Voting Solutions for All People (VSAP):
Election Frequently Asked Questions

November 3, 2020 General Election Snapshot

L.A. County currently has over 5.5 million registered voters, all voters will be issued a Vote by Mail ballot.

Approximately 2.5 million additional ballots.

Safe in-person Vote Centers that strictly follow State and County guidelines from public health officials.

Over 750+ Vote Centers throughout LA County.

We are planning to have 10 days of voting available prior to Election Day.

Combined with Election Day, creates an 11 day voting period.

VBM Ballot Drop Box expansion.

Established approximately 400 Drop Boxes throughout LA County. Double the number from the Primary.

Vote by Mail (VBM):
- Safest voting option during the pandemic and public health crisis—it's contactless
- All voters will receive a VBM ballot—no need to request (5.5 million)
- Three return options—remind voters to sign VBM return envelope:
  ⇒ Via USPS—postage paid (most be postmarked by Election Day)
  ⇒ VBM Drop Box—402 total throughout LA County (look-up tool at LAvote.net)
  ⇒ At a vote center
- Sign up for the state's "Where's My Ballot" (california.ballottrax.net)
- If voters' signature does not match or is missing, we will send a letter with chance to correct

VBM Drop Box:
- 402 total throughout LA County (look-up tool at LAvote.net)
- Ballots picked up every 48-hours for first 20 days, every 24-hours final ten days
- Bolted to pavement and vandalism resistant
- Had over 200 VBM Drop Boxes in March Primary and no issues with vandalism or tampering

Vote Centers:
- Strict social distancing and public health guidelines for voters and election workers
- Over 100 vote centers will open October 24 (11-day)
- Over 650 vote centers will open on October 30 (5-day)
- Total of over 750 (look-up tool at LAvote.net)
- Hours: 10 AM to 7 PM through 11/2 and 7 AM to 8 PM on Election Day
- Voters can go to any vote center in LA County to cast a ballot or drop-off their VBM ballot

Electronic Pollbook (ePollbook):
- Replaces the paper roster
- Used by election workers to verify voter registration eligibility and issue ballot
- Two ways for voters to check-in
  ⇒ Provide Quick Check-In Code found on sample ballot or vote center postcard
  ⇒ Provide name and address, then sign
- Assists with Conditional Voter Registration (CVR) process

Ballot Marking Device (BMD):
- Paper-based voting to ensure election integrity
- Paper ballot is the official ballot of record: no ballots or selections are stored electronically
- 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, in addition to English
- ADA accessible allowing accessibility devices to be connected
- Features an audio ballot in all available languages

Interactive Sample Ballot (ISB):
- Expedites the voting experience
- Mark sample ballots on electronic device
- Generates Poll Pass which contains selections
- Voter scans Poll Pass at BMD to transfer selections
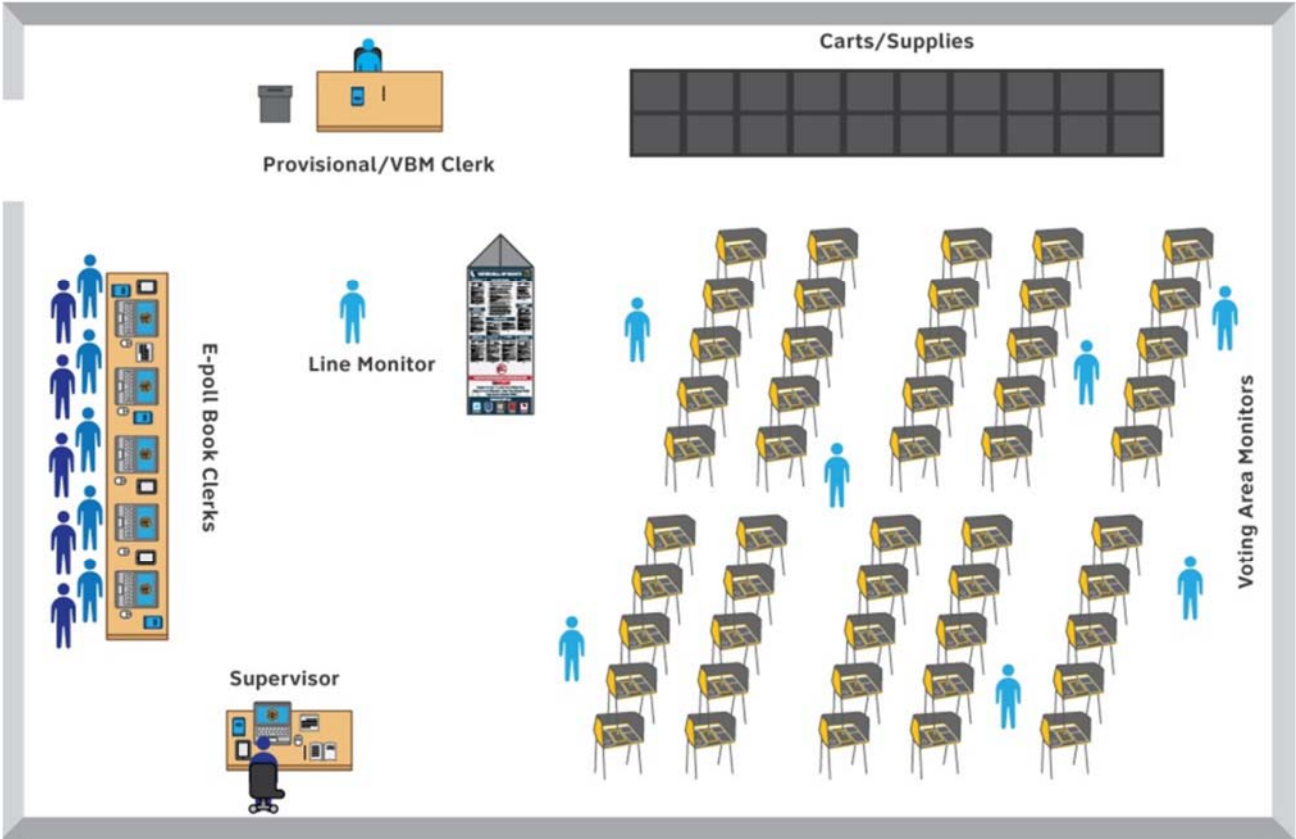- Voter must still review, confirm, print and cast ballot

Election Overview

Why change from polling places to vote centers?	Per the California Voters Choice Act, beginning with the March Primary, LA County adopted the vote center model. This replaces polling places with a more convenient, flexible model (11 days of voting, voters can go anywhere in LA County).
Why is the vote center I used in the March Primary no longer being used?	While we work to maintain consistent voting locations, some facilities were no longer available due to logistical challenges related to the pandemic. Additionally, the amount of space required, as a result of social distancing needs, resulted in requiring much larger faculties than were targeted for March. Other factors such as the amount of time needed, technical requirements, etc factored into our vote center placement strategy.
For in-person voting, why the 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) To successfully implement the vote center model, it was necessary to upgrade the County's voting system.
What are the main differences between the March Primary and the November General Elections?	• LA County will increase the bulk of its vote centers by an additional day—to 5-days. (11-day will still exist.) • All voters will receive a VBM ballot. • Double the number of VBM Drop Boxes (402). • Social distancing and public health guidelines at all vote centers. • Quick Check-in Code for expedited process. • New vote center hours during early voting: 10 AM to 7 PM. (Still 7 AM to 8 PM for Election Day.)
Is in-person voting considered online voting?	No. It is a paper-based voting system. The Ballot Marking Device (BMD) is not connected to the internet or any network.
Is this electronic voting?	No. It is a paper-based voting system. The BMD is not connected to the internet or any network.
Is this new system more susceptible to voter fraud?	No. It is actually more secure. Using the ePollbook, once a voter has voted, the system updates the voter database in real time. This prevents voters from trying to vote at multiple vote centers.
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.
Where can voters go for additional information?	Election information, including resources to help voters "make a plan" are available at **www.LAvote.net**. Voters can also 800-815-2666.
Is there still a need for Election Workers?	Yes. Although we have received a high level of interest in people interested in serving as Election Workers, anyone interested should apply at **www.LAvote.net**.
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.
With all this early voting, will any results be released prior to the close of polls?	No results will be released prior to 8:00 PM on Election Night.

Vote by Mail (VBM)

How do I get a VBM ballot?	All active voters have automatically been sent a VBM ballot to the address listed in their voter registration records.
When are VBM ballots sent?	VBM ballots were sent via USPS beginning October 5.
What are the options for returning a VBM ballot?	There are three options for returning: • Via USPS—postage paid, must be post-marked by Election Day. • VBM Drop Box—402 throughout LA County. • At a vote center—over 750 locations.
Do I have to use my VBM ballot or do I have an option to vote in-person?	While using a VBM ballot is the safest method to vote during the pandemic, voters who require or prefer in-person voting services may do so at any vote center. An election worker will suspend a voter's VBM ballot during the check-in process.
How do I track my VBM ballot to ensure it arrives safely?	Voters can sign up for "Where's My Ballot" at **california.ballottrax.net**. This sends alerts to voters when ballots are sent, receive and processed.
Who can return a VBM ballot?	Voters may give their VBM ballot to an individual they trust. A person other than the voter will need to sign the third party authorization box at the top of the envelope. Voters also need to be sure to sign their VBM envelope, as well.
What if I lost or damaged my VBM ballot and need a replacement?	Voters can request a replacement VBM ballot up to October 27 by calling 800-815-2666, option 2, sub-option 3 or going to **LAvote.net** under **Voting Options >> Vote By Mail** tab.
What if I forgot to sign my VBM return envelope or my signature doesn't match?	In either case, we will send a letter to provide an opportunity to sign or correct the signature.

VBM Drop Boxes

Where can I find a VBM Drop Box?	Voters can find any of the 402 VBM Drop Boxes at **LAvote.net** under **Voting Options >> Vote By Mail** tab. Voters were provided a few nearest VBM Drop Box locations in their VBM packet.
How long are VBM Drop Boxes open? Are they 24-hours?	All VBM Drop Boxes will be open until 8 PM on Election Day. Most are open 24-hours per day. Check **www.LAvote.net** for hours of a particular VBM Drop Box. All VBM Drop Boxes will close at 8 PM on Election Day.
Any important reminders for voters using VBM Drop Boxes?	All voters should remember to seal, sign and date their VBM ballot before depositing.
How often are ballots picked up?	For the first 20 days, the pick-up is every 48 hours. For the final 10 days, the pick-up is every 24 hours.
Are the VBM Drop Boxes safe and secure?	Yes. VBM Drop Boxes are either bolted to the ground, chained to a facility and/or watched by staff at a facility. The construction is vandalism-resistant and have durable construction. The slot is only wide enough to insert an envelope. In the March Primary, over 200 VBM Drop Boxes were deployed and did not have any issues.

Vote Centers / In-Person Voting

How do voters find a vote center?	• Look-up tool at **www.LAvote.net**. • Call 800-815-2666. • All households in LA County will be mailed a booklet listing all vote centers. • All voters will be mailed a postcard listing a few nearest vote centers (both 11-day and 5-day).
How will the County ensure a safe voting environment during the COVID-19 pandemic?	• All voters and members of the public entering a vote center will be required to wear a mask. Voters without masks will be provided one. • All Election Workers will wear both a mast and gloves. • Hand sanitizer will be available at entry/exit. • The ePollbook and Ballot Marking Device (BMD) will be sanitized after each use. • BMDs and line spacing will incorporate social distancing.
What if a voter refuses to wear a mask?	Any voter refusing to wear a mask will still be able to vote, however, they will need to return to their vehicle and utilize the curbside voting service.
What is the difference between a vote center and a polling place?	Vote centers replace polling places. Under polling places, voters were one location. Now, voters may use any vote center in LA County. Over 100 will be open for 11 days (starting October 24) and a total of 760 open the final five four days.
What are the hours of vote centers?	From **10/24 to 11/2**, vote centers will be open **10 AM to 7 PM.** On Election Day, **11/3**, the hours will be **7 AM to 8 PM**.
Will assistance be available to help voters? What assistance does the BMD provide?	Yes. Vote centers will be fully staffed, including staff to assist voters with the BMD. In addition, the BMD is designed to be accessible and easy to use, including for voters with a wide range of disabilities and for voters with limited English proficiency.
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. All vote centers will have a designated parking area or sufficient street parking.

Voting Procedures

Why the switch from paper roster to ePollbook?	In the vote center model, the ePollbook has the capability of looking up voters in real-time 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?	Voting starts Saturday, October 24.
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.
What is the Quick Check-In Code?	This bar code is found on both the Sample Ballot and postcard mailed to voters listing a few nearest vote centers. It allows for an expedited check-in process.
How will the County ensure a safe voting environment during the COVID-19 pandemic?	• All voters and members of the public entering a vote center will be required to wear a mask. Voters without masks will be provided one. • All Election Workers will wear both a mask and gloves. • Hand sanitizer will be available at entry/exit. • The ePollbook and Ballot Marking Device (BMD) will be sanitized after each use. • BMDs and line spacing will incorporate social distancing.
Does provisional voting still exist?	Yes. However it will occur less frequently. Two primary reasons voters require provisional ballots is (1) they show up at the wrong voting location, but now voters can go anywhere, and (2) they show up without a VBM ballot, but we will now be able to suspend a VBM ballot and issue an in-person ballot.
Will voters still receive a sample ballot booklet?	Yes. Voters should have received a paper sample ballot booklet in the mail.
Why is President listed last on my 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.
Do voters need to be skilled with tablets or computers to cast a ballot at a vote center?	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. Curbside voting is also used for voters who refuse to wear a mask, but show up at a vote center.

Supported languages on BMD:	Supported languages (not found on BMD, but available in other translated materials):
Armenian	
Chinese	Bengali
Farsi	Burmese
Hindi	Gujarati
Japanese	Indonesian
Khmer	Mongolian
Korean	Telugu
Russian	
Spanish	
Tagalog	
Thai	
Vietnamese	

Conditional Voter Registration (CVR)

What is Conditional Voter Registration (CVR)	CVR allows a voter who missed the voter registration deadline (October 19) the opportunity to register and vote a conditional ballot. Voters may also utilize the CVR process to change address and update other key voter registration information.
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.

Interactive Sample Ballot (ISB) - Optional Service

What is the Interactive Sample Ballot (ISB)?	The ISB is an 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 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.
Where can voters access their ISB?	Voters can go to www.LAvote.net/isb.