

County of Santa Clara

Registrar of Voters

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Language Accessibility Advisory Committee Meeting

May 28, 2020 | 1:30-3:00 via Zoom

Join Zoom Meeting
<https://sccgov-org.zoom.us/j/92112256196?>

Meeting ID: 921-1225-6196
Password: 383413

Phone in: (408) 638-0968

Members: Vishnu, Jessica Ho, Adria Orr, Merryl Kravitz

Staff: Shannon Bushey, Virginia Bloom, Michael Borja, Liz Oviedo, Kellie Siegel, Evelyn Mendez, Nina Jordan, Bob Nguyen, Jacob Salazar, Julia Saenz, Vanessa Hamm, Fangchun Tsai, Bren Lehr, Pamela Hamilton, Christina Rivas-Louie, Paulo Chang

Introductions

- New member introductions.
- ROV introduced Evelyn Mendez as the new meeting facilitator.

I. 12/19/19 Meeting minutes

- Minutes approved from December 2019 LAAC Meeting.

II. Agenda

- **Recap of March Election**

- i. Overall success (Shannon Bushey, ROV)

- a) What went well

- Successful voter turnout of 52.12% for a Primary Election. 87% used VBM and 13% voted at a Vote Center.
 - No errors on ballots or CVIGS, successful implementation of new voting system, electronic poll books, tracking systems, and payroll method.
 - Hired 1,600 extra help staff, many were bilingual, allowing the ROV to continue to provide bilingual assistance to voters at vote centers.

- b) What we can improve on

- ROV divisions are currently undergoing debriefings on the March election to improve procedures for November. ROV will share key points from debriefings with members.
 - Member asked if we tracked the number of requests received for bilingual assistance and could determine how well the resource was utilized. ROV confirmed we did not track but plan to do so in the future.
 - Member asked if there were issues with access to VoteCal. ROV confirmed there were no issues with voting equipment but there were some Wi-Fi connectivity

issues during the early voting period. ROV was able to troubleshoot and resolve quickly.

III. ROV Division Reports

- ROV Division Reports
 - a) Equipment (Mike Fong, ELVS Manager)
 - ROV presented various voting equipment available in vote centers such as electronic pollbooks, touch screen ballot marking devices, on demand ballot printers, and ballot tabulator. ROV also presented voting equipment used at the ROV, including scanners for VBM ballots, CVR ballots, and provisional ballots.
 - b) RAVBM, Drop boxes (Pam Hamilton, Election Processing Supervisor)
 - ROV confirmed the majority of voters utilized VBM. There were 98 drop boxes available. ROV also announced achievement of the RAVBM ballot being accessible in 9 languages for the first time.
 - c) Vote Centers (Paulo Chang, Precinct Ops Manager)
 - ROV successfully staffed 114 vote centers. ROV announced trends indicated voters preferred voting on the new touch screen technology, which easily allowed voters to choose to vote in their preferred language.
 - Member brought up concern of touch screens in November due to COVID-19. ROV will implement stringent sanitizing protocols, including disinfecting equipment, supplies, and providing voters with PPE. ROV is working to procure all supplies.
 - d) Outreach (Paulo Chang, Precinct Ops Manager)
 - ROV performed 80 presentations within the community, visited high schools to provide voter education, preregistration to seniors, and recruited students to work at the vote centers.
 - ROV confirmed the VEOC is active with chair members and are dedicated to educating community on VCA.
 - e) Direct mailers, VARF (Julia Saenz, Voter Reg Manager)
 - ROV received over 8,000 direct mailers back from voters with updates to their preferred language, email, phone number, and/or updated address.
 - VARF has been updated to reflect change of law to allow voters to submit written requests instead of registration cards to update address and political party after 15 day close. ROV plans to share new VARF with committee in future meetings.
 - f) Official ballots, translations, staffing (Liz Oviedo, Ballot Layout Manager)
 - BLD produced 10,000 different versions of the ballots due to 54 unique ballot types, various parties, and languages. Pamphlets were produced in the 5 federally mandated languages.
 - Member requested ROV to improve the quality of ballot paper and make correction to font of Hindi.
 - g) Media and Advertising (Evelyn Mendez, Public and Legislative Affairs Manager)
 - ROV underwent the largest advertising campaign it has ever had. VCA advertising reached voters through print, digital, radio, tv, transit, and social media.

II. November Election

- i. COVID Status – (Shannon Bushey, ROV)
 - Assembly Bill 860: Proposes RAVBM ballot be accessible to all registered voters. Would require every county to have a system to track VBM ballots. ROV already tracks ballots using Ballot Trax. Would change Postmark +3 rule to Postmark +20.
 - Senate Bill: Proposes decreasing Vote Center opening from 10 to 4 days. The legislature did not change the number of vote centers the ROV will be required to open.
- ii. Executive Order
 - Governor issued an executive order for every voter in CA to receive a VBM ballot. Santa Clara County already does this with implementation of VCA.
 - Governor is expected to issue another executive order regarding the number of Vote Centers VCA counties will be required to open for November.
- iii. New Languages
 - Per Elections Code section 14201, ROV is required to produce facsimile ballots in 5 additional languages (Nepali, Punjabi, Tamil, Gujarati, Telugu) for the November Election.
 - ROV requested help from LAAC to recruit members to assist BLD with translations and proofing for all of the 14 required languages.

III. Next steps

- Future meeting key dates
 - i. **Jun 25, Jul 30, Aug 27**
- Future agenda items
 - VBM to provide statistical comparison of RAVBM usage compared to prior elections and discuss whether we promoted it more than previous years.
 - Presentation on new ROV logo from PLA.
 - Demo of “How to Videos” from PLA.