 250 events at festivals. If anyone who asks us “please come to an event we’re having,” we go. And we’re obviously doing many, many more now with the VCA presentations. And getting the word out that you can register online.
2. Attendee: Are you doing any other media other than print media? TV?
 - a. ROV Staff: Yes, we’re definitely doing social media, print media, and radio. We’re trying to get PSAs, looking for newsletters, and places we can include information.
3. Attendee: You can put postcards in the paratransit minivans, you have to set it up with the drivers.
 - a. ROV Staff: Yeah, that’s a great idea.
4. Attendee: Could you add some simple brail on the bottom of the postcard?

- a. ROV Staff: Are there other services like that that we could take advantage of?
- b. Attendee: Have Boy Scouts/Girl Scouts pass out fliers around assisted living areas for service hours.



VOTER'S CHOICE
Registrar of Voters
Santa Clara County

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

Joyce Ellington Branch Library
491 E. Empire St., San Jose, CA 95112
Community Room
Thursday, July 11, 2019
4:30 p.m. to 6:00 p.m.

Attendees Present:

One member from the public from the Japanese Community

Staff Present:

Shannon Bushey, Vanessa Hamm, Andrea Solorio, Michael Borja, Magdalena Sta Maria, Priscilla Favela, Janora Davis, Patricia Lopez, Allen Ocampo, Linh Nguyen, Michelle Tran, Adrian Garcia, Paulo Chang, Alfred Gonzales, Eric Kurhi, Rachel Jung, Liz Oviedo, Chipo Mulenga, George Hiu, Mike Davis, Martin Ayala, Smita Shah, Lorenzo Castaneda, Diane Castaneda, Ruth Luo, Chenxi Ye

Action Items:

- Attendee to send links to ROV regarding items discussed
 - Will reach out to her contact for Sakura Radio
 - To send a list of Japanese community groups within social media like Facebook
 - To contact Japanese Language teachers for the possibility of voter education training (VEOC's train the trainer program)
 - Provide a list of Japanese school for language workshops
 - To forward the feedback form to her network

I. Introductions

Welcome attendee

II. Voter's Choice Act Overview

With the Voter's Choice Act (VCA), voters will now be able to choose how, when, and where they can vote. Voters can choose to vote by mail, drop off their ballot at a ballot drop-box, or have up to 11 days to vote in person at any Vote Center.

1. ROV Staff gave a brief overview of the VCA details; from languages the ROV will cover and the change from polling places to Vote Centers.
2. ROV Staff talked about Vote Centers logistics and how we will staff languages in each Vote Center.
3. ROV Staff gave brief overview of the polling place model to the VCA model.

III. Goal of the Election Administration Plan

The Election Administration Plan outlines how the Registrar of Voters (ROV) will implement the changes related to VCA and will be developed together with input from the community.

Discussion

1. ROV Staff: We are looking for feedback for the EAP, specifically for the Japanese Community, but we are open to any feedback for the development of the draft EAP: where we should do our outreach, Vote Center locations, and where in the community to place drop-boxes.

IV. Vote Center/Drop-box Selection

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

Public Input/Questions:

1. ROV Staff: Do you have any recommendations for drop-box locations?
 - a. Attendee:
 - i. Stanford campus would be great. There's a popular farmers market in Palo Alto and it's one of the biggest in California. It would be good to have a booth there and somewhere on California Ave. or Downtown Palo Alto. This would cover a huge demographic. Palo Alto and Mountain View have a Buddhist temple, this would be a perfect place to reach out to the Japanese community.

V. Language Accessibility

The ROV is seeking public input to assist the County with various means of providing language accessibility so that all eligible voters can understand the voting process and have equal access to the ballot. Examples include suggestions for historically underserved language communities and bilingual election officer recruitment.

Public Input/Questions:

1. ROV Staff: What do you think would be helpful for unity?
 - a. Attendee: The most difficult thing is for mono-lingual Japanese to understand English, and Japanese Americans who prefer language in English.

VI. Voting Accessibility

The ROV is seeking public input to assist the County with various means of providing accessibility for senior voters and voters with disabilities so that all eligible voters can understand the voting process and have equal access to the ballot.

Public Input/Questions: (None)

VII. Outreach Opportunities

The ROV is seeking public input to identify different venues and methods of outreach so as to best reach the County's voters and educate them on the elections changes that will come with VCA.

Public Input/Questions:

1. ROV Staff: We are trying to gather information of possible avenues we haven't explored yet including advertising, social media, and outreach. How do we reach specific communities? Next-door has been a great outreach tool. We are looking for ideas. What vendors would be helpful in Japanese community?
 - i. Attendee: Bay Area Sports, Sakura Radio, T.V. Japan (a separate channel), [Vivid Navigation](#), J-Weekly. Japanese Americans usually prefer everything in English.
2. ROV Staff: What about social media?
 - a. Attendee: Japanese people love Facebook and Twitter. Stanford University also has a group that works with communities that speak only Japanese. The Japanese Stanford Association is a good group to contact.
3. ROV Staff: Is there a Japanese community group on Facebook, maybe something specific to Santa Clara County?
 - a. Attendee: The Japanese community likes to look up Twitter hashtags in "Japanese." They constantly search by using hashtags. For example, if you translate, "Presidential Election 2020 in Japanese, they will search it as a hashtag."
4. ROV Staff: We have Nishi Bei Weekly; are you familiar with them? Also, Stanford Daily, we have as a Japanese resource. Japanese American Citizens usually read the Nishi Bei Weekly.
5. ROV Staff: Are you familiar with San Jose's Japantown? I wasn't familiar because I was usually in school.
6. ROV Staff: We have a program where we train the trainer to help assist with spreading voter education; are you connected with any organizations?
 - a. Attendee: The Palo Alto Adult School has Japanese classes. That may be a good community to connect to and hold Train the Trainer meetings. Also, Gunn High School, which provides Japanese classes and Japanese language teachers.
7. ROV Staff: Rachel Jung is in charge of our Voter Education Outreach Coalition and if you're interested, you can connect with Rachel.
8. ROV Staff: Explained the purpose of the Voter Education Outreach Coalition. Due to the number of registered voters in Santa Clara County in comparison to the Santa Clara County Registrar of Voters' Outreach team of three people, we would need assistance from people from different community-based organizations with educating the voter masses.
 - a. Attendee: There are also big summer festivals in early August to set up booths at.

9. ROV Staff: Are you familiar with any cultural centers that teach English to Japanese-speakers?
 - a. Attendee: Yes, the Palo Alto Adult School and they teach international students. The Buddhist temple may be a place to most likely check, especially the temples specific to Japanese. The Palo Alto Farmer's Market is a good place to do outreach because that market sells a lot of Asian vegetables and there are Japanese American farmers. There's a place where academic classes are taught in Japanese that are held every Saturday. The students are Japanese monolingual and having Japanese language workshops would be a good place for this school.
10. ROV Staff: Are you familiar with Tycho in Japantown?
 - a. Attendee: Yes, they are a community/club in San Jose and there are other drumming associations in different cities. Tycho associations are connected in different cities. They would be a good contact.



VOTER'S CHOICE
Registrar of Voters
Santa Clara County

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

Registrar of Voters
1555 Berger Dr., Building 2, San Jose, CA 95112
Auditorium
Saturday, July 13, 2019
1:00p.m. to 2:30p.m.

Attendees Present:

Eighteen community members from the public

Staff Present:

Shannon Bushey, Vanessa Hamm, Magdalena Sta Maria, Shelby Galaviz, Allen Ocampo, Priscilla Favela, Linh Nguyen, Janora Davis, Alfred Gonzales, Patricia Lopez, Amy Sun, Chenxi Ye, Robert Weidlin, Michelle Tran, Matt Moreles, Mike Fong, Lillian Tsai

Action Items:

- Update link on outreach material to EAPs on the Secretary of State's (SOS) website; old link was archived by the SOS

I. Introductions

Welcome attendees

II. Voter's Choice Act Overview

With the Voter's Choice Act (VCA), voters will now be able to choose how, when, and where they can vote. Voters can choose to vote by mail, drop off their ballot at a ballot drop-box, or have up to 11 days to vote in person at any Vote Center.

Presentation of VCA was shown

III. Goal of the Election Administration Plan

The Election Administration Plan outlines how the Registrar of Voters (ROV) will implement the changes related to VCA and will be developed together with input from the community.

Overview of dates, resources, and goals

IV. Vote Center/Drop-box Selection

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

Public Input/Questions:

1. Attendee: How secure are the Ballot Drop-boxes?
 - a. ROV Staff: They are chained and locked down. At 8:00 on Election Night, they're locked up. We have chain of custodies, we have seals that are numbered so when you log out at night, you record what number is there, and when you come back that same number must be there.
2. Attendee: Can you talk about the 11-day locations and 4-day locations? Are they going to be emptied nightly or have active, live, votes stored there?
 - a. ROV Staff: The locations will be secured. As for the ballots, they will be stored in locked cages within the Vote Centers. Now the ballots themselves, we're having a new voting system, new E-pollbooks, new Ballot on Demand printers. So now we don't have boxes and boxes of preprinted ballots, but now we have thousands of different versions electronically able to print out. We're not going to take the results cartridge out each night. We will do that at the very end of Election Day.

3. Attendee: The issue that comes to mind is, I've always voted in my neighborhood school that's across the street, but now because of the multiple days of voting, that will prevent schools from being Vote Center locations.
 - a. ROV Staff: It may prevent us from using some schools and because we are looking for bigger locations, like mega centers and not just Polling Places, many of our previous Polling Places will no longer be used such as schools, libraries, someone's garage, etc.
4. Attendee: Is it a 24-hour access box? (Drop-boxes)
 - a. ROV Staff: We have some that are accessible 24-hours, but the one I mentioned earlier at the city clerk's office will only be accessible during business hours. For example, if the office is open 8am-5pm, then that particular drop-box will only be accessible between 8am-5pm.
5. Attendee: What about malls? Have you contacted them for a Vote Center?
 - a. ROV Staff: Yes, we have reached out to several malls; however, some locations are asking \$5,000/day and we are really looking for ways to reduce cost.
6. Attendee: Is there a way to appeal a decision on a Vote Center? If we feel it's not fit for the community.
 - a. ROV Staff: You can provide us the feedback and we can look into it. We will be able to explain the reasons why we felt the need to use it. Maybe it was the only location available for the certain amount of days with the most handicap parking, but we certainly have our reasons for selecting and not selecting locations. All of our Vote Centers have to be open to everyone.
7. Attendee: I live near Eastridge and King Center, Tropicana and those shopping malls tend to have a large Vietnamese population.
 - a. ROV Staff: Thank you, we will look into this suggestion.

V. Language Accessibility

The ROV is seeking public input to assist the County with various means of providing language accessibility so that all eligible voters can understand the voting process and have equal access to the ballot. Examples include suggestions for historically underserved language communities and bilingual election officer recruitment.

Public Input/Questions:

1. Attendee: Are certain centers going to be staffed by bilinguals?
 - a. ROV Staff: Yes, for our languages we have five (English Spanish Chinese Vietnamese Tagalog) federally mandated languages which we produce every piece of material in. We have two languages, Japanese & Korean, that are state mandated. And the other two, Khmer & Hindi, we still continue to offer because they were previously mandated, but they are no longer, and we don't want to take away something we were providing. So, we offer a total of nine languages. For the first time ever, we are going to go above and beyond what the law requires and prepare Official Ballots in all of those nine languages. No more facsimile ballots at the Vote Centers for those four other languages because we have replaced them with Official Ballots.

VI. Voting Accessibility

The ROV is seeking public input to assist the County with various means of providing accessibility for senior voters and voters with disabilities so that all eligible voters can understand the voting process and have equal access to the ballot.

Public Input/Questions:

1. Attendee: Put a phone number on the VCA & LAAC/VAAC postcards. Not everyone is internet enabled.
 - a. ROV Staff: True.
2. Attendee: Is an "X" still accepted as a signature?
 - a. ROV Staff: Yes.
 - b. Attendee: How are you supposed to check the signature?
 - c. Attendee: How do you verify voters that sign with an "X" have the mental capacity to vote? How do you verify that?
 - d. ROV Staff: We get a list of people who the judges have declared mentally unfit to vote. So, we take them off the voter rolls. That's about all we can do as far as that side of it. Right now, anybody can fill out a registration form and register to vote under penalty of perjury. With their information, with the state-wide system, we need to have the last four digits of your social number or your

California ID number. The system is constantly updating and confirming that that's the number connected to your name.

e. Attendee: When I see people in gurneys being wheeled into a registration area. That's just...really?

i. ROV Staff: So legally we are not allowed to deny anybody the right to vote.

ii. Attendee: Even though they are not physically speaking; somebody is speaking for them?

iii. ROV Staff: We cannot ask what their disability is. We have no right, that is Privacy Law. In order to use an "X" as a signature, you would need to re-register, fill out the portion of the box indicating somebody helped you register, that persons information needs to be on there, and you would have to indicate an "X." Once that paperwork is processed, it then goes into our system. So, when they go to vote, it will pop-up. But there are laws that prevent us from doing certain things. So, if there's nothing in writing from a judge, then we cannot deny them the right to vote.

VII. Outreach Opportunities

The ROV is seeking public input to identify different venues and methods of outreach so as to best reach the County's voters and educate them on the elections changes that will come with VCA.

Public Input/Questions:

1. Attendee: Can you speak to how much your county is coordinating with them (other counties who have implemented an EAP) to absorb lessons learned?
 - a. ROV Staff: Sure. In 2018, the first year that this was available, there were five counties that went and proceeded with the Voter's Choice Act. As of today, there are fourteen counties total who are doing this for 2020, which equals over half of the State's registration. So even though there's 58 counties, fourteen of us are over half of the state's registered voters that are going to be implementing this. We have been working and dealing with the other five counties for over a year. We've done field trips. We've gone to their offices. We've met with their counterparts. We've gone to San Mateo. We've gone to Sacramento. We've had monthly Voter's Choice working group calls with other counties throughout the state. We have been preparing to see where the pinch points are.
2. Attendee: My neighborhood, once a month, has a monthly meeting. If we could have a representative there, it may actually help getting people to the meeting, but it would definitely get the information out to the neighborhood.
 - a. ROV Staff: That is a wonderful idea and we are on the same line of thought with that in our department. The VEOC is a coalition that we have started, that is not required by law to do, and its focus is voter engagement and getting the word out. We can definitely come out and do a presentation.
 - b. Attendee: I would ask that we have a bilingual Spanish speaker.
 - c. ROV Staff: We can do that also.
3. Attendee: Has the ROV reached out to the San Jose neighborhood community feeder associations?
 - a. ROV Staff: We've added all the City Clerks, all the City Council Members, all the City Managers to every email that we've been distributing about this information and what's going on. I'm just not sure if we've announced the message to spread the information to your community yet as we're still developing outreach materials.
4. Attendee: Will the materials be ready by Aug 6th? (National Night Out)
 - a. ROV Staff: I know our office will have a table out there.
5. Attendee: How about posting/advertising information on gasoline station videos?
 - a. ROV Staff: That's a good idea, we can check it out. That's a great idea.
6. Attendee: Social media is essential. If you could do an infographic animation it would be helpful.
 - a. ROV Staff: I agree with that. We have *Facebook*, *Twitter*, *Instagram*, *Nextdoor*, and we have a video on *YouTube*. So, we have been doing social media. We're also looking at print, radio, TV, and sports franchises.
7. Attendee: The Sunnyvale Sun
8. Attendee: VTA Busses and Light Rail
9. Attendee: Evergreen Times

10. Attendee: Are you reaching out to the local community colleges?
 - a. ROV Staff: Yes, we are. We're close to securing West Valley Community College as a Vote Center. We've secured agreement with San Jose State to have a Vote Center.
11. Attendee: Do you plan on doing VCA outreach at the city festivals?
 - a. ROV Staff: We do about 250 outreach events in a year. We plan on attending the art and wine festivals and we do attend all the community meetings. We've just put together our new color scheme so our new outreach materials will be out there now.
12. Attendee: Can we have a stack of info cards to pass out to our community meetings?
 - a. ROV Staff: We would love that because that's how we spread the word. You can send us an e-mail requesting a stack. That's how we need your help.
13. Attendee: Maybe consider the San Jose Giants?
14. Attendee: How about mobile home parks?
15. Attendee: Closer to election time I would recommend going to downtown areas with a big box of the cards and handing them to arts organizations and coffee shops.
 - a. ROV Staff: Okay, that's a good idea. If you go to some of those coffee shops, we can mail you about 100 postcards and if you could post them at each of the ones you each go to, that would help us.
16. Attendee: Since there's no longer precinct voting and 2020 March will be a President Election, and they've always segregated by political party, how are we going to incorporate that into the messaging?
 - a. ROV Staff: You may be talking about the Decline to State Voters people who are not affiliated with one of the parties. We do a notification to them ahead of time before we mail ballots out and say would you like to cross over to a party. We would ask them if they would like a ballot in one of those parties (that allows cross over) instead of their decline to state and they'll mail it back to us or contact us. If for some reason they didn't do that, they can go to a Vote Centers and tell the person there that they would like to cross over and we would print them a new ballot.

VIII. Other notes

1. Attendee: How do you prevent people from voting more than one time?
 - a. ROV Staff: Our system tracks every ballot that's mailed out to our registered voters. We're now going to have tablets, and they connect to our system through our secure internet connection. And if you happen to vote twice, it's the first ballot in that gets counted, and the system flags it.
2. Attendee: What if someone voted in your place?
 - a. ROV Staff: We do signature comparisons in our office. Every single vote-by-mail ballot is scanned when it comes in. We use humans for signature recognition. And if the person checking thinks it doesn't match for some reason, it will go through a second and third review and go up to supervisors and managers.
3. Attendee: Can you track your ballot?
 - a. ROV Staff: Yes, we have that online.
4. Attendee: Is there going to be a ballot cut-off date?
 - a. ROV Staff: The cut-off is going to be the same as its been for the past two years. Post-marked plus three. If you have it post-marked on election day and it is received in our office within three days, it will be valid. That continues under this new model.
5. Attendee: How is the staffing going to be different in comparison to Polling Places?
 - a. ROV Staff: Some of these plans are still being worked out. We're looking at having a three-hour training again. Working one to four days as the volunteer Election Officer. But we have a new opportunity, "Extra-help County Employee." The one additional step will be filling out an application online. Training for four to seven days, work eleven days, for a total of two to three weeks.
 - b. Attendee: For March and November?
 - c. ROV Staff: From now on.
6. Attendee: How many voters in Santa Clara County?
 - a. ROV Staff: 911,000 voters
7. Attendee: Is the Conditional Voter Registration something new?

- a. ROV Staff: It started in 2017, but we didn't have any county-wide elections there so people only started hearing about it until 2018, and several thousand people used it then. But we're expecting more people to use it in 2020, around ten thousand.
8. Attendee: What kind of staff do you have to ensure that the integrity of these registered voters is legitimate?
 - a. ROV Staff: The whole state is on a state-wide voter database now, VoteCal. So, we're connected and pull up information from the Secretary of State, Vital Statistics, Department of Motor Vehicles, Department of Corrections, and Department of Felony Convictions. So, there is an entire secure system through the state that connects to all the counties now.
9. Attendee: People might go to the Gilroy Outlet and vote; will it show as they voted in that precinct or they would figure out the voter's actual precinct?
 - a. ROV Staff: We still have to have precincts in our system because that's how we are mandated to report our Statement of Vote. Our results go out by precinct. Yes, we have precincts, but going to have the Vote Centers. You are not assigned a Vote Center like you were assigned to a precinct before. But we are reporting results by precinct.
 - b. ROV Staff: And you will get your correct ballot that you are allowed to vote on, so it's not a generic ballot.
 - c. Attendee: It's a Ballot On Demand. So, you'll get your ballot no matter where you are.
 - d. Attendee: I'm just wondering how it would tabulate it? So, it's still going to reach back and say this will highlight in this precinct because political parties and political campaigns use that data.
 - e. ROV Staff: You are still attached to a precinct for reporting purposes. A site is just a site.
10. Attendee: How are the roles of Poll Watchers impacted?
 - a. ROV Staff: I don't believe we've finalized it yet, but we're looking at a way to maybe post that on the internet, somehow electronically.
11. Attendee: How would you address the concerns regarding privacy using the new voting system?
 - a. ROV Staff: It doesn't change anything. You're still able to go to the Vote Center, to be given a printed-out ballot, or you can vote on an accessible machine. And then you're putting it into a tabulator. It has nothing to do with your name. It's just scanning the paper ballot you're putting in. Our VBM ballots that come in, we process them in the downward position so that we see nothing but the front of the envelope with the address to our office. We always work with ballots in a minimum group of two to maintain anonymity, whether it's in paper ballots or in the polls.
 - b. Attendee: I understand those procedures, what I don't understand is how you can both preserve the anonymity of a ballot and also validate whether someone has or hasn't voted twice.
 - c. ROV Staff: We do that before we open a ballot. We're only going to count one ballot per person, the first one, and we don't open all of them. There's no connection to any specific person. It's against the law to track a person how they voted.
 - d. Attendee: It wasn't clear to me whether there was going to be a big box of loose ballots or if all the ballots will be enveloped now.
 - e. ROV Staff: No, not all ballots are going to be enveloped, only provisional or Conditional Voter Registration ballots. All other ballots go into one box.
12. Attendee: Do you still have tear off tabs for provisional so you can call in 30 days later?
 - a. ROV Staff: Yes

County of Santa Clara

Registrar of Voters

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



EAP Public Hearing Meeting Agenda

- I. Welcome**
- II. VCA Overview Presentation**
- III. VBM Presentations**
 - a. VBM Packet
 - b. Ballot Drop-boxes
 - c. RAVBM
- IV. GIS Mapping Presentation**
- V. Precinct Operations Presentation**
 - a. Vote Centers
 - b. Vote Center Staffing and Training
 - c. Outreach
- VI. Ballot Layout Presentation**
 - a. Language offerings
- VII. Public and Legislative Affairs Presentation**
 - a. Advertising (media)
 - b. Outreach
- VIII. Election Logistics and Voting Systems Presentation**
 - a. Voting Security
 - b. Ballot Return
 - c. Voting Equipment
- IX. Discussion**
 - a. Vote-by-Mail (10 minutes)
 - b. Ballot Drop-off Locations (10 minutes)
 - c. Vote Centers (10 minutes)
 - d. Language Accessibility (10 minutes)
 - e. Voting Accessibility (10 minutes)
 - f. Outreach (10 minutes)
 - g. Voting System & Security (10 minutes)

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VOTER'S CHOICE
Registrar of Voters
Santa Clara County

EAP Public Hearing Meeting Minutes

Friday, August 30th, 2019

Board Chambers

5:30pm to 7:30pm

70 W. Hedding St., San Jose, CA 95110

I. Welcome

- a. Introduction by Shannon Bushey, the Registrar of Voters for Santa Clara County. The Office of the Registrar of Voters (ROV) is looking for feedback towards the Election Administration Plan (EAP). Options to give feedback are possible through paper forms and online through a fillable form.
- b. The ROV covered housekeeping rules, ground rules, and an overview of the agenda. The ROV opened the invitation of joining the ROV Language Accessibility Advisory Committee (LAAC) and the Voter Accessibility Advisory Committee (VAAC). Comment cards were introduced and directed to be non-partisan. The ROV also requested no applause or opposition to comments.
- c. ROV Staff Subject Matter Experts (SME) were introduced to answer any questions; translations were also available in multiple languages.
- d. Introduction of ROV staff division managers.

II. Voter's Choice Act (VCA) Overview Presentation

- a. Link to the livestream of the public hearing:
 - i. <https://www.youtube.com/watch?v=WxALTnXIVXc>
- b. VCA PowerPoint Presentation:
 - i. Presentation – <https://youtu.be/WxALTnXIVXc?t=1253>
 - ii. Implementation of the VCA will begin with the Presidential Primary which starts March 3, 2020
 - iii. Every registered voter will receive a vote-by-mail (VBM) ballot –
 1. Postage-paid envelope
 2. Official ballot drop box
 3. Vote at any vote center
 - iv. Up to 120 potential Vote Centers Countywide –
 1. New additional services
 2. New vote machines
 3. Vote at any Vote Center
 - v. More Days to Vote Early –
 1. Vote Centers will be open up to ten days before Election Day
 - vi. Same-Day Voting –
 1. Conditional Voter Registration: Register and cast a ballot on the same day
 - vii. Developing the Election Administration Plan (EAP) focusing on the following –
 1. Vote Center location
 2. Accessibility
 3. Language assistance

4. Voter education & outreach
5. Community input/feedback
- viii. Previously held EAP public consultation meetings –
 1. (2) General, (2) Accessibility, Vietnamese, Khmer, Tagalog, Spanish, Chinese, Korean, Hindi, and Japanese. Throughout the meetings we collected input from the community to come up with the draft EAP
- ix. EAP Timeline –
 1. Draft > Public Comment > Amended Draft > Public Comment > Final Draft
- c. ROV comment: We have received over 200 pieces of feedback and comments. Our EAP plan has been online for over a month. Link to the VCA Resources:
<https://www.sccgov.org/sites/rov/VCA/Pages/home.aspx>

III. Vote By Mail Division Presentation

- a. Link to presentation: <https://youtu.be/WxALTnXIVXc?t=1543>
- b. Vote-by-mail (VBM) Packets:
 - i. Overview of Voter Registration as of 11/06/2018
 - ii. Every registered voter will receive a Vote by Mail Ballot
 - iii. Ballot Drop Box issued for every 15,000 voters
 - iv. Sample of Official Ballot, return envelopes, VBM instructions, and sticker included in each packet
 - v. Overview and images of mailings for Military/Overseas ballot material and instructions
- c. Ballot Drop Boxes:
 - i. ROV currently has about 90 locations (including inside and outdoors) –
 1. County/City Libraries
 2. Schools & Universities
 3. County buildings
 4. City Halls
 - ii. Security of Ballot Drop-Off –
 1. Cable locks
 2. Seals
 3. ADA compliance
- d. Remote Accessible Vote by Mail (RAVBM):
 - i. For military, overseas voters, and voters with disabilities
 - ii. Overview of the Accessible Voting link for the electronic version of the ballot; the voter must print their ballots and mail it back to the ROV for the ballots to be counted. Ballot selection is not selected electronically through the internet. Here is the Accessible Voting link: <https://www.sccgov.org/sites/rov/Voting/Pages/Voting-Accessibility.aspx>
 - iii. RAVBM Instructional Video link using Democracy Live:
<https://youtu.be/LRZ8HllghQc?t=1438>

IV. Geographic Information Systems Mapping Division Presentation

- a. Link to presentation: <https://youtu.be/WxALTnXIVXc?t=2189>
- b. Selecting Vote Center locations using data:
- c. Factors of Vote Center locations:
 - i. Facility
 - ii. Socioeconomic
 - iii. Geographic
- d. Data Resources:
 - i. American Community Survey –
 1. The most recent American Community Survey (ACS) data
 2. Conducted in 2017
 3. By US Census Bureau
 - ii. Santa Clara County ROV Data Base –

- 1. Current Voter Registration Count
 - 2. Ballot Cast
 - iii. Public Transportation –
 - 1. Valley Transportation Authority (VTA)
 - 2. California Department of Transportation
 - iv. County GIS Data –
 - 1. Road Centerlines
 - 2. City Boundaries
- e. Geographic Factor:
 - i. Vote Center Boundaries for distributing locations –
 - 1. One 11-Day Vote Center for every 50,000 registered voters
 - Estimation of 25 Vote Center areas
 - 2. One 4-Day Vote Center for every 10,000 registered voters
 - Estimation of 120 Vote Center areas
 - 3. Ballot Drop Boxes
 - Estimation of 80 Drop Box Areas
 - ii. Establishment of Boundaries –
 - 1. City Boundaries
 - 2. Neighborhoods
 - 3. Major Roads
 - 4. Local Roads
- f. Socioeconomic Factor using Decision Optimization Technology Solution (DOTS) to score the following factors:
 - i. Public Transportation
 - ii. Traffic Patterns
 - iii. Population Centers
 - iv. Language Minority
 - v. Disability
 - vi. Low Vehicle Ownership
 - vii. Low-Income
 - viii. Vote-by-Mail Usage
 - ix. Low Voter Registration

V. Precinct Operations Division Presentation

- a. Link to presentation: <https://youtu.be/WxALTnXIVXc?t=2474>
- b. Vote Centers Overview:
 - i. Approximately up to 125 available throughout Santa Clara County prior to and including Election Day
 - ii. Voters will have eleven days including two weekends to vote
 - iii. 20% will open on February 22, 2020: ten days prior to Election Day
 - iv. 80% will open on February 29, 2020: three days prior to Election Day
 - v. New voting technology will enable voters to vote anywhere in Santa Clara County
 - vi. Will provide most services available at the Registrar of Voter's office
- c. Vote Centers Implementation:
 - i. Hours of operation –
 - 1. 8 hours per location, 7:00 am to 8:00 pm on Election Day
 - ii. VCA Vote Center guidelines –
 - 1. Every 50k area, one eleven-day vote center is needed
 - 2. Every 10k area, one four-day vote center is needed
 - iii. Santa Clara County Grid –
 - 1. To project number of Vote Centers needed for March and November 2020
 - 2. Aid in selecting optimum locations per several demographic criteria
 - iv. Site selection –
 - 1. 14 location considerations

- 2. Site availability and mix of other criteria
- d. Vote Center Staffing and Training:
 - i. Hourly: extra help county workers –
 - 1. Leads: oversee voting process and direct resource flow
 - 2. Aides: support staff, assist voters
 - ii. Stipend workers: volunteers, high school students –
 - 1. Aides: support staff – assist voters
 - 2. Greeters: welcome, assist, direct voters to proper service lines
 - iii. Time of employment* (including training and Election Days) –
 - 1. Leads: 21 days
 - 2. Aides and Greeters: 14 days
 - iv. For more information, visit: www.sccvote.org
- e. Outreach Goals:
 - i. Highlight the voting model transition and inform voters of upcoming changes
 - ii. Educate and improve voter experience
 - iii. Identify and increase participation in underperforming communities
 - iv. Welcome public engagement
 - v. Build partnerships to expand civic engagement opportunities within all communities (Voter Education and Outreach Coalition)
 - vi. Provide voter education literature, civic and local government resources

VI. Ballot Layout Division Presentation

- a. Link to presentation: <https://youtu.be/WxALTnXIVXc?t=2819>
- b. Federally mandated languages:
 - i. English
 - ii. Chinese
 - iii. Spanish
 - iv. Tagalog
 - v. Vietnamese
- c. State mandated languages:
 - i. Korean
 - ii. Khmer
- d. Previously mandated languages:
 - i. Hindi
 - ii. Japanese
- e. For the March 3rd, 2020, Presidential Primary Election, Official Ballots will be printed in the following languages:
 - i. English
 - ii. Chinese
 - iii. Spanish
 - iv. Tagalog
 - v. Vietnamese
 - vi. Korean
 - vii. Khmer
 - viii. Japanese
 - ix. Hindi
- f. All ballot language versions will be produced in the following formats:
 - i. Optical Scan paper ballots
 - ii. Accessible Touchscreen Ballots
 - iii. Accessible Audio Ballots
 - iv. Remote Accessible Ballots for Military, Overseas, and voters with disabilities
- g. Ballots Created during Presidential Primary Election, 2016 vs 2020 chart:
 - <https://youtu.be/WxALTnXIVXc?t=2918>
 - i. BLD will be producing twice as many ballots in 2020 vs 2016

- h. County Voter Information Guides (CVIGS) and eBooks:
 - i. The Vote Centers and the sccvote.org website will have CVIGS and eBooks, which will be translated in English, Chinese, Spanish, Tagalog, and Vietnamese
- i. VCA Implementation:
 - i. Expands language services county-wide
 - ii. Provides language assistance at Vote Centers
 - iii. Increases bilingual ballot materials

VII. Public and Legislative Affairs Division Presentation

- a. Link to presentation: <https://youtu.be/WxALTnXIVXc?t=3053>
- b. Direct Media Outreach:
 - i. Newspaper
 - ii. Television
 - iii. Radio
 - iv. Online
- c. Voter's Choice Act:
 - i. Keeping the media informed = Keeping the public informed
 - 1. New voting options
 - 2. New voting system
 - 3. New accessibility and language options
- d. Advertising:
 - i. Previous campaigns – recruitment, Vote by Mail
 - ii. All platforms – print, TV, radio, online, buses
- e. Bigger Campaign for Outreach:
 - i. Previously six to eight weeks before an election
 - ii. Ads will begin in September, run for six months
 - iii. Post-holidays escalation prior to March 3 election
- f. Language Media Outreach:
 - i. Expanding our roster
 - ii. Input from Election Administration Plan meetings
 - iii. Shopper publications, radio, possibly television
 - iv. Other language media outreach includes –
 - 1. Nichi Bei
 - 2. La Oferta
 - 3. Philippine News
 - 4. Viên Thao Television
 - 5. SOH
 - 6. Silconeer
 - 7. India West Best Indian Newspaper in Print and Online
 - v. Key Content –
 - 1. Specific to communities
 - 2. Toll-free voter assistance hotline for languages
 - 3. Vote-by-Mail ballots in accessible format
 - 4. Remote Accessible Vote by Mail
 - vi. Social Media –
 - 1. <http://www.facebook.com/sccvote/>
 - 2. <https://www.instagram.com/sccvote/>
 - 3. <https://twitter.com/sccvote/>
 - 4. <https://www.youtube.com/user/sccvote>
 - 5. Nextdoor: @sccvote
 - vii. Sports Franchises –
 - 1. San Francisco 49ers
 - 2. San Jose Sharks
 - 3. San Jose Earthquakes

VIII. Election Logistics and Voting Systems Division Presentation

- a. Link to presentation: <https://youtu.be/WxALTnXIVXc?t=3318>
- b. Voting Security:
 - i. Utilizing surveillance systems for voting equipment
- c. Ballot Return:
 - i. Drayage Operation –
 1. 1-2 days delivery
 2. 3-4 locations per truck
 3. 8-30 trucks / Approx. 60 staff
 4. Two ELVS Staff supported by Vote Center staff at time of delivery
 5. Drop off locations
 6. Strategic color-coded packaging for Vote Centers
 7. Strategic packaging with security measures for sensitive equipment
 8. Supply requirements
 - ii. Logistics and Supply Centers –
 1. One truck and three smaller vehicles will be spread out through the County containing Vote Center supplies, tech support, equipment replacements, and additional supplies
 - iii. Ballot Return Logistics –
 1. Couriers
 2. VBM drop box couriers
- d. Voting Equipment:
 - i. Tabulating Machines –
 1. Up to (3) per Vote Center
 - ii. Accessible Ballot Marking Devices –
 1. Up to (8) per Vote Center
 - iii. E-Poll Books –
 1. Up to (11) per Vote Center
 - iv. Ballot on Demand Printers –
 1. Up to (5) per vote center
 - v. Small Ballot Scanners –
 1. Up to (8) scanners
 - vi. Large Ballot Scanners –
 1. Up to (10) scanners
 - vii. Ballot Review Stations –
 1. Up to (16) stations
- e. Ballot Package and Seal:
 - i. Securing and storing ballots in locations for the ability to retrieve any batches of ballots
- f. Technology Projects & Plans:
 - i. Cisco phone systems (robust customer service)
 - ii. Tier Technical Support plan (service continuity)
 - iii. Secure Connection to Vote Centers
 - iv. Cyber Security (preparedness awareness)
 - v. TrackIT System (verification)
 - vi. Asset Management System (accountability)

IX. Distribution of Comment Cards

X. Discussion

- a. Attendee (Question 1): Have other Counties implemented the Voters Choice Act and has it been successful?
 - i. ROV Response: In 2018, there were five counties that implemented the VCA and in 2020, there will be a total of 14 counties that will be implementing and doing it again. It equals 50 percent of the state's registration. Our county has been working with the state and the

counties for over a year and have met with respective divisions to ask specific questions that have implemented that piece in another county. We have statewide conference calls. We've been working with the other counties and the state. All the counties have had successful implementations and we are able to see what their challenges have been. Challenges include recruiting Vote Center locations because of the number of days a location needs to be open and available at our office compared to polling places that only need to be open for one day. Now with our 125 locations we are unable to use many of the polling places that we used before because of size, accessibility, and parking. We are down to the last 20% of finding locations. The other issues were the recruitment of election officers and extra-help staff. Just like the location time frame, we need to find people that can work for two to three weeks at the Vote Centers. Once we get all the feedback, we will then focus on the recruitment of the extra-help employees and we will continue the process of stipend workers.

- ii. ROV Response: All the volunteers that helped us in the past is that they helped for one day. Now we will need help for 11 days. The scheduling will be difficult. We will need to ask for people to apply as a county employee even if it's a seasonal reason. The challenge is to find staff workers to help us for one full weekend. The equipment will be new, and everything will need to be revamped and retrained. They must commit to the classes and training as well. We will have many challenges and we are learning as we go.
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- d. Attendee (Question 4): Does the population boundaries 50k and 10k, account for the daytime population change?
 - i. ROV Response: Our data is based on our current voter registration plus 50 percent of the population that are not registered. Through the Census data, we count for residential and the address. For daytime, the data for tracking where people vote is not available.
- e. Attendee (Question 5): How are the ballots cast in the Vote Centers 8-hour day, secured until Vote Centers close on Election night?
 - i. ROV Response: The majority of ballots that are at a Vote Center will be put into a ballot tabulator, where the voter will feed it in the machine. It will store the results in a memory cartridge and the tabulator will drop the cartridge down in a secure locked receptacle. We will account for the ballots by the end of the day. We will open the seal and transport them back, securely to our office on a nightly basis. We do have a series of chain of custody protocols that we follow for that. Most of the ballots cast will go into that tabulator. The exceptions to that will be Provisional Ballots or Conditional Voter Registration Ballot (CVR) or VBM Ballots that people are dropping off. just like at a traditional polling place we'll have sealed and secured ballot bags at each vote center. Those will be deposited in envelopes into the ballot boxes at the end of the day we will break the seals and transport it to our office. We have plans in place if we end up having a high volume and we need additional ballot boxes we will have secure rolling cages on carts where we will put excess ballot boxes in the secure cages.

- f. Attendee (Question 6): Looking though the website and voter action plan, we have a growing homeless population on the recent County Report. I was wondering if we have a Voter Accessibility Plan for our unhoused neighbors. Before the Voter's Choice Act, I scanned online and found on the National Coalition of Homelessness, they had a great thing about voting rights for the unhoused, but it was not updated to include what we have for the Voter's Choice Act. I understand that outreach will be difficult to reach this population, but is there a place that they can go to understand their voting rights and how does that effect the Voter's Choice Act?
- i. ROV Response: In order to find out about their voting rights, they can come to our office, they can call us at any time, we have information on our website, which may not always be accessible, but at any Vote Center for the 11 days, they can go to any one of those vote centers, we can give them information on their rights, and we can register them. They can also vote CVR and vote through a CVR ballot. Does that answer your question?
 - ii. Attendee Response: Yes, I just could not find it on the website, but that cause me some concern, because now you have so many voter accessibility levels, which is the best thing ever—but does that mean it will be accessible for the unhoused population?
 - iii. ROV Response: Yes, it is, they would have the same accessibility as any voter. Currently we take registrations, if someone doesn't have address to list as their residence, we can take cross streets, so we can offer them a specific ballot type.
 - iv. Attendee Response: If they have to move their RV every 72 hours, how does that work if it's a different cross street, each time?
 - v. ROV Response: At the time they are going to vote, they can re-register, and they can they can change their voter registration everyday online leading up to where they want to vote. Conditional Voter Registration will allow them to vote at any of the Vote Centers.
- g. Attendee (Question 7): For the Voting Boundaries, 10k and 50k and regarding daytime data; for Palo Alto, their voting population triples during the daytime. I'm glad you are doing the 50k Vote Center location, but Palo Alto can be heavy with traffic on 101 and it's hard to say how voters will choose to vote with the expanded times. I'm concerned that the areas will be filled with people, who are living there or may not live there, but they live in San Jose and you are counting their voting in San Jose in terms of their vote center numbers. Is there a way during the rollout in the Presidential Primary, that we are tracking how some areas are being used more and others are used less?
- i. ROV Response: We will be able to see the Vote Centers that have more activity, more ballots dropped off, etc. Maybe in the future we can look for an additional Vote Center in those areas and for this election, we can definitely take into consideration to see if we can increase in certain areas.
 - ii. ROV Response: We want to take daytime population into consideration, but there was no data available. In the areas where we think there will be more jobs close to city standards, we try to make the number a little bit smaller than 50k and in the residential area we can accommodate more people.
- h. Attendee (Question 8): What happens when someone votes by mail and decides to vote in person at a Voting Center.
- i. ROV Response: Our Election Management System will be accessed at every vote center through a new electronic poll pad/tablet. We will be able to see if this person has already voted. We are switching from signing in on the roster to using the poll pad. Now the workers will be able to look you up on our electronic device and enter into the information that will be current with our Voter Registration Information, and Vote by Mail information. We will be able to tell if a voter has already cast a ballot and see if whether he or she voted – we will not give a ballot to those who already voted. There is also the Provisional Ballot (PV) -- we cannot deny any one the right to vote when they come to a polling place, but if we have determined the person has voted and they insist to vote, we will allow them to vote; but they must place their ballot in a provisional envelope, which is kept separate and not tallied at the Vote Center. The PV envelope will come back to our office and we will look up their information that they completed on the envelope. That ballot will not be opened if they already cast a ballot.
- i. Attendee (Question 9): Are your counting machines isolated from the worldwide net, if they are not,

how can you assure that they cannot get hacked?

- i. ROV Response: Our tabulation systems are completely air gapped meaning it's on a private network where the tabulators are only connected to themselves and the central tabulation server. They are not touching any internal County network or external internet. The tabulation devices at each vote center are all offline, they do not transmit the results back to us, we have to physically remove the drive from the machine and drive it back to the office. We also have a number of security protocols in place, we won't take USBs that were outside and plug them in the terminals that are hooked up to our tabulation system. When we post the election results on our webpage, it's not a live feed from our tabulation system. What we are doing is exporting a copy of the results and putting it on a USB drive and walk it over to another computer that is connected to the internet and we upload the results. The results that you see at home are a copy, so if someone were to attack the website that shows the results, they wouldn't change the votes. After the USBs have been plugged into the devices, they will be quarantined so they don't come back and touch our secure network.
- j. Attendee (Question 10): Did I hear you say you are tabulating or counting the votes at the Vote Centers after the close on Election night?
 - i. ROV Response: Yes, when a voter goes to vote, they will take their ballot to the tabulation machine. The system will let them know if they over-voted, under-voted, or made too many choices. Once they run it through the equipment and they cast the ballot, it will then tabulate it into the system and drop their ballot into a secure compartment. At the end of Election night, the cartridge will be brought back to the Registrar of Voters office where we will upload it to our system and all the tabulation of all the votes will come together from what we post on Election night.
- k. Attendee (Question 11): Does the ballot scanner tabulator detect mis marked ballots and return to the voter for correction?
 - i. ROV Response: Yes, it was just explained.
- l. Attendee (Question 12): I think you answered it. I was concerned, when everyday it's tabulated. I've heard stories of voting changed. I guess when you talked about the security, I'm still concerned by the time they get the results, it's changed the vote. What if the vote and they realize that they don't want to vote that way, is there any way of changing their vote?
 - i. ROV Response: We will offer two options in the Vote Center. One option will be to take a physical paper ballot and mark your choices with no electronic interface. The other way we'll have accessible marking devices. It's like the touch screens we use now, but instead of putting the ballot on the machine's memory, it will print out the ballot with the selections marked on it. The voter will have a chance to look it over and feed their ballot in the tabulator. There is a paper trail that the voter has a chance to verify and make sure the selections are marked accurately before they cast it.
 - ii. ROV Response: In California, we also have mandated post-election audits where we will do random samplings of the paper ballots and do a manual tallying of the paper ballots and compare them to the election results. We can detect if there are patterns of something happening to the results from malicious action or just error. With the new equipment, we will have a feature called adjudication. If the voter made an error on how they marked the ballot and causes the machine to read it wrong, we can override the mark interpreted it and sure that the voter's intent was captured. What the system does is create an audit trail of any action that we took on those ballots. We generally have observers come in and we can show them the logs of each and every ballot and show them an image of the ballot and also find the paper ballot. We can compare that to the what the system read, tallied, and interpreted for each ballot.
- m. ROV response: If they already cast their ballot, once it's casted they wouldn't have the ability to change it then. We have a higher degree of transparency and auditability, so we think this will be a very secure system. We can demonstrate that to anyone who is interested.

XI. Conclusion

- a. The ROV concludes: Thank you for the attendee's participation, comments, and feedback. We are still taking feedback until September 4, 2019. We are also having an additional Public Hearing on Wednesday, September 4, 2019, in the same area, but from 6 to 8 pm.

County of Santa Clara

Registrar of Voters

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(408) 299-VOTE (8683) (866) 430-VOTE (8683) FAX: (408) 998-7314

www.sccvote.org



VOTER'S CHOICE
Registrar of Voters
Santa Clara County

EAP Public Hearing Meeting Minutes

Wednesday, September 4th, 2019

Board Chambers

6:00pm to 8:00pm

70 W. Hedding St., San Jose, CA 95110

I. Welcome

- a. Introduction by Shannon Bushey, the Registrar of Voters for Santa Clara County. The Office of the Registrar of Voters (ROV) is looking for feedback towards the Election Administration Plan (EAP). Options to give feedback are possible through paper forms and online through a fillable form.
- b. The ROV covered housekeeping rules, ground rules, and an overview of the agenda. The ROV opened the invitation of joining the ROV Language Accessibility Advisory Committee (LAAC) and the Voter Accessibility Advisory Committee (VAAC). Comment cards were introduced and directed to be non-partisan. The ROV also requested no applause or opposition to comments.
- c. ROV Staff Subject Matter Experts (SME) were introduced to answer any questions; translations were also available in multiple languages.
- d. Introduction of ROV staff division managers.

II. Voter's Choice Act (VCA) Overview Presentation

- a. Link to the livestream of the public hearing:
 - i. <https://www.youtube.com/watch?v=WxALTnXIVXc>
- b. VCA PowerPoint Presentation:
 - i. Presentation – <https://youtu.be/WxALTnXIVXc?t=1253>
 - ii. Implementation of the VCA will begin with the Presidential Primary which starts March 3, 2020
 - iii. Every registered voter will receive a vote-by-mail (VBM) ballot –
 1. Postage-paid envelope
 2. Official ballot drop box
 3. Vote at any vote center
 - iv. Up to 120 potential Vote Centers Countywide –
 1. New additional services
 2. New vote machines
 3. Vote at any Vote Center
 - v. More Days to Vote Early –
 1. Vote Centers will be open up to ten days before Election Day
 - vi. Same-Day Voting –
 1. Conditional Voter Registration: Register and cast a ballot on the same day
 - vii. Developing the Election Administration Plan (EAP) focusing on the following –
 1. Vote Center location
 2. Accessibility
 3. Language assistance
 4. Voter education & outreach
 5. Community input/feedback

- viii. Previously held EAP public consultation meetings –
 - 1. (2) General, (2) Accessibility, Vietnamese, Khmer, Tagalog, Spanish, Chinese, Korean, Hindi, and Japanese. Throughout the meetings we collected input from the community to come up with the draft EAP
- ix. EAP Timeline –
 - 1. Draft > Public Comment > Amended Draft > Public Comment > Final Draft
- c. ROV comment: We have received over 200 pieces of feedback and comments. Our EAP plan has been online for over a month. Link to the VCA Resources:
<https://www.sccgov.org/sites/rov/VCA/Pages/home.aspx>

III. Vote By Mail Division Presentation

- a. Link to presentation: <https://youtu.be/WxALTnXIVXc?t=1543>
- b. Vote-by-mail (VBM) Packets:
 - i. Overview of Voter Registration as of 11/06/2018
 - ii. Every registered voter will receive a Vote by Mail Ballot
 - iii. Ballot Drop Box issued for every 15,000 voters
 - iv. Sample of Official Ballot, return envelopes, VBM instructions, and sticker included in each packet
 - v. Overview and images of mailings for Military/Overseas ballot material and instructions
- c. Ballot Drop Boxes:
 - i. ROV currently has about 90 locations (including inside and outdoors) –
 - 1. County/City Libraries
 - 2. Schools & Universities
 - 3. County buildings
 - 4. City Halls
 - ii. Security of Ballot Drop-Off –
 - 1. Cable locks
 - 2. Seals
 - 3. ADA compliance
- d. Remote Accessible Vote by Mail (RAVBM):
 - i. For military, overseas voters, and voters with disabilities
 - ii. Overview of the Accessible Voting link for the electronic version of the ballot; the voter must print their ballots and mail it back to the ROV for the ballots to be counted. Ballot selection is not selected electronically through the internet. Here is the Accessible Voting link:
<https://www.sccgov.org/sites/rov/Voting/Pages/Voting-Accessibility.aspx>
 - iii. RAVBM Instructional Video link using Democracy Live: <https://youtu.be/LRZ8HllghQc?t=1438>

IV. Geographic Information Systems Mapping Division Presentation

- a. Link to presentation: <https://youtu.be/WxALTnXIVXc?t=2189>
- b. Selecting Vote Center locations using data:
- c. Factors of Vote Center locations:
 - i. Facility
 - ii. Socioeconomic
 - iii. Geographic
- d. Data Resources:
 - i. American Community Survey –
 - 1. The most recent American Community Survey (ACS) data
 - 2. Conducted in 2017
 - 3. By US Census Bureau
 - ii. Santa Clara County ROV Data Base –
 - 1. Current Voter Registration Count
 - 2. Ballot Cast
 - iii. Public Transportation –
 - 1. Valley Transportation Authority (VTA)

- 2. California Department of Transportation
- iv. County GIS Data –
 - 1. Road Centerlines
 - 2. City Boundaries
- e. Geographic Factor:
 - i. Vote Center Boundaries for distributing locations –
 - 1. One 11-Day Vote Center for every 50,000 registered voters
 - a. Estimation of 25 Vote Center areas
 - 2. One 4-Day Vote Center for every 10,000 registered voters
 - a. Estimation of 120 Vote Center areas
 - 3. Ballot Drop Boxes
 - a. Estimation of 80 Drop Box Areas
 - ii. Establishment of Boundaries –
 - 1. City Boundaries
 - 2. Neighborhoods
 - 3. Major Roads
 - 4. Local Roads
- f. Socioeconomic Factor using Decision Optimization Technology Solution (DOTS) to score the following factors:
 - i. Public Transportation
 - ii. Traffic Patterns
 - iii. Population Centers
 - iv. Language Minority
 - v. Disability
 - vi. Low Vehicle Ownership
 - vii. Low-Income
 - viii. Vote-by-Mail Usage
 - ix. Low Voter Registration

V. Precinct Operations Division Presentation

- a. Link to presentation: <https://youtu.be/WxALTnXIVXc?t=2474>
- b. Vote Centers Overview:
 - i. Approximately up to 125 available throughout Santa Clara County prior to and including Election Day
 - ii. Voters will have eleven days including two weekends to vote
 - iii. 20% will open on February 22, 2020: ten days prior to Election Day
 - iv. 80% will open on February 29, 2020: three days prior to Election Day
 - v. New voting technology will enable voters to vote anywhere in Santa Clara County
 - vi. Will provide most services available at the Registrar of Voter's office
- c. Vote Centers Implementation:
 - i. Hours of operation –
 - 1. 8 hours per location, 7:00 am to 8:00 pm on Election Day
 - ii. VCA Vote Center guidelines –
 - 1. Every 50k area, one eleven-day vote center is needed
 - 2. Every 10k area, one four-day vote center is needed
 - iii. Santa Clara County Grid –
 - 1. To project number of Vote Centers needed for March and November 2020
 - 2. Aid in selecting optimum locations per several demographic criteria
 - iv. Site selection –
 - 1. 14 location considerations
 - 2. Site availability and mix of other criteria
- d. Vote Center Staffing and Training:
 - i. Hourly: extra help county workers –
 - 1. Leads: oversee voting process and direct resource flow
 - 2. Aides: support staff, assist voters

- ii. Stipend workers: volunteers, high school students –
 - 1. Aides: support staff – assist voters
 - 2. Greeters: welcome, assist, direct voters to proper service lines
- iii. Time of employment* (including training and Election Days) –
 - 1. Leads: 21 days
 - 2. Aides and Greeters: 14 days
- iv. For more information, visit: www.sccvote.org
- e. Outreach Goals:
 - i. Highlight the voting model transition and inform voters of upcoming changes
 - ii. Educate and improve voter experience
 - iii. Identify and increase participation in underperforming communities
 - iv. Welcome public engagement
 - v. Build partnerships to expand civic engagement opportunities within all communities (Voter Education and Outreach Coalition)
 - vi. Provide voter education literature, civic and local government resources

VI. Ballot Layout Division Presentation

- a. Link to presentation: <https://youtu.be/WxALnXIVXc?t=2819>
- b. Federally mandated languages:
 - i. English
 - ii. Chinese
 - iii. Spanish
 - iv. Tagalog
 - v. Vietnamese
- c. State mandated languages:
 - i. Korean
 - ii. Khmer
- d. Previously mandated languages:
 - i. Hindi
 - ii. Japanese
- e. For the March 3rd, 2020, Presidential Primary Election, Official Ballots will be printed in the following languages:
 - i. English
 - ii. Chinese
 - iii. Spanish
 - iv. Tagalog
 - v. Vietnamese
 - vi. Korean
 - vii. Khmer
 - viii. Japanese
 - ix. Hindi
- f. All ballot language versions will be produced in the following formats:
 - i. Optical Scan paper ballots
 - ii. Accessible Touchscreen Ballots
 - iii. Accessible Audio Ballots
 - iv. Remote Accessible Ballots for Military, Overseas, and voters with disabilities
- g. Ballots Created during Presidential Primary Election, 2016 vs 2020 chart: <https://youtu.be/WxALnXIVXc?t=2918>
 - i. BLD will be producing twice as many ballots in 2020 vs 2016
- h. County Voter Information Guides (CVIGS) and eBooks:
 - i. The Vote Centers and the sccvote.org website will have CVIGS and eBooks, which will be translated in English, Chinese, Spanish, Tagalog, and Vietnamese
- i. VCA Implementation:
 - i. Expands language services county-wide

- ii. Provides language assistance at Vote Centers
- iii. Increases bilingual ballot materials

VII. Public and Legislative Affairs Division Presentation

- a. Link to presentation: <https://youtu.be/WxALTnXIVXc?t=3053>
- b. Direct Media Outreach:
 - i. Newspaper
 - ii. Television
 - iii. Radio
 - iv. Online
- c. Voter's Choice Act:
 - i. Keeping the media informed = Keeping the public informed
 - 1. New voting options
 - 2. New voting system
 - 3. New accessibility and language options
- d. Advertising:
 - i. Previous campaigns – recruitment, Vote by Mail
 - ii. All platforms – print, TV, radio, online, buses
- e. Bigger Campaign for Outreach:
 - i. Previously six to eight weeks before an election
 - ii. Ads will begin in September, run for six months
 - iii. Post-holidays escalation prior to March 3 election
- f. Language Media Outreach:
 - i. Expanding our roster
 - ii. Input from Election Administration Plan meetings
 - iii. Shopper publications, radio, possibly television
 - iv. Other language media outreach includes –
 - 1. Nichi Bei
 - 2. La Oferta
 - 3. Philippine News
 - 4. Viên Thao Television
 - 5. SOH
 - 6. Silconeer
 - 7. India West Best Indian Newspaper in Print and Online
- v. Key Content –
 - 1. Specific to communities
 - 2. Toll-free voter assistance hotline for languages
 - 3. Vote-by-Mail ballots in accessible format
 - 4. Remote Accessible Vote by Mail
- vi. Social Media –
 - 1. <http://www.facebook.com/sccvote/>
 - 2. <https://www.instagram.com/sccvote/>
 - 3. <https://twitter.com/sccvote/>
 - 4. <https://www.youtube.com/user/sccvote>
 - 5. Nextdoor: @sccvote
- vii. Sports Franchises –
 - 1. San Francisco 49ers
 - 2. San Jose Sharks
 - 3. San Jose Earthquakes

VIII. Election Logistics and Voting Systems Division Presentation

- a. Link to presentation: <https://youtu.be/WxALTnXIVXc?t=3318>
- b. Voting Security:
 - i. Utilizing surveillance systems for voting equipment

- c. Ballot Return:
 - i. Drayage Operation –
 1. 1-2 days delivery
 2. 3-4 locations per truck
 3. 8-30 trucks / Approx. 60 staff
 4. Two ELVS Staff supported by Vote Center staff at time of delivery
 5. Drop off locations
 6. Strategic color-coded packaging for Vote Centers
 7. Strategic packaging with security measures for sensitive equipment
 8. Supply requirements
 - ii. Logistics and Supply Centers –
 1. One truck and three smaller vehicles will be spread out through the County containing Vote Center supplies, tech support, equipment replacements, and additional supplies
 - iii. Ballot Return Logistics –
 1. Couriers
 2. VBM drop box couriers
- d. Voting Equipment:
 - i. Tabulating Machines –
 1. Up to (3) per Vote Center
 - ii. Accessible Ballot Marking Devices –
 1. Up to (8) per Vote Center
 - iii. E-Poll Books –
 1. Up to (11) per Vote Center
 - iv. Ballot on Demand Printers –
 1. Up to (5) per vote center
 - v. Small Ballot Scanners –
 1. Up to (8) scanners
 - vi. Large Ballot Scanners –
 1. Up to (10) scanners
 - vii. Ballot Review Stations –
 1. Up to (16) stations
- e. Ballot Package and Seal:
 - i. Securing and storing ballots in locations for the ability to retrieve any batches of ballots
- f. Technology Projects & Plans:
 - i. Cisco phone systems (robust customer service)
 - ii. Tier Technical Support plan (service continuity)
 - iii. Secure Connection to Vote Centers
 - iv. Cyber Security (preparedness awareness)
 - v. TrackIT System (verification)
 - vi. Asset Management System (accountability)

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 - i. ROV Response: Our data is based on our current voter registration plus 50 percent of the population that are not registered. Through the Census data, we count for residential and the address. For daytime, the data for tracking where people vote is not available.
- e. Attendee (Question 5): How are the ballots cast in the Vote Centers 8-hour day, secured until Vote Centers close on Election night?
 - i. ROV Response: The majority of ballots that are at a Vote Center will be put into a ballot tabulator, where the voter will feed it in the machine. It will store the results in a memory cartridge and the tabulator will drop the cartridge down in a secure locked receptacle. We will account for the ballots by the end of the day. We will open the seal and transport them back, securely to our office on a nightly basis. We do have a series of chain of custody protocols that we follow for that. Most of the ballots cast will go into that tabulator. The exceptions to that will be Provisional Ballots or Conditional Voter Registration Ballot (CVR) or VBM Ballots that people are dropping off. just like at a traditional polling place we'll have sealed and secured ballot bags at each vote center. Those will be deposited in envelopes into the ballot boxes at the end of the day we will break the seals and transport it to our office. We have plans in place if we end up having a high volume and we need additional ballot boxes we will have secure rolling cages on carts where we will put excess ballot boxes in the secure cages.
- f. Attendee (Question 6): Looking though the website and voter action plan, we have a growing homeless population on the recent County Report. I was wondering if we have a Voter Accessibility Plan for our unhoused neighbors. Before the Voter's Choice Act, I scanned online and found on the National Coalition of Homelessness, they had a great thing about voting rights for the unhoused, but it was not updated to include what we have for the Voter's Choice Act. I understand that outreach will be difficult to reach this population, but is there a place that they can go to understand their voting rights and how does that effect the Voter's Choice Act?
 - i. ROV Response: In order to find out about their voting rights, they can come to our office, they can call us at any time, we have information on our website, which may not always be

accessible, but at any Vote Center for the 11 days, they can go to any one of those vote centers, we can give them information on their rights, and we can register them. They can also vote CVR and vote through a CVR ballot. Does that answer your question?

- ii. Attendee Response: Yes, I just could not find it on the website, but that cause me some concern, because now you have so many voter accessibility levels, which is the best thing ever—but does that mean it will be accessible for the unhoused population?
 - iii. ROV Response: Yes, it is, they would have the same accessibility as any voter. Currently we take registrations, if someone doesn't have address to list as their residence, we can take cross streets, so we can offer them a specific ballot type.
 - iv. Attendee Response: If they have to move their RV every 72 hours, how does that work if it's a different cross street, each time?
 - v. ROV Response: At the time they are going to vote, they can re-register, and they can they can change their voter registration everyday online leading up to where they want to vote. Conditional Voter Registration will allow them to vote at any of the Vote Centers.
- g. Attendee (Question 7): For the Voting Boundaries, 10k and 50k and regarding daytime data; for Palo Alto, their voting population triples during the daytime. I'm glad you are doing the 50k Vote Center location, but Palo Alto can be heavy with traffic on 101 and it's hard to say how voters will choose to vote with the expanded times. I'm concerned that the areas will be filled with people, who are living there or may not live there, but they live in San Jose and you are counting their voting in San Jose in terms of their vote center numbers. Is there a way during the rollout in the Presidential Primary, that we are tracking how some areas are being used more and others are used less?
- i. ROV Response: We will be able to see the Vote Centers that have more activity, more ballots dropped off, etc. Maybe in the future we can look for an additional Vote Center in those areas and for this election, we can definitely take into consideration to see if we can increase in certain areas.
 - ii. ROV Response: We want to take daytime population into consideration, but there was no data available. In the areas where we think there will be more jobs close to city standards, we try to make the number a little bit smaller than 50k and in the residential area we can accommodate more people.
- h. Attendee (Question 8): What happens when someone votes by mail and decides to vote in person at a Voting Center.
- i. ROV Response: Our Election Management System will be accessed at every vote center through a new electronic poll pad/tablet. We will be able to see if this person has already voted. We are switching from signing in on the roster to using the poll pad. Now the workers will be able to look you up on our electronic device and enter into the information that will be current with our Voter Registration Information, and Vote by Mail information. We will be able to tell if a voter has already cast a ballot and see if whether he or she voted – we will not give a ballot to those who already voted. There is also the Provisional Ballot (PV) -- we cannot deny any one the right to vote when they come to a polling place, but if we have determined the person has voted and they insist to vote, we will allow them to vote; but they must place their ballot in a provisional envelope, which is kept separate and not tallied at the Vote Center. The PV envelope will come back to our office and we will look up their information that they completed on the envelope. That ballot will not be opened if they already cast a ballot.
- i. Attendee (Question 9): Are your counting machines isolated from the worldwide net, if they are not, how can you assure that they cannot get hacked?
- i. ROV Response: Our tabulation systems are completely air gapped meaning it's on a private network where the tabulators are only connected to themselves and the central tabulation server. They are not touching any internal County network or external internet. The tabulation devices at each vote center are all offline, they do not transmit the results back to us, we have to physically remove the drive from the machine and drive it back to the office. We also have a number of security protocols in place, we won't take USBs that were outside and plug them in the terminals that are hooked up to our tabulation system. When we post the election results on our webpage, it's not a live feed from our tabulation system. What we are doing is exporting a copy of the results and putting it on a USB drive and walk it over to another computer that is

connected to the internet and we upload the results. The results that you see at home are a copy, so if someone were to attack the website that shows the results, they wouldn't change the votes. After the USBs have been plugged into the devices, they will be quarantined so they don't come back and touch our secure network.

- j. Attendee (Question 10): Did I hear you say you are tabulating or counting the votes at the Vote Centers after the close on Election night?
 - i. ROV Response: Yes, when a voter goes to vote, they will take their ballot to the tabulation machine. The system will let them know if they over-voted, under-voted, or made too many choices. Once they run it through the equipment and they cast the ballot, it will then tabulate it into the system and drop their ballot into a secure compartment. At the end of Election night, the cartridge will be brought back to the Registrar of Voters office where we will upload it to our system and all the tabulation of all the votes will come together from what we post on Election night.
- k. Attendee (Question 11): Does the ballot scanner tabulator detect mis marked ballots and return to the voter for correction?
 - i. ROV Response: Yes, it was just explained.
- l. Attendee (Question 12): I think you answered it. I was concerned, when everyday it's tabulated. I've heard stories of voting changed. I guess when you talked about the security, I'm still concerned by the time they get the results, it's changed the vote. What if the vote and they realize that they don't want to vote that way, is there any way of changing their vote?
 - i. ROV Response: We will offer two options in the Vote Center. One option will be to take a physical paper ballot and mark your choices with no electronic interface. The other way we'll have accessible marking devices. It's like the touch screens we use now, but instead of putting the ballot on the machine's memory, it will print out the ballot with the selections marked on it. The voter will have a chance to look it over and feed their ballot in the tabulator. There is a paper trail that the voter has a chance to verify and make sure the selections are marked accurately before they cast it.
 - ii. ROV Response: In California, we also have mandated post-election audits where we will do random samplings of the paper ballots and do a manual tallying of the paper ballots and compare them to the election results. We can detect if there are patterns of something happening to the results from malicious action or just error. With the new equipment, we will have a feature called adjudication. If the voter made an error on how they marked the ballot and causes the machine to read it wrong, we can override the mark interpreted it and sure that the voter's intent was captured. What the system does is create an audit trail of any action that we took on those ballots. We generally have observers come in and we can show them the logs of each and every ballot and show them an image of the ballot and also find the paper ballot. We can compare that to the what the system read, tallied, and interpreted for each ballot.
- m. ROV response: If they already cast their ballot, once it's casted they wouldn't have the ability to change it then. We have a higher degree of transparency and auditability, so we think this will be a very secure system. We can demonstrate that to anyone who is interested.

XI. Conclusion

- a. The ROV concludes: Thank you for the attendee's participation, comments, and feedback. We are taking feedback until the end of today, September 4, 2019. Another public comment period will open up when the Amended Draft is published.