

Los Angeles County Registrar-Recorder/County Clerk

DEAN C. LOGAN
Registrar-Recorder/County Clerk

March 20, 2020

TO: Supervisor Kathryn Barger, Chair

Supervisor Hilda L. Solis

Supervisor Mark Ridley-Thomas

Supervisor Sheila Kuehl Supervisor Janice Hahn

Sachi A. Hamai, Chief Executive Officer

FROM: Dean C. Logan

Registrar-Recorder/County Clerk

VSAP Quarterly Report – 1st Quarter, 2020

The following is the first quarterly update of 2020, detailing project activities and accomplishments during the period of January 1, 2020 to March 10, 2020. This report is provided to inform your Board and the public on the progress of the Voting Solutions for All People (VSAP) initiative. This report is prepared in response to a motion adopted by your Board on September 7, 2010.

During this period, the Department has accomplished several significant milestones related to the full implementation of VSAP. This quarter focused exclusively on roll out and administration of the County's first election using the vote center model and the VSAP solution. Activities included establishing a comprehensive media campaign to generate public awareness; civic engagement efforts; direct voter education on new tools such as the Vote Center look-up tool, the Voter Status and Participation Tool, the Interactive Sample Ballot (ISB) and the new Ballot Marking Device (BMD); and implementation of the Mobile and Flex Vote Center programs. This report will also highlight planned post-election activities that will allow the Department to assess what worked and areas of improvement.

Per the Board's motion adopted on March 10, 2020, the Department will provide a separate, follow-up report with a more detailed analysis of the March Presidential Primary.

Media Campaign

The March 3, 2020 Presidential Primary Election was an historical change in LA County with the implementation of a newly certified voting system to over 5.4 million registered voters. To educate

and raise awareness to registered and eligible non-registered voters in the County, the Department developed and executed a large-scale, multilingual media campaign that spanned across several communication platforms.

The media campaign consisted of the following:

- Over 2,610 broadcast and cable television commercials in English, Spanish and Asian languages.
- Over 7,600 radio advertisements in English, Spanish and Asian languages.
- 250 billboards and neighborhood posters that also targeted in-language to communities who predominantly speak languages other than English.
- 1,020 multilingual transit posters placed on the sides and tails of both buses and trains, as well as posters on the inside of buses and trains.
- Over 25,600,000 digital media impressions that included commercials streaming on television and music/radio applications, email marketing, newsletters, website advertisements, website "takeovers," navigation ads on Waze and automated robocalls.
- Over 205 social media posts from radio stations and partnering celebrity endorsers who voiced our messages throughout the campaign.
- 72 print media ads in 18 newspapers in English, Spanish and Asian languages, along with three Countywide direct mailings with information on the new voting experience and printed locations of Vote Centers.

The media campaign kicked off January 7, 2020 and lasted eight full weeks through Election Day. The campaign strategy followed a three-phase approach of messaging: general VSAP awareness (voting is changing), Vote by Mail (VBM) options, and messaging on in-person early voting options. Both the messaging and the creative art that was developed focused on the benefits of VSAP and VBM, along with critical election dates including the dates for in-person voting.

The Official Canvass Period is currently underway for the March Presidential Primary Election. Once the election is certified, the Media & Communications team will analyze various aspects of the election including the overall turnout results, data on voters who voted by mail, data on where and when voters turned out to vote early. In addition, the team will assess and analyze all of the media platforms that were utilized in the campaign to optimize future campaigns.

Vote Center Locations

The Department developed an online look-up tool accessible on the Department's website, www.LAvote.net that displayed all 979 voter centers. The look-up tool allowed any member of the public to type in a full or partial address to find their nearest Vote Centers. Under each Vote Center listing was the date open and the hours of operation.

In addition to the online look-up tool, the Department sent two additional mailers to residents of LA County. The first mailing was a booklet that listed Vote Center locations. This booklet was mailed to every household within the County, which equates to approximately 3.5 million booklets. Additional booklets were made available to cities and Board offices for distribution at offices and community events. A second mailing that listed the six nearest locations for both 11-day and 4-day Vote Centers was sent to all registered voters.

Messaging on how to locate the most up-to-date list of Vote Centers was provided on both mailers, as well as other election-related materials, indicating Vote Centers may be subject to change.

Around the Clock Voting

To increase access to voting and accommodate voters with unconventional schedules, the Department established six Vote Centers with hours of operation beginning 8 AM on Monday, March 2 through 8 PM on Tuesday, March 3. The six locations were located throughout LA County. There was at least one location for each Supervisorial District, East LA Doctors Hospital (District 1), Four Points by Sheraton LAX Hotel (District 2), Luxe Sunset Boulevard Hotel (District 3), Registrar- Recorder/ County Clerk Office (District 4), Hilton Garden Inn and The Great Caesar's Banquet Hall (District 5).

Voter Status and Participation Tool (replaced the Street Index)

Among the numerous changes that took effect with the implementation of VSAP was a change to the Street Index. The Street Index was the list of voters who cast ballots in a specific precinct and was posted outside of the polling place. For the March Presidential Primary Election, the Street Index was replaced with the Voter Status and Participation Tool.

The Voter Status and Participation Tool was available and accessible at www.LAvote.net during the voting period. Upon registering for access, campaigns and other members of the public were able to view the full list of precincts and registered voters in each precinct. The tool indicated which voters voted in person or returned a VBM ballot.

Voter Experience using the ISB / Poll Pass

The improved and modernized voting experience included an option for voters to utilize the Interactive Sample Ballot (ISB) to generate a Poll Pass. The ISB allowed voters the ability to premark their ballot, then transfer their selections to the BMD using the QR code in their Poll Pass. Initial feedback from the voting period indicates that voters found the ISB easy and convenient. Many voters took advantage of the ISB prior to voting or when arriving at a vote center, which helped to create a more efficient, expedited voting experience.

Voter Experience Using the BMD

The centerpiece of the new voter experience was the BMD. The first Countywide election where voters used the BMD to cast an in-person vote. Similar to the ISB / Poll Pass, feedback received regarding using the BMD was positive. Voters described the BMD as a very engaging and efficient process.

Mobile Vote Center Program

The Mobile Vote Center Program (MVCP) was created as part of the Department's goal of election outreach and creating a more accessible election. It allows for special focus and targeted outreach efforts to voters with distinct needs that can be met with the new voting experience. This includes seniors, people experiencing homelessness, voters with disabilities and incarcerated voters, in addition to providing voting opportunities to areas with a high-volume of foot traffic. The MVCP ensures that the Department meets the needs of all LA County voters to cast their ballot by



expanding civic engagement opportunities. Two components of the MVCP are Mobile Vote Center Vehicles and Flex Vote Centers. The Department partnered with cities, community-based organizations and other stakeholders to effectively implement this program and distribute these resources equitably across LA County.

Mobile Vote Centers: The Mobile Vote Center vehicles are trailers that have been renovated to fit BMDs inside. The units were targeted for public places with high foot traffic. The primary requirement is ability to park on level ground in a space of 20 feet by 40 feet. Mobile Vote Centers provided additional voting opportunities in public spaces and were deployed from Saturday, February 22 to Monday, March 2. Furthermore, Mobile Vote Centers were useful in marginalized communities, such as areas with a high number of voters experiencing homelessness, where locations for standard Vote Centers were unavailable.

All Mobile Vote Center locations were published at www.LAvote.net. There was a total of 25 locations spread across the five Supervisorial Districts. A total of 2,541 voters cast ballots at these locations.

- Flex and Mobile Vote Center Highlights: Bringing the New Experience to Voters Experiencing Homelessness: The Department partnered with the Downtown Women's Center (DWC) to offer voters experiencing homelessness more opportunities to vote. The DWC is close proximity to Skid Row and, therefore, in addition to providing accessible and convenient voting method for residents of the facility, it served as a resource for voters in the surrounding community.
- The Department stationed a Flex Vote Center at the Boeing Plaza at the intersection of West Lancaster Boulevard and Sierra Highway in Lancaster. This location provided an accessible and convenient voting method for residents of the surrounding community. It was utilized significantly by voters experiencing homelessness and stakeholders that work directly with homeless communities.
- Flex Vote Centers: Flex Vote Centers provide all the services and equipment at a standard vote center, but on a smaller scale. Staffing includes two Department staff members and one volunteer provided by the host organization or facility. They provide short-term inperson voting opportunities at a variety of locations serving targeted populations such as seniors, voters with disabilities, people experiencing homelessness, and incarcerated voters. Flex Vote Centers are scheduled for a full day or half day, depending on a variety of factors including availability, regional distribution and the expected number of voters.

All Flex Vote Center locations were published at www.LAvote.net. There were a total of 44 locations spread across the five Supervisorial Districts. A total of 1,954 voters cast ballots at these locations.

 Flex and Mobile Vote Center Highlight: Century Regional Detention Facility (CRDF): On February 22 and 23, the Department partnered with the LA County Sheriff's Department (LASD) to provide expanded voting options for justice-involved voters and their family members. A Mobile Vote Center was stationed at the entrance to the Century Regional Detention Facility (CRDF) in Lynwood where arriving visitors (and LASD personnel) were

encouraged to vote. Among the voters who voted at the Mobile Vote Center was Sheriff Alex Villanueva.

Through enhanced partnership with LASD, the Department was able to pilot a Flex Vote Center inside CRDF. This offered eligible incarcerated voters the option of in-person voting. The Department has an established program where eligible inmates may vote by mail. The Flex Vote Center was successfully piloted giving voters a choice for how they wish to cast their ballot. Along with education on general civic engagement and how to cast a ballot, the Department partnered with the League of Women voters to provide nonpartisan educational information. This development marked the first time in LA County where incarcerated voters were able to vote in-person while serving a jail sentence.

Research Activities

During the March Presidential Primary, various organizations observed and some conducted research activities at vote centers. One such organization is Loyola Marymount University (LMU). LMU conducted an independent study of the 2020 Presidential Primary in LA County. The study focused on voters overall voting experience, knowledge of the changes made and who they voted for. There were 3,596 participants in the study. More information on the research, including research findings can be found at:

https://academics.lmu.edu/studyla/students/fieldresearchopportunities/lavotes/

Post-Election Review

To improve future elections operations, the Department will go through an extensive review of processes, procedures and systems as they were implemented in the March Presidential Primary. To gather data, the Department will conduct voter and election worker surveys, meet with community organizations, and conduct internal debrief sessions. These activities are scheduled to take place over the next 4-6 weeks.

VSAP Highlights and Activities: January 1, 2020 to March 10, 2020

- Dean Logan and the RR/CC participated in the 28th Annual Empowerment Congress Summit on January 18, 2020 at the Charles R. Drew University of Medicine and Science in South Los Angeles. The event featured a community workshop on the new voting experience and the 2020 Census as well as a VSAP resource table available to members of the public and event participants.
- January 2020 marked the beginning of the countywide media campaign for the Presidential Primary Election. Members of the public began to see multilingual billboards, bus advertisements on Metro buses and shelters, television, radio and newspaper advertisements in multilingual media markets. Dean Logan appeared on several news outlets about the new voting experience including KIRN Radio Iran on 670AM on January 5, 2020 and Spectrum News 1 on January 7, 2020.
- California Secretary of State approved and certified LA County's Voting Solutions for All People (VSAP) 2.0 voting system on January 24, 2020.
- VSAP Demo Centers continued in the month of January with 10 locations available countywide. They include the following:

- City of Claremont Human Services in Claremont, CA
- o Glendale Police Community Room in Glendale, CA
- o Hawaiian Gardens City Hall in Hawaiian Gardens, CA
- Lancaster Library in Lancaster, CA
- o Lennox Library in Lennox, CA
- o Littlerock Library in Littlerock, CA
- Willowbrook Library in Los Angeles, CA
- o Edendale Branch Library in Los Angeles, CA
- Malibu Library in Malibu, CA
- o SBCC Thrive LA in Wilmington, CA
- o Abbot Kinney Memorial Branch Library in Venice, CA
- On February 3, 2020, VSAP achieved major milestones with official start of voting for the Presidential Primary Election. The RR/CC could begin to accept VBM ballots, 206 newly designed VBM drop-off boxes were available to the public and the first Vote Center in LA County opened at the RR/CC Headquarters in Norwalk, CA.
- On February 22, 2020, the RR/CC opened over 220 Vote Centers that would be open for the 11-day voting period available to voters Countywide. The Mobile Voting Program including 25 scheduled events for the Mobile Voting Unit and 45 Flex Vote Centers Countywide.
- In partnership with the Los Angeles County Sherriff's Department, the RR/CC opened a Flex Vote Center inside of the Century Regional Detention Facility in Lynwood, CA available for the inmates to vote in-person for the Presidential Primary Election on February 22-23, 2020. This marked the first time in the history of the County in-person voting services were provided inside of a jail. As part of the Sherriff's Department's "We All Count" campaign and the RR/CC's "Free the Vote" campaign, the RR/CC also provided voting services at a Mobile Voting Unit outside of the jail's facilities for visitors and members of the public. Sherriff Alex Villanueva cast his ballot at the Mobile Voting Unit on February 23, 2020.
- On February 29, 2020, over 975 Vote Centers were open and available for LA County voters to cast their ballots through Election Day.

Civic Engagement

During this reporting period, VSAP staff met with various community-based organizations (CBO), government agencies and city officials to present on the new voting experience. Prior to the March 3 Presidential Primary Election, the Department surpassed 500 VSAP presentations and handson demonstrations to CBOs and at community events. This is in addition to traditional outreach events where VSAP was promoted.

	VSAP PRESENTATIONS		
Date	Organization	City	District
1/2/2020	Eye-DAS: Eye Diseases are Serious	West Covina	1
1/4/2020	Zeta Phi Beta Sorority	South LA	2
1/4/2020	California Council of the Blind	Burbank	5



1/6/2020	St. Mary Tower Senior Complex	Long Beach	4
1/8/2020	El Segundo Women's Club	El Segundo	4
	Quartz Hill High School- with Voter Registration		
1/8/2020	Training	Quartz Hill	5
1/10/2020	Kiwanis Glendale	Glendale	5
1/10/2020	AARP	Leimert Park	2
1/11/2020	LA City Councilman David Ryu Open House	Koreatown	2
1/11/2020	Social Action Forum: Delta Sigma Theta Event	Covina	5
1/11/2020	Los Angeles City and City of Hawthorne Townhall	Hawthorne	2
1/12/2020	CHIRLA High School Students	Westlake	1
1/13/2020	LA County Commission for Women	DTLA	1
	National Federation of Retired Employees from the		
1/13/2020	Federal Gov't	Long Beach	4
1/13/2020	Homeowners Associations	Torrance	4
1/13/2020	Malibu City Council	Malibu	3
1/14/2020	SEIU Local 721 Retirees	DTLA	1
1/14/2020	LA City Recreation & Parks, Senior Citizen Section	Crestview	2
1/14/2020	Alhambra Retired Teachers	San Gabriel	5
	Access Paratransit Community Advisory Committee		
1/14/2020	(CAC)	DTLA	1
1/14/2020	South El Monte City Council	South El Monte	1
1/15/2020	LASD at VSAP Lab	RR/CC	4
	LAUSD Student Advisory Council with Board		
1/15/2020	Member Schmerelson	Lake Balboa	3
1/15/2020	SD 5 Town Hall	Lancaster	5
1/15/2020	Athens on the Hill Community Association	Harbor Gateway	2
1/16/2020	City of Manhattan Beach Parks Seniors	Manhattan Beach	4
	San Rafael Neighborhood Association Candidate		
1/16/2020	Forum	Pasadena	5
1/16/2020	City of Gardena Town Hall	Gardena	2
1/16/2020	LA Soul Sippin	Westchester	3
1/17/2020	UTLA Retirees	Koreatown	2
1/17/2020	TransVoter Voter Reg & Empowerment Event Hosted by LWV	South LA	2
1/18/2020	California Council of the Blind, Los Angeles Chapter	Chatsworth	3
1/18/2020	Empowerment Congress	South LA	2
1/18/2020	LA Voice with Archdiocese of Los Angeles	DTLA	1
1/19/2020	Center of Hope Town Hall	Inglewood	2
1/20/2020	University of Antelope	Lancaster	5
1/21/2020	West Athens/ Westmont Task Force	West Athens	2
1/21/2020	Antelope Valley Republican Women Federated	Palmdale	5
1/21/2020	Torrance City Town Hall	Torrance	4
1/21/2020	Diamond Bar City Council	Diamond Bar	4
1/22/2020	Ramona Convent Secondary School	Alhambra	5
	Glendale/Burbank/Crescenta Valley Republican		
1/22/2020	Assembly	La Crescenta	5
1/22/2020	Monterey Park Town Hall	Monterey Park	1

1/23/2020	National Active and Retired Federal Employees	Whittier	4
1/23/2020	Beachwood Canyon Neighborhood Association	Hollywood Hills	3
1/24/2020	State Senator Ben Allen at Venice Demo Center	Venice	3
1/25/2020	Santa Clarita Republican Women Federated	Valencia	5
1/25/2020	Baldwin Hills Estates HOA	Baldwin Hills	2
1/25/2020	Black Women for Wellness Town Hall	Leimert Park	2
	TransVoter Voter Reg & Empowerment Event		
1/25/2020	Hosted by LWV	West Hollywood	3
1/26/2020	Pacific Palisades Democratic Club	Pacific Palisades	3
1/27/2020	Alhambra City Council	Alhambra	5
1/28/2020	Board of Supervisors Meeting	HOA	1
1/28/2020	LA Forum of Federation of Retired Union Members	Pico Union	1
1/28/2020	Torrance City Council	Torrance	4
1/28/2020	Whittier City Council	Whittier	4
1/28/2020	Harbor Gateway North Neighborhood Council	Harbor Gateway	2
	Women's Suffrage Movement – Department of		
1/29/2020	Regional Planning	DTLA	1
1/29/2020	Mike Bloomberg for President Campaign Staff	DTLA	1
1/29/2020	West Angeles Community Development Corporation	Hyde Park	2
1/29/2020	Glendora Candidate Forum	Glendora	5
1/30/2020	West Covina Senior Center	West Covina	1
1/30/2020	El Monte Senior Center	El Monte	1
1/30/2020	Election Orientation for SD1 Staff	HOA	1
	Jewish Family Service Valley Store Front Senior		
1/30/2020	Center	North Hollywood	3
1/30/2020	Walnut Park Community Meeting	Walnut Park	1
1/30/2020	St. Brigid Church and Holy Name of Jesus	South LA	2
4 /04 /0000	Assembly Budget Subcommittee on Resources &	Davida Halabita	4
1/31/2020	Transportation	Boyle Heights	1
2/1/2020	Senior Event with Council Member Roberto Uranga	Long Beach	4
2/1/2020	Delta, Sigma Theta Sorority	Inglewood	2
2/1/2020	Brookins-Kirkland Community AME Church	Hyde Park	2
2/1/2020	California Native Vote Project	Pasadena	5
2/1/2020	CSUN Art Gallery Grand Opening	Northridge	3
2/2/2020	First United Methodist Church of Santa Monica	Santa Monica	3
2/3/2020	Graham Library	Nadeua	2
2/3/2020	Azusa City Council	Azusa	1
2/3/2020	West Hollywood City Council	West Hollywood	3
2/4/2020	La Canada-Flintridge City Council	La Canada-Flintridge	5
2/4/2020	Rancho Palos Verdes City Council	Rancho Palos Verdes	4
2/4/2020	West Covina City Council	West Covina	1
2/5/2020	Sunrise Senior Living of Santa Monica	Santa Monica	3
2/5/2020	We the People Vote Series	El Sereno	1
2/5/2020	Jewish Family Service West Hollywood	Most Hollywas ad	2
2/5/2020	Comprehensive Service Center	West Hollywood	3
2/5/2020	City of Duarte Town Hall #1	Duarte	5

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1/03/20

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Designated polling stations a thing of the past: Here's where to vote in the March 3 election — LA Times/La Cañada Valley Sun

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Now you can vote anywhere in L.A. County. Find a location – LA Times



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Where To Vote In Santa Monica: Election Polling Places Hours —Patch

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Council candidates disclose campaign finances as voters cast early ballots —La Canada Valley Sun

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L.A. County Sheriff Alex Villanueva Encourages Eligible Inmates to Vote —KHTS Radio

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LA Metro To Offer Free Fare On California Primary Election Day—CBS

Super Tuesday: Polling Locations Open Sunday to LA County Voters—CBS

LA County Announces 24-Hour Voting Centers to Open Monday—CBS

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Community Kids: Vote! —Santa Monica Daily Press

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RADIO: Mike Sanchez with the Registrar-Recorder Comments on voters speeding things up using new interactive sample ballot—KNX 1070

RADIO: Couple measures aimed at encouraging people to cast their ballots with free Metro rides and opening up six around the clock voting centers—KCRW



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TV: Super Tuesday voting underway in L.A. County—KTLA

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RADIO: Registrar-Recorder's office says yesterday's primary election was a learning experience—KNX 1070

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RADIO: Supervisor Hahn wants to open up investigation to look into what went wrong during election wait time—KPCC

RADIO: Update on election results and Supervisor Hahn is calling for an investigation into long vote center wait times—KNX 1070



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RADIO: Dean Logan with Registrar-Recorder responded to Secretary of State Alex Padilla's criticizing election administration in L.A. County—KCRW

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Young Voters in California and Texas Share Their Struggles from Trying to Vote on Super Tuesday—Teen Vogue

California lawmaker to propose more voting centers and increased voting-by-mail in LA after Super Tuesday lines—Erie News Now

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Padilla wants mail ballots sent to all L.A. County voters—AV Press

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3/9/20

Supervisors want election answers—AV Press



Press Releases

- 1/24: Secretary of State Approves Los Angeles County's Publicly Owned, Publicly Designed Voting System
- 1/30: New Sample Ballots in the Mail for the March 3 Presidential Primary Election
- 2/3: Vote by Mail Ballots Mailed for the March 3 Presidential Primary Election
- 2/6: ATTENTION POMONA AND HAWTHORNE VOTERS Action Required Measure FD Missing in Original Ballot Voters to Receive Supplemental Ballot Containing Measure FD
- 2/18: Official Registration Deadline for the March 3 Presidential Primary Election
- 2/21: Voting Begins This Weekend for the March 3 Presidential Primary Election
- 2/25: Last Day to Request a Vote by Mail Ballot for the March 3 Presidential Primary Election
- 2/28: Second Weekend of Voting Begins Tomorrow
- 3/1: Around the Clock Voting for the March 3 Presidential Primary Election
- 3/3: Election Day Resources and Media Logistics
- 3/3: Vote Centers Will Remain Open for All Voters Who Arrive Before 8 PM
- 3/3: Semi-Final Results Announced for the March 3 Presidential Primary Election
- 3/4: First Ballot Counting Update for the March 3 Presidential Primary Election
- 3/5: Los Angeles County Registrar-Recorder County Clerk Statement in response to Secretary of State
- 3/5: Second Ballot Counting Update for the March 3 Presidential Primary Election
- 3/6: Third Ballot Counting Update for the March 3 Presidential Primary Election

About the VSAP

Launched in September 2009, the Voting Systems Assessment Project was developed by the Department in response to the growing voting system needs. The project has transitioned from a research and design project to a system implementation program and as such, is now known as the Voting Solutions for All People (VSAP).

While the County's current voting system has served the voters of Los Angeles County with accuracy and integrity, the design of these systems and the age of their technology do not offer the technical and functional elasticity necessary to continue to accommodate our growing and increasingly diverse electorate.



The size and diversity of Los Angeles County and the limited voting systems market, however, make it almost impossible to reasonably consider a commercial off-the-shelf voting system solution. Any voting system solution will entail a significant development or customization process in order to satisfy the County's needs, General Voting System Principles and technical requirements.

In response to these needs and challenges, VSAP takes an unprecedented and comprehensive approach at modernizing the County's voting system. The vision of the project is to implement a voting system through a transparent process that takes into account the needs and expectations of current and future Los Angeles County voters. The VSAP aims at achieving three goals in this process: 1) give current and future Los Angeles County voters an unprecedented opportunity to participate in the assessment and development process; 2) increase voter confidence in the electoral process through the participatory structure of the project and; 3) synthesize public input and research to acquire or develop a new voting system for the County.

Stay Connected

More information regarding the VSAP Project is available to the public online at https://vsap.lavote.net/. The pages on our website are frequently updated with news and information and are a great way to stay connected with the progress of the project between quarterly reports. We strongly encourage public input throughout the process and look forward to continuing to work with your Board on this critical project.

If you have any questions, please contact me directly or your staff may contact Aaron Nevarez at anevarez@rrcc.lacounty.gov or (562) 462-2800.