



**Orange County Registrar of Voters**

**COMMUNITY ELECTION WORKING GROUP  
SEPTEMBER 20, 2018  
SANTA ANA, CALIFORNIA**

CEW Vice-Chair Lucinda Williams called the meeting to order at 9:35 a.m.

Present:

CEW Vice-Chair, Lucinda Williams, City Clerk, City of Fullerton  
Linda Andal, City Clerk, City of Anaheim  
Karen Hamman, Director of Community Relations/City Clerk, City of Mission Viejo  
Molly McLaughlin, City Clerk, City of Irvine  
Michelle Lim, Voting Rights Policy Advocate, Asian Americans Advancing Justice, L.A.  
Henry Noh Edmunds, Attorney  
Tim Cheng, Commissioner, Irvine Community Services  
Charles Kim, President, Inter-Community Action Network (iCAN)  
Ruben Alvarez, Jr., Publisher, Stay Connected OC  
Gabriel Taylor, Voting Rights Advocate  
Judith Barnes, Senior Community Representative  
Suzanne Narducy, Poll Worker Representative  
Fran Sdao, Democratic Party of Orange County  
Randall Avila, Executive Director, Republican Party of Orange County  
Wanda Shaffer, Representative, League of Women Voters of OC  
Lyle Brakob, Veterans Affairs Representative  
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 Hiram, Information and Technology Manager, Registrar of Voters  
CEW Secretary, Marcia Nielsen, Candidate and Voter Services Manager,  
Registrar of Voters  
Neal Kelley, Registrar of Voters

**WELCOME AND APPROVAL OF MARCH 15, 2018 CEW MEETING MINUTES;  
OTHER HOUSEKEEPING/STEVEN SPILLMAN CHAIR; REGISTRAR OF VOTERS,  
NEAL KELLEY**

CEW Vice-Chair Lucinda Williams welcomed the group and introduced guests Karen Lawson and Steve Chipman and new CEW member Randall Avila. CEW Vice-Chair Lucinda Williams then called for review and approval of the meeting minutes from the March 15, 2018 meeting. Karen Hamman made a MOTION to approve the minutes, which was seconded by Molly McLaughlin. The minutes were APPROVED UNANIMOUSLY, with Ruben Alvarez abstaining.

## **OVERVIEW OF 2018 JUNE DATA; 2018 NOVEMBER GENERAL ELECTION PLANNING; CHANGES TO VOTER INFORMATION GUIDE; REDUCING LANGUAGE BALLOT MATERIAL TIMING**

Neal Kelley discussed data from the Statewide Direct Primary Election. He explained that the trends of voting by mail and dropping off vote-by-mail ballots at polling places continued to increase. He added that provisional ballots would be eliminated with Vote Centers as voters would have the convenience of voting at any Vote Center in the county and would not have to surrender their vote-by-mail ballots.

He said that SB 759 will be in place for the General Election in November. This legislation requires election officials to reach out to voters with a Signature Verification Statement if their signatures on voted vote-by-mail ballots don't match signatures on affidavits of registration. This letter would need to be returned to our office at least two days prior to certification.

There was a discussion on the challenge of mailing the English and language Voter Information Guides concurrently. Neal Kelley confirmed that the English and language vote-by-mail ballots would go out at the same time for the General Election and stated that we continually strive to shorten the gap between the mailing time of the Voter Information Guides. Jackie Wu described the timelines for proofing and translation of the documents contained in the Voter Information Guide. Kev Hatanaka added that we are printing some of the Voter Information Guides for November in-house, giving us more control of the process.

Neal Kelley announced that 14 jurisdictions have gone through redistricting. This will result in approximately 300,000 voters being assigned to new polling places in November. We are using the back cover of the Voter Information Guide to message these potential changes to voters.

Imelda Carrillo reviewed how some of these changes have impacted the recruitment process. She also provided an update with detailed data. Ruben Alvarez volunteered his newsletter to reach out to voters; Linda Andal asked Neal Kelley to provide a social media toolkit for consistent messaging.

Neal Kelley discussed the dramatic change in our printing equipment. We are in the final phases of testing and have seen great improvements in printing speed which we will use for inline cutting and ballot printing.

He announced that the Voter Information Guides will begin to be mailed out September 27, 2018, with the largest ballot types going out first. For the first time, the inside cover of the Voter Information Guide will be in four colors. It will feature information on in-person voting and voting by mail. Neal Kelley stated that he will send the flyer to the group with the presentation.

Neal Kelley reported that we will be mailing 1.1 million vote-by-mail ballots on October 9, 2018. He discussed our partnership with USPS and shared data that confirmed a delivery rate of 99.99% from USPS. He explained how OC Ballot Express worked and

how voters could track their vote-by-mail ballots with graphic representation. If the ballot is returned by mail, it is scanned that day and appears on OC Ballot Express the next day. However, if a ballot is dropped off at a polling place, additional time is required to process and post return information to OC Ballot Express. He added that there will be an image of the new envelope on the front cover of November's Voter Information Guide. For the General Election, a returned vote-by-mail ballot will require only one stamp in postage.

A discussion followed on the high volume of CVR voters that voted on Election Day in our office. Neal Kelley noted that turnout was significantly higher than anticipated. We are strategizing for an even higher turnout in November, including multiple check-in stations in the courtyard of our office and more dedicated staff to assist with this process.

There was a discussion on ways to improve communication with the 130,000 veterans in Orange County. Neal Kelley liked the suggestion that we partner with Veteran Services to send out mailers.

Neal Kelley described Democracy Live, which is an online marking system that would allow a disabled voter to receive his/her ballot, mark it privately, print it and return it. Legislation will not allow a ballot to be returned electronically, so the ballot would have to be returned by mail. He hopes to have this in place for November, but if this isn't possible, we will work towards implementation in 2020.

#### **UPDATE FROM CEW VOTING ACCESSIBILITY COMMITTEE AND CEW VOTING LANGUAGE COMMITTEES; (VIDEO ADA VIGNETTES)**

Imelda Carrillo gave updates on the poll worker video vignettes. She stated that we are finalizing the scripts this week and that they will launch on the poll worker resource center and online training on October 5, 2018. The vignettes will cover six topics and include training on etiquette, polling place modifications, and materials.

Jackie Wu provided an update on the CEW language committee. She stated that the bilingual poll worker numbers have been met and that we are reaching out to get volunteers that speak Farsi (Persian). She encouraged the group to help recruit language poll workers. She led a discussion on language community outreach.

#### **EARLY VOTING CENTER LOCATIONS AND SELECTION CRITERIA; MOBILE "POP UP" VOTING PLANS**

Justin Berardino provided a synopsis of our planning for Early Vote Centers from last year. He reviewed the selection criteria under SB 450 including requirements for sites to be near public transportation centers with high visibility and accessibility, substantial and adequate parking, and lighting for the extending hours. Neal Kelley thanked the City Clerks of Anaheim, Irvine, Fullerton, and Mission Viejo for their continued partnership. He appreciates that they will be providing Early Voting Center locations for the General Election from October 27 through November 5. He noted that some locations will have drive-thru ballot drop off. Neal Kelley added that we are also using retail locations in

Huntington Beach and San Juan Capistrano. Voters will be able to obtain replacement ballots and register and vote during the Conditional Voter Registration period. Our office will continue to serve as an Early Vote Center location.

AnnaSophia Servin stated that there will also be Pop-Up Voting at different sites for one day from October 27 through November 5. She detailed the benefits to Early Vote Centers which include multiple check-in stations, quick access to the voter database, and convenience for voters. Pop-Up Voting has been popular at several sites, including UCI, California State University, Fullerton and the Santa Ana Main Place Mall.

### **GENERAL ELECTION COMMUNITY ENGAGEMENT PLANS; STREET TEAM, FLEET EVENTS, BOOTH EVENTS; METRICS AND EXPECTATIONS**

Neal Kelley reviewed our Community Engagement plans. He introduced the team to the group, displaying photos of the team at countywide events. The goal of this team is to engage voters and recruit poll workers. Neal Kelley stated that our 2018 goal was to participate in 150 events – a number that will soon be surpassed. To date, this team has made over 600,000 impressions and made 18,000 contacts.

AnnaSophia described how the Community Engagement team registers voters, recruits volunteers, and provides voter education. Jackie Wu elaborated on the team's goals which include attending large events, conducting events and programs, applying for awards, participating in social media, promoting OC Ballot Express, and securing Pop-Up Voting locations.

AnnaSophia Servin explained street team and booth events to the group. These efforts take place in areas with large walking areas. The street team uses iPads to reach out to voters to determine if they are registered and respond to general questions. The street teams also demonstrate the voting equipment and will be utilized at the Irvine Spectrum, Santa Ana College National Voter Registration Day, the Huntington Beach Airshow, and Irvine Global Village and many other events. AnnaSophia Servin solicited the group for ideas that might be good for this approach. Several suggestions will be explored, such as Gabe Taylor's idea of the City of Orange Treats in the Streets.

### **ELECTION SECURITY UPDATE; VOTER MAILINGS; EMAIL VOTER COMMUNICATION**

Neal Kelley discussed the Election Security Playbook and provided updates on the 24/7 monitoring center, the OCIAC partnership and classified briefings reflecting physical, cyber and social security. He emphasized the importance of election security and communication protocols from Homeland Security, the FBI and law enforcement. Neal Kelley doesn't see any problems with our County but recognizes security as a priority. He stated that Congress has appropriated \$400 million dollars to improve cyber and election security; Orange County will receive nine million dollars. The Governor has also given five million dollars out of additional funding that will be released to help pay for new voting equipment next year.

Neal Kelley addressed the Risk Limiting Audit (RLA) pilot that was completed in June. He noted that this information is posted on our website. We will continue our partnership with Cal Tech to perform an independent third-party review. He emphasized that the RLA is an excellent way to audit election results.

Justin Berardino explained our list maintenance activities, which included postcard mailings for National Change of Address (NCOA), Alternate Residency Confirmation (ARC), and third-party data providers. The third-party data providers identified 137,000 voters with address changes. We also mail out postcards to voters with no activity for four years to confirm residency. These efforts have significantly reduced the amount of undeliverable mail. Justin Berardino said that we stop list maintenance activity after E-90. He also confirmed that we will be sending mass emails to voters, alerting them of Voter Information Guide and vote-by-mail mailing.

CEW Vice-Chair Lucinda Williams announced that the next meeting will be held in early 2019. Neal Kelley will email the presentation and Voter Information Guide cover to the group.

Tim Cheng made a MOTION to adjourn, which was seconded by Molly McLaughlin and APPROVED UNANIMOUSLY.

The meeting concluded at 11:20 am.

Respectfully submitted,

Marcia Nielsen, Secretary