



COVID-19 and Election Administration Orange County Case Study



Election Administration under COVID-19

2 Special Elections

April 7th Westminster Recall

- Executive order after mailing out VIGs and ballots
- Retroactive outreach to voters and adjustments to operations
- Risk-limiting audit
- Recount

May 19th - Santa Ana Recall

- Executive order prior to mailing out VIGs and ballots
- Proactive outreach to voters
- More lead time to modify operations



Timeline – Westminster Recall

March 12, 2020

- Ballots mailed to voters

March 20, 2020

- Governor issues Executive Order N-34-20 to cancel in-person voting

March 25, 2020

- Supplemental VIGs and postcards mailed to voters with COVID-19 in-person voting closure information

EXECUTIVE ORDER N-34-20

WHEREAS on March 4, 2020, I proclaimed a State of Emergency to exist in California as a result of the threat of COVID-19; and

WHEREAS hundreds of local governments across the state have also declared states of emergency, imposed or recommended social distancing, and taken other significant steps in response to COVID-19; and

WHEREAS various political subdivisions within California are in the process of changing from an at-large method of election to district elections, existing law requires public hearings to be conducted within prescribed timeframes as part of this change, and conducting such hearings within these timeframes would be incongruent with public health officials' guidance regarding social distancing; and

WHEREAS California held a Presidential Primary Election on March 3, 2020, for which ballot counting, tabulation, and other responsibilities related to the official canvass, including certification of the canvass, audits and/or manual tallies of election results, and reporting of the official canvass results, remain outstanding or ongoing; and

WHEREAS COVID-19 and the response thereto may impair the ability of relevant state and local officials, including county elections officials and the Secretary of State, and the volunteers supporting them, to meet statutory deadlines associated with these responsibilities; and

WHEREAS on November 15, 2019, I proclaimed a Special General Election to be held on May 12, 2020, to fill a vacancy in the State Senate seat representing the 28th Senate District of the State, in Riverside County; and

WHEREAS on November 15, 2019, I proclaimed a Special General Election to be held on May 12, 2020, to fill a vacancy in the U.S. House of Representatives seat representing the 25th Congressional District of the State, which covers portions of the counties of Ventura and Los Angeles; and



Postcards

Mailed to all Westminster voters in English, Spanish, Vietnamese, Chinese, and Korean

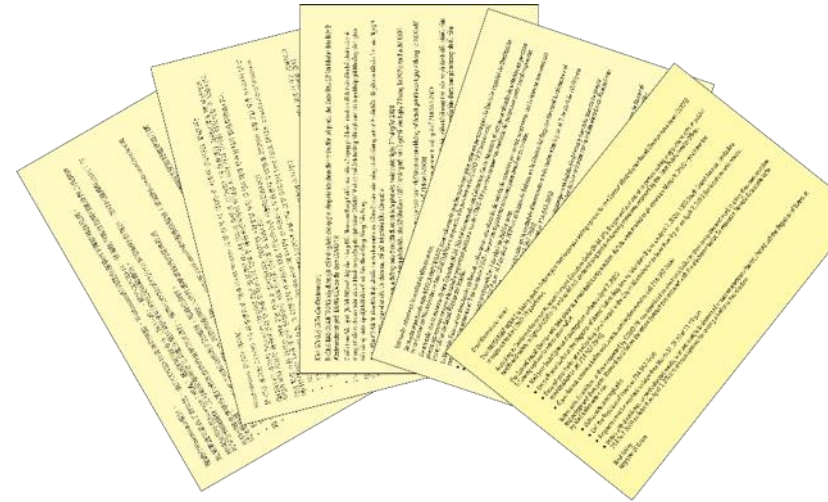
Front

- Large and bold **URGENT NOTICE**



Back

- In-person voting closure explanation, voting options, and how to receive more information





Press Release

- Posted on website
- Translated into Spanish, Vietnamese, Chinese, and Korean
- Forwarded to local press outlets






Updated Letter in VIG

Supplemental VIGs included an updated letter that highlighted:

- Cancellation of in-person voting in **RED bold text**.
- Modification of voting options for ballot return only
- Reminder that return envelopes have pre-paid postage



REGISTRAR OF VOTERS
1300 South Grand Avenue, Bldg. C
Santa Ana, California 92705
(714) 567-7600
FAX (714) 567-7644
ocvote.com

NEAL KELLEY
Registrar of Voters
Mailing Address:
P.O. Box 11298
Santa Ana, California 92711

Dear


This Voter Information Guide contains information for the May 19, 2020 City of Santa Ana Special Recall Election.

Please note – due to Governor Newsom's recent Executive Order (N-48-20), the City of Santa Ana Special Recall Election will take place as a mail-ballot only election. For additional information read the important notice on the following page, or visit ocvote.com/santa-ana.





Ballots will be mailed to all voters on April 20, 2020. Please take a moment to review your options for returning your Vote-by-Mail ballot prior to voting:

- **By Mail:** You can return your ballot by mail (no postage required), on or before May 19, 2020.*
- **Secure Ballot Drop Boxes:** Drop off your ballot at one of our secure ballot drop boxes located in the City of Santa Ana, no later than 8 p.m. on May 19, 2020. For locations, visit ocvote.com/dropbox.
- **Registrar of Voters' Drop Box:** Drop off your ballot at the drop box in front of the Registrar of Voters' office at 1300 South Grand Avenue, Santa Ana, no later than 8 p.m. on May 19, 2020.

If you did not receive a ballot by April 27, 2020, visit ocvote.com/replacement or call 714-567-7600.

Sincerely,

Neal Kelley
Registrar of Voters

*Please remember to mail your ballot early to avoid any potential postal delays – no postage is required. Other options include depositing your ballot into one of our secure ballot drop boxes through 8 p.m. on May 19, 2020.

 [ocregistrar](https://www.instagram.com/ocregistrar)  [@ocregistrar](https://twitter.com/ocregistrar)  ocvote.com  facebook.com/ocrov

Need Help? (714) 567-7600 or ocvote.com/help



Website

- Homepage button to direct voters to relevant information
- Landing Page with links to:
 - Press Release
 - Postcard
 - Election Results
 - Dates, Deadlines, and More
 - Important Legal Documents
 - Voter Information Guide
 - Emergency Ballot
 - Ballots Issued and Returned Data





Vote Center Closure Signs

NOTICE OF VOTE CENTER CLOSURE

Effective:
March 28, 2020 - April 7, 2020

For questions and options for casting your ballot
please call 714-567-7600, or visit ocvote.com

Additional details on the Special Westminster Recall Election and options for
casting your ballot can be found at ocvote.com/westminster



**ORANGE COUNTY
REGISTRAR OF VOTERS**

THÔNG BÁO ĐÓNG CỬ TRUNG TÂM BẦU CỬ

Có Hiệu Lực:
Ngày 28 Tháng Ba – Ngày 7 Tháng Tư, 2020

Nếu có câu hỏi hay để tìm hiểu thêm về lựa chọn bỏ phiếu của quý vị
vui lòng gọi số 714-567-7600, hoặc truy cập ocvote.com

Các thông tin bổ sung cho Cuộc Bầu Cử Bãi Nhiệm Đặc Biệt ở Westminster và các
lựa chọn bỏ phiếu của quý vị có thể được tìm thấy tại ocvote.com/westminster

투표 센터 폐쇄 알림

기간:
2020년 3월 28일 - 2020년 4월 7일

기표 방법 안내 및 문의는
714-567-7600으로 전화하시거나
ocvote.com을 방문해 주십시오

Westminster 특별 소환 선거에 관한 기타사항과 기표 방법 안내는
ocvote.com/westminster를 참조하십시오

PAUNAWA NG PAGSASARA NG SENTRO NG PAGBOTO

Magkakabisa:
Marso 28, 2020 - Abril 7, 2020

Para sa mga tanong at opsyon para sa pagpapatala ng iyong balota
mangyaring tumawag sa 714-567-7600, o bisitahin ang ocvote.com

Ang mga karagdagang detalye sa Espesyal na Halalan ng Pagpapalis ng Westminster at
mga opsyon para sa pagpapatala ng balota ay matatagpuan sa ocvote.com/westminster



**ORANGE COUNTY
REGISTRAR OF VOTERS**

AVISO DE CIERRE DE CENTROS DE VOTACIÓN

Efectivo:
28 de marzo de 2020 - 7 de abril de 2020

Para preguntas y opciones para emitir su voto
Por favor llame al 714-567-7600, o visite ocvote.com

Detalles adicionales de la Elección Especial de Destitución en la
Ciudad de Westminster y opciones para emitir su voto
pueden ser encontrados en ocvote.com/westminster

投票中心 關閉公告

生效期間:
2020年3月28日 - 2020年4月7日

有關投選您的選票的問題和選擇
請致電 714-567-7600, 或造訪 ocvote.com

查詢更多有關Westminster市特別罷免選舉的詳細信息及投選
您的選票的選擇, 請造訪 ocvote.com/westminster

اطلاعیه تعطیلی مرکز رای گیری

تاریخ اجرای تعطیلی:
از 28 مارس 2020 تا 7 آوریل 2020

برای طرح سؤالات و کسب اطلاع در مورد گزینه‌های موجود برای رای دادن
مراجعه کنید ocvote.com لطفاً با شماره 714-567-7600 تماس بگیرید یا به وبسایت

اطلاعات بیشتر در رابطه با "انتخابات برکناری ویژه وستمنستر
و گزینه‌های موجود برای رای دادن, در وبسایت " (Special Westminster Recall Election)
ocvote.com/westminster موجود است



In-Person Voting

Number of voters served:

- 45 total; 30 on Election Day
- Mostly CVRs; few made appointments

Challenges:

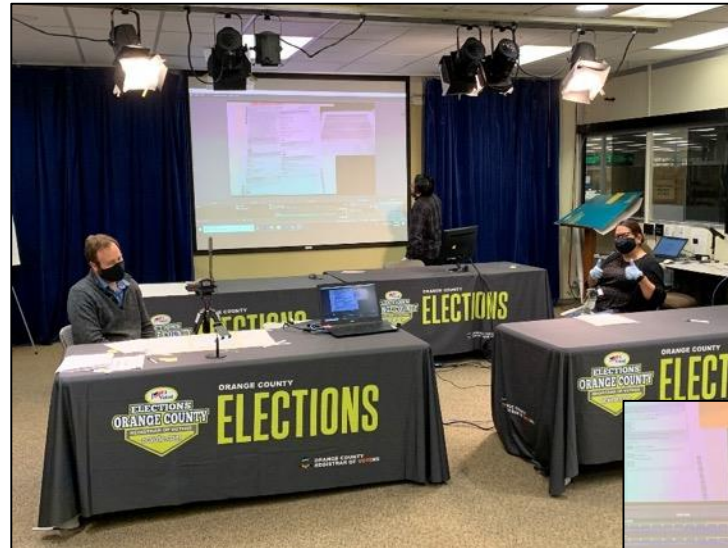
- Cold and rainy weather
- Limited canopies
- One voter served at a time
- Many voters were seniors that could not stand in line for extended periods





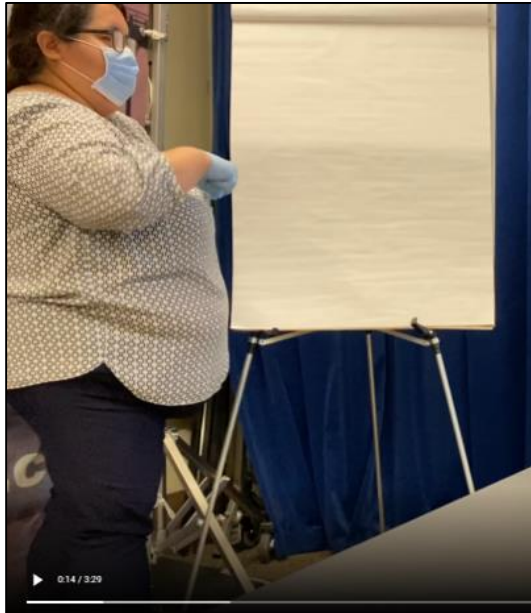
Risk-Limiting Audit

- Conducted RLA as a post-election audit in lieu of 1PMT
- No public access; livestreamed online from beginning to end
- Additional IT setup required for sufficient camera and audio coverage
- Minor connectivity issues – ROV and from viewers at home





Risk-Limiting Audit



Left to right:

- 1) Tracking numbers rolled on a poster sheet
- 2) Closeup of dice to show number rolled
- 3) Utilize RLA tool to generate ballot manifest

Recount

- Request for recount received on Tuesday, April 21
- Elections Code and CA Recount Regulations requires “physical access to any and all relevant materials”
- No exceptions for a health emergency / pandemic
- Recount commenced on Tuesday, April 28





Preparations for Recount

- Maintain closure to general public
- N-95 masks for staff
- Sneeze guards at front counters for public to check in
- Designed recount space and front lobby to maximize social distancing
- Video coverage for overflow



Recount





Timeline – Santa Ana Recall

April 9, 2020

Governor issued Executive Order N-20-48 to cancel in-person voting

April 12, 2020

Mailed out VIGs and vote-by-mail packets

May 5, 2020

In-person voting is available





Voter Information Guide

- Executive order issued prior to mailing of VIGs and ballots
- Prepared two VIGs depending on Governor's decision
- Modified cover, letter, and internal pages to reflect in-person voting closure
- Available in English and DOJ languages





Voter Information Guide Cover

Top right banner:

“IN-PERSON VOTING CLOSED!
COVID-19 DETAILS INSIDE”

Middle banner:

“IMPORTANT COVID-19 NOTICE!
IN-PERSON VOTING CLOSED”

Bottom row of icons


Removed Vote Center icon for
in-person voting





Voter Information Guide Inside Cover


- Reiterated why this election will be conducted as a mail ballot only election
- Directed voters to COVID-19 notice and website for more information



**THIS ELECTION
VOTING IS DIFFERENT!**

**DUE TO THE COVID-19 PANDEMIC, THIS
ELECTION WILL BE CONDUCTED AS A
MAIL BALLOT ONLY ELECTION.**

Every voter will receive a mail ballot. You can vote at home and return your ballot by mail (no postage required) or via a secure drop box. See the important COVID-19 notice in this guide.










More info at ocvote.com/mail



Important Notice

- Included inside all VIGs under Table of Contents
- Emailed to all Santa Ana voters on May 5th
- Translated notices provided to voters with language needs
 - ☐ Spanish
 - ☐ Vietnamese
 - ☐ Chinese
 - ☐ Korean

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IMPORTANT NOTICE OF IN-PERSON VOTING CLOSURES

This IMPORTANT NOTICE is included to inform you that in-person voting options for the City of Santa Ana Special Recall Election have been CLOSED in response to the COVID-19 pandemic.

According to California Governor Newsom's recent Executive Order (N-48-20), the generalized use of in-person voting may present risks to public health and safety in light of COVID-19 and could risk undermining social distancing measures imposed by the State Public Health Officer.

The City of Santa Ana Special Recall Election will take place as a mail-ballot only election. Ballots will be mailed to all voters on April 20, 2020 – you have the following options to return your ballot:

- Mail your ballot (pre-paid postage) on or before May 19, 2020
- Drop off your ballot at the Registrar of Voters' ballot drop box no later than 8 p.m. on May 19, 2020, 1300 South Grand Avenue, Santa Ana
- Drop off your ballot at other ballot drop box locations in the City of Santa Ana no later than 8 p.m. on May 19, 2020 (for locations visit ocvote.com/dropbox or call 714-567-7600)
- If you did not receive a ballot by April 27, 2020 visit ocvote.com/replacement or call 714-567-7600

Voters with disabilities, or those with medical impacts due to COVID-19, can download an electronic ballot to their computer and mark it using their own assistive technology and then print. Voters should follow the return instructions included with the electronic ballot. To request a Remote Accessible Vote-by-Mail ballot voters can:

- Visit ocvote.com/myballot
- Call the Registrar of Voters at 714-567-7600
- Requests must be received no later than May 12, 2020 at 11:59 p.m.
- Voters with disabilities, or particularized needs, who are unable to download or cast an electronic ballot, should call the Registrar of Voters at 714-567-7600 no later than May 15, 2020 to discuss options for casting a ballot in this election.

SANTA ANA SPECIAL RECALL ELECTION IS BEING CONDUCTED AS A MAIL BALLOT ONLY ELECTION

This IMPORTANT NOTICE is to inform you that the City of Santa Ana Special Recall Election is being conducted using vote-by-mail, in lieu of in-person voting, with multiple options to submit your ballot.

According to California Governor Newsom's recent Executive Order (N-48-20), the generalized use of in-person voting may present risks to public health and safety in light of COVID-19 and could risk undermining social distancing measures imposed by the State Public Health Officer. Ballots were mailed to all voters on April 20, 2020 – you have the following options to return your ballot:

- Mail your ballot (pre-paid postage) on or before May 19, 2020
- Drop off your ballot at the Registrar of Voters' ballot drop box no later than 8 p.m. on May 19, 2020, 1300 South Grand Avenue, Santa Ana
- Drop off your ballot at other ballot drop box locations in the City of Santa Ana no later than 8 p.m. on May 19, 2020 (for locations visit ocvote.com/dropbox or call 714-567-7600)
- If you did not receive a ballot by April 27, 2020 visit ocvote.com/replacement or call 714-567-7600
- Additional options exist for voters with disabilities or those with medical impacts due to COVID-19. For details visit ocvote.com/myballot or call 714-567-7600


Neal Kelly
Registrar of Voters



For more information, please visit ocvote.com/santa-ana
or call The Registrar of Voters office: 714-567-7600



Vote-by-Mail Insert

- Included in vote-by-mail packet mailed to every voter
- Messaging:
 - ☐ Explain why in-person voting is closed
 - ☐ Encourage vote-by-mail voting
 - ☐ Multiple options to return ballot
 - ☐ Call or visit website for more information

Due to the COVID-19 pandemic, in-person voting has been closed – vote at home with multiple options to return your ballot!

Your option for voting in this election is to vote at home using your vote-by-mail ballot.

See reverse for options to return your ballot.



**ORANGE COUNTY
REGISTRAR OF VOTERS**

Options for Returning Your Vote-by-Mail Ballot

Did you know that vote-by-mail ballots are among the first ballots to be counted and reported on Election Night? Every vote-by-mail ballot is processed and counted, regardless of the type of election.



Mail Your Ballot
Mail your ballot on or before Election Day (no postage required). For mail box locations visit ocvote.com/mail



Deposit Your Ballot into a Secure Drop Box
Use one of our secure drop boxes located in the City of Santa Ana. For locations visit ocvote.com/dropbox

Click ocvote.com

Call 714-567-7600 for help

Enjoy your "I Voted" sticker 



Vote-by-Mail Processing

- Began processing VBMs on Tuesday, May 5th
- Social distancing implemented
- Sanitary equipment provided such as gloves, tissues, hand sanitizer, and disinfecting wipes





Vote Center Closure Signs

NOTICE OF VOTE CENTER CLOSURE

Effective:

May 9, 2020 - May 19, 2020

For questions and options for casting your ballot
please call 714-567-7600, or visit ocvote.com

Additional details on the Santa Ana Special Recall Election and options for
casting your ballot can be found at ocvote.com/santa-ana



**ORANGE COUNTY
REGISTRAR OF VOTERS**

THÔNG BÁO ĐÓNG CỬA TRUNG TÂM BẦU CỬ

Có Hiệu Lực Từ Ngày:

9 Tháng Năm, 2020 - 19 Tháng Năm, 2020

Về các câu hỏi và lựa chọn để bỏ phiếu vui
lòng gọi số 714-567-7600, hoặc truy cập
ocvote.com

Các chỉ tiết bổ sung về cuộc Bầu Cử Bãi Nhiệm Đặc Biệt ở Santa
Ana và các lựa chọn để bỏ phiếu bầu của quý vị có thể được
tìm thấy tại ocvote.com/santa-ana

**투표 센터
폐쇄 알림**

기간:

2020년 5월 9일 - 2020년 5월 19일

기표 방법에 관한 안내 및 문의는 714-567-7600으로
전화하시거나 ocvote.com을 방문해 주십시오

Santa Ana 특별 소환 선거 기표방법 안내 및 기타 자세한 사항은
ocvote.com/santa-ana를 참조하십시오

PAUNAWA NG PAGSASARA NG SENTRONG NG PAGBOTO

Magkakabisa sa:

Mayo 9, 2020 - Mayo 19, 2020

Para sa mga tanong at opsyon para sa pagpapatala ng
iyong balota mangyaring tumawag sa 714-567-7600,
o bisitahin ang ocvote.com

Ang mga nangangangailangan dahil sa Espesyal na Recall na Hahalen ng Santa Ana at mga
opsyon para sa pagpapatala ng iyong balota ay matatagpuan sa ocvote.com/santa-ana



**ORANGE COUNTY
REGISTRAR OF VOTERS**

AVISO DE CIERRE DE CENTROS DE VOTACIÓN

Efectivo durante el:

9 de mayo de 2020 al 19 de mayo de 2020

Para preguntas y opciones para emitir tu voto por
favor llama al 714-567-7600, o visita ocvote.com

Detalles adicionales de la Elección Especial de Destitución en Santa Ana
y opciones para emitir tu voto pueden ser encontrados en
ocvote.com/santa-ana

**投票中心
關閉公告**

生效期間:

2020年5月9日 - 2020年5月19日

有關投票您的選舉的問題和選擇
請致電 714-567-7600，或造訪 ocvote.com

查詢更多有關 Santa Ana 特別罷免選舉的資訊及您投票的選擇，
請造訪 ocvote.com/santa-ana

اعلامیه بستن مرکز رأی

تاریخ اجرا:

9 مه، 2020 تا 19 مه، 2020

برای سؤالات و گزینه های مربوط به رأی داندستن،
لطفاً با شماره 714-567-7600 تماس بگیرید،
یا از ocvote.com بازدید کنید.

جزئیات بیشتر در ارتباط با فراخوانی انتخابات و رأی Santa Ana و گزینه های مربوط
به رأی داندستن را می توانید در نشانی ocvote.com/santa-ana پیدا کنید.



Website

- Homepage button to direct voters to relevant information
- Landing Page with links to:
 - Press Release
 - Postcard
 - Election Results
 - Dates, Deadlines, and More
 - Important Legal Documents
 - Voter Information Guide
 - Emergency Ballot
 - Ballots Issued and Returned Data





Ballot Drop Box Pick-Up



- Per State regulations, pick up of ballots must be handled by two members for accountability
- Previously done in one vehicle for a team of two
- To maintain social distancing, two vehicles now needed



Steps for In-Person Voting

- Voters begin by lining up with 6 ft. separation
- Utilize phone to notify staff
- Staff will process voter
- Voter can vote with a paper ballot in a voting booth or with a ballot-marking device



In-Person Voting





Lessons Learned from Special Elections

Past implementation of VCA critical to voters already having experience with all voters receiving a VBM ballot and availability of ballot drop boxes

- 80% of voters voted by mail in March 2020 and 18% of voters who voted by mail returned via ballot drop box in March 2020

Proactive outreach to voters via mail, website, etc. and in-language materials for voters with language needs

Minimize confusion by only sending out information once finalized

Plan ahead by examining all processes and procedures from start to finish that need to be modified



Challenges for November 2020

Voters

- Many voters wait until the last minute to vote
- Last-minute voters typically need same-day voter registration, which takes longer
- Minimum requirements (i.e., will election officials have to provide masks to voters without masks?)

Logistics

- Limited availability of Vote Center locations and training sites
- Recruitment, interviewing, and onboarding of Vote Center staff
- Inventory of PPE and sanitizing supplies to maintain safe working environments



Planning for November 2020

- CACEO Recommendations to Governor Newsom
- Statewide November 2020 Election Task Force
- SOS-CACEO Conference Calls
- Orange County Plans and Preparations



Pending Legislation

AB 860 (Berman)

- Requires a vote-by-mail ballot to be mailed to all voters in CA
- Urgency statute
- Governor issued Executive Order N-64-20 to mail a vote-by-mail ballot to all voters on May 8th

SB 423 (Umberg)

- 1 in-person voting location for every 10,000 voters and open for 4 days (including Election Day) & 1 ballot drop off location for every 15,000 voters
- State to provide assistance for acquiring voting locations and staffing and PPE and disinfectant
- Statewide voter education



QUESTIONS?



**THANK
YOU!**