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## Expanding Voter Access through Same Day Registration

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**OVERVIEW:** Los Angeles County's Registrar-Recorder/County Clerk implements an electronic roster that enables voters to register to vote and vote regularly within the same day.

**CHALLENGE:** Los Angeles County is one of the largest election jurisdictions in the country, serving over five (5) million registered voters. The Registrar-Recorder/County Clerk (RR/CC) is responsible for conducting regularly scheduled elections on dates established by State law. Prior to the implementation of the VSAP solution, voters were able to vote on the same day as they registered as a result of California state legislation. However, these votes were counted provisionally and manually verified for signature and accuracy. These ballots were tabulated up to 30 days after the election day, when the election would be officially certified. Additionally, the paper rosters were utilized to check in and verify voters and were often prepared weeks in advance of the election. Each roster could only hold 1,000 voter's information, and if the voter had recently moved or registered, they would most likely not be on the roster.

Voters expressed frustration with the provisional voting process and the department required a significant workforce to manually process all the ballots by the 30-day deadline. In 2016, over 100,000 provisional ballots were received that resulted in hundreds of department staff working over the 30-day period to manually verify the information.

**SOLUTION:** In March 2020, the Registrar-Recorder/County Clerk (RR/CC) launched the Voting Solutions for All People (VSAP) solution to replace the County’s antiquated voting system. As part of the new voters were now able to cast their ballot at any Vote Center throughout an 11-day voting period.

The transformation of precinct-based polling places to a Vote Center model required a modification of the paper-based voter roster. The new electronic roster, or ePollbook, allows voters around LA County to check-in at any Vote Center. With greater connectivity to data in the Election Management system, came an opportunity to increase services that were not previously envisioned in the VSAP program.

The ePollbook would verify a voter’s ability to vote in real-time with the State, which meant voters who registered to vote the same day of voting, could be verified through the State and issued a regular ballot in most cases. This not only streamlined and digitized the same day voter registration process, but also increased voter satisfaction and reduced the RR/CC’s manual verification workload from nearly 100,000 provisionals to around 10,000 provisionals per election.

**INNOVATION:** The RR/CC petitioned the State to expand voter services at the Vote Centers by allowing corrections to a voter’s address and party without regulating the voter to the Provisional process. With the implementation of the ePollbook solution, a voter could modify their address and party and receive a traditional ballot reflecting their new ballot style.

**RESULTS:** After the implementation, the number of provisional ballots has steadily decreased with each election. This modification increased voter satisfaction and reduced the manual verification workload from nearly 100,000 Provisionals to around 10,000 per major election. The provisional process is generally labor-intensive and costly, so the reduction of provisional ballots translates to faster election results and reduction of cost.

**REPLICABILITY:** The solution demonstrates how Counties can utilize technology to enhance the voter experience and reduce department work time, while still meeting legislation and should be considered a best practice for any County interested in enhancing their Same Day Voter Registration process.