



VOTING SOLUTIONS FOR ALL PEOPLE

ACCESSIBILITY

Human centered design that makes voting easy, user-friendly, and accessible to all.

The new voting experience in Los Angeles County is designed to be intuitive and accessible for all voters. Innovative changes give all voters regardless of age, background, disability or language a private and independent voting experience that is easy and convenient.

FLEXIBLE OPTIONS



Voters will be able to vote at any vote center throughout the County for an election period of up to 11 days. All voting devices at vote centers are fully accessible.

INTERACTIVE SAMPLE BALLOT (ISB)



The ISB is a convenient option for voters who want to mark their selections at home, using a personal device with their preferred tools. The ISB creates a Poll Pass - like an airline boarding pass. At the vote center, voters scan the Poll Pass to transfer their selections to the Ballot Marking Device (BMD). Then, they can review and/or change their selections before casting their ballot.

BALLOT MARKING DEVICE (BMD)



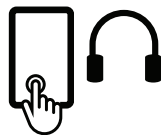
The BMD makes it easy for voters to customize the voting experience to fit their needs. Voters can adjust settings on the BMD including user interface contrast, text size, screen angle, and audio volume and speed.

Four user interface modes make it easy for all voters to vote privately and independently.



Touch

Interact with the touchscreen



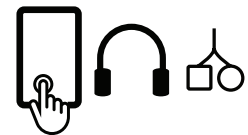
Touch + Audio

Interact with the touchscreen and hear audio instructions through headphones



Controller + Audio

Interact with a tactile controller with braille labels and adjustable cord and hear the audio instructions through headphones



A/B or Dual Switch Port

Interact with your own personal device. Using the available port for assistive technology devices, view interactions on screen and hear audio instructions through headphones





LA County is Modernizing the Voting Experience by 2020

LA County's current voting experience is outdated and in critical need of modernization. Voters should be able to vote when, where and how they want. The new voting system under Voting Solutions for All People is an important step to accomplishing these goals.

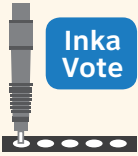
CURRENT VS. FUTURE





- Limited Voting Experience
- Only 1 Day to Vote
- Polling Places





- Any Voter Can Use
- 11 Days to Vote
- Vote Centers

 Voting equipment is outdated and inaccessible to many voters; limited to **1 device** per location


 Paper rosters are printed in advance and often require supplemental printing


 Voters can vote at **any** vote center throughout the County with full language services and expanded accessibility

 *Electronic Pollbooks (ePollbooks) access data in **real time** and allow for same day registration

 Early voting only available at a **limited** number of locations in the County

 Fully accessible voting equipment available at **every** vote center

 Voters can only vote at **1 location** on **1 day** between 7:00am and 8:00pm

 Voting available for **11 days** at vote centers throughout the County

*The new voting model will move us away from reliance on pre-printed paper rosters and in its place provide real time access to the full voter database at all voting locations that makes same-day voter registration easier.



VOTING SOLUTIONS FOR ALL PEOPLE

VOTE BY MAIL: WHAT YOU NEED TO KNOW

Los Angeles County has redesigned your Vote by Mail materials making it easier and more convenient to vote by mail. The November 6, 2018 General Election was the first time Vote by Mail voters received these redesigned materials.

WHAT'S NEW?

NEW BALLOT CARDS AND ENVELOPE

- Full face ballot
- Easier to read
- Easier to fill out
- Easier to understand

RETURN OPTIONS

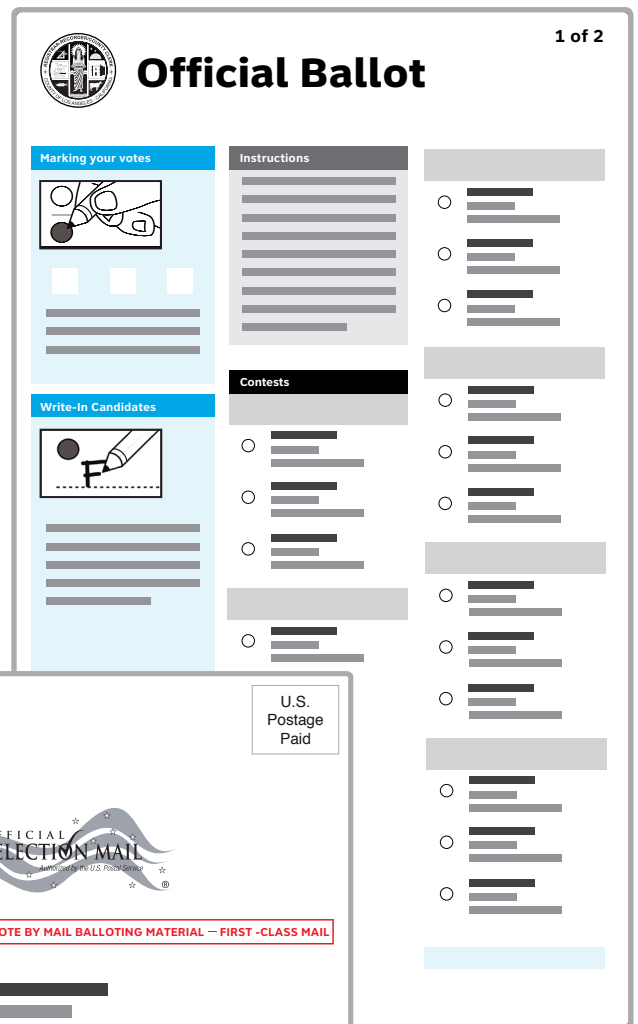
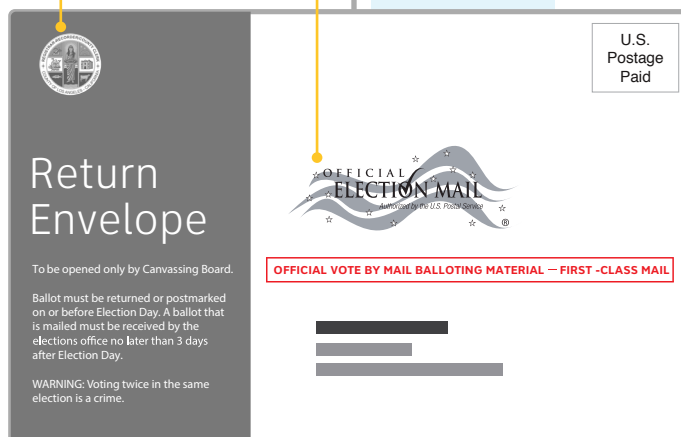
You can return your Vote by Mail ballot to us via USPS. **No Postage Necessary.** In addition, you can drop it off at any voting location or one of our new conveniently located ballot drop-off locations across LA County.

MULTILINGUAL BALLOTS

We offer ballots in 12 languages.

Call our office to request your multilingual ballot at **(800) 815-2666, option 3**

How do you know it came from us?



Visit LAVote.net to request a Vote by Mail ballot, find a Vote by Mail ballot drop-off location or to track your Vote by Mail ballot.



VOTING SOLUTIONS FOR ALL PEOPLE

VOTE BY MAIL FREQUENTLY ASKED QUESTIONS

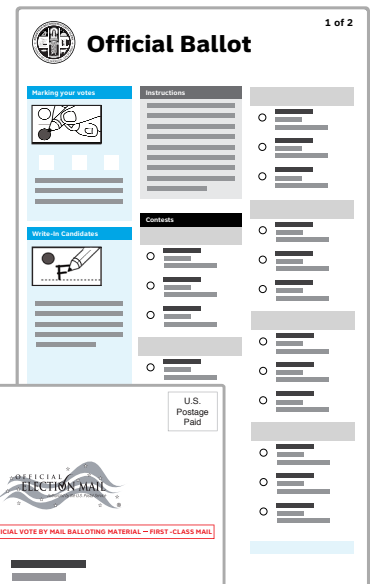
❓ WHY THE CHANGE?

- ▲ To improve your voting experience making it more accessible and convenient. The ballot(s) are easier to read and easier for you to mark your selections. The November 6, 2018 General Election was the first election in which voters received the new Vote by Mail (VBM) materials.

❓ WHAT DOES THE NEW VBM BALLOT LOOK LIKE?

- ▲ VBM materials include full face ballot cards that contain all the information needed to vote. Depending on the size of the election and the number of contests on the ballot, the VBM packet may contain multiple cards with contests on the front and the back (see sample on the right).

If you request election materials in a language other than English, you will receive a VBM ballot in the language that you requested along with an English facsimile to assist you in voting.



❓ HOW MANY STAMPS DO I NEED TO MAIL MY BALLOT VIA U.S. POSTAL SERVICES (USPS)?

- ▲ None. Postage is pre-paid for all Vote by Mail voters in Los Angeles County.

❓ HOW CAN I RETURN MY VBM BALLOT?

- ▲ You can return your VBM ballot via the USPS, just drop it in the mailbox, no postage required. If you would like to deliver it directly to us, you can drop it off at a Drop-Off location or at any voting location on Election Day. No matter how you return it, don't forget to sign and date your return envelope.

❓ WHEN DO VBM BALLOTS BEGIN BEING MAILED?

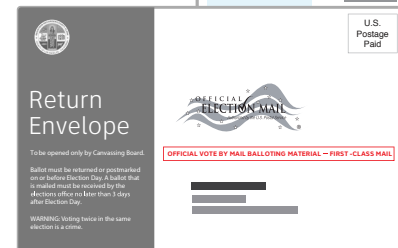
- ▲ We begin mailing out VBM ballots 29 days before Election Day. Voters registered as Permanent VBM will begin receiving their ballots a few days after mailing. One time requests will be processed daily and should be received within a few days of the request.

❓ WHAT DO I NEED TO FILL OUT THE VBM BALLOT?

- ▲ The VBM ballots must be filled in with black or blue ink.

❓ WHAT DOES THE NEW VBM ENVELOPE LOOK LIKE?

- ▲ VBM envelopes that are issued from the Los Angeles County Registrar's office include the following notice on the front of the envelope: Official Election Mail Authorized by the U.S. Postal Service. Additionally, you will find the County seal on every envelope. For questions or concerns regarding VBM, please call 1-800-815-2666, option 2.





VOTING SOLUTIONS FOR ALL PEOPLE

VOTE BY MAIL FREQUENTLY ASKED QUESTIONS

Q DO I HAVE TO RETURN ALL THE BALLOT CARDS FOR MY SELECTIONS TO BE COUNTED?

▲ We encourage you to return all ballot cards. However, not returning all the ballot cards will not impact votes cast on the ballot cards you did send back.

Q WHAT SHOULD I DO IF I DAMAGE OR LOSE MY VBM BALLOT CARDS?

▲ If you damage or lose one or more of your ballot cards, you can request replacement materials up to 7 days prior to Election Day. If a replacement is requested, we will send a brand new VBM packet. If it is less than 7 days before Election Day, please contact our office at (800) 815-2666, option 2.

Q HOW CAN I REQUEST A VBM BALLOT?

▲ You can request a VBM ballot online at LAvote.net or by filling out and returning the back cover of the sample ballot booklet to the Los Angeles County Registrar's office.

Q HOW DO I REQUEST A VBM BALLOT IN A LANGUAGE OTHER THAN ENGLISH?

▲ Call the Los Angeles County Registrar's multilingual services section at (800) 815-2666, option 3 to request election materials in another language.

Q WHAT SHOULD I DO WITH MY FIRST SET OF VBM MATERIALS IF I REQUESTED A NEW SET?

▲ Write "Void" on all of the old materials and discard them.

Q WHAT HAPPENS IF THE SIGNATURE ON THE RETURN ENVELOPE IS MISSING OR DOESN'T MATCH WHAT'S ON FILE?

▲ The Los Angeles County Registrar's office will mail an Unsigned Ballot Oath form for you to fill out and sign. You will have up to 8 days after Election Day to return the form to our office for your ballot to be counted.

Q CAN I TRACK MY VBM BALLOT?

▲ Yes, just like our current VBM process, voters can track their ballots online at LAvote.net.

Q WHERE CAN I LEARN MORE ABOUT THE NEW VBM EXPERIENCE?

▲ Visit VSAP.lavote.net to learn more about the research and design that went into the new VBM experience.





VOTING SOLUTIONS FOR ALL PEOPLE

SECURITY

Giving Los Angeles County voters a secure, accurate, and transparent voting experience.

The new voting experience in Los Angeles County is designed to be secure and transparent for all voters. There are various system elements that protect the integrity of elections and the voting process.

■ SECURE DESIGN

The Ballot Marking Device (BMD) prints a voter verifiable paper ballot. The voter's selections are printed in human-readable text and are the official vote of record. By design, the BMD is not connected to any network or the internet. It also does not store any voter data or tally votes.



■ PRIVATE AND CONFIDENTIAL

The voter information on the electronic pollbooks (ePollbooks) is not connected to the BMD or the vote tally system. They remain independent from one another to protect voters personal information. Printed ballots do not contain any voter information.



■ MULTI-FACETED ACCESS CONTROLS

The Los Angeles County Registrar's office maintains appropriate security protocols for each step of the voting process. Election staff have user-specific credentials to lower the likelihood of unauthorized access. The use of locks and tamper-evident seals on the Integrated Ballot Box (IBB) and sensitive election equipment protects the integrity of all elections and ensures a verifiable chain of custody.



■ TRANSPARENCY AND ACCESSIBILITY

The new voting experience incorporates the necessary defense against system vulnerabilities while ensuring transparency and public access to the elections process by conducting a 1% manual audit of ballots cast is conducted during the post election canvass period prior to certification.





VOTE CENTER FACILITY CHARACTERISTICS

■ VOTE CENTER MODEL OVERVIEW

In 2020, Los Angeles County will transition to a new voting model that lets voters vote at any voting location in the County.

- Convenient, secure and accessible **Vote Centers** available for 11 days
- **Vote by Mail Drop Box Locations** available for 29 days
- **Same day voter registration** allowed
- Innovative **technology** and top-notch **security**
- **On-site staff** to provide assistance in multiple languages

■ ADA ACCESSIBILITY REQUIREMENTS

All facilities must meet ADA requirements including:

- ADA accessible path of travel from the street/public transit to the front door
- 32" wide doorways
- ADA designated restroom
- On-site ADA designated parking
- Free of internal barriers preventing wheelchair access



■ POWER AND NETWORK CONNECTIVITY

All rooms except the storage room need access to power outlets and internet.

Internet access can be:

- Hard wired (DSL, Cable, Fiber)
- Wi-Fi
- Mobile broadband wireless (LTE, 4G)



■ OTHER QUALIFYING CRITERIA TO CONSIDER

- On-site parking spaces available
- Convenient access to public transit
- Hours of operation
- Rooms with locking doors





VOTE CENTER FACILITY CHARACTERISTICS

MINIMUM INTERIOR DIMENSIONS

The space can be one large room or multiple, preferably adjacent rooms.

A vote center is made up of 6 distinct areas:

- Voter Line/Queueing Area
- Ballot Marking Device Area
- Kiosk Area
- Check-in Area
- Vote by Mail Area
- Storage Area

These distinct areas would preferably be in the same room but it is possible to have the storage area and line/queueing area located separately.

The approximate square footage requirements below may be met by totaling the size of any separate/distinct areas outlined above.

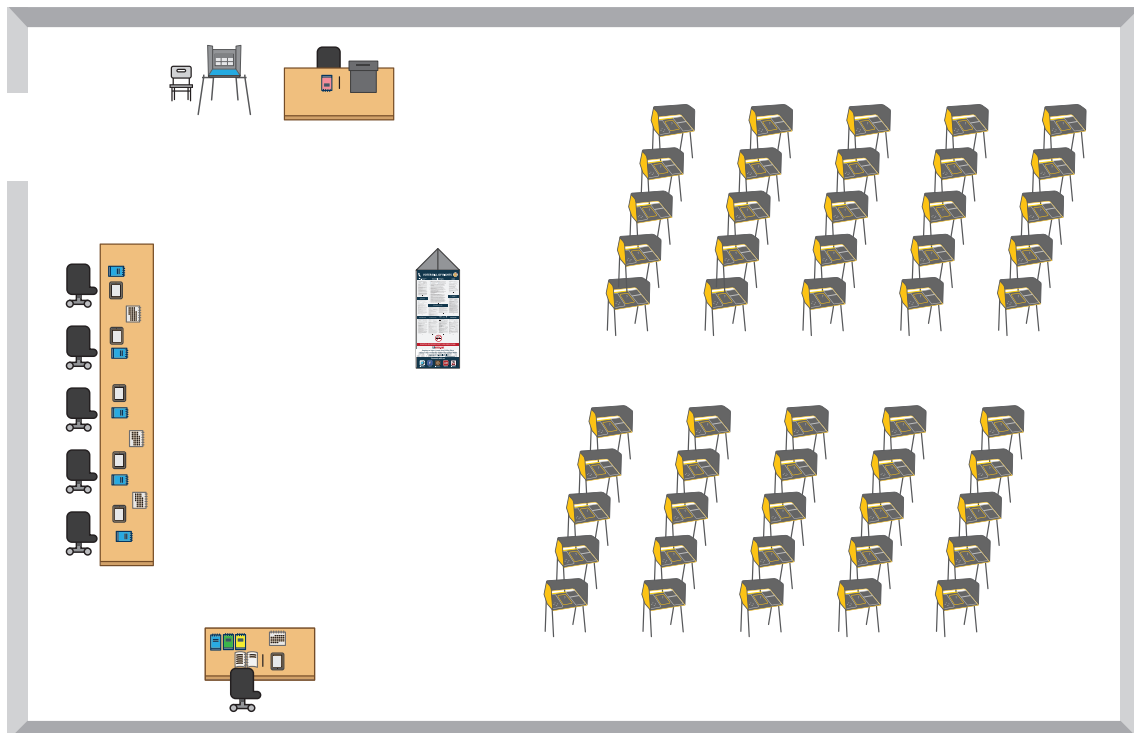
FACILITY SIZES

Small
1,050 sq. ft.*

Medium
2,450 sq. ft.*

Large
3,850 sq. ft.*

**square footage is approximate*



Sample configuration of a large vote center





VOTE CENTER PLACEMENT PROJECT

In 2020, Los Angeles County will transition from polling places to vote centers. To ensure these locations are accessible to voters, the County has partnered with experts to conduct the Vote Center Placement Project.

WHAT WE'RE DOING

LA County will conduct a comprehensive spatial analysis to understand when and where voters are most likely to vote.



Accessibility



Security



Proximity



Convenience

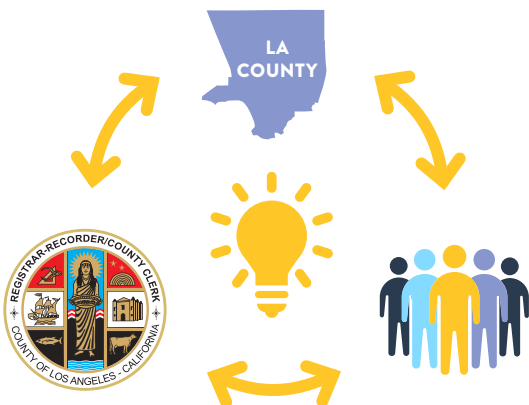


Availability

HOW WE GET THERE

To ensure that community needs are addressed, the County will:

- Work directly with citizen advisory groups
- Hold stakeholder meetings
- Conduct community surveys
- Provide an interactive online platform to collect community input



WHAT VOTERS GET

- A new voting experience
- Convenient, secure and accessible vote centers available 11 days
- Vote by Mail drop-off locations available for 29 days
- Mobile and pop-up vote centers
- Flexibility to vote at any location in the County

