



Orange County Registrar of Voters

COMMUNITY ELECTION WORKING GROUP MAY 17, 2012 SANTA ANA, CALIFORNIA

Neal Kelley, Registrar of Voters called the meeting to order at 9:30 a.m.

Present:

Karen Hamman, City Clerk, City of Mission Viejo
Theresa Bass, Assistant City Clerk, City of Anaheim
Sharie Apodaca, City Clerk, City of Irvine
Lucinda Williams, City Clerk, City of Fullerton
Eddie Marquez, Chair, OC Hispanic Chamber of Commerce
Zeke Hernandez, President Santa Ana Chapter, LULAC
Judith Barnes, Senior Community Representative
Wanda Shaffer, President League of Women Voters of North Orange County
Viola Sadler, At-large representative
Steven Spillman, At-large representative
Stefanie Benvenuto, Community Engagement Manager, Registrar of Voters
Ben Hamatake, Interim 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 / APPROVAL OF FEBRUARY 16, 2012 CEW MEETING MINUTES / OTHER HOUSEKEEPING

Neal Kelley welcomed and informed the group that CEW Chair Eugene Lee and CEW Vice Chair Linda Andal are unable to attend the meeting. Self introductions followed.

Neal Kelley stated that our office has been focused on three things: 1) Security 2) Transparency and 3) Efficiency. These factors are important components for elections. The public needs to feel that the ballots are secure, from beginning to end. He noted that the public is welcome to view any process conducted in our office. He added that we continue to automate these processes and drive down costs.

SAMPLE BALLOT / VOTE-BY-MAIL BALLOT UPDATE

Neal Kelley mentioned that all sample ballots have been mailed. He discussed changes that have been implemented to improve the sample ballot processing. We addressed all sample ballots in-house, using a new icon to verify we have captured the voter's information correctly. We are printing voter-specific information, such as a Vote-by-Mail application or a message alerting a permanent Vote-by-Mail voter that his/her ballot will arrive shortly. We will continue efforts to refine this process for November.

Ballot assembly is an arduous process, with 54 different ballot types for this Primary Election. Audio cards will be burned by May 25 for each ballot type, containing all ballot text, contests and candidates. The Vote-by-Mail ballots are slowly coming in, averaging 8,000 - 9,000 a day. When ballot processing on May 25, staffing will be county employees, not volunteers. We changed the process for staffing the boards, allowing us to utilize less staff and increase efficiency. Even though the recruitment process changed, we are pleased to have ten experienced board members join us in this process. Our goal is to certify quickly, taking half the time allowed by statute.

Based on feedback from poll workers, we made several modifications to our Operations Manual. For the first time, we will have a polling place checklist and a tear-out chart to assist poll workers with processing voters. In addition, the new training DVD is enhanced and has won awards.

LANGUAGE SUPPORT / RECRUITMENT UPDATE / ENGLISH AND LANGUAGE / POLL WORKER TRAINING

Ben Hamatake discussed the challenges of translating 752 pages for the new website. He added that the increase in registered voters means an increase in the number of bilingual poll workers needed. He noted that the extensive process of proofing finally complete. We have been working with community groups to assist with cost effective ways to recruit the requisite number of bilingual poll workers. We implemented a phone broadcast procedure to target Vietnamese speaking poll workers, and have used print advertising for Chinese and Korean speaking poll workers. These have proved quite successful. Ben Hamatake said that we are 77% complete in our bilingual poll worker recruitment, but noted that the final 23% is the hardest. Eddie Marquez asked for an explanation on how the requirement for bilingual poll workers is determined. Ben Hamatake explained that this is based on language requests and place of birth, depending upon the language. Twenty-five requests trigger the first language poll worker. A maximum of three bilingual poll workers are recruited for a single polling place.

Steve Spillman asked how we deal with voters at the polling place that need help in a language we don't support. Ben Hamatake stated that we provide phone numbers to these voters to obtain assistance. Steve Spillman asked if we could use translation service technology. Neal Kelley responded by stating that we are open to the idea, but there is no funding available at this time. Neal Kelley stated that we may explore inexpensive or free software at a future time. Neal Kelley discussed that 5% of voters in a jurisdiction indicating that they speak English "less than very well" on the census survey triggers support of a language. The Secretary of State also reviews this information and may require us to support additional languages in November, such as our being directed to have election materials in Japanese in the City of Orange in 2010. We have expanded our phone bank to include the languages we support and transfer callers to the ATT Language Link upon request.

Neal Kelley played the 2012 Poll Worker Public Service Announcement featuring three Orange County celebrities: Noelle Freeman, Miss California; Bobby Grich, Hall of Famer Angel baseball player; and Tito Ortiz, martial arts artist and former UFC champion. This message will be enhanced over the summer as we approach November.

Imelda Carrillo discussed the progress in English Poll Worker Recruitment. She stated that we have 80% of the Inspectors that we need and provided the group with recruitment and training statistics for Inspectors, Clerks, A-Team, Coordinators and students. Judith Barnes added that the students were a great help at the polls. Imelda Carrillo said that the number of student poll workers continues to grow.

Imelda Carrillo led a discussion on the challenges in poll worker training. These challenges include acquiring training sites, obtaining 20 sites for "Train the Trainer" classes for 20 Trainers and 20 Training Assistants, and the equipment required for the classes. Eddie Marquez offered assistance with this, which Imelda Carrillo appreciated. She noted that we need facilities with room for training classes during the day and evening. Churches are good facilities because they have ample parking lots and room for the hands-on training. Steven Spillman asked if we used schools for training sites. Imelda Carrillo explained that one of the problems encountered with schools is that it is difficult for them to provide the required space for prolonged periods of time. She mentioned that schools are often sites for polling places. Neal Kelley added that Poll Worker Practice sessions start today in multiple locations throughout the county, providing sufficient time for poll workers to become familiar with the hands on aspect of running a polling place.

Imelda Carrillo covered the key topics of poll worker training, including improvements to the Roster Ballot Statement to simplify polling place closing procedures, the new connections with the equipment and the redesign of the provisional envelope. We responded to feedback from poll workers in streamlining procedures and materials. These improvements should be beneficial to the poll workers. Neal Kelley added that the change in connecting the cables to the e-Slates should decrease the number of equipment problems. Other improvements detailed by Imelda Carrillo included the Poll Place Operations Checklist, the new web interface for updating training information and the new training DVD.

COMMUNITY ENGAGEMENT PLAN

Stefanie Benvenuto provided updates to the MyBallot Program. MyBallot has been conducted at 6 schools and is comprised of three components which are tailored for high school students. The program begins with education, and is followed by the students visiting our office and building a ballot for a school election. The final step of the program occurs with our office conducting the election at the school. From this program, over 900 potential volunteers have been recruited. We are in the process of scheduling for both Fall 2012 and Spring 2013. Neal Kelley mentioned how successful the MyBallot program has been at Northwood High School in Irvine. Stefanie Benvenuto says the students were engaged and excited to be a part of the election process.

Stephanie Benvenuto next discussed street teams which have been actively participating in community events. Karen Hamman has asked that we participate in the upcoming Street Fair in Mission Viejo. The street teams target areas with high foot traffic and strive to register, educate and recruit voters/poll workers. This high presence keeps voting in the minds of the public. She mentioned that are currently recruiting interns for summer outreach events. She asked the group to provide us with new ideas. Eddie Marquez asked for a flyer that could be used to assist with recruitment. He asked for clarification in our office's participation in getting out the vote. Neal Kelley added that we do not attend controversial events, such as school districts that have measures on the ballot. We are part of the process in a nonpartisan way.

Stefanie Benvenuto announced that we launched our new poll worker Facebook and Twitter accounts, featuring links to election articles, YouTube videos, newsfeeds with numerous pictures of poll sites and volunteers from November 2010. She stated that this is a good portal to familiarize voters with the poll worker experience. Neal Kelley asked the group to send out invitations to others on distribution lists to "Like" our page on Facebook, hoping this might encourage recruitment.

Another outreach activity Stefanie Benvenuto discussed was "The Spirit of Democracy". This is an art competition for students to express what democracy, civic engagement, voting and volunteerism mean to them.

Stefanie Benvenuto next spoke about the positive feedback we have received from concerts at UCI and CSUF, from which 100 volunteered and 50 registered to vote. Neal Kelley was interviewed by KNBC News. We hope to repeat this success at Chapman University in the fall. We will have the street team attend "Rock the Vote", "Surf the Vote", the Orange County Fair, Tustin Chili Cook-off, South Coast Plaza and concerts at Verizon wireless amphitheater. Eddie Marquez volunteered his help with his contacts. Wanda Shaffer recommended we visit Farmer's Markets. Our goal is to reach broad sections of the community with a high amount of foot traffic.

POLLING PLACES/ ADA / DELIVERY ISSUES AND CHALLENGES

Imelda Carrillo noted that we have 1,109 polling places for June. We will need ADA equipment at 342 polling places to make them ADA compliant. These modifications include ramps, signage, ballot calls and van accessible parking signs. Some of these supplies will be distributed with precinct supplies. The large equipment will be delivered by vendors with instructions. Neal Kelley announced that the reservation system is in place for Inspectors to make arrangements to pick up their supplies before distribution.

Imelda Carrillo explained that e-Slate delivery starts 10 days prior to an election and delivery has to be coordinated with the polling places. The vendor also delivers tables and chairs, if needed. The scheduling, coordinating times and adhering to requests and delivery times is often a challenge. We need to work closely with vendors to improve communication.

We continue to face challenges with utilizing schools as polling places. Parking is still a problem and it is difficult to arrange for equipment to be delivered or picked up when students are being dropped off or picked up. It is a challenge to gain access to the school for early set up. We try to encourage voters to vote during lunch, avoiding the early morning when kids are dropped off.

VOTING BOOTH PREPARATION / ELECTION DAY AND NIGHT OPERATIONS

Neal Kelley stated that we are preparing the 9,600 e-Slates and DAU units for delivery beginning May 25. Justin Berardino explained the security seals and the tracking of each piece of equipment, describing the process and steps we are taking to complete this lengthy process.

Justin Berardino discussed the allocation of booths, based on recent elections and turnout. Currently, they are distributed in groups of 8 and 12. The allocation of equipment is more complex in November, changing from 4, 6, 8 or 12 booths at a polling place. Determining the appropriate number of paper ballots and crossover ballots for all 8 parties and in all of the languages our county supports is a challenge. Zeke Hernandez asked if we communicated with Inspectors regarding the equipment allocation. Neal Kelley explained that we discuss this but stated that we will increase communication.

Justin Berardino explained the Rapid Deployment Teams utilized on Election Day. These teams are highly trained in problem solving and bring spare equipment, including e-Slates, JBCs and VVPATs, tools, extra precinct supplies, and extra generators. There are also Coordinators that check on no more than 5 polling places. Radio Dispatch is another important component on Election Day operations, allowing us to send staff and supplies as needed. The Help Desk is the first line of defense, often solving poll worker problems on the phone. If additional assistance is

required, a Rapid Deployment Team is dispatched and tracked. Neal Kelley said we would like to use the 911 system used by the Sheriff's Department. Unfortunately, the cost is \$10,000 per license; we would need 30 operators.

Justin Berardino discussed the processes of Election Night, detailing how the votes, supplies, and equipment that is returned to our office. He noted that results are posted every half hour. The data crunch will be a challenge in a primary according to Neal Kelley. Justin Berardino continued his discussion of Election Night as he described the Chain of Custody documents for the voting equipment and security provided by the Sheriffs Department in helping transport voting equipment, and restricting access in the building.

Viola Sadler asked if the cell phones used at the polling places were county issued. Neal Kelley responded affirmatively, stating that the county does provide Inspectors with cell phones, for calling and texting. Zeke Hernandez asked about the Vietnamese candidates and if we anticipated a higher turnout. Ben Hamatake spoke about the historically high turnout in this politically active community. He added that a very high percentage (approximately 75%) of the Vietnamese voters vote by mail. For November, we will meet the requirements of the new updated Voting Rights Act by having bilingual poll workers at not only required polling places, but at polling places that we anticipate may require bilingual assistance in the future. Neal Kelley announced that on Friday we would be releasing the 2012 Voting Rights Act Compliance and Bilingual Outreach Update.

Wanda Shafer wanted to thank Beth Beckett for the two evening training materials. Neal Kelley asked Judith Barnes for her feedback on the Top Two training after she has attended her training class.

Neal Kelley asked for review and approval of the minutes from February 16, 2012 meeting. Judith Barnes made the MOTION to approve, which was seconded by Wanda Shaffer and APPROVED UNANIMOUSLY.

Neal Kelley thanked the group for attending and participating in this meeting. Wanda Shaffer asked Neal Kelley to email the PowerPoint from this meeting, to which he responded affirmatively. He stated that our next meeting will be in August, which is before most of the election activity. Neal Kelley requested that the group visit our new website, so he can obtain feedback.

The meeting was adjourned at 10:56 a.m.

Respectfully submitted,

Marcia Nielsen, Secretary