

## Appendix G2

### Secretary of State's Office Summary

#### California Voter's Choice Act: 2020 General Election Election Access for Voters with Disabilities

The Secretary of State's office commissioned research from the University of California Center for Inclusive Democracy (USC) to provide an overview of voting access for voters with disabilities in VCA counties during the 2020 General Election. USC's report, *California Voter's Choice Act: 2020 General Election Election Access for Voters with Disabilities*,<sup>1</sup> surveyed 6,392 eligible voters from the 15 VCA counties as well as elections offices to analyze voters' experiences with VCA and VCA counties' efforts to serve voters with disabilities, respectively.<sup>2</sup>

#### Background

This report was commissioned to help understand the experiences of voters with disabilities in VCA counties. When registering to vote, individuals are not required to disclose a disability, but can indicate if they would like to receive voting materials in an accessible format. This information is directed to the voter's county. As a result, the Secretary of State's centralized voter registration system, VoteCal, does not capture information about voters with disabilities and their experiences. USC's research provides insight into how effective VCA counties have been in reaching and serving voters with disabilities.

#### Findings

VCA counties reported effective use of Voter Accessibility Advisory Committees (VAAC) in assisting with outreach to voters with disabilities in the community.<sup>3</sup> All

---

<sup>1</sup> Romero, M., Chami, B., (March 2022). *California Voter's Choice Act: 2020 General Election Election Access for Voters with Disabilities*. University of Southern California Center for Inclusive Democracy.

<sup>2</sup> California Voter's Choice Act: 2020 General Election Election Access for Voters with Disabilities. (p.11). This study was part of a larger survey to analyze the 2020 General Election.

<sup>3</sup> California Voter's Choice Act: 2020 General Election Election Access for Voters with Disabilities. (p.4)

counties met the VCA requirement of having a VAAC made up of members of the community and used the VAAC to provide knowledge to improve the delivery of election services to voters with disabilities<sup>4</sup>. Outreach to voters with disabilities in VCA counties included, on average, six different methods with the most common methods as community meetings and social media.<sup>5</sup> Three counties did not meet the VCA requirement of holding workshops due to COVID-19.<sup>6</sup> Training on sensitivity, voting options, and procedures was provided to vote center staff in all VCA counties to assist voters with disabilities.<sup>7</sup>

Remote Accessible Vote-by-Mail (RAVBM) is an option for voters to mark their selections using their own compatible technology to vote independently and privately at home. RAVBM ballot information was provided on county websites (though USC could not find it on four county websites), in voter guides and at county events.<sup>8</sup> Despite these efforts, RAVBM ballots were seldom used, with four counties reporting use by fewer than 20 voters; at most, three counties reported voters using more than 500.<sup>9</sup>

The most common methods utilized by VCA county elections offices to educate voters with disabilities were social media, community meetings and collaborations, and advertisements.<sup>10</sup>

Voters with disabilities were more likely to vote in person to access essential services including accessible voting machines, registering to vote, and to obtain a replacement ballot.<sup>11</sup> Also, voters with a disability were notably less likely to drive to a vote center and more likely to get a ride (including using a paid ride service) or use public transit when compared to the overall population of voters in VCA counties.<sup>12</sup>

The USC survey of voters with disabilities also revealed that there was room for improvement, citing that only 37% of all eligible voters surveyed in VCA counties

---

<sup>4</sup> *Id.*

<sup>5</sup> California Voter's Choice Act: 2020 General Election Election Access for Voters with Disabilities. (p.5)

<sup>6</sup> *Id.*

<sup>7</sup> California Voter's Choice Act: 2020 General Election Election Access for Voters with Disabilities. (p.6)

<sup>8</sup> *Id.*

<sup>9</sup> *Id.*

<sup>10</sup> California Voter's Choice Act: 2020 General Election Election Access for Voters with Disabilities. (p.7)

<sup>11</sup> California Voter's Choice Act: 2020 General Election Election Access for Voters with Disabilities. (p.8)

<sup>12</sup> *Id.*

were aware of voting changes in their county and just over 63% either thought no changes occurred, or were unsure.<sup>13</sup>

## **Recommendations**

This report did not contain any recommendations.

---

<sup>13</sup> California Voter's Choice Act: 2020 General Election Election Access for Voters with Disabilities.  
(p.6)

**USCPrice**

Sol Price School of Public Policy



CENTER FOR  
INCLUSIVE  
DEMOCRACY

# **California Voter's Choice Act: 2020 General Election Election Access for Voters with Disabilities**

**This research was commissioned by the California Secretary of State's Office and was independently conducted by the Center for Inclusive Democracy.**

### About the Center for Inclusive Democracy (CID)

Center for Inclusive Democracy (CID), formerly California Civic Engagement Project, is a nonpartisan research center serving the U.S. Founded and directed by Dr. Mindy S. Romero, CID moved to the USC Price School of Public Policy, Sacramento, California in 2018. CID conducts a range of national and multi-state research initiatives exploring voting behavior, civic engagement, electoral and economic research, the intersection of social justice and democracy, and more. Inclusive civic and political participation is critical in addressing disparities in social and economic well-being, and can improve health, education and employment outcomes.

### Voter's Choice Act Study Research Team

Mindy Romero, Ph.D., Director, Center for Inclusive Democracy (CID)  
Barbara Chami, CID Research Associate and Survey Specialist

### Acknowledgments

We would like to thank Anna Meier, Emily Pavia, Eleanor Love, and Alexander Richardson for their assistance with this report. We would also like to thank Astrid Ochoa and Gail Pellerin for their review and feedback on this report. We thank Jason Mendez at Snapshot Media for his graphic design services and Katherine Lee for her copy-editing expertise.

For more information about this report, contact Dr. Romero at [msromero@usc.edu](mailto:msromero@usc.edu).

We note here that the California Secretary of State's office did not provide review or feedback to CID on the contents of this report. The California Secretary of State's office did not transmit this report to the state's official VCA Task Force for formal review and input by its members. The Task Force members include select California county elections officials and representatives from many of the state's leading voter advocacy groups with an expertise in VCA implementation.

A draft of this report was submitted to the California Secretary of State's office on July 2, 2021. All data analysis was completed prior to this date. Data presented in this report was published after July in reports by the Center for Inclusive Democracy. Some text in this report was updated in March 2022 to reflect the report's delayed release by the Secretary of State, including a small number of county election survey submissions received after July, and to indicate that the report is now final.

Table of Contents

Executive Summary .....4

Introduction ..... 10

About the Study ..... 10

2020 General Election Context ..... 11

Demographic Variation Across VCA Counties ..... 12

VCA Counties’ Efforts to Serve Voters with Disabilities in the 2020 General Election ..... 15

Voters’ Experiences with the VCA in the 2020 General Election ..... 26

Conclusion ..... 32

Available Resources for VCA Implementation ..... 32

Notes ..... 33

Appendix ..... 34

## Executive Summary

In 2020, fifteen California counties with approximately half the state's registered voter population, opted to conduct elections as prescribed by the 2016 Voter's Choice Act (VCA). This voting model replaces neighborhood polling places with multi-service vote centers available up to ten days before Election Day. VCA counties send vote-by-mail (VBM) ballots to all registered voters, who can return them by mail, at a vote center, or at a secure ballot drop box.

In order to understand the impact of VCA implementation in the 2020 general election, the California Secretary of State commissioned a series of five research reports from university-based researchers. This report is one of three conducted independently by the Center for Inclusive Democracy (CID) at the University of Southern California. The report focuses on election access for voters with disabilities in counties adopting the VCA, as well as voters' knowledge of voting options and their preferences for voting. The VCA requires adopting counties to target outreach to voters with disabilities and ensure an accessible voting experience. They must also establish a Voting Accessibility Advisory Committee (VAAC) to advise the county elections office on electoral access for voters with disabilities. For a discussion of the study's methodology, please see the report (page 10). Findings address the following research questions:

1. What efforts did VCA counties engage in to serve voters with disabilities in the 2020 general election?
2. What were the experiences of voters with disabilities in the 2020 general election?

## Key Findings on Election Access for Voters with Disabilities in the 2020 General Election

### 1. VCA Counties' Efforts to Serve Voters with Disabilities

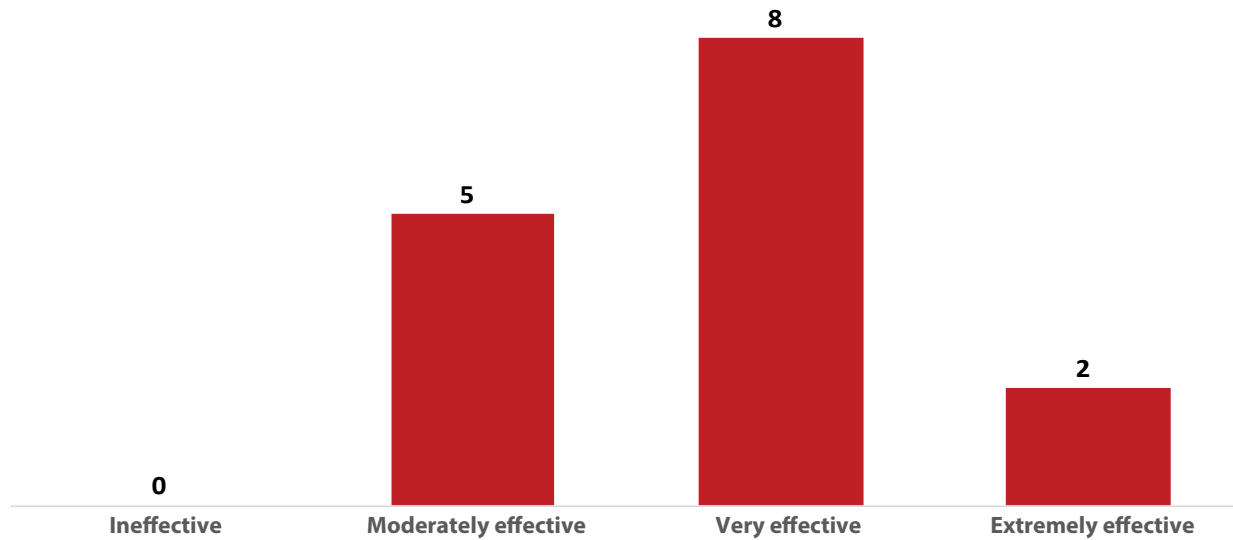
Findings in this section are based on a survey of the elections offices in all 15 VCA counties.

#### Robustness of VAACs varied across counties

All VCA counties met the requirement to establish a Voting Accessibility Advisory Committee (VAAC) for the 2020 general election, but their implementation and effectiveness varied from county to county. Several counties noted impacts of the COVID-19 pandemic on VCA implementation, including on holding VAAC meetings. While one county chose to reach out to individual VAAC members instead of convening meetings, the remaining counties held between one and six meetings with a range of two to 40 people in attendance. Nevertheless, counties most commonly reported their VAAC as very effective and all reported the VAAC to be at least moderately effective (see chart). County elections offices reported that their VAACs contributed to outreach efforts, assisted with implementation such as identifying siting locations, and informed best practices to improve services for people with disabilities.

FIGURE 1

### Self-Reported VAAC Effectiveness for the 2020 General Election (Number of counties out of 15)



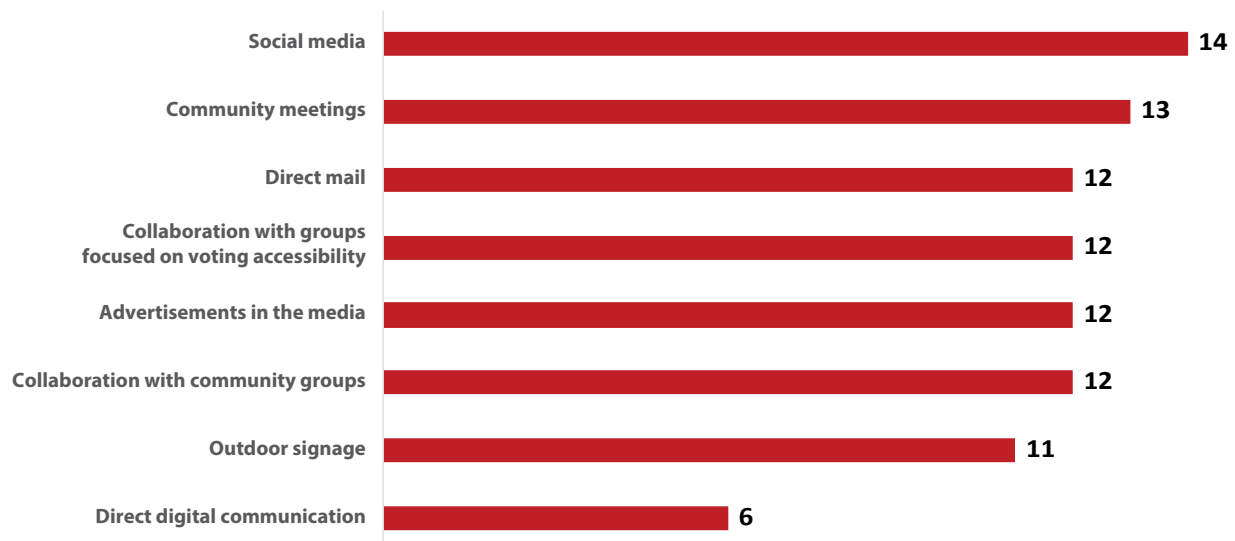
## VCA counties used numerous methods to reach out to voters with disabilities about the 2020 general election

Beyond the voter mailings required under California law and the VCA, VCA counties made specific efforts to inform voters with disabilities about their voting options. All counties reported having a specific plan to inform voters with disabilities about voting method changes and five counties had a dedicated staff person to serve voters with disabilities.

Counties used a range of methods to reach out to voters with disabilities to provide information about the 2020 general election. The most common methods to educate voters with disabilities were social media and community meetings (see chart). On average, VCA counties used six different methods to inform voters with disabilities and larger, more populous VCA counties reported using more diverse outreach methods than smaller counties. Twelve of the 15 VCA counties also held at least one virtual or in-person workshop for voters with disabilities. The three counties that did not meet the VCA requirement of holding workshops reported COVID-19 as the reason.

FIGURE 2

### VCA County Methods for Educating Voters with Disabilities in the 2020 General Election (Number of counties out of 15)





## VCA counties trained vote center workers on how to serve voters with disabilities

All VCA counties provided disability-related training to vote center workers. Most counties specified that this training included sensitivity training (12 of 15 counties), options for voters with disabilities (14 of 15), and computer or procedure training (10 of 15). The content for staff training in all counties was informed by the VAAC, Disability Rights California or other partnerships, and/or included content from the Secretary of State's office or another government agency.

## Counties prioritized voters with disabilities in siting voting locations

Because the VCA reduces the total number of voting locations in a county, adopting counties must work to ensure that site reductions do not pose additional accessibility challenges for voters with disabilities. For the 2020 general election, two thirds of VCA counties reported that voters with disabilities were a specific priority for siting locations, and a vast majority prioritized an easily accessible location and/or a site that meets ADA requirements. All counties except one (Sacramento) reported that proximity to public transit was a priority, and most (11 of 15) also prioritized alternative voting methods for voters with disabilities.

## Accessibility and use of the Remote Accessible Vote-by-Mail option varied by county

The VCA requires counties to offer the option of Remote Accessible Vote-by-Mail (RAVBM). With RAVBM, voters with disabilities can request an electronic ballot that they can download, read and mark using their own accessible technology, then print and cast the ballot by mail. All VCA counties reported having information about RAVBM on their county website, in voter guides, or at county hosted events. Three counties (Los Angeles, Madera, and Napa) also advertised about RAVBM. CID explored VCA county websites to observe the content and placement of RAVBM information and found a qualitative difference between sites. Although CID found RAVBM information on the elections websites of 11 counties (requiring 1-3 clicks to access), we were unable to locate RAVBM information on the websites of four counties.

The number of RAVBM ballots cast varied widely by county. At the low end, four counties reported that fewer than 20 voters used RAVBM ballots and at the high end three counties reported over 500 RAVBM ballots used. The counties with the lowest usage of RAVBM ballots did not fully match those whose websites had little to no RAVBM information based on CID's observation.

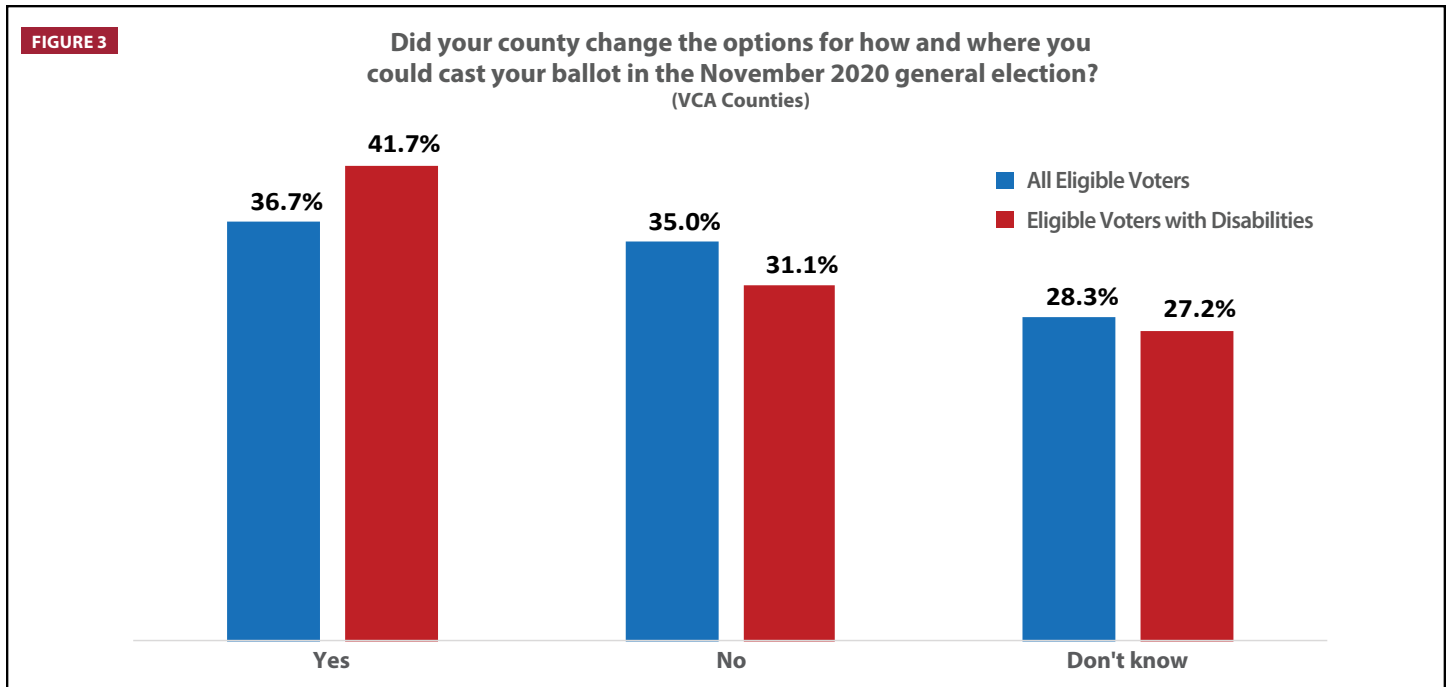
## 2. Voters' Experiences with the VCA in the 2020 General Election

Findings in this section are based on a representative survey of eligible voters (adult citizens) with a disability in California counties adopting the VCA. This survey is part of a larger CID statewide survey examining the 2020 general election.

### Voters with disabilities were more likely than voters in general to know that voting options had changed

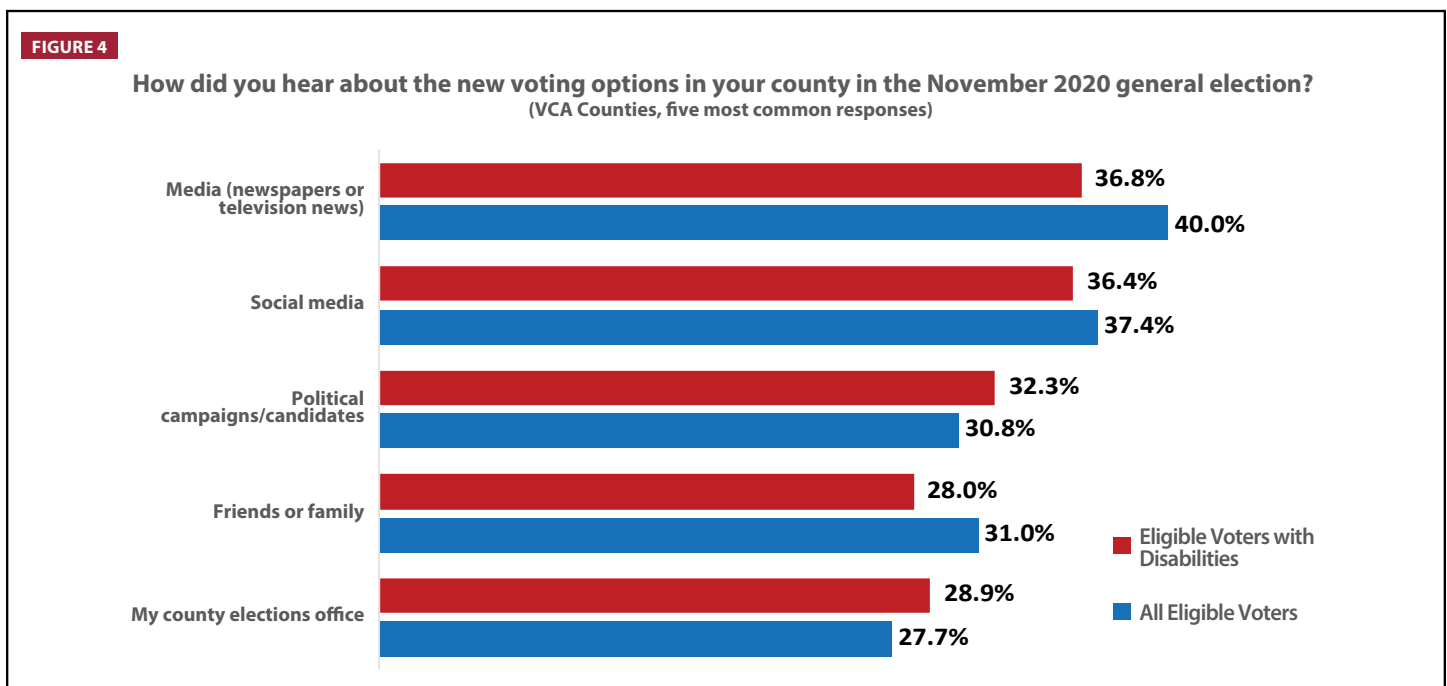
The survey asked eligible voters about their awareness of changes to voting options. The chart below shows how eligible voters answered the question, "Did your county change the options for how and where you could cast your ballot in the March 2020 primary election?" In VCA counties, 36.7% of all eligible voters answered Yes, indicating that they knew their voting options had changed. A higher percentage of voters with a disability (41.7%) said they knew their county changed the available voting options. However, over half said either that their county did not make changes (No) or they did not know this information (Don't know).

In Los Angeles County, a greater percentage of all eligible voters (42.2%) and eligible voters with disabilities (49.0%) said they knew their county had changed the available voting options compared to VCA counties altogether.



### Voters with disabilities most commonly heard about voting options from media, social media, and political campaigns or candidates

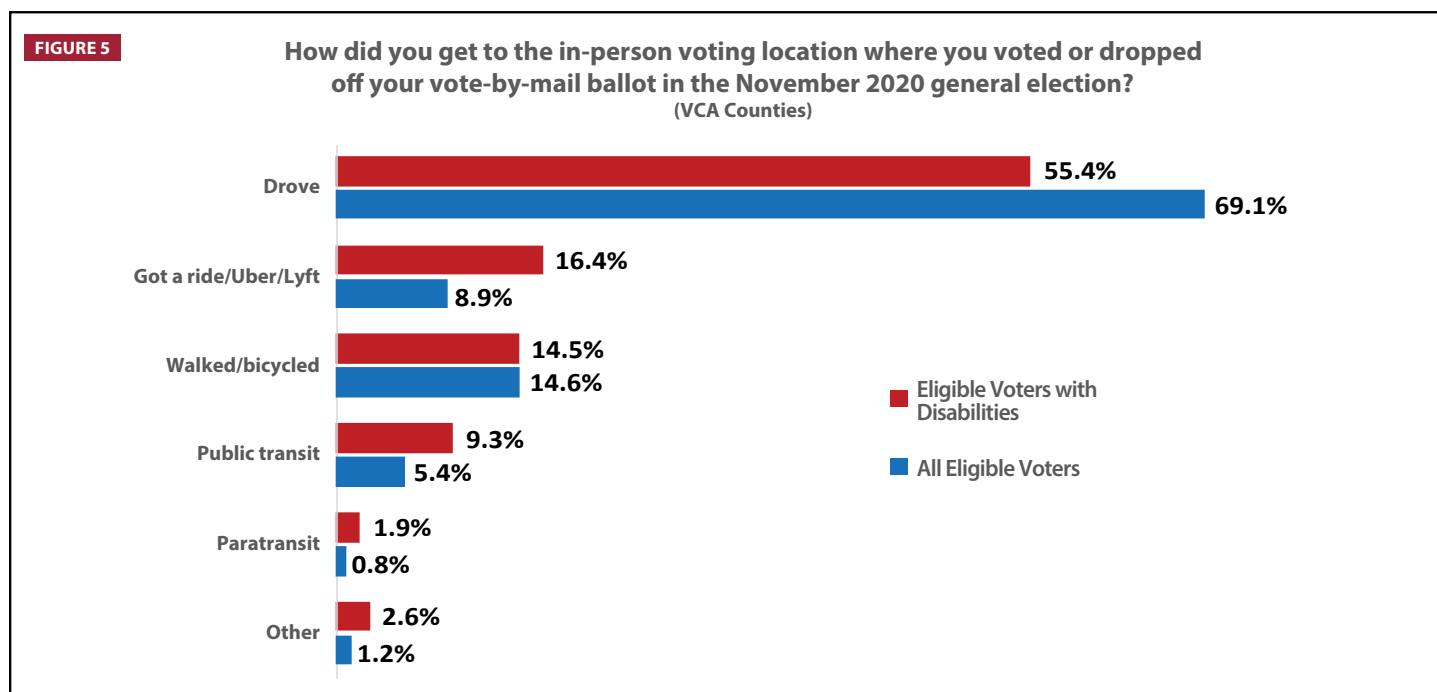
Common sources of information about new voting options were similar for eligible voters with disabilities compared to all eligible voters. For both groups, the most commonly reported sources were media (newspapers or television news), social media, political campaigns or candidates, friends or family, and the voter's county elections office (see chart).



When asked specifically about where they learned about the in-person location to vote or drop off their VBM ballot, three information sources were most common for all eligible voters, including those with disabilities. The most common information sources were the county voter information guide (reported by 32.5% of voters with disabilities and 37.0% of all eligible voters), followed by the county website (29.0% and 30.4%, respectively) and the VBM packet (28.0% and 27.1%, respectively). Data specific to Los Angeles County showed similar trends.

### Voters with disabilities more often relied on ride share or public transit to vote

In VCA counties, voters with disabilities who used a vote center reported clear differences in how they traveled there compared to all eligible voters. Voters with disabilities reported less often that they drove to their voting location and more often that they got a ride, used public transit, or used paratransit (see chart). Data specific to Los Angeles County showed similar trends.



### Among those who voted in person, voters with disabilities had a range of reasons for doing so

When asked why they voted in person at a voting location in the 2020 general election, voters with disabilities gave a range of reasons. When compared to all eligible voters, voters with a disability voted in person to access the following services: use an accessible voting machine, to register or update registration, and to fill out a replacement ballot. In contrast, eligible voters without a disability voted in-person at higher rates than voters with a disability to receive an "I Voted" sticker, to be seen representing their community, or because they did not trust the mail to delivery their ballot.

## Conclusion

The California Voter's Choice Act requires adopting counties to administer elections that are accessible to voters with disabilities and to provide targeted outreach so voters with disabilities are aware of voting changes and accessible options in their county. Despite the challenges of administering the 2020 general election in the midst of the COVID-19 pandemic, county elections offices reported a variety of outreach activities including hosting events, increasing digital and print advertisements, collaborating with community partners, and targeting outreach to voters with disabilities. The most common methods for educating voters with disabilities was through social media, community meetings, advertisements, and collaboration with community groups.

All counties met the VCA requirement of having a VAAC made up of members of the community and a large majority of counties said the VAAC provided knowledge that helped serve voters with disabilities including feedback on siting locations. In addition to voter outreach and education, a majority of counties reported that they prioritized the needs of voters with disabilities when selecting vote center locations and training staff.

The CID Voter Experience Survey revealed that voters with a disability are more likely than other voters to vote in person to access essential services including to use an accessible voting machine, to register or update registration, and to fill out a replacement ballot. Further, voters with a disability were notably less likely to drive to a vote center and more likely to get a ride (including using a paid ride service) or use public transit when compared to all voters in VCA counties.

Despite elections offices' outreach activities, CID's Voter Experience Survey revealed that there is room for improvement. Only 37% of all eligible voters in VCA counties were aware of voting changes in their county and just over 63% either thought no changes occurred or were unsure. Voters with disabilities were somewhat better informed with 42% aware of changes and 58% unaware.

It is important to note that voters with disabilities were more aware of voting options and services available under the VCA model when compared to all voters in VCA counties. The ways in which voters learned about voting changes were similar to the methods used by elections offices with traditional media (newspaper and television) and social media being the most common information sources.

## Introduction

In 2020, fifteen counties representing approximately half (49.6%) of California's registered voter population conducted their general elections as specified by the Voter's Choice Act (VCA). Under the VCA, voters may choose how, when, and where to cast their ballot. VCA-adopting counties are required to mail every voter a vote-by-mail (VBM) ballot which they may cast through the mail, drop off at a secure drop box, or surrender to vote in person. Neighborhood polling places are replaced with vote centers that offer a variety of services including early in-person voting, accessible voting options, language assistance, VBM ballot drop-off, and conditional voter registration. Vote centers are distributed throughout a county and open for voting up to ten days before Election Day.<sup>1</sup> The VCA requires adopting counties to administer elections that are accessible to voters with disabilities and to provide targeted outreach to voters with disabilities to inform them of voting changes and accessible options in their county.

The VCA requires adopting counties to administer elections that are accessible to voters with disabilities and to provide targeted outreach to voters with disabilities so they are aware of voting changes and accessible options in their county. In this report, we provide an analysis of the scope and reach of these efforts in VCA-adopting counties during the November 3rd, 2020 general election. We also provide findings from a survey of eligible voters about their experiences in the 2020 general election and voting preferences in future election.

We address the following research questions:

1. What efforts did VCA counties engage in to serve voters with disabilities in the 2020 general election?
2. What were the experiences of voters with disabilities in the 2020 general election?

In each of the following sections of this report, we provide an analysis of VCA counties activities related to outreach and education, the VAAC and other partnerships, and priorities for siting locations specific to voters with disabilities during the November 3, 2020 general election. The report then explores how voters with disabilities learned about voting options and their preferences for voting in future elections.

## About the Study

### Glossary

- **Election Administration Plan (EAP):** VCA-adopting counties are required to establish an Election Administration Plan, which details how the county intends to meet all requirements of the VCA, including how the elections office will engage the public and conduct outreach. The county must open the EAP to public comment before it is finalized.
- **Remote Accessible vote-by-mail (RAVBM):** RAVBM is a system that allows voters to mark their selections using their own compatible technology to vote independently and privately in the comfort of their own home. After a voter marks their selections, they print out the selections and return the print out the same way they would return any paper VBM ballot.
- **Voting Accessibility Advisory Committee (VAAC):** VCA-adopting counties are required to establish a county VAAC, comprised of members of the community, to advise the county elections office as it relates to access to the electoral process for voters with disabilities. Some non-VCA counties also have a VAAC.
- **Language Accessibility Advisory Committee (LAAC):** Counties adopting the VCA are required to establish a county LAAC to advise the county elections office as it relates to access to the electoral process for voters with limited English proficiency. Some non-VCA counties also have a LAAC.

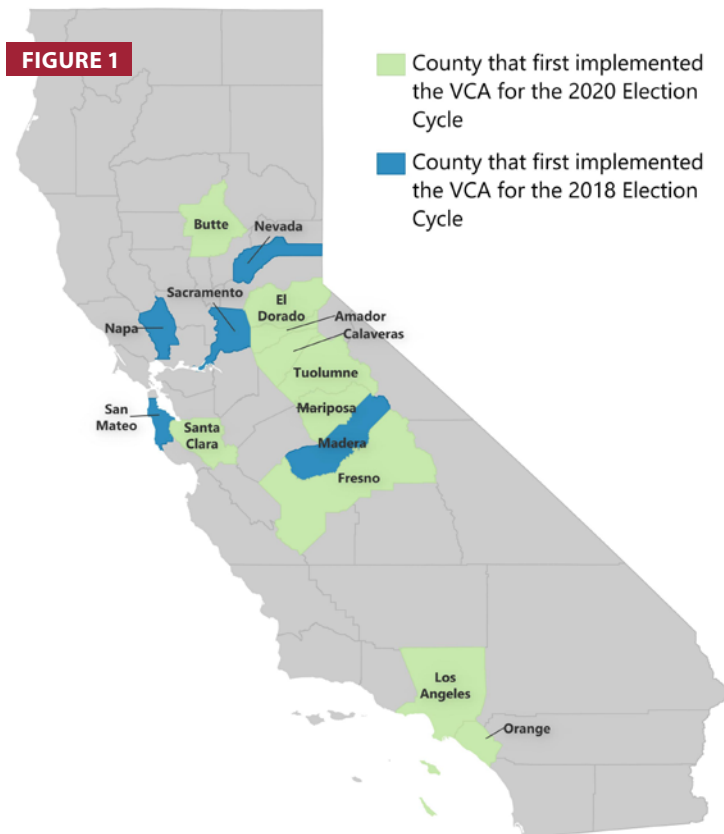
The VCA requires research be conducted that provides insight into the impact of the new voting model on each election. To meet this requirement for the 2020 general election, the California Secretary of State commissioned a series of five reports from university-based researchers with expertise in state elections to better understand the impact of the VCA on the 2020 general election. The Center for Inclusive Democracy (CID) at the University of Southern California independently produced this research report focused on VCA counties' engagement with voters with disabilities. CID produced two other reports for the Secretary of State's office on the topics of voter registration and turnout, and the outreach methods employed by VCA counties in the 2020 general elections. CID conducted a similar set of reports for the 2020 primary election.

The California Secretary of State also commissioned two VCA research reports by other university researchers: 1) A report by UCLA researchers examining VCA implementation in the general election specifically with regard to the language preference of voters, and 2) A report by researchers at Cal Tech providing a detailed examination of the challenges Los Angeles County experienced in its 2020 general election VCA implementation. These researchers also produced similar reports for the 2020 primary election.

As requested by the Secretary of State's office, CID conducted a survey of the election offices of all 15 VCA-adopting counties. The CID survey addressed: outreach methods, collaboration with the VAAC and other stakeholders, and vote center siting priorities employed by VCA county election offices. The survey questions were a combination of open-ended and multiple choice. These data are limited to the records kept by counties. As is common with surveys collecting self-reported data, a small number of counties completing the survey did not answer some survey questions or gave incomplete responses (noted as N/A in each data table below). Data from the open-ended questions were analyzed by creating categories that align with the survey responses. Additionally, any unique perspectives or robust responses were quoted or described in the body of the report.

CID also utilized findings from a CID statewide voter survey in order to examine some of the impact of outreach efforts from the perspectives of voters with disabilities. This analysis is part of a larger CID Voter Experience Survey examining the 2020 general election with a total sample of 11,423 eligible voter respondents with 6,392 from VCA counties. This large sample included out-sized numbers of members of the state's largest racial and ethnic groups as self-reported by respondents and voters with disabilities. Surveys were conducted in both English and Spanish.

## 2020 General Election Context



The Voter's Choice Act is an optional elections model for counties in California. In VCA counties, every registered voter is mailed a vote-by-mail (VBM) ballot, which voters can mail in or return at a newly established vote center or ballot drop box.

At vote centers, which replace traditional polling places, voters can cast their ballots in person, drop off their completed VBM ballots, access conditional voter registration, receive replacement ballots, and access additional resources, such as language assistance and accessible voting machines. Vote centers are open to voters for up to ten days prior to Election Day and available for all voters to utilize countywide. VCA counties are also required to develop and adopt an Election Administration Plan (EAP) and hold consultation meetings with voters with disabilities and language groups.<sup>2</sup>

In total, fifteen counties conducted elections under the VCA in 2020. Five counties, Madera, Napa, Nevada, Sacramento, and San Mateo first adopted the VCA in 2018. The following counties adopted the VCA for the 2020 election cycle: Amador, Butte, Calaveras, El Dorado, Fresno, Los Angeles, Mariposa, Orange, Santa Clara, and Tuolumne (Figure 1). The 2020 general election was the first election in Los Angeles County where all registered voters received a VBM ballot.<sup>3</sup>

## Conducting a Safe and Accessible Election

The presence of the COVID-19 pandemic during 2020 made the California general election challenging for both election officials to administer and voters to safely access. Legislation was passed to address the impact of the pandemic on the election: Assembly Bill 860 and Senate Bill 423.<sup>4</sup> Both bills directed changes in how the election was administered in VCA counties. Most notably for VCA voters, Assembly Bill 860 expanded the window of acceptance for a VBM ballot by two weeks. VBM ballots that were mailed were accepted if postmarked on or before Election Day and received by the county elections office no later than 17 days after Election Day. VCA counties were only required to open vote centers beginning three days before Election Day, but were required to still provide the number of drop boxes (one for every 15,000 registered voters) and voting locations (one for every 10,000 registered voters) as specified by the VCA. Under Senate Bill 423, VCA counties were allowed to reduce the length of time their 11-day vote centers were open to only 4 days (starting 3 days prior to Election Day). The legislation also ensured that there would be accessible and safe in-person voting available for people with disabilities.

## General Election Coronavirus Funding

Assembly Bill 89 and Assembly Bill 100 appropriated state and county funding for the 2020 general election consistent with California's requirements to reduce the spread of COVID-19.<sup>5</sup> This funding was in addition to funds allocated under state or local budget authority, as part of the normal conduct of elections. A portion of the funding (\$57,246,236) was used for the following activities in order to conduct the general election during the COVID-19 pandemic: increased costs related to all aspects of voting by mail, equipment needs for processing increased VBM ballots and meeting the in-person voting requirements, permanent and temporary staffing, additional security, specialized training of staff and election workers, cleaning and disinfection, personal protective equipment, and polling locations and election facilities. Another portion of the new funding was used for outreach and communication (\$11,999,998). See appendix for allocated funding amounts per VCA county.

## Demographic Variation Across VCA Counties

The VCA was made available to California counties with a goal that it would enable elections offices to better serve the needs of voters and to increase voting access for historically underrepresented groups, therefore understanding the diversity of county populations is an important component in the assessment of the VCA's impact. Overall, eligible voters in counties adopting the VCA in 2020 were more racially and ethnically diverse, and had higher proportions of the population who were foreign-born and who were limited English proficient than California, at large.

We note here that counties who have adopted the VCA have populations that range from small and rural (Amador, Butte, Calaveras, El Dorado, Madera, Mariposa, Napa, Nevada, and Tuolumne) to two of the largest metropolitan counties in the nation; Los Angeles and Orange. Tables 1-3 show that population diversity varies across VCA counties.<sup>6</sup> Larger metropolitan areas were more racially diverse and had higher percentages of residents that were foreign-born and identify as limited English proficient compared to most smaller counties adopting the VCA, which had higher percentages of residents that have a disability.

VCA counties had larger proportions of Latino, Asian-American, and Black populations than non-VCA counties (Table 1). Madera (57.8%), Fresno (53.1%), and Los Angeles (48.5%) had a significantly larger Latino populations compared to the California average (39.0%). Asian-American populations in Santa Clara (36.3%) and San Mateo (28.3%) counties had nearly double that of the statewide average (14.3%). However, the white, non-Latino populations in Amador, Calaveras, El Dorado, Mariposa, Nevada, and Tuolumne were over twice the statewide average of 37.2%.

Table 2 shows the variation in the racial and ethnic composition of VCA counties, specifically for those eligible to vote (adult citizens). The Latino proportion of the eligible voter population in VCA counties was 32.2%. At the same time, non-Latino whites were 40.8%, Asian-Americans were 18.1%, and Blacks were 7.4% of the eligible voter population in VCA counties.



In Table 3 we see the proportion of each VCA county that is foreign-born, limited English proficient, and those that report a disability. The foreign-born population ranged from 4.8% in Calaveras, Nevada, and Tuolumne to 39.2% in Santa Clara and limited English proficient population ranged from 2.1% in Calaveras to 25.3% in Los Angeles. The percent of the population that had a disability ranged from 8.0% in Santa Clara county to 21.1% in Calaveras.<sup>7</sup>

**Table 1: Total Population by Race and Ethnicity  
Voter's Choice Act Counties**

	Latino % Population	White, Non-Latino % Population	Asian-American % Population	Black % Population	American Indian and Alaska Native % Population	Native Hawaiian and Other Pacific Islander % Population	All Others Combined % Population
Amador County	13.9%	78.2%	1.2%	2.2%	0.6%	0.1%	3.7%
Butte County	16.3%	72.0%	4.5%	1.5%	0.8%	0.2%	4.8%
Calaveras County	12.1%	80.9%	1.5%	0.7%	0.4%	0.0%	4.4%
El Dorado County	12.8%	77.8%	4.5%	0.8%	0.5%	0.3%	3.3%
Fresno County	53.1%	29.4%	10.1%	4.5%	0.5%	0.1%	2.3%
Los Angeles County	48.5%	26.2%	14.4%	7.8%	0.2%	0.2%	2.6%
Madera County	57.8%	34.1%	1.9%	3.1%	1.0%	0.1%	2.0%
Mariposa County	11.3%	80.0%	1.2%	1.5%	1.9%	0.3%	3.9%
Napa County	34.1%	52.4%	8.0%	2.0%	0.3%	0.2%	3.0%
Nevada County	9.4%	85.2%	1.1%	0.5%	0.4%	0.1%	3.3%
Orange County	34.1%	40.6%	20.3%	1.6%	0.2%	0.3%	3.0%
Sacramento County	23.2%	44.7%	15.4%	9.5%	0.4%	1.1%	5.7%
San Mateo County	24.4%	39.2%	28.3%	2.2%	0.2%	1.3%	4.4%
Santa Clara County	25.5%	31.5%	36.3%	2.3%	0.2%	0.3%	3.9%
Tuolumne County	12.2%	80.2%	1.4%	1.8%	1.4%	0.2%	2.8%
VCA Counties	39.9%	33.2%	17.4%	5.7%	0.2%	0.4%	3.1%
VCA (w/o LA County)	30.6%	40.8%	20.7%	3.4%	0.3%	0.5%	3.7%
Non-VCA	38.2%	41.0%	11.2%	5.3%	0.5%	0.4%	3.4%
State	39.0%	37.2%	14.3%	5.5%	0.4%	0.4%	3.3%

Data Source: American Community Survey, 5-year Estimates- 2015-2019

**Table 2: Eligible Voter Population by Race and Ethnicity\*  
Voter's Choice Act Counties**

	Latino % Eligible Voter Population	White Non-Latino % Eligible Voter Population	Asian-American % Eligible Voter Population	Black % Eligible Voter Population	American Indian and Alaska Native % Eligible Voter Population	Native Hawaiian and Other Pacific Islander % Eligible Voter Population	All Others Combined % Eligible Voter Population
Amador County	13.1%	78.0%	0.9%	3.8%	0.7%	0.1%	3.4%
Butte County	13.0%	78.0%	4.3%	1.7%	0.9%	0.2%	2.0%
Calaveras County	10.0%	83.7%	1.1%	1.4%	0.5%	0.1%	3.2%
El Dorado County	10.3%	82.8%	3.8%	1.0%	1.1%	0.2%	0.8%
Fresno County	44.0%	38.0%	10.2%	6.1%	0.5%	0.1%	1.1%
Los Angeles County	39.9%	32.9%	16.0%	10.3%	0.3%	0.3%	0.4%
Madera County	44.1%	46.0%	2.2%	4.8%	1.3%	0.1%	1.5%
Mariposa County	9.6%	82.1%	1.4%	1.4%	1.7%	0.4%	3.5%
Napa County	25.6%	62.0%	8.1%	2.2%	0.4%	0.3%	1.5%
Nevada County	8.8%	84.9%	1.9%	1.8%	0.4%	0.2%	2.0%
Orange County	25.8%	49.7%	21.6%	2.1%	0.2%	0.3%	0.2%
Sacramento County	18.0%	52.4%	14.8%	11.6%	0.4%	1.0%	1.8%
San Mateo County	21.0%	45.1%	28.3%	3.2%	0.2%	1.3%	1.0%
Santa Clara County	22.4%	37.4%	35.3%	3.0%	0.2%	0.4%	1.4%
Tuolumne County	11.2%	81.6%	0.8%	3.0%	0.2%	0.2%	3.0%
VCA Counties	32.2%	40.8%	18.1%	7.4%	0.3%	0.4%	0.7%
VCA (w/o LA County)	24.3%	49.0%	20.3%	4.4%	0.4%	0.5%	1.1%
Non-VCA	27.4%	52.1%	9.5%	5.8%	0.6%	0.4%	4.2%
Statewide	29.8%	46.6%	13.7%	6.6%	0.4%	0.4%	2.5%

Data Source: American Community Survey, 5-year Estimates- 2015-2019

\*Eligible voter population defined as adult citizens



**Table 3: Selected Demographics  
Voter's Choice Act Counties**

	<b>Foreign-Born % Population</b>	<b>Limited English % Population*</b>	<b>Disability % Population**</b>
<b>Amador County</b>	<b>6.0%</b>	<b>3.2%</b>	<b>18.9%</b>
<b>Butte County</b>	<b>7.3%</b>	<b>5.1%</b>	<b>17.1%</b>
<b>Calaveras County</b>	<b>4.8%</b>	<b>2.1%</b>	<b>21.1%</b>
<b>El Dorado County</b>	<b>9.2%</b>	<b>4.4%</b>	<b>13.2%</b>
<b>Fresno County</b>	<b>21.2%</b>	<b>19.0%</b>	<b>13.1%</b>
<b>Los Angeles County</b>	<b>34.0%</b>	<b>25.3%</b>	<b>9.9%</b>
<b>Madera County</b>	<b>20.2%</b>	<b>18.5%</b>	<b>13.0%</b>
<b>Mariposa County</b>	<b>5.8%</b>	<b>2.9%</b>	<b>20.3%</b>
<b>Napa County</b>	<b>22.1%</b>	<b>16.7%</b>	<b>11.7%</b>
<b>Nevada County</b>	<b>4.8%</b>	<b>2.6%</b>	<b>14.3%</b>
<b>Orange County</b>	<b>30.1%</b>	<b>20.4%</b>	<b>8.5%</b>
<b>Sacramento County</b>	<b>20.9%</b>	<b>13.6%</b>	<b>11.8%</b>
<b>San Mateo County</b>	<b>34.8%</b>	<b>18.7%</b>	<b>8.2%</b>
<b>Santa Clara County</b>	<b>39.2%</b>	<b>21.1%</b>	<b>8.0%</b>
<b>Tuolumne County</b>	<b>4.8%</b>	<b>11.1%</b>	<b>19.6%</b>
<b>VCA Counties</b>	<b>31.1%</b>	<b>21.6%</b>	<b>10.0%</b>
<b>VCA (w/o LA County)</b>	<b>27.9%</b>	<b>17.6%</b>	<b>10.1%</b>
<b>Non-VCA Counties</b>	<b>22.6%</b>	<b>13.9%</b>	<b>11.09%</b>
<b>Statewide</b>	<b>26.8%</b>	<b>17.7%</b>	<b>10.5%</b>

Data Source: American Community Survey, 5-year Estimates- 2015-2019

\*The percent of the population with limited English proficiency. Limited English proficiency is defined as people who speak English "less than very well."

\*\*The percent of residents (age 5 to over 75) with disabilities out of the total population.

# 1. VCA Counties' Efforts to Serve Voters with Disabilities in the 2020 General Election

Counties adopting the VCA are required by the new law to ensure an accessible voting experience for individuals with disabilities and to engage in targeted outreach to this community. In their EAPs, counties are required to specify how they will meet these requirements. In this report CID highlights the work actually implemented for the 2020 general election. The VCA also requires adopting counties to establish a Voting Accessible Advisory Committee (VAAC) that will advise the county elections office with regard to the appropriate steps needed to serve voters with disabilities. Under the VCA model there are fewer in-person voting locations, therefore this section of the report also includes planning priorities for these vote centers. This section of the report presents data for the VAAC, outreach to voters with disabilities, and vote center siting priorities in California's 2020 general election.

## VAAC Implementation and Effectiveness

As noted above, all VCA counties are required to establish a Voting Accessible Advisory Committee (VAAC), consisting of members of the community, to advise the county elections office on electoral access for voters with disabilities. The SOS recommends that counties utilize the VAAC in the following three ways: 1) Provide an opportunity for people who represent the disability community to provide feedback on the voting process including on voting material or websites, at polling places, and procedurally; 2) Create ongoing communication and cooperation with community groups ensuring that elections officials can resolve issues as they arise; and 3) Provide outreach to individuals and groups to promote awareness of voters with disabilities as well as seniors. Per VCA requirements VAACs should have between three to five members and membership should be established no later than October 1 of the year prior to the first VCA election. Additionally, the first VAAC meeting should be by April 1 of the year in which the election is held.

For the 2020 general election, all VCA counties met their VAAC requirement, however, the robustness of county VAACs varied across counties. Several counties noted impacts of the COVID-19 pandemic on VCA implementation. Butte County did not hold meetings during the pandemic and instead reported outreach to individual members of groups. With the exception of Butte, VCA counties reported as few as one VAAC meeting (Mariposa and Napa) and as many as six (Sacramento), with attendance ranging from two people in Mariposa and Napa to 40 people in Los Angeles (Table 4). Nearly all VCA counties, with the exception of El Dorado, said they solicited agenda items from members prior to meetings. Two-thirds of counties also reported having a VAAC webpage with information about upcoming meetings or information about past meetings on their website.

Two-thirds of counties found their VAAC to be very or extremely effective (Table 4). Napa and San Mateo ranked their VAAC as extremely effective; Butte, Fresno, Los Angeles, Madera, Nevada, Orange, Sacramento, and Santa Clara as very effective; Amador, Calaveras, El Dorado, Mariposa, and Tuolumne as moderately effective. No counties ranked their VAAC as ineffective. In response to the open-ended survey question (Table 5), "Please explain the effectiveness of the VAAC for the 2020 general election cycle?" all counties except Amador, Butte, El Dorado, and Madera noted the knowledge and feedback they received from their VAAC's. Just over half the counties (Butte, Calaveras, Los Angeles, Madera, Napa, Orange, Sacramento, and Santa Clara) referenced community trust and contacts; and Butte, Los Angeles, Madera, Orange, Sacramento, and San Mateo said their VAACs were effective at outreach or hosting events. Amador and Mariposa rated their VAACs as moderately effective and noted that their VAAC did not influence the VCA implementation process. El Dorado did not utilize its VAAC for the 2020 general election.

**Table 4: County Voter Accessibility Advisory Committee (VAAC) for the 2020 General Election**

	First VAAC Meeting 2020 General Election	Number of VAAC Meetings	Average VAAC Meeting Attendance	Public Input on Agenda Items	Dedicated VAAC Page on Website	Self-Reported VAAC Effectiveness
Amador County	June 2020	3	5	Yes	-	Moderately effective
Butte County	-	-	-	-	-	Very effective
Calaveras County	July 2020	2	4	Yes	Yes	Moderately effective
El Dorado County	May 2019	5	13	-	Yes	Moderately effective
Fresno County	July 2020	2	10	Yes	Yes	Very effective
Los Angeles County	January 2020	4	40	Yes	Yes	Very effective
Madera County	August 2020	2	5	Yes	Yes	Very effective
Mariposa County	February 2020	1	2	Yes	Yes	Moderately effective
Napa County	September 2020	1	2	Yes	-	Extremely effective
Nevada County	February 2020	2	2-3	Yes	Yes	Very effective
Orange County	July 2020	2	10	Yes	Yes	Very effective
Sacramento County	June 2020	6	7	Yes	Yes	Very effective
San Mateo County	May 2020	5	8	Yes	Yes	Extremely effective
Santa Clara County	May 2020	5	6-12	Yes	Yes	Very effective
Tuolumne County	August 2019	5	7	Yes	-	Moderately effective

Data Source: CID County Elections Office Survey

A dash (-) indicates a county answered no or answer wasn't in that survey category.

**Table 5: Factors in the Effectiveness of the VAAC for the 2020 General Election**

	Outreach/ Events	Feedback or Knowledge	Community Trust and Contact	Not Very Helpful
Amador County	-	-	-	Yes
Butte County	Yes	-	Yes	-
Calaveras County	-	Yes	Yes	-
El Dorado County	-	-	-	-
Fresno County	-	Yes	-	-
Los Angeles County	Yes	Yes	Yes	-
Madera County	Yes	-	Yes	-
Mariposa County	-	Yes	-	Yes
Napa County	-	Yes	Yes	-
Nevada County	-	Yes	-	-
Orange County	Yes	Yes	Yes	-
Sacramento County	Yes	Yes	Yes	-
San Mateo County	Yes	Yes	-	-
Santa Clara County	-	Yes	Yes	-
Tuolumne County	-	Yes	-	-
<b>Total</b>	<b>6/15 Counties</b>	<b>11/15 Counties</b>	<b>8/15 Counties</b>	<b>2/15 Counties</b>

Data Source: CID County Elections Office Survey

Respondents were first asked, "How effective do you think your VAAC efforts were for the 2020 general election?" Respondents could choose from Likert scale ranging from not effective at all to extremely effective (Table 4). The table above was created from responses to the open-ended question, "Please explain the effectiveness of the VAAC for the 2020 general election cycle."

A dash (-) indicates a county answered no or answer wasn't in that survey category.

County elections offices reported that their VAACs contributed to the 2020 general election by assisting with outreach efforts, helping with implementation such as establishing siting locations, or providing knowledge to help inform best practices for outreach or implementation (Table 6). Ten counties each said that their VAAC contributed to outreach and provided knowledge, while eight counties said their VAAC assisted with implementation. Calaveras, El Dorado, Orange, and Santa Clara counties said their VAAC contributed to all three: outreach, implementation, and knowledge. Napa, for example, said that its VAAC had a "focus on using RAVBM and accessibility of vote centers" while Los Angeles' VAAC assisted in "Amplifying education and outreach messaging, direct messaging to community-based organizations and voters with disabilities."

Over two-thirds of counties indicated that their VAACs improved services for voters with disabilities by providing knowledge (Table 7). In Fresno, the VAAC provided feedback on accessibility at vote center locations. Calaveras, Napa, Orange, and Sacramento all said the VAAC assisted with RAVBM. Another seven counties said the VAAC helped with implementation specifically with regards to identifying and staffing siting locations. Four counties said the VAAC helped with outreach to voters with disabilities by collaborating with partners or helping to create outreach materials. Nevada County noted, “They were our advisors and provided feedback on our EAP. They also educate their own membership with county information.” Amador and El Dorado reported that they did not make any changes for this election.

**Table 6: VAACs Role in the Education and Outreach Strategy for the 2020 General Election**

	Outreach	Implementation	Knowledge
Amador County	Yes	-	Yes
Butte County	Yes	-	-
Calaveras County	Yes	Yes	Yes
El Dorado County	Yes	Yes	Yes
Fresno County	-	-	Yes
Los Angeles County	Yes	Yes	-
Madera County	Yes	-	Yes
Mariposa County	-	Yes	-
Napa County	-	Yes	Yes
Nevada County	Yes	-	-
Orange County	Yes	Yes	Yes
Sacramento County	-	Yes	-
San Mateo County	-	-	Yes
Santa Clara County	Yes	Yes	Yes
Tuolumne County	Yes	-	Yes
<b>Total</b>	<b>10/15 Counties</b>	<b>8/15 Counties</b>	<b>10/15 Counties</b>

Data Source: CID County Elections Office Survey

Table was created from responses to the open-ended question, “What roles did the VAAC play in your county’s education and outreach strategy for the 2020 general election?”

A dash (-) indicates a county answered no or answer wasn’t in that survey category.

**Table 7: VAACs Role in Improving Services for Voters with Disabilities for the 2020 General Election**

	Outreach	Implementation	Knowledge
Amador County	-	-	-
Butte County	-	Yes	-
Calaveras County	Yes	Yes	Yes
El Dorado County	-	-	-
Fresno County	-	-	Yes
Los Angeles County	-	-	Yes
Madera County	-	-	Yes
Mariposa County	-	Yes	-
Napa County	Yes	Yes	Yes
Nevada County	Yes	-	Yes
Orange County	-	Yes	Yes
Sacramento County	-	Yes	Yes
San Mateo County	-	-	Yes
Santa Clara County	Yes	Yes	Yes
Tuolumne County	-	-	Yes
<b>Total</b>	<b>4/15 Counties</b>	<b>7/15 Counties</b>	<b>11/15 Counties</b>

Data Source: CID County Elections Office Survey

Table was created from responses to the open-ended question, “What role did your county’s VAAC have in improving services for voters with disabilities for the 2020 general election?”

A dash (-) indicates a county answered no or answer wasn’t in that survey category.

## Outreach Methods

Under California law, all counties must mail a voter information guide to every registered voter and a VBM ballot to voters who have signed up to cast a mail ballot. Counties adopting the VCA must go beyond these requirements. In addition to the voter guide, every registered voter in a VCA county is mailed a vote-by-mail packet, and sent two pre-election informational mailings. Further, VCA counties employed specific efforts to inform voters with disabilities about their voting options in the 2020 general election.

In response to the open-ended question, “How did your office inform voters with disabilities about voting method changes for the 2020 general election?” Table 8 shows that 12 counties reported using traditional outreach methods (i.e., county website, voter guide, mail, public meetings), 10 counties utilized digital media or paid advertisements, 8 counties noted partnerships with community groups, and five counties reported communicating with voters with disabilities through their VAAC. We note here, that because of the nature of open-ended questions, that county offices may have utilized communication methods that they did not report. Additionally, Butte County reported they did not make voting method changes and therefore did not inform voters with disabilities about voting method changes.

**Table 8: Outreach Methods Informing Voters with Disabilities about Voting Changes for the 2020 General Election**

	Elections Office Outreach	Media or Advertisements	In Collaboration with Community Groups	Via the VAAC
Amador County	Yes	Yes	Yes	-
Butte County	-	-	-	-
Calaveras County	Yes	Yes	Yes	-
El Dorado County	Yes	-	-	-
Fresno County	Yes	Yes	Yes	-
Los Angeles County	Yes	Yes	-	Yes
Madera County	Yes	Yes	-	Yes
Mariposa County	Yes	Yes	-	-
Napa County	Yes	Yes	-	-
Nevada County	-	-	Yes	-
Orange County	Yes	-	-	Yes
Sacramento County	Yes	Yes	Yes	-
San Mateo County	Yes	Yes	Yes	Yes
Santa Clara County	-	Yes	Yes	Yes
Tuolumne County	Yes	-	Yes	-
<b>Total</b>	<b>12/15 Counties</b>	<b>10/15 Counties</b>	<b>8/15 Counties</b>	<b>5/15 Counties</b>

Data Source: CID County Elections Office Survey

Table was created from responses to the open-ended question, “How did your office inform voters with disabilities about voting method changes for the 2020 general election?”

A dash (-) indicates a county answered no or answer wasn't in that survey category.

Table 9 shows that nearly all VCA counties said they hosted community meetings to inform voters with disabilities about new voting options under the VCA. Nearly all counties utilized direct mail (except Amador, Nevada, and Santa Clara) and social media (except Amador) to inform voters with disabilities about new voting options. Twelve out of 15 VCA counties reported that they collaborated with community groups, advertised in the media or partnered with community groups that serve people with disabilities. Only six counties, Butte, Calaveras, El Dorado, Los Angeles, Orange, and San Mateo utilized direct digital communication such as text messaging.

**Table 9: County Methods for Educating Voters with Disabilities in the 2020 General Election**

	Collaboration with Community Groups	Advertisements in the Media	Outdoor Signage	Social Media	Direct Mail	Direct Digital Communication	Community Meetings	Collaboration with Groups Focused on Voting Accessibility
<b>Amador County</b>	Yes	Yes	-	-	-	-	-	Yes
<b>Butte County</b>	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes
<b>Calaveras County</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>El Dorado County</b>	Yes	-	Yes	Yes	Yes	Yes	Yes	-
<b>Fresno County</b>	-	-	-	Yes	Yes	-	Yes	Yes
<b>Los Angeles County</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Madera County</b>	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
<b>Mariposa County</b>	-	Yes	Yes	Yes	Yes	-	Yes	-
<b>Napa County</b>	Yes	Yes	-	Yes	Yes	-	Yes	Yes
<b>Nevada County</b>	Yes	Yes	Yes	Yes	-	-	Yes	Yes
<b>Orange County</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Sacramento County</b>	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
<b>San Mateo County</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Santa Clara County</b>	Yes	Yes	Yes	Yes	-	-	Yes	Yes
<b>Tuolumne County</b>	-	-	-	Yes	Yes	-	Yes	-
<b>Total</b>	<b>12/15 Counties</b>	<b>12/15 Counties</b>	<b>11/15 Counties</b>	<b>14/15 Counties</b>	<b>12/15 Counties</b>	<b>6/15 Counties</b>	<b>13/15 Counties</b>	<b>12/15 Counties</b>

Data Source: CID County Elections Office Survey

The CID survey asked "Did your office use any of the following methods for educating voters with disabilities about the new voting options under the Voter's Choice Act for the 2020 general election?" Respondents could mark all that apply from a list of choices.

A dash (-) indicates a county answered no or answer wasn't in that survey category.

Convening workshops was especially challenging given restriction related to the COVID-19 pandemic, however, despite mandated pandemic-related restrictions, some counties successfully hosted virtual or in-person events (Table 10). Amador, Calaveras, Fresno, Madera, Mariposa, Napa, Nevada, Orange, San Mateo, and Tuolumne only hosted one meeting for voters with disabilities; Sacramento and Santa Clara hosted three, and Los Angeles County hosted eight workshops for voters with disabilities. Counties hosted a slightly greater number of workshops for voters with limited English proficiency with Los Angeles, Fresno, Orange, San Mateo, and Santa Clara all hosting between five and 13 workshops for these voters. The three counties that did not hold either type of workshop were not required to do so because they first implemented the VCA in 2018 or due to restrictions related to COVID-19.

**Table 10: Workshops Conducted by County Elections Offices in the 2020 General Election**

	Eligible Voters (November 2020*)	Number of Workshops for Voters with Disabilities	Number of Voters for Workshop for Voters with Disabilities	Number of Workshops for Voters with Limited English Proficiency	Number of Voters for Workshop for Voters with Limited English Proficiency
Amador County	27,210	1	27,210	1	27,210
Butte County	151,237	0	0	0	0
Calaveras County	35,949	1	35,949	1	35,949
El Dorado County	145,474	0	0	0	0
Fresno County	605,256	1	605,256	9	67,251
Los Angeles County	6,129,494	8	1,225,899	5	1,225,899
Madera County	90,184	1	90,184	1	90,184
Mariposa County	14,893	1	14,893	1	14,893
Napa County	90,729	1	90,729	1	90,729
Nevada County	77,628	1	77,628	0	0
Orange County	2,000,842	1	2,000,842	9	222,316
Sacramento County	1,028,719	3	342,906	2	514,360
San Mateo County	504,398	1	504,398	7	72,057
Santa Clara County	1,205,945	3	401,982	13	73,176
Tuolumne County	42,620	1	42,620	1	42,620

Data Source: CID County Elections Office Survey.

\*Eligible voters as of 15-day Report of Registration, November 2020 General Election.

\*\* Calculated by Center for Inclusive Democracy based on county-provided workshop data.

## Planning Efforts for Voters with Disabilities

County elections staff are required to make additional considerations for voters with disabilities that are outlined in the following section of the report. In the California 2020 general election, all counties reported having a specific plan to inform voters with disabilities about voting method changes. However, only Los Angeles, Nevada, Orange, San Mateo, and Santa Clara counties had a dedicated staff person that served voters with disabilities. Training hours for vote center workers that were focused on how to serve voters with disabilities ranged from 15 minutes in Napa to 24 hours in Los Angeles, with most VCA counties (Amador, Calaveras, Fresno, Madera, Mariposa, Napa, Orange, Sacramento, and Santa Clara) reporting between one to three hours.

Counties also noted that recruiting and training staff was especially challenging due to the COVID-19 pandemic, but a majority of counties presented their staff with sensitivity training, options for voters with disabilities, and computer training for their ballot marking devices (Table 11). Tuolumne stated workers were trained on, “Setting up a vote center, using the accessible devices and speaking with individuals,” while Los Angeles trained workers on, “How to meet and greet voters with disabilities and how to use all of the check-in and Ballot Marking Devices.” Calaveras, Fresno, Napa, Orange, Sacramento, San Mateo, and Santa Clara said they acquired content for vote center worker training as part of a collaboration with their VAAC and Disability Rights California (DRC) (Table 12). Calaveras, Fresno, Madera, Napa, Orange, and Tuolumne also acquired content from the Secretary of State’s office or another government agency.

**Table 11: Vote Center Staff Training in Regards to Disability Accessibility for the 2020 General Election**

	Sensitivity Training	Options for Voters With Disabilities	BMD or Procedure Training
Amador County	Yes	Yes	-
Butte County	-	Yes	Yes
Calaveras County	Yes	Yes	Yes
El Dorado County	Yes	Yes	-
Fresno County	Yes	Yes	Yes
Los Angeles County	Yes	Yes	Yes
Madera County	Yes	Yes	-
Mariposa County	-	Yes	-
Napa County	Yes	Yes	Yes
Nevada County	Yes	Yes	-
Orange County	Yes	Yes	Yes
Sacramento County	Yes	Yes	Yes
San Mateo County	Yes	Yes	Yes
Santa Clara County	-	Yes	Yes
Tuolumne County	Yes	-	Yes
<b>Total</b>	<b>12/15 Counties</b>	<b>14/15 Counties</b>	<b>10/15 Counties</b>

Data Source: CID County Elections Office Survey

Table was created from responses to the open-ended question, "What did the vote center worker training entail regarding disability accessibility for the 2020 general election?"

A dash (-) indicates a county answered no or answer wasn't in that survey category.

**Table 12: Content Source for Vote Center Workers' Training Regarding Disability Accessibility for the 2020 General Election**

	Internally/ VAAC	DRC or other Partnership*	SOS/ State/ City Agencies
Amador County	-	Yes	-
Butte County	Yes	-	-
Calaveras County	Yes	Yes	Yes
El Dorado County	Yes	-	-
Fresno County	Yes	Yes	Yes
Los Angeles County	Yes	-	-
Madera County	-	Yes	Yes
Mariposa County	Yes	-	-
Napa County	Yes	Yes	Yes
Nevada County	Yes	-	-
Orange County	Yes	Yes	Yes
Sacramento County	Yes	Yes	-
San Mateo County	Yes	Yes	-
Santa Clara County	Yes	Yes	-
Tuolumne County	-	Yes	Yes
<b>Total</b>	<b>12/15 Counties</b>	<b>10/15 Counties</b>	<b>6/15 Counties</b>

Data Source: CID County Elections Office Survey

Table was created from responses to the open-ended question, "Where did your office acquire content for the vote center workers' training regarding disability accessibility for the 2020 general election?"

A dash (-) indicates a county answered no or answer wasn't in that survey category.

\*DRC is the acronym for the Disability Rights California.

## Priorities for Voting Location Site Selection

The VCA model, replaces traditional neighborhood polling places with multi-service vote centers, and while there are fewer vote centers than polling places by design, vote centers are required to be open to voters for up to 10 days prior to Election Day and available for all voters to utilize county wide. At vote centers, voters can cast their ballots in person, drop off their completed vote-by-mail (VBM) ballots, access conditional voter registration, receive replacement ballots, and access additional resources, such as language assistance and accessible voting machines. The minimum number of vote centers and drop boxes as required by the VCA are one drop box per 15,000 voters, one 11-day vote center per 50,000 voters, and one 4-day vote center per 10,000 voters.



Several counties reported that when first implementing the VCA it could be challenging to find siting locations that are available for the extended VCA requirements. This difficulty was compounded in 2020 as counties also needed to find locations that could safely accommodate in-person voting and meet evolving COVID-19 safety requirements. However, due to the COVID-19 pandemic, counties were only required to open vote centers for three days prior to the 2020 general election.

Counties balanced many priorities based off the VCA suggested priority list when planning vote center locations of the 2020 general election. Table 13 shows that 14 VCA counties (all except Sacramento) said that being in close proximity to public transportation was a priority for the siting of voting locations. Two-thirds of counties reported that voters with disabilities were a priority for their siting process. Alternative voting methods for voters with disabilities were prioritized by 11 counties. While the VCA allows counties to provide mobile vote centers during an election, Calaveras, Madera, Orange, and San Mateo were the only counties to report that they prioritized the placement of mobile vote centers.

**Table 13: County Priorities for Siting Locations in the 2020 General Election**

	Public Transit	Historically Low Vote-by-Mail Usage	Population Centers	Non-English Language Communities	Voters with Disabilities	Low Rates of Vehicle Ownership	Proximity to Low-Income Communities
Amador County	Yes	Yes	-	Yes	Yes	-	-
Butte County	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Calaveras County	Yes	-	Yes	Yes	-	Yes	Yes
El Dorado County	Yes	-	-	-	-	-	-
Fresno County	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Los Angeles County	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Madera County	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Mariposa County	Yes	-	-	Yes	Yes	-	-
Napa County	Yes	-	Yes	Yes	-	-	-
Nevada County	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Orange County	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Sacramento County	-	-	Yes	-	-	-	-
San Mateo County	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Santa Clara County	Yes	Yes	Yes	Yes	Yes	Yes	-
Tuolumne County	Yes	-	Yes	-	-	-	Yes
<b>Total</b>	<b>14/15 Counties</b>	<b>9/15 Counties</b>	<b>12/15 Counties</b>	<b>12/15 Counties</b>	<b>10/15 Counties</b>	<b>9/15 Counties</b>	<b>9/15 Counties</b>
	Eligible Voters Who are Not Registered to Vote	Geographically Isolated Populations	Access to Free Parking	Time and Distance a Voter Must Travel	Alternative Voting Methods for Voters with Disabilities	Traffic Patterns	Mobile Vote Centers
Amador County	-	-	Yes	Yes	-	-	-
Butte County	Yes	Yes	-	Yes	Yes	Yes	-
Calaveras County	-	Yes	-	Yes	Yes	Yes	Yes
El Dorado County	-	-	-	-	Yes	-	-
Fresno County	Yes	-	-	Yes	-	-	-
Los Angeles County	Yes	Yes	Yes	Yes	Yes	Yes	-
Madera County	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Mariposa County	-	-	-	Yes	-	-	-
Napa County	-	-	Yes	Yes	Yes	Yes	-
Nevada County	Yes	Yes	-	Yes	Yes	Yes	-
Orange County	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Sacramento County	-	Yes	-	Yes	-	-	-
San Mateo County	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Santa Clara County	Yes	Yes	Yes	Yes	Yes	Yes	-
Tuolumne County	-	Yes	Yes	Yes	Yes	-	-
<b>Total</b>	<b>8/15 Counties</b>	<b>10/15 Counties</b>	<b>8/15 Counties</b>	<b>14/15 Counties</b>	<b>11/15 Counties</b>	<b>9/15 Counties</b>	<b>4/15 Counties</b>

Data from 2020 County Elections Office Survey.

The CID survey asked, "What location characteristics were prioritized when choosing vote center locations for the 2020 general election?" Respondents could mark all that apply from a list of choices.

A dash (-) indicates a county answered no or answer wasn't in that survey category.

The CID survey also asked VCA counties about their siting priorities, specifically for voters with disabilities (Table 14). Nearly all counties noted that they prioritized an easily accessible location (13 out of 15 counties), as well as a site that meets ADA requirements (12 out of 15 counties). Nine counties mentioned parking (Butte, Calaveras, El Dorado, Los Angeles, Madera, Orange, Sacramento, Santa Clara and Tuolumne) and two counties proximity to voters with disabilities (Butte and Fresno). Another three counties (Amador, Napa, and Santa Clara) mentioned Internet or cellphone connectivity.

**Table 14: Priorities for Siting Locations Specifically Relating to Voters with Disabilities for the 2020 General Election**

	ADA Requirements	Accessible Location	Parking	Proximity to Voters with Disabilities
Amador County	Yes	Yes	-	-
Butte County	Yes	Yes	Yes	Yes
Calaveras County	Yes	Yes	Yes	-
El Dorado County	Yes	Yes	Yes	-
Fresno County	-	Yes	-	Yes
Los Angeles County	Yes	Yes	Yes	-
Madera County	-	Yes	Yes	-
Mariposa County	-	Yes	-	-
Napa County	Yes	Yes	-	-
Nevada County	Yes	-	-	-
Orange County	Yes	Yes	Yes	-
Sacramento County	Yes	Yes	Yes	-
San Mateo County	Yes	-	-	-
Santa Clara County	Yes	Yes	Yes	-
Tuolumne County	Yes	Yes	Yes	-
<b>Total</b>	<b>12/15 Counties</b>	<b>13/15 Counties</b>	<b>9/15 Counties</b>	<b>2/15 Counties</b>

Data Source: CID County Elections Office Survey

Table was created from responses to the open-ended question, "What were the priorities for siting locations specifically relating to voters with disabilities for the 2020 general election?"

A dash (-) indicates a county answered no or answer wasn't in that survey category.

## Ballot Accessibility: Remote Accessible Vote by Mail and Ballot Marking Device

The VCA requires counties to offer the option of Remote Accessible vote-by-mail (RAVBM). With this option, voters with disabilities can request a ballot be sent electronically to them. Voters can then download, read and mark the ballot on their computer using their own accessible technology. Voters using RAVBM are then able to print and mail in their ballot (see glossary). In the 2020 general election, all voters were allowed to use RAVBM regardless of disability status due to the COVID-19 pandemic. For voters who want or need to vote in person, VCA counties are required to have three accessible Ballot Marking Devices (BMD) per vote center (Table 16). These methods allow voters with disabilities to vote privately and independently. In the 2020 general election, all voters were allowed to use RAVBM regardless of disability status due to the COVID-19 pandemic.

RAVBM usage varied across VCA counties in the 2020 general election. Table 15 shows that RAVBM usage ranged from 12 in Madera to 5,709 in Santa Clara. Orange County reported that their high rate of RAVBM usage (1,992) was because, "Public awareness of RAVBM increased following two special elections conducted after the 2020 general and RAVBM was featured in Orange County's extensive marketing and communication efforts for safe voting options under COVID-19." All counties reported having information about RAVBM on their county website, in voter guides, and at county hosted events (Table 17). External advertisements were made in Los Angeles, Madera, and Napa counties. Santa Clara did not answer this question.

We note here that there is a qualitative difference in the content and placement (e.g. how easy to find) of RAVBM information on the websites of county elections offices. CID explored VCA county websites and found that two counties (Amador and Fresno) had information about RAVBM directly on their elections homepage, while 6 counties (Calaveras, El Dorado, Madera, Nevada, Sacramento, San Mateo, and Santa Clara) had this information on a sub-menu on the homepage (Table 18). We were unable to find information about RAVBM on the websites of Butte, Mariposa, Napa, and Tuolumne, however, some of these counties provided links to the SOS website where this information could be found; it is also possible that this information existed somewhere on the sites and was not located by the CID team. Additionally, we do not have data on how RAVBM-related content might have changed on county websites over the course of the 2020 general election period. Overall, the county elections websites of Calaveras, Orange, Sacramento, and Santa Clara were all clear and particularly easy to navigate.

**Table 15: Remote Access Vote by Mail (RAVBM) Usage**

	Type of RAVBM	RAVBM Application on County Website	Number RAVBM Cast
Amador County	Democracy Live	Yes	19 RAVBM ballots were issued and 9 were returned. Of the 9 returned, 8 were good and 1 was challenged because that voter already returned a good mail ballot.
Butte County	Dominion ImageCast	Yes	363
Calaveras County	Democracy Live	Yes	19 total: 5 voters accessed a RAVBM Ballot, 1 voter accessed a County VIG, 5 Voters had a domestic IP address, and 8 RAVBM Ballots [were international].
El Dorado County	Dominion ImageCast	Yes	508
Fresno County	Democracy Live	Yes	80
Los Angeles County	Interactive Sample Ballot 2.5.1	Yes	479
Madera County	Dominion ImageCast	Yes	12
Mariposa County	Dominion ImageCast	Yes	60 military and overseas voters
Napa County	Dominion ImageCast	Yes	13
Nevada County	Democracy Live	Yes	107
Orange County	Democracy Live	Yes	6,014 voters accessed the RAVBM system 1,992 downloaded a ballot
Sacramento County	Democracy Live	Yes	300
San Mateo County	Democracy Live	Yes	667
Santa Clara County	Democracy Live	Yes	5,709
Tuolumne County	Dominion ImageCast	Yes	84

Data Source: CID County Elections Office Survey

A dash (-) indicates a county answered no or answer wasn't in that survey category.

**Table 16: Type and Model of Ballot Marking Device (BMD)**

Amador County	ES&S ExpressVote
Butte County	Dominion ICX
Calaveras County	Hart Verity Touchwriter
El Dorado County	Dominion ICX
Fresno County	Dominion ICX
Los Angeles County	VSAP BMD
Madera County	Dominion ICX
Mariposa County	Dominion ICX
Napa County	Dominion ICX
Nevada County	Hart Verity Touchwriter
Orange County	Hart Verity Touchwriter
Sacramento County	Dominion ICX
San Mateo County	Dominion ICX
Santa Clara County	Dominion ICX
Tuolumne County	Dominion ICX

Data Source: CID County Elections Office Survey

**Table 17: RAVBM Outreach in the 2020 General Election**

	Election Office Outreach	Media or Advertisements
Amador County	Yes	-
Butte County	Yes	-
Calaveras County	Yes	-
El Dorado County	Yes	-
Fresno County	Yes	-
Los Angeles County	Yes	Yes
Madera County	Yes	Yes
Mariposa County	Yes	-
Napa County	Yes	Yes
Nevada County	Yes	-
Orange County	Yes	-
Sacramento County	Yes	-
San Mateo County	Yes	-
Santa Clara County	Yes	-
Tuolumne County	Yes	-
<b>Total</b>	<b>15/15 Counties</b>	<b>3/15 Counties</b>

Data Source: CID County Elections Office Survey

A dash (-) indicates a county answered no or answer wasn't in that survey category.

**Table 18: Number of Clicks on Elections Website to Access RAVBM Information**

Amador	Butte	Calaveras	El Dorado	Fresno	Los Angeles	Madera	Mariposa	Napa	Nevada	Orange	Sacramento	San Mateo	Santa Clara	Tuolumne
1	-	2	2	1	3	2	-	-	2	3	2	2	2	-

Data Source: CID collected data April, 2021. Please note, we do not have data on how RAVBM-related content might have changed on county websites over the course of the 2020 election period.

For counties with a dash (-), we could not find information about RAVBM on their website, however, they may have provided an external link to information about RAVBM on the SOS website.

## County Elections Office Survey: Summary

Despite the unprecedented challenges brought on by the COVID-19 pandemic, the majority of VCA counties utilized their VAAC, engaged in targeted outreach efforts, and prioritized siting locations to ensure an accessible voting experience for people with disabilities. VCA implementation methods specifically for voters with disabilities were diverse across all counties, but larger, more populous VCA counties reported using more diverse outreach methods (i.e., direct digital communication, collaboration with community groups, etc.) and considered more priorities for siting locations (access to free parking, mobile vote centers, etc.) than smaller counties.

Two-thirds of counties rated their VAAC as moderately or very effective and said that the VAAC improved services for voters with disabilities by providing knowledge. Additionally, almost all counties had a dedicated VAAC page on their website and solicited agenda items from VAAC members prior to meetings.

A majority of counties informed voters with disabilities about voting method changes through elections office outreach (i.e., county website, voter guide, mail, public meetings); in addition, about half of the VCA counties utilized digital media or collaborated with community groups on outreach. Nearly all counties trained vote center staff on sensitivity training and options for voters with disabilities. Content for worker training was most commonly sourced internally, with the VAAC, or from the DRC. The most important factors for VCA counties in siting locations for voters with disabilities was that locations were easily accessible and that they met ADA requirements. RAVBM usage varied widely.

## 2. Voters' Experiences with the VCA in the 2020 General Election

### Survey Methodology

This analysis is part of a larger CID Voter Experience Survey examining the 2020 general election with a total sample of 11,423 eligible voter respondents with 6,392 from VCA counties. This large sample included outsized numbers of members of the state's largest racial and ethnic groups (self-reported by respondents). Surveys were conducted in both English and Spanish. The margin of error for the total survey sample is +/-2.7%. We fielded the survey from June 15-July 13, 2021 (a preliminary survey was fielded in May), recording the views of a diverse sample in which 44.5% of respondents are white (non-Latino), 30.9% are Latino, 15.5% are Asian-American, and 9.2% are Black (these numbers total 100.9% because some Latinos are members of multiple racial groups). Each of these figures are within 0.1 to 2.3 percentage points of the estimates for the state's citizen voting age population reported by the United States Census Bureau. To further ensure that our findings reflect this population, we created survey weights based on the demographic characteristics of this population and report all results using those weights. We included an oversample of eligible voters with a reported disability. Disability is identified for survey respondents reporting difficulties with any of the following activities: hearing, seeing, walking, standing, using your hands, reading, talking, thinking, and remembering. The total sample size for this population in VCA counties was 1,783. Please note that raw response counts are below 100 on some subgroup responses presented in this report for Los Angeles County.

A key goal of the VCA's outreach requirements is effectively connecting with the disability community including registered voters and potential voters, in order to not only ensure the full awareness of their new voting options, but also to gather their on-going input in the implementation process. However, election-related data for eligible voters with a disability is often hard to find. To gather a robust understanding of the VCA-related experiences of the disability community, CID conducted a representative survey of eligible voters (adult citizens) with a disability in California counties adopting the VCA. In each of the following sections of this report, we present survey responses for the eligible voter population with a disability, as well as the overall population of eligible voters. We note here, that we do not have data that allows us to identify a direct relationship between voter's surveyed experiences and the specific outreach efforts of VCA counties.

### Did your county change the options for how and where you could cast your ballot in the November 2020 general election?

We asked survey respondents if they knew whether their county changed the options for how and where they could cast their ballot in the November 2020 general election. Table 19 shows that about one-third of respondents acknowledged knowing that options for casting their general ballot in their county had changed. Two-thirds of eligible voters said their county did not make changes or they did not know this information.

When compared to all eligible voters (36.7%), a higher percentage of eligible voters with a disability (41.7%) said they knew their county changed the available voting options. Over half of eligible voters with a disability said their county did not make changes or they did not know this information. We note that awareness of voting changes has increased since the 2020 primary election. Eligible voters with a disability, as well as eligible voters overall knew about voting changes at higher rates in the 2020 general election compared to responses by these groups in our primary election survey. Please see findings from the CID Voter Experience Survey in CID's VCA 2020 Primary Election Disability Access report.

Table 19: Did your county change the options for how and where you could cast your ballot in the November 2020 general election?		
	VCA Counties	
	Eligible Voters	Eligible Voters w/ Disabilities
<b>Yes</b>	<b>36.7%</b>	<b>41.7%</b>
<b>No</b>	<b>35.0%</b>	<b>31.1%</b>
<b>Don't Know</b>	<b>28.3%</b>	<b>27.2%</b>

## Los Angeles County

A greater percentage (42.2%) of Los Angeles County eligible voters knew about voting changes compared to eligible voters in all VCA counties combined (36.7%). Just over 60% said their county did not make changes or they did not know this information (Table 20).

Eligible voters with a disability in Los Angeles County were aware their county changed voting options in greater percentages than eligible voters overall. However, just over 50% of these eligible voters were not aware that their county made changes or they did not know this information. These levels of awareness occurred after the presence of a significant voter outreach campaign in each of the counties adopting the VCA.

**Table 20: Did your county change the options for how and where you could cast your ballot in the November 2020 general election?**  
Los Angeles County

	Eligible Voters	Eligible Voters w/ Disabilities
<b>Yes</b>	<b>42.2%</b>	<b>49.0%</b>
<b>No</b>	<b>33.3%</b>	<b>29.3%</b>
<b>Don't Know</b>	<b>24.5%</b>	<b>21.7%</b>

Data Source: CID Voter Experience Survey

## How did you hear about the new voting options in your county in the November 2020 general election?

We asked eligible voters how they heard about the new voting options in their VCA county during the 2020 general election. Table 21 shows that 40.0% of those surveyed who had reported knowing their county had made voting changes said that they learned of those changes through the media (newspapers or television news). Another 30.8% said they learned this information from political campaigns and 37.4% said social media. Friends and family registered at 31.0% as a source of voting options information.

For eligible voters with a disability who had reported knowing their county had made voting changes, the most common way (36.8%) they heard about their county's new voting options was from media (newspapers and television news) and social media (36.4%). About 32.3% said political campaigns and 28.9% said they learned this information from their county elections office. Another 28% reported learning about their new options from friends and family. In the 2020 general election, eligible voters and voters with a disability were both over twice as likely than primary election voters to learn about new voting options from the following groups: political campaigns, community groups, elections offices, media, social media, and friends and family. See findings from the CID Voter Experience Survey in CID's VCA 2020 Primary Election Disability Access report.

**Table 21: How did you hear about the new voting options in your county in the November 2020 general election?**  
VCA Counties

	Eligible Voters	Eligible Voters w/ Disabilities
<b>Political campaigns/candidates</b>	<b>30.8%</b>	<b>32.3%</b>
<b>Community groups</b>	<b>21.1%</b>	<b>24.1%</b>
<b>My county elections office</b>	<b>27.7%</b>	<b>28.9%</b>
<b>Media (newspapers or television news)</b>	<b>40.0%</b>	<b>36.8%</b>
<b>Social media</b>	<b>37.4%</b>	<b>36.4%</b>
<b>Friends or family</b>	<b>31.0%</b>	<b>28.0%</b>
<b>Flyer in the mail</b>	<b>27.3%</b>	<b>21.6%</b>
<b>Billboard</b>	<b>8.1%</b>	<b>6.3%</b>
<b>Text message</b>	<b>10.3%</b>	<b>10.6%</b>
<b>Email</b>	<b>14.1%</b>	<b>12.3%</b>
<b>Phone call</b>	<b>5.3%</b>	<b>6.0%</b>
<b>Not sure from whom</b>	<b>3.6%</b>	<b>2.6%</b>

Data Source: CID Voter Experience Survey

## Los Angeles County

A higher percentage of Los Angeles County eligible voters reported learning their county had made voting changes from political campaigns (32.8%) than respondents in VCA counties, as a whole. An even larger percentage of Los Angeles County eligible voters with a disability reported learning from campaigns (34.9%) that their county had made voting changes (Table 22).

Table 22: How did you hear about the new voting options in your county in the November 2020 general election? Los Angeles County		
	Eligible Voters	Eligible Voters w/ Disabilities
Political campaigns/candidates	32.8%	34.9%
Community groups	21.5%	24.5%
My county elections office	27.2%	28.5%
Media (newspapers or television news)	40.6%	35.5%
Social media	40.3%	39.2%
Friends or family	30.5%	29.0%
Flyer in the mail	26.0%	22.0%
Billboard	9.0%	6.8%
Text message	12.0%	11.5%
Email	14.7%	13.2%
Phone call	6.2%	6.8%
Not sure from whom	3.1%	2.0%

Data Source: CID Voter Experience Survey

## How did you specifically learn about the in-person location where you voted or dropped off your vote-by-mail ballot?

We asked survey respondents how they heard about their in-person voting location for the November 2020 general election. Respondents could choose all that apply from a list of relevant options with some respondents indicating more than one information source. Table 23 shows that 37.0% of all eligible voters in VCA counties reported learning about voting locations from their county voter information guide. A respondent's county website and their VBM packet were cited as the next most common sources at 30.4% and 27.1%. Just over 32% of eligible voters with a disability reported learning about voting locations from their county voter information guide. The next most common sources were their county website and their VBM packet (29.0% and 28.0%, respectively).

Table 23: How did you specifically learn about the in-person location where you voted or dropped off your vote-by-mail ballot? VCA Counties		
	Eligible Voters	Eligible Voters w/ Disabilities
County voter information guide	37.0%	32.5%
County website	30.4%	29.0%
Vote-by-mail packet	27.1%	28.0%
Called my county elections office	7.1%	12.1%
Advertisements in the media	11.0%	12.9%
Social media online	14.6%	15.0%
Called by a community group	4.7%	6.1%
Texted by a community group	5.9%	7.9%
Emailed by a community group	5.7%	6.3%
Visited by a community group	4.1%	3.7%
Poster at old polling place	3.9%	4.4%
Friends or family	12.1%	11.7%
Saw signage outside location	7.3%	6.8%
Other	2.6%	3.3%

Data Source: CID Voter Experience Survey



## Los Angeles County

Slightly lower percentages of Los Angeles County eligible voters with a disability said they learned about in-person voting locations from official county sources (county voter guide and VBM packet) than respondents in all VCA counties (Table 24).

Table 24: How did you specifically learn about the in-person location where you voted or dropped off your vote-by-mail ballot? Los Angeles County		
	Eligible Voters	Eligible Voters w/ Disabilities
County voter information guide	35.6%	31.4%
County website	30.7%	30.7%
Vote-by-mail packet	27.1%	24.6%
Called my county elections office	8.9%	14.0%
Advertisements in the media	13.4%	16.3%
Social media online	17.2%	19.7%
Called by a community group	5.9%	7.6%
Texted by a community group	8.1%	11.0%
Emailed by a community group	7.0%	7.2%
Visited by a community group	5.5%	4.5%
Poster at old polling place	4.1%	3.0%
Friends or family	12.2%	11.0%
Saw signage outside location	5.9%	4.2%
Other	1.7%	1.5%

Data Source: CID Voter Experience Survey

## How did you get to the in-person voting location where you voted or dropped off your vote-by-mail ballot in the November 2020 general election?

We asked those who used a vote center, either to vote in person or to drop off their VBM ballot, how they traveled to the location they visited. Table 25 shows that while over two-thirds of voters said they drove, this number was smaller (55.4%) for voters with a disability. A greater proportion of voters with a disability said they used a ride share company (16.4%), public transportation (9.3%), and paratransit (1.9%) than did the overall voter population. Eligible voters and voters with a disability drove and took public transit at similar rates in the 2020 primary and general elections. However, a higher percentage of both voting groups got a ride or took paratransit and a lower percentage walked/biked in the general election. See CID's VCA 2020 Primary Election Disability Access report.

Table 25: How did you get to the in-person voting location where you voted or dropped off your vote-by-mail ballot in the November 2020 general election? VCA Counties		
	Eligible Voters	Eligible Voters w/ Disabilities
Walked/bicycled	14.6%	14.5%
Drove	69.1%	55.4%
Got a ride/Uber/Lyft	8.9%	16.4%
Public transit	5.4%	9.3%
Paratransit	0.8%	1.9%
Other	1.2%	2.6%

Data Source: CID Voter Experience Survey



## Los Angeles County

Los Angeles County voters used driving as their method of transportation to a vote center at lower rates (63.8%) than VCA counties, overall. This was also true for voters with a disability (48.5%) residing in the county (Table 26). A greater percentage of voters with a disability walked or rode a bicycle in Los Angeles County, while a higher percentage used public transit, ride share, and paratransit to get to a vote center in Los Angeles County than in VCA counties, overall.

**Table 26: How did you get to the in-person voting location where you voted or dropped off your vote-by-mail ballot in the November 2020 general election?**  
**Los Angeles County**

	<b>Eligible Voters</b>	<b>Eligible Voters w/ Disabilities</b>
<b>Walked/ bicycled</b>	<b>16.2%</b>	<b>15.5%</b>
<b>Drove</b>	<b>63.8%</b>	<b>48.5%</b>
<b>Got a ride/ Uber/ Lyft</b>	<b>12.0%</b>	<b>20.5%</b>
<b>Public transit</b>	<b>6.1%</b>	<b>11.0%</b>
<b>Paratransit</b>	<b>0.9%</b>	<b>2.3%</b>
<b>Other</b>	<b>1.0%</b>	<b>2.3%</b>

Data Source: CID Voter Experience Survey

## Why did you vote in person at a voting location in the 2020 general election?

Just over 27% of voters in VCA counties said they voted in person at a voting location in the general election because they wanted to receive an "I Voted" sticker (Table 27). Another fifth said they wanted to be seen representing their community. About 21.9% of voters also reported using a vote center to register or update their registration, while another 28.5% said they didn't trust the USPS to deliver their ballot.

Table 27 shows that when compared to all eligible voters, voters with a disability voted in-person at higher rates to access services including language assistance, to use an accessible voting machine, to register or update registration, and to fill out a replacement ballot. In contrast, eligible voters without a disability voted in-person at higher rates than voters with a disability to receive an "I Voted" sticker, to be seen representing their community, or because they did not trust the mail to deliver their ballot. We note here that when compared to the primary election, a higher percentage of voters with a disability utilized in-person voting during the general election in order to fill out a replacement ballot. Please see the CID VCA Primary Disability Access report for more details.

**Table 27: Why did you vote in person at a voting location in the November 2020 general election? (choose all that apply)**  
**VCA Counties**

	<b>Eligible Voters</b>	<b>Eligible Voters w/ Disabilities</b>
<b>To receive language assistance</b>	<b>12.5%</b>	<b>16.7%</b>
<b>To use an accessible voting machine for voters with disabilities</b>	<b>13.4%</b>	<b>24.1%</b>
<b>To register to vote or update an existing registration record</b>	<b>21.9%</b>	<b>25.2%</b>
<b>To fill out a replacement ballot for the one I received in the mail</b>	<b>14.1%</b>	<b>19.6%</b>
<b>To receive an "I Voted" sticker</b>	<b>27.3%</b>	<b>25.6%</b>
<b>To be seen representing my community</b>	<b>20.9%</b>	<b>14.8%</b>
<b>I don't trust the mail to deliver my ballot</b>	<b>28.5%</b>	<b>17.0%</b>
<b>Other</b>	<b>9.7%</b>	<b>10.0%</b>

Data Source: CID Voter Experience Survey

## Los Angeles County

Table 28 shows that trends in Los Angeles County were similar to those across VCA counties with voters with a disability choosing to vote in person at higher rates than all eligible voters specifically to access services.

**Table 28: Why did you vote in person at a voting location in the November 2020 general election? (choose all that apply)**  
Los Angeles County

	Eligible Voters	Eligible Voters w/ Disabilities
To receive language assistance	14.2%	17.5%
To use an accessible voting machine for voters with disabilities	16.0%	27.5%
To register to vote or update an existing registration record	23.5%	27.5%
To fill out a replacement ballot for the one I received in the mail	15.2%	21.2%
To receive an "I Voted" sticker	27.9%	27.0%
To be seen representing my community	21.6%	14.8%
I don't trust the mail to deliver my ballot	25.3%	15.3%
Other	9.0%	6.9%

Data Source: CID Voter Experience Survey

## In the future, what features would you likely use if you vote at an in-person voting location?

We asked eligible voters in VCA counties what features they would likely use if they voted at an in-person voting location in the future. Respondents could choose multiple options. Table 29 shows that fewer voters with a disability would vote in person (43.5%) or drop off their VBM ballot (35.7%), but higher percentages said they would use an accessible voting machine (16.2%), register to vote (13.2%) compared to eligible voters in VCA counties, overall. Almost 17% of voters with a disability said they would not vote in person again.

**Table 29: In the future, what features would you likely use if you vote at an in-person voting location? (choose all that apply)**  
VCA Counties

	Eligible Voters	Eligible Voters w/ Disabilities
Voting in person	48.2%	43.5%
Dropping off my vote-by-mail ballot	41.8%	35.7%
Language assistance	6.7%	10.4%
Accessible voting machine for voters with disabilities	9.4%	16.2%
Registering to vote	11.4%	13.2%
None, I would not vote in person at a voting location	15.7%	16.7%
Other	1.7%	2.1%

Data Source: CID Voter Experience Survey

## Los Angeles County

Table 30 shows that a higher percentage of eligible voters with a disability in Los Angeles County would vote in person (47.1%) at a voting location compared to eligible voters with a disability in VCA counties, overall. Over 34% said they would drop off their VBM ballot. Just over 15% said they would use an accessible voting machine, a lower percentage when compared to eligible voters with a disability in VCA counties, overall.

**Table 30: In the future, what features would you likely use if you vote at an in-person voting location? (choose all that apply)**  
Los Angeles County

	Eligible Voters	Eligible Voters w/ Disabilities
Voting in person	52.2%	47.1%
Dropping off my vote-by-mail ballot	40.9%	34.3%
Language assistance	8.5%	13.3%
Accessible voting machine for voters with disabilities	9.5%	15.2%
Registering to vote	12.3%	15.7%
None, I would not vote in person at a voting location	12.0%	12.4%
Other	1.3%	1.2%

Data Source: CID Voter Experience Survey

## Conclusion

The California Voter's Choice Act requires adopting counties to administer elections that are accessible to voters with disabilities and to provide targeted outreach so voters with disabilities are aware of voting changes and accessible options in their county. Despite the challenges of administering the 2020 general election, occurring in the midst of the COVID-19 pandemic, county elections offices reported a variety of outreach activities including hosting events, increasing digital and print advertisements, collaborating with community partners, and targeting outreach to voters with disabilities. The most common methods for educating voters with disabilities was through social media, community meetings, advertisements, and collaboration with community groups.

All counties met the VCA requirement of having a VAAC made up of members of the community and a vast majority of counties said the VAAC provided knowledge that helped serve voters with disabilities including feedback on siting locations. In addition to voter outreach and education, counties also reported that they prioritized the needs of voters with disabilities when selecting vote center locations and training staff. Easily accessible locations that met ADA requirements were commonly considered when choosing siting locations. Staff training was commonly guided by collaboration with Disability Rights California, community partners, or created internally with county VAACs or from other training sources. The majority of counties included sensitivity training, voting options for voters with disabilities, and computer or procedural training.

Additionally the CID Voter Experience Survey revealed that voters with a disability were more likely than other voters to vote in person to access essential services including using an accessible voting machine, to register or update registration, and to fill out a replacement ballot. Further, voters with a disability were notably less likely to drive to a vote center and more likely to get a ride (including using a paid ride service) or use public transit when compared to all voters in VCA counties.

While elections offices engaged in a wide range of outreach activities, including targeted outreach to voters with disabilities, CID's Voter Experience Survey revealed that there is room for improvement. Only 37% of total voters in VCA counties were aware of voting changes in their county and just over 63% either thought no changes occurred or were unsure. Voters with disabilities were somewhat better informed with 42% aware of changes and 58% unaware. Counties and community advocates engaged in additional outreach efforts for voters with disabilities which could have possibly contributed to their greater awareness of voting changes.

## Available Resources for VCA Implementation

- Disability Rights California: VAAC Toolkit for Elections Officials <https://www.disabilityrightsca.org/publications/vaacs-how-county-elections-offices-can-start-a-voting-accessibility-advisory-committee>
- Future of California Election: Public Participation: A Guide for Election Officials Implementing the California Voter's Choice Act <https://futureofcaelections.org/wp-content/uploads/2021/01/VCC-Public-Participation-Guide-for-Election-Officials.pdf>
- California Secretary of State: VCA Quick Start Guide <https://elections.cdn.sos.ca.gov/vca/2020/toolkit/sos/quick-start-guide-1.0.pdf>
- California Secretary of State: VCA Starter Kit <https://elections.cdn.sos.ca.gov/vca/2020/toolkit/sos/vca-starter-kit-1.0.pdf>
- League of Women Voters of California VCA Toolkit for Community Organizers Voter's Choice California - Voter's Choice Act Implementation: Building a VCA Coalition
- Voter's Choice California: Strategies for Voter Education and Outreach Under the Voter's Choice Act <https://voterschoice.org/wp-content/uploads/VCA-Report-1.pdf>

## Notes

1. For more information on the California Voter's Choice Act, see: [http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill\\_id=201520160SB450](http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201520160SB450)
2. For a full list of VCA-county EAP's, see: <https://www.sos.ca.gov/elections/voters-choice-act/vca-counties>
3. For more information on this exception for Los Angeles County in the California Voter's Choice Act, see: [http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill\\_id=201520160SB450](http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201520160SB450)
4. For information on Assembly Bill 860 and Senate Bill 423, please see: <https://leginfo.legislature.ca.gov/>
5. For information on Assembly Bill 89 and Assembly Bill 100, please see: <https://leginfo.legislature.ca.gov/>
6. Total population and citizen voting-age population data from the American Community Survey, 5-year Estimates, 2015-2019.
7. Disability population calculation: The percent of residents with disabilities out of the total population, ACS 2015-2019 5-year estimates. Percent limited English proficient population calculation: The percent of the population that has limited English proficiency, ACS 2015-2019 5-year limited English proficiency is defined as people who speak English "less than very well".

Appendix

Voter’s Choice Act (VCA) County Election Administration Plan  
(EAP) Excerpts: 2020 Election Cycle

Appendix ..... 1

Amador County ..... 2

Butte County ..... 4

Calaveras County..... 6

El Dorado County ..... 8

Fresno County ..... 11

Los Angeles County ..... 13

Madera County ..... 16

Mariposa County..... 18

Napa County ..... 20

Nevada County..... 22

Orange County ..... 24

Sacramento County..... 27

San Mateo County..... 29

Santa Clara County ..... 31

Tuolumne County..... 34

To review full VCA county EAP’s, see the California Secretary of State’s website: <https://www.sos.ca.gov/elections/voters-choice-act/vca-counties>

## Amador County

EAP does not have a date: <https://www.amadorgov.org/home/showpublisheddocument/34376/637145969081400000>

### a. Outreach methods

Amador county does not specifically note outreach methods for voters with disabilities in its EAP. For the general population it lists outreach methods including: media and public service announcements, having a community presence, and directly contacting voters.

### b. Website

**Accessible Voting Materials and Ballots Accessible Website** §4005(a)(10)(i)(IV) (page 5): The Amador County Elections website is an accessible website per standards recommended in §2053(b)(4). The Amador County Elections Office will work with the Amador County Information Services staff to ensure that all election information is available in text-based format on the accessible website. (<https://www.amadorgov.org/government/elections>) Information includes, but will not be limited to, a list of the ballot drop-off locations and vote centers with dates and hours they are open, as well as the services available at vote centers. The Amador County Elections Office is also planning a webpage to educate everyone about the accessible voting tools available.

### c. Workshops

**Educating the Disability Community – Voter Education Workshop** §4005(a)(10)(i)(VI)(ib) (page 5): The Amador County Elections Office will be holding one voter education workshop to increase accessibility and participation of eligible voters with disabilities. The date, time, and location of this workshop will be publicly announced at least 10 days prior to its scheduled time. This workshop is scheduled for: Voting Accessibility Workshop January 15, 2020 5:30 pm – 6:30 pm Amador County Administration Center 810 Court Street, Board Chambers Jackson, CA 95642 During this workshop, the Amador County Elections Office will discuss the new voting process, demonstrate the ExpressVote Ballot Marking Device (replaces AutoMark), demonstrate our onsite video translation station, and discuss Remote Accessible Vote By Mail.

### d. Voting Location Site Selection

**Accessible Services Available at Vote Centers and Ballot Drop-off Locations** §4005(a)(10)(i)(vi)(X) (page 5): All exterior and interior ballot drop-off locations will be accessible and as near to public transportation routes as possible. The 24-hour ballot drop-off location at the Amador County Government Building (810 Court Street) is accessible and on a public transportation route.

### e. Planning and Priorities (within sites)

**Accessible Services Available at Vote Centers and Ballot Drop-off Locations** §4005(a)(10)(i)(vi)(X) (page 5): Each vote center will have accessible parking available and will be ADA compliant. Vote centers will be surveyed by staff to ensure that each vote center has the equipment and materials needed to be ADA compliant. All vote centers will be equipped with at least three accessible electronic voting machines and have paper ballots available if desired. These electronic voting machines will have the option of an audio ballot and a connection for sip-and-puff technology. Our staff will be trained to assist any voter in the best way possible and the Amador County Elections Office is experienced in using this equipment. All exterior and interior ballot drop-off locations will be accessible and as near to public transportation routes as possible. The 24-hour ballot drop-off location at the Amador County Government Building (810 Court Street) is accessible and on a public transportation route.

### f. VAAC

**Voters with Accessibility Needs** (page 5): The Amador County Elections Office formed a joint Voter and Language Accessibility Advisory Committee (VLAAC) to establish how to best educate and reach the disability community in Amador County regarding the VCA. The committee was established on June 19, 2019, and has had two meetings since. The committee members are well connected to the disability and language minority communities and will assist in developing plans to best serve these voters in Amador County. Please see Appendix D for materials regarding this committee.

### g. RAVBM

**Requesting an Accessible Vote by Mail Ballot** §4005(a)(8)(B)(iii) (page 6): Accessible Vote-by-Mail (AVBM) allows voters to vote on

their own assistive devices. To use AVBM, a voter must first make a request for an AVBM ballot from their County elections office either by returning the postage paid postcard they received in their vote-by-mail packet, phone, email, or online. Once the request is received, an email with a link to the AVBM will be sent to the voter. The voter must click on the link and enter their voter information (i.e. birthdate and address) in a secured portal. After entering their information, the voter must affirm they are a voter with a disability (type of disability is not asked). The voter will then download their ballot and any additional information and instructions on how to mark and return the ballot. The voter marks their ballot using their own assistive technology (jelly switches, screen readers, mouse keys, sip and puff, etc).

Once the ballot is complete, the voter must print out the ballot with their selections and place it in an envelope. AVBM voters should use the envelope that is mailed with their vote-by-mail ballots. Using the vote-by-mail envelope is encouraged as it is easier to use, has holes along the signature line, and will be easier for election staff to identify. The voter must sign the envelope and then can return the ballot by mail (postmarked and received within 3 days after Election Day), drop box, or vote center by 8pm on Election Day.

All registered voters will receive a vote-by-mail ballot. A postage-paid postcard for the purpose of requesting an accessible vote by mail ballot will be included in the vote-by mail-ballot materials sent to each voter. Voters needing an accessible vote-by-mail ballot will be able to request one by filling out the included postage-paid postcard and returning it to the Amador County Elections Office, or by following instructions posted on the Amador County Elections website (<https://www.amadorgov.org/government/elections/accessible-voting>). The Amador County Elections Office will be using the Democracy Live platform to distribute accessible vote-by-mail ballots.

## Butte County

EAP updated August 28, 2019: [https://clerk-recorder.buttecounty.net/elections/pdf/eap\\_draft.pdf](https://clerk-recorder.buttecounty.net/elections/pdf/eap_draft.pdf)

### a. Outreach methods

**A description of how the county elections official will educate and communicate the provisions of this section to the public, including: the disability community, organizations and individuals that advocate on behalf of, or provide services to, individuals with disabilities.** §4000(a)(10)(i)(VI), §4005(a)(10)(i)(VI)(ib) (page 10): Information regarding Vote Centers, the voter hotline and voting options (including how to sign up for RAVBM) will be distributed to the disability community through the following mediums: 1. Television (including all local news networks) 2. Newspapers 3. Radio Stations 4. Social Media (Twitter, Facebook, YouTube) 5. Departmental Website 6. Workshops/presentations – coordinated with members of the disability community and those that represent those voters. 7. Public Service Announcements broadly distributed through county agencies and other outlets Butte County Clerk-Recorder/Registrar of Voters will work with local agencies and groups that support and provide services for persons with disabilities to determine the best and most effective methods to deliver this information to the affected groups.

### b. Website

**Website has publicly available accessible information** §4005(a)(10)(i)(IV) (page 10): Information on the Butte County Elections website is accessibly formatted and is publicly available. This will include this Election Administration Plan and other information about VCA. The website also has links and information about registering to vote and other resources that are available.

The information on the website will include, but will not be limited to: 1. An explanation that all voters will receive a vote-by-mail ballot and a return envelope with pre-paid postage 2. The availability of Vote Centers to provide assistance, including voting on accessible ballot marking devices 3. Contact information for agencies that can provide a ride to a Vote Center for voters with disabilities 4. The method to request and use the Remote Accessible Vote-By-Mail system (RAVBM)

### c. Workshops

**The county elections official shall hold at least one voter education workshop to increase accessibility and participation of eligible voters with disabilities.** §4000(a)(10)(i)(VI), §4005(a)(10)(i)(VI)(ib) (page 10): Workshops/presentations – coordinated with members of the disability community and those that represent those voters.

### d. Voting Location Site Selection

**Location and Hours of Each Vote Center** §4005(a)(10)(vi)(III), §4005(a)(10)(vi)(VI) (page 14-15): The factors being used in determining vote center locations is listed in Elections Code section 4005(a)(10)(B). We are gathering data from past elections, voting habits of our citizens, and knowledge of the area and public transportation routes to assist us in determining the best locations to use as Vote Centers. An additional factor in the determination of locations includes identifying fully accessible facilities to accommodate voters with disabilities.

It is our goal to utilize facilities that are well-known to the public. Based on information currently to us, we are working to secure locations in the following cities and incorporated towns: Oroville, Palermo, Chico, Paradise, Gridley, Durham and Magalia. Upon securing our locations, a list of facilities, with their address and hours of operation, will be provided in Appendix A. This will be updated each election as facilities are confirmed for use. All locations will be open continuously for a minimum of 8 hours per day and from 7 am to 8 pm on Election Day.

### e. Planning and Priorities (within sites)

**Staffing Vote Centers - Services for Voters with Disabilities** §4005(a)(10)(vi)(X) (page 15): All Vote Center staff will be trained to assist voters with disabilities. The voter will go through the check-in process and be given the option to independently mark a secret ballot on the Image Cast X (ICX) ballot-marking device in lieu of a paper ballot.

**Design and Layout of Vote Centers** §4005(a)(10)(vi)(XI) (page 15): Each facility will be mapped to create a layout for placement of equipment and supplies. The layout will take into consideration the shape of the room, accommodations for persons with disabilities, and the voting booths and accessible ballot marking devices to be placed in a way that does not compromise the voter's right to a



secret ballot.

f. VAAC

**Education and Outreach with Disability Communities** (page 10): Butte County Clerk-Recorder/Registrar of Voters will establish a Voting Accessibility Advisory Committee (VAAC) to advise and assist with accessibility for voters with disabilities. VAAC will be comprised of representatives from organizations and groups that serve the disability community.

g. RAVBM

**Access to a Vote by Mail Ballot by Voters with Disabilities** §4005(a)(10)(I)(X)(ii) (page 12): The county will deploy two types of equipment to assist voters with disabilities. The first type of accessible equipment is the Image Cast X (ICX) ballot marking device that will be deployed to each Vote Center. The device is available for voters with disabilities to independently mark a secret ballot using the touchscreen display, the provided audio tactile device or their own assistive technology. The second type of accessible equipment is the internet-based Remote Accessible Vote by Mail (RAVBM) system. The RAVBM system (pending certification of 5.10 software), allows voters with disabilities to mark their ballot on an accessible device at home, download, and return the ballot similarly to voting a paper ballot.

- **Receiving a Vote-by-Mail Ballot by Mail** All registered voters will be mailed a ballot packet each election. The packet will include instructions on how to vote and return the ballot, their voting choices, and an official ballot and return envelope.
- **Requesting an Accessible Ballot at a Vote Center** Any voter who is unable to mark the paper ballot, but is able to travel to the Vote Center may request to mark their ballot on the Image Cast X ballot marking device. The voter must complete the check-in process to receive a voter activation card that queues up the correct ballot for them to mark.
- **Requesting a Remote Accessible VBM Ballot** The voter will need to contact the Elections Division to make a request to use this electronic system. Once the request is processed, the voter will receive an email that provides an election specific password from the county and the internet website to access the system.
- **Requesting a Replacement Ballot** Any voter may request a replacement ballot in one of the following ways: • Telephone: 530-552-3400 option 1 or toll free within Butte County 800-894-7761 • In person at The Elections Division, 155 Nelson Avenue, Oroville, CA 95965 • E-mail: elections@buttecounty.net • Fax: 530-538-6853 • In person at any Vote Center within Butte County

## Calaveras County

EAP updated November 8, 2019: [https://elections.calaverasgov.us/Portals/Elections/Documents/VCA/VCA%20EAPS/2019-11-08%20Adopted%20Election%20Administration%20Plan.pdf?ver=G\\_ONmZc5aEAFc8cKGwTzTA%3d%3d](https://elections.calaverasgov.us/Portals/Elections/Documents/VCA/VCA%20EAPS/2019-11-08%20Adopted%20Election%20Administration%20Plan.pdf?ver=G_ONmZc5aEAFc8cKGwTzTA%3d%3d)

### a. Outreach methods

**Use of the media, including social media, newspapers, radio, and television for purposes of informing voters of the availability of a vote by mail ballot in an accessible format and the process for requesting such a ballot.** EC §4005(a)(10)(i)(II), §4005(a)(10)(i)(VIII) (page 8): Calaveras County Registrar of Voters will provide information about obtaining a vote by mail ballot in an accessible format and the process for requesting such a ballot utilizing outlets and methods described in Section 1 – A (local television, newspapers, radio, cinema ads, social media, community partners, county departments and PSA's) of this document, and may also include the below list. All materials will be distributed to outlets in both English & Spanish languages.

### b. Website

**Website has publicly available accessible information** §4005(a)(10)(i)(IV) (page 14): Information on the Calaveras County Registrar of Voters' website ([elections.calaverasgov.us](https://elections.calaverasgov.us)) is in accessible formats and is publicly available. This includes the Election Administration Plan and other information related to the Voter's Choice Act, as well as information about registering to vote and getting involved in the election process. Election specific information is also available on the website in an accessible format. The information to be provided will include the following: 1) All voters will receive a vote by mail ballot 2) The option to use an accessible voting device at any Vote Center and how to use the device 3) The method for requesting, marking and submitting an accessible ballot using the County's Remote Accessible Vote by mail program

### c. Workshops

**Voter Education Workshop to increase accessibility and participation of eligible voters with disabilities** §4005(a)(10)(i)(VI), §4005(a)(10)(i)(VI)(ib) (page 14): The county elections official will educate and communicate the provisions of this section to the public, including the disability community, organizations and individuals that advocate on behalf of or provide services to individuals with disabilities. A workshop will be held on a date To Be Determined, and will provide an opportunity for the County's disability communities to receive information and materials about the Voter's Choice Act. The workshop is intended to increase accessibility and participation of eligible voters with disabilities. The same voter outreach methods described in Section 1-B will be used to share information with the disability community. Information will include Voter's Choice Act information, voting options (including Remote Accessible Vote by Mail), and toll-free access hotline (833)536-8683 for assistance.

### d. Voting Location Site Selection

**The Location and Hours of Each Vote Center** §4005(a)(10)(vi)(III), §4005(a)(10)(vi)(VI) (page 17): Calaveras County Registrar of Voters is working throughout the community to identify Vote Center and Drop Box locations that meet the criteria listed in Section 4005(a)(10)(B) using data collected from the current Calaveras County Voter Registration database showing voter concentration and participation history and the GIS map of Calaveras County showing public transportation routes, and high population centers. The process of establishing set locations continues at the time of publication of this plan. Calaveras County Registrar of Voter's goal is to locate Vote Centers in well-known, fully accessible facilities. All Vote Centers will be open continuously for a minimum of 8 hours per day and from 7 a.m. to 8 p.m. on Election Day. Based on available information at the time it is anticipated that Vote Centers will be located in the following areas: (1) Valley Springs, (2) San Andreas and (3) Angels Camp, (4) Mokelumne Hill. The location and hours of each Vote Center will be listed in Appendix A, which will be updated as locations are confirmed for each election. The list will be included in election materials provided to each registered voter.

### e. Planning and Priorities (within sites)

**Design and Layout of Vote Centers** §4005(a)(10)(vi)(XI) (pages 17-18): Layout guidelines will be used to ensure voting booths and accessible ballot marking devices are placed in a manner that allows a voter to mark their ballot independently and privately. Layouts will be sensitive to the accessibility needs of voters and will be adjusted to accommodate the varying shapes and room sizes of each location. See Appendix B for a sample layout.

**Services for Voters with Disabilities** §4005(a)(10)(vi)(X) (page 17): Each Vote Center will have a minimum of three fully accessible

touch screen voting devices. These devices are certified by the Secretary of State for use in California elections and allow each voter to mark their ballot independently and privately. Additionally, vote center staff will receive training on setting up the equipment, assisting voters with the equipment, including voters with disabilities, troubleshooting issues with the equipment and the proper storage of the equipment.

f. VAAC

**Education and Outreach with the Language Minority and Disability Communities** §4005(a)(10)(i)(I) (page 12): Calaveras County Registrar of Voters established a combined Voting Accessibility Advisory Committee and Language Accessibility Advisory Committee in April 2017 to advise and assist with implementation of federal and state laws relating to access to the electoral process by non-English preference voters, and voters with disabilities. The Voting Accessibility Advisory Committee/Language Accessibility Advisory Committee is comprised of residents who advocate on behalf of the County's minority language and disability communities.

g. RAVBM

**Access to a Vote by Mail Ballot by Voters with Disabilities** §4005(a)(10)(i)(ii) (page 15):

- **Receiving a Vote by Mail Ballot** - All Calaveras County registered voters receive a vote by mail ballot packet by mail for each election. The enclosed ballot can be marked and returned in the identification envelope included with the vote by mail packet.
- **Requesting an Accessible Ballot - Vote Centers** - All Calaveras County registered voters can use one of the three accessible ballot marking devices at any Vote Center location. Voters can either bring the ballot they received in the mail to drop off, or they can check-in, and request a ballot from a staff member. The ballot can be marked using the touch screen display, also provided are audio & tactile fixtures. The accessible voting machines will be arranged to allow all voters the opportunity to cast their ballot privately and independently.
- **Requesting a Remote Accessible Vote by Mail Ballot** - Calaveras County registered voters with disabilities may opt for an accessible ballot through a Remote Accessible Vote by Mail system. Remote Accessible Vote by Mail provides voters with disabilities the ability to request a vote by mail ballot to be sent electronically. The electronic ballot can be downloaded to the voter's computer, marked using the voter's own assistive technology and then printed. This ballot can be returned in the same manner as any vote by mail ballot: through the mail, placed in a drop box, or returned to a Vote Center or Ballot Assistance Site. Calaveras County Registrar of Voters has used OmniBallot from Democracy Live; a California certified Remote Accessible Vote by Mail system since 2016. Use procedure instructions are provided in the County voter information guide as well as the County website and will be shared in educational materials and during public meetings.
- **Requesting a Replacement Ballot** - Any voter may request a replacement ballot by telephone at (833) 536-8683 or (209) 754-6376, by faxing a request to (209) 754-6733, by appearing in person at a Vote Center, or through the Remote Accessible Vote by Mail system.

## El Dorado County

EAP updated September 2019: <https://edcgov.us/Government/Elections/Documents/EDC%202019%20English%20Final.pdf>

### a. Outreach methods

#### **Inform Voters of the Availability of a Vote By Mail Ballot in an Accessible Format and the Process for Requesting such a Ballot**

§4005(a)(10)(I)(i)(II) (page 12): The County will share information with the disability community, including information about the Vote Center Model, voting options (including RAVBM), and (800) 730-4322, the County's toll-free access hotline for assistance will be included. Briefly these include:

- 1) Materials sharing with organizations providing services and support to people with physical, sensory, intellectual, and developmental disabilities, such as Independent Living organizations, Alta California Regional Center, El Dorado County Disability Advocate Commission (DAC), Mother Lode Rehabilitation Enterprises Inc.
- 2) Community partners, elected officials for their newsletters, cities, special districts, school districts, faith-based organizations, and Public Information Officers throughout the county
- 3) Television (public access and broadcast stations
- 2) Newspapers (such as Mt. Democrat, Georgetown Gazette, Tahoe Tribune and local print version as well as on-line only publications)
- 3) Radio stations
- 4) Social Media and Department's Website a) County Facebook El Dorado County Elections Department- Home | Facebook b) County Twitter County of El Dorado (@CountyElDorado) | Twitter c) County newsfeed subscription lists Email Subscription Service Elections- El Dorado County
- 5) Electronic Billboards
- 6) Public Transit Messaging (El Dorado Transit)
- 7) Material sharing with VAAC, County VAC
- 9) Media Information Sessions, providing opportunity for all media sources to obtain interviews about the Vote Center Model
- 10) Public Service Announcements, broadly distributed to outlets serving the County in multiple formats
- 11) County Departments (such as Health and Human Services, Human Assistance, Veteran Services)

### b. Website

**Website Has Publicly Available Accessible Information** §4005(a)(10)(I)(i)(IV) (page 12): Information on the County website (Elections - El Dorado County) is in accessible formats and is publicly available. This includes the Election Administration Plan and other information related to the Voter's Choice Act, as well as information about registering to vote and getting involved in the election process. Election specific information is also available on the website in an accessible format. The Website will be updated to include a page specifically for voters with disabilities. Information to be provided will include the following:

- 1) All voters will receive a vote by mail (VBM) ballot
- 2) All Vote Centers will have three accessible voting devices with instructions on how to use the device
- 3) The method for requesting, marking and submitting an accessible ballot through the County's Remote Accessible Vote by Mail (RAVBM) program

- 4) Information on how to access the Voter Information Guide in an accessible format
  - 5) Access to videos developed to assist voters with disabilities with getting the information they need in order to cast their ballot
  - 6) Frequently asked questions specific to the Disability Community
  - 7) VAAC meeting information including past and current agendas
  - 8) Updates, if any related to the location and implementation of Mobile or Pop Up vote centers
- c. Workshops

**Voter Education Workshop for the Disability Community to Increase Accessibility and Participation** §4005(a)(10)(I)(i)(VI), §4005(a)(10)(I)(i)(VI)(ib) (page 13): The County will hold voter education workshops to educate voters with disabilities about accessibility options and increase participation of eligible voters with disabilities. These workshops will be held at multiple locations within the County in the fall of 2019 and January 2020, just prior to ballot packets being dropped in the mail with the goal of reaching as many disabled voters as possible. The VAAC members will assist in selecting the workshop venues and dates. The workshop will include, but not be limited to, education about the Vote Center Model, new voting equipment demonstrations, the accessibility of the voting equipment, ballot drop-off information, resources available through the County website and options for obtaining an accessible vote by mail ballot electronically. Information about the workshop will be announced at least 10 days in advance of the meeting date.

d. Voting Location Site Selection

**The Location and Hours of Each Vote Center** §4005(a)(10)(I)(vi)(III), §4005(a)(10)(I)(vi)(VI) (page 16): The County is working in partnership with the LAAC, VAAC, and community members to identify Vote Center and Drop Box locations. County staff created data maps for each criteria listed in Section 4005(a)(10)(B) using data collected from the 2010 decennial Census, the American Community Survey, and the current County registration file. The process of establishing locations continues at the time of publication of this Plan. All Vote Centers will be open continuously for a minimum of 8 hours per day and from 7 a.m. to 8 p.m. on Election Day. Based on available information at this time a list of the anticipated locations can be found in Appendix A, which will be updated as locations are confirmed for each election. The list will be included in election materials provided to each registered voter.

e. Planning and Priorities (within sites)

**Services for Voters with Disabilities** §4005(a)(10)(I)(vi)(X) (page 16): Each Vote Center will have a minimum of 3 fully accessible touchscreen voting devices. These devices are certified by the Secretary of State for use in California elections and allow each voter to mark their ballot independently and privately. Mitigation equipment will be provided to a Vote Center location, such as threshold ramps, door stops, or cones to designate ISA parking. Staff at all

f. VAAC

**Education and Outreach with the Disability Communities** (page 11): The County established a Voting Accessibility Advisory Committee (VAAC) in March 2019 to advise and assist with access to the electoral process by voters with disabilities. The VAAC is comprised of local residents who advocate on behalf of the disability community.

g. RAVBM

**Access to A VBM Ballot by Voters with Disabilities** §4005(a)(10)(I)(ii) (page 14):

- **Receiving A VBM Ballot by Mail** - All El Dorado County registered voters will receive a VBM ballot packet by mail for each election. The enclosed ballot can be marked and returned in the identification enveloped included with the VBM packet.
- **Requesting an Accessible Ballot** - Vote Centers All El Dorado County registered voters can use one of the three accessible ballot marking devices at any Vote Center. Voters check in, request an accessible ballot and are provided with a key card that populates the accessible device with their ballot. The ballot can be marked using the touch screen display, provided audio tactile device or their own assistive technology. The accessible voting machines will be arranged to allow all voters the opportunity to cast their ballot privately and independently.

- **Requesting a Remote Accessible Ballot** - El Dorado County registered voters with disabilities may opt to go on-line, through the Remote Accessible Vote By Mail (RAVBM) system, to request a downloadable ballot. RAVBM provides voters with disabilities the ability to request a VBM ballot be sent electronically to the voter from a VRE-authorized website. The electronic ballot can be downloaded to the voter's computer, marked using the voter's own assistive technology and then printed. This ballot can be returned in the same manner as any VBM ballot: through the mail, placed in a Drop Box, or at any Vote Center.
- **Requesting a Replacement Ballot** Any voter may request a replacement ballot by telephone at (530) 621-7480, by faxing a request to (530) 626-5514, by appearing at a Vote Center, at the County Election office, or through the on-line RAVBM system.

## Fresno County

EAP updated November 2019: <https://www.co.fresno.ca.us/home/showpublisheddocument/39855/637114765911770000>

### a. Outreach methods

**Workshop/VAAC** (page 9): ...Throughout this plan, we have included our actions related to PSAs, news stories, print and social media, community outreach, and the County Website that will inform and educate voters with a focus on availability of a vote-by-mail ballot in an accessible format and the process to request one.

### b. Website

**Website** (page 6): The County Clerk Website is in an accessible format and is publicly available. Print media will be on the Website so that it can be downloaded and shared. All Public Service Announcements will be on the County Clerk Website. The County Website has a VCA timeline which will be updated as needed. It is anticipated that specific VCA events and materials will be on the Website by September 1, 2019. All written information on the website will be in an accessible format.

### c. Workshops

**Disability Community Workshop** (page 6): The County will hold a daylong Disability Workshop/Open House with a model Vote Center and presentations that will focus on increasing accessibility and participation of voters with disabilities. These presentations will be scheduled throughout the day followed by a “walk-through” opportunity to experience what a Vote Center can offer voters with disabilities. This workshop will be promoted in advance to the disability community through the VAAC and direct invitations to advocacy groups and programs, which will be encouraged to schedule “field trips” to attend the Workshop/Open House event. Utilizing the VAAC, the County will work with individuals and groups representing these particular communities to be sure the workshop is strategically located and staffed to create welcoming and effective workshops. Workshops will be held in January 2020.

### d. Voting Location Site Selection

**Vote Center Locations** (page 10): Using the VCA criteria and formulas for establishing the number of vote centers and locating the Vote Centers, the County will continue to work directly with our VAAC, LAAC and VCAAC to determine the locations for Vote Centers. Based on the VCA formula, Fresno County is currently required to have a minimum of 50 47 Vote Centers. Fresno County will provide a minimum of 50 vote centers. Vote Centers will be equitably distributed across the county to afford maximally convenient options for voters at accessible locations as near as possible to established public transportation routes. It will be the goal to have Vote Centers in locations that will be used for future elections so that voters become accustomed to the locations. Vote Centers will be open a minimum of 8 hours each day and the required 13 hours on Election Day. Ten Vote Centers will be open for 11 days, and the additional Vote Centers will be open for four days.

### e. Planning and Priorities (within sites)

**Disabled Access Units and Staffing** (page 11): Vote Centers will have a minimum of three Accessible Marking Devices (Image Cast X). All Vote Centers will be Americans with Disabilities Act (ADA) compliant, and staff will assist voters with specific needs. All Vote Center services will be available to people with disabilities.

### f. VAAC

**VCA Advisory Committee** (page 7): The County has established the Voters Choice Act Advisory Committee (VCAAC) that will meet regularly to support the efforts to educate the community. Through this effort, we are gathering information about specific opportunities to interact with the general community, as well as language specific groups and community members with disabilities.

**Workshop/VAAC** (page 9): As described above in the Voter Education Workshops, we will conduct a one-day Workshop/Open House for voters with disabilities and the individuals and community organizations that support these voters. Our VAAC is a vital part of our efforts, and we will continue to work with the VAAC and utilize their expertise to reach members of our community who have disabilities. Members of the VAAC also serve on the VCAAC. RAVBM

### g. RAVBM

Vote-By-Mail Ballots (page 10):

- 1. Vote-By-Mail (VBM):** All Fresno County registered voters will receive a Vote-By-Mail Ballot. Voted mail ballots may be returned by mail (postage-paid), at any drop box or any vote center.
- 2. RAVBM (Remote Accessible Vote-By-Mail):** Fresno County registered voters with disabilities may request from the Elections Office an accessible ballot. The ballot can be accessed on the voter's computer, marked using the voter's own assistive technology and then printed. This ballot can be returned in the same manner as any VBM ballot (mail, Ballot Drop Box or Vote Center). Messaging about the use of the RAVBM service will be included on the website, social media and the County Information Guide. Print and video messages will be made available to agencies and organizations that provide services to people with disabilities for inclusion in their messaging to their clients and members.
- 3. Replacement Ballot Requests:** All voters may request a replacement ballot by telephone at (559) 600-VOTE (8683), by faxing a request to (559) 488-3279, by appearing at a Vote Center or at the Elections Office.



## Los Angeles County

EAP updated 2019: [https://vsap.lavote.net/wp-content/uploads/2020/02/EAP\\_FINAL-ENGLISH.pdf](https://vsap.lavote.net/wp-content/uploads/2020/02/EAP_FINAL-ENGLISH.pdf)

Overview:

**ACCESSIBILITY SUPPORT** (page 47): The Department works diligently to ensure full accessibility of elections for people with disabilities. The Department has taken considerable steps over the past decade in surveying, recruiting, modifying, and retaining accessible polls. In 1986, only 70% of the County's polls met physical accessibility standards whereas in 2018, close to 90% of the County's polls met physical accessibility standards.

The Department established the Community and Voter Outreach Committee (CVOC) as a partnership between the Department and citizen, community and advocacy organizations. Through the committee, citizens play an active and collaborative role in working with the Department to ensure that elections are fair, accessible and transparent for all voters. The mission of the committee is to facilitate communication and collaboration between the community and the Department about ways to educate, engage and provide quality service to and ensure accessibility for all voters. The CVOC works in partnership with various sectors of the community on providing better services to voters with specific needs, voters with language assistance needs, and in helping to disseminate information about important election issues, such as provisional ballots, translated election materials and VSAP. CVOC membership includes over 120 organizations and 200 representatives that attend the committee's quarterly meetings. Meetings are open to the public and all interested organizations.

The County is committed to continuing its comprehensive approach in complying with State and federal accessibility requirements and achieving its objective in providing fair, accessible and transparent election services for all voters. The new vote center model is designed to be accessible to all voters by ensuring that accessible vote centers are located in close proximity to voters with disabilities. In the assessment of vote centers, facilities considered for serving as a vote center need to meet accessibility parking requirements in addition to other criteria.

### a. Outreach methods

**PUBLIC SERVICE ANNOUNCEMENTS Multilingual and Hearing or Visually Impaired** (page 52): The Department will run several PSAs to County voters through radio, TV and print media that includes voters who are deaf or hard of hearing, blind or visually impaired, or non- or limited- English speaking citizens (available in all mandated and identified languages). The Department's PSAs will include information on upcoming elections, voting options, accessibility services and contact information through our toll-free voter assistance hotline and website. The toll-free hotline is (800) 815-2666 and the website is [LAvote.net](http://LAvote.net)

### b. Website

**LAvote.net** (page 44): The Department's website, [www.lavote.net](http://www.lavote.net), contains a vast amount of election information and is available in 13 languages (for a list of languages, see Section 1-E). The website is updated on an ongoing basis with critical information for voters and eligible voters with current election information, voter registration information, voting options, historical voting data, community outreach information and much more. Prior to the March 2020 Presidential Primary Election, the Department will undergo a website redesign to incorporate VSAP branding, update color schemes and provide updated information and educational resources on VSAP and the VCA.

**VSAP Website** (page 44): In addition to the Department's primary website, there is a website dedicated to all VSAP related information, <https://vsap.lavote.net>. This site contains a wide variety of information about the new voting experience and the development of the project, including the project's origin, the project's community advisory and technical advisory committees, detailed project reports, informational videos, and news stories. The website also includes a blog, which is used by the Department to update the community on specific events, accomplishments, or developments to promote the project further and keep the community informed on the progress of VSAP. Leading up to 2020, much of the critical resource information that is currently hosted on the VSAP website will also be posted to the Department's primary website.

### c. Workshops

*Los Angeles county does not discuss workshops for voters with disabilities in its EAP.*

#### d. Voting Location Site Selection

**VOTE CENTER PLACEMENT PROJECT** (page 53): Determining the most suitable vote center locations required a robust, data-driven process that integrated State and local requirements with local spatial and socioeconomic conditions while forecasting human behaviors and patterns. The Department contracted with PlaceWorks, a firm with extensive experience in planning, research and environmental analysis, to conduct the Vote Center Placement Project (VCPP). The VCPP was centered around spatial-based demand analysis to ensure that vote centers and VBM drop-off locations were equitably distributed across the County (see Addenda for the complete VCPP report – Vote Center Strategy).

Los Angeles County includes 88 incorporated cities and spans over 4,100 square miles. The majority of the County's more than 10 million residents live in incorporated cities and about 1 million live in unincorporated areas. To ensure that communities across the County received equitable representation in the placement of vote centers and to examine conditions at a more granular level, the County was divided into community-based study areas, which were later clustered into regional focus areas. All technical analysis was done at the study area-level; focus areas were only used to determine the equitable distribution of community meetings. These geographic boundaries were developed using a GIS-based process that considered existing jurisdictional boundaries such as supervisorial districts, city borders, and County planning areas as well as population density and distribution.

The following sections explain the methodology used for each layer used to determine the areas where vote centers should be placed. Combined, these layers account for the conditions and barriers that influence voter behavior across the County's diverse communities.

**Voters with Disabilities** (page 56): Using data from the 2016 American Community Survey, the number of persons with disabilities ages 16 and older and the percentage and density of disabled persons in each census tract was calculated. The percentage of the County's population with disabilities in each Census tract was mapped to identify communities with a higher proportion of disabled individuals so that researchers could actively seek vote centers within proximity to where these voters live.

#### e. Planning and Priorities (within sites)

**VOTE CENTER ASSISTANCE** (page 67): Every vote center in the County will have BMDs, which are fully accessible voting devices that allow all voters to mark their ballot independently and privately. Additionally, all election workers will receive training on assisting voters with disabilities at every step of the voting process. This includes focused training on the features available on the BMD that will be of great benefit to voters with disabilities. Additional accessibility devices that will be available at all vote centers include magnifying glasses, signature guides, pen grips and 20/20 pens.

**VOTE CENTER LAYOUT** (page 68): As mentioned in Section 3-A, there will be various vote center sizes. However, depending on the room layout and various specifications unique to each vote center, the exact number of BMDs in each vote center may vary. Each vote center will be provided with a layout diagram to ensure BMDs are placed in a manner that allows a voter to cast a private and independent ballot. Layouts must also be sensitive to accessibility needs of voters and will be adjusted to accommodate the varying shapes and room sizes of each location.

#### f. VAAC

**Accessibility Report** (page 48): The Department has engaged the community not only through CVOC but also through the assistance from its Voting Accessibility Advisory Committee (VAAC). The County's VAAC was established in 2006 to assist the Department with implementing innovative strategies that improve accessibility and participation. The VAAC has played an important role assisting the Department in both pre-election and post-election activities. In partnership with the VAAC, the Department has produced two public service announcements (with American Sign Language and closed captioning) to introduce the County's new voting experience and voting options available through the VCA to voters with disabilities. Additionally, six community meetings held in 2019 focused specifically on informing the disabled community on the VCA, VSAP and vote centers.

#### g. RAVBM

**Remote Accessible Vote By Mail** (page 12): The Department will inform the public about the availability of Remote Accessible Vote By Mail (RAVBM) by providing news releases and social media content for distribution to local, regional and national media outlets. Additionally, information on the availability and use of RAVBM will be provided within the mailing distribution of the Sample Ballots to all registered voters; within the Vote by Mail (VBM) informational wrap that is mailed to all VBM voters; through a targeted email campaign; and posted on our website at [lavote.net](http://lavote.net).

**Accessible Services – ISB, RAVBM, VBM, and BMD** (page 49): The Department's new Interactive Sample Ballot (ISB) and Remote Accessible Vote by Mail (RAVBM) are two options that provide additional access and convenience to voters with disabilities.

The ISB can be accessed through a web-based application located on the Department's website, that allows the user to mark their sample ballot and create a Poll Pass that can be printed or downloaded on a mobile device. The Poll Pass will expedite the voting experience at a vote center by allowing the voter to quickly transfer their sample ballot selections onto the BMD and finish the process of casting their ballot.

RAVBM is another convenient option that is exclusively for voters with disabilities through a similar process to the ISB in which a voter may access a web-based application located on the Department's website to access their ballot in a screen-readable format. Voters may use their assistive devices to read and mark their selections, print out their ballot, put it in a return envelope, then sign and return the VBM envelope. Both options provide an independent, private and secure voting experience for many voters with disabilities to vote by mail. In addition, curbside voting will continue to be an option and made available at any vote center location. The Department's new VBM ballot cards and envelope have the following improvements: • Larger, full face ballot • Easier to read • Easier to fill out • Easier to understand • Multilingual ballots • No postage required • Voter can drop it off at any vote center throughout the 11-day voting period or one of the conveniently located VBM drop-off locations beginning 29 days before Election Day

Lastly, all BMDs offer multiple accessibility features to accommodate voters with disabilities. Each BMD has adequate space to accommodate voters in wheel chairs or walkers. The touchscreen display can be adjusted for voters who are in a sitting or standing position. For those who are unable to use the touchscreen, there is also a tactile keypad controller with buttons to make selections. The voter can also adjust the screen's font size, color, contrast, and tilt the screen for ease of viewing. Each BMD contains a built-in audio headset that allows the voter to adjust the reading speed and volume. Additionally, the voter may choose from 13 languages to either listen to or read the ballot selections. Voters with disabilities no longer need to vote on separate devices but may vote on the same devices in the same area of the vote center as all voters. All accessibility information provided above including additional services available for voters with disabilities (e.g. assistance provided at vote centers, accessible voting materials, curbside voting), can be found on our website at [www.lavote.net](http://www.lavote.net).

## Madera County

EAP updated March 7, 2018: <https://votemadera.com/wp-content/uploads/2018/04/MadCo-Final-EAP-v-2.1-English-.pdf>

### a. Outreach methods

**A description of how the county elections official will educate and communicate the provisions of this section to the public, including: The disability community, including organizations and individuals that advocate on behalf of, or provide services to, individuals with disabilities. The county elections official shall hold at least one voter education workshop to increase accessibility and participation of eligible voters with disabilities.** §4005(a)(10)(i)(VI), §4005(a)(10)(i)(VI)(ib) (page 14): Information sharing with the disability community, including information about the Vote Center Model, voting options (including RAVBM), and toll-free access hotline for assistance will be conducted to include: 1) Television (Stations to be determined)\* 2) Newspapers (Adjudicated Newspapers of General Circulation in Madera County: Madera Tribune, Sierra Star, Chowchilla News) 3) Radio (Stations to be determined)\* 4) Social Media and Department's Website (@MaderaElections, @MaderaCounty) 5) Materials sharing with such groups as community partners, elected officials for their newsletters, cities, special districts, school districts, community based organizations, faith-based organizations, and Public Information Officers 6) Media Availability Sessions 7) Public Service Announcements, broadly distributed to outlets serving the County County Departments (such as Health and Human Services, Human Assistance, Veteran Services, Probation, and Child Support Services)

### b. Website

**Website has publicly available accessible information** §4005(a)(10)(i)(IV) (page 13): Information on the MCROV's website ([www.votemadera.com](http://www.votemadera.com)) is in accessible formats and is publicly available. This includes the Election Administration Plan and other information related to the Voter's Choice Act, as well as information about registering to vote and getting involved in the election process. Election specific information is also available on the website in an accessible format. The information to be provided will include the following: 1) All voters will receive a vote-by-mail (VBM) ballot 2) The option to use an accessible voting device at any Vote Center, and how to use the device 3) The method for requesting, marking and submitting an accessible ballot through the County's Remote Accessible Vote-by-mail (RAVBM) program.

### c. Workshops

**A description of how the county elections official will educate and communicate the provisions of this section to the public, including: The disability community, including organizations and individuals that advocate on behalf of, or provide services to, individuals with disabilities. The county elections official shall hold at least one voter education workshop to increase accessibility and participation of eligible voters with disabilities.** §4005(a)(10)(i)(VI), §4005(a)(10)(i)(VI)(ib) ...MCROV will hold a voter education workshop in the spring of 2018 to increase accessibility and participation of eligible voters with disabilities. The workshop will include, but not be limited to, education about the Vote Center Model, new voting equipment demonstrations, the accessibility of the voting equipment, ballot drop-off information, and options for obtaining an accessible vote-by-mail ballot electronically. Information about the workshop will be announced at least 10 days in advance of the meeting date.

### d. Voting Location Site Selection

**The Location and Hours Of Each Vote Center** §4005(a)(10)(i)(vi)(III), §4005(a)(10)(i)(vi)(VI) (page 18): MCROV is working throughout the community to identify Vote Center and Drop Box locations that meet the criteria listed in Section 4005(a)(10)(B) using data collected from the 2010 decennial Census, the American Community Survey, and the current MCROV registration file.

The process of establishing locations continues at the time of publication of this Plan. MCROV's goal is to locate Vote Centers in well-known, fully accessible facilities. All Vote Centers will be open continuously for a minimum of 8 hours per day and from 7 a.m. to 8 p.m. on Election Day. Based on available information at the time it is anticipated that Vote Centers will be located in the following areas: City of Madera (2), City of Chowchilla, Oakhurst, Coarsegold and the Madera Ranchos area. The location and hours of each Vote Center will be listed in Appendix A, which will be updated as locations are confirmed for each election. The list will be included in election materials provided to each registered voter.

### e. Planning and Priorities (within sites)

**Services for Voters with Disabilities** §4005(a)(10)(i)(vi)(X) (page 19): Each Vote Center will have a minimum of 3 fully accessible touch

screen voting devices. These devices are certified by the Secretary of State for use in California elections and allow each voter to mark their ballot independently and privately. Additionally, Vote Center staff will receive training on setting up the equipment, assisting voters with the equipment including voters with disabilities, trouble-shooting issues with the equipment and the proper storage of the equipment. Additionally, MCROV will procure specialized training, using a train-the-trainer approach, specifically for providing services to voters with disabilities. MCROV plans to utilize an organization that advocates on behalf of, or provide services to, individuals with disabilities to provide the specialized training.

f. VAAC

Community Presence To Educate Voters On The Voter's Choice Act §4005(a)(10)(I)(i)(III) (page 9): MCROV's community presence will provide Vote Center Model information directly to the voters and attendees of a wide variety of events. MCROV's goal is to coordinate with our community partners, and the LAAC and VAAC to identify opportunities to educate our voters, offer demonstrations of the voting equipment, and explain how to request and obtain an accessible ballot. MCROV will make every effort to reach all areas of the County. Voters will have many opportunities to learn about the Vote Center Model and their voting options including, but not limited to, the following: 1) Department's VAAC and LAAC a. Meetings include voting system demonstrations and informational updates b. Materials development with VAAC and LAAC members, and presented for distribution within their communities

g. RAVBM

**Access To A VBM Ballot By Voters With Disabilities** §4005(a)(10)(I)(ii) (page 16):

**Receiving A Vote-By-Mail (VBM) Ballot By Mail** - All Madera County registered voters receive a VBM ballot packet by mail for each election. The enclosed ballot can be marked and returned in the identification envelope included with the VBM packet.

**Requesting An Accessible Ballot** - Vote Centers All Madera County registered voters can use one of the three accessible ballot marking devices at any Vote Center. Voters check in, request an accessible ballot and are provided with a key card that populates the accessible device with their ballot. The ballot can be marked using the touch screen display, provided audio tactile device, or their own assistive technology. The accessible voting machines will be arranged to allow all voters the opportunity to cast their ballot privately and independently.

**Requesting A Remote Accessible VBM Ballot** - Madera County registered voters with disabilities may opt for an accessible ballot through a Remote Accessible Vote-By-Mail (RAVBM) system. RAVBM provides voters with disabilities the ability to request a VBM ballot be sent electronically. The electronic ballot can be downloaded to the voter's computer, marked using the voter's own assistive technology and then printed. This ballot can be returned in the same manner as any VBM ballot: through the mail, placed in a Drop Box, or at any Vote Center. MCROV is currently exploring options for procuring a California certified Remote Accessible Vote-By-Mail system. Once the system is procured, instructions will be developed, in accordance with the respective use procedures, and shared on the County website, in educational materials and during public meetings.

**Requesting A Replacement Ballot** - Any voter may request a replacement ballot by telephone at (800) 435-0509 or (559) 675-7720, by faxing a request to (559) 675-7870, by appearing at a Vote Center, or through the RAVBM system.

## Mariposa County

Updated 2019: <http://www.mariposacounty.org/DocumentCenter/View/81705/Final-EAP>

### a. Outreach methods

#### **Inform Voters of the Availability of a Vote by Mail Ballot in an Accessible Format and the Process for Requesting Such a Ballot**

§4005(a)(10)(i)(II) (page 5): Information sharing with disability communities, including information about the Vote Center Model, voting options, and toll-free access hotline for assistance will be conducted to include: 1. Department's Website ([www.mariposacounty.org](http://www.mariposacounty.org)) 2. Social Media (Elections Facebook Page) 3. Materials sharing with community partners, advocacy organizations, elected officials, special districts, school districts, community based organizations, faith-based organizations and Public Information Officers. 4. Public Service Announcements, broadly distributed to outlets serving the County 5. County Departments (such as Health and Human Services, Community Services and Veteran's Services). 6. Radio (KRYZ radio 98.5 FM)

Mariposa County does not intend to focus on the use of television outlets as there are no local networks.

### b. Website

**Website has publicly available accessible information** §4005(a)(10)(i)(IV) (page 5): Information on the County's website ([www.mariposacounty.org](http://www.mariposacounty.org)) is in accessible formats and is publicly available. The includes the Election Administration Plan and other information related to the Voter's Choice Act, as well as information about registering to vote and getting involved in the election process. Election specific information is also available on the website in an accessible format.

The information to be provided will include the following: 1. All voters will receive a vote-by-mail (VBM) ballot 2. The option to use an accessible voting device at any Vote Center, and how to use the device 3. The method for requesting, marking and submitting an accessible ballot through the County's Remote Accessible Vote-by-mail (RAVBM) program.

### c. Workshops

**Voter Education Workshop for the Disability Community** §4005(a)(10)(i)(VI), §4005(a)(10)(i)(VI)(ib) (page 6): Mariposa County will hold a voter education workshop to increase accessibility and participation of eligible voters with disabilities. Workshops will be held in late 2019 to early 2020 and will include education about the Vote Center Model voting process, new voting equipment demonstrations, the accessibility of the voting equipment, ballot drop off information, and options for obtaining an accessible vote by mail ballot electronically. Information about workshop events will be announced at least 10 days in advance of the meeting date.

### d. Voting Location Site Selection

#### **Vote Centers: Number to be Established, Locations and Hours of Operation to the Extent Available at the Time of Publication**

§4005(a)(10)(i)(vi) (page 9): There will be a total of four Vote Centers available to all voters in Mariposa County. Below is a list of the proposed Vote Centers. All Vote Centers will be open for at least 8 hours a day. On Election Day all Vote Centers will be open from 7:00am to 8:00pm. The exact hours of each Vote Center will be posted on the Mariposa County website at [www.mariposacounty.org](http://www.mariposacounty.org) and included in the Vote by Mail ballot packets that are mailed to all registered voters. At this time, Mariposa County Elections Department does not expect to utilize mobile vote centers in the 2020 elections.

### e. Planning and Priorities (within sites)

**Design and Layout of Vote Centers** §4005(a)(10)(i)(vi)(XI) (page 10): Vote centers will be designed in a way to ensure each voter has the right cast a private and independent ballot. Voting equipment and ballot drop boxes will be placed strategically in the Vote Center so that they are easily identifiable by voters and can be monitored by Vote Center staff.

### f. VAAC

**Education and Outreach with the Disability Communities** (page 4): A Voting Accessibility Advisory Committee (VAAC) was established in August 2019 to advise and assist with access to the electoral process by voters with disabilities. The VAAC is comprised of local residents who advocate on behalf of the disability community.

**Inform voters of the Availability of a vote by mail ballot in an accessible format and the process of requesting such a ballot**

§4005(a)(10)(i)(II) (page 4-5): Information sharing with disability communities, including information about the obtaining a VBM ballot in an accessible format, the process for requesting such a ballot and toll-free access hotline for assistance will be conducted to include: 1. Department's Website ([www.mariposacounty.org](http://www.mariposacounty.org)) 2. Social Media (Elections Facebook Page) 3. Materials sharing with community partners, advocacy organizations, elected officials, special districts, school districts, community based organizations, faith-based organizations and Public Information Officers. 4. Public Service Announcements, broadly distributed to outlets serving the County 5. County Departments (such as Health and Human Services, Community Services and Veteran's Services). 6. Radio (KRYZ radio 98.5 FM) Mariposa County does not intend to focus on the use of television outlets as there are no local networks.

g. RAVBM

**Access to a VBM Ballot by Voters with Disabilities** §4005(a)(10)(i)(ii) (page 7):

**Receiving a Vote-By-Mail (VBM) Ballot by Mail** - All Mariposa County registered voters receive a VBM ballot packet by mail for each election. The enclosed ballot can be marked and returned in the identification envelope that is included in the VBM packet.

**Receiving an Accessible Ballot** – Voter Centers- Registered voters have the option of using one of the accessible ballot marking devices at any vote center. Voters check in, request an accessible ballot and are provided with a key card that populates the accessible device with their ballot. Ballots can be marked using the touchscreen display, provided audio tactile device or their own assistive technology. The accessible voting machines will be arranged to allow all voters the opportunity to cast their ballot privately and independently.

**Requesting a Remote Accessible VBM Ballot** - Mariposa County registered voters with disabilities may opt to go online, though the Remote Accessible Vote by Mail (RAVBM) system to request a downloadable ballot. RAVBM provides voters with disabilities the ability to request a VBM ballot to be sent electronically to the voter. The electronic ballot can be downloaded to the voter's computer, marked using the voter's own assistive technology, and then printed. This ballot can be returned in the same manner as any VBM ballots: through the mail, in a Drop Box or at any Vote Center.

**Requesting a Replacement Ballot** - Any voter may request a replacement ballot by telephone at (209) 966-2007, by faxing their request to (209) 966-6496, by appearing at a Vote Center or Elections Office, or through the online RAVBM system.



## Napa County

EAP Updated: January 14, 2020 <https://www.countyofnapa.org/DocumentCenter/View/15927/Napa-County-Election-Administration-Plan-PDF>

### a. Outreach methods

**Voters with Disabilities** (page 7): ...A press release, distributed to all media serving Napa County residents, will announce the voter assistance hotline, TTY Line 707-299-1475, which will provide accessibility to persons with hearing disabilities. Voters with disabilities may use their personal computer to download and mark their ballot through the RAVBM Ballot System. Details regarding this system will be included in the Local Voter Information Guide. A RAVBM/Language Preference postcard will also be included with all vote by mail ballots. This postcard will remind voters to retain their postage paid return envelope for returning the ballot. Vote Center staff may also bring a paper ballot replacement to a car for curbside voting.

### b. Website

**Voters with Disabilities** (page 7): Napa County has a long-standing commitment to voters with disabilities to increase accessibility in the democratic process. The Election Division website, [www.countyofnapa.org/elections](http://www.countyofnapa.org/elections), provides information and resources for voters with disabilities, including details on ICX- Accessible Units; the RAVBM Accessible System; ADA Accessible requirements for Vote Centers and the VAAC.

### c. Workshops

**Voter Education and Outreach Plan** (page 5): Public workshops will be held with community organizations and individuals that advocate on behalf of or provide services to these groups. All public workshops hosted by the County will be ADA accessible. Workshops will be held no later than 60 days prior to each federal election or special state election.

### d. Voting Location Site Selection

**Vote Center and Ballot Drop-Off Locations** (pages 1-2): The VCA establishes detailed criteria and formulas for the number and location of Vote Centers and Ballot Drop Box. The law requires that Vote Centers and Ballot Drop Box locations be accessible to voters with disabilities, located near population centers, public transportation and near low-income and language minority communities.

The California Civic Engagement Project (CCEP) used Geographic Information System (GIS) mapping software and U.S. Census Data to pinpoint suggested Vote Center and Drop Box locations. These maps can be found in Appendix VI. Vote Center and Ballot Drop Box locations were selected in consultation with the Napa County Voting Accessibility Advisory Committee (VAAC) and the Language Accessibility Advisory Committee (LAAC). Napa County is pleased that the 9 Vote Center and 9 Drop Box locations contained in the updated EAP match the criteria of the CCEP.

**Voters with Disabilities** (page 7): ...Most Vote Centers can be reached via Vine Transit, Napa County's bus service. Persons with disabilities who cannot independently use regular Vine Transit bus service, some or all of the time, have access to the Napa Valley Transportation Authority (NVRTA) paratransit Vine Go service. Riders may call to reserve a trip from one to seven days in advance. The Election Division will work with NVRTA to expand access to voting for persons with disabilities.

### e. Planning and Priorities (within sites)

**Vote Centers** (page 2): Vote Centers expand voting participation options well beyond conventional polling places. At a vote center an eligible citizen can register to vote, obtain a conditional voter registration (CVR) ballot and cast that ballot either on paper or using our Dominion Image Cast X- Accessible Ballot Marking Device (ICX). At a vote center, unlike a polling place, a registered voter from anywhere in the County can obtain a replacement ballot at any vote center where any of the County's 167 ballot types can be printed or voted on an ICX.

Vote Centers have secure connection to the County's Election Management System ("EMS"), allowing Vote Center staff to verify, in real time, the voting status of each voter against the local database and against the statewide registration database known as VOTECAL.

All Vote Centers are ADA-compliant for access and are equipped with Dominion ICX Ballot Marking Devices with large print and audio



capability. Vote center workers are trained to assist voters with specific needs. Voters with disabilities may also contact the Disability Rights California hotline at 1-888-569-7955 or TTY 1-800-719-5798 for assistance.

f. VAAC

**Voter Education and Outreach Plan** (page 5): The County worked with its Voting Accessibility Advisory Committee (VAAC); Language Accessibility Advisory Committee (LAAC); Voter Choice Napa/Community Leaders Coalition (VCN/CLC); Voter Choice California and academics to develop the original Voter Education and Outreach Plan.

**Vote Center and Ballot Drop-Off Locations** (page 2): Vote Center and Ballot Drop Box locations were selected in consultation with the Napa County Voting Accessibility Advisory Committee (VAAC) and the Language Accessibility Advisory Committee (LAAC). Napa County is pleased that the 9 Vote Center and 9 Drop Box locations contained in the updated EAP match the criteria of the CCEP.

g. RAVBM

**Vote By Mail Ballots** (page 1): Voters with disabilities may take advantage of Napa County's Remote Accessible Vote by Mail System (RAVBM), which allows voters to access and mark their ballot in a screen-readable format on a personal computer. Voters with disabilities may also contact the Disability Rights California hotline at 1-888-569-7955 or TTY 1-800-719-5798 for assistance.

## Nevada County

EAP Updated March 2, 2020: [https://www.mynevadacounty.com/DocumentCenter/View/34021/2020-Election-Administration-Plan\\_FINAL-Rev-3-2-2020](https://www.mynevadacounty.com/DocumentCenter/View/34021/2020-Election-Administration-Plan_FINAL-Rev-3-2-2020)

### a. Outreach methods

**Media and Public Service Announcements** §4005(a)(10)(l)(i)(II), §4005(a)(10)(l)(i)(VIII) (page 1): The Nevada County Elections Office use a variety of media and public service announcements in accessible formats to educate the voting-age population in Nevada County, to promote the availability of an accessible vote-by-mail ballot and how to request one, and to promote the toll-free voter assistance hotline (1-888-395-1298). Media will include, but not be limited to, newspapers, radio, television, and social media. The following Nevada County media outlets were chosen with consideration of their target audience, frequency of publication, reach, accessibility, and consultation with the public.

### b. Website

**Accessible Website** §4005(a)(10)(l)(i)(IV) (page 3): The Nevada County Elections website is an accessible website per standards recommended in §2053(b)(4). The Nevada County Elections Office will work with the Nevada County Information Services staff to ensure that all election information is available in text-based format on the accessible website. (<https://www.mynevadacounty.com/695/Registrar-ofVoters>) Information includes, but will not be limited to, a list of the ballot drop off locations and vote centers with dates and hours they are open, as well as the services available at vote centers. The Nevada County Elections Office is also planning a webpage to educate everyone about the accessible voting tools available.

### c. Workshops

**Educating the Disability Community – Voter Education Workshop** §4005(a)(10)(l)(i)(VI)(ib) (page 3): The Nevada County Elections Office held one voter education workshop to increase accessibility and participation of eligible voters with disabilities in Spring 2018. The workshop for the 2020 Primary was held on February 5, 2020.

### d. Voting Location Site Selection

**Accessible Services Available at Vote Centers and Ballot Drop off Locations** §4005(a)(10)(l)(vi)(X) (page 3): Each vote center will have accessible parking available and will be ADA compliant. Vote centers will be surveyed by staff to ensure that each vote center has the equipment and materials needed to be ADA compliant... All exterior and interior ballot drop off locations will be accessible and as near to public transportation routes as possible. The 24-hour ballot drop off location at the Nevada County Government Building (Rood Center) is accessible and on a public transportation route.

### e. Planning and Priorities (within sites)

**Accessible Services Available at Vote Centers and Ballot Drop off Locations** §4005(a)(10)(l)(vi)(X) (page 3): ...All vote centers will be equipped with at least three accessible Ballot Marking Devices (BMDs, also called HART Verity Print) and include an audio ballot option and sip-and-puff technology. The Nevada County Elections staff are experienced using BMDs and will train our vote center staff to assist any voter in the best way possible.

### f. VAAC

**Voter Education and Outreach – Voters with Accessibility Needs** (page 3): The Nevada County Elections Office formed a Voter Accessibility Advisory Committee (VAAC) to establish how to best educate and reach the disability community in Nevada County regarding the VCA. The committee was established on August 29, 2017. The committee members are well connected to the disability community and will continue to assist the Elections Office in developing plans to best serve voters with disabilities in Nevada County. Please see Appendix C for materials regarding this committee.

### g. RAVBM

**Requesting an Accessible Vote by Mail Ballot** §4005(a)(8)(B)(iii) (page 4): All registered voters will receive a vote-by-mail ballot and educational materials. Each voter will also receive a postage-paid postcard for requesting an accessible vote by mail ballot. Voters

requesting an accessible vote-by-mail ballot need only fill out the postage-paid postcard and return it to the Nevada County Elections Office. Voters may also request an accessible vote-by-mail ballot and receive other information about accessible voting via the Nevada County Elections website (<https://www.mynevadacounty.com/2437/Accessible-Voting>). The Nevada County Elections Office will continue to use the Democracy Live platform to distribute accessible vote-by-mail ballots.

**Requesting a Replacement Ballot** §4005(a)(10)(I)(ii) (page 4): Voters with disabilities can request a replacement ballot two ways: (1) by calling the Elections Office or (2) by visiting any vote center. Voters who would like to request a replacement ballot be mailed to them may do so by following instructions on the Nevada County Elections Office website. The last day replacement vote by mail ballots can be mailed is seven days before the election. Voters with disabilities can also visit any vote center to receive a replacement ballot or to vote on accessible voting equipment.

**Toll-Free Hotline for Deaf and Hard of Hearing Voters** §4005(a)(10)(I)(vii) The Nevada County Elections Office has a toll-free TTY hotline (1-833-421-8445) for deaf and hard of hearing voters available Monday – Friday: 8:00 am – 5:00 pm and 7:00 am – 8:00 pm on Election Day. The toll-free hotline number is posted on the Nevada County Elections website and included in voting materials sent to voters.

## Orange County

EAP does not have a finalized date: [https://www.ocvote.com/fileadmin/vc/assets/eap\\_final\\_v3.pdf](https://www.ocvote.com/fileadmin/vc/assets/eap_final_v3.pdf)

### a. Outreach methods

**Information for Services for Voters with Disabilities included in VIGs and VBM Instructions** §4005(a)(8)(B)(i)(IV) (page 16): The VIG will include information on how voters with disabilities can request assistance, Disability Rights California's Voting Hotline phone number, and how to contact OCROV for any general questions. Additionally, the VIG will specify that a voter unable to mark a ballot may bring up to two individuals to assist with voting. The VIG will also include a postcard with prepaid postage for voters to request a remote accessible VBM ballot. The VBM instructions will inform voters that there is the availability of requesting election materials in an accessible format.

**Remote Accessible Vote-By-Mail Outreach** §4005(a)(10)(I)(i)(II) (page 33): OCROV will develop an outreach plan to inform voters on the availability of RAVBM in partnership with CEW VAAC. Different strategies will be created based on the target audience and best practices on how to reach them. This will be implemented as a part of the larger overall media strategy for informing and engaging voters leading up to the March 3, 2020 Presidential Primary Election.

### b. Website

**Accessible Information Posted to Website** §4005(a)(10)(I)(i)(IV), §4005(a)(8)(B)(ii) (page 17): The OCROV website provides information to all voters in an accessible format. Special attention has been given to the design of the website to ensure that it is responsive, compatible with screen readers and easy to navigate. The website provides voters with information relating to the election process, registering to vote, VCA legislation, and the Election Administration Plan (EAP). The website will also provide information about services available to voters with disabilities, including: • Vote center and ballot drop box accessibility • Ballot marking devices • Resources for voters with disabilities • Requesting a remote accessible VBM ballot The website will include information on the types of services available to voters with disabilities, what services can be accessed at vote centers, and more. It will also include a list of vote centers and ballot drop boxes in an accessible format.

### c. Workshops

**Voter Education Workshop for Disability Community** §4005(a)(10)(I)(i)(VI)(ib) (page 33): Following the final publication of the EAP, OCROV will host multiple voter education workshops to increase accessibility and participation of eligible voters with disabilities. The workshop will include education about the vote center model, voting equipment demonstrations, the accessibility of the voting equipment, ballot drop-off information, and options for obtaining an electronically accessible vote-by-mail ballot. OCROV will partner with CEW VAAC and its disability community partners to determine the number of workshops, workshop dates, times, and locations, and what materials to distribute to best serve voters with disabilities. Possibilities include developing instructional and informational videos on topics such as RAVBM and available services for voters with disabilities at vote centers. Information about the workshop events will be announced at least 10 days in advance of the date and it will be shared with the VAAC and disability community organizations.

### d. Voting Location Site Selection

**Services for Voters with Disabilities** §4005(a)(10)(I)(vi)(X) (page 16): Orange County is committed to supporting voters with disabilities through the transition to vote centers. OCROV will expand and update services for voters with disabilities such as using an updated comprehensive accessibility survey, a voting system with current accessibility supported technology and extending the ability to cast a ballot independently from home.

**Updated Accessibility Survey** §4005(a)(4)(C) (page 16): In order to comply with the additional accessibility requirements, the SOS Accessibility Checklist was reviewed, and additional requirements were added to the OCROV Polling Place Survey to create the Orange County Registrar of Voters Vote Center Survey. In compliance, the update focused on a more in-depth examination of paths of travel from public transportation, seeking sites with a maximum number of accessible parking spaces, and additional questions to differentiate between types of curb ramps. The past survey was also reviewed to ensure that all questions on the current survey are in compliance with the SOS Accessibility Checklist and the requirements in the VCA. The format of the OCROV Vote Center Survey was also updated from previous paper versions and outdated electronic versions to an application-based program that can be used on a mobile electronic device.

e. Planning and Priorities (within sites)

**Type and Number of Accessible Voting Machines** §4005(a)(2)(B), §4005(a)(4)(D), §4005(a)(10)(I)(vi)(X) (page 18): All Orange County vote centers will be equipped with a minimum of three accessible ballot marking devices (up to five in many cases) and will be flexible to expand the number of devices dependent on the voting room size and voter needs. A voter will be able to mark their ballot using the touch screen display, audio tactile device, or their own assistive technology. The accessible ballot marking devices will provide voters with disabilities an autonomous voting experience. Ballot marking devices will be arranged to allow all voters the opportunity to cast their ballot privately and independently.

**Type and Number of Reasonable Modifications at Vote Centers** §4005(a)(6)(D), §4005(a)(10)(I)(vi)(X) (page 18): There are multiple types of reasonable modifications that will be offered inside vote centers. Electronic check-in, minimum standard of three accessible voting machines (up to five in most locations, dependent on available square footage), and physical modifications will be in place to support voters with disabilities.

Electronic check-in will allow those voters with disabilities the option to sign the roster independently and accessibility features on the electronic devices will allow for screen reading, magnification, and inverted colors for those with visual disabilities. Magnifiers will be available upon request, and chairs will be available at check-in stations and at the accessible voting units upon request. If a voter needs additional assistance, vote center employees will be available to assist a voter as a visual guide through the voting room, or to read out any information they may not be able to see.

In addition to modifications upon request, each vote center will be surveyed for accessibility. If needed, facilities may be provided with threshold ramps for short rises to enter rooms, cones to identify hazards, and mats to cover slipping hazards. Most facilities will be asked leave doors to the voting room open for accessibility. Occasionally, a facility may provide a ballot call device which a voter is able to use to request curbside voting without entering the vote center; this will depend on the terrain of the location.

f. VAAC

**CEW Subcommittee Voting Accessibility Advisory Committee & Language Accessibility Advisory Committees** §4005(a)(9)(A), §4005(a)(9)(B), §4005(a)(10)(I)(i)(I) (page 31): Implemented in early 2017, the CEW Subcommittee Voting Accessibility Advisory Committee (VAAC) and the CEW Subcommittee Language Accessibility Advisory Committee (LAAC) are two independent committees of the CEW that designated to focus on the needs of voters with disabilities and language minority communities.

The mission of the LAAC is to advise and assist the OCROV with implementation of federal and state laws relating to language access, so that all voters can meaningfully participate in the voting process. The LAAC also provides recommendations identifying and prioritizing activities, programs, and policies to ensure equal access to the ballot. The responsibilities of the committee include the following: providing expertise on language accessibility issues; promoting language accessibility initiatives; and responding to the OCROV's questions regarding language support.

The mission of the VAAC is to advise and assist the OCROV with providing services to voters with accessibility needs and meeting state and federal requirements, so all opportunities to provide equal access are explored. The VAAC also provides recommendations identifying and prioritizing activities, programs, and policies to ensure voters with disabilities can independently cast a ballot. The responsibilities of the committee include the following: providing expertise on accessibility matters; incorporating accessibility procedures into operations; and providing feedback to the OCROV regarding accessibility standards and outreaching to voters with accessibility needs.

CEW and subcommittees LAAC and VAAC meeting agendas and a list of members and supporting organizations for each group can be found starting on page 63 in Appendices. Language community partners and disability community partners are listed starting on page 52 in Appendices.

g. RAVBM

**How a Voter with Disabilities may request a VBM, RAVBM, or Replacement Ballot** §4005(a)(5), §4005(a)(10)(I)(ii) (page 17-19): With the move to vote centers, a person with a disability can request a VBM, RAVBM, or replacement ballot via the website, through email, over the phone, in written form, or in person at the OCROV office. In addition to these options, voters will also be able to request a VBM or a replacement ballot in person at any vote center and request a RAVBM through the postage-paid postcard included with every VIG.

**Remote Accessible Vote-By-Mail** §4005(a)(8)(B)(i)(IV) (page 17-19): Orange County registered voters with disabilities may request a downloadable ballot by connecting to the Remote Accessible Vote-By-Mail (RAVBM) system. RAVBM provides voters with disabilities the ability to request a VBM ballot to be sent electronically. The electronic ballot can be downloaded to the voter's computer, marked using the voter's own assistive technology and then printed. This ballot can then be returned in the same manner as any VBM ballot; through the mail, placed in a ballot drop box; or at any vote center. Voters will be provided instructions to return the completed RAVBM ballot in the supplied return envelope in the VBM packet. OCROV is in the process of selecting a RAVBM vendor and a final decision has not been made yet.

## Sacramento County

EAP Updated January 2020: <https://elections.saccounty.net/Documents/EAP%20-%202019/EAP-English-2020.pdf>

### a. Outreach methods

**Voters with Disabilities – Media/Advertising** (page 11): Press releases distributed throughout Sacramento County will announce the toll-free voter assistance hotline which provides assistance in English, Spanish and Chinese with the ability to connect voters with disabilities with TTY (Text Telephone), allowing voters who are deaf, hard of hearing, or speech-impaired to use the telephone to communicate with VRE staff. Future press releases will state that the voter assistance hotline has TTY abilities. Printed materials, such as the second direct postcard and the “I Voted” Sticker insert in the Vote by Mail packet advises voters of accessible ballot options. VRE could use assistance and recommendations on how best to reach voters with disabilities. Please email [voter-outreach@saccounty.net](mailto:voter-outreach@saccounty.net) with media ideas.

### b. Website

VRE Website Beginning 29 days before Election Day, the VRE website will be updated with the following information:

- i. Voter Look-up Tool, that allows any Sacramento County voter to:
    - a. Verify their voter registration information
    - b. Verify their voted ballot has been received by Sacramento County
    - c. Find the nearest Vote Center to their residence (picture of Vote Center included)
    - d. Access their County Voter Information Guide and accessible ballot.
  - ii. Vote Center and Ballot Drop Box locations sorted by City, with hours of operations, and directions to any location through Google Maps
  - iii. Audio information for Measures in Sacramento County
  - iv. Election Results, in HTML and interactive
  - v. Online toolkit for outreach materials and publications relating to the Voter’s Choice Act
  - vi. Information on Accessible Voting Options, including information on what is available at a Vote Center, Curbside Voting, Accessible Vote by Mail, and Materials in Accessible Formats.
- ### c. Workshops

**Voters with Disabilities – Education Workshops** (page 10): Workshops will feature a demonstration of VRE’s accessible voting options, including the Accessible Vote by Mail (AVBM) system and the accessible ballot marking device at the Vote Centers (Dominion’s ICX). Workshops will be scheduled September 2019 through February 2020. Locations are to be determined and will be combined with an existing community event. Advertising of these workshops will be done on social media, including Next Door, and through trusted community partners. At these workshops VRE will provide: • Accessible Vote by Mail Application (for a link emailed to the voter) • A laptop with demonstration of the AVBM interface and audio • ICX Ballot Marking Device, with a mock ballot • Availability of materials in alternate formats (large print, audio measures, accessible County Voter Information Guide, and availability of alternate formats for state election materials).

### d. Voting Location Site Selection

**Vote Center Accessibility** (page 12): Vote Centers and Ballot Drop Box locations are selected using ADA guidelines from the Polling Place Accessibility Checklist. These checklists are used to identify accessible locations. If a barrier is found that may keep a person from entering a Vote Center or using a Ballot Drop Box, VRE will make changes on or before Election Day by using additional equipment and signs. Any questions regarding physical access to a Vote Center or Ballot Drop Box location can be directed to Precinct Operations by emailing [precinctoperations@saccounty.net](mailto:precinctoperations@saccounty.net) or calling (916) 875-6100.

### e. Planning and Priorities (within sites)

**Vote Center Accessibility** (page 12): ...All Vote Centers will have at least two accessible voting booths for a chair or wheelchair, magnifying glasses, and pen grips. There will be at least three accessible ballot marking devices that can accommodate a chair or wheelchair. At a Vote Center, any voter may utilize these accessible ballot marking devices to mark their ballot independently and privately. After checking in with the Election Officer, voters are provided with a key card that populates the accessible device with their ballot. The ballot can be marked using the touch screen display, the provided audio tactile device with braille, or their own assistive technology. Key features include: • A Touchscreen tablet, with the option to change text size and contrast on the tablet • An Audio Tactile Interface (ATI) keypad with Braille • Headphones and audio instructions in English, Spanish, Mandarin, Cantonese, and Taiwanese • A Privacy mask, for voters with low vision to ensure their votes are kept private as they use the audio instructions • The ability for voters to use their own Paddle or Sip and Puff assistive device

This machine does not tabulate or count any votes. Upon completion of marking their ballot, the voter must print out their selections and place the printed ballot in the ballot box. No voter information is stored on any ballot marking device, ensuring all ballots are kept confidential and private. Any voter who cannot physically access a Vote Center has the option to request curbside voting.

**Voters with Disabilities – Materials in Alternate Formats** (page 11): Voters with disabilities have several accessible voting options. VRE prepares a County Voter Information Guide (CVIG) for each election which contains information on the VBM process as well as instructions for using the AVBM system. The CVIG is available in large-print, an online PDF, and a screen reader accessible option using the VRE Voter Look-up Tool. Measures are available in audio format on our website beginning 29 days before Election Day. Large-print CVIGs and audio measures can be requested by emailing [voteroutreach@saccounty.net](mailto:voteroutreach@saccounty.net) or calling VRE at (916) 875- 6451.

#### **Ballot Pick-up Options**

(page 13): VRE also provides information about these resources along with ballot applications to convalescent hospitals, independent living centers, disability partners, community organizations, and advocates. See Appendix A for a list of community events and partners. Every registered Sacramento County voter will be mailed a Vote by Mail (VBM) ballot beginning 29 days before Election Day. Any voter may request a replacement ballot by telephone at (916) 875-6155 or (800) 762-8019, by emailing a request to [vbm@saccounty.net](mailto:vbm@saccounty.net), by faxing a request to (916) 854- 9796, by appearing at a Vote Center, at the VRE office, or through the online AVBM system. If a voter does not receive their Vote by Mail packet, they may call the office at (800) 762-8019 for a replacement packet, visit the VRE office, or visit any Vote Center when open. A voter's Vote by Mail packet may be picked up by a friend or relative if the voter completes an Emergency Authorization for Ballot Pick-up form that is available on the VRE website and at any Vote Center.

f. VAAC

**Voting Accessibility Advisory Committee** (page 10): VRE has established the VAAC as a citizen advisory committee to make recommendations for improving access to voting and election materials while helping to identify and eliminate barriers. The VAAC is designed to advise and assist in ensuring all voters in Sacramento County can vote independently and privately. VRE will work with VAAC members and community partners to provide information and alternative voting options to voters with disabilities.

g. RAVBM

**Accessible Vote by Mail (AVBM)** (page 12): All counties are required to provide an accessible Vote by Mail option for voters with disabilities. This system allows for voters to access their correct ballot online and mark their choices using their own assistive technology. Once the ballot choices have been marked, the voter is required to print out the selections and return it by mail, or at a Ballot Drop Box, a Vote Center, or the VRE office. A step-by-step demonstration video is available on the VRE website. A voter with a disability may request a link to the AVBM system by returning the postage-paid application on the back of the County Voter Information Guide. The application or link is not required to access the AVBM system and can be accessed online with the VRE Voter Look-up tool.

Voters that choose to use this system must affirm they have a disability, must have an internet connection, and must have a printer to print out their ballot selections. As all voters receive a ballot in the mail, a voter using the AVBM system may use the pink envelope they received in the mail to return the ballot, they may also download an envelope template from the AVBM system, or they may pick-up a replacement envelope at any Vote Center or Ballot Drop Box location. The pink envelopes mailed to every voter have two punched holes to indicate where the voter should sign.

All envelopes must be signed or marked with an identifying mark by the voter before the ballot is counted. If the envelope is not signed, or if the signature does not match what is on the voter file, VRE will contact the voter to verify their information.



## San Mateo County

EAP updated January 3, 2020 [https://www.smcacre.org/sites/main/files/file-attachments/eap\\_jan2020-jan2024\\_web.pdf?1580352676](https://www.smcacre.org/sites/main/files/file-attachments/eap_jan2020-jan2024_web.pdf?1580352676)

### a. Outreach methods

**Voters with Disabilities** (page 18): A press release, distributed to media serving San Mateo County residents, will announce the toll-free voter assistance hotline, which will provide accessible assistance to persons with hearing disabilities.

**Outreach Plan** (page 21): ...**Objective:** Inform voters with disabilities about accessible ballot marking devices and remote accessible vote by mail

**Prepare voters to use the new Ballot Marking Tablets at Vote Centers** a. Ballot Marking Tablets make voting more intuitive than ever before b. They provide a paper ballot for tabulation c. They meet the highest security standards

**Strategies** (page 22): 1. Involve the VAAC, LAAC and VEOAC in these outreach efforts .....5. While the Elections Division does outreach to all voters through direct mailings, groups which need additional attention include: ...Voters with disabilities...

**Tactics** (page 23): ...X. Give short presentations and Ballot Marking Tablet demonstrations at community events, assisted living facilities, senior centers, as well as at facilities and for groups working with those with disabilities

### b. Website

**Voters with Disabilities** (page 18): The Elections Division website, [www.smcacre.org](http://www.smcacre.org), provides resources for voters with disabilities, including details on the options available on the new Ballot Marking Tablets, both at home and at a Vote Center, home ballot delivery, the Accessible Vote by Mail system (AVBM), or transportation to a Vote Center if needed. Through site visits, the Elections Division has confirmed that all voting locations are ADA accessible to voters with disabilities under ADA Title II and in compliance with guidelines set by the California Secretary of State. The County also provides information on these resources to convalescent hospitals, Lighthouse for the Blind and Visually Impaired, Vista Center for the Blind, Santa Clara Valley Blind Center, Center for Independence of Individuals with Disabilities, San Francisco Independent Living Resource Center and Peninsula Volunteers- Meals on Wheels.

### c. Workshops

**Voters with Disabilities** (page 19): Per the VCA, the Elections Division will hold a voter education workshop prior to each statewide election to increase accessibility and participation of eligible voters with disabilities. The VAAC members will assist in selecting the workshop venue and date. The workshop will include, but not be limited to, education about the new voting model, voting equipment demonstrations, the accessibility of the voting equipment, ballot drop-off information, and options for obtaining an AVBM ballot electronically

### d. Voting Location Site Selection

**Vote Center and Ballot Drop Box Locations** (page 2): The VCA establishes detailed criteria and formulas for the location of Vote Centers and Ballot Drop Box locations throughout the County. The law requires that Vote Centers and Ballot Drop Box locations be accessible to voters with disabilities, located near population centers, have easy access to public transportation and be near low-income and language minority communities.

Vote Center and Ballot Drop Box locations were selected in consultation with San Mateo County's Language Accessibility Advisory Committee (LAAC), Voting Accessibility Advisory Committee (VAAC) and Voter Education and Outreach Advisory Committee (VEOAC).<sup>1</sup> Geographic Information System (GIS) mapping software, U.S. Census Data and the California Civic Engagement Project's Vote Center Siting Tool were also utilized to ensure locations are in optimal proximity to voters. In addition to these considerations, potential Vote Center locations must have the necessary space for voting equipment and be available for the required operational days of the election.

### e. Planning and Priorities (within sites)

**Voters with Disabilities** (page 18): The Voters with disabilities have many accessible voting options in San Mateo County. The new Ballot Marking Tablets at our Vote Centers offer multiple accessible options: extra-large buttons on an Audio Tactile Interface (ATI) box that can be moved off the table, headsets to listen to the ballot, and the ability to adjust text size and change contrast. Voters can bring in their own sip and puff device, headpointer or paddles to connect to the ATI. All options are available to use in English, Spanish or Chinese.

f. VAAC

**Voters with Disabilities** (page 18): The County has a long-standing commitment to working with voters with disabilities to increase accessibility in the democratic process. In cooperation with the San Mateo County Commission on Disabilities, the Elections Division founded the VAAC in 2015, with members representing agencies and organizations on matters affecting individuals with disabilities across San Mateo County.

g. RAVBM

**Voters with Disabilities** (page 18): Voters with disabilities may also use their personal computer to download and mark their ballot through the AVBM system. To access this service, voters may request an AVBM ballot through the postcard on the back cover of their Sample Ballot & Official Voter Information Pamphlet. Voters may also access an AVBM ballot through the My Election Info page on the Elections Division website or by contacting the Elections Division by phone, email or fax. The Elections Division will share information about the availability of the AVBM system with its media partners through a press release prior to each election. In addition, we will include a link to the video “Accessible Vote by Mail for Voters with Disabilities,” published by Disability Rights California, on [www.smcacre.org](http://www.smcacre.org). The Elections Division will continue to promote the availability of the AVBM system through its social media platforms and traditional printed materials.

## Santa Clara County

EAP Updated in the Fall 2020: [https://www.sccgov.org/sites/rov/VCA/EAP/Documents/Final%20EAP/Final%20EAP%20\(separated\)/VCA%20Election%20Administration%20Plan%20-%20ENG.pdf](https://www.sccgov.org/sites/rov/VCA/EAP/Documents/Final%20EAP/Final%20EAP%20(separated)/VCA%20Election%20Administration%20Plan%20-%20ENG.pdf)

### a. Outreach methods

**Methods Used to Identify the Needs of Voters with Disabilities** (page 25): The ROV is constantly improving upon how the needs of voters with disabilities are being addressed. In order to do so, the ROV analyzes recommendations regarding voters with disabilities from four (4) primary sources: (1) citizens with disabilities, (2) CBOs that provide supportive services to voters with disabilities, (3) other Counties implementing VCA, and (4) the Secretary of State's office. With VCA turning a completely new chapter to the way voting is conducted, the ROV is also taking this opportunity to begin a new phase in developing relationships with voters who have disabilities (and the CBOs that support them). Disability Rights California and Silicon Valley Independent Living Center are two organizations that directly reached out to ROV regarding the needs of voters with disabilities. From that initial engagement, the ROV has continued to foster relationships with the following organizations: Vista Center for the Blind and the Visually Impaired • State Council on Developmental Disabilities – Central Coast Office • Handicapables • Santa Clara Valley Blind Center • San Andreas Regional Center. This new phase emphasizes the importance of input directly from voters with disabilities. The ROV is committed/open to reviewing/exploring all recommendations coming directly from the voters.

**Outreach to the Disability** (page 26): Community In addition to the general media campaign, the ROV will also focus on providing information to voters with accessibility needs. This will include information about the availability of a minimum of three accessible voting devices at every Vote Center, as well as the option to request the use of the Remote Accessible Vote-by-Mail (RAVBM) system. The RAVBM system is designated for use only by registered voters with disabilities, as well as for military and overseas voters<sup>23</sup>.

Other opportunities for information dissemination include: 1. Organizations that provide services and support to seniors or have disabilities, such as Silicon Valley Independent Living Center, Silicon Valley Council of the Blind, Santa Clara Valley Blind Center Incorporated, and Greater Opportunities, among others 2. Community partners, cities, special districts, school districts, faith-based organizations, and Public Information Officers throughout the county 3. Accessibility options highlighted at an "Open House" public demonstration and any media opportunities to experience a mock Vote Center 4. Radio and television Public Service Announcements highlighting accessibility option at Vote Centers 5. Public Service Announcements will be used to highlight the accessibility options at Vote Centers, as well as the availability of the Remote Accessible Vote-by-Mail system.

### b. Website

**Voter Education Resources on ROV Website** (page 22): All ROV's outreach voter education materials including Voter's Choice Act information are and will be available in electronic format on the ROV's website. Before the March 2020 Presidential Primary Election, the ROV website will have the following information: • General Information about VCA • Vote Center and Ballot Drop-Box Locations and Hours • ROV toll-free voter assistance hotline • EAP Document • VCA promotional materials • VCA educational videos and presentations • Outreach and Workshop Schedules • VCA-related maps • Availability of in-person language assistance at each Vote Center

### c. Workshops

**Voter Education Workshop for Disability Community** (page 26): The ROV will hold voter education workshops to provide information about the available accessibility options and the Vote Center process to the elderly and voters with disabilities. The workshops will include, but not be limited to, education about the Vote Center Model, new voting equipment demonstrations, accessibility of voting equipment, ballot drop-box information, and options for obtaining an accessible Vote-by-Mail ballot electronically. The ROV will use input from the Voting Accessibility Advisory Committee (VAAC) members to select workshop venues and dates. Recently, the ROV has conducted a workshop with Vista Center for the Blind and Visually Impaired and as of this writing, is currently in the process of planning workshops with Silicon Valley Independent Living Center, San Andreas Regional Center, and State Council on Developmental Disabilities.

### d. Voting Location Site Selection

**Vote Center Placement Consideration** (page 14): The ROV used the same 14 criteria mandated by the Secretary of State as outlined in the Ballot Drop-off Locations section. Data collected from several available sources (e.g. American Community Survey, ROV Voter

Database, VTA bus stops) were used to quantify some of these criteria. These criteria include public transportation, traffic patterns, population centers, language minorities, disability, low vehicle ownership, low income, low vote by mail usage and low voter registration (see Appendix G for the data maps used to target potential Vote Centers and Ballot Dropoff Locations).

A siting tool called “DOTS” was developed to help the ROV determine the optimum locations for Vote Centers. The model divided the county into 0.5-mile grids. Each grid was rated a score from one to five for each criterion listed above. Each individual score was added to get a total score at the end. The potential Vote Center and Ballot Drop-Box Locations were then overlaid on top of the score map. The locations that fell into, or near, high score grids were given preference because they met more of the criteria.

Input from the public was also taken into consideration in this process. The most important considerations from the public feedback received included proximity to population centers, traffic patterns, language minority communities, voters with disabilities, and public transit. The ROV added additional importance to proximity to communities with historically low voter registration and Vote-by-Mail usage, as these communities will be able to make the best use of the services provided by a Vote Center, such as Conditional Voter Registration or voting in person. The criteria chosen by the public and ROV Staff were given higher weights in the siting tool development process. Other criteria, such as availability, price, size, shape of room, and access to parking were evaluated on a case by case scenario.

The ROV has worked to ensure adequate coverage in high density areas, historically low voter turnout areas, and areas with underserved communities. In addition, Vote Center boundaries were established to help limit the distance and time a voter must travel to a Vote Center. In lieu of mobile Vote Centers, the ROV plans to have additional Vote Centers above the minimum requirement and place them closer to each other throughout these areas in order to better serve the local community. Upon examining the communities outside of major metropolitan areas, the south-eastern region of Santa Clara County was identified as a community that could benefit from additional Vote Centers.

e. Planning and Priorities (within sites)

**Accessible Voting in Vote Centers** (page 12): The Santa Clara County Registrar of Voters (ROV) aims to ensure voter accessibility is considered throughout the planning and implementation of VCA. Accessibility is a major topic of consideration as the ROV contemplates Vote Center selection, voting machines, and the training and placement of Election Officers in order to provide compliance with any and all needs of the voters. The ROV will be using new voting machines, along with previously established programs, such as Remote Accessible Vote-by-Mail (RAVBM) voting, to promote a safe, accessible, and independent voting experience for every voter. The County of Santa Clara has, and will continue to provide, accessible voting at all Vote Centers<sup>15</sup>.

The ROV will be using the California Secretary of State’s Accessibility Checklist Survey to determine the features of the Vote Center facilities that meet standards, and those that will require modifications. All modifications will be notated into the delivery system and the individual Vote Center booklet with maps, illustrations and photos that will be given to the supervisors in charge of setting up and operating the facility. Modifications are expected to meet Americans with Disabilities Act (ADA)<sup>16</sup> requirements, and may include ADA parking spots, ramps, doors, pathways, and others.

Each Vote Center in the County of Santa Clara will be equipped with at least three (3), but up to six (6), accessible Ballot Marking Devices (BMD). The Dominion Voting System ICX BMD will provide an independent voting experience for some voters with disabilities. The BMDs for each Vote Center will have ADA compliant features and accessories with a variety of voting method options. These units will be programmed with all ballot types and language versions.

**Services for Voters with Disabilities** (page 26): All Vote Centers will comply with the Americans with Disabilities Act (ADA). When necessary, other available doors and entry ways will be made available to ensure proper access for all voters. In addition, depending on size, Vote Centers will be equipped with three to six voting devices, also known as Ballot Marking Devices (BMD), that have ADA compliant features to allow voters with disabilities to cast a ballot with independence and privacy. For those voters who would rather vote in the comfort of their home, they will also have the option to apply for and access the RAVBM system. With RAVBM, voters will be sent an email with a link to download their Official Ballot, along with instructions on how to print, complete, and return their ballot to the ROV. Voters with disabilities can also seek help via ROV’s toll-free hotline at (866) 430-VOTE, in addition to (408) 299-VOTE for general voter information. Either line provides language assistance.

f. VAAC

**Language Accessibility and Voting Accessibility Advisory Committees** (page 18): The Santa Clara County Registrar of Voters (ROV) has established two advisory committees through the coordinated process of internal process development, stakeholder and public input

and through feedback from counties that have adopted the Voter's Choice Act (VCA). The first committee is the Language Accessibility Advisory Committee (LAAC) which will seek input from the minority language communities on ways the Vote Center Model could better serve voters who primarily speak a language other than English. The second committee is the Voting Accessibility Advisory Committee (VAAC) which will seek input from voters with accessibility concerns, such as seniors or voters with disabilities, to ensure that their voting needs and concerns are addressed. Membership for these committees will be engaged through the networking and collaboration of various contacts ranging from non-profits and community-based organizations to municipalities within Santa Clara County.

#### **Voter Contact – Voters with Disabilities**

(page 25): The Registrar of Voters (ROV) established a Voting Accessibility Advisory Committee (VAAC) on June 7, 2019 to seek input from voters with accessibility concerns, such as seniors or voters with disabilities, on ways the new election model can best serve them. This committee will provide feedback on various aspects such as Vote Center locations, as well as any features and services that will be, or should be, provided. This committee will remain in place through the 2020 election cycles as an ongoing means to hear from, and work with, the community.

g. RAVBM

**Accessible Voting by Mail** (page 7): Voters can also request voting materials in an accessible format by contacting the ROV office. Once a voter makes that request, they are placed on a permanent list and will have accessible voting materials sent to them every election. They are only removed from the list if they become inactive, move out of county, appear on a list of felony offenders, or pass away.

Another accessible option that voters may request is to utilize the Remote Accessible Vote-by-Mail (RAVBM) system. The RAVBM system is designated for use only by registered voters with disabilities, as well as for military and overseas voters<sup>1</sup>. The purpose of the RAVBM system is not to cast a ballot over the internet. RAVBM voters are sent an email with a link to access their Official Ballot, along with instructions on how to download, print, complete, and return their ballot to the ROV by Election Day. Voters, using the emailed link, must download the ballot to their devices to read and mark the ballot with their own personalized accessibility features. As with any registered voter, there are three ways an RAVBM voter may return their ballot: via standard mail, by dropping their ballot in a ballot drop-box, or by returning it at any Vote Center.

Regardless of the return method chosen, ballots must be returned in an envelope. It is recommended that voters use the blue return envelope that was included in their Vote-by-Mail envelope. They may request replacement ballot return envelopes by calling the ROV toll free at (866) 430-8683 or may pick one up at the ROV Office or at a Vote Center. Replacement ballot return envelopes will also be made available at Ballot Drop-boxes. Voters may also choose to use their own envelope, but they must include a printed and signed Oath of Voter page enclosed with their ballot. The Oath of Voter page is to be downloaded along with the ballot through the RAVBM email link. If returning the ballot via standard mail, the blue ballot return envelopes do not require any postage, while sufficient postage will be needed when returning using own envelope.

For hospitalized and disabled voters, as well as voters confined to their homes due to a medical emergency, the Emergency Ballot Delivery procedure is used when voters need a ballot and are unable to retrieve their ballots personally. An Early Voting Application (Appendix B) is required to be filled out and returned to be verified for current registration and signature match through the ROV's Election Information Management System (EIMS). The registered voter must complete, sign, and date the Early Voting Application. If the voter cannot sign their application, someone can help assist the voter sign it with an "X". The representative assisting the voter should write "witnessed by", and print and sign their name and return the completed Early Voting Application to the ROV Main Office on Berger Drive. The ROV Office will verify the voter's information and signature in EIMS, and once verified, a ballot may be issued to the voter and a complete vote-by-mail packet is prepared. The representative assisting the voter will then take the ballot to the voter at their respective location. Once completed, the ballot may be returned to the ROV Main Office, any Vote Center, or any dropbox location for processing in conjunction with other vote-by-mail ballots. Voters incarcerated in county jail may also make use of the Emergency Ballot Delivery procedure. Voters incarcerated in state or federal prison are ineligible by law to vote.

## Tuolumne County

EAP updated January 30, 2020: <https://www.tuolumnecounty.ca.gov/DocumentCenter/View/13867/Tuolumne-EAP-Amended-Final-2020-01-30>

### a. Outreach methods

*Tuolumne county does not specifically note outreach methods for voters with disabilities in its EAP. For the general population it lists outreach methods including: media and public service announcements, having a community presence, and directly contacting voters.*

### b. Website

**Accessible Website** §4005(a)(10)(l)(i)(IV) (page 11) The Tuolumne County Elections website will be an accessible website per standards recommended in §2053(b)(4). The Tuolumne County Elections Department will work with the Tuolumne County Information Services staff to ensure that all election information is available in text-based format on the accessible website. Information includes, but will not be limited to, a list of the ballot drop-off locations and vote centers with dates and hours they are open, as well as the services available at vote centers. The Tuolumne County Elections Department is also planning a webpage to educate everyone about the accessible voting tools available.

### c. Workshops

**Educating the Disability Community – Voter Education Workshop** §4005(a)(10)(l)(i)(VI)(ib) (page 11): The Tuolumne County Elections Department will be holding one voter education workshop to increase accessibility and participation of eligible voters with disabilities in the Winter of 2019. The date, time, and location of this workshop will be publicly announced at least ten (10) days prior to its scheduled time.

**Voter Education Workshops for those with Disabilities** §4005(a)(10)(l)(i)(VI)(ib) (page 13): The Tuolumne County Elections Department will be holding a voter education workshop to increase outreach and the participation of Tuolumne County's disability community in December 2019. The date, time, and location of these workshops will be publicly announced at least ten (10) days prior to their scheduled time.

### d. Voting Location Site Selection

**Accessible Services Available at Vote Centers and Ballot Dropoff Locations** §4005(a)(10)(l)(vi)(X) (page 11): ... All exterior and interior ballot drop-off locations will be accessible and as near to public transportation routes as possible.

### e. Planning and Priorities (within sites)

**Accessible Services Available at Vote Centers and Ballot Dropoff Locations** §4005(a)(10)(l)(vi)(X) (page 11): Each vote center will have accessible parking available and will be ADA compliant. Vote centers will be surveyed by staff to ensure that each vote center has the equipment and materials needed to be ADA compliant. All vote centers will be equipped with at least three accessible electronic voting machines (Dominion Voting) and have paper ballots available if desired. These electronic voting machines will have the option of an audio ballot and a connection for sip-and-puff technology. Our staff will be trained to assist any voter in the best way possible and the Tuolumne County Elections Department is experienced in using this equipment.

### f. VAAC

**Voters with Accessibility Needs** (page 10): The Tuolumne County Elections Department formed a Voter Accessibility Advisory Committee (VAAC) to establish how to best educate and reach members of the disability community in Tuolumne County regarding the VCA. The committee members are committed to assisting in developing plans to best serve the voters with disabilities in Tuolumne County. Please see Appendix B for materials regarding this committee.

### g. RAVBM

**Accessible Vote-by-mail Ballot** (page 12): Accessible Vote-by-Mail (AVBM) allows voters to vote on their own assistive devices. To use AVBM, a voter must first make a request for an AVBM ballot from County elections office either by returning the postage paid postcard

they received in their vote-by-mail packet, phone, or email. Once the request is received, an email with a link to the AVBM will be sent to the voter. The voter must click on the link and enter their voter information (i.e. birthdate and voter ID) in a secured portal. After entering their information, the voter must affirm they are a voter with a disability (type of disability is not asked). The voter marks their ballot using their own assistive technology (jelly switches, screen readers, mouse keys, sip and puff, etc). Once the ballot is complete, the voter must print out the ballot with their selections and place it in an envelope. AVBM voters are encouraged to use the envelope that is mailed with their vote-by-mail ballots. Using the vote-by-mail envelope will ensure postage is paid, and make it is easier for election staff to identify. The voter must sign the envelope and then can return the ballot by mail (postmarked and received within 3 days after Election Day), drop box, or vote center by 8 pm on Election Day.

**Requesting an Accessible Vote-by-Mail Ballot** §4005(a)(8)(B)(iii) (page 12): All registered voters will receive a vote-by-mail ballot. A postage-paid postcard for the purpose of requesting an accessible vote by mail ballot will be included in the vote-by mail-ballot materials sent to each voter. Voters needing an accessible vote-by-mail ballot will be able to request one by filling out the included postage-paid postcard and returning it to the Tuolumne County Elections Department or by following instructions posted on the Tuolumne County Elections website. The Tuolumne County Elections Department will be using the Dominion Voting platform to distribute remote accessible vote-by-mail ballots.