

COUNTY OF SACRAMENTO VOTER REGISTRATION AND ELECTIONS



ELECTION ADMINISTRATION PLAN SEPTEMBER 2019

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SECTION 1: VOTER EDUCATION AND OUTREACH PLAN

I. OVERVIEW

The California Voter's Choice Act (VCA) requires the County to develop a Voter Education and Outreach Plan that provides transparency and informs voters on all aspects of the VCA. This includes the services and information available at Vote Center and Ballot Drop Box locations, and information specific to voters with disabilities and language minority voters.

Public meetings will be held with community organizations and individuals that advocate on behalf of, or provide services to, the disability and language minority communities. Sacramento County Voter Registration and Elections (VRE) will hold multiple public education workshops in conjunction with planned community events. All public events hosted by the County will be Americans with Disabilities Act (ADA) accessible.

This plan will highlight VRE's outreach goals moving into the 2020 election cycle. A list of upcoming events is published on the [VRE website](#). For additional events, ideas for outreach opportunities, or recommendations to improve this Election Administration Plan, please email voter-outreach@saccounty.net. This plan will be submitted to the Secretary of State's office for review and approval. However, feedback and recommendations to this plan and future VRE efforts will be accepted at any time.

II. VOTER & COMMUNITY OUTREACH

A. 2020 Messaging

Based on community feedback and input, VRE has established the following messaging points that will be prevalent in all outreach and education materials:

March 3, 2020 Presidential Primary Election:

- Vote early to avoid the lines
- Postage is now paid on Vote by Mail ballot return envelopes
- The 2020 Presidential Primary Election has been moved to March
- Check your registration status – the Primary election is party specific

The four points will be disseminated through social media, partners, in our communication with the public, and on our flyers and informational handouts. VRE will continue consistent efforts to ensure that the public is aware of how to register to vote and participate in upcoming elections, and services available at Ballot Drop Box and Vote Center locations.

November 3, 2020 Presidential General Election:

- Vote early to avoid the lines

Additional messaging will be determined by VRE after review of March Primary Election voter questions and calls, community meetings, and Vote Center Experience Survey results.

VRE works in partnership with community organizations, government agencies, schools and other groups to raise awareness of the Vote Center model. This will be combined with a broad media campaign using direct mailings, news media, radio, social media, public access media, and public service announcements (PSA). The campaign will promote the toll-free voter assistance hotline, inform voters with disabilities how to obtain their ballot in an accessible format, and provide multilingual services to language minority voters.

VRE will partner with community organizations to attend community events and provide education and outreach opportunities to voters.

A general timeline for VRE's Communication Action Plan can be found in Appendix F.

B. Community Partners

VRE has provided information about the Vote Center model to many community partners to assist in voter outreach. VRE is attending community events, making presentations to organizations, and training interested individuals and groups to assist with education and outreach. A list of community events and partners can be found in Appendix A.

Community partners and the general public may assist in various ways such as:

- Sharing accurate, non-partisan election information on social media using the hashtag #SacCountyVotes
- Posting election information and links to our website www.elections.saccounty.net in a community newsletter or website
- Placing flyers and handouts in offices or locations the public may frequent
- Assist in distributing information, materials and brochures, including the election specific messaging points
- Participating in community outreach events. An updated list of outreach events is located on [our website](#)
- Participating in advisory meetings on messaging, concerns or common questions from the public
- Invite an election representative from VRE to present non-partisan election information to clients, customers, members, or residents.

An online toolkit is available for download on the VRE website at

www.elections.saccounty.net. This toolkit includes videos, graphics, flyers, brochures, and a VCA presentation. Printed materials may be provided to a group or organization free of charge. Please contact voter-outreach@saccounty.net for more details.

C. High Schools & Higher Education

VRE provides extensive outreach to local high schools through programs such as High School Mock Elections to provide an in person voting experience, registration drives to register and pre-register students and presentations to educate students about the election process. VRE will continue to partner with local colleges throughout the County to provide information and resources about the election process, the Vote Center model, and upcoming elections through presentations, campus events, and registration drives. Currently, VRE meets monthly with California State University Sacramento to ensure students understand their voting options and what services will be available at the Vote Center on campus for both elections in 2020.

D. Individual Voter Network

Outreach and education activities are not limited to organizations. Individual voters may serve as part of a support network to alert VRE to barriers to voting and provide solutions to ensure widespread awareness of the Vote Center model. VRE provides Voter Experience Survey cards at Vote Centers to receive comments about voters' experiences. Survey questions include access to the Vote Center and use of language services among other questions. VRE utilizes an electronic call log to track all incoming calls which can help improve messaging and address recurring questions or concerns.

Questions or comments from the public may be shared at any time by emailing voterinfo@saccounty.net.

E. Direct Voter Contacts

In the 2018 Election cycle, direct contact from VRE to voters was a method used to inform voters about the changes under the VCA. VRE will mail two direct postcards to each registered Sacramento County voter. The general purpose of these direct contact postcards is to provide information on the upcoming election, the availability of VRE's toll-free voter assistance hotline, and voting options.

- *First Postcard:* The first mailing will be sent approximately 55 days before each election, reminding voters to watch for their Vote by Mail ballot and to check their status and make sure they are registered correctly for the upcoming party specific primary in March.
- *Second Postcard:* The second mailing will be sent approximately 22 days before the election to remind voters when Vote Centers open, options for returning their ballot, and to vote early and avoid lines on Election Day.

Sample postcards from 2018 are included in Appendix B.

F. Advisory Committees

VRE established three committees to assist in the creation and implementation of the Election Administration Plan outreach and education efforts:

- Voting Accessibility Advisory Committee (VAAC) goals, agendas, and meeting minutes are located on the [VAAC webpage](#).
- Language Accessibility Advisory Committee (LAAC) goals, agendas, and meeting minutes are located on the [LAAC webpage](#).
- Voter Education & Outreach Advisory Committee (VEOAC) meets monthly to discuss topics of interest to the general public as it relates to election security, access, and education. No membership is required. A list of meeting dates is located on the [VEOAC webpage](#).

These committees will assist with accessibility, language, and community needs and advise VRE on various aspects of the Voter Education and Outreach Plan

For more information on any of the committees, please email voter-outreach@saccounty.net

G. Public Service Announcements & Media

VRE will use PSAs in visual and audio formats to inform voters of the upcoming election and the toll-free voter assistance hotline. The PSAs will be distributed through television, radio, newspapers, social media, and the County's electronic billboard in order to reach all voters, including voters with disabilities and language minority voters. The LAAC, VAAC, and VEOAC will provide assistance with developing the PSA content. The PSAs will be provided to the outlets listed in Appendix C. A general timeline for PSAs and contact with other media outlets is located in Appendix F.

III. VOTER SERVICES

A. Services for Limited English Proficient Voters

Sacramento County translates all election materials in Spanish and Chinese, in compliance with The Voting Rights Act of 1965. In addition, state law requires the County to provide languages assistance and translated copies of the official ballot in the following languages: Vietnamese, Tagalog, Punjabi, Korean, and Hmong.

1. *Language Accessibility Advisory Committee*

VRE has established the LAAC as a citizen advisory committee to make recommendations for improving language access to voting and election materials. The LAAC is designed to advise and assist in meeting state and federally mandated language requirements. VRE will work with LAAC members and community partners to provide information to voters with language needs.

2. *Education Workshops*

As part of its outreach efforts, VRE will continue its outreach to language

minority voters. VRE will work with LAAC members and community partners to provide voters with language assistance at educational workshops. Workshops will be scheduled September 2019 through February 2020. Locations are to be determined and will be combined with an existing community event. Advertising of these workshops will be done on social media, including Next Door, and through trusted community partners. At these workshops VRE will provide:

- Bilingual Voter Registration forms *Bilingual registration forms are not provided by the Secretary of State in Punjabi or Hmong
- Language Preference Update forms
- Examples of translated facsimile ballots with voter instructions, also known as reference ballots
- Translated VCA materials in all state and federally required languages for Sacramento County.

3. *Media/Advertising*

Press releases distributed throughout Sacramento County will announce the toll-free voter assistance hotline. The toll-free voter assistance hotline provides assistance in English, Spanish and Chinese with the ability to connect with live translators who can provide access to over 200 languages and dialects. Additionally, media advertisements in Spanish, Chinese, Vietnamese, Tagalog, Punjabi, Hmong, and Korean will be purchased to promote the toll-free voter assistance hotline, as available within the County. Media partners, including multilingual media, are included in Appendix C.

4. *Materials in Alternate Languages*

Every registered Sacramento County voter will be mailed a Vote by Mail (VBM) ballot beginning 29 days before Election Day. All official ballots are trilingual in English, Spanish, and Chinese. A return envelope is provided in English and Spanish. If the voter has designated Chinese as a preferred language on their voter registration, a return envelope will be provided in English and Chinese. The County Voter Information Guide and Vote Center and Drop Box publications will all be in English, Spanish, and Chinese.

Facsimile copies of official ballots, referred to as “reference ballots” in Sacramento County, are translated into Vietnamese, Tagalog, Punjabi, Hmong, and Korean. Under California Election Code 14201, reference ballots must be posted at Vote Centers in specified languages if it has been determined that 3% or more of the language minority group in or around that precinct speak English less than very well. Reference ballots are mailed to voters that have requested election materials in that respective language and live within the determined precincts. Voters outside of determined precincts may contact -VRE to request a reference ballot to be mailed to them by emailing vbm@saccounty.net or calling (916) 875-6155. In addition, reference ballots in all five languages are also available at every Vote Center and additional copies can be printed on requested by Vote Center staff.

Any voter may request a replacement ballot by telephone at (916) 875-6155 or (800) 762-8019, by emailing a request to vbm@saccounty.net, by faxing a request to (916) 854-9796, by appearing at a Vote Center, at the VRE office, or through the online Accessible Vote by Mail (AVBM) system which is available in English, Spanish, and Chinese.

5. *Bilingual Assistance at Vote Centers*

Under California Election Code 12303, a reasonable effort must be made to staff bilingual Election Officers at designated locations throughout Sacramento County where 3% or more of the voting age population speak English less than very well. Each county in California has their own specific method for determining which precincts require a bilingual Election Officer. Voter file information such as birthplace, surname, and language preference is used to identify areas where bilingual assistance may be needed. Census and American Community Survey information, as it applies to Election Codes 14201 and 12303, is used to identify precincts that meet the 3% threshold. In addition to voter requests from Voter Registration Forms and online registration, VRE references the following for appropriate placement of bilingual staffing:

- Voter Experience Survey cards: VRE distributes Voter Experience Survey cards at Voter Centers that link voters to an online survey to inform VRE if they used language assistance.
- Vote Center Comment Sheets: Vote Center workers are asked to use Comment Sheets to track voters who come into Vote Centers and request or use assistance in a language other than English. This method is based on the discretion and participation of Election Officers, making it not ideal, but helpful in determining certain precincts that may need bilingual assistance for future elections.
- Advisory Groups: VRE considers feedback and suggestions on areas that may need additional language assistance from advisory groups such as Sacramento County's LAAC.
- Advocacy Groups: VRE consults with various community groups and organizations that advocate for language access throughout Sacramento County. These groups assist VRE in defining the language minority populations in Sacramento County.

Vote Centers which require language assistance have been identified by the California Secretary of State through U.S. Census data. A list of language assistance available at each Vote Center is printed in the County Voter Information Guide (CVIG) and available on the VRE website. Additional need for language assistance will be considered through the public input process, including input provided by the County's LAAC.

VRE will endeavor to recruit at least one Spanish-speaking and one Chinese-speaking Election Officer for each Vote Center to provide language assistance.

If a Vote Center is in, or adjacent to, a precinct with other language requirements, VRE will make every effort to recruit Election Officers fluent in that language. VRE provides Language Line as an alternative method of language assistance that Election Officers can utilize to call in and speak with a live translator to assist in communicating with voters in over 200 different languages and dialects. The accessible ballot marking device contains ballot content and audio in English, Spanish, Cantonese, Mandarin, and Taiwanese.

B. Voters with Disabilities

VRE is committed to working with voters with disabilities to increase accessibility in the democratic process. The VRE website provides general information about these efforts and the resources available to voters with disabilities, including the Accessible Vote by Mail system, disability services available at Vote Centers, availability of election materials in alternate formats, and the VAAC. Voters are encouraged to contact VRE with specific requests for assistance by emailing voter-outreach@saccounty.net.

1. *Voting Accessibility Advisory Committee*

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

2. *Education Workshops*

Workshops will feature a demonstration of VRE's accessible voting options, including the Accessible Vote by Mail (AVBM) system and the accessible ballot marking device at the Vote Centers (Dominion's ICX). Workshops will be scheduled September 2019 through February 2020. Locations are to be determined and will be combined with an existing community event. Advertising of these workshops will be done on social media, including Next Door, and through trusted community partners. At these workshops VRE will provide:

- Accessible Vote by Mail Application (for a link emailed to the voter)
- A laptop with demonstration of the AVBM interface and audio
- ICX Ballot Marking Device, with a mock ballot
- Availability of materials in alternate formats (large print, audio measures, accessible County Voter Information Guide, and availability of alternate formats for state election materials.

3. *Media/Advertising*

Press releases distributed throughout Sacramento County will announce the toll-free voter assistance hotline which provides assistance in English, Spanish and Chinese with the ability to connect voters with disabilities with TTY (Text Telephone), allowing voters who are deaf, hard of hearing, or speech-impaired

to use the telephone to communicate with VRE staff.

VRE could use assistance and recommendations on how best to reach voters with disabilities. Please email voter-outreach@saccounty.net with media ideas.

4. *Materials in Alternate Formats*

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

- Braille & Talking Book Library, 900 N Street #100, Sacramento, CA 95814
- Folsom Library, 411 Stafford Street, Folsom, CA 95630
- Sacramento Central Library, 828 I Street, Sacramento, CA 95814
- Sacramento Society for the Blind, 1238 S Street, Sacramento CA 95811
- Sacramento County Voter Registration & Elections, 7000 65th Street, Suite A, Sacramento, CA 95823

A full list of how to access information in alternate formats is located on the [VRE website](#).

5. *Accessible Vote by Mail (AVBM)*

All counties are required to provide an accessible Vote by Mail option for voters with disabilities. This system allows for voters to access their correct ballot online and mark their choices using their own assistive technology. Once the ballot choices have been marked, the voter is required to print out the selections and return it by mail, or at a Ballot Drop Box, a Vote Center, or the VRE office. A step-by-step demonstration video is available on the [VRE website](#).

A voter with a disability may request a link to the AVBM system by returning the postage-paid application on the back of the County Voter Information Guide. The application or link is not required to access the AVBM system and can be accessed online with the VRE Voter Look-up tool.

Voters that choose to use this system must affirm they have a disability, must have an internet connection, and must have a printer to print out their ballot selections. As all voters receive a ballot in the mail, a voter using the AVBM system may use the pink envelope they received in the mail to return the ballot, they may also download an envelope template from the AVBM system, or they

may pick-up a replacement envelope at any Vote Center or Ballot Drop Box location. The pink envelopes mailed to every voter have two punched holes to indicate where the voter should sign.

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

To verify VRE has received a ballot, a voter may check the [VRE website](#).

6. *Vote Center Accessibility*

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

All Vote Centers will have at least two accessible voting booths for a chair or wheelchair, magnifying glasses, and pen grips. There will be at least three accessible ballot marking devices that can accommodate a chair or wheelchair. At a Vote Center, any voter may utilize these accessible ballot marking devices to mark their ballot independently and privately. After checking in with the Election Officer, voters are provided with a key card that populates the accessible device with their ballot. The ballot can be marked using the touch screen display, the provided audio tactile device with braille, or their own assistive technology. Key features include:

- A Touchscreen tablet, with the option to change text size and contrast on the tablet
- An Audio Tactile Interface (ATI) keypad with Braille
- Headphones and audio instructions in English, Spanish, Mandarin, Cantonese, and Taiwanese
- A Privacy mask, for voters with low vision to ensure their votes are kept private as they use the audio instructions
- The ability for voters to use their own Paddle or Sip and Puff assistive device

This machine does not tabulate or count any votes. Upon completion of marking their ballot, the voter must print out their selections and place the printed ballot in the ballot box. No voter information is stored on any ballot marking device, ensuring all ballots are kept confidential and private.

Any voter who cannot physically access a Vote Center has the option to request curbside voting. Voters can either call VRE at (916) 875-6100, or have a passenger or friend enter the Vote Center and make the request. Vote Center staff will bring a replacement ballot to their vehicle. To request curbside voting, voters may contact Precinct Operations by emailing precinctoperations@saccounty.net or calling (916) 875-6100. The VRE office, located at 7000 65th Street, will have an accessible ballot marking device available for use beginning 29 days before Election Day, as well as curbside voting options.

7. Ballot Pick-up Options

VRE also provides information about these resources along with ballot applications to convalescent hospitals, independent living centers, disability partners, community organizations, and advocates. See Appendix A for a list of community events and partners.

Every registered Sacramento County voter will be mailed a Vote by Mail (VBM) ballot beginning 29 days before Election Day. Any voter may request a replacement ballot by telephone at (916) 875-6155 or (800) 762-8019, by emailing a request to vbm@saccounty.net, by faxing a request to (916) 854-9796, by appearing at a Vote Center, at the VRE office, or through the online AVBM system.

IV. ADDRESSING GAPS IN PARTICIPATION

It is the goal of VRE and the County of Sacramento to ensure equal access to the ballot box for all eligible citizens. VRE makes every effort to attend events, offer presentations, and provide information in areas of historically low voter turnout. VRE provides election information to care homes, hospitals, the Sacramento County Mental Health Department, Military offices and Passport offices. Materials sent include a cover letter, an election specific flyer to post, ballot applications, registration forms, and a map of district boundaries.

Registering to Vote

Eligible Sacramento County residents may register to vote online directly at the Secretary of State's website: <https://registertovote.ca.gov/>, or access the state voter registration website through a link from VRE's website: www.elections.saccounty.net. Residents may also pick up a voter registration form at the VRE office, City Halls, libraries, post offices, and most government offices throughout the County. Sacramento County agencies serving low-income households and individuals with disabilities provide voter registration forms to their clients. The Department of Motor Vehicles (DMV) and Secretary of State (SOS) have established a California Motor Voter Program as defined by AB 1461. During DMV transactions, this new program, will automatically register any person who is qualified to vote unless that person opts out of registration. VRE will also mail a registration form upon request.

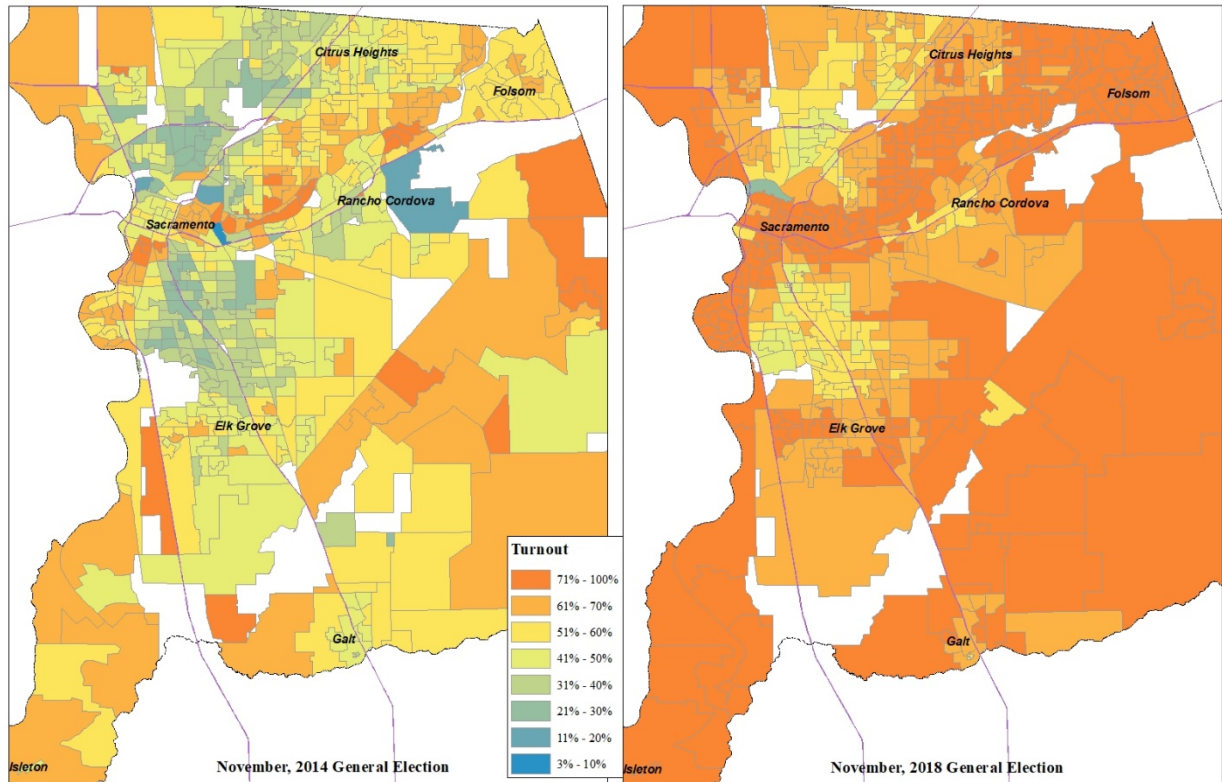
VRE provides National Voter Registration Act (NVRA) resources and training to County agencies serving low-income residents and individuals with disabilities. VRE will provide additional materials, information, and training on request to coordinators and staff at County agencies.

VRE provides information on voting rights and elections to Sacramento County's Main Jail, the Rio Cosumnes Correctional Center (RCCC), and Sacramento County's Youth Detention Center to share with inmates. Materials sent include a cover letter, an election specific flyer to post, VBM applications, registration forms, and a map of district boundaries. An authorized representative from each facility will bring completed registration forms and VBM applications to VRE for processing. The VBM application is an authorization to pick up VBM ballots for any voter who is unable to pick up their own ballot, including inmates. Once ballots are issued, the representative returns to pick up VBM ballots for inmates which can be returned in person or by mail.

Data Collection & Review

Following each election conducted under the VCA, VRE will review comments received from voters and will solicit input from the LAAC, VAAC, VEOAC and community partners on data collected in compliance with California Election Code 4005. VRE will make reasonable efforts to address significant disparities identified on an item by item basis.

VRE conducted a review of voter participation by consolidated precinct after the 2018 November General Election. While the County experienced record breaking turnout for a midterm election, there was one area of the County that experienced a decrease in voter turnout. This area can be seen below as the blue precinct in the November 2018 General Election map and has a large concentration of homeless and transient voters.



In order to address this identified gap in voter participation, VRE is committed to:

- Recruiting and surveying potential locations in the community that can host an accessible Vote Center
- Meet with the agencies that provide services to the community, including Women's Empowerment, Francis House, Maryhouse, Loaves & Fishes, and Salvation Army to provide voter information, voter registration forms, and flyers/posters for the 2020 elections
- Conduct a registration drive prior to each election at Loaves & Fishes

Additionally, VRE has identified different areas in Sacramento County where the voter participation turnout was below the average for the County. These precincts were grouped into zip codes to help with advertising and outreach in specific communities. The list of zip codes below will be used by VRE and our Communication & Media Officer to increase the level of digital advertising in specific areas, as well as other community hubs to help advertise and disseminate election information.

Voter Turnout by Zip Code, November 2018

Zip Code	Voters	Cast Estimate	Turnout
95832	4,362	2,118	48.5%
95838	15,396	7,550	49.0%
95824	9,434	4,769	50.5%
95652	233	121	51.9%
95815	9,712	5,072	52.2%
95823	29,880	15,986	53.5%
95660	12,728	6,925	54.4%
95828	25,741	14,334	55.7%
95842	13,967	8,145	58.3%
95673	7,582	4,658	61.4%
95827	10,663	6,577	61.7%
95843	21,939	13,542	61.7%
95678	22	14	62.8%
95820	17,419	11,066	63.5%
95841	9,135	5,835	63.8%
95833	18,544	11,954	64.4%
95626	2,863	1,875	65.4%
95829	15,326	10,087	65.8%
95822	22,946	15,279	66.6%
95834	13,703	9,156	66.8%
95655	2,295	1,560	68.0%
95757	24,561	16,705	68.0%
95670	28,518	19,410	68.0%
95610	22,574	15,394	68.2%
95632	14,917	10,181	68.2%
95825	14,838	10,187	68.6%
95758	33,838	23,261	68.7%
95621	22,844	15,716	68.8%
95624	35,585	24,547	69.0%
95742	7,030	4,868	69.2%
95826	21,472	14,954	69.6%
95821	17,846	12,552	70.3%
95811	4,764	3,370	70.7%
95835	20,311	14,423	71.0%
95830	538	386	71.8%
95817	8,047	5,816	72.3%
95641	999	739	73.9%
95680	31	23	74.1%
95662	19,686	14,606	74.2%

94571	82	61	74.9%
95640	4	3	75.0%
95814	5,093	3,842	75.4%
95608	36,372	27,499	75.6%
95831	26,545	20,530	77.3%
95639	114	88	77.3%
95630	40,907	31,757	77.6%
95628	27,158	21,136	77.8%
95615	354	276	78.1%
95693	4,645	3,659	78.7%
95638	1,297	1,023	78.8%
95864	16,101	12,787	79.4%
95690	874	696	79.6%
95816	11,575	9,366	80.9%
95818	14,332	11,667	81.4%
95683	4,711	3,912	83.0%
95837	136	113	83.1%
95819	12,412	10,476	84.4%

V. **BUDGET**

The VCA requires extensive voter education and outreach about the Vote Center model voting process. VRE's goal is to increase voter registration, participation, and turnout.

VRE provides in-house support for the preparation of outreach materials, public presentations and community outreach events. The budget includes the purchase of advertisements in television, radio, newspapers, and social media, as well as printing and postage costs for direct mailings to registered voters.

The budget information for education and outreach can be found in Appendix D. If additional money is provided for voter education and outreach efforts, the Appendix will be updated to reflect any changes or additions.

Sacramento County had initial cost savings with purchasing equipment for almost \$3 million for 78 Vote Centers versus spending an estimated \$8 million under a polling place model. Besides the equipment, Sacramento County has not experienced any cost savings under the VCA as anticipated, as any savings in equipment has been offset by cost of outreach, mailings, Vote Center support and overtime for temporary employees instead of Poll Worker stipends, IT support and connectivity for Vote Centers, and temporary staff to service Ballot Drop Boxes. It cost Sacramento County approximately \$40,000 per Vote Center to set-up a secured location with connectivity with the minimum amount of required equipment.

SECTION 2: ELECTION ADMINISTRATION PLAN

I. OVERVIEW

The California Voter's Choice Act (VCA) requires a County to submit an Election Administration Plan (EAP) to the public that conveys how Sacramento County Voter Registration & Elections department (VRE) will administer elections under the VCA.

Sacramento County was the largest of five counties that adopted the Voter's Choice Act for the 2018 Statewide Elections. Both elections experienced a record high voter turnout for midterm election where just over 94% of all voters used their Vote by Mail ballot instead of voting in-person. Voting in-person was still very popular on Election Day throughout the County, where around 30 Vote Centers experience lines and delays on Election Day. VRE is working on making continuous improvements to process the large number of returned Vote by Mail ballots and to the in-person voting experience.

This plan will outline the events that take place to administer an election under the VCA.

Questions or Concerns:

Toll-free hotline (800) 762-8019
California Relay Service 711
voterinfo@sacounty.net

II. PRE-ELECTION ACTIVITIES

A. 2018 Election Review

Various methods of data collection were done during the 2018 implementation of the VCA in Sacramento County to help VRE improve the voting experience for future elections. These methods will also be used during the 2020 election cycles.

1. *Electronic Call Logs*

VRE used Tenex Election Response software to track all voter calls and incidents beginning 29 days before Election Day. The review of these call logs helped VRE identify frequently asked questions from voters, dissatisfaction in the voting experience, usability of mailed voting materials, and how the equipment performed under new this model. VRE learned that some equipment, like the official ballot printer, was inadequate to service the volume of voters that visited a Vote Center on Election Day. VRE also learned that messaging to voters needed to be improved, especially in terms of describing services available at a "Vote Center" and "Drop Box". These call logs were essential in creating preparations for the 2020 elections and the anticipated higher turnout.

2. *Voter Experience Survey*

An electronic survey was created for voters to let VRE know about their voting experience at a Vote Center. This survey was specifically designed for in-person voters but some surveys were completed by voters dropping off their ballot. The survey consisted of 13 questions relating to a voter's experience, including assistance needed at a Vote Center, how voters heard about the changes under the VCA, wait time, barriers experienced, and overall satisfaction levels with the Vote Center and Voter Center staff. This survey was used by the Precinct Operations Team to procure Vote Centers with more space for future elections, improve Vote Center Staff training, and pinpoint specific issues relating to each Vote Center location, like parking concerns. This also assisted the Outreach team in preparing for 2020 Election Messaging, which will now include "Vote Early & Avoid the Lines". Overall, of 517 completed surveys in November of 2018, 80% were satisfied or very satisfied with their voting experience.

3. *Inspector Debrief*

VRE also held several Inspector (Vote Center Supervisor) debriefing sessions following both elections to improve training and address voter concerns. These debriefings were held at several Sacramento Public Library locations throughout the County.

B. Advisory Bodies

In addition to holding regular meetings of the Voting Accessibility Advisory Committee (VAAC) and the Language Accessibility Advisory Committee (LAAC), VRE established a Voter Education & Outreach Advisory Committee (VEOAC) that meets monthly to discuss general election topics, such as official election materials, education and outreach input, cybersecurity concerns, and questions or concerns from the general public. This committee helped improve the pink Vote by Mail return envelope and voter correspondence, suggested website improvements, and provided valuable feedback for outreach materials, including the creation of a new brochure called "How to Run for Office". This advisory body will continue to meet regularly during the 2020 election cycle and includes members of the public, advocates, cities, districts, and political parties.

C. Vote Center & Ballot Drop Box Projection

Election Code 4005 (Voter's Choice Act) requires that the number of Vote Centers and Ballot Drop Boxes be based on voter registration totals for the County 88 days before the Election. In order to ensure an adequate selection of Vote Centers and Ballot Drop boxes, surveys of potential locations began in January 2019 and facility confirmations for 2020 Vote Center locations began in the spring of 2019. Most locations, including libraries and community centers, book up to a year in advance.

In order to get an idea of how many locations VRE will need to provide and service, a projection was done by the Registration Manager and GIS Analyst based on previous election registration increases and turnout. With automatic registration

through Motor Voter, these numbers may increase. Based on these projections for both March and November 2020, VRE is working to confirm:

- 84 Vote Centers (1 per every 10,000 registered voters)
- 56 Ballot Drop Box Locations (1 per every 15,000 registered voters)

As of September 3, 2019, Sacramento County has 787,393 voters.

Election Code 4005 also requires counties to consider certain criteria when locating Vote Centers for the community. Prior to 2018, VRE did an analysis on the VCA criteria and created a [VCA Story Map](#). VRE will use this same data for the 2020 Vote Center and Ballot Drop Box locations.

A complete list of Vote Center minimum requirements and evaluation information is located in Appendix G. A complete list of Ballot Drop Box minimum requirements and evaluation information is located in Appendix H.

D. Equipment & Security

To ensure all locations have enough voting equipment, VRE evaluated the most popular Vote Centers to see if additional equipment is needed to accommodate the high volume. In addition, equipment was purchased to accommodate the high percentage of voters who used their Vote by Mail ballot, including a new, high-speed Vote by Mail ballot sorter and ballot extractors that ensure all voters maintain their right to a private ballot.

In addition to ensuring there is adequate equipment based on the County's current budget situation, there is also the need to ensure all equipment is secured. VRE has attended several cybersecurity workshops and webinars. VRE, along with the County Department of Technology (DTECH), makes continuous updates to all software and equipment as allowed by state law. In addition, more security cameras have been installed in areas of ballot processing. Preventative maintenance has also been performed on voting equipment in accordance with the equipment use procedures.

In March 2020, VRE will have security experts on-site to evaluate our election procedures and security measures, as well as ensure staff are trained on updated security protocols.

The packaging and plans for delivery of the voting equipment and drop boxes is also being determined prior to 2020. VRE will deliver 56 ballot boxes the week before the Ballot Drop Boxes open, 29 days before Election Day. VRE will work with a County contracted vendor to deliver the Vote Center equipment:

- 11 Day Vote Centers delivered starting February 20
- 4 Day Vote Centers delivered starting February 27

This will require the use of 11 semi-trucks with a lift gate, 14 routes, and 40 temporary staff that are required to attend a four hour training on how to set-up the equipment.

E. Outreach & Education

VRE will continue education and outreach to different communities regarding voting options under the VCA. This plan can be found on page 4 of this document.

III. ELECTION ACTIVITIES & SUPPORT

A. Logic & Accuracy Testing

All equipment will start to be configured for the 2020 Elections in January of 2020, after the certified list of candidates is received from the Secretary of State. Logic & Accuracy testing will be done in accordance with state law for all voting equipment, including the ballot printers, accessible ballot marking devices, and tabulators. A media release will be sent prior to the start of Logic & Accuracy Testing. This process is open to the public.

B. Election Materials & Resources

1. *County Voter Information Guide*

VRE's trilingual (English, Spanish, and Chinese) County Voter Information Guide (CVIG) will contain sample ballot images for that voter's specific ballot type for each election. This guide will also have detailed information on the Vote by Mail process and options for requesting a replacement VBM ballot and for returning a VBM ballot, including a full list of Vote Center and Ballot Drop Box locations. The Guide is available in both large-print and on-line formats. The Guide will also contain a postage-paid application on the back cover that a voter may mail in to update their contact information, update their language preference, and request a link to the Accessible Vote by Mail system.

An accessible County Voter Information Guide, along with audio versions of the measures, is available on VRE's website starting 29 days before Election Day. To access the State Voter Information Guide that contains information on state-wide candidates and propositions, visit: <https://www.sos.ca.gov/elections/>

2. *Vote by Mail Ballot Packet*

Every registered voter in Sacramento County will receive a Vote by Mail packet in the mail. This packet will include the voter's official ballot, a pink ballot return envelope, a list of all Ballot Drop Box locations, and an "I Voted" sticker. Election materials, like official ballots, are not forwarded by the US Postal Service (Election Code 3008(b)). They are returned to VRE for processing.

3. *Voter Postcards*

All registered voters will receive two postcards informing voters of the upcoming election and contact information. The first postcard will be mailed to voters before the County Voter Information Guides, and the second postcard will be mailed to voters before the 11 Day Vote Centers open.

4. *VRE Website*

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

- Voter Look-up Tool, that allows any Sacramento County voter to:
 - Verify their voter registration information
 - Verify their voted ballot has been received by Sacramento County
 - Find the nearest Vote Center to their residence (picture of Vote Center included)
 - Access their County Voter Information Guide and accessible ballot.
- Vote Center and Ballot Drop Box locations sorted by City, with hours of operations, and directions to any location through Google Maps
- Audio information for Measures in Sacramento County
- Election Results, in HTML and interactive
- Online toolkit for outreach materials and publications relating to the Voter's Choice Act

5. *SacVote Mobile App*

The SacVote Mobile App is available for download in the App Store for iOS and Android devices. The App has up to date election information, Vote Center and Ballot Drop Off locations, a voter lookup tool, election results and VRE contact information.

6. *Phone/Relay Options*

Voters may call (800) 762-8019, 711, and 311 to obtain election information, including Vote Center and Ballot Drop Box locations. VRE uses a translation vendor to assist voters on the phone in over 200 languages.

C. Voting Options & Ballot Access

1. *Vote by Mail*

Voters may choose to vote their official ballot that arrives in their Vote by Mail packet starting 29 days before Election Day. They may return the ballot through the mail, at any Ballot Drop Box starting 29 days before Election Day or at any Vote Center. Replacement ballots are available at the VRE office and any Vote Center.

If a voter does not receive their Vote by Mail packet, they may call the office at (800) 762-8019 for a replacement packet, visit the VRE office, or visit any Vote Center when open. A voter's Vote by Mail packet may be picked up by a friend or relative if the voter completes an Emergency Authorization for Ballot Pick-up form that is available on the VRE website and at any Vote Center.

Vote by Mail ballots may be returned by mail (postage paid), at any Vote Center, or any Ballot Drop Box until 8:00 pm Election Day. If a voter forgets to sign their return Vote by Mail ballot, or if their signature they provided on the

return envelope does not match their voter file, they will be notified by VRE to correct their return envelope prior to the certification of the election. Eligible ballots postmarked on or before Election Day and received in the VRE office within three days of the election, will be counted and added to the official results.

Vote Center and Ballot Drop Box locations all have different hours of operations. Please verify each location's hours prior to visiting by reviewing your County Voter Information Guide, Vote by Mail packet, calling 311, or on VRE's website. All Vote Centers are open 7:00 a.m. until 8:00 p.m. on Election Day only.

2. Accessible Vote by Mail

Voters with disabilities may access the online Accessible Vote by Mail ballot marking program through VRE's website or by completing the application on the back of the County Voter Information Guide. Once voters input their information through the Voter Look-up Tool on the VRE website, they will be directed to a webpage to affirm they are eligible to use the ballot marking program. Voters will then be directed to their correct ballot, based on their residential address, and can navigate the electronic ballot using a keyboard, mouse, touchscreen, or their own assistive devices. Once a voter has completed marking their ballot, they will have an option to review their choices. Once their choices are final, the voter must print out the ballot and send it in using their pink return envelope that was mailed to them, a replacement envelope that is available at any Ballot Drop Box or Vote Center, or a printable envelope template available online, included in the instructions.

An application is not required to access the Accessible Vote by Mail program.

3. Vote Centers

Any eligible resident of Sacramento County may visit any Vote Center starting 10 days before Election Day to:

- Vote in-person
- Pick-up a replacement ballot for themselves or someone else (additional authorization pick-up form required and available at all Vote Centers)
The official replacement ballot is printed using a Mobile Ballot Printer, certified by the Secretary of State
- Drop off voted ballot
- Use accessible ballot marking device called ImageCast X (ICX), that includes a touch screen, braille keypad, audio in English, Spanish, Mandarin, Cantonese, and Taiwanese, and input for use of assistive technology device such as paddles or sip and puffs (voter must provide own assistive technology).
- Receive assistance in languages other than English
- Register to vote for the first time, or update a voter registration using Conditional Voter Registration. All voted ballots are placed in the yellow

ballot envelope to be processed at the VRE office

Voters are able to visit any location to obtain their correct ballot types. Long lines are anticipated for both elections in 2020. Vote Centers open at various times but are all open a minimum of 8 hours per day and all Vote Centers are open 7:00 a.m. to 8:00 p.m. on Election Day.

Voter's check-in through a secured portal to access the voter file. If a voter has already returned a ballot (signature checked as "good"), they will be unable to obtain a replacement ballot. If a ballot has not been returned, or returned as "challenged", a voter may obtain a replacement ballot which would then void any other ballot that was issued to that voter. Once a ballot is returned by any means, in person or the use of their Vote by Mail ballot, any other ballot is automatically voided.

All voting conducted at Vote Centers follows the Secretary of State's security standards, VRE's security procedures, and regulations in the California Elections Code and the California Voting System Use Procedures. This includes, but is not limited to, ensuring all equipment at the Vote Center is sealed, stored, delivered and used in compliance with these regulations. In addition, our current procedures require the majority of the election workers be present when the site is open.

All voted ballots are returned nightly to the main VRE office, along with roster sheets that contain voter signatures and spoiled ballots. Blank ballot paper is stored securely overnight at the Vote Center.

All tabulation is done at the VRE central office. There are no tabulators at any Vote Centers. All voters must cast a printed, paper ballot.

Under California voting system requirements, all certified equipment must run on battery power in the event of a power outage. All locations will have a cell phone. Emergency responders will receive a list of all Vote Center locations. Each Vote Center will be provided with emergency procedures and be provided with an instruction manual for the operation of a Vote Center and processing voters.

VRE immediately works to resolve any disruption at a Vote Center, and each disruption will have its own response. Generally, if a single Vote Center is disrupted, VRE will immediately have the staff redirect voters to other Vote Centers, and will inform local police, the Secretary of State's office, and provide media updates to ensure voters are informed. If there is a natural disaster or other disturbance occurs that affects a Vote Center or Ballot Drop Box site's physical location, additional notifications, signage and staff will be available to direct voters to an alternate location. Should all activities at a Vote Center be ceased, staff will immediately secure that Vote Center's voting equipment and

account for all voting materials in accordance with California Election Code and the Ballot Manufacturing and Finishing guidelines. VRE will attempt to open a replacement Vote Center and use all resources appropriate to make public notice of the change.

If any equipment is stolen or appears to have been tampered with at the Vote Centers, replacement equipment will be deployed. Stolen equipment would be a financial loss to Sacramento County but would not jeopardize the integrity of the election. No voter information is left on any check-in laptops and multi-factor authentication is required to make any changes to the accessible ballot marking device or the mobile ballot printer.

Layout guidelines will be used to ensure voting booths and accessible ballot marking devices are placed in a manner that allows a voter to mark their ballot independently and privately. Layouts will be sensitive to accessibility needs of voters, and will be adjusted to accommodate the varying shapes and room sizes of each location. A sample layout can be found in Appendix E (Format is not accessible).

A list of confirmed Vote Center locations with hours of operation may be found in Appendix G. Vote Center maps may be located in Appendix I.

More information on VRE and Vote Center security can be found in the Election Security and Action Plan.

4. *Ballot Drop Boxes*

Any voter throughout the state may drop off their voted ballot at any Ballot Drop Box location in the state during their published hours of operation. Replacement ballots are not available at Ballot Drop Boxes, however, replacement envelopes are available. The voter must affix their name, address, and signature to the blank replacement envelope for their ballot to count. "I Voted" stickers and VRE contact information are also available at every Ballot Drop Box location. Voters are only able to return ballots to these locations during the locations hours of operations, as published in the County Voter Information Guide, Vote by Mail packet, and SacVote Mobile App. A 24 hour ballot box is available at VRE's main office at 7000 65th Street, Sacramento, and at the City of Citrus Heights City Hall at 6360 Fountain Square Drive, Citrus Heights.

A list of confirmed Ballot Drop Box locations with hours of operation may be found in Appendix H. Ballot Drop Box maps may be located in Appendix I

D. *Vote Center Staff (Poll Worker) Training*

All staff, including those working at Vote Centers, and those providing technical and compliance support, will attend training on the operation of the voting equipment, setting up a Vote Center, assisting and processing voters, securing sensitive equipment each voting night, and the proper procedures in case of an emergency.

Beginning in January of 2020, VRE will train over 1,000 Vote Center staff that will work at the Vote Centers. The public is allowed to attend some portions of the training class but not the hands-on portion for checking-in voters due to privacy and security concerns. Please contact PrecinctOperations@saccounty.net for more information.

IV. POST-ELECTION ACTIVITIES – Public may observe any election process

A. Canvass - Vote by Mail

Starting 10 days before Election Day, VRE begins signature checking and processing returned Vote by Mail ballots. Ballots returned before Election Day are included in the initial election night results released at 8:00 pm.

Each returned Vote by Mail ballot envelope is processed through a mail sorter which sorts the ballot by voting precinct. This process takes a picture of the envelope, with the voter's signature for staff to compare the envelope signature to the signature on a voter's registration or other supporting documentation. If a voter forgets to sign their return envelope or a signature does not match a voter file, a letter and form are sent to the voter requesting an updated signature.

Once a signature is deemed valid, the voter's status is updated and available on the [Voter by Mail Ballot Lookup](#). The ballot envelopes are then taken to the extraction room where machines extract the ballots from the identification envelopes, maximizing voter privacy. After extraction, ballots are moved to the processing room where teams review the ballots for damage and prepare them for tabulation. Damaged ballots that will not run through the tabulators are reproduced by teams of two. They are logged in the quality control log with the original ballot.

After processing, ballot cards are then sent through the tabulators. Scanned images of ballot may be sent to adjudication where teams of two people analyze the ballot images to determine voter intent by reviewing ambiguous marks, ovals not filled properly, mistakes, and write-ins. All decisions made by the adjudication team as to voter intent are logged in the system and reviewed by a Supervisor.

After tabulation, the paper ballots are stored in a secured cage under 24 hour surveillance cameras and may be reviewed at any time during the certification or recount period.

VRE works diligently to protect the integrity of the voting process while ensuring accuracy and voter privacy. It takes time to ensure every eligible citizen casts one ballot per election. A results update schedule is posted on the VRE website for each election to keep the public up to date on the tabulation of ballots and election results. Voters may check their ballot status on the [Vote by Mail Ballot Lookup](#) webpage or on the SacVote App.

B. Canvass - Vote Centers

Each night, Vote Center staff will return all pink ballot bags that contain returned Vote by Mail ballots and the blue ballot bag that contains in-person ballots and Conditional Voter Registration and Provisional ballots (yellow envelopes). All bags are tagged with a Radio-Frequency Identification (RFID) label to ensure all Vote Centers have returned voted ballots. Included with the Vote Center voted ballots is a Ballot Transport Chain of Custody log, spoiled ballots, roster sheets from the Vote Centers, and any completed Voter Registration Forms. No voter personal information is left at the Vote Centers overnight.

On Election Night, VRE will process all in-person ballots from the Vote Centers, including any ballots picked up from the Vote Centers by VRE teams during the day at the busiest locations.

Conditional Voter Registration ballots and provisional ballots voted at a Vote Center or the VRE office are initially processed by confirming a voter's eligibility. Once confirmed, the voter's registration is updated and the ballot is extracted, processed and tabulated like all other ballots. These ballots are included in the final official results.

C. 1% Manual Tally

To ensure that the ballot scanners are tabulating correctly, VRE conducts a manual tally on 1% of all voting precincts in Sacramento County. Precincts are selected randomly the day after Election Day. The manual tally is conducted for both Vote by Mail and Vote Centers ballots tabulated through Election Day.