COUNTY OF SANTA CLARA

Citizen’s Advisory Commission on Elections

FISCAL YEAR 2012-2013 WORK PLAN

Members:

Amy Pearl, Chair
Patricia Uro-May, Vice-chair
Bonnie Bamberg
Jonathan Brusco
Dave Kadlecak
Sharon Sweeney

Approved
MISSION STATEMENT: The Santa Clara County Citizens Advisory Commission on Elections shall act in an advisory capacity to Board of Supervisors and the Registrar of Voters to achieve and maintain excellence in the election process and to promote the integrity, efficiency and accuracy of the voting process while encouraging the widest possible citizen participation in elections, promoting voter education, outreach to voters, and keeping abreast of technology in the voting process.

HISTORICAL BACKGROUND: On December 16, 2008, the Santa Clara County Board of Supervisors passed Ordinance Number NS 300.796 establishing the Citizen’s Advisory Commission on Elections to act in an advisory capacity to the Board of Supervisors and Registrar of Voters on the election processes in this County. Membership was fully approved by the Board on May 11, 2010, and the Commission held its first meeting on May 12, 2010.
### Prior Year (2011-2012) Accomplishments

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<tr>
<th>Goals/Objectives</th>
<th>Activities</th>
<th>Status</th>
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| **1. Establish commission operating procedures** | 1. Create a commission handbook.  
2. Prepare and submit Commission’s Work Plan to BOS for 2012 in accordance with Instructions for Completion of Work Plans.  
3. Create ad hoc committees and subcommittees enabling the commission to accomplish its goals.  
4. Meet with ROV to discuss ways the Commission could work with them on community activities such as voter outreach and voter complaints  
5. Meet with Supervisors and staff to get input for goals, activities and processes for the Commission  
6. Participated in new ROV hiring process.  
7. Solicit new commissioners to fill vacancies | 1. Initiated  
2. Completed  
3. Created as needed  
4. Completed  
5. Completed  
6. Completed  
7. Completed |
| **2. Increase voter participation through education and outreach** | 1. Formed Outreach Subcommittee, through which we convened public meetings with citizen voters, high school students, and Community-based Organizations.  
2. Studied 2010 Census and its impact as it relates to multi-lingual requirements  
3. Worked with Supervisors to include CACE event notices in their newsletters.  
4. Monitored Community Based Organizations RFP award process.  
5. Monitored Community Based Organizations program process. | 1. Completed; continuing  
2. Initiated  
3. Completed; continuing  
4. Completed  
5. Continuing |
| **3. Elections Operations Review** | 1. Studied existing ROV procedures including  
   a. Proposition 14 – Top Two Primaries  
   b. Vote by mail procedures and deadlines  
   c. Past and present voter education, outreach, and methods to increase voter participation  
   d. Vote by Mail precincts  
   e. Voter registration including electronic signatures  
   f. Interaction with and responsibilities for municipal elections  
   g. Automatic Signature Verification  
   h. Ballot creation, printing, distribution and timelines  
   i. Provisional voting,  
2. Studied pertinent aspects of the California and Federal Election Law  
3. Reviewed ROV's new materials for 2012 primary election, specifically regarding the top two primary, and new voter registration card  
4. Tracked Santa Clara City Charter Review meetings, specifically possible charter | 1. Completed initial studies; continuing to review as needed  
2. Completed  
3. Completed  
4. Completed |
| 4. Investigate trends in election technology | changes regarding how city council members are elected  
5. Reviewed City of San Jose’s November 2011 petition certification inconsistencies  
6. Reviewed vendor contracts for efficient and operational information, policy matters, vendor performance, revocability and value to county. Monitoring vendor and equipment cost overruns.  
7. Met with experts at United Way regarding best practices for RFPs | 5. Completed  
6. Completed  
7. Completed |
| --- | --- | --- |
| 1. Convened a public panel discussion relating to election verification  
2. Studied updated voting systems and technology; California and Federal certification guidelines.  
3. Tracked and reported on new California election legislation and county board and committee election related to  
   a. Changes in the California Secretary of State’s protocol for All-Mail-In-Ballot precincts outlined in CC/ROV Memorandum #11114  
   b. Legislative updates from ROV regarding the status of Senate Bill (SB) 641 and SB 397  
4. Visited and reported on area election officials with ROV Barry Garner to discuss issues, commissions, etc and report to our Commission (Stephen Weir, Contra Costa county; John Arnitz, San Francisco county; Elaine Ginnold, Marin County; Dave Macdonald, Alameda county)  
5. Met with and reported on election experts and organizations including Pam Smith, President, Verified Voting  
6. Reviewed report of the San Francisco Voting Systems Task Force Recommendations on Voting Systems for the City and County of San Francisco  
7. Met with California Secretary of State Chief Counsel regarding voting systems technology, policy and election systems guidelines and updates | 1. Completed  
2. Completed  
3. Completed  
4. Completed |
| 5. Assess customer service and complaint system for better public understanding | 1. Reviewed issues identified by the Voting Rights Advisory Committee (VRAC) for informational focus to the Outreach Subcommittee and inclusion of interested members of the community.  
2. In accordance with the BOS Memo, Nov. 9, 2010, adopted Nov. 21, 2010, established a **Customer Complaint, Fees and charges Subcommittee** and established the Commission as a forum to hear election complaints and concerns.  
3. Reviewed ROV customer complaint and customer service and fees processes.  
4. Reviewed the Santa Clara County Civil Grand Jury Report regarding Santa Clara County Registrar of Voters Errors In June 2010 Election Ballot Mailing and the ROV’s response to same | 1. Completed  
2. Completed  
3. Completed  
4. Completed |
# FY 2012-2013 Work Plan

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<th>GOALS/OBJECTIVES</th>
<th>ACTIVITIES</th>
<th>TIMEFRAME</th>
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| 1. Refine commission operating procedures | 1. Create a commission handbook of information and procedures.  
2. Prepare and submit Commission’s Work Plan to BOS for 2013-2014 in accordance with Instructions for Completion of Work Plans (Ordinance Duty E)  
3. Establish subcommittees as needed to achieve goals and objectives.  
4. Comply with the commission charter, Brown Act, and county ethics guidelines  
5. Work collaboratively with the ROV  
6. Get input and feedback from Supervisors and Staff  
7. Solicit new commissioners to fill vacancies | July 1, 2012 To June 30, 2013 |
| 2. Increase citizen participation in elections and promote voter registration and voting through education and outreach (Ordinance Duties B and C) | 1. Continue work of the CACE Voter Outreach Subcommittee on activities such as, but not limited to, the following:  
   a. Voter education and outreach, including working with Community Based Organizations  
   b. Education of voters about new issues such as the top-two primary, and redistricting  
   c. Assess ROV CBO program process and results  
2. Provide a public forum to which SCC ROV can bring new or proposed procedures, materials, and equipment expenditures for feedback from Commissioners and the public  
3. Work with Supervisors to include CACE event notices in their newsletters | July 1, 2012 To June 30, 2013 |
| 3. Promote integrity, efficiency and accuracy of voter registration and election procedures (Ordinance Duty A) | 1. Establish Election Trends Subcommittee to track and assess trends in election technology and policy.  
2. Periodically review and assess existing and proposed SCC ROV procedures, materials, and equipment expenditures such as, but not limited to, the following:  
   a. Filing processes for local candidates, measures and initiatives  
   b. Ballot creation, printing and distribution methodologies  
   c. Provisional voting operations  
   d. Polling place selection and all phases of selection and training of Election Officers/Poll Workers  
   e. Use and alternative implementations of Mail Ballot Precincts  
   f. Vendor contracts and operational information, track vendor performance  
   g. Voter registration including electronic signatures and Voter File and Precinct Roster maintenance | July 1, 2012 To June 30, 2013 |

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| 4. Promote good customer/voter service | 1. Continue work of the CACE **Customer Service and Fees Subcommittee** on activities such as, but not limited to, the following:
   a. Investigate voter and customer complaints and processes and make recommendations as may be appropriate
   b. Review fees and charges
   c. After county-wide elections, review and evaluate ROV complaint report and track as appropriate
   d. Work with ROV on impact of potential Postal Center closings; postal rate increases; explore alternatives for timely return of Vote by Mail ballots.
   2. Maintain CACE as a forum for public comments or complaints regarding SCC voting and election activities.
      a. Refer public comments and complaints to ROV and track resolution as appropriate.
   3. Examine the accuracy of the voter rolls and reports based on them, paying particular attention to the issues raised in the February 2012 Pew Center report "Inaccurate, Costly, and Inefficient: Evidence That America’s Voter Registration System Needs an Upgrade". | July 1, 2012 To June 30, 2013 |

| | **h. Early voting**
  | **i. Tabulation, auditing and reporting of election results** |
| 3. Explore alternatives for idle SCC DRE machines | 4. Review and assess the conduct of each election in Santa Clara County |
| 5. Review alternative and new procedures, materials, equipment and voting mechanisms used and under consideration outside SCC such as, but not limited to the following: |  |  |
  a. Vote by Mail including impact on voter participation
  b. Vote centers, Ballot on demand, Decentralized tabulation
  c. Alternative voted ballot verification systems/procedures
  d. Automatic Signature Verification
  e. Alternative election methods |
| 6. Track current and proposed Federal and California election law, legislation and research on election materials, procedures and voting mechanisms such as, but not limited to the following: |  |  |
  a. Evaluate impact of Top-Two Primary on voters
  b. California statewide voter registration data base (possibilities)
  c. Internet voting, electronic signatures for ballots and petitions, use of mobile devices (deleted “Approval Voting”)
  d. Overseas voting |