



**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](http://sccgov.org/voterschoice). These forms can be mailed or emailed back to the ROV via [voterschoice@rov.sccgov.org](mailto: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](mailto: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](http://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.