



Los Angeles County Registrar-Recorder/County Clerk

DEAN C. LOGAN
Registrar-Recorder/County Clerk

March 12, 2020

Ms. Eunice Hur Song, Esq.
Executive Director
Korean American Coalition – Los Angeles
3727 W 6th Street, Suite 305
Los Angeles, California 90020

Dear Ms. Song:

Thank you for your letter dated March 2, 2020, sent on behalf of the Korean American Coalition, the Anti Defamation League, the Asian Pacific Policy & Planning Council and the Center for Asian Americans United for Self Empowerment.

I would like to begin by extending a heartfelt apology for the disruptions that voters, including your members, experienced on Election Day. I take these matters very seriously and my office is committed to addressing these issues and implementing safeguards to prevent future issues.

Thank you for providing a list of the matters your organizations would like to see addressed. As you may know, the Board of Supervisors passed a motion on March 10, 2020, directing the Chief Executive Officer to retain a consultant to investigate all of the challenges voters experienced on Election Day and the days leading to the election. Please find the motion attached. Your concerns will be reviewed and addressed by the investigation, as I will share your letter with the outside firm doing the investigation.

As for the issue of translation on the return vote by mail envelopes, your organizations, and the voters they represent, should know that the ONLY component of the envelope that is necessary for counting is the voter's signature. The lack of an address alone does not invalidate the ballot or prevent it from being counted. We identify voters by scanning the bar code on the return envelope. However, I recognize the lack of translation may have caused confusion and I welcome your thoughts on how to address this issue. If you are amenable, I would like to meet with you to discuss.

On the issue of Incorrect Sample Ballots, unfortunately we were not aware of situation until it was brought to our attention days before the election. Once we became aware, we immediately directed our vendor to mail the correct version to enable voters to receive the correct sample

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ballot by February 28th. We were informed the corrected sample ballots were mailed to the affected voters, but we recognize this occurred after some of the vote centers had already opened for early voting and may have created confusion and concern. This issue, and the other issues contained in the attached motion, are being analyzed to put corrective action plans in place to prevent these situations from happening again.

Thank you for your patience as we look into the challenges voters faced on Election Day and prepare corrective measures. In the meantime, my Manager of Government & Legislative Affairs, Aaron Nevarez, along with his team, are available to meet with you as we move forward. Aaron can be reached at (562) 462-2800.

Please do not hesitate to contact me directly should you have any further questions or concerns.

Sincerely,



DEAN C. LOGAN
Registrar Recorder/County Clerk

Attachment

c: Board of Supervisors

REVISED MOTION BY SUPERVISORS JANICE HAHN AND
KATHRYN BARGER

March 10, 2020

Election Day Voting Issues

Voting in Los Angeles County took on a much-needed transformation recently. We stopped utilizing the outdated InkaVote system and adopted a completely overhauled, modernized voting system, called "Voting Solutions for All People (VSAP)."

VSAP allowed more people to vote independently than in previous elections by allowing for a multitude of languages, both written and verbal, to be played on touch screens as well as the ability for voters to change the screen font size with ease. Instead of a single day of voting, any voter in the County could vote up to 11 days early at Vote Centers.

However, despite all those improvements, we heard reports of large numbers of voters who were frustrated with their experience on Election Day. There were excessive wait times around Vote Centers. By some accounts, people waited for up to 4 hours to enter and vote and many simply left out of frustration without voting. Technical challenges with the new system arose all over the County, which were not addressed quickly, and it

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became clear that there were insufficient numbers of pollworkers at the most heavily trafficked Vote Centers. The next Election Day in November is expected to have even more voter turnout. We need to quickly determine how to address the serious problems that were identified with VSAP yesterday and make the necessary changes to ensure that voters can exercise their right to vote conveniently.

WE THEREFORE MOVE that the Registrar-Recorder/County Clerk, in consultation with the California Secretary of State, investigate all of the challenges that voters experienced on both Election Day as well as all days County residents were able to vote, including:

- 1) Excessive wait times that may have been a result of technical issues from the check-in process;
- 2) Ensuring appropriate staffing is maintained at each Vote Center location and enough staff to respond and fix technical challenges that arise at Vote Center locations;
- 3) Determine what led to 17,000 voters not receiving their Vote By Mail ballots as scheduled;
- 4) Determine how 3 cities and other smaller precincts were not included for Measure FD; and
- 5) Discrepancies between official publications of Vote Center locations and actual/final vote center locations;
- 6) Problems with the 'hotline' used for voters to report problems to ensure adequate staffing, including callers being disconnected due to high call volumes;
- 7) An assessment of the set up at Vote Centers, deployment of resources and availability of staff at the Vote Centers

- 8) Identify all of the technical issues, including IT/internet connectivity and inoperable voting machines; and
- 5) 9) Report back in 45 days with corrective measures for all the above that will be put in place prior to when voting commences in November 2020.

WE, FURTHER, MOVE that the Board of Supervisors instruct the Chief Executive Office to hire an independent consultant to:

- 1) Review all the issues presented during the 2020 Primary elections;
- 2) Validate the corrective action plan developed by the Registrar-Recorder/County Clerk;
- 3) Provide additional recommendations, if any, to ensure that the same problems do not re-occur in the November election; and
- 4) Monitor and assist the Registrar-Recorder/County Clerk in the November General election.

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