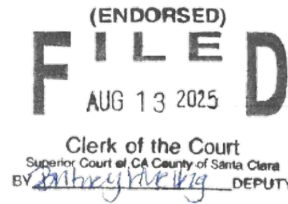
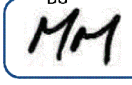


# County of Santa Clara

Office of the County Executive

County Government Center, East Wing  
70 West Hedding Street  
San Jose, California 95110  
(408) 299-5105



**DATE:** August 12, 2025  
**TO:** Greta S. Hansen, Chief Operating Officer  
**FROM:** Matt Moreles, Registrar of Voters   
**SUBJECT:** Responses to the Santa Clara County Civil Grand Jury Final Report  
*A Vote of Confidence: County of Santa Clara Registrar of Voters*

The Santa Clara County Civil Grand Jury's Final Report, *A Vote of Confidence: County of Santa Clara Registrar of Voters* contained multiple findings and one recommendation requiring a response from the County of Santa Clara (County), consistent with the provisions of California Penal Code section 933.05. This memorandum contains the response from the County.

## ***Finding 1***

*All 10 recommendations from the 2017 Audit were implemented into the County's election systems within three years.*

### **Response to Finding 1**

The County agrees with this finding.

## ***Finding 2***

*The ROV Office:*

- Has improved staff morale and employee satisfaction,*
- Is highly rated by its employees, and*
- Has many staff, including high-level ROV officials, who have long tenures and extensive experience in managing elections.*

### **Response to Finding 2**

The County agrees with this finding.

Adopted: 08/12/2025

Memorandum to Chief Operating Officer Greta S. Hansen  
Re: Responses to the Santa Clara County Civil Grand Jury Final Report *A Vote of Confidence: County of Santa Clara Registrar of Voters*  
August 12, 2025  
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### ***Finding 3***

*Election system operations are adapted and improved, as necessary, when inconsistencies or inefficiencies are encountered.*

#### **Response to Finding 3**

The County agrees with this finding.

### ***Finding 4***

*Although the ROV publishes many statistics including the number and demographics of voters in each election, it does not publish results of quantitative measures of its own performance.*

#### **Response to Finding 4**

The County agrees with this finding.

### ***Recommendation 4***

*The ROV should publish quantitative measures and trends on the ROV website both in real time and after each election to demonstrate its commitment to continuous improvement. Examples of quantitative measures of ROV operational performance include timeliness of submission of election results to the state and wait times at Vote Centers. The ROV should present examples of this to the Board of Supervisors by December 31, 2025.*

#### **Response to Recommendation 4**

The recommendation has not been implemented but will be implemented in the future. The County will develop and implement a set of quantitative performance measurements to be published on the Registrar of Voters' website by December 31, 2025. The County is in the process of identifying specific performance measurements to demonstrate the efficiency and timeliness of the Registrar's election operations as well as the service delivery and utilization of key voter services, including language assistance and accessible voting methods.