



2015

**ACCESSIBILITY
SERVICES FOR VOTERS
WITH DISABILITIES**

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INTRODUCTION

The purpose of this evaluation report “Accessibility Services for Voters with Disabilities 2015” is to provide comprehensive feedback of the accessibility services implemented by the Los Angeles County Registrar Recorder/County Clerk (Department) for the June 2014 Primary Election. Los Angeles County (County) observes this approach in complying with State 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 Department’s 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 650 million people worldwide are living with a disability, making it the world’s largest minority.¹ Los Angeles County, in particular, contains nearly one in five adults living with some form of disability.

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, possibly changing the outcomes of some elections throughout the country.² Because of this, it is fundamental to our democracy to make voting accessible for all eligible voters, especially those with disabilities.

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 11 percentage points lower than those without disabilities. Some of the barriers for this are a lack of access to voting sites and difficulties with transportation.³ In 2008, the United States Governmental Accountability Office found that only 27% of surveyed polling sites had no impediments in the path from the parking area to the polling place while another 27% did not even offer curbside voting.

¹ Renzo Ramella. “Fact Sheet on Persons with Disabilities,” United Nations Enable, last modified October 27, 2009, <http://www.un.org/disabilities/default.asp?id=18>

² 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>.

³ Ibid.

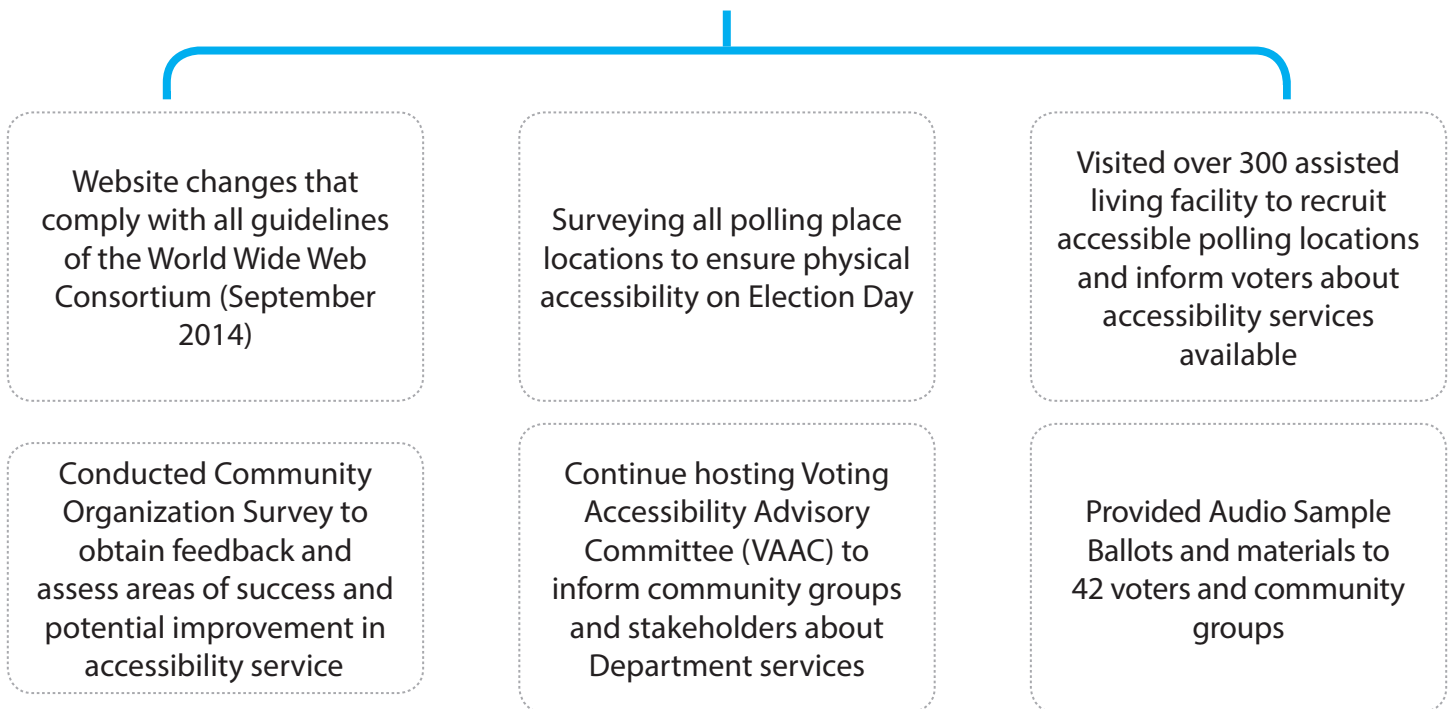
INTRODUCTION

Department Accomplishments Providing Accessibility Services for Voters with Disabilities

The Department has been working diligently to ensure full accessibility of elections for people with disabilities and has made considerable steps over the past decades in surveying, recruiting, modifying, and retaining accessible polls. In 1986, only 70% of Los Angeles County's polls were physically accessible whereas now, 99% of polling places have a high level of accessibility for voters with disabilities.

On Election Day, all polling locations are equipped with accessibility tools and trained pollworkers to meet the needs of voters with disabilities. From voting devices to community outreach, the Department ensures that every voter has the option to vote independently and privately. The Department continues to prioritize accessibility and seeks to improve upon its services in order to create a successful voting experience for all.

Accessibility Services Highlights in 2014



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 voter needs.

A Polling Place Accessibility

Standard of Service

The Department's Pollworker Services Section employs Field Representatives who survey and recruit the County's numerous polling places using an Accessibility Survey checklist. Field Representatives are prepared to assess accessibility by attending a 2-day training with the State Department of Disability. Representatives look for issues including:

- Terrain
- Steps
- Locked gates
- Designated handicapped parking
- Curb cuts
- Necessary ramps
- Maneuverable thresholds

There are around 6,000 polling locations in the Department's database that have been surveyed to ensure accessibility for people with disabilities, and 389 polling locations were re-surveyed using the updated Accessibility Form.

If a location is inaccessible, the Department's Field Representatives try to make it accessible by using modification tools, like ramps and mats.

Once accessibility determinations are made, polling place notifications are then sent out to all voters indicating where their polling site is 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 our website's Accessibility Services section.

Below are additional services the Department offers to make the voting process comfortable for all voters.

SERVICES TO VOTERS WITH DISABILITIES

Accessible Voting Machines

The Audio Ballot Booth (ABB) offers audio recordings of the ballot in 10 different languages, and provides an independent and private voting experience for people 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 (Survey Q 23)

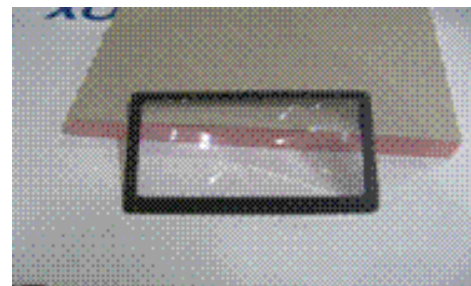
- **Wheelchair accessible voting booth**

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 ballot machine 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 to those with low vision.



SERVICES TO VOTERS WITH DISABILITIES

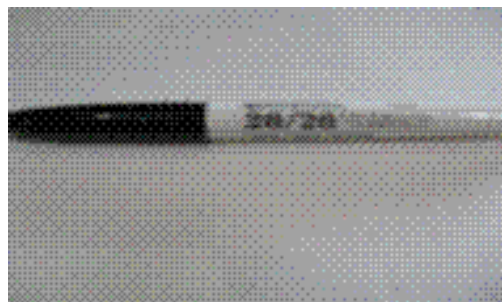
- **Dexterity ball**

An easy grip dexterity ball that attaches to the 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 a black "20/20" felt tip pen that can be used in place of the InkaVote marker.

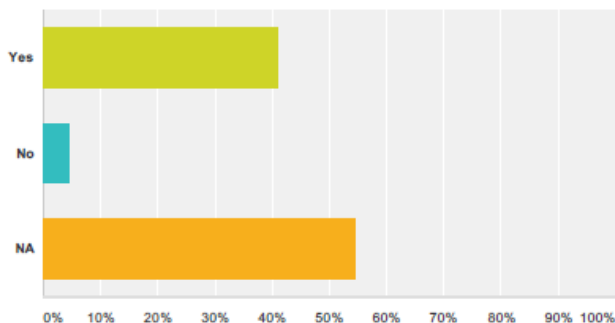


Survey Q23

Community Organization Survey

Q23 If you visited polls on Election Day, were all the accessibility tools (magnifier, dexterity ball, 20/20 pen) displayed at every poll site?

Answered: 22 Skipped: 3



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Yes | 40.91% | 9 |
| No | 4.55% | 1 |
| NA | 54.55% | 12 |
| Total | | 22 |

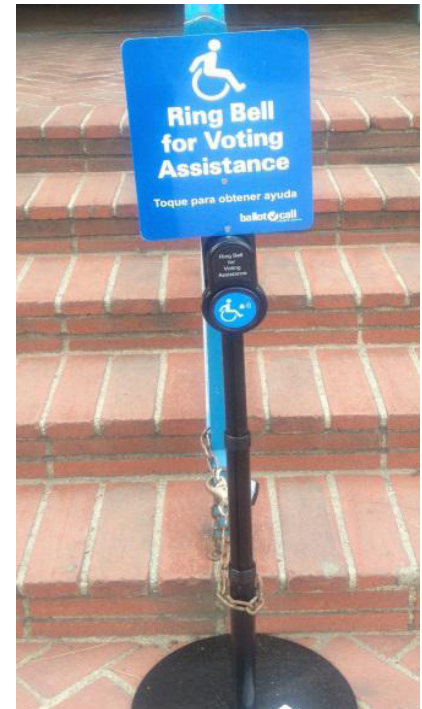
SERVICES TO VOTERS WITH DISABILITIES

Voter assistance by pollworkers at every step of the voting process

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

Curbside Voting

Any voter who cannot physically go into the polling place may request to vote at the curbside. When requested, a pollworker will bring the ballot and voting device outside to the voter. A voter can request for this service by calling the number on the curbside voting sign that is placed outside of every polling location. In addition, at certain inaccessible locations, voters can communicate their need for curbside assistance by pushing a BallotCall button that wirelessly alerts a poll worker inside about a voter waiting outside.



Accessible Parking

When surveying polling locations, Field Representatives evaluate the number of regular and disabled parking spots available near the poll entrance. If there are no disabled spots, the Department may erect signage designating certain non-disabled spots as disabled parking. In order to modify parking places to make them accessible for people with disabilities, the Department owns 6' disabled parking stanchion signs, as well as 18' and 28' disabled signs with access aisle cones.

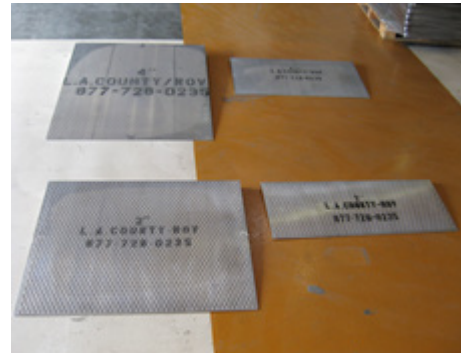


SERVICES TO VOTERS WITH DISABILITIES

Entrances (survey Q 24)

- **Ramps**

For locations that have steps or an entrance that is inaccessible for wheelchairs, the Department owns ramps that can be set up at a limited number of locations to make them accessible for all voters.



- **Rubber Floor Mats**

Rubber floor mats are available to cover a doorsill or threshold in order to create a smooth passage for someone in a wheelchair or walker.



- **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 surface, the Department will provide a large access pathway mat that can be rolled out to create a stable and smooth surface that is safe for wheelchairs and walkers.



Portable lights are provided to those sites with minimum outside lighting.

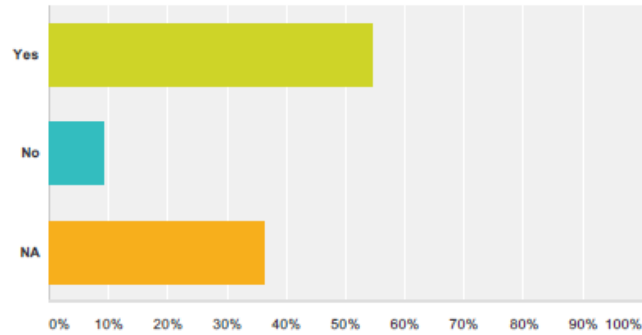
SERVICES TO VOTERS WITH DISABILITIES

Survey Q24

Community Organization Survey

Q24 If you visited polls on Election Day, did they all have accessible entrances?

Answered: 22 Skipped: 3



| Answer Choices | Responses |
|----------------|-----------|
| Yes | 54.55% 12 |
| No | 9.09% 2 |
| NA | 36.36% 8 |
| Total | 22 |

Review of Accessibility Surveys

When surveying polling locations, Field Representatives evaluate the number of regular and disabled parking spots available near the poll entrance. If there are no disabled parking spots, the Department may erect signage designating certain non-disabled spots as disabled parking. In order to modify parking places to make them accessible for people with disabilities, the Department owns 6' Disabled Parking stanchion signs, as well as 18' and 28' Disabled Parking Signs with Access Aisle cones.

June 2014 Results/Evaluation

For the June 2014 Primary Election, the Department modified 96 polling sites, making 4,574 polling places wheelchair accessible. The majority of the community groups who answered the community survey were aware of Accessible Voting Devices at every poll site on Election Day (**Survey Q23**). They also confirmed that the majority of the poll sites they visited had an accessible entrance. (**Survey Q24**)

Of the 1949 Precincts that completed the Assisted Voters Talley Card for the June Election:

- 86 voters requested to use the Audio Ballot Booth (ABB) to cast a ballot
- 277 requested to vote Curbside
- 510 Voters required Wheelchair access
- 384 Voters with visual or other disabilities were assisted to cast a ballot

B Accessible Website

Standard of Service

The Department's website was updated in September 2014 to include 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. Therefore, the Department's new website includes tags for images, labels for non-text content, closed captions for videos, keyboard accessibility, and the ability to change font sizes. These new features make it easier for people with disabilities to access the website comfortably.

The Department's website also provides pertinent election information to users with specific needs, including a list of accessible poll sites and registration options. Residents can also submit a Vote By Mail 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.

Voting Accessibility pages of website contain:

- Statement of legal rights 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
 - 42 Audio Sample Ballots were provided to voters prior to voting in the June 2014 Primary Election
 - Early voting options
- Election Day Services
 - Description of what constitutes an Accessible Polling Place, including accessibility tools
 - Neighborhood Voting Centers (NVC's)
 - Assistance in voting
 - Voters Using Wheelchairs
 - Curbside Voting
 - Voters with Vision Impairments
 - Marking Devices
- Contact Information

June 2014 Results/Evaluation

The new website was not yet available for the June 2014 election (launched September 2014). Voters continued to access information and services provided by the on-going website. The website introduced in September 2014 was developed using the Web Content Accessibility Guidelines (W3C's WCAG).

C Accessible Voting Materials

Standard of Service

People with disabilities who are unable to vote at the poll can request a Vote by Mail ballot.

Applications for the three different Vote by Mail ballots are available to download and print through the Department's website. Vote by Mail ballots must be received by the Department or a polling place no later than the close of polls on Election Day. If a voter is disabled or unable to return the ballot on his/her own, that person may designate a family member or a person residing in the same household to return the ballot. Below are descriptions of the three 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 Vote by Mail ballot, no later than 7 days before Election Day.
- **Permanent Vote by Mail** - Any voter may apply for Permanent Vote by Mail status, which means a ballot will be automatically mailed to that voter for every eligible election. A voter can retain Permanent Vote by Mail voter 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 Vote by Mail ballot for two consecutive statewide general elections. There are currently 1,523,363 (as of March 2015) Permanent Vote by Mail voters in the County.
- **Emergency Vote By Mail** – If a voter is unable to vote at the polls within six days before an election (i.e. sick, hospitalized, 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.
- **Audio Sample Ballot** - Voters with visual impairments can request an Audio Sample Ballot be mailed to his/her residence before major elections by calling the Election Information Section.

June 2014 Results/Evaluation

Vote By Mail Ballots (VBM) were issued to 1,533,949 voters for the June 2014 Election. 341,582 VBM ballots were voted and returned. 475 Emergency VBM ballots were issued and 319 Emergency ballots were voted and returned.

Audio Sample Ballots were requested and sent to 42 voters for the June 2014 Election.

SERVICES TO VOTERS WITH DISABILITIES

D Disability Awareness Training for Pollworkers

Standard of Service

In a major election, the Department provides over 490 classes throughout the County for more than 25,000 pollworkers. The two-hour pollworker training classes cover 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 Talley 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 the set up and use of the machine, what to do if it stops working and the importance of offering the ABB for anyone that may need assistance.

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 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.

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 84, *Appendix D: Working with Voters with Specific Needs*, provides additional information.

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 Board Members. Generally, the Roster Clerk is the first person to interact with voters. Inform other Pollworkers should a voter need specific assistance.

Ballot 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.




Assisting Voters

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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 voters 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).

Materials, such as Sample Ballots, are printed in Chinese, English, Hindi, Japanese, Korean, 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.


In addition, at specific Polling Places, spoken language assistance in Bengali and Gujarati is also now available.

Assisting Voters

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Assisting Voters

Providing Curbside Voting



A voter, such as a Voter with Specific Needs, may choose to vote outside if he or she is unable to enter a Polling Place. This is referred to as Curbside Voting.

When providing Curbside Voting, follow the steps below:

1. Find voter's name in the Roster or blue Supplemental Roster Page. (If the Curbside Voter is not in the Roster, he or she must vote provisionally.)
2. Follow instructions found inside the Voters with Disabilities (VWD) supply envelope. Complete the Certification of VWD Card inside envelope. *Be sure to take a pen outside!*
3. Take the following election materials, in addition to the Certification of VWD Card, out to the Curbside Voter:
 - Official Ballot and Demonstration/Emergency Ballot
 - Vote Recorder
 - If Provisional Voter: Provisional Envelope, Sleeve, and Receipt & Telephone Referral Card
4. Offer demonstration using the yellow Demonstration/Emergency Ballot and Vote Recorder.
5. Once Curbside Voter has finished marking ballot, instruct him or her to fold over Write-In Portion for privacy. Pollworker should ask voter to wait outside, then return to Polling Place to insert ballot into PBR.
 - a. Insert voter's ballot face down.
 - b. Mark VWD in the signature column of the Roster. *Note: The VWD notation in the Roster represents a signature for purposes of counting during closing.*
 - c. Place the signed Certification of VWD Card in the Green Snipe Envelope (GSE).
6. Do one of the following:
 - If ballot is accepted: Return to voter with "I Voted" sticker and Voter Stub/Receipt.
 - If ballot is returned: A Ballot Alert Notification Slip should print. Return to the Curbside Voter so he or she may correct ballot. (This may require voiding ballot and issuing a new one.)

Curbside voting

Assisting Voters

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June 2014 Results/Evaluation

For the June 2014 election, 500 training sessions were conducted. The sessions were attended by 17,604 Pollworkers, Coordinators, and Reservists. 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 Audio Ballot Booth (ABB) and highlights the importance of offering the ABB to all voters.

SERVICES TO VOTERS WITH DISABILITIES

E Voter Outreach and Education

Standard of Service

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

- Making presentations to community groups
- Disseminating information at local events
- Assisting residents in registering 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 material and the use of technology to assist in viewing additional election information. The Department recently purchased video magnification devices and transformers to take to outreach events. These devices increase the font size and change the font and background colors of documents, helping voters view election materials and sign registration forms with ease.

Voter Outreach:

Video magnification devices designed to increase the font size and change the font and background colors of documents, helping voters view election materials and sign registration forms with ease.

Handheld Magnifier



Electronic Magnifier



SERVICES TO VOTERS WITH DISABILITIES

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
- Southern California Rehabilitation Services
- The Braille Institute
- Disability Rights California
- AARP

June 2014 Results/Evaluation

The Department visited 44 assisted living facilities before the June 2014 election to recruit accessible polling locations and inform voters about accessibility services. In addition, a staff has been assigned to conduct outreach at convalescent and long term living facilities to assist voters to register to vote or apply to vote by mail. To date over 350 assisted living facilities have been visited to identify voters at each facility and to inform facility staff about how to assist clients in the voting process.

F

Voting Accessibility Advisory Committee

Standard of Service

The Secretary of State recommends that each county elections official appoint and maintain a Voting Accessibility Advisory Committee (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 in implementing innovative strategies that improve accessibility and participation. The VAAC consists of up to 15 people from various disability organizations, and meets every other month at the Department's office in Norwalk.

June 2014 Results/Evaluation

- Held VAAC meetings every other month in 2014.
- Provided input to Department's Voting Systems Assessment Project (VSAP) and participated in focus group discussion.
- Provided advice to overcome polling place accessibility barriers.
- Made recommendations for the Department's website and educational materials relative to accessibility.
- Assisted in surveying polling places for accessibility.
- Made recommendations related to pollworker training materials and class content.
- Made recommendations on conducting outreach to the disability community.

G

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

Standard of Service

The Department uses a Telecommunications 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.

June 2014 Results/Evaluation

The device was made available at every election and Election Information Section staff is responsible to respond 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 surveys community organizations to assess the level of service provided. This helps determine 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.

June 2014 Results/Evaluation

1. Poll Monitor and AskEd Hotlines

The Department received 20 calls regarding polling place accessibility on Election Day. The majority of the observations reported by poll monitors were able to be resolved on 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 June 2014 Election.

2. Community Organization Survey

Different than the Polling Place Location Survey 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 voter needs. Using both internal evaluations sent directly to community groups, and in partnership with the Greenlining Institute at polling locations, these surveys give a fuller picture of how election operations affect the voter experience. Community groups have emphasized the usefulness of the County website in allowing for a more effective voting experience. Less than 10% of community groups reported observing or hearing accounts of voters having difficulty accessing a polling location and using accessibility tools. **(Survey Q 32)**

SERVICES TO VOTERS WITH DISABILITIES

Survey Q32

Community Organization Survey

Q32 Overall, how can the RR/CC improve its multilingual and accessibility services?

Answered: 7 Skipped: 18

| # | Responses | Date |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1 | Very. Good but they need more Armenian speaking workers. | 7/22/2014 9:09 PM |
| 2 | The monthly community meeting venues probably be flexible to get more attendance from the northern side of the county. | 7/22/2014 2:24 PM |
| 3 | continue efforts to obtain fully accessible polling sites and continue to develop ideas/technology that will improve access to voting for all voters including voters with disabilities, seniors and those who are multilingual. | 7/22/2014 11:14 AM |
| 4 | I find out that one polling place had 5 Spanish poll worker in an area which is mostly White in Long Beach. Use the bilingual skills pollworker in area where they are used their skills. | 7/22/2014 11:00 AM |
| 5 | 1. Begin working with community organizations on recruitment earlier. 2. Develop a formula for placing poll workers that considers areas of need as well as the proximity to poll worker's residence. | 7/14/2014 11:14 AM |
| 6 | My organization saw a different problem. Citizens who only speak English were met by Inspectors who DID NOT speak English. Instead of receiving help from the Inspector, the Inspector pointed to the Poll Worker Manual. What was the policy that allowed people who DO NOT SPEAK ENGLISH to be Inspectors? NOT ACCEPTABLE! | 7/13/2014 9:09 AM |
| 7 | continuing efforts to develop and use a fully accessible voting device | 7/7/2014 11:03 AM |

3. Assisted Voter Tally Card

For the June 2014 Primary Election (4,649 Polling Places) approximately 1949 Assisted Voter Tally Cards were returned providing feedback about the number of voters that required assistance in the polling place. The Assisted Voter Tally Cards showed that 86 voters requested to use the Audio Ballot Booth (ABB), 510 voters in wheelchairs, and 384 additional voters required assistance to cast their ballot.

| JUNE 3, 2014 STATEWIDE DIRECT PRIMARY | | ASSISTED VOTERS TALLY CARD Assistance requests from voters in the precincts | | | | | |
|------------------------------------------|----------------------------|--------------------------------------------------------------------------------|-------------|--------------|-----------------------|------------|-------|
| Precinct TOTALS | No requests for assistance | Bengali | Chinese | Gujarati | Hindi | Japanese | Khmer |
| | | 2 | 354 | 4 | 17 | 31 | 37 |
| | 1264 | Korean | Spanish | Tagalog | Thai | Vietnamese | Other |
| | | 597 | 3057 | 86 | 9 | 77 | 48 |
| | | Audio Ballot request | Wheelchairs | Blind, other | Add info / PW request | | |
| 86 | 510 | 384 | 124 | | | | |

Not all precincts returned the Assisted Voters Tally Cards. It is recommended that training highlight to Precinct Inspectors the need to complete and return the Assisted Voters Tally Card as instructed.

CONCLUSION AND RECOMMENDATIONS

The Registrar-Recorder/County Clerk invested in this evaluation project to assure fair, accessible and transparent election services that go above and beyond compliance with federal and State 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 June 3, 2014 Election. Limitations were identified and process improvements have been suggested for future elections. The new and accessible website was launched in September 2014.

Pollworker training continues to promote positive practices designed to assist all voters. To ensure accurate signature counts, training should stress the importance of writing "VWD" on the signature line of the Roster of Voters when a voter has cast a ballot curbside.

Election Day observers reported that modifications were used where needed in polling places to ensure access. The Registrar-Recorder/County Clerk's office will continue efforts to obtain fully accessible poll sites. Pollworkers were observed offering the use of the Audio Ballot Booths (ABB) and as having displayed the accessibility tools. The surveys indicated that the ABB's were available and in working order in the precincts observed. The number of voters who utilized this option is minimal and illustrates the need to emphasize the value of the ABB to pollworkers and to the community.

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. It is recommended that Election Day Coordinators also have the supplies to create accessible parking if needed as they visit their assigned precincts.

Members of the Voting Accessibility Advisory Committee (VAAC) Committee provide 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.