



Assessor-County Clerk-Recorder and Elections

San Mateo County Voting Accessibility Advisory Committee

Meeting Minutes
October 16, 2015
10:30 A.M.

Members Present

Craig McCulloh, Chair
Vincent Merola
Randall Jones
Mike Levinson
Trinh Phan
Wilhelmina (Sammi) Riley

Staff Present

Jim Irizarry
Lupe Marin
Hillary O'Connor
Anthony Suber, Secretary

Items Discussed

1. Introduction of Committee Members

All attendees were introduced by name and association

2. Voter Phone Bank / call logs and record keeping

Hillary O'Connor of the SMC Elections staff introduced herself and discussed the areas within the department that she oversees including Voter Registration and Phone Bank. She discussed the Phone Bank procedures, call flow, and some frequently asked questions. Hillary shared that calls are logged, tracked electronically, and available for reporting. Calls are made available for staff to review and provide any necessary follow ups or resolution. She also informed the VAAC about the new phone system that has the ability to track all incoming calls.

VAAC Members disclosed an interest in having access to logs from the past few years, specifically for *Election Days* incidents and determine if any of the calls were related to voter accessibility issues. VAAC Members also suggested adding a "Accessibility" drop down option for logging calls. Hillary educated the group on the Elections policy to address and respond to calls within 1 business day. She also advised the VAAC that there will be openings in the Phone Bank and Voter Registration departments for the Presidential primary and general elections in 2016.

Ms. O'Connor informed the VAAC on the process of how a Voter becomes "inactive", which included a discussion of 3rd party change of address notifications or national change of address file comes to our office. When these pieces of information are received in the Elections office the Voter is "Inactivated". They are still eligible to vote, but they do not receive additional mailings. She also discussed how the Elections department is notified about "Deceased" Voters. The process includes the Secretary of State sends a list once per month of state wide vital statistics for deceased voters. Lastly, Hillary shared details regarding "VoteCal" which is a state wide Voter Registration database set to be implemented in San Mateo County in 2016. "VoteCal" is a near real-time databased that is shared throughout the state of California.

3. Review and approved Meeting Minutes from September 28th, 2015 Agenda

M. Levinson made a motion to approve the minutes and V. Merola seconded the motion. The motion carried.

4. Election of Vice Chair

R. Jones nominated V. Merola for Vice Chair of the VAAC. M. Levinson seconded the motion. The motion carried.

5. Formal Agenda Policies

There was a group consensus that agreed 3-4 days prior to the next VAAC meeting is an appropriate timeline for minutes to be distributed electronically with a fair amount of flexibility as possible. The group wants all members and staff to have as much flexibility regarding agenda items as well.

6. Discussion regarding additional committee members

Wilhelmina (Sammi) Riley was introduced to the VAAC by M. Levinson. She currently serves the community as a PCC member and a user of "Redi-Wheels". She was recommended / nominated as a VAAC member by M. Levinson. R. Jones made a motion to approve her nomination and V. Merola seconded the motion. The motion carried.

Craig McCulloh requested we develop a generic request letter to recruit new VAAC members. We discussed sending recruitment information to various service agencies and consumers of agencies that serve the Senior demographic. C. McCulloh and A. Suber will work on a letter and distribute to VAAC for input. We will connect with Chip Huggins to see if he is still able to participate. The committee discussed having a standing meeting or calendar of meetings for future reference. C. McCulloh will follow up with Sue Digre to confirm her participation. The committee will discuss having an official goal for number of members.

7. Follow up discussion regarding findings for transportation and shuttle service

There was no additional information to report. We discussed following up with SanTrans to inquire if in future elections Redi-Wheels will consider waiting at the drop-off location for Voters. There was a suggestion to have SamTrans dedicate 1 shuttle specifically for voting purposes during Election Day. There was another suggestion for the VAAC to collaborate with City Clerks to coordinate transportation efforts or advocacy. The VAAC requested a list of upcoming dates for 2016 Elections. (June 7th – Presidential Primary & November 8th – Presidential General)

C. McCulloh proposed to focus a considerable amount of our next meeting to begin to develop a comprehensive transportation plan to make recommendations to various agencies or City offices.

The group collectively decided to have the "Transportation" agenda item to re-appear on our next Agenda.

8. Follow up discussion regarding Audio instructions

For the 11/3/2015 election the Elections department phone system will remain as is with recommendations and modifications to be implemented for 2016. Option "3" disconnects the caller, which may need to be changed immediately. There are also some information errors that M. Levinson documented. This will be

reviewed by Elections staff. The errors include inaccurate information on receiving ballots and how those ballots will be counted toward the election.

9. Do we want to share VAAC information on www.shaprethefuture.org
Anthony Suber will discuss what options are open to the VAAC concerning adding information to the website and report back to the committee.

10. VAAC members to visit a UPP on Election Day

Several members planned to visit UPP's on Election Day and email summary's or their findings or assessments for review at future meetings.

11. Action items for next meeting

We want to prepare a meeting calendar for 2016

Intend to review call logs from Election Day calls at our next meeting

Confirmed December 10th @ 10:30 AM at the 40 Tower Road Elections building will be the date, time, and location of our next meeting. (This date and time was amended to December 7th in email conversations). The group agreed this meeting should last approximately 60 – 90 minutes.

Suggested agenda items for the next meeting include:

Preparation of a letter to advocate to the Board of Supervisors about the need for additional FTE staff within Elections

Discuss the concern of Accessibility of voting machines for wheelchairs.