



**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. 14<sup>th</sup> 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 Sherriff'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.