Orange County Registrar of Voters

COMMUNITY ELECTION WORKING GROUP
APRIL 18, 2019
SANTA ANA, CALIFORNIA

CEW Chair Steven Spillman called the meeting to order at 1:35 p.m.

Present:

CEW Vice-Chair, Lucinda Williams, City Clerk, City of Fullerton
Theresa Bass, City Clerk, City of Anaheim
Molly McLaughlin, City Clerk, City of Irvine
Lucie Cazares, Assistant City Clerk, City of Buena Park
Deanna Kitamura, Project Director, Voting Rights Projects, Asian Americans Advancing Justice, L.A.
Charles Kim, President, inter-Community Action Network (iCAN)
Tammy Kim, Korean American Center, Korean Community Services
Ruben Alvarez, Jr., Publisher, Stay Connected OC
Elizabeth Campbell, Systems Change Advocate, Dayle McIntosh Center
Paul Spencer, Attorney, Disability Rights California
Gabriel Taylor, Voting Rights Advocate
Judith Barnes, Senior Community Representative
Anna Jimenez Plank, Poll Worker Representative
Fran Sdao, Democratic Party of Orange County
Randall Avila, Executive Director, Republican Party of Orange County
Wanda Shaffer, Representative, League of Woman Voters of OC
Alexander Williams, Youth Representative
CEW Chair, Steven W. Spillman, Member, Mission Viejo Investment Advisory Commission
Justin Berardino, Operations Manager, Registrar of Voters
Jackie Wu, Community Outreach Manager, Registrar of Voters
Imelda Carrillo, Election Services Manager, Registrar of Voters
AnnaSophia Servin, Training and Special Projects Manager, Registrar of Voters
Mike Hirad, Information and Technology Manager, Registrar of Voters
CEW Secretary, Marcia Nielsen, Candidate and Voters Services Manager, Registrar of Voters
Neal Kelley, Registrar of Voters

WELCOME AND APPROVAL OF SEPTEMBER 20, 2018 CEW MEETING MINUTES; WELCOME NEW MEMBERS; OTHER HOUSEKEEPING

CEW Chair Steven Spillman welcomed the group, followed by self-introductions. He welcomed Tammy Kim as a new member and greeted visitors Michele Musacchio, Karen Lawson, John Freeman, and Kiyana Asemanfar. CEW Chair Steven Spillman

volunteered for serve as Chair for one more term. Vice-Chair Lucinda Williams made a MOTION to nominate him, which was seconded by Charles Kim and approved UNANIMOUSLY. Vice-Chair Lucinda Williams also volunteered to serve an additional year. Molly McLaughlin nominated her, which was seconded by Wanda Shaffer and approved UNANIMOUSLY. CEW Chair Steven Spillman then called for review and approval of the meeting minutes from September 20, 2018. Molly McLaughlin made a MOTION, which was seconded by Wanda Shaffer. The minutes were APPROVED UNANIMOUSLY.

OVERVIEW OF VOTE CENTER 2020 PLANNING; VOTING SYSTEM REPLACEMENT; TIMELINES FOR IMPLEMEMNTATION

Neal Kelley stated that planning is moving fast for the March 3, 2020 Presidential Primary Election. He reviewed SB 450 and stated that nine total counties opted in to the Voters' Choice Act. The Board of Supervisors approved Vote Centers on February 26, 2019 by a 4-0 vote. This means three basic things: 1) All registered voters will get a vote-by-mail ballots in the mail, 2) There is an 11-day voting period (including Election Day), and 3) Voters can vote at any site in the county. Services at Vote Centers include providing replacement ballots and electronic check-in, which is more efficient and much quicker. Equipment will probably be ballot on demand and paper based. Voters can mark the ballot at the Vote Center when we print it out and will be a remote accessible system. There will be fully disabled access at all 188 Vote Centers. They will be much more secure than polling places because we have electronic check-in. There will also be drive through drop off, which was very successful. There will also be special elections in November 2019, which will be traditional polling place elections for the City of Orange, City of Santa Ana, and Santa Ana Unified School District.

Neal Kelley discussed the importance of community input and thanked the CEW LAAC and VAAC groups for their help. There will be at least 13 community workshops throughout the county with one meeting in each Board of Supervisors' district as well as two for the disabled and language communities. We will gather data for site selection and drop boxes at these meetings. Every Vote Center will provide language assistance in the VRA and state required languages. He invited this group to attend these meetings and the public hearing on August 29, 2019. He reviewed the meeting timelines which will be held June through July. After these meetings have concluded, we will draft the EAP (Election Administration Plan) and send to the Secretary of State for approval. The new website platform for Vote Centers will be complete by May 31, 2019. It will be mobile-friendly, have fully disabled access, and will contain information for voters, and items for advocacy groups and community members. The statutory deadline for the EAP is November 4, 2019; we are completing it by October 4, 2019.

Neal Kelley stated that the new voting system should be finalized by August 2019. We want to have a hybrid approach or all new equipment, depending upon implementation. He hopes to do this by March 2020, but that we will have back-up plan using electronic check-in and voting system. Full implementation is expected for November 2020 election.

UPDATE FROM CEW VOTING ACCESSIBILITY COMMITTEE (VAAC) AND CEW VOTING LANGUAGE COMMITTEE (LAAC)

Imelda Carrillo discussed the CEW VAAC group, stating that we are setting up meetings to engage new members on expectations and responsibilities. She provided an update on the accessibility survey update. Our goal is complete accessibility.

AnnaSophia Servin thanked the new CEW LAAC co-chair and lead Tammy Kim. She discussed the VRA Report published in January 2019 that can be found in our Election Library. She discussed outreach ideas, such as a scholarship to produce a short video and possible press conferences. We want to spotlight Vote Centers in areas with language communities. Imelda Carrillo spoke about how Vote Center sites will be rated and analyzed. Charles Kim asked about translations. Neal Kelley said we just closed the Translation RFP and that he will get LAAC input on translations. He recognized the importance of support from the language communities.

UPDATE FROM VOTE CENTER OPERATIONAL WORKING GROUPS (LANGUAGE SUPPORT, COMPLIANCE, ACCESSIBILITY, SITE SELECTION, VCA BILLING, BALLOT DROP BOX)

Neal Kelley spoke of 12 operational working groups that were formed to develop Vote Center plans. All 12 groups will provide updates. We want to get information that is fully data supported to select the right sites in right locations. We will be exceeding meeting expectations. He noted that public awareness will be very important, and that he is working with a media strategy firm to reach 1.6 million voters. We will also use Voter Information Guides and direct mailing pieces as part of this outreach plan.

AnnaSophia Servin spoke about creating a list of media outlets and job boards. She will review requirements. She reviewed the survey that will be distributed today, which is currently being translated. We are still reviewing the options for providing language assistance at Vote Centers. Neal Kelley acknowledged that having all four VRA languages for 11 days will be a challenge. He asked for help in recruitment of language support staff. He directed members to forward recommendations to AnnaSophia Servin and Jackie Wu. He noted that if we can't find language support during the recruitment process, we may use face-time. Neal Kelley said we will be creating Interest Form on website for Vote Centers.

Justin Berardino spoke about making sure that all the Vote Center working groups are meeting the requirements of SB450. He said that there were 64 items that need to be followed. He provided examples, including site locations that have 13 distinct data points to be considered, accessibility issues, the number of Vote Centers, the number of ballot drop boxes, public meetings, public hearings, and reporting that must be done. There are also state regulations, such as how-to pick-up ballots, security, electronic pollbooks and ballot on demand.

Imelda Carrillo gave an accessibility plan update and discussed the goals and action plans. She stated that once the EAP is complete, we will share it with CEW VAAC. She

reviewed the criterion of the 12-page survey and intention of the law. Her team has added the survey to Survey 1-2-3.

Imelda Carrillo reported that the survey process takes between three to four hours per site. Staff use iPads for taking pictures and measurements for each location. This data can be used to better serve voters with questions about location or accessibility of a site. She stated that we are also reviewing our current ADA equipment to ensure that we have updated ramps, equipment and signage. Imelda Carrillo then reviewed the Extra Help staffing that we will be onboarding for this process. They will receive extensive training for two weeks and hands-on training in the field. She added that there will be dedicated permanent and Extra Help staffing at each site survey. She noted that our goal is to complete a survey for every site. Neal Kelley has invited all the districts, schools, and special districts to another kick-off meeting with Secretary of State Alex Padilla on May 17th at Irvine City Hall. She invited the group to attend.

Imelda Carrillo stated that we currently we have identified 200 potential sites for Vote Centers. These sites include city halls, school district offices, community centers, and special district facilities. She discussed the maps that will be used in the workshops and planning for Vote Centers, detailing the layer for each criterion. The public can propose a site on the VCA website by end of May. There is also a checklist of minimum requirements including electricity, parking, lighting, outlets, storage, air conditioning, secure area to lock up equipment. There will be a Facility Agreement drafted with more requirements than prior agreements, which is currently being reviewed by the Administration and County Council.

Imelda Carrillo spoke of ranking certain sites, accessibility and parking critical factors. Some sites will only be used for drive-thru ballot drop off. Neal Kelley said must be sensitive to certain locations such as Laguna Woods for mobility issues within the community and that more Vote Centers may be needed to accommodate this. Imelda Carrillo then talked about transportation selection criteria. These include population centers, language minority communities, low income communities, traffic patterns, and rates of household vehicle ownership. Our feedback demonstrates that voters are willing to travel to vote. This data will be looked at once all 188 Vote Centers are open.

Kim Hosler reviewed candidate statement analysis, fixed costs versus true-up, and revised processing time. Her team will finalize the new methodology for City Clerks by May 17. She discussed election billing, the estimated value of new equipment, and revised processing time and the cost recovery of new equipment. She stated that we will make the process completely transparent and that we are still researching if a flat fee used instead of estimates/deposits for candidates' statements.

David Goulding discussed ballot drop boxes site selection. We are researching bus depots, county partners, and permits. There is an IFB out for the ballot drop boxes. He added that there will be 120 ballot drop boxes delivered to our office. The graphics will be placed on the boxes in our office and then will be installed. He stated that we are working on solutions for vandalism and damage. We will be using existing security cameras on property. Lucinda Williams suggested to reach out to police departments.

Elizabeth Campbell asked if all ballot boxes would be permanent and if they would be outside. Neal Kelley said all 110 drop off boxes will be outside. Some will be permanent, others not, such as those used for pop-up events. The question of securing all boxes by 8:00 p.m. was then discussed, to which Neal Kelley responded that we are formulating a plan to use volunteers or county employees. The ballots will be collected based on criteria and regulations.

UPDATE FROM VOTE CENTER OPERATIONAL WORKING GROUPS (RECRUITMENT, TRAINING, EQUIPMENT, LOGISTICS, VCA PUBLIC MEETINGS, VCA COMMUNICATIONS)

Kim Hosler discussed recruitment of Vote Center staffing. We are working on identification of staffing needs both at Vote Centers and in-house. Vote Center staffing in the field would include language requirements, continued use of the county workers program, and evaluation of transitional roles. This group was encouraged to help with recruitment. She mentioned that we will be attending Job Fairs, and that we will reach out to past poll workers, social media recruitment, traditional postings such as on governmentjobs.com, and networking with community groups. CEW Chair Steven Spillman asked if it would be helpful to have City Councils mention recruitment in their meetings. Kim Hosler responded affirmatively, that this would be helpful. Neal Kelley said we will contact elected city officials.

AnnaSophia Servin next discussed the training process for Vote Centers. The training will be done in two parts: 1) content and 2) organizational. Content includes processes, procedures, new training suite, online video, and integrating into new technology. The training will be more extensive as additional processes will be done at Vote Centers, which will be satellite offices of the Registrar of Voters. The training will be employee oriented, as employees are truly part of the process. This will allow us to have a more standardized training, which will be focused on the voter's experience. Customer service skills are critical.

Mike Hirad discussed the equipment project timelines and critical milestones. He said that there is an RFP currently out for training equipment, which will require new checklists and new procedures. There will be a 45-point security inspection that a vendor will have to address in the electronic poll book RFP. We are also looking at various options for a ballot-on-demand system.

David Goulding spoke about logistics of Vote Centers, including the on-demand ballot printing at Vote Centers. With electronic check-in, the first ballot is voided immediately when a replacement ballot is issued. He also discussed ballot drop off boxes pickup and equipment pick-up and delivery. The vote-by-mail ballots that are dropped off at Vote Centers will come back each night. David Goulding stated that managing Pop-Up Voting and ballot storage will be challenges for the warehouse staff.

Jose Macedo addressed the challenge of locking all 110 ballot drop boxes on Election Night at 8:00 pm. We are discussing different options and the on-boarding to a new OCSD radio system. The process will be similar to processing the last voter in line at a

polling place. He stated that when the ballot drop box locks, it will be recorded and uploaded for verification of the locked box. Vote Center technical support will be much like our current Rapid Deployment Team (RDT).

Marcia Nielsen spoke about public meetings and the timeline of these meetings. We are creating a calendar for Community Workshop sites. She stated that the draft EAP will be out in August, after we have collected data from the surveys. We will have community workshops from June through July. We will have monthly community update meetings through February of 2020.

Neal Kelley discussed the communication working group. He said the statutes require two mailings to the voters, but we will do at least three or four mailings to voters. He stated that we are partnering with a media strategy firm for the first quarter of 2020, which will be an extremely aggressive outreach program. Mailings will be taking place in stages – different ways to reach voters. He stated that the Voter Information Guide will have a section dedicated to informing the voter about Vote Centers. He added that we are working with a video production firm that will develop a series of PSAs and social media videos.

The videos will be produced in May, shot in June, with post production in August; the final products will be available in September. We will have the package ready for the group. Neal Kelley said he's leaning towards closed caption but will take suggestions and feedback. Imelda Carrillo will get with Elizabeth Campbell to discuss. He stated that a newsletter will go out this Friday to this group, 4,000 others and elected officials. We are currently working on preparing the leave-behind materials, which will be translated. Neal Kelley added that at the end of April or first of May, NBC Nightly News will have a story on our System Replacement and Election Security.

CEW Chair Steven Spillman thanked the group and asked members to complete the Vote Center survey. He announced that next meeting will be held on July 18, 2019 at 9:30 a.m.

The meeting concluded at 3:27 p.m. by consensus.

Respectfully submitted,

Marcia Nielsen, Secretary