

County of Santa Clara

Registrar of Voters

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Voter Accessibility Advisory Committee Meeting Jan 21, 2021 | 1:30-3:00 via Zoom

Join Zoom Meeting

<https://sccgov-org.zoom.us/j/97299010439>

Meeting ID: 972 9901 0439

Phone in: (669) 219-2599

Phone in: (669) 900-6833

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

MEMBERS: Christine Fitzgerald, Maya Bareket, Lisa Quan, George Hama, Tricia Kokes, Matt and Lisa Cohen, Melanie Roland, Fred Nisen, Christina Gianola

Minutes

I. Introduction of New Members

- i. Review of rules and regulations of the committee
 - Evelyn Mendez introduced members and reviewed the rules of the committee with the group.

II. Review and approve meeting minutes

- i. September 15th, 2020
 - Motion to approve minutes by Maya Baraket, seconded by Tricia Kokes & Christine Fitzgerald passed unanimously.

III. Review of November 3, 2020, Presidential General Election

- i. Presented by Shannon Bushey, Registrar of Voters
 - A brief overview on the successes of this Presidential Election, especially considering the many challenges the Registrar of Voters (ROV) faced given the pandemic, media messaging to distrust the Post Office, and the Vote by Mail (VBM) system. To combat 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 the record set for this election of the highest number of registered voters and high voter turnout.

IV. Registrar of Voters Division Reports

a. Vote By Mail Report

- i. Presented by Alfred Gonzales, Vote by Mail 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.

- 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 the 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. VBM did not issue any facsimile ballots.
- How many request tapes, etc.?
 - a. We gave the option for Audio on our website, USB, or CD. A total of 3 people asked for a CD version.

b. Precinct Operations Division Report

- i. Presented by Paulo Chang, Precinct Operations 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 period.
 - How many used curbside at the vote centers?
 - a. A total of 42 people utilized curbside voting at vote centers.
 - How many utilized the language services at the vote centers?
 - a. 304 requests were documented for language assistance.
 - b. 6 requests to vote using Most Audio w/ Touchscreen Votes.
 - How many ballots voted on?
 - a. A total of 59,340 ballots were voted at Vote centers.
 - b. Audio with touchscreen: 24 ballots (22 English, 2 other languages)
 - c. Paper: 21,284 (19,237 English, 2,047 other languages)
 - d. Touchscreen: 38,032 (35,564 English, 2,468 other languages)
 - Staff Recruitment
 - a. Hired 1,883 election worker staff.
 - i. 1,059 monolingual, 824 bilingual staff.
 - b. Each person had to be certified with training to be cleared to work the election.
 - c. ROV asks for continued participation from VAAC members to spread the word about election work opportunities. Interested workers need to know 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 (107 mono, 50 bilingual).
 - e. The Presidential Election sparked high interest in volunteers.
 - Questions from VAAC members
 - a. Member asked if covid-19 impacted the wait time between voters?

- i. Voters were cautious and understood the social distancing. It was a smooth process. Voters voted early vs waiting last minute. Everyone was processed promptly.
- b. Member asked if we track voters with disabilities?
 - i. No, we do not track the voters with disabilities or ask the voters if they have a disability. We only track if a person needs assistance.
- c. Member asked about the ROV curbside voting service experience.
 - i. Vote centers have a designated parking spot with information poles to call a number for service.
- d. Member asked how does a voter vote curbside if they need special equipment?
 - i. We have a special cart with the touchscreen, printer, and battery strapped down to vote mobile.

c. Administrative Services Division

- i. Presented by Stephanie Duarte
 - Analytics Web stats – clicks, visits, page views, devices, audio files.
 - a. Data was retrieved via “Siteimprove” and documents from 10-1-20 through 12-31-2020.
 - b. Web pages are translated into 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 views between October – December: 816,949.
 - i. Most popular pages by page views:
 1. ROV Home Page
 2. Official Ballot Dropbox 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. Audio files 1,755 combined MP3 combined page views.
 - g. VAAC members are encouraged to email ROV-ASD@rov.sccgov.org with any recommendations on how to make our pages more prominent to voters.

d. Ballot Layout Division Report

- i. Presented by Liz Oviedo, Ballot Layout Manager
 - How many requested the CVIG in large print?
 - a. 5 large print CVIGs (11x17) were requested and printed at the ROV.
 - 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’s
 - a. CVIG’s are mailed to all registered voters.
 - b. 5 Mandated languages – English, Chinese, Spanish, Tagalog, and Vietnamese. A large print version was available upon request, in addition to the eBook format, which is electronic 508 compliant on the website, and a Remote Accessible Vote by Mail version to all voters.
 - c. 2,544 Unique Paper ballot types produced (318 x 8 bilingual language versions).

- d. 2,862 Unique Touch Screen, Audio, and RAVBM ballot types were produced (318 unique ballot types x 9 language versions for each format).

e. Public & Legislative Affairs Division

- i. Presented by Evelyn Mendez, Public and Legislative Affairs Manager
 - Video of election coverage presented to the committee. Video filmed and produced by the ROV.
 - Legislative Updates
 - a. Proposed legislation to move to open vote center for only 4 days. Santa Clara County already does this, but this does impact other counties in California where Vote by Mail is not routine.
 - New Laws
 - a. Ballot tracking is required for all elections.
 - b. The next primary election will be held in June instead of March for the Governor.

f. Voter Registration Division

- i. Presented by Janora Blow
 - Voter Registration Stats
 - a. Milestone of over 1 million registered voters met.
 - 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.

g. Canvassing and Results Report

- i. Presented by Virginia Bloom, Assistant Registrar of Voters
 - Voter Turnout = 84.76%.
 - 863,964 ballots that were cast.
 - Canvassing is 30 days 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; no changes in any of the contests occurred following the recounts.

h. Voting System - Logistics

- i. Presented by Mike Fong, Election & Voting Systems 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 Votes Cast for Election: Report of all votes broken down by many versions of precincts, districts, and voting methods. The report is published on the ROV website along with past election reports.
- Questions from VAAC Members
 - a. Member asked with 4 days of opening before the election, when can you start counting?
 - i. The Registrar of Voters counts ballots up to 2 weeks before the election, however we are not allowed to view the results until election day. It is stored securely in the system.
 - b. Member asked how often are the drop boxes emptied?
 - i. We do so frequently, as the boxes can fill up quickly. We train multiple courier teams working on a schedule to empty the drop boxes.
 - c. Member asked why doesn't the courier team pick up the entire drop box on the last day?
 - i. The couriers do not have the resources to retrieve the metal boxes. We send out a special team after the election to pick them up.
 - d. A member asked if Santa Clara County experienced any fake drop boxes as mentioned on the news?
 - i. Santa Clara County did not have any unofficial/fake drop boxes. We did receive a few reports of unmatched drop boxes at some sites. These were the boxes that we put up in anticipation of overflow.

V. Next steps

- a. Future meeting key dates
 - i. April 22, 2021, at 1:30 PM
- b. Future agenda items
 - i. Advertising stats to be shared by Evelyn Mendez.
 - ii. Go Green Team share.