

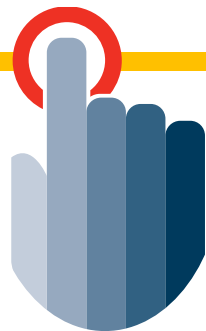


Voting in L.A. County's November General Election: Preparing the Public

Dean C. Logan

May 21, 2020

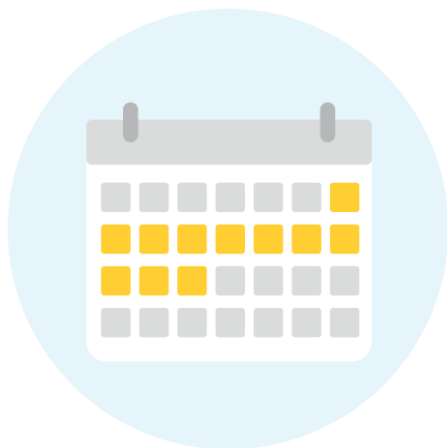
L.A. COUNTY'S NEW VOTING EXPERIENCE



VOTER'S CHOICE

CALIFORNIA

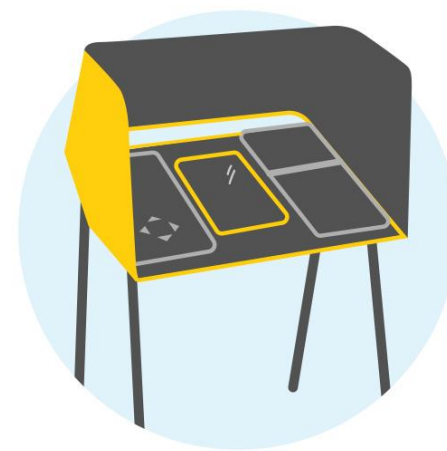
You choose **when, where, and how** to vote



**10 days of voting
before Election Day**



Vote Center model



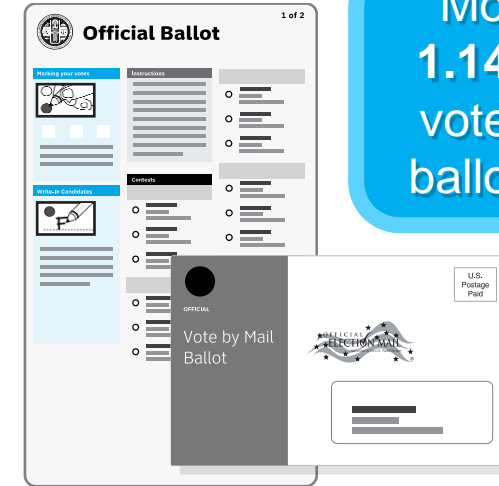
**Electronic Pollbooks &
Ballot Marking Devices**



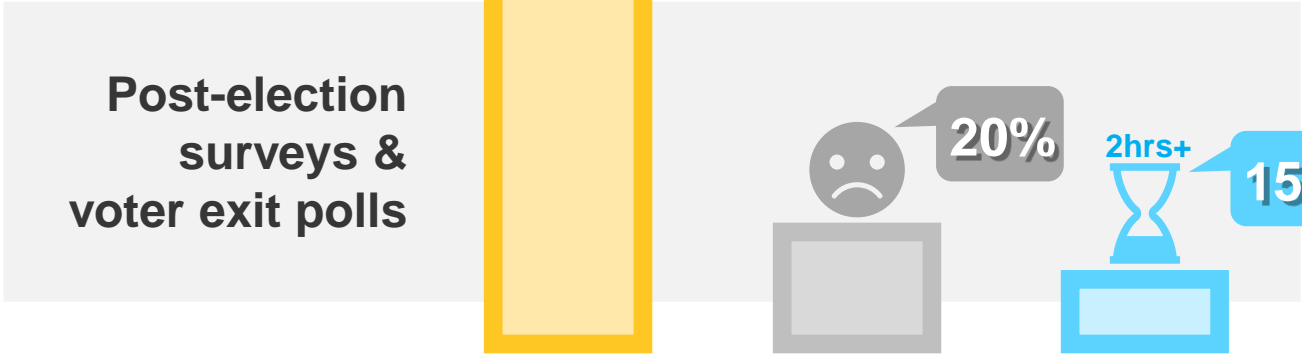
POST- ELECTION KEY POINTS



Nearly 1 million voters went to a vote center



More than 1.14 million vote by mail ballots tallied



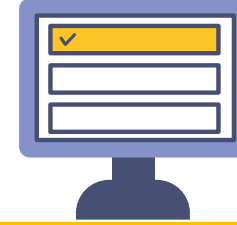
RR/CC teamed up with independent consultants and researchers to analyze March Primary Election

A small bar chart with four vertical bars of different heights and colors (purple, dark blue, yellow, light blue).

POST-ELECTION KEY FINDINGS



Excessive Wait Times



ISSUES

- a) Technical issues with Electronic Pollbooks (PollPads) during check-in
- b) Smaller Vote Centers had fewer PollPads
- c) Voter look-up in PollPads was difficult
- d) Conditional Voter Registration (CVR) processing and changes in registration was time consuming

SOLUTIONS

- a) Improve PollPad software to speed up the synchronizing of voter data
- b) Minimum of 5 PollPads to be deployed and connected daily
- c) New search filters to locate voter quickly will be added to the PollPads
- d) Additional training for Election Workers on CVR and making changes in registration will be emphasized and the process streamlined



Staffing at Vote Centers



ISSUES

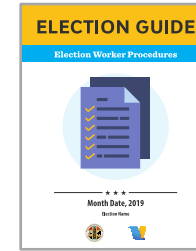
- a) Lack of an effective data management system affected recruitment and tracking
- b) Delay in finalizing Vote Centers and size allocation resulted in under/overstaffing
- c) Delay in mailing assignments to Election Workers resulted in no-shows
- d) Vote Center Leads working 11 consecutive days led to attendance issues

SOLUTIONS

- a) Implement new data management system PollChief to adequately track Election Workers and generate assignment letters
- b) Begin Vote Center and Election Worker recruitment early
- c) Reassess & streamline the Vote Center Lead time commitment and overall program



Election Worker Training



ISSUES

- a) Training content changed during training period
- b) Election Workers were unaware of training materials on PollPad
- c) Rules related to CVR and changing voter information were not understood well.

SOLUTIONS

- a) Procedures to be finalized prior to training
- b) Include an orientation to training materials on PollPad
- c) Reassess the length and duration of training required for November election



Vote Center Set-up & Deployment



ISSUES

- a) Some Vote Centers were not opened as scheduled
- b) Inadequate staffing, experience and resources for deployment at this scale
- c) Many public facilities initially declined to serve; some then minimized room size or duration
- d) Only 42% of private sites contacted agreed to be a Vote Center

SOLUTIONS

- a) Outsource Vote Center deployment
- b) Enlist support from Board of Supervisors for public site compliance and private site recruiting
- c) Operationalize Account Manager team of full-time staff dedicated to Vote Center recruitment



Help Desk Call Center for Election Workers & Voters



ISSUES

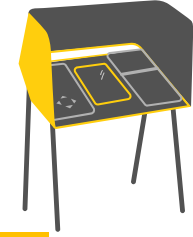
- a) Excessive wait times caused by high volume of calls
- b) Inadequate staffing and technical issues
- c) Use of several call centers and help desk systems: IT Help Desk, Election Worker Services, and Voter Help Desk

SOLUTIONS

- a) Engage a third-party vendor to assess IT Help Desk call center and logistical planning
- b) Engage a third-party vendor to staff and manage IT Help Desk call center
- c) Migrate all Call Centers into one incident management system
- d) Conduct call volume analysis to determine staffing needs



Ballot Marking Device (BMD)



ISSUES

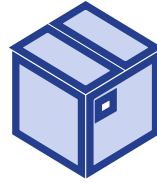
- a) Reported issues primarily caused by faulty printer gear
- b) Some BMD issues were left unresolved by Election Workers because other BMDs were available for use
- c) In larger Vote Centers, some BMDs were never turned on

SOLUTIONS

- a) Complete BMD printer assembly replacements – currently underway
- b) Train Election Workers to turn on all BMDs on Election Day



Ballot Boxes



ISSUES

- a) Some confusion with casting ballot at the BMD
- b) Voters accustomed to a centralized ballot box
- c) Clarity on on-screen language and prompts could be improved

SOLUTIONS

- a) Refine messaging as part of Voter Outreach and in Vote Centers
- b) Add clarifying text and imagery to the on-screen BMD instructions
- c) Create a script for check-in clerks to inform voters of the “MORE” button and to cast their ballot at the BMD.



ALL VOTE BY MAIL FOR NOVEMBER 3 GENERAL ELECTION

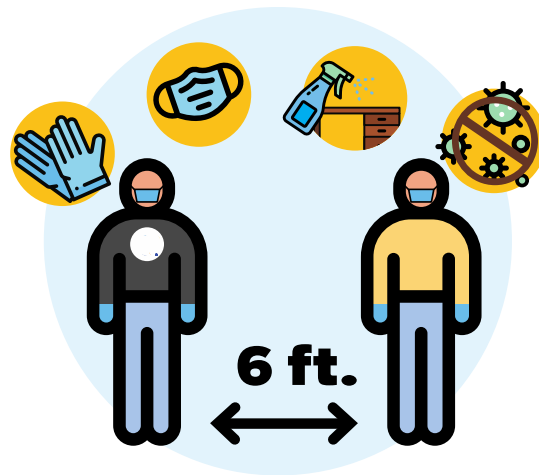
Because of COVID-19, L.A. County Board of Supervisors passed a motion calling for our office to mail a Vote by Mail ballot to all registered voters in L.A. County.



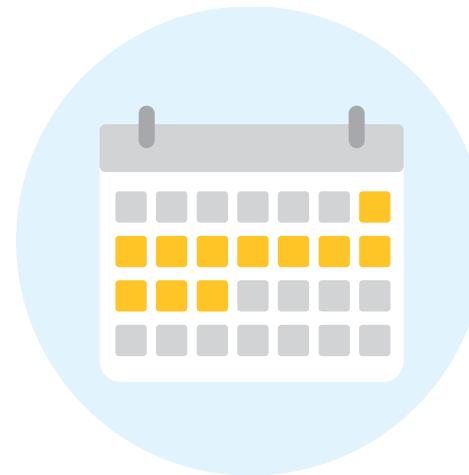
SNAPSHOT OF NOVEMBER GENERAL ELECTION



L.A. County has more than **5.5 million** registered voters. Mailing all voters a Vote by Mail ballot means an additional **2.5 million** ballots over the March Primary.



There will be safe in-person **Vote Centers** that will strictly follow State and County guidelines from public health and safety officials. **March Primary** had more than **970** Vote Centers.



We are planning to have **10 days** of voting available prior to Election Day.



In March there were **206** **Vote by Mail Drop Boxes**, we plan to add more Drop Boxes throughout the County.



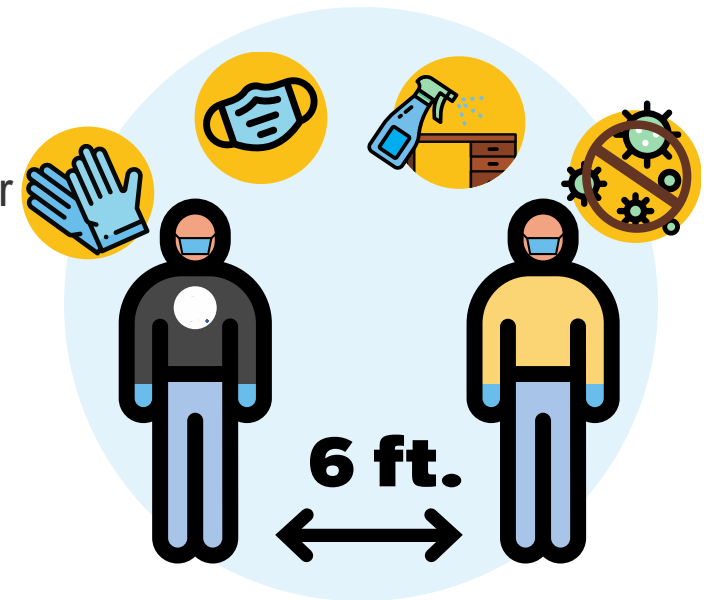
VOTER INFORMATION AND GUIDANCE RELATING TO COVID-19

All registered voters will be mailed a Vote by Mail ballot.

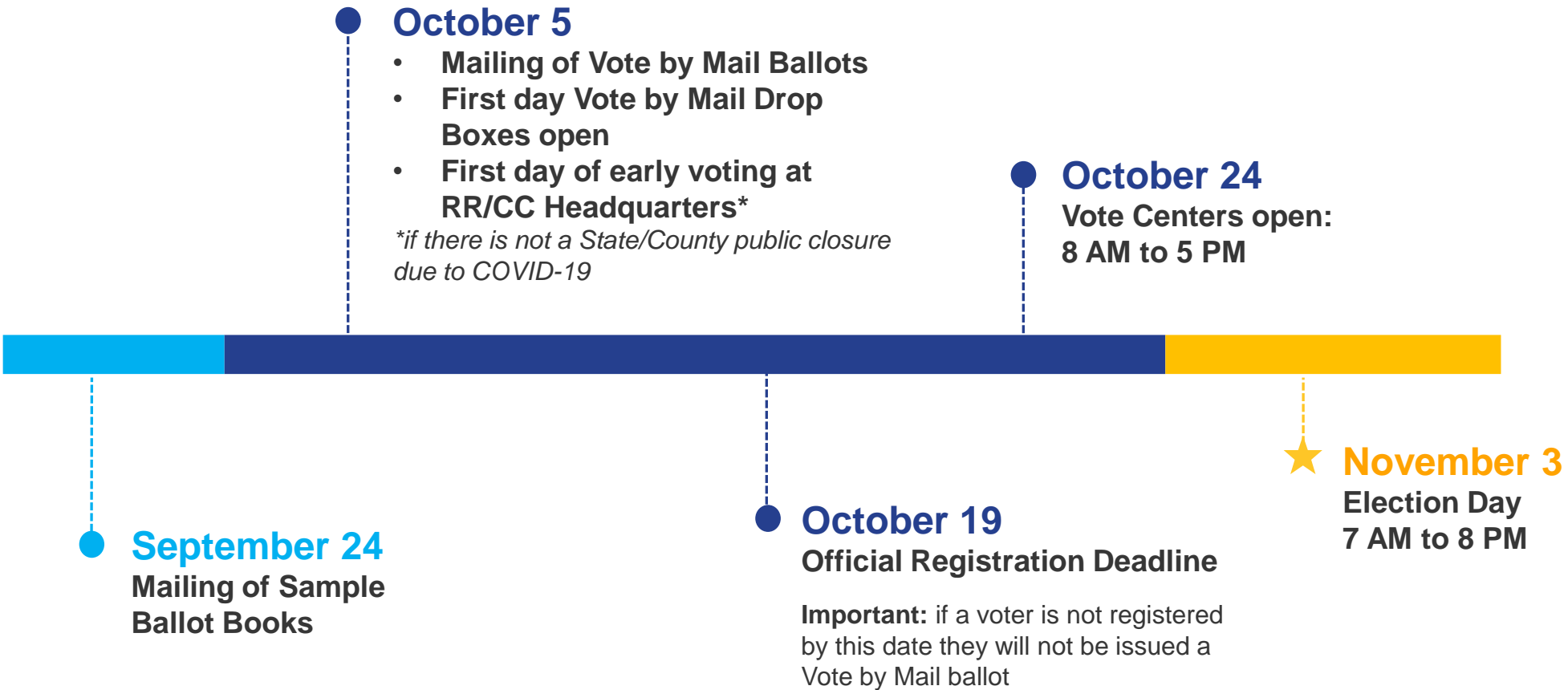
L.A. County will encourage voters to stay at home and vote using their mail-in ballot. Although we will offer in-person voting, we will strictly follow the State and County's public health and safety guidelines to ensure we provide a safe voting environment.

COVID-19 Information for Voting In-Person:

1. Voters should wear a clean face-covering when visiting the Vote Center
2. Election Workers will be wearing protective gloves and masks
3. Social distancing will be enforced at the check-in and voting process
4. The Ballot Marking Devices will be sanitized after every voter
5. Gloves will be provided to voters upon request



TIMELINE



MEDIA/OUTREACH EDUCATION CAMPAIGN

- **Educating the public on these changes will be critical. A large-scale media and outreach campaign is being developed and will include:**

1. Direct mailings and emails
2. Multilingual TV commercials
3. Multilingual radio commercials
4. Multilingual digital advertisements
5. Multilingual social media
6. Multilingual out-of-home advertisements
7. Multilingual print advertisements



- **We will rely on your partnerships to help communicate these changes to the public**
- **All communication materials/resources will be shared with your organization**



QUESTIONS?

Website: LAVote.net

Social Media: [@lacountyrrcc](https://www.instagram.com/lacountyrrcc)

Email: outreach@rrcc.lacounty.gov

