

Comment No.	Public Comments/Questions	ROV Response
1	Planning on volunteering at the ROV again for four days. Assuming we are still social-distancing will the conference room be re-arranged? EAP addendum looks fine Who knew there were that many languages locally?	Awesome, we need staff to work four to six days; set-up day prior to October 31, the four days of voting and then the day after Election Day to finish putting away the equipment for pickup by the ROV. Please apply online as an Election Aide, <a href="http://www.sccvote.org/votecenterhiring">www.sccvote.org/votecenterhiring</a>
2	In the EAP Addendum, it is not clear how a voter can choose to access RAVBM or the timeline in which they can access it. Please include more details for voters who wish to request this method of voting.	A link to obtain more information on RAVBM and how to access the RAVBM system has been added to the EAP web page.
3	Dear Registrar of Voters, As a former Precinct Inspector in over 15 elections, I would like to provide comments on the EAP Addendum about Vote Centers. Even though Executive Order N-67-20 removes the requirement for counties to have Vote Centers open 10 days before Election Day, I encourage you to consider having at least some 11-day Vote Centers, though not necessarily one per 50,000 registered voters. For example, in neighborhoods where the Vote Centers in the March 3, 2020 Primary Election had high turnout rates, we should continue to have 11-day Vote Centers in those neighborhoods. As in any presidential election, we tend to have more new voters who may not be familiar with the process of voting and who need in-person help such as that offered in Vote Centers. There are also voters who need replacement ballots and voters who need language access. Having some Vote Centers open for more than 4 days will enhance the voting experience of many voters in these trying times of COVID-19 because, when in-person voting is available for many days, the arrival of the voters is likely to be spread over those days. Therefore, the voters are less likely to have to wait in long lines due to social distancing.	Thank you for your feedback. To minimize the risk of exposure to COVID-19 for our voters, volunteers, and staff, we decided to open vote centers for only 4 days pursuant to the executive order and changes in state law. Our data from the March primary shows that most voters visited vote centers during the final 4 days of operation.
4	Dear Registrar of Voters, I would like to provide comments on the EAP Addendum about Vote Centers. Even though Executive Order N-67-20 removes the requirement for counties to have Vote Centers open 10 days before Election Day, I encourage you to consider having at least some 11-day Vote Centers, though not necessarily one per 50,000 registered voters. For example, in neighborhoods where the Vote Centers in the March 3, 2020 Primary Election had high turnout rates, we should continue to have 11-day Vote Centers in those neighborhoods. As in any presidential election, we tend to have more new voters who may not be familiar with the process of voting and who need in-person help such as that offered in Vote Centers. There are also voters who need replacement ballots and voters who need language access. Having some Vote Centers open for more than 4 days will enhance the voting experience of many voters in these trying times of COVID-19 because, when in-person voting is available for many days, the arrival of the voters is likely to be spread over those days. Therefore, the voters are less likely to have to wait in long lines due to social distancing.	Thank you for your feedback. To minimize the risk of exposure to COVID-19 for our voters, volunteers, and staff, we decided to open vote centers for only 4 days pursuant to the executive order and changes in state law. Our data from the March primary shows that most voters visited vote centers during the final 4 days of operation.
5	<p><b>Updated Vote Center Map-</b> We believe it would be useful to provide an updated 4-day vote center map in the Addendum, if it is finished before the Addendum is finalized.</p> <p><b>Updated Vote Center Support for People with Disabilities-</b> We see that you've included language under "Outreach Methodology" that you intend to "ensure that in-person Vote Centers will be safe and accessible for voters who need them" and that "ROV will create messages to inform voters where in-person voting is available and what safety precautions will be in place to protect them, including social distancing and personal protective equipment." This is a very important change in the administration of this election and should be reflected in the EAP or, at least, in the Addendum.</p> <p><b>Mask Wearing-</b> It would also likely be useful to explain the policy to be implemented with regards to mask wearing, how poll workers will be trained to manage those without masks at vote centers, and what voters should expect in vote centers regarding mask wearing.</p> <p><b>Outreach Methodology-</b> This section did not specifically include outreach to Disability Community Groups regarding the upcoming election. Given the benefits of vote centers and Remote Accessible Vote-by-Mail, specific outreach to the disability community would be highly beneficial and would likely calm some fears or concerns regarding the many changes to the November election.</p> <p><b>Remote Accessible Vote-by-Mail-</b> We believe you have done a great job describing the RAVBM system with an adequate amount of detail, including adding our previous comments regarding including that RAVBM is not "Internet voting." We do think it would be beneficial to address what Santa Clara County voters must do in order to request an RAVBM ballot in your county, especially now that RAVBM is available to all voters.</p>	<p><b>Updated Vote Center Map-</b> An updated Vote Center map was added to the EAP page on the ROV website.</p> <p><b>Updated Vote Center Support for People with Disabilities/Mask Wearing-</b> Details were not finalized at the time of publishing the EAP Addendum. Once procedures are finalized, ROV can provide copies of procedures.</p> <p><b>Outreach Methodology-</b> The outreach methodology for individuals with disabilities will follow the same methodology outlined in the March EAP, particularly Part 2, Section 3, found on pages 25-27.</p> <p><b>Remote Accessible Vote-by-Mail-</b> Details on where to find more information on RAVBM has been added to the main EAP web page.</p>

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**Vote Center Locations:** We understand the extraordinary conditions under which the Santa Clara County elections office is operating due to the COVID-19 pandemic and that securing voting locations may be tougher this election. While Governor Newsom’s Executive Order No. N-67-20 and Senate Bill 423 allow VCA counties to only open 4 day vote centers, we nonetheless urge your office to consider hosting 11-day vote centers in order to provide voters more opportunities for early voting. Unfortunately, the COVID-19 pandemic is disproportionately affecting communities of color across the state, and particularly the Latinx community in Santa Clara County.<sup>1</sup> Voters from these communities, as well as other historically disenfranchised communities including voters with disabilities, limited-English proficient voters, unhoused voters, and young and new voters, rely on in-person voting locations in order to receive critical voter services and assistance as well as to register or re-register up until and on Election Day. Providing 11-day vote centers will give voters more opportunities to take advantage of these services and will also allow voters to feel safer when voting without having to worry about crowds. We also ask that Santa Clara County provide other options for voting such as curbside voting, mobile vote centers, and the opportunity to make appointments. We believe providing these options will help with social distancing and voter confidence. Further, we ask that Santa Clara County ensure that all vote centers will be accessible to voters with disabilities.

**Vote Center Locations-**

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**Language Assistance:** Language assistance will be more essential than ever this election season as voters are facing changes to the way elections are conducted, concerns about health and safety due to COVID-19, and even uncertainty around the election due to an influx of misinformation and attack on the security of vote-by-mail. Santa Clara County is mandated to provide election materials in all languages required in the county under Section 203 of the federal Voting Rights Act and Cal. Elec. Code § 14201, including: Chinese, Spanish, Tagalog, Vietnamese, Korean, Khmer, Punjabi, Gujarati, Hindi, Japanese, Nepali, Tamil, and Telugu. These materials include providing facsimile ballots and translated signage in all required languages and at all vote centers in the county, not just “targeted” and “designated” vote centers as the Addendum states. See Cal. Elec. Code § 4005 (a)(6)(C). Aside from the legal requirements, because Santa Clara County is a VCA county and voters can vote at any vote center in the County, its critical for language access services and translated materials to be provided across the county. We ask that you please modify your plan to state that translated materials and facsimile ballots will be available at all vote centers. Further, because of a greater emphasis on vote-by-mail this November election, we encourage Santa Clara County to take steps to identify voters with language needs by (1) sending mailers and emails to voters asking them to select a language preference for election materials and (2) proactively informing voters of the availability of translated election materials and that they can request receipt of translated materials, including facsimiles, via mail. With the November 2020 election introducing new challenges to voting and fewer opportunities for in-person assistance, we ask that you add information to your website about language access and provide translated versions of key information to voters. On the SCROV website, there is no main landing page for language access and no clear location or instructions for updating language preference. We believe this could be accomplished by creating a page that includes your office’s number to update language preference via phone, a link for voters to update their voter registration (in language), and/or a separate application specifically for updating language preference (in language). Key information, such as how to get ready to vote, how to mark and return a VBM ballot, accessible voting information for disabled voters, and instructions for signature verification should be translated into all Section 14201 languages in addition to Section 203 languages and linked to through a language access landing page. Further, we are concerned that there are no translated instructions for LEP voters to use while navigating your e-services site, which includes essential services like vote center location look-up and the vote-by-mail replacement request form. While we understand translating the entire site might prove to be difficult at this stage, we strongly encourage your office to provide more informational in-language videos or translated written instructions to increase language access to these online services. Also, we ask that you please clarify whether you intend to host bilingual workshops for each language community, as required under Cal. Elec. Code § 4005(a)(10)(i)(VI)(ia). Workshops need to be held in all required languages. Finally, attached is a language access checklist created by AAAJ-ALC and ACLU for VCA counties as a reference. See Attachment 1.

**Language Assistance-**

Thank you for your feedback, the EAP Addendum was updated to better reflect the language assistance in Vote Centers.