



Orange County Registrar of Voters
COMMUNITY ELECTION WORKING GROUP
APRIL 13, 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
Daisy Gomez, City Clerk, City of Santa Ana
CEW Chair, Lucinda Williams, City Clerk, City of Fullerton
Mike Chen, Chairman, South Coast Chinese Cultural Association to the Asian Community
Tim Cheng, Co-President, Asian American Senior Citizens Service Center
Marisol Ramirez, Community Engagement Lead, Regal Medical Group
Evelyn Farooquee, Program Director, Easterseals of Southern California
Paul Spencer, Attorney, Disability Rights California
Gabriel Taylor, Voting Rights Advocate
Judith Barnes, Senior Community Representative
Moneka Walker-Burge, Vote Center Customer Service Representative
Mary Jo Rowe, Vote Center Customer Service Representative
Ajay Mohan, Executive Director, Democratic Party of Orange County
Alexander Williams, Youth Representative
Lyle Brakob, Veterans Affairs Representative
Garrett M. Fahy, Election Law Attorney
Briana M. Calleros, Community Leader
Justin Berardino, Deputy Director, Operations, Registrar of Voters
Kim Hostler, Deputy Director, Administration, 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 welcomed the group and thanked them for coming. He introduced himself as the new Registrar of Voters and thanked the group for their commitment and feedback. He then asked the ROV Staff to self-introduce.

The meeting was turned over to CEW Chair Lucinda Williams, who welcomed Bob Page. Roll call was conducted. Chair Lucinda Williams asked for a review of the meeting minutes. Theresa Bass made a MOTION to approve the minutes, which was seconded by Ajay Mohan. The minutes were APPROVED UNANIMOUSLY, with no abstentions.

Bob Page provided his prior background and work experience. Before coming to Orange County, he worked for San Bernardino County for 20 years. Prior to that, Bob Page was a newspaper reporter for six years. In San Bernardino, he was the Registrar of Voters for

four years and Chief of Staff to County Supervisors. He also worked as San Bernardino County Medical Center's Marketing and Business Development Director, Board of Supervisors Legislative Affairs Officer, Office of Emergency Services and Public Works Department developing messaging for flood danger following fires. He was then asked to lead special projects team before he became the Registrar of Voters.

Bob Page would like to leave time at the beginning of the meeting for an open forum for members to discuss items that might have not been included in the agenda. CEW Chair Lucinda Williams asked about Bob Page's vision. Bob Page stated that his short-term vision is to support this great team in conducting elections. He does not see any major shifts for his long-term vision. Bob Page will continue implementing the ISO-9001 Quality Management System, ensuring that we have successful elections and identifying ways we can improve. Bob Page appreciates open communication and will continue to have Marcia Nielsen and Julianna Mailhot as liaisons for the City Clerks.

STATEWIDE PRIMARY ELECTION UPDATE

Bob Page gave an overview of the topics to be covered today, including updates on some items discussed in January, recruitment, training, election security and voter confidence.

Marcia Nielsen discussed the contents of the ballot, with 87 ballot types, 58 contests, three city measures, and no state propositions. There were 134 total candidates who filed from our county. We had 100 Candidate Statements proofed for the Voter Information Guides. She added that the English ballots are two pages long. She explained that there are two contests for U.S. Senator, one for the Full-Term position, and one for the Partial/Unexpired Term. There will be an explanation on the ballot for voters. She added that there are nine open judicial seats, resulting in larger number of Candidate Statements in the Voter Information Guide. She also provided an overview of overseas and military voter ballots that have been sent, including 1,652 mailed ballots and 7,438 ballots that were emailed. She added that we have already received faxed ballots.

Bob Page discussed the voter education postcards that have been prepared and will be mailed before the County Voter Information Guides, which start going out April 28th. There will be 1.8 million vote by mail ballots mailed on May 9th. The Registrar of Voters office' will also be open to issue ballots voter the counter starting on this date. An additional postcard will be mailed after vote by mail ballots have gone out, but before May 28th when Vote Centers open, to educate voters on voting options. Bob Page clarified to the group that Voters' Choice Act requires two direct communications with every single voter prior to an election. Postcards are one form of communication. Bob Page asked for input on ideas for different forms of direct communication to reach voters.

COMMUNITY OUTREACH OVERVIEW

Enedina Chimm discussed the Community Outreach efforts during this election cycle. She stated that the Community Engagement Team has six members on staff dedicated to Outreach, setting up virtual speaking presentations with a goal to inform voters about the upcoming election. They are also conducting additional research to reach out to other groups. Virtual events give opportunities to schedule more events throughout the day. Her team is actively creating partnerships and staffing pop-up voting. She shared the number

of events coming up in April and May, with availability for more virtual presentations. Enedina Chimm invited members to reach out if they know of other community events. The calendar of events is be posted on our website.

Bob Page gave a quick reminder that officials must mail out ballots to all active registered voters in the state. The educational postcards will remind voters that they will have their chose of what they think is the safest and most secure way of returning their voted ballot voting options. They have their choice of mail, return in drop box, or at a Vote Center.

VOTING OPTIONS

Imelda Carrillo discussed Voting Options. She reiterated that every voter would receive a vote by mail ballot. Voters have options, including dropping off ballots at the post office, by mail, by using one of the 120 county ballot drop boxes, or voting in-person at a Vote Center. In addition, all voters can use the Remote Accessible Vote by Mail option, which allows voter to mark choices using a computer and printing the ballot and envelope. They can return using the same methods as regular vote by mail. They partner with different locations to determine best locations for drive-through ballot drop off options at select Vote Center sites. Drive-through ballot drop off locations will be noted on our website as well as our County Voter Information Guides. There will be 36 drive-through locations, available at select 11-day and 4-day Vote Centers. There will be 181 total Vote Centers. Of those, 43 Vote Centers open for 11-days beginning May 28th. On June 4th, additional Vote Centers open for a total of 181 Vote Centers throughout the county. There will be 120 ballot drop boxes opened 24 hours. Curbside voting continues to be an option at all Vote Center locations. Imelda Carrillo thanked the City Clerks for their continued support and partnership in securing Vote Center locations, adding that Vote Centers will be open on Memorial Day.

Enedina Chimm detailed the 5 Pop-Up Voting Locations, geographically chosen to ensure regional coverage. Information will be available on our site and in Voter Information Guides.

VOTING ASSISTANCE

Bob Page outlined how Senate Bill 504 expands Conditional Voter Registration. It now extends to overseas & military voters and voters who require assistance marking a ballot. This gives the voter the ability to register after the close of registration and vote at the same time. Bob Page reminded everyone the close of registration is May 23rd. Conditional Voter Registration period starts the next day, May 24th. Regulations are currently in review and expected to be finalized by the Secretary of State tomorrow.

VOTE CENTER RECRUITMENT

Rebecca Lee gave updates on Vote Center Recruitment. For projected needs and current hiring status: 1,086 Customer Service Representatives (CSR) needed to staff 181 Vote Centers. Currently there are 718 CSRs that have been hired, with an additional need for 368 CSR. They have not yet started hiring for the positions of CSR Leads, so the current need for CSR Lead is 181, consistent with one Lead per Vote Center. She added that we

will be recruiting for this position in the coming weeks. She reviewed key in-office recruitments.

Rebecca Lee requested members for assistance in sharing that the Registrar of Voters is actively hiring to members' groups or communities. She directed members to our website where they can apply online at ocvote.gov/jobs. The "Apply Online" button will direct applicant to CSR position. Mary Jo Rowe asked about hiring for Vote Center Supervisor. Imelda Carrillo gave an update on this stating that we are inviting supervisors back, followed by interviews.

Ruben Alvarez asked if we have a flyer or job bulletin to post and share. Rebecca Lee will get back to him regarding job posters and artwork.

Election Staffing Training has been centralized and moved to 401 W. Civic Center, Santa Ana. There is a hybrid training program combining online and in-person training. For this election, a new online training platform introduced. Online training is approximately 12 hours long on average to complete.

Rebecca Lee detailed Vote Center In-Person training recreated at new facility. There is a complete hands-on training with voting equipment. There is a returner-specific training now offered.

ELECTION SECURITY AND CONFIDENCE

Bob Page described election security and voter confidence. Homeland Security recently stress-tested our system and made recommendations, which ROV is working on now. Bob Page confirmed we verify the software versions on voting equipment is original system. He detailed the different testing and audits for accuracy- running test ballots through before election and a conducting a 1% Manual Tally and Risk Limiting Audit to ensure accuracy of vote. After results are certified, tests and software check again to make certain system has not been altered. Team will be providing an update on the Ballot drop box pilot program and the Quality Management program certification.

Stephen Barteau discussed ballot drop box pilot program. This program, "BoxLock", provides additional way of providing transparency to voters. During the pilot, barcode scanner will be available at select drop boxes. To use, the voter would scan the barcode on their ballot envelope with the scanners when they drop of their ballot. Voter will scan, hear an audible beep, then voter can go to website to see their ballot was scanned and received at the drop box. This program uses barcode management technology and cellular connectivity, and this technology is fully integrated into our system to track ballots. It provides who accessed drop box, where, and when. We are the first Elections Office to offer this technology. There will be nine locations for this pilot program. The data gathered will be used to determine if this program will be expanded. Mike Chen previously recommended pilot program be extended to other areas, including drive-thru drop boxes, and wanted to make this suggestion again. Bob Page is interested to see how quickly the data will flow to the voters. We hope voters are encouraged to sign up for our OCBallotExpress program to get notifications.

QUALITY MANAGEMENT COMMITMENT

Justin Berardino described Quality Management Commitment. The Registrar of Voters has implemented a Quality Management System, which provides a structured framework and applies science to what we are doing. This provides customers the reassurance that the organization values and practices quality management principles. "Customer focus" is at the top of the seven principles. Everything we do will be from the perspective of improving the experience and the quality for the customer. Quality Management System has become a part of our language. We discuss how we do things, send out ballots, socializing with our teams. The system formalizes the process for opportunities for improvement. He added that the management team are required to address this and make those improvements to improve processes. Quality Management System involves metrics-setting performance objectives and tracking it. ISO 9001 Certification is the certification for a Quality Management System set forth by the International Organization for Standardization. A Quality Management System collects rules, policies, processes, and procedures to provide products and services that meet customer needs and improve customer satisfaction. We must be audited every year, providing accountability. We are hoping by implementing system and maintaining certification that this will help to increase trust with community, voters, candidates, and other stakeholders.

REDISTRICTING FOR STATEWIDE GENERAL ELECTION

Stephen Barteau discussed redistricting and how this impacts candidates for November. He stated that school districts were required to adopt new maps by February 28. Cities and special districts must adopt new maps by April 17th. The new jurisdiction maps must be provided to the Registrar of Voters by July 6. Matt Eimers emphasized that for major districts, precincts will change. After schools and special districts approve maps, there may be additional precinct changes. There will be additional training to answer redistricting questions from voters and information on our website.

Daisy Gomez asked when cities will get maps back to cities to confirm boundary lines. Bob Page stated that the precinct lines will be finalized between July 6 and July 18. He added that we can't apply changes for voters or candidates until the June election is certified. Matt Eimers and team will continue working on changes in GIS offline, until certification. Candidates won't be able to get walking lists and maps until GIS finalizes closer to July 18 deadline. Our office will send maps and lines back to the cities and districts for approval. There will be full communication during the process.

VOTING ACCESSIBILITY ADVISORY COMMITTEE

Roxana Castro discussed VAAC meeting and accessible voting options at home and in-person at Vote Centers. At a recent VAAC meeting, they discussed promoting outreach partnership opportunities and expanding their committee membership. They hope expanding their committee membership will help them get feedback from a diverse pool of voters in the disability community. Gabe Taylor thanked Roxana Castro and Imelda Carrillo for their help, such as providing demonstrations for voting system and giving disabled voters their options.

LANGUAGE ACCESSIBILITY ADVISORY COMMITTEE

Enedina Chimm reported on the recent, well-attended LAAC meeting. She reiterated that Language Support will remain unchanged. We will continue support of the four Voter Right's Act required languages: Chinese, Korean, Spanish, and Vietnamese. We will also continue to support the five state-mandated SOS languages: Gujarati, Hindi, Japanese, Persian (Farsi), and Tagalog. Community Engagement Events will help get information out to voters. Enedina Chimm informed the group that we have availability in April to schedule and participate in events.

Future Business

Bob Page stated that his goal is for this advisory group to share ideas. He would like to provide opportunity to discuss election items that we haven't brought forward. He recognizes members are a great resource and asks they bring forward important items they wish to discuss as a group. Lucinda Williams likes future business as last agenda item and would like to keep future topic discussions at the end of meeting. Members can still email ideas outside of meetings. There was a discussion of how postcards can be sent out proactively to voters regarding redistricting and how to use social media to reach out to voters.

Bob Page asked to bring up aligning communication of redistricting changes at the City Clerk meeting. He is dedicated to continued support from the communities and will work to continue this group and expand our relationships. He acknowledges communities trust their community leaders and wants to continue to seek ideas from the community. Bob Page wants to discuss redistricting at future City Clerks meeting. He also wants a discussion about sharing communication and best practices between City Clerks.

Bob Page said we will have CEW meeting between June and November's election. He estimates mid-August after the candidate filing period. He thanked the members for their support.

The meeting was concluded at 10:40 a.m.

Respectfully submitted,

Marcia Nielsen, Secretary