



Orange County Registrar of Voters
COMMUNITY ELECTION WORKING GROUP
AUGUST 31, 2022
SANTA ANA, CALIFORNIA

Bob Page called the meeting to order at 9:05 a.m.

Present:

Adria M. Jimenez, City Clerk, City of Buena Park
Theresa Bass, City Clerk, City of Anaheim
CEW Chair, Lucinda Williams, City Clerk, City of Fullerton
CEW Vice-Chair, Mike Chen, President, Overseas Community Care Network of Orange County
Tim Cheng, Co-President, Asian American Senior Citizens Service Center
Alba Ramiro, Parish Ministry Coordinator, Catholic Charities of Orange County
Eddie Marquez, J.D., Executive Board Member, OC Hispanic Chamber
Yesenia Rodrigues, California Civic Engagement Program Manager, NALEO Education Fund
Paul Spencer, Attorney, Disability Rights California
Moneka Walker-Burge, Vote Center Customer Service Representative
Mary Jo Rowe, Vote Center Customer Service Representative
David Landry, Chairperson, Peace and Freedom Party of Orange County
Jan Urban, Representative, League of Women Voters of OC
Lyle Brakob, Veterans Affairs Representative
Justin Berardino, Deputy Director, Operations, Registrar of Voters
Imelda Carrillo, Election Services Manager, Registrar of Voters
CEW Secretary, Marcia Nielsen, Candidate and Voter Services Manager,
Registrar of Voters
Bob Page, Registrar of Voters

WELCOME AND INTRODUCTIONS

Bob Page thanked the group for attending. He introduced Daniel Rhodes, Senior Vice-President of Westbound Communications that will be assisting us with several key projects in the General Election.

The Registrar of Voters' staff self-introduced. Chair Lucinda Williams asked Marcia Nielsen to confirm the attendees for today's meeting. Chair Lucinda Williams thanked Hasti Soutekhshian and Iris "Nini" Wu from ASUCI for joining our meeting today. She asked for a review of the minutes from the April 13, 2022, meeting. Theresa Bass made a MOTION to approve the minutes, which was seconded by Tim Chen. The minutes were APPROVED UNANIMOUSLY.

OPEN FORUM

Chair Lucinda Williams announced that this meeting is recorded. She stated that if you have a question, please use the chat function, or raise your hand.

Bob Page provided an opportunity to bring up questions or concerns.

JUNE 7, 2022 STATEWIDE DIRECT PRIMARY ELECTION RECAP

Bob Page provided a recap of the June 7, 2022, Statewide Direct Primary Election. He wants to provide elections that are transparent, secure, and safe. For this election, we mailed ballots to 1.8 million active registered voters. There were 181 Vote Centers, 36 drive-thru drop off locations, five pop-up voting events and 120 ballot drop boxes.

In addition, there were 75 events via virtual speaking engagements and virtual conferences. We also provided outreach materials to 16 community events.

Bob Page stated that there were two postcards mailed or emailed to all voters, if there was an email on file. He also provided information on redistricting, stating that all voters would have at least one new district. We also sent out County Voter Information Guides, press releases, five electronic newsletters, and provided updates on our website and social media.

Bob Page detailed voter turnout which was 35.2% with 636,497 ballots cast. He said that more than 88% of the votes were cast by vote-by-mail ballots which were returned by drop box, mail or dropped off at vote center. He noted that our turnout was higher than the statewide turnout of 33.1%

Bob Page discussed voter participation maps on our website. This will help us evaluate the need for special events or outreach efforts in certain areas. Bob Page compared voter turnouts from the 2020 and 2022 Primary Elections, noting that there were more ballots cast in 2020 and that they were received on Election Day and post-election. He added that we will continue to analyze voting trends and will discuss potentially changing operational hours and staffing.

Bob Page next discussed the BoxLock scanning device program. We installed an additional ballot tracking device on nine ballot drop boxes. Unfortunately, the technology was not as user friendly as we had hoped. There were 33,845 voters that dropped their ballots at a ballot drop box with a scanner, but only 867 (2.56%) ballots were successfully scanned in. Therefore, we have ended the pilot program due to usability issues.

NOVEMBER 8, 2022 GENERAL ELECTION PLANNING

Bob Page discussed the contests on the ballot for the General Election. He stated that there will be top two run-off elections for the voter-nominated contests, State Supreme Court, and Court of Appeals Associate Justices, one judicial contest for Judge of the Superior Court, three Board of Supervisors contests, 73 city contests, 63 school and special district contests, and 186 total candidate contests. In addition, there will be 20 local measures and seven state propositions, with a total of 543 unique ballot styles provided in English, Chinese, Korean, Spanish, and Vietnamese. There will be 2,200 precincts for the election.

We will have 181 Vote Centers required: 37 for the 11-days, and 144 for the 4-day, with 121 ballot drop boxes, and 5 pop-up voting events. He added that we are still looking for sites in Laguna Niguel and Santa Ana, with a possible additional ballot drop box in Anaheim.

Bob Page discussed the UOCAVA ballots and the mailing dates. To ensure that we have ballots prepared by the September 9th deadline, Bob Page has asked the courts to have final judgements on writ of mandates by September 2, 2022. He reviewed the important dates for the General Election.

Bob Page mentioned that we conduct post-election debriefs with our teams, creating focus areas. As a result of the debrief items from the Primary Election, we will focus on marketing the recruitment of extra help positions with the help of Westbound Communications. Daniel Rhodes and his team will also be helping us develop a toolkit and materials that will contain accurate and helpful information with resources for our community partners and media to share. We will have social media newsletters and will create short animated social media messages with paid advertising for voter education. We will also address expanding the de-escalation training for Vote Center staff, improving and managing support of election observers, and evaluating Vote Center usage and hours. He explained that if we consider revising the Vote Center hours, we would need to revise the Election Administration Plan. He confirmed that the statutes would have to change to modify the 10-day period for Vote Centers.

Bob Page next discussed security and integrity measures. He stated that all votes are cast on paper ballots, and that the vote tally system is not connected to the internet. He stated that the pre-election and post-election Logic and Accuracy tests (approximately 400), the 1% manual tally, risk limiting audit RLA, and pre-election and post-election software version confirmation with SOS (hash code number) confirms the accuracy of the election results. Bob Page added that the RLA had 0 discrepancies demonstrate the measures in place for integrity measures. He noted that the 1% manual hand tally had a few human issues such as votes marked in light pencils that were not captured. We review the complete ballot to attempt to determine the voter's intent. He said that this would not be enough to change the outcome of the election.

Bob Page discussed that additional security measures include electronic check-in with real-time updates, controlled chain of custody, command center, rapid deployment team, partnership with law enforcement (OCSD) and District Attorney's office and Department of Homeland Security. They help us monitor and test systems and provide recommendations.

The next topic of discussion was the safety of the ballot drop boxes. The boxes are made of military grade metal, and the ballots are picked up by a team of two on daily randomized routes with chain of custody documents, GPS tracking, and radio communication. He noted that there will soon be 121 total ballot drop boxes. The deposit slot is locked until E-29. It remains unlocked until 8:00 p.m. on Election Day. David Goulding stated that we routinely check and clean the ballot drop boxes, removing graffiti and updating the paint on them to keep them in good shape. Adria Jimenez asked if the County is considering adding additional ballot drop boxes. Bob Page explained the regulations and stated that we will add one more drop box since registration has increased.

Bob Page reminded the members that there are security focused reports on our website: ocvote.gov/election-library. These include the Election Security Playbook, Caltech 2020 Voter List Maintenance Report, and the Grand Jury Findings.

UPDATES FROM CEW VAAC AND CEW LAAC

Roxana Castro provided an update on the Voting Accessibility Advisory Committee (VAAC) that met on August 18, 2022, with seven attendees. They discussed sharing our services to voters with disabilities. The suggestions included a ballot delivery program for future elections, which will be evaluated shortly. They also discussed voter education, such as conducting workshops with demonstrations on how to use ballot marking devices. Additional suggestions for the toolkit included easy-to-use messaging that they can share. Another suggestion is to promote our own accessible resources such as ASL that is used via a tablet at Vote Centers. Roxana Castro stated that we encourage VAAC members to participate with us in meetings. She also noted that we are partnering with OC Deaf Equal Access Foundation and Braille Institute in future events.

Alba Ramiro asked for clarification on language needs within disability groups. A discussion followed as some of our partners have recognized these needs. Roxana Castro encourages members to attend both the Language Accessibility Advisory Committee (LAAC) and the VAAC meetings to assist the special needs of both groups.

Rosa Vizcarra updated the group on the LAAC meeting. Our office met with the community partners to review the past election, discussing how to promote higher voter turnout, and identified issues. They also discussed how to better identify and provide outreach to language voters. They would like the new toolkit to be translated into the four VRA languages and the state-mandated languages. Rosa Vizcarra stated that we appreciate the LAAC members participation in our outreach program, and that we should continue to publish advertisements in local media and continue COVID safety measures. Tim Cheng added that two new members from San Diego shared their experiences which will be helpful for future discussions.

FUTURE BUSINESS ITEMS

Bob Page asked for agenda topics for our next meeting. He would like us to continually improve and address the suggestions from the group. Mary Jo Rowe stated that it was difficult to get and retain Customer Service Representatives (CSRs) in June. She said that a lot of time was spent in re-training staff. She is concerned that this will be the case for November. Bob Page stated that we are increasing our marketing efforts to increase the number of CSRs that will work in November. In addition, the recruitment team has been reaching out to past CSRs. Imelda Carrillo said that they have been successful in in this effort but acknowledged that new staff will also need to be recruited. This should provide a balance of experience and new CSRs at each Vote Center.

Moneka Walker-Burge asked about escalation training. Tonya Pearce described the training and how it will be augmented to include roll play, dedicated time to practice, and more tools to handle different situations. Tonya Pearce stated that there will be a handout with sample scripts that can be used as tools to help de-escalate situations.

Chair Lucinda Williams would like to review updates to legislation in our next meeting. Bob Page stated that there was urgency legislation requiring vote-by-mail ballots to be mailed to all voters, even for non-VCA counties.

The subject of redistricting and how it impacts the General Election was discussed. Bob Page stated that we will provide the information in the Voter Information Guide. This topic will also be included in the customer service training. Bob Page added that one of the challenges with redistricting is the change from voting-at-large to voting by district for many jurisdictions.

Bob Page stated that he will be sending surveys to our advisory groups to get feedback. He will develop a survey of the topics that we should be focusing on after the November election.

Bob Page stated that the next meeting will be after the General Election, possibly in January. Chair Lucinda Williams asked that Bob Page provide the date of certification to the City Clerks as soon as possible as they have posting requirements. Bob Page asked for a calendar of city meetings in the month of December for planning purposes. Bob Page mentioned that he would like to move these meetings to Wednesdays.

ADJOURNMENT

Bob Page thanked the members for attending and stated that he can be reached at any time before the next meeting. He added that he looks forward to continuing this partnership.

The meeting concluded at 10:35 am.

Respectfully submitted,

Marcia Nielsen, Secretary