



**Orange County Registrar of Voters**

**COMMUNITY ELECTION WORKING GROUP  
JANUARY 7, 2010  
SANTA ANA, CALIFORNIA**

Neal Kelley, Registrar of Voters, called the meeting to order at 9:35 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  
Lucinda Williams, City Clerk, City of Brea  
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  
Evan Bacalao, Director of Civic Engagement, NALEO  
Gladys Negrette, Data Analyst, Civic Engagement, NALEO, (Alternate)  
Eddie Marquez, Chair Elect, O.C. Hispanic Chamber of Commerce  
Zeke Hernandez, President Santa Ana Chapter, LULAC  
Anthony Garcia  
Jean Fairley, Information Specialist, O.C. Office on Aging  
Judith Barnes  
Anna Jimenez Plank  
Suzanne Narducy  
Henry Vandermeir, Executive Director of O.C. Democratic Party  
Paul Babbington, Director of Operations, O.C. Republican Party  
Larry Breazealle, Chair, O.C. American Independent Party  
Wanda Shaffer, President, League of Women Voters of North Orange County  
Anthony Stroma III  
Lyle Brakob  
Viola Sadler  
Christopher Reese, Director of Communication Relations, CSUF  
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

**WELCOME AND INTRODUCTIONS**

Welcome by Neal Kelley. Neal Kelley thanked membership for dedicating time to the CEW. This meeting will be recorded for minutes and to assist in interpreting for disabled advocates.

Speakers are asked to state name before comments. Self-introductions followed, including Registrar of Voters staff.

This group is unique, merging several factions of the election community, adding city clerks and poll workers, who had not been previously represented.

Neal Kelley provided background for formation of CEW. He is interested in continually improving efforts with input from this group. This meeting is informational; future meetings will be more collaborative. The CEW provides a forum to coordinate efforts and will meet 4 times per year. Dates will be set at the end of this meeting. This group is advisory, providing input and feedback, and will not set policy.

Neal Kelley discussed the EAC, explaining their role in certifying voting systems and the national voting process.

### **UPDATE ON CONTINUOUS COMPLIANCE WITH THE VOTING RIGHTS ACT**

The Registrar of Voters has a proactive approach to language assistance and recruitment, exceeding federal requirements. We have partnered with cities to accomplish this. The VRA requires language assistance if there are 10,000 voters in a political jurisdiction or 5% of the voting population. After the Census in 2011, Orange County could potentially add Tagalog as an additional language.

The Registrar of Voters must use court certified translations. We are striving to have our staff certified. Once we receive translations, our staff confers with translators to assure accuracy.

Our office has a multi-layered proofing process. In the last major 7 elections, there have been no errors on the ballot. We translate all materials for voters. We implemented an internal tracking system to ensure information on website is updated within 48 hours. The audio to each ballot style is also translated.

In 2006, our office changed the formula for the number of poll workers at each poll site by adding 20% to improve service to voters requiring language assistance. The formula is: 25 to 99 voters – 1 poll worker is added; 100 to 299 voters – 2 poll workers are added; 300 plus, we provide 3 poll workers. These figures significantly exceed requirements by the DOJ and the state.

There was discussion on the demographics of the county and a breakdown by language group. This information is not public record. Rosa Vizcarra thanked Zeke Hernandez for his contributions in providing outreach for the Latino population. Ben Hamatake and Cady Nguyen feel that the number of Vietnamese voters requesting information in Vietnamese has grown because education and participation have created awareness.

Zeke Hernandez asked if we are seeing an increase because of sponsored migration. Ben Hamatake stated that many voters know English but feel more comfortable with reading materials in Vietnamese. Jay Koo stated that growth in the Korean community is a result of outreach and awareness but added that more work is needed. Delicia Hsu feels educating the Chinese community is difficult because the community is diverse.

We welcome feedback on the quality of translations from the group. Zeke Hernandez was concerned that election jurisdictions might lean towards certain dialects. Our goal is that all

voters will understand all words. Changes have been made to materials to reflect diversity. Materials have been consolidated to make translations easier.

As registrations increase in Orange County, so does the need for bilingual poll workers, even if the voter does not request language materials. In May 2009, we needed 468 Spanish-speaking poll workers, 340 Vietnamese-speaking poll workers, 265 Korean speaking poll workers and 265 Chinese-speaking poll workers.

### **2010 ELECTION UPDATES**

In 2010, we will need 520 Spanish-speaking poll workers, 520 Vietnamese speakers, 298 Korean-speaking poll workers and 281 Chinese-speaking poll workers. These figures do not include new registrations. We need community help with recruitment of bilingual poll workers. We created a Bilingual Election Officer Handbook to assist poll workers to better comprehend language requirements.

Viola Sadler asked if poll workers were trained to translate the ballot. We do not currently train for that but will address in future training. Wanda Shaffer stated that the information presented should always provide an unbiased explanation. Neal Kelley agreed and noted that the training would simply expand on current instruction to make sure voters with questions understand how to operate the equipment and that they can be provided with materials to read (such as sample ballots, state ballot pamphlets, etc.).

Neal Kelley stated that there is a potential for the June ballot to be a 4-page ballot.

The ballot is generated in complex publishing software. Precinct accuracy is important. We have 2,000 precincts. Neal Kelley explained ballot types.

Candidate input must be correct. November's ballot tends to be a long ballot because of the contests that are up for election and is generated on legal size paper.

Rotation also creates separate ballot types. The names must rotate according to assembly districts and the random draw. Polling places must be set and accurate.

Neal Kelley discussed the reasons that polling places change. ADA compliance and site preferences determine which site can be used.

Imelda Carrillo explained that we try to retain the same poll sites, but that security is sometimes an issue. She said we strive to find the best available site in the precinct. Schools are mandated to serve as polling places. The density of residential population in South County continues to be a problem.

Neal Kelley stated that we have had an error free ballot for the past 7 elections. This is due to the implementation of a new tracking system. We have six sets of eyes proofing 300-400 documents per election. The total number of documents proofed since 2006 is 6,476 docs, which does not include translations.

Henry Vanderweir and Zeke Hernandez asked if we could change the order of contests that appear on the ballot, placing local contests at the beginning of the ballot. Neal Kelley responded that the order is mandated by statute. We will continue to work on educating voters to vote on all contests.

The Poll Worker Pass is a new feature that we will be implementing to improve efficiency for poll workers. This pass will consolidate poll worker mailings, feature online access to information, have interactive features, maps, training, and update to boards in a single mailing. Each poll worker will access updates that will show up on web portal. This card will be taken to training and supply distribution. The goal is to save money and be more efficient in the process. We would have saved \$20,000 in postage and printing if this program were in place for May 19, 2009. A new card will be issued for each election. Justin Berardino discussed how this would be done to provide information in real time.

Suzanne Narducy mentioned the telephone numbers of poll workers are not always accurate.

Brett Rowley said that we verify this information but poll workers don't always provide the changes to us.

Anna Blank asked about those poll workers who might not have online access. Neal Kelley responded that from our surveys, 85% of poll workers have Internet access. We want to encourage the 15% to use the Internet. The card can be activated by phone as well. This will be a pilot program for 200 poll workers in March 2010. We will conduct surveys and provide feedback.

There will be a large distribution event with 13 lanes at the Fairgrounds on the Thursday before the June election. The goal is no one waits more than 5 minutes. At our previous Inspector Event in 2008, about half of the Inspectors liked picking up supplies early.

The Election Academy is an exciting program starting in August through November's election. It will cover election management A through Z. We want to encourage people to be immersed in elections. We will create ballots, participate in training, and learn about candidate filing. It will be ideal for candidates, electeds, activists, city clerks, campaign volunteers and the press. The Election Academy is an 8-week program with 7 modules.

Another pilot program we are implementing is Online Candidate Filing. This will reduce the number of trips candidates make to our office and allow candidates to print filing forms from their homes and submit candidate statements online. Candidates will also have access to forms specific to the contests which they seek. Some documents still need the wet signature of the candidate. Our goal is to implement this partially for June's filing and completely for November. Neal Kelley noted this won't help cities, but the school districts and special districts will be able to do filing in this manner. Kay Cotton thinks it is exciting and that the program will minimize the time candidates spend in our office. Suzanne Narducy added that an electronic signature is accepted on legal documents, but Neal Kelley reiterated the Elections Code have not caught up with technology.

Our office is still committed to the redesign of the provisional envelopes. Neal Kelley asked members for input. Eugene Lee and Neal Kelley have discussed this. Eugene Lee felt that we should have translated forms, not reference copies for voters to use and complete on English forms. Viola Sadler wanted clarification on when a provisional ballot is needed. Neal Kelley explained the difference between the white and blue envelopes.

Zeke Hernandez discussed that this is a safeguard and registers a voter for future elections.

Anna Blank feels this gives voters the opportunity to vote. Eugene Lee emphasized the desire to have translated provisional ballot envelopes.

Voting booth allocation has changed since 2006. This process now includes voting history, registration totals and vote-by-mail voters in a precinct. Neal Kelley reviewed the Correa/Daucher race that forced us to review this. Now, some poll sites have from 2 to 16 e-slates, not just straight 8. This was successful in the February Primary, as well as June and November of 2008. We will continue to allocate booths in this manner. Gladys Negrete asked if we included municipal elections in our calculations and if we have ever had a problem with this allocation. Neal Kelley replied yes, but stated last minute adjustments were made.

### **ADA COMPLIANCE**

Polling place access is our biggest challenge. We are committed to this process, but it takes time, money and effort. A test program in the 72nd Assembly District election assessed 123 out of 144 poll sites. This is frustrating due to many buildings constructed without compliance to ADA regulations. We have created ADA parking with signage. Our accessibility checklist and surveys have provided feedback. The Ballot Call Button allows access for any voter to vote without assistance.

Tricia Santos appreciates this effort and feels that the hard work will benefit the voters. AnnaSophia Servin detailed the difficulties of this process. We modify sites as necessary, but also have to secure other sites as required. Neal Kelley said poll workers are doing a good job with set up.

Highlights of ADA questionnaire include accessible voter parking, path of travel, voting area, doors/gates opened, elevator wheelchair lifts, and available restrooms. If restrooms are available, is it accessible? Neal Kelley reiterated our commitment.

Suzanne Narducy said there is a parking issue at her poll site and asked how she can get additional signs. Neal Kelley gave her the customer service number (714) 954-1901 that can provide extra signage. Imelda Carrillo added that she could also make this request when picking up supplies. To date, we have completed 398 re-assessments with 859 remaining. Time is the biggest challenge. Neal Kelley noted the disabled community loves the Hart system, which is the best system for them.

### **VOTER REGISTRATION DATABASE**

There have been many changes in past 18 months. This includes checking for duplicate registrations immediately before running sample ballots and rosters, minimizing undeliverable mailings and giving us a cleaner file. The death record processing is current. In 2007, we processed 12,379 death records. In 2008, there were 12,142 death records. In 2009, there were 18,063 voters. We are getting data closer to election and using 3 sources. These include the SOS list/county list, Social Security database, and obituaries. We are currently 8 to 10 percent more accurately. The National Change of Address form is processed at least 90 days before each election. We chase voters, not the reverse. Our efforts have given us the lowest rate of problems on our voter file.

Neal Kelley spoke briefly on the efforts of PEW Charitable Trusts to reform voter registration on a national level. Evan Bacalao and Eugene Lee spoke during one PEW meeting (representing the interests of advocacy groups). Evan Bacalao agreed that reducing registration barriers and managing data is a challenge. Eugene Lee likes the potential, but realizes challenges might

impose additional risks for vulnerable populations. Evan Bacalao doesn't want to include people that are not eligible to vote, nor leave out eligible voters.

### **VOTER REGISTRATION**

The statewide database will see improvement by end of 2011. The SOS will provide online registration with real time updates to registration records and will be tapped fully into DMV records. Signatures will be pulled from DMV files. The list will be maintained by the state not the counties.

Suzanne Narducy asked about electronic poll books, but Neal Kelley said the cost, durability and change for voters are problems.

The Registrar of Voters wants to increase communication with diverse populations, expand outreach/education efforts and engage voters in the voting process. Katherine Reedy now has these new responsibilities.

### **OUTREACH APPROACH FOR 2010**

Neal Kelley addressed challenges in South County with poll site/poll worker recruitment, geographical barriers, parking limitations, and ADA compliance. The population is less likely to volunteer, has fewer retirees, more young families, and a focus on jobs. Neal Kelley thanked the city clerks for helping in this process.

In response to our surveys, we will be updating our recruitment marketing in 2010. June recruitment is always a challenge. We will need to recruit 6,000 poll workers in June and 10,000 volunteers for November 2010. Our data suggests if poll workers work 2 elections, they will return.

Suzanne Narducy suggested split shifts. Neal Kelley answered that we do this now on a case-by-case basis. Wanda Shaffer said it was easier to recruit for half day.

Neal Kelley expressed concerned that the second shift may not show up. Evan Bacalao said L.A. County does this but has the same problems. Suzanne Narducy said there is a remedy to punish poll workers who fail to show (such as issuing fines). Neal Kelley confirmed we can impose fines on poll workers \$100.00 for not showing up, but none of the ROV offices does so in order to maintain good working relationships with poll workers.

We survey extensively, asking for feedback from poll workers, voters, training, poll sites, and boards. We implement changes as appropriate. We are moving toward online surveys.

On our Stay Connected page we feature newsfeeds, podcasts, videos, press releases, newsletters, with a great amount of information. We need to get word out so voters realize how readily information can be obtained.

MyBallot Student program has been implemented in Santa Ana, Anaheim, and Corona Del Mar. The program provides an opportunity for high school students to come to our office and build their own ballot. These students were engaged in process and many served as poll workers.

Linda Andal loved opportunity to educate, feeling it is a great program. Judy Barnes said that as an Inspector, she has had 3 student volunteers. She felt they were all remarkable, bringing great enthusiasm.

The Programs and Services Brochure can be downloaded from our website. Numerous voters have requested this brochure which is available in all languages.

### **POLL WORKER TRAINING**

Online training has been implemented since May 2009 for poll workers that have served in multiple elections. We are augmenting this program in 2010 to include tutorials, graphics, and videos. This will save money and give experienced poll workers home training. The poll worker practice sessions have been successful.

Neal Kelley looks forward to the next meeting and anticipates more dialogue and collaboration.

Viola Sadler encouraged this group to visit poll sites for the election on Tuesday.

### **APPROVAL OF DRAFT BYLAWS/ELECTION OF OFFICERS**

Meeting dates discussed. There will be 4 per year, possibly the 3<sup>rd</sup> week of April. The date will be e-mailed. The summer meeting will be the end of July/first of August. For the end of the year, we will meet sometime in the first of October, so we can still implement changes for the November election.

Henry Vandemeier made the MOTION to amend Article 2, Section 2 of the bylaws to exclude partisan political groups to serve as Chair and Vice Chair, which was seconded by Suzanne Narducy. Zeke Hernandez asked for clarification if this included independent political groups, which was confirmed by staff. The motion was APPROVED UNANIMOUSLY.

Eugene Lee asked for clarification on in Article 3, Section 6 regarding re-appointment. Brett Rowley said that terms were given so others could participate, not exclude anyone from continuing service. The ROV can re-appoint; there are no term limits. Next, Eugene Lee asked about the staggered terms for Section 5. Neal Kelley said we will re-evaluate in two years. Viola Sadler mentioned attrition will occur.

Sharie Apodaca asked if Alternate Members had voting rights. She stated that Article 3, 2<sup>nd</sup> paragraph was ambiguous. It was agreed by staff that they did but agreed clarification would be helpful.

Sharie Apodaca made the MOTION to amend Article 3, 2<sup>nd</sup> paragraph of the bylaws to add language that Alternate Members have voting rights, which was seconded by Evan Bacalao and approved UNANIMOUSLY.

Eugene Lee asked about for clarification on the quorum requirement. Eugene Lee asked if Article 3 Section 1 is a quorum of all potential members or simply the currently appointed members.

Eugene Lee made the MOTION that the quorum requirement should be 50% plus one of the currently appointed memberships, which was seconded by Christopher Reese and approved UNANIMOUSLY.

Zeke Hernandez made the MOTION to approve the bylaws as amended, which was seconded by Viola Sadler and approved UNANIMOUSLY.

Neal Kelley appointed Marcia Nielsen as CEW Secretary as the bylaws indicate.

Henry Vandemeir nominated Eugene Lee as Chair, which was seconded by Evan Bacalao. Suzanne Narducy made the MOTION to close the nominations, which was seconded by Lucinda Williams. The MOTION to approve Eugene Lee as the 2010 CEW Chair was approved UNANIMOUSLY.

For Vice Chair, Linda Andal feels that it would be beneficial to have a city clerk on the CEW. Sharie Apodaca nominated Linda Andal as Vice-Chair, which was seconded by Lucinda Williams. Suzanne Narducy made the MOTION to close the nominations, which was seconded by Lucinda Williams. The MOTION to approve Linda Andal as the 2010 CEW Vice-Chair was approved UNANIMOUSLY.

Zeke Hernandez mentioned designations for membership, including political parties and ethnic communities. Some members are linked to certain communities and others represent the community-at-large.

Neal Kelley mentioned that the CEW still has two vacancies in the CEW for the Asian community group and would appreciate help in filling those positions.

Linda Andal asked about staggered terms. She doesn't feel there will be much attrition. In two years among the 4 city clerks serving. She suggested that perhaps the staggering begin at either the two year or three year points. Neal Kelley asked Linda Andal if she would create some verbiage and e-mail it to him. Karen Hamman was in favor of Linda Andal's idea. Staggered terms will be discussed at our next meeting.

### **CLOSING REMARKS**

The meeting minutes will be online. Neal Kelley will apprise the group when the portal is open. Neal Kelley concluded the meeting by thanking all for their attendance and participation.

Chair Eugene Lee made an announcement regarding a new redistricting commission. The application deadline is February 12th. Zeke Hernandez asked if service on this group was a state function, which could conflict with service on the CEW. It was agreed that there is no conflict.

Zeke Hernandez made the MOTION to approve the bylaws as amended, which was seconded by Viola Sadler and approved UNANIMOUSLY.

Henry Vandemeir made the MOTION to adjourn, which was seconded by Viola Sadler and approved unanimously.

The meeting adjourned at 12:10 p.m.

Respectfully submitted,

Marcia Nielsen, Secretary