DEAN C. LOGAN
Registrar-Recorder/County Clerk

June 14, 2016

TO: Supervisor Hilda Solis, Chair
           Supervisor Michael D. Antonovich
           Supervisor Don Knabe
           Supervisor Mark Ridley-Thomas
           Supervisor Sheila Kuehl

           Sachi A. Hamai, Chief Executive Officer

FROM: Dean C. Logan, Registrar-Recorder/County Clerk

VSAP Quarterly Report – 2nd Quarter, 2016

The following is the second quarterly update of 2016, detailing project activities and accomplishments during the period of March 1 to May 31, 2016. These reports are provided to inform your Board and the public on the progress of the Voting Systems Assessment Project (VSAP). This quarterly report is prepared in response to the motion adopted by your Board on September 7, 2010.

During this reporting period, the Department actively engaged the members of the VSAP Advisory Committee and Technical Advisory Committee to ensure that critical decisions are well-guided in the development of design, software and engineering specifications for the voting system. Further refinements and final touches are being made on the Ballot Marking Device design as well as the Vote by Mail packet based on the findings from the user testing and the feedback from our committee members. These voting system components, as all others being designed through the project, have also been tested by voters, pollworkers and various partners. It is a core value of this project to engage voters throughout the process in order to design a voting system that is human-centered.

Next quarter, we expect to transition from the Design and Engineering Phase to the Manufacturing and Certification Phase of the project. The end of the current phase marks a significant milestone in the project. By the conclusion of this phase we expect to have a software design and specification packet as well as five prototypes that will serve to validate the system design and functions. These items, along with other design documents, will provide the necessary information to begin an open and competitive process to solicit for the manufacturing of the system.

The culmination of this phase will be marked by a series of discussions with contractors, the VSAP Advisory Committee and Technical Advisory Committee and other critical stakeholders. As a part of this series of discussions, on June 30, 2016, we will be hosting a public unveiling of the prototypes and a panel presentation to discuss the project journey and next steps with key stakeholders. Event invitations have been sent to your respective offices via email.

As we approach these significant project milestones, our Presidential Primary Election reinforced the importance of this project. During this election, the need to modernize the voting experience for Los Angeles County voters was made very evident. Aging voting technologies and outdated manual processes created challenges for voters, pollworkers and administrators; challenges that may be eliminated with the new voting experience and technologies we are developing through this process.

Committee Activities

Throughout this process, the VSAP Advisory Committee and Technical Advisory Committee have shared their expertise and provided guidance to the Department as we design the new voting experience and system features. In this quarter, the Department held various meetings with the committees to finalize design and technical elements that need to be addressed prior to the end of the Design Phase.

Technical Advisory Committee Meeting, IDEO Office in Palo Alto, CA
March 7-9, 2016

The VSAP team and design contractor, IDEO, met with members of the Technical Advisory Committee to present the latest system design developments. Meeting participants received a demonstration of the latest Ballot Marking Device prototype. This prototype is a functional model that provides a simulated voting experience that has a functioning touchscreen and the ability to scan an interactive sample ballot QR code, print a ballot, and cast it in an Integrated Ballot Box. During this prototype demonstration, meeting participants had the opportunity to see the user interface flow as well as system accessibility features and functions. The VSAP team and committee members had the opportunity to interact with the prototype individually and provide candid feedback. Reactions to the device were very positive. The group was particularly enthusiastic about seeing the accessibility features.

Other important components of the voting experience were discussed including the Interactive Sample Ballot (Poll Pass) and the Vote by Mail packet. The meeting provided a venue for design and technical questions to be addressed by all parties present. The feedback and suggestions gathered from this meeting are all being considered in the production of the final system design.

Advisory Committee Meeting, RR/CC Headquarters in Norwalk, CA
March 16, 2016

Members of the VSAP Advisory Committee attended a meeting with the VSAP team and IDEO to discuss the latest Ballot Marking Device design refinements. Attendees also reviewed the Interactive Sample Ballot and discussed next steps for the project. Committee members were also presented the updated Vote by Mail packet and the results of the user testing that was conducted in November 2015 and contributed to the proposed packet design.

Design Validation Unit Review, IDEO Office in Palo Alto, CA
May 16, 2016

Members of the VSAP Technical Advisory Committee, VSAP Advisory Committee, and Voting Accessibility Advisory Committee reviewed the accessibility features and the audio ballot of the most recent Ballot Marking Device prototype. The attendees interacted with the prototype which demonstrates the Ballot Marking Device's capacity to be customized to voter preferences, including font size, screen contrast, language selection and audio speed and volume. This meeting was conducted to gather feedback from our committee members with a focus on accessibility and usability. The objective of the discussion was to ensure the new voting experience has the ability to serve all Los Angeles County voters.

Public Engagement

May 11, 2016 – Community and Voter Outreach Committee (CVOC)
VSAP team members provided CVOC members an update on the project including latest milestones and upcoming project activities.

May 24, 2015 – Voting Accessibility Advisory Committee (VAAC)
VSAP team members updated the VAAC on project developments including design updates that provide for universal accessibility and usability, committee activities, and upcoming events. Members who had the opportunity to interact with the latest prototype shared their feedback and provided an overview of the experience with the group.

Project Recognitions

Election Verification Network Award
On March 10, 2016, the VSAP received the "Outstanding Innovation in Election Technologies Award" from the Election Verification Network (EVN) for developing ground-breaking technologies and processes that encourage robust election verification and auditing. This is a significant recognition from an organization that focuses on verification, transparency and security of voting in the country.

The California Museum Exhibit
The California Museum and the Secretary of State's Office are highlighting our effort to modernize voting systems in their exhibit entitled "Power of the People: Voting in California 1850-2016." A prototype of our future Ballot Marking Device is being showcased as the future of voting in California, highlighting our effort to make the voting process more human-centered. The exhibit will run from May 17 to November 13, 2016 at the California Museum in Sacramento.

Media Coverage

The Washington Post
March 21, 2016 – Beyond Chads: Voting Technology Catches Up
http://www.washingtonpost.com/sf/brand-connect/audi/beyondchads

PBS SoCal
March 13, 2016 – A Brand New Way of Voting at the Polls
https://www.youtube.com/watch?v=xBlwJ7PsGZI

VSAP Newsletter

Attached to this report is the new issue of the Quarterly Newsletter which is produced to keep the VSAP Advisory Committee, VSAP Technical Advisory Committee, and the public informed on project activities and developments in the voting system.

About the VSAP

Launched in September 2009, the Voting Systems Assessment Project (VSAP) was developed by the Department in response to the growing voting system needs and challenges faced by the County. While the County's current voting system has served the voters of Los Angeles County with accuracy and integrity, the design of these systems and the age of their technology do not offer the technical and functional elasticity necessary to continue to accommodate the growing and increasingly diverse electorate.

The size and diversity of Los Angeles County and the limited voting systems market, however, make it almost impossible to reasonably consider a commercial off-the-shelf voting system solution. Any voting system solution will entail a significant development or customization process in order to satisfy the County's needs, General Voting System Principles and technical requirements.

In response to these needs and challenges, the VSAP takes an unprecedented and comprehensive approach at modernizing the County's voting system. The vision of the project is to implement a voting system through a transparent process that takes into account the needs and expectations of current and future Los Angeles County voters. The VSAP aims at achieving three goals in this process: 1) give current and future Los Angeles County voters an unprecedented opportunity to participate in the assessment and development process; 2) increase voter confidence in the electoral process through the participatory structure of the project; 3) synthesize public input and research to acquire or develop a new voting system for the County.

Stay Connected

More information regarding the Voting System Assessment Project (VSAP) is available to the public online at www.lavote.net/vsap. The pages on our website are frequently updated with news and information and are a great way to stay connected with the progress of the project between quarterly reports. We strongly encourage public input throughout the process and look forward to continuing to work with your Board on this critical project.

If you have any questions please contact me directly or your staff may contact Jeramy Gray, Assistant Registrar-Recorder/County Clerk at (562) 462-2714 or jgray@rrcc.lacounty.gov.

VOTING SYSTEMS ASSESSMENT PROJECT

Quarterly Newsletter

CONTACT US

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MESSAGE FROM DEAN

As we approach significant project milestones, our Presidential Primary Election reinforced the importance of the work we are doing with the Voting Systems Assessment Project (VSAP.) During this election, the need to modernize the voting experience for Los Angeles County voters was made very evident. Aging voting technology and outdated cumbersome processes created challenges for voters, pollworkers and administrators; challenges that may be eliminated with the new voting experience and technologies we are collaboratively designing through this process.

Los Angeles County voters are in need a voting experience that is better designed to meet their lifestyles, habits and needs; a voting system designed with voters in mind. I appreciate all your efforts to help make this happen. Your work is more important now than ever.

I am not the only one who recognizes the importance of the VSAP. Various election jurisdictions, organizations and experts throughout the country are following our project and recognize the important work we are all doing, organizations such as the Election Verification Network who granted our project their "Outstanding Innovation in Election Technologies" Award. This award recognizes the commitment of all Committee members, staff and partners to ensuring our future voting experience in Los Angeles County supports the integrity, security and accessibility of elections. Congratulations to all of you for this recognition and thank you for being a part of this important project.

DEAN C. LOGAN
Registrar-Recorder/County Clerk
Los Angeles County

COMMITTEE ACTIVITIES

A series of meetings with our Technical Advisory Committee and Advisory Committee were held to discuss updates to the design of various system components such as the Ballot Marking Device, Interactive Sample Ballot, and Vote by Mail packets. In line with our continued commitment of a transparent and participative process, these meetings allow for a healthy discussion to generate recommendations from our technical experts and community representatives to further refine the design specifications of the voting systems.

Technical Advisory Committee Meeting | March 7-9, 2016

The VSAP team and IDEO met with the members of the Technical Advisory Committee to share the latest system design updates. Meeting participants received a demonstration of the latest Ballot Marking Device User Interface and hardware. Participants had the opportunity to personally interact with the device. The prototype provides a simulated voting experience that has a functioning touchscreen, scanner, printer and ballot box.

During this meeting, other components of the voting experience were also discussed including the Interactive Sample Ballot, Poll Pass and the Vote By Mail packet. The meeting provided a venue for design and technical issues to be addressed by all parties present. The feedback and suggestions gathered from this meeting are all considered in the production of the final design.
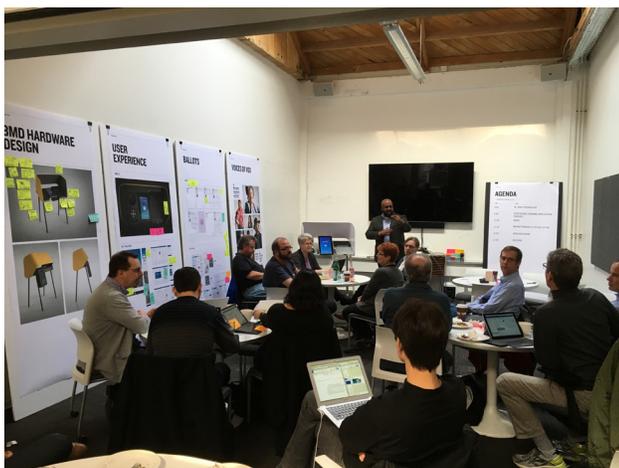
Advisory Committee Meeting | March 16, 2016

The VSAP team met with the VSAP Advisory Committee to present the design updates to various system components and discuss next steps for the project.

Amongst design updates discussed were those made to the Vote by Mail packet as a result of user testing which took place in November. Members had the opportunity to discuss the user testing results that impacted the design decisions.

Design Validation Unit Review | March 16, 2016

Members of the Technical Advisory Committee, Advisory Committee, and Voting Accessibility Advisory Committee reviewed the usability and accessibility features of the Ballot Marking Device. Some of the accessibility features that were demonstrated include the audio ballot, tactile keypad, and touchscreen customization options. Those customization options include font size, color contrast, language and language selection. This meeting was conducted to gather the feedback of our committee members who focus on accessibility and usability issues.

SPECIAL NEWS

On March 10, 2016, the VSAP was recognized by the Election Verification Network (EVN) with an Outstanding Innovation in Election Technologies Award. Congratulations to Advisory and Technical Advisory Committee members and project staff for all your work and dedication to the project. Your work to create a voting system that supports the integrity, security and accessibility of the election process is being recognized by leaders across the country.

Our Ballot Marking Device prototype is part of an exhibit entitled "Power of the People: Voting in California 1850-2016" at the California Museum in Sacramento. The prototype is showcased as the future of voting in California. The exhibit runs from May 17 to November 13, 2016.
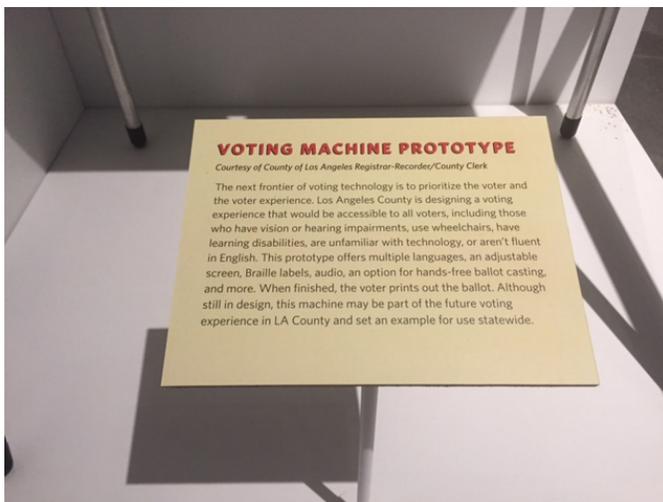
PUBLIC ENGAGEMENT

Community and Voter Outreach Committee (CVOC) | May 11, 2016
A quarterly update was provided to the members of the CVOC on the milestones in the project including the various design improvements and planning for the next phase of the project.

Voting Accessibility Advisory Committee (VAAC) | May 24, 2015
VSAP team members updated the VAAC on project developments including design updates which provides for universal accessibility and usability, committee activities, and upcoming activities. Terri Lantz and Gabe Taylor, who had the opportunity to interact with the latest prototype shared their feedback and provided an overview of the experience with the group.

IN THE NEWS

March 21, 2016
The article **"Beyond Chads: Voting Technology Catches Up"** published in the Washington Post describes how LA County is using the human-centered approach to develop the voting system and modernize the voting process. Read the article here:
http://www.washingtonpost.com/sf/brand-connect/audi/beyondchads

March 13, 2016 - A Brand New Way of Voting at the Polls
Watch this news feature on PBS SoCal about LA County's effort to design the future voting system:
https://www.youtube.com/watch?v=xBlwJ7PsGZI

COMING SOON!

A new and improved VSAP website will be launched next quarter. The new website will showcase the story of the project and the latest system design. The new website design is intended to keep you up-to-date with the latest developments in the project in an easy, user-friendly manner. Visit www.vsap.lavote.net to learn more about the project. We strongly encourage public input throughout the process and look forward to continuing to work with you on this critical project.