



COUNTY OF LOS ANGELES  
**REGISTRAR-RECORDER/COUNTY CLERK**

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**DEAN C. LOGAN**  
Registrar-Recorder/County Clerk



**October 27, 2008**

**TO:** Los Angeles County Board of Supervisors  
William T Fujioka, Chief Executive Officer

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

*Dean C. Logan*

**STATUS REPORT 4: THE NOVEMBER 4, 2008 GENERAL ELECTION**

**Phone System Enhancement Project**

Due to the sustained high volume of calls we accelerated implementation of two remote location phone banks – one at LA City and the other at ISD-ITS, which are now in full operation. We also added 60 operators at our Norwalk facility. The Enhancement Project will remain in place through Election Day.

The RR/CC received 3324 calls on October 19 which was roughly the average number of calls during a typical election season. On October 20, the number of calls increased ten-fold to 35,908. October 20 was the last day to register to vote. A majority of calls were logged into our Interactive Voice Response (IVR) system and pertained to registration issues but our Election Information and Vote by Mail sections also received more than ten times the calls they had the day before.

The unprecedented call volume is expected to continue through Election Day. It is important to note that even with the enhancements we implemented, the phone system will continue to experience delays both at our Norwalk headquarters and at our district offices. Therefore, we are encouraging customers to use our web-based services as much as possible.

The table below shows the daily total phone calls received from October 18 through the weekend and last week.

**PHONE CALL LOG<sup>1</sup>**

Oct	Total Calls
18	5281
19	3324
20	35,908
21	15,810
22	13,299
23	17,843

**Voter Registration, Education and Outreach Efforts**

Voter Registration: To date we have 4,238,694 registered voters in Los Angeles County. The following table shows the week’s voter registration totals and overall registrations on file.

**VOTER REGISTRATION TOTALS BY WEEK  
November 4, 2008 – Presidential General Election**

	Reg. Period Total June 6 - Present	TOTAL REGISTRATIONS
<b>Beginning Total<sup>2</sup> Sept. 29</b>	<b>137,197</b>	<b>4,052,832</b>
<b>Week 1: Oct. 6</b>	<b>195,619</b>	<b>4,111,254</b>
<b>Week 2: Oct. 13</b>	<b>275,821</b>	<b>4,149,229</b>
<b>Week 3: Oct. 20</b>	<b>345,879</b>	<b>4,195,096</b>
<b>Week 4: Oct. 27</b>	<b>153,863</b>	<b>4,238,694</b>
<b>Week 5: Nov. 3</b>		
<b>Total</b>	<b>499,742</b>	<b>4,238,694</b>

**Midnight Madness Event**

The RR/CC held its Close of Registration Event last Monday, October 20. We staffed 14 sites (at least two in each Supervisorial District) throughout the county including our Norwalk headquarters. The event was a success. Staff registered voters, provided voter information and education materials, accepted Vote by Mail applications and signed up poll workers. We received nearly 20,000 registration applications from 5 PM to 12 midnight.

<sup>1</sup> The log includes Election Information, Absentee and IVR sections

<sup>2</sup> Please note reporting dates have been changed from the first report. We will issue Status Reports each Monday including the Monday before the General Election.

The table below shows number of registrations per site.

**CLOSE OF VOTER REGISTRATION LOCATIONS AND REGISTRATION TOTALS**

RR/CC Headquarters 12400 Imperial Highway, Norwalk	<b>7,776</b>
Dodger Stadium 1000 Elysian Park Ave. Los Angeles	<b>886</b>
Starbucks – El Monte 9028 Flair Dr., El Monte	<b>429</b>
Magic Johnson Starbucks 5301 W. Centinela Ave., Los Angeles	<b>2,188</b>
The Korea Daily 690 Wilshire Place, Los Angeles	<b>682</b>
West Hollywood City Hall 8300 Santa Monica Blvd., West Hollywood	<b>981</b>
Wendy's 17684 Sherman Way, Van Nuys	<b>1,203</b>
Wendy's 14645 Roscoe Blvd., Panorama City	<b>416</b>
Long Beach City Hall 333 W. Ocean Blvd., Long Beach	<b>955</b>
Westfield Valencia Town Center 24201 Valencia Blvd., Valencia	<b>350</b>
Wendy's 18507 Devonshire St., Northridge	<b>1,096</b>
Starbucks - San Dimas 942 W Arrow Hwy., San Dimas	<b>517</b>
<b>“DROP-OFF ONLY” LOCATIONS TIME (PM)</b>	
Wendy's 1575 Victory Place, Burbank	<b>1,007</b>
<b>TOTAL REGISTRATIONS</b>	<b>18,486</b>

New Web-Based Voter Registration Status Function

We developed and implemented a new “Registration Status” lookup function on our web site that went live last Wednesday. The function allows the voter to enter his/her last name, birth date, house number and zip code to check on their status. Newly registered voters should wait a week to ten days to check the status the web site as there is a lag time between when the person registered and when the data is live in our system. To date we have had 122,450 hits on the registration function.

We have partnered with LA City to assist us with entering the voter registration applications we received through the close of registration. We averaged in excess of 20,000 registrations processed per day and we will complete our registration input before Election Day.

We have also developed and will implement a “robo-call” program the week before Election Day that notifies newly registered voters throughout the County of their voting options, how to access a sample ballot and how to check their polling place location. Additionally, we will continue our call program to voters whose polling places have changed, notifying them of their options for confirming their assigned polling places.

#### Voter Registration Integrity:

We have followed national media stories concerning allegedly fraudulent voter registration efforts; specifically those associated with a group called “Acorn”. RR/CC records indicate there has been no recent distribution or receipt of voter registration affidavits from this group. We have referred one case of alleged registration irregularity to the District Attorney relating to a change of party transaction during the June 2008 Statewide Direct Primary by the organization Young Political Major (YPM). We continue to monitor registrations and will refer suspicious cases to the District Attorney for review.

Voter Education and Outreach Activities: We are partnered with multiple organizations to provide outreach, registration and education services to Los Angeles County voters and eligible citizens.

Last week, I conducted interviews with KJLH – the “Guy Black Show” and “LA Speaks Out” with Jacqui Stephens; Fox 11 – “Good Day LA” with Steve Edwards; KCBS 2; various media at our Close of Registration sites; KPCC-NPR’s “Pat Morrison Program”, KNBC 4, and Fox 11 “Live” at our Elections Operations Center.

CBS/KCAL began running our voter education vignette series on Channels 2 and 9 last week. The 5 vignettes run in rotation through Election Day. The vignettes are 30 second spots that highlight Election Day information. The titles are “How to Prepare for Election Day”; “Know How to Find Your Polling Place”; “How to Vote by Mail”; Know What’s Available at Your Polling Place”, and “Know What to do at the Polling Place”. They replace our voter registration spots that aired during the previous two weeks. All PSAs are posted on our web site for viewing.

We extended our PSA outreach efforts to 29 cities throughout Los Angeles County who either broadcast them on their local access television channels or provide a link to our PSA’s from their websites.

Please visit our web site at [www.lavote.net](http://www.lavote.net) for recorded PSAs and graphic promotional materials. Log into our new Press Room and click on “PSAs”, “Video Library”, and “Audio” to see and listen to our campaign.

#### **Vote By Mail, Sample Ballots and Military/Overseas Ballots**

The following is a table of our Vote By Mail and Sample Ballot Statistics. These are updated on a weekly basis.

**VOTE BY MAIL, SAMPLE & MILITARY/OVERSEAS BALLOT REPORTS  
November 4, 2008 – Presidential General Election**

	VOTE BY MAIL <sup>3</sup>			SAMPLE BALLOT	MILITARY & OVERSEAS BALLOTS		
	Requested	Mailed	Returned	Mailed <sup>4</sup>	Requested	Mailed	Returned
<b>Begin Sept. 29</b>	<b>525,831</b>	<b>Begins E-29 (Oct. 6)</b>	<b>N/A</b>	<b>312,742</b>	<b>20,494</b>	<b>17,511</b>	<b>N/A</b>
<b>WEEK 1 Oct. 6</b>	<b>92,056</b>	<b>Begins E-29 (Today)</b>	<b>N/A</b>	<b>3,145,762</b>	<b>2,379</b>	<b>5,722</b>	<b>3,033</b>
<b>WEEK 2 Oct. 13</b>	<b>98,157</b>	<b>642,235</b>	<b>43,848</b>	<b>549,907</b>	<b>592</b>	<b>592</b>	<b>3,033</b>
<b>WEEK 3 Oct. 20</b>	<b>102,253</b>	<b>740,154</b>	<b>145,913</b>	<b>186,685</b>	<b>236</b>	<b>236</b>	<b>4,522</b>
<b>WEEK 4 Oct. 27</b>	<b>100,906</b>	<b>848,929</b>	<b>225,898</b>	<b>161,127 (Supplemental mailing)</b>	<b>1,837</b>	<b>1,837</b>	<b>1,458</b>
<b>WEEK 5 Nov. 3</b>							
<b>TOTAL</b>	<b>919,203</b>	<b>848,929</b>	<b>225,898</b>	<b>4,356,222</b>	<b>25,898</b>	<b>25,898</b>	<b>5,980</b>

Vote By Mail Ballots Vote by mail mailings began Monday, October 6 and requests are received through October 28. Ballots must be returned to the RR/CC Headquarters in Norwalk no later than 8:00 p.m. on Election Day. Voted ballots may also be turned in at any Los Angeles County polling place on Election Day.

The RR/CC's new VOTE BY MAIL STATUS FUNCTION is operable on our web site located at [www.lavote.net](http://www.lavote.net). As previously stated, the function allows voters who applied for a Vote by Mail ballot to check the date we processed their Vote by Mail application, the date we mailed their Vote by Mail ballot, the date we received their voted ballot, whether or not the ballot was challenged – and if it was challenged, the reason for the challenge. To date we have had 16,625 hits on the VBM function.

Sample Ballots Sample ballot mailing began on September 25 and continues until the weekend before the election. Supplemental mailings began last week. All printed materials are available in English, Spanish, Korean, Chinese, Tagalog/Filipino, Vietnamese and Japanese. Online services include these languages in addition to Russian, Armenian and Cambodian.

**Online Poll Worker Training and Poll Worker Recruitment**

<sup>3</sup> Our Vote By Mail totals include Permanent Vote By Mail voters, declared Vote By Mail precinct voters and Military and Overseas voters.

<sup>4</sup> Note that this figure constitutes booklets that are confirmed mailed by the USPS and not ballots that have been picked up from the RR/CC.

Our Poll Worker Training Program has been operable for the last month. Although we do not require poll workers to use all aspects of the training on the site, we encourage them to visit it and review the modules before Election Day and each poll worker trainee is assigned a username and password for online access. The online training augments and reinforces the required in-person training work shops. To date nearly 90 percent of all Coordinators have taken and passed the complete training program. The site has been accessed by nearly 6,000 Inspectors, Coordinators and Clerks.

We have met or exceeded all poll worker recruitment goals for the November election. We are currently conducting training classes and will continue to do so through the week preceding the election. Training schedules and locations are available on our website.

The table below tracks the number of recruited poll workers.

**POLL WORKER RECRUITMENT BY WEEK<sup>5</sup>**  
**November 4, 2008 – Presidential General Election**  
**Goal: 26,760 (optimum staffing level; exceeds legal requirement)<sup>6</sup>**

	<b>Inspectors</b>	<b>Clerks</b>	<b>Coordinators</b>	<b>NVC Directors</b>
<b>Beginning Total</b>	<b>4,380</b>	<b>17,154</b>	<b>670</b>	<b>228</b>
<b>Sept. 29</b>				
<b>Week 1</b>	<b>7</b>	<b>2,185</b>	<b>30</b>	<b>40</b>
<b>Oct. 6</b>			<b>Goal Achieved</b>	<b>Goal Achieved</b>
<b>Week 2</b>	<b>7</b>	<b>1,931</b>		<b>5</b>
<b>Oct. 13</b>	<b>Goal Achieved</b>	<b>Goal Exceeded</b>		<b>Goal Exceeded</b>
<b>Week 3</b>				
<b>Oct. 20</b>				
<b>Week 4</b>				
<b>Oct. 27</b>				
<b>Total</b>	<b>4,394</b>	<b>22,687</b>	<b>700</b>	<b>273</b>

**Braille Institute Voter Education Site**

Our Voter Education and Outreach Information program began at the Braille Institute on Wednesday, October 22 and continues through October 31. Visitors to the site have access to multilingual voter education materials, Vote by Mail application packets and accessible voting machine demonstrations. Voters can also check their polling place locations and their registration status and ask questions of our trained staff members.

**Results Reporting**

<sup>5</sup> Figures represent *confirmed* student, County and regular Inspectors, Coordinators, NVC Directors and Clerks.

<sup>6</sup> Any poll workers not assigned are placed in our reserve program and are placed based on available positions.

We are expecting record high voter turnout for this election. Anticipated long lines at the polls and increased ballot volume will impact timeframes for reporting Election Night results. We are focused on careful transfer and ballot tally operations so that the results we do issue will be accurate and as timely as possible. Information provided to candidates and media in advance of the election will address this issue. We will be issuing a historical Election Night reporting analysis to your Board and to the media that shows ballot processing and reporting times in past Presidential Primary and General elections.

### **Election Operations Center (EOC) Press Conference and Open House**

On Thursday, October 23, the RR/CC conducted a pre-election press conference and an EOC Open House Dedication ceremony. The press conference began at 1:30 PM and highlighted Election Day plans, voter education and outreach efforts, our new web-based functions, wait times at polling places and the optimum time to vote, and voting “myths”.

I discussed topics that the national media had been reporting on that do not apply to LA County. Specifically, I mentioned that all Vote by Mail votes are counted – no matter whether the race was close or not; I also stated that most provisional ballots are validated and counted here, and I outlined LA County and California Secretary of State’s policy on electioneering.

The press conference was followed at 3:00 by the EOC dedication ceremony. Speakers at the event included Supervisor Gloria Molina, Supervisor Yvonne Burke, CEO Bill Fujioka, Laura Zucker, Executive Director of the LA City Arts Council, Rebeca Méndez, the artist who created the installation art work, and Michael Lehrer, the architect for the space. We continued on to a reception located at the EOC. Both the press conference and the Dedication Ceremony were well-attended by media and invited guests.

### **Poll Worker Recognition Event**

The Board of Supervisors honored 14 election volunteers at the Board meeting on October 21. Honorees included poll workers, multilingual poll workers, a county poll worker, and a volunteer deputy voter registrar who has been registering voters every week for the past thirty five years. We attended a reception for the volunteers after the presentations and video taped their stories about when they first started serving and what their most interesting election was. We will edit, produce and distribute the tributes when they are complete.

### **Board of Supervisor Staff Training**

On Thursday, October 30 from 1:30 to 3:30 PM, RR/CC staff will conduct an Election Day Training seminar for BOS staff members. Topics include: voter registration and polling place lookup functions; VBM tracking function; a clarification of the RR/CC’s and SOS’s electioneering policies and a phone list of RR/CC contacts for Board staff members. All interested BOS staff members are encouraged to attend.