

# 2017

## MULTILINGUAL ELECTION SERVICES

VUMOTO 投票 голосование  
VOTEVOTO ت ي و ص ت  
голосование BUMO  
การเลือกตั้ง  
sự bỏ phiếu 투표



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# INTRODUCTION

The purpose of this evaluation report of “Multilingual Election Services 2017” is to provide a comprehensive assessment of the multilingual services offered by the Los Angeles County Registrar-Recorder/County Clerk for the November 2016 General Election and March 2017 Consolidated Municipal Election. Los Angeles County established this process to comply with State and federal language accessibility requirements, and to achieve the objective of providing fair, accessible, and transparent election services for all voters. This report describes the numerous services the Department provides for those with language needs, as well as its accomplishments as it continues to serve a diverse electorate.

## The Future of Voting in Los Angeles County

The Registrar-Recorder/County Clerk has faced challenges with the current aging voting system, InkaVote *Plus*. The decision was made to develop a new voting system that conforms to the diverse needs of Los Angeles County voters. The Department is in the process of developing and implementing a new voting experience through its, Voting Solutions for All People (VSAP), which focuses on a human-centered approach to voting and therefore a more inclusive voting experience for all voters.

## Department Accomplishments Providing Multilingual Services for Voters

### Multilingual Services Highlights in 2016 and 2017

Translated the “Voting and Elections” section of the website in all 9 federally mandated languages

Provided assistance to 7 additional language speaking communities (Bengali, Gujarati, Russian, Armenian, Punjabi, Urdu, and Farsi)

Offered a New Voter Information Kiosk that provides a three-dimensional display of election laws and voter rights at every polling place on Election Day

Recruited more than 6,000 bilingual pollworkers for the November 2016 General Election, over 3,000 for the March 2017 Consolidated Municipal Election, and hired 218 and 187 multilingual reservists respectively to be pollworkers in case of no-shows or any other last minute changes on Election Day

Answered a total of 1,635 Multilingual Hotline calls leading up to the November 2016 General Election, resulting in 23,183 minutes of assistance for voters

Disseminated election information in English, Spanish, and Asian language media outlets, including television, online, print, and radio

Provided Armenian, Farsi and Russian election materials for L.A. City election consolidation due to SB 415

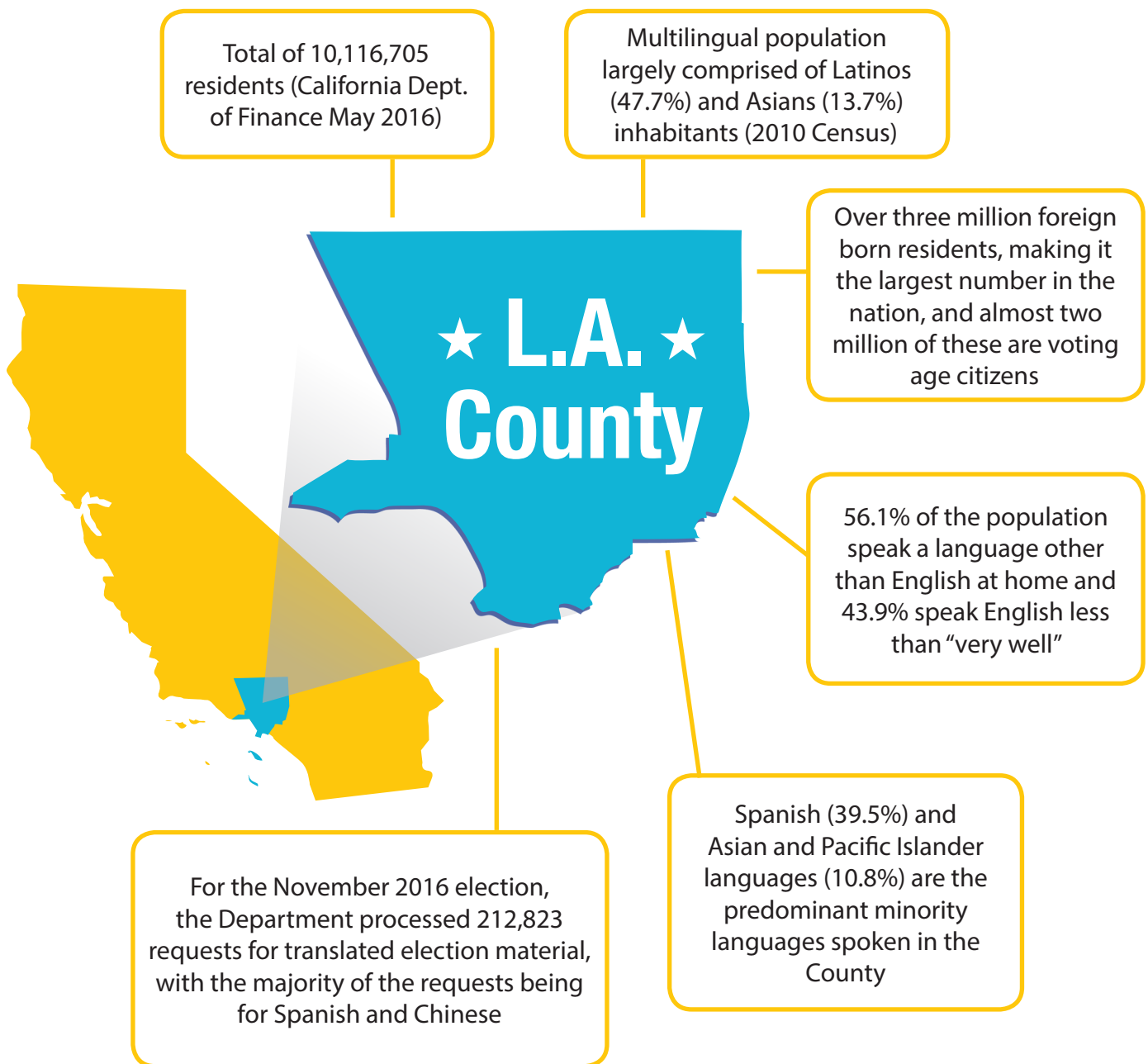
Changed Multilingual Hotline number from 1-800-481-8683 to 1-800-815-2666

Supplied translated election materials to 212,823 voters

# DEMOGRAPHICS

With an electorate larger than 42 of the 50 states, Los Angeles County is the largest and most diverse county election jurisdiction in the nation, serving over five million voters in 16 different languages. Composed of 88 cities and 2,649 square miles of unincorporated areas, the County administers elections across 500 political districts. This complexity means that on Election Day, the Department manages more than 25,000 volunteers and nearly 5,000 polling places in a single day.

## In addition to its size, the County has a large diverse population



# MULTILINGUAL VOTER SERVICES

Creating an ideal election experience for each voter starts before the voter registers to vote. The Registrar-Recorder/County Clerk strives to comply with all legal standards and fulfill voter needs.

## 1 Language Targeting System

### Standard of Service

The Department has developed a comprehensive targeting system that integrates demographic data and language assistance requests. To produce a current view of the County's language minority electorate, this data-driven system targets voting precincts containing a large number of minority language residents. The system also identifies which language(s) need assistance, and in which precincts.

### The language targeting database system includes data from:

- The 2010 United States Census
- The 2012-2016 American Community Survey (ACS)
- Voter registration requests for materials in a language other than English
- Language assistance request form community groups, and
- Assisted Voter Tally Cards

### November 2016 and March 2017 Evaluation Results

For the November 2016 Election, the Department received 212,823 requests for translated election material and 278,063 requests for translated materials or the March 2017 Election, with most requests being for Spanish and Chinese (see charts on pages 6-7).

Following the release of the Census Data in December 2016, the Department contracted with Asian American Advancing Justice (AAAJ) to revise its "surname" component of the targeting system. Staff demographers compiled data to adjust "Census" component of the system. Although the Department is no longer mandated to provide language assistance in Japanese, Hindi and Thai, language assistance for those three languages will continue. Providing the additional language assistance will ensure consistency of services, solidify infrastructure and honor existing partnerships with those communities and voters.

Targeted Precinct Reports for the November 2016 and March 2017 Elections are provided on the following pages.

# MULTILINGUAL VOTER SERVICES

## TARGETED PRECINCTS REPORT

Date of Election: November 8, 2016				Type of Election: General				
<b>Chinese</b>			<b>Japanese</b>			<b>Korean</b>		
Required	Recruited	% Recruited	Required	Recruited	% Recruited	Required	Recruited	% Recruited
693	628	90.62%	47	46	97.89%	558	577	67.56%
<b>Spanish</b>			<b>Tagalog</b>			<b>Vietnamese</b>		
Required	Recruited	% Recruited	Required	Recruited	% Recruited	Required	Recruited	% Recruited
4,787	4,216	80.03%	178	178	100%	174	148	85.06%
<b>Armenian</b>			<b>Cambodian/Khmer</b>			<b>Russian</b>		
Required	Recruited	% Recruited	Required	Recruited	% Recruited	Required	Recruited	% Recruited
238	201	85.04%	81	73	90.16%	80	40	50%
<b>Hindi</b>			<b>Thai</b>			<b>Bengali</b>		
Required	Recruited	% Recruited	Required	Recruited	% Recruited	Required	Recruited	% Recruited
77	64	84.42%	24	24	100%	0	0	100%
<b>Gujarati</b>			<b>Arabic</b>			<b>Farsi</b>		
Required	Recruited	% Recruited	Required	Recruited	% Recruited	Required	Recruited	% Recruited
0	0	100%	6	6	100%	124	82	66.09%
<b>Total</b>				Note: Armenian, Russian, Bengali and Farsi are not required languages. Los Angeles County translates these languages in response to community requests.				
Required	Served	% Recruited	Precincts					
7,067	6,085	92.73%	4,523					

# MULTILINGUAL VOTER SERVICES

## TARGETED PRECINCTS REPORT

Date of Election: March 7, 2017				Type of Election: Special				
<b>Chinese</b>			<b>Cantonese</b>			<b>Japanese</b>		
Required	Recruited	% Recruited	Required	Recruited	% Recruited	Required	Recruited	% Recruited
297	294	99%	2	2	100%	22	22	100%
<b>Korean</b>			<b>Spanish</b>			<b>Tagalog</b>		
Required	Recruited	% Recruited	Required	Recruited	% Recruited	Required	Recruited	% Recruited
371	267	72%	2,543	2,281	90%	111	111	100%
<b>Vietnamese</b>			<b>Armenian</b>			<b>Cambodian/Khmer</b>		
Required	Recruited	% Recruited	Required	Recruited	% Recruited	Required	Recruited	% Recruited
102	100	98%	151	132	87%	36	36	100%
<b>Russian</b>			<b>Hindi</b>			<b>Thai</b>		
Required	Recruited	% Recruited	Required	Recruited	% Recruited	Required	Recruited	% Recruited
54	54	100%	47	47	100%	22	22	100%
<b>Bengali</b>			<b>Gujarati</b>			<b>Arabic</b>		
Required	Recruited	% Recruited	Required	Recruited	% Recruited	Required	Recruited	% Recruited
0	0	100%	0	0	100%	4	4	100%
<b>Farsi</b>								
Required	Recruited	% Recruited						
98	89	91%						
<b>Total</b>				Note: Armenian, Russian, Bengali and Farsi are not required languages. Los Angeles County translates these languages in response to community requests.				
Required	Served	% Recruited	Precincts					
3,860	3,461	89%	2,543					

# MULTILINGUAL VOTER SERVICES

Assisted Voter Tally card results – Precinct specific reports are used in the next election's Targeting System.

*Note: Armenian, Russian, Bengali, Hindi, Japanese, Thai and Farsi were not required languages.*

*Los Angeles County translates these languages in response to community requests.*

November 8, 2016 PRESIDENTIAL PRIMARY			ASSISTED VOTERS TALLY CARD Assistance requests from voters in the precincts				
<b>Precinct TOTALS</b>	No requests for assistance	Bengali	Chinese	Gujarati	Hindi	Japanese	Khmer
		7	999	18	44	37	26
	584	Korean	Spanish	Tagalog	Thai	Vietnamese	Other
		634	12,614	300	32	182	822
		Audio Ballot request	Wheelchairs	Blind, visually or hearing impaired	Additional information / Pollworker request		
336	2463	1,056	389				

March 7, 2017 CONSOLIDATED MUNICIPAL & SPECIAL ELECTIONS				ASSISTED VOTERS TALLY CARD Assistance requests from voters in the precincts					
<b>Precinct TOTALS</b>	No requests for assistance	Armenian	Bengali	Chinese	Farsi	Gujarati	Hindi	Japanese	Khmer
		15	0	1	18	0	2	6	0
	31	Korean	Russian	Spanish	Tagalog	Thai	Vietnamese	Other	
		634	19	94	4	2	1	1	
		Audio Ballot request	Wheelchairs	Blind, visually or hearing impaired	Additional information / Pollworker request				
2	79	32	8						



# MULTILINGUAL VOTER SERVICES

## 2 Translated Election Materials

### Standard of Service

In order to provide residents with the opportunity to fully engage in the electoral process, the Department transliterates candidates' names and provides translated materials in the covered languages. Materials are translated into Chinese, Japanese, Korean, Spanish, Tagalog/Filipino, Vietnamese, Hindi, Khmer, and Thai. During the November 2016 General Election, the Department oversaw the translation and review of approximately 4,581,463 words and the transliteration and review of about 72,135 words. Staff also added terms to translation glossaries in 2016-2017, for a total of 54 words. Below is a list of materials that are translated/transliterated into the mandated languages:

- Sample Ballot Booklets
- Voter Instructions
- Vote by Mail, Emergency Vote by Mail and Permanent Vote by Mail Applications
- Voter Registration Forms
- Outreach Materials
- Translated Election Materials Request Form
- Translation Glossaries
- Bilingual Pollworker Flyers
- Documents requested through the Multilingual Hotline

California Election Code Sec. 14201 mandates that a sample ballot (with the ballot measures and instructions) be printed in applicable languages and posted in the affected polling place if 3% or more of the voting age residents in that precinct are members of a single language minority and lack sufficient skills in English. The Department's Translation Services Unit, under the Ballot Management Section, conducts translation services, document review and answers calls from the Multilingual Hotline. While a few small jobs are translated by our staff, most of the documents the Department produces are translated by several vendors. The contracted vendors used are Language Line Service, Inc., TransPerfect Translation, International, Inc., and WorldWide Interpreters, Inc. The vendors also transliterate candidates' names in those languages that do not use Roman characters. After the vendor returns the translated documents and transliterations to the Department, bilingual staff reviews, corrects and approves them before they are finalized and printed.

In addition to translation, the Sample Ballot Booklets are also printed and mailed out by a vendor. Translated Sample Ballots Booklets were provided to voters two weeks before the November 2016 and March 2017 Elections. Approximately 234,440 translated Sample Ballot Booklets were mailed to multilingual voters in the mandated languages and 607 ballot groups for the November 2016 Election, while 230,573 translated Sample Ballot Booklets were mailed to multilingual voters in the mandated languages and 108 ballot groups for the March 2017 Election.

# MULTILINGUAL VOTER SERVICES


## November 2016 and March 2017 Evaluation Results

100% service provided or translated:

- Sample Ballot Booklets
- Voter Instructions
- Vote by Mail, Emergency Vote by Mail and Permanent Vote by Mail Applications
- Voter Registration Forms
- Outreach Materials
- Translated Election Materials Request Form
- Glossaries
- Bilingual Pollworker Flyers/Application
- Documents requested through the Multilingual Hotline

## Number of Sample Ballot Booklets Mailed

Total # of Booklets	November 2016	March 2017
Armenian	N/A	187
Chinese	28,084	28,701
Farsi	N/A	7
Hindi	400	390
Japanese	2,029	2,063
Khmer	370	424
Korean	25,177	25,031
Russian	N/A	1,221
Spanish	154,858	159,234
Tagalog	6,469	6,357
Thai	542	734
Vietnamese	7,354	7,323



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Convenience and efficiency are two great advantages to working with interpreters from WorldWide Interpreters.

Our remote interpreters are aptly trained in cultural dynamics to partner with you in meeting all the needs of your non-English speaking clients.

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Over 200 Languages.

For customer service please contact: 866-967-5313 or email at [support@e-wwi.com](mailto:support@e-wwi.com)

**Guide to Effectively Working with our Interpreters**

- To reach an interpreter dial 1-888-995-8134. Then you will be connected to an Operator.
- Provide the operator with:
  - The language needed,
  - Department Name,
  - Six-digit Employee Number, and
  - Cost Center Number.
- Speak in short phrases, pausing to allow for the interpretation.
- Ask one question at a time.
- Use simple language to express your meaning. Remember that slang does not translate.
- Explain complex terms when necessary.
- Don't say anything that you do not want interpreted.
- Allow the interpreter to stop you and seek an explanation when necessary.
- Allow the interpreter to repeat back to you all critical information.

Web: <http://www.worldwideinterpreters.com> Email: [support@e-wwi.com](mailto:support@e-wwi.com)



**WorldWide Interpreters**

Amharic አማርኛ ከቋንቋዎ ላይ ኃመልከቱ	Japanese 日本語 あなたの話す言葉を指さしてください
Arabic اللغة العربية وستادي المترجم حالا أشر الى لغتك	Karen ကဵု ဒုးနဲဒ်န့ကုဒ်တဲကု
Armenian Հայերեն Ցույց տվեք այն լեզուն, որ դուք խոսում եք	Korean 한국말 당신이 쓰는 말을 지적하세요.
Burmese ဗမာစာ သင့်ဘာသာစကားကိုညွှန်ပြပါ	Mandarin 國語 請指認您的語言.
Cambodian កម្ពុជាភាសា ចំណុះថទ្វីជំនាន់នាំសំនាសសំអ៊ុន	Punjabi ਪੰਜਾਬੀ ਆਪਣੀ ਭਾਸ਼ਾ ਇਸਾਰੇ ਠਾਡ ਦੱਖਾਓ
Cantonese 廣東話 唔該點出您講嘅語言.	Russian Русский Язык Укажите, на каком языке Вы говорите
Farsi فارسی زبان خود را انتخاب کنید	Spanish Español Señale su idioma.
French Français Montrez-nous quelle langue vous parlez	Tagalog Tagalog Ituro Ang Iyong Wika
Hindi हिन्दी अपनी भाषा इशारे से दिखाइये ।	Thai ภาษาไทย ชี้ไปที่ภาษาของคุณ
Hmong Lus Hmoob Tau rau Hom Lus Koj hais	Vietnamese Tiếng Việt Chỉ rõ tiếng bạn nói.

English Translation:  
Point to your language

[www.worldwideinterpreters.com](http://www.worldwideinterpreters.com)  
Email: [support@e-wwi.com](mailto:support@e-wwi.com)

# MULTILINGUAL VOTER SERVICES

## 3 Polling Place Information

### Standard of Service

The Department provides signs, forms, and other translated information at all of the polling sites in the mandated languages. All of the translated documents available at the polls are bundled together with the corresponding translated Sample Ballot Booklet and delivered to the polls where it is known as the Multilingual Kit. The materials inform voters of the languages offered at the site for pollworker assistance, to notify voters of their rights, and provide the voter with ballot information in the minority language assisting them in casting an accurate ballot.

Translated information at the polling place (including the Multilingual Supply Kit):

- Multilingual translation of the Official Sample Ballot (each precinct receives Spanish, English and any other targeted language specific to that precinct)
- In all official languages:
  - Multilingual translation of Provisional/ Vote by Mail materials
  - “No Electioneering” sign
  - Pollworker Language signs
  - “Multilingual Audio Point To” card
  - “Vote Here” polling place sign
  - “We Speak” language sign
  - “Curbside Voting” sign
  - Voter Information Kiosk (includes)
    - “Voter Bill of Rights”
    - “Tampering” poster sign
    - Voter Instructions and Regulations
  - “Telephone Referral” Cards
  - “Voter Oath” translation page
  - “Replacement Envelope”

The Department’s Election Operations Center (EOC) handles distribution of multilingual polling place information. Once the materials are translated and approved by the Ballot Management Section, the EOC then requests the list of ballot group consolidations. Large and complex documents are sent to a vendor for printing while smaller projects are printed by the Department's own Printing Services Unit. Once delivered to the EOC, the translated Sample Ballot Booklets are sorted according to assigned Check-in Center and sequence number. Sorting ensures that the translated Sample Ballot Booklets are included in the supplies for the specific targeted precinct. Every precinct receives a packet of multilingual information and instructions that are displayed to assist voters in mandated languages.

Translations are also available for review on the website and Sample Ballot Booklets are available in all targeted languages for display at the polling sites.



# MULTILINGUAL VOTER SERVICES

## November 2016 and March 2017 Evaluation Results

The Voter Information Kiosk, placed at each polling place, continues to be an effective method of providing crucial voting information to the public since its inception in the 2014 Primary Election. The kiosk provides an “easy to display” view of the voter’s rights, election laws, and instructions on how to use the voting machines.

Armenian, Farsi and Russian were added to the Kiosk for the March 2017 Consolidated Municipal Election to accommodate L.A. City Elections.

<h3>SPECIAL NOTICE</h3> <p><b>特別通知</b></p> <p><b>AVISOS ESPECIALES</b></p> <p><b>Հատուկ Գրություններ</b></p> <p><b>특정 공지</b></p> <p><b>THÔNG BÁO ĐẶC BIỆT</b></p> <p><b>Բարձրագույն իրավունքներ</b></p>	<h3>VOTER BILL OF RIGHTS</h3> <p><b>Բարձրագույն իրավունքներ</b></p> <p><b>Вотер Билл о Правах</b></p> <p><b>Իրավունքների Բարձրագույն Կարգադրություն</b></p>	<h3>ELECTION LAWS</h3> <p><b>Ընտրության Կարգադրություն</b></p>
<h3>HOW TO VOTE</h3> <ol style="list-style-type: none"> <li>1</li> <li>2</li> <li>3</li> <li>4</li> <li>5</li> <li>6</li> </ol>	<h3>유권자의 권리</h3> <p><b>投票者の権利</b></p> <p><b>Свои Права</b></p> <p><b>選民權利</b></p> <p><b>Declaración de derechos de los votantes</b></p>	<p><b>DO NOT Ask voters to show their ballots.</b></p> <p><b>DO NOT Show a ballot to anyone after it has been voted.</b></p> <p><b>DO NOT Mark a ballot for Identification.</b></p> <p><b>DO NOT Remove any ballot from the polling place.</b></p>
<p>REGISTRAR-RECORDER/COUNTY CLERK (800) 815-2666</p> <p><b>LAvote.net</b></p> <p>Register to Vote • Locate Your Polling Place Apply to be a Pollworker • View Your Sample Ballot</p> <p>Connect with us</p> <p>@lacountyrrcc Like us Review us lacountyrrcc lacountyrrcc</p>	<p>REGISTRAR-RECORDER/COUNTY CLERK (800) 815-2666</p> <p><b>LAvote.net</b></p> <p>Register to Vote • Locate Your Polling Place Apply to be a Pollworker • View Your Sample Ballot</p> <p>Connect with us</p> <p>@lacountyrrcc Like us Review us lacountyrrcc lacountyrrcc</p>	<p>REGISTRAR-RECORDER/COUNTY CLERK (800) 815-2666</p> <p><b>LAvote.net</b></p> <p>Register to Vote • Locate Your Polling Place Apply to be a Pollworker • View Your Sample Ballot</p> <p>Connect with us</p> <p>@lacountyrrcc Like us Review us lacountyrrcc lacountyrrcc</p>

**Voter Information Kiosk:**  
The Voter Information Kiosk provides visual notice of election laws and voter rights in a three-dimensional display at every polling place on Election Day.

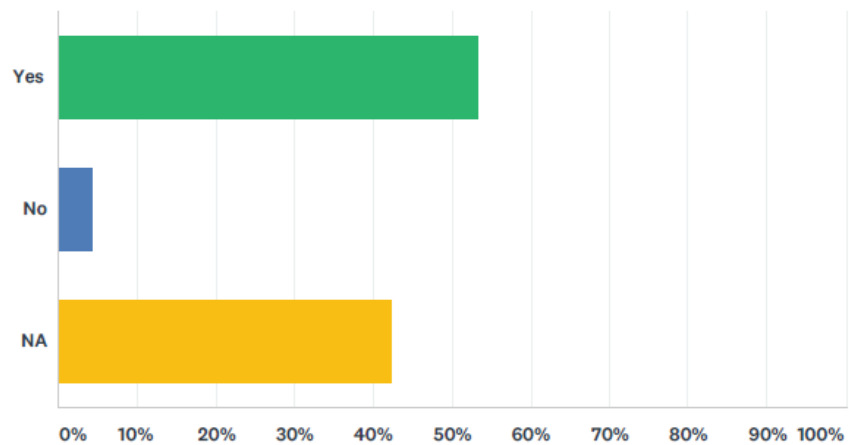
# MULTILINGUAL VOTER SERVICES

The Community Group Survey results indicate that of the respondents who visited polls on Election Day, 92% observed the multilingual materials displayed properly.

## Survey Q18

If you visited polls on Election Day, were all the multilingual materials displayed correctly?

Answered: 45 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	53.33%	24
No	4.44%	2
NA	42.22%	19
TOTAL		45

# MULTILINGUAL VOTER SERVICES

## Bilingual Pollworkers

### Standard of Service

The Department recruited over 6,000 multilingual pollworkers to serve voters with limited English proficiency (LEP) for the November 2016 General Election. In addition, the Department recruited over 3,000 multilingual pollworkers to serve LEP voters the March 2017 Consolidated Municipal Election. These pollworkers provided assistance to voters by answering questions at the polls, explaining how to mark the ballot, providing voters with information regarding voting procedures, and providing voters with assistance using the voting machines. The services provided by pollworkers at the polls provides minority language voters with a better understanding and helps them feel more comfortable with the voting process.

Multilingual pollworkers are hired for the following languages:

- Arabic
- Armenian
- Bengali
- Cambodian/Khmer
- Cantonese
- Chinese
- Farsi
- Gujarati
- Hindi
- Japanese
- Korean
- Mandarin
- Punjabi
- Russian
- Spanish
- Tagalog/Filipino
- Thai
- Urdu
- Vietnamese

Recruitment for multilingual pollworkers is a function of the Department's Pollworker Services Section with numerical goals developed using the Language Targeting Report.

Pollworker training takes place starting 3-5 weeks prior to an election. In a major election, the Department provides over 475 classes. Every pollworker receives the same training, whether bilingual or not. The Department may provide interpreters for classes offered in targeted areas. During training, the instructors discuss cultural sensitivity for minority language voters and the importance of the Audio Ballot Booth (ABB) for those voters requiring language assistance.

In addition, the Department partners with member of the Voting Accessibility Advisory Committee (VAAC), Community and Voter Outreach Committee (CVOC), and Asian Americans Advancing Justice (AAAJ) for advice and assistance with training. During a major election, the Department offers a preview of the pollworker class before training actually begins. This allows the community to have a voice in the process and content of the pollworker training.

# MULTILINGUAL VOTER SERVICES

## November 2016 and March 2017 Election Evaluation Results

The Department recruited over 6,000 bilingual pollworkers (see chart below) for the November 2016 and over 3,000 for the March 2017 Elections. In addition, 218 multilingual reservists were hired for the November 2016 General Election and 187 multilingual reservists were hired for the March 2017 Consolidated Municipal Election to cover positions in the event an assigned pollworker does not report to their assignment or any other last minute changes on Election Day.

The Legal Permanent (LPR) Program has continued to be instrumental in the recruitment of multilingual pollworkers. During the November 2016 General Election 491 LPR's were recruited and 105 for the March 2017 Consolidated Municipal Election. The LPR Program has been extremely effective reducing the need to hire interpreters and therefore replacing the Interpreter Program. No interpreters were utilized for the November 2016 and March 2017 Elections.

November 2016 Multilingual Pollworkers Recruited				
Armenian	Arabic	Bengali	Chinese	Farsi
202	6	0	628	82
Gujarti	Hindi	Japanese	Khmer	Korean
82	65	46	73	377
Russian	Spanish	Tagalog	Thai	Vietnamese
40	4216	178	24	148
<b>TOTAL: 6085</b>				

March 2017 Multilingual Pollworkers Recruited				
Armenian	Arabic	Bengali	Cantonese	Chinese
144	35	30	2	294
Farsi	Gujarti	Hindi	Japanese	Khmer
89	0	47	22	36
Korean	Russian	Spanish	Tagalog	Thai
267	54	2281	111	22
Vietnamese				
100				
<b>TOTAL: 3461</b>				

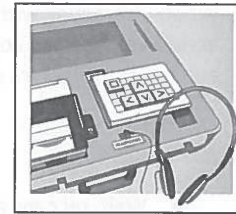
# MULTILINGUAL VOTER SERVICES

## Election Guide and Checklist

The Election Guide and Checklist training manual provide pollworkers with training references for providing assistance to LEP voters, in addition to the pollworker training class attended before Election Day.

### PROVIDING ASSISTANCE TO VOTERS INSIDE THE VOTING BOOTH

Any voter may ask for assistance inside the voting booth. Voters who request assistance and would like to vote independently in the voting booth should be directed to the Audio Ballot Booth (ABB).



Before a voter receives assistance inside the voting booth, he or she must declare, under oath, that he or she is unable to mark the ballot. (Assisting voters oath is found on page 3 of the Roster.)

**Who can assist:** A voter who receives assistance in the voting booth may choose one or two people (including minors and Pollworkers).

The person assisting the voter:

- Does not have to be a registered voter,
- Shall not be the voter's employer or an agent of the voter's employer,
- Shall not be an officer or agent of the union to which the voter is a member, and
- Shall not divulge any information regarding the marking of the ballot.

**What to fill out when providing assistance in the voting booth:** The Assisted Voter's List, on page 3 in the Roster of Voters, must be completed as follows:

- **Column 1:** Pollworker records name of voter being assisted in the voting booth.
- **Column 2:** Pollworker enters reason the voter is asking for assistance in the booth.
- **Column 3:** Person assisting signs.
- **Column 4:** Second person assisting signs (if any).

The assisted voter still signs the Roster of Voters (or the Provisional Envelope if voting provisionally).



#### IMPORTANT

Materials, such as Sample Ballots, are printed in Chinese, English, Hindi, Japanese, Khmer, Korean, Spanish, Tagalog/Filipino, Thai, and Vietnamese. Voters may also use the ABB in order to hear their ballot read in any of the above mandated languages.



### PROVIDING ASSISTANCE TO VOTERS WITH SPECIFIC NEEDS

When interacting with voters, proactively look for individuals who may need assistance, such as Voters with Specific Needs. The list below offers some tips and items each Clerk position should be familiar with in order to better assist voters.



#### *Roster Clerk*

- **Wait, recognize, and listen.** Use patience and pay attention to voters to determine what assistance may be necessary.
- Have a pen and piece of paper handy to communicate by writing, if needed.
- Communicate with other Pollworkers. Generally, the Roster Clerk is the first person to interact with voters. Inform other Pollworkers should a voter need specific assistance.

#### *Ballot Clerk*

- Offer the Audio Ballot Booth (ABB) to all voters.
- Place the **dexterity ball** and **magnifier** on the Official Table. Offer the dexterity ball to voters who have trouble gripping the Vote Recorder marker and the magnifier to voters who have trouble reading small print.
- Offer the Voters with Disabilities Booth to voters in wheelchairs or individuals who may need to sit while voting.

#### *Ballot Box Clerk*

- Be ready to assist voters who would like to use the Audio Ballot Booth (ABB). Help with affixing headsets, if necessary.
- Use the Multilingual Audio Ballot Point To Card to assist an ABB voter with selecting language, if needed.

If a Pollworker or another person at the Polling Place assists a voter inside the voting booth, refer to the next page.

**Remember:** Disabilities can be either **hidden** (not apparent until the voter interacts with a Pollworker) or **visible**.

Page 86, *Appendix D: Working with Voters with Specific Needs*, provides additional information.



# MULTILINGUAL VOTER SERVICES

## 5 Website with Translated Information

### Standard of Service

For the November 2016 General Election and March 2017 Consolidated Municipal Election, the Department's website provide several translated documents including:

- Vote by Mail, Permanent Vote by Mail and Emergency Vote by Mail Applications
- Bilingual Pollworker Flyer/Application
- Translated Elections Material Request Form

### November 2016 and March 2017 Election Evaluation Results

The Community Survey responses indicate the updated website has been a useful tool for all voters. The survey revealed that 93% of those surveyed have accessed the website to review election information. More than 75% of the organizations surveyed promoted the website on their respective websites. Most respondents utilized the website to access or download Vote by Mail Applications and/or educational and outreach information and to find their Polling Place location (see page 20 for Survey Q14).

### Website with Translated Election Materials

The Department's website homepage provides several translated document including:

- Vote by Mail Application
- Permanent Vote by Mail Application
- Emergency Vote by Mail Application
- Bilingual Pollworker Flyer/ Application
- Translated Elections Material Request Form
- Entire "Voting and Elections" section is translated in all 9 federally mandated languages

español (es) | 中文 (zh) | Tagalog (tl) | हिन्दी (hi) | 日本語 (ja) | ಕನ್ನಡ (km) | 한국어 (ko) | Tiếng Việt (vi) | ไทย (th)

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Register To Vote  
Marriage License  
Vote By Mail  
Vital Records Application

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Ensure your voice is heard, register to vote today!

Voting & Elections | Records | Marriage Licenses | Voting Systems

5,232,514 Total Registered Voters\*  
437,493 Annual Average Birth Certificates  
100,000 Annual Average Fictitious Business Names Filed  
16,666 Annual Average Wedding Ceremonies Performed

2,184,101 Total Permanent Vote by Mail Voters\*  
61,844 Marriage Licenses  
210,000,000 Total Estimated Records Maintained

\*Serving Los Angeles County by providing essential records management and election services in a fair, accessible and transparent manner. ~ Dean C. Logan

# MULTILINGUAL VOTER SERVICES

español (es) | 中文 (zh) | Tagalog (tl) | ភាសាខ្មែរ (km) | 日本語 (ja) | 한국어 (ko) | Tiếng Việt (vi) | ไทย (th)

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Search

Voting In LA County | What to Do Before an Election | What Happens to My Ballot | **Multilingual Services Program** | FAQs | Voting Rights Act 1965 | Presidential History

## Multilingual Services Program

### Multilingual Services Program Background

In 2006, federal legislation passed, extending the minority language provisions of the Voting Rights Act (VRA) of 1965. Any county with more than 10,000 residents whose native language is not English and who indicated on their U.S. Census form a lack of proficiency in English, is required to provide election materials in the identified languages. A language is considered to be covered by the VRA as mandatory for the County's translated election materials if (1) more than 5% of the citizens of voting age are members of a single language minority and are limited English proficient OR (2) more than 10,000 of the citizens of voting age are members of a single language minority and are limited English proficient.



### We Are Here to Help!

Download and print our [Multilingual Access to Election 2013 Report](#) to see all of the multilingual services that we provide.

Download and print our [2015 ML Evaluation Report](#).

### Mandated Languages

Los Angeles County is currently required to provide the following language assistance to VRA voters in addition to English:

- Armenian
- Chinese
- Cambodian/Khmer
- Farsi
- Korean
- Spanish
- Tagalog/Filipino
- Vietnamese

Additional languages that we support are:

- Hindi
- Japanese
- Thai
- Russian

### Services

The Los Angeles County Multilingual Voter Services program was established to provide services to voters who need language assistance. These services include:

#### Translated Election Materials

A translated sample ballot booklet will be mailed to voters who requested language materials. A sample ballot booklet contains a list of candidates, candidate information and measures, information on where to vote, how to request a vote-by-mail ballot, and instructions on how to use the voting equipment.

#### Bilingual Assistance at Polling Location

Voters with limited English Proficiency can receive assistance in their language, on Election Day, at most polling places throughout the County.

#### Bilingual Assistance Hotline: 1-800-815-2666, option 3

Voters may call a toll free number to request that translated election materials are mailed to them every election. They can also receive information about or request poll place locations, bilingual voter registration cards, translated vote-by-mail application and sample ballot booklets.

### Election Materials

(Collapse All)

#### Armenian

- Armenian Translation Glossary
- Vote By Mail Ballot Application for the Upcoming Election
- Emergency Vote By Mail Ballot Application
- Bilingual Pollworker Application

#### Chinese

- Vote By Mail Ballot Application for the Upcoming Election
- Emergency Vote By Mail Ballot Application
- Permanent Vote By Mail Ballot Application
- Bilingual Pollworker Application
- Translated Election Materials Request
- Chinese Election Materials Information
- Chinese Translation Glossary

#### Farsi

- Farsi Translation Glossary
- Vote By Mail Ballot Application for the Upcoming Election
- Emergency Vote By Mail Ballot Application
- Bilingual Pollworker Application

#### Hindi

- Vote By Mail Ballot Application for the Upcoming Election
- Emergency Vote By Mail Ballot Application
- Permanent Vote By Mail Ballot Application
- Bilingual Pollworker Application
- Translated Election Materials Request
- Hindi Election Materials Information
- Hindi Translation Glossary

#### Japanese

- Vote By Mail Ballot Application for the Upcoming Election
- Emergency Vote By Mail Ballot Application
- Permanent Vote By Mail Ballot Application
- Bilingual Pollworker Application
- Translated Election Materials Request
- Japanese Election Materials Information
- Japanese Translation Glossary

#### Khmer/Cambodian

- Vote By Mail Ballot Application for the Upcoming Election
- Emergency Vote By Mail Ballot Application
- Permanent Vote By Mail Ballot Application
- Bilingual Pollworker Application
- Translated Election Materials Request
- Khmer-Cambodian Election Materials Information
- Khmer Translation Glossary

#### Korean

- Vote By Mail Ballot Application for the Upcoming Election
- Emergency Vote By Mail Ballot Application
- Permanent Vote By Mail Ballot Application
- Bilingual Pollworker Application
- Translated Election Materials Request
- Korean Election Materials Information
- Korean Translation Glossary

#### Russian

- Russian Translation Glossary
- Vote By Mail Ballot Application for the Upcoming Election
- Emergency Vote By Mail Ballot Application
- Bilingual Pollworker Application

#### Spanish

- Vote By Mail Ballot Application for the Upcoming Election
- Emergency Vote By Mail Ballot Application
- Permanent Vote By Mail Ballot Application
- Bilingual Pollworker Application
- Translated Election Materials Request
- Spanish Election Materials Information
- Spanish Translation Glossary

#### Tagalog/Filipino

- Vote By Mail Ballot Application for the Upcoming Election
- Emergency Vote By Mail Ballot Application
- Permanent Vote By Mail Ballot Application
- Bilingual Pollworker Application
- Translated Election Materials Request
- Tagalog/Filipino Election Materials Information
- Tagalog Translation Glossary

#### Thai

- Vote By Mail Ballot Application for the Upcoming Election
- Emergency Vote By Mail Ballot Application
- Permanent Vote By Mail Ballot Application
- Bilingual Pollworker Application
- Translated Election Materials Request
- Thai Election Materials Information
- Thai Translation Glossary

#### Vietnamese

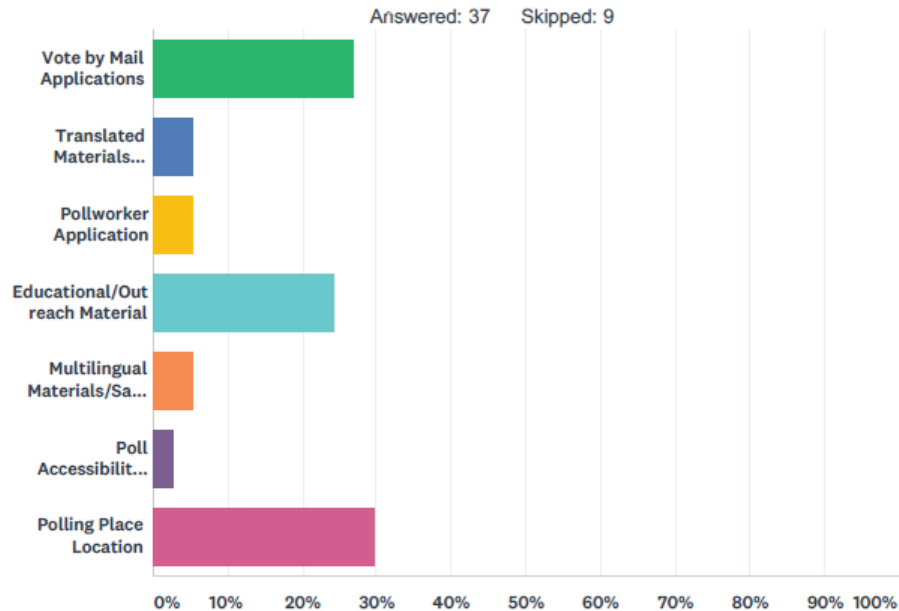
- Vote By Mail Ballot Application for the Upcoming Election
- Emergency Vote By Mail Ballot Application
- Permanent Vote By Mail Ballot Application
- Bilingual Pollworker Application
- Translated Election Materials Request
- Vietnamese Election Materials Information
- Vietnamese Translation Glossary

Note: LAVote.net offers translated election materials in all supported languages and consist of Vote by Mail Applications, Bilingual Pollworker Application, Translated Election Material Request, Election Materials Information and Translation Glossary.

# MULTILINGUAL VOTER SERVICES

## Survey Q14

If you answered Yes to question #13, which documents did you download?



ANSWER CHOICES	RESPONSES
Vote by Mail Applications	27.03% 10
Translated Materials Request Form	5.41% 2
Pollworker Application	5.41% 2
Educational/Outreach Material	24.32% 9
Multilingual Materials/Sample Ballot	5.41% 2
Poll Accessibility Information	2.70% 1
Polling Place Location	29.73% 11
<b>TOTAL</b>	<b>37</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Multilingual material/Sample ballot, polling place location	8/18/2017 11:57 AM
2	Poll Accessibility information, Polling place location	8/18/2017 11:48 AM
3	pollworker application, outreach material, poll accessibility info, polling place location	8/18/2017 11:42 AM
4	Vote counts	8/18/2017 11:14 AM
5	All of the above	8/18/2017 11:06 AM
6	The City Clerk booklet	8/14/2017 3:40 PM
7	Also VBM Apps and linked to multilingual website	5/10/2017 2:24 PM
8	all of the above	5/8/2017 3:00 PM
9	vote by mail applications and polling place location. Unable to select more than 1 option.	5/8/2017 11:29 AM
10	Picked up posters in person at a RRCC meeting.	5/4/2017 3:30 PM
11	poll accessibility and polling place information, ed./outreach in english and spanish as well as vote by mail apps, sample ballot	5/4/2017 3:24 PM

# MULTILINGUAL VOTER SERVICES

## 6 Multilingual Hotline

### **Standard of Service**

The Multilingual Assistance Hotline is a toll-free number offered by the Department that allows limited English proficient (LEP) residents to speak with someone in his/her own language regarding elections. Hotline staff members answer a wide range of calls, including requests for translated election materials, inquiries about voter registration, questions regarding Vote by Mail applications and ballots, and requests for polling place locations. This service allows residents to receive verbal assistance in the language of their choice. The hotline is available year-round at 1-800-815-2666 Option 3.

The hotline is housed within the Election Information Section of the Department. When a resident calls the number, a staff member within the section will either take the call or direct it to one of the bilingual staff members in the Translations Services Unit.

However, if a call is received and no one in the Department is available, the hotline staff member will contact the Department's contracted interpreter service. The contracted interpreter service providers for the November 2016 and March 2017 elections were Language Line Service, Inc., TransPerfect Translation, International, Inc., and WorldWide Interpreters, Inc. These companies provide interpreters for numerous languages. When a staff member calls this service, a three-way call is activated with the caller, interpreter, and staff member. The calls are then coded in the system so that the caller receives future information in his/her specific language. The majority of the calls coming into the hotline during a major election begin after the Sample Ballot Booklets are mailed.

### **November 2016 and March 2017 Election Evaluation Results**

The Department received a total of 2,183 Multilingual Hotline calls leading up to the November 2016 General Election, resulting in 25,053 minutes of in house assistance both over the phone and in person for limited English proficient (LEP) voters. In addition, the March 2017 Consolidated Municipal Election yielded a total of 851 Multilingual Hotline calls received, resulting in 9,470 minutes of both over the phone and in person assistance for limited English proficient (LEP) voters.

# MULTILINGUAL VOTER SERVICES

November 2016 General Election Multilingual Hotline Calls			In-person Language Assistance	
Language	# of Calls Received	# of Minutes Assisting	# of in-Person Assistance Provided	# of Minutes Assisting
Chinese	117	1,255	35	945
English	19	205	0	0
Farsi/Armenian	2	15	0	0
Hindi	3	41	0	0
Japanese	4	47	6	200
Khmer	4	85	1	25
Korean	314	5,875	10	295
Spanish	1,110	14,380	2	15
Tagalog	30	575	0	0
Thai	0	0	0	0
Vietnamese	32	705	12	390
<b>TOTAL</b>	<b>1,635</b>	<b>12,183</b>	<b>66</b>	<b>1,870</b>

March 2017 Municipal Election Multilingual Hotline Calls			In-person Language Assistance	
Language	# of Calls Received	# of Minutes Assisting	# of in-Person Assistance Provided	# of Minutes Assisting
Armenian	42	622	0	0
Chinese	65	775	8	270
English	3	35	0	0
Farsi	8	120	0	0
Hindi	3	55	0	0
Japanese	6	75	2	77
Khmer	0	0	3	50
Korean	138	2,885	1	40
Russian	1	20	0	0
Spanish	315	3,811	0	0
Tagalog	13	230	1	30
Thai	1	15	0	0
Vietnamese	17	300	2	60
<b>TOTAL</b>	<b>612</b>	<b>8,943</b>	<b>17</b>	<b>527</b>



# MULTILINGUAL VOTER SERVICES

## 7 Audio Ballot

### Standard of Service

The Department records audio ballots in 10 languages to provide an alternative means of voting for those with disabilities and language assistance needs. The audio ballots are incorporated into the Audio Ballot Booth (ABB) and assist voters with the use of a keypad and headset. One ABB is located at every poll site and is offered to all voters. Audio ballots are available in:

- Chinese (both Mandarin and Cantonese)
- Korean
- Khmer
- Spanish
- Vietnamese
- Thai
- Japanese
- Hindi
- Tagalog/Filipino
- English
- Armenian
- Farsi
- Russian

Audio ballots are recorded by Merrill Corporation for major elections and reviewed and corrected by the Department's bilingual staff. Ballots must be delivered to the vendor 50 days before an election, it takes approximately 20 days for the completion of the recordings. The recording of the ballots must be finalized at least 30 days before an election in order to be imported onto the ABB and ready for distribution to the polls. The Department's staff has the resources to translate and record the audio ballot for small elections.



# MULTILINGUAL VOTER SERVICES

## November 2016 and March 2017 Election Evaluation Results

The Audio Ballot Booth with translations of the ballot in 13 languages was available in each polling place for both elections.

November 8, 2016 PRESIDENTIAL PRIMARY			<b>ASSISTED VOTERS TALLY CARD</b> Assistance requests from voters in the precincts				
<b>Precinct TOTALS</b>	No requests for assistance	Bengali	Chinese	Gujarati	Hindi	Japanese	Khmer
		7	999	18	44	37	26
	584	Korean	Spanish	Tagalog	Thai	Vietnamese	Other
		634	12,614	300	32	182	822
		Audio Ballot request	Wheelchairs	Blind, visually or hearing impaired	Additional information / Pollworker request		
336	2463	1,056	389				

March 7, 2017 CONSOLIDATED MUNICIPAL & SPECIAL ELECTIONS				<b>ASSISTED VOTERS TALLY CARD</b> Assistance requests from voters in the precincts					
<b>Precinct TOTALS</b>	No requests for assistance	Armenian	Bengali	Chinese	Farsi	Gujarati	Hindi	Japanese	Khmer
		15	0	1	18	0	2	6	0
	31	Korean	Russian	Spanish	Tagalog	Thai	Vietnamese	Other	
		634	19	94	4	2	1	1	
		Audio Ballot request	Wheelchairs	Blind, visually or hearing impaired	Additional information / Pollworker request				
2	79	32	8						



# MULTILINGUAL VOTER SERVICES

## 8

## Community and Voter Outreach

### Standard of Service

The Department's Community and Voter Outreach Section participates in various activities that seek to educate, inform, and increase voter participation throughout the County. Activities include providing presentations to community groups, staffing booths and disseminating information at local fairs, registering residents at cultural events, and attending community meetings. While conducting outreach, staff members provide translated materials to those areas with a large number of minority language residents. The Department staff attends approximately 12 events per month during a non-election period and up to 12 events per week during a major election.

Translated voter education materials are provided at outreach events in all mandated languages. These materials include:

- Voter Registration Forms
- Voter Bill of Rights
- League of Women Voters' "Easy Voter Guide" in Chinese, Spanish, Korean, and English.
- "CA State Voter Information" Pamphlet
- "Ready to Vote" Flyer
- "Voter Registration" Flyer
- "Provisional Voting" Flyer
- "Translated Election Materials Request" Form
- "Permanent Vote By Mail" Application

Prior to a major election, the Department hires up to seven temporary staff members to assist with the Outreach Section's scheduled activities. Since the permanent staff in this section are bilingual in Spanish, the Department strives to hire temporary staff who are fluent in other covered languages. In the effort to recruit temporary bilingual staff, the Department's Human Resources Division recruit multilingual staff by creating job bulletins that specify which languages are needed for the position and placing job announcements on language-specific job sites.

As of August 2017, the Community and Voter Outreach Section began conducting voter registration at the Naturalization Ceremonies, previously conducted solely by the Department's Affidavit Distribution Section. The collaboration between both sections has increased voter registration at the ceremonies by 12%.

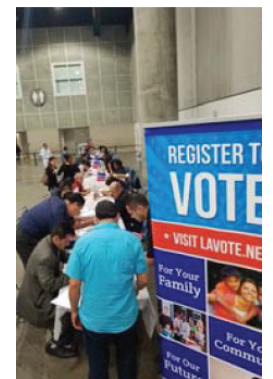
The Department also participates in the Community Voter Outreach Committee (CVOC), which is a partnership involving the Department, citizens, community groups, and advocacy organizations. Members of the CVOC collaborate with Department to ensure elections are fair, accessible and transparent for all voters. The CVOC's mission is to facilitate communication between the community and the Department and collaborate on methods to educate, engage, and provide quality service to all voters.

# MULTILINGUAL VOTER SERVICES

## November 2016 and March 2017 Election Evaluation Results

During the November 2016 and March 2017 Election cycles, the Community and Voter Outreach Team registered eligible voters, disseminated election information, and staffed a phone bank set up to receive and resolve Election Day issues at the polls. In total, the four-person team registered 1,617 new voters leading up to the November 2016 Election and 673 new voters leading up to the March 2017 Election.

Although the CVOC has had a Multilingual Outreach Subcommittee, in July 2017 the Department launched an official Language Assistance Advisory Committee (LAAC). The purpose of this subcommittee is to discuss and advise the Department on multilingual services and help coordinate outreach in minority language communities. In addition, the Community Voter Outreach Section partners with government agencies, schools, and over 20 national and community organization to reach minority language communities.



# MULTILINGUAL VOTER SERVICES

## 9 Minority Media Outreach

### Standard of Service

The Department's Media and Communications Section disseminates election information to various print and broadcast ethnic media outlets to inform voters of Vote by Mail deadlines, voter registration dates, voting on Election Day and other election-related information.

### November 2016 and March 2017 Election Evaluation Results

The Media and Communication Team worked with Asian and Spanish language media to promote election and recruit multilingual pollworkers.

Pertinent voting information is released as follows:

- 20 articles per election were released in a multilingual language
- Over 1,000 commercial spots were played in Spanish, Chinese, Korean, Tagalog and Japanese during the November 2016 and March 2017 elections
- 33.6 million impressions were earned specifically to multilingual voters
- Through 2016 and 2017 the Department established paid partnerships with: LA 18, Entravision and LBI Media and utilized earned media with Univision and Telemundo in a joint effort with NALEO





Los Angeles County Registrar-Recorder/County Clerk

DEAN C. LOGAN  
Registrar-Recorder/County Clerk

### News Release

**FOR IMMEDIATE RELEASE**  
Sept. 26, 2016

**CONTACT**  
Brenda Duran: (562) 462-2726  
Media & Communications: (562) 462-2648  
[bduran@rrcc.lacounty.gov](mailto:bduran@rrcc.lacounty.gov)  
[mediainfo@rrcc.lacounty.gov](mailto:mediainfo@rrcc.lacounty.gov)

**L.A. County Registrar of Voters Kicks Off Large Scale Media Campaign to Get Out the Vote**

LOS ANGELES – Los Angeles County Registrar-Recorder/County Clerk (RR/CC) Dean C. Logan is proud to announce a large-scale, multilingual media campaign with leading media outlets in Los Angeles County encouraging voters to "Make Your Mark."

The RR/CC will partner with: CBS Radio, Entravision, Facebook, iHeart Media, LA 18, LBI Media, Pandora, Power 106, Univision Radio, Super Estrella, Que Buena and ScreenVision Media to promote key election dates and information. The various languages included in the campaign are English, Spanish, Korean, Chinese, Filipino and Hindi.

"We hope to empower the LA County community with key information they will need to exercise their democratic right this November," said Dean Logan. "These partnerships will allow us to do that with an unprecedented reach."

The campaign is focused on three aspects: voter registration, voter options, and encouraging voters to turn out and vote on Election Day. The multi-level campaign will reach voters through radio, television, outdoor media and various digital/social media platforms as well as movie theaters.

Don't forget to *Make Your Mark* in the Presidential General Election on November 8, 2016.

The mission of the Registrar-Recorder/County Clerk is to serve Los Angeles County by providing essential records management and election services in a fair, accessible and transparent manner. For more information, visit [lavote.net](http://lavote.net).



[LAVote.net](http://lavote.net) 12400 Imperial Highway, Norwalk, California 90650 [LAreccorder.net](http://LAreccorder.net)



# MULTILINGUAL VOTER SERVICES



**REGISTRATE PARA VOTAR**  
**LA FECHA LIMITE PARA REGISTRARTE A VOTAR**  
**EN CALIFORNIA ES EL 24 DE OCTUBRE!**

*¡Ejerce tu voto!*  
*Es tu derecho, poder y tu voz.*

**REGISTRATE AQUÍ**

**#YOSIVOTO**

**LOS ANGELES COUNTY**  
 REGISTRAR-RECORDER / COUNTY CLERK  
**LAvote.net**





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**LAvote.net**



**#SIYOVOTO**

REGISTRATE PARA VOTAR

LA18 프라임뉴스 @LA18PrimeNews · 20h  
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 일 대선에서 소중한 한표 행사하시기 바랍  
 니다 [la18.tv/lavotes2016](http://la18.tv/lavotes2016) #LAVotes  
 #RegisterToVote #MakeYourMark  
 #Election2016



**Make Your Mark**  
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 in Chinese click here



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 in Korean click here



**Filipino**  
 in English click here

http://www.la18.tv/ahat/news/la-votes-2016/ 8:36 AM 5/31/2016

## 10 After Election Day – Post Election

No post-election report was submitted by community groups for the November 2016 and March 2017 Elections. All poll monitoring observations were reported and resolved on Election Day.

# MULTILINGUAL VOTER SERVICES

## 11 Technical Assistance to Other Election Jurisdictions

### Standard of Service

The Department provides other election jurisdictions, such as King County (Washington), Harris County (Texas), and Arizona's Office of the Secretary of State with assistance in the following issues:

- Identifying multilingual voters
- Identifying bilingual pollworkers
- Engaging with ethnic community groups
- Establishing a multilingual voter database
- Identifying materials to be translated

In addition, representatives from the Department have served on the federal Election Assistance Commission's Asian and Pacific Islander Language Task Force and Hispanic Language Task Force and have provided advice on assisting limited English proficiency voters.

### November 2016 and March 2017 Election Evaluation Results

The Department provided service to the following jurisdictions:

- The California Secretary of State Language Access Survey
- Reviewed and made recommendations to the California Assembly Bill 918
- San Diego Registrar of Voters outreach team

## 12 Election Day Poll Monitoring

### Standard of Service

Representatives from civic and community organizations who will be visiting the polling places are encouraged to participate in this program by reporting problems that arise on Election Day to the Department. Participants are provided with dedicated contact information that can be used to communicate directly with Department staff.

On Election Day, Department staff responds to reports from community poll monitors. Issues reported are followed up on and resolved by election staff throughout the day. The following list provides examples of typical issues resolved through the use of this program:

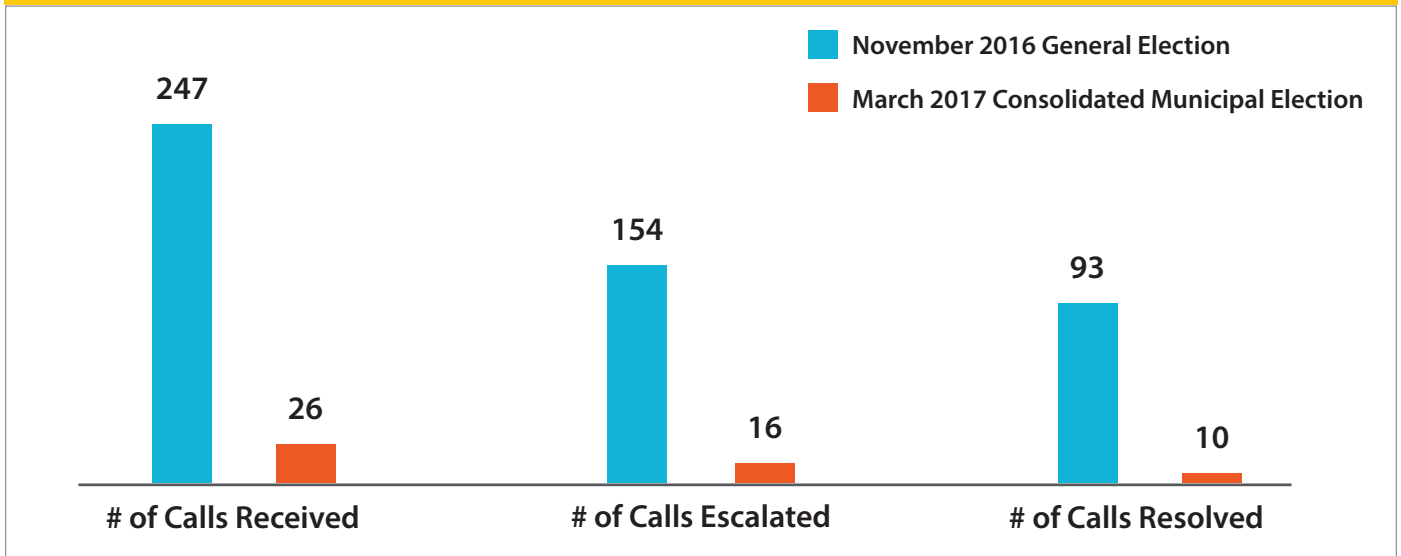
- No bilingual pollworker at a targeted precinct
- A precinct in need of an additional pollworker
- Language ability of some bilingual pollworkers was not proficient
- Translated election materials were not displayed at a polling place

# MULTILINGUAL VOTER SERVICES

## November 2016 and March 2017 Election Evaluation Results

The Community and Voter Outreach Section conducts a poll monitoring briefing two weeks before the election for community groups interested in observing Election Day activities at polling places. The Community and Voter Outreach and Legislation teams staff the poll monitoring hotline phones to respond to observations as reported.

## POLL MONITOR PROGRAM



The post-election Community Survey indicated that 93% of the groups responding stated that the Department was responsive to their calls and resolved their concerns.

## Election Day Poll Monitoring Program

**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.

**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.

Observer \_\_\_\_\_  
 Organization \_\_\_\_\_  
 Authorized by *Dean C. Logan*  
 Signature \_\_\_\_\_ DEAN C. LOGAN  
 Date \_\_\_\_\_ Registrar-Recorder/County Clerk

**LAvote.net**

# VOTING SOLUTIONS FOR ALL PEOPLE (VSAP)

Los Angeles County is faced with a unique challenge when it comes to voting. It is not only the largest voting jurisdiction in the nation, it also has the most diverse population. In 2009, the Registrar-Recorder/County Clerk decided to embark in the challenging task of replacing its current aging InkaVote Plus voting system.

Research and development of the Voting Solutions for All People (VSAP-previously known as Voting Systems Assessment Project) began with extensive research with the goal of gathering data and utilizing feedback from community groups, focus groups and other relevant sources. The VSAP Advisory Committee was formed as a result of the research findings, to help define the best process for implementing a more accessible, accurate, and secure voting system while remaining in compliance with Election Code. Under the advisement of the committee, the 14 distinct principals to guide in the development and implementation of a new voting system were developed. Those principals include transparency, variety of voting options, privacy and, easy and accessible voting.

Further review of the research findings led to an assessment of existing voting systems in the market. Through this assessment it became evident that there was not a system in the market that could meet the unique voting needs of the Los Angeles County electorate.

In 2013, after review of many firms, the Department partnered with IDEO, an award winning global design firm who is known for its human-centered design approach. The goal of the partnership was to analyze data gathered since the projects inception and develop the specific elements of the new voting experience. After conducting additional research which heavily focused on accessibility and assessing feedback from community groups, the partnership identified the components of the new voting experience consisting of:

- a new touchscreen Ballot Marking Device (BMD) with voting options in all the supported languages and accessible voting booth
- a new Vote by Mail (VBM) experience
- an innovative Interactive Sample Ballot (ISB)
- a modernized Tally System
- strategically located Vote Centers
- expanded Early Voting
- Electronic Pollbooks with real-time capability

The culmination of these elements will yield a new and improved voting experience that addresses the concerns with the current voting system by entirely reimagining the voting process and expanding the opportunities voters have to cast their ballot.



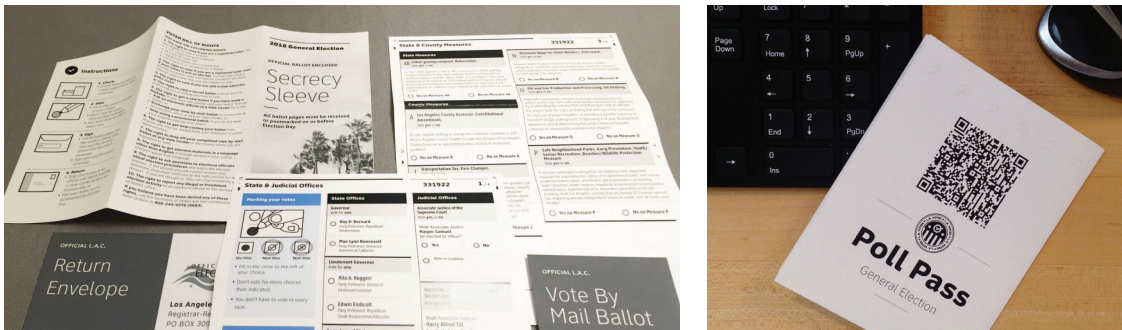
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## VSAP's Progress 2016-2017

The Department is currently in the Manufacturing and Certification phase of the project. In this phase the Department will review proposals for the components requiring manufacturing by a third party contractor. During this phase the components requiring internal elaboration will be developed. As the components are finalized they will require certification by the Secretary of State. In addition, the Department will partner with experts who will conduct geo-spatial analysis and additional research to determine vote center and VBM drop-off Locations that are accessible and strategically located.

The Registrar is planning for partial implementation of the new voting experience by November 2018 with the goal of full implementation by 2020. Full language accessibility has been a major consideration in all phases of the development of the VSAP.

Additional detailed information about the VSAP can be found online at: [VSAP.lavote.net](http://VSAP.lavote.net).





# CONCLUSION AND RECOMMENDATIONS

The Registrar-Recorder/County Clerk invests in this evaluation report to ensure fair, accessible and transparent election services for all voters and to identify compliance with State and federal directives.

This project identifies twelve areas of work that contributes to the efforts to serve the Multilingual Voters of Los Angeles County. Most of these areas were able to successfully reach their established goal for the November 2016 and the March 2017 Elections. Limitations were identified and process improvements have been suggested for the future elections.

The Language Targeting System compiles data and successfully identified the targeted precincts needs. For the November 2016 Election, 3 of the 9 mandated languages were recruited at 100% of the goal and overall recruitment resulted in 93% of the goal being met. Recruitment in the Korean Community (68% recruitment) has improved due to partnerships with Korean community groups, however the Department will continue improve recruitment in this community.

The Multilingual Kit available at the polling place, along with additional translated election materials supplied by the Department, provides limited English proficient (LEP) voters with a full array of information in their language of choice to be utilized to fulfill their voting needs.

The Department's website with complete language translation became available in June of 2015. Translations for voter information and contracts for language assistance by phone continued to be available on the website. Multilingual citizens may register to vote on the California Secretary of State's website which may be accessed through the Department's website [LAVote.net](http://LAVote.net). Those voters may also check their vote by mail status, voter registration status or download related forms at [LAVote.net](http://LAVote.net). Election-related educational materials, VBM Applications, Request for Translated Election Materials, Pollworker Application and Translated Glossaries are available for download.

There has been a steady increase of voters using the Multilingual Hotline to obtain election information. Seasonal multilingual staff in the Ballot Management Section continue to provide this important service (see page 22 for the data). Similar numerical data is not kept in the Election Information Section where the first contact is made for Multilingual Hotline callers using the Department's communication system. To validate staffing and services to voters, an effort should be made to document the number of multilingual Voters calls handled by the Election Information Section.

The Department has established partnerships with various community groups who serve voters with limited English proficiency (LEP). The launch of the Language Accessibility Advisory Committee (LAAC) is expected to improve collaboration with these communities. Currently those partnerships are geared toward activities and not materials. Prior to 2010, minority language community groups assisted the Multilingual Services Section by reviewing translated Sample Ballot Booklets to make sure they were adequate for the Los Angeles community. These partnerships would be beneficial and would ensure checks and balances related to election materials are in place.

# CONCLUSION AND RECOMMENDATIONS

The Community and Voter Outreach Section was able to disseminate translated materials and to register voters at community events. With the inclusion of the City Clerks to the CVOC, more partnerships were built among government agencies and community groups.

The Media and Communication Section has successfully increased outreach and dissemination of election information through minority media outlets using various media platforms.

Community groups involved with the Poll Monitoring Program continue to be a valuable resource. When problems are reported to a trained observer the Department can successfully address issues as they occur on Election Day.

Upon VSAP's implementation, it is expected to eliminate a separate voting device for voters requiring language assistance. The new Ballot Marking Devices have been developed to accommodate all voters.

Overall, the activities designed to ensure Multilingual Access to Elections have been successful. Increased staffing, media campaigns, partnership with community groups and materials distribution will continue to result in improved voter outreach and pollworker recruitment efforts in the targeted communities for future elections.