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

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

About the Center for Inclusive Democracy (CID)

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

Voter's Choice Act Study Research Team

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Acknowledgments

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

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Executive Summary

In 2020, fifteen California counties, consisting of half the state's registered voter population, opted to conduct elections as prescribed by the Voter's Choice Act (VCA). Under the VCA, neighborhood polling places are replaced with multi-service vote centers available up to ten days before Election Day. VCA counties automatically send vote-by-mail (VBM) ballots to all registered voters in their counties (with an exception for Los Angeles County in the 2020 primary), who can return them by mail, at a vote center, or at a secure ballot drop box.

In advance of the 2020 primary election, the California Secretary of State commissioned a series of five reports, as required by the VCA, from university-based researchers. This research report is one of three conducted independently by the Center for Inclusive Democracy (CID) at the University of Southern California. The report focuses on election access for voters with disabilities in VCA-adopting counties during the March 2020 primary election. The VCA requires adopting counties to target outreach to voters with disabilities and to ensure an accessible voting experience for these individuals. These counties must also establish a Voting Accessibility Advisory Committee (VAAC), consisting of members of the community, to advise the county elections office on electoral access for voters with disabilities. For a discussion of the study's methodology, please see the report (page 9).

Report findings are organized into two sections presenting different perspectives:

1. VCA counties' efforts to serve voters with disabilities (data from county elections offices)
2. Voters' experiences with the VCA (data from voter survey)

1. VCA Counties' Efforts to Serve Voters with Disabilities

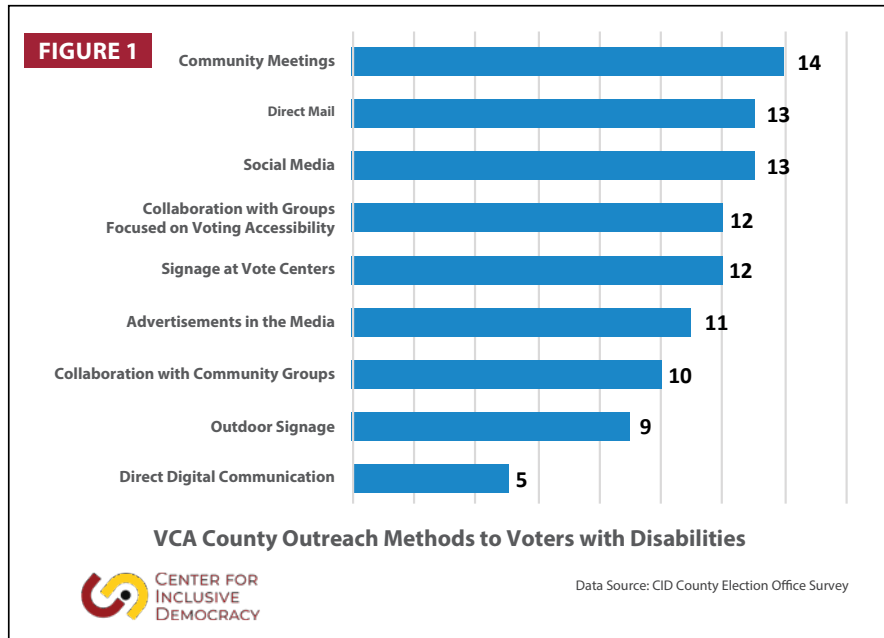Findings in this section are based on a survey of the county elections offices in all 15 VCA counties.

VAACs contributed to services for voters with disabilities to varying extents

Although all VCA counties were required to have a VAAC, they varied widely in terms of when the committees began meeting and how often they met leading up to the primary election. Eight counties reported that they perceived their VAAC as very or extremely effective; seven counties reported moderate effectiveness of their VAAC. With regard to voters with disabilities, 11 of 15 counties said their VAAC helped provide knowledge and feedback, eight said they assisted their county with VCA implementation, and six said the VAAC aided voter outreach.

Most VCA counties used numerous methods to reach out to voters with disabilities for the 2020 primary election

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

The chart below shows that the most common methods to reach out to voters with disabilities were community meetings, direct mail, and social media. Most VCA counties used more than six different types of methods to inform voters with disabilities about the election, although one county (El Dorado) reported two methods of communication and another county three (Nevada).

FIGURE 1

VCA County Outreach Methods to Voters with Disabilities

Method	Value
Community Meetings	14
Direct Mail	13
Social Media	13
Collaboration with Groups Focused on Voting Accessibility	12
Signage at Vote Centers	12
Advertisements in the Media	11
Collaboration with Community Groups	10
Outdoor Signage	9
Direct Digital Communication	5

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Data Source: CID County Election Office Survey

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

All VCA counties reported that they provided disability-related training to vote center workers. Most counties specified that this training included sensitivity training, options for voters with disabilities, and/or computer or procedure training. The content for staff training in all counties was developed internally, informed by the VAAC, and/or informed by Disability Rights California or other partnerships.

VCA counties offered workshops for voters with disabilities

All VCA counties hosted at least one workshop for voters with disabilities leading up to the 2020 primary. While Los Angeles County reported holding 66 workshops, most VCA counties held one to three workshops.

Most VCA counties prioritized voters with disabilities in siting voting locations

Because the VCA reduces the total number of voting locations in a county, adopting counties must work to ensure that site reductions do not pose additional accessibility challenges for voters with disabilities. For the 2020 primary, all VCA counties except two (Calaveras and Tuolumne) reported that voters with disabilities were a priority for their siting process. All counties reported that proximity to public transit was a priority, and most also prioritized considerations of time and distance a voter must travel to reach the voting location.

Counties considered accessibility of voting locations

All VCA counties (except Madera) reported that they prioritized ADA requirements and location accessibility in determining voting location sites. However, only three counties (Amador, Los Angeles, and Mariposa) reported engaging the public and collaborating with advocacy groups on their vote center planning, specifically in regards to voters with disabilities.

The Remote Accessible Vote-by-Mail option was not heavily used by voters

The VCA requires counties to offer the option of Remote Accessible Vote-by-Mail (RAVBM). With RAVBM, voters with disabilities can request an electronic ballot that they can download, read and mark using their own accessible technology, then print and cast the ballot by mail. All 15 VCA counties reported having information about RAVBM on their county website, in voter guides, or at county hosted events. However, 11 VCA counties reported that RAVBM was used by fewer than 100 voters, including zero voters in Amador and Napa counties and approximately ten voters each in Los Angeles and Madera counties. Santa Clara County reported by far the highest RAVBM usage—by 2,875 voters.

2. Voters' Experiences with the VCA

Findings in this section are based on a representative CID survey of eligible voters (adult citizens) with a disability in California counties adopting the VCA. This survey was conducted after the 2020 primary election (see full report for methodology).

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

The chart below shows how eligible voters answered the question, "Did your county change the options for how and where you could cast your ballot in the March 2020 primary election?" In VCA counties, only about one third of all eligible voters (32.9%) answered yes, indicating that they knew their voting options had changed. A higher percentage of voters (46.3%) with a disability said they knew their county changed the available voting options. However, just over half of eligible voters with a disability said either that their county did not make changes (No) or they did not know this information (Don't know). In Los Angeles County, a greater percentage of all eligible voters (38.4%) and eligible voters with disabilities (54.5%) said they knew their county had changed the available voting options compared to VCA counties as a whole.

Did your county change the options for how and where you could cast your ballot in the March 2020 primary election? (VCA Counties)

FIGURE 2

Data Source: CID County Election Office Survey
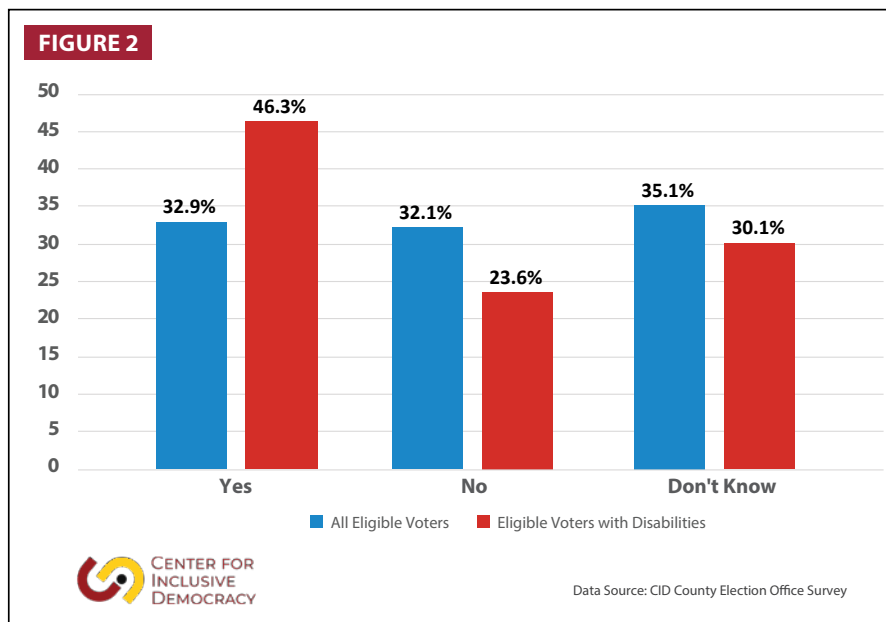
Voters with disabilities most commonly heard about voting options from political campaigns, community groups, and their county elections office

Among all eligible voters in VCA counties, the most common sources of information about new voting options were traditional media (reported by 14.2% of eligible voters), social media (12.4%), and political campaigns/candidates (12.4%). In contrast, among eligible voters with disabilities, the most common sources were political campaigns/ candidates (13.1%), community groups (11.4%), and the county elections office (11.3%). This comparison was similar in Los Angeles County, where the percentage of eligible voters with disabilities who reported political campaigns as their information source was even higher (15.3%).

Voters with disabilities did not differ significantly from voters in general in how they commonly learned about the in-person location where they voted or dropped off their vote-by-mail ballot

Across eligible voters in VCA counties, three sources stood out as where voters most commonly learned about the in-person voting location where they could vote or drop off their vote-by-mail (VBM) ballot: their county voter information guide (reported by 21.6% of voters), their VBM packet (17.7%), and their county website (17.3%). These three information sources were the most common sources for eligible voters with disabilities as well, though reported at slightly lower percentages (17.3%, 15.2% and 15.2%, respectively) This comparison was similar in Los Angeles County.

Voters with disabilities likely to get to their in-person voting location by driving or walking/biking.

While two-thirds of all voters said they drove, this number was smaller (54.7%) for voters with a disability. Further, a greater proportion of voters with a disability said they used a ride share company (12.3%), public transportation (9.4%), and paratransit (.6%) than did the overall voter population. In Los Angeles County these trends were similar, but a slightly greater percentage of both general voters (26.7%) and voters with a disability (27.3%) walked or biked to their voting location.

Voters with a disability were most likely to vote in person in order to utilize an accessible voting machine

Receiving an "I Voted" sticker was the second most common reason that voters with a disability chose to vote in person. Eligible voters with a disability were also more likely than the general population to vote in person to receive language assistance (17.9% compared to 12.2%). These figures remained similar for Los Angeles County.

In future elections, eligible voters with a disability said that they would utilize voting in-person or drop off their vote-by-mail ballot.

Voters with a disability also indicated they would use accessible voting machines (15.3%) and language assistance (9.6%) at greater rates that all eligible voters (8.9% and 5.4%, respectively). All eligible voters were more likely to say they would not vote in person in the future (17.4%) than voters with a disability (15.6%). In Los Angeles County, voters were more likely to vote in person in future elections and less likely to not vote in person.

Conclusion

The VCA requires counties to engage in targeted outreach to voters with disabilities and to provide an accessible voting experience. In order to meet the requirements of the VCA in California's 2020 primary, county elections offices reported a variety of activities: hosting events, increasing digital and print advertisements, collaborating with community partners, training vote center staff, and targeting outreach to voters with disabilities.

Traditional outreach activities (county website, voter guide, mailings, and public meetings) were the most commonly used methods for informing voters with disabilities about voting changes; followed by utilizing partnerships with community groups, and through media (digital, print, or radio advertisements and social media). In addition to outreach and education, VCA county elections offices also provided training to vote center workers with regard to voters with disabilities.

The most important factor reported by VCA counties in siting locations for voters with disabilities was that locations were accessible. Proximity to public transit and travel distance to reach the voting location were common priorities in selecting voting sites. Nearly half of eligible voters with a disability said they traveled to their in-person voting location by a method other than driving.

The CID survey shows that, compared to the overall eligible voter population in VCA counties, a much higher percentage of eligible voters with a disability knew their VCA county had changed their available voting options in the primary. However, over half of eligible voters with disabilities said either that their county did not make changes or they did not know this information. In future elections, voters with disabilities indicated that they would use in-person voting so they could utilize accessible voting machines and language assistance. These findings suggest that counties implementing the VCA in the future should be aware of the challenges of fully implementing the new voting system and informing all voters with disabilities of the options available to them.

Introduction

In 2020, fifteen counties in California, approximately half the state's registered voter population, conducted their March primary as specified by the Voter's Choice Act (VCA). Under this optional new voting system, vote-by-mail (VBM) ballots are automatically sent to all registered voters in a county (Los Angeles County was not required to and did not automatically send all registered voters VBM ballots in the 2020 primary). Neighborhood polling places are replaced with vote centers that offer a variety of services including in-person voting, accessible voting options, language assistance, VBM ballot drop-off and conditional voter registration. These vote centers are distributed throughout a county and open up to ten days before Election Day. In addition, counties also make available secure ballot drop boxes, giving voters additional opportunities to return their VBM ballots.[1]

The VCA requires adopting counties to engage in targeted outreach to voters with disabilities and to administer elections that are accessible to this population. In this report, we provide an analysis of the scope and reach of these efforts in VCA-adopting counties during the March 3rd, 2020 primary election.

We address the following research questions:
1. What efforts did VCA counties engage in to serve voters with disabilities in the 2020 primary election?
2. What were the experiences of voters with disabilities in the 2020 primary election?

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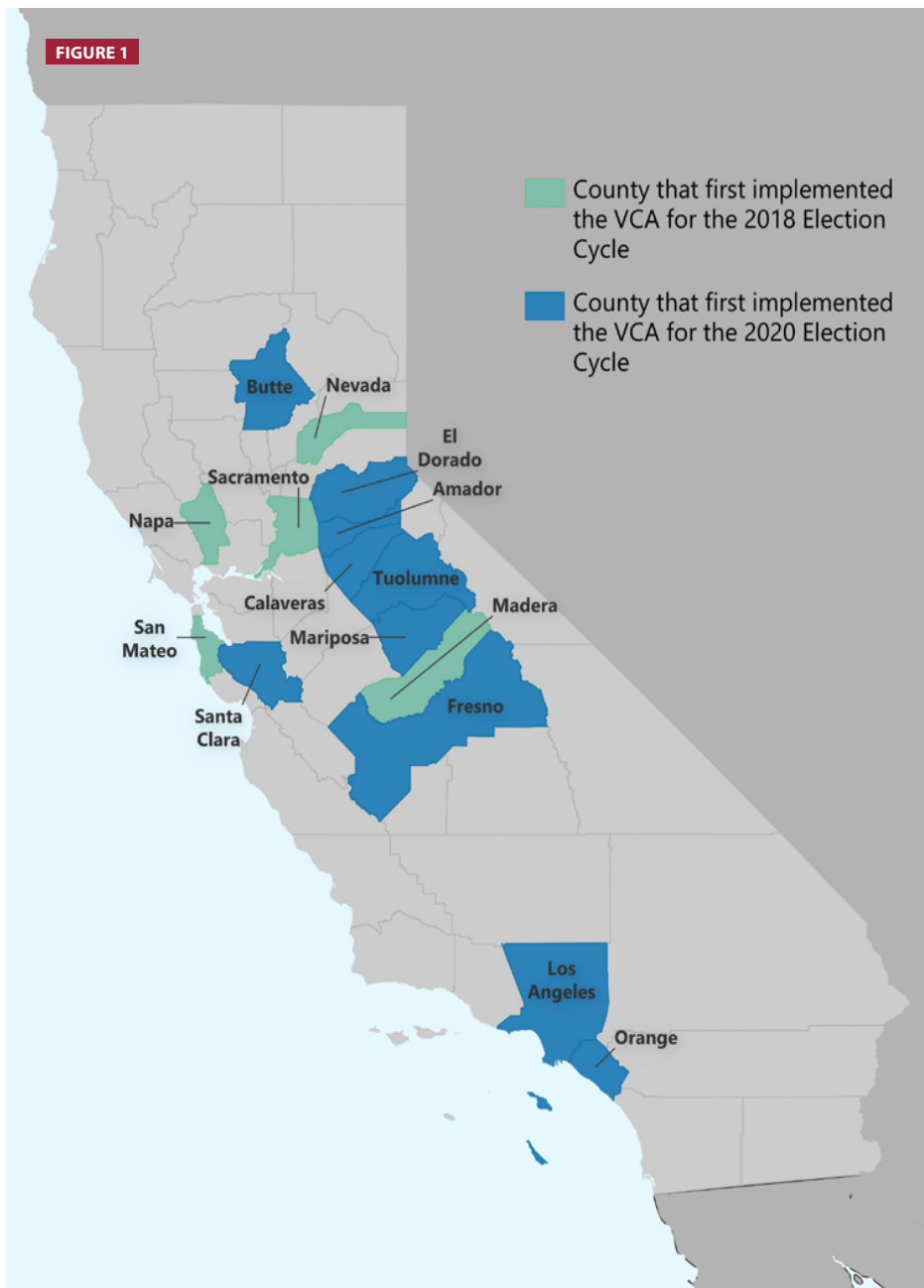

About the Study

The VCA requires research be conducted that provides insight into the impact of the new voting model on each election. To meet this requirement for the 2020 primary election, the California Secretary of State commissioned a series of five reports from university-based researchers with an expertise in state elections. This research report is the third in a three-part series produced for the California Secretary of State's Office and independently conducted by the Center for Inclusive Democracy (CID) at the University of Southern California examining the Voter's Choice Act's implementation in the 2020 primary election. Two other reports from CID examine voter registration and turnout, and the outreach methods employed by VCA counties.

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

For this report, as requested by the Secretary of State's office, we collected data on the outreach methods employed by VCA county election offices and the specific impact of county VAACs. Because these data are limited by the records kept by counties and their awareness of the reach of their outreach efforts, we also utilized findings from a CID statewide voter survey in order to examine some of the impacts of outreach efforts from the perspectives of voters with

disabilities. The survey utilized an unusually large representative sample for the 15 VCA counties in order to have reliable survey findings for this population in California. The sample size allowed us (by design) to break out the analysis for Los Angeles County and all VCA counties for comparative purposes. We note here that the sample did not allow us to break out the analysis for each individual VCA county, nor did we have a representative sample to examine eligible voters with a disability by racial or ethnic group within VCA counties.

About the Voter's Choice Act

FIGURE 1

County that first implemented the VCA for the 2018 Election Cycle

County that first implemented the VCA for the 2020 Election Cycle

The Voter's Choice Act provides an optional voting system for California counties. In counties choosing to adopt the new system, every registered voter is mailed a vote-by-mail (VBM) ballot, which voters can either mail in, or return at a ballot drop box or vote center.

At vote centers, which replace traditional neighborhood polling places, voters can cast their ballots in person, drop off their completed VBM ballots, access conditional voter registration, receive replacement ballots, and access additional resources, such as language assistance and accessible voting machines. While there are fewer vote centers than polling places by design, vote centers are open to voters for up to ten days prior to Election Day and available for all voters to utilize countywide.[2]

In the 2020 primary, Los Angeles County adopted the model but did not mail all registered voters VBM ballots. This was the only county allowed such an exception under the VCA.[3] The county was required to offer more voting locations per voter during the primary. In addition to Los Angeles County, the following counties adopted the VCA for the 2020 election cycle: Amador, Butte, Calaveras, El Dorado, Fresno, Mariposa, Orange, Santa Clara, and Tuolumne. Five other counties, Madera, Napa, Nevada, Sacramento, and San Mateo did so in the previous election cycle of 2018. In total, fifteen California counties (approximately half the state's registered voter population) conducted elections under the Voter's Choice Act in 2020 (Figure 1).[4]

2020 Primary Election Context

The 2020 California primary was noteworthy for a number of contextual elements, including the presence of a highly competitive Democratic primary race for U.S. President. This competitive context was enabled by the California State Legislature's decision to move the state's primary election up three months to March 3rd (Super Tuesday) in order to provide California voters with greater influence over the early stages of the presidential primary. Additionally, we note that California's presidential primary voting rules allowing crossover voting created unique election administration and voter education challenges.[5] In addition, the primary was held just as awareness of COVID-19 was growing among the public and approximately two weeks before the state entered the pandemic lockdown. While, some counties reported minimal challenges with regard to maintaining polling place staff due to fears of contracting COVID-19 from voters, election officials largely did not need to adjust their administration of the election at any level near what was needed during the general election.

In addition to the significant changes voters experienced in VCA-adopting counties, the 2020 primary also saw several other state election reforms (although perhaps less visible to most county voters) that came into effect statewide. These included, most notably, the expansion of conditional voter registration to every polling place in the state.

Demographic Variation Across VCA Counties

The VCA is an election reform implemented with a goal to better serve the needs of voters and to increase voting access for historically underrepresented groups, including voters with disabilities, racial and ethnic groups, and language minority groups. Therefore, understanding the diversity of county populations is an important component in the assessment of the VCA's success. Counties adopting the VCA have populations that range from small and rural (Amador, Butte, Calaveras, El Dorado, Madera, Mariposa, Napa, Nevada, and Tuolumne) to two of the largest metropolitan counties in the state and nation: Los Angeles and Orange.

Tables 1 and 2 show the wide distribution in the racial and ethnic composition of the population of VCA counties, as well as specifically for those eligible to vote (adult citizens). Table 3 shows the variation in the proportion of the population in each VCA county that reported a disability. Data on the foreign-born and limited English proficient populations in a county are also presented. Unfortunately, due to limitations in the data, we cannot breakout the population with a disability by demographic subgroup.

In Table 1, we see that VCA counties are more racially diverse across Latino, Asian-American, and Black populations than non-VCA counties. Madera (57.8%), Fresno (53.1%), and Los Angeles (48.5%) have a significantly larger Latino populations compared to the California average (39.0%). The Asian-American populations in Santa Clara (36.3%) and San Mateo (28.3%) counties are nearly double that of the statewide average (14.3%). However, the white, non-Latino populations in Amador, Calaveras, El Dorado, Mariposa, Nevada, and Tuolumne are also over twice the statewide average of 37.2%.[6]

Table 2 shows the distribution in the racial and ethnic composition of the population of VCA counties, specifically for those eligible to vote (adult citizens). The percentage of Latino eligible voters in VCA counties is lower (32.2%) than that of the total Latino population in VCA counties (39.9%); at the same time, there is greater representation for non-Latino white (40.8% compared to 33.2%), Asian-American (18.1% compared to 17.4%), and Black eligible voters (7.4% compared to 5.7%). In Table 3 we see the proportion of each VCA county that is foreign-born, limited English proficient, and those that report a disability. The foreign-born population ranges from 4.8% in both Calaveras and Tuolumne to 39.2% in Santa Clara and the limited English proficient population ranges from 2.1% in Calaveras to 25.3% in Los Angeles. The percentage of residents with a disability range from 8.0% in Santa Clara County to nearly 20.3% in Mariposa County.

Overall, eligible voters in counties adopting the VCA in 2020 are more racially and ethnically diverse, and have higher

proportions of the population who are foreign-born and who are limited English proficient than California, at large. However, Tables 1-3 show that diversity varies across VCA counties and the larger metropolitan areas tend to be more racially diverse and have higher percentages of residents that are foreign-born and identify as limited English proficient as compared to most smaller counties adopting the VCA which tend to have higher percentage residents that have a disability.[7]

	Latino % Population	White, Non-Latino % Population	Asian-American % Population	Black % Population	American Indian and Alaska Native % Population	Native Hawaiian and Other Pacific Islander % Population	All Others Combined % Population
Table 1: Total Population by Race and Ethnicity **Voter's Choice Act Counties**							
Amador County	13.9%	78.2%	1.2%	2.2%	0.6%	0.1%	3.7%
Butte County	16.3%	72.0%	4.5%	1.5%	0.8%	0.2%	4.8%
Calaveras County	12.1%	80.9%	1.5%	0.7%	0.4%	0.0%	4.4%
El Dorado County	12.8%	77.8%	4.5%	0.8%	0.5%	0.3%	3.3%
Fresno County	53.1%	29.4%	10.1%	4.5%	0.5%	0.1%	2.3%
Los Angeles County	48.5%	26.2%	14.4%	7.8%	0.2%	0.2%	2.6%
Madera County	57.8%	34.1%	1.9%	3.1%	1.0%	0.1%	2.0%
Mariposa County	11.3%	80.0%	1.2%	1.5%	1.9%	0.3%	3.9%
Napa County	34.1%	52.4%	8.0%	2.0%	0.3%	0.2%	3.0%
Nevada County	9.4%	85.2%	1.1%	0.5%	0.4%	0.1%	3.3%
Orange County	34.1%	40.6%	20.3%	1.6%	0.2%	0.3%	3.0%
Sacramento County	23.2%	44.7%	15.4%	9.5%	0.4%	1.1%	5.7%
San Mateo County	24.4%	39.2%	28.3%	2.2%	0.2%	1.3%	4.4%
Santa Clara County	25.5%	31.5%	36.3%	2.3%	0.2%	0.3%	3.9%
Tuolumne County	12.2%	80.2%	1.4%	1.8%	1.4%	0.2%	2.8%
VCA Counties	39.9%	33.2%	17.4%	5.7%	0.2%	0.4%	3.1%
VCA (w/o LA County)	30.6%	40.8%	20.7%	3.4%	0.3%	0.5%	3.7%
Non-VCA	38.2%	41.0%	11.2%	5.3%	0.5%	0.4%	3.4%
State	39.0%	37.2%	14.3%	5.5%	0.4%	0.4%	3.3%

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

Table 2: Eligible Voter Population by Race and Ethnicity* Voter's Choice Act Counties							
	Latino % Eligible Voter Population	White Non-Latino % Eligible Voter Population	Asian-American % Eligible Voter Population	Black % Eligible Voter Population	American Indian and Alaska Native % Eligible Voter Population	Native Hawaiian and Other Pacific Islander % Eligible Voter Population	All Others Combined % Eligible Voter Population
Amador County	13.1%	78.0%	0.9%	3.8%	0.7%	0.1%	3.4%
Butte County	13.0%	78.0%	4.3%	1.7%	0.9%	0.2%	2.0%
Calaveras County	10.0%	83.7%	1.1%	1.4%	0.5%	0.1%	3.2%
ElDorado County	10.3%	82.8%	3.8%	1.0%	1.1%	0.2%	0.8%
Fresno County	44.0%	38.0%	10.2%	6.1%	0.5%	0.1%	1.1%
LosAngeles County	39.9%	32.9%	16.0%	10.3%	0.3%	0.3%	0.4%
Madera County	44.1%	46.0%	2.2%	4.8%	1.3%	0.1%	1.5%
Mariposa County	9.6%	82.1%	1.4%	1.4%	1.7%	0.4%	3.5%
Napa County	25.6%	62.0%	8.1%	2.2%	0.4%	0.3%	1.5%
Nevada County	8.8%	84.9%	1.9%	1.8%	0.4%	0.2%	2.0%
Orange County	25.8%	49.7%	21.6%	2.1%	0.2%	0.3%	0.2%
Sacramento County	18.0%	52.4%	14.8%	11.6%	0.4%	1.0%	1.8%
SanMateo County	21.0%	45.1%	28.3%	3.2%	0.2%	1.3%	1.0%
SantaClara County	22.4%	37.4%	35.3%	3.0%	0.2%	0.4%	1.4%
Tuolumne County	11.2%	81.6%	0.8%	3.0%	0.2%	0.2%	3.0%
VCA Counties County	32.2%	40.8%	18.1%	7.4%	0.3%	0.4%	0.7%
VCA (w/o LA County)	24.3%	49.0%	20.3%	4.4%	0.4%	0.5%	1.1%
Non-VCA	27.4%	52.1%	9.5%	5.8%	0.6%	0.4%	4.2%
Statewide	29.8%	46.6%	13.7%	6.6%	0.4%	0.4%	2.5%

Data Source: American Community Survey, 5-year Estimates- 2015-2019
*Eligible voter population defined as adult citizens

Table 3: Selected Demographics Voter's Choice Act Counties			
	Foreign-Born % Population	Limited English % Population*	Disability % Population**
Amador County	6.0%	3.2%	18.9%
Butte County	7.3%	5.1%	17.1%
Calaveras County	4.8%	2.1%	21.1%
El Dorado County	9.2%	4.4%	13.2%
Fresno County	21.2%	19.0%	13.1%
Los Angeles County	34.0%	25.3%	9.9%
Madera County	20.2%	18.5%	13.0%
Mariposa County	5.8%	2.9%	20.3%
Napa County	22.1%	16.7%	11.7%
Nevada County	4.8%	2.6%	14.3%
Orange County	30.1%	20.4%	8.5%
Sacramento County	20.9%	13.6%	11.8%
San Mateo County	34.8%	18.7%	8.2%
Santa Clara County	39.2%	21.1%	8.0%
Tuolumne County	4.8%	11.1%	19.6%
VCA Counties	31.1%	21.6%	10.0%
VCA (w/o LA County)	27.9%	17.6%	10.1%
Non-VCA Counties	22.6%	13.9%	11.09%
Statewide	26.8%	17.7%	10.5%

Data Source: American Community Survey, 5-year Estimates- 2015-2019
*The percent of the population with limited English proficiency. Limited English proficiency is defined as people who speak English "less than very well".
**The percent of residents (age 5 to over 75) with disabilities out of the total population.

1. VCA Counties' Efforts to Serve Voters with Disabilities

As noted earlier, the VCA requires adopting counties to engage in targeted outreach to voters with disabilities and to ensure an accessible voting experience for these individuals. Details on how counties plan to conduct these efforts are provided in their required Elections Administration Plan (EAP). Counties adopting the VCA must also establish a Voting Accessibility Advisory Committee (VAAC) to advise the county elections office as it relates to electoral access for voters with disabilities (see glossary for more information).[8] For VCA county EAPs, see the California Secretary of State's website or report appendix for excerpts.

In order to understand the actual scope and reach of county outreach efforts targeted toward voters with disabilities in the 2020 primary, we conducted a survey of the election offices of all 15 VCA counties. Details on planned outreach efforts related to voters with disabilities can be found in counties' EAPs.

We note here that as is common with surveys collecting self-reported data, a small number of counties completing the survey did not answer some survey questions (noted as N/A in each data table below) or gave incomplete responses. For multiple-choice questions where respondents can mark all that apply, a dash (-) is used to signify that a respondent did not select an option. For open-ended questions a dash (-) is also used when a respondent does not mention a specific topic. We note here, that given the nature of open-ended questions that counties may not have given us an exhaustive response, so a dash (-) does not definitively indicate that a county did not engage in or consider a topic.

Voting Accessibility Advisory Committee (VAAC)

All VCA counties are required to establish a Voting Accessibility Advisory Committee (VAAC), consisting of members of the community, to advise the county elections office on electoral access for voters with disabilities, however, the robustness of the VAAC varied significantly across VCA counties. VAAC meetings began as early as January 2018 for Calaveras County and as late as August 2020 in Butte County (Table 4). The number of meetings each county had ranged from one meeting in Mariposa, Napa, and Nevada counties to nine meetings in El Dorado and Sacramento. VAAC meeting attendance also ranged - from two people in Mariposa and Napa to 30-40 people in Los Angeles. All counties solicited agenda items prior to VAAC meetings, and all counties except Butte, Napa, San Mateo, and Tuolumne had a webpage with information about upcoming VAAC meetings. Overall, 7 counties (Amador, Calaveras, El Dorado, Mariposa, Nevada, Sacramento, and Tuolumne) perceived that their VAAC was moderately effective, 6 counties (Fresno, Los Angeles, Madera, Orange, San Mateo, and Santa Clara) reported it was very effective, and Butte and Napa regarded their VAAC as extremely effective (Table 4).

In response to the open-ended survey question (Table 5), "Please explain the effectiveness of the VAAC for the 2020 primary election cycle?", just over half the counties (Calaveras, Fresno, Los Angeles, Napa, Orange, San Mateo, Santa Clara, and Tuolumne) referenced community trust and contacts; Calaveras, Los Angeles, Orange, San Mateo, and Santa Clara noted the knowledge and feedback they received from their VAACs; and Butte, Orange, San Mateo, and Tuolumne said their VAACs were effective at outreach or hosting events. Amador, Mariposa, Nevada, and Sacramento – all of which rated the effectiveness of their VAACs at moderate – provided unspecific answers or did not think the VAAC was helpful to the VCA implementation. Napa County, for example, said their VAAC was in constant conversation with disability advocacy groups, state and nationwide. Orange County reported that their VAAC hosted multiple events, including demonstrating accessible voting equipment, and provided valuable feedback on accessible formatting for vote-by-mail ballots, signature stamps, outreach methods to voters with disabilities, and introduced them to additional contacts to expand the size of their VAAC and its outreach. San Mateo reported that the VAAC helped with location siting, selecting voting systems, community insights, and outreach strategies.

The ways in which the VAACs contributed to the VCA implementation process also varied widely across counties. Table 6 shows that most VCA counties said their VAACs contributed to voter outreach efforts, as well as to their offices' knowledge about the community. Amador, El Dorado, Los Angeles, Nevada, Orange, Sacramento, and Santa Clara said their VAACs assisted them with VCA implementation including helping to inform their decisions on outreach methods and site selection. With regard to voters with disabilities, 11 out of 15 of counties said their VAAC helped provide knowledge and feedback, just over half said they assisted with VCA implementation, and six counties said their VAAC aided voter outreach (Table 7).

Table 4: County Voter Accessibility Advisory Committee (VAAC) for the 2020 Primary Election						
	First VAAC Meeting 2020 Primary Election	**Number of VAAC Meetings**	**Average VAAC Meeting Attendance**	**Public Input on Agenda Items**	**Dedicated VAAC Page on Website**	**Self-Reported VAAC Effectiveness**
Amador County	June 2019	4	5-7	Yes	Yes	Moderately effective
Butte County	August 2020	2	5	Yes	-	Extremely effective
Calaveras County	Janurary 2018	5	4	Yes	Yes	Moderately effective
El Dorado County	May 2019	9	8	Yes	Yes	Moderately effective
Fresno County	July 2019	4	10-20	Yes	Yes	Very effective
Los Angeles County	March 2019	5	30-40	Yes	Yes	Very effective
Madera County	December 2019	3	4	Yes	Yes	Very effective
Mariposa County	Februrary 2020	1	2	Yes	Yes	Moderately effective
Napa County	February 2020	1	2	Yes	-	Extremely effective
Nevada County	January 2020	1	2-3	Yes	Yes	Moderately effective
Orange County	March 2019	3	8	Yes	Yes	Very effective
Sacramento County	January 2019	9	5	Yes	Yes	Moderately effective
San Mateo County	May 2019	4	7	Yes	-	Very effective
Santa Clara County	Fall 2019	4	8-13	Yes	Yes	Very effective
Tuolumne County	August 2019	5	5	Yes	-	Moderately effective

Data Source: CID County Elections Office Survey
A dash (-) indicates a county answered no or answer wasn't in that survey category.

Table 5: Factors in the Effectiveness of the VAAC for the 2020 Primary Election				
	Outreach/ Events	Feedback or Knowledge	Community Trust and Contact	Not Helpful/ Unspecified
Amador County	-	-	-	Yes
Butte County	Yes	-	-	-
Calaveras County	-	Yes	Yes	-
El Dorado County	-	-	-	Yes
Fresno County	-	-	Yes	-
Los Angeles County	-	Yes	Yes	-
Madera County	-	-	-	Yes
Mariposa County	-	-	-	Yes
Napa County	-	-	Yes	-
Nevada County	-	-	-	Yes
Orange County	Yes	Yes	Yes	-
Sacramento County	-	-	-	Yes
San Mateo County	Yes	Yes	Yes	-
Santa Clara County	-	Yes	Yes	-
Tuolumne County	Yes	-	Yes	-
Total	4/15 counties	5/15 counties	8/15 counties	6/15 counties

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

Table 6: VAAC's Role in the Education and Outreach Strategy for the 2020 Primary Election			
	Outreach	Implementation	Knowledge
Amador County	Yes	Yes	Yes
Butte County	-	-	Yes
Calaveras County	Yes	-	Yes
El Dorado County	Yes	Yes	-
Fresno County	Yes	-	Yes
Los Angeles County	Yes	Yes	Yes
Madera County	Yes	-	-
Mariposa County	-	-	Yes
Napa County	Yes	-	-
Nevada County	Yes	Yes	Yes
Orange County	Yes	Yes	Yes
Sacramento County	Yes	Yes	Yes
San Mateo County	Yes	-	-
Santa Clara County	-	Yes	Yes
Tuolumne County	Yes	-	Yes
Total	12/15 counties	7/15 counties	11/15 counties

Data Source: CID County Elections Office Survey
Table was created from responses to the open-ended question, "What roles did the VAAC play in your county's education and outreach strategy for the 2020 primary election?"
A dash (-) indicates a county answered no or answer wasn't in that survey category.

Table 7: VAAC's Role in Improving Services for Voters with Disabilities for the 2020 Primary Election				
	Outreach	Implementation	Knowledge/ Feedback	None/ Unspecified
Amador County	-	-	-	Yes
Butte County	Yes	Yes	-	-
Calaveras County	Yes	Yes	Yes	-
El Dorado County	Yes	-	Yes	-
Fresno County	-	Yes	Yes	-
Los Angeles County	-	-	Yes	-
Madera County	-	Yes	Yes	-
Mariposa County	-	Yes	-	-
Napa County	Yes	-	-	-
Nevada County	-	-	Yes	-
Orange County	Yes	Yes	Yes	-
Sacramento County	-	-	Yes	-
San Mateo County	Yes	Yes	Yes	-
Santa Clara County	-	-	Yes	-
Tuolumne County	-	Yes	Yes	-
Total	6/15 counties	8/15 counties	11/15 counties	1/15 counties

Data Source: CID County Elections Office Survey
Table was created from responses to the open-ended question, "What role did your county's VAAC have in improving services for voters with disabilities for the 2020 primary election?"
A dash (-) indicates a county answered no or answer wasn't in that survey category.

Communication Methods for Voters with Disabilities

Under California law, all counties must mail a voter information guide to every registered voter and a vote-by-mail ballot to voters who have signed up to cast a mail ballot. Counties adopting the VCA must go beyond these requirements. In addition to the voter guide, every registered voter is mailed a vote-by-mail packet, and sent two pre-election informational mailings. Further, VCA counties employed specific efforts to inform voters with disabilities about their voting options in the 2020 primary election. El Dorado, Los Angeles, Nevada, Orange, and San Mateo counties all had a dedicated staff person that served voters with disabilities in the 2020 primary election. All counties reported having a specific plan to inform voters with disabilities about voting method changes.

In response to the open-ended question, "How did your office inform voters with disabilities about voting method changes for the 2020 primary election?" Table 8 shows that 12 counties reported using traditional elections office outreach (county website, voter guide, mail, public meetings), 11 counties noted partnerships with community groups, seven counties utilized digital media or paid advertisements, and seven counties noted communicating with voters with disabilities through their VAAC. We note here that counties may not have listed all outreach methods when answering open-ended questions.

VCA-counties also trained election workers on how to serve voters with disabilities. Training time for vote center workers that were focused on how to serve voters with disabilities ranged from 30 minutes in Amador to 23 hours in Los Angeles, with most VCA counties (Butte, Calaveras, Fresno, Napa, Orange, Sacramento, San Mateo, Tuolumne) reporting between 1 to 2 hours. For over two-thirds of VCA counties, disability-related training included sensitivity training, 14 counties had training that included voting options, and eight counties provided computer or procedure training (Table 9). Content for staff training was either internally produced or informed by the county VAAC, Disability Rights California (DRC) or other partners, including The California Secretary of State and other government agencies (Table 10).

Table 8: Outreach Methods for Informing Voters with Disabilities about Voting Changes for the 2020 Primary Election				
	Elections Office Outreach	**Media or Advertisements**	**In Collaboration with Community Groups**	**Via the VAAC**
Amador County	Yes	Yes	Yes	-
Butte County	Yes	-	Yes	-
Calaveras County	Yes	-	-	-
El Dorado County	-	-	Yes	-
Fresno County	Yes	-	Yes	-
Los Angeles County	Yes	Yes	Yes	-
Madera County	Yes	Yes	Yes	Yes
Mariposa County	Yes	Yes	Yes	-
Napa County	Yes	-	Yes	Yes
Nevada County	-	-	-	Yes
Orange County	Yes	Yes	Yes	-
Sacramento County	Yes	Yes	Yes	Yes
San Mateo County	Yes	Yes	Yes	Yes
Santa Clara County	-	-	-	Yes
Tuolumne County	Yes	-	-	Yes
Total	**12/15 counties**	**7/15 counties**	**11/15 counties**	**7/15 counties**

Data Source: CID County Elections Office Survey
Table was created from responses to the open-ended question, "How did your office inform voters with disabilities about voting method changes for the 2020 primary election?"
A dash (-) indicates a county answered no or answer wasn't in that survey category.

Table 9: Vote Center Worker Training Related to Disability Accessibility for the 2020 Primary Election			
	Sensitivity Training	**Options for Voters with Disabilities**	**Computer or Procedure Training**
Amador County	Yes	Yes	-
Butte County	Yes	Yes	-
Calaveras County	Yes	Yes	Yes
El Dorado County	Yes	Yes	-
Fresno County	-	Yes	Yes
Los Angeles County	Yes	Yes	Yes
Madera County	Yes	Yes	-
Mariposa County	-	Yes	-
Napa County	-	Yes	Yes
Nevada County	Yes	-	-
Orange County	Yes	Yes	Yes
Sacramento County	Yes	Yes	Yes
San Mateo County	Yes	Yes	-
Santa Clara County	-	Yes	Yes
Tuolumne County	Yes	Yes	Yes
Total	**11/15 counties**	**14/15 counties**	**8/15 counties**

Data Source: CID County Elections Office Survey
Table was created from responses to the open-ended question, "What did the vote center worker training entail regarding disability accessibility for the 2020 primary election?"
A dash (-) indicates a county answered no or answer wasn't in that survey category.

Table 10: Content Source for Vote Center Workers' Training Regarding Disability Accessibility			
	Internally/ VAAC	DRC or Other Partnership*	SOS/ State/ City Agencies
Amador County	-	Yes	-
Butte County	Yes	Yes	Yes
Calaveras County	Yes	-	Yes
El Dorado County	-	Yes	Yes
Fresno County	Yes	-	Yes
Los Angeles County	Yes	-	-
Madera County	-	Yes	Yes
Mariposa County	Yes	-	-
Napa County	Yes	Yes	-
Nevada County	Yes	Yes	-
Orange County	Yes	Yes	Yes
Sacramento County	Yes	Yes	-
San Mateo County	Yes	Yes	-
Santa Clara County	Yes	Yes	Yes
Tuolumne County	Yes	Yes	-
Total	12/15 counties	11/15 counties	7/15 counties

Data Source: CID County Elections Office Survey
Table was created from responses to the open-ended question, "Where did your office acquire content for the vote center workers' training regarding disability accessibility for the 2020 primary election?"
A dash (-) indicates a county answered no or answer wasn't in that survey category.
*DRC is the acronym for the Disability Rights California.

Outreach Efforts to Voters with Disabilities

Table 11 shows that nearly all VCA counties utilized direct mail (except Nevada and Santa Clara) and social media (except El Dorado and Santa Clara) to inform voters with disabilities. Advertisements in the media were used by 11 out of 15 VCA counties. All VCA counties, except for El Dorado, Mariposa, and Tuolumne, reported collaborating with community groups representing people with disabilities. Outdoor signage (e.g., bus, billboards, etc.) was used by Butte, Calaveras, Los Angeles, Madera, Mariposa, Orange, Sacramento, San Mateo, and Santa Clara counties for outreach to voters with disabilities. In response to the open-ended question, "What groups in your county were missing from voter outreach and education efforts for the 2020 primary election (i.e. are there groups you would like to see involved in future elections)?" only one county, El Dorado, said voters with disabilities were missing, while Butte, Los Angeles, Mariposa, Napa, and Sacramento said that they included all groups in their outreach and education campaigns.

Table 11: County Methods for Educating Voters with Disabilities in the 2020 Primary Election								
	Collaboration with Community Groups	Advertisements in the Media	Outdoor Signage	Social Media	Signage at Vote Centers	Direct Mail	Direct Digital Communication	Community Meetings	Collaboration with Groups Focused on Voting Accessibility
Amador County	Yes	Yes	-	Yes	Yes	Yes	Yes	Yes	Yes
Butte County	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
Calaveras County	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
El Dorado County	-	-	-	-	-	Yes	-	Yes	-
Fresno County	Yes	-	-	Yes	-	Yes	-	Yes	Yes
Los Angeles County	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Madera County	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
Mariposa County	-	Yes	Yes	Yes	Yes	Yes	-	-	-
Napa County	Yes	Yes	-	Yes	Yes	Yes	Yes	Yes	Yes
Nevada County	-	-	-	Yes	-	-	-	Yes	Yes
Orange County	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Sacramento County	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
San Mateo County	-	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
Santa Clara County	Yes	-	Yes	-	Yes	-	-	Yes	Yes
Tuolumne County	-	Yes	-	Yes	Yes	Yes	-	Yes	-
Total	10/15 counties	11/15 counties	9/15 counties	13/15 counties	12/15 counties	13/15 counties	5/15 counties	14/15 counties	12/15 counties

Data Source: CID County Elections Office Survey
The CID survey asked "Did your office use any of the following methods for educating voters with disabilities about the new voting options under the Voter's Choice Act for the 2020 primary election" Respondents could mark all that apply from a list of choices.
A dash (-) indicates a county answered no or answer wasn't in that survey category.

All VCA counties hosted at least one workshop for voters with disabilities leading up to the 2020 primary (Table 12). Los Angeles County reported hosting 66 workshops, Orange County hosted four workshops (second most of all VCA counties), while the remaining VCA counties hosted between one and three workshops.

Table 12: Workshops Conducted by County Election Offices					
	Registered Voters*	Number of Workshops for Voters with Disabilities	Number of Registered Voters per Workshop (Voters with Disabilities)**	Number of Workshops for Voters with Limited English Proficiency	Number of Registered Voters per Workshop (Voters with Limited English Proficiency)**
Amador County	23,717	2	11,858.5	2	11,858.5
Butte County	116,182	3	38,727.3	3	38,727.3
Calaveras County	29,889	2	14,944.5	2	14,944.5
El Dorado County	124,979	3	41,659.7	2	62,489.5
Fresno County	471,384	1	471,384.0	11	42,853.1
Los Angeles County	5,546,785	66	84,042.2	22	252,126.6
Madera County	61,851	1	61,851.0	1	61,851.0
Mariposa County	10,916	1	10,916.0	1	10,916.0
Napa County	80,667	1	80,667	1	80,667
Nevada County	68,151	1	68,151.0	1	68,151.0
Orange County	2,024,656	4	506,164.0	12	42,180.3
Sacramento County	818,656	3	272,885.3	4	204,664.0
San Mateo County	417,299	1	417,299.0	4	104,324.8
Santa Clara County	951,292	3	317,097.3	8	36,637.2
Tuolumne County	32,562	1	32,562.0	1	32,562.0

Data Source: CID County Elections Office Survey
*Registered voters as of 15-day Report of Registration, March 2020 Primary Election.
** Calculated by Center for Inclusive Democracy based on county-provided workshop data.

Priorities for Voting Location Site Selection

Under the VCA, the total number of voting locations in a county is significantly reduced. VCA counties are required to engage in targeted outreach to voters with disabilities in order to help ensure site reductions don't pose additional accessibility challenges. VCA counties are encouraged to consider the priorities in Table 13 when siting locations. Table 13 shows that all 15 VCA counties said that being in close proximity to public transportation was a priority for the siting of voting locations. All counties, except Calaveras and Tuolumne, reported that voters with disabilities were a priority for their siting process. Alternative voting methods for voters with disabilities were prioritized by nine counties.

Other priorities noted by a majority of counties included being close to: population centers, language-minority communities, low-income communities, free parking, communities with historically low vote-by-mail usage, communities with low rates of vehicle ownership, eligible voters that are not registered to vote, and geographically isolated populations. All counties (except Fresno and Santa Clara) reported that they prioritized the time and distance a voter would have to travel to vote. Two-thirds of VCA counties considered traffic patterns. While the VCA allows counties to provide mobile vote centers during an election, El Dorado, Los Angeles, Orange, and San Mateo were the only counties to report that they prioritized the placement of mobile vote centers.

	Public Transit	Historically Low Vote-by-Mail Usage	Population Centers	Language Minority Communities	Voters with Disabilities	Low Rates of Vehicle Ownership	Low-Income Communities	Eligible Voters that are Not Registered to Vote	Geographically Isolated Populations	Access to Free Parking	Time and Distance a Voter Must Travel to Reach a Location	Alternative Voting Methods for Voters with Disabilities	Traffic Patterns	Mobile Vote Centers
Table 13: County Priorities for Siting Locations in the 2020 Primary Election														
Amador County	Yes	Yes	Yes	Yes	Yes	-	-	-	-	Yes	Yes	-	-	-
Butte County	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes	-	Yes	Yes	Yes	Yes	-
Calaveras County	Yes	-	Yes	Yes	-	Yes	Yes	-	Yes	-	Yes	-	Yes	-
El Dorado County	Yes	-	Yes	Yes	Yes	-	Yes	-	-	-	Yes	-	Yes	Yes
Fresno County	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	-	-	Yes	-	-
Los Angeles County	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Madera County	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	-
Mariposa County	Yes	-	-	Yes	Yes	-	-	-	-	-	Yes	-	-	-
Napa County	Yes	-	Yes	Yes	Yes	-	-	-	-	Yes	Yes	Yes	-	-
Nevada County	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	-
Orange County	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Sacramento County	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	-
San Mateo County	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Santa Clara County	Yes	Yes	Yes	Yes	Yes	-	Yes	-	-	Yes	-	Yes	Yes	-
Tuolumne County	Yes	-	Yes	-	-	-	-	-	-	Yes	Yes	-	-	-
Total	15/15 counties	10/15 counties	14/15 counties	14/15 counties	13/15 counties	8/15 counties	11/15 counties	8/15 counties	8/15 counties	11/15 counties	13/15 counties	9/15 counties	10/15 counties	4/15 counties

Data Source: CID County Elections Office Survey
The CID survey asked "What location characteristics were prioritized when choosing vote center locations for the 2020 primary election?" Respondents could mark all that apply from a list of choices.
A dash (-) indicates a county answered no or answer wasn't in that survey category.

We also asked VCA counties about their siting priorities in the 2020 primary, specifically for voters with disabilities. Reported priorities included ADA requirements and acquiring accessible voting locations (Table 14). Mariposa and Nevada counties prioritized locations that were used by the county in a previous election in order to provide voters with some level of consistency. Amador, Fresno, and San Mateo prioritized proximity to voters with disabilities, and eight counties (Calaveras, El Dorado, Los Angeles, Madera, Orange, Sacramento, Santa Clara, and Tuolumne) prioritized parking availability.

Note: Los Angeles County was required under the law to consider travel time in the primary.

Table 14: Priorities for Siting Locations Specifically Relating to Voters with Disabilities for the 2020 Primary Election					
	ADA Requirements	**Accessible Location**	**Consistency with Pre-VCA Voting Locations**	**Parking**	**Proximity to Voters with Disabilities**
Amador County	Yes	Yes	-	-	Yes
Butte County	Yes	Yes	-	-	-
Calaveras County	Yes	Yes	-	Yes	-
El Dorado County	Yes	Yes	-	Yes	-
Fresno County	Yes	Yes	-	-	Yes
Los Angeles County	Yes	Yes	-	Yes	
Madera County	-	Yes	-	Yes	-
Mariposa County	Yes	Yes	Yes	-	-
Napa County	Yes	Yes	-	-	-
Nevada County	Yes	Yes	Yes	-	-
Orange County	Yes	Yes	-	Yes	-
Sacramento County	Yes	Yes	-	Yes	-
San Mateo County	Yes	Yes	-	-	Yes
Santa Clara County	Yes	Yes	-	Yes	-
Tuolumne County	Yes	Yes	-	Yes	-
Total	**14/15 counties**	**15/15 counties**	**2/15 counties**	**8/15 counties**	**3/15 counties**

Data Source: CID County Elections Office Survey
Table was created from responses to the open-ended question, "What were the priorities for siting locations specifically relating to voters with disabilities for the 2020 primary election?"
A dash (-) indicates a county answered no or answer wasn't in that survey category.

Ballot Accessibility

The VCA requires counties to offer the option of Remote Accessible vote-by-mail (RAVBM). With this option, voters with disabilities can request a ballot to be sent electronically to them that they can download, read and mark on their computer using their own accessible technology. Voters using RAVBM are then able to print and mail in their ballot (see glossary). For voters who want an in-person experience, VCA counties are required to have three accessible Ballot Marking Devices (voting systems) per vote center (Table 17). These methods allow voters with disabilities to vote privately and independently.

RAVBM usage varied across VCA counties in the 2020 primary. Table 15 shows that RAVBM usage ranged from zero in Amador and Napa to 2,875 in Santa Clara. Los Angeles County reported that only 10 of their voters used RAVBM ballots. Fresno County reported less than 20 users of RAVBM ballots and explained that "Several hundred voters indicated interest [in RAVBM] but did not provide sufficient information to participate. Fewer than 200 voters had RAVBM materials distributed to them. Less than 20 returned a completed RAVBM package." Orange County attributed its high RAVBM usage to its "...extensive outreach and marketing efforts to raise public awareness of the changes to voting elections as a result of transitioning to vote centers."

Table 15: Remote Accessible Vote by Mail (RAVBM) in the 2020 Primary Election			
	Type of RAVBM	RAVBM Application on County Website Homepage	Number of RAVBM Cast
Amador County	Democracy Live	Yes	0
Butte County	Dominion ImageCast	-	Approximately 40 (excluding UOCAVA)
Calaveras County	Democracy Live	Yes	104 views
El Dorado County	Dominion ImageCast	Yes	91
Fresno County	Democracy Live	Yes	Approximately 20
Los Angeles County	VSAP Interactive Sample Ballot	Yes	10
Madera County	Dominion ImageCast	Yes	Approximately 10
Mariposa County	Dominion ImageCast	Yes	60
Napa County	Dominion ImageCast	Yes	0
Nevada County	Democracy Live	Yes	Approximately 200
Orange County	Democracy Live	Yes	489
Sacramento County	Democracy Live	Yes	52
San Mateo County	Democracy Live	Yes	72
Santa Clara County	Democracy Live	Yes	2,875
Tuolumne County	Dominion ImageCast	-	Approximately 40

Data Source: CID County Elections Office Survey
A dash (-) indicates a county answered no or answer wasn't in that survey category.

All counties reported having information about RAVBM on their county website, in voter guides, and at county hosted events (Table 16). External advertisements were made in Los Angeles, Madera, Napa, Sacramento, and San Mateo counties.

We note here that there is a qualitative difference in the content and placement (e.g. how easy to find) of RAVBM information on the websites of county election offices. CID explored VCA county websites and found that two counties (Amador and Fresno) had information about RAVBM directly on their elections homepage, while 7 counties (Calaveras, El Dorado, Madera, Nevada, Sacramento, San Mateo, and Santa Clara) had this information on a sub-menu on the homepage (Table 18). We were unable to find information about RAVBM on the websites of Butte, Mariposa, Napa, and Tuolumne, however, some of these counties provided links to the SOS website where this information could be found; it is also possible that this information existed somewhere on the sites but it was not easily found. Overall, the county elections websites of Calaveras, Orange, Sacramento, and Santa Clara were all clear and easy to navigate. Additionally, we do not have data on how RAVBM-related content might have changed on county websites over the course of the 2020 election cycle.

Table 16: RAVBM Outreach in the 2020 Primary Election		
	Elections Office Outreach	Media or Advertisements
Amador County	Yes	-
Butte County	Yes	-
Calaveras County	Yes	-
El Dorado County	Yes	-
Fresno County	Yes	-
Los Angeles County	Yes	Yes
Madera County	Yes	Yes
Mariposa County	Yes	-
Napa County	Yes	Yes
Nevada County	Yes	-
Orange County	Yes	-
Sacramento County	Yes	Yes
San Mateo County	Yes	Yes
Santa Clara County	Yes	-
Tuolumne County	Yes	-
Total	15/15 Counties	5/15 Counties

Data Source: CID County Elections Office Survey
Table was created from responses to the open-ended question, "What information was available from your office about RAVBM and where could voters with disabilities find this information?"
A dash (-) indicates a county answered no or answer wasn't in that survey category.

Table 17: Type of Ballot Marking Device (BMD)	
Amador County	ES&S ExpressVote
Butte County	Dominion ICX
Calaveras County	Hart Verity Accessible Touch Writer
El Dorado County	Dominion ICX
Fresno County	Dominion ICX
Los Angeles County	VSAP BMD
Madera County	Dominion ICX
Mariposa County	Dominion ICX
Napa County	Dominion ICX
Nevada County	Hart Verity Accessible Touch Writer
Orange County	Hart Verity Accessible Touch Writer
Sacramento County	Dominion ICX
San Mateo County	Dominion ICX
Santa Clara County	Dominion ICX
Tuolumne County	Dominion ICX

Data Source: CID County Elections Office Survey

Table 18: Number of Clicks on Elections Website to Access RAVBM Information														
Amador	Butte	Calaveras	El Dorado	Fresno	Los Angeles	Madera	Mariposa	Napa	Nevada	Orange	Sacramento	San Mateo	Santa Clara	Tuolumne
1	-	2	2	1	3	2	-	-	2	3	2	2	2	-

Data Source: CID collected data April, 2021. Please note, we do not have data on how RAVBM-related content might have changed on county websites over the course of the 2020 election period.
*For counties with a dash (-), we could not find information about RAVBM on their website, however, they may have provided an external link to information about RAVBM on the SOS website.

County Elections Office Survey: Summary

In the 2020 primary election, VCA county election offices, as required by the new voting system, engaged in targeted outreach towards voters with disabilities, trained vote center staff, and planned siting locations to ensure an accessible voting experience for these individuals. Methods for ensuring access for voters with disabilities were diverse across all counties, but larger, more populous VCA counties (Los Angeles, Orange, and Sacramento) generally employed more methods when compared to counties with smaller populations (Amador, Butte, Calaveras, El Dorado, Madera, Mariposa, Napa, Nevada, and Tuolumne). Larger VCA counties reported using more diverse outreach methods (i.e., direct digital communication, collaboration with community groups, etc.) and considered more priorities for siting locations (access to free parking, mobile vote centers, etc.) than smaller counties.

Traditional outreach activities (county website, voter guide, mail, and public meetings) were the most commonly used methods for informing voters with disabilities about voting changes; followed by utilizing partnerships with community groups, and through media (digital, print, or radio advertisements and social media). In addition to outreach and education, VCA county elections offices also provided training to vote center workers, specifically with regard to voters with disabilities. In over two-thirds of VCA counties, training content was acquired both internally, as well as through their VAAC, and through DRC (Disability Rights California) or other community partnerships. For a majority of counties, vote center training entailed sensitivity training, voting options for voters with disabilities, or computer or procedure training.

The most important factor for VCA counties in siting locations for voters with disabilities was that locations were accessible. When weighing all factors for siting locations – in addition to factors specifically for voters with disabilities – proximity to public transportation, population centers, and language-minority communities were the most commonly referenced by our survey respondents.

2. Voters' Experiences with the VCA

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

Survey Methodology

This analysis is part of a larger CID statewide survey examining the 2020 primary election with a total sample of 11,913 eligible voter respondents. This large sample included outsized numbers of members of the state's largest racial and ethnic groups (self-reported by respondents). Surveys were conducted in both English and Spanish. The margin of error for the total survey sample is +/-2.9%. We fielded the survey from July 22-29, 2020, recording the views of a diverse sample in which 45% of respondents were white (non-Latino), 32% were Latino, 14% were Asian-American, and 9% were Black. Each of these figures are within 0.1 to 2.7 percentage points of the estimates for the state's citizen voting age population reported by the United States Census Bureau. To further ensure that our findings reflect this population, we created survey weights based on the demographic characteristics of this population and report all results using those weights. We included an oversample of eligible voters with a reported disability. Disability is identified for survey respondents reporting difficulties with any of the following activities: hearing, seeing, walking, standing, using your hands, reading, talking, thinking, and remembering. The total sample size for this population in VCA Counties was 1,558. The total sample size for VCA counties was 6,109. Please note that raw response counts are below 100 on some subgroup responses in Los Angeles County.

Did your county change the options for how and where you could cast your ballot in the March 2020 primary election?

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

When options compared to all eligible voters (32.9%), a higher percentage of eligible voters with a disability (46.3%) said they knew their county changed the available voting options. Just over half of eligible voters with a disability their county did not make changes or they did not know this information.

Table 19: Did your county change the options for how and where you could cast your ballot in the March 2020 primary election? VCA Counties		
	All Eligible Voters	**Eligible Voters w/ Disabilities**
Yes	**32.9%**	**46.3%**
No	**32.1%**	**23.6%**
Don't know	**35.1%**	**30.1%**

Data Source: CID Voter Experience Survey

Los Angeles County

A greater percentage (38.4%) of Los Angeles County eligible voters knew about voting changes compared to eligible voters in all VCA counties combined (32.9%). Just over 60% said their county did not make changes or they did not know this information (Table 20).

Table 20: Did your county change the options for how and where you could cast your ballot in the March 2020 primary election? Los Angeles County		
	All Eligible Voters	**Eligible Voters w/ Disabilities**
Yes	**38.4%**	**54.5%**
No	**30.4%**	**22.5%**
Don't know	**31.2%**	**23.0%**

Data Source: CID Voter Experience Survey

Eligible voters with a disability in Los Angeles County were aware their county changed voting options in greater percentages than eligible voters overall. However, just over 45% of these eligible voters were not aware that their county made changes or they did not know this information. These levels of awareness occurred after the presence of a significant voter outreach campaign in each of the counties adopting the VCA.

How did you hear about the new voting options in your county in the March 2020 primary election?

We asked eligible voters how they heard about the new voting options in their VCA county during the 2020 primary. Respondents could choose all that apply from a list of relevant options. Table 21 shows that just over 14% of those surveyed who had reported knowing their county had made voting changes said that they learned of those changes through the media (newspapers or television news). Another 12.4% each said they learned this information from political campaigns and social media. Friends and family also registered at 11.5% as a source of information.

For eligible voters with a disability who had reported knowing their county had made voting changes, the most common way they heard about their county's new voting options was from political campaigns (13.1%). About 11% each said they learned this information from their county elections office and community groups, with the next most common sources cited as social media (10.8%) and media (10.7%). Another 10.2% reported learning about their new options from friends and family.

Table 21: How did you hear about the new voting options in your county in the March 2020 primary election? VCA Counties		
	All Eligible Voters	**Eligible Voters w/ Disabilities**
Political campaigns/candidates	**12.4%**	**13.1%**
Community groups	**8.8%**	**11.4%**
My county elections office	**10.8%**	**11.3%**
Media (newspapers or television news)	**14.2%**	**10.7%**
Social media	**12.4%**	**10.8%**
Friends or family	**11.5%**	**10.2%**
Flyer in the mail	**11.7%**	**8.2%**
Billboard	**3.2%**	**5.8%**
Text message	**4.1%**	**6.6%**
Email	**7.4%**	**7.8%**
Phone call	**2.0%**	**2.7%**
Not sure from whom	**1.7%**	**1.3%**

Data Source: CID Voter Experience Survey

Los Angeles County

A somewhat higher percentage of Los Angeles County eligible voters reported learning their county had made voting changes from political campaigns (13.5%) than respondents in VCA counties, as a whole. An even larger percentage of Los Angeles County eligible voters (15.3%) with a disability also reported learning from campaigns that their county had made voting changes (Table 22).

Table 22: How did you hear about the new voting options in your county in the March 2020 primary election? Los Angeles County		
	All Eligible Voters	Eligible Voters w/ Disabilities
Political campaigns/candidates	13.5%	15.3%
Community groups	8.6%	13.1%
My county elections office	9.8%	11.4%
Media (newspapers or television news)	14.7%	10.4%
Social media	12.7%	11.2%
Friends or family	12.1%	9.8%
Flyer in the mail	10.6%	7.1%
Billboard	3.5%	6.3%
Text message	4.0%	5.6%
Email	7.4%	7.3%
Phone call	2.1%	1.8%
Not sure from whom	1.1%	0.6%

Data Source: CID Voter Experience Survey

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

We asked survey respondents how they heard about their in-person voting location for the March 2020 primary election. Respondents could choose all that apply from a list of relevant options with some respondents indicating more than one information source. Table 23 shows that 21.6% of all eligible voters in VCA counties reported learning about voting locations from their county voter information guide. A respondent's county website and their VBM packet were cited as the next most common sources at about 17% each, respectively. Just over 17% of eligible voters with a disability reported learning about voting locations from their county voter information guide. The next most common sources were their county website and their VBM packet (15.2% each).

Table 23: How did you specifically learn about the in-person location where you voted or dropped off your vote-by-mail ballot? VCA Counties		
	All Eligible Voters	Eligible Voters w/ Disabilities
County voter information guide	21.6%	17.3%
County website	17.3%	15.2%
Vote-by-mail packet	17.7%	15.2%
Called my county elections office	4.5%	8.4%
Advertisements in the media	7.0%	6.6%
Social media online	6.8%	5.8%
Called by a community group	3.1%	4.8%
Texted by a community group	2.9%	4.6%
Emailed by a community group	3.1%	6.8%
Visited by a community group	2.5%	4.0%
Poster at old polling place	1.9%	2.2%
Friends or family	6.5%	5.2%
Saw signage outside location	4.1%	2.5%
Other	1.2%	1.2%

Data Source: CID Voter Experience Survey

Los Angeles County

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

Table 24: How did you specifically learn about the in-person location where you voted or dropped off your vote-by-mail ballot? Los Angeles County		
	All Eligible Voters	**Eligible Voters w/ Disabilities**
County voter information guide	20.4%	18.6%
County website	16.9%	15.6%
Vote-by-mail packet	15.8%	15.2%
Called my county elections office	4.6%	9.1%
Advertisements in the media	8.0%	5.6%
Social media online	7.8%	6.9%
Called by a community group	3.4%	5.0%
Texted by a community group	3.1%	3.0%
Emailed by a community group	3.0%	4.5%
Visited by a community group	3.0%	5.2%
Poster at old polling place	2.1%	2.3%
Friends or family	7.2%	6.4%
Saw signage outside location	3.8%	1.9%
Other	0.9%	0.6%

Data Source: CID Voter Experience Survey

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

Table 25: How did you get to the in-person voting location where you voted or dropped off your VBM ballot in the 2020 primary election? VCA Counties		
VCA Counties	**Eligible Voters**	**Eligible Voters with a Disability**
Walked/bicycled	22.0%	21.7%
Drove	66.6%	54.7%
Got a ride/ Uber/Lyft	6.2%	12.3%
Public transit	4.1%	9.4%
Paratransit	0.2%	0.6%
Other	1.0%	1.3%

Data Source: CID Voter Experience Survey

We asked those who used a vote center, either to vote in person or to drop off their VBM ballot, how they travelled to the location they visited. Table 25 shows that while two-thirds of voters said they drove, this number was smaller (54.7%) for voters with a disability. A greater proportion of voters with a disability said they used a ride share company (12.3%), public transportation (9.4%), and paratransit (0.6%) than did the overall voter population.

Los Angeles County

Table 26: How did you get to the in-person voting location where you voted or dropped off your VBM ballot in the 2020 primary election? Los Angeles County		
LA County	**Eligible Voters**	**Eligible Voters with a Disability**
Walked/ bicycled	26.7%	27.3%
Drove	61.9%	50.7%
Got a ride/ Uber/ Lyft	6.3%	10.7%
Public transit	4.0%	8.8%
Paratransit	0.1%	0.5%
Other	1.1%	2.0%

Data Source: CID Voter Experience Survey

Los Angeles County voters used driving as their method of transportation to a vote center at lower rates (61.9%) than VCA counties, overall. This was also true for voters with a disability residing in the county (Table 26). A greater percentage of voters with a disability walked or rode a bicycle in Los Angeles County, while a smaller percentage used public transit, ride share, and paratransit to get to a vote center than in VCA counties, overall.

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

Table 27: Why did you vote in person at a voting location in the 2020 primary election? (choose all that apply) VCA Counties		
VCA Counties	**Eligible Voters**	**Eligible Voters with a Disability**
To receive language assistance	12.2%	17.9%
To use an accessible voting machine for voters with disabilities	13.8%	26.8%
To register to vote or update an existing registration record	19.9%	24.7%
To fill out a replacement ballot for the one I received in the mail	13.2%	13.6%
To receive an "I Voted" sticker	32.6%	25.5%
To be seen representing my community	25.1%	17.9%
I don't trust the mail to deliver my ballot	19.9%	13.6%
Other	13.4%	8.5%

Data Source: CID Voter Experience Survey

A third of voters in VCA counties said they voted in person at a voting location in the primary election because they wanted to receive an "I Voted" sticker (Table 27). Another quarter said they wanted to be seen representing their community. About 20% of voters also reported using a vote center to register or update their registration, while another 20% said they didn't trust the USPS to deliver their ballot.

Table 27 shows that the top reasons for voters with a disability to use a vote center were to use an accessible voting machine (26.8%), to receive their "I Voted" sticker (25.5%), and to register or update their registration (24.7%). About 18% said they wanted to be seen representing their community, while the same percentage said they wanted to receive language assistance. Note: Respondents could choose all that apply from a list of relevant options with some respondents indicating more than one reason.

Los Angeles County

Table 28: Why did you vote in person at a voting location in the March 2020 primary election? (choose all that apply) Los Angeles County		
LA County	Eligible Voters	Eligible Voters with a Disability
To receive language assistance	13.9%	17.5%
To use an accessible voting machine for voters with disabilities	13.2%	27.5%
To register to vote or update an existing registration record	19.9%	19.4%
To fill out a replacement ballot for the one I received in the mail	14.2%	13.1%
To receive an "I Voted" sticker	33.1%	23.1%
To be seen representing my community	26.3%	17.5%
I don't trust the mail to deliver my ballot	17.9%	12.5%
Other	14.2%	10.6%

Data Source: CID Voter Experience Survey

Table 28 shows that the most cited reason Los Angeles County voters with a disability went to a vote center was so they could use an accessible voting machine (27.5%). Just over 23% used a vote center so they could receive an "I Voted" sticker. Nearly 20% of Los Angeles County voters with a disability registered or updated their voter registration at a vote center – a much smaller percentage compared to voters with a disability in VCA counties, overall.

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

Table 29: In the future, what features would you likely use if you vote at an in-person voting location? (choose all that apply) VCA Counties		
VCA Counties	Eligible Voters	Eligible Voters with a Disability
Voting in person	47.1%	41.7%
Dropping off my vote-by-mail ballot	42.0%	37.6%
Language assistance	5.4%	9.6%
Accessible voting machine for voters with disabilities	8.9%	15.3%
Registering to vote	9.7%	10.0%
None, I would not vote in person at a voting location	17.4%	15.6%
Other	1.3%	1.3%

Data Source: CID Voter Experience Survey

We asked eligible voters in VCA counties what features they would likely use if they voted at an in-person voting location in the future. Respondents could choose multiple options. Table 29 shows that just over 47% said they would vote in person, while another 42% said they would drop off their VBM ballot at a vote center location. Only 17.4% said they would not vote in person at a voting location in the future. Fewer voters with a disability would vote in person (41.7%) or drop off their VBM ballot (37.6%), but higher percentages said they would use an accessible voting machine (15.3%) compared to eligible voters in VCA counties, overall. Almost 16% of voters with a disability said they would not vote in person again.

Los Angeles County

Table 30: In the future, what features would you likely use if you vote at an in-person voting location? (choose all that apply) Los Angeles County		
LA County	**Eligible Voters**	**Eligible Voters with a Disability**
Voting in person	51.0%	44.4%
Dropping off my vote-by-mail ballot	39.9%	36.1%
Language assistance	6.6%	11.9%
Accessible voting machine for voters with disabilities	10.0%	15.5%
Registering to vote	9.8%	8.3%
None, I would not vote in person at a voting location	14.0%	11.6%
Other	1.3%	1.0%

Data Source: CID Voter Experience Survey

Table 30 shows that a higher percentage of eligible voters with a disability in Los Angeles County would vote in person (44.4%) compared to eligible voters with a disability in VCA counties, overall. Another 36% said they would drop off their VBM ballot at a voting location. Just over 15% said they would use an accessible voting machine compared to eligible voters with a disability in VCA counties, overall.

Conclusion

The VCA requires adopting counties to engage in targeted outreach to voters with disabilities and to provide an accessible voting experience. In order to meet the requirements of the VCA in California's 2020 primary, county elections offices reported a variety of activities: hosting events, increasing digital and print advertisements, collaborating with community partners, training vote center staff, and targeting outreach to voters with disabilities. The most common county outreach efforts appear to be consistent with how surveyed eligible voters said they learned about voting options in their county. Some of the methods most cited by survey respondents included traditional media, social media, and mailed flyers.

Methods for ensuring equitable access for voters with disabilities were diverse across all counties, with larger, more populous VCA counties (Los Angeles, Orange, and Sacramento) generally employing more types of activities when compared to counties with smaller populations (Amador, Butte, Calaveras, El Dorado, Madera, Mariposa, Napa, Nevada, and Tuolumne). In future elections, just over 15% of voters with disabilities indicated that they would use in-person voting so they could utilize accessible voting machines and language assistance.

This report has provided analysis of the efforts made by elections officials and their community partners to inform eligible voters with disabilities about VCA changes in the 2020 primary. CID survey data show that a much higher percentage of voters with a disability knew their VCA county changed their available voting options in the primary compared to the county's overall eligible voter population. However, over half of voters with disabilities were unaware of their VCA county's voting changes, and only one elections office said that it needed to expand outreach and education efforts to voters with disabilities. These findings suggest that counties implementing the VCA in the future should be aware of the challenges that remain with regard to fully implementing the new voting system and informing all voters with disabilities of the options available to them.

Available Resources for VCA Implementation

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

Notes

1. For more information on the California Voter's Choice Act, see: http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201520160SB450
2. For additional details on the requirements of the California Voter's Choice Act, see: http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201520160SB450
3. For more information on this exception for Los Angeles County in the California Voter's Choice Act, see: http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201520160SB450
4. See California Secretary of State's 15 Report of Registration for the 2020 primary election: https://www.sos.ca.gov/elections/report-registration/15day-primary-2018
5. For more information about the timing of the March 3rd, 2020 Primary in California, please see: https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201720180SB568
6. Total population and citizen voting-age population data from the American Community Survey, 5-year Estimates, 2015-2019.
7. Disability population calculation: The percent of residents with disabilities out of the total population, ACS 2015-2019 5-year estimates. Percent limited English proficient population calculation: The percent of the population that has limited English proficiency, ACS 2015-2019 5-year Limited English proficiency is defined as people who speak English "less than very well".
8. For additional details on the Election Administration Plan requirements of the California Voter's Choice Act, see: http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201520160SB450

Appendix

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

Content

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

Amador County

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

a. Outreach methods

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

b. Website

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

c. Workshops

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

d. Voting Location Site Selection

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

e. Planning and Priorities (within sites)

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

f. VAAC

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

g. RAVBM

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

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

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

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

Butte County

EAP updated August 28, 2019: https://clerk-recorder.buttecounty.net/elections/pdf/eap_draft.pdf

   a. Outreach methods

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

   b. Website

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

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

   c. Workshops

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

   d. Voting Location Site Selection

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

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

   e. Planning and Priorities (within sites)

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

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

secret ballot.

    f. VAAC

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

    g. RAVBM

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

- **Receiving a Vote-by-Mail Ballot by Mail** All registered voters will be mailed a ballot packet each election. The packet will include instructions on how to vote and return the ballot, their voting choices, and an official ballot and return envelope.

- **Requesting an Accessible Ballot at a Vote Center** Any voter who is unable to mark the paper ballot, but is able to travel to the Vote Center may request to mark their ballot on the Image Cast X ballot marking device. The voter must complete the check-in process to receive a voter activation card that queues up the correct ballot for them to mark.

- **Requesting a Remote Accessible VBM Ballot** The voter will need to contact the Elections Division to make a request to use this electronic system. Once the request is processed, the voter will receive an email that provides an election specific password from the county and the internet website to access the system.

- **Requesting a Replacement Ballot** Any voter may request a replacement ballot in one of the following ways: • Telephone: 530-552-3400 option 1 or toll free within Butte County 800-894-7761 • In person at The Elections Division, 155 Nelson Avenue, Oroville, CA 95965 • E-mail: elections@buttecounty.net • Fax: 530-538-6853 • In person at any Vote Center within Butte County

Calaveras County

EAP updated November 8, 2019: https://elections.calaverasgov.us/Portals/Elections/Documents/VCA/VCA%20EAPS/2019-11-08%20 Adopted%20Election%20Administration%20Plan.pdf?ver=G_0NmZc5aEAFC8cKGwTzTA%3d%3d

    a. Outreach methods

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

    b. Website

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

    c. Workshops

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

    d. Voting Location Site Selection

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

    e. Planning and Priorities (within sites)

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

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

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

    f. VAAC

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

    g. RAVBM

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

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

- **Requesting an Accessible Ballot - Vote Centers -** All Calaveras County registered voters can use one of the three accessible ballot marking devices at any Vote Center location. Voters can either bring the ballot they received in the mail to drop off, or they can check-in, and request a ballot from a staff member. The ballot can be marked using the touch screen display, also provided are audio & tactile fixtures. The accessible voting machines will be arranged to allow all voters the opportunity to cast their ballot privately and independently.

- **Requesting a Remote Accessible Vote by Mail Ballot -** Calaveras County registered voters with disabilities may opt for an accessible ballot through a Remote Accessible Vote by Mail system. Remote Accessible Vote by Mail provides voters with disabilities the ability to request a vote by mail ballot to be sent electronically. The electronic ballot can be downloaded to the voter's computer, marked using the voter's own assistive technology and then printed. This ballot can be returned in the same manner as any vote by mail ballot: through the mail, placed in a drop box, or returned to a Vote Center or Ballot Assistance Site. Calaveras County Registrar of Voters has used OmniBallot from Democracy Live; a California certified Remote Accessible Vote by Mail system since 2016. Use procedure instructions are provided in the County voter information guide as well as the County website and will be shared in educational materials and during public meetings.

- **Requesting a Replacement Ballot -** Any voter may request a replacement ballot by telephone at (833) 536-8683 or (209) 754-6376, by faxing a request to (209) 754-6733, by appearing in person at a Vote Center, or through the Remote Accessible Vote by Mail system.

El Dorado County

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

   a. Outreach methods

Inform Voters of the Availability of a Vote By Mail Ballot in an Accessible Format and the Process for Requesting such a Ballot
§4005(a)(10)(I)(i)(II) (page 12): The County will share information with the disability community, including information about the Vote Center Model, voting options (including RAVBM), and (800) 730-4322, the County's toll-free access hotline for assistance will be included. Briefly these include:

   1) Materials sharing with organizations providing services and support to people with physical, sensory, intellectual, and developmental disabilities, such as Independent Living organizations, Alta California Regional Center, El Dorado County Disability Advocate Commission (DAC), Mother Lode Rehabilitation Enterprises Inc.

   2) Community partners, elected officials for their newsletters, cities, special districts, school districts, faith-based organizations, and Public Information Officers throughout the county

   3) Television (public access and broadcast stations

   2) Newspapers (such as Mt. Democrat, Georgetown Gazette, Tahoe Tribune and local print version as well as on-line only publications)

   3) Radio stations

   4) Social Media and Department's Website a) County Facebook El Dorado County Elections Department- Home | Facebook b) County Twitter County of El Dorado (@CountyElDorado) | Twitter c) County newsfeed subscription lists Email Subscription Service Elections- El Dorado County

   5) Electronic Billboards

   6) Public Transit Messaging (El Dorado Transit)

   7) Material sharing with VAAC, County VAC

   9) Media Information Sessions, providing opportunity for all media sources to obtain interviews about the Vote Center Model

   10) Public Service Announcements, broadly distributed to outlets serving the County in multiple formats

   11) County Departments (such as Health and Human Services, Human Assistance, Veteran Services)

   b. Website

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

   1) All voters will receive a vote by mail (VBM) ballot

   2) All Vote Centers will have three accessible voting devices with instructions on how to use the device

   3) The method for requesting, marking and submitting an accessible ballot through the County's Remote Accessible Vote by Mail (RAVBM) program

4) Information on how to access the Voter Information Guide in an accessible format

5) Access to videos developed to assist voters with disabilities with getting the information they need in order to cast their ballot

6) Frequently asked questions specific to the Disability Community

7) VAAC meeting information including past and current agendas

8) Updates, if any related to the location and implementation of Mobile or Pop Up vote centers

    c. Workshops

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

    d. Voting Location Site Selection

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

    e. Planning and Priorities (within sites)

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

    f. VAAC

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

    g. RAVBM

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

- **Receiving A VBM Ballot by Mail -** All El Dorado County registered voters will receive a VBM ballot packet by mail for each election. The enclosed ballot can be marked and returned in the identification enveloped included with the VBM packet.

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

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

- **Requesting a Replacement Ballot** Any voter may request a replacement ballot by telephone at (530) 621-7480, by faxing a request to (530) 626-5514, by appearing at a Vote Center, at the County Election office, or through the on-line RAVBM system.

Fresno County

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

a. Outreach methods

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

b. Website

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

c. Workshops

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

d. Voting Location Site Selection

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

e. Planning and Priorities (within sites)

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

f. VAAC

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

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

g. RAVBM

Vote-By-Mail Ballots (page 10):

1. **Vote-By-Mail (VBM)**: All Fresno County registered voters will receive a Vote-By-Mail Ballot. Voted mail ballots may be returned by mail (postage-paid), at any drop box or any vote center.

2. **RAVBM (Remote Accessible Vote-By-Mail):** Fresno County registered voters with disabilities may request from the Elections Office an accessible ballot. The ballot can be accessed on the voter's computer, marked using the voter's own assistive technology and then printed. This ballot can be returned in the same manner as any VBM ballot (mail, Ballot Drop Box or Vote Center). Messaging about the use of the RAVBM service will be included on the website, social media and the County Information Guide. Print and video messages will be made available to agencies and organizations that provide services to people with disabilities for inclusion in their messaging to their clients and members.

3. **Replacement Ballot Requests:** All voters may request a replacement ballot by telephone at (559) 600-VOTE (8683), by faxing a request to (559) 488-3279, by appearing at a Vote Center or at the Elections Office.

Los Angeles County

EAP updated 2019: https://vsap.lavote.net/wp-content/uploads/2020/02/EAP_FINAL-ENGLISH.pdf

Overview:

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

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

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

    a. Outreach methods

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

    b. Website

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

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

    c. Workshops

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

d. Voting Location Site Selection

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

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

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

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

e. Planning and Priorities (within sites)

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

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

f. VAAC

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

g. RAVBM

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

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

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

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

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

Madera County

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

a. Outreach methods

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

b. Website

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

c. Workshops

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

d. Voting Location Site Selection

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

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

e. Planning and Priorities (within sites)

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

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

f. VAAC

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

g. RAVBM

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

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

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

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

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

Mariposa County

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

a. Outreach methods

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

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

b. Website

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

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

c. Workshops

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

d. Voting Location Site Selection

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

e. Planning and Priorities (within sites)

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

f. VAAC

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

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

g. RAVBM

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

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

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

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

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

Napa County

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

a. Outreach methods

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

b. Website

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

c. Workshops

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

d. Voting Location Site Selection

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

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

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

e. Planning and Priorities (within sites)

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

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

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

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

f.   VAAC

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

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

g.   RAVBM

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

Nevada County

EAP Updated March 2, 2020: https://www.mynevadacounty.com/DocumentCenter/View/34021/2020-Election-Administration-Plan_FINAL-Rev-3-2-2020

   a. Outreach methods

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

   b. Website

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

   c. Workshops

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

   d. Voting Location Site Selection

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

   e. Planning and Priorities (within sites)

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

   f. VAAC

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

   g. RAVBM

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

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

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

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

Orange County

EAP does not have a finalized date: https://www.ocvote.com/fileadmin/vc/assets/eap_final_v3.pdf

    a. Outreach methods

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

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

    b. Website

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

    c. Workshops

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

    d. Voting Location Site Selection

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

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

e. Planning and Priorities (within sites)

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

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

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

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

f. VAAC

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

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

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

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

g. RAVBM

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

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

Sacramento County

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

   a. Outreach methods

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

   b. Website

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

   i. Voter Look-up Tool, that allows any Sacramento County voter to:
       a.   Verify their voter registration information
       b.   Verify their voted ballot has been received by Sacramento County
       c.   Find the nearest Vote Center to their residence (picture of Vote Center included)
       d.   Access their County Voter Information Guide and accessible ballot.

   ii. Vote Center and Ballot Drop Box locations sorted by City, with hours of operations, and directions to any location through Google Maps

   iii. Audio information for Measures in Sacramento County

   iv. Election Results, in HTML and interactive

   v. Online toolkit for outreach materials and publications relating to the Voter's Choice Act

   vi. Information on Accessible Voting Options, including information on what is available at a Vote Center, Curbside Voting, Accessible Vote by Mail, and Materials in Accessible Formats.

   c. Workshops

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

   d. Voting Location Site Selection

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

   e. Planning and Priorities (within sites)

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

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

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

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

    f. VAAC

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

    g. RAVBM

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

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

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

San Mateo County

EAP updated January 3, 2020 https://www.smcacre.org/sites/main/files/file-attachments/eap_jan2020-jan2024_web.pdf?1580352676

a. Outreach methods

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

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

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

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

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

b. Website

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

c. Workshops

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

d. Voting Location Site Selection

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

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

e. Planning and Priorities (within sites)

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

    f. VAAC

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

    g. RAVBM

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

Santa Clara County

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

a. Outreach methods

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

Outreach to the Disability (page 26): Community In addition to the general media campaign, the ROV will also focus on providing information to voters with accessibility needs. This will include information about the availability of a minimum of three accessible voting devices at every Vote Center, as well as the option to request the use of the Remote Accessible Vote-by-Mail (RAVBM) system. The RAVBM system is designated for use only by registered voters with disabilities, as well as for military and overseas voters23.

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

b. Website

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

c. Workshops

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

d. Voting Location Site Selection

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

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

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

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

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

    e. Planning and Priorities (within sites)

Accessible Voting in Vote Centers (page 12): The Santa Clara County Registrar of Voters (ROV) aims to ensure voter accessibility is considered throughout the planning and implementation of VCA. Accessibility is a major topic of consideration as the ROV contemplates Vote Center selection, voting machines, and the training and placement of Election Officers in order to provide compliance with any and all needs of the voters. The ROV will be using new voting machines, along with previously established programs, such as Remote Accessible Vote-by-Mail (RAVBM) voting, to promote a safe, accessible, and independent voting experience for every voter. The County of Santa Clara has, and will continue to provide, accessible voting at all Vote Centers15.

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

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

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

    f. VAAC

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

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

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

   g. RAVBM

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

Another accessible option that voters may request is to utilize the Remote Accessible Vote-by-Mail (RAVBM) system. The RAVBM system is designated for use only by registered voters with disabilities, as well as for military and overseas 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 was included in their Vote-by-Mail envelope. They may request replacement ballot return envelopes by calling the ROV toll free at (866) 430-8683 or may pick one up at the ROV Office or at a Vote Center. Replacement ballot return envelopes will also be made available at Ballot Drop-boxes. Voters may also choose to use their own envelope, but they must include a printed and signed Oath of Voter page enclosed with their ballot. The Oath of Voter page is to be downloaded along with the ballot through the RAVBM email link. If returning the ballot via standard mail, the blue ballot return envelopes do not require any postage, while sufficient postage will be needed when returning using own envelope.

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

Tuolumne County

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

a. Outreach methods

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

b. Website

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

c. Workshops

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

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

d. Voting Location Site Selection

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

e. Planning and Priorities (within sites)

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

f. VAAC

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

g. RAVBM

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

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

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