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August 17, 2017

Honorable Members of the  
Los Angeles City Council  
c/o Office of the City Clerk  
200 North Spring Street, Room 395  
Los Angeles, CA 90012

## **SUBJECT: REPORT BACK REGARDING ONLINE NEIGHBORHOOD COUNCIL ELECTIONS**

Honorable Members:

### **SUMMARY**

In 2016, the Department of Neighborhood Empowerment (EmpowerLA) and, to a limited extent, the Office of the City Clerk (City Clerk), conducted 34 online Neighborhood Council (NC) Elections using a platform provided by Everyone Counts, Inc.<sup>1</sup> In general, the pilot program was successful, but several issues did arise that need to be addressed if online voting is to continue for future NC Elections, in either 2018 or 2019. Some of these issues were highlighted in EmpowerLA's report on the 2016 online voting pilot from January 17, 2017 (Council File 15-1022-S2).<sup>2</sup>

At the August 15, 2017, Health, Education, and Neighborhood Councils Committee, the City Clerk was instructed to report back on the issues related to online voting during the 2016 NC Elections. This report will address those and additional issues and present solutions that could be applied to future online elections, if the option is made available. This review also includes recommendations on how the City Clerk will manage voter registration information and data security for future online elections.

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<sup>1</sup> A total of 36 online NC Elections were set up as part of the pilot program, but only 34 went on to have elections. An additional 15 election models were developed after the 2016 NC Election season.

<sup>2</sup> Department of Neighborhood Empowerment. "Report Back on Council File 15-1022-S2 Regarding Online Voting Pilot For Neighborhood Council Elections." Submitted to the Rules, Elections, & Intergovernmental Relations Committee on January 17, 2017.

Finally, in this report, funding that was provided for the Fiscal Year 2017-18 NC Elections is discussed and the possible use of the remaining funds if the elections are held in 2019 instead and online voting is offered. Also included are recommendations for the City Attorney to draft the appropriate ordinances with the assumption that the elections will be moved to 2019.

## **ONLINE ELECTION ISSUES AND SOLUTIONS**

The following issues and suggested solutions were identified by EmpowerLA and City Clerk staff, as well as the individual NCs that participated in the online voting pilot program. An assessment on each NC's online voting experience is available for review in EmpowerLA's January 17 report (Attachment E).

### **1. Delayed Voter Registration Portal**

The intended voter registration portal through Everyone Counts was not completed and available until the last set of elections in June 2016. Although EmpowerLA developed a substitute registration portal using their QuickBase software as a provisional solution, this step lead to further delays and complications among staff. According to EmpowerLA, staff did not have a clear understanding of how their QuickBase solution worked, which led to verification errors and delays.

**Proposed Solution:** To successfully test and launch an updated and effective online voter registration system, the City Clerk, EmpowerLA, and Everyone Counts must review and develop detailed system specifications much earlier in the election process to allow for the necessary modifications. A full review of the voting process will also be conducted. Accordingly, it will be necessary to review the current contract with Everyone Counts to ensure that the required changes can be made. If NC Elections are postponed until 2019, the City Clerk recommends that this system review and modification process begin immediately.

### **2. Complicated Voter Verification Policies**

Voter verification policies and procedures were in flux throughout the registration process, leading to staff confusion and unbalanced and excessive workloads, which lead to several errors. This issue was exacerbated by the fact that some NCs each have unique voter eligibility requirements, which can include complex documentation rules. In order to properly register a voter in an online, or traditional at-polls election, staff must be well-trained on specific NC rules. Additionally, NCs often change board structures and who is allowed to vote.

**Proposed Solution:** As with the specifications and development of an online voter registration system, comprehensive voter verification policies and procedures must be developed and completed very early in the election cycle to ensure that staff has enough time to train and become familiar with general and NC-specific eligibility requirements. Further, if complex documentation requirements are to continue, the City



Clerk may require a larger set of staff to process the incoming documents. This expansion may not be necessary if NCs adopt a self-affirmation verification model, which would only require voters to submit a photo identification. To that end, the City Clerk recommends that NCs participating in online elections adopt self-affirmation as their voter verification method.

### **3. Voter Apprehension**

Voters were reluctant to upload sensitive documents to complete the voter registration process online. Unlike municipal, statewide, or federal elections, NC voters are often required to provide some form of documentation to establish their eligibility to vote in a given NC Election. In order to participate in an online election, all voters must provide some form of photo identification. As a result, many voters were hesitant to provide these documents online.

**Proposed Solution:** To ensure that voters exercise their right to vote and provide assurance that their required documents are kept secure, voters can be given the opportunity to register and vote at the polls on Election Day or at an early voting location before Election Day. It should be noted that voters who participate in self-affirmation elections would not be required more than a photo identification in order to register to vote. Minimizing the number and types of documentation required to register to vote may encourage online voter registration and provide greater assurance that their individual privacy is secure.

The “Pop-Up Polls” that EmpowerLA introduced in 2016 were, in part, for this reason. If online elections are continued for future elections, the City Clerk would continue a version of this program as part of an early registration/voting process.

### **4. Extensive Voter Assistance**

Voters required more assistance than expected to complete online voting registration and voting. Although familiarity with online and mobile technology is common throughout the City, many voters had difficulty navigating the registration and voting process.

**Proposed Solution:** The City Clerk and EmpowerLA intend to enhance the voter outreach and education initiatives that were first developed and introduced for the 2016 online elections. These included How-To videos and multi-language instructions that were made available online and at the polls on Election Day. The City Clerk will compliment this education program with enhanced registration customer services and extensive staff and poll worker training. The latter will also include an emphasis on streamlining and expediting the registration processes at the polls. A revised early voting initiative would also provide voters that require assistance with the opportunity to register and vote with direct staff support.

## **5. Necessary Hardware Requirements**

In addition to modifying Everyone Count's current registration and voting software, updated registration and voting hardware is necessary to enhance the voter's experience at the polls or early voting location. These updates should include, but are not limited to, identification card scanners to speed up the registration process and larger computer tablets to both register to vote and cast ballots.

## **VOTER REGISTRATION AND DATA SECURITY**

As previously reported by EmpowerLA, voter registration information was unintentionally released to candidates of the 2016 Studio City NC Election. This information included sensitive personal documents that voters submitted to prove their eligibility to vote. According to EmpowerLA, this issue was addressed and resolved with the implementation of Everyone Count's voter registration system, which restricted staff access to sensitive voter registration information.

If online elections are to continue, the City Clerk would oversee the online voter registration process and will meticulously evaluate the newly upgraded voter registration and online voting system. This evaluation process will ensure the system is secure, authentic, verifiable, auditable, user-friendly, and meets the election requirements set forth by the City Clerk, EmpowerLA and the City Attorney. The City Clerk will also require all previously registered voters to verify their current registration information to ensure that they are still eligible to participate in future online elections.

In addition, the City Clerk will limit those who will have access to voter information and restrict what information can be disclosed. Only the City Clerk's and Everyone Count's election staff will have access to the voter information stored in the online voter registration system. Currently, anyone requesting access to voter registration information may only have access to the voter's name and the ballot(s) they were issued. Personal information, such as home addresses, phone numbers, birth dates, signatures, and email addresses are withheld by staff when fulfilling public records requests. The City Clerk will evaluate these disclosure guidelines and consult with the City Attorney on the additional protections that can be provided to all voters who participate in NC Elections, whether they are conducted online or at the polls.

Please note that the department may consider building an in-house voter registration system if it is found to be more cost effective, have superior integration, and can be customized to meet NC's needs. An in-house solution should also be capable of meeting the adjusted voter registration security requirements, including the proper disposal of sensitive voter documentation.



## **FUNDING**

The City Clerk was allocated funds to conduct at-poll NC Elections in Fiscal Year 2017-18. The uncommitted balance of funds allocated for this purpose is \$541,120. If online elections are to be offered in 2018, an additional \$681,950 would be required for EmpowerLA and the City Clerk. Details on this funding requirement can be reviewed in EmpowerLA's report submitted to this committee dated August 3, 2017.

Currently, only 50 NCs are set up for online elections. If the NC Elections are held in the spring of 2019 and online elections are offered, the \$541,120 can be partially used to build out the remaining NCs. If online elections are to be offered in 2019, it is recommended that the City Clerk work with Everyone Counts this year to build out the remaining 47 NCs so that online elections can be offered to every NC in 2019. (Please note this reflects only the current number of NCs which may increase by 2019). The remaining funds could be transferred to EmpowerLA for outreach if the Council and Mayor so choose.

## **ORDINANCE CHANGES**

Should the NC Elections be moved to 2019, and all subsequent elections to odd numbered years, the City Attorney can be requested to draft the appropriate ordinance to reflect this change. While term limits can be addressed individually by NCs in their election stipulation worksheets, it may make sense to address this one-time extension in the ordinance.

## **RECOMMENDATIONS**

That the City Council adopt the following recommendations:

1. Instruct the Office of the City Clerk and EmpowerLA to review and modify the online voter registration and voting system for future online Neighborhood Council Elections.
2. Instruct the Office of the City Clerk and EmpowerLA, in consultation with the Office of the City Attorney, to develop guidelines for the processing and security of Neighborhood Council voter registration information.
3. Authorize the City Clerk to use up to \$250,000 in funds appropriated for the Fiscal Year 2017-18 Neighborhood Council Elections for the online build out/set up of the remaining 46 Neighborhood Councils and any online voting related hardware/software if online elections are to be offered in Fiscal Year 2018-19 and instruct the City Clerk to work with the City Administrative Officer on transferring/reverting the remaining balance to the proper location.

4. Request the City Attorney to prepare the appropriate ordinances to change Neighborhood Council Elections conducted by the City Clerk to odd numbered years beginning in 2019 and include any necessary language for a one-time extension of terms (from 2018-to 2019).
5. Request Neighborhood Councils to amend their bylaws, if necessary, to effectuate the change of Neighborhood Council Elections from 2018 to 2019.
6. Instruct the City Administrative Officer to report on the funding necessary to enable EmpowerLA to begin the Neighborhood Council Election outreach process in September 2017.

#### **FISCAL IMPACT STATEMENT**

No additional funding would be required this fiscal year for the above-mentioned recommendations. NC Elections would need to be budgeted in Fiscal Year 2018-19 at a level determined during annual budget negotiations.

#### **CONCLUSION**

My staff and I look forward to conducting NC Elections and will be prepared to proceed with or without an online voting component. If you have any questions, please contact me at (213) 978-1020. Thank you.

Sincerely,



Holly L. Wolcott  
City Clerk

Attachment E



## ATTACHMENT E

**Sylmar Neighborhood Council**  
**Election Date: 04-02-16**

**Region 1**

2014 Candidates	2016 Candidates	2014 Voters	2016 Voters	Votes (+/-)	Vote % Change
34	33	653	443	-210	-32%
Pop-Up Votes	Early Online	Polling Day	Total Digital	Paper Ballots	IVR
0	140	220	360	83	0
# Pop-Up Polls	# Voter Registrations	# Voter Verifications	# Hours Polls Open	# of Ballot Types	Voter Verification
Not Available	168	103	4	1	Self-Affirmation

### Notes

1. First Neighborhood Council election that opened with online voting, which educated staff on at poll issues with online voting, e.g. long lines with not enough equipment, longer than expected registration times, longer than expected voting times, educating voters who did not know how to use tablets and communication delays between poll and support staff because of a downed cell station. Staff immediately implemented procedural changes for future elections to handle these issues, including having more staff and equipment mobile and preparing in voting booth directions on how to vote on the tablet.
2. Complaints that voters did not receive their usernames and passwords in a timely manner for online voting. The reason for this was a combination of unverified voters thinking they were verified and usernames and passwords going into spam folders.
3. Complaints about scrolling online ballot, which was confusing to voters as to when the voting was completed and caused delays by starting over at the top if any changes were made to the selections.
4. Allegation that a stakeholder voted online and at the polls. No proof was provided when requested by staff, and upon review, no evidence to support the allegation.
5. Received compliments from Spanish speaking voters who were able to complete the online voting process entirely in language.
6. Community issue brought out more voters in 2014.

**Panorama City Neighborhood Council**  
**Election Date: 04-02-16**

**Region 1**

<b>2014 Candidates</b>	<b>2016 Candidates</b>	<b>2014 Voters</b>	<b>2016 Voters</b>	<b>Votes (+/-)</b>	<b>Vote % Change</b>
23	22	47	84	37	79%
<b>Pop-Up Votes</b>	<b>Early Online</b>	<b>Polling Day</b>	<b>Total Digital</b>	<b>Paper Ballots</b>	<b>IVR</b>
0	15	0	15	69	Not Offered
<b># Pop-Up Polls</b>	<b># Voter Registrations</b>	<b># Voter Verifications</b>	<b># Hours Polls Open</b>	<b># of Ballot Types</b>	<b>Voter Verification</b>
Not Available	29	15	4	2	Documentation

**Notes**

1. No reported issues.
2. EmpowerLA intentionally directed at poll locations to paper ballots with an option to vote online in order to review the contrast with Sylmar Neighborhood Council.

**North Hills West Neighborhood Council**  
**Election Date: 04-09-16**

**Region 2**

<b>2014 Candidates</b>	<b>2016 Candidates</b>	<b>2014 Voters</b>	<b>2016 Voters</b>	<b>Votes (+/-)</b>	<b>Vote % Change</b>
15	13	119	131	42	10%
<b>Pop-Up Votes</b>	<b>Early Online</b>	<b>Polling Day</b>	<b>Total Digital</b>	<b>Paper Ballots</b>	<b>IVR</b>
0	34	84	118	13	Not Offered
<b># Pop-Up Polls</b>	<b># Voter Registrations</b>	<b># Voter Verifications</b>	<b># Hours Polls Open</b>	<b># of Ballot Types</b>	<b>Voter Verification</b>
Not Available	95	60	2	1	Self-Affirmation

**Notes**

1. No reported issues.
2. Election staffed adjusted to ensure one person was monitoring voting stations to assist voters, and team worked well together to keep the voter registration line moving.



**Northridge East Neighborhood Council**  
**Election Date: 04-09-16**

**Region 2**

<b>2014 Candidates</b>	<b>2016 Candidates</b>	<b>2014 Voters</b>	<b>2016 Voters</b>	<b>Votes (+/-)</b>	<b>Vote % Change</b>
16	10	96	46	-50	-52%
<b>Pop-Up Votes</b>	<b>Early Online</b>	<b>Polling Day</b>	<b>Total Digital</b>	<b>Paper Ballots</b>	<b>IVR</b>
0	23	23	46	0	Not Offered
<b># Pop-Up Polls</b>	<b># Voter Registrations</b>	<b># Voter Verifications</b>	<b># Hours Polls Open</b>	<b># of Ballot Types</b>	<b>Voter Verification</b>
Not Available	17	13	4	1	Documentation

**Notes**

1. No reported issues.
2. Voter decrease may be due to fewer candidates.

**Northridge West Neighborhood Council**  
**Election Date: 04-09-16**

**Region 2**

<b>2014 Candidates</b>	<b>2016 Candidates</b>	<b>2014 Voters</b>	<b>2016 Voters</b>	<b>Votes (+/-)</b>	<b>Vote % Change</b>
10	7	86	40	-46	-53%
<b>Pop-Up Votes</b>	<b>Early Online</b>	<b>Polling Day</b>	<b>Total Digital</b>	<b>Paper Ballots</b>	<b>IVR</b>
0	26	14	40	0	Not Offered
<b># Pop-Up Polls</b>	<b># Voter Registrations</b>	<b># Voter Verifications</b>	<b># Hours Polls Open</b>	<b># of Ballot Types</b>	<b>Voter Verification</b>
Not Available	23	19	4	1	Documentation

**Notes**

1. No reported issues.
2. Voter decrease may be due to fewer candidates.

**Porter Ranch Neighborhood Council**  
**Election Date: 06-11-16**

**Region 2**

<b>2014 Candidates</b>	<b>2016 Candidates</b>	<b>2014 Voters</b>	<b>2016 Voters</b>	<b>Votes (+/-)</b>	<b>Vote % Change</b>
23	16	730	455	-275	-38%
<b>Pop-Up Votes</b>	<b>Early Online</b>	<b>Polling Day</b>	<b>Total Digital</b>	<b>Paper Ballots</b>	<b>IVR</b>
60	183	212	455	0	Not Offered
<b># Pop-Up Polls</b>	<b># Voter Registrations</b>	<b># Voter Verifications</b>	<b># Hours Polls Open</b>	<b># of Ballot Types</b>	<b>Voter Verification</b>
3	350	252	4	1	Documentation

**Notes**

1. LAUSD polling location was a cellular dead zone so had to rely on the school's wifi, which was not an ideal situation because the LAUSD representative was not there for the entire election when issues with credential authentication came up later.
2. Stakeholder and candidate complaints over who requested Pop-Up Polls for locations that were alleged to favor one candidate over another.

**Lake Balboa Neighborhood Council**  
**Election Date: 04-17-16**

**Region 3**

<b>2014 Candidates</b>	<b>2016 Candidates</b>	<b>2014 Voters</b>	<b>2016 Voters</b>	<b>Votes (+/-)</b>	<b>Vote % Change</b>
25	19	191	444	-253	-57%
<b>Pop-Up Votes</b>	<b>Early Online</b>	<b>Polling Day</b>	<b>Total Digital</b>	<b>Paper Ballots</b>	<b>IVR</b>
0	60	127	187	4	Not Offered
<b># Pop-Up Polls</b>	<b># Voter Registrations</b>	<b># Voter Verifications</b>	<b># Hours Polls Open</b>	<b># of Ballot Types</b>	<b>Voter Verification</b>
Not Available	87	53	4	2	Self-Affirmation

**Notes**

1. No issues reported.



**Lake Balboa Neighborhood Council Notes Continued:**

2. Voter decrease may be due to fewer candidates and a youth candidate in 2014 who had over 200 students vote for her when she was running uncontested.

**Reseda Neighborhood Council****Region 3****Election Date: 04-17-16**

2014 Candidates	2016 Candidates	2014 Voters	2016 Voters	Votes (+/-)	Vote % Change
24	12	187	288	-101	-35%
Pop-Up Votes	Early Online	Polling Day	Total Digital	Paper Ballots	IVR
0	51	134	185	2	0
# Pop-Up Polls	# Voter Registrations	# Voter Verifications	# Hours Polls Open	# of Ballot Types	Voter Verification
Not Available	33	20	6	1	Self-Affirmation

**Notes**

1. No reported issues.
2. Voter decrease may be due to fewer candidates.

**Canoga Park Neighborhood Council****Region 3****Election Date: 04-17-16**

2014 Candidates	2016 Candidates	2014 Voters	2016 Voters	Votes (+/-)	Vote % Change
11	20	283	234	-48	-17%
Pop-Up Votes	Early Online	Polling Day	Total Digital	Paper Ballots	IVR
0	75	147	222	13	Not Offered
# Pop-Up Polls	# Voter Registrations	# Voter Verifications	# Hours Polls Open	# of Ballot Types	Voter Verification
Not Available	177	135	4	2	Documentation

**Canoga Park Neighborhood Council Notes**

1. Online voting setup with a long row of stations and helped desk kept the line moving smoothly.
2. There was a ballot mistake where Community Interest Stakeholders could only vote for Community Interest seats instead of for everyone.

**Encino Neighborhood Council****Region 3****Election Date: 04-17-16**

<b>2014 Candidates</b>	<b>2016 Candidates</b>	<b>2014 Voters</b>	<b>2016 Voters</b>	<b>Votes (+/-)</b>	<b>Vote % Change</b>
19	19	180	171	-9	-5%
<b>Pop-Up Votes</b>	<b>Early Online</b>	<b>Polling Day</b>	<b>Total Digital</b>	<b>Paper Ballots</b>	<b>IVR</b>
0	28	102	130	41	Not Offered
<b># Pop-Up Polls</b>	<b># Voter Registrations</b>	<b># Voter Verifications</b>	<b># Hours Polls Open</b>	<b># of Ballot Types</b>	<b>Voter Verification</b>
Not Available	75	46	4	8	Documentation

**Notes**

1. No reported issues.

**West Hills Neighborhood Council****Region 3****Election Date: 04-17-16**

<b>2014 Candidates</b>	<b>2016 Candidates</b>	<b>2014 Voters</b>	<b>2016 Voters</b>	<b>Votes (+/-)</b>	<b>Vote % Change</b>
17	20	388	238	-150	-39%
<b>Pop-Up Votes</b>	<b>Early Online</b>	<b>Polling Day</b>	<b>Total Digital</b>	<b>Paper Ballots</b>	<b>IVR</b>
0	80	155	235	3	Not Offered
<b># Pop-Up Polls</b>	<b># Voter Registrations</b>	<b># Voter Verifications</b>	<b># Hours Polls Open</b>	<b># of Ballot Types</b>	<b>Voter Verification</b>
Not Available	127	73	6	1	Documentation



**West Hills Neighborhood Council Notes**

1. No reported issues.

**Greater Valley Glen Neighborhood Council****Region 4****Election Date:** Board Affirmation

2014 Candidates	2016 Candidates	2014 Voters	2016 Voters	Votes (+/-)	Vote % Change
21	N/A	93	N/A	N/A	N/A
Pop-Up Votes	Early Online	Polling Day	Total Digital	Paper Ballots	IVR
N/A	N/A	N/A	N/A	N/A	N/A
# Pop-Up Polls	# Voter Registrations	# Voter Verifications	# Hours Polls Open	# of Ballot Types	Voter Verification
N/A	N/A	N/A	N/A	9	Self-Affirmation

**Notes**

1. Not enough candidates for a contested election so went to board affirmation.

**North Hollywood Northeast Neighborhood Council****Region 4****Election Date:** 04-07-16

2014 Candidates	2016 Candidates	2014 Voters	2016 Voters	Votes (+/-)	Vote % Change
8	4	18	12	-6	-33%
Pop-Up Votes	Early Online	Polling Day	Total Digital	Paper Ballots	IVR
0	4	8	12	0	Not Offered
# Pop-Up Polls	# Voter Registrations	# Voter Verifications	# Hours Polls Open	# of Ballot Types	Voter Verification
Not Available	12	7	4	2	Self-Affirmation

**Notes**

1. No reported issues.
2. Neighborhood Council has struggled with election outreach for several election cycles.

2014 Candidates	2016 Candidates	2014 Voters	2016 Voters	Votes (+/-)	Vote % Change
25	27	367	390	23	6%
Pop-Up Votes	Early Online	Polling Day	Total Digital	Paper Ballots	IVR
0	68	45	114	276	1
# Pop-Up Polls	# Voter Registrations	# Voter Verifications	# Hours Polls Open	# of Ballot Types	Voter Verification
Not Available	236	135	4	7	Documentation

#### Notes

1. Election staff released voter registration information with supporting documents to the Neighborhood Council and the candidates after complaints from candidates that the Neighborhood Council was doing no election outreach so candidates wanted to do outreach. This breach of security included the data of more than 100 voters. EmpowerLA responded quickly and enrolled all voters who opted for protection with an Identity Theft Protection Plan.
2. Allegations from candidate that she was able to vote twice because she was given two voting credentials. Upon review, candidate was given a second voting credential because she registered to vote in the wrong category so that she would not be able to vote for herself. The initial voting credentials given to her were then cancelled.
3. Allegations from voters who stated that they did not receive their voting credentials or that they received them the day before the elections. Staff investigation found that those who did not receive voting credentials were missing documents still and told to go to the polling location to vote instead. Staff confirmed that voting credentials for verified voters did go out right before the elections due to late processing. Staff then worked on shortening the voting verifications turnaround to Everyone Counts to 5 calendar days.
4. Polling day location was divided into two rooms, online and paper ballots, because of the anticipated high turnout. Only those who had started voter registration online were allowed to vote in the online room.
5. There was a mix up with two voters who had the same name, but not the same birthday. Everyone Counts staff were onsite to observe and was able to correct the error and have the one who voted with the wrong birthday come back to vote again. Staff were instructed to double check all of the fields to ensure that those with the same name had the same birthday as their identification.
6. This was a very contentious election with multiple challenges filed.



**Mid City West Neighborhood Council**  
**Election Date: 05-01-16**

**Region 5**

2014 Candidates	2016 Candidates	2014 Voters	2016 Voters	Votes (+/-)	Vote % Change
48	51	217	328	111	51%
Pop-Up Votes	Early Online	Polling Day	Total Digital	Paper Ballots	IVR
3	178	137	319	9	1
# Pop-Up Polls	# Voter Registrations	# Voter Verifications	# Hours Polls Open	# of Ballot Types	Voter Verification
2	337	276	4	7	Self-Affirmation

**Notes**

1. There was a reboot of the online voting election because the ballot provided to Everyone Counts was incorrect. Online voting was reset and the voters were issued new voting credentials.

**Olympic Park Neighborhood Council**  
**Election Date: 05-05-16**

**Region 6**

2014 Candidates	2016 Candidates	2014 Voters	2016 Voters	Votes (+/-)	Vote % Change
4	18	62	102	40	65%
Pop-Up Votes	Early Online	Polling Day	Total Digital	Paper Ballots	IVR
0	38	60	98	4	0
# Pop-Up Polls	# Voter Registrations	# Voter Verifications	# Hours Polls Open	# of Ballot Types	Voter Verification
1	182	99	4	1	Self-Affirmation

**Notes**

1. No reported issues.

**Downtown Los Angeles Neighborhood Council**  
**Election Date: 05-05-16**

**Region 6**

2014 Candidates	2016 Candidates	2014 Voters	2016 Voters	Votes (+/-)	Vote % Change
42	45	679	847	168	25%
Pop-Up Votes	Early Online	Polling Day	Total Digital	Paper Ballots	IVR
280	366	192	838	9	Not Offered
# Pop-Up Polls	# Voter Registrations	# Voter Verifications	# Hours Polls Open	# of Ballot Types	Voter Verification
13	649	496	8	7	Documentation

**Notes**

1. Complaints of Pop-Up Poll locations favoring a candidate over another, but all candidates were offered the opportunity to provide a location. One Pop-Up Poll had 115 people register and vote in a few hours.

**Historic Cultural Neighborhood Council**  
**Election Date: 05-05-16**

**Region 6**

2014 Candidates	2016 Candidates	2014 Voters	2016 Voters	Votes (+/-)	Vote % Change
27	18	850	194	-656	-77%
Pop-Up Votes	Early Online	Polling Day	Total Digital	Paper Ballots	IVR
44	122	14	180	14	Not Offered
# Pop-Up Polls	# Voter Registrations	# Voter Verifications	# Hours Polls Open	# of Ballot Types	Voter Verification
5	594	574	4	7	Documentation

**Notes**

1. There was a voter registration issue where 449 voters were registered under one email. When staff called to verify, they were told that these were seniors at a center who do not have their own email addresses. When staff started calling the mostly monolingual voters,



### Historic Cultural Neighborhood Council Notes Continued

some did not recall registering to vote. Staff did not provide voter credentials via email and sent a Pop-Up Poll to the senior center whereupon staff were asked to leave by the management. Because many of these voters did not receive their voting credentials, this likely affected the final voting numbers.

2. One reason the voter numbers decreased is due to a new location that was difficult to find with insufficient parking that was far from populated areas.

### Echo Park Neighborhood Council

Region 7

Election Date: 05-14-16

2014 Candidates	2016 Candidates	2014 Voters	2016 Voters	Votes (+/-)	Vote % Change
42	37	576	222	-354	-61%
Pop-Up Votes	Early Online	Polling Day	Total Digital	Paper Ballots	IVR
20	57	145	222	0	Not Offered
# Pop-Up Polls	# Voter Registrations	# Voter Verifications	# Hours Polls Open	# of Ballot Types	Voter Verification
2	94	76	6	6	Documentation

### Notes

1. Online voting was added due to stakeholder concerns of voter intimidation at the polls because of a candidate, who decided not to run. The decrease in voters is likely due to this change.

**Silver Lake Neighborhood Council**  
**Election Date: 05-14-16**

**Region 7**

2014 Candidates	2016 Candidates	2014 Voters	2016 Voters	Votes (+/-)	Vote % Change
58	47	1398	983	-415	-30%
Pop-Up Votes	Early Online	Polling Day	Total Digital	Paper Ballots	IVR
63	303	279	645	338	Not Offered
# Pop-Up Polls	# Voter Registrations	# Voter Verifications	# Hours Polls Open	# of Ballot Types	Voter Verification
4	689	514	4	7	Documentation

**Notes**

1. Election staff set up 12 online voting stations in anticipation of the turnout, which still was not enough. The pressure to move the line caused many voter credential mistakes, which caused delays. The call was made to switch to paper ballots to move the lines quicker at that point.
2. Voter decrease is likely due to fewer candidates and contested community issues from 2014.

**LA 32 Neighborhood Council**  
**Election Date: 05-21-16**

**Region 8**

2014 Candidates	2016 Candidates	2014 Voters	2016 Voters	Votes (+/-)	Vote % Change
27	22	305	197	-108	-35%
Pop-Up Votes	Early Online	Polling Day	Total Digital	Paper Ballots	IVR
56	2	135	196	4	0
# Pop-Up Polls	# Voter Registrations	# Voter Verifications	# Hours Polls Open	# of Ballot Types	Voter Verification
2	20	12	6	5	Self-Affirmation



**LA 32 Neighborhood Council Notes**

1. No reported issues.
2. Voter decrease is likely due to fewer candidates and contested community issues from 2014.

**Glassell Park Neighborhood Council****Region 8****Election Date: 05-21-16**

<b>2014 Candidates</b>	<b>2016 Candidates</b>	<b>2014 Voters</b>	<b>2016 Voters</b>	<b>Votes (+/-)</b>	<b>Vote % Change</b>
20	28	392	270	-122	-31%
<b>Pop-Up Votes</b>	<b>Early Online</b>	<b>Polling Day</b>	<b>Total Digital</b>	<b>Paper Ballots</b>	<b>IVR</b>
60	55	81	196	74	Not Offered
<b># Pop-Up Polls</b>	<b># Voter Registrations</b>	<b># Voter Verifications</b>	<b># Hours Polls Open</b>	<b># of Ballot Types</b>	<b>Voter Verification</b>
3	87	70	6	1	Documentation

**Notes**

1. Polling location did not have wifi connection and spotty cell reception, which made verifying voters online difficult.
2. Voter decrease likely fewer due to certain candidates not running again and contested community issues from 2014.

Historic Highland Park Neighborhood Council  
Election Date: 05-21-16

Region 8

2014 Candidates	2016 Candidates	2014 Voters	2016 Voters	Votes (+/-)	Vote % Change
33	27	360	286	-74	-21%
Pop-Up Votes	Early Online	Polling Day	Total Digital	Paper Ballots	IVR
51	128	88	267	19	Not Offered
# Pop-Up Polls	# Voter Registrations	# Voter Verifications	# Hours Polls Open	# of Ballot Types	Voter Verification
2	154	102	6	1	Documentation

Notes

1. Two voters with the same name who voted turned out to be a father and son with the same name.
2. Voter decrease may be due to fewer candidates.

Lincoln Heights Neighborhood Council  
Election Date: 05-21-16

Region 8

2014 Candidates	2016 Candidates	2014 Voters	2016 Voters	Votes (+/-)	Vote % Change
12	15	105	375	270	264%
Pop-Up Votes	Early Online	Polling Day	Total Digital	Paper Ballots	IVR
222	61	89	372	3	0
# Pop-Up Polls	# Voter Registrations	# Voter Verifications	# Hours Polls Open	# of Ballot Types	Voter Verification
6	92	48	6	1	Documentation

Notes

1. No issues reported.
2. One Pop-Up Poll was conducted at a local school so they could learn about and participate in the Neighborhood Council system.



**Central Alameda Neighborhood Council**  
**Election Date: Board Affirmation**

**Region 9**

2014 Candidates	2016 Candidates	2014 Voters	2016 Voters	Votes (+/-)	Vote % Change
11	N/A	140	N/A	N/A	N/A
Pop-Up Votes	Early Online	Polling Day	Total Digital	Paper Ballots	IVR
N/A	N/A	N/A	N/A	N/A	N/A
# Pop-Up Polls	# Voter Registrations	# Voter Verifications	# Hours Polls Open	# of Ballot Types	Voter Verification
N/A	N/A	N/A	N/A	1	Self-Affirmation

**Notes**

1. Not enough candidates for a contested election so went to board affirmation.

**Empowerment Congress Southeast Neighborhood Council**  
**Election Date: 06-11-16**

**Region 9**

2014 Candidates	2016 Candidates	2014 Voters	2016 Voters	Votes (+/-)	Vote % Change
7	6	71	108	37	52%
Pop-Up Votes	Early Online	Polling Day	Total Digital	Paper Ballots	IVR
51	44	12	107	1	0
# Pop-Up Polls	# Voter Registrations	# Voter Verifications	# Hours Polls Open	# of Ballot Types	Voter Verification
2	20	13	4	1	Self-Affirmation

**Notes**

1. No issues reported.

**Empowerment Congress Southwest Neighborhood Council**  
**Election Date: 06-11-16**

**Region 9**

2014 Candidates	2016 Candidates	2014 Voters	2016 Voters	Votes (+/-)	Vote % Change
9	21	0	135	135	N/A
Pop-Up Votes	Early Online	Polling Day	Total Digital	Paper Ballots	IVR
23	32	80	135	0	Not Offered
# Pop-Up Polls	# Voter Registrations	# Voter Verifications	# Hours Polls Open	# of Ballot Types	Voter Verification
3	69	47	4	1	Self-Affirmation

**Notes**

1. EC Southwest had a board affirmation with no election in 2014 because they did not have contested seats.
2. No issues reported.

**Zapata-King Neighborhood Council**  
**Election Date: 06-11-16**

**Region 9**

2014 Candidates	2016 Candidates	2014 Voters	2016 Voters	Votes (+/-)	Vote % Change
Forming	20	Forming	459	1	<1%
Pop-Up Votes	Early Online	Polling Day	Total Digital	Paper Ballots	IVR
29	335	80	444	15	0
# Pop-Up Polls	# Voter Registrations	# Voter Verifications	# Hours Polls Open	# of Ballot Types	Voter Verification
3	252	166	6	2	Self-Affirmation

**Notes**

1. ZKNC held a selection in 2015 where 458 people voted.
2. Big turnout that reached capacity and had to redirect election staff to assist.



**Empowerment Congress North Neighborhood Council**  
**Election Date: 06-18-16**

**Region 10**

<b>2014 Candidates</b>	<b>2016 Candidates</b>	<b>2014 Voters</b>	<b>2016 Voters</b>	<b>Votes (+/-)</b>	<b>Vote % Change</b>
13	10	72	75	3	4%
<b>Pop-Up Votes</b>	<b>Early Online</b>	<b>Polling Day</b>	<b>Total Digital</b>	<b>Paper Ballots</b>	<b>IVR</b>
0	16	58	75	0	0
<b># Pop-Up Polls</b>	<b># Voter Registrations</b>	<b># Voter Verifications</b>	<b># Hours Polls Open</b>	<b># of Ballot Types</b>	<b>Voter Verification</b>
1	46	29	4	4	Self-Affirmation

**Notes:**

1. No issues reported.

**Mid City Neighborhood Council**  
**Election Date: 06-18-16**

**Region 10**

<b>2014 Candidates</b>	<b>2016 Candidates</b>	<b>2014 Voters</b>	<b>2016 Voters</b>	<b>Votes (+/-)</b>	<b>Vote % Change</b>
22	15	82	89	7	9%
<b>Pop-Up Votes</b>	<b>Early Online</b>	<b>Polling Day</b>	<b>Total Digital</b>	<b>Paper Ballots</b>	<b>IVR</b>
5	29	55	89	0	0
<b># Pop-Up Polls</b>	<b># Voter Registrations</b>	<b># Voter Verifications</b>	<b># Hours Polls Open</b>	<b># of Ballot Types</b>	<b>Voter Verification</b>
1	24	20	4	1	Self-Affirmation

**Notes**

1. No issues reported.

**Empowerment Congress West Neighborhood Council**  
**Election Date: 06-18-16**

**Region 10**

<b>2014 Candidates</b>	<b>2016 Candidates</b>	<b>2014 Voters</b>	<b>2016 Voters</b>	<b>Votes (+/-)</b>	<b>Vote % Change</b>
10	12	160	182	22	14%
<b>Pop-Up Votes</b>	<b>Early Online</b>	<b>Polling Day</b>	<b>Total Digital</b>	<b>Paper Ballots</b>	<b>IVR</b>
7	65	83	182	0	Not Offered
<b># Pop-Up Polls</b>	<b># Voter Registrations</b>	<b># Voter Verifications</b>	<b># Hours Polls Open</b>	<b># of Ballot Types</b>	<b>Voter Verification</b>
34	46	29	4	3	Self-Affirmation

**Notes**

1. No issues reported.

**Palms Neighborhood Council**  
**Election Date: 06-05-16**

**Region 11**

<b>2014 Candidates</b>	<b>2016 Candidates</b>	<b>2014 Voters</b>	<b>2016 Voters</b>	<b>Votes (+/-)</b>	<b>Vote % Change</b>
19	38	211	473	262	124%
<b>Pop-Up Votes</b>	<b>Early Online</b>	<b>Polling Day</b>	<b>Total Digital</b>	<b>Paper Ballots</b>	<b>IVR</b>
131	55	287	473	0	Not Offered
<b># Pop-Up Polls</b>	<b># Voter Registrations</b>	<b># Voter Verifications</b>	<b># Hours Polls Open</b>	<b># of Ballot Types</b>	<b>Voter Verification</b>
3	238	179	9	9	Self-Affirmation

**Notes**

1. The Palms Neighborhood Council has an Instant Runoff Voting Ballot and at the first Pop-Up Poll, a hardware limitation was discovered, the online ballot online worked with a mouse. The issue was addressed immediately.
2. The Instant Runoff Voting Ballot was still confusing to voters, and the process was not intuitive, requiring poll worker assistance in order to rank their candidates.



**Palms Neighborhood Council Notes Continued**

3. The Palms Neighborhood Council recently voted to initiate a bylaw amendment request, removing the Instant Runoff Voting Ballot from their election procedures.

**South Robertson Neighborhood Council**

**Region 11**

**Election Date: 06-05-16**

2014 Candidates	2016 Candidates	2014 Voters	2016 Voters	Votes (+/-)	Vote % Change
29	29	520	517	-3	-1%
Pop-Up Votes	Early Online	Polling Day	Total Digital	Paper Ballots	IVR
62	200	254	516	1	Not Offered
# Pop-Up Polls	# Voter Registrations	# Voter Verifications	# Hours Polls Open	# of Ballot Types	Voter Verification
3	349	276	4	1	Self-Affirmation

**Notes**

1. No issues reported.
2. Voters and candidates expressed appreciated the flexibility of the Pop-Up Polls voting.

**Del Rey Neighborhood Council**

**Region 11**

**Election Date: 06-05-16**

2014 Candidates	2016 Candidates	2014 Voters	2016 Voters	Votes (+/-)	Vote % Change
16	16	141	65	-76	-54%
Pop-Up Votes	Early Online	Polling Day	Total Digital	Paper Ballots	IVR
12	13	39	64	1	Not Offered
# Pop-Up Polls	# Voter Registrations	# Voter Verifications	# Hours Polls Open	# of Ballot Types	Voter Verification
1	55	22	4	9	Documentation

**Notes**

1. No reported issues.
2. Voter decrease may be due to lack of community issues driving voters.

**Harbor Gateway North Neighborhood Council****Region 12****Election Date: 06-11-16**

<b>2014 Candidates</b>	<b>2016 Candidates</b>	<b>2014 Voters</b>	<b>2016 Voters</b>	<b>Votes (+/-)</b>	<b>Vote % Change</b>
20	20	144	178	34	24%
<b>Pop-Up Votes</b>	<b>Early Online</b>	<b>Polling Day</b>	<b>Total Digital</b>	<b>Paper Ballots</b>	<b>IVR</b>
85	85	0	170	8	Not Offered
<b># Pop-Up Polls</b>	<b># Voter Registrations</b>	<b># Voter Verifications</b>	<b># Hours Polls Open</b>	<b># of Ballot Types</b>	<b>Voter Verification</b>
4	198	172	6	9	Self-Affirmation

**Notes**

1. The unofficial canvass of votes provided by the vendor had typos that resulted in one candidate being named twice, one candidate being left off, and the results being switched for one seat.
2. The official canvass of votes released by the elections team did not correct these errors, and the Neighborhood Council requested a full audit.
3. The audit determined that the wrong candidate had been seated because the number of votes from the off polling site database and the polling location database had not been reconciled, and the elections team presented the results of the audit to the council and seated the correct candidate.
4. Complaints by candidates that voters they said were registered should have voted. Election staff clarified that not all registered voters vote.
5. Three people were able to vote twice at the Pop-Up Poll and the polling location because election staff did not check other verifying information fields likely due to staff fatigue. These ballots were removed during the audit.