



Orange County Registrar of Voters
COMMUNITY ELECTION WORKING GROUP
AUGUST 8, 2019
SANTA ANA, CALIFORNIA

CEW Chair Steven Spillman called the meeting to order at 9:35 a.m.

Present:

Adria M. Jimenez, City Clerk, City of Buena Park
Theresa Bass, City Clerk, City of Anaheim
Molly McLaughlin, City Clerk, City of Irvine
CEW Vice-Chair, Lucinda Williams, City Clerk, City of Fullerton
Tim Cheng, Co-President, Asian American Senior Citizens Service Center
Ruben Alvarez, Jr., Publisher, Stay Connected OC
Eddie Marquez, J.D., Executive Board Member, OC Hispanic Chamber
Elizabeth Campbell, Systems Change Advocate, Dayle McIntosh Center
Debra Marsteller, Executive Director, Project Independence
Gabriel Taylor, Voting Rights Advocate
Anna Jimenez Plank, Poll Worker Representative
Ada Briceno, Chair, 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
Garrett M. Fahy, Election Law Attorney
CEW Chair, Steven W. Spillman, Mission Viejo Community Services Commissioner
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
CEW Secretary, Marcia Nielsen, Candidate and Voter Services Manager,
Registrar of Voters
Neal Kelley, Registrar of Voters

**WELCOME AND APPROVAL OF APRIL 18, 2019 CEW MEETING MINUTES;
WELCOME NEW MEMBERS; OTHER HOUSEKEEPING**

Chair Steven Spillman greeted the group, followed by self-introductions. He welcomed visitors Johnny Lauro, Karen Lawson, Kiyana Asemanfar, Karen Diaz, Soila Rodriguez, Katie Brazer, Luis Perez, and Saul Viramontes. Chair Steven Spillman called for review and approval of the meeting minutes from April 18, 2019. Ruben Alvarez made a MOTION, which was seconded by Molly McLaughlin. The minutes were APPROVED UNANIMOUSLY, with Eddie Marquez and Ada Briceno abstaining.

Chair Steven Spillman asked Neal Kelley to address the group on cybersecurity. He also asked the group for future agenda suggestions.

Neal Kelley stated that we will be partnering with the U.S. Census Bureau. He introduced Saul Viramontes from the CEO's office who spoke about the Census and the importance of participation. Neal Kelley stated that we will review the information and discuss the best ways to communicate this message. Neal Kelley added that we will be including a full page on the Census in the Voter Information Guide for the November 5, 2019 General District Election and March 3, 2020 Presidential Primary Election.

OVERVIEW OF VOTE CENTER 2020 PLANNING; VOTING SYSTEM REPLACEMENT; TIMELINES FOR IMPLEMENTATION

Neal Kelley stated that the goal for today's meeting is to review the Election Administration Plan (EAP). He also provided an update on other items. He said that the voting system update in the EAP is not complete; there will be five accessible devices instead of three. He added that the bottleneck in a vote center is the check-in process. Each vote center will have at least four electronic poll books in the Primary; this may be adjusted for November. He noted that the new system being considered is a paper-centric system, with a human readable ballot that can be printed. The voter marks the ballot, then inserts it into the scanning device. This system will inform the voter of overvotes and undervotes, allowing the voter to either change how he/she voted or indicate that this is satisfactory. The ballots will be processed over 11 days. The Board of Supervisors will decide on the new voting system on September 12, 2019. If approved, we would begin receiving equipment in October through December. The existing equipment will be used for the November 5, 2019 General District Election in Santa Ana Unified School District, Stanton, and Santa Ana; San Clemente's election will be all mail ballot.

To educate voters on the upcoming changes, Neal Kelley is producing a series of videos for social media, which will be aired in December, January, and February. Vote center information will be on billboards, buses, and will include several mailings to voters. He wants to ensure that the messaging is clear and easy for voters to understand. Neal Kelley will send out information on the 28 public meetings and eight to ten roadshows that will be held throughout the county to this group. He announced that there will be a consultation meeting today at 1:30 p.m. and invited the CEW members.

Neal Kelley stated that the Public Hearing will be held on August 29, 2019 at the Orange County Board of Education's Boardroom. We anticipate a strong turnout as the EAP will be presented. An outline of the EAP has been provided for each member. He is asking for feedback from the CEW group. He invited the group to attend or watch the Public Hearing on live stream on our website.

The Voters Choice Act was passed by the State in 2016. Neal Kelley added that there will be 14 counties that will be using the vote center model in 2020, representing 10.7 million voters; many other counties may transition in 2022 or 2024. The Board of Supervisors approved this transition unanimously on February 19, 2019.

Neal Kelley discussed list maintenance and the efforts that we have implemented to ensure that our voter file is updated. He explained that our office scrubs the data against a third-party data provider. He stated that if the voter does not respond, he/she

is placed on the inactive list – not cancelled. He added that we use national death data that also identifies Orange County voters that have passed away outside of California.

Neal Kelley reviewed the advantages of vote centers which include secure check-in, printing ballots on demand, replacement ballots; customer service-trained staff, mobile person to triage, and decreased operational costs in 2022 and 2024.

He then updated the group on ballot drop boxes that are in the warehouse with a new wrap on front. There are new updated translations including Farsi (Persian) and Tagalog. There will be 110 military-grade ballot drop boxes opened 29 days prior to each election. The ballots will be collected by two staff members. Each box will be numbered so campaigns can view the quantity and location of ballots being dropped off. We developed a custom insert solution for collection. Each ballot drop box will hold up to 3,200 ballots (200 pounds). Neal Kelley stated that he is asking for most of the ballot drop boxes to be located under security cameras and that only two ballots can be placed in the drop box at one time. He added that the ballot drop box is ¼" steel and has an anti-graffiti wrap that will wipe clean.

Neal Kelley added that the Cities have been very responsive. He also stated that we will have a complete marketing packet and legal agreements with FAQs. Next, there was a brief discussion on the ballot pick up schedule. Neal Kelley stated that we will be picking up the ballots more frequently than is required by law, and that he would send out a schedule to the group. He then stated that the ballot drop boxes would be locked in between elections, and that this will be messaged to voters. The ballot drop boxes will be in place for five years. Neal Kelley stated that there will be a double insert in the middle of the Voter Information Guide with the locations of the vote centers and the ballot drop boxes.

OVERVIEW OF ELECTION ADMINISTRATION PLAN (EAP) AND VOTER EDUCATION AND OUTREACH PLAN (VEOP)

Neal Kelley provided a summary and background on the EAP. He discussed vote center and ballot drop box selection and considerations such as proximity to public transportation, low voter turnout, being close to population centers, and minority languages. He also reviewed site selection evaluation tools which included suitability models and an assessment with a matrix of accessibility surveys for both vote centers and ballot drop boxes. There will also be services for voters with disabilities, which includes remote voter accessibility. This would allow voters to vote at home, download and mark their ballots, print and return the voted ballots to our office. Neal Kelley stated that there will also be language assistance services. He stated that he will email the survey results from the 1,200 surveys received from the online tool.

Neal Kelley explained the layout of a vote center detailing ballot on demand and electronic check-in stations in an open environment. He noted that some will have drive-through ballot drop boxes. The goal is that 90 percent of the time, a voter will have less than a five-minute wait. There will be 24 voting booths and four check-in stations. We are preparing for heavy usage. Voters will be able to see how long the wait time is at vote centers in real-time on our website. There will be an average of seven staff members at every vote center projecting 2,000 total staff members, with both partial and

full shifts. We will be hosting a poll worker job fair in October to reach out to prior poll workers.

Neal Kelley spoke about the recruitment of bilingual vote center staffing. We are developing a system for a secure connection for voters to speak with a person in the languages for which we provide support in our office. Voters will be able to speak on the phone freely and will be able to access translated materials. Neal Kelley stated that he will most likely provide more details in our next meeting. Neal Kelley also discussed language assistance services, stating that we are in the process of enhancing our website; this will be complete before March and that it will be more mobile-friendly.

Neal Kelley announced that there will be information on services for voters with disabilities in the Voter Information Guides, VBM Instructions, and on our website. He would like the CEW Voting Accessibility Committee members to review the proposals. Gabe Taylor volunteered to help and requested that the proposal also be provided to Fred Nissen. Neal Kelley said that there will be a toll-free accessible voter line 30 days prior to the election, and that staff will receive accessibility training. Elizabeth Campbell asked if assistance will be available for ASL. Neal Kelley said that this will be a video chat option and that we will discuss this further. He noted that other devices such as magnifiers, chairs, and enhancing the font size on screen will also be provided.

Neal Kelley announced that the electronic poll book contract was awarded to Tenex, which we used in the pilot program. He detailed the robust security plan in place. Chair Steven Spillman asked questions on security. Neal Kelley stated that we are working with the FBI and Homeland Security, emphasizing the importance of the air gap in the system. Neal Kelley stated that there is higher security at a vote center than a polling place, detailing the chain of custody, the different process for ballots, and the electronic check-in system. He added that the incidence response plan will be robust as all vote centers will be on platform with radios for 11 days.

Neal Kelley discussed the media strategy plan for voter education and outreach which will saturate the public with information on vote centers. He stated that we are using a grant from the State, and that we are partnering with a media marketing group. When the EAP is published, the communication plan will also be published. There will be an RFP for a media strategy firm that will go out to bid. Molly McLaughlin requested that the cities be included. Neal Kelley confirmed that this will be a critical part of the communication. He stated that there will be pre-made materials, with voters receiving two to four contacts leading up to March 2020. There will be a mailing piece, inserts with the VBM ballots, and a two-page insert in the Voter Information Guides. He said that there will also be 70 videos and that he would like feedback from the group. These videos will be opened or closed caption and will be dubbed in the languages. He mentioned that voters will be receiving Census materials on April 1, and that our materials will reference this. We will also be reaching out to voters with email and at several events. He mentioned the speaker's bureau program which will include pre-made materials and training which will be discussed soon. Jackie Wu will work with Katie Brazer to identify groups with which to work.

Neal Kelley confirmed that there will be vote centers on college campuses, UCI and CSUF. He thanked the City Clerks for their support with the Roadshow events. He

added that he will provide the date for the elected officials meeting with Secretary Padilla. He stated that this group will get an advanced draft copy of the EAP prior to the Public Hearing and that he would like feedback.

Neal Kelley informed the group that we will be using pop-up voting in March 2020. He continued by saying that he would like the group's help in reaching out to the communities. He reminded the group that there is a great deal of vote center information on our website.

Neal Kelley spoke about the potential change with postal service for foreign countries, making it difficult for overseas citizens to receive and return their ballots. He stated that this will most likely impact overseas citizens – not military voters.

UPDATE FROM CEW VOTING ACCESSIBILITY COMMITTEE (VAAC) AND CEW VOTING LANGUAGE COMMITTEE (LAAC)

Imelda Carrillo provided an update on the VAAC and thanked Elizabeth Campbell and the group for their feedback on vote center and ballot drop box locations. She stated that we will continue to partner with them on remote ballot access and enhanced sensitivity training for vote center staff.

Jackie Wu reviewed the vote center surveys and thanked the LAAC for their input on the survey translations and for the partnership that has been provided for workshop locations, vote center locations, ballot drop box locations and discussions on language support in vote centers. Jackie Wu stated that we will continue these discussions on how to improve this process.

Neal Kelley thanked the group for their contributions and feedback during this process. He noted that he will send the ballot drop box pick-up schedules, survey results, and this meeting's PowerPoint.

Chair Steven Spillman thanked the Registrar of Voters for all their hard work and dedication to the electoral process. Vice-Chair Lucinda Williams asked if we needed a letter of support for the September 10, 2019 meeting. Chair Steven Spillman asked the group if they supported the new voting system, which was supported unanimously with no one abstaining.

Vice-Chair Lucinda Williams made a MOTION to adjourn, which was seconded by Theresa Bass and APPROVED UNANIMOUSLY.

The meeting was adjourned at 11:20 a.m.

Respectfully submitted,

Marcia Nielsen, Secretary