

Election Day Poll Monitor Program

The Election Day Poll Monitor Program improves overall Election Day operations at the polls. This is primarily accomplished by collaborating with partner organizations who conduct poll monitoring activities on Election Day.

Through the Election Day Poll Monitor Program, the RR/CC is made aware of in-field issues (real and/or alleged) observed by poll monitors. This allows for an efficient way for organizations who conduct poll monitoring to communicate to the RR/CC. Such issues often include various forms of electioneering and language accessibility, and to a lesser extent they extend other issues such as lack of supplies, incorrect procedures by pollworkers, and opening/closing of polling places.

Prior to implementation of this program, candidates and organizations with a vested interest in polling place observation did not have an efficient manner in order to relay their concerns. Most would simply call the AskED troubleshooter hotline. The creation of the Election Day Poll Monitor Program is a win-win because it not only provides a service to our numerous partners throughout the county; it redirects these of calls allowing AskED operators to concentrate primarily on pollworker issues.

The following is an outline of our Election Day poll monitor hotline for participants who monitor polling places on Election Day as part of our Election Day Poll Monitoring program.

A. Objectives

- a. Partner with election observers to ensure that issues at the polls are reported and resolved in a timely manner and do not interfere with a voter's ability to cast a ballot.
- b. Provide partners with a basic level of training on RR/CC pollworker and Election Day observer training topics in order to prevent alleged issues stemming from a lack of knowledge regarding voting system procedures and/or training protocols.
- c. Create a clear line of communication between election monitors and the department on Election Day.

B. Program Structure

- a. Conduct outreach to inform advocacy groups, parties and campaigns of the Election Day Poll Monitor Program.
- b. Schedule a poll monitor briefing for at least E-10.
- c. Issue participants "Official Poll Monitor" certificates for identification purposes at the polls.
- d. Notify inspectors of the poll monitor program and activities.
- e. Provide poll monitors with materials to log and report issues.
- f. Provide participating organizations with a direct phone number (hotline), email address and google docs spreadsheet for E-Day communication with the RR/CC.

C. Hotline Infrastructure

- a. Three - Nine phone lines (depending on the election) located in room 6205 are dedicated to the poll monitor program on E-Day.

- b. The email address etroubleshooter@rrcc.lacounty.gov has been established to facilitate email reporting.
- c. A spreadsheet is created on Google Drive which allows participants to monitor the status of reported issues in real time. This spreadsheet also acts as a backup log to the AskEd system. (All logged issues are to be resolved before the end of Election Day.)

D. Post-Election

- a. Review logs and records from Election Day to verify that all issues had been resolved. If after action is needed, handle appropriately.
- b. Communicate with any partners who may need additional assistance after Election Day.
- c. Review program with staff to identify areas of improvement.
- d. Work closely with internal RR/CC staff to inform sections if the Election Day Poll Monitor Program received high levels of issues. Identify areas of improvement where such issues could be reduced or eliminated for future elections.

E. Staffing

- a. Phillip Verbera (Internal Poll Monitor Lead/Hotline)
- b. Elva Gomez (Lead operator)
- c. Cynthia Wheaton (BOS & SOS Lead)
- d. Angineh Meserkhani (Hotline operator)
- e. Carlos Madrigal (BOS & SOS operator)
- f. Traci Ybarra (BOS & SOS operator)
- g. Julia Keh (Hotline ML subject matter expert)
- h. Nelson Fernandez (Hotline operator)

F. Attachments

- a. Poll Monitor certificate
- b. Observation Log (includes hotline number and email address)
- c. "Guide for Poll Watchers"
- d. Potential E-day Issues
- e. Media at the Polls one pager

Note regarding smaller elections: The outline above describes the Election Day Poll Monitor Program during standard large elections. In small elections where there exist a limited number of campaigns (example: the recent Huntington Park, Bell, and Cudahy elections), CVO works closely with the City Clerk(s) and campaign staffs/candidates. This includes more focused education on polling place operations and Election Day policies and laws.



Los Angeles County Registrar-Recorder/County Clerk

OFFICIAL POLL MONITOR

The bearer of this certificate is a recognized participant in the Election Day Observer Poll Monitor program and authorized to observe the voting process as a member of the public per Election Codes 14200 - 14443.

I have read and understand the observer guidelines set forth by Los Angeles County in its Election Observer Panel Plan, submitted to the California Secretary of State.

Signature _____

Date _____

Observer _____

Organization _____

Authorized by

DEAN C. LOGAN
Registrar-Recorder/County Clerk

LAvote.net



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OBSERVATION REPORT LOG

ELECTION NAME: _____

CALLER / ORGANIZATION NAME: _____

CALL BACK PHONE NO.: () - EMAIL: _____

REPORTED TO (RR/CC CONTACT): _____ TIME: _____

PRECINCT NO.: _____

POLLING PLACE NAME: _____

ADDRESS: _____ CITY: _____

Languages:
(If applicable Circle) C J K S T V Khmer Hindi Thai

PROBLEM / COMMENTS: _____

TO REPORT CONTACT RR/CC THROUGH PHONE, EMAIL OR FAX
TROUBLESHOOTING LINE: (888) 338-8683
EMAIL REPORTS TO: etroubleshooter@rrcc.lacounty.gov
FAX: (562) 484-9237



Los Angeles County Registrar-Recorder/County Clerk

A GUIDE FOR POLL WATCHERS



Poll Watchers are people interested in elections who are entitled to observe polling place operations. However, Poll Watchers may not disrupt the election process or interfere with a voter's right to cast a secret ballot. Poll Watchers often represent candidates, political campaigns and/or organizations.

Pollworkers are appointed by the Registrar-Recorder/County Clerk and are responsible for all phases of the election that take place at the polls. They should comply with Poll Watchers' requests for voter information.

The following pages contain rules and procedures that all observers at the polling places must comply with at all times.

**Los Angeles County
Registrar-Recorder/County Clerk**
12400 Imperial Hwy.
Norwalk, CA 90650
[\(800\) 815-2666](tel:8008152666)
Community and Voter Outreach

1. The American Flag must be prominently displayed (regardless of weather conditions) during all polling hours.(E.C. Sec. 14105(f))¹
2. At the opening of the polls the ballot box must be opened, exhibited to be empty, closed and then shall remain locked until the last ballot is cast and the polls are closed. (E.C. Sec. 14215)
3. Indexes marked to indicate people who have voted are posted for reference by the public. Signature rosters may be inspected at any time provided there is no interference with poll operations or delay or inconvenience to the voters. (E.C.Secs.14202 & 14223(b))
4. The area between the official table and the voting booths is accessible to voters only and may not be designated as an observer post. (E.C. Sec. 14221)
5. Poll Watchers may not sit at the official table. (E.C. Sec. 14223(a))
6. Voters may request and receive assistance in voting if they declare under oath that they are unable to mark their ballots. (E.C. Sec. 14282(a))
7. Pollworkers may communicate with voters in a language other than English, but are permitted to do so only to provide election information or instructions. Special language assistants are permitted to help voters in the voting booth without a time limit. (E.C. Sec. 14227 and the Voting Rights Act, VRA)
8. A voting booth may not be occupied by more than one person at a time unless a person is assisting the voter as provided by law, or unless that person is a child under 18 years. (E.C. Secs. 14281, 14222 and 14224)
9. If a polling place is inaccessible to a voter with a disability, the voter may vote a ballot outside the premises in an accessible area as near as possible to the polling place. (E.C. Sec. 14282(c))
10. Only Pollworkers have the right to challenge a person's eligibility to vote at the polls. A challenge may be made only upon sufficient probable cause. Pollworkers are instructed to report the presence of any persons or signs which may be intimidating to voters or cause interference with the voting process to the Registrar-Recorder/ County Clerk. (E.C. Sec. 14240)
11. The use of force, violence, tactic of coercion or intimidation to compel a person to refrain from voting at any election is a felony punishable by imprisonment in state prison for up to three years. (E.C. Sec. 18540)
12. Electioneering is not permitted within 100 feet of the polling place; that is, within 100 feet from the entrance or door to the room or rooms in which voters sign the roster and cast their ballots. Exit polling is permitted, however, no closer than 25 feet of polling places by news media or other organizations surveying voters as to how they voted. Media may come into a poll to film or interview voters as long as the voter consents and there is no disruption to other voters or the voting process. (E.C. Sec. 18370 and A.G. Opinion)

Only pollworkers can post election-related signs within 100 feet of a polling place.
13. Damaging or tampering with voting equipment or official election materials in a polling place is a felony, punishable by imprisonment in state prison for up to 4 years. (E.C. Sec. 18564)
14. Vote counting activities at the polls and the tally center are open to public observation but no interference is allowed. Interference with the election and canvass, or with a voter casting a ballot, is punishable by imprisonment in state prison for up to three years. (E.C. Sec. 18502)
15. Talking in loud voices, disruptive behavior which causes confusion or the congregating of a large number of people inside the polling place is not permitted. Onsite telephones or other facilities are not available for the use of Poll Watchers.
16. Wearing campaign badges or taking campaign material or literature into the polling place is not permitted.
17. Smoking is not permitted inside the polling place.



POTENTIAL ELECTION DAY ISSUES

| Observation | Suggested Responses |
|---|---|
| <p>1. Polling place does not open on time</p> | <ul style="list-style-type: none"> • Determine whether an inspector or clerks are present. • Look for “Notice of Polling Place Change.” • Contact RR/CC Liaison. |
| <p>2. It’s mid-day and polling place is not open</p> | <ul style="list-style-type: none"> • Look for “Notice of Polling Place Change” • Contact RR/CC Liaison |
| <p>3. No inspector is present at the time of opening the polls</p> | <p>Some inspectors do run late or cancel the day of. All clerks however are trained to ensure that voting never stops. Before calling RR/CC, verify that voting is taking place and ask Clerks if RR/CC has already been notified.</p> |
| <p>4. Multilingual materials are not available</p> | <ul style="list-style-type: none"> • All polling places receive multilingual materials in their supply box. • Ask inspector if materials were received. If they were not received or inspector refuses to display for viewing, contact RR/CC. • If materials are simply displayed in a manner not accessible for easy viewing, politely “suggest” if they can be displayed in alternative location. Remember all polling places vary in size and configuration, poll workers do the best they can. |
| <p>5. No bilingual poll workers available</p> | <ul style="list-style-type: none"> • Verify if a bilingual poll worker was assigned. The polling place may not have been identified as requiring language assistance at the polls. • Verify if translated materials (e.g. sample ballots) are available at the polls. • If voters requiring language assistance are present and require assistance, contact us immediately. |



Los Angeles County Registrar-Recorder/County Clerk

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| <p>6. Voter is not being allowed assistance by third party</p> | <ul style="list-style-type: none"> • Voters requiring assistance to cast their ballot may ask poll workers for help. • If poll worker is unable to assist or voter refuses, voters have the right to receive assistance from a third party of their choice, however labor union representatives, an employer and/or political/candidate campaign staff may not assist. |
| <p>7. Precinct Ballot Reader (PBR) Printer Malfunctions</p> | <ul style="list-style-type: none"> • All poll workers are trained on “voting never stops.” If a PBR is down, voters may cast their vote by manually inserting their ballot into the ballot box. • Verify with poll worker if the malfunction has been reported. • When PBR malfunction is reported, RR/CC will deploy coordinator or troubleshooter. If field staff is unable to resolve the malfunction voters will continue voting. |
| <p>8. PBR is jammed and not accepting ballots</p> | <ul style="list-style-type: none"> • Voters may still cast their vote by manually inserting their ballot into the ballot box. • Verify with the poll worker if the issue has been reported to RR/CC. • Report to RR/CC for details. |
| <p>9. Audio Ballot Booth is out of service</p> | <ul style="list-style-type: none"> • Verify with inspector if malfunction has been reported. • You can inquire as to time of malfunction and note current time. • Call RR/CC to verify report. |
| <p>10. No bilingual poll workers available</p> | <ul style="list-style-type: none"> • Poll worker should look in Supplemental roster for name. • Poll Worker should verify whether voter is at the correct polling place. If not, should help voter locate correct one. • If voter chooses not to go to the assigned polling place or name is not on any roster, they will be offered a provisional ballot. • If a voter is refused a Provisional Ballot, call RR/CC immediately. |
| <p>11. Voters at the polling place are being asked for ID</p> | <ul style="list-style-type: none"> • Help America Vote Act (HAVA) ID provisions will apply this election. • Voters required to show proof of ID will be pre-identified on the voter roster. These are usually the first-time voters in a federal election. • If anything different is observed call RR/CC. |



Los Angeles County Registrar-Recorder/County Clerk

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| <p>12. Voter was not offered a provisional ballot</p> | <ul style="list-style-type: none"> • All people who attest to being registered but not on the voter roster must be offered a provisional ballot. • Please note that some voters may leave without voting because they are at the wrong polling place and have decided to go vote at their assigned polling place. • If otherwise, call RR/CC. |
| <p>13. No street index has been posted at the polling place</p> | <ul style="list-style-type: none"> • Roster is updated periodically. If it is not posted at the time of your visit please check with inspector. |
| <p>14. No Provisional envelopes available</p> | <ul style="list-style-type: none"> • Because supplies are not out at the time of your visit does not mean that they are exhausted. • Ask Inspector if there are additional envelopes available. • If all stock has been exhausted, ask inspector if more materials are on their way. • If no, call RR/CC |
| <p>15. Electioneering is taking place near the polling place</p> | <ul style="list-style-type: none"> • Verify that it is less than 100 Feet from the polling place. • Remember exit poll interviewers are allowed to conduct exit polls at 25ft. • If Electioneering is taking place within the 100 Foot limit notify inspector. • If activity persists, call RR/CC |
| <p>16. Poll workers are directly inserting ballots into the ballot box without Precinct Ballot Reader scanning.</p> | <ul style="list-style-type: none"> • If the PBR unit is down poll workers are instructed to have voters insert ballots directly into ballot box. • Verify with inspector that PBR is down. • Ask if RR/CC has been contacted. • Call RR/CC to verify. |
| <p>17. Polling place is closed early</p> | <ul style="list-style-type: none"> • Verify that you are the correct entrance to the polling place. • Verify whether polling place was moved. If no notice is posted to the effect call RR/CC. |
| <p>18. Poll worker will not allow Election Monitors to observe</p> | <ul style="list-style-type: none"> • Call RR/CC |



Media at the Polls

Media Inquiries

Election Night Results and Information

Election Night results are available at www.lavote.net. The first press bulletin with initial Vote by Mail ballot results will be issued between 8 and 8:15 p.m. Results will be updated on a flow basis as are received, processed and tabulated then, posted on the website.

Interview & Filming Requests

Please contact the Media and Communications Section by phone at (562) 462-2726 or by email at mediainfo@rrcc.lacounty.gov for interview and filming arrangements. This must be done before arriving to RR/CC headquarters or polling places.

Election Day is an exciting time for everyone! Reporters, broadcast journalists and various media representatives frequently request to visit the polls to take photos and videos of voting activity with advanced consent. All types of media outlets are welcome to cover a polling place with prior arrangements through the RR/CC's Public Information Office.

Media can take photos or videos of:

- The exterior of voting booths.
- Voters and/or pollworkers with their permission. Precinct ballot readers in operation, as long as votes are not visible.
- Pollworkers, sheriff's deputies and other County employees processing and/or transporting the ballots in bags, carts and government vehicles.

Reporters can conduct exit polls at least 25 feet away from the door of the polling place.

Media cannot take images or film footage of:

- The inside of voting booths, where voters and ballots are visible.
- Voted ballot that are deposited in the ballot box because it may infringe on a voter's guaranteed right to a secret ballot.
- Anything that can obstruct or disrupt the voting process while taking images or filming. For example, a camera cannot block a voter from voting and flash photography cannot be used.