



Accessibility Services for Voters with Disabilities

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INTRODUCTION

The purpose of this evaluation report “Accessibility Services for Voters with Disabilities 2017” is to provide a comprehensive assessment of the accessibility services offered by the Los Angeles County Registrar-Recorder/County Clerk (Department) for the November 2016 General Election and the March 2017 Consolidated Municipal Election. Los Angeles County (County) observes this approach in complying with the State of California and federal accessibility requirements, and achieving the objective of providing fair, accessible and transparent election services for all voters. This report describes the numerous services the Department provides for those with specific needs, as well as the accomplishments in continuing to serve and foster a diverse electorate.

A disability can mean physical, mental, intellectual or sensory impairments that may hinder effective participation in society. These disabilities can affect people of all ages, races, and economic backgrounds. It is reported that 15% or one billion people worldwide are living with a disability, making it the world’s largest minority.¹

While substantial progress has been made since the passage of the Americans with Disabilities Act of 1990 (ADA) and the Help America Vote Act of 2002 (HAVA), barriers to full participation in the electoral process still exist for people with disabilities. According to a study in 2008, people with disabilities had a voter turnout of 11 percentage points lower than those without disabilities. Some of the barriers include the lack of access to voting sites and difficulties with transportation.² In 2008, the United States Governmental Accountability Office found that only 27% of surveyed polling sites nationwide had an accessible path from the parking area to the polling place while another 27% did not offer curbside voting.

When it comes to voting, people with disabilities are less likely than others to cast a ballot in an election. This was apparent in 2010 when closing the disability voting gap would have led to 3 million more voters.³ Therefore, making voting accessible for all eligible voters is fundamental to our democracy, especially for those with disabilities.

¹ Media Centre. “Disability and Health” Fact sheet, World Health Organization, last reviewed November 2016, <http://www.who.int/mediacentre/factsheets/fs352/en/>.

² Ibid.

³ Anthony Adornato. “BBI study reveals people with disabilities are sidelined in American politics,” Syracuse University News, September 11, 2012, <http://www.syr.edu/news/articles/2012/bbi.politics-09-12.html>.

INTRODUCTION

Department Accomplishments Providing Accessibility Services for Voters with Disabilities

The Department has been working diligently to ensure maximum accessibility of elections for people with disabilities and has made considerable strides over the past decades in surveying, recruiting, modifying and retaining accessible polls. In 1986, only 70% of Los Angeles County's polling places were assessed as physically accessible. Our understanding of access standards has grown appreciably since this time and our polling places have continued to improve through more comprehensive surveying by trained surveyors and more effective mitigations of technically non-compliant features. Only 4% of polling places are now considered to have a barrier(s) that would significantly impact a voter's ability to physically access the site. Whenever possible alternate means are employed to provide programmatic access at the polls.

Accessibility Services Highlights in 2016 and 2017

Replaced legacy applications on LAvote.net with more modern, accessible features

Utilized HAVA Election Assistance for Individuals with Disabilities (EAID) grant to enhance services to voters with disabilities* (*List of items that were purchased through this grant in Appendix A)

Provided Audio Sample Ballots and materials to more than 45 voters and community groups; provided "readable" (e.g. JAWS) web sample ballot to all voters

Conducted Community Organization Survey to obtain feedback and assess areas of success and potential improvement in accessibility service

Continued hosting Voting Accessibility Advisory Committee (VAAC) to inform community groups and stakeholders about Department services and provide feedback to members on voting accessibility related issues

Visited 235 assisted living facilities to recruit accessible polling locations and inform voters about accessibility services available

Surveyed all polling place locations to assess physical accessibility on Election Day

Broadcasted "Your Vote, Your Voice" PSAs on PBS, L.A. County, L.A. City channels and community organizations' webpage

The Future of Voting in Los Angeles County

The Department has faced challenges with the current aging voting system, InkaVote Plus. The decision was made to develop a new voting system that conforms to the diverse needs of Los Angeles County voters. The Department is in the process of implementing a new voting experience through its Voting Solutions for All People (VSAP), which focuses on a human-centered approach to voting and therefore a more inclusive voting experience for all voters.

SERVICES TO VOTERS WITH DISABILITIES

Creating an ideal election experience for each voter starts before the voter even registers to vote. The Department takes every measure available to comply with all legal standards and fulfill voters' needs.

A

Polling Place Accessibility

Standard of Service

The Department employs Field Representatives who survey and recruit the County's numerous polling places using the Secretary of State Polling Place Accessibility Checklist (PPAC). Field Representatives are prepared to assess accessibility by attending a 2-day training with the State Department of Rehabilitation. Representatives look for issues in the following areas:

- Parking and Drop Zones
- Paths of Travel from arrival points like sidewalks, parking, or bus stops
- Doors and Hallways
- Voting Area
- Signage
- Ramps and Curb Ramps
- Elevators and Lifts

There are approximately 13,000 polling locations in the Department's database that have been surveyed to ensure accessibility for people with disabilities. Polling locations are initially surveyed before being utilized as a polling place and resurveyed periodically. A total of 700 polling locations were surveyed using the Secretary of State guidelines during the period of July 1, 2016 through March 7, 2017.

If a location is inaccessible, the Department's Field Representatives will try to make it accessible by using modification tools, such as mats, cones and signage.

Once accessibility determinations are made, polling place notifications are then sent to all voters indicating where their polling site will be located and whether it is accessible. If the location is not accessible, the voter may vote at the curbside or find a nearby accessible poll by calling the Department or visiting the "Accessibility Services" section on LAvote.net to find alternate location for inaccessible polling places (see sample of report).

**GENERAL PRESIDENTIAL ELECTION
NON-ACCESSIBLE POLLING SITES ALTERNATE POLLING PLACES
NOVEMBER 8, 2016**

	NON-ACCESSIBLE POLLING PLACE LOCATION(S) WITH SAME CONTESTS ON THE BALLOT	ALTERNATIVE POLLING LOCATIONS WITH SAME CONTESTS ON THE BALLOT (IN ZIP CODE ORDER)	
1	0700001A BELL COMMUNITY CHURCH CLASS ROOM 3 4009 GAGE AVE BELL, 90201	0700002A GRACE LUTHERAN CHURCH FIRESIDE ROOM 6714 PINE AVE BELL, 90201	0700005A IGLESIA DE DIOS COMMUNITY ROOM / ORANGE TABLE 6830 WILCOX AVE BELL, 90201
2	0700017A CORONA ELEMENTARY SCHOOL AUDITORIUM / GREEN TABLE 3825 BELL AVE BELL, 90201	0700010A EPOCA HALL BANQUET HALL / YELLOW TABLE 6624 ATLANTIC AVE BELL, 90201	0700013A BELL HIGH SCHOOL ROOM 101 4328 BELL AVE BELL, 90201
3	0700018A CORONA ELEMENTARY SCHOOL AUDITORIUM / ORANGE TABLE 3825 BELL AVE BELL, 90201	1550001A LUGO PARK TEEN CENTER/ ORANGE TABLE 7810 OTIS AVE CUDAHY, 90201	1550005A LEO P TURNER COMMUNITY CTR MULTI-PURPOSE RM/ORANGE TABLE 4835 CLARA ST CUDAHY, 90201
		1550010A BEDWELL HALL COMMUNITY ROOM/ORANGE TABLE 5220 SANTA ANA ST CUDAHY, 90201	4200001D LOMA VISTA ELEMENTARY SCHOOL AUDITORIUM 3629 E 058TH ST MAYWOOD, 90270
		4200009A FIRST BAPTIST CHR OF MAYWOOD LYMAN HALL/ORANGE TABLE 3759 E 057TH ST MAYWOOD, 90270	4200010B FISHBURN ELEMENTARY SCHOOL AUDITORIUM 5701 FISHBURN AVE MAYWOOD, 90270
		4200014A UNITED STEELWORKERS 675 MEETING HALL/ORANGE TABLE 4735 SLAUSON AVE MAYWOOD, 90270	4200015A IGLESIA NAZARENA DE MAYWOOD FELLOWSHIP HALL/ORANGE TABLE 4756 SLAUSON AVE MAYWOOD, 90270

SERVICES TO VOTERS WITH DISABILITIES

The following are additional services that the Department offers to make the voting process more comfortable for all voters.

Accessible Voting Machines

An Audio Ballot Booth (ABB) offers audio recordings of the ballot in 10 different languages (13 languages during L.A. City consolidated elections), and provides an independent and private voting experience for voters with disabilities. This machine offers audio voting assistance to the visually impaired and language minority voters through the use of an audio headset and a tactile keypad. Once voting is complete, the ABB prints out a paper ballot, which is then inserted into the Precinct Ballot Reader (PBR), just like any other ballot.



Accessible Voting Devices

- **Wheelchair accessible voting booth**

The Department provides wheelchair accessible voting booths in every polling place for those voters who are unable to stand while marking the ballot. This booth has wide leg extensions and a lower height so voters can access the vote recorder without any obstruction.



- **Magnifying device**

A generic magnifying device that can be used to enhance the ballot's font is provided at every polling place for those with low vision.



SERVICES TO VOTERS WITH DISABILITIES

- **Dexterity ball**

An easy to grip dexterity ball that attaches to the InkaVote vote recorder marker is available at every polling place. This ball allows those who have difficulty grasping the stylus to more easily hold the device in order to mark the ballot accurately.



- **"20/20" black bold felt tip pen**

For people with low vision or who cannot easily hold the ballot marking device, the Department also offers "20/20" felt tip pens that can be used in place of the InkaVote marker.



- **Signature Guide**

A signature guide is used to indicate the appropriate signature line in the Roster of Voters and is available at every polling place. This guide assists voters in signing the Roster of Voters accurately.



- **Pen Grip**

A pen grip attached to a writing instrument is available at every polling place. The pen grip provided greater ease of handling a writing instrument for voters who have difficulty grasping a writing instrument.



Voter assistance by pollworkers at every step of the voting process

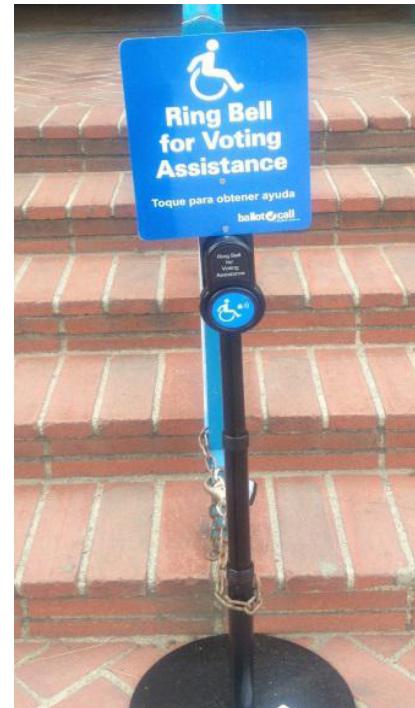
Under California law, any voter who needs help casting a ballot is entitled to request assistance. The Department provides pollworkers, who can assist people with disabilities in marking their ballot at every polling site. Voters are also allowed up to two people, of their own choosing, to assist them with casting their ballot.

SERVICES TO VOTERS WITH DISABILITIES

Curbside Voting

Any voter who cannot physically enter a polling place may request to vote at the curbside. When requested, a pollworker will bring the ballot and vote recorder out to the voter. A voter may request this service by calling the number on the curbside voting sign that is located outside of every polling location.

In addition, at certain inaccessible locations, voters can communicate their need for curbside voting assistance by pushing a BallotCall button that wirelessly alerts a pollworker inside about a voter waiting outside.



Accessible Parking

When surveying polling locations, Field Representatives evaluate the number of regular and accessible parking spaces available near the poll entrance. If there are no accessible spaces, the Department may erect signage designating certain non-accessible spaces as accessible parking.



SERVICES TO VOTERS WITH DISABILITIES

Entrances

- **Rubber Floor Mats**

Rubber floor mats are available to cover doorsills or thresholds in order to create a smooth passage for someone in a wheelchair or walker unstable.



- **Door Stops**

Door stops are also provided to polling places in order to keep a door open for people who cannot physically open it themselves.



- **Pathway Mat**

For locations that have a pathway to the entrance with an uneven unstable surface, the Department will provide large access pathway mats that can be rolled out to create a stable and smooth surface that is safe for wheelchairs and walkers.



SERVICES TO VOTERS WITH DISABILITIES

Review of Accessibility Surveys

According to the survey respondents who visited polls on Election Day, 88% observed polls with accessible entrances. The Department utilized equipment such as rubber floor mats and cones to modify non-accessible polling locations and make them more accessible. Curbside voting is also available at all polling places ensuring all voters have access to cast a ballot.

November 2016 & March 2017 Evaluation Results

The Department modified 68 polling sites for the November 2016 General Election and 130 for the March 2017 Consolidated Municipal Election. The majority of the community groups surveyed were aware of Accessible Voting Devices at every poll site on Election Day (**Survey Q24**). They also confirmed that most of the poll sites they visited had an accessible entrance (**Survey Q25**).

Assisted Voter Tally Cards at 1910 Precincts were completed for the November 2016 Election and 63 Precincts for the March 2017 Election, providing the following information:

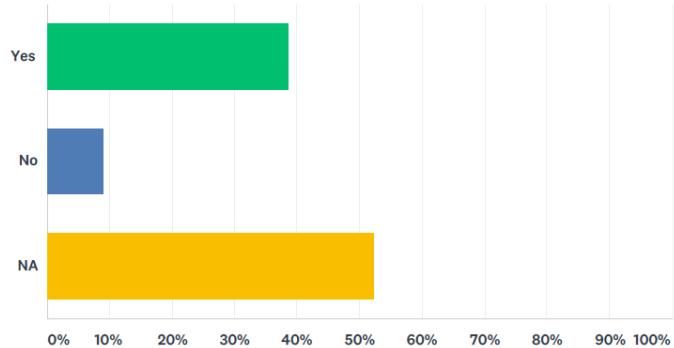
	November 2016	March 2017
Voters requesting to use the ABB to cast a ballot	336	2
Voters requesting to vote Curbside	86	7
Voters requiring wheelchair access	2463	79
Voters with visual or other disabilities assisted in casting a ballot	1056	32

SERVICES TO VOTERS WITH DISABILITIES

Survey Q24

If you visited polls on Election Day, were all the accessibility tools (magnifier, dexterity ball, 20/20 pen) displayed at every poll site?

Answered: 44 Skipped: 2

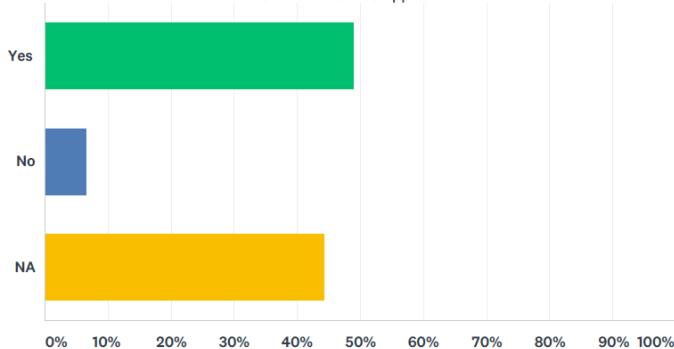


ANSWER CHOICES	RESPONSES	
Yes	38.64%	17
No	9.09%	4
NA	52.27%	23
TOTAL		44

Survey Q25

If you visited polls on Election Day, did they all have accessible entrances?

Answered: 45 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	48.89%	22
No	6.67%	3
NA	44.44%	20
TOTAL		45

SERVICES TO VOTERS WITH DISABILITIES

B Accessible Website

Standard of Service

The Department's website was updated in September 2014 including features that comply with the guidelines set forth by the World Wide Web Consortium (W3C). The W3C's Web Content Accessibility Guidelines (WCAG) provides standards to follow in order to make web content accessible to people with disabilities. The Department's website includes tags for images, labels for non-text content, closed captions for videos, keyboard accessibility, and the ability to change font sizes. These features make it easier for people with disabilities to access the website comfortably.

The Department's website also provides pertinent election information for users with specific needs, including a list of accessible poll sites and registration options. Voters can also submit a Vote by Mail (VBM) application online through the Department's website or connect to the Secretary of State's website in order to submit a Voter Registration Form online.

The websites Voting Accessibility pages contain:

- Statement of legal rights, the RR/CC's goals, and accessibility advisories for voters with disabilities
- Services available prior to Election Day
 - Telecommunications Device for the Deaf and Hard of Hearing (TDD)
 - Cassette tape recording of election information
 - An average of 48 Audio Sample Ballots were provided to voters prior to voting in the November 2016 and March 2017 Elections
 - Early voting options
- Election Day Services
 - Description of what constitutes an Accessible Polling Place and the accessibility tools available at the polls
 - Neighborhood Voting Centers (NVC's)
 - Assistance in voting
 - Voters using wheelchairs
 - Curbside Voting
 - Voters with vision impairments
 - Marking devices
- Contact information
- Election Day Hotline

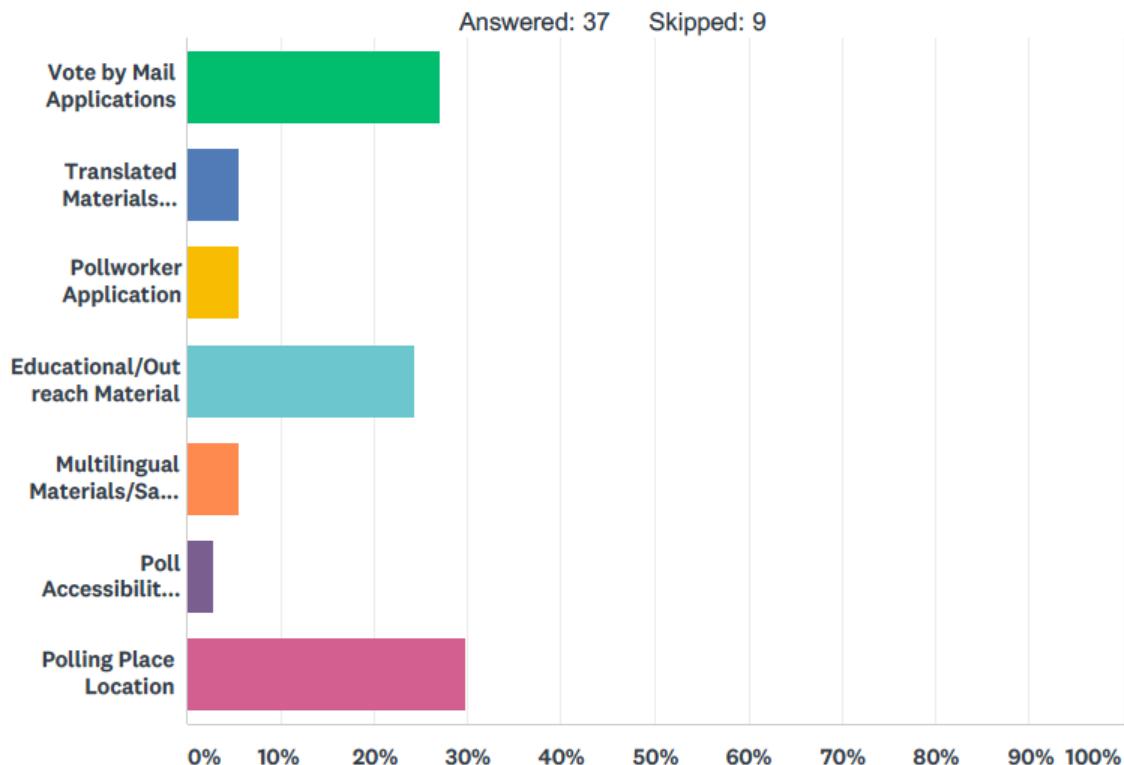
November 2016 & March 2017 Evaluation Results

The Community Survey responses indicate the updated website has been a useful tool for all voters. The survey revealed that 93% of those surveyed have accessed the website to review election information. More than three-quarters of the organizations surveyed promoted the website on their respective websites. Most respondents utilized the website to access or download Vote by Mail Applications and/or educational and outreach information and to find their Polling Place location.

SERVICES TO VOTERS WITH DISABILITIES

Survey Q14

If you answered Yes to question #13, which documents did you download?



SERVICES TO VOTERS WITH DISABILITIES

ANSWER CHOICES	RESPONSES
Vote by Mail Applications	27.03% 10
Translated Materials Request Form	5.41% 2
Pollworker Application	5.41% 2
Educational/Outreach Material	24.32% 9
Multilingual Materials/Sample Ballot	5.41% 2
Poll Accessibility Information	2.70% 1
Polling Place Location	29.73% 11
TOTAL	37

#	OTHER (PLEASE SPECIFY)	DATE
1	Multilingual material/Sample ballot, polling place location	8/18/2017 11:57 AM
2	Poll Accessibility information, Polling place location	8/18/2017 11:48 AM
3	pollworker application, outreach material, poll accessibility info, polling place location	8/18/2017 11:42 AM
4	Vote counts	8/18/2017 11:14 AM
5	All of the above	8/18/2017 11:06 AM
6	The City Clerk booklet	8/14/2017 3:40 PM
7	Also VBM Apps and linked to multilingual website	5/10/2017 2:24 PM
8	all of the above	5/8/2017 3:00 PM

#	OTHER (PLEASE SPECIFY)	DATE
1	Multilingual material/Sample ballot, polling place location	8/18/2017 11:57 AM
2	Poll Accessibility information, Polling place location	8/18/2017 11:48 AM
3	pollworker application, outreach material, poll accessibility info, polling place location	8/18/2017 11:42 AM
4	Vote counts	8/18/2017 11:14 AM

The Department's Web Development Team has been working on replacing existing legacy applications on LAvote.net with more modern and accessible replacements since April 2016. Additionally, LAvote.net is scanned for accessibility related issues using software that improves the website accessibility. The Web Development Team reviews the website monthly and works on fixing accessibility related issues found.

SERVICES TO VOTERS WITH DISABILITIES

C

Accessible Voting Materials

Standard of Service

People with disabilities who are unable to vote at the polls can request a Vote by Mail ballot. The application for the three different VBM ballots are available to download and print through the Department's website. VBM ballots must be received by the Department, a VBM Drop-Off Location or a polling place no later than the close of polls on Election Day. Mailed VBM ballots must be postmarked on Election Day and received by the Department within three days in order to be counted (California Senate Bill 29). If a voter is disabled and/or unable to return the ballot on his/her own, that voter may designate a representative to return the ballot on their behalf. Below are descriptions of these Vote by Mail ballots accessible to all voters:

- **Vote by Mail** - Any voter who knows he/she will be unable to vote in person can apply for a VBM ballot, no later than seven days before Election Day.
- **Permanent Vote by Mail** - Any voter may apply for PVBM status, this status indicates a ballot will be automatically mailed to the voter for every eligible election. A voter can retain PVBM status as long as he/she continues to vote in elections. However, a voter will be removed from this list if he/she fails to return a VBM ballot for two consecutive statewide general elections. There are currently 2,191,828 (as of March 2017) Permanent Vote by Mail voters in Los Angeles County.
- **Emergency Vote By Mail** - If a voter is unable to vote at the polls within six days before an election (i.e. due to illness, hospitalization, unplanned trip), the voter can vote with an Emergency Vote by Mail ballot. However, these ballots cannot be issued by mail; therefore, the voter or the voter's authorized representative must provide a written request in person to the Department.

Additionally, voters with visual impairment may request and Audio Sample Ballot DVD be mailed to his/her residence before major elections by calling the Election Information Section.

November 2016 & March 2017 Evaluation Results

VBM ballots were issued to 1,863,690 voters for the November 2016 General Election and 2,184,543 were issued for the March 2017 Consolidated Municipal Election. 1,283,648 and 486,213 VBM ballots were voted and returned in the November 2016 Election and March 2017 Election respectively.

Audio Sample Ballots were requested and sent to 49 voters for the November 2016 Election and 47 for the March 2017 Election.

The Department implemented "readable" web sample ballots in the June 2016 Election in compliance with ADA Section 208 requirement (Appendix B). The Voter Accessibility Advisory Committee members assisted with testing the sample ballots prior to full implementation. The Ballot Management Section staff has been responsible for proofreading the web sample ballots since their inception.

SERVICES TO VOTERS WITH DISABILITIES

D

Disability Awareness Training for Pollworkers

Standard of Service

In a major election the Department provided approximately 475 classes throughout the County for more than 25,000 pollworkers. The two and a half hour pollworker training class covers topics including:

- Provisional voting
- Opening and closing of polls
- Supplies provided to assist voters with disabilities
- Curbside voting procedures
- Completing the Assisted Voter's List
- Completing the Assisted Voter Tally Card

During the classes, instructors also address cultural sensitivity for people with disabilities and minority language speakers. In addition, instructors devote a portion of the training to the ABB, including set up and use of the machines, what to do if it stops working and the importance of offering the ABB for anyone that may need assistance.

November 2016 & March 2017 Evaluation Results

During the November 2016 Election, 475 pollworker training sessions were conducted. Each session highlights cultural sensitivity for people with disabilities including the use of available tools to assist with voting. Each session includes hands-on practice to operate the ABB and highlights the importance of offering the ABB to all voters.

Pollworker Training:

The Election Guide and Checklist training manual provides pollworkers with training references for providing assistance to voters with specific needs, in addition to the pollworker training class attended before Election Day:

Assisting Voters

PROVIDING ASSISTANCE TO VOTERS INSIDE THE VOTING BOOTH

Any voter may ask for assistance inside the voting booth. Voters who request assistance and would like to vote independently in the voting booth should be directed to the Audio Ballot Booth (ABB).

Before a voter receives assistance inside the voting booth, he or she must declare, under oath, that he or she is unable to mark the ballot. (Assisting voter oath is found on page 3 of the Roster.)

Who can assist: A voter who receives assistance in the voting booth may choose one or two people (including minors and Pollworkers).

The person assisting the voter:

- Does not have to be a registered voter,
- Shall not be the voter's employer or an agent of the voter's employer,
- Shall not be an officer or agent of the union to which the voter is a member, and
- Shall not divulge any information regarding the marking of the ballot.

What to fill out when providing assistance in the voting booth: The Assisted Voter's List, on page 3 in the Roster of Voters, must be completed as follows:

- Column 1: Pollworker records name of voter being assisted in the voting booth.
- Column 2: Pollworker enters reason the voter is asking for assistance in the booth.
- Column 3: Person assisting signs.
- Column 4: Second person assisting signs (if any).

The assisted voter still signs the Roster of Voters (or the Provisional Envelope if voting provisionally).

IMPORTANT

Materials, such as Sample Ballots, are printed in Chinese, English, Hindi, Japanese, Khmer, Korean, Spanish, Tagalog/Filipino, Thai, and Vietnamese. Voters may also use the ABB in order to hear their ballot read in any of the above mandated languages.

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Assisting Voters

PROVIDING ASSISTANCE TO VOTERS WITH SPECIFIC NEEDS

When interacting with voters, proactively look for individuals who may need assistance, such as Voters with Specific Needs. The list below offers some tips and items each Clerk position should be familiar with in order to better assist voters.

Roster Clerk

- Wait, recognize, and listen. Use patience and pay attention to voters to determine what assistance may be necessary.
- Have a pen and piece of paper handy to communicate by writing, if needed.
- Communicate with other Pollworkers. Generally, the Roster Clerk is the first person to interact with voters. Inform other Pollworkers should a voter need specific assistance.

Ballot Box Clerk

- Offer the Audio Ballot Booth (ABB) to all voters.
- Place the dexterity ball and magnifier on the Official Table. Offer the dexterity ball to voters who have trouble gripping the Vote Recorder marker and the magnifier to voters who have trouble reading small print.
- Offer the Voters with Disabilities Booth to voters in wheelchairs or individuals who may need to sit while voting.

Ballot Box Clerk

- Be ready to assist voters who would like to use the Audio Ballot Booth (ABB). Help with affixing headsets, if necessary.
- Use the Multilingual Audio Ballot Point To Card to assist an ABB voter with selecting language, if needed.

If a Pollworker or another person at the Polling Place assists a voter inside the voting booth, refer to the next page.

Remember: Disabilities can be either hidden (not apparent until the voter interacts with a Pollworker) or visible.

Page 86, Appendix D: Working with Voters with Specific Needs, provides additional information.

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Assisting Voters

PROVIDING CURBSIDE VOTING

What is Curbside Voting? Voters who are unable to enter the Polling Place to vote may vote outside through the use of Curbside Voting.

TO ASSIST WITH CURBSIDE VOTING, FOLLOW THE STEPS BELOW:

1. FIND VOTER'S NAME IN ROSTER or blue Supplemental Roster Pages. (If not found, curbside voter must vote provisionally.)
2. TAKE VOTING MATERIALS OUTSIDE TO VOTER

Assisting Voters

Demonstration/Emergency Ballot Official Ballot VWD Card, clipboard and pen Vote Recorder If Provisional Voter: Provisional Envelope and sleeve

3. VOTER COMPLETES CERTIFICATION OF VOTER WITH DISABILITY (VWD) CARD
4. VOTER MARKS BALLOT. Offer a demonstration of Vote Recorder using the yellow Demonstration/Emergency Ballot, then issue Official Ballot and wait for voter to finish voting. Remind voter to fold-over Write-In Portion for privacy when finished.
5. RETURN TO POLLING PLACE TO INSERT BALLOT INTO PBR. Ask voter to wait outside, then:
 - a. Insert voter's ballot face-down into Precinct Ballot Reader (PBR).
 - b. Mark VWD in the signature column of the Roster.
Note: Count the VWD notation in the Roster as a signature during closing.
 - c. Complete the "Precinct Officer's" portions of the Certification of VWD Card and place the completed card in the Green Stripe Envelope (GSE).
6. RETURN TO VOTER and do the following:
 - If ballot is accepted by PBR: Return to voter with "I Voted" sticker and Voter Stub/Receipt.
 - If ballot is returned by PBR: A Ballot Alert Notification Slip should print. Return to voter so he or she may correct ballot. (This may require voiding ballot and issuing a new one.)

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SERVICES TO VOTERS WITH DISABILITIES

E Voter Outreach and Education

Standard of Service

The Department's Community and Voter Outreach Section participated in various activities that seek to educate, inform and increase voter participation throughout the County. Outreach activities include:

- Making presentations to community groups
- Disseminating election related information at local events
- Assisting residents with voter registration and completing applications
- Attending community meetings
- Conducting voting equipment demonstrations

While conducting outreach, staff members can provide low vision voters with the Department's large font election materials and the use of technology to assist in viewing additional election information. The Department owns video magnification devices and transformers for use at outreach events. These devices increase the font size and change the background color of documents, helping voters view election materials and sign registration forms with ease.

Additionally, the Department partners with several rehabilitation centers, senior groups and community organizations in order to reach specific needs communities and educate them about the services the Department offers for people with disabilities. Organizations that have a close relationship with the Department include:

- United Cerebral Palsy
- The Braille Institute
- American Association of Retired Persons (AARP)
- Southern California Rehabilitation Services
- Disability Rights California
- Individual Living Center

Handheld Magnifier



Electronic Magnifier



SERVICES TO VOTERS WITH DISABILITIES

November 2016 & March 2017 Evaluation Results

To continue meeting the need of voters with visual impairments, the Department translated four outreach materials into Braille and distributed them to community groups and at outreach events. In addition, an "Accessibility Services Program" one-page informational flyer was produced as a result of a joint effort with the VAAC members.

The Department seeks to inform the public, through the use of Public Service Announcements (PSA), of the accessible voting services available in Los Angeles County and encourages participation of individuals with the full range of disabilities in elections. It produced two PSAs, one 30 Second video and one 60 Second video, with cooperation from the County's Voting Accessibility Advisory Committee (VAAC) members.

Prior to the November 2016 Election, several presentations were conducted to provide organizations with information of services the Department provides and how to utilize them (e.g. Disabled Resources Center, Inc., SEIU Local 721 ADA Caucus).

Along with the Department's VAAC Co-Chairs, a presentation was made to the County's Commission on Disabilities in February 2017. It was well-received by the commissioners and additional contacts were established after the presentation. One commissioner has attended the VAAC meeting to obtain more information.

The Department visited 235 assisted living facilities prior to the November 2016 Election and the March 2017 Election to inform voters about accessibility services. Department staff has been assigned to conduct outreach at convalescent and long term living facilities to assist voters in registering to vote, applying for VBM and to inform facility staff about assisting clients in the voting process.



The flyer is titled "ACCESSIBILITY SERVICES PROGRAM" and features the Los Angeles County Seal. It is organized into several sections:

- Accessibility Services**
 - Polling Place Accessibility**
 - Accessible Voting Machines
 - Assistive Devices
 - Curbside Voting
 - Accessible Parking
 - Accessible Entrances
 - Disability Awareness Training for Pollworkers**
 - Sensitivity Guidelines
 - Awareness Video
 - Accessible Voting Materials**
 - Election Information in Large Font
 - Audio Sample Ballot
 - Online Voter Registration
 - Voter Outreach and Education**
 - Voter Registration Assistance
 - Voter Participation, Education and Empowerment
 - Translated Election Material
 - Voting Accessibility Advisory Committee**
 - Community Advisory Group
 - Election Accessibility Improvement
 - TDD**

We are here to HELP!
Please ask for assistance.

www.LAvote.net Phone: (562)466-1310 TDD: (562)462-2259



SERVICES TO VOTERS WITH DISABILITIES

F

Voting Accessibility Advisory Committee

Standard of Service

The Secretary of State (SOS) recommends that each county elections official appoint and maintain a VAAC to advise and assist the official in ensuring that the provisions of the Voting Accessibility for the Elderly and Handicapped Act (VAEHA) are implemented. The County's VAAC was established in 2006 to assist the Department with implementing innovative strategies that improve accessibility and participation. The VAAC consists of up to 15 people from various disability organizations and meets quarterly at the Department's Headquarters in Norwalk and offsite at the partners various facilities.

The VAAC has played an important role assisting the Department with pre-election, post-election and Election Day feedback. The information gathered from VAAC members has improved the services the Department provides to the electorate.

The VAAC's Accomplishments in 2016 & 2017

Thanks to the VAAC members, two PSA's (sample of script in Appendix C) and one educational brochure (Appendix D) were produced and published in 2016. The PSA's were televised on PBS, as well as L.A. County and L.A. City channels. The local PBS KCET station and their digital KCETLink station, which are seen by over 1.8 million individual viewers in 11 counties each month, ran PSA "Your Vote, Your Voice" 198 times between August 26 and November 8, 2016. During the same period, the PSA was seen nationally on our satellite station Link TV (DirecTV 375/Dish Network 9410), which covers 36 million viewing households, 111 number of times. The Department also posted the PSA on its social media Facebook and Twitter pages. In addition, copies of the PSA were distributed to County's Inclusive Emergency Management Advisory Council and community groups for posting on their webpage.

The Departments and the VAAC's partnerships accomplishments are as follows:

- Held VAAC meetings quarterly in 2016 and 2017
- Provided input to Department's Voting System Assessment Project (VSAP) and participated in focus group discussions
- Provided suggestions and guidance on how to utilize HAVA EAID grant
- Convened two subcommittees and produced two PSA and "Accessibility Services Program" one-page informational flyer
- Provided advice to overcome polling place accessibility barriers
- Made recommendations for the Department's website and educational materials relative to accessibility
- Made recommendations related to pollworker training materials and class content
- Made recommendations corresponding to conducting outreach to the disability community

SERVICES TO VOTERS WITH DISABILITIES

G

Telecommunications Device for the Deaf and Hard of Hearing (TDD)

Standard of Service

The Department uses a Telecommunication Device for the Deaf (TDD) to communicate with people who are hearing impaired. This system uses a text communication device that sends messages over a telephone line. The TDD number is (562) 462-2259.

November 2016 & March 2017 Evaluation Results

The device was made available at every election and Election Information Section staff is responsible for responding to the TDD line.

H

Election Day Observation

Standard of Service

Once Election Day is complete, the Department reviews Election Day hotline reports to address accessibility issues and survey community organizations to assess the level of service provided. This assists with determining which accessibility services are working well for voters with disabilities and which areas can be improved. Poll Monitor reports and voter feedback is thoroughly evaluated for responsiveness.

November 2016 & March 2017 Evaluation Results

Poll Monitor and AskEd Hotlines

The Department received 28 calls for the November 2016 Election and 8 calls for the March 2017 Election regarding polling place accessibility on Election Day. The majority of the observations reported by poll monitors were resolved the same day. A few were discussed during a post-election follow-up meeting: staff contacted voters and community group representatives to reach solutions for those problematic areas. No post-election report was submitted by community groups for the November 2016 or March 2017 Elections.

Community Organization Survey

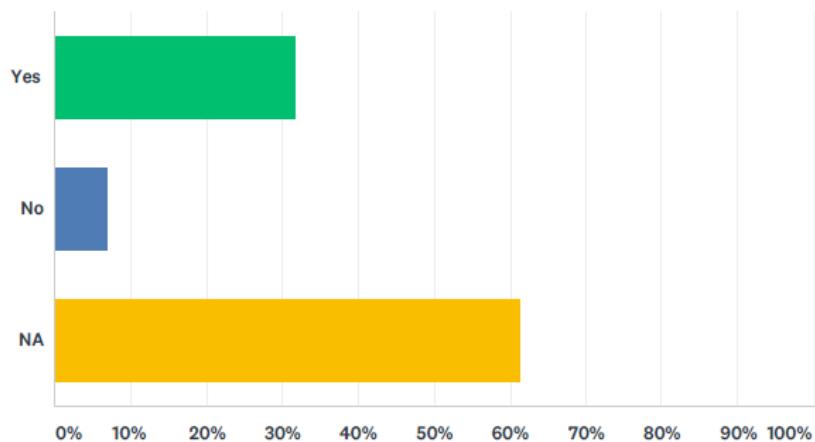
In addition to the California Secretary of State Polling Place Accessibility Checklist (PPAC) used to assess the accessibility of a poll, the Department conducts individual voter and community group surveys to learn what worked well in the voting process and how the Department can better serve voters' needs. Community groups have emphasized the usefulness of the County website which allowed a more favorable voting experience and expressed the importance of promoting LAvote.net on their websites. The surveys also revealed that of the people who visited polls on Election Day, 82% (14 out of 17 respondents) observed the ABBs were operational. (**Survey Q19**)

SERVICES TO VOTERS WITH DISABILITIES

Survey Q19

If you visited polls on Election Day, was the Audio Ballot Booth (ABB) turned on and working at each poll?

Answered: 44 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	31.82%	14
No	6.82%	3
NA	61.36%	27
TOTAL		44

SERVICES TO VOTERS WITH DISABILITIES

Assisted Voter Tally Card

The November 2016 General Election (4,523 Polling Places) and the March 2017 Consolidated Municipal Election (2,543 Polling Places) returned approximately 1,910 and 58 Assisted Voter Tally Cards respectively. This provided feedback about the number of voters requiring assistance in the polling place. The Assisted Voter Tally Cards revealed that 336 voters in November 2016 and 2 voters in March 2017 requested to use the ABB, there were 2,463 voters in November 2016 and 79 voters in March 2017 in wheelchairs and 389 voters in November 2016 and 2 voters in March 2017 required assistance to cast their ballot.

November 8, 2016 PRESIDENTIAL PRIMARY			ASSISTED VOTERS TALLY CARD Assistance requests from voters in the precincts				
Precinct TOTALS	No requests for assistance	Bengali	Chinese	Gujarati	Hindi	Japanese	Khmer
		7	999	18	44	37	26
	584	Korean	Spanish	Tagalog	Thai	Vietnamese	Other
		634	12614	300	32	182	822
		Audio Ballot request	Wheelchairs	Blind, other	Add info / PW request		
	336	2463	1056		389		

March 7, 2017 CONSOLIDATED MUNICIPAL AND SPECIAL ELECTIONS				ASSISTED VOTERS TALLY CARD Assistance requests from voters in the precincts						
Precinct TOTALS	No requests for assistance	Armenian	Bengali	Chinese	Farsi	Gujarati	Hindi	Japanese	Khmer	
		15	0	1	18	0	2	6	0	
	31	Korean	Russian	Spanish	Tagalog	Thai	Vietnamese	Other		
		4	19	94	4	2	1	1		
		Audio Ballot request		Wheelchairs	Blind, visually or hearing impaired		Additional Information/ Pollworker Request			
	2	79		32		8				

VOTING SOLUTIONS FOR ALL PEOPLE (VSAP)

Los Angeles County is faced with a unique challenge when it comes to voting. It is not only the largest voting jurisdiction in the nation but it also has the most diverse population. In 2009 the RR/CC decided to embark on the challenging task of replacing its current aging InkaVote Plus voting system.

Research and development of VSAP (previously known as Voting Systems Assessment Project) began with extensive research with the goal of gathering data and utilizing feedback from community groups, focus groups and other relevant sources. The VSAP Advisory Committee was formed as a result of the research findings, to help define the best process for implementing a more accessible, accurate, and secure voting system while remaining in compliance with California Election Code. Under the advisement of the committee, 14 distinct principals to guide in the development and implementation of a new voting system were developed. Those principals include transparency, variety of voting options, privacy and, easy and accessible voting.

Further review of the research findings led to an assessment of existing voting systems in the market. Through this assessment it became evident that there was not a system in the market that could meet the unique voting needs of the Los Angeles County electorate.

In 2013, after review of many firms, the Department partnered with IDEO, an award winning global design firm that is known for its human-centered design approach. The goal of the partnership was to analyze data gathered since the projects inception and develop the specific elements of the new voting experience. After conducting additional research which heavily focused on accessibility and assessing feedback from community groups, the partnership identified the components of the new voting experience consisting of:

- A new accessible, touchscreen Ballot Marking Device (BMD) and accessible voting booth
- A new VBM experience
- An innovative Interactive Sample Ballot (ISB)
- A modernized Tally System
- Strategically located Vote Centers
- Expanded Early Voting
- Electronic Pollbooks with real-time capability

The culmination of these elements will yield a new and improved voting experience that addresses the concerns with the current voting system entirely redefining the voting process and expanding the opportunities voters have to cast their ballot.

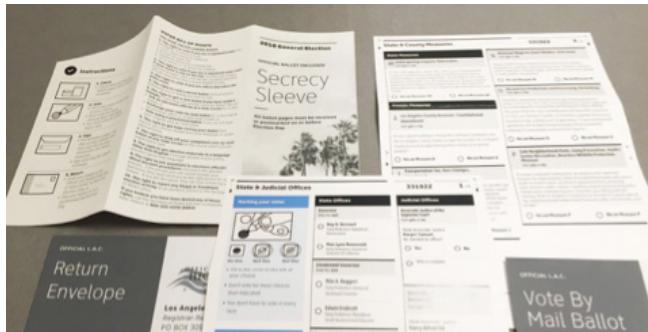
VOTING SOLUTIONS FOR ALL PEOPLE (VSAP)

VSAP's Progress 2016-2017

The Department is currently in the Manufacturing and Certification phase of the project. In this phase the Department will review proposals for the components requiring manufacturing by a third party. During this phase the components requiring internal elaboration will be developed. As the components are finalized they will require certification by the SOS. In addition, the Department will partner with experts who will conduct geo-spatial analysis and additional research to identify vote center and VBM drop-off locations that are accessible and strategically located.

The RR/CC is planning for full implementation of the new voting experience by 2020. Full accessibility has been a major consideration in all phases of the development of the VSAP.

Additional detailed information about the VSAP can be found online at: VSAP.Iavote.net.



CONCLUSION AND RECOMMENDATIONS

The Department invested in this evaluation project to ensure fair, accessible and transparent election services that go above and beyond compliance with Federal and State laws and regulations for all voters.

This project identifies areas of work designed to ensure accessibility on Election Day for voters of Los Angeles County. Most of these areas were able to successfully reach their established goal for the November 8, 2016 General Election and the March 7, 2017 Consolidated Municipal Election. Limitations were identified and process improvements have been suggested for future elections. The website (LAVote.net) in particular, has been a useful tool for providing all voters with valuable information, forms, instructions and links related to elections according to the Community Survey.

Pollworker training continues to promote positive practices designed to assist all voters. This includes stressing the importance of operating and offering the ABB, curbside voting and cultural sensitivity training when assisting voters with disabilities.

Election Day observers reported that modifications were used where needed in polling places to ensure access. The Department will continue its efforts to obtain fully accessible poll sites and future vote centers. Pollworkers were observed offering the use of ABB and as having accessibility tools available for use. The surveys indicate that the ABBs were available and in working order in the precincts observed. The number of voters who utilized this option has been minimal and illustrates the need to emphasize the value of the ABB to pollworkers and to the community through the transition and full implementation of the VSAP. Upon implementation, the VSAP will incorporate equipment expected to eliminate a separate voting device for voters with disabilities. The new BMDs have been developed to accommodate all voters.

The majority of the complaints from voters with disabilities on Election Day are about accessible parking. Currently Election Day Troubleshooters deliver accessible parking signs to identified locations.

Members of the VAAC provided valuable resources as the Department works diligently to ensure full accessibility. The Department continues to rely on advice and evaluation from the established partnerships with the various community groups who serve the full spectrum of individuals with disabilities.

The Department once again utilized grant funding to produce educational videos in partnership with VAAC members. The first video "Voters with Specific Needs Pollworker Training" won the NACo award and has been used by the Department's pollworker training staff since 2008. Partnering with community groups or stakeholders to produce useful educational materials is the most effective way to serve the voters.

HAVA EAID Grant

The United States Congress enacted the Help America Vote Act (HAVA) in 2002 to improve election administration, specifically to conduct and improve polling place accessibility through Election Assistance for Individuals with Disabilities (EAID) Grant (Section 261). This Grant, administered by the California Secretary of State to local counties, is mandated to be used in one or more of the following areas:

1. Polling Place Accessibility
2. Equal Opportunity
3. Accessibility Training
4. Access Information

List of items were purchased by utilizing this grant for 2015-2016 Fiscal Year:

- Website Accessibility Compliance Project
- Ramp Handrail Replacement in South Parking Lot at RR/CC
- Public Service Announcement 30 & 60 Seconds
- Replacement of Signs on all floors at RR/CC
- Re-pavement and Restriping for Disabled Parking Spaces (visitor lot) at RR/CC
- Braille materials
- Lower Tally Room Window at RR/CC
- Modifying/Lowering 3rd floor Affidavit Distribution/Vote by Mail Counter at RR/CC
- Accessible sample ballot on web
- 24 Milwaukee non-contact voltage tester
- 24 Klein tools receptacle tester
- Field Rep. Training trips
- SOS Accessibility training
- Sample ballot booklet recording and ballot pages recording for voters on file
- Door stops
- Curbside Voting Signs (blank)
- Signature Templates
- Laser Distance Measure Pro Packs
- GPS Car Navigation Systems
- ADA Code Tape Measurers
- JAWS (Job Access with Speech) Software



Office of the CIO Technology Directive

SUBJECT:	NUMBER:
Website Accessibility Compliance (Rehabilitation Act – Section 508)	TD 14-02
	DATE ISSUED: AUGUST 25, 2014
	EXPIRES: UNTIL RESCINDED
	CIO PROGRAM: eGOVERNMENT PROGRAM
REFERENCES:	
Section 508 Self-Evaluation.pdf	Website Accessibility Work Plan.xlsx

Distribution	Board Information Technology Deputies CEO Executive Committee Department Heads and Chief Deputies CIO Council & Leadership Committee Information Security Steering Committee Department Public Information Officers
Purpose	To provide direction and guidance to achieve and maintain compliance with Section 508 Amendment to the U.S. Rehabilitation Act of 1973 for accessibility on County websites within the spirit and intent of the law. Additionally, to describe the responsibilities of the County Departments to ensure continuous compliance with 508 Accessibility requirements.
Background & Context	Resultant from a Federal Court approved lawsuit settlement between the County and the Communities Actively Living Independent and Free (CALIF) organization, relating to adequately meeting the needs of people with disabilities and access and functional needs in its emergency plans. The County agreed to enhance its implementation of emergency planning policies, protocols, practices, and procedures, and be completed in stages over a six-year monitored settlement period. It is important to note that the Web Accessibility compliance date is October 2014. To comply with the Settlement Agreement the County must develop action plans in three areas and provide direction and guidance: <ol style="list-style-type: none">1. On emergency training;2. To include accessibility criteria when seeking funds to implement emergency response related capabilities;3. To maintain accessibility on County websites. To address the settlement implementation, an Inclusive Emergency Planning (IEP) team comprised of representatives from the Chief Executive Office (CEO), Chief Information Office (CIO), Office of Emergency Management (OEM), and the Internal Services Department (ISD) was assembled. Task 3 was assigned to CIO and ISD to establish guidance and training to update and maintain County websites to an acceptable compliance level for accessibility.

Website Accessibility

TD 14-02

Resultant from discussions, and research, it was decided that the U.S. Department of Justice's (DOJ) 508 Self-Evaluation will be used as the baseline reference and an Accessibility scanning software tool, provided by CIO, will be used to scan all outward facing websites to ensure accessibility compliance.

Directive	<p>This Directive describes the roles and responsibilities of County staff to ensure progress is provided on departmental efforts to update, manage, monitor, and maintain website accessibility compliance. To address this Directive departments are to address Section 508 Accessibility requirements by:</p> <ul style="list-style-type: none">• Developing websites that include accessibility criteria and features for people with disabilities to understand, navigate, interact, and contribute to the Web effectively;• Providing a sustainable process for departments to update websites to meet on-going 508 Accessibility; and• Strengthening internal communications with tools to share results and processes which will provide enhanced services to the public.
Departmental Information Technology (IT) Managers	<p>To ensure successful completion of all tasks that were mapped out on the work plan, cooperation from department IT managers and their team are greatly needed. Below are expectations, roles and responsibilities of the Departmental IT Manager.</p> <ul style="list-style-type: none">• Designate a key staff as the Departmental Website Accessibility Coordinator (WAC).• Participate in knowledge transfer session and accessibility training conducted by the IEP team.• Use the Website accessibility scanning tool, scan the entire department website, and obtain a scanned report.• Devise an internal plan to update and remediate areas cited from the scanned report as errors and in non-compliance. Most notable are the "Critical", and "Severe" items, which need to be addressed as priority. Note: This may involve the departmental web masters.• Work with the department's WAC to provide monthly Website accessibility updates on the IEP report to the IEP team at IEPProgram@ceo.lacounty.gov.• Perform on-going monthly monitoring and maintenance on department websites by using the accessibility scanning tool and update the cited areas.• Provide training and knowledge transfers to internal staff on Website accessibility compliance requirements.
Scope & Applicability	<p>This Directive applies to all departments that have websites as all must maintain 508 accessibility compliance.</p> <p>The County must ensure compliance with website accessibility standards, all Departments must closely monitor this service in light of evolving trends i.e., social media, software and practices.</p>

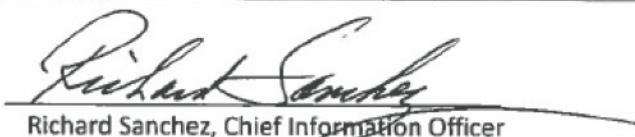
Website Accessibility

TD 14-02

Exceptions Requests for exceptions to this Directive must be approved by the Chief Executive Officer or his designee in consultation with the County Counsel. Departments requesting exceptions shall document and submit their requests to the CIO. The request should specifically state the scope of the justification for granting the exception, the potential impact(s) and risk(s) granting the exception, costs and timeframes for complying with the policies set forth herein.

Definitions WAC- Departmental Website Coordinator
Section 508 Requirements - <http://www.justice.gov/crt/508/508home.php>

Approved



Richard Sanchez, Chief Information Officer
County of Los Angeles

Please contact the Office of the CIO (213.253.5600 or info@cio.lacounty.gov) for questions concerning this Technology Directive. This document is also available online at <http://ciointranet.lacounty.gov/>

Appendix

Appendix C

PSA Script-60 Second Spot

"LA County Disability Voter " PSA ver.4 60sec

SHOT	VIDEO	AUDIO	MUSIC
	EXT. DAY – Possible out of focus flag backdrop	VARIOUS VOICES: “My Vote... “	FADE IN
1	VOTER IN WHEELCHAIR	“My Vote... “	
2	BLIND VOTER	“My Vote Counts”	
3	DEAF VOTER (signing)	FEMALE VOICE OVER:	
4	Various shots of above voters	Voting independently and privately is your right	
5	Stylized shot of polling place, BLIND VOTER being assisted by THEIR FRIEND, and VOTER IN WHEELCHAIR enters polling place.	Los Angeles County strives to use fully accessible poll sites or provides modifications to assure access to all voters with disabilities.	
6	Various polling booths and devices Shots of accessible equipment being used / and or disable person using poll booth Voter listening to recording	These polling places are equipped with wheelchair accessible booths, visual devices, and audio ballot booths where you can listen to your ballot choices.	
7	POLL-WORKER smiles to camera	Each polling place is staffed with friendly trained poll-workers who are ready to assist voters at every step of the voting process.	
8	POLL-WORKER helping disabled person	If you're unable to enter a polling place, curbside voting is available at all locations.	
9	POLL-WORKER helps VOTER cast their ballot curbside	And if you like to get things done early, you can vote by mail.	
10	VOTER prepares vote by mail ballot	To find a polling place, check accessibility, or register to vote, learn more at lavote.net or call 562-466-1310.	
11	WEBSITE GRAPHIC		
12	GRAPHIC of website address and telephone number on screen until end.		

Full Vision Productions Version 3.0

13	VOTER (wearing "I voted" sticker) GRAPHIC (bottom of screen): This message produced by the Los Angeles County Voting Accessibility Advisory Committee and funded through Federal HAVA Election Assistance for Individual with Disabilities grant.	VOTER “Your voice, your vote”	
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Accessibility Service Program One Page Informational Flyer



ACCESSIBILITY SERVICES PROGRAM

Accessibility Services

• Polling Place Accessibility

- Accessible Voting Machines
- Assistive Devices
- Curbside Voting
- Accessible Parking
- Accessible Entrances

• Disability Awareness Training for Pollworkers

- Sensitivity Guidelines
- Awareness Video

• Accessible Voting Materials

- Election Information in Large Font
- Audio Sample Ballot
- Online Voter Registration

• Voter Outreach and Education

- Voter Registration Assistance
- Voter Participation, Education and Empowerment
- Translated Election Material

• Voting Accessibility Advisory Committee

- Community Advisory Group
- Election Accessibility Improvement

• TDD

Assistance in Voting

Under California law, any voter who needs help with casting a ballot is entitled to request assistance. A pollworker can provide assistance or the voter may select a person of his or her choice.

If you are unable to mark your ballot, you may select up to two people to help you cast your vote. The persons may not be your employer, your employer's agent or your labor union leader or agent.

We are here to HELP!

Please ask for assistance.



Accessibility Service Program One Page Informational Flyer (double sided) Large Font



ACCESSIBILITY SERVICES PROGRAM

Assistance in Voting

Under California law, any voter who needs help in casting a ballot is entitled to request assistance. A pollworker can provide assistance or the voter may select a person of his or her choice.

If you are unable to mark your ballot yourself, you may select up to two people to help you cast your vote. The persons may not be your employer, your employer's agent or your labor union leader or agent.

We are here to HELP!

Please ask for assistance.

Contact Us

Website: www.LAvote.net

Phone: (562) 466-1310

TDD: (562) 462-2259

Accessibility Services

Polling Place Accessibility

- Accessible Voting Machines
- Assistive Devices
- Curbside Voting
- Accessible Parking
- Entrances

Disability Awareness Training for Pollworkers

- Sensitivity Guidelines
- Awareness Video

Accessible Voting Materials

- Election Information in Large Font
- Audio Sample Ballot
- Online Voter Registration

Voter Outreach and Education

- Assist Voters with Registration
- Educate and Encourage Voter Participation
- Translated Election Material

Voting Accessibility Advisory Committee

- Community Advisory Group
- Improve Election Accessibility

TDD