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May 12, 2004

Conny B. McCormack
Registrar-Recorder/County Clerk
12400 Imperial Highway
PO Box 1024
Norwalk, CA 90651 – 1024

**RE: MARCH 2nd 2004 PRIMARY: FINAL POLL MONITOR RESULTS AND
RECOMMENDATIONS**

Dear Ms. McCormack:

On behalf of the Asian Pacific American Legal Center (APALC), we thank your office for its year round efforts to improve and expand election practices in Los Angeles County. In particular, we recognize the efforts of past years that have led to a working relationship between various community-based organizations in Los Angeles County.

This year, APALC vastly expanded its poll monitor efforts. Most notably, we worked with partnering organizations to monitor a total of 64 poll locations.

The attached report highlights our findings from our March 2nd 2004 poll monitor efforts. In addition, we provide some results that accumulated over a six year period (1998-2004) that we believe adds to the weight of various findings and recommendations.

We look forward to a follow-up dialogue and working process to deliver tangible results prior to the November 2004 election. You and your staff have provided great support in the past and we look forward to working with you in the future.

Sincerely,

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I. INTRODUCTION

The Asian Pacific American Legal Center (APALC) thanks the Los Angeles County Registrar-Recorder/County Clerk for your continued communication with organizations and individuals who work to improve multilingual materials and services for voters in need. On March 2nd, 2004, APALC organized 30 individuals who monitored polling locations in Alhambra, Artesia, Carson, Cerritos, Eagle Rock, Monte, Gardena, Hacienda Heights, Long Beach, Monterey Park, Pomona, Rosemead, Rowland Heights, San Gabriel, Torrance, and Los Angeles. *This report highlights our 2004 findings as well as cumulative trends over a six-year period (from 1998- 2004).*¹

The project owes its entirety to community organizations, student groups, and individual volunteers without whom the implementation and reporting would not be possible.²

II. PROJECT OVERVIEW

APALC monitored **64 locations and 167 precincts** all of which were either sites already identified by the County as locations requiring bilingual services, and/or sites

¹ By cumulative, we do not mean comparisons of one specific site over a six-year period because problems at the polls are often reliant upon the poll workers of that particular year. Without the ability to control for the different poll workers who manage a site for each specific year, APALC is not able to compare sites. However, this report provides a list of poll sites that were specifically mentioned in poll monitor reports between 1998 and 2004. Such a list should not be used to compare sites, but rather, to trace trends and recommendations that have not changed over this six-year period.

² The Cambodian Association of America (CAA) and the Demographic Research Unit at APALC, identified key neighborhoods heavily populated with Cambodian, Filipino, and Japanese residents. Little Tokyo Service Center Community Corporation and the Korean Resource Center contributed reports on mailed materials, translations, and voter interactions (detailed in the following pages). In addition, Loyola Law School, the Asian American Studies Department at Cal State Long Beach, the Asian American Studies Department at the University of California Los Angeles, Pomona College Women's Union, the Asian American Student Union at Scripps College, the Asian American Sponsor Program at Scripps College, the Asian Pacific American Student Services at the University of Southern California, the Chinatown Service Center, the Chinese Student Association of the Claremont Colleges, the Vietnamese Student Association at Cal State University Long Beach, The Women's Law Association at Loyola Law School, the Filipino American Service Group Inc., the Orange County Asian Pacific Islander Community Alliance, and the Loyola Law School Asian Pacific American Law Student Association distributed recruitment information and provided volunteers for this project.

heavily populated with an Asian Pacific American ethnic group (based on Census data). We monitored for Chinese, Japanese, Korean, Spanish, Tagalog, and Vietnamese language assistance and materials availability.

51 volunteers were recruited from student organizations, e-mail list-serves, and community partnership referrals to undergo a two-hour poll monitor training. For the election, poll monitors were assigned an average of two polling locations and monitored each location for the following main categories of elections assessment:

- Availability and access to multilingual materials
- Multilingual voter assistance
- Incidences of challenged voter(s).

Each location was monitored on average for 1 and ½ hours. Within the first 30 minutes, poll monitors checked for availability and access of multilingual materials. Poll monitors then observed voter and poll worker interactions (average observation time of 46 minutes).

We commend the County for its efforts to increase the number of bilingual poll workers in targeted communities. However, as the *availability* of this resource increases, an equally important need to create *access* to such a resource determines any measurement of success. For example, this year APALC found numerous cases where bilingual poll workers were not accessible (workers did not wear badges indicating language assistance) and multilingual voting materials were available at the site but were not accessible (placed out of visual sight).

Many Limited English Proficient (LEP) and immigrant voters face language barriers at the polls. Because the burden should not be placed on LEP voters, their experiences can only be remedied if poll workers take an active and affirmative move to provide multilingual voter service. Overall though, all poll workers should be trained about the potential use of multilingual voting materials as well as the importance of

affirmatively approaching voters who are awaiting assistance. At the same time, structural resources such as badges/signs help LEP and immigrant voters utilize these resources (if the resources themselves, already exist).

**Table 1: Poll Locations and Precincts
APALC March 2004 Poll Monitor Project**

City	# of Polling Locations	# of Precincts
Alhambra	2	7
Artesia	2	3
Carson	2	2
Cerritos	6	11
Eagle Rocks	1	1
El Monte	3	10
Gardena	2	4
Hacienda	2	3
Long Beach	13	39
Monterey Park	3	7
Pomona	2	2
Rosemead	2	8
Rowland	2	8
San Gabriel	1	2
Torrance	2	2
Los Angeles	19	58

III. MULTILINGUAL MATERIALS, AVAILABILITY AND ACCESS / VOTER ASSISTANCE

For Limited English Proficient (LEP) voters, the availability of multilingual materials and access to such materials are equally important factors that impact an individual's ability to vote at the polls. Although APALC recognizes the County's efforts to produce multilingual materials, of equal weight is the way such materials are made visible and accessible to voters. Thus, poll monitors measured the *potential usage of multilingual materials* based on the visibility of such materials at each poll site and the *measure of effective multilingual voter service* based on the existence of bilingual poll workers and the level of assertive efforts to help reduce language barriers at the polls.

APALC poll monitors searched each poll site for the following multilingual voter assistance resources and materials printed in languages other than English³:

- Signs/badges indicating poll worker with bilingual ability
- Sample ballots
- Voting instruction cards
- Voter registration cards
- Actual presence of a multilingual poll worker.

In the past six-years we found the following cases of inadequate availability and access of multilingual poll worker assistance and materials⁴:

³ For complete database, please see attached document, "Location Bilingual Assistance Check List."

⁴ In 1998, we reported "...precincts still had English-only sample ballots, and in several instances, our poll observers had to ask for multilingual materials before out and displayed. At one site in Walnut (7600031A), one precinct worker was told by the inspector that he could not display the Asian language sample ballots and that voters had to verbally request them to use them. Like previous elections, most multilingual materials were buried under English language election materials...Nineteen of the observed sites had Chinese, Japanese, Korean, Tagalog, and Vietnamese multilingual instruction cards available in each booth. However, only three of these precincts displayed multilingual instruction cards in the general areas. Unfortunately, none of the precincts had signs indicating the availability of multilingual voting materials...At some precincts, the signs were used to display multilingual materials rather than indicate language assistance availability. At other sites, the signs were randomly displayed without regard to the

- Lack of signs indicating availability
- Lack of multilingual materials at key poll sites
- At poll sites with multilingual materials, such materials were placed out of site
- Lack of bilingual poll workers
- At poll sites with bilingual poll workers, lack of assertive effort on the part of bilingual poll workers to offer voter assistance

For March 2, 2004, we report the same trends in 1998, 2000, 2001, and 2002. In many cases poll sites lacked materials, placed materials out of sight, or had a

language assistance actually available...In Monterey Park...the site poll inspector...was actively publicizing voters to be translators...our own poll monitors had to assist..." ("Re: June 1998 Primary Election: Poll Observation Results and Recommendations" submitted to Conny B. McCormack, Registrar-Recorder/County Clerk. Asian Pacific American Legal Center, submittal, June 22, 1998.)

In **2000**, APALC reported, "More often than not, poll sites did not have or post signs indicating the availability of interpreters...no one wore badges/ribbons indicating the particular language spoken because they were not available...Most bilingual poll workers provided oral assistance was in a passive manner. The voter was asked for help even if it was obvious they needed language assistance or were struggling to communicate in English, leaving the voter confused until another voter or our poll monitor intervened to help....Sixteen sites kept the materials in boxes or envelopes insisting that the voters [would] request them if they [needed] them. Even many poll sites that did display multilingual materials sometimes placed them in places that were hard to see and/or reach." ("Re: March 2000 Primary Election: Poll Monitor Results and Recommendations" submitted to Conny B. McCormack, Registrar-Recorder/County Clerk. Asian Pacific American Legal Center, submittal, April 12, 2000.)

In **2001**, APALC again reported, "At the Alpine Recreation Center, neither Precinct 9001865A nor Precinct 9000464A had their bilingual poll workers wearing anything that identified them as able to offer bilingual assistance to voters. There were also no signs displayed that indicated such...Additionally, as a recommendation, multilingual sample ballots should be made available in several copies, not only one or two of each..." ("Re: June 2001 Los Angeles City Election: Poll Monitor Results and Recommendations" submitted to Conny B. McCormack, Registrar-Recorder/County Clerk. Asian Pacific American Legal Center, submittal, June 6, 2001.)

In **2002**, we reported, "...poll workers...claimed to not have any non-English sample ballots or registration forms...In Koreatown at the Ardmore Craft Center (9001012A), there was only one poll worker present and that was the inspector. None of her poll workers or bilingual staff showed up while [APALC] was monitoring...No Korean speaking poll worker was present, so our monitor assisted... with Korean-speaking voters...in Downtown at the Angelus Plaza Agape Center (9001864A&B)...the single Mandarin poll worker was unable to help everyone in a timely fashion, and consequently many voters approached our poll monitor for assistance...Sample ballots were reported as not displayed, only in English, or not clearly presented. At some other sites, voter registration forms and instructional cards were unavailable in multiple languages..." ("Re: November 2002 Election: Final Poll Monitor Results and Recommendations" submitted to Conny B. McCormack, Registrar-Recorder/County Clerk. Asian Pacific American Legal Center, submittal, December 11, 2002.)

disproportionate number of poll workers in comparison to the signs indicating such workers.

Tables 2-5: Multilingual Materials and Voter Assistance

- Six locations placed sample ballots out of plain view (Table 2)
- One location did not have sample ballots (Table 2)
- Six locations had sample ballots in English only (Table 2)

- Eight poll sites did not have voting instruction/info cards (Table 3)
- Three locations had such materials in English only (Table 3)

- 26 poll sites did not have voter registration cards (Table 4)
- 19 poll sites had voter registration cards in English only (Table 4)

- 18 poll sites had bilingual poll workers in particular languages but did not have signs/badges indicating their availability (Table 5)

Table 2: Sample Ballot Availability

APALC monitors found thirteen locations that either did not have sample ballots available, placed sample ballots out of plain view, or had sample ballots in English language only.

Six locations failed to place sample ballots in plain view making it difficult for voters to find them. In most cases, monitors had to ask several poll workers before the multilingual sample ballots were located and shown to the monitor. At this point, many of our monitors requested that the ballots be put on a table where voters could easily view them.

One location did not have sample ballots available at all. Sample ballots are a critical tool for any voter and should be available at all locations.

Six other locations had English only sample ballots. It is absolutely critical that every poll location in precincts with LEP voter populations, displays sample ballots in languages other than English. As the actual ballot is in English only, multilingual sample ballots are the only means by which limited English proficient (LEP) voters can vote in full confidence.

In Little Tokyo, sample ballots were delivered on or after the deadline for absentee registration and some were even delivered post-election day. In 1998 the Little Tokyo Service Center (LTSC) reported similar incidences – LTSC reports the same occurrences in 2004.⁵

The Korean Resource Center (KRC) found portions incorrect translations in portions of the Korean language sample ballot. In addition, individuals received their sample ballots after election day.⁶

Poll Site	Sample Ballot Availability
424 W Valley, Alhambra (0150060A)	Sample Ballots in bag in back of room
111 S First St, Alhambra (150079A)	Sample Ballots in bag on table
16800 Shoemaker, Cerritos (1070036A, 10700009A)	Sample Ballots placed behind table, given to voters only when requested
17410 Stark, Cerritos (1070023A)	Sample Ballots in plastic bag
16744 Rocky Knoll Rd, Hacienda Heights (2630172A)	None
240 Chestnut, Long Beach (385239A)	English Only
1150 New York, Long Beach (38501551A)	On back table
2228 Atlantic Ave, Long Beach (3850167A)	English Only
1055 Freeman Ave, Long Beach (3850618A)	Not displayed at all
417 N Garfield Ave, Monterey Park (4500006A)	English only
215 N Chandler Ave, Monterey Park (450007A)	English only
1816 Desire Ave, Rowland Heights (5850073A, 5850188A)	English only
2930 El Dorado St, Torrance (7150056A)	English only

⁵ [REDACTED] Little Tokyo Service Center

⁶ [REDACTED] Korean Resource Center

Table 3: Voting Instruction/Info Cards

Eight poll sites did not have voting instruction/info cards and three locations had such materials in English only. Multilingual materials serve as a means of communication between the poll worker and the voter when oral assistance is not available. This is a necessary tool each polling location should have available to LEP voters.

POLL SITE	VOTING INSTRUCTION/INFO CARDS
13702 Acoro St, Cerritos (1070016A)	None
16013 Indian Creek, Cerritos (1070048A)	None
16744 Rocky Knoll Rd, Hacienda Heights (2630172A)	None
4545 Toland Way, Eagle Rock (796-A)	English Only
240 Chestnut, Long Beach (385239A)	None
417 N Garfield Ave, Monterey Park (4500006A)	English Only
725 W Franklin Ave, Pomona (5250065A)	None
245 S Hill St, Los Angeles (9001864A)	None
1700 Olympic , Los Angeles (9001677A)	None
1901 Olympic, Los Angeles (1942A)	None
455 East 3 rd St, Los Angeles (900716A)	English

Table 4: Voter Registration Cards

At 26 poll sites, no voter registration cards were available and at 19 poll sites only English cards were available. Voter registration cards were the most commonly reported printed materials not provided in a language other than English and placed out of sight. Every polling location should have voter registration cards in multiple languages.

424 W Valley Alhambra (0150060A)	None
111 S First St, Alhambra (150079A)	English Only
11870 169 th St, Artesia (0400001A)	None
18750 Clarkdale, Artesia (040004A)	None
16800 Shoemaker, Cerritos (1070036A,	None

1070009A)	
1230 South St, Cerritos (1070018A)	English Only
18600 Bloomfield, Cerritos (1070029A)	None
17410 Stark, Cerritos (1070023A)	None
1370s Acoro St, Cerritos (1070016A)	None
16013 Indian Creek, Cerritos (1070048A)	None
4545 Toland Way, Eagle Rock (796-A)	None
11900 Romona Blvd, El Monte (2100039A)	None
3900 Gilman Road, El Monte (2100040A)	English Only
9524 Whitmore St, El Monte (2100112A)	English Only
17100 S Park Lane, Gardena (2500029A)	None
15800 Brighton Ave, Gardena (2500035A)	None
16744 Rocky Knoll Rd, Hacienda Heights (2630017A)	None
801 31 st St, Long Beach	English Only
101 28 th St, Long Beach	English Only
240 Chestnut, Long Beach (385239A)	None
1150 New York, Long Beach (38501551A)	English Only
1320 Gaviota, Long Beach (3850034A, 3850611A)	English Only
2228 Atlantic Ave, Long Beach (3860167A)	English Only
771 E Pacific Coast Highway, Long Beach (3850314A)	English Only
370 Junipero Ave, Long Beach (385022A, 3850615A)	English Only
1700 Temple Ave, Long Beach (3850610A)	English Only
1055 Freeman Ave, Long Beach (3850618A)	English Only
417 N Garfield Ave, Monterey Park (4500006A)	None
215 N Chandler Ave, Monterey Park (4500007A)	None
725 W Franklin Ave, Pomona (5250065A)	None
1816 Desire Ave, Rowland Heights (5850073A, 5850118A)	English Only
2601 Blandford Dr, Rowland Heights (5850075A)	English Only
2633 Sepulveda Blvd, Torrance (7150076A)	None
2930 El Dorado St, Torrance (7150056A, 7150149A)	English Only
336 Occidental Blvd, Los Angeles	None

(9000052B)	
2211 W 6 th St, Los Angeles (9005018A)	None
245 S Hill St, Los Angeles (9001864A)	None
2000 Miramar Towers, Los Angeles (9003049A)	English Only
309 Lucas, Los Angeles (9003047A)	None
607 S Western Ave, Los Angeles (9001679B, 9001629A, 9003763A)	None
2328 W Temple St, Los Angeles (9000248A)	English Only
1700 Olympic Blvd, Los Angeles (9001677A)	None
1901 Olympic, Los Angeles (1942A)	None
455 East 3 rd St, Los Angeles (900716A)	None
616 Normandie, Los Angeles (9005006A)	None
920 New Hampshire, Los Angeles (9002052A)	None

Table 5: Bilingual Poll Worker Availability Vs. Signs/Badges Leading to Access of Availability

18 poll sites had multilingual poll workers in particular languages but did not have signs/badges indicating the language each poll worker provided. As noted earlier in this report, multilingual voter assistance cannot be measured simply by its existence. Access to such resources should be a burden placed upon the inspector and the poll worker rather than the voter herself. Signs and badges are one way to guide voters who need to approach poll workers. But more importantly, poll workers (regardless of bilingual language ability) need to actively approach voters.

Poll Site	Bilingual Poll Workers	Signs/Badges
21228 Water St., Carson (1030108A)	Tagalog, Spanish	Vietnamese, Tagalog, Spanish
16800 Shoemaker, Cerritos (1070036A, 1070009A)	Chinese, Tagalog, Korean, Spanish	Chinese, Tagalog
17410 Stark, Cerritos (1070023A)	Chinese	None
13702 Acoro St. Cerritos (1070016A)	Tagalog	None
16013 Indian Creek, Cerritos (1070048A)	Korean, Spanish, Tagalog	None

16744 Rocky Knoll Rd., Haicenda Heights	Chinese, Tagalog, Korean, Spanish	Chinese
1150 New York, Long Beach (38501551A)	Tagalog	None
1320 Gaviota Long Beach (3850034A, 3850611A)	Vietnamese	Spanish
370 Junipero Ave., Long Beach (385022A, 3850615A)	Spanish	None
1055 Freeman Ave., Long Beach (3850618A)	Chinese, Spanish	None
1816 Desire Ave., Rowland Heights (58500739A, 5850118A)	Chinese, Tagalog, Korean, Spanish	Vietnamese, Koreans, Spanish
2633 Sepulveda Blvd., Torrance (7150076A)	Korean	None
432 S Van Ness, Los Angeles (9001624A)	Korean	Spanish
309 Lucas, Los Angeles (9003947A)	Tagalog, Spanish	None
2328 W Temple St, Los Angeles (9000248A)	Tagalog, Spanish	Spanish
1700 Olympic Blvd, Los Angeles (9001677A)	Japanese, Korean, Spanish	None

IV. POLL MONITOR OBSERVATIONS

APALC asked each poll monitor to spend a minimum of 20 minutes observing interactions between voters, poll workers, and poll inspectors. Total observation time average 46 minutes, the shortest amount of time being 20 minutes and the longest amount being 60 minutes.

Overall, poll monitors reported the following observations regarding voter and poll worker interactions as well as structural considerations for each poll site:

P – Problems with Parking

B – Poll workers did not have badges

LS – Late set-up

PS – Poll site sign was not visible from outside the polling location

MLS – Multilingual language signs were not well displayed

WP – Many voters were at the wrong location

NP- Not enough poll workers

PBN – Signs designating the party assigned to each booth were too small or hidden

IP – Poorly trained poll workers

MH – Multilingual materials were hidden

NS – Not enough physical space to accommodate the flow of voters and workers

NM – Not enough multilingual materials

The *most recurring trends* were poorly trained poll workers (IP), poorly displayed signs (if at all) meant to indicate polling location (PS), multilingual language signs were not well displayed (MLS), not enough physical space (NS), and hidden multilingual materials (MH).

**Table 6: Poll Monitor Observations
(Data for Locations with reports related to site structure, voter/poll worker interactions, and multilingual materials)**

111 S First St, Alhambra (150079A)	MH
16800 Shoemaker, Cerritos (1070036A, 1070009A)	MH
18600 Bloomfield, Cerritos (1070029A)	P, NM

17410 Stark, Cerritos (1070023A)	NP, MLS, IP
11900 Romona Blvd, El Monte (2100039A)	NM
3900 Gilman Road, El Monte (2100040A)	IP
9524 Whitmore St, El Monte (2100112A)	PS
15800 Brighton Ave, Gardena (2500035A)	IP
16744 Rocky Knoll Rd, Hacienda Heights (2630172A)	MH
101 28 th St, Long Beach	LS, IP
801 31 st St, Long Beach	NP, NM
240 Chestnut, Long Beach (385239A)	P, WP, NS
1320 Gaviota Long Beach (3850034A, 3850611A)	NS
2228 Atlantic Ave, Long Beach (3860167A)	PS
1129 Alamitos, Long Beach (3850582A)	NP
1700 Temple Ave, Long Beach (3850610A)	NP
215 N Chandler Ave, Monterey Park (4500007A)	MLS
725 W Franklin Ave, Pomona (5250065A)	PS
810 Hamilton Blvd, Pomona	PS, WP
8470 Fern Ave, Rosemead (5750074A)	MLS
2601 Blandford Dr., Rowland Heights (5850075A)	MH, IP
2633 Sepulveda Blvd., Torrance (7150076A)	B
432 S Van Ness, Los Angeles (9001624A)	MH, B
817 Yale St, Los Angeles (9001865A)	PS
2323 Workman St., Los Angeles (9001062A)	LS, NS, IP
245 S Hill St., Los Angeles (9001864A)	NP, PBN, MLS
309 Lucas, Los Angeles (9003047A)	IP
607 S Western Ave, Los Angeles (9001679B, 9001629A, 9003763A)	P
2328 W Temple St., Los Angeles (9000248A)	MH, MLS
1700 Olympic Blvd, Los Angeles (9001677A)	MLS
455 East 3 rd St, Los Angeles (900716A)	PBN

V. POLL WORKER PROBLEMS

Poll monitors reported the following problematic interactions or particular situations they encountered with poll workers or lack thereof.

- At **18759 Clarkdale, Artesia (040004A)**, our poll monitor reported, "...after discussing about the sample ballots, inspector [REDACTED] replied with a remark, 'One day I wish we can have all English' with his hand motioning to the sample ballots."
- At **1901 Olympic, Los Angeles (1942A)**, another poll monitor reported "... [REDACTED] [poll worker] was blunt, arrogant, and rude (would not recommend him to work elections again), location was too hard to find. No electricity (older voters could not see), no heat, no table (they used a coffee table)."
- At **240 Chestnut Ave., Long Beach (3850007C)**, Poll worker [REDACTED] harassed our poll monitor and accused her of "electioneering." After showing her letter of introduction from the Los Angeles County Registrar-Recorder/County Clerk, the poll worker then threatened to call the police. [REDACTED] the poll worker was quoted, "We have no multilingual voters in the district so we don't need materials."

In addition, our monitors reported too few poll workers at the following poll sites:

- **1700 Temple Ave., Long Beach, (3850610A)** – Many Khmer speaking voters but no Khmer speaking poll workers.
- **1055 Freeman Ave., Long Beach (3850618A)** – Voters arrived who were not on the roster, some were given provisional ballots (some accepted but some left in frustration).
- **2930 El Dorado St., Torrance (7150149A)** – Location was in desperate need of Korean poll workers. The location was consolidated, one was almost entirely populated with Asian language speaking voters and the other was predominantly White, English speaking voters.
- **336 S. Occidental Bl., Los Angeles CA (9000052B)** – No Korean worker but Korean voters were expected.

VI. PROVISIONAL BALLOT PROBLEMS

The following monitors documented cases where voters experienced difficulties. In some cases they were handled appropriately. In others, counseling or additional training is recommended.

- 1) [REDACTED] (Poll Monitor) at 2328 W Temple St, Los Angeles (9000248A):
 - a. Voter - Anonymous
 - b. Challenger - Unknown
 - c. Reason - Poll worker finalized voter's ballot without voter's consent.
 - d. Description - Voter asked poll worker to hold ballot. Instead of holding ballot, poll worker tore the top portion of the ballot. Voter was very upset and stormed off.

- 2) [REDACTED] (Poll Monitor) at 1815 Desire Ave. Rowland Heights, CA 91748 (5850073A, 5850118A):
 - a. Voter - [REDACTED] White male, Spoke English, Telephone declined to state, Address [REDACTED]
 - b. Name of Challenger - [REDACTED] African American Female, spoke English
 - c. Reason for challenge - Voter not on roster
 - d. Description - Voter called the Los Angeles County Registrar the day before the election. The County told him to go to the 1815 Desire Ave poll location. Poll workers did not find him on the roster and gave him a telephone referral card. Voter was frustrated because he double-checked the day before and still received the wrong information. Voter left the polling location.

Monitors also reported incidences where provisional ballots were correctly offered and utilized. We commend the county for the work at these particular polling locations:

- 1) [REDACTED] (Poll Monitor) at 519 S. Western Ave Los Angeles CA 90020 (9000049A):
 - a. Voter - Not able to obtain name. African American Female.
 - b. Poll Worker - Unknown
 - c. Reason - Not registered to vote
 - d. Description - Voter given provisional ballot and assistance with registration form

- 2) [REDACTED] (Poll Monitor) at 2323 Workman St Los Angeles CA 90031 (9001062A, 900598A):

- a. Voter - [REDACTED], Latino/Chicano Female, Spoke Spanish, Lives in Norwalk.
 - b. Poll Worker - Manuel, Latino/Chicano Male, Spoke Spanish and English
 - c. Reason -Could not find name on roster
 - d. Description – Voter received a provisional ballot
- 3) [REDACTED] (Poll Monitor) at 245 S Hill St, Los Angeles CA 90012 (9001864A):
- a. Voter - [REDACTED] Korean Male at [REDACTED] [REDACTED] spoke Korean
 - b. Poll Worker - [REDACTED] African American Female Spoke English
 - c. Reason - Voter was an absentee voter but wanted to vote at the polls. He did not bring an absentee ballot with him.
 - d. Description - Voter was given provisional ballot.

VII. INK-A-VOTE VOTING MACHINE PROBLEMS

APALC received sporadic reports of voters experiencing difficulties with the ink-a-vote machines. Problems included ink smearing or failing to mark, machines that became jammed and had to be removed from use. Voters' comments, such as the following, are examples:

- “My own experience this morning was strange as well. At my polling place in Los Feliz, they used an ink-blotter voting device that smeared when I took the ballot out of the punch machine.” (██████████ voting in Los Feliz)
- “The only voting 'problem' I saw was difficulty in removing the ink pens' plastic caps. The two other voters didn't seem to realize at first that they had to take them off to mark the ballots.” (██████████ voting at 16254 Alpine Place, La Mirada)
- “They used Ink-a-vote and they were having problems with one of the ink stampers. Also, someone had torn off the top of the ballot before removing it and the ladies were having trouble getting it out. When they pulled out the stuck ballot, there were no ink marks. I think that a lot of people might have been confused by the ink stampers because they were so similar to the chad-pokers. When you pressed the pen, it made a clicking sound, but that didn't necessarily create a black mark. I had to press harder and double-check to ensure that it actually marked the ballot.” (██████████ voting at Smart & Final Store at 5555 Wilshire Blvd., Los Angeles)

VIII. TOLL-FREE HOTLINE PROBLEMS

On Election Day, APALC had monitors call Los Angeles County's main toll-free line, (800) 815-2666, and its designated multilingual toll-free line, (800) 481-8683. Test callers called the main toll-free line in languages other than English and asked for help.

Our first caller, a Chinese speaker, called at 8:00 am. After a 15-minute wait, the Chinese-speaking caller was disconnected by one of the hotline workers, without explanation. The Chinese-speaking caller then called the multilingual line at 8:15 am. The operator spoke only English. The caller was told that there was no Chinese speaker available to help her and was disconnected again. Our Chinese-speaking caller called at 8:20 am to the multilingual hotline again. She was again told in English that there was no Chinese assistance available and again was disconnected.

Close to noon, our Vietnamese-speaking caller called the LA County multilingual line, (800) 481-8683. After speaking to two people, and being put on hold for over 10 minutes, she was told there was no one who spoke Vietnamese available and disconnected.

These were reported to Julia Keh in the morning and service was found to have improved somewhat on the multilingual line by the afternoon. We had a Korean caller call the LA County main line, (800) 815-2666, at 3:00 pm. After a 2-minute wait, our caller was directed to call multilingual line. Our caller called that line, heard an English recorded message, and stayed on the line for an operator. She was finally able to receive assistance in Korean after 3 minutes. The total call time took 8 minutes. By 6:00 pm, the wait time had been reduced. Our test caller in Vietnamese received assistance in 6 minutes.

VIII. OTHER PROBLEMS

- 16254 Alpine Place, La Mirada: The polling site was in a gated community. Before 8:00 a.m., the gate was not open, so voters had to wait for drivers from inside to exit before they could enter. APALC received a report from a voter ([REDACTED]) observing this problem.
- Los Angeles: “Polling-place workers did not know how to handle my being registered decline-to-state/nonpartisan and choosing to vote in the Democratic primary. Further, when I questioned their conflicting directions and requested clarification and assurance about the proper way to make my vote, the polling-place supervisor suggested I just vote on both tickets [the NP and the Democratic one]. This happened twice. In the end (and against my wishes), another polling-place worker deposited two ballots into the box on my behalf (one blank NP one which I had no intention of having deposited) and one punched Democratic ballot (though I believe this was the incorrect ballot for me to have used, given my NP/DS registration).

X. COMMENDATIONS

It should be noted that APALC poll workers or voters reported many sites that were well-run and reflected good training. The following are more notable examples.

1. **S. 7th Street, Alhambra.** The site was reported to have poll workers who spoke many different languages and were cordial. (Voter: [REDACTED])
2. **2211 W 6th St. Los Angeles.** This site was reported as a good site with both Korean and Spanish-speaking poll workers. This site had many Korean and Spanish-speaking voters, so the need was served. (Poll monitor: [REDACTED]).
3. **3900 Gillman Rd., El Monte.** The poll workers included Chinese and Spanish-speaking poll workers, who were reported to be very nice and helpful to the many voters needing language assistance. (Poll monitor: [REDACTED]).

XI. RECOMMENDATIONS

- Poll Worker Training: Many problems stemmed from poorly trained poll workers. We urge the County to institute an evaluation program for its poll workers in order to apply an accountability mechanism for each poll worker.
- Bilingual Poll Worker Availability: As reported in previous years, there were not enough bilingual poll workers at locations with heavy LEP voters (in Spanish and Asian languages). The County may consider updating its list of multilingual languages requests or find ways to improve the undercount.
- Translated Materials: The County should consult organizations prior to awarding contracts to vendors. Because of the heavy burden translation review carries, we urge the County provide compensation to organizations who assist with translation.
- Translated Materials: There continues to be a problem with poll workers who fail to display multilingual materials, ranging from sample ballots to signs indicating language assistance availability.
- Hotline Training and Protocols: The County needs to test and develop protocols for hotline workers on how to handle non-English speaking callers. We ask for a roster of bilingual hotline workers handling calls on Election Day. We also request a log of the number of calls dropped without assistance. If it is the case that bilingual workers were available to answer calls throughout the day, then all hotline personnel, including supervisors and workers, need to be better trained on protocol. We additionally recommend that the County invest in a hotline system that allows voters to indicate the language they need assistance in by pressing a touch-tone key on their phone. During the wait, the County should have pre-recorded messages that answer the most commonly asked questions, in the appropriate language. The multilingual line should have messages recorded the 6 required Voting Rights languages – Chinese, Japanese, Korean, Spanish, Tagalog, and Vietnamese. This is particularly important in high turnout elections, such as the Presidential general elections, when we know that first-time voters may constitute as much as one-third of all APA voters.