

Quality and Productivity Commission
34th Annual Productivity and Quality Awards Program
"Leading with Excellence"

2021 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12-point font):

NAME OF PROJECT: SAFE PRESIDENTIAL ELECTION PLAN

D DATE OF IMPLEMENTATION/ADOPTION: SEPTEMBER 2020

(Must have been fully implemented for a minimum of at least one year - on or before July 1, 2020)

CHECK HERE IF THIS PROJECT IS BEING SUBMITTED FOR THE COVID-19 IMPACT AWARD ONLY. (Projects must be implemented on or before December 31, 2020. **Note:** Projects implemented less than one year ago will not be eligible for any other PQA awards. In addition, once a project is submitted, you cannot submit the same project for awards consideration in subsequent years).

PROJECT STATUS: Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes No

EXECUTIVE SUMMARY: Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

- 1 In 2020, the Los Angeles County Registrar-Recorder/County Clerk (RR/CC) faced the
- 2 challenge of conducting the November General Election during the Covid-19 pandemic.
- 3 This election was anticipated to be one of the largest in County history, and there were
- 4 increasing concerns related to health and wellbeing of voters and Election Workers due
- 5 to large lines and crowds. Having just created processes for the implementation of a new
- 6 voting system for the March 2020 election, the county quickly modified its processes to
- 7 concentrate on voter and Election Worker safety.
- 8 In response to the pandemic, the RR/CC developed the Safe Presidential Election Plan.
- 9 Reinforced by guidelines from the California Secretary of State and collaboration with the
- 10 Los Angeles County Department of Public Health, the RR/CC established a
- 11 comprehensive plan to protect voters and election workers. The RR/CC trained election
- 12 workers to implement the plan and distributed Personal Protective Equipment (PPE) and
- 13 supplies to 800+ Vote Centers and Mobile Vote Centers.
- 14
- 15

BENEFITS TO THE COUNTY

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$	\$	\$	\$	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS RR/CC, 12400 Imperial Hwy, Norwalk, CA 90650		TELEPHONE NUMBER (800) 815-2666
PROGRAM MANAGER'S NAME Aaron Nevarez		TELEPHONE NUMBER (562) 462-2800
PROGRAM MANAGER'S EMAIL anevarez@rrcc.lacounty.gov		
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE (PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Alexander Ogunji	DATE 06/25/21	TELEPHONE NUMBER (562) 462-2755
PRODUCTIVITY MANAGER'S EMAIL aoqunji@rrcc.lacounty.gov		
DEPARTMENT HEAD'S NAME AND SIGNATURE Dean Logan	DATE 6/25/2021	TELEPHONE NUMBER (562) 462-2716

****ELECTRONIC, WET, OR SCANNED SIGNATURES ARE ACCEPTABLE****

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1st FACT SHEET – LIMITED UP TO 3 PAGES ONLY: Describe the **challenge(s), solution(s), and benefit(s)** of the project **to the County**. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success and **specify assessment time frame**. Use Arial 12 point font.

The November 2020 General Election occurred during the Covid-19 pandemic, creating a potential health risk for voters and Election Workers. Although health officials were advising voters to stay home and utilize Vote by Mail, many voters still wanted or needed to cast their ballot in-person at a Vote Center. High public interest in this election created the potential for crowds and lines, further elevating the risks for the voters and 18,000+ election workers serving them. Due to an 11-day in-person voting period, election workers also spent multiple days working in each location.

To protect the voters and election workers, the RR/CC needed to establish a plan to reduce the Covid-19 risks and make the election as safe as possible. This plan needed to include procedures for voters and workers, distribution of PPE, reassurances for locations serving as Vote Centers, and training for election workers to implement the procedures.

The purpose of the Safe Presidential Election Plan was to reduce COVID-19 risks for in-person voting. The plan also supported the recruitment strategy for Vote Centers and election workers as it provided the reassurance that facilities and workers needed.

Development of the Safe Presidential Election Plan was a collaborative effort. Guidelines were provided by the California Secretary of State (CA SOS), the Centers for Disease Control and Prevention (CDC) and the Los Angeles Department of Public Health (LA DPH). The RR/CC also worked closely with LA DPH throughout the planning process and benefited greatly from the ongoing counsel. Consultants from The Elections Group also contributed to the formation of the initial drafts of the Safe Presidential Election Plan. The RR/CC also drew from the experience of conducting several small elections in the spring and summer of 2020. During these elections, the RR/CC Mobile Vote Center Team created the baseline for the Safe Presidential Election Plan by developing protocols from the best available Covid-19 guidance at the time.

The best example of collaboration with the LA DPH was a Vote Center demo where representatives of LA DPH came and offered their feedback. The RR/CC set up a full Vote Center in an offsite facility to give LA DPH a realistic example of voting. This setting provided advantages because LA DPH witnessed the real life challenges that came from using portable equipment and borrowed rooms. The RR/CC conducted a demonstration of the Vote Center procedures and gathered LA DPH's feedback about each step. LA DPH was able to comment on things like signs, floor decals, placement and use of PPE, disinfection protocols, worker screening, and

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protocols, worker screening, and various voter scenarios. This was an incredibly valuable learning opportunity for the RR/CC staff. The opportunity to ask questions provided a great deal of confidence that the Covid-19 plan was sound. Staff from the RR/CC Training Section also assisted at the demo, which helped the transfer of knowledge so that training could implement the feedback and ask clarifying questions if needed.

The Safe Presidential Election Plan was the set of procedures and guidelines that were established to protect against Covid-19 in the Vote Center. It included the following:

disinfection protocols for surfaces and voting equipment, distancing guidelines, use of PPE, room layout instructions, signs, floor decals, room capacity instructions, a messaging plan for voters, a daily screening protocol for workers, and a plan for various voter scenarios. One highlight of the plan was the creation of a new election worker role called the Stop Station Clerk. At the entrance to every Vote Center, election workers set up a “stop station” – a table with signs, hand sanitizer, gloves, and masks. The job of the Stop Station Clerk was to ensure that every voter received hand sanitizer upon entering, wore a face covering, and knew of the COVID-19 protocols.

To make sure the plan was correctly implemented in the field, election workers received detailed training on COVID-19 protocols. Workers also received job aids and other reference material. Election coordinators (roving election workers that provide troubleshooting and monitoring) had COVID-19 protocols added to their checklists to ensure that election workers were properly following them. During the Voting Period, RR/CC staff also used electronic alert messages to remind workers of protocols.

The implementation of the program resulted in very few reported COVID-19 cases among Election Workers. The RR/CC had 18,814 Election Workers serving during the Voting Period, with most working multiple days. 791 Vote Centers were open during the election period (130 Vote Centers were open for 11 days, and 661 Vote Centers were open for 5 days.) In addition, the RR/CC had several mobile vote center locations. Over the course of the election, the RR/CC received 9 reports of positive COVID-19 cases among election workers.

Voter surveys also indicated that voters felt safe at the Vote Center. In a post-election survey, voters were asked: “How safe did you feel at the Vote Center (amid COVID-19)?” Overall, 90% indicated that they felt safe. The breakdown of responses was as follows: 70% selected “very safe,” 20% selected “safe,” 8% selected “neutral,” 1% selected “unsafe,” and 1% selected “very unsafe.”

Overall, the Safe Presidential Election Plan succeeded in reducing COVID-19 risks. The number of reported positive cases was low relative to the total number of election workers, and the plan successfully reassured voters, workers, and facilities involved in the election.

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Linkage to the County Strategic Plan – 1 page only. Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12-point font.

This program's primary goal is to protect the health of the Los Angeles County community and prevent the spread of the COVID-19 virus. This project supports The County's Strategic Plan Goal II: Foster Vibrant and Resilient Communities. In particular, it is aligned with Strategies II.2.3 and II.2.4.

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COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY): If you are claiming cost benefits, include a calculation on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12-point font

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

Cost Savings: A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

Revenue: Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

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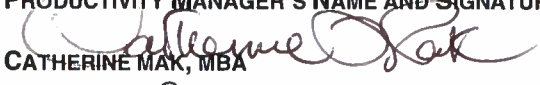
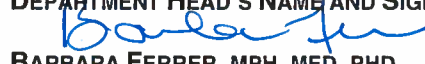
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FOR COLLABORATING DEPARTMENTS ONLY

(For single department submissions, do not include this page)

DEPARTMENT NO. 2 NAME AND COMPLETE ADDRESS	
DEPARTMENT OF PUBLIC HEALTH-313 N. FIGUEROA STREET, 8 TH FLOOR LOS ANGELES, CA 90012	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE  CATHERINE MAK, MBA EMAIL: <u>CMAK@PH.LACOUNTY.GOV</u>	DEPARTMENT HEAD'S NAME AND SIGNATURE  BARBARA FERRER, MPH, MED, PHD EMAIL: <u>BFERRER@PH.LACOUNTY.GOV</u>
DEPARTMENT NO. 3 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE EMAIL: _____	DEPARTMENT HEAD'S NAME AND SIGNATURE EMAIL: _____
DEPARTMENT NO. 4 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE EMAIL: _____	DEPARTMENT HEAD'S NAME AND SIGNATURE EMAIL: _____
DEPARTMENT NO. 5 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE EMAIL: _____	DEPARTMENT HEAD'S NAME AND SIGNATURE EMAIL: _____
DEPARTMENT NO. 6 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE EMAIL: _____	DEPARTMENT HEAD'S NAME AND SIGNATURE EMAIL: _____
DEPARTMENT NO. 7 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE EMAIL: _____	DEPARTMENT HEAD'S NAME AND SIGNATURE EMAIL: _____