



COUNTY OF LOS ANGELES

REGISTRAR-RECORDER/COUNTY CLERK

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CONNIE B. McCORMACK
REGISTRAR-RECORDER/COUNTY CLERK

October 28, 2002

TO: EACH SUPERVISOR
Chief Deputy/Chief of Staff

FROM: Conny B. McCormack, Registrar-Recorder/County Clerk

ELECTION TRAINING FOR YOUR PHONE STAFF – NOV. 1, 2002

We realize that your offices, both downtown and your district offices, are deluged with calls from voters in the days immediately prior to election day and especially on election day. While many of your staff are well-versed in responding to the most typical caller who asks - "*Where do I vote?*" – I believe you will agree that it would be valuable if additional, specific information regarding the upcoming November 5th election is shared with your staff members who answer telephones.

As we did prior to the November 2000 General Election, we are inviting your staff persons who respond to voter inquiries to attend a short meeting, from 10-11 a.m. on Friday, November 1st in room 830 at the Hahn Hall. At the meeting we will provide display a visual overview of how to navigate key areas of our website to respond to the most typical voter questions. We will also distribute individual packets to each attendee containing election information that we believe they will find very helpful.

We are so grateful to your staff members who greatly assist us in answering the barage of calls from up to 100,000 voters who attempt to reach our 300+ telephone line bank on election day. Working together with our other key partners - City Clerks, League of Women Voters, Political Parties, and dozens of community based organizations – makes it possible for many more voters to get the services they seek on election day.

I look forward to personally greeting members of your staff who attend the November 1st meeting.

c: CAO

