



Orange County Registrar of Voters

**COMMUNITY ELECTION WORKING GROUP
OCTOBER 8, 2015
SANTA ANA, CALIFORNIA**

Neal Kelley called the meeting to order at 9:35 a.m.

Present:

Linda Andal, City Clerk, City of Anaheim
Molly McLaughlin, City Clerk, City of Irvine
Deanna Kitamura, Supervising Attorney, Asian Americans Advancing Justice, LA
Charles Kim, President, inter-Community Action Network (iCAN)
Fred Nisen, Attorney, Disabled Rights California
Debra Marsteller, Executive Director, Project Independence
Jose Pena, Systems Change Advocate, Dayle McIntosh Center
Gabe Taylor, Voting Rights Advocate, Disability Rights California
Judith Barnes, Senior Community Representative
Anna Jimenez Plank, Poll Worker
Henry Vandermeir, Chair, Democratic Party of Orange County
Jennifer Shawver, Republican Party of Orange County
Wanda Shaffer, Representative, League of Women Voters of OC
Kay Cotton, Candidate and Voter Services Manager, Registrar of Voters
Ben Hamatake, Community Outreach Manager, Registrar of Voters
Imelda Carrillo, Election Services Manager, Registrar of Voters
CEW Secretary, Marcia Nielsen, Candidate and Voter Services Lead, Registrar of Voters
Neal Kelley, Registrar of Voters

WELCOME AND APPROVAL OF JUNE 11, 2015 CEW MEETING MINUTES / OTHER HOUSEKEEPING / REGISTRAR OF VOTERS, NEAL KELLEY (CHAIR & VICE CHAIR ABSENT)

In the absence of both Chair Lucinda Williams and Vice-Chair Steven Spillman, Neal Kelley welcomed the group and led the self-introductions. He called for review and approval of the minutes from our June 11, 2015 meeting. Linda Andal made a MOTION to approve the minutes. The MOTION was seconded by Debra Marsteller and APPROVED UNANIMOUSLY. Neal Kelley introduced Gabe Taylor, a Voting Rights Advocate from Disability Rights California as our newest member.

OVERVIEW OF PROGRESS ON 2016 MAJOR INITIATIVES AND PROJECTS

Neal Kelley discussed the first of our major initiatives, which is an independent academic study to review our list maintenance progress determining if our goals have been met for 2016. Neal Kelley provided registration history in our county from 2004-2015 and our continued effort to keep the voter list current. In this effort, 220,000 voters have been moved from active to an inactive status.

Another initiative is to refresh our website, providing a new look and making it easier to navigate. Neal Kelley provided examples of the elements that will present a cleaner look to our 725 website pages, noting design changes for the 60% of users that view our website through mobile viewing. Ben Hamatake explained that the Center of Civic Design's study revealed that voters are more concerned with learning about starting the voting process and the mechanics; not at the logistics. He added that we will shift our focus to explore use-case scenarios and storyboarding to organize our home page, creating a persona to assist in this process. He added that we will no longer use hover menus as they are not functional in mobile devices. Neal Kelley stated that there will be a soft launch of the new website in March, followed by a hard launch in April.

Fred Nisen asked about accessibility issues on our website. Ben Hamatake clarified by stating that we worked with advocacy groups to determine requirements for disabled voters, purchasing the Jaws software for the creation our current system. We will incorporate the disabled voters' experience in the website re-design. Neal Kelley noted that the re-design will be available in all four federally mandated VRA languages in April.

Neal Kelley explained that we have been working to redefine poll worker supplies, striving to make them easier to unpack and re-pack as another initiative for this year. He stated that we will reduce the size of the box, as well as change how the internal materials are packaged. The box will be a coated piece with clear messaging and will be more durable than cardboard. Neal Kelley encouraged feedback.

Imelda Carrillo detailed the refinement of poll worker supplies. She noted that the supply box changes will have a new design to reduce poll worker anxiety and increase ease of use. Ben Hamatake demonstrated the new box, which is much smaller in width and height. He added that the box will have a flip top lid and a drawer at the bottom of the box for supplies which can be removed and placed on the official table. We are searching for a foldable H-rod so it can be placed in the box. Imelda Carrillo said she is meeting with a vendor in the next two weeks. She added that these improvements should make it easier for poll workers to close the polls. She asked for feedback from the group. Imelda Carrillo stated that tray will be labelled and there will be a floor plan to re-package supplies with messaging on the underside of the lid. Judith Barnes expressed concern about the weight of box. Neal Kelley said we are discussing having two boxes for polling places that have excess ballots.

Neal Kelley described the new suite of training videos that will be created for 2016. We traditionally refresh the videos and documentary every four years to reflect changes in laws and state regulations. The RFP is due shortly because the project needs to be completed by March 2016. We plan on implementing unique training methods to make the training more effective. Deanna Kitamura asked if the group could review the videos. Neal Kelley responded by saying that although that would not be possible, the script will be provided to the group in mid-December or January for a quick turnaround.

Neal Kelley explained that we are teaming up with a software designer to develop petition checking technology to significantly reduce the manual and labor intensive procedures of processing petitions. He noted that the petition would be OCRd for easier access to records, expediting signature verification. Neal Kelley pointed out that it would not automate

signature verification; just the process of accessing the information. This would result in more expeditious results for raw counts, random and full checks.

Neal Kelley stated that we are expanding data collection in 2016 by surveying a sampling of voters as they complete the voting process. He led a discussion on how to make the voters more receptive to taking a survey. Several suggestions were made, including offering voters surveys before they leave the voting booth, offering both online and paper surveys, surveying voters before or after voting, and having a link on City Clerks' websites. Neal Kelley noted that the surveys will be available in all of the federally mandated languages. Neal Kelley stated that he will contact the Los Angeles County Registrar-Recorder/County Clerk's office to learn the response to the survey by Greenlining. He added that he will present a draft to the group before it is implemented.

Neal Kelley mentioned that our office is holding off on sending out an RFI for a new voting system, dependent upon the outcome of the Vote Center legislation which will be heard in January. Neal Kelley added that SB450 has a sunset clause which he hopes will be removed to increase participation. Wanda Shaffer said her group will advocate for the bill.

REDESIGN OF SAMPLE BALLOT BOOKLETS; OVERVIEW AND GOALS

Neal Kelley next discussed our goal to improve the sample ballot pamphlet design. Ben Hamatake led a discussion reflecting changes in the sample ballot pamphlets from the 2006 General Election to the 2012 General Election. He explained that we are one of three counties working with the Center for Civic Design for ways to produce a sample ballot that reaches different demographics of voters. He added that the project is funded by the James Irvine Foundation. We will incorporate design elements from this project, which will help us to bridge civic literacy gaps. Ben Hamatake showed examples of work produced by this group, using high contrast and plain language design. Neal Kelley explained that there is legal verbiage that must appear without changes. He said that we will create more white space. It was suggested that we emphasize that voters can bring sample ballots to the polling place.

JUNE 2016 ELECTION PLANNING REVIEW; DATES, DATA AND ENHANCEMENTS (POLL WORKER TRAINING; SUPPLIES; EQUIPMENT MAINTENANCE)

Kay Cotton reviewed critical filing dates for candidate filing for the June 7, 2016 Primary Election. She mentioned that county central committee candidates for the Republican and Democratic parties will be on the ballot and that the filing dates are from January 4, 2016 to March 11, 2016. She added that we had over 100 online candidates for the 2014 General Election. She discussed the advantages of online filing, such as reducing the time for filing a Candidate's Statement, but explained that the Declaration of Candidacy still requires a wet signature. She said that we are exploring an appointment system for candidates to finish the filing process. She also noted that there will be changes to how nomination documents will be processed on the last day in a Primary Election. The Candidate's Handbook which details filing deadlines and other critical dates will be online the beginning of December.

Justin Berardino stated that we are considering having candidates submit statements via email or online in lieu of filing a paper statement that is scanned and OCRd. He asked for

feedback from the City Clerks regarding the media that is used for a candidate to submit his/her Candidates' Statements. Molly McLaughlin and Linda Andal stated that they provide a thumb drive to candidates and receive statements electronically through email and email the statements to us in Word. Justin Berardino asked if we could receive statements in Word format, as it is easier for us to process. He noted it would also be helpful to receive the measure documents in Word. Linda Andal stated that this should be brought up as a platform at the next City Clerks meeting for uniformity in processing.

Neal Kelley reviewed important dates for the June 7, 2016 Presidential Primary Election. The sample ballot pamphlet mailing begins April 28, 2016; the 700,000 PVBM ballots will be dropped May 9, 2016; the 29-day close of registration, an internal process, is May 9, 2016. The close of registration is May 23, 2016; the last day to request a vote-by-mail ballot is May 31, 2016.

He also discussed the progress of VoteCal. To date, there are 15 counties on VoteCal; we went live in July. By June 2016 the official list of voters will be with the state. Neal Kelley said VoteCal has made duplicate registration checking in Orange County and Sacramento easier to identify. He added when Los Angeles and San Diego counties goes live, we should have the majority of duplicate registrations removed before rosters are printed.

Imelda Carrillo led a discussion on Poll Worker and Polling Place recruitment for June 7, 2016. She noted that the deadline for locking down the 1,200 polling places is April 8. She added that the recruitment for the 5,500 poll workers including 1,500 bilingual poll workers will begin soon. She noted that we have started recruiting on the public side, adding that it is difficult to recruit and that cancellation rates are higher in a June election.

Neal Kelley spoke about producing the entire sample ballot pamphlet in audio format. Imelda addressed the grant funds and our research in locating a vendor to translate the files to an audio format. There is also discussion about possibly developing this internally, since we have not received positive feedback from vendors. She asked for suggestions and input from the group and stated that we will be reaching out to other counties. Neal Kelley said that combining the PDFs in the correct order will be a challenge in a major election.

Neal Kelley introduced Angela Garbiso, our new Training and Special Projects Manager, noting that her primary focus will be on training, not events. Angela Garbiso reviewed her background in training and education. She stated that online poll worker training opens May 6, 2016, and in class training begins May 16, 2016. Her goal is to have the training completed by the end of March. She would like the group to review the training before it goes live. Angela Garbiso stated that her methodology would be iterative instructional design methods utilizing the best and most effective learning experiences. She said there would be consistent and seamless curriculum, regardless of the delivery methodology and that we will refresh and redesign the materials, evaluating objectives during each step of the process. She said it is important to ensure that the content is built together and that it has the same look and feel for good reinforcement and review. The online training will be fully accessible and will meet the needs of all potential poll workers. We will revise and refine the existing training to analyze who is the learner, writing with concrete and tangible objectives, including revisions with a consistent look and feel. She asked the group for input.

There was a brief discussion on the development of the training slides. Fred Nisen and Gabe Taylor are providing disability access training this afternoon, so we will get feedback on the development of the training slides. There was discussion on poll worker training classes conducted separately for Inspectors and Clerks.

Neal Kelley said we are conducting an ongoing maintenance project for our electronic voting system. As the system is aging, we are evaluating what works and what needs replacement/repair. Justin explained that we have 9,600 eSlates, 1,800 JBCs and 9,600 printers that are included in this extensive project. The sustainability of the system is key to successful elections. Justin Berardino led a discussion on this project which should take approximately four to six months to complete. Various problems were discussed, such as the legs, privacy screens, and the connections between the eSlate and VVPAT. We are testing every part possible, replacing hundreds of parts that are nearing end of life. With these improvements, the system should last through 2018.

The system, implemented in 2004, was federally certified for 10 years. We are using parts that are slated to be discontinued. Neal Kelley said he will show this process to those interested. Wanda Shaffer mentioned a video featuring Neal Kelley at the New York University in September emphasizing the growing problem with aging electronic voting systems. Neal Kelley feels that the public has a right to know this information and that elected officials are negligent if they don't address this problem. The overall certification process was discussed, as Neal Kelley noted that there are no certifications of new systems. He added that a couple of systems that have been certified federally but California has a separate certification process, reflecting a gap between federal and state regulations.

VOTER LIST MAINTENANCE, AB 1461 (AUTO REGISTRATION) AND SB 450 (VOTE CENTER) REVIEW; CACEO PANEL DISCUSSION

Justin Berardino led a discussion of voter list maintenance. To achieve our goal of a clean voter file, we are: 1) currently working with Experian to perform outreach to voters that have moved; 2) trying to intelligently target voters; and 3) performing an NCOA outreach through the Post Office. He added that changes to VoteCal (California Statewide Voter Database) have improved our efforts to keep our voter file clean. We will also be performing an Alternate Residency Confirmation for voters who are registered but have not participated in four years, which is approximately 104,000 voters or less. Justin explained that we send Experian a list of voters and they provide the new address. We then send a letter to confirm the change before it is made. If the voter does not return the card, the voter is placed in an inactive status.

Neal Kelley discussed AB 1461, which is an automatic registration bill. It would require the DMV to send data to the Secretary of State, automatically registering the individual to vote. A voter must opt out to not be registered. There was a discussion about qualifiers in place to ensure non-citizens are not able to register to vote. Neal Kelley stated that the chairs of both large parties have come out against the bill, and that he is not certain if it will pass.

Neal Kelley updated the group on the progress of SB 450, the Vote Center Bill, which became a two-year bill. Secretary of State Padilla is working diligently to ensure the bill will be heard in January. He added that he, Secretary Padilla and other legislators will visit Denver on November 3 for their Vote Center Election. Neal will have the opportunity to discuss Vote Center operations in detail. He noted that employing a Vote Center system would reduce the cost of upgrading our voting system \$30,000,000 to \$7,000,000.

Neal Kelley mentioned that the CACEO will be sponsoring an event on re-imaging voting in California on January 14, 2016 with a panel discussion at UCLA. Secretary Padilla, several EAC commissioners at the federal level, UCLA academics, elections official, and a large name from a technology vendor are confirmed to participate on the panel. Neal Kelley invited the group to attend, but added that reservations are necessary. The event will be webcast and taped. Neal Kelley confirmed he will send the New York University link, the analysis of our system and the presentation slides to the group.

Neal Kelley concluded the meeting by stating that the next meeting is tentatively scheduled for January 21, 2016 at 9:30 a.m.

Henry Vandermeir made a MOTION to adjourn, which was seconded by Charles Kim and APPROVED UNANIMOUSLY.

The meeting concluded at 11:15 a.m.

Respectfully submitted,

Marcia Nielsen, Secretary