

## 2022 November Bilingual Poll Worker Recruitment Survey

|  |               |
|--|---------------|
| <b>County:</b>   | San Francisco |
| <b>Name of person this survey was completed by:</b>    |               |
| <b>Email address of person completing this survey:</b> |               |

Please complete this survey regarding your recruitment of bilingual poll workers and language access services provided for the November 8, 2022, General Election. Start by entering the name of each language bilingual poll workers were recruited to serve. Then, fill out the details regarding that recruitment on the following pages. The name of the language will fill in automatically in the details section below. Finally, the last two pages allow for a description of additional language services other than bilingual poll workers or if you have more details to provide about your recruitment processes.

### List of Languages Served

| #   | Language Name | Type of Mandate          |
|-----|---------------|--------------------------|
| 1)  | Burmese       | State, Section 14201     |
| 2)  | Chinese       | Federal, VRA Section 203 |
| 3)  | Filipino      | State, Section 14201     |
| 4)  | Japanese      | State, Section 14201     |
| 5)  | Korean        | State, Section 14201     |
| 6)  | Spanish       | Federal, VRA Section 203 |
| 7)  | Thai          | State, Section 14201     |
| 8)  | Vietnamese    | State, Section 14201     |
| 9)  |               | Select a Mandate         |
| 10) |               | Select a Mandate         |
| 11) |               | Select a Mandate         |
| 12) |               | Select a Mandate         |

## 2022 November Bilingual Poll Worker Recruitment Survey

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|---|----------------------|
| <b>County:</b>                                    | San Francisco        |
| <b>Details of Bilingual Service Provided for:</b> | Burmese              |
| <b>Type of Mandate:</b>                           | State, Section 14201 |

| # | Question  | Number of Workers |
|---|---|-------------------|
| 1 | Number of bilingual poll workers signed up for Election Day?          | 15                |
| 2 | Number of bilingual poll workers that served on Election Day?         | 9                 |
| 3 | Number of bilingual Legal Permanent Residents signed up to volunteer? | 2                 |
| 4 | Number of bilingual student volunteers signed up?                     | 0                 |
| 5 | What type and how many other bilingual volunteers were signed up?     |                   |
|   | A   |                   |
|   | B   |                   |
|   | C   |                   |

|   |                          |
|---|--------------------------|
| <b>Details of Bilingual Service Provided for:</b> | Chinese                  |
| <b>Type of Mandate:</b>                           | Federal, VRA Section 203 |

| # | Question  | Number of Workers |
|---|---|-------------------|
| 1 | Number of bilingual poll workers signed up for Election Day?          | 683               |
| 2 | Number of bilingual poll workers that served on Election Day?         | 467               |
| 3 | Number of bilingual Legal Permanent Residents signed up to volunteer? | 95                |
| 4 | Number of bilingual student volunteers signed up?                     | 210               |
| 5 | What type and how many other bilingual volunteers were signed up?     |                   |
|   | A   |                   |
|   | B   |                   |
|   | C   |                   |

## 2022 November Bilingual Poll Worker Recruitment Survey

|   |                      |
|---|----------------------|
| <b>County:</b>                                    | San Francisco        |
| <b>Details of Bilingual Service Provided for:</b> | Filipino             |
| <b>Type of Mandate</b>                            | State, Section 14201 |

| # | Question  | Number of Workers |
|---|---|-------------------|
| 1 | Number of bilingual poll workers signed up for Election Day?          | 113               |
| 2 | Number of bilingual poll workers that served on Election Day?         | 73                |
| 3 | Number of bilingual Legal Permanent Residents signed up to volunteer? | 16                |
| 4 | Number of bilingual student volunteers signed up?                     | 9                 |
| 5 | What type and how many other bilingual volunteers were signed up?     |                   |
|   | A   |                   |
|   | B   |                   |
|   | C   |                   |

|   |                      |
|---|----------------------|
| <b>Details of Bilingual Service Provided for:</b> | Japanese             |
| <b>Type of Mandate</b>                            | State, Section 14201 |

| # | Question  | Number of Workers |
|---|---|-------------------|
| 1 | Number of bilingual poll workers signed up for Election Day?          | 36                |
| 2 | Number of bilingual poll workers that served on Election Day?         | 28                |
| 3 | Number of bilingual Legal Permanent Residents signed up to volunteer? | 3                 |
| 4 | Number of bilingual student volunteers signed up?                     | 4                 |
| 5 | What type and how many other bilingual volunteers were signed up?     |                   |
|   | A   |                   |
|   | B   |                   |
|   | C   |                   |

## 2022 November Bilingual Poll Worker Recruitment Survey

|   |                      |
|---|----------------------|
| <b>County:</b>                                    | San Francisco        |
| <b>Details of Bilingual Service Provided for:</b> | Korean               |
| <b>Type of Mandate</b>                            | State, Section 14201 |

| # | Question  | Number of Workers |
|---|---|-------------------|
| 1 | Number of bilingual poll workers signed up for Election Day?          | 23                |
| 2 | Number of bilingual poll workers that served on Election Day?         | 16                |
| 3 | Number of bilingual Legal Permanent Residents signed up to volunteer? | 2                 |
| 4 | Number of bilingual student volunteers signed up?                     | 2                 |
| 5 | What type and how many other bilingual volunteers were signed up?     |                   |
|   | A   |                   |
|   | B   |                   |
|   | C   |                   |

|   |                          |
|---|--------------------------|
| <b>Details of Bilingual Service Provided for:</b> | Spanish                  |
| <b>Type of Mandate</b>                            | Federal, VRA Section 203 |

| # | Question  | Number of Workers |
|---|---|-------------------|
| 1 | Number of bilingual poll workers signed up for Election Day?          | 769               |
| 2 | Number of bilingual poll workers that served on Election Day?         | 437               |
| 3 | Number of bilingual Legal Permanent Residents signed up to volunteer? | 79                |
| 4 | Number of bilingual student volunteers signed up?                     | 157               |
| 5 | What type and how many other bilingual volunteers were signed up?     |                   |
|   | A   |                   |
|   | B   |                   |
|   | C   |                   |

## 2022 November Bilingual Poll Worker Recruitment Survey

|   |                      |
|---|----------------------|
| <b>County:</b>                                    | San Francisco        |
| <b>Details of Bilingual Service Provided for:</b> | Thai                 |
| <b>Type of Mandate:</b>                           | State, Section 14201 |

| # | Question  | Number of Workers |
|---|---|-------------------|
| 1 | Number of bilingual poll workers signed up for Election Day?          | 8                 |
| 2 | Number of bilingual poll workers that served on Election Day?         | 5                 |
| 3 | Number of bilingual Legal Permanent Residents signed up to volunteer? | 1                 |
| 4 | Number of bilingual student volunteers signed up?                     | 1                 |
| 5 | What type and how many other bilingual volunteers were signed up?     |                   |
|   | A   |                   |
|   | B   |                   |
|   | C   |                   |

|   |                      |
|---|----------------------|
| <b>Details of Bilingual Service Provided for:</b> | Vietnamese           |
| <b>Type of Mandate:</b>                           | State, Section 14201 |

| # | Question  | Number of Workers |
|---|---|-------------------|
| 1 | Number of bilingual poll workers signed up for Election Day?          | 44                |
| 2 | Number of bilingual poll workers that served on Election Day?         | 28                |
| 3 | Number of bilingual Legal Permanent Residents signed up to volunteer? | 6                 |
| 4 | Number of bilingual student volunteers signed up?                     | 4                 |
| 5 | What type and how many other bilingual volunteers were signed up?     |                   |
|   | A   |                   |
|   | B   |                   |
|   | C   |                   |

## 2022 November Bilingual Poll Worker Recruitment Survey

**County:**

**San Francisco**

**Please provide details about any other language access services provided at voting locations including remote translations, 3-party telephonic translations, or others.**

**Languages Served using alternative methods**

The Department contracts with the vendor who performs 3-party telephonic translations in over 240 languages. Additionally, the Department staffs dedicated telephone lines to provide multilingual voter services in Cantonese, Mandarin, Spanish, and Filipino.

**Description of each alternative method of language access service provided. Please include the reason this alternative method was selected.**

**Number of Pieces of Equipment Deployed and/or Number of People Providing Service**

1

All voters and poll workers have access to telephonic interpretations provided by the vendor with whom the Department contracts. The vendor provides on-demand access in 240-plus languages via three formats: mobile, video, and phone.

More than 14,000 professional interpreters

2

The Department staffs public telephone lines dedicated to providing services in Cantonese, Mandarin, Spanish, and Filipino. These telephone lines operate during business hours as well as voting hours on Election Day, and serve both voters and poll workers who call in for language assistance.

15-20 Department employees

3

4

## 2022 November Bilingual Poll Worker Recruitment Survey

County:

San Francisco

**Please use this space to describe any additional details regarding your recruitment of bilingual poll workers or language services provided.**

The Department works diligently to comply with all aspects of federal, state, and local statutes pertaining to minority-language assistance. The Department maintains a comprehensive and accessible language assistance program in all mandated languages which encompasses:

- Translation and distribution of materials, including election-specific and polling place materials, and online voter information and tools,
- Oral assistance, including in-person, telephone, video, and email assistance and year-round outreach,
- Assistance at the polls on Election Day, and
- Partnership with community organizations and interested individuals who provide further input about how to best meet the needs of minority-language communities in San Francisco.

The Department continuously evaluates and refines its language access program in order to exceed the requirements and promote an informed, engaged electorate that reflects the diversity of San Francisco.