



Los Angeles County Registrar-Recorder/County Clerk

DEAN C. LOGAN
Registrar-Recorder/County Clerk

July 15, 2020

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

Sachi A. Hamai, Chief Executive Officer

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

VSAP Quarterly Report – 2nd Quarter, 2020

The following is the second quarterly update of 2020, detailing project activities and accomplishments during the period of March 11, 2020 to June 10, 2020. This report is provided to inform your Board and the public on the progress of the Voting Solutions for All People (VSAP) initiative. This report is prepared in response to a motion adopted by your Board on September 7, 2010.

This period follows the Department's full implementation of VSAP and focuses on items surrounding administration of the County's first election using the vote center model and the VSAP solution. Topics discussed herein include: 1) overview of the Department's Report Back on the March 3, 2020 Presidential Primary Election, 2) issuing a Vote By Mail (VBM) ballot to all voters for the November 3, 2020 Presidential General Election, 3) overview of elections held from April to June and steps taken to ensure a safe in-person voting experience, 4) community engagement highlights and related media coverage.

2020 Presidential Primary Election Report

On March 10, 2020, your Board passed a motion directing the Department to investigate challenges that voters experienced during the March 3, 2020 Presidential Primary Election. Through an effort in collaboration with Gartner Consulting, the Department sought to identify and analyze the root causes for the issues cited in the motion, and to develop solutions and determine associated costs.

To provide a comprehensive response to the motion, twelve workgroups were established to tackle each of the items reference in the motion. In conducting the review and identifying corrective actions, the Department reviewed observations and consulted with the California Secretary of State for feedback and recommendations.

As part of the motion, your Board also directed the Chief Executive Officer (CEO) to hire an independent consultant to provide a third-party review and validation of the report. The CEO selected Slalom Consulting for this effort. While that firm's work is not a part of the report, the Department fully cooperated in this effort to ensure that the Slalom team had complete access to all staff, vendors and stakeholders. The Department provided Slalom with all requested documentation (including background information, logs and other data, reports and survey responses) to assist in validating and monitoring the Department's efforts.

The report submitted on April 27, 2020 to your Board is found [here](#).

Issuing VBM Ballots to All Voters

An item contained within the March 10th motion directed the Department to develop an implementation plan, including a cost analysis, for providing VBM ballots to all voters for the November 3, 2020 Presidential General Election. Although this item was included within the motion that required the Report Back, given the nature of the request and the enormity of the task, a separate report was produced. This allowed the Department to provide your Board with a complete, distinct response on the issue. The separate VBM implementation plan is found [here](#).

Board action by motion on April 28th formally adopted VBM for all voters in LA County under the Voters Choice Act (VCA). Following the passage of your motion, California Governor Newsom issued Executive Order N-64-20 on May 8, 2020, directing California counties to ensure all voters receive a VBM ballot. This Executive Order is aligned with the motion passed by your board. The full text of the Executive Order is found [here](#).

A separate Governor's Executive Order was signed on June 3, 2020, which provides instructions and guidance to California counties regarding in-person voting locations and VBM drop-off boxes. The full text of this Executive Order is found [here](#).

Municipal and Special Elections

Following the 2020 Presidential Primary Election, special elections were scheduled over three different dates: April 14, May 12 and June 2. These were a combination of municipal elections for cities that have yet to consolidate, a recall election and special elections. These elections were all administered under Executive Orders from Governor Newsom, requiring Counties to mail ballots to all voters and to provide limited in-person voting which follow public health recommendations for protecting voter and election worker health and safety.

As a result of election operations being dramatically impacted by the COVID-19 pandemic, the Department used these elections to gain experience conducting elections where (a) all voters receive a VBM ballot and (b) in-person vote centers offer services with social distancing and other necessary public health measures in place to ensure a safe voting experience. The experience gained from these smaller elections will prove invaluable for the implementation of the November Presidential General Election.

To ensure a safe in-person voting environment, the following steps were taken:

- Vote Center staff were supplied with and required to use surgical masks, gloves and hand sanitizer.
- Surgical masks and gloves were provided for voters who arrived and did not have proper PPE.
- Incorporated public health and social distancing guidelines into the vote center staff training prior to deployment.
- Stationed a portable handwashing unit at each location for use by both voter center staff and voters.
- Utilized disinfectant to regularly wipe down and sanitize Ballot Marking Devices (BMD) and other items, as well as implemented procedures to ensure that BMDs were sanitized after each use and once per hour throughout during hours of operation.
- Implemented procedures and designed vote center layout to ensure six-foot separation between vote center staff and members of the public, including at times when voters interact with staff such as the check-in process.
- Utilized signs and cones to instruct the public and maintain social distancing.

April 14: Arcadia City General Municipal and Lancaster City Municipal

The Department sent VBM ballots to all active voters and established in-person voting locations at:

- Santa Anita Mall, Arcadia
- Lancaster City Hall, Lancaster

The Department also established 2 VBM dropbox locations in Arcadia and Lancaster.

May 12: Congressional District 25 Special General

The Department sent VBM ballots to all active voters and established in-person voting locations at:

- Acton Community Club, Acton
- Castaic Regional Sports Complex, Castaic
- Lancaster National Soccer Center, Lancaster
- Stephen Sorenen County Park, Lake Los Angeles
- Livingstone Cathedral of Worship, Littlerock
- Palmdale Elks Lodge, Palmdale
- Pampered Pooch Pet Hotel, Palmdale
- Porter Ranch Towne Center, Porter Ranch
- College of the Canyons, Santa Clarita
- George A. Cavalho Santa Clarita Sports Complex, Santa Clarita

The Department also provided 22 VBM dropbox locations in the following communities: Acton, Agua Dulce, Canyon Country, Castaic, East Littlerock, Lake Los Angeles, Lancaster, Littlerock, Newhall, Palmdale, Pearblossom, Porter Ranch, Santa Clarita and Valencia.

June 2: El Rancho Unified School Special Recall and City of Commerce Special Municipal

The Department sent VBM ballots to all active voters and established in-person voting locations at:

- Rosewood Park, Commerce

- Pico Rivera Senior Center, Pico Rivera

The Department also established VBM dropbox locations in Commerce and Pico Rivera.

Post-Election Surveys

To improve election operations and how the Department administers the upcoming Presidential General Election, surveys were sent to voters who participated in the Presidential Primary Election. Additionally, Loyola Marymount University (LMU) conducted exit polls throughout the County on Election Day. Details about the survey's findings, as well as results from (LMU) exit poll, can be found on page 57 of the Report Back provide to your Board. The report can be found [here](#).

VSAP Highlights and Activities

- Dean Logan presented to the League of Women Voters Pasadena Area (LWVPA) on May 14, 2020 for their League Day Webinar. The presentation, "Voting in a Time of Pandemic", reflected on findings and what the Department learned Presidential Primary Election, and what to expect as we move towards the Presidential General Election.
- On May 21, 2020, Dean Logan joined the Future of California Elections (FOCE) forum called "Voting in LA County's November General Election: Preparing the Public."
- Monica Flores, VSAP Project Manager, presented to the City of Long Beach Elections Oversight Committee on May 26, 2020, where she presented findings from the review of VSAP Implementation for the Primary Election and discussed the next steps in preparing for the General Election.

VSAP Media Coverage

March Headlines

3/10/20

[Coronavirus Concerns Hit RSA and a New Voting System Has a Glitchy Start—Governing](#)
[County supervisors want answers—AV Press](#)

[‘The Public Has Lost Confidence.’ LA Supes Criticize Registrar Over Voting Problems—Laist](#)
[Opinion: Here's what has to happen to prevent a repeat of long lines to vote—Market Watch](#)

[LA County to Bring in Independent Consultant Over Voting System Issues—CBS](#)

[Long lines, voting problems prompt an investigation, grilling of L.A.'s elections chief—L.A. Times](#)

[Supes discuss voting issues from Super Tuesday—SCV Signal](#)

[LA County greenlights probe into Election Day voting-system failures—LA Daily News](#)

[TV: Solving L.A. County's voting problems—NBC 4](#)

[TV: \(Spanish\) Investigation underway of new voting system issues—Univision](#)

3/11/20

[How Officials Are Trying to Fix LA County's Voting System—NBC 4](#)

[Better Late Than Never... but Not by Much—The Argonaut](#)

[The Denkmann Report: LA County's Top Election Official Apologizes for Primary Day Voting Systems Issues—KPCC](#)

[California and Texas voters faced hours-long lines on Super Tuesday—Brinkwire](#)

[Super Tuesday: Alex Padilla's Blame Game—Pasadena Now](#)

[RADIO: Supes pass motion requiring Registrar-Recorder Dean Logan to report back with solutions for November election—KPCC](#)

3/12/20

[RADIO: Pressure on Registrar-Recorder Dean Logan on why there were so many problems on Super Tuesday—KNX 1070](#)

[Some Favor New California Election Process—Wall street Journal](#)

[Iowa and LA primary voting blunders | Avast—Security Boulevard](#)

[Majority of Voters Reported Election Day Success LMU Survey Says—NBC 4](#)

[Always Advocating Alan – Are You Ready to Celebrate 'Wearing of the Green' on March 17? – Santa Clarita Gazette](#)

[Madison, Tornek Join Critics of County's Vote-Count Fiasco—Pasadena Now](#)

[California's Self-Inflicted Election Day Chaos—California Political Review](#)

3/14/20

[Bill proposes changes in response to long waits on Election Day—Easy Reader News](#)

3/15/20

[America has an election access problem – tech can't solve it—The Hill](#)

3/16/20

[LA Congressional Delegation to call for investigation of LA County vote center issues—Orange County Breeze](#)

[Election Integrity Project, California Projects that Los Angeles County Faces Significant Risks to the Reliability of its Elections if it Mails Ballots to Every Voter—PR Newswire](#)

[California Election Integrity in Jeopardy with Vote-by-Mail Ballots to Every Voter—California Globe](#)

3/17/20

[An Iowa-Style voting Disaster in Los Angeles—The American Prospect](#)

3/30/20

[Your column here – How Early Voting Undermines Democracy](#) – Santa Monica Daily Press

April Headlines

4/9/20

[Close vote count reveals flaw in LA County's pricey new system](#) – San Gabriel Valley Tribune/Long Beach Press Telegram

4/10/20

[What California Is Doing to Prepare for Elections During the Pandemic](#) – NY Times

[Long Beach organization says new voting system botched ballot recounts](#) – The Signal Tribune

4/13/20

[If CA Goes to All Mail-In Ballots, What Happens to Those High-Tech Voting Machines?](#) – Fox and Hound

4/22/20

[Here's why L.A. County plans in-person voting during coronavirus crisis while Riverside, Orange went all-mail](#) – LA Daily News

May Headlines

5/2/20

[Measure A reveals a new glitch in county's new voting system: Costly recounts](#) – Long Beach Post

5/9/20

[County adding vote center at Lancaster soccer facility](#) – Antelope Valley Press

5/10/20

[Trump calls 25th District election 'rigged' after new vote center opened](#) – The Signal

5/12/20

[UPDATE: Voters trickling into coronavirus-prepped voting sites in 25th Congress race](#) – LA Daily News

[LA County Registrar Responds to Trump Tweet on Lancaster Voting Center: "We're Unapologetic"](#) – Spectrum News 1

PRESS RELEASES:

- [6/5: First Ballot Counting Update for the June 2 Special Elections](#) 
- [6/2: Semi-Final Results Announced for the June 2 Special Elections](#) 
- [6/2: First Ballot Count for June 2 Special Elections](#) 
- [6/2: Vote Centers to Remain Open for Voting During L.A. County's Extended Curfew](#) 
- [6/2: Safe In-Person Vote Centers Open for June 2 Special Elections](#) 
- [5/18: Official Registration Deadline for the June 2 Special Elections](#) 
- [5/4: Vote by Mail Ballots Mailed for the Special Elections](#) 
- [6/1: Certified Election Results for the Congressional District 25 Special General Election](#) 
- [5/22: Third Ballot Counting Update for the Congressional District 25 Special General Election](#) 
- [5/19: Second Ballot Counting Update for the Congressional District 25 Special General Election](#) 
- [5/15: First Ballot Counting Update for the Congressional District 25 Special General Election](#) 
- [5/13: Outstanding Ballots Left to be Processed for the Congressional District 25 Special General Election](#) 
- [5/13: Semi-Final Results Announced for the Congressional District 25 Special General Election](#) 
- [5/12: First Ballot Count for Congressional District 25 Special General Election](#) 
- [5/12: Safe In-Person Vote Centers Open for May 12 Congressional District 25 Special General Election](#) 
- [5/8: Lancaster Vote Center Available in Second Weekend of Voting](#) 
- [4/27: Official Registration Deadline for the May 12 Congressional District 25 Special General Election](#) 
- [4/13: Vote by Mail Ballots Mailed for the May 12 Congressional District 25 Special General Election](#) 
- [4/27: Certified Election Results for the April 14 Charter City Elections](#) 

- 4/24: [Third Ballot Counting Update for the April 14 Charter City Elections](#) 
- 4/21: [Second Ballot Counting Update for the April 14 Charter City Elections](#) 
- 4/17: [First Ballot Counting Update for the April 14 Charter City Elections](#) 
- 4/14: [Semi-Final Results Announced for the April 14 Charter City Elections](#) 
- 3/30: [Official Registration Deadline for the April 14 Charter City Elections](#) 
- 3/16: [Sample Ballots and Vote by Mail Ballots Mailed for the April 14 Charter City Elections](#) 
- 3/27: [Certified Election Results for the March 3 Presidential Primary Election](#) 
- 3/24: [Eighth Ballot Counting Update for the March 3 Presidential Primary Election](#) 
- 3/20: [Seventh Ballot Counting Update for the March 3 Presidential Primary Election](#) 
- 3/18: [Certified Election Results for the March 3 Congressional District 25 Special Primary Election](#) 
- 3/17: [Sixth Ballot Counting Update for the March 3 Presidential Primary Election](#) 
- 3/13: [Fifth Ballot Counting Update for the March 3 Presidential Primary Election](#) 

Newsletter

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

About the VSAP

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

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

The size and diversity of Los Angeles County and the limited voting systems market, however, made it almost impossible to reasonably consider a commercial off-the-shelf voting system solution. Any voting system solution would entail a significant development or customization

process in order to satisfy the County's needs, General Voting System Principles and technical requirements.

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

Stay Connected

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

If you have any questions, please contact me directly at dlogan@rcc.lacounty.gov or office: (562) 462-2716 or your staff may contact Monica Flores at mflores@rcc.lacounty.gov or office: (562) 462-2697.

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c: Chief Executive Office
Executive Office, Board of Supervisors
Board Deputies
Chief Information Office