



Orange County Registrar of Voters
COMMUNITY ELECTION WORKING GROUP
September 4, 2024
SANTA ANA, CALIFORNIA

Registrar Bob Page called the meeting to order at 2:04 p.m.

Update: 62 days away from November 5th, General Presidential Election.

ATTENDEES:

CEW Chair Adria M. Jimenez, City Clerk, City of Buena Park
CEW Vice-Chair, Theresa Bass, City Clerk, City of Anaheim
Jennifer Hall, City Clerk, City of Santa Ana
Lucinda Williams, City Clerk, City of Fullerton
Mike Chen, Asian Community
Marisol Ramirez, Community Engagement Lead, Regal Medical Group
Eddie Marquez, Latino Community
Beck Levin, Disabled Community
Gabriel Taylor, Disabled Community
Barbara Barish, Senior Community
Jeffrey Cardenas, Organizing Director, Democratic Party of Orange County
Randall Avila, Republican Party
Jan Urban, League of Women Voters
Lyle Brakob, Veterans Affairs
Russia Chavis Cardenas , At Large
Bob Page, Registrar of Voters
Jose Macedo, IT Services Manager, Registrar of Voters
Adele Tagaloa, Staff Specialist, Election Services, Registrar of Voters
Adrian Gabriel, Community Program Specialist, Election Services, Registrar of Voters
David Goulding, Warehouse Manager, Registrar of Voters
Enedina Chhim, Community Outreach Manager, Registrar of Voters
Heather McDaniel, Community Program Specialist, Community Outreach, Registrar of Voters
Imelda Carrillo, Election Services Manager, Registrar of Voters
Janlus Chou, Fiscal Administrator, Administration, Registrar of Voters
Justin Berardino, Deputy Director, Operations, Registrar of Voters
Kristy Chen, Community Program Specialist, Community Outreach, Registrar of Voters
Lora El Amatory, Staff Specialist, Administration, Registrar of Voters
Thu-Mai Tran, Community Program Specialist, Election Services, Registrar of Voters
Marcia Nielsen, Candidate and Voter Services Manager, Registrar of Voters
Matthew Craven, Community Program Specialist, Election Services, Registrar of Voters
Min Hong, Community Program Specialist, Community Outreach, Registrar of Voters
Phoebe Bui, Community Program Specialist, Community Outreach, Registrar of Voters
Rosa Vizcarra, Community Program Specialist, Community Outreach, Registrar of Voters
Stephen Barteau, Technology Services Manager, Registrar of Voters
Tonya Pearce, Training and Special Projects Manager, Registrar of Voters

Kim Hostler, Deputy Director, Administration, Registrar of Voters

WELCOME AND INTRODUCTIONS

Registrar Bob Page welcomed the group and went over meeting rules. The members of the ROV team introduced themselves. Registrar Page turned the meeting to CEW Chair Adria Jimenez.

Chair Jimenez requested a meeting roll call.

ROLL CALL

ROV Admin Staff Specialist, Lora El Amatory, confirmed the attendees for the meeting and that a quorum was present.

APPROVE 05/08/24 MINUTES:

Chair Jimenez requested a motion to approve the minutes from May 8, 2024.

CEW Member Lucinda Williams requested the May 8, 2024 minutes be amended to correct the identification of CEW Chair and Vice-Chair as follows:

- Remove "CEW Chair" from next to Jennifer Hall's name
- Change the title next to Adria Jimenez' name to "CEW Chair"
- Add "CEW Vice-Chair" next to Theresa Bass' name

Approval of May 8, 2024 minutes with changes moved by CEW Member Williams and seconded by CEW Member Jennifer Hall.

RECOGNIZE NEW MEMBER(S)/ANNOUNCE MEMBER RENEWALS

NEW:

- Long Nguyen – Asian Community. Not Present
- Sergio Contreras, Jr. – Latino Community. Not Present
- Lisa Tarlton – Vote Center CSR. Not Present
- Adrian Meza – Youth. Not Present

OPEN FORUM

Registrar Page asked the members if they had any issues or urgent matters to bring up that were not on the agenda. No items were introduced by CEW members.

Update on CEW Memberships:

Registrar Page confirmed all 27 seats on the CEW are filled. Wanted to bring up that the CEW bylaws allow between 20 to 30 members. Asked whether the CEW wanted to consider inviting two or three more members. Asked if the CEW is missing any communities that should be included.

CEW Member Eddie Marquez suggested to go over what communities are represented. The CEW membership categories were shown on the screen.

CEW Member Beck Levin suggested a representative of the LGBTQ community be invited to join the CEW.

Registrar Page asked the members if they would like to add anyone from law enforcement.

Registrar Page also asked whether a representative of a MENASA group (Middle East, North Africa and South Asia) should be added.

ROV Community Outreach Manager Enedina Chhim stated that several members of the CEW Language Accessibility Advisory Committee represent MENASA groups.

Outreach Manager Chhim asked about inviting a representative from the African American community.

It was stated that one of the CEW members serving in a Vote Center Customer Service Representative seats is African American.

CEW Member Williams expressed support for inviting a law enforcement representative on the CEW.

CEW Member Gabriel Taylor suggested reaching out to someone from OCTA (Orange County Transportation Authority) to ensure voter access to public transportation is considered and addressed.

Suggestions were noted by Registrar Page. He stated that if the CEW exceeds 30 members, a bylaws amendment will be required. He will confer with ROV team and bring the discussion back at the next meeting.

2024 PRESIDENTIAL GENERAL ELECTION:

Registrar Page: In preparation for the General 2024 Presidential Election, ROV Team is working on finalizing the ballots.

A slide containing important dates was shared.

A slide containing information about what was on the ballot was shared.

CEW Member Jeffrey Cardenas asked how many candidate contests are state or local?

ROV Candidate and Voter Services Manager Marcia Nielsen stated there are six candidates for President, top two for US Senate, top two for State Legislature contests. The remainder of the 409 candidates are all running for local office.

Many offices up for election didn't make it on the ballot because there were not enough candidates for those offices to hold an election. For special district offices that did not qualify for the ballot, the Board of Supervisors appoint qualified candidates in lieu of election.

Outreach Manager Chhim offered to send CEW Member Cardenas a link to the candidate log.

VOTING LOCATIONS:

ROV Election Services Manager Imelda Carrillo: The number of Vote Centers increased to 184 (38 open 11 days and 146 open 4 days).

There are a total of 124 public facilities and 60 non-public (retails and places of worship).

In the process of finalizing the list of Vote Centers by middle to end of next week for inclusion in the Voter Information Guide and posting to the ROV website (ocvote.gov/options).

There will be a total of 5 Pop-Up Vote Center events.

The number of Ballot Drop Boxes also must increase by one to a total of 123, open 29 days prior to Election Day (10/07/2024).

Pre Elections Code, ROV must give preference to a community college campus for the addition Ballot Drop Box. We are currently negotiating an agreement with Santiago Canyon College.

CEW Vice-Chair Theresa Bass asked about Ballot Drop Box agreement terms.

Election Services Manager Carrillo stated the license agreements are for five years. Less than 30 have been renewed. After Election Day, ROV team will reach out to renew additional license agreements.

Election Services Manager Carrillo stated the Ballot Drop Box at a church near Anaheim City Hall is not set to expire soon. ROV's Matt Craven will reach out when time comes.

POP-UP VOTING LOCATIONS:

Election Services Manager Carrillo: These are single day of voting events. ROV partners with community organizations to promote to voters with limited access to a Vote Center location. There will be five different dates and locations (listed on the slide). We are in the process of securing the final location.

CEW Member Cardenas asked if the final location to be secured is in South County.

Election Services Manager Carrillo: Yes

HIGH SCHOOL STUDENT CSR PILOT PROGRAM:

Election Services Manager Carrillo: In March of 2024, we launched a pilot high school student Vote Center customer service representative (CSR) program. It was successful.

Before the Vote Center model, we used to have 1,500 to 1,800 students volunteer on Election Day to work in polling places.

This election we are expanding the program county wide (all 184 vote centers), two students per vote center on Election Day. The students must have a 2.5 GPA, permission from school and parent, apply online and complete a training.

Applications are live on the website: ocvote.gov/student. The maximum number of students is 400, and we want to make sure it will be a memorable and positive experience.

CSR RECRUITMENT:

ROV Deputy Director of Administration Kim Hostler provided some statistics regarding recruitment and training.

On average, ROV staffs each Vote Center with seven employees (1 Lead and 6 CSRs).

Current CSR hiring target is 1,288 employee plus a 30% buffer to account for people who drop after we hire them.

Surveys were sent out to all previous employees; 1,123 are interested in returning.

ROV also recruited for new employees. We received more than 4,600 applicants. We closed the recruitment in late August.

Training: Online training started August 6. So far, 688 CSR employees have completed the online training.

In-Person training starts September 9. We have 744 CSR employees enrolled so far.

Given the large number of applicants, we will also review them for other election extra help positions in our office.

VOTER EDUCATION AND OUTREACH:

Outreach Manager Chhim: Our voter education tool kit will be published this month.

It will provide a variety of tools to enable people and organizations to ensure local voters are well informed about how, when and where to cast a ballot. It will include template social media posts with graphics, template newsletter articles, infographics, videos and more. We hope you will use it to share election information with your constituents.

Will have two infographics for this election: Vote Easy which is updated and Vote Secure which is new addition.

We continue to have voter education explainer videos on ways to vote, how to complete the ballot, and election security. We are adding videos this election on accessibility and language services, open house presentations, and community champion testimonials.

CEW Member Levin asked if the new accessibility and language services video will be translated into the four federal languages and ASL and have active captions.

Outreach Manager Chhim: Yes.

ELECTION OBSERVATION MATERIALS:

Outreach Manager Chhim: Any member of the public can observe the processing of ballots. An election notice of the major observable events was published in August.

In addition, we have updated the observation guidelines handbook and translated it into the four federal languages.

In addition to a copy of the public notice, the Observation page of the ROV website (ocvote.gov/observe) also provides a daily observation calendar, brochures with summary information and the Open House presentation videos.

OUTREACH MAPPING TOOL:

Outreach Manager Chhim: We created an internal mapping tool to analyze community demographics to track where we have completed outreach and identify communities that need outreach or additional outreach.

In addition, we can input the size of the events we attend and the number of contacts and impressions we made.

CEW Member Cardenas: Is the Mapping Tool available for the public to see?

Registrar Page: We use it internally. We have not posted the mapping tool on our website.

OPEN HOUSE:

Outreach Manager Chhim: The Open House has been a success. We have received good feedback and attendance.

The Open House for this election is scheduled for Tuesday October 28, 2024, from 4 p.m. to 7 p.m.

Anyone from the public can attend. We will have stations set up where staff members will provide presentations about observable activities/operations and steps taken to secure ballots. Staff will also be available to answer questions.

Please attend if you are available. Also please share it with the community and your networks.

VOTER EXPERIENCE SURVEY:

ROV Deputy Director of Operations Justin Berardino shared that ROV is partnering with CalTech to conduct a voter experience survey for the upcoming election. The survey will be distributed to a scientific sampling of voters after the election. Questions will be aligned with ones asked in other jurisdictions to allow for comparison. The data we collect from the survey should help inform the update of our Election Administration Plan in 2025.

ELECTION SECURITY MEASURES:

ROV Deputy Director of Operations Berardino shared information about the multiple security measure ROV uses in collaboration with law enforcement.

Every day the vote center is open, a Sheriff sergeant will be present in the command center to triage incidents and, if needed, contact the appropriate law enforcement agency to respond. This approach was introduced during the 2024 Primary Election.

Training is also an important component, including cybersecurity and de-escalation training. Homeland Security also assessed the physical security of our facility and recommended improvements that we have made.

We continue to add layers of technical cybersecurity protections in collaboration with CISA.

We continue to refine our observation program. We will continue have a metal detector and bag check. Our Observation Ambassadors will guide observers and be available for any questions.

ELECTION CERTIFICATION DEADLINE:

Registrar Page: Assembly Bill 3184 is urgency legislation specific to when we can certify the 2024 Presidential General Election.

The proposed deadline for voters to cure a signature challenge to their vote-by-mail ballot would be Sunday, December 1, 2024, and deadline to certify would be Tuesday, December 3, 2024.

The bill is on the Governor's desk. Assuming he signs the bill, we will not be able to certify until Tuesday, December 3, 2024.

CEW Member Williams expressed support for having a clear and certain certification date to assist City Clerks with scheduling the presentation of election results to their City Councils.

2025 ELECTION ADMINISTRATION PLAN UPDATE:

Registrar Page: We will promote the upcoming EAP update on a page in the Voter Information Guide. Will invite voters to sign up on our website for an interested party list to receive notifications about meetings and the public review and comment periods.

We have two training opportunities coming up:

- The Community Academy at Stanford University (September 15-17): We applied for free conflict resolution and community engagement training and were accepted. Stanford limited the number of people we could bring to eight. The following CEW members will attend along with Sheriff Barnes and myself (Bob):
 - o Randall Avila
 - o Jeffrey Cardenas
 - o Mike Chen
 - o Adria Jimenez
 - o Marisol Ramirez
 - o Gabe Taylor
- ROV has contracted with the Institute for Local Government to provide inclusive public engagement training to the ROV team.

During the next CEW Meeting will share what we learned at the Stanford Community Academy.

CEW VAAC and CEW LAAC UPDATES:

CEW VAAC:

Election Services Manager Carrillo: The VAAC's last meeting was very engaging and productive, focusing on Accessible Services, Community Outreach and Engagement.

CEW Member Levin asked about ASL and translation support.

Election Services Manager Carrillo: Open captioning is added to all videos we produce.

CEW Member Taylor shared that he coached the ROV trainers about accessibility that they can use when training Vote Center CSRs. Thanked the ROV team for the opportunity.

CEW LAAC:

Outreach Manager Chhim: The LAAC meeting was well attended (10 participants). We went over the Voter Education Tool Kit, Outreach Mapping Tool and Upcoming Outreach Events and Partnerships.

We sought input from the LAAC about upcoming community events we could attend.

Registrar Page shared that it is ROV practice to not attend a community event that features and/or hosted by someone on the ballot. If we are invited to an event in favor or against any candidate or measure, we will decline as well.

FUTURE BUSINESS ITEMS:

Setting Date for next meeting: Registrar Page stated that the next VAAC and LAAC meeting dates have not been identified yet. We expect to schedule them in January. We typically schedule CEW meetings shortly after the subcommittee meetings.

Suggested the CEW consider scheduling its next meeting on one of the last couple of Wednesdays in January, either 22nd or 29th.

CEW Member Williams suggested January 29th to have time for subcommittee meetings to be held.

No objection was voiced to the proposed date of January 29 from 2 p.m. to 4 p.m. ROV will send out a save the date invitation.

Registrar Page: The meeting slides will be sent to the CEW members by email. After the meeting adjournment slide, are slides summarizing pending State Assembly and Senate bills. Everyone can review the bills on their own time.

CEW Member Marquez offered to seek support for ROV positions on the bills from the numerous boards he sits on.

Registrar Page: Thank you, ROV does not have the authority to take positions on legislation. Only the Board of Supervisors can adopt County positions on bills.

CEW Member Cardenas shared that the Democratic Party is conducting voter education with a focus on Spanish language outreach. He invited CEW members to contact him if they were interested in partnering.

Registrar Page: Topics for the January CEW meeting may include:

- Recap this election.
- Election Administration plan item
- Update the bylaws to add more seats to the CEW.
- Anything else to address in January, please let us know.

CEW Chair Jimenez adjourned the meeting at 3:25 PM.