

County of Santa Clara

Registrar of Voters

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Language Accessibility Advisory Committee Meeting Jan 19, 2021 | 1:30-3:00 via Zoom

Join Zoom Meeting

<https://sccgov-org.zoom.us/j/99747418264>

Meeting ID: 997 4741 8264

Phone in: (669) 219-2599

Phone in: (669) 900-6833

Staff: Shannon Bushey, Virginia Bloom, Evelyn Mendez, Julia Saenz, Mike Fong, Paulo Chang, Liz Oviedo, Bren Lehr, Bob Nguyen, Alfred Gonzales, Vanessa Hamm, Martin Weakley, Christina Rivas-Louie, April Bracamonte, Janora Blow, Souny Sinwongsa, Stephanie Duarte, Lillian Tsai, Natalie Goolsby, Ryan Aralar, Jose Posadas, Kellie Siegel, Jamie Gomes

Member: David Kim, Adria Orr

Minutes

I. Introduction of New Members

i. Review of rules and regulations of committee

- No new members present. Evelyn Mendez introduced ROV staff members and reviewed the rules of the committee with the group.

II. Review and approve minutes

i. August 27, 2020 minutes

- Motion to approve minutes by David Kim and approved unanimously by the committee.

III. Review of November 3, 2020 Presidential General Election (Shannon Bushey, ROV)

- ##### i. Brief overview on the successes of this Presidential Election, especially considering the many challenges the ROV faced given the pandemic, media messaging to distrust the Post Office and the Vote by Mail (VBM) system. To combat these voter concerns, the ROV conducted presentations and media outreach to educate voters on the many ways to vote and to reassure the safety of VBM. These efforts were very successful, as seen in a record being set this election for the highest number of voters. Additionally, there were no errors in any of the pamphlets or Official Ballots.

A. ROV Division Reports

ii. Vote by Mail (Alfred Gonzales, VBM Manager)

- How many voters/facilities used the Emergency Ballot Program?
 - a. 110 Emergency Ballot Delivery Applications were submitted between 9/20/2020 -11/3/2020.
 - b. Letters, calls, emails, and faxes were sent to qualified facilities between 8/25/2020 -10/28/2020.

- How many voters used curbside voting?
 - a. 18 people utilized curbside voting at the ROV office.
- How many used the Remote Access Vote by Mail?
 - a. A total of 5,709 voters used RAVBM between period of 9/19/2020 – 11/3/2020.
 - b. Voter Types: UOCAVA = 4,977; Absentee = 732.
- How many accessed the CVIG through Democracy Live?
 - a. 3,025 hits for CVIGs between the dates of 10/5/2020 -11/3/2020.
- How many requested facsimile ballots?
 - a. Facsimile ballots in 5 additional languages, Gujarati, Nepali, Punjabi, Tamil, and Telugu, were created for the November election. The ROV office did not issue any facsimile ballots.
 - b. Member asked how many Official Ballots were issued in other languages?
 - i. VBM did not have the exact statistics to answer but will present findings at the next LAAC meeting.
- How many request tapes, etc.?
 - a. VBM notified members who are part of the Audio File Program. No requests were made.

iii. Precinct Operations (Paulo Chang, Precinct Ops Manager)

- How many voted at the vote centers?
 - a. 100 vote centers were booked for the election but only 99 were open due to a last-minute cancellation.
 - b. 59,340 voter check-ins at Vote Centers over 4 days open period.
 - c. Voting methods statistics:
 - i. Audio with touchscreen: 24 ballots (22 English, 2 other languages)
 - ii. Paper: 21,284 (19,237 English, 2,047 other languages)
 - iii. Touchscreen: 38,032 (35,564 English, 2,468 other languages)
- How many used curbside at the vote centers?
 - a. 42 voters
- How many utilized the language services at the vote centers?
 - a. 304 requests were documented for language assistance.
 - b. Member asked how many and/or what percentage of voters requested a language preference through their voter registration profile.
 - i. ROV did not have the statistics to answer this question but will add this to the agenda for the next LAAC meeting.
- How many ballots voted on?
 - a. 59,340 (counting PV, CVR, spoiled, etc....)
 - b. There were 53 facsimile ballots requested out of the 59,340 check-ins. Most common language request was Punjabi.
- Recruitment *LAAC
 - a. Hired 1,883 election worker staff.
 - i. 1,059 monolingual, 824 bilingual.
 - b. Each person had to be certified with training to be cleared to work the election.
 - c. ROV asks for continued participation from LAAC members to spread the word about election work opportunities. It is important for interested

workers to know they need to apply months in advance to allow for county hiring time and adequate training.

- d. Due to the pandemic and schools being virtual, there were added challenges while recruiting high school students. The ROV was still able to recruit over 100 students to participate in the election.
 - e. The Presidential Election sparked high interest in volunteers.
- iv. Administrative Services Division (Iliena Hernandez, Admin Services Manager)
- Presented by Stephanie Duarte on behalf of Iliena Hernandez.
 - Analytics Web stats – clicks, visits, page views, devices, audio files
 - a. Data was retrieved via Siteimprove and documents a time span of 10-1-20 through 12-31-2020.
 - b. Web pages are translated in Chinese, Spanish, Tagalog, Vietnamese.
 - i. Web page translations are performed by ROV staff.
 - c. Site Visits total: October 357,949, November 155,212, December 9,884.
 - d. Total page view between October – December: 816,949.
 - i. Most popular pages by page views:
 1. ROV Home Page
 2. Official Ballot Drop Box and Vote Center Sites Information
 3. How to Mark Your Voter by Mail Ballot
 4. Returning Vote by Mail Ballots
 - e. Popular device types: mobile 56%, desktop 41.58%, tablet 2.42%
 - f. Presented Translated Page Views and Site Visits:
 - i. Chinese: 2,194 page views, 1,671 visits
 - ii. Spanish: 2,335 page views, 1,868 visits
 - iii. Tagalog: 4,373 page views, 395 visits
 - iv. Vietnamese: 1,188 page views, 862 visits
 - g. Audio files 1,755 combined page views
 - h. LAAC members are encouraged to email ROV-ASD@rov.sccgov.org with any recommendations on how to make language pages more prominent to voters.
- v. Ballot Layout Division (Liz Oviedo, BLD Manager)
- How many requested the CVIG in large print?
 - a. 5 large print CVIGs were requested and printed at the ROV office.
 - How many facsimile languages produced for this election?
 - a. Bilingual facsimile ballots were produced in Gujarati, Nepali, Panjabi, Tamil, and Telugu. These ballots were available at all vote centers, the ROV office, and mailed to voters upon request.
 - Ballot types and CVIG
 - a. CVIGs are mailed to all registered voters. An estimated count of over 1 million CVIGs were sent in English, 15,000 in Chinese, 17,000 in Spanish, 2,600 in Tagalog, and 30,000 in Vietnamese. Large print version was available upon request, in addition to the eBook format, which is electronic 508 compliant on website, and a RAVBM version to all voters.
 - b. Bilingual Official Paper Ballots were produced in Chinese, Spanish, Tagalog, Vietnamese, Korean, Khmer, Japanese, and Hindi.
 - c. 2,544 Paper ballots produced (318 x 8 bilingual language versions).
 - d. 2,862 Touch Screen, Audio, and RAVBM ballots were produced (318 unique ballot types x 9 language versions for each format).
- vi. Public & Legislative Affairs Division (Evelyn Mendez, PLA Manager)

- Video of election coverage presented to committee. Video filmed and produced by the ROV.
- Advertising stats
 - a. ROV had a large budget for advertising to encourage voter participation and to spread the word on the various and safest ways to vote. Advertising efforts included:
 - i. A wrapped Caltrain with message to “Vote safe, vote from home.”
 - ii. Over 150 Vote Safe magnets placed on ROV rentals, vans, and trucks as they delivered voting materials to the Vote Centers, in addition to courier vehicles as they drove around the county picking up and dropping off ballots.
 - iii. 19 advertising billboards throughout the county in various locations.
 - iv. Shopping cart advertisements – Lucky’s, Foodmax, and Safeway in English. Language advertisements in Korean at Kyopo Plaza, 99 Ranch Supermarket in Chinese, and Chavez Supermarket in Spanish.
 - v. Outreach through radio, sports, print, and social media.
 - vi. Aerial advertising October 31- November 3rd for 4 hours each day.
 - vii. VTA buses had advertising on the sides, back, and interior cards of the bus.
 - viii. BART Station advertising at the Berryessa/Milpitas location, including mobile ads for all new riders.
 - ix. Election specific bookmarks, voter education materials, and a Pocket Guide to voting were handed out to all community members who utilized curbside pick-up at any one of the 7 libraries located around the county.
 - x. News and Review print publication was distributed at outreach events and was available for pick up at all Santa Clara County City Clerk offices.
- Legislative Updates
 - a. Move to make Vote by Mail an option for all elections. Santa Clara County already does this, but this does impact other counties in California where Vote by Mail is not routine.
- New Laws – June Election
 - a. Ballot tracking required for all elections.
 - b. Next primary election will be held in June instead of March.
- vii. Voter Registration Division– (Julia Saenz, VRD Manager)
 - Voter Registration Stats
 - a. Milestone of 1 million registered voters met in October 2020.
 - How many requested CVR and PV in other languages?
 - a. 9,110 CVR – 8711 English, 91 Spanish, 30 Chinese, 266 Vietnamese, 1 Hindi, 4 Japanese, 7 Korean, 0 Tagalog and Khmer.
 - b. 1,038 Provisionals- 1,002 English, 18 Spanish, 2 Chinese, 13 Vietnamese, 1 Tagalog, 1 Japanese, 1 Korean, 0 Khmer and Hindi.
 - c. Member asked if a registered voter indicated a language preference in one of the new 5 languages, would they have been sent a facsimile ballot automatically or would they have needed to request it?
 - i. ROV confirmed that a voter would need to request the facsimile ballot.

Canvassing and Results

- viii. Canvassing – (Virginia Bloom, AROV)
 - Voter Turnout = 84.76%.
 - 863,964 ballots that were cast.
 - Canvassing is a 30-day period after election day. The ROV must go through many processes to certify an election, including a county mandated automatic recount. 2 contests qualified for this election, which occurred after certification on 12/3/2020.
- ix. Voting System - Logistics (Elections Logistics - Mike Fong, ELVS Manager)
 - Post-Election – What Happens?
 - a. ROV continues to process, count, and tally all eligible ballots.
 - b. Canvass: All voting activities are verified.
 - c. 1% Manual Count: ROV randomly selects 1% precinct of every contest and conducts a manual recount.
 - d. Election Certification occurs with the Secretary of State once all ballots are counted and tallied, activities are verified through canvassing, and all random 1% precinct manual counts are completed.
 - e. County Mandated Recount: This is performed when the margin is less than 25 votes difference. ROV conducted 2 recount contests for the November election.
 - f. Statement of Vote for Election: Report of all votes broken down by many versions of precincts, districts, and voting methods. Report is published on the ROV website along with past election reports.

IV. Next steps

- I. Future meeting key dates
 - i. **April 20, 2021**
- II. Future agenda items
 - i. VBM: Statistics on how many Official Ballots were issued in other languages.
 - ii. VRD: Statistics on percentage or number of voters who requested a language preference through their voter registration profile.