



Orange County Registrar of Voters

COMMUNITY ELECTION WORKING GROUP SEPTEMBER 13, 2012 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
Lucinda Williams, City Clerk, City of Fullerton
CEW Chair, Eugene Lee, Voting Rights Project Director, Asian Pacific American Legal Center
Doyoung Kim, President, Korean U.S. Citizens League of Orange County
Zeke Hernandez, President Santa Ana Chapter, LULAC
Hillary Sklar, Attorney, Disability Rights California
Judith Barnes, Senior Community Representative
Norm Dickinson, Republican Party
Wanda Shaffer, President League of Women Voters of North Orange County
Lyle Brakob, Veterans Affairs Representative
Steven Spillman, Chairman, Mission Viejo Planning and Transportation Commission
Ben Hamatake, 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 MAY 17, 2012 CEW MEETING MINUTES / OTHER HOUSEKEEPING

Neal Kelley welcomed the group, followed by self introductions.

SAMPLE BALLOT / SAMPLE BALLOT MAILING OPERATIONS / VOTE-BY-MAIL BALLOT UPDATE

Neal Kelley reported that we are ahead of schedule in the generation of the Sample Ballot Pamphlet. He noted that we are promoting vote-by-mail voting on the outside cover of the Sample Ballot Pamphlet. The number of permanent vote-by-mail voters has increased from 480,000 to 675,000 (27%) since 2008. We are also on track to have the Sample Ballot Pamphlets arrive September 17, 2012. The language Sample Ballot Pamphlets are processed immediately after the English. Neal Kelley noted that we are addressing the Sample Ballot Pamphlets in-house, implementing improvements from June to increase productivity and efficiency. We will run two shifts to get the 1.6 million Sample Ballot Pamphlets out on time and before the vote-by-mail ballots are delivered.

Neal Kelley remarked that the vote-by-mail processing is also ahead of schedule. We are teaming with Reprographics and the Post Office so the vote-by-mail ballots can be processed

and dropped on the first day, October 8, 2012. Neal Kelley explained that there will be a 24-hour turn around on one-time applications. He announced that the ballot will only be one or two pages, which is advantageous to the scanning process, the Ballot Processing Boards, and the public; as only one stamp is needed to return a voted ballot.

LANGUAGE SUPPORT / BILINGUAL RECRUITMENT / POLL WORKER TRAINING

Ben Hamatake, the new Community Outreach Manager, provided an update on bilingual recruitment and the language ballots. He noted we are in the middle of an extensive ballot proofing process. The English ballot serves as a base for the language ballots. The language ballots take longer to produce because there are 465 total English documents that need to be translated into four different languages and then proofed. Zeke Hernandez asked if the deadlines could be tightened up. Ben Hamatake explained that the deadlines for candidate filing, public review, and court challenges delay the translation process. We can not begin translation until the documents are finalized. The routing process takes ten to twelve days, as six to seven sets of eyes proof for accuracy. The goal is to get the language Sample Ballot Pamphlets out in less than a week behind the English. The language vote-by-mail ballots follow shortly.

Ben Hamatake discussed the website translation project, indicating that election materials take precedence. All voter materials have been completely translated. He also reviewed bilingual recruitment, explaining that language requirements are based upon language requests for Spanish and Vietnamese voters; for Korean and Chinese voters, the criteria is birthplace.

Wanda Shaffer and Zeke Hernandez asked how we handle requests for languages we don't support, such as Tagalog. Neal Kelley explained that we do not have the resources to provide voting materials in other languages. He noted that we refer voters to the Secretary of State for assistance with state information, and/or we can refer them to another county that supports this language. He also mentioned that the Secretary of State could require us to translate voting materials in Japanese for some precincts in Villa Park and Orange, but noted this was unusual. Eugene Lee asked what the threshold is to determine the number of bilingual poll workers required in a polling place. Ben Hamatake detailed this rigorous criterion, adding that Neal Kelley changed this in 2007 by adding an additional 20% over the requisite number. If there are 25-99 voters in a precinct that require bilingual assistance, one poll worker is assigned; 100 – 299 voters require two poll workers; 300 plus means that three poll workers are needed. Neal Kelley acknowledges that the Department of Justice recognizes our commitment to providing bilingual support and views this positively.

Eugene Lee asked what materials will be provided in Japanese in Villa Park and Orange. Neal Kelley responded by stating that signs, ballot materials, sample ballot pamphlets and vote-by-mail ballots would not be translated. Linda Andal asked if the ratio of bilingual poll workers included the vote-by-mail voters. Ben Hamatake responded affirmatively. He added that we still don't have the final requirements for bilingual poll worker recruitment for this election because there has been an increase in all language requirements. Zeke Hernandez asked how redistricting has affected our language requirements. Neal Kelley said that it has created unique boundaries for school districts, splitting some bond measures, but has not really impacted the language needs. He explained that we have placed the old and new district lines on our website to assist voters.

Ben Hamatake discussed expansion of targeted polling places throughout the county for all languages with maps. Delicia Hsu reviewed the bilingual needs for Chinese voters, noting that

there is a need for Chinese poll workers throughout the county, but that a one-third of the need is centralized in Irvine. Norm Dickinson asked if maps were available. As usual, Neal Kelley will distribute this PowerPoint presentation to members, which will include these maps. Jay Koo spoke about the Korean community, which is mostly concentrated in North County – Fullerton, La Habra, La Palma, Cypress, but also in central Irvine. He asked for help with bilingual recruitment. Rosa Vizcarra briefed the group on the Spanish recruitment, which has expanded from a highly concentrated area to a larger area spanning throughout the county. Cady Nguyen detailed that voters requiring election materials in Vietnamese are primarily disbursed in Central County, including Westminster, Garden Grove and Midway City. She noted she needs assistance in recruiting in Fountain Valley, Buena Park and Anaheim. Linda Andal extended her assistance in partnering with our office for bilingual recruitment. Ben Hamatake welcomed her support.

Judith Barnes asked if our outreach efforts included students. Cady Nguyen and Jay Koo responded that this is an effective way to recruit bilingual poll workers, adding that our MyBallot program target students to work as bilingual poll workers. He responded to Zeke Hernandez' question about age as criteria for bilingual recruitment by stating that with each year, the need for bilingual poll workers continues to grow. New methods of recruitment are being utilized to attract younger poll workers. Linda Andal asked if bilingual poll workers received additional compensation for bilingual skills. Neal Kelley responded by saying they receive the same pay. He thanked our elected boards and cities for the support they have provided.

Neal Kelley observed that there has been increased attention to polling place observers on a national scale. There was a discussion on how our poll worker training has been updated, making certain that the Elections Code is followed and that poll workers are prepared to respond appropriately. Zeke Hernandez asked how we will handle intimidating observers. Training has been enhanced to address this issue. Coordinators are an important resource to keep voters voting, but are also prepared to deal with conflict.

We will be conducting Early Voting at City Halls for November because it is a Presidential General Election. It is not cost effective, but provides an alternative to long lines. The dates will be October 22 -30. Information is available on our website.

We are organizing a parking lot event for last minute voters. From October 29 through Election Day, we will be assisting voters in verifying registration, obtaining a second ballot, and conducting provisional and emergency voting.

Ben Hamatake reviewed Poll Worker Training, discussing the initial "Train the Trainer" phase through the multiple hands-on training sessions. We have secured 50 training sites throughout the county and will conduct 150-200 classes per week, training 10,000 poll workers. In addition, we have held poll worker practice events and poll worker road show events. In 2010, we asked poll workers to take pictures to capture the poll worker experience. We received thousands of photos back from poll workers which have been used as an interior wrap for the Mobile Voting Unit. The group was interested in viewing the Training DVD, which Neal Kelley will make available. The webinars and online videos are also available. In response to Steven Spillman's question on how we evaluate the performance of an Inspector, Neal Kelley described the methods we have implemented to assess this.

POLLING PLACES / POLLING PLACE OBSERVATION / EQUIPMENT DELIVERY / SUPPLY DISTRIBUTION / CHANGE IN COLLECTION CENTER OPERATIONS

Imelda Carrillo addressed recruitment and dealing with increased volume in polling places. She stated the deadline for recruitment of our 1158 polling places is tomorrow. She thanked the City Clerks for helping us obtain last minute polling places. She discussed the challenges with redistricting, which has forced us to find new locations or a different room at the same polling place due to different ballot types. Meeting this deadline is important for the Sample Ballot Pamphlet printing.

Imelda Carrillo added that 470 ADA surveys have been completed year-to-date. We hired full time Extra-Help staff to assist with this task. We are on track to complete all surveys assessed prior to 2007 by end of year. She stated 67% of polling places for November will require some sort of accommodation, including additional signage, ramps, ballot calls, and accessible parking. Zeke Hernandez asked how we determine these needs. Imelda Carrillo replied that all of our polling places have the potential for curbside voting, but our goal is to have our polling places that are 100% accessible. Zeke Hernandez asked if we have ramps and equipment in-house. Imelda stated we purchased equipment with grant funding. Equipment delivery vendors also deliver and help set-up all ADA equipment. We have implemented a change as a result of feedback, which is a separate container that has been developed to accommodate the ADA items. This will reduce the number of deliveries from two to one. This will be more efficient, provide better tracking, and importantly, make poll workers happy.

Imelda Carrillo discussed recruitment statistics, including numbers for poll workers, Coordinators, students, county workers and A-Team members. She discussed Inspector Supply Distribution, which begins Thursday, November 1 through Saturday, November 3. Early pick up was a great success in June, and the Inspectors appreciate the drive through pick up.

There will be 33 Collection Centers throughout the county, reflecting an increase from prior elections, which should improve the return time of supplies to our office. Neal Kelley discussed the challenges to report results quickly. He stated that 98% of the vote-by-mail ballots are posted at 8:05 pm. We receive the first precinct results around 9:30 pm. He will work at educating the public on the process so they understand why results are not posted earlier. Imelda Carrillo added that we have a team that monitors the precinct numbers that have reported, asking those that have not reported if they need assistance. Imelda Carrillo answered Norm Dickinson's questions on the appointment process for Supply Distribution.

Neal Kelley stated that there will be an increase in voter turnout this election. In anticipation, we will have poll workers in place to direct voters where to drop off vote-by-mail ballots, or where to stand to vote a provisional ballot, much like TSA responding to line management issues. He added that the Coordinator should function as a second Inspector. A discussion on additional signage and the promotion of vote-by-mail ballots followed.

PROPOSITION 29 RECOUNT / COMMUNITY OUTREACH

Neal Kelley mentioned that we are currently conducting a recount on Proposition 29, which appeared on the June 5, 2012 Primary ballot. The proponent filed a Notice of Recount with the Secretary of State and has moved from Los Angeles to Placer County and now to Orange County. We have tallied over 100 precincts with little or no change. The results of the recount are on our website.

We are actively involved in numerous community events throughout the county, including "Rock the Vote", and "Surf the Vote". Details are provided on our website under Community Calendar.

Neal Kelley previewed a portion of a 30-minute documentary which will appear on KOCE on Time Warner which covers all aspects of preparing for an election.

Neal Kelley turned the meeting over to Chairman Eugene Lee. Chairman Lee asked for a motion to approve the minutes from our May 17, 2012 meeting. Karen Hamman made a MOTION to approve the minutes with one minor typographical correction in the second paragraph on the first page. The sentence should read "He noted that (t)he public is welcome". The MOTION was seconded by Wanda Shaffer and APPROVED UNANIMOUSLY. Our next meeting will be on January 10, 2013.

Steven Spillman wanted to comment that he had high expectations for this group and the Registrar of Voters' staff and procedures exceeded his expectations. Neal Kelley responded to his questions on voter fraud, vote-by-mail voting and discussed HAVA's response to this situation and how things have changed within the last 50 years. Neal Kelley also answered questions on registration trends, vote-by-mail applications, and opting out of receiving the Sample Ballot Pamphlet.

Zeke Hernandez introduced Andy Bogoshian as a visitor from Los Amigos organization. Neal Kelley thanked him for his attendance and thanked the group for their work. He also thanked Hillary Sklar for helping with the ADA grant.

Zeke Hernandez made the MOTION to adjourn, which was seconded by Steven Spillman and APPROVED UNANIMOUSLY.

The meeting adjourned at 11:17 a.m.

Respectfully submitted,

Marcia Nielsen, Secretary