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

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August 12, 2020

L.A. COUNTY'S NEW VOTING EXPERIENCE

VOTER'S CHOICE CALIFORNIA

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

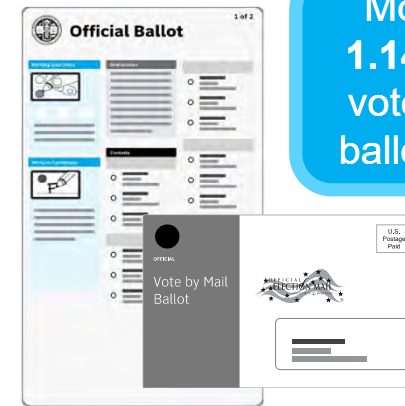**10 days of voting before Election Day**

Vote Center model

LA County

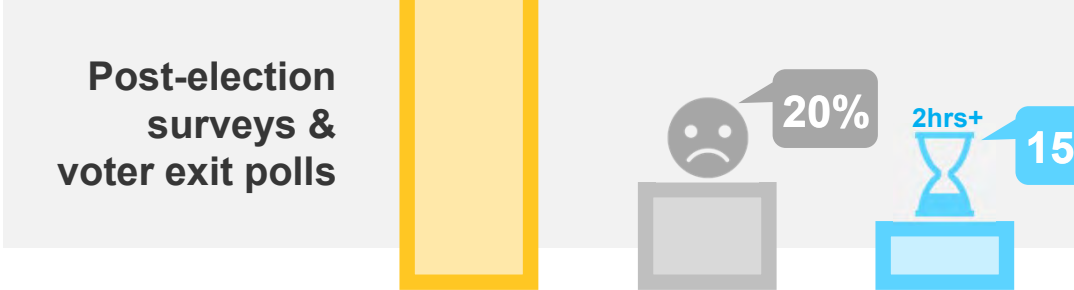**Electronic Pollbooks & Ballot Marking Devices**

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POST- ELECTION KEY POINTS

Nearly **1 million** voters went to a vote center

First 10 days	★★★ Election Day ★★★
27%	73%

More than **1.14 million** vote by mail ballots tallied

Official Ballot

Vote by Mail Ballot

Post-election surveys & voter exit polls

70%

20%

2hrs+ 15%

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

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POST-ELECTION KEY FINDINGS

Excessive Wait Times

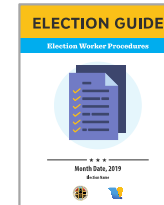| ISSUES	SOLUTIONS
a) Technical issues with Electronic Pollbooks (PollPads) during check-in	a) Improve PollPad software to speed up the synchronizing of voter data
b) Smaller Vote Centers had fewer PollPads	b) Minimum of 5 PollPads to be deployed and connected daily
c) Voter look-up in PollPads was difficult	c) New search filters to locate voter quickly will be added to the PollPads
d) Conditional Voter Registration (CVR) processing and changes in registration was time consuming	d) Additional training for Election Workers on CVR and making changes in registration will be emphasized and the process streamlined

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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

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Election Worker Training

ISSUES	SOLUTIONS
a) Training content changed during training period	a) Procedures to be finalized prior to training
b) Election Workers were unaware of training materials on PollPad	b) Include an orientation to training materials on PollPad
c) Rules related to CVR and changing voter information were not understood well.	c) Reassess the length and duration of training required for November election

Vote Center Set-up & Deployment

ISSUES	SOLUTIONS
a) Some Vote Centers were not opened as scheduled	a) Outsource Vote Center deployment
b) Inadequate staffing, experience and resources for deployment at this scale	b) Enlist support from Board of Supervisors for public site compliance and private site recruiting
c) Many public facilities initially declined to serve; some then minimized room size or duration	c) Operationalize Account Manager team of full-time staff dedicated to Vote Center recruitment
d) Only 42% of private sites contacted agreed to be a Vote Center	

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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

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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.

ALL VOTE BY MAIL FOR NOVEMBER GENERAL ELECTION

L.A. County Board of Supervisors

Board Motions call for the RR/CC to mail a Vote by Mail ballot to all registered voters in L.A. County and to focus resources on a 4 day voting period.

California Governor Gavin Newsom

Executive Orders call for every California voter to receive a ballot by mail and allow for election officials to have vote centers open for only 4 days. Also establishes ratios for minimum number of vote center locations.

Assembly Bill 860

Assembly Bill 860 requires county election officials to mail a ballot to every registered voter for the General Election and requires county election officials to permit any voter to cast a ballot using a certified remote accessible vote by mail system.

Senate Bill 423

Senate Bill 423 authorizes county election officials have its vote centers open for only 4 days and requires the Secretary of State to establish a process to consider requests from counties to adjust or waive the minimum number of vote center and drop box locations.
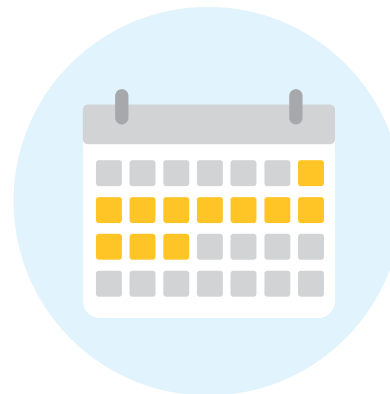
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SNAPSHOT OF NOVEMBER GENERAL ELECTION

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.*

6 ft.
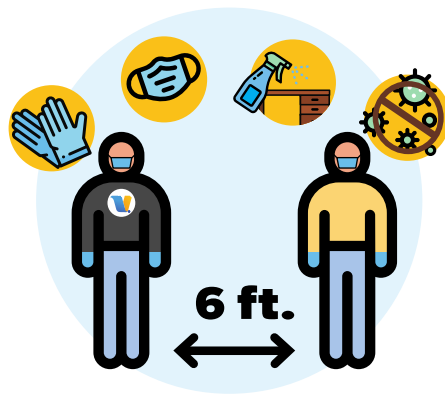
There will be safe in-person Vote Centers that will strictly follow State and County guidelines from public health and safety officials. *The legal minimum for November is 570 vote centers*. We plan to exceed that.

We are planning to have at least 4 days of voting available.

OFFICIAL BALLOT DROP BOX

NO POSTAGE NE

TAMPERING WITH THIS BAL
(CA ELECTIONS C

If this box is full, damaged, or if
please contact us at 1-800-

I VOTED

LOS ANGELES COUNTY
Registrar-Recorder/County Clerk

In March there were 206 Vote by Mail Drop Boxes. For November, *we plan to have over 350 Drop Boxes throughout the County.*
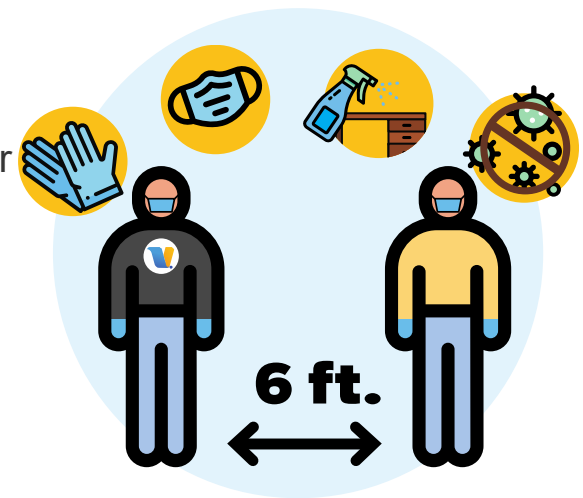
VOTER INFORMATION AND GUIDANCE RELATING TO COVID-19

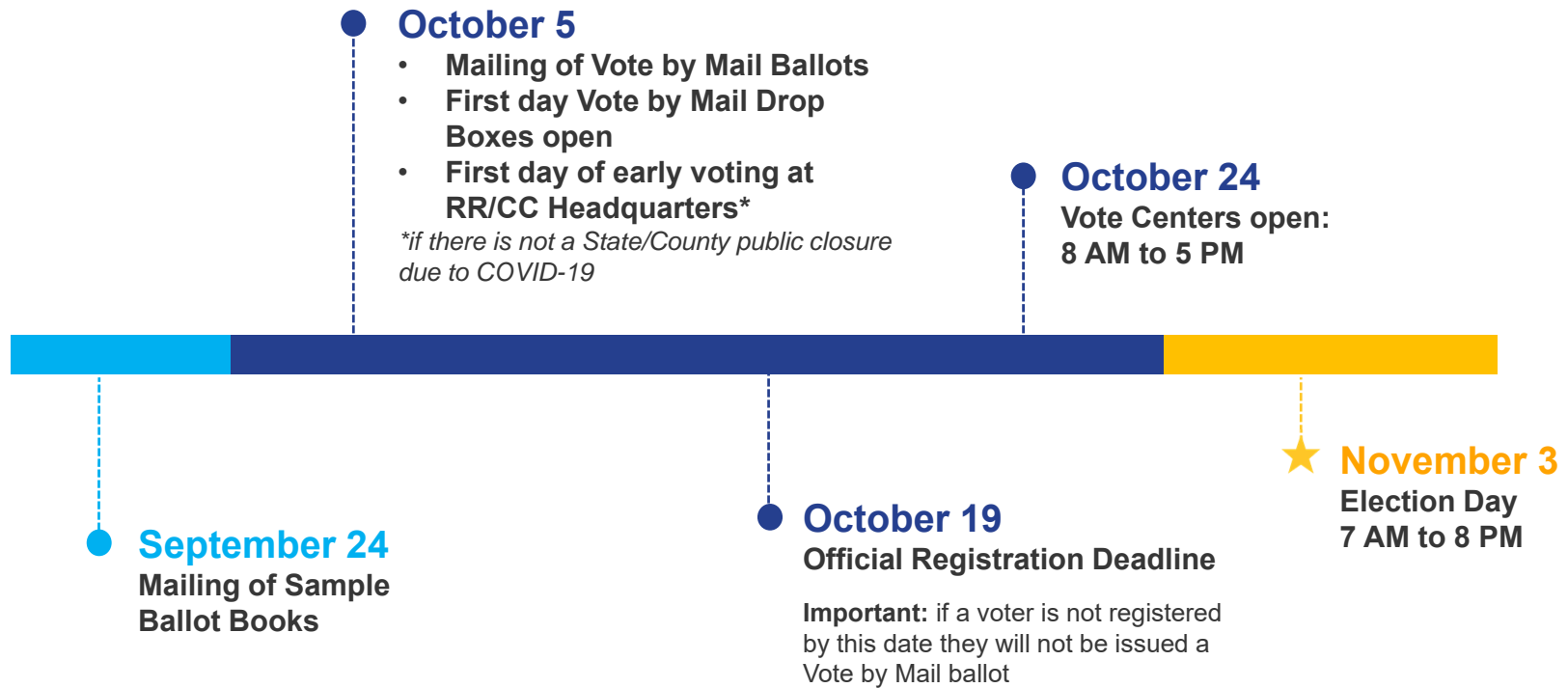All registered voters will be mailed a Vote by Mail ballot.

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

6 ft.

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TIMELINE

October 5
- Mailing of Vote by Mail Ballots
- First day Vote by Mail Drop Boxes open
- First day of early voting at RR/CC Headquarters*

if there is not a State/County public closure due to COVID-19

October 24
Vote Centers open:
8 AM to 5 PM

September 24
Mailing of Sample Ballot Books

October 19
Official Registration Deadline

Important: if a voter is not registered by this date they will not be issued a Vote by Mail ballot

November 3
Election Day
7 AM to 8 PM

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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

Email: outreach@rrcc.lacounty.gov