DEAN C. LOGAN
Registrar-Recorder/County Clerk

September 20, 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 – 3rd Quarter, 2016

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

This quarter, we accomplished major milestones. We completed the System Design and Engineering Phase of the project. During this phase, we engaged voters, pollworkers, and design and technology experts to reimagine new voting experience for Los Angeles County. This new design will provide voters with a more convenient and accessible voting experience that leverages technology and maintains election security and integrity. We are now preparing for the launch of the Manufacturing and Certification Phase. Thanks to the continued support of your Board and the Chief Executive Office, we continue to be seen as a national leader in voting systems modernization with this innovative project.

Design Validation Units

The Department received five updated Ballot Marking Device prototypes from our contractor IDEO on June 13, 2016. These prototypes, also known as Design Validation Units (DVUs) are functional prototypes that demonstrate the look and feel of the latest iteration of the Ballot Marking Device. The DVU allows for a simulated voting experience in a vote center setting. The DVUs demonstrate the device's scanner, touch screen user interface, audio user interface, accessibility features, printer mechanism, and integrated ballot box. These DVUs will be the design reference for the manufacturer in the next phase of the project. They will also be used as public education and outreach tools. We have made the devices available for demonstrations to community organizations and will continue to do so through the phase of the project.

Phase III Capstone Event: "VSAP: Creating the Voting Experience of the Future"

On June 30, 2016, the Department hosted a public conference to introduce the new voting experience and present the most recent ballot marking device prototype. The event, entitled "VSAP: Creating the Voting

Experience of the Future" marked the culmination of the System Engineering and Design Phase and celebrated the accomplishments of the project. The event was held at the Bob Hope Patriotic Hall and received great support from other County Departments including Military and Veteran Affairs and the CEO's office.

During the event, a two-part panel presentation was held where key project stakeholders shared their experiences with the VSAP. Speakers discussed the human-centered approach and the collaboration of the public and private sectors in voting system design. Panel participants included community leaders, design partners and experts in subjects such as security, accessibility and usability. Participants shared their personal experiences with the project and provided the audience an overview of the project's human-centered approach.

The Department also screened two short videos during the event. The first is a documentary entitled "Democracy by Design" narrates the story of the VSAP including the idea behind its conception, the research and design processes, the goals of the project, and the vision of a new voting experience. The second is an animated video of the new voting experience, which details the various components and services that will make voting more accessible and convenient in future elections. To view these videos, visit our website at vsap.lavote.net.

The event gathered past and present individuals who contributed to the project. In attendance were project staff, partners, consultants, contractors, VSAP Advisory Committee members, VSAP Technical Advisory Committee members, election administrators. Also in attendance were representatives from other County departments, the Board of Supervisors, and the office of the Secretary of State.

The successful event garnered attention from both local and national media. Media representatives had the opportunity to interact with the ballot marking device prototypes and interview key project stakeholders. Links to the press mentions are listed in this report as well as available on the VSAP website.

Joint VSAP Committees Meeting

The VSAP Advisory Committee and VSAP Technical Advisory Committee convened on July 1, 2016 at the Tom Bradley Tower in Los Angeles City Hall. The members were updated on the software and hardware design, the new Vote-By-Mail packet, the Interactive Sample Ballot (ISB), and modernized tally system.

The members of the VSAP Committees were actively engaged throughout the design process through their technical expertise and representing the voice of the diverse communities in the LA County. The Department will continue to involve the committee members during the Manufacturing and Certification Phase. The members expressed their continued commitment and support to the project as we move forward.

Enterprise Services Master Agreement (ESMA)

The Department launched a request for bids under ESMA for consulting services to prepare for the manufacturing, certification and implementation of the future system. From the pool of eligible vendors, we received one response to the bid. That response came from Gartner, Inc. (Gartner.)

Gartner will be tasked to conduct an assessment of the Department's organizational and operational readiness to accommodate the future state of election services in Los Angeles County. Gartner will also conduct market research to identify potential voting system manufacturers, assess the risks and challenges, and identify the best procurement strategy. Furthermore, Gartner will assist in developing a project schedule and a conceptual approach to the implementation of the new system.

Your respective Board offices received notification regarding this ESMA on August 31, 2016. We will schedule a project update and ESMA briefing with your office to provide you with further details on this engagement.

Public Engagement

Following the public unveiling of the latest voting system prototypes is the launch of public education and outreach efforts to introduce the new voting experience. Different organizations have requested prototype demonstrations and project updates to learn more about the project. To meet these requests, the following events were attended by the VSAP team during this quarter:

July 13-14, 2016 - California Association of Clerks and Election Officials (CACEO) Annual Conference
The VSAP team displayed two prototypes at the CACEO conference in Redondo Beach, CA. Election officials from different jurisdictions across the state interacted with the prototypes and provided their feedback.

July 21, 2016 - Los Angeles Votes Committee Meeting
The VSAP team presented a project update, and gave a demonstration of the voting system prototype to members of the LA Votes Committee and staff of the Los Angeles City Clerk.

July 22, 2016 - 2016 National Association of Counties (NACo) Conference and Exposition
We shared the VSAP's collaborative and participative approach in designing the new voting system to the different representatives from various jurisdictions across the nation at the NACo Conference in Long Beach, CA. The attendees interacted with the prototype to experience the new voting experience.

July 27, 2016 - Quality & Productivity Commission of Los Angeles County Meeting
The VSAP team gave a status update and presented the latest prototype to the members of the Commission.

July 27, 2016 – Community and Voter Outreach Committee (CVOC) Meeting
VSAP team members introduced the latest voting system prototype and the different components of the new voting experience to the members of the CVOC. We also update the committee on the next steps in the project and encouraged their continued involvement in the project. The members interacted with the prototype and gave their feedback.

August 5, 2016 - Voting System Demonstration at United Cerebral Palsy of Los Angeles
UCPLA invited the VSAP team to conduct a demo of the touch screen and audio interface of the latest prototype at their Culver City location. Their clients and staff interacted with the prototype and gave their feedback.

August 9, 2016 – National Conference of State Legislatures (NCSL) Legislative Summit
Jeramy Gray, Principal Project Manager and Assistant Registrar-Recorder/County Clerk for Information Technology, was invited to the NCSL Summit in Chicago, IL. He was a speaker for the "Technology: Improving Elections One Bit or Byte at a Time?" panel where he discussed LA County's efforts at modernizing the voting process to provide a more accessible service to its electorate.

August 16, 2016 – Voting Accessibility Advisory Committee (VAAC) Meeting
VSAP team members presented the most recent voting system prototype, accessibility features of the system and the next phase of the project. The members were given the opportunity to experience the touch screen, audio user interface and the interactive sample ballot.

Project Awards and Recognitions

UCPLA Certificate of Appreciation
We are honored to have been presented with a Certificate of Appreciation from the United Cerebral Palsy of Los Angeles (UCPLA) on August 5th. The VSAP has actively engaged members of UCPLA to test prototypes and to gather feedback that helped shaped the design of the new voting system.

Government Technology: Outstanding IT Project Award
The VSAP received the Outstanding IT Project Award at the Los Angeles Digital Government Summit held on August 30 & 31, 2016. The summit provides a venue for leaders from both the public and private sectors to share their innovative ideas, knowledge, expertise, and learn best practices to improve the delivery of government services.

Media Coverage

July 5, 2016 - Building a Better Ballot
https://vimeo.com/173499637

July 3, 2016 - LA County implementing new digital voting system
http://abc7.com/society/la-county-implementing-new-digital-voting-system/1411913/

July 1, 2016 - L.A. County Plans to Overhaul its Voting System with Touchscreen Devices
http://www.govtech.com/dc/articles/LA-County-Plans-Overhaul-Voting-System-Touchscreen-Devices.html

July 1, 2016 - California: Los Angeles County unveils new voting system prototype
http://thevotingnews.com/los-angeles-county-unveils-new-voting-system-prototype-scv-signal/

July 1, 2016 - Touchscreen ballots and a choice in polling stations could be the future of voting in L.A. County
http://www.latimes.com/local/lanow/la-me-ln-county-voting-system-20160630-snap-story.html

July 1, 2016 - 새로운 투표 시스템 (New Voting System)
https://www.youtube.com/watch?v=cJ5_kwnQH3c&feature=youtu.be

June 30, 2016 - Here's what LA County's voting booth of the future will be like
http://www.scpr.org/news/2016/06/30/62185/l-a-county-aims-to-rollout-new-voting-system-by-20/

June 30, 2016 - Los Angeles County unveils new voting system prototype
http://www.signalscv.com/section/36/article/153961/

VSAP Newsletter

Attached to this report is the latest issue of the quarterly newsletter which is produced to keep the VSAP Advisory Committee, VSAP Technical Advisory Committee, and the public informed on activities and developments in the project.

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 vsap.lavote.net. 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, Principal Project Manager and Assistant Registrar-Recorder/County Clerk, at jgray@rrcc.lacounty.gov or (562) 462-2714.

VSAP

ISSUE 6
SEPTEMBER 2016

VOTING SYSTEMS ASSESSMENT PROJECT

Quarterly Newsletter

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MESSAGE *from Dean*

This quarter, we celebrated a significant milestone in the project – the introduction of our new voting experience vision including the unveiling of the latest ballot marking device prototype. These milestones represent the culmination of the project's System Design and Engineering Phase.

Our efforts at modernizing the process of voting goes beyond upgrades in technology. We envision a systemic and holistic improvement in the way we provide election services, providing more accessible and flexible voting options for our voters. The new vision is a result of the hard work, participation and involvement of each and every one of you and your organizations throughout the system design and engineering process. Thank you for all the time and effort you have invested in getting us to this point.

As we transition to the Manufacturing and Certification phase, we will all be tasked with developing important strategies and implementation plans. These plans will be critical as we continue to move closer to delivering a more accessible and convenient election to our electorate. I encourage your continued engagement in the project and I look forward to our collaboration to reach our goals for the next phase.

Dean C. Logan

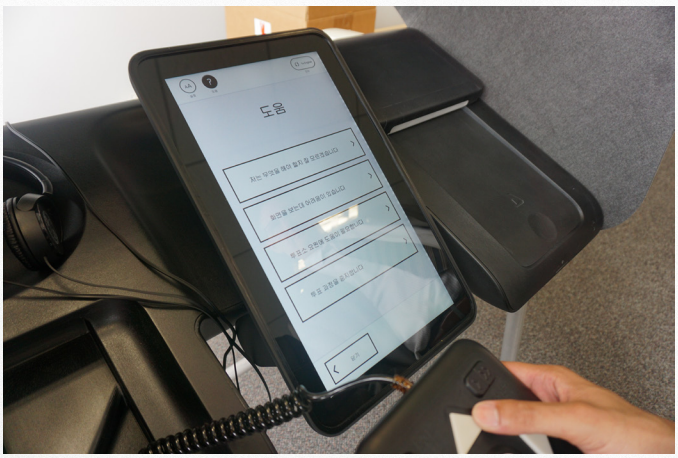
DEAN C. LOGAN
Registrar-Recorder/County Clerk
Los Angeles County

NEW BALLOT MARKING DEVICE PROTOTYPES!

Our design contractor, IDEO, delivered five updated ballot marking device prototypes, or Design Validation Units (DVUs) in June. These DVUs are functional units that feature a more sophisticated hardware and software specifications compared to the earlier iterations of the design. This DVU allows for a step-by-step demonstration of future experience in a vote center setting.

The DVU can scan a pre-marked Interactive Sample Ballot (ISB) and transfer the selections onto the device. The user may use the touch screen or audio user interface. It features bilingual text, customizable font and contrast, accessibility features, printer mechanism, and an integrated ballot box. These DVUs will be the design reference for the manufacturer in the next phase of the project.

County staff was trained on how to set-up, breakdown and store these prototypes. We learned techniques on basic troubleshooting and maintenance of these units.

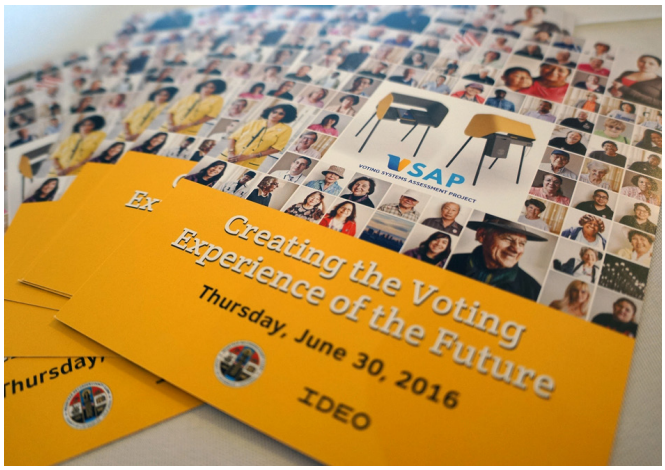


UNVEILING OUR VISION

We celebrated a major project milestone on June 30th at the Bob Hope Patriotic Hall—the culmination of the System Design and Engineering Phase, and the transition to the Manufacturing and Certification Phase.

The highlight of this event was the public unveiling of the latest ballot marking device prototype and the introduction of the voting experience of the future. In this new vision, Los Angeles County will modernize and upgrade the voting equipment and election services. The new voting experience includes a period of early voting, a ballot marking device with touch screen and audio user interface, an interactive sample ballot, vote centers, and a newly designed Vote by Mail ballot.

This celebration was kicked off with a media event attended by representatives from various news outlets including LA18, KABC TV, LA Times, NPR, and KCBS/KCAL among others. Media representatives interviewed key project team members and interacted with the prototypes.



The various iterations of the system were on display at the event. The display allowed participants to see the evolution of the design, from the early ideas to a fully functional, interactive prototype.

During the celebration, a two-part panel presentation was held to tell the story of VSAP through its design process and stakeholder engagement. We also screened two videos during the event – a documentary narrating the VSAP story entitled "Democracy by Design" and an animated video depicting the future state of elections and voting in LA County.

The panelists shared how RR/CC and IDEO collaborated in designing the new voting system. The speakers were Dean Logan, LA County Registrar-Recorder/County Clerk; Matt Adams, IDEO Lead Project Manager; and Pamela W. Smith, VSAP Technical Advisory Committee member and President of Verified Voting.

The second panel was composed of Efrain Escobedo of California Community Foundation, Deanna Kitamura of Asian Americans Advancing Justice, Terri Lantz of the United Cerebral Palsy of Los Angeles, Jared Marcotte of The Turnout, and Whitney Quesenbery of the Center for Civic Design. The speakers shared their contributions to the design and their experiences as members of the VSAP Advisory Committee and VSAP Technical Advisory Committee. The event was attended by project partners, election administrators, County representatives and members of the community.

UNVEILING OUR VISION

Dean with our system design partners – IDEO, Digital Foundry and Cambridge Consultants.

The VSAP Internal Project Team

COMMITTEE MEETINGS

The VSAP Advisory Committee and Technical Advisory Committee met at the Tom Bradley Tower in Los Angeles City Hall on July 1, 2016. The committee members interacted with the prototype and discussed key components of the systems including software and hardware specifications, Vote-By-Mail, Interactive Sample Ballot (ISB), and tally. The Department discussed the next steps in the project and the role of the committee members in the manufacturing, solicitation, and certification process.

PUBLIC ENGAGEMENT

The VSAP team attended different meetings and conferences to conduct prototype demonstrations and update the public on the different accomplishments in the project.

JULY 13-14, 2016; REDONDO BEACH, CA

California Association of Clerks and Election Officials (CACEO) Annual Conference

The VSAP team gave system demonstrations to election officials from different jurisdictions in California. This event was a great opportunity to gather feedback from subject matter experts and future users of the system.

LA County Chief Executive Officer Sachi A. Hamai casts her ballot in this simulated voting process.

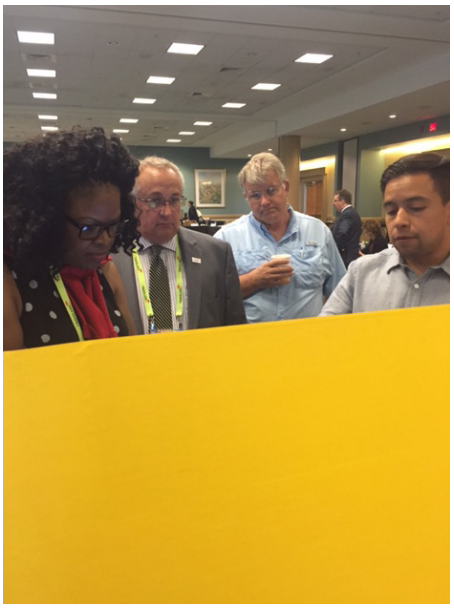
JULY 21, 2016; CITY CLERK'S OFFICE

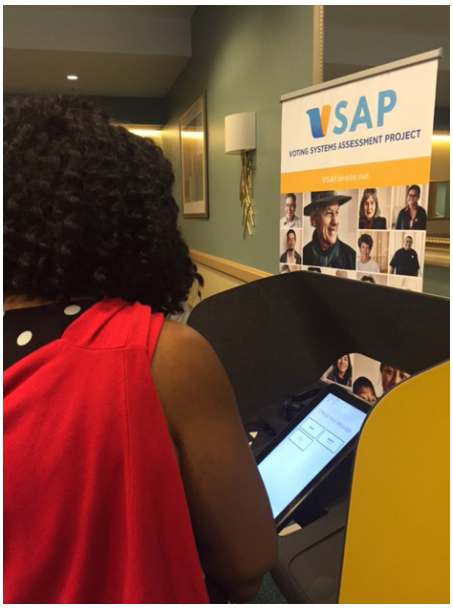
City of Los Angeles, Votes Committee Meeting

The LA City Clerk invited the VSAP team to conduct a demonstration of the touch screen and audio interface to the members of LA Votes Committee.

JULY 22, 2016; LONG BEACH, CA
National Association of Counties (NACo) Conference and Exposition

Dean talked about the collaborative and participative approach in designing the new voting system. Representatives from counties across the nation attended the annual conference and had the opportunity to interact with the prototype.





JULY 27, 2016; RR/CC HEADQUARTERS
Quality & Productivity Commission of Los Angeles County Meeting

The VSAP team gave a status update and presented the latest prototype to the members of the Commission.

JULY 27, 2016; RR/CC HEADQUARTERS
Community and Voter Outreach Committee (CVOC) Meeting

VSAP team members introduced the latest voting system prototype and the different components of the new voting experience to the members of the CVOC. The team also update the committee on the next steps in the project and encouraged their continued involvement in the project. CVOC members interacted with the prototype and gave their feedback.

PUBLIC ENGAGEMENT

AUGUST 5, 2016; CULVER CITY, CA

Voting System Demonstration at United Cerebral Palsy of Los Angeles (UCPLA)

The VSAP team was invited by UCPLA to give a voting system demo for their clients and staff. The clients at UCPLA interacted with the prototype and were introduced the future voting experience in Los Angeles County.

During this demonstration, UCPLA granted Dean Logan and the VSAP a certificate of appreciation in recognition of the effort to include voters with disabilities in the system design process. UCPLA self-advocates participated in several of our user testing sessions of both the ballot marking device and the vote by mail packet. Many of the accessibility features incorporated in the system design are from feedback these user testing. We are honored to have the opportunity to work closely with this organization.

UCPLA self-advocates try the latest prototype of the voting system. These prototypes feature accessible voting technology for an improved voting experience.

To read the UCPLA's Press Release on the event, visit http://www.prweb.com/releases/2016/08/prweb13600825.htm.

AUGUST 9, 2016; CHICAGO, IL

National Conference of State Legislatures (NCSL) Legislative Summit

Jeramy Gray, Assistant Registrar-Recorder/County Clerk for Information Technology, shared the VSAP's approach of modernizing the voting process during the panel "Technology: Improving Elections One Bit or Byte at a Time?"

AUGUST 16, 2016; RR/CC HEADQUARTERS

Voting Accessibility Advisory Committee (VAAC) Meeting

VSAP team members updated the committee members on the latest voting system prototype, accessibility features, and the plan for the next phase of the project. The members interacted with the touch screen and audio user interface of the prototype.

PROJECT RECOGNITION

Congratulations to the VSAP for being named Outstanding IT Project at the Los Angeles Digital Government Summit held on August 30 & 31, 2016. The summit provides a venue for leaders from both the public and private sectors to share their innovative ideas, knowledge, expertise, and learn best practices to improve the delivery of government services.

IN THE NEWS

The links below provide access to the news articles and television segments that feature the VSAP:

July 5, 2016 | Building a Better Ballot
https://vimeo.com/173499637

July 3, 2016 | LA County implementing new digital voting system
http://abc7.com/society/la-county-implementing-new-digital-voting-system/1411913/

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http://www.govtech.com/dc/articles/LA-County-Plans-Overhaul-Voting-System-Touchscreen-Devices.html

July 1, 2016 | California: Los Angeles County unveils new voting system prototype
http://thevotingnews.com/los-angeles-county-unveils-new-voting-system-prototype-scv-signal/

July 1, 2016 | Touchscreen ballots and a choice in polling stations could be the future of voting in L.A. County
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July 1, 2016 | 새로운 투표 시스템 (New Voting System)
https://www.youtube.com/watch?v=cJ5_kwnQH3c&feature=youtu.be

June 30, 2016 | Here's what LA County's voting booth of the future will be like
http://www.scpr.org/news/2016/06/30/62185/l-a-county-aims-to-rollout-new-voting-system-by-20/

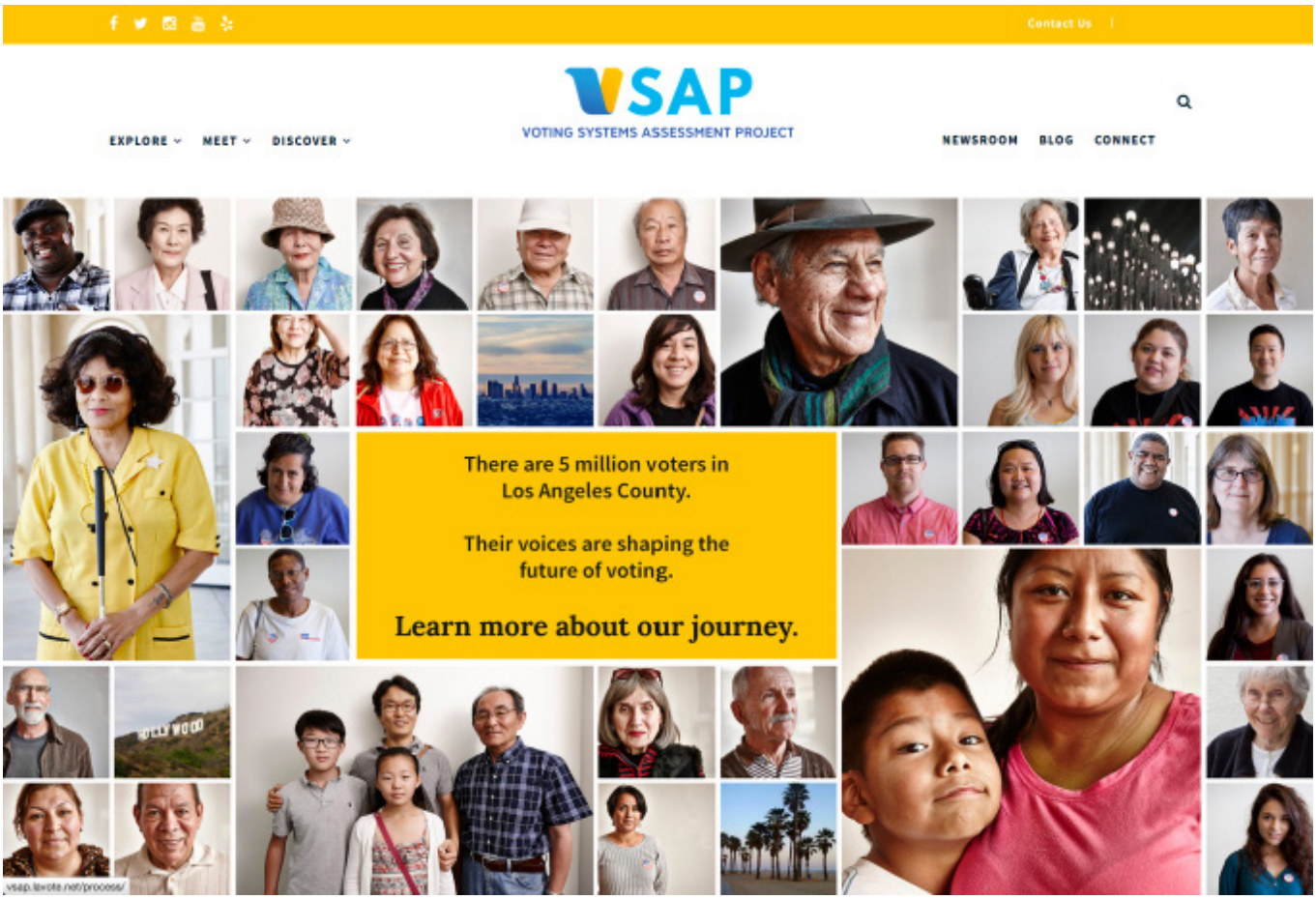
June 30, 2016 | Los Angeles County unveils new voting system prototype
http://www.signalscv.com/section/36/article/153961/

STAY CONNECTED

HAVE YOU VISITED OUR NEW WEBSITE?

Get the latest updates and project developments at **VSAP.lavote.net**

You can view an animated video of the envisioned future voting experience in LA County. Learn more about the project, access full research reports, media coverage, and read the blogs from our team and committee members.



INTERESTED IN SHARING YOUR THOUGHTS ON THE PROJECT?

Submit it at **vsap@rrcc.lacounty.gov** to be featured on our blog.

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