ELECTION ADMINISTRATION PLAN

SAN BENITO COUNTY ELECTIONS

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Executive Summary

The San Benito County Elections Department aims to provide safe, simple, and secure elections to its residents. The Elections Department implemented the Voter's Choice Act (VCA) in San Benito County on January 24, 2022.

Compared to the traditional polling place model, the VCA model provides more locations to get a replacement ballot (on-demand), a greater number of accessible voting machines, and more language assistance for voters.

The Election Administration Plan (EAP) serves as the formal guiding outline for implementation of the VCA model in San Benito County. It incorporates the feedback provided by voters and community advisory committees such as the Language Accessibility Advisory Committee (LAAC) and the Voting Accessibility Advisory Committee (VAAC).

The EAP implements a comprehensive voter education campaign, which includes expanding our social media presence, partnerships with high schools and institutions of higher education, and collaborations with elected officials and government agencies. The plan will continue to be the framework for informing San Benito County's voters of upcoming changes and operations of the Vote Center model.

At the time of preparing the EAP, four Vote Centers and three Ballot Drop Boxes will be used based on current voter registration and California Election Code requirements; five additional Ballot Drop Boxes and one satellite office were added at the request of the voters. Voters may also return their Vote-By-Mail ballot by mail without needing to affix additional postage, at a Ballot Drop Box location, or at any vote center.

As San Benito County continues to implement the Vote Center model, the Elections Department remains committed to our mission of providing election services for the citizens of San Benito County, ensuring equal access, protecting the integrity of votes, and maintaining a transparent, accurate and fair election process.

This updated EAP is the culmination of the collaborative effort with our community partners, municipal election colleagues, and stakeholders. We would also like to highlight all the efforts made to move quickly to secure additional drop boxes and office space for the department after the September 6, 2023 building fire.

In the pages that follow, the EAP describes the Vote-by-Mail process; the proposed locations of the County's Vote Centers and Ballot Drop Boxes; the election technology that will be deployed securely at Vote Centers and our Voter Education and Outreach Plan.

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Voter's Choice Act (VCA)

The Voters Choice Act (VCA) is a law passed by the California State Legislature in 2016. The California Voter's Choice Act modernizes elections in California by allowing counties to conduct elections under a model which provides greater flexibility and convenience for voters.

Compared to the traditional polling place model, the VCA model provides the ability to vote at any vote center, the ability to deposit a Vote-By-Mail ballot at official Drop Box locations throughout the county, an extended voting period, more locations to get a replacement ballot (on-demand), a greater number of accessible voting machines, and more language assistance for voters as compared to the traditional polling place model.

The VCA has been implemented successfully in the Counties of Alameda, Amador, Butte, Calaveras, El Dorado, Fresno, Kings, Los Angeles, Madera, Marin, Mariposa, Merced, Napa, Nevada, Orange, Riverside, Sacramento, San Diego, San Mateo, Santa Clara, Santa Cruz, Sonoma, Stanislaus, Tuolumne, Ventura, and Yolo.

The Election Administration Plan (EAP) provides the formal guiding outline for conduction of the VCA model in San Benito County. This Election Administration Plan describes the Vote-by-Mail process; the proposed locations of the County's Vote Centers and Ballot Drop Boxes; the election technology that will be deployed securely at Vote Centers, and our Voter Education and Outreach Plan.

The San Benito County Elections Department implemented the VCA beginning with the June 7, 2022, Statewide Direct Primary Election, and as a result:

1. Every active registered voter will receive a Vote-by-Mail ballot starting twenty-nine days before Election Day

2. Voters can vote at any of the Vote Centers in San Benito County

3. Two Vote Centers will be open for eleven days, including Election Day

4. Two Additional Vote Centers will be open for four days, including Election Day

5. Six Drop Boxes will be open for twenty-nine days, including Election Day

VOTE CENTERS

EC §4005(a)(10)(I)(vi)(I), EC §4005(a)(10)(I)(vi)(III), EC §4005(a)(10)(I)(vi)(VI)

Vote Centers operate like polling places, allowing voters to cast their ballot in person, whether on paper or by utilizing an accessible ballot marking device. Unlike polling places, however, voters can cast their ballot or request to receive a replacement ballot at any Vote Center countywide. Voters will also be able to register to vote or update their registration at any Vote Center. Voters who have not registered before the close of registration (14 days prior to the election), will be able to Conditionally Register to Vote at any Vote Center and cast a provisional ballot through Election Day.

Vote Centers will have secure access to the County's Election Management System (EMS), allowing Vote Center staff to verify, in real time, the voting status of each voter. Vote Centers will be equipped with a minimum of three accessible ballot marking devices. All Vote Centers will be ADA-compliant and Election personnel will be on site to assist voters with specific needs.

Security and contingency plans will be in place to prevent disruption of voting, and to ensure that the election is properly conducted. When Vote Centers are not in operation, the site and equipment will be secured through tested and established security protocols such as tamper evident seals and secure storage locations.

There will be a total of four (4) Vote Centers available to all voters in San Benito County. Below is a list of proposed Vote Centers. All Vote Centers will be open for at least eight hours a day during the early voting period. On Election Day, all Vote Centers will be open from 7:00 a.m. to 8:00 p.m. Exact hours of each Vote Center's operation will be posted on the Elections webpage www.sanbenitocounty-ca-cre.gov/elections and included in the San Benito County Voter Information Guide.

OPEN 29 DAYS BEFORE THE ELECTION THROUGH ELECTION DAY
EC §4005(a)(4)(A)

Elections Department
1601 Lana Way
Hollister, CA 95023

VOTE CENTERS OPEN 10 DAYS BEFORE THE ELECTION THROUGH ELECTION DAY
EC §4005(a)(4)(A)

Abundant Life Church
790 Bolsa Road
Hollister, CA 95023

Elections Department
1601 Lana Way
Hollister, CA 95023

VOTE CENTERS OPEN 3 DAYS BEFORE THE ELECTION THROUGH ELECTION DAY
EC §4005(a)(3)(A)

St. Benedict Catholic Church
1200 Fairview Road
Hollister, CA 95023

San Juan Bautista Community Center
10 San Jose Street
San Juan Bautista, CA 95045

SATELLITE OFFICE OPEN ON ELECTION DAY

San Benito County Community Foundation, Epicenter
440 San Benito St. San Andreas Conference Room
Hollister, CA 95023

MAP OF VOTE CENTERS
EC §4005(a)(10)(I)(vi)(V)

See Appendix D for the map and descriptions of Vote Centers and Ballot Drop Box locations for San Benito County.

VOTE CENTER DETAILS

Voting Technology

Each Vote Center will be linked to the Election Information Management System (EIMS) through a secure connection. EIMS is connected to the voter registration database administered by the State of California (VoteCal). This will provide access to voter registration data, enabling Vote Center staff to determine the registration and voter status of every voter in real time.

The Elections Department will deploy a minimum of three (3) Dominion Voting Systems Image Cast X (ICX) accessible ballot marking devices at each Vote Center. The ballot marking capabilities have accessibility features, including touchscreen and audio, which gives voters with disabilities the ability to cast a private ballot without assistance. The voting system is equipped with audio features that allows voters to listen to the ballot and make their choices using the keypad provided. The keypad includes a "sip and puff" feature as well.
The ICX has the audio capability to read English and Spanish languages. The ICX requires the election officer to insert an activation card to display each voter's ballot.

Lastly, the Elections Department will also deploy a Mobile Ballot Printer (MBP) that will allow each Vote Center to print ballots on demand in all required languages at all Vote Centers. The Mobile Ballot Printer is equipped with Mobile Ballot Production Software that is used to search, preview, and print ballots via a local printer device. The application uses ballot information and PDFs produced by the Election Event Designer (EED) application.

Staffing Vote Centers
EC §4005(a)(10)(I)(vi)(IX)

Each Vote Center will have at least two (2) extra help elections staff members and five (5) members of the public serving as Election Officers.

All Vote Center staff will be required to attend a mandatory training.
The training will cover the following areas:
- Setup of the Vote Center,
- Customer Service
- Processing voters,
- Operation of the voting equipment,
- Accommodating voters with disabilities or language specific needs,
- End of day closing procedures,
- Daily securing of equipment, and
- What to do in case of an emergency.

All staff will be provided with written procedures to reference, and emergency procedures will be included.

The Elections Department will collaborate with its Voting Accessibility Advisory Committee (VAAC) and Language Accessibility Advisory Committee (LAAC) members to develop its Bilingual, Disability and Voting Accessibility training programs.

Bilingual Assistance at Vote Centers
EC §12303

There must be a reasonable amount of effort to staff bilingual Election Officers at all locations where 3% or more of the voting age population does not speak English at adequate levels. Each county in California has their own specific method for determining which precincts require a bilingual Election Officer. Voter file information such as birthplace, surname, and language preference are used to identify areas where bilingual assistance may be needed. The 2020 Census and American Community Survey information, as it applies to Election Codes 14201 and 12303, are used to identify precincts that meet the 3% threshold. In addition, voter requests from the Voter Registration Cards and online registration are also referenced for appropriate placement of bilingual staffing. In San Benito County, all Vote Centers will have bilingual staff.

Disability and Voting Accessibility at Vote Centers

Election Officers will be provided with a reasonable amount of training and resources to assist voters with disabilities and disability etiquette. This includes curbside voting and how to troubleshoot accessible voting machines.

Curbside Voting: Curbside voting allows you to park as close as possible to the voting area. Election officers will bring the voter a roster to sign, a ballot, and any other voting materials the voter may need, whether the voter is at a curb or in a car.

Instruction on how to operate the voting machines will be part of the mandatory Election Officer training. Different scenarios will be addressed, and solutions will be provided. This will be hands-on training.

Design and Layout of Vote Centers
EC §4005(a)(10)(I)(vi)(XI)

Vote Centers are designed to ensure that each voter has the right to cast a private and independent ballot. Voting equipment and ballot Drop Boxes will be placed strategically in the Vote Center so that they are easily identifiable by voters and can be monitored by Vote Center staff. See Appendix E for the design and layout of Vote Centers.

Security and Contingency Plans
EC §4005 (a)(10)(I)(vi)(VIII)

Ensuring the Security of Voting
EC §4005(a)(10)(I)(iv)

The Elections Department will ensure the security of voting conducted at Vote Centers using the following methods and standards:

- All equipment will be configured for each election after the certified list of candidates is received from the Secretary of State. Logic and Accuracy Testing will be done in accordance with state law for all voting equipment, including the ballot printers and accessible ballot marking devices. A media release, at least 7 days before the scheduled start of Logic & Accuracy Testing, will be distributed. This process is open to the public.
- All Vote Center staff, including Election Officers, will be well trained and prepared to assist eligible voters in every way possible. Staff will also be well versed in proper chain of custody procedures and the operations of voting equipment.
- Vote Center staff will have access to the same Election Information Management System (EIMS) used in the County office. To ensure that every eligible voter can cast their ballot, EIMS allows Vote Center staff to determine whether a voter is properly registered, whether the voter has received a ballot, whether the voter has returned a ballot, and what type of ballot to issue the voter.

- Vote Center staff will have an assigned laptop that will connect to EIMS and to VoteCal, the official statewide voter registration database managed by the California Secretary of State. VoteCal tracks voters across the state and notifies Vote Center staff if a voter is actively registered in another county and if the voter has received and/or returned a ballot in another county. Vote Center staff will receive ample training and exposure to all VoteCal capabilities.
- All equipment connected to the election management system's server is fully compliant with all security measures and regulations (EC §20158). We ensure compliance in partnership with the San Benito County Information Technology staff.
- Each Vote Center will have enough voting equipment, resources, and signage placed strategically to ensure that every voter can cast a private and independent vote.
- The Dominion Image Cast X-ICX voting equipment is a paper-based system and does not connect to any network. All equipment is secured with tamper-evident seals. Vote Center staff will perform a daily security verification and securely lock voting equipment when Vote Centers are closed.
- All recorded votes, including paper ballots, conditional voter registration (CVR) ballots, provisional ballots, and Vote-By-Mail ballots, will be transported securely to the San Benito County Elections Department daily after the Vote Center closes.

Prevention Measures and Potential Disruptions
EC §4005 (a)(10)(I)(vi)(VIII)(ia), EC §4005 (a)(10)(I)(vi)(VIII)(ib),

All elections and Vote Center staff will be prepared for potential disruptions at Vote Centers. The Elections Department will have experienced staff on duty to distribute the needed replacement materials and equipment. Staff will be prepared to troubleshoot equipment. All Vote Centers will have cell phones to connect quickly with elections staff when necessary.

See Appendix F for a list of potential disruptions and responses that elections and Vote Center staff will take in the event they occur.

Mobile Vote Centers
EC §4005(a)(10)(B)(xiv)

The Elections Department is implementing a mobile Vote Center. San Benito County will look to service geographically isolated populations and assisted living facilities. Mobile Vote Centers will have the same functionality as any established Vote Center.

The main priority will be to provide the availability of a mobile Vote Center for north and south county locations. The locations and hours of operation for the mobile Vote Center will be available to the public on the Elections website at www.sanbenitocounty-ca-cre.gov/VCBD and in voting materials sent to voters.

The Elections Department will put emphasis on serving additional communities in the southern part of the County of San Benito, including the townships of Tres Pinos, Paicines, Panoche, and the rural areas of Bitterwater, Cienega, and Coalinga.

See Appendix D for a list of voting locations and rationale.

Ballot Drop Off Locations
EC §4005(a)(1)(A), EC §4005(a)(10)(I)(vi)(II)

There are seven Ballot Drop Box locations in San Benito County. All Ballot Drop Box locations will be open 29 days before the election and through Election Day. The 24-hour Ballot Drop Box locations will close at 8 p.m. on Election Day. Exact times of each drop off location's operations will be posted on the San Benito County elections webpage at www.sanbenitocount-ca-cre.gov/VSDB and included in the San Benito County Voter Information Guide (VIG).

Additionally, ballot drop off locations are at each Vote Center. All ballot drop off locations will be open during normal business hours.

24-Hour Ballot Drop Off Locations
EC §4005 (a)(1)(B)

Ballot Drop Boxes have 24-hour video surveillance.

Drop Box Locations and Hours of Operation

	Days Open	Hours Available	Election Day hours	In place	Notes	Public Transit
County Library at Winn Alley	30	24 hours	Until 8 PM	2016	Drive Through & ADA	Bus Route
Community Food Bank of San Benito County	30	24 hours	Until 8 PM	2020	Walk-up & ADA	Bus Route
True Value Hardware	30	24 hours	Until 8 PM	2020	Walk-up & ADA	Bus Route
City of Hollister Fire Station #2	30	24 hours	Until 8 PM	2020	Walk-up & ADA	Dial-A-Ride
Ridgemark Golf Club & Resort Office	30	24 hours	Until 8 PM	2020	Drive Through & ADA	Dial-A-Ride
Windmill Market	30	24 hours	Until 8 PM	2020	Drive Through & ADA	Dial-A-Ride
Aromas Tri-County Fire Station	30	24 hours	Until 8 PM	2023	Walk-up & ADA	Dial-A-Ride*

Elections Department	30	24 hours	Until 8 PM	2023	Walk-up & ADA	Dial-A-Ride*

*Service available 29 days before Election Day and up to Election Day

Map of Ballot Drop Off Locations
EC §4005(a)(10)(I)(vi)(V)

The Elections Department has a complete list of Drop Box locations and rationales in Appendix D.

Voter Education and Outreach – General

The VCA requires the county to develop a Voter Education and Outreach Plan that informs voters and eligible citizens on all aspects of the VCA, including Vote Center and Ballot Drop Box locations, voting by mail, information specific to voters with disabilities and Spanish speaking voters. Public workshops will be held with community organizations and individuals that advocate on behalf of or provide services to these groups.

Media and Public Service Announcements
EC §4005(a)(10)(I)(i)(II), EC §4005 (a)(10)(I)(i)(VII)

The Elections Department uses a variety of media and public service announcements in accessible formats to provide education to the voting-age population in San Benito County, promote the availability of an accessible Vote-By-Mail ballot, how to request a replacement ballot, and to inform the public on the best way(s) to contact the Elections Department, such as the toll free phone number: (877) 777-4017, office landline (831) 636-4016, and email sbcvote@cosb.us.

The Elections Department media outreach will include, but is not limited to, news source, radio, television, and social media. The Elections Department will use Public Service Announcements (PSA) in visual and audio formats to inform voters of the upcoming election and the toll-free voter assistance hotline. PSA will be distributed through radio, online newspaper(s), social media, bus stop signs, A-Frame signs and billboards located within the County.

The LAAC and VAAC will assist in the development of the PSA content.

The following San Benito County media outlets were selected with consideration of their target audience, frequency of publication, accessibility, and consultation with the public.

Newspapers: Mission Village Voice, Hollister Free Lance
Online News Source: BenitoLink
Radio: KMPG, Radio Bilingue, Radio Lazer, KDON
Television: KION, KSBW, KQET, KCBA, KSMS (interviews upon request)
Social Media: @sbcvote- Facebook, Twitter, Instagram, YouTube, Nextdoor

The Elections Department will strategically reach out to the voting age population and plan the timing of its communication to ensure that the conversation of voting importance continues with students and the community-at-large.

See Appendix A for more information regarding the choice of media sources.

Having a Community Presence
EC §4005 (a)(10)(I)(i)(III)

The Elections Department will partner with established community-based organizations to reach their target audiences via newsletters, emails, social media, websites, and events. The types of organizations the Elections Department will reach out to consist of but will not be limited to assisted living facilities, homeowner associations, local businesses, mobile home parks, nonprofits, political organizations, retirement homes, organizations and agencies serving people with disabilities, and schools.

The Elections Department will put an emphasis on the availability of a Vote-By-Mail replacement ballot. Education on the process of requesting a replacement ballot will be thoroughly reviewed with key community nonprofits and civic organizations such as the Latino Coalition, Community Foundation for San Benito County, San Benito County Chamber of Commerce, Hollister Downtown Association, Hope Services, San Benito County Local Transportation Authority, Youth Alliance, and Democratic and Republican Central Committees.

The Elections Department will continue to conduct meetings with the public and strive to increase outreach efforts. The Department will make the utmost effort to attend local events as they are recommended and if we are not able to attend, staff will ensure that appropriate materials and handouts are still made available for distribution at the event. Community events that will be attended by the Elections Department will be published on the Department website calendar and social media when confirmed. The Elections Department will announce events in advance and will disseminate the times and locations of those events using all appropriate media channels.

Additional community communication and contact will be conducted through numerous ways such as:
- Sharing accurate, non-partisan election information on social media using the hashtags #SBCVote, #SanBenitoCountyVotes, #SafeSimpleSecure, and #BayAreaVotes. The Elections Department will also use any identified statewide hashtags from the Secretary of State (SoS).
- Posting election information and links to our website www.sanbenitocounty-ca-cre.gov in accessible formats.
- Placing flyers and handouts in local offices or locations the public may frequently visit.
- Assist in distributing information, materials, and brochures, including election specific messaging.
- Participating in community outreach events such as Hollister Farmers' Markets, Aromas Day, local high school events, County Fair, etc.
- Participating in advisory meetings regarding messaging, concerns, or common questions from the public.

- Provide an overview and updates on the Elections Department at community meetings such as those held by nonprofits, and organizations.
- Provide Media and Public Service announcements including newspapers, online news sources, radio, television, social media, and public service announcements.
- An additional list of outreach opportunities is provided in Appendix A1.

Directly Contacting Voters
EC §4005 (a)(10)(I)(i)(VII)

The Elections Department will mail two direct postcards to voters for the purposes of providing information of the upcoming election and promoting the Elections Department contact information. These postcards will be in addition to other required contact with voters including, but not limited to, Voting Kits with sample ballots, Vote-by-Mail ballots, local voter information guide, and voter insert.

The first postcard will be mailed to all active registered voters of San Benito County informing them that a Vote-by-Mail ballot will be mailed to all active registered voters, regardless of Vote-By-Mail preference. This direct contact not only prepares voters for receiving their Vote-by-Mail ballot, but it also includes pertinent election information such as Vote Center and Drop Box locations. During party-specific primaries, direct contact from our department will also encourage voters to check their registration status.

The second postcard will be mailed after voters have received their voting kit, which will include information regarding their voting options at Vote Centers and options for returning their Vote-by-Mail ballots at a Drop Box, through USPS and at a Vote Center. Additionally, a reminder to sign their Vote-By-Mail return envelope will be included on this postcard.

The Elections Department will continuously seek public input from Voting Accessibility Advisory Committee (VAAC) and Language Accessibility Advisory Committee (LAAC) members in composing and editing all direct postcard language and content.

All mailings will be sent to voters in English and Spanish. Sample mailings are included in Appendix A.2.

Voting Kit and Voter Information Guide
EC §13303

Every active registered voter in the County will receive a Vote-by-Mail Voting Kit in the mail. This Voting Kit will include the voter's sample ballot, official ballot, a ballot return envelope, Voter Information Guide (VIG), a list of all Ballot Drop Box locations, a list of all Vote Center locations, and an "I Voted" sticker. The Voting Kit will be in English and Spanish.

The San Benito County Voter Information Guide (VIG) will contain detailed information on the Vote-by-Mail and Remote Accessible Vote-By-Mail (RAVBM) process, options for requesting a replacement Vote-by-Mail ballot and the process for returning a Vote-by-Mail ballot. The VIG will include a full list of Vote

Center locations and Ballot Drop Box locations. The VIG will also contain local paid candidate statements. The VIG will be available in English and Spanish.

Vote-by-Mail Voting Kits can only be delivered to the addresses on the envelope and not forwarded by the US Postal Service (USPS) (Election Code 3008(b)).

In the case that the Vote-by-Mail Voting Kit is undeliverable by the USPS, it is returned to the San Benito County Election Department for processing where it will be compared to the records at the Elections Department. If the voter has made an update since the time that the Voting Kit was sent, and the time delivery was attempted, the Elections Department will record the undeliverable Voting Kit and place the new voter's information on the supplemental distribution list. The supplemental distribution list is reviewed and sent at least two weeks before Election Day.

The State Voter Information Guide that contains paid statewide candidate statements and propositions is available on the SOS website. Every active registered household will also receive a State Voter Information Guide from the Secretary of State's Office. Each Vote Center will have print copies of the State Voter Information Guides in English and Spanish and in large print.

Using Resources to Ensure Voters are Informed
EC §4005(a)(10)(I)(i)(VII)

The Elections Department will spend the necessary resources on voter education and outreach to ensure that voters are fully informed about the elections conducted in accordance with the Voter's Choice Act (VCA).

See Appendix B for specific information regarding the education and estimated outreach budget for elections.

Voter Education and Outreach – Voters with Accessibility Needs

The Elections Department is committed to collaborating with voters with disabilities to increase accessibility in the democratic process. The Elections Department website provides general information about these efforts and the resources available to voters with disabilities including the Remote Accessible Vote-by-Mail (RAVBM) program, the disability services that are available at Vote Centers, the availability of election materials in alternative formats, and the Voting Accessibility Advisory Committee (VAAC). Voters are encouraged to contact San Benito County Elections Department with specific requests for assistance by calling toll free (877) 777-4017, (831) 636-4016, or emailing sbcvote@cosb.us.

Additionally, voters may call the hotline operated by Disability Rights California, a nonprofit organization, if they are having difficulty voting or need help choosing their best voting option. The hotline number is

(888) 569-7955. The hotline operates year-round, including from 7:00 a.m. to 8:00 p.m. on Election Day for each statewide California and federal election.

Voting Accessibility Advisory Committee

The Elections Department formed a Voter Accessibility Advisory Committee (VAAC) to determine how to best educate and reach the disability community in San Benito County regarding the VCA. The Committee was established on August 25, 2020, and is designed to advise and assist in ensuring all voters in San Benito County can vote privately and independently. Committee members are well connected to the community of persons with disabilities and will assist the Elections Department in developing plans to best serve voters with disabilities in San Benito County. VAAC members, community partners, and Election staff work together to provide information and alternative voting options to voters with disabilities. The VAAC holds monthly meetings the last Tuesday of the month during election time and quarterly (March, June, September and December) meetings during non-election time, visit www.sanbenitocounty-ca-cre.gov/VAAC to join a meeting and learn more about the committee.

Educating the Disability Community – Voter Education Workshop
EC §4005(a)(10)(I)(VI)(ib)

The San Benito County Elections Department held its initial workshop on educating voters with disabilities on August 25, 2020. This workshop showcased the following:
- Accessible Vote by Mail Application
- A laptop with a demonstration of the RAVBM interface and audio
- Ballot Marking Device (BMD) with a mock ballot.
- Availability of materials in alternative formats (large print, audio measures, accessible County Voter Information Guide, and availability of alternate formats for state election materials).

The workshop provides a space for conversation and preparation for the upcoming election. The Elections Department will hold at least two educational workshops to increase accessibility and participation of eligible voters with disabilities before every election.

Media/Advertising
All press releases distributed throughout San Benito County will announce the toll-free voter assistance hotline which provides help in English and Spanish with the ability to connect voters with TTY (Teletypewriter), which allows voters who are deaf, hard of hearing, or speech-impaired to use the telephone to communicate with San Benito County Election staff.

Printed materials, such as the direct postcards and the materials included in the Voting Kit advise voters of accessible ballot options and how to obtain a replacement ballot.

Newspapers, online news, radio, television, and social media will also be used for communication, including announcements, reminders, and general information.

Accessible Voting Materials and Ballots

Accessible Website
EC §4005 (a)(10)(I)(i)(IV)

The Elections Department website is an accessible website per the standards recommended in Elections Code §2053(b)(4). The Elections Department will work with the San Benito County Information Technology Staff to ensure that all election information is available in text-based format on the accessible website, www.sanbenitocounty-ca-cre.gov. This information includes, but will not be limited to, a list of the ballot drop-off locations and Vote Center locations with dates and hours they are open, as well as the services available at Vote Centers. The Elections Department has a dedicated webpage on voter outreach and accessibility tools available.

The webpage is reviewed continuously for accuracy and kept current to meet the needs of the community.

Accessible Services Available at Vote Centers and Ballot Drop Off Locations
EC §4005(a)(8)(B)(iii)

San Benito County's voting system has accessibility features, including touchscreen and audio, which gives voters with disabilities the ability to cast a private ballot without assistance. The voting system is equipped with audio features that allows voters to listen to the ballot and make their choices using the keypad provided. The keypad includes a "sip and puff" feature as well.

These voting systems print a verifiable paper ballot.

Voters who are unable to mark a ballot may bring up to two individuals to assist them in voting.

See Appendix D for Ballot drop off locations and rationale.

Curbside Voting

Curbside voting allows the voter to park as close as possible to the voting area. Election officers will bring the voter a roster to sign, a ballot, and any other voting materials the voter may need, whether the voter is at a curb or in a car.

Accessible Return Envelopes

The Elections Department provides return ballot envelopes with two "punched out" holes, which serve as a signature guide for voters with visual impairments (or otherwise have a tactile way to locate the signature line on the envelope).

Remote Accessible Vote by Mail (RAVBM) – Accessible Voting

A Remote Accessible Vote-by-Mail (RAVBM) system allows voters to mark their selections using their own compatible technology to vote independently and privately in the comfort of their own home.

To use the RAVBM system, a voter must:
- Request a RAVBM when they review their information on My Voter Status, by calling (toll-free) 877-777-4017, or emailing sbcvote@cosb.us.
- Log into the County's RAVBM website, which is compatible with screen readers.
- Mark their selections electronically on the RAVBM website
- Download their marked ballot and instructions to their own device.
- Print their marked ballot and instructions using their own printer.
- Sign the ballot return envelope (using the envelope provided with the paper Vote-By-Mail ballot or the voter's own envelope)
- Return the RAVBM ballot (in a signed envelope) by mail, by dropping it off at a Vote Center, or by putting it in an official Ballot Drop Box. The selections cannot be returned electronically.

Requesting a Replacement Ballot
EC §4005 (a)(10)(I)(vii)

Voters with disabilities can request a replacement ballot in three ways: by calling the office at (831) 636-4016, emailing the Elections Department at sbcvote@cosb.us, or by visiting any Vote Center.

The last day replacement Vote-by-Mail ballots can be mailed to voters is seven (7) days before Election Day. Voters with disabilities can also visit any Vote Center to receive a replacement ballot or to vote on accessible voting equipment through Election Day. Voters can also use the RAVBM system to access a replacement ballot through Election Day.

Addressing Disparities in Voter Accessibility and Participation
EC §4005(a)(10)(I)(v)

After any election that is conducted in compliance with the Voter's Choice Act, the San Benito County Elections Department will make a reasonable effort to address significant disparities in voter accessibility and participation. The San Benito County Elections Department will meet with the San Benito County VAAC to address and discuss any issues that occurred during the election. Furthermore, the San Benito County Elections Department will survey all Vote Center staff to evaluate and address any disparities regarding voter accessibility and participation.

The Elections Department strives to provide Vote Centers that are accessible to the elderly and to voters with disabilities. If a Vote Center does not meet accessibility guidelines, call (877) 777-4017 to receive information on alternative methods of voting and report the barriers.

Additionally, voters may call the hotline operated by Disability Rights California, a nonprofit organization, if they are having difficulty voting because of a disability. The hotline number is (888) 569-7955. The hotline operates year-round, including from 7:00 a.m. to 8:00 p.m. on Election Day for each statewide California and federal election.

Voter Education and Outreach – Language Minority Communities

The Elections Department formed a Language Accessibility Advisory Committee (LAAC) to establish how to best educate the language minority communities in San Benito County about the VCA. The committee was established in 2004. See Appendix C for materials regarding this committee. The LAAC holds monthly meetings the last Tuesday of the month during election time and quarterly meetings (March, June, September and December) during non-election time, visit www.sanbenitocounty-ca-cre.gov/LAAC to join a meeting and learn more about the committee.

Educating Language Minority Communities
EC §4005 (a)(10)(I)(i)(VI)(ia),

Bilingual Voter Education Workshops
EC §405(a)(10)(I)(i)(VI)(ia)

Education workshops will be part of the outreach efforts. The Elections Department will work with LAAC members and community partners to provide voters with language assistance with educational materials and demonstrations on how they can participate in the upcoming election.

The Elections Department held its first bilingual voter education workshop to increase outreach and voter participation of San Benito County's Spanish speaking community on August 25, 2020. The workshop provided a space for conversation and preparation for the upcoming elections. The Elections Department will hold at least two education workshops to increase accessibility and participation of bilingual voters before every election.

At these workshops, the Elections Department provides:

- Bilingual Voter Registration Forms and guidance on filling out the Registration Form
- Examples of Facsimile ballots with voter instructions
- Translated VCA outreach materials.

Media and Public Service Announcements
EC §4005(a)(10)(I)(i)(I), EC §4005(a)(10)(I)(i)(IX)

San Benito County does not have any media outlets that are specific to the Spanish speaking population. The Elections Department consulted with the public and the San Benito County LAAC to establish a list of community partners that can assist with educating the Spanish speaking communities in San Benito County. This will primarily be done through the distribution of educational materials in Spanish. Community partners will distribute Spanish educational materials at their own discretion, but the Elections Department will recommend including these materials in emails, social media, newsletters, and flyers at public events they attend or through their daily operations. Public service announcements for purposes of informing voters and promoting the toll-free voter assistance hotline (877) 777-4017 will be posted in Spanish on BenitoLink, Hollister Freelance Newspaper, and the department's social media platforms.

Spanish Educational Material

The Elections Department will distribute educational materials in Spanish provided by California's Secretary of State and Elections Department through the City of Hollister – Clerk's Office, City of San Juan Bautista – Clerk's Office, Jovenes De Antaño (nonprofit), Youth Alliance, the Elections Department language accessibility webpage, and through any other organizations that opt to use it in their outreach.

Identifying Language Minority Voters
EC §4005(a)(10)(I)(i)(V)

The Elections Department identifies language minority voters by their language preference indicated on voter registration forms. Minority language voters may also email sbcvote@cosb.us or call the Elections Department at 831-636-4016 to designate their language preference. We collect and store this data in our election management system. We also receive information about the language minority communities from the United States Census Bureau.

Estimated Short-Term and Long-Term Costs and Savings
EC §4005(A)(10)(I)(v)

The Elections Department has determined that costs will exceed savings with the first implementation of the VCA. Anticipated long-term savings include decreased costs for equipment, including the purchasing of new equipment and equipment maintenance, ballot printing, and labor.

See Appendix B for an example of the budget and expected costs and savings for the November 8, 2022, election is shown.

Conclusion

In San Benito County, the Elections Department relied on its community partners to obtain critical feedback on this EAP. This endeavor put County voters at the center of enhancing a voting experience that is convenient, accessible, and secure.

In development of the EAP, San Benito County Elections was advised by an extensive list of researchers, usability and security professionals, technology and academic leaders, and a wide range of community stakeholders, including advocacy groups and members of the public. Utilizing a combination of advisory groups, focus groups, technical analysis, and user testing, the Elections Department set the process of enhancing a voting experience that satisfies State and local requirements, meets the needs of voters, and exceeds national voting system security standards.

Appendices

The following Appendices refer to sections in this document.

Appendix A

The Elections Department seeks to educate and reach out to as many potential voters as possible about the California Voter's Choice Act and to promote the toll-free voter assistance hotline (877) 777-4017. To accomplish this goal, the elections department, in consultation with the public, has created a list of many types of media that have a variety of audiences.

The Elections Department will attempt to advertise in the following mediums:

> **Newspapers**: Mission Village Voice, Hollister Free Lance
> **Online News Sources**: BenitoLink
> **Radio**: KMPG, Radio Bilinguie, Radio Lazer, KDON
> **Television**: KION, KSBW, KQET, KCBA, KSMS
> **Social Media**: @sbcvote- Facebook, Twitter, Instagram, YouTube, Nextdoor

Through consultations with the public, social media (@sbcvote- Facebook, Twitter, Instagram), Nextdoor) and BenitoLink will be the primary media through which voter education and outreach occurs.

Television News Stations and Radio will be used to reach a wider audience.

Radio is extremely popular in San Benito County and there is a variety of programming that appeal to Spanish speaker demographics.

Mission Village Voice (print) and BenitoLink (online) are both free newspapers and will be used to reach as many potential voters as possible.

Appendix A.1

List of committed community partners and outreach events*

Dates	Event/ Partner	Location of Event
Spring/Summer (Wednesdays)	Farmers Market Hollister Downtown Association	Downtown Hollister
Early Fall	San Benito County Fair	Bolado Park
Late Summer	Aromas Day	Aromas
Throughout the Year	Youth Alliance	Throughout the County
Throughout the Year	Hollister High School	Hollister High School Campus
Throughout the Year	San Andreas Continuation High School	San Andreas Continuation High School Campus
Throughout the Year	Anzar High School	Anzar High School Campus
Spring (April)	Healthy Kids Day	YMCA San Benito County
Spring	Veteran & Family Resources	Hollister
Mid-Summer (June)	Annual Kids in the Park	Dunne Park
Late Summer	San Juan Day	San Juan Bautista
Throughout the Year	Pop-Up Events	Vertigo Coffee

*San Benito County Elections Department may attend other events depending on staffing and resources.

Appendix A.2 Sample Mailings

Reminder Postcard/Brochure- Front (subject to change)

Reminder Postcard – Back

Second Reminder Postcard- Front (subject to change)

Second Reminder Postcard – Back

Appendix B

The Elections Department has created a budget and plan for necessary resources to conduct countywide elections in San Benito County. The proposed budget does not include legal counsel, technical support, network communications, technical infrastructure security, or other unforeseen costs associated with legislative changes.

The proposed budget is contingent to County Supervisors approval. The final recommended budget may be lower than the proposed budget. The outcome of budget negotiations will impact the proposed plan and the ability of the Elections Department to conduct its recommended actions. The breakdown for the recommended budget is shown in the table below:

Category	*2024 MARCH PRIMARY*	*2024 NOVEMBER GENERAL*
PERMANENT EMPLOYEES	*$70,000*	*$80,000*
TEMPORARY EMPLOYEES	*$120,000*	*$130,000*
SOFTWARE LICENSE	*$2,500*	*$2,500*
COMPUTER SUPPLIES	*$4,000*	*$4,000*
COMPUTER SOFTWARE	*$1,500*	*$1,500*
POSTAGE & DELIVERY	*$20,000*	*$20,000*
OFFICE SUPPLIES	*$3,000*	*$3,000*
SPECIAL PROJECTS SUPPLIES	*$2,000*	*$2,000*
RENT- EQUIPMENT & FACILITIES	*$10,000*	*$10,000*
MEALS	*$500*	*$500*
TRAINING	*$1,000*	*$1,000*
TRANSPORTATION	*$500*	*$500*
GAS & OIL	*$1,000*	*$1,000*
DEPT SPECIFIC CONTRACTS (PRINTERS, TRANSLATIONS, SECURITY, BALLOT DESIGN)	*$303,000*	*$320,000*
ADVERTISING, MARKETING, & OUTREACH	*$60,000*	*$65,000*
TOTAL COST	*$599,000*	*$641,500*

The Elections Department will continue to administer elections on behalf of jurisdictions located within the County. The jurisdictions that consolidate their elections with the County will continue to be billed proportionately for all costs allowable by law.

To raise awareness among San Benito County voters on the VCA voting method, the Elections Department has executed a comprehensive, multilingual marketing and outreach campaign that incorporates website banners, social media posts, direct mailings, email notifications, and outreach engagements. The campaign

is divided into multiple phases that will deliver specific messages on how to register to vote, accessible voting for citizens with disabilities, and how the voting experience will change through VCA.

The Elections Department has utilized internal and external data to determine the necessary communication channels to effectively reach the County's diverse communities. The Elections Department will send news releases with critical information regarding all upcoming elections, voter registration and services that are offered. All news releases will include contact information such as our toll-free voter assistance hotline and a link to our website.

Print Media

The Elections Department will work with local and regional journalists and reporters to promote departmental events, coordinate interviews, and disseminate election information that can be published in their respective outlets.

Transportation Companies

The Elections Department will continue to collaborate with San Benito County Express and other transportation entities across the County to promote voter registration and information, with the intent to provide discounted/free transportation services to Vote Centers.

Billboards/Transit

The Elections Department will utilize billboards and transit advertisements such as those at bus shelters to inform residents on upcoming elections.

Email Marketing

Targeted email marketing campaigns will also be used to send election related updates, informational materials, and website links to specific voters throughout the County.

Direct Mailing

The Elections Department will use direct mailings to inform and educate voters about the VCA. Additionally, various targeted mailing campaigns will be created and tailored for unique audiences with specific concerns, such as in matters of accessibility or language.

Radio

The Elections Department will work with radio networks to promote Vote Center locations, with emphasis on Spanish radio stations.

Television

The Elections Department will work with local television stations to create short 15-30 second advertisement videos for their website. Based on budget approval, the Elections Department will seek opportunities to advertise on live television.

Outreach Partnerships

The Elections Department will contract with nonprofits, businesses, or individuals to perform targeted outreach campaigns. Each contract will specify an objective. This may include performing outreach to Spanish speaking members of the community, senior citizens, or people living in rural areas of the county.

Appendix C

The San Benito County Language Accessibility Advisory Committee (LAAC) was established in 2004.

The LAAC (formerly known as Advisory Group) was established under the DOJ Consent Decree, Judgment, and Order.

Settlement: https://www.justice.gov/sites/default/files/crt/legacy/2011/10/13/sanbenito_cd.pdf

All agendas and meetings can be found on the LAAC webpage: https://www.sanbenitocounty-ca-cre.gov/elections/community-voter-outreach/language-accessibility-advisory-committee

The San Benito County Voting Accessibility Advisory Committee (VAAC) was established on August 25, 2020.
All agendas and minutes can be found on the VAAC webpage: https://www.sanbenitocounty-ca-cre.gov/elections/community-voter-outreach/voting-accessibility-advisory-committee

Appendix D – Vote Center & Drop Box Locations

Vote Centers and ballot drop off locations were determined based on criteria listed in Elections Code EC §4005(a)(10)(B):

(i)   Vote center and ballot drop off location proximity to public transportation.

(ii)   Vote center and ballot drop off location proximity to communities with historically low vote by mail usage (or low voter turnout).

(iii)   Vote center and ballot drop off location proximity to population centers.

(iv)   Vote center and ballot drop off location proximity to language minority communities.

(v)   Vote center and ballot drop off location proximity to voters with disabilities.

(vi)   Vote center and ballot drop off location proximity to communities with low rates of household vehicle ownership.

(vii)   Vote center and ballot drop off location proximity to low-income communities.

(viii) Vote center and ballot drop off location proximity to communities of eligible voters who are not registered to vote and may need access to same day voter registration.

(ix)   Vote center and ballot drop off location proximity to geographically isolated populations, including Native American reservations.

(x)   Access to accessible and free parking at vote centers and ballot drop off locations.

(xi)   The distance and time a voter must travel by car or public transportation to a vote center and ballot drop off location.

(xii)   The need for alternate methods for voters with disabilities for whom vote by mail ballots are not accessible to cast a ballot.

(xiii) Traffic patterns near vote centers and ballot drop off locations.

(xiv)   The need for mobile vote centers in addition to the number of vote centers established pursuant to this section.

(xv)   Vote center location on a public or private university or college campus.

The most relevant criteria for selection of a vote center in San Benito County are the following: proximity to public transportation, proximity to communities with historically low vote by mail usage, proximity to population centers, proximity to language minority communities, proximity to voters with disabilities, proximity to communities with low rates of household vehicle ownership, and proximity to low-income communities.

All Vote Centers and ballot drop off locations will have accessible and free parking available.

Vote Centers

Vote Center: **Election Department**
Address: 1601Lana Way, Hollister, CA 95023
Access: Dial-A-Ride & ADA Compliant
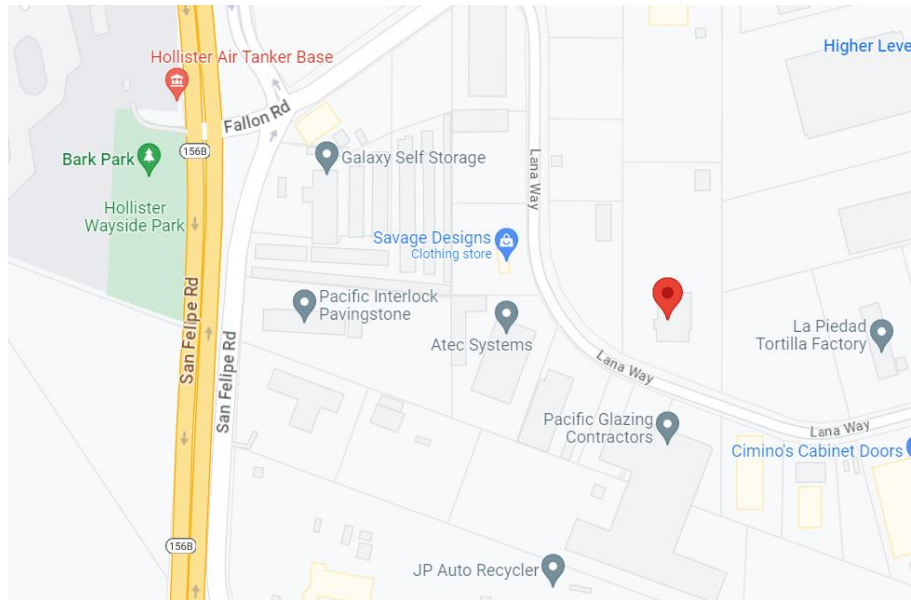
Rationale for this location:

This Vote Center is located at the Election Department and will be an easily identifiable location for the entire community and would serve all county voters. It is just off the main road that enters Hollister; Bay area commuters are highly familiar with the area.

This area has a history of low turn-out and high-propensity of voters. This area has a history of receiving mainly mail ballots.

Vote Center: **San Juan Bautista Community Center**
Address: 10 San Jose Street, San Juan Bautista, CA 95045
Access: Dial-A-Ride & ADA Compliant
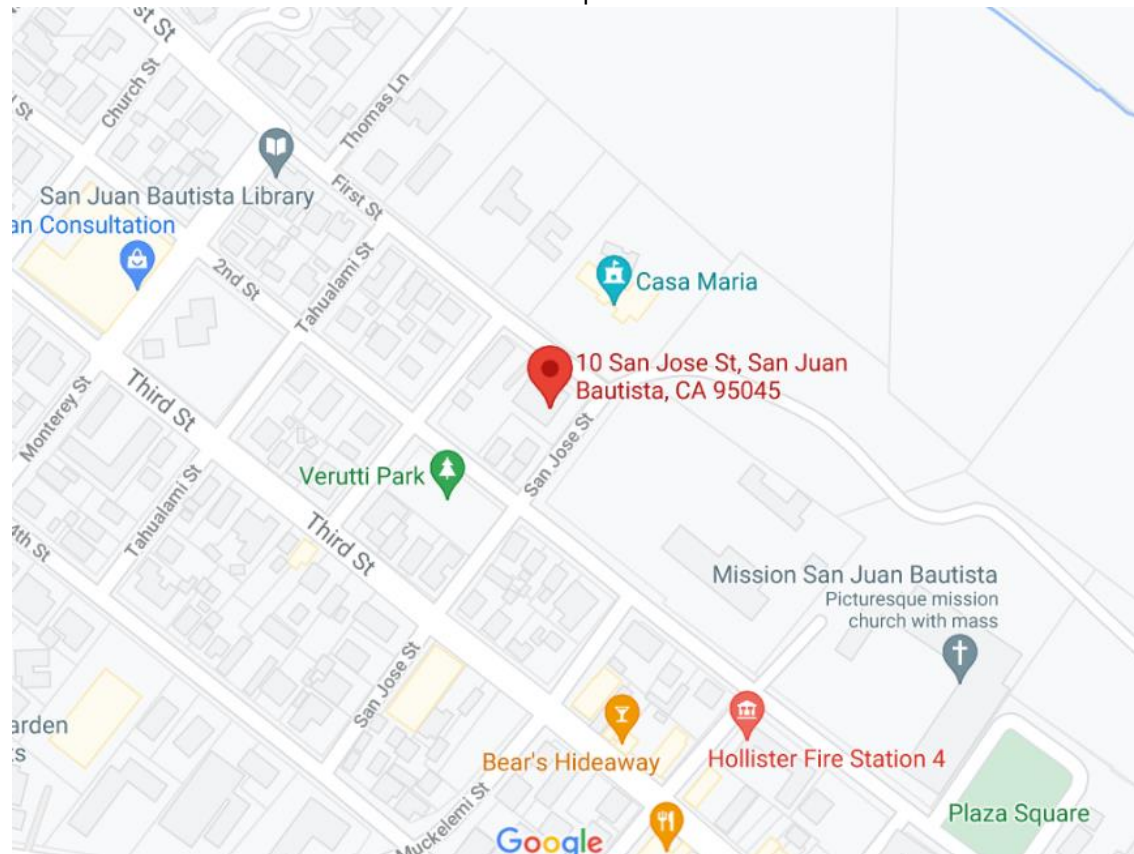
Rationale for this location:

This Vote Center is at an easily identifiable location for the entire community and would serve Aromas and San Juan Bautista residents.

There is a large senior community with medium-density housing in the immediate area.

Vote Center:	**Saint Benedict Catholic Church**
Address:	1200 Fairview Road, Hollister, CA 95023
Access:	Dial-A-Ride & ADA Compliant

Rationale for this location:

This Vote Center is at an easily identifiable location for the entire community and would serve eastern Hollister.

The location is accessible to communities in the southern part of the County of San Benito, including the townships of Tres Pinos, Paicines, Panoche, Bitterwater and rural areas of Cienega, and Coalinga.

This area has a history of high turn-out and high-propensity voters.

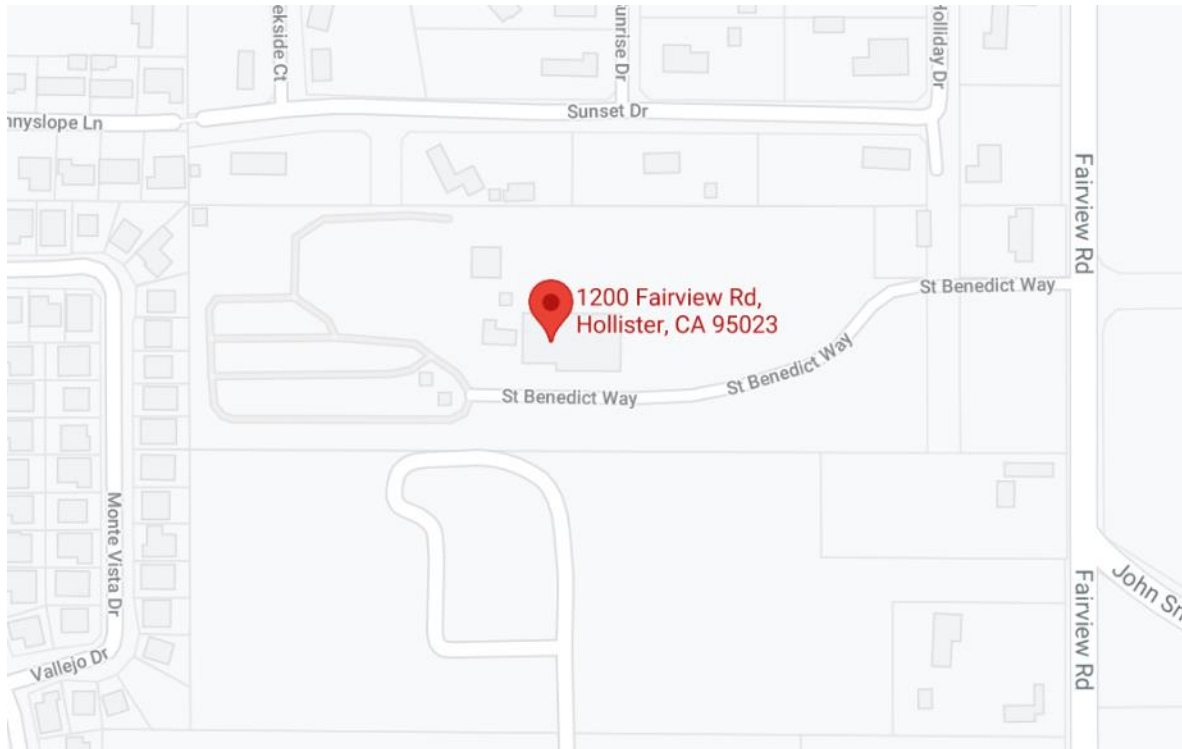| Vote Center:	**Abundant Life Church**
Address:	790 Bolsa Road, Hollister, CA 95023
Access:	Dial-A-Ride & ADA Compliant

Rationale for this location:

This Vote Center is at an easily identifiable location for the entire community and would serve commuters entering and leaving Hollister via Highway 25. This Vote Center will also serve north Hollister including rural areas and the Dunneville area.

This voting location serves a high volume of Bay Area commuters. The Vote Center location is located less than a mile away from public services such as the San Benito County Food Bank, San Benito County Health and Human Services and Community Homeless Solutions.

Satellite Office – Open on Election Day

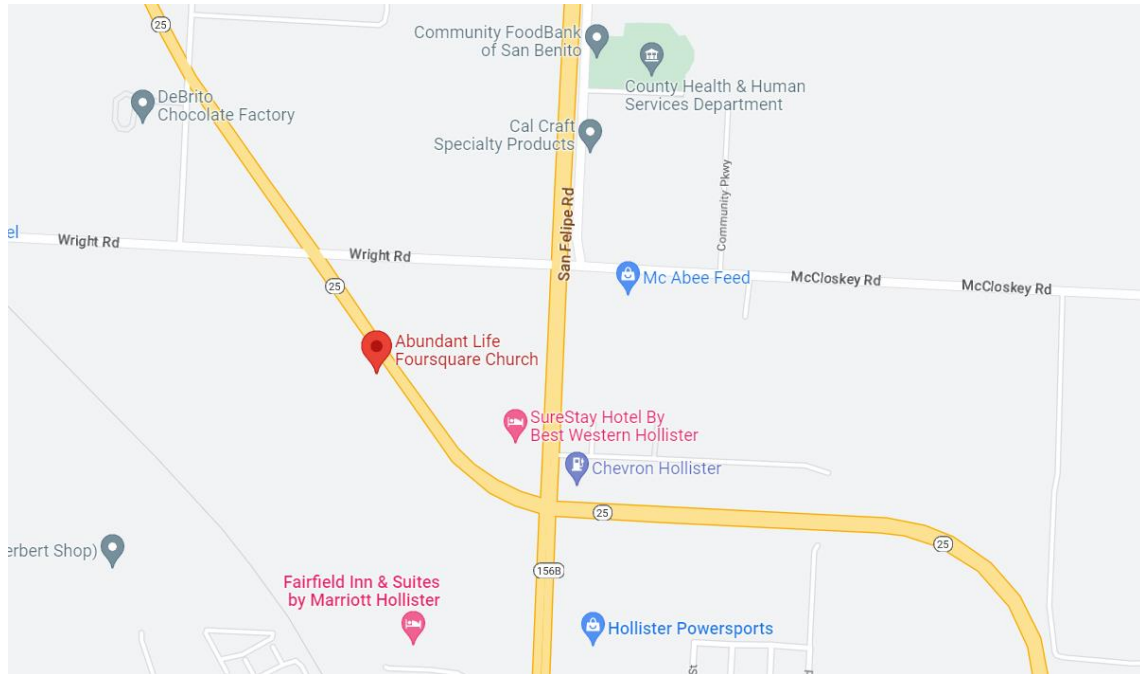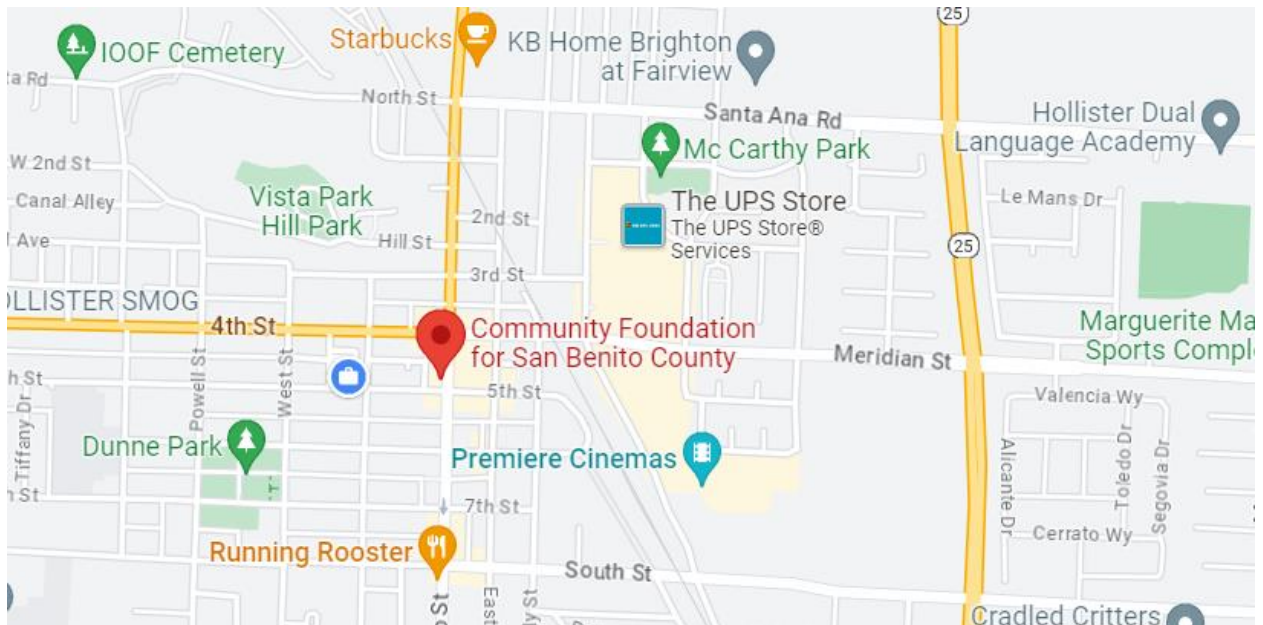|	
Satellite Office:	**Community Foundation Epicenter**
Address:	440 San Benito St, Hollister, CA 95023, San Andreas Conference Room
Access:	Dial-A-Ride & ADA Compliant

Rationale for this location:

This Vote Center is at an easily identifiable location for the entire community and would serve central Hollister. It is a major traffic artery between Hwy 101 and the City of Hollister.

There is a predominately low-income population with high density housing in the immediate area.

This area has a history of high turn-out and high-propensity of voters.

This location is near a regular bus route.

In the event San Benito County registered voters reaches over 40,000 by Election Day minus 88 days, this fifth Vote Center will be available to voters. See www.sanbenitocounty-ca-cre.gov/VCDB for a full announcement.

Vote Center:	**The Church of Jesus Christ of Latter-day Saints**
Address:	1670 Cienega Road, Hollister, CA 95023
Access:	Dial-A-Ride & ADA Compliant
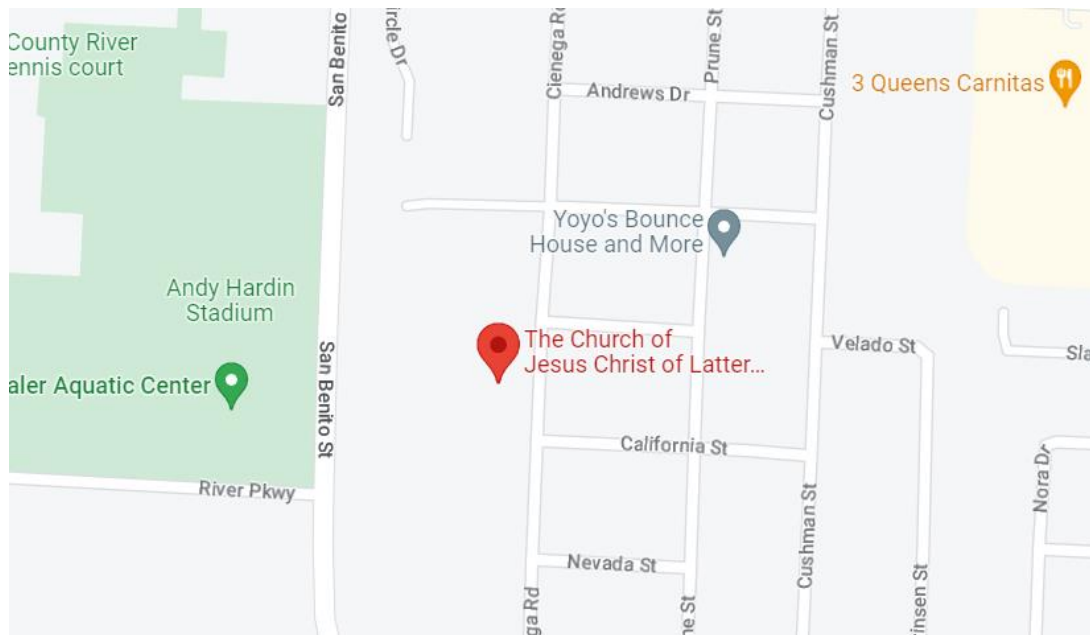
Rationale for this location:

This Vote Center is a convenient location for the entire community and would serve a heavily populated area. It is a major traffic artery that is near the commute area of several schools.

This area has a history of high turn-out and high-propensity of voters.

Backup Vote Center Locations

In the event a Vote Center is not available for a specific election, backup locations are available for use.

Vote Center: **California National Guard Armory**
Address: 2302 San Felipe Road Hollister, CA
Access: Dial-A-Ride & ADA Compliant
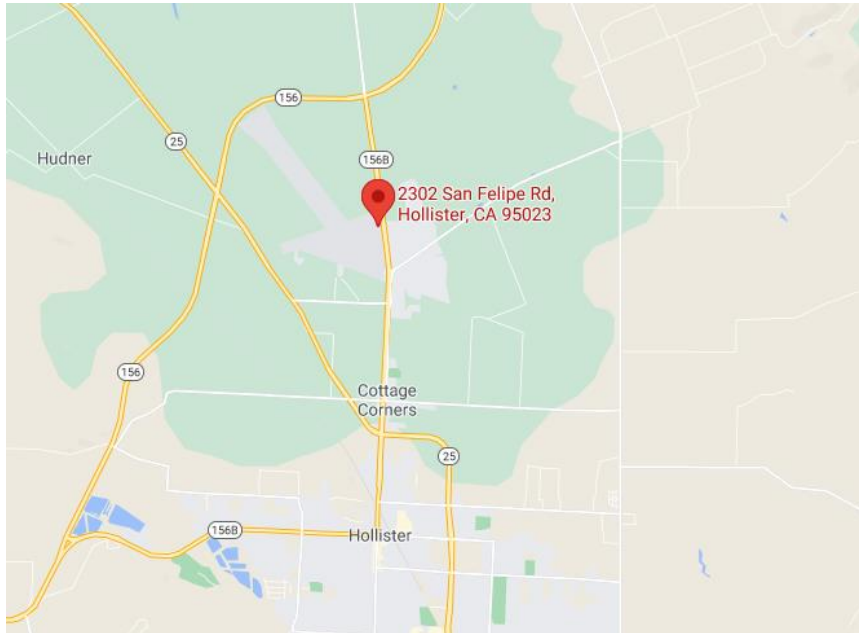
Rationale for this location:

This Vote Center is at an easily identifiable location for the entire community and would serve north Hollister including rural areas and Dunneville area.

This voting location serves a high volume of Bay Area commuters.

This area has a history of receiving a high number of mail ballots.

Mobile Vote Center

Mobile Vote Center: Address:	**Multiple, North and South San Benito County areas**
Dates/Hours:	See www.sanbenitocounty-ca-cre.gov/VCDB for dates and times.
Access:	Walk-up & ADA Accessible

The Elections Department will put emphasis on serving additional communities in the southern part of the County of San Benito, including the townships of Tres Pinos, Paicines, Panoche, and the northern areas of the county such as Dunneville and Spring Grove School surrounding areas.

Rationale for this location:

All locations are geographically isolated populations. Each location will offer access to accessible and free parking, while keeping the driving time to a minimum.

Ballot Drop off Locations - Drop Boxes

The data used to consider the criteria for placement of ballot drop off locations was gathered from the United States Census Bureau.

The most relevant criteria for placement of ballot drop off locations in San Benito County are the following: proximity to public transportation, proximity to communities with historically low vote by mail usage, proximity to population centers, proximity to language minority communities, proximity to voters with disabilities, proximity to communities with low rates of household vehicle ownership, and proximity to low-income communities. All Vote Centers and ballot drop off locations will have accessible and free parking available.

The following pages include maps and images of some of the criteria for which ballot drop off locations were determined.

Drop Box: **County Library at Winn Alley**
Address: Winn Alley, Hollister, CA 95023
Dates/Hours: Opens 28 Days before Election Day (24 hours a day) to Election Day 8PM
Access: Drive Through & ADA Accessible

Rationale for this location:

This drop box has been in operation since 2016 and it has been growing in popularity with voters and the community. It is situated in a well-marked and well-lit alley between the County Library and the Elections Department.

This drop box is in a predominately language minority and low-income population with high density housing in the immediate area. This area has a history of high turn-out and low-propensity of voters. There are services for people with disabilities, within blocks of the location.

In downtown Hollister, alleys are named, marked by street signs, and are used frequently by the residents.

While there is very little free parking available, this is countered by the fact that the box has a drive-through configuration.

It is on a regular bus route.

Drop Box: **Election Department**
Address: 1601Lana Way, Hollister, CA 95023
Dates/Hours: Opens 28 Days before Election Day (24 hours a day) to Election Day 8PM
Access: Dial-A-Ride & ADA Compliant

Rationale for this location:

This drop box is located at the Election Department and will be an easily identifiable location for the entire community and would serve all county voters. It is just off the main road that enters Hollister; Bay area commuters are highly familiar with the area.

This area has a history of low turn-out and high-propensity of voters. This area has a history of receiving mainly mail ballots.

Drop Box:	**Ridgemark Golf Club & Resort Office**
Address:	100 Ridgemark Drive, Hollister, CA 95023
Dates/Hours:	Opens 28 Days before Election Day (24 hours a day) to Election Day 8PM
Access:	Drive Through & ADA Accessible

Rationale for this location:

This area has a history of high turn-out and high-propensity of voters. This drop box serves a large senior and unincorporated community, as well as providing a drop off to voters from the south county area, including the townships of Tres Pinos, Paicines, Panoche, and rural areas of Bitterwater, Cienega, and Coalinga.

Public Transit is available through Dial-a-Ride.

Drop Box: **City of Hollister Fire Station #2**
Address: 2240 Valley View Rd, Hollister, CA 95023
Dates/Hours: Opens 28 Days before Election Day (24 hours a day) to Election Day 8PM
Access: Walk-up & ADA Accessible

Rationale for this location:

The greatest population growth of the County of San Benito is taking place in this area, creating a large population center. Most voters in the area only need to travel a few blocks to use the box.

This location is at a busy intersection of Union Road and Highway 25. This drop box serves a high volume of Bay Area commuters.

Public Transit is available through Dial-a-Ride.

|	
Drop Box:	**Community Food Bank of San Benito County**
Address:	1133 San Felipe Road, Hollister, CA 95023
Dates/Hours:	Opens 28 Days before Election Day (24 hours a day) to Election Day 8PM
Access:	Walk-up & ADA Accessible

Rationale for this location:

This drop box is in the front entrance of the Food Bank of San Benito County and is directly adjacent to the Community Homeless Solutions (homeless shelter), Child Protective Services, Health and Human Services, and the low-income housing nonprofit Community Service Development Corporation. The people who visit these services are predominantly members of language minority communities, are low-income, and have a low rate of household vehicle ownership.

The number of people who frequent these facilities provides a useful location to drop off a ballot.

This location is on a regular bus route.

Drop Box: **True Value Hardware**
Address: 1260 Fourth Street, Hollister, CA 95023
Dates/Hours: Opens 28 Days before Election Day (24 hours a day) to Election Day 8PM
Access: Walk-up & ADA Accessible
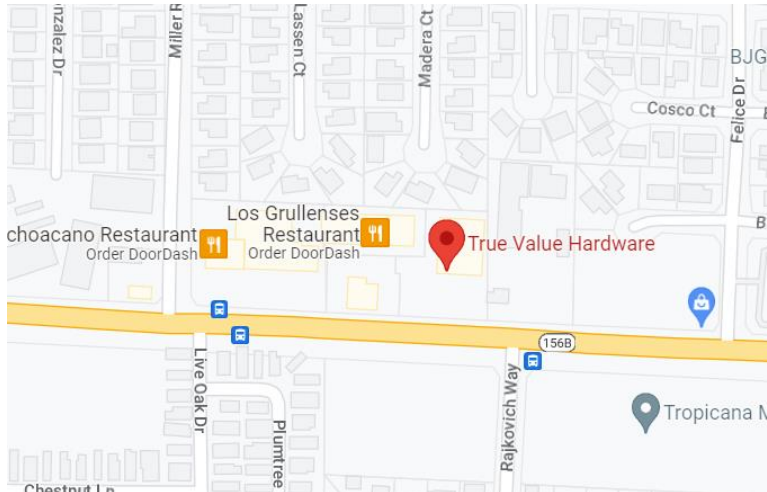
Rationale for this location:

This shopping center is in a predominate Spanish speaking community in Hollister, with high density housing in the immediate area. This area has a history of low turn-out and low-propensity of voters, with a relatively low rate of household vehicle ownership.

The drop box is also adjacent to three senior living communities and a mobile home park.

The location is on a regular bus route.

The Drop Box is on Hwy 156, a major traffic artery, from Hwy 101 to the City of Hollister.

|	
Drop Box:	**Windmill Market – San Juan Bautista**
Address:	301 The Alameda, San Juan Bautista, CA 95045
Dates/Hours:	Opens 28 Days before Election Day (24 hours a day) to Election Day 8PM
Access:	Drive Through

Rationale for this location:

This shopping center is a major hub of activity for the City of San Juan Bautista. The shopping location has the local post office. Since there is no local mail delivery in San Juan Bautista, all the residents come to the post office to pick up their mail. San Juan Bautista is geographically isolated. This location offers accessible and free parking, as well as a drive-through option.

Public Transit is available through Dial-A-Ride

Drop Box: **Aromas Tri-County Fire Protection District**

Address: 492 Carpenteria Rd., Aromas, CA 95004

Dates/Hours: Opens 28 Days before Election Day (24 hours a day) to Election Day 8PM

Access: Walk-up & ADA Accessible
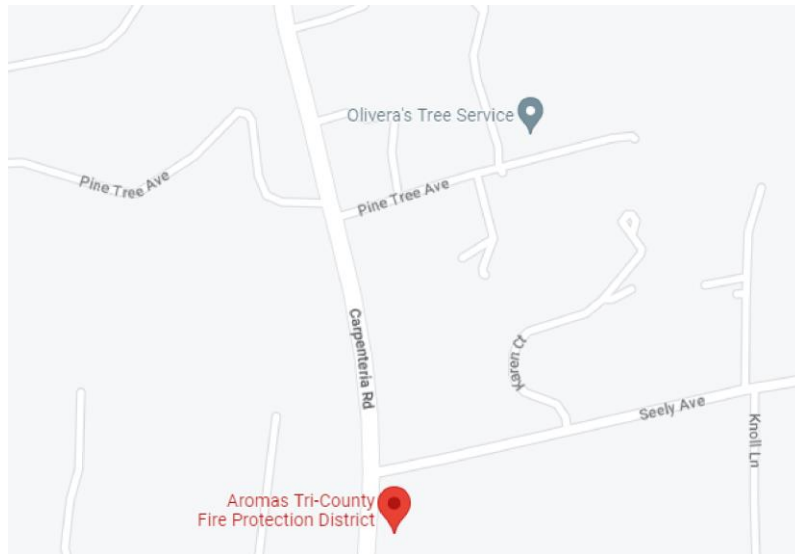
Rationale for this location:

This drop box is in the front of the Aromas Fire Station, a long-standing historical polling place for the residents of Aromas. It is close to the population center of Aromas. There is an existing minority and low-income community. Aromas is a geographically isolated population, and this location offers accessible and free parking while keeping the driving time to a minimum.

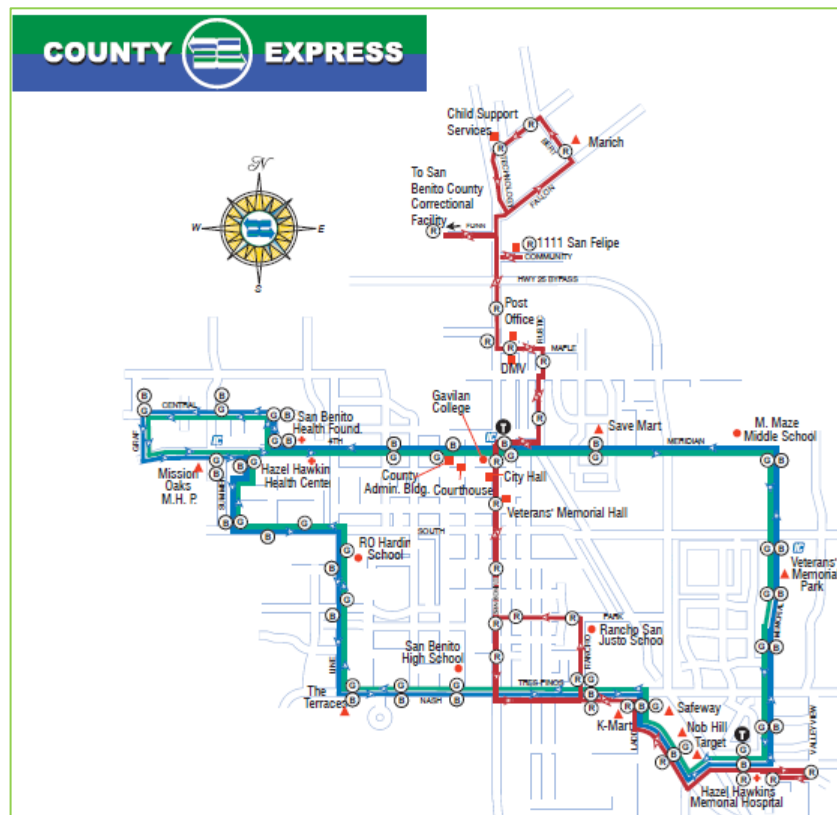# Vote Centers & Drop Boxes Public Transportation

Public Transit for San Benito County is limited to buses and Dial-A-Ride.

Regular Hollister bus routes reach:

- Three Voting Locations
- Three Drop Boxes

Dial-A-Ride offers access to:

- All Voting Locations
- All Drop Box Locations

DIAL-A-RIDE

Legend / *Leyenda*
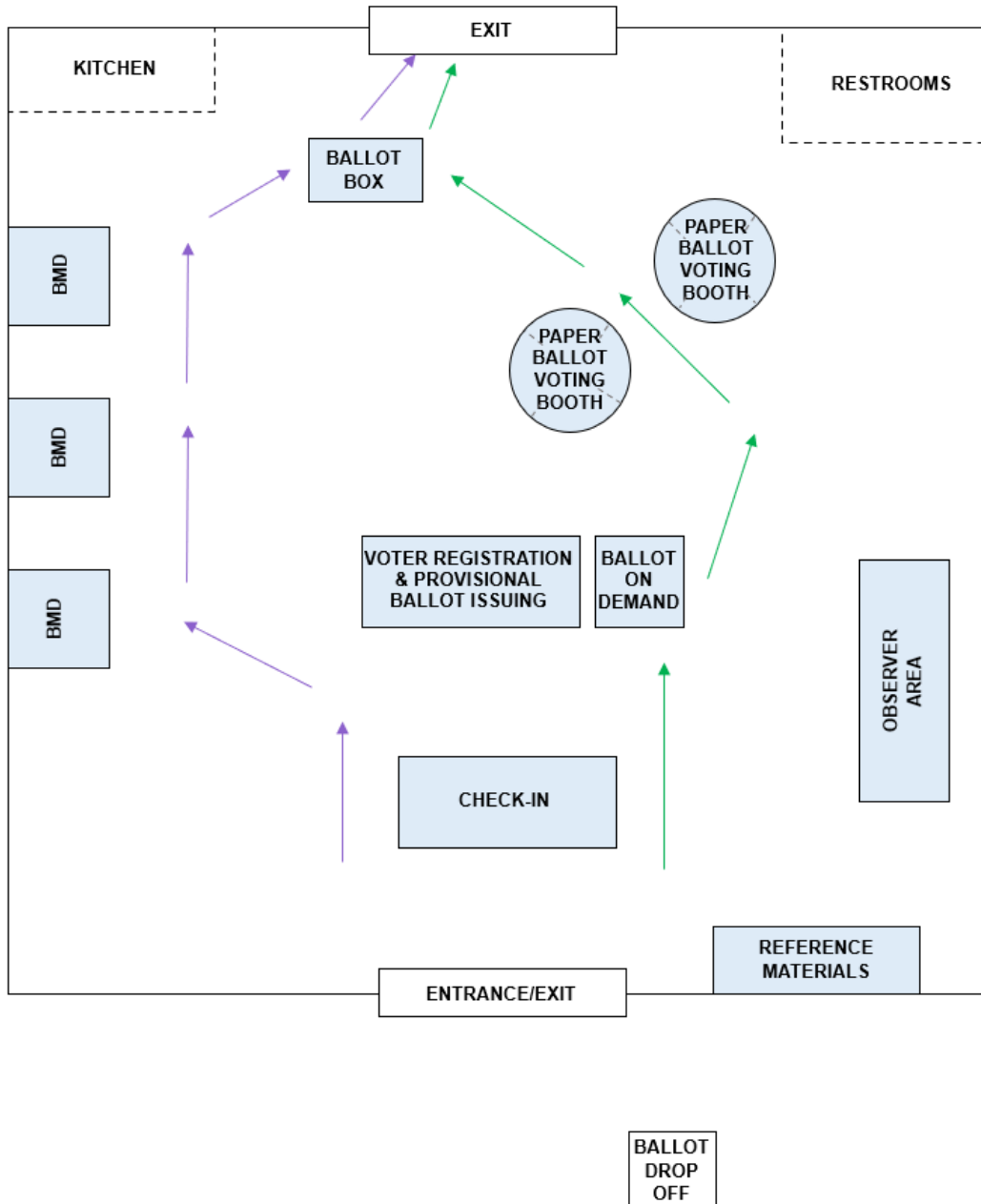
Paratransit Service Boundary/
Límites del servicio Paratransit ·····

Dial-a-Ride Service Boundary/
Límites del servicio Puerta-a-Puerta ▬▬▬

Appendix E Vote Centers Design and Layout

All Voting Booths will have privacy curtains and voting booths will be intentionally placed to ensure vote privacy.

Appendix F – Potential Disruptions and Responses

Potential Disruption	Response
Election Management system goes down	The Vote Center Election staff or lead Election Officer "Captain" will notify Elections Department. If disruption is only at a specific Vote Center and lasts longer than 30 minutes, or any significant amount of time depending on number of voters present, voters will be directed to another Vote Center or given the option to vote provisionally. If disruption is county-wide, Vote Center staff can issue provisional ballots if staff are able to determine correct ballot type or precinct for voter. All paper records of voter's information will be kept securely to enter in EIMS once system is back up and running. Elections Department will contact the vendor right away and resolve the issue as soon as possible.
Power Outage	The Vote Center Election staff or lead Election Officer "Captain" will notify Elections Department. If the power outage lasts longer than 15 minutes, the Vote Center Staff will direct voters to another Vote Center. The public and community will be notified via website, media news release, radio, social media, etc. All Election activities will continue even if the power outage is a Public Safety Power Shutoff (PSPS) event. Vote Center staff will be trained to administer voting in the event of a prolonged power outage. The San Benito County Elections Department will work with Vote Center owners on options to continue voting uninterrupted.
Weather	The Vote Center Election staff or lead Election Officer "Captain" will notify Elections Department. If a Vote Center is unreachable or unsafe due to weather, a back-up Vote Center will be contacted and set up immediately for use. Public will be notified via website, media news release, radio, social media, etc.
Fire or Other Disaster	All staff and voters must first be evacuated safely. The Vote Center Election staff or lead Election Officer "Captain" will notify Elections Department. If time allows, Vote Center staff will do the following in order: (1) securely remove all voted ballots from the facility (VBM, paper ballots, CVR ballot(s)), (2) secure/shut down all computers accessing election management system and (3) secure/shut down all voting equipment. The Elections Department will notify the public via website, media news release, radio, social media, etc. and inform the public of alternate Vote Centers. A replacement Vote Center will be set up as soon as possible.
Voting equipment (Ballot Marking Device) stops working	While Vote Center staff resolve the issue, another Ballot Marking Device can be used by voters or paper ballots can be issued to voters. Vote Center staff will follow troubleshooting instructions provided in Vote Center manual. If unable to resolve, Vote Center staff will contact election department for replacement equipment.

Ballot on demand stops working	While Vote Center staff resolves the issue, voters should be directed to use a Ballot Marking Device or given a facsimile ballot. Vote Center staff will follow troubleshooting instructions provided in Vote Center manual. If unable to resolve, Vote Center staff will contact Election Department staff.
Internet connection goes down	Vote Center staff will follow troubleshooting instructions provided in Vote Center manual. If unable to resolve, Vote Center staff will contact the Elections Department. If still unable to resolve, the Elections Department will contact county information services or internet provider for customer support. If internet outage lasts longer than 15 minutes, Vote Center staff can issue provisional ballots via electronic voting equipment or sample ballots or paper ballots (if possible) in provisional envelopes. Vote Center staff will keep paper records of all voters and information for elections staff to enter in EIMS at the Election Department. If internet outage lasts longer than one hour, or any significant amount of time depending on number of voters present, voters will be directed to another Vote Center. Public will be notified via website, media news release, radio, social media, etc.
Suspicious person or object	Vote Center staff will contact security authorities depending on the situation.
Vote Center employees do not show up	The Vote Center manager will contact the Elections Department to find replacement staff for the Vote Center. A list of trained backup staff will be maintained by the Elections Department.
Vote Center is unusable	If the Vote Center is unusable for any reason, Vote Center staff will notify the Elections Department. A list of backup Vote Centers will be maintained by the Elections Department. A new Vote Center will be set up as soon as possible. Public will be notified of a change of location via website, media news release, radio, social media, etc.