



**Orange County Registrar of Voters**

**COMMUNITY ELECTION WORKING GROUP  
SEPTEMBER 16, 2010  
SANTA ANA, CALIFORNIA**

Chair Eugene Lee called the meeting to order at 9:40 a.m.

Present:

Karen Hamman, City Clerk, City of Mission Viejo  
CEW Vice Chair, Linda Andal, City Clerk, City of Anaheim  
Sharie Apodaca, City Clerk, City of Irvine  
CEW Chair, Eugene Lee, Voting Rights Project Director, Asian Pacific American Legal Center  
Paul S. Joo, President, Korean U.S. Citizens League of Orange County  
Zeke Hernandez, President Santa Ana Chapter, LULAC  
Sara Kirker, System Change Advocate, Dale McIntosh Center (Alternate)  
Wanda Shaffer, President League of Women Voters of North Orange County  
Lyle Brakob, Veterans Affairs Representative  
Anna Jimenez Plank, Poll Worker  
Suzanne Narducy, Poll Worker  
Brett Rowley, Community Outreach Manager, Registrar of Voters  
Imelda Carrillo, Election Services Manager, Registrar of Voters  
Katherine Reedy, Manager of Community Engagement/Legislative Analyst, Registrar of Voters  
CEW Secretary, Marcia Nielsen, Candidate and Voter Services Lead, Registrar of Voters  
Neal Kelley, Registrar of Voters

**WELCOME / APPROVAL OF APRIL 22, 2010 CEW MEETING MINUTES / OTHER  
HOUSEKEEPING**

Chair Eugene Lee welcomed group. Self-introductions followed. He then asked for review and approval of April 22, 2010 CEW meeting minutes. Wanda Shaffer made the MOTION to approve, which was seconded by Sharie Apodaca and APPROVED UNANIMOUSLY.

Registrar of Voters Neal Kelley suggested that we postpone our next scheduled meeting until after the General Election. The group agreed upon Thursday, January 13, 2011 at 9:30 a.m.

**JUNE ELECTION RECAP**

Neal Kelley announced that our office received a "Democracy Award for Best Practice of 2010" from the National Association of Election Officials' for our Poll Workers PASS program. We received 6 awards for election operations in 2010. This demonstrates our commitment to excellence and our desire to improve our service to the citizens of Orange County.

Neal Kelley discussed extensive survey results that covered the Statewide Election on May 19, 2009, the Special Primary and General Elections in the 72<sup>nd</sup> Assembly District, and the June 2010 Primary Election. He noted that although the results reflect a 2-3% drop in quality in larger elections, we continuously focus on ways to improve. In response to these surveys, we are

implementing adjustments for November by making action items out of areas for improvement. He added that these survey results will be released Friday and will be used to improve future operations.

One of our goals for November is to mirror our success in the certification process for the June Primary Election. The volume in the November Election will make certification a challenge.

There were 428 participants that picked up supplies on Thursday before the election at our Fairground Supply Distribution Event. For November, we will add another pick-up site more centrally located in Santa Ana. This has enabled us to free up space. There will be a reservation system in place through the Poll Worker Pass, from Wednesday to Sunday at our Linnwood Warehouse.

### **NOVEMBER POLL WORKER RECRUITMENT STATUS**

There was discussion on recruitment for the General Election in November. Suzanne Narducy suggested recruitment would be easier if we allowed poll workers to work half day shifts. Imelda Carrillo mentioned that we allow this on a case by case basis, but that there are problems when the second person doesn't report to work. Neal Kelley added that we have received help from the LDS church and numerous high schools. We will have a total of 1,141 poll sites with an additional 100 poll sites in the 47<sup>th</sup> Congressional District and 34<sup>th</sup> State Senate Districts. This has been done to eliminate long lines.

### **NOVEMBER BALLOT TRANSLATION UPDATE AND BILINGUAL / GENERAL COMMUNITY OUTREACH**

The lengthy November ballot was discussed by Neal Kelley. There will be 9 state propositions and 21 local measures. The ballot will be two-sided on legal-sized paper. It may be even longer when translated. Capistrano Unified School District consolidated their recall election with November's election. There are a total of 564 candidates. Neal Kelley discussed the volumes of proofing that our office has completed and continues to proof for accuracy on the ballot and sample ballot pamphlets. To date, there have been 2,754 total documents proofed for the sample ballot pamphlet.

He also informed the group about the tracking system which has been implemented for proofing documents. This ensures that all documents are proofed and that the status of a specific document can be traced. This is especially important in tracking translated materials and making certain that we meet our printing deadlines.

Neal Kelley discussed why there is a gap between the English and language sample ballot pamphlets. Dedicating ourselves to quality translations involves taking an additional 5 – 7 days. Neal Kelley asked the group for suggestions. By statute, we mail English sample ballot pamphlets to all registered voters. The language sample ballot pamphlets follow shortly. We are mandated to use court certified translators. Our vendor is CTS in Vancouver. They send the translations to us, and communicate with our Outreach Specialists until we have a final piece. Our office makes certain that the translations are accurate, consistent and understandable.

Paul Joo opposes the use of direct translation in Korean because sometimes the words are not correct words in English. Zeke Hernandez acknowledges that it is challenging for the translation process to meet the printing deadlines. We can start mailing sample ballot pamphlets on September 23. The volume of the documents makes this process difficult. Zeke Hernandez recommends keeping the gap to keep a quality product and briefly explaining this gap in the pamphlet to voters. Neal Kelley thanked him for this suggestion and stated verbiage will be added to the first paragraph of the letter to voters in subsequent sample ballot pamphlets. We will also consider adding information about translated materials on our website in the future.

Katherine Reedy discussed the three components of the MyBallot program. First, there is an in-class presentation, followed by the students taking a trip to our office. Lastly, we assist in conducting an election and ask for student poll workers. Loara High School in Anaheim and Pacific High School in Garden Grove are participating in this program for November. Katherine noted that we should like to augment the program to include colleges. The students receive extra credit, cash and credit towards graduation requirements as incentives for participation. The students bring a positive energy to the boards and are helpful in assisting us with our bilingual needs.

Katherine Reedy reviewed our activity at the OC Fair. We received 653 voter registrations, 293 poll worker leads, 3,772 contacts and 16,770 impressions. She also discussed our other activities for community engagement. At outreach events since June, (inclusive of the Fair) we have received 782 registration forms 535 poll worker leads, 5260 contacts and 43,506 impressions were made. We are now working with the League of Women Voters and the Dayle McIntosh Center in an effort to make contacts to better serve the communities. Katherine Reedy noted there are 31 events planned between now and November.

#### **NOVEMBER POLL SITE RECRUITMENT AND ADA COMPLIANCE**

Imelda Carrillo reviewed ADA compliance at poll sites. We have completed 66 ADA assessments at new sites within 4 weeks. The goal is to have 5 members for each poll site. To date, we have 200 county employees working. We still need additional poll sites in Santa Ana. Zeke Hernandez recommended contacting smaller churches. Imelda Carrillo noted that we are looking at car dealerships and businesses. Wanda Shaffer suggested asking Chambers of Commerce.

We are working to improve the audio translations. Our goal is have the recordings done earlier, allowing time for adjustments. This needs to be done for the DAU units.

#### **NOVEMBER MAILING AND PRINTING SCHEDULE / VOTE-BY-MAIL PRODUCTION / SAMPLE BALLOT**

Neal Kelley discussed the mailing schedule for the vote-by-mail ballots. We will begin mailing the 607,861 permanent vote-by-mail ballots the week of October 4. For the Presidential cycle in 2012, Neal Kelley wants to have the mailing done in house. Daily mailings will go out from applications we receive. Neal Kelley brought a sample of the green sample ballot covers, and noted that there are two different back covers. There is not an application on the back of the sample ballot pamphlet for the permanent vote-by-mail voters and explanation that they will receive their ballot shortly.

#### **MILITARY PORTAL / BALLOTING UPDATE**

Neal Kelley presented the military portal which will be launched September 24, 2010 to expedite the processing of military and overseas voters' ballots. A voter can verify registration, register to vote, download the appropriate ballot/envelope template and return the voted ballot to our office. These voters have online access. This service also allows these voters to provide a secure email address. There will be a special insert in the mailed ballots informing military/overseas voters of this program. We have been working in conjunction with the federal voting assistance program and link to their website. We have over 6,000 military voters and 1,000 overseas voters. The group suggested adding women, more ethnic members and other branches of the military to the graphics.

#### **COMPLETED PROJECTS UPDATE / POLL WORKER TRAINING / POLL WORKER PROJECT**

For this election, there are 57 training sites. Schedulers have already filled the first two weeks of classes. All clerks are eligible for online training. The trainers started training September 3. There will be several poll worker practices which will give the poll workers hands-on practice. The Poll Worker Pass updates when training completed. This will improve the process for the Inspectors.

Rosa Vizcarra, Delicia Hsu, Ben Hamatake and Jay Koo spoke about poll worker recruitment and the 40% cancellation rate. In anticipation, our Community Outreach staff members recruit even more than the requisite numbers. They keep in contact with their poll workers by writing e-mails, notes and encouraging friends and family to serve together.

We prepared the 2010 Voting Rights Act Compliance and Bilingual Outreach Update which Neal Kelley will e-mail after this meeting. The report demonstrates how our office not only complies with federal mandates, but exceeds minimum requirements.

We concluded the meeting with general updates to improving processes for the General Election. We will be changing how we print rosters and street indexes. They will be assembled and stapled at the time of printing. The Poll Worker Pass will be mailed on September 28, which is earlier than usual. We have made modifications to our website to make the election process more transparent. The conveyor has improved the sorting of materials returned from the polls and has decreased certification time. We have added a message to the supply box discouraging voters from dropping off ballots in large quantities.

Wanda Shaffer made the MOTION to adjourn, which was seconded by Suzanne Narducy and APPROVED UNANIMOUSLY.

The meeting adjourned at 11:30 a.m.

Respectfully submitted,

Marcia Nielsen, Secretary