

CONTRA COSTA COUNTY

ELECTIONS DIVISION 555 ESCOBAR STREET MARTINEZ, CALIFORNIA 94553-1140 (925) 335-7800 FAX (925) 335-7838 www.cocovote.us Joseph Canciamilla County Clerk/Recorder Registrar of Voters

Scott Konopasek Assistant Registrar

A Simple (Accessible) Path for All

It's not easy to find polling places that are both available and fully compliant with the Americans with Disabilities Act. We complete an extensive survey of all 268 polling places and are often able to identify temporary fixes to make a polling place accessible. This may require moving or creating accessible parking, clearly marking the accessible path of travel, adding signage, or placing mats, doorstops, and ramps. In June 2018, we deployed a dozen staff on election morning to deliver and set up these accessibility aids at polling places throughout the county.

Poll workers are responsible for everything else at their location, but accessibility modifications were still seen as technical work and setup was handled by our staff. If accessibility items were moved or damaged during the day, poll workers did not necessarily know how to identify or correct an issue. However, prior to the November 2018 election, over 700 poll workers had attended an <u>APPLE (Accessible Polling Place Locations and Equipment) class</u>.¹

APPLE reframes how poll workers think about accessibility, helps them better understand the work our office does to identify potential issues, and illustrates how modifications can impact voters. Emerging from APPLE, poll workers embraced their role in making their polling place accessible. We built on this enthusiasm by giving them the tools to establish an accessible polling place and to ensure it remained accessible throughout the day. They just needed the equipment and instructions. We provided both in an Accessibility Kit.



Image 1: This pin was given to every poll worker who attended APPLE.

An Accessibility Kit contained three components:

1. A **polling place specific packet**.² The packet included an overview of the location identifying the problem, the solution, and the equipment required; an aerial map pinpointing where to place items, and; a set of generic Accessibility Guides.

¹ More information on APPLE is available on our website at <u>www.cocovote.us</u> and is included in the attachments.

² A complete Accessibility Packet is included in the attachments.

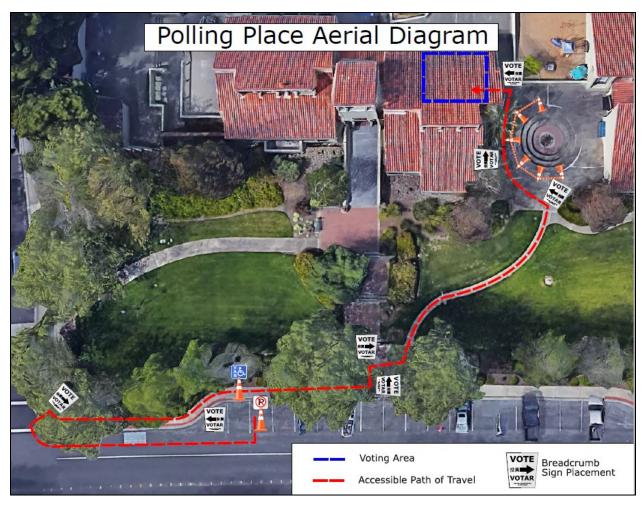


Image 2: An aerial map identifies the accessible path of travel and where to place items.

2. A set of eight Accessibility Guides outlined different issues and used simple instructions and images to explain how to correct them. The guides covered everything from creating accessible parking to erecting barricades.

Instructions:

- 1. Find the location of the hazard identified on the Polling Place Aerial Diagram.
- 2. Place an orange caution cone beneath the hazard to make it cane detectable.



Image 3: The instructions above explain how to make a protruding object cane detectable.

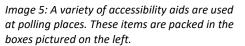
3. Accessibility aids. Cones, signs, mats, and other accessibility equipment were packed together in a box and delivered to the polling place with other election supplies.



 $\begin{tabular}{|c|c|c|c|c|} \hline Van Sign & Van Sign &$

Accessibility Equipment

Image 4: Boxes of accessibility aids are palletized for transportation and storage.



Besides ensuring the equipment is set up on Election Day, there are additional benefits to this approach. Instead of limiting knowledge and responsibility to just one of our staff members, we democratized the process and gave the knowledge and responsibility to all of the poll workers at each location.

And it worked. After visiting her polling place and reviewing the Accessibility Guides, one poll worker proposed an alternative modification to her location. She sent our staff a short video from the site explaining her plan and identified the items she would need.³ Our staff concurred with her assessment and provided the supplies (additional doorstops). She clearly understood the principles at work and applied her understanding to the specific situation at her polling place.

The Accessibility Guides were key to this. Our team took complex compliance requirements and translated them into a simple explanation of the potential barrier. They distilled the desired outcome and crafted simple, clear instructions on how to achieve it. This process gave poll workers the tools and information for both this election and laid the groundwork for future elections.

Creating a kit required classifying the issue at each location and then identifying the equipment required to correct it. This list was used to generate the overview and to pack the items for delivery. We used Google Earth images to produce the aerial maps and overlaid icons of the aids. The upfront investment of time and resources ensured that Election Day was smooth. Best of all, the items and information can easily be redeployed every election.

³ The video described is included as an attachment.

Together, the APPLE class foundation and Accessibility Kits gave poll workers the information and the materials to remove any barriers at their polling place. Poll workers can now independently ensure an accessible polling place is made available to all voters, and can fully own every part of the Election Day experience.

Contact: Sophie Lehman, Election Services Manager | 925-335-7856 | <u>Sophie.Lehman@vote.cccounty.us</u>

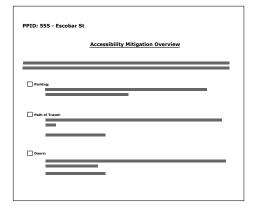


Polling Place Accessibility Packet

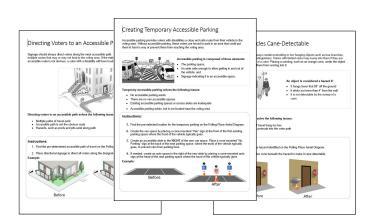


Aerial Diagram

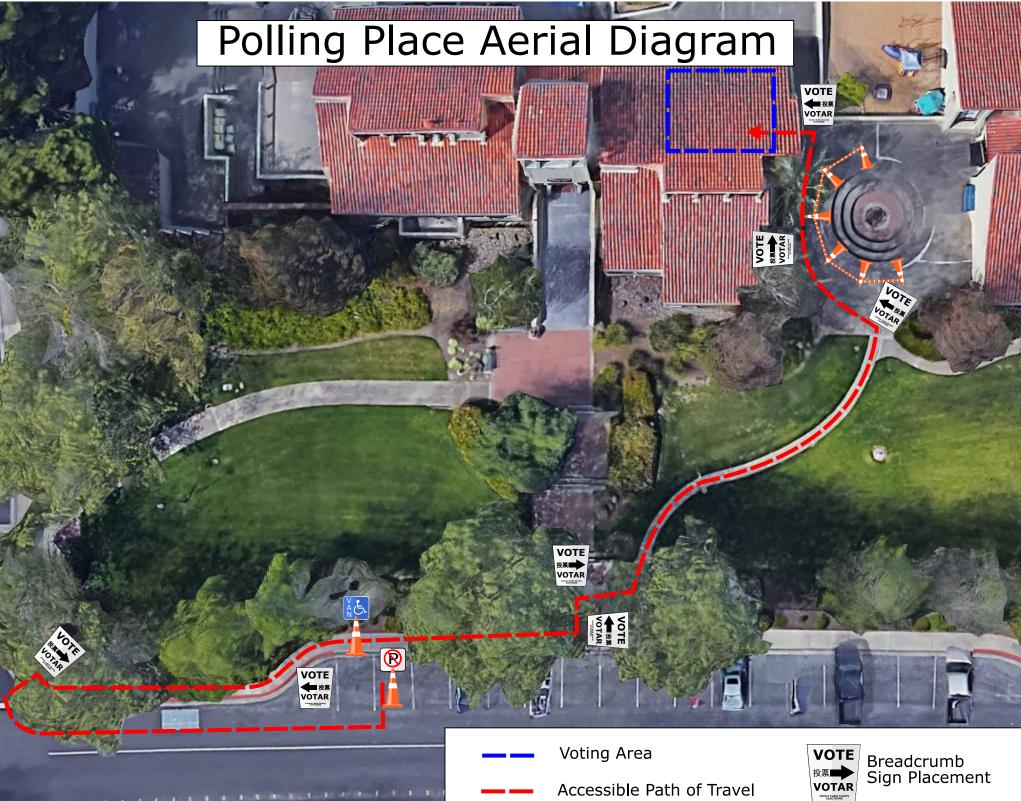
Flags the locations of the issues in the Accessibility Overview.



2 Accessibility Overview Identifies the polling place barriers and solutions.



Accessibility Guides Explain how to apply solutions.



PPID: 341 Walnut Country - Clubhouse

Accessibility Overview

This site has the following identified issues. Please use the **Polling Place Aerial Diagram** in this packet, accessibility aids, and your knowledge from APPLE training to remove barriers to your voting area.

Parking:

□ No accessible parking exists. Create temporary accessible parking with the provided equipment and Accessibility Guide A.

Equipment Provided:

[Van Sign] 1 [No Parking Sign] 1

Path of Travel:

□ Massive opening (pit) exists along Path of Travel. Create a temporary barricade with the provided equipment and Accessibility Guide G.

Equipment Provided:

[Tall Cone] 6 [Cone Bar] 5

Doors:

Building entry door threshold is too tall. Eliminate the door as a barrier and ease transitions with the provided equipment and Accessibility Guide H.

Equipment Provided:

[Door Stop] 1

[2" Threshold Ramp] 1

Accessibility Equipment



Creating Temporary Accessible Parking



Accessible parking provides voters with disabilities a close and safe route from their vehicle to the voting area. Without accessible parking, these voters are forced to park in an area that could put them in harm's way or prevent them from reaching the voting area.



Accessible parking is composed of three elements:

- The parking space,
- An aisle wide enough to maneuver in and out of the vehicle, and
- Signage designating it as an accessible space.

Image source: U.S. DOJ – ADA Checklist for Polling Places, 2016

Temporary accessible parking solves the following issues:

- No accessible parking exists.
- There are no van accessible spaces.
- Existing accessible parking spaces or access aisles are inadequate.
- Accessible parking exists, but is not located near the voting area.

Instructions:

- **1.** Find the pre-selected location for the temporary parking on the Polling Place Aerial Diagram.
- **2.** Create the van space by placing a cone-mounted "Van" sign at the front of the first existing parking space where the hood of the vehicle typically goes.
- **3.** Create an accessible aisle to the **RIGHT** of the new van space. Place a cone-mounted "No Parking" sign at the back of the next parking space, where the trunk of the vehicle typically goes, to prevent cars from parking here.
- **4.** If needed, create an auto space to the right of the new aisle by placing a cone-mounted auto sign at the head of the next parking space where the hood of the vehicle typically goes.



Information Source: U.S. Department of Justice ADA Checklist for Polling Places, June 2016 pg. 4

Creating a Usable Van Accessible Parking Space

Van accessible aisles provide enough space for a voter who uses a ramp-equipped vehicle to lower the ramp, then maneuver safely in the area between vehicles. If this area is even slightly blocked, a voter may not be able to exit their vehicle.

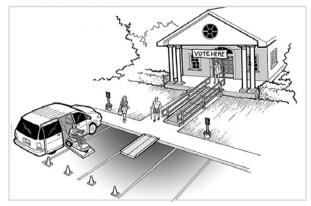


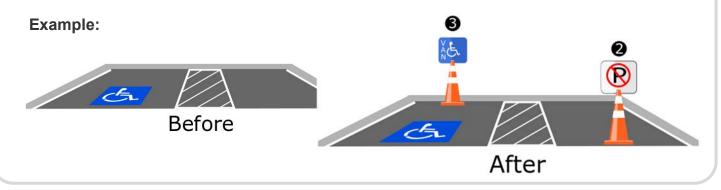
Image source: U.S. DOJ – ADA Checklist for Polling Places, 2016

Temporary accessible aisles solve the following issues:

- Accessible parking exists, but does not have a marked access aisle next to it.
- Accessible aisles are too narrow.
- Accessible aisles are not level.

Instructions:

- **1.** Find the pre-selected location for the temporary van accessible aisle on the Polling Place Aerial Diagram.
- 2. Create the van accessible aisle using the space to the **RIGHT** of the designated van space. Place a cone-mounted "No Parking" sign at the back of the parking space, where the trunk of the vehicle typically goes, to prevent vehicles from parking there.
- **3.** If needed, place a cone-mounted "Van" sign at the front of the designated temporary van accessible parking space where the hood of the vehicle typically goes.



Creating a Temporary Voter Drop-Off Zone

An accessible voter drop-off zone allows a person who uses a ramp-equipped vehicle to safely unload their passengers near the voting area. At any location where temporary accessible parking cannot be created, a voter drop-off zone is the solution.

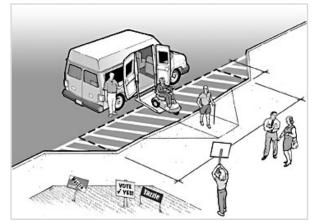


Image source: U.S. DOJ – ADA Checklist for Polling Places, 2016

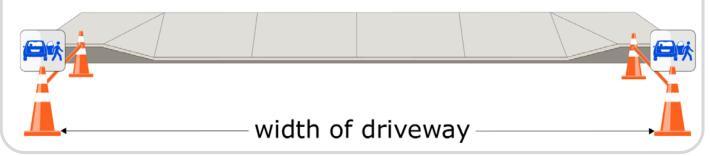
Temporary accessible voter drop-off zones solve the following issues:

- Accessible parking does not exist.
- Creating a temporary accessible parking space is not possible.

Instructions:

- **1.** Find the pre-selected location for the temporary drop-off zone on the Polling Place Aerial Diagram.
- **2.** Create the first barrier by placing an orange cone at one end of driveway and a second cone in the street. Extend the cone bar and place on top of the two cones.
- **3.** Create the second barrier by repeating step 2 at the other end of the driveway.
- **4.** Place "Voter Drop-Off" signs on the top of both outside cones.

Example:



Directing Voters to an Accessible Path



Signage should always direct voters along the most accessible path. Some polling places have multiple routes that may or may not lead to the voting area. If the main path is not accessible, or if the accessible route is not obvious, a voter with a disability will have trouble reaching the voting area.

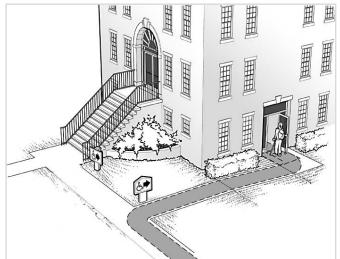


Image source: U.S. DOJ – ADA Checklist for Polling Places, 2016

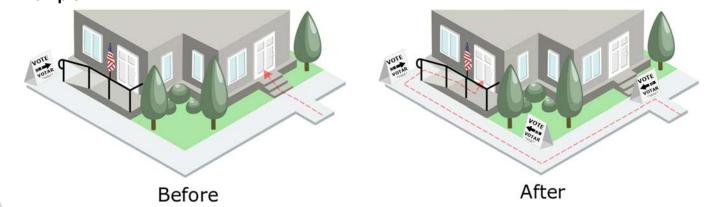
Directing voters to an accessible path solves the following issues:

- Multiple paths of travel exist.
- Accessible path is not the obvious route.
- Hazards, such as pools and pits exist along path.

Instructions:

- 1. Find the pre-determined accessible path of travel on the Polling Place Aerial Diagram.
- 2. Place directional signs to direct all voters along the designated accessible path.

Example:



Preventing Slips, Trips, and Falls



Walkways leading to the voting area can sometimes be uneven, cracked, or contain small openings. If unnoticed, this can cause voters to trip and fall. A voter in a wheelchair might not be able to maneuver over the obstacle. Placing a mat over the hazard can help ease the transition.



Easing transitions solves the following issues:

- Trip hazards,
- Horizontal openings on floor, and
- Gratings.

Instructions:

- 1. Find the location of the identified hazard on the Polling Place Aerial Diagram.
- 2. Place a rubber mat over the hazard to make it easier to maneuver. If the hazard is too severe to fix, and no alternate path is available, place an orange cone to alert voters.



Information source: U.S. Department of Justice - Solutions for Five Common ADA Access Problems at Polling Places, October 2014, pg. 6

Making Obstacles Cane-Detectable

In many polling places, walkways contain protruding or low hanging objects such as tree branches, drinking fountains, and fire extinguishers. Voters with limited vision may bump into them if they are not detectable by the sweep of a cane. Placing a warning, such as an orange cone, under the object will alert voters and prevent them from running into it.

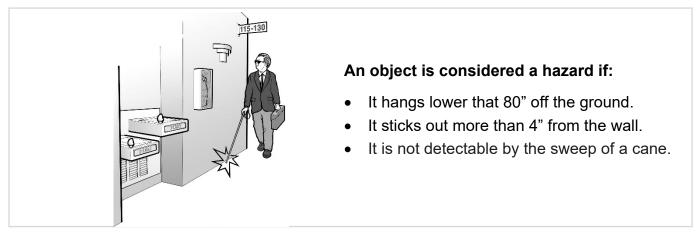


Image source: U.S. DOJ – Solutions for Five Common ADA Access Problems at Polling Places, 2014

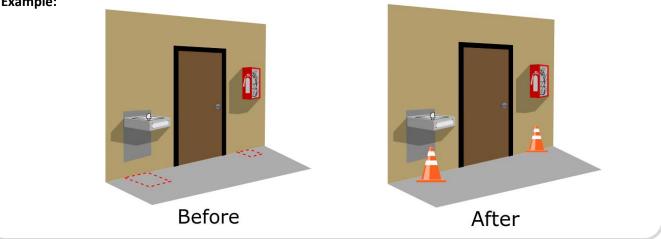
Cane-detectable warnings solve the following issues:

- Objects on the path of travel hang too low.
- Wall-mounted objects protrude into the voter path.

Instructions:

- 1. Find the location of the hazard identified on the Polling Place Aerial Diagram.
- 2. Place an orange caution cone beneath the hazard to make it cane detectable.

Example:



Creating Temporary Barricades



Large amenities, such as pools and staircases, pose a great risk to voters with limited vision if proper barriers are not in place to protect them. A temporary barricade will help prevent collisions or falls.



Image source: U.S. DOJ – ADA Checklist for Polling Places, 2016

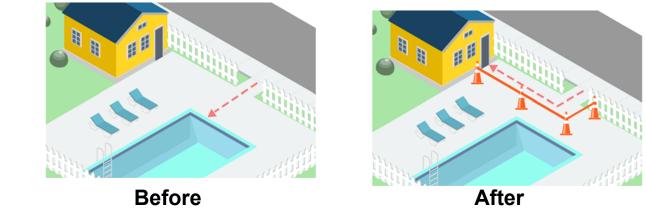
Creating detectable barriers solves the following issues:

- Staircases that protrude into a likely path of travel.
- Massive openings, such as pools.
- Ramps lacking wheel guides.

Instructions:

- 1. Find the location of the hazard identified on the Polling Place Aerial Diagram.
- 2. Block the hazard from the voter path using cone bar(s) and orange cones.

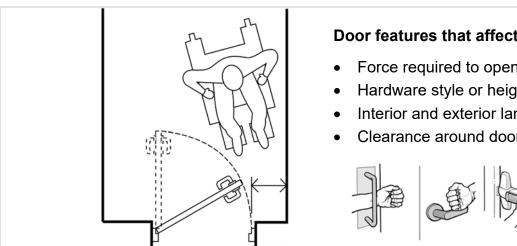
Example:



Eliminating Doors as Barriers



It may be difficult for a voter in a wheelchair to enter an area if a door is heavy, or if a threshold is too tall to maneuver over. Keeping these doors open on Election Day will ensure a direct and barrier-free path for voters.



Door features that affect accessibility:

- Force required to open.
- Hardware style or height.
- Interior and exterior landing slopes.
- Clearance around doorway.



Eliminating doors as barriers solves the following issues:

- Door requires too much force to open.
- Door hardware requires grasping/twisting.
- Door lacks enough space to pull open in a wheelchair.
- Threshold is too tall and/or not properly beveled.

Instructions:

1. Prop the door open. Two door stops are provided in the Blue Generic Supply Box.

If the location has a doormat, position it flush against the door to provide a smoother transition.

2. If called for, place a **mat** over the threshold or a threshold **ramp** at the exterior of the door to ease transitions



EX: BEFORE





EX: AFTER





Contra Costa County Elections

ELECTIONS DIVISION - JOSEPH E. CANCIAMILLA, COUNTY CLERK-RECORDER-REGISTRAR

APPLE Class

THE NEW ACCESSIBLE POLLING PLACE LOCATIONS AND EQUIPMENT CLASS

In 2018 we debuted a new class dedicated to all aspects of polling place accessibility called Accessible Polling Place Locations and Equipment (APPLE). AP PLE received the Election Center's 2018 Independence Award for Outstanding Professional Practice, recognizing innovation in voter accessibility. <u>Read the news release</u>

APPLE has also been covered nationally by <u>electionLine</u> and the <u>US Election Assistance</u> <u>Commission</u> and locally in the <u>East Bay Times</u>.

APPLE introduces poll workers to:

- How our office surveys sites for compliance with federal and state accessibility standards;
- Using items, such as ramps and signs to make polling places accessible;
- Creating a welcoming environment for all voters;
- Setting up and using a ballot marking device with accessible features; and
- Identifying potential accessibility issues on Election Day.

In addition to national recognition we're hearing great things from attendees!

If you're a current poll worker, sign up for an APPLE class through your worker portal.

Are you an election official interested in learning more? Use the following links to download and review the APPLE Class materials.

<u>PowerPoint</u>

<u>Script</u>

@ 2018 \cdot Contra Costa County, California \cdot Powered by Scytl

https://www.cocovote.us/poll-worker-center/accessible-polling-place-locations-and-equipment-apple-class/



U.S.Election Assistance Commission

Home > Blogs

By: Patrick Leahy

An U.S. Election Assistance Commission blog written by EAC Senior Advisor Patrick Leahy about the importance of accessibility for Veterans and Voters with Disabilities.

Making Elections More Accessible Through Poll Worker Training

Jul 25, 2018

As the U.S. Election Assistance Commission (EAC) continues our July focus on innovative programs for voters with disabilities and those with access needs, we caught up with **Joseph Canciamilla, Clerk, Recorder and Registrar, Contra Costa County, California** and his team about their **specialized polling place training effort**.

The new Accessible Polling Place Location and Equipment (APPLE) class helps train poll workers with a focus on accessibility, including for voters with disabilities, voters with language requirements and individuals with any type of physical access challenge.

Election officials across the United States currently use a variety of poll worker training initiatives to address accessibility, such as videos, webinars and in-person instruction. Still, recent reports indicate a gap in polling place satisfaction between voters and voters with access needs. The APPLE class addresses this gap by offering **a fresh approach to poll worker accessibility training**.



EAC: Please tell us about your innovative Accessible Polling Place Location and Equipment (APPLE) class.

Joseph Canciamilla: The APPLE class is dedicated to helping poll workers understand the importance of promoting accessible paths to and the use of accessible voting equipment. APPLE puts poll workers in the shoes of voters who need assistance and provides real-life examples of situations that can occur at a polling place on Election Day. The 90-minute class covers:



- Creating a welcoming environment for all voters;
- Making the ballot marking device an accessible solution for all voters;
- Understanding how our office conducts site surveys for compliance with federal accessibility standards;
- Using items, such as ramps and signs, to make the path of travel to the polling place accessible; and
- Ensuring that the polling place remains accessible throughout Election Day.

EAC: What sparked your office's interest in launching the APPLE program?

Canciamilla: In Contra Costa County, we dedicate thousands of hours each election to meticulously selecting and analyzing the best polling places for accessibility and finding ways to mitigate and solve potential issues. By the time Election Day rolls around, we feel confident that we have deployed the necessary steps to give all of our voters a good experience.

Following the November 2016 election, we received several complaints from voters and advocates taking issue with the lack of accessibility at a few of our polling places. In trying to understand what happened, we realized there was a disconnect between how we trained our poll workers and how they actually executed it on Election Day. The idea soon crystalized to have a class for our poll workers dedicated to the voter experience from an accessibility perspective, and their role in creating a positive environment on Election Day.

It's also worth noting that APPLE goes beyond physical access to polling places, but also addresses all varieties of access to voting, including language accessibility.

EAC: The Contra Costa initiative works to bridge the gap between accessibility planning and the execution of elections. What types of feedback have you received from poll workers and voters regarding your efforts in this area?

Canciamilla: The feedback we've received from our poll workers is overwhelmingly positive and APPLE trainers describe high attendee engagement in the class. Many poll workers have said that the proverbial "light bulb" came on and all the earlier training and accessibility information they had received finally clicked. Some poll workers explained their new-found understanding that accessibility doesn't necessarily have to be for those with physical disabilities. Even those with achy joints or less-than-perfect balance and vision can benefit from an inviting polling place environment. Some mentioned in post-class evaluations that it is important to not only set-up a polling place for accessibility, but that they must check throughout the day to make sure conditions haven't changed, such as a door closing or signs being moved, that would lead to a loss of accessibility. Poll workers report that the class left them with a new perspective and awareness of the polling place environment for all voters.



EAC: Please share any tips or best practices with election officials who might be interested in starting a similar poll worker training effort.

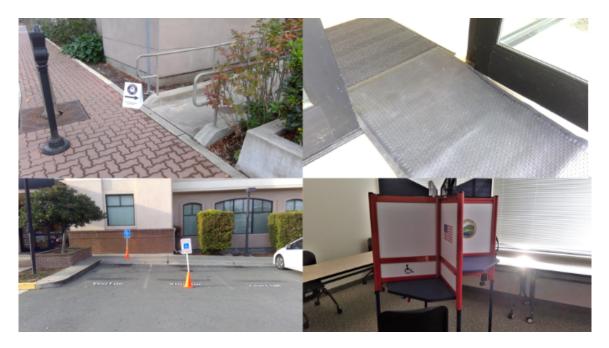
Canciamilla: We've found it useful to have APPLE as a year-round, ongoing class. Outside of election season, it keeps us connected to our poll workers. We're not overly concerned about information retention because the class isn't focused on technical knowledge, but rather changing the frame of mind and approach poll workers have to Election Day set up and operations.

We've learned that there is always a need to do a gap analysis to study where there are weak points in the execution of our well-intentioned plans. So, if there is a disconnect between our expectation of our poll workers following our training and their execution out in the field, then it's worth having a dedicated training class to address that specific issue.

EAC: What is the level of participation from poll workers in the APPLE class, and how is APPLE being integrated into your training for the 2018 federal election?

Canciamilla: APPLE is a voluntary class, but since it began in January 2018, about 700 poll workers, or about half of our total number of Election Day volunteers, have taken the class. For the June 2018 primary, we had at least one APPLE-trained poll worker at each of our 269 polling places. Our goal for the November election is to have two or more APPLE-trained poll workers at each polling place, and for every voter to feel welcome and have full, unimpeded access to voting on Election Day.

We would like to extend a big thank you to the Contra Costa County elections division for this innovative initiative. Improvements in poll worker training to further assist voters in the voting process are an important component of making elections accessible in 2018 and beyond. As we celebrate the 28th anniversary of the Americans with Disabilities Act (ADA) later this week, the **APPLE class** stands out as an outstanding model in providing private and independent access to the vote.



Tags:

accessibility, california, complaint, election administration, election official, poll workers, polling place, pre-election, voter, voting

electionline Weekly March 8, 2018

In Focus This Week

Contra Costa Elections emphasizes voter accessibly for all

APPLE: Accessible Polling Place Locations and Equipment

The Contra Costa County Elections staff has always worked to make sure polling places are accessible, but this year they've taken that commitment to the next level. After reviewing different ways to help poll workers understand the importance of creating an accessible polling place, the elections division created a class dedicated that highlights every aspect of accessibility in the polling place.

The Elections Division call this class APPLE, which stands for Accessible Polling Place Locations and Equipment. Topics covered during the class include the following:

- How our office surveys sites for compliance with federal accessibility standards;
- Using items such as ramps and signs to make polling places accessible;
- Creating a welcoming environment for all voters;
- Setting up and using a ballot marking device with accessible features;
- Identifying potential accessibility issues in the field.



"We saw a bit of a disconnect between the efforts we put in to ensure polling places are accessible and how we share its importance with our poll workers," Assistant Registrar Scott Konopasek said. "By having a class dedicated just to voter accessibility, our poll workers can see the valuable role they play in ensuring all residents can vote comfortably."

Chris Juell teaching an APPLE class in February at the Contra Costa Elections office in Martinez.

The APPLE class curriculum includes real examples of inaccessible polling places, and guides poll workers on how to identify accessibility issues and how to use the ballot marking device.

"There are a lot of 'Ah ha' moments, where people see that a lot of people may have common challenges they never thought about. It's a real eye opener," said Camille Cain, one of the Elections Division staff members who developed and teaches the course.

Adds fellow instructor Chris Juell: "Accessibility is not just for the people who need it, it's for everybody."

The APPLE classes were fairly inexpensive. Contra Costa Elections officials say that in addition to the staff time to prepare the class curriculum, the hard costs included renting a couple of training venues throughout the county at a cost of less than \$2,000 and just over \$5,000 for some special pins to present attendees of the class.

Attendance of the APPLE class is voluntary. Since the class launched in January, 599 poll workers have taken the course. That's roughly a third of the county's Election Day volunteers.

Poll workers lauded the new class, saying it has opened their eyes to the importance of identifying barriers and mitigating them to create accessibility.

"It gave me all of the insight and a different thought process about how we can make voting more accessible for all people," said Mohsin Ali of San Ramon.

Ali, a poll worker who volunteers at the polling location at the San Ramon Senior Center, says the class gave him a different perspective and will make him more cognizant of items such as sign placement, door pressure and other voter needs.



"The class doesn't just focus on one class of people, but how we can make all voters comfortable," Ali said.

Bonita Brewer, who volunteered as a poll worker for the first time in November 2016 at the Pleasant Hill Hope Center, said she appreciated hearing the detailed information about all the measures the Elections Office take to ensure access to the ballot; not just addressing physical disabilities, but also language barriers.



These tools are used by a surveying team to measure sidewalk slope, door pressure and other accessibility issues.

The class helped me understand why it's important that doors are kept open and things like that. Before the class, I wouldn't have thought about what if a kid walks by and shuts the door," Brewer, a Martinez resident, said. "In June, I know I'm going to be more aware of the polling place environment."

The Elections Division's goal is to have at least two poll workers at each of the county's 278 polling places attend the APPLE class before the June 5th election.

For more information, go to the Contra Costa Elections website at <u>www.cocovote.us</u>.