

COUNTY OF SANTA CLARA

ELECTION ADMINISTRATION

PLAN



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Introduction

The California Voter's Choice Act (VCA), or Senate Bill (SB) 450 (Allen, D-26) was signed into law on September 29, 2016, adding Section 4005 to the California Elections Code, allowing authorized counties, upon approval of their Board of Supervisors, to conduct any election by mail, with certain requirements. Under VCA, all voters are mailed a ballot commencing 29 days before the election, and each county establishes, with public input, numerous Ballot Drop-off Locations and Vote Centers throughout the county where any county voter may cast their ballot. This legislation is one of many election reforms designed to change how elections are conducted in order to increase voter participation and voter engagement by expanding voting options.

Before VCA, elections were conducted under the traditional polling place model. This was a combined model of vote-by-mail and polling place administration. Elections Code §12261(a) mandated the County Election Officials establish voting precincts, with a maximum of 1,000 voters and each with a distinct voting location (which also serves to be the data that allows the county and the state to report election results by each voting precinct). In 2002, the California Elections Code was expanded to allow any voter the ability to request permanent Vote-by-Mail status and be automatically mailed a ballot; anyone else who wanted to vote by mail had to submit a request each election or vote in person at their assigned polling place that is distinct to their voting precinct and ballot type.

With the County of Santa Clara's implementation of VCA, elections are conducted under a new Vote Center Model. With the new model, *every* registered voter is automatically mailed a vote-by-mail ballot commencing 29 days prior to the scheduled election. Voters are able to return their ballot any of three ways: by mail (postage paid), at any Ballot Drop-off location, or at any Vote Center in the county. Voters are not required to vote by mail and may instead obtain a ballot to vote in person at the office of the Registrar of Voters (ROV) or at any Vote Center in Santa Clara County. Now, rather than voters only having one location to vote, Vote Centers are open to all registered voters in the County several days before Election Day, in addition to being open on Election Day.

To further ensure that the community is fully informed of the VCA changes, the ROV established both a Voting Accessibility Advisory Committee (VAAC) and a Language Accessibility Advisory Committee (LAAC). The purpose of the VAAC is to advise, assist the enhancement of, and provide recommendations regarding access to the electoral process by seniors and persons with disabilities. The VAAC's mission is to provide all voters the opportunity to vote independently and privately. The purpose of the LAAC is to advise, assist and provide recommendations on matters relating to language accessibility to the electoral process by voters who primarily speak a language other than English. It is the mission of the LAAC to assist with the enhancement of language accessibility opportunities. Both committees offer important guidance to the ROV and are fundamental components of both voter outreach and election administration for the County. The ROV accepts applications for membership to either the LAAC or VAAC on an ongoing basis. To apply for membership to either committee, the application can be found on the ROV's website: www.sccvote.org/voterschoice.

The ROV also has established a Voter Education and Outreach Coalition (VEOC) to expand its voter education program to inform residents about VCA and opportunities for community involvement. This Election Administration Plan (EAP) includes feedback and information from these committees and various partner organizations. Gaining community support is crucial to the successful conduct of elections under VCA and new methodology of administering elections in Santa Clara County.

This document provides a guide on how the County of Santa Clara conducts elections under VCA. For reference, any technical or election-specific terms are defined in the glossary in Appendix A.

Part 1 – Election Administration Plan

Each county implementing the Voter's Choice Act (VCA) must draft an Election Administration Plan containing information essential to understanding how the changes affect voters. The EAP is divided into two parts: Part 1 - Election Administration and Part 2 - Education and Outreach Plan.

Vote-by-Mail (VBM) Process

The EAP includes information about Vote Centers and Ballot Drop-off locations and hours, establishment of both a Language Accessibility Advisory Committee (LAAC) and a Voting Accessibility Advisory Committee (VAAC), a voter education and outreach plan, public input and notification considerations, and other related content.

In the Vote Center Model, all registered voters are automatically sent an official vote-by-mail packet. The packet is sent to voters in a white envelope that contains the following:

- A blue return envelope
- The official ballot, which may be on multiple ballot cards depending on how many contests there are for the election
- A sheet with instructions on how to complete and return the ballot
- A sheet with Vote Center & Ballot Drop-off Locations and hours of operation
- An "I Voted" sticker
- An extra sheet containing any additional information, if needed

All official ballots are mailed via the United States Postal Service starting 29 days prior to Election Day. Voters should start receiving their vote-by-mail packets shortly thereafter.

Once they have completed their vote-by-mail ballot, voters may return their ballot by standard mail utilizing the postage-paid return envelope provided, or by returning the ballot at any Vote Center or Ballot Drop-off location. All Vote Centers also serve as a Ballot Drop-off location, while some Ballot Drop-off locations are stand-alone and placed around the county in designated areas.

Should a voter not receive their ballot in a timely manner, or if they made an error on their ballot, they can request that their ballot be replaced. A new vote-by-mail packet is mailed to them with their replacement ballot. If they need their ballot replaced less than seven days before Election Day, they will need to visit the Registrar of Voters (ROV) office, or any Vote Center to get a new ballot.

For registered voters who primarily speak a language other than English, bilingual ballots are made available in eight languages: Chinese, Spanish, Tagalog, Vietnamese, Khmer, Korean, Hindi, and Japanese. Facsimile ballots are also available upon request for targeted precincts in compliance with Elections Code § 14201 in the languages of Gujarati, Nepali, Punjabi, Tamil, and Telugu. The Geographic Information Systems Mapping Division determines which precincts within each election receive facsimile ballots. Of these languages, voters can specify their preferred language on the registration form when they register to vote. Ballots and vote-by-mail materials are sent to them in their preferred language. Voters can also request to change their language preference by contacting the ROV office by phone (408) 299-VOTE, fax (408) 998-7314, email voterinfo@rov.sccgov.org, in-person, or through a Voter Action Request Form (VARF). A voter can pick up the VARF at the ROV office, or it can be emailed, faxed, or mailed to them. Alternatively, the VARF can be found on the ROV website and also found within the County Voter Information Guides (CVIG).

Accessible Voting by Mail

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 the 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 voters¹. 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 is 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 a voter is returning the ballot using their 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 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 drop-box 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.

Ballot Drop-off Locations

The California Elections Code sets the parameters by which a county must provide Ballot Drop-off Locations for voters. There must be at least one (1) Ballot Drop-off Location for every 15,000 registered

¹ See California Elections Code §303.3

voters available 28 days before Election Day, and on Election Day, for a total of 29 days.

Using the Registrar of Voters' (ROV) current number of registered voters, the minimum required number of Ballot Drop-off Locations is 67. The number of drop-boxes is subject to change based on the actual number of registered voters within the county as of the 88th day before each election.

Boundary Category	Minimum Requirement
Ballot Drop-off Locations (1 for every 15k registered voters)	67

To determine the best locations for ballot drop-boxes, the ROV uses the 14 criteria mandated by the Secretary of State (SOS) and the Elections Code to help determine the most efficient places for Vote Center locations. These 14 criteria aid the ROV in providing the County with the most accessible locations available for ballot drop-boxes as well. The criteria include:

1. Proximity to public transportation
2. Proximity to low vote-by-mail usage communities
3. Proximity to population centers
4. Proximity to language minority communities
5. Proximity to voters with disabilities
6. Proximity to low rates of vehicle ownership communities
7. Proximity to low-income communities
8. Proximity to low voter registration rate communities
9. Proximity to geographically isolated populations, including Native American reservations
10. Accessible and free parking
11. Distance and time to travel to Vote Center and Ballot Drop-off Locations
12. The need for alternate methods for voters with disabilities for whom vote-by-mail ballots are not accessible
13. Traffic patterns near Vote Center and Ballot Drop-off Locations
14. The need for mobile Vote Centers

The ROV complies with the Americans with Disabilities Act (ADA) requirements for the Official Ballot Drop-boxes for transportation and population density to better accommodate voters with disabilities. Ballot drop-boxes are placed in their respective locations starting 29 days before Election Day. By the 28th day before Election Day, all drop-boxes should be installed and ready for use. To ensure the boxes are accessible to all voters, drop-boxes shall be designed to function as follows²:

- To prevent physical damage and unauthorized entry, any unstaffed drop-box located outdoors shall be constructed of durable material able to withstand vandalism, removal, and inclement weather.
- Drop-boxes shall have an opening slot that is not large enough to allow ballots to be tampered with or removed.
- Drop-boxes are designed in such a way that any unauthorized access can result in physical evidence that unauthorized access has taken place. An elections official may use a tamper-evident seal for purposes of this section.
- A drop-box shall provide specific signage identifying where ballots are to be inserted.
- Each drop-box shall be assigned a unique identifying number that is located on the drop-box

² See Elections Code §20132

and shall be easily recognized by the designated ballot retrievers, as well as the public.

- The drop-box shall be clearly and visibly marked, as an “Official Ballot Drop-Box”.
- Drop-box hardware shall be operable without any tight grasping, pinching, or twisting of the wrist.
- Drop-box hardware shall require no more than five (5) pounds of pressure for the voter to operate.
- Drop-boxes shall be operable within reach-range of 15 to 48 inches from the floor or ground for a person utilizing a wheelchair (this shall not apply to a drop-box meant to be used by drivers of vehicles).
- Ballot drop-box signage must be a distinct color type that contrasts with the background and have a “no-glare” finish.
- Drop-boxes must be designed in such a way that the public will perceive them to be official and secure.
- Each ballot drop-box throughout the county, both staffed and unstaffed, must have the same use features, and be of similar design, color scheme, and have signage to facilitate identification by the public.
- Ballot drop-box size is based on the use and needs of Santa Clara County. Some key things to keep in mind for the Official Ballot Drop-boxes:
- No postage is needed to return ballots in drop-boxes.
- Vote-by-mail ballots will not be accepted after 8:00pm on Election Day.
 - Drop-boxes will be locked at exactly 8:00pm on Election Day.
 - The exception is if voters are already in line to return their ballot when the Vote Center closes, or time has been extended by court order.
- Tampering with the Official Ballot Drop-box is a felony³.
- A notification shall be placed on each drop-box to advise any elections official if the box is full, has been tampered with, or is damaged.
- The boxes shall have ROV’s office number and a toll-free number to either ROV or SOS to notify if drop-box has been tampered with or damaged⁴.

To ensure voters who primarily speak a language other than English have sufficient access, drop-boxes are marked “Official Ballot Drop-Box” in all fourteen languages: English, Chinese, Spanish, Tagalog, Vietnamese, Khmer, Korean, Hindi, Japanese, Gujarati, Nepali, Punjabi, Tamil, and Telugu.

In addition, each of the Ballot Drop-boxes has a sign advising the voter that extra ballot return envelopes are available, if needed. The voter is instructed to follow the directions on the envelope, which includes filling out their name, residential address, date of birth, and providing their signature. If using a Ballot Drop-box, ballots must be returned enclosed in an envelope with the voter’s information and signature. A toll-free number is provided advising the voter to call if they have any questions or need further assistance.

Vote Centers

Vote Centers are open up to 11 days and are equipped with new and more accessible voting equipment, language assistance, and offer Conditional Voter Registration (CVR) and same day voting. Additionally, voters are not limited to one assigned polling place, but rather have the option to visit any one of the available Vote Center locations throughout the County of Santa Clara.

Under VCA, Vote Centers are required to be open for more days than previously practiced at traditional polling places. Vote Centers must be operated under two early voting periods: (1) Ten days before

³ See California Elections Code §18500

⁴ See California Elections Code §20132

Election Day, and including Election Day, for a total of 11 days; and (2) three days before Election Day, and including Election Day, for a total of four days. The California Elections Code sets the parameters by which a county must provide Vote Center locations for voters:

- Starting from ten (10) days before Election Day, up to and including the fourth day before Election Day, for a total of seven (7) days, one Vote Center per every 50,000 registered voters must be operated within the jurisdiction where the election is held.
- Starting from three (3) days before Election Day, and including Election Day, for a total of four (4) days, one Vote Center per every 10,000 voters must be operated from 7 a.m. to 8 p.m., within the jurisdiction where the election is held.
- For Special Elections conducted under the VCA model, starting from ten (10) days before Election Day, a total of ten (10) days, one Vote Center per every 60,000 voters must be operated; and on Election Day, one (1) Vote Center per every 30,000 voters must be operated from 7 a.m. to 8 p.m.

To better service voters, the County of Santa Clara is planning to operate additional 11-day Vote Centers above the minimum requirement, and additional 4-day Vote Centers above the minimum requirement, when resources allow. Hours of operation for all Vote Centers may vary per facility on the dates prior to Election Day⁵. On Election Day, all Vote Centers will be open to voters from 7:00 am to 8:00 pm, per the Elections Code⁶. Using the Registrar of Voters' (ROV) current number of registered voters, the minimum required number of 11-day and 4-day Vote Centers is noted in the table below. The actual calculation will be determined 88 days before the election pursuant to the Elections Code⁷.

Boundary Category	Minimum Requirement
11-Day Vote Centers (1 for every 50k registered voters)	20
4-Day Vote Centers (1 for every 10k registered voters)	81

Voter Registration

Vote Centers provide many more services than what has previously been provided by the traditional polling place model. One of the expanded services offered at Vote Centers is voter registration. Voters now have the ability to register to vote, update their voter registration, and vote conditionally at any Vote Center. Voters who are found eligible to vote under Conditional Voter Registration (CVR) will receive a ballot with a CVR envelope.

CVR is a way for members of the community, who are not registered to vote on or before the 15-day close of registration, to go to a Vote Center to register and vote on the same day. Voters may also use CVR to update their address or political party after the 15-day close of registration. However, the updating of political party only applies to Presidential Primary Elections. Once the completed CVR ballot is returned to the ROV office, the potential voter will be screened for eligibility. The ballot will only be opened and counted upon verification that the voter meets all eligibility requirements. The CVR envelope will also serve as the voter's Affidavit of Registration and the voter may tear off their receipt from the envelope so they may track the status of their ballot on the ROV's website⁸.

⁵ The ROV is still in the process of procuring Vote Centers and all specific locations and hours of operation were not available at the time of publishing.

⁶ See Elections Code §4005

⁷ See Elections Code §12223

⁸ Vote-by-Mail Ballot Tracking Website: <https://eservices.sccgov.org/rov?tab=ab>

Replacement Ballots

Vote Centers now provide replacement ballots to voters, upon request. A voter may request a replacement ballot at any Vote Center upon verification that a ballot for the same election has not been received from the voter by the ROV⁹. If the ROV cannot determine if a ballot has been received from the voter, the ROV may allow the voter to vote provisionally.

Provisional Voting¹⁰

At any Vote Center, a voter may vote provisionally. A voter claiming to be registered, but whose registration and eligibility cannot be immediately determined by ROV staff, is entitled to vote a provisional ballot. The ROV must advise the voter of their right to do so and provide the voter with:

- A provisional ballot along with written instructions regarding the process and procedures for casting a provisional ballot
- Written affirmation regarding the voter's registration and eligibility to vote, which must be signed by the voter

To vote provisionally, a voter must execute (sign), in the presence of ROV staff, the written affirmation stating the voter is eligible to vote and is registered in the County of Santa Clara. The voter must then seal the ballot in a provisional ballot envelope for the return to the ROV's main office.

During the official canvass, staff must verify the voter's address and ensure the signature on the provisional ballot envelope matches the signature on the voter's affidavit of registration or another signature in the voter's registration file. A variation of the signature substituting initials for the first, middle name, or both, does not invalidate the ballot. Staff must also verify additional eligibility requirements before opening and counting the ballot.

Any voter who casts a provisional ballot may tear off their receipt from the envelope so they may track the status of their ballot on the ROV website¹¹. Voters may contact the ROV or use the website¹² to discover whether or not their ballot was counted, and, if not, the reason why it was not counted.

Accessible Voting in Vote Centers

The County of Santa Clara 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 is using Ballot Marking Devices (BMD), 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 Centers¹³.

The ROV uses 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

⁹ Elections Code §4005

¹⁰ Elections Code §14310

¹¹ Vote-by-Mail Ballot Tracking Website: <https://eservices.sccgov.org/rov?tab=ab>

¹² Provisional Ballot Tracking Website: <https://eservices.sccgov.org/rov?tab=pb>

¹³ Elections Code §19240

facility. Modifications are expected to meet Americans with Disabilities Act (ADA)¹⁴ requirements, and may include ADA parking spots, ramps, doors, pathways, and others.

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

The County's voting system contains many features that provide for a more accessible voting experience. This system allows for visual, audio, and tactile interfaces that can be used in any voter-preferred combination to navigate and mark a ballot. In regard to visual screen modifications, the size of the font on the screen can be changed and the screen resolution can be switched to a high-contrast white on a black background. In addition to screen modifications, the Audio Tactile Interface (ATI) keypad can be attached. The ATI unit is equipped with a volume-controlled audio voting component that allows voters to listen to their ballot, adjust the pace of speech (if needed), and make their choices. The ATI also has a full range of large buttons for navigation with corresponding braille descriptions and inputs for "Sip and Puff" or paddle selection devices. Voters who are unable to utilize these features independently may bring up to two individuals to assist them throughout the voting process. Additionally, the ROV provides audio tapes of the County Voter Information Guide (CVIG), available upon request.

In the event that one or more of the BMD fail or malfunction, the ROV will promptly initiate procedures to replace any devices, as necessary. The replacement process is prioritized by the location's available functioning units, capacity needs, and the severity of the malfunction. The support operation ratio is one (1) support site with three (3) teams for every six (6) Vote Center groups.

Additional accessibility services available at each Vote Center include curbside voting and having greeters who will be trained to assess and direct all voter needs throughout the Vote Center process.

Language Assistance

The goal of the ROV is for each Vote Center to provide some form of language assistance in all languages required¹⁵. For the County of Santa Clara, these languages include:

- | | | |
|--------------|------------|-----------|
| - English | - Hindi | - Nepali |
| - Chinese | - Japanese | - Punjabi |
| - Spanish | - Khmer | - Tamil |
| - Tagalog | - Korean | - Telugu |
| - Vietnamese | - Gujarati | |

Depending on the needs of a specific community, the ROV is attempting to recruit bilingual staff that can speak the languages prominent in any given community. Areas requiring specific language needs will be identified, however if bilingual staffing is not available, Vote Center staff will contact the ROV and connect the voter to bilingual office staff or to the County's phone translation service.

In conjunction with mapping and language data from the voter database, the ROV is able to target the placement of bilingual staff at locations where they will best serve the community in the most efficient way. Targeting the placement of bilingual Election Officers to Vote Centers located in certain language communities will occur if there are not enough bilingual Election Officers of every language to staff

¹⁴ Americans with Disabilities Act website: <https://www.ada.gov/>

¹⁵ Elections Code §12303

each Vote Center throughout the county.

Official Ballots, CVR and provisional envelopes are produced in the federally mandated languages of English, Chinese, Spanish, Tagalog, Vietnamese, and the state mandated languages of Hindi, Khmer, Korean, and Japanese. Facsimile Ballots are produced for targeted precincts in the state mandated languages of Gujarati, Nepali, Punjabi, Tamil, and Telugu per EC 14201. Vote Center signage is provided in all fourteen languages. Facsimile ballots are sample ballots that voters can use as a reference when voting. The County of Santa Clara Registrar of Voters will prepare facsimile ballots for targeted Vote Centers in the five state-mandated languages that were added in 2021: Gujarati, Nepali, Punjabi, Tamil, and Telugu. Facsimile ballot copies will be available for voters in the designated Vote Centers to use while casting a private ballot. Facsimile Ballots must be different in appearance from a regular ballot to prevent voters from attempting to vote on the facsimile copy. Vote Center workers will be trained on the purpose of informing voters of the existence of the facsimile copies of the ballots and how to provide a facsimile ballot, when requested by a voter. Signs in all 14 languages serviced by the county (English, Chinese, Spanish, Tagalog, Vietnamese, Khmer, Korean, Hindi, Japanese, Gujarati, Nepali, Punjabi, Tamil, and Telugu) will be posted near the e-pollbooks for the targeted precincts in all Vote Centers informing voters of the existence of the facsimile copies of the ballot.

All County Voter Information Guides will contain a facsimile ballot application and a notice in all 14 languages informing voters that facsimile ballots are available to voters at the Vote Centers and upon request per Elections Code § 14201. A list identifying the Vote Centers where facsimile ballot copies are available to voters will be published on the county's website at least 14 days before the election.

When a specific bilingual worker is not available, Vote Center staff can call the ROV office and talk to one of our bilingual staff. In addition, we can also meet any language request we receive through the County's phone translation service.

All voting materials are produced in the five federally mandated languages both in printed media, as well as electronically (tablet containing the County Voter Information Guide (CVIG)). Signs will also be posted at all Vote Centers noting the availability of language assistance.

Vote Center Placement Consideration

The ROV uses 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) is 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

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

Input from the public is also taken into consideration in this process. The ROV adds importance to proximity to communities with historically low voter registration and vote-by-mail usage, as these communities are 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 are given higher weights in the siting tool development process. Other criteria, such as availability, price, size, shape of room, and access to parking are 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.

Composition of Election Officers

The ROV hires Election Officers (referred to by the Elections Code as Election Boards¹⁶) to staff Vote Centers. Election Officers are from as many diverse communities as possible to maximize the skills needed to process voters¹⁷. Vote Center staff are screened for experience in customer service, bilingual ability, sensitivity to diversity and inclusion, leadership qualities, technological capabilities, and interest in the civic duty of community participation. They are trained on new Vote Center technology, how to process voters, and crowd control management. Additional customer service training topics include accessibility for seniors and voters with disabilities, inclusivity, and proper communication. The ROV selects the best candidates based on eligibility and the needs of the community.

The composition of Election Officers are a combination of Extra Help County employees and stipend volunteers. Leads and clerks are hired as hourly county workers and greeters are mostly stipend workers. All Vote Center staff are trained per role and will work anywhere between one day (stipend workers) to multiple days, if not, all election days.

Staffing for Vote Centers is based on Vote Center size and the proximity to Election Day. The plan is to have six (6) to fifteen (15) Election Officers at each Vote Center. More staff will be deployed to the larger Vote Centers and during busier times and days as Election Day approaches. There is an effort to recruit as many bilingual Election Officers as possible in order to support the County’s language

¹⁶ Elections Code §4005

¹⁷ Elections Code, Division 12, Article 1 of Chapter 4

needs.

Electronic Pollbooks (E-Pollbooks)

In order to effectively implement the changes under VCA, Vote Centers are equipped with E-Pollbooks¹⁸. An E-Pollbook is the combination of electronic hardware and software used to ensure secure electronic communication between Vote Centers and the ROV Election Information Management System (EIMS). The ROV EIMS then communicates information to the Secretary of State's Office through VoteCal. VoteCal is the centralized statewide voter registration database that interacts and exchanges information with county election management systems and other state systems such as Department of Corrections and Rehabilitation, Department of Public Health, and the Department of Motor Vehicles. This new VCA technology operates on either a laptop or tablet, but are "*HARDENED*"; meaning, only the ROV approved E-Pollbook software is operable on the device.

E-Pollbooks contain an electronic list of registered voters (Roster Index) that may be transported and used at Vote Centers. The Roster Index is the official list of all registered voters eligible to vote in the election. It is primarily used to verify a voter's eligibility to receive a ballot and capture voter history in near real-time to prevent double voting.

E-Pollbooks are maintained in a secure locked waterproof case and are placed inside a secondary secured locked cage with strict lock and key access assigned to personnel for daily storage. During operating hours, the data stored in these units are updated continuously. E-Pollbooks are programmed with user access allowing only authorized users to log in using a secured connection to a secured cloud server. This cloud server maintains the database and connection to the ROV's Election Information Management System for transmission of any updates to voter data. More information about the security of voter data in E-Pollbooks can be found in the **Voting Security** section in **Part 2: Voter Education and Outreach Plan**.

E-Pollbooks may be used to verify voter registration data, including name, address, date of birth, preferred language, party preference, precinct, and vote-by-mail status. Furthermore, E-Pollbooks never store the following voter information: driver's license number, or any reference to a social security number. E-Pollbooks provide near real-time searching and voter status information; essentially, creating a better voting experience for both voters and ROV Election Officers.

Outreach

Public Consultations

In accordance with the California Elections Code, the ROV will continuously seek input from the public for each update to the EAP in an effort to have inclusive participation in the Election Administration Plan process. In accordance with the Elections Code, every four years, the ROV will hold public meetings to consider revising the EAP.

In the EAP meetings, the targeted topics are:

- Potential Vote Center locations
- Potential Ballot Drop-off Locations
- Various language accessibility needs

¹⁸ Elections Code §2183

- Various voter accessibility needs
- Suggestions for community outreach through media and events

Public Notices

Through two direct mailers, the public will be notified that all voters will be receiving a vote-by-mail ballot. The notices will inform voters that an all-mailed ballot election will be conducted, and that voters can cast their ballot one of three ways: by mail (postage paid), at any Ballot Drop-off Location, or at any Vote Center in the county. The notices will also include a link to where voters can access the dates, locations, and hours that Vote Centers and Ballot Drop-off Locations will be open, as well as the deadline for requesting a vote-by-mail ballot in an accessible format or in one of the eight languages offered, other than English. Additional information provided in the direct mailers include important Vote Center information and County and State Voter Information Guide details. The notices will also provide voters with a link to the ROV website, phone numbers, and the toll-free hotline to request assistance at (866) 430-VOTE.

The first direct mailer will be mailed approximately 90 days before the election followed by the next set to be mailed approximately 29 days before the election. All public notices and information related to VCA will be posted on the ROV website in an accessible format.

Language Accessibility and Voting Accessibility Advisory Committees

The County of Santa Clara 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 is engaged through the networking and collaboration of various contacts ranging from non-profits and community-based organizations to municipalities within Santa Clara County. A list of all the LAAC and VAAC meetings, along with their agendas and minutes are posted and maintained on the ROV website at www.sccvote.org/voterschoice.

Part 2 – Voter Education and Outreach Plan

The Voter's Choice Act (VCA) mandates any county implementing VCA also implement a voter education and outreach plan that informs voters about the provisions of VCA. More specifically, the law also mandates targeted outreach to voters who primarily speak a language other than English, as well as voters with disabilities, to educate communities on the services available.

The County of Santa Clara Registrar of Voters (ROV) has an existing outreach team and program, and often attends several events throughout the year to maintain community presence, as well as to provide voter registration services and general voter education. This Voter Education and Outreach section of the EAP outlines how the ROV will leverage their existing outreach methods and combine them with new ways to reach out to the communities in order to educate the public about VCA. Outreach activities will be designed with the goal of increasing community partnerships, expanding civic engagement opportunities, and improving voter experience with the Vote Center model.

Section 1: Voter Contact – General

In addition to the events that the ROV has attended and conducted outreach in the past, further voter education and outreach is planned to cover as many of the county's demographics as possible. There are plans to reach out to communities that have historically underserved populations.

Some of the communities that the ROV plans to reach out to include senior communities, ethnic/language communities, youth communities, student communities, underserved communities, and neighborhood groups. The ROV also plans on engaging with over 100 community-based organizations (CBOs) to learn about the work they provide to their communities and how the ROV's outreach team can take part. The goal is to work together with the CBOs and all communities to ensure a successful voter education program.

Use of Media

ROV will provide information about the Vote Center model, the vote-by-mail process, early voting options, and opportunities to work at a Vote Center in a targeted media campaign. Opportunities for media outlets include, but are not limited to the following:

1. Local television and community cable stations
 - a. Comcast
 - b. Univision
 - c. Telemundo
 - d. Namaste TV
 - e. Crossing TV
2. Newspapers (regional and community)
 - a. The Mercury News
 - b. Metro
 - c. Morgan Hill Times
 - d. Gilroy Dispatch
 - e. El Observador
 - f. Epoch Times
 - g. India West
 - h. Korea Times
 - i. Nichi Bei Weekly
 - j. Philippine News
 - k. San Jose State Spartan Daily

- l. Santa Clara University Newspaper
 - m. Stanford Daily
 - n. Viet Nam Daily
 - o. World Journal
 - p. N & R
 - q. China Press
 - r. JWeekly
 - s. Spotlight
 - t. Bayspo Magazine
 - u. Daily Post
 - v. India Current
3. Radio
 - a. KBAY/KEZR
 - b. KFOX
 - c. KRTY/KLIV
 - d. Sound of Hope
 - e. Sing Tao
 - f. Univision
 - g. Vien Thao
 - h. Celina Rodriguez
 - i. China Press
 - j. Radio Zindagi
 4. Use of social media and websites for ROV and County
 - a. ROV Facebook page: <https://www.facebook.com/sccvote>
 - b. County Facebook page: <https://www.facebook.com/county.of.santa.clara>
 - c. ROV Twitter: <https://twitter.com/sccvote>
 - d. County Twitter: <https://twitter.com/SCCgov>
 - e. ROV Instagram: www.instagram.com/sccvote
 - f. Nextdoor app: (search for Communication and Media Santa Clara County)
 - g. County newsletter subscription lists
 5. ROV YouTube: <https://www.youtube.com/sccvote>
 6. Public transit messaging on Valley Transportation Authority buses
 7. Materials sharing with such groups as community partners, disability advocate organizations, elected officials, special districts, school districts, community-based organizations, and faith-based organizations throughout the county
 8. Public Service Announcements (PSAs) will be used to supplement and complement the advertising campaign on available outlets. These PSAs will cover topics including general information about VCA, language-specific information about VCA and the toll-free language assistance hotline and accessibility options at Vote Centers and via Remote Accessible Vote-by-Mail.

ROV will also use audio and visual media that will be broadly distributed in accessible formats to inform voters of each upcoming election. The goal is to reach all county voters, including voters with disabilities such as those who are deaf or hard of hearing, and voters who are blind or visually impaired.

Community Presence Plan and Voter Education Materials

The ROV typically participates in hundreds of community events throughout the year and also actively works with CBOs on how to best inform their communities of any upcoming changes and to increase voter participation. Instructional materials and staff are being made available to facilitate voter education. More details about the community outreach plan can be found in Appendix B.

Direct Mailers

The ROV will contact each registered voter in Santa Clara County with two (2) separate mailings to inform voters of the upcoming election, and to promote the toll-free voter assistance hotline (866) 430-VOTE. The mailings will provide information to voters on the new election model, the upcoming election, where they can find more information about these changes, and a link to where voters can access the dates, locations, and hours that Vote Centers and Ballot Drop-off Locations will be open. Each mailer will be translated into up to 13 languages, depending on the language preference of voters, to be distributed to registered voters who have selected a language preference other than English.

Voter Education Resources on ROV Website

All ROV's outreach voter education materials including Voter's Choice Act information are made available in electronic format on the ROV's website. 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
- Availability of in-person language assistance at each Vote Center

Section 2: Voter Contact – Language Minority Communities

The Registrar of Voters (ROV) established a Language Accessibility Advisory Committee (LAAC) to seek input from minority language communities on ways the Vote Center model could better serve voters who primarily speak a language other than English. This committee provides 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 meets regularly to hear from the community.

Identifying Language Minority Communities

Language minority communities can be identified based on the preferred language requests from registered voters in Santa Clara County. Using this information, in conjunction with census information and other publicly available demographic information, the ROV maps out predominant language areas. Outreach will be geared towards targeting these locations as part of the planned voter education and outreach. The ROV is also seeking input from the various language minority communities to identify other methods of outreach and community events that may be useful to attend.

Language Minority Communities to be Served

The ROV provides services in fourteen (14) languages including English. Five languages are federally mandated: English, Chinese, Spanish, Tagalog, and Vietnamese. Nine languages are state mandated: Gujarati, Hindi, Japanese Khmer, Korean, Nepali, Punjabi, Tamil, and Telugu. Official Ballots, Conditional Voter Registration and Provisional Ballot Envelopes, and all Vote Center signage will be provided in fourteen languages. The ballot drop box signage is provided in the additional five languages of Gujarati, Nepali, Punjabi, Tamil, and Telugu. County Voter Information Guides (CVIGs) will be available only in the federally mandated languages as previously practiced. In addition, bilingual Vote Center staff may be available to support other languages and dialects spoken within the county,

such as Cantonese, Farsi, Gujarati, Nepali, Portuguese, Punjabi, Russian, Syriac, Tamil, Telugu, and Thai. Based on mapping and targeting specific language communities, the ROV will aim to place appropriate language support in the form of bilingual Election Officers in the various communities. Upon finalizing Vote Center staffing, the ROV will post information on the ROV website regarding the availability of in-person language assistance at each Vote Center.

Voter Education Workshop for Language Minority Communities

The ROV will provide bilingual voter education workshops in the fourteen (14) languages previously mentioned. These workshops will provide an opportunity for language communities in Santa Clara County to receive information about the Vote Center Model process, in addition to materials and assistance available in each specified language. The ROV will use input from the Language Accessibility Advisory Committee (LAAC) members to select the workshop venues and dates and all workshops will have language specific interpreters to support attendees.

Use of Media Targeting Language Minority Communities

The various language minorities will be provided with information about the Vote Center model and Vote-by-Mail voting, as well as given the Office of the Registrar of Voters' toll-free hotline (866) 430-VOTE, and (408) 299-VOTE for general voter information. Numerous language-specific media outlets will be leveraged, with all federally mandated languages represented. Media outlets include, but are not limited to, the following.

1. Local television and community cable stations
 - a. Univision (Spanish)
 - b. Epoch Times (Chinese)
 - c. Telemundo (Spanish)
 - d. Namaste (Hindi)
 - e. Crossing TV (English + all 8 additional)
2. Newspapers (regional and community)
 - a. El Observador (Spanish)
 - b. Epoch Times (Chinese)
 - c. India West (English)
 - d. Korea Times (Korean)
 - e. Nichi Bei Weekly (Japanese)
 - f. Philippine News (Tagalog)
 - g. Viet Nam Daily (Vietnamese)
 - h. World Journal (Chinese)
 - i. N & R (English)
 - j. China Press (Chinese)
 - k. JWeekly (Japanese)
 - l. Spotlight (English)
 - m. Bayspo Magazine (Japanese)
 - n. Daily Post (English)
 - o. India Currents (Hindi)
3. Radio
 - a. Univision (Spanish)
 - b. Celina Rodriguez (Spanish)
 - c. Sound of Hope (Chinese)
 - d. Sing Tao (Chinese)
 - e. Vien Thao (Vietnamese)

- f. China Press (Chinese)
- g. Radio Zindagi (Hindi)
- h. Korean American Radio
- 4. Social Media and Department's website
 - a. ROV Facebook page: <https://www.facebook.com/sccvote>
 - b. County Facebook page: <https://www.facebook.com/county.of.santa.clara>
 - c. ROV Twitter: <https://twitter.com/sccvote>
 - d. County Twitter: <https://twitter.com/SCCGov>
 - e. ROV Instagram: www.instagram.com/sccvote
 - f. Nextdoor app: (search for Communication and Media Santa Clara County)
 - g. County newsfeed subscription lists
 - h. ROV Youtube: <https://www.youtube.com/sccvote>
 - i. ROV website: <https://www.sccvote.org>
- 5. Language minority community newsletters
- 6. Public Service Announcements (PSAs) will be used to inform voters in minority language communities of the upcoming election and of the toll-free assistance hotline. The PSAs will be translated in all federal and state mandated languages and distributed through minority language television, radio, newspapers and online sources.

Election Officers

To determine the composition of Vote Center staff, the ROV will hire Election Officers (referred to by the Elections Code as Election Boards)¹⁹. Staffing for Vote Centers will be based both on the proximity to Election Day and Vote Center size. The plan is to have six (6) to fifteen (15) Election Officers staff each Vote Center. More staff will be deployed to the larger Vote Centers and during busier times as Election Day approaches. From 10 days before Election Day until 4 days before Election Day, Vote Centers will have a minimum of 6 staff members. From 3 days before Election Day until 1 day before Election Day, Vote Centers will have 8 to 15 staff members, as needed.

There is also a plan to have at least one Election Officer per language, or at the very least, one Election Officer per the most common languages spoken in that Vote Center's area. The ROV will hire Vote Center staff from diverse communities, as much as possible, to maximize the skills needed to process voters, while also being certified to act as a translator for voters as well. Recruitment will begin with contacting previous bilingual Election Officers, as well as the typical open-recruitment application process.

Section 3: Voter Contact – Voters with Disabilities

The Registrar of Voters (ROV) established a Voting Accessibility Advisory Committee (VAAC) 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 as an ongoing means to hear from, and work with, the community. This committee meets regularly to hear from the community.

Methods Used to Identify the Needs of Voters with Disabilities

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

¹⁹ Elections Code, Division 12, Article 1 of Chapter 4

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 Community

In addition to the general media campaign, the ROV focuses on providing information to voters with accessibility needs. This includes information about the availability of 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 voters²⁰.

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.

Services for Voters with Disabilities

All Vote Centers 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 are equipped with 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 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.

²⁰ See California Elections Code §303.3

Voter Education Workshop for Disability Community

The ROV holds 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 include, but are not limited to, education about the Vote Center model, voting equipment demonstrations, accessibility of voting equipment, ballot drop-box information, and options for obtaining an accessible Vote-by-Mail ballot electronically. The ROV uses input from the Voting Accessibility Advisory Committee (VAAC) members to select workshop venues and dates.

Materials Used in Educating Voters with Disabilities

The ROV creates audio, visual, and written materials that are used to disseminate information; and information gathered from VAAC meetings is used throughout the development of these materials. These materials are also made available as resources on the ROV website. For any videos used for VCA promotion or education, closed captioning is made available. Examples include the VCA promotional video posted on the ROV website and the EAP Public Hearings that were streamed online (and uploaded). Additionally, the ROV transcribed the VCA informational flyer into braille.

Election Officers

The ROV has developed training materials specifically for Election Officers. Certain training materials focus on the cultural sensitivity aspect of engaging voters with disabilities. Other training materials help Election Officers with the technical aspect of operating and connecting various listening and/or visual assistive devices that voters with disabilities may bring with them and require to use at Vote Centers. A diversity video is provided in the training for Election Officers to understand how to respectfully provide services to all individuals with and without disabilities. Other training includes properly setting up a Vote Center for voters with disabilities. All Election Officers take an oath to be responsive and respectful to the uniqueness of each voter as a commitment to the diversity of all voters. Election Officers promise to make all voters feel welcomed, respected, and valued.

Section 4: Vote Center and Ballot Drop-off Location Information

Vote Center Locations

The California Elections Code requires counties to have Vote Centers open for two early voting periods. The first early voting period requires Vote Centers to be open ten (10) days before Election Day, up to and including the fourth day before Election Day, for a total of seven (7) days. This calculation is based on having one Vote Center for every 50,000 registered county voters. The second early voting period requires Vote Centers to be open three (3) days before Election Day, and including Election Day, for a total of four (4) days. This calculation is based on having one Vote Center for every 10,000 registered county voters.

Some of the Vote Center hours may be staggered to cater to individuals with irregular schedules or could be due to the availability of the individual locations. As of the publication of this document, there are currently 1,011,395 registered voters in the county. Based on current registration, the approximate number of required Vote Centers is in the following table.

Boundary Category	Minimum Requirement²¹
11-Day Vote Centers (1 for every 50k registered voters)	20
4-Day Vote Centers (1 for every 10k registered voters)	81
Total	101

Ballot Drop-off Locations

The California Elections Code sets the parameters by which a county must provide Ballot Drop-off locations for voters. At least one ballot drop-off location must be provided for every 15,000 registered voters during regular business hours starting at least 28 days before Election Day and including Election Day. The Registrar of Voters (ROV) plans to have at least one drop-off location in every district in the County while being in accordance with the amount mandated by the Elections Code. Based on current registration as of the publication of this document, the approximate number of required Vote Centers is noted in the following table:

Boundary Category	Minimum Requirement
Ballot Drop-off Locations (1 for every 15k registered voters)	67

Preventive Measures

The ROV will have the following preventive security measures in place, prior to and during the election, to prevent a disruption in the voting process:

<u>Preventive Security Measure</u>	<u>Purpose</u>
Standard Security Measures	To limit access to election-related materials & equipment and ultimately prevent any potential disruptions.
Server and Network Backup	To prevent a disruption of information flow should the main server or network go down.
Backup Set of Polling Site Equipment	To prevent a disruption in the voting process should any equipment become unusable.
Backup Equipment	To prevent a disruption in the voting process should any equipment go missing.
Backup Voting Supplies	To prevent a disruption in the voting process should any Voting Supplies become unusable or go missing.
Vote Center Employees on Standby	To prevent a disruption in the voting process should Vote Center Employees be absent.
Suspicious Person or Object Procedures	To prevent a disruption in the voting process should a suspicious person or object appear.
Manual Systems in Place	To prevent a disruption in the voting process should electronic voting equipment become unusable.

For a detailed breakdown of each of the preventive security measures above, please see Appendix

C.

Contingency Plan

The ROV takes every measure possible to ensure a smooth election process, however, in case a disruption does occur, the ROV has specific measures in place to continue doing business in the event of a disruption. The ROV has identified several key potential disruptions:

- Election Information Management System outage
- Power outage
- Inclement weather
- Fire or other disaster
- Voting equipment malfunction
- Ballot on Demand machine stops working
- Internet connection failure
- Vote Center employees do not show up
- Unusable Vote Center

For a breakdown of these disruptions, ROV's solutions, and additional ROV contingency measures, see Appendix D

Section 5: Vote Center Ballot Security and Privacy Plans

Vote Center Design and Layout

The ideal Vote Center would be at least 60'x60' to ensure optimum flow while providing ample space for designated private voting areas. There is a designated queue system to direct voters to the appropriate staff, a sign-in table to process voters on the new electronic pollbook, the Ballot on Demand printer area where ballots will be printed, and voting booths and Ballot Marking Device areas. Appendix E shows the general layout design which will be used as a guide, but each Vote Center will have a customized layout based on the dimensions of the location.

Voting Security

All necessary steps are being undertaken to ensure the confidentiality, integrity, and security of voter data. All County voter data is stored in databases and servers using security measures that are designed to protect the data while keeping it available for use by County staff.

At the main Registrar of Voter's (ROV) office, the voting system is air-gapped, meaning it has no access to the outside network. The only access to the voting system is by physically entering the server room which houses the system. In regard to computer security, if there is no time to safely shut down desktop computers, staff should lock the computer by using Ctrl+Alt+Delete. The reason for this is simply pushing the power button once may not be enough to break connection and shut it down completely. If there is no power, staff should wait for direction from the Help Desk about the best way to handle the computers.

At Vote Centers, staff have access to near real-time information of registration data and voter history for all voters as they come to any of the Vote Centers. Any voter data that is made available at Vote Centers and is transmitted between the Vote Centers and the County data servers is encrypted using the latest encryption technologies. Only specific election devices and equipment at Vote Centers are allowed access to voter data and the data is encrypted in transit and while at rest. Regular data backups are performed, as well as detailed audit trails of user interaction and processes to help ensure transparency and security.

Ballots completed at Vote Centers are scanned and tallied on-site using ballot tallying machines that are not connected to any network. The ballot data is encrypted and saved in a cartridge that is only accessible by physically removing it from the machine. The cartridges from each of the ballot tallying machines are transported back to the ROV main office for recording after the close of voting at 8:00 pm on Election Day.

Vote-by-mail (VBM) ballots received are collected at the ROV main office and stored in a secured ballot room until counted. Before the ballots can be counted, the signatures on the VBM ballot envelopes are verified to ensure that each ballot is from a registered voter. After the signatures have been verified, the ballots are extracted and sorted into precincts and submitted for counting. After being counted, the ballots are then stored, by precinct, in a separate secure location.

If an emergency occurs that requires staff to remove ballots from the building, staff shall tape the boxes, or bins and move them to the new location. If they cannot be removed from the building, ballots will be placed in one of the secured rooms. Blank, unissued ballots should be left behind if there is no time to remove them. If there is time, the ROV or designee will advise staff on what to do with blank, unissued ballots.

Section 6 – Budget

The Registrar of Voters (ROV) has created a budget and plan for necessary resources to cast a wide net to inform voters about the Vote Center model voting process. The projected budget does not include staffing and other costs associated with outreach. The breakdown for the budget is shown in the table below:

ACTIVITY	BUDGET
Advertising Total	\$115,000
Newspaper Ads/Radio Spots/Social Media/Print Ads	\$100,000
New Radio Spots	\$15,000
Outreach Total	\$1,135,000
Outreach Supplies and Displays	\$4,000
Outreach giveaways (swag) at events	\$14,000
Outreach giveaways for CBO distribution	\$1,800
Outreach equipment	\$8,000
County Printshop/Printed materials	\$6,000
Vehicle Rentals and Fuel	\$1,200
2 direct mailings to each registered voter	\$1,100,000

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APPENDIX A – GLOSSARY OF TERMS AND ACRONYMS

The purpose of this glossary is to provide the reader of the Election Administration Plan with contextual understanding of the elections process as a whole and to define some terms used within the document. For clarification and understanding of the nuanced requirements that are related to some of the terms, see the Election Administration Plan.

Term/Acronym	Meaning
1% Manual Tally	A legally required manual count of ballots to verify the machine count of the votes, before the certification of the election. One of the many steps included in the canvass .
15-Day Close of Registration	The deadline in California, set by law, to register to vote prior to each election. (California Elections Code §2102)
8D2 Cards	See Voter Residency Confirmation Card .
Absentee Ballot	Outdated terminology. See Vote-by-Mail Ballot .
Accessible Ballot	A ballot, typically an electronic touchscreen, upon which appears the candidate contests and measures to be voted on that is accessible for use by persons with disabilities by touching the designated area on the screen or by using an assistive device, such as an audio listening device and braille touch pad or sip-and-puff. (California Elections Code §19240)
Address Correction Service (ACS)	Data provided through the United States Postal Service where a county elections official may utilize the information to manage and update voter registration records and mail residency confirmation cards. (California Elections Code §2033)
Active Voter	A voter whose (1) information is up to date, (2) who can receive voting materials, and (3) who has most recently voted or whose address has been confirmed through an address residency confirmation mailing. An active voter is legally entitled to vote and sign a petition. (California Elections Code §§2220 - 2227)
Affidavit of Registration	Also known as a Voter Registration Form , Voter Registration Card , Application for Voter Registration , or Voter Registration Application . Every person who desires to be a registered voter must complete this form (except upon the production and filing of a judgement of the superior court). A properly executed affidavit shall be deemed effective upon receipt by the county elections official on or before the 15 th day before an election, and under other specified and timely conditions. Whenever a voter has moved, the voter shall execute a new affidavit of registration or a notice or letter of the change in order to be properly registered. (California Elections Code §§2100 - 2194.1)
All-Mailed Ballot Election	A local, special, or consolidated election that is conducted wholly by mail (under certain conditions). (California Elections Code Division 4)

APPENDIX A – GLOSSARY OF TERMS AND ACRONYMS

Term/Acronym	Meaning
Alternate Residency Confirmation (ARC)	A procedure that requires the county elections official to mail a <i>forwardable</i> postcard to each voter listed on the rolls who has not voted nor changed their address in four years; and, subsequently requires the voter to act, by responding to the postcard, indicating a desire to remain an “active” voter. (<i>California Elections Code §2220</i>)
Americans with Disabilities Act (ADA)	The Americans with Disabilities Act (ADA) became law in 1990. The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life including jobs, schools, transportation, and all public and private places that are open to the general public. The purpose of the law is to make sure that people with disabilities have the same rights and opportunities as everyone else. The ADA grants civil rights protections to individuals with disabilities similar to those provided to individuals on the basis of race, color, sex, national origin, age, and religion. It guarantees equal opportunity for individuals with disabilities in public accommodations, employment, transportation, state and local government services, and telecommunications. See Remote Accessible Vote-by-Mail (RAVBM).
Application for Voter Registration	See Affidavit of Registration .
Assigned Polling Place	A single location where a voter can appear, obtain and cast a ballot that contains all the contests the voter is entitled to vote. Contests, on which the voters of their assigned Polling Place are not eligible to vote, will not appear on the ballot. Locations are specifically designated for a single precinct of voters, establishing an assigned voting location. Assigned polling places are only used under the Polling Place Model .
Automatic Recount Policy	A policy adopted by the Santa Clara County Board of Supervisors establishing a process to manually tally ballots in certain contests, providing for a mechanism to confirm the results of local contests with low margins of victory that would not require a candidate or interested voter to pay the recount costs. The policy requires manual recounts in all contests wholly contained within Santa Clara County (excluding those for state and federal offices) where the margin of victory is either less than 0.25 percent of the ballots cast, or less than 25 votes, except for races that are either countywide or citywide in the City of San José for which machine recounts may be used. The policy requires the tally be conducted. (<i>Santa Clara County Board of Supervisors’ Policy Manual section 3.63</i>)
Ballot Drop-Box	A secure receptacle established by the Registrar of Voters/county elections official whereby a voted mail ballot may be returned.
Ballot Drop-off Location (BDL)	A location established by the Registrar of Voters where the secure Official Ballot Drop-box will be located, either inside or outside of a location.
Ballot in an Accessible Format	See Accessible Ballot .
Ballot Marking Device (BMD)	A device used to assist a voter in marking their ballot. The device may be of any size, shape, or form, and the impression made on the ballot must clearly indicate the choice of the voter. (<i>California Elections Code §14270</i>)

APPENDIX A – GLOSSARY OF TERMS AND ACRONYMS

Term/Acronym	Meaning
Ballot on Demand (BOD)	A certified self-contained system that allows a county elections official to print, on demand, ballots onto official ballot card stock to provide to registered voters for voting. This system will supplement the official ballots prepared, in advance of the election, on an as needed basis. <i>(California Elections Code §13004.5)</i>
Board of Supervisors (BOS)	The governing body that oversees the operation of Santa Clara County government administrations.
Cal-Access	The online system created by the Secretary of State, pursuant to state law, for receiving and accessing financial information supplied by state candidates, donors, lobbyists, and others. Online or electronic filing is required for campaign entities that have raised or spent \$25,000 since January 1, 2000. Lobbying entities must file online or electronically once the total amount of any category of reportable payments, expenses, contributions, gifts or other item is \$2,500, or more, in a calendar quarter. <i>(California Government Code §§84602 & 84605)</i>
Cal-Online	A web-based data entry filing system on the Secretary of State's website that allows state disclosure statements/reports mandated by California's Political Reform Act to be filed online with the Secretary of State free of charge. The filer must have a valid ID number and password in order to use this free application. The information is then reproduced on the Secretary of State's Cal-Access website for public viewing. <i>(California Government Code §84602)</i>
California Code of Regulations	Legal document in which the California Secretary of State codifies regulations to assure the uniform application and administration of state election law.
California Elections Code	Law that governs the administration of elections in California.
California Government Code	Law that regulates government administration throughout California.
Canceled Voter	A voter may be canceled in the voter database after the following actions: <ol style="list-style-type: none"> 1. Non-response to an address confirmation mailing 2. Having no voting record for two consecutive presidential election cycles 3. By death 4. By voter's own request <p>The voter will not appear on the roster of voters or any list prepared by the elections official and will not receive any voting materials. A canceled voter is eligible to vote upon the completion of a new Voter Registration Application. A canceled voter is not eligible to sign a petition. <i>(California Elections Code §2183)</i></p>

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Term/Acronym	Meaning
Candidate	<p>An individual becomes a candidate under the following circumstances:</p> <ol style="list-style-type: none"> 1. The individual's name is listed on a primary, general, special, or recall election ballot; or 2. The individual is qualified to have elections officials count write-in votes on his or her behalf for nomination or election to any state or local elective office; or 3. The individual receives a contribution or makes an expenditure (or gives consent for any other person to receive a contribution or make an expenditure) for his or her nomination or election to any state or local elective office; or 4. The individual is an elected officeholder. <p>Individuals running for federal office are not "candidates" under the Political Reform Act. <i>(California Government Code §§82007 & 84214)</i></p>
Canvass (Official Canvass)	<p>The legal timeframe (typically a 30-day period commencing the first day after election day) for the county elections official to complete the processing and tallying of all ballots received (including Provisional Ballots, Vote-by-Mail Ballots, and Conditional Voter Ballots), reconcile materials, conduct the manual tally (verification) of ballots, certify results, and issue election certificates. <i>(California Elections Code Division 15)</i></p>
Community-Based Organizations (CBOs)	<p>The Registrar of Voters (ROV) engages with Community-Based Organizations (CBOs) to increase voter registration and encourage newly registered voters to participate in democracy by voting.</p>
Conditional Voter Registration	<p>A properly executed Affidavit of Registration that is delivered by the registrant to the county elections official during the 14 days immediately prior to or on election day and which may be deemed effective after the elections official processes the affidavit, determines the registrant's eligibility to register, and validates the registrant's information before, or during, the canvass period. The elector may complete a Conditional Voter Registration form and cast a Provisional Ballot. <i>(California Elections Code §§2170 - 2173)</i></p>
County Voter Information Guide (CVIG)	<p>A booklet prepared, translated, and printed by the county elections official that contains important information, such as a list of Ballot Drop-Box Locations and Vote Centers, a sample of the Official Ballot (see Sample Ballot); candidate statements; legal text, impartial analysis, and arguments in favor of or against local ballot measures; and, a ballot replacement request form. The County Voter Information Guide (CVIG) is mailed starting approximately 40-days before an election. Formerly known as the Sample Ballot Pamphlet. Translated versions of the CVIG are available in Spanish, Chinese, Tagalog, and Vietnamese.</p> <p>This is not the same as the Official Voter Information Guide prepared by the Secretary of State. <i>(California Elections Code §§13300 - 13317)</i></p>

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Term/Acronym	Meaning
Downloadable Ballot	A ballot obtained through the Registrar of Voters' Remote Accessible Vote-by-Mail (RAVBM) application and electronically copied to a voter's home device for use in voting. The voter must then print and mail in their ballot to the Registrar of Voter's office for their vote to be counted. (<i>California Elections Code §3007.7</i>)
Direct-Recording Electronic (DRE)	<i>Outdated</i> Voting Machine . A voting machine that records votes by means of a ballot display provided with mechanical or electro-optical components that can be activated by the voter; that processes data by means of a computer program; and that records voting data and ballot images in memory components.
Early Voting	The period of time, before Election Day, when voters can cast a ballot. California has “no-excuse” early voting and a voter does not have to provide an excuse for being unable to vote on Election Day. In California, early voting can commence as soon as 29-days prior to the election. Registered voters in Santa Clara County may vote early at the office of the Registrar of Voters, or at any one of the Vote Centers starting ten days prior to Election Day. (<i>California Elections Code §19209</i>)
Election Administration Plan (EAP)	Proposed by the county elections official, a detailed plan on the conduct of elections under the Voter's Choice Act (VCA). The plan includes a variety of considerations such as selecting Vote Centers and Ballot Drop-box Locations, fiscal impacts, and public outreach plans. A <i>draft</i> plan is to be written with community input and vetted through a public hearing process. An <i>amended</i> draft plan is posted for public comment after public hearings on the draft plan take place, after which a plan can be adopted as <i>final</i> . A final plan that is changed and released for public comment is an <i>amended final</i> plan. The final Election Administration Plan (EAP) used to conduct the election is reviewed, and possibly revised, within two years of use, and every four years thereafter. The Voter Education and Outreach portion of the EAP is submitted to the Secretary of State for approval. Plans are translated and available on the county election official's website. (<i>California Elections Code §§4000 - 4108</i>)
Election Cycle	“Election Cycle” means one of two different things, depending on the context of its usage. <ol style="list-style-type: none"> 1. “Election Cycle” means the period of time beginning 90 days before an election and ending on the date of the election, for purposes of reporting contributions or independent expenditures of \$1,000 or more online or electronically pursuant to Government Code §§ 85309 or 85500. (Government Code section 85204). 2. “Election Cycle” means the period beginning January 1 of an odd year, for purposes of viewing campaign contributions and expenditures on Cal-Access.

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Term/Acronym	Meaning
Election Officer	A member of a precinct board, shall be a voter of the state, shall be able to read and write the English language, and must attend training conducted by the Registrar of Voters (ROV) in order to serve at a Polling Place or Vote Center. Formerly known as a Poll Workers, Election Officers can be assigned as a Clerk or Inspector with varying duties. Election Officers assist voters at Vote Centers, verify eligibility, issue Official Ballots, and perform other duties. <i>(referred to by the Elections Code as Election Boards)</i>
Election Information Management System (EIMS)	Santa Clara County's election information database.
Electronic Pollbook (E-Pollbook)	A system containing an electronic list of registered voters that may be transported and used at a Vote Center. This is the official list of registered voters eligible to vote in the election; it is used to verify a voter's eligibility to receive a ballot and captures voter history in real time to prevent double voting. Electronic Pollbooks cannot be connected to a voting system and must have backup power for continued operations. <ol style="list-style-type: none"> 1. An Electronic Pollbook shall contain, at a minimum, all of the following voter registration data: name, address, district/precinct, party preference, voter status, whether or not the voter has been issued a Vote-by-Mail Ballot, whether or not the Vote-by-Mail Ballot has been recorded as accepted by the elections official, and, whether or not the voter's identification must be verified (first-time voter in federal election, only). 2. An electronic pollbook shall not contain the following voter registration data: driver's license number, or any reference to a social security number. <i>(California Elections Code §2183)</i>
Emergency Ballot Delivery	This type of service is available primarily to allow a voter to cast a ballot if they are physically unable to do so due to a medical emergency such as unforeseen illness, confinement to a medical facility, disabilities, or accidents resulting in injury. California is one of 38 states that provides an Emergency Ballot Delivery System.
Facsimile Ballot	A copy of a printed ballot made available in formats a voter may request for use, such as translated into a specific language (see Sample Ballot) or printed with large text for the visually impaired. Voters may request to receive a facsimile ballot by mail. The facsimile ballot is not an Official Ballot and cannot be tabulated by the voting system. Voters can use the Facsimile Ballot as an aid in filling out their Official Ballot.

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Term/Acronym	Meaning
Help America Vote Act (HAVA)	<p>Passed by Congress in 2002 to help modernize and reform the nation's voting processes, the Help America Vote Act (HAVA) creates new mandatory minimum standards for states to follow in several key areas of election administration. The law provides funding to help states meet these new standards, replace voting systems, and improve election administration. HAVA requires that the states implement the following programs and procedures:</p> <ol style="list-style-type: none"> 1. Provisional voting 2. Voting information 3. Updated and upgraded voting equipment 4. Statewide voter registration databases 5. Voter identification procedures 6. Administrative complaint procedures
Inactive Voter	<p>A voter may be deemed inactive if the county has received: a returned residency confirmation mailing without a forwarding address within the same county, or, information obtained through the United States Postal Service National Change of Address (NCOA) database indicating the voter has moved outside the county. This voter will appear on the roster of voters, but will not receive any voting materials. Further, inactive voters who do not vote in two consecutive federal general elections are subject to cancellation. An inactive voter becomes active and eligible to vote upon the response to the address confirmation card, by signing a petition indicating the same address, or through completion of a new Voter Registration Application.</p>
Language Accessibility Advisory Committee (LAAC)	<p>The Language Accessibility Advisory Committee (LAAC) was formed to advise the Registrar of Voters (ROV) on matters relating to access to the electoral process by voters with limited English proficiency. The committee shall be comprised of representatives of Language Minority Communities and have demonstrated language accessibility experience, have knowledge of presenting election materials to voters using plain language methods or another method that is easy for voters to access and understand, and/or be a city elections official or his/her designee. The ROV shall consult with and consider the recommendations of the committee, who shall serve in an advisory capacity. <i>(California Elections Code §4005)</i></p>
Language Minority Community	<p>A group of people that speak a language that is required to be serviced under the Federal Voting Rights Act. Materials, voting assistance, and other activities related to language minority communities are referenced throughout the law relating to the Voter's Choice Act (VCA). <i>(Language Minority Provisions of The Voting Rights Act)</i></p>
Mail Ballot Precinct	<p>Under the Polling Place Model, a precinct that has 250 or fewer persons registered to vote, as of 88 days prior to an election, may be designated as a "Mail Ballot Precinct," and the elections official may furnish each voter with a Vote-by-Mail Ballot without requiring an application.</p>

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Term/Acronym	Meaning
Mitigation Equipment	Materials and supplies used to improve the accessibility of and access to a voting location, limiting the barriers to voting. Samples of equipment may be: additional or temporary lighting; additional chairs for people who cannot stand; signage showing the accessible route of travel; wedges, ramps or rubber mats to cover gratings or improve thresholds; door stops to hold doors open; orange cones for marking accessible parking; and a notification system for offering curbside voting.
Mobile Vote Center	A mobile operation administered by the Registrar of Voters (ROV) that meets the same criteria, and provides the same services, as a Vote Center.
National Change of Address (NCOA)	Information or data consisting of names and addresses of individuals and families who have filed a change of address with the United States Postal Service. (<i>California Elections Code §2222</i>)
Optical Scanner	<i>Outdated Voting Machine.</i> A paper-based voting machine that optically scans the marks that you make on your paper ballot and counts the votes electronically when the ballot is inserted.
Poll Worker	<i>Outdated terminology.</i> See Election Officer .
Polling Place Model	<i>Current model ROV is transitioning from.</i> Term used to refer to the methodology and administration of elections held under the general provisions of the California Elections Code . Largely utilizes "neighborhood-based" polling places assigned and specific to precincts with no more than 1,000 voters and supplemented by voting by mail for voters who request to receive a ballot in the mail.
Positive Purge	A procedure that requires the voter to take an action to prevent being moved to the inactive or canceled file, such as returning a postcard indicating a desire to remain an active voter. (<i>California Elections Code §§2220 & 2191</i>)
Precinct	A geographical area within a county or political jurisdiction that is made up of voters and is formed pursuant to Chapter 3 (commencing with § 12200) of Division 12 of the California Elections Code . In a "Polling Place Model" election, all voters from the same precinct are assigned to the same Polling Place. In a "Vote Center Model" election, voters from any precinct within the county can vote any Vote Center within the county. The ROV is currently transitioning from a "Polling Place Model" to a "Vote Center Model".

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Term/Acronym	Meaning
Precinct Board	Specific term used by the California Elections Code. For Santa Clara County, the persons appointed to serve as Election Officers for each precinct at any election shall constitute the precinct board for that precinct and polling place. A person who cannot read or write the English language is not eligible to act as a member of any precinct board. The composition of the precinct board shall be determined by the elections official based on election precinct size. The precinct board shall consist of a minimum of one inspector and two clerks. (See Election Officer)
Pre-Election Statements	These statements are required from candidates or officeholders who have a controlled committee, or who have raised or spent or will raise or spend \$2,000 or more during a calendar year in connection with election to office or holding office (FPPC Form 460). First pre-election statements are ordinarily required to be filed no later than 40 days before the election (for the period ending 45 days before the election). The second pre-election statements are ordinarily required to be filed no later than 12 days before the election (for the period ending 17 days before the election). (California Government Code §§84200.5, 84200.7, & 84200.8)
Provisional Ballot	A term used to refer to a ballot that is issued to a voter whose eligibility to vote cannot be immediately determined, or who is a Conditional Voter . This ballot is “provisionally” completed, sealed in a pink envelope and verified at the Registrar of Voters (ROV) office before it can be opened & counted. (California Elections Code §§4005 & 4310)
Public Comment Period	Legal fourteen-day timeframe for the public to offer feedback about the draft, amended draft, final, and, if necessary, the amended final Election Administration Plan (EAP).
Public Consultation Meeting	Open meetings, legally noticed and published, conducted by the Registrar of Voters to gain public input for the creation of the Election Administration Plan (EAP).
Public Hearing	An official meeting where members of the public hear the facts about a planned government action to take place and give their opinions about it.
Public Service Announcement (PSA)	A message in the public interest disseminated, without charge, with the objective of raising awareness of, and changing public attitudes and behavior towards, a social issue.
Registrar of Voters (ROV)	A Department in the County of Santa Clara responsible for administering voter registration and elections.
Remote Accessible Vote-by-Mail (RAVBM)	A system, and its software, that is used for the sole purpose of marking an electronic Vote-by-Mail Ballot for a voter with disabilities or a military or overseas voter who shall print the paper cast vote record to be submitted to the elections official. A Remote Accessible Vote-by-Mail system is NEVER connected to a voting system, at any time. (California Elections Code §3016.5)

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Term/Acronym	Meaning
Replacement Ballot	The ballot given to a voter under any of the following circumstances: the ballot was not received, lost, marked with an error, or is requested in a different language or format. Upon issuing a second, or replacement ballot to the voter, the first ballot issued is cancelled in the Election Information Management System (EIMS), in order to prevent double voting. <i>(California Elections Code §4005)</i>
Roster Index	The official list of eligible voters for an election, which may be in paper or electronic form. The roster becomes the official index of voters who have voted in the election once signed by the voter or marked by the elections official. <i>This is not the same as the Voter Index.</i> <i>(California Elections Code §14109)</i>
Sample Ballot	Appears inside the County Voter Information Guide (CVIG) prepared for each election. Required to be included under state law, the Sample Ballot is a substantial facsimile of an official ballot; however, a Sample Ballot is not the same size nor printed on the same paper as an official ballot, and has extra spacing, all which make it unreadable by the vote tabulating system. Translated versions are available in Santa Clara County in the following languages: Spanish, Chinese, Tagalog, and Vietnamese. <i>(California Elections Code §13303)</i>
Secure Ballot Container / Transfer Device	A lockable and secure container that is placed inside a drop-box or is a stand-alone container. If a secure ballot container is used inside a drop-box, ballots are deposited directly into that container. A secure ballot container is not required for all drop-boxes.
Semifinal Official Results	The public process of collecting, processing, and tallying ballots and, for state or statewide elections, reporting results to the Secretary of State on Election Night. The semifinal official canvass may include some, or all, of the Vote-by-Mail Ballot and Provisional Ballot vote totals.
Staffed Drop-Box	A drop-box or a secure ballot container that is placed in a location that is in the view of a live person who is employed at the location of the drop-box, a city or county employee, or a temporary worker or volunteer retained for the purpose of monitoring the drop-box. A staffed drop-box is typically not available for use 24 hours a day.
Unstaffed Drop-Box	A secured drop-box that is not within view of a live person for monitoring.
Vote-by-Mail (VBM)	Provides all registered voters in Santa Clara County the opportunity to vote using a Vote-by-Mail ballot ahead of time instead of going to the polls on Election Day. When vote-by-mail ballots are received by the ROV, the signatures on the return envelope are compared to the signatures on the corresponding voter registration cards to ensure they match. The ballot will then be separated from the envelope, and then it will be tallied. <i>(California Elections Code §4005)</i>

APPENDIX A – GLOSSARY OF TERMS AND ACRONYMS

Term/Acronym	Meaning
Vote Center	A location, established for holding elections, that offers services for voters to vote; drop-off their mail ballot; register to vote; or receive and vote a Provisional , Replacement , or Accessible Ballot . Vote Centers are larger facilities than traditional Polling Places, will have more voting devices and more Election Officers to assist voters, and must comply with the same regulations that apply to Polling Places. A voter of the county may visit any Vote Center to cast their vote. (California Elections Code §§2170, 4005, & 4007)
Vote Center Model	Term used to refer to the administrative system of how elections are conducted under the Voter's Choice Act . Largely, a combination of an all Vote-by-Mail election, utilizing larger area Polling Places, called Vote Centers . (California Elections Code §14428)
VoteCal	<i>Formerly known as CalVoter.</i> Mandated by the Help America Vote Act (HAVA), VoteCal is the centralized statewide voter registration database developed and managed by the Secretary of State. Each county in the state is connected to the system and can use it to check for duplicate registrations or any updates that would preclude voters from voting. VoteCal interacts and exchanges information with the County's Election Information Management System (EIMS) and other state systems such as the Department of Corrections and Rehabilitation, the Department of Public Health, and the Department of Motor Vehicles. (Help America Vote Act of 2002)
Voter Action Request Form (VARF)	A form for "Registered" Santa Clara County Voters to: <ol style="list-style-type: none"> 1. Change address or mailing address (if moving within Santa Clara County) 2. Change language preference (English, Chinese, Spanish, Tagalog, Vietnamese, Hindi, Japanese, Khmer, and Korean) 3. Request a facsimile ballot 4. Change Permanent Vote-by-Mail status 5. Correct misspellings or other errors in registration information 6. Opt out of receiving a County Voter Information Guide (CVIG) by mail 7. Cancel voter registration 8. Cancel the voter registration of a deceased member of a family or household (California Elections Code §§2150 - 2168)
Voter Education and Outreach Coalition (VEOC)	Advises and makes recommendations to the Registrar of Voters (ROV) on matters related to enhancing education opportunities in the County and increasing voter participation through outreach and engagement. The coalition shall be comprised of individuals and representatives of community organizations who shall have demonstrated experience with education and outreach programs or be a city elections official. The coalition shall serve in an advisory capacity to the ROV.

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Term/Acronym	Meaning
Voter Education and Outreach Plan	Required to be included in the County's Election Administration Plan (EAP) and must be approved by the Secretary of State. This plan must describe how the county elections official will meet specific provisions of the Voter's Choice Act (VCA) relating to education and outreach, including the use of media, social media, public education meetings, and direct voter contacts, to inform them of the new voting method and the availability of written materials and telephone assistance.
Voter Education Workshop	The County elections official must conduct at least two targeted voter education workshops to inform voters about the new way the election will be administered. The specified targeted workshops must include bilingual voter education workshops (at least one for each language required by the county) and workshops to increase accessibility and participation of eligible voters with disabilities.
Voter Outreach	Actively disseminating information, in person or electronically, about the voting process.
Voter Registration Application	See Affidavit of Registration (California Elections Code §2188)
Voter Registration Card	See Affidavit of Registration (California Elections Code §2158)
Voter Registration Form	See Affidavit of Registration (California Elections Code §2162)
Voter Residency Confirmation Card	A Voter Residency Confirmation Card (8D2 Card) sent by first-class forwardable mail that is used to confirm the address of a voter. This card is used to manage the voter registration file and confirm and correct addresses of voters who may have moved. (California Elections Code §§2191, 2220, & 2240 - 2231)
Voter Verification System	The electronic system for county elections officials to immediately access voter registration data at a vote center. See Electronic Pollbook . (California Elections Code §359.2)
Voter's Choice Act (VCA)	A new California law (SB450) passed in 2016, introduced by Senator Ben Allen, that will modernize elections in California by allowing counties to conduct elections under a new model which provides greater flexibility and convenience for voters. This new election model allows voters to choose how, when, and where to cast their ballot by: <ol style="list-style-type: none"> 1. Mailing every voter a ballot 2. Expanding in-person early voting 3. Allowing voters to cast a ballot at any Vote Center within their county This law is intended to increase voter participation by allowing counties to conduct elections by mail, under certain circumstances. (California Elections Code §§3017, 15320, & 4005 - 4008)

APPENDIX A – GLOSSARY OF TERMS AND ACRONYMS

Term/Acronym	Meaning
Voting Accessibility Advisory Committee (VAAC)	The Voting Accessibility Advisory Committee (VAAC) was established to advise the Registrar of Voters (ROV) on matters related to improving the accessibility of elections for voters with disabilities, and shall make recommendations for establishing Vote Centers and for improving voter services and access for individuals with disabilities, including, but not limited to, visually impaired voters, and deaf, or hard of hearing voters. The committee shall be comprised of voters with disabilities who shall have demonstrated experience with accessibility requirements for voters with disabilities or be a city elections official. The Committee shall serve in an advisory capacity.
Voting Device	Any device used in conjunction with a ballot card or cards to indicate the choice of the voter by marking, punching, or slotting the ballot card. (California Elections Code Division 19)
Voting Machine	Any electronic device, including, but not limited to, a precinct Optical Scanner and a Direct Recording Electronic (DRE) voting system, into which a voter may enter his or her votes, and which, by means of electronic tabulation and generation of printouts or other tangible, human-readable records, furnishes a total of the number of votes cast for each candidate and for, or against, each measure. (California Elections Code Division 19)
Voting System	A mechanical, electromechanical, or electronic system, and its software, or any combination of these used for casting a ballot, tabulating votes, or both. “Voting System” does not include a Remote Accessible Vote-by-Mail system. (California Elections Code Division 19)
Voter-Verified Paper Audit Trail (VVPAT)	All Direct Recording Electronic (DRE) voting machines, used after January 1, 2006, must have an accessible voter-verified paper audit trail. All voters voting on an electronic voting machine should review and verify their ballot choices on this printed paper record, prior to finalizing and casting their ballot. Once the ballot is cast, this paper record of the ballot is retained inside the voting machine as part of the election audit trail to verify the accuracy of the votes recorded. In accordance with the California Elections Code, voters do not get a printed paper record of their vote choices. (California Elections Code § 19250)

APPENDIX B – VOTER EDUCATION AND OUTREACH PLAN DETAILS

The County of Santa Clara Registrar of Voters (ROV) is committed to diversifying voter engagement among county residents. This Voter Education and Outreach Plan outlines various activities that can be performed with the goal of increasing community partnerships, expanding civic engagement opportunities, and improving voter experience with the Vote Center Model. The following activities are planned each year to help increase voter registration and participation.

Outreach Types:

- Traditional outreach: The activities listed below represent the types of voter education and outreach efforts the ROV plans and participates in all year long regardless of scheduled elections. At these activities, the ROV provides voter education literature, civic and local government resources, Registrar of Voters' branded outreach materials, and in-depth discussions to the public.
 - Tabling – Most general outreach events fall under tabling to provide resources, literature, voter education, voter registration, and Election Officer recruitment
 - Hosting booths – Per request of large-scale outdoor events, festivals, and conventions, we provide resources, literature, voter education, voter registration, and Election Officer recruitment
 - Voter registration trainings – Per request of individual/organization, we provide training on how to host voter registration drives based off of materials from the Secretary of State
 - Voter education presentations – Per request/organizations, voter education presentations cover the Voter's Choice Act changes, civics 101, voting rights, and how to register/pre-register to vote
 - High school voter registration drives – Coordinate and assist in organizing voter registration drives with high schools
 - Networking/civic events – Presence and partnership building at community events and supporting events for various city Chamber of Commerce, city council districts, etc.
- Voter's Choice Act-specific outreach: The ROV will continue to educate voters on the changes that were implemented under the Voter's Choice Act. The activities listed below represent the types of outreach efforts the ROV will host, participate in, and collaborate with the members and organizations of Santa Clara County:
 - Presentations
 - Discussions or Q&A Sessions
 - Partnership Building (in-person meetings with CBOs)
 - Workshops (for communities with language and accessibility needs)
 - Train-the-Trainer Programs (TTT) (training Outreach Partners to personalize and amplify the message)
 - Voting Equipment/Machine Demonstrations

Branding/Message: The County of Santa Clara has made a conscious decision to prioritize promoting information about Vote Centers and the services they offer, including information about every voter receiving a vote-by-mail ballot. The ROV will continue to focus on voters most impacted by the Voter's Choice Act (VCA): voters who prefer to vote in person.

APPENDIX C – PREVENTIVE MEASURES

The Registrar of Voters (ROV) has the following preventive measures in place to avoid potential disruptions of the election process:

Standard Security Measures

To limit access to election-related materials & equipment, and ultimately prevent any potential disruptions:

- Staff are required to wear county or department issued ID badges.
- Visitors or non-employees who enter the department's offices beyond the front desk must be accompanied by the employee whom the visitor is seeing.
- The department's computer server room and ballot rooms are always secured by limited badge access and video surveillance.

Server and Network Backup

To prevent a disruption of information flow should the main server or network go down:

- The department's voting system, ballot layout and design, and Election Management System (EMS) activity will be located on the County's secured data center.
- Backups for this data takes place automatically and is made ready for deployment should the main server go down.
- Changes made to voter data, the voting system, and the EMS are backed up on a regular schedule.

Backup Set of Vote Center Equipment

To prevent a disruption in the voting process should any equipment become unusable:

- If a Vote Center experiences an event that renders their current equipment unusable, the department has extra equipment available so that the voting location can continue to process voters.
- If there is no extra equipment available, a Vote Center has the capability to operate under a manual process.

Missing Equipment

To prevent a disruption in the voting process should any equipment go missing:

- If a Vote Center is missing equipment, the Vote Center lead will notify the main ROV office.
- A mobile supply truck storing backup election equipment will be managed by warehouse staff.
- At least two warehouse staff members will deploy any supplies and equipment from the supply truck to the Vote Center to ensure security of supplies and equipment at the Vote Center.

Backup Voting Supplies

To prevent a disruption in the voting process should any voting supplies become unusable or go missing:

- A duplicate of the containers prepared for Vote Center staff will be maintained.

- The Vote Center coordinator is responsible for maintaining the backup voting supplies.
- In the event that a site must be moved, and the workers are not able to gather their current supplies, backup supplies will be delivered to the new site when possible.

Absent Vote Center Employees

To prevent a disruption in the voting process should Vote Center employees not report to their designated shift:

- Vote Center lead will contact the ROV office to acquire replacement staff for the Vote Center.
- A list of trained backup staff will be maintained by the main ROV office.

Suspicious Person or Object

To prevent a disruption in the voting process should a suspicious person or object appear:

- Vote Center lead will contact security authorities depending on the situation.

Manual Systems in Place

To prevent a disruption in the voting process should electronic voting equipment become unusable:

- All functions can be performed via manual process.

APPENDIX D - CONTINGENCY PLANS

The purpose of the Contingency Plan is to set forth processes to carry out during elections in the event of an emergency or other incident which may inhibit the department from serving the public and/or conducting an election. During a state of emergency, only the Governor may suspend this department's duty to conduct elections.¹

These plans shall be used in conjunction with the Secretary of State's (SOS) Emergency Plan.

The department measures its responses to emergencies by the degree of alert created by an emergency. As always, if an employee becomes aware of an emergency situation that warrants law enforcement or medical assistance, they shall call 911 and notify the floor supervisor.

REMEMBER, PERSONAL SAFETY IS MORE IMPORTANT THAN ANY DOCUMENTS IN THE OFFICE.

What to Grab First (in case of an evacuation)

- If there is time to do so and doing so does not jeopardize personal safety, staff may collect or secure the following items, listed in order of importance:
 1. Ballots (voted first, all others second)
 2. Cash and checks and petty cash box

Protection and Recovery of Vital and Other Records (during emergencies)

- The items below are considered vital and essential records and should be taken from the building, if possible, depending on the nature and scope of the emergency.
 1. Counted and uncounted ballots
 2. Servers
 3. Other electronic data storage
 4. List of voters
 5. Cash and checks in petty cash box

Computer Security

- If there is no time to safely shut down desktop computers, staff should lock their computer by using Ctrl+Alt+Delete.
- The reason for this is simply pushing the power button once may not be enough to break connection and shut it down completely.
- If there is no power, staff should wait for direction from the Technology Services & Solutions (TSS) department about the best way to handle the computers.

Counted and Uncounted Ballots

¹ GC§ 8571

- Generally, whether counted or not, ballots are sorted into their respective precincts and stored in a secured ballot room until ready for final storage. After the ballots are counted, they are stored in a separate secure location. Uncounted ballots are classified and stored according to their status:
 1. Ballots still in envelope, not sorted, and not signature checked
 2. Ballots still in envelope, sorted into precincts, and signature checked
 3. Ballots out of envelope and in boxes with precinct number
- **Note:** Ballots can be temporarily at a workstation for signature checking or in the ballot exam room.
- If an emergency occurs that requires staff to remove ballots from the building, staff shall tape the boxes, or bins, and move them to the new location.
- If they cannot be moved from the building, ballots shall be placed in one of the secured rooms.
- Blank, unissued ballots should be left behind if there is no time to remove them. If there is time, the Registrar of Voters (ROV) or designee will advise staff on what to do with blank, unissued ballots.

Voters Information History Update Disruption or Loss of Connection

- Vote Center lead will notify the main ROV office.
- If disruption is only at a specific Vote Center and lasts longer than 30 minutes, or any significant amount of time depending on amount of voter's present, voters will be directed to another Vote Center or given the option to vote provisionally.
- If disruption is county-wide, Vote Center staff can issue provisional ballots via electronic voting equipment if possible, in provisional envelopes if staff is able to determine correct ballot type or precinct for voter.
- Keep paper records of all voters and information to enter into EIMS once the system is back up and running.
- Voting Systems Division will contact the vendor(s) right away and resolve the issue as soon as possible.

Power Outage

- Vote Center lead will notify the main ROV office.
- If the power outage lasts longer than 15 minutes, voters will be directed to another Vote Center.
- Public will be notified via website, phone message, news, radio, social media, etc.

Inclement Weather

- Vote Center lead will notify the main ROV office.
- If a Vote Center is unreachable or unsafe due to weather, a backup Vote Center shall be contacted and shall be set up immediately for use.
- Public will be notified via website, phone message, news, radio, social media, etc.

Fire or Other Disaster

- All staff and voters must first be evacuated safely.
- Vote Center lead will notify the main ROV office.
- If time allows, Vote Center staff will do the following in order:
 1. Securely remove all voted ballots from the facility (Vote-by-Mail ballots, memory cards from equipment, paper ballots from black ballot box, and Conditional Voter Registration ballots)
 2. Secure/shut down all computers accessing their Election Information Management System (EIMS)
 3. Secure/shut down all voting equipment
 4. Remove any computers/equipment, if possible.
- The main ROV office will notify the public via website, phone recording, news, radio, social media, etc., and inform the public of alternate Vote Centers.
- A replacement Vote Center will be set up as soon as possible.

Voting Equipment Malfunction

- While the Vote Center lead resolves the issue, paper ballots can be issued to voters.
- The Vote Center lead will follow troubleshooting instructions provided in the Vote Center manual.
- If unable to resolve, the Vote Center lead will contact the main ROV office.
- ROV will take appropriate steps such as dispatching technical support or send replacement equipment.

Ballot on Demand Equipment Stops Working

- Vote Center lead will follow troubleshooting instructions provided in the Vote Center manual for staff.
- If unable to resolve, Vote Center lead will contact the main ROV office to coordinate dispatch of Ballot on Demand machine from Backup Set of Voting Equipment.
- If Ballot on Demand machines are still inoperable, Ballot Marking Devices will be used at Voting Centers.
- If there is a power outage at the Voting Center, a generator will be used to prevent a disruption in the voting process.
- If the power outage continues after use of generators, pre-printed contingency ballot types will be issued to voters.
- If pre-printed contingency ballots run out, ROV will accept hand-written ballots based upon the last contingency ballot.

Internet Connection Failure

- Vote Center lead will follow troubleshooting instructions provided in the Vote Center manual for staff.
 - If unable to resolve, Vote Center lead will contact the main ROV office.

- ROV will take appropriate steps such as contacting county information services or internet provider for customer support.
- If the internet outage lasts longer than 15 minutes, Vote Center staff can issue provisional ballots via electronic voting equipment if possible, in provisional envelopes.
- Vote Center staff will keep paper records of all voters and information for elections staff to enter into EIMS at the main ROV office.
- If the internet outage lasts longer than one hour, or any significant amount of time depending on amount of voters present, voters will be directed to another Vote Center. Public will be notified via the ROV website, phone message, news, radio, social media, etc.

Unusable Vote Center

- If the Vote Center is unusable for any reason, the Vote Center lead will notify the main ROV office.
- A list of backup Vote Centers will be maintained by the main ROV office.
- Election Logistics staff will assist Vote Center staff in moving and setting up the new Vote Center.
- Public will be notified of a change of location via the ROV website, phone message, news, radio, social media, etc.

Back Up Vote Centers

- The ROV may designate a replacement Vote Center as late as on Election Day.
- The new Vote Center must be as close to the original Vote Center as possible and a notice must be posted at the original site directing voters to the new location.

Heightened Security (Degree of Alert #1)

In the event of heightened security measures as designated by the ROV or law enforcement, the ROV may, when appropriate, request of the Office of Emergency Services Director permission for:

- voters to enter and exit the building to vote;
- staff to continue counting ballots; or
- the public to enter to conduct regular business.

Evacuations of Public and Staff (Degree of Alert #2)

The following measures may be implemented by designated staff for evacuations in addition to the standard and heightened security measures discussed above:

- Inform the public to evacuate immediately in a calm manner through the nearest exit if an alarm sounds.
- Assist all members of the public, including those who are disabled, or who need assistance in evacuating.
- Lock doors and secure vital records and ballots.
- Proceed to the designated meeting spot and stay together.
- The ROV will approve an alternate site.

- Post emergency messages on voicemail and on the building.
- Forward department phone lines to alternate site, if possible.
- Inform staff, not in the building, via cell phone, of building's status.
- Pre-designated employees shall check each floor and close the doors after exiting.

Evacuations on Election Day

In the event of an evacuation of the department on Election Day, the following steps, in addition to those stated above, shall be taken:

- Stop ballot processing immediately and secure ballots and tabulation equipment by locking the doors to the ballot room and counting room. Sorted ballots not being counted are already stored in the secured room.
- Ballots at workstations for signature checking shall be placed in the secure ballot room.
- Ballots just received, but not yet sorted and distributed, are already stored in the secured ballot room.
- Inform voters, in the best manner suited for the emergency, of the location of the alternate site at which voting will occur, if there is one.
- Post on the building where the alternative drop-off locations are available throughout the county.

Emergencies Affecting One or More Vote Centers

In the event of an emergency affecting one or more Vote Centers, relocation and/or consolidation of Vote Centers may be required. Under such circumstances, the following procedures must be observed by Election Officers.

- Post signage advising voters of the relocation directing them to new sites and ballot drop off boxes.
- Collect all voted ballots and secure them in the self-sealing bags, if possible.
- Collect the ballot box, unvoted ballots, and the roster of voters and transport them to the new location.
- At least two Election Officers, or inspectors, must remain with the ballots from each Vote Center at all times and monitor that the ballots are securely transferred to the new Vote Center locations.
- If possible, the department will deliver any new seals required.

Emergencies Affecting Collection Routes or Staff in the Field

In the event of an emergency that impacts collection routes or staff in the field, department staff shall inform Election Officers who are in the field of the status of the site.

Delegation of Authority

In the event of an emergency, the ROV shall make all decisions regarding departmental operations. If the ROV is not available to make decisions, full authority transfers to the Assistant ROV(s). If neither is available to make decisions, authority should transfer to the most senior staff that is available.

When at a safe place, the ROV and his/her designee's staff shall meet to perform a

damage assessment, begin system restoration, if possible, and determine which operations should or can continue based on the nature of the emergency. Outcome of this meeting will be communicated to staff via cell phone and home numbers.

Communication During and After Emergency

Generally, the Department Head will make an announcement regarding the commencement of an evacuation. All office personnel and any members of the public will be instructed on which exit to use in a calm, orderly fashion and where to meet per evacuation protocol.

The department will use the following methods to communicate with employees during or after an emergency:

- Cell Phones
- Department voicemail
- Text messaging
- Home phones

Safety officers will conduct roll call at the evacuation site after sweeping the building. Once all employees are accounted for, any authorities on site will be notified. However, if a team member is not accounted for during roll call, authorities shall be notified immediately. The Safety Coordinator or management will inform staff of the status and possibility for re-entry.

Pre-recorded Message

Emergency message contents are based on the nature of the emergency. The Administrative Services Manager is responsible for ensuring that messages are up to date so that the public is notified by outgoing messages of new voting sites if the emergency happens on Election Day.

New Employee Orientation

New employees are informed of the contents of this policy by their supervisor. All staff shall be familiar with the evacuation routes and meeting sites.

Training Strategy for Department Staff

The department maintains a binder that includes basic safety and emergency information and a copy of this plan.

This guide shall be reviewed and updated prior to each election. The final guide should be completed 120 days before Election Day.

Appendix E – Sample Vote Center Layout

