DEAN C. LOGAN
Registrar-Recorder/County Clerk

December 29, 2016

TO: Supervisor Mark Ridley-Thomas, Chair
               Supervisor Hilda Solis
               Supervisor Sheila Kuehl
               Supervisor Janice Hahn
               Supervisor Kathryn Barger

               Sachi A. Hamai, Chief Executive Officer

FROM: Dean C. Logan, Registrar-Recorder/County Clerk

VSAP Quarterly Report – 4th Quarter, 2016

The following is the fourth quarterly update of 2016, detailing project activities and accomplishments during the period of September 1 to November 30, 2016. This report is provided to inform your Board and the public on the progress of the Voting Systems Assessment Project (VSAP). This report is prepared in response to the motion adopted by your Board on September 7, 2010.

During this quarter, we transitioned from the project's Design and Engineering Phase (Phase III) into the Manufacturing and Certification Phase (Phase IV.) During this phase of the project we intend to manufacture and certify the new voting system that was designed through the VSAP. Furthermore, we intend to develop an implementation strategy for the new voting experience.

Engagement with Gartner

The Department identified Gartner, Inc. (Gartner) through a competitive solicitation process to support the VSAP implementation planning process which encompasses two tracks. The first is the Sourcing Strategy track which involves the preparation and planning for the future phases of VSAP through the development of a vendor sourcing and partnering strategy. The second is the Readiness Assessment track which is an overall assessment of the County's organizational and operational readiness for the envisioned future state of voting and election administration.

The Department started the engagement with Gartner through the Enterprise Services Master Agreement (ESMA) Work Order Agreement 2016-001. On October 24th, the Gartner team met with the VSAP Internal Project Team to discuss engagement activities. This meeting started with a tour of the Election Operations Center where Gartner observed the preparation work for the November General Election including: assembly of polling place supplies, system maintenance and storage of our current voting system, deployment of materials to Inspector Supply Pick-Up locations and other logistical activities associated with the Election. The second part of the meeting was conducted by Gartner and provided an overview of the timeline and deliverables for this engagement.

The Department is working closely with Gartner on a VSAP implementation plan. In the next few months, Gartner will support the Department in conducting an overall assessment of the County's organizational and operational readiness for the future state of election administration as well as develop the solicitation framework and guidelines for the selection process for manufacturers of the various system components.

Gartner observed the various election operations prior to and on Election Day by visiting early voting sites, polling places, ballot inspection and tally activities. In addition, Gartner has conducted interviews with stakeholders and subject matter experts in the Department including the VSAP Internal Project Team, the Information Technology Bureau and Election Operations staff.

The first of a series of workshops was conducted on November 21st. Gartner presented the early findings from their interviews, research and observation of elections operations. The key topics discussed were the sourcing strategy, roll-out strategy and the technology architecture.

IDEO Design Stewardship

On November 22nd, the Board of Supervisors authorized the Chief Executive Office to execute a new agreement with our design partner IDEO. In a design stewardship capacity, IDEO will ensure that the integrity of the system design is maintained to best meet the needs and preferences of voters. IDEO's extensive engagement during the system design and engineering phase makes them uniquely equipped to oversee design decisions during system manufacturing and to ensure that these modifications will not alter the proposed voter experience. Their continued engagement in the project will be important the project's success moving forward.

Phase III Report

The VSAP Phase III: System Design and Engineering Report has been published and is now available to the public on our website[1]. This report provides an overview of the milestones and accomplishments during Phase III of the project. It provides a summary of the extensive research and user testing, iterative design process, the evolution of the prototypes, legislation-related efforts, as well as the different engagement activities conducted to arrive at the final system design. The report discusses in detail the envisioned voting experience and its components to expand the election services in the County.

Public Engagement

During this reporting period, the VSAP team conducted system demonstrations for different groups and organizations. These events were opportunities to gather feedback as well as increase the public's awareness of the future state of elections in the County.

September 27, 2016 - National Voter Registration Day (NVRD) Outreach Event
The voting system prototypes were displayed at an NVRD event held at RR/CC headquarters. During this event different organizations, County employees, media organizations and the general public had the opportunity to interact with the BMD prototype and learn more about the different components of the future voting experience.

October 3, 2016 – Department of Human Resources ePR Kickoff Meeting
The VSAP team gave a demonstration of the BMD prototype to the staff of the Department of Human Resources.

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[1] http://vsap.lavote.net/wp-content/uploads/2016/11/VSAP-Phase-III-Report.pdf

October 3, 2016 – "Politics Meets Tech" Conference
The VSAP team gave an overview presentation about the project and the development of the new voting technology. Prototypes were also on display for attendee interaction. This event was organized by PoliNav and hosted at the University of Southern California. It was attended by USC students and representatives from various non-profit organizations.

October 5, 2016 – Community and Voter Outreach Committee (CVOC) Meeting
We provided a project update to the members of the CVOC on the various community activities that we participated in including prototype demonstrations and project overview presentations.

October 12, 2016 – Voting Accessibility Advisory Committee (VAAC) Meeting
The VSAP team gave an update to the members of the committee regarding the current activities in the project such as the partnership with Gartner and community presentations. The members of the VAAC have stated their commitment to the project and expressed support for future voter outreach and education efforts in their respective communities.

October 13, 2016 – Civil Grand Jury Meeting and Tour
The VSAP team provided BMD demonstrations for the Civil Grand Jury as they toured the RR/CC headquarters.

October 18, 2016 - Communities Actively Living Independent and Free (CALIF)
CALIF invited the VSAP team to conduct a demonstration of the BMD prototype touch screen and audio interface. Specific elements of the new voting experience were well received in particular the Interactive Sample Ballot (ISB), early voting and vote centers.

October 21, 2016 – Cambodian Journalists Department Tour
Several journalists from Cambodia observed the different operations within the Department. Part of the tour was a demonstration of the new voting system and the opportunity to interact with the prototype.

October 27, 2016 – Los Angeles County Management Council (LACMC) Fall Educational Conference
Jeramy Gray presented the current and future state of elections in the County at the LACMC Conference. Managers from different County Departments had the opportunity to go through a simulated voting process on the Ballot Marking Device (BMD).

November 2, 2016 – Stevie Wonder Visit
During his visit to the Department, the VSAP team requested Stevie Wonder to interact with the accessibility features of the new voting system. He simulated a voting experience using the audio interface and the tactile keypad. He expressed positive feedback and his support for the new system.

November 5, 2016 – Project Presentation and Prototype Demonstration for Mexico Study Group
The Mexican delegation learned about the project and experienced the voting process on the BMD.

Media Coverage

November 1, 2016 - Voting Technology Needs an Upgrade, But Who Will Pay for It?
http://www.governing.com/topics/elections/gov-voting-technology-machines.html

VSAP Newsletter

Attached to this report is the latest issue of the quarterly newsletter which is produced to keep the VSAP Advisory Committee, VSAP Technical Advisory Committee and the public informed on activities and developments in the project.

About the VSAP

Launched in September 2009, the Voting Systems Assessment Project (VSAP) was developed by the Department in response to the growing voting system needs and challenges faced by the County. 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 the 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, the 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; 3) synthesize public input and research to acquire or develop a new voting system for the County.

Stay Connected

More information regarding the Voting System Assessment Project (VSAP) is available to the public online at 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 Jeramy Gray, Principal Project Manager and Assistant Registrar-Recorder/County Clerk, at jgray@rrcc.lacounty.gov or (562) 462-2714.

VSAP

ISSUE 7
DECEMBER 2016

VOTING SYSTEMS ASSESSMENT PROJECT

Quarterly Newsletter

MESSAGE *from Dean*

The recently concluded November General Election presented valuable insights that are significant to the VSAP. During this election, we expanded on election services by providing voters new opportunities to cast a ballot. Voters responded well to the expansion of election services such as early voting and ballot drop-off locations. Over 25,357 voters cast a ballot at an early voting location. This validates the need to expand beyond the one-day, one-location polling place model and the necessity of providing services that are better aligned with the lifestyle of our voters. The VSAP's vision is to create a voting experience that responds well to our voter's expectations, while ensuring transparency and accountability.

This newsletter provides an update on project milestones and activities during this past quarter. Moving forward to 2017, we anticipate another year of collaboration with various stakeholders and the public as we tackle this critical stage in the project. As always, your feedback and involvement is highly encouraged and appreciated.

DEAN C. LOGAN
Registrar-Recorder/County Clerk
Los Angeles County

KICKOFF MEETING WITH GARTNER

We officially kicked-off the VSAP Manufacturing and Certification Phase (Phase IV). To kick-off this phase, on October 24th, the VSAP team met with Gartner to discuss the activities and tasks for the next few months.

Gartner is an information technology research and advisory company who will assist with the development of a sourcing strategy and implementation plan for the new voting experience designed through the VSAP. To achieve this goal, through this engagement, Gartner will conduct a departmental readiness assessment and a market scan of potential manufacturers to build the different components of the new voting system.

Gartner Team tours the Election Operations Center (EOC) where the different polling place supplies, equipment, and current voting system is maintained and stored.

The work continues as we discuss the critical next steps in the project for the Manufacturing and Certification Phase.

PUBLIC ENGAGEMENT

It was an eventful quarter with numerous election-related activities. We continue to involve communities and organizations for prototype demonstrations and feedback. Our comprehensive outreach efforts continue in this new phase of the project.

COMMITTEE MEETINGS

We gave a project update to the members of the Community and Voter Outreach Committee (CVOC) on October 5th and to the members of the Voting Accessibility Advisory Committee (VAAC) on October 12th. The update provided an overview of milestones and next steps.

PROTOTYPE DEMOS

SEPTEMBER 27, 2016
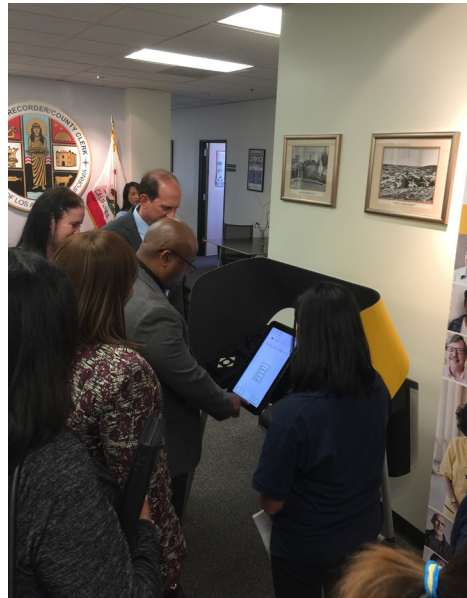**National Voter Registration Day (NVRD)**

Prototypes were on display during a departmental National Voter Registration (NVRD) event to encourage widespread voter registration. Organizations, County staff, media, and the public experienced a simulated voting exercise using the BMD.

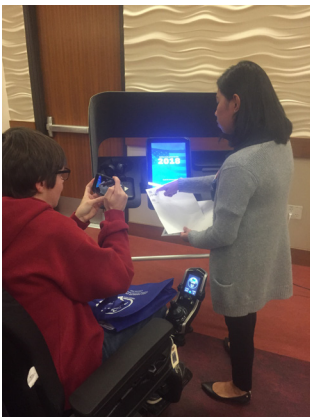## Department of Human Resources ePR Kickoff Meeting

Department of Human Resources staff interacted with the prototype during on on-site visit. Participants were impressed with the look and feel of the voting system.

OCTOBER 3, 2016
"Politics Meet Tech" Event at USC

PoliNav, an organization who aims to keep voters informed about the legislative process hosted an event to showcase current technologies such as mobile apps and online platforms that seek to increase voter participation, awareness on current issues, voter guide on candidates and measures on the ballot, as well as other technologies that help safeguard human rights. During this event, we provided attended demonstrations of the BMD and presented on overview of the project.

Monica Flores, VSAP Project Manager, gave a presentation about the project to USC students and other organizations present at the event.

PUBLIC ENGAGEMENT

OCTOBER 13, 2016
Civil Grand Jury Tour

The VSAP team prepared a display of the voting system for the Civil Grand Jury and gave a demonstration of the new voting experience.

OCTOBER 18, 2016
Communities Actively Living Independent and Free (CALIF)

CALIF invited the VSAP team to conduct a demonstration of the BMD prototype touch screen and audio interface. The members of the organization were happy to learn about the Interactive Sample Ballot, Early Voting and Vote Centers which would greatly benefit their community.

OCTOBER 21, 2016
Cambodian Journalists Visit

Kenneth Bennett, VSAP IT Project Manager, explained the step-by-step voting process to the Cambodian Journalists during their tour of the Department.

OCTOBER 27, 2016
Los Angeles County Management Council (LACMC) Fall Educational Conference

The VSAP team demonstrated the voting process on the Ballot Marking Device (BMD) and its other features such as the Interactive Sample Ballot (ISB) and the audio user interface to fellow LA County employees who attended the LACMC Fall Conference.
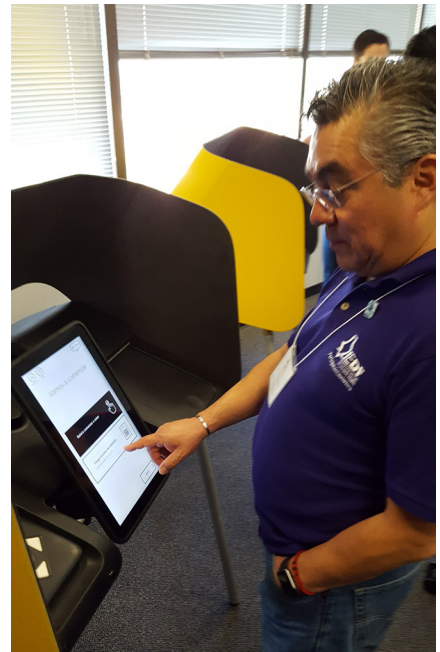

Managers from different County Departments learned more about the VSAP through a presentation given by Jeramy Gray, Principal Project Manager.
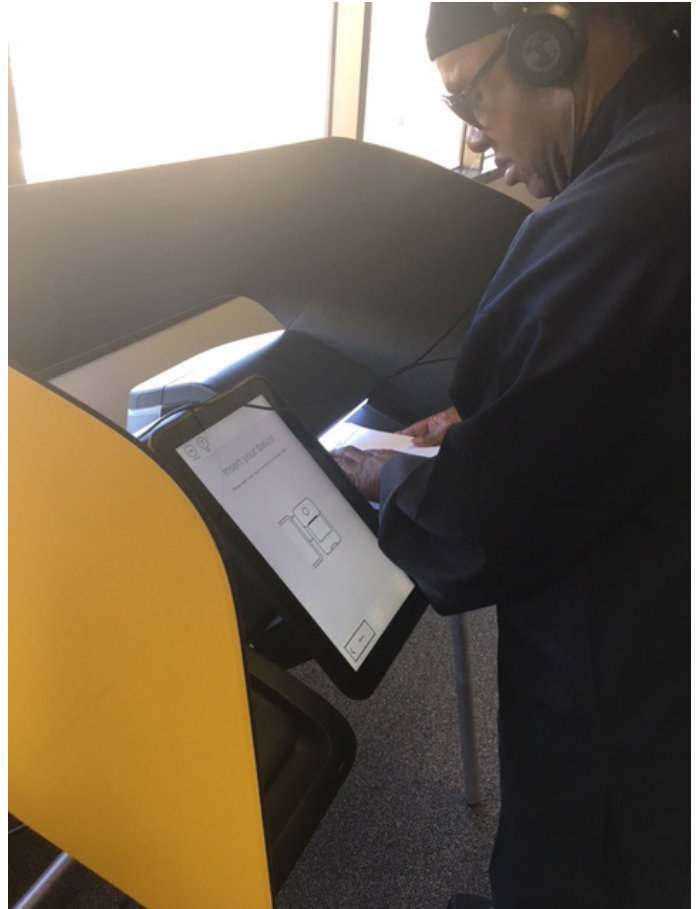
PUBLIC ENGAGEMENT

NOVEMBER 5, 2016
Mexico Study Group

We provided an overview presentation and BMD demos to a group of elected officials and election administrators who visited us as a study group. Participants were excited about the project and are interested in continued discussions to share best practices.

SPECIAL NEWS

Musical legend Stevie Wonder dropped by the office where we had the opportunity to share the BMD with him. He used the BMD audio interface and the tactile keypad to simulate the voting experience. We explained to him the process and the accessibility features of the system. He was impressed by the features of the device and indicated his support for the project.

PHASE III REPORT

We released our official report on the System Design and Engineering Phase. This report sums up all Phase III activities including user testing, committee meetings, community engagement activities and the design evolution of the system. Most importantly, the report provides comprehensive information on the various components of the new voting experience which will change the way Los Angeles electorate will vote in future elections.

You may access the Phase III Report on the VSAP website:
http://vsap.lavote.net/wp-content/uploads/2016/11/VSAP-Phase-III-Report.pdf

IN THE NEWS

The link below provide access to the news article that features the VSAP:

November 1, 2016 - Voting Technology Needs an Upgrade, But Who Will Pay for It?
http://www.governing.com/topics/elections/gov-voting-technology-machines.html

STAY CONNECTED

HAVE YOU VISITED OUR NEW WEBSITE?

Get the latest updates and project developments at **VSAP.lavote.net**

You can view an animated video of the envisioned future voting experience in LA County. Learn more about the project, access full research reports, media coverage, and read the blogs from our team and committee members.

INTERESTED IN SHARING YOUR THOUGHTS ON THE PROJECT?

Submit it at **vsap@rrcc.lacounty.gov** to be featured on our blog.

FOLLOW US ON SOCIAL MEDIA

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