

# Voting Solutions for All People (VSAP): Telephone Answering Guide



**Modern Tally  
System**



**Interactive  
Sample Ballot**



**Ballot Marking  
Device**



**Voting Period**



**Vote Centers**



**Electronic  
Pollbooks**



**New Vote by  
Mail Experience**

## **Electronic Pollbook:**

- Called ePollbook or Poll Pad
- Replaces the paper roster
- Used by election workers to verify voter registration eligibility
- Voters provide name and address, then sign
- Allows for Conditional Voter Registration (CVR), see page 5

## **Modern Tally System:**

- Counts votes from paper ballot
- More open and transparent process
- Uses image processing technology

## **Interactive Sample Ballot (ISB):**

- Optional service that speeds up the voting experience
- Can utilize on mobile device or home computer to generate Poll Pass
- Voters view their sample ballot and pre-mark their choices
- Scan Poll Pass to transfer selections
- Voters must still review, confirm, print and cast ballot

## **Ballot Marking Device (BMD):**

- Paper-based voting to ensure election integrity
- No internet connection, Wi-Fi or Bluetooth to ensure security
- Make selections on touchscreen, then prints onto paper for review
- Translated ballots available in 12 languages
- ADA accessible allowing accessibility devices to be connected
- Features an audio ballot in all available languages

## **Voting Period:**

- 11 days to vote in-person, begins February 22
- Includes two full weekends

## **Vote Centers:**

- Approximately 250 vote centers will open February 22
- Approximately 1,000 open for the last four days, including Election Day
- Voters can go to any vote center in LA County to cast a ballot

## **Vote by Mail (VBM):**

- Voters still have the VBM option
- Permanent VBM voters automatically receive a ballot, as in past elections
- Postage is not required to return a VBM ballot by mail
- Voters may also drop-off at any vote center or one of the 250 VBM drop-off locations

## **Supported languages:**

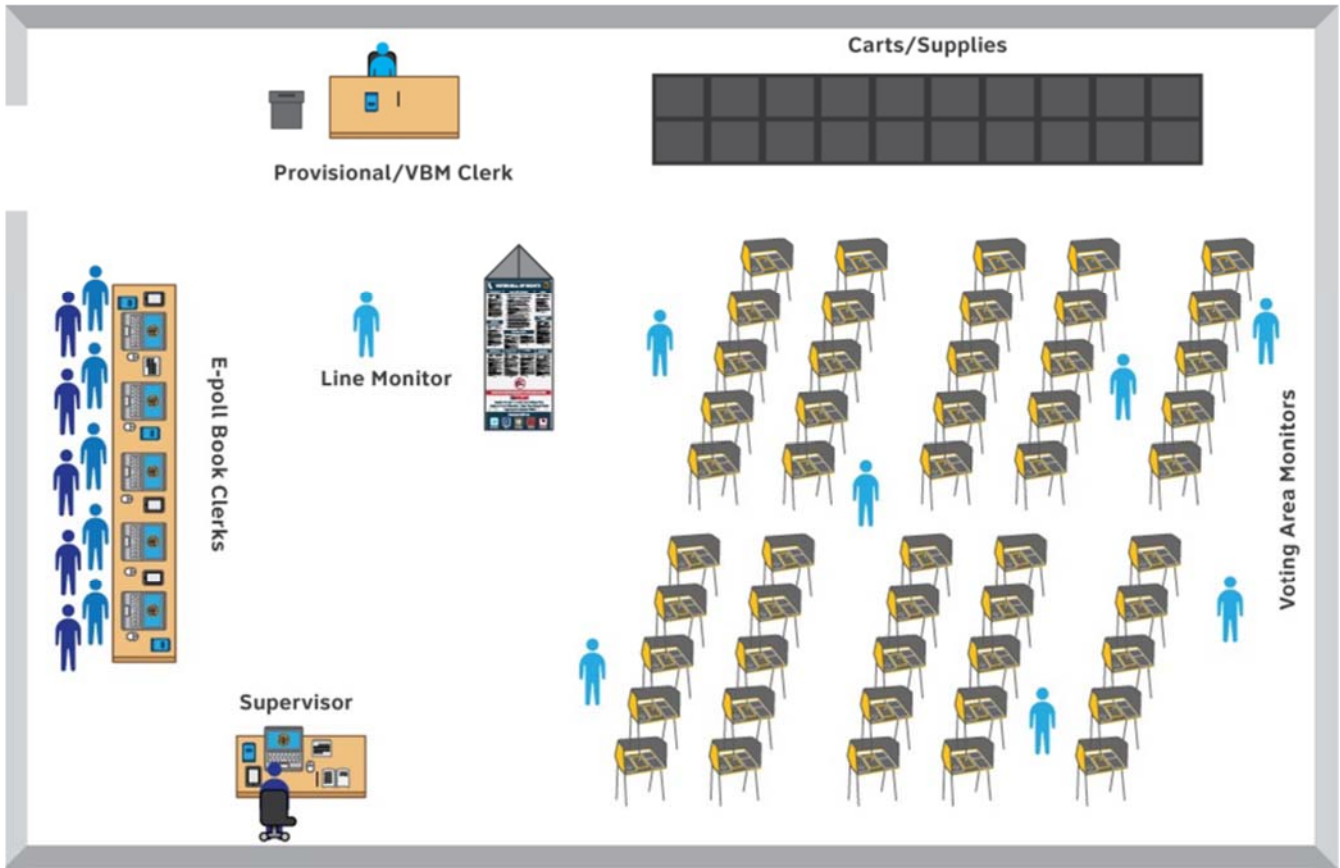
Armenian  
Chinese  
Farsi  
Hindi  
Japanese  
Khmer  
Korean  
Russian  
Spanish  
Tagalog  
Thai  
Vietnamese

## VSAP Overview

Why change from polling places to vote centers?	The County adopted the vote center model as described in the California Voters Choice Act. This replaced polling places (1 day of voting, voter assigned to location) with a more convenient method (11 days of voting, voters can go anywhere in LA County).
Why change from InkaVote to a Ballot Marking Device (BMD)?	Two primary reasons: (a) InkaVote is no longer certified for use in California as it does not meet the voting system requirements. (b) In order to successfully implement the vote center model, it was necessary to upgrade the County's voting system.
Is this only happening in LA County?	The vote center model, as described in the California Voters Choice Act, is a statewide law in which other counties can choose to adopt. The new Ballot Marking Device (BMD) is designed, owned and implemented only in LA County.
Is this online voting?	No. The Ballot Marking Device (BMD) is not connected to the Internet. It is a paper-based voting system.
Is this electronic voting?	No. The Ballot Marking Device (BMD) is not connected to the Internet. It is a paper-based voting system.
Is this new system more susceptible to voter fraud?	No. It is actually more secure. Through use of the ePollbook, the voting system updates the voter database in real time once a voter has voted. Additionally, administration issues that occurred in the past can now be easily corrected.
Is this Ballot Marking Device (BMD) vulnerable to hacking?	No. There is no internet connection, Wi-Fi or Bluetooth in the devices. No data is stored within the BMD and results are not downloaded. The tallying occurs separately by counting the paper ballots.
How can someone work at a vote center?	<p>The requirements for becoming an election worker are:</p> <ul style="list-style-type: none"> <li>• 18 years of age or older (unless participating in the student election worker program)</li> <li>• California resident</li> <li>• United States citizen or legal permanent resident</li> </ul> <p>Go to <a href="http://www.lavote.net">www.lavote.net</a> or call 800-815-2666 to apply.</p>
How much did VSAP cost the County?	The entire project cost approximately \$300 million. This includes design, development, testing, BMD units, ePollbooks, support services, additional staff and other items associated with the project.
What did the County do to let voters know about the changes?	Full use of media and community outreach was implemented. This included: paid media partnerships, TV ads, radio promotions, streaming-based ads, social media marketing, partnerships with cities and community-based organizations, community events, town halls, emails to voters, robocalls, mailing notices, partnerships with elected officials and more.
Will results be released prior to the close of polls?	No results will be released prior to 8:00 PM on Election Night.
Where do people go for more VSAP information?	Information can be found at <a href="http://www.lavote.net">www.lavote.net</a> or <a href="http://vsap.lavote.net">http://vsap.lavote.net</a> . By phone: 800-815-2666. By email: <a href="mailto:vsap@rrcc.lacounty.gov">vsap@rrcc.lacounty.gov</a> .

Vote Centers

How do voters find a vote center?	<div>1. Go to <a href="http://www.lavote.net">www.lavote.net</a>.</div> <div>2. Call 800-815-2666.</div> <div>3. All households in LA County will receive by mail a booklet listing all vote centers.</div> <div>4. All voters will receive by mail a flyer listing a few nearest vote centers (both 11 day and 4 day).</div>
What is the difference between a vote center and a polling place?	Vote centers are large facilities where any voter can vote. Approximately 250 will be open for 11 days (starting February 22). Approximately 1,000 will be open for the last four days, including Election Day. Polling places were only open for one day and voters were required to go to an assigned location.
What are the hours of vote centers?	During the period prior to Election Day, vote centers will be open from 8 AM to 5 PM. There may be a few vote centers where hours of operation vary. Election Day will still be open from 7 AM to 8 PM.
Will assistance be available to help voters at vote centers and to use the Ballot Marking Device (BMD)?	Yes. Vote centers will be fully staffed, including staff to assist voters with the BMD.
What happens in the event of a power failure?	The County has developed a contingency plan and will implement that plan.
Will parking be available at vote centers?	Yes. Available parking is part of the criteria used when identifying vote centers.
Where should someone submit information for a potential vote center location?	We encourage anyone submitting information on potential vote centers to check whether it is currently being used as a vote center. If not, the information can be emailed to <a href="mailto:vsap@rrcc.lavote.net">vsap@rrcc.lavote.net</a> .
How can someone work at a vote center?	<div>The requirements for becoming an election worker are:</div> <div><ul style="list-style-type: none"><li>18 years of age or older (unless participating in the student election worker program)</li><li>California resident</li><li>United States citizen or legal permanent resident</li></ul></div> <div>Go to <a href="http://www.lavote.net">www.lavote.net</a> or call 800-815-2666 to apply.</div>



Voting Procedures	
Why the switch from paper roster to ePollbook?	Since voters are now able to vote at any vote center in LA County, it became necessary to utilize a tool that could look up voters regardless of where they vote. Additionally, the ePollbook allows for conditional voter registration (CVR).
Do voters now need ID with ePollbook lookup?	No. ID is not required to vote in California.
When does in-person voting begin in LA County?	The first day vote centers are open will be Saturday, February 22.
What is conditional voter registration (CVR)	CVR allows a voter who missed the voter registration deadline (15 days before Election Day) the opportunity to register and vote a conditional ballot. Voters may also utilize the CVR process to change address and political party. See next page for more information.
Can a voter get a regular ballot if he or she lost their VBM ballot?	Yes. If a voter has not yet returned his or her VBM ballot, an election worker can cancel that ballot and issue a regular ballot at the vote center.
Does provisional voting still exist?	Yes. Though it will be used less frequently. However, voters who would not normally be able to cast a ballot will still have the option to vote using the provisional process.
Do voters still receive a sample ballot booklet?	Yes. Voters will still receive a paper sample ballot booklet listing all eligible contests and choices.
Why isn't President listed first on a ballot?	The State Legislature approved a law creating a different ballot order layout for LA County. Local offices, such as City Council and Mayor, appear first and the Presidential contest will appear last.
For No Party Preference (NPP) voters, what are the Presidential Primary options (crossover voting)?	NPP voters have the option to "crossover" and vote for a candidate from either the American Independent, Democratic or Libertarian primary.
Do voters need to be skilled with tablets or computers to now vote?	No. All voting equipment has been tested and designed to be extremely intuitive. However, should a voter need assistance, an Election Worker will be available to help.
Is curbside voting still available?	Yes. Curbside voting will still be available to voters arriving at vote centers.



Vote by Mail (VBM)	
Is VBM still available?	Voters still have the option to request a VBM ballot. Permanent VBM voters will automatically receive a ballot just as in past elections.
When are VBM ballots sent?	Permanent VBM ballots will be mailed 29 days before the election.
What are the options for returning a VBM ballot?	Voters may return a VBM ballot by mail (postage paid), drop it off at a vote center or deposit at any of the 250 VBM drop-off locations.
Who can return a VBM ballot?	Voters may give their VBM ballot to anyone they trust. A person other than the voter will need to sign the third party authorization box on the right side of the envelope. Voters also need to be sure to sign their VBM envelope, as well.
Can a voter get a regular ballot if he or she lost their VBM ballot?	Yes. If a voter has not yet returned his or her VBM ballot, an election worker can cancel that ballot and issue a regular ballot at the vote center.

Conditional Voter Registration (CVR)	
What is Conditional Voter Registration (CVR)	CVR allows a voter who missed the voter registration deadline (15 days before Election Day) the opportunity to register and vote a conditional ballot. Voters may also utilize the CVR process to change address and political party.
Will a ballot count if a voter uses CVR?	Yes. If unable to validate a voter's registration at the vote center, his or her ballot will be placed in a CVR envelope and validated during the post-election canvass period. Once validated, the voter's ballot will be counted.
Besides registering, what else is the CVR process used for?	Voters may update voter information, such as address and political party.

Interactive Sample Ballot (ISB) - Optional Service	
What is the Interactive Sample Ballot (ISB)?	The ISB is a new and optional service that is a convenient way to speed up the voting experience. Voters can view their sample ballot and pre-mark their choices on a mobile device or home computer to generate a Poll Pass. After check-in at the vote center, voters scan the Poll Pass on the BMD to transfer their selections. Voters are still required to confirm, print and cast their ballot.
Does the ISB allow voting via mobile device?	No. Generating a Poll Pass is not a vote. To cast a vote, voters need to go to a vote center, receive a ballot and use the Ballot Marking Device (BMD).
What info is found on the QR code (Poll Pass) created by the ISB?	The Poll Pass only lists the choices a voter has selected based on the ballot for that precinct. There is no personal information or anything to connect a voter to his or her Poll Pass.