



DEAN C. LOGAN  
Registrar-Recorder/County Clerk

September 21, 2018

TO: Supervisor Sheila Kuehl, Chair  
Supervisor Hilda L. Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Janice Hahn  
Supervisor Kathryn Barger  
  
Sachi A. Hamai, Chief Executive Officer

FROM: Dean C. Logan, Registrar-Recorder/County Clerk *Dean C. Logan*  
William Kehoe, Chief Information Officer *William F. Kehoe*

**Implementing Recommendations for Elections**

At the Board of Supervisors meeting of August 7, 2018, your Board passed a motion by Supervisors Hahn and Kuehl directing the Registrar-Recorder/County Clerk (RR/CC) and the Chief Information Office (CIO) to report back on the recommendations of the independent review by IBM Security Services. The IBM review was requested by the County in response to a variety of issues caused by records being left off the roster of voters and the website outage of LAVOTE.net during the June 5, 2018 Statewide Primary Election. The following responds to the motion to ensure the accuracy of rosters and capacity of LAVOTE.net for future elections.

**Compatibility of State and Local Voter Databases**

The Department has had several meetings and continues to have ongoing dialogue with the Office of the Secretary of State (SOS) regarding the compatibility of the State (VoteCal) and County databases. While progress has been made in these discussions, until these issues are fully resolved the County will use its local database for the creation of its rosters.

This was the process that was used to create the rosters in the August 7<sup>th</sup> Special Election with no incident, and is consistent with IBM’s recommendations. Further, the process controls and automated data examination and confirmation routines described below have been implemented to eliminate contributing factors that resulted in the roster error.

The State is aware that for the November election the County will need to use the local database as the source of our data and that the State database will be used as a reference tool. After

the November election, the Department will regroup with SOS staff to come up with short and long-term goals to have better visibility of VoteCal's data as it relates to the County's records in addition to discussing enhancements to VoteCal's communication systems.

### **New Quality Control Practices**

To effectively track, control and manage the process of extracting voter file data that is used to generate the polling place rosters, the Department has implemented the following process controls:

- Adoption of a step-by-step instruction checklist to extract the voter file data.
- Limiting access to extract the voter file data at any given time for any election to one administrator.
- Maintain a voter file extraction log that captures the date, start time, end time, computer ID, initial and username of the person that ran the extraction.
- Assign staff to monitor and validate every procedural step and initial the voter file extraction log upon completion of the task.

### **Resolution of System Deficiencies**

To detect and identify voter extract data corruption and data integrity issues prior to the physical printing of the rosters, the following procedures have been implemented by the Department:

- Inspection and validation of key data elements (e.g. birthdate, address, party, registration date) for completeness, accuracy, and timeliness. Data from VoteCal and the County's database will be compared with the snapshot used to print the rosters and report out any inconsistencies. Review and signoff from operations and IT management are required before proceeding to final printing step.
- Manual verification of extract data by examining County records. The manual review will validate if there are any exclusions in the official voter record. Review and sign-off from operations management is required before proceeding to final printing step.
- Development of scripts to automate data comparison and integrity validation routines in certain processes.

### **Capacity of LAVOTE.net**

LAVOTE.net receives a significant increase in web traffic leading up to Election Day. To effectively ensure the Department's website has the capacity to handle the surge in web visits, the Department and the Internal Services Department (ISD) will run additional capacity tests at higher levels of concurrent connections to ensure necessary site performance prior to the November election and each subsequent election.

The Department has successfully implemented 11 of the 14 recommendations provided in the IBM Risk Assessment Report. The Department continues to work collaboratively with ISD on the completion of two additional system improvements that will provide:

- Enhancement of server login integration to follow best practice security policies.
- Enhancement of traffic filtering to further secure outbound web traffic from LAVOTE.net web servers.

The Department and ISD jointly evaluated a third and final recommendation and it was determined, with concurrence from the CIO, that the setting could lead to potential stale web results, given the limited benefit of the configuration it was decided to forgo its implementation.

### **Conclusion**

With the implementation of new quality control processes and resolution of system deficiencies described in preceding sections, the Department has high confidence that the roster issue will not occur in the November election. It is also important to note that the Department will again utilize poll worker training to help ensure that volunteer poll workers are prepared for issues that may arise on Election Day. Additionally, the Department has contingency protocols in place to respond quickly if an issue arises.

Provisional voting is a safety net and ensures that no properly registered voter is denied his or her right to cast a ballot if that voter's name is not on the roster of voters due to a clerical, processing, computer, or any other error. Extensive effort is always made to provide contextual and practical training for poll workers about assisting voters with provisional voting. The topic of provisional voting and why it exists to protect voters' rights is extensively covered in training materials and presentations.

The Department will deploy a significant number of field support staff in addition to poll workers to ensure that it can quickly and adequately respond to any problems that may arise on Election Day. These highly trained staff not only visit polling locations on a rotating basis to ensure that polling locations are operating smoothly, but they can also quickly respond if some type of significant problem occurs.

The Department takes its mission to provide election services to voters of the County of Los Angeles very seriously and is confident that these new processes and procedure enhancements combined with ongoing training and contingency planning will ensure that an incident like what occurred in June is not repeated in November. Additionally, the Department will work with the SOS following the November election to continue its discussion regarding the larger system compatibility issue.

an:fp

c: Celia Zavala, Acting Executive Officer