

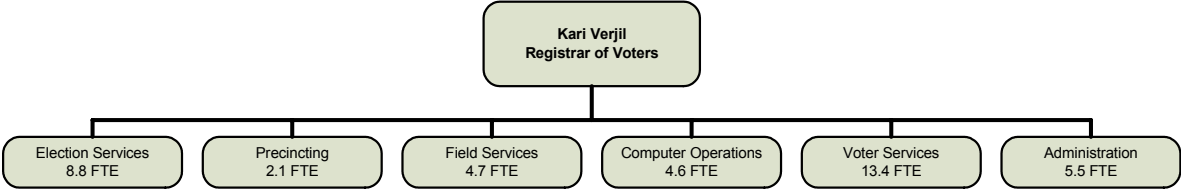
# REGISTRAR OF VOTERS

## Kari Verjil

### I. MISSION STATEMENT

The Registrar of Voters office upholds the integrity of the electoral process by consistently conducting fair and open elections that are accessible to all and that accurately reflect the intent of the electorate, promotes public confidence, increases voter participation, and strengthens democracy while providing the highest quality of customer service.

### II. ORGANIZATIONAL CHART



### III. DESCRIPTION OF MAJOR SERVICES

The primary function of the Registrar of Voters (ROV) is to conduct elections as prescribed by district, city, county, state, and federal laws, and regulations. To support this function, the department is also responsible for registering voters, maintaining voter records, processing petitions, tracking boundary changes and precinct boundaries to reflect realignments of all political subdivisions, and recruiting and training poll workers. To ensure the competent execution of these functions, the Registrar of Voters is organized into six sections: Administrative Services, Computer Operations, Precincting, Election Services, Field Services, and Voter Services. Below is a description of each of these sections:

**The Administrative Services Section** oversees the preparation and monitoring of department budget, prepares estimates and billings for election services, oversees contracting and purchasing, and manages personnel and payroll.

**The Computer Operations Section** provides computer support to the department through the in-house computer system and vendor supplied election software, coordinates technical services with the Department of Information Services, and oversees all counting operations in-house. The office website provides a vast array of election information and counting results, in addition to allowing users to inquire as to the location of a polling place.

**The Precincting Section** creates and maintains jurisdictional boundaries. This involves maintenance of street address files, updating of zip code changes, and realignment of district boundaries. Depending upon which jurisdictions are on the ballot, voter precincts can be combined to form larger election precincts that meet policy guidelines. Automated precinct consolidations are performed using the GIMS mapping system and an interface to the election management systems.

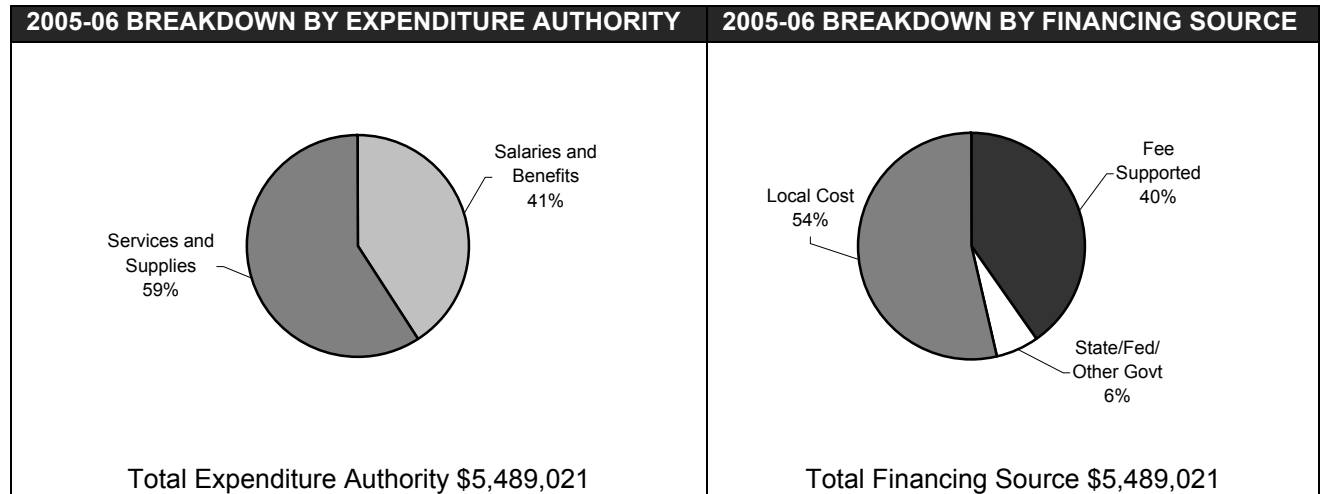
**The Election Services Section** oversees the filing of candidates, calling of elections, petition process, preparation of sample ballots, campaign disclosure filings, and provides information/data to candidates/campaigns. Recruits pollworkers, coordination of the student poll worker program with the county high schools, provides their training, and assigns them to the appropriate poll locations. The student pollworker program, begun in June of 1997, continues to expand. This program helps to relieve the critical shortage of qualified pollworkers by allowing up to five students to work at each polling place.

**The Field Services Section** provides programming and maintenance of electronic voting equipment in preparation for each election. Assembles/distributes/retrieves poll election supplies, and provides facility support to the department. Recruits locations to serve as polling places. Primary goals are to stabilize polling locations to minimize changes and the accessibility of polling places to the elderly and disabled. Each new polling place is surveyed prior to being utilized in an election. Provides storage and retention services for election records.



**The Voter Services Section** maintains the computerized voter files, verifies petition signatures, and provides phone and counter assistance to voters. Voter registration cards and signatures are electronically captured to provide additional security and reducing future labor costs. Coordinates Voter Outreach training and state mandated programs to increase registration and provides absentee/mail ballot voting services. Weekly training is provided to groups wanting to conduct voter registration drives. Registration and promotional materials are provided; then a computerized accountability system is maintained. Absentee ballots now account for between 30-50% of the ballots cast in each election.

**IV. 2005-06 BUDGET**



**V. GOALS & 2006-07 OBJECTIVES AT CURRENT FUNDING LEVELS**

GOALS	2006-07 OBJECTIVES
1. Increase voter participation in the electoral process.	A. Procure a Mobile Voting Unit for use at all San Bernardino County events, free of charge, to promote the electronic voting equipment and to generate interest in the electoral process. Pursue grant funding to offset the cost of a Mobile Voting Unit.  B. Implement early voting sites at county facilities and centrally located City Clerk's offices throughout the county.
2. Create a pool of experienced and reliable pollworkers.	A. Implement County Poll Worker Program, where county employees may have the opportunity to work as Election Officers on Election Day, without sacrificing their pay for those days.
3. Improve/remodel Registrar of Voters office environment to promote professionalism and to improve customer service.	A. Improve Registrar of Voters office physical environment with new carpet, painting, new workstations, and a re-design of the front counter area to improve customer service.

The goals and objectives listed above directly relate to the Registrar of Voters (ROV) mission statement, and are further explained as follows.

**GOAL NO. 1 – INCREASE VOTER PARTICIPATION IN THE ELECTORAL PROCESS:**

Statistics from the California Secretary of State indicate that California has one of the lowest voter participation rates in the nation. San Bernardino County has 753,000 registered voters, and voter turnout is usually 41%\* for local elections.



ROV has the ability to increase voter participation within the county by enhancing outreach efforts. One such outreach effort involves procuring a Mobile Voting Unit. This unit would provide an opportunity for ROV to meet with citizens and educate them as to the functions and resources of the department, as well as encouraging them to participate in the electoral process. Another outreach effort to increase voter participation is the establishment of early voting sites. ROV's goal is to set up ten early voting sites at city clerks' offices and county facilities, strategically located throughout the county, which would make voting more convenient for voters who wish to use the touch-screen voting system but would be unable to participate at traditional sites that are available only on election days.

\*Based on 2004-2005 Statistics

**GOAL NO. 2 – CREATE A POOL OF EXPERIENCED AND RELIABLE POLLWORKERS:**

Due to the passage of the Help America Voting Rights Act of 2002, voting at the polls has become more complicated. Beginning in 2006, counties using electronic voting units will be required to provide a voter verifiable paper audit trail (VVPAT). Paper ballots are also required to be available at polling places. This means there are two voting methods available at polling places. Experience by other counties using electronic voting equipment has demonstrated the need to have highly trained individuals at each polling location to ensure the correct operation of the new voting systems. Implementing a county poll worker program will help ROV to create a reliable and experienced poll worker group.

**GOAL NO. 3 – IMPROVE/REMODEL REGISTRAR OF VOTERS OFFICE ENVIRONMENT TO PROMOTE PROFESSIONALISM AND TO IMPROVE CUSTOMER SERVICE:**

ROV is the official filing office for congressional, assembly, county, judicial, school, and special district candidates. It is not uncommon for ROV to be the center of media attention during major elections. It is vital for ROV to provide voters, candidates, and elected officials with a professional and customer service oriented work environment.

Professionalism is a standard that is imperative to gaining trust and confidence of both the public and the candidates. An organized and well-maintained office conveys such professionalism. The office carpet and furniture have not been replaced in approximately 15 years. There are worn spots in the carpet where the pattern is completely gone. The front counter area is not conducive to a proactive, progressive atmosphere. The cubicles are non-ergonomic and becoming increasingly cumbersome as technology progresses. Motivation and efficiency would both be enhanced by the planned remodel of the ROV office.

**VI. PERFORMANCE MEASURES AT CURRENT FUNDING LEVELS**

OBJT.	MEASUREMENT	2006-07 (Projected)
1A.	Voter Registrations	Increase by 1,000
1B.	Early voting locations	90% Increase (From 1 location to 10 locations)

If there are questions about this business plan, please contact Kari Verjil, at (909) 387-2083.

