County of Orange Registrar of Voters

VOTE EASY.
VOTE SECURE.

ORANGE COUNTY REGISTRAR OF VOTERS

Grand Jurors' Association of Orange County

March 6, 2025

Bob Page

Registrar of Voters

Registrar of Voters' Mission Statement

"To provide election services for the citizens of Orange County to ensure equal access to the election process, protect the integrity of votes, and maintain a transparent, accurate and fair process."

Registrar of Voters' Vision Statement

"To ensure excellence in the administration of elections to inspire confidence and trust in the democratic process."

Registrar of Voters' Mission and Vision

OK, but how?

- Voter-First Customer Service
- Commitment to Quality Management
- Numerous and Varied Security Measures
- Community Relationships
- Communication, Teamwork, and Collaboration

2024 Presidential General Election

Orange County Elections are…

- Accessible
- Fair
- Accurate
- Secure
- Transparent

2024 Presidential General Election

- Ballots mailed to more than 1.8 million active registered voters
- 184 Vote Centers
- 23 Drive-Thru Drop Off Locations
- 5 Pop-Up Voting Events
- 123 Drop Boxes

2024 Presidential General Election

What 172 offices were on the ballot?

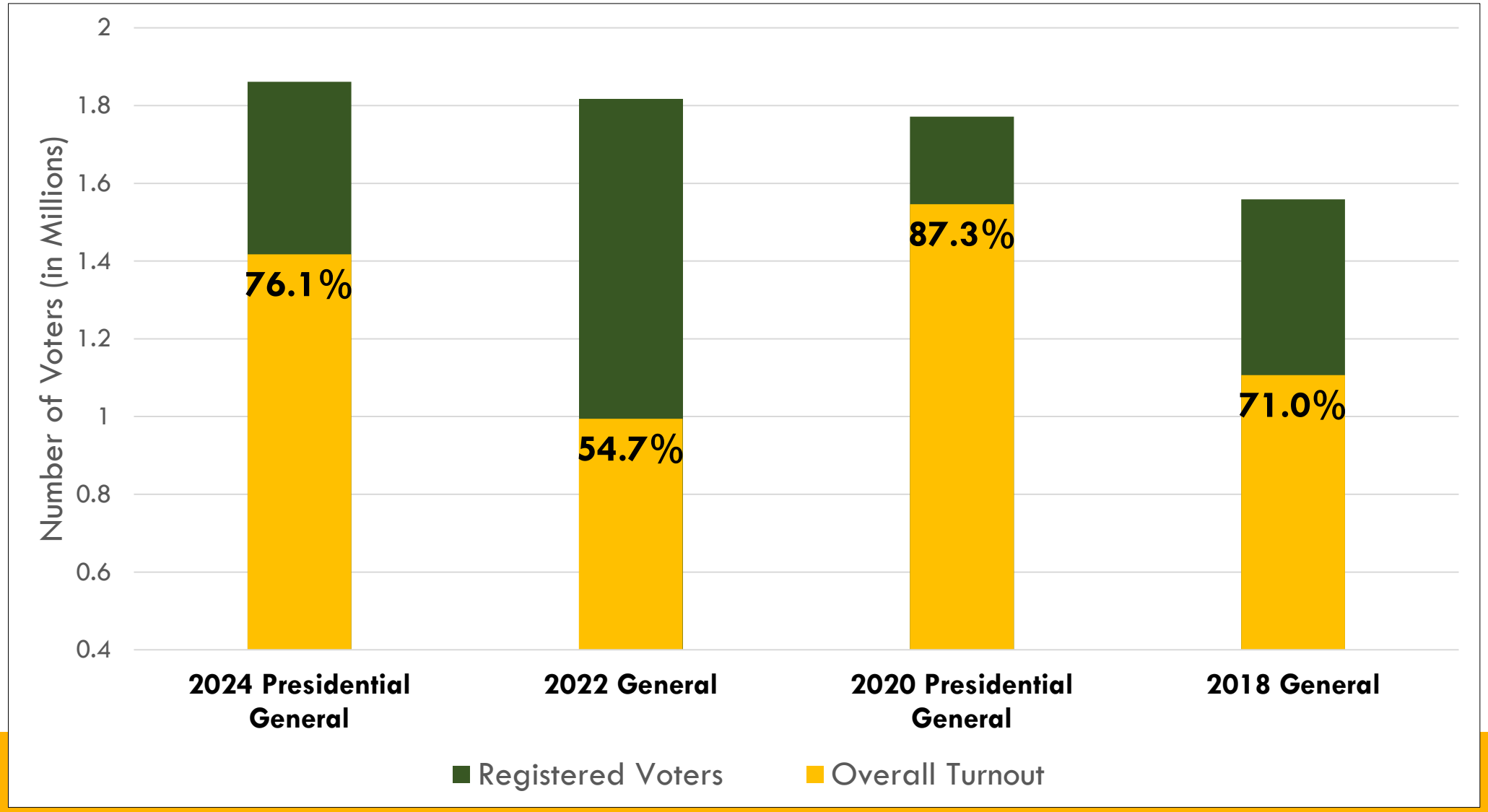
- Party nominated election for U.S. President and Vice President
- Voter nominated elections for U.S. Senator (partial & full term), Congressional Representatives, State Senate, and Assembly
- Nonpartisan elections for County First District Supervisor; City offices; School District offices; Special District offices; and 10 State and 30 Local Measures.

573 unique ballot styles and 614 Candidates (362 Statements)

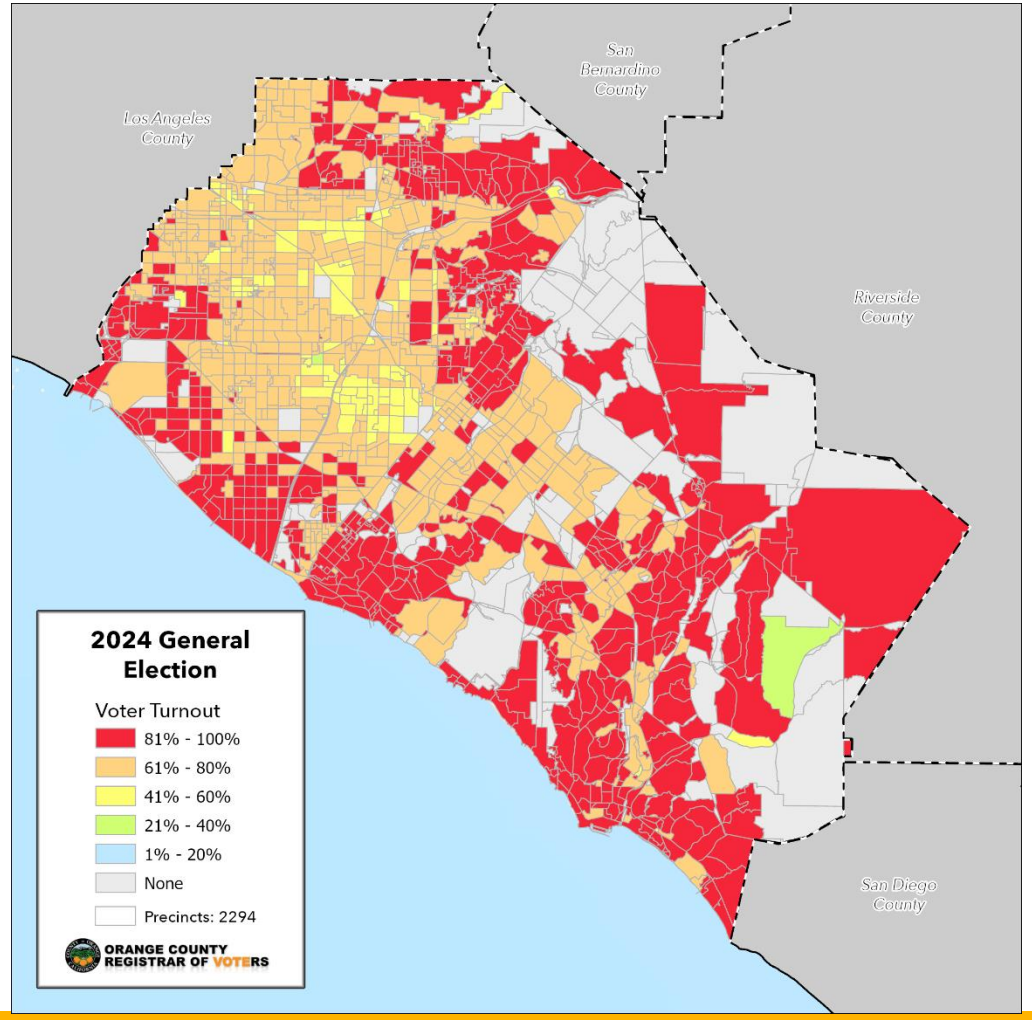
2024 General Election – Turnout

- 1,861,450 registered voters
- 76.1% voter turnout
- 1,417,397 ballots cast
  - 1,094,174 ballots cast by mail
  - 323,223 ballots cast in person

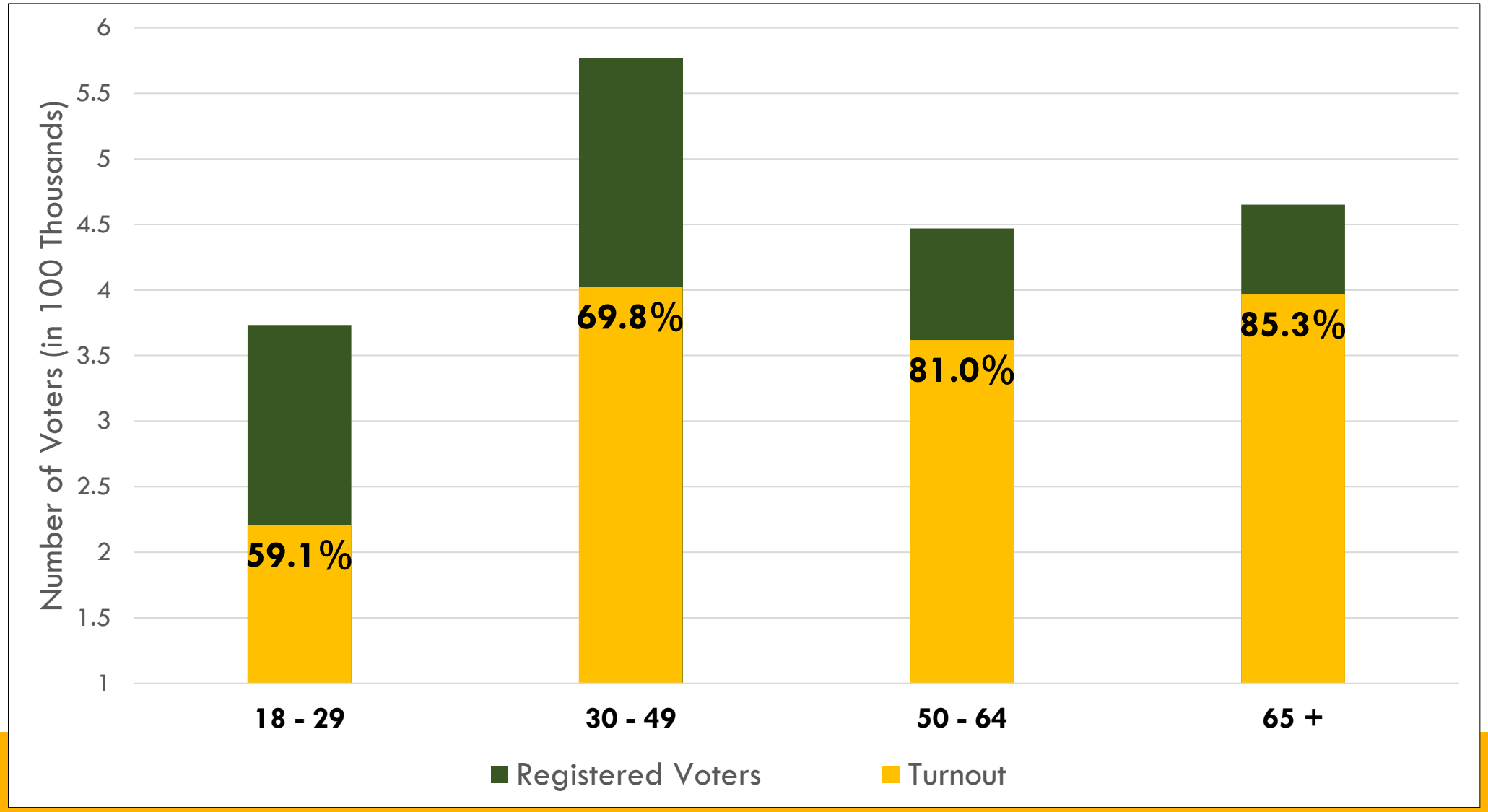
2024 General Election – Overall Turnout



Voter Participation in Orange County



2024 General Election –Turnout by Age



Campus Conditional Voter Registrations

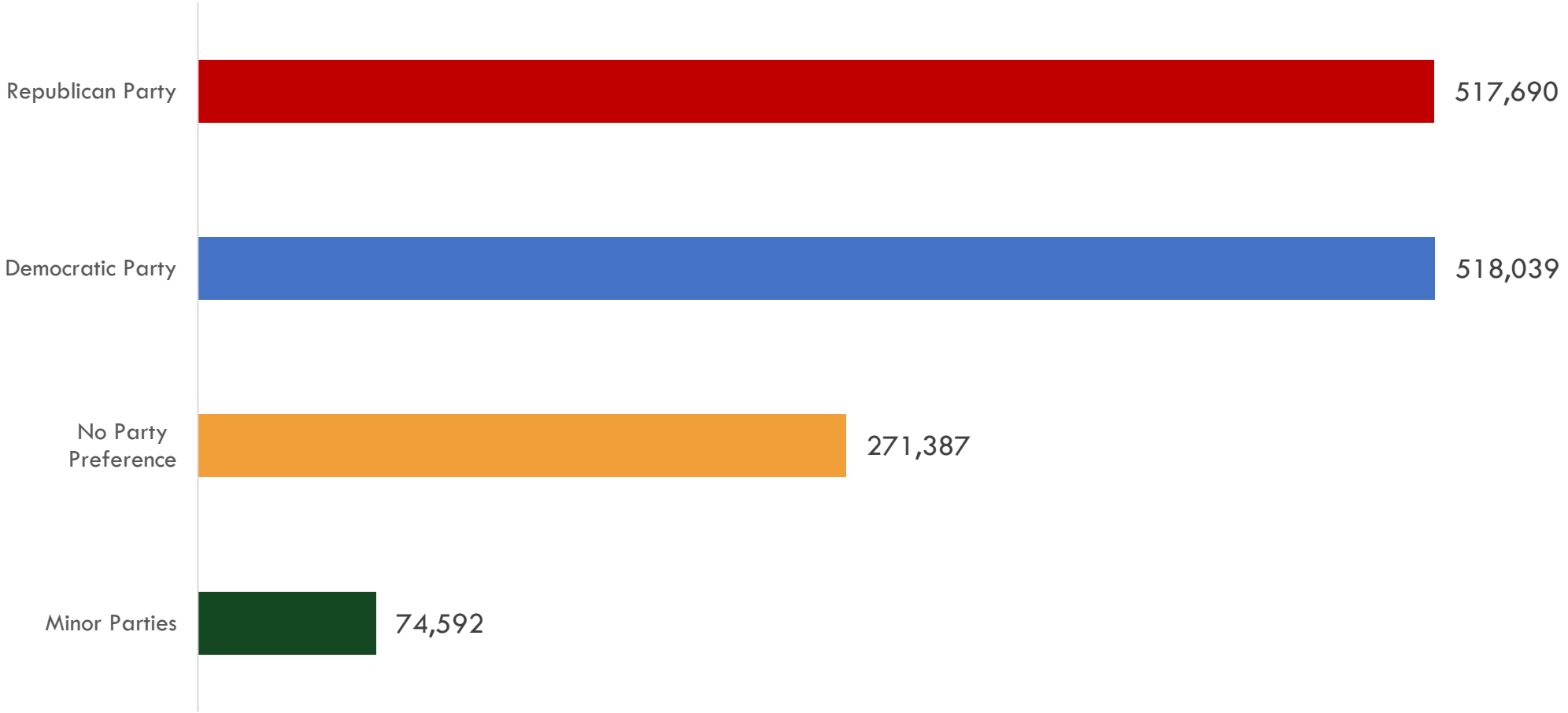
38,804 Total Provisional Ballots Cast

- Most provisional ballots in an election since 2018 General
- 5,198 cast at the 12 Vote Centers on college and university campuses
  - 13.4% of provisional ballots at 6.5% of Vote Centers

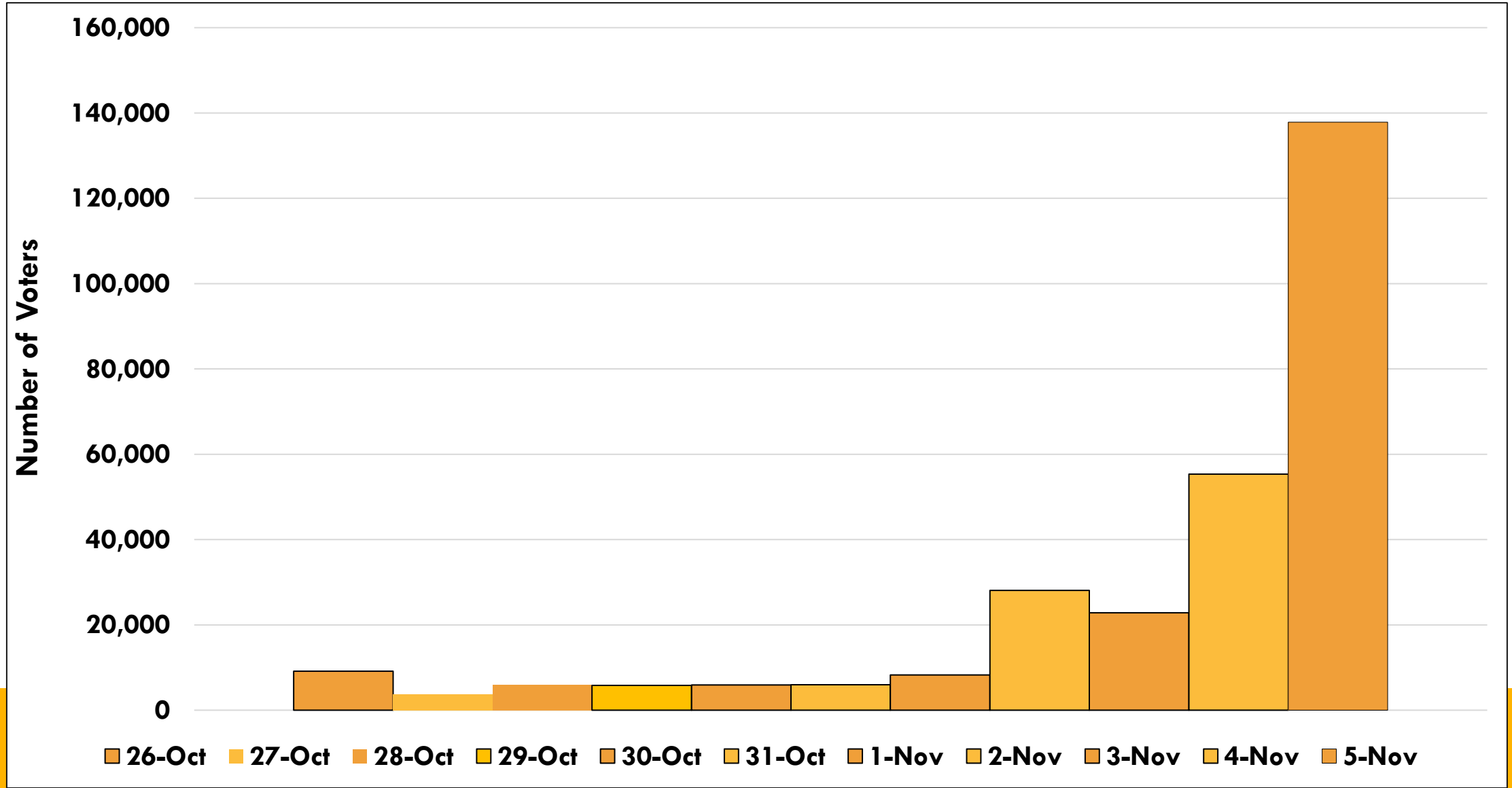
Highest Use

- UCI – 1,539 provisional ballots compared to 732 regular ballots

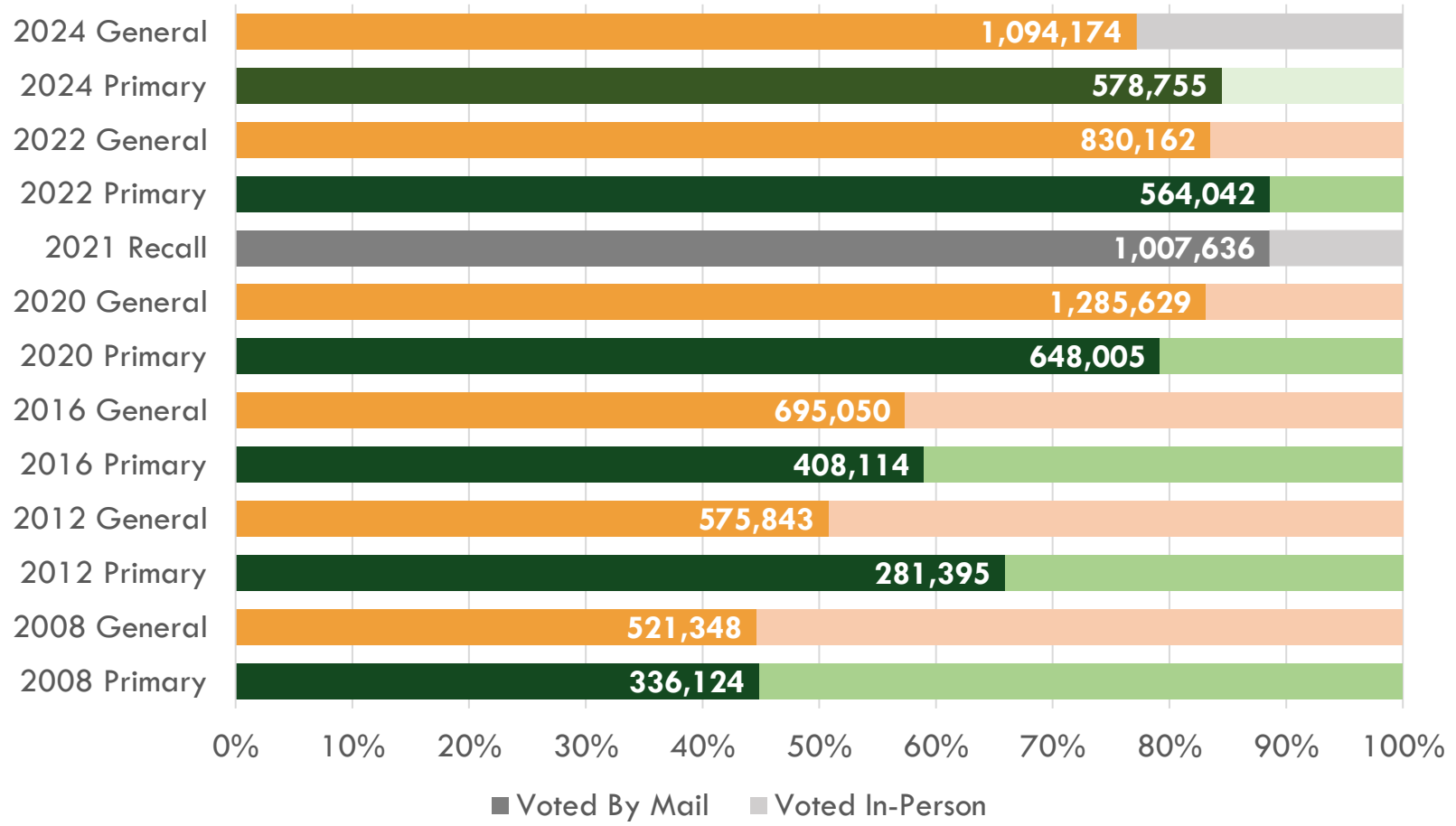
November 2024 General – Turnout by Party



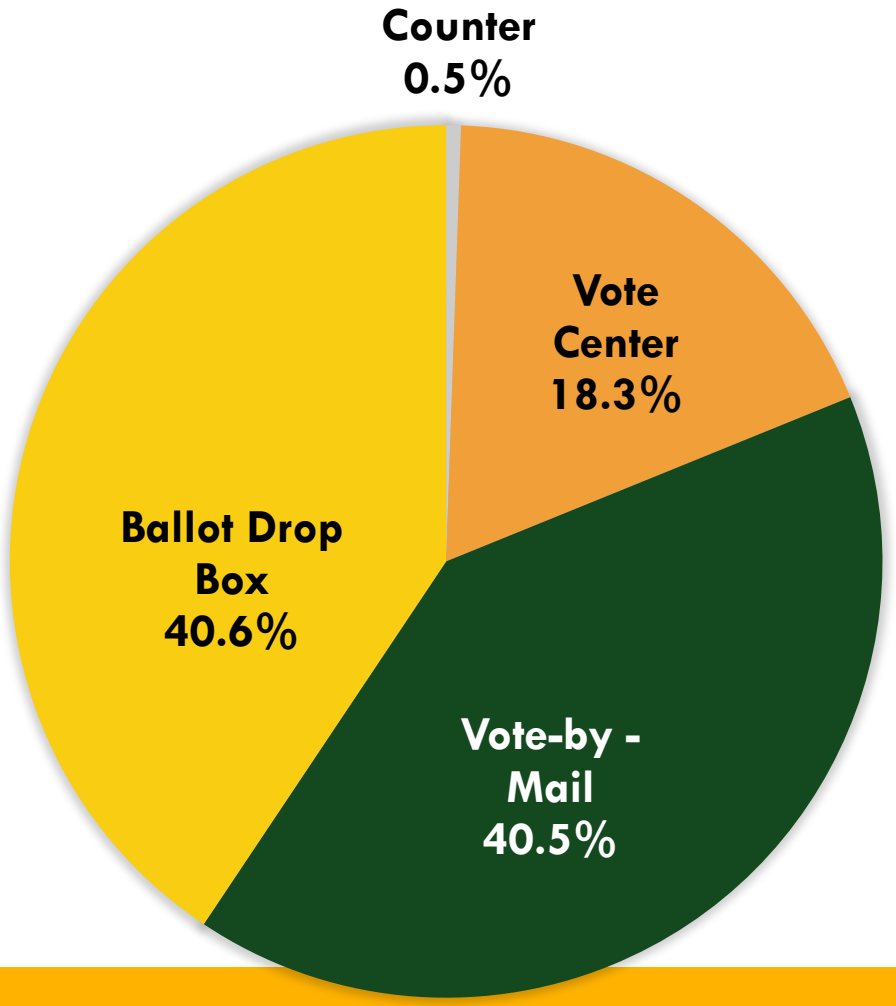
2024 General Election – In-Person by Date



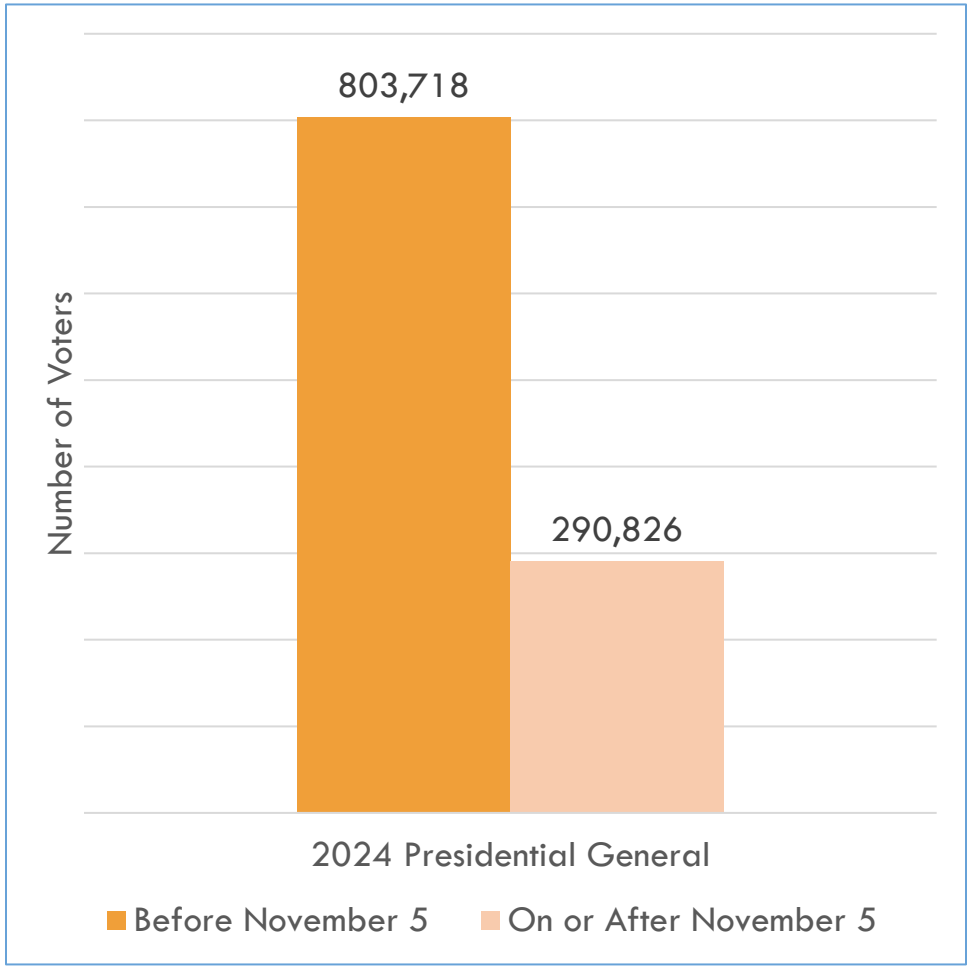
Vote-By-Mail vs. Vote Center Participation



2024 General Election – VBM Return Method



VBM Returned Before/After Election Day



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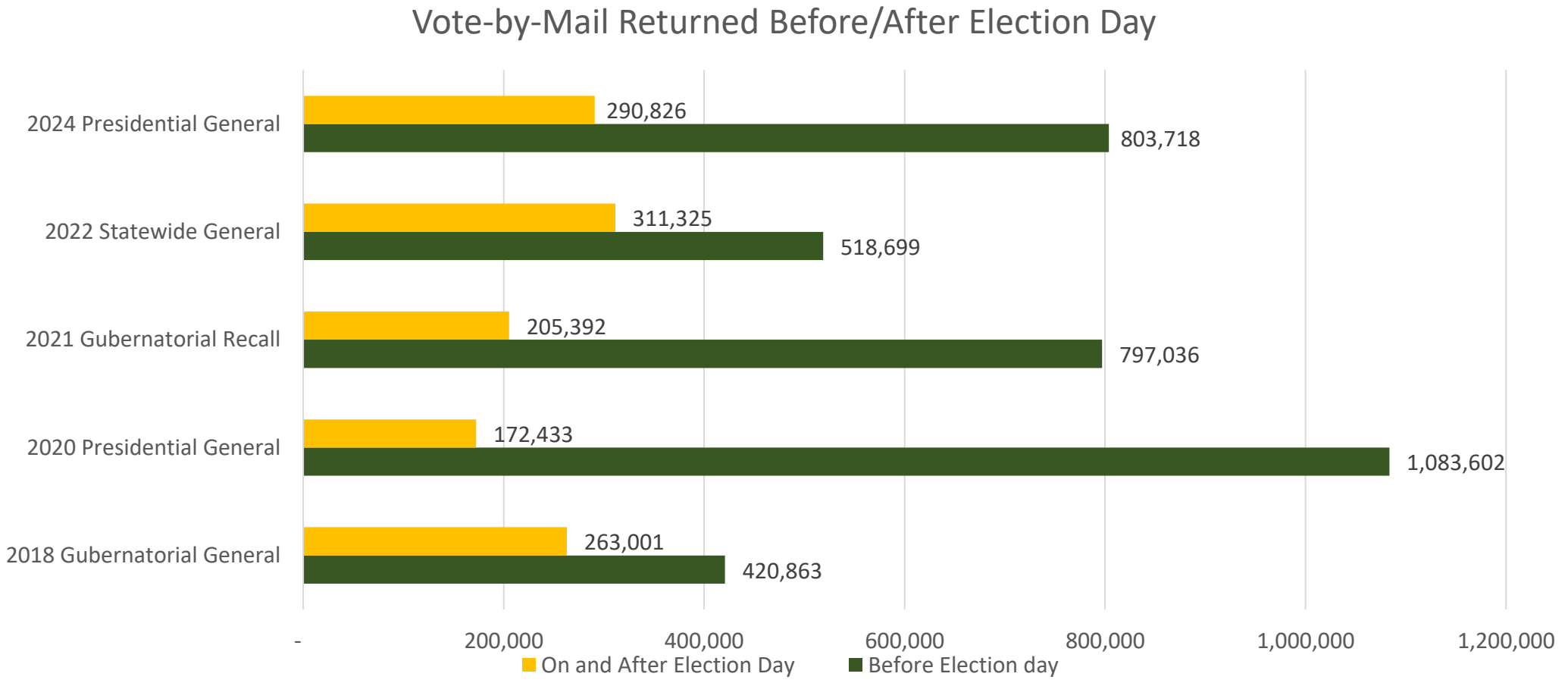


Building Ballot Processing Capacity

- County invested $4.1 million on Vote-By-Mail ballot processing equipment in 2023
- Results in 2024 Presidential General Election
  - Early ballots in drop boxes started process same-day
  - 89.3% of early ballots in first results (up from 85% in Nov. 2022)
  - By E+3, counted 81% of all ballots (up from 72.5% in Nov. 2022)

Speed of the Count

- Completed signature verification of VBM ballots by **E+8**
- Since 2018, completed VBM ballot signature verification from **E+7 to E+10**
- All canvass activities completed by **E+22**, except new cures
- Since 2018, certified General Elections from **E+22 to E+24**

Assembly Bill 3184 (Berman)

- Added urgency provisions specific only to the 2024 Presidential General Election regarding deadlines for Vote-By-Mail signature cures and completion of the canvass.
  - Signature Cure Deadline – Sunday, Dec. 1 (E+26)
  - Certification Deadline – Tuesday, Dec. 3 (E+28)
- Added about **850 cured** VBM ballots to results after E+20

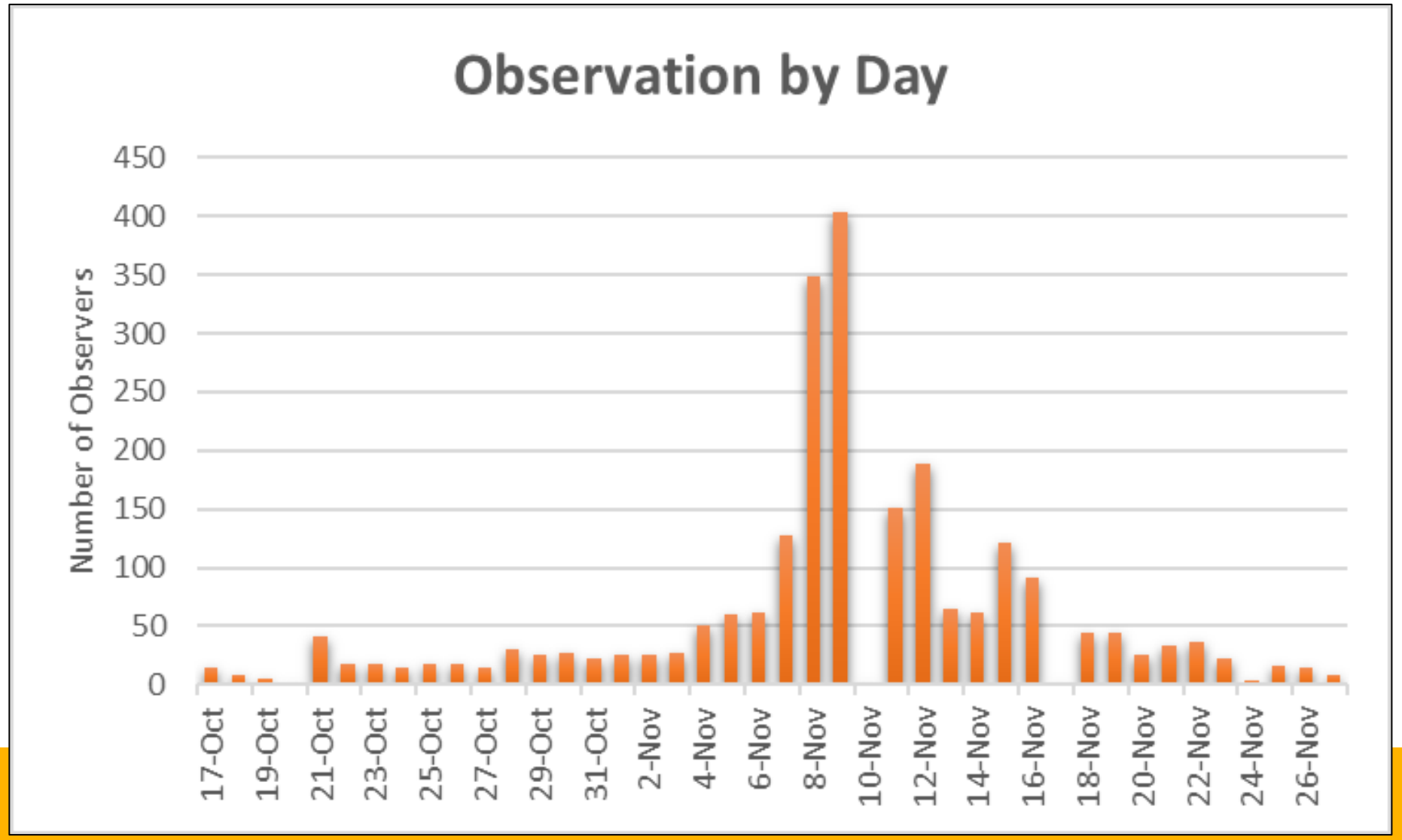
2025 State Legislative Session

- At least four bills in Sacramento express an intent to address the speed of vote-by-mail ballot processing
  - AB 5, AB 16, AB 25, and SB 3
- California law prioritizes access, accuracy, and participation
- Will the Legislature shorten the time for
  - voters to cast a vote-by-mail ballot,
  - the USPS to deliver the ballots to counties, or
  - voters to cure a ballot with a challenged signature?

Large Number of Observers

- Due to high observation interest, Registrar of Voters on November 9 started to limit the number of observers during each two-hour ballot processing period.
  - More than 2,300 observers visited the Registrar of Voters from October 5 to December 2.
  - More than 400 observers visited the Registrar of Voters to observe on November 9.

Large Number of Observers



2024-2025 Grand Jury Report

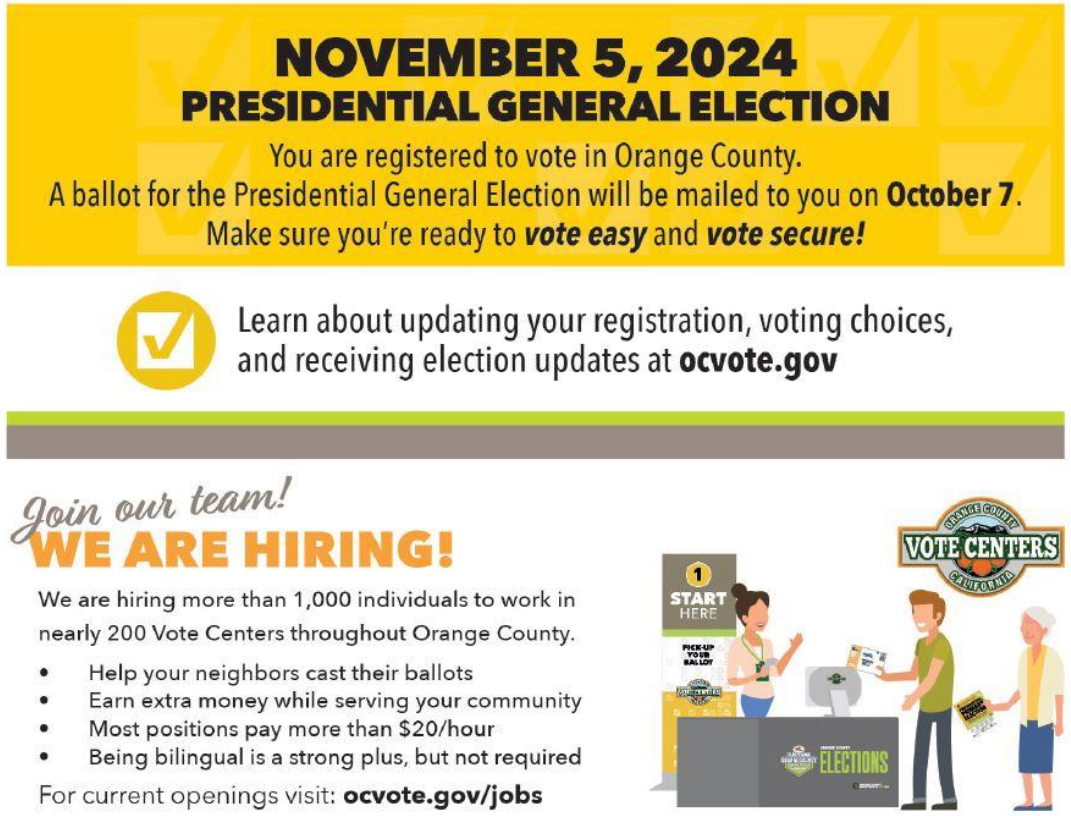
- Grand Jury report published on January 7
  - *Is Voting Integrity Alive and Well in Orange County?*
- 2024 – 2025 Orange County Grand Jury Report: www.ocgrandjury.org

Voter Education and Outreach

Voter Education and Outreach

- Mail – VIG, Ballot, Postcards
- Email – Newsletters, Postcards, Invitations
- Website – FAQs, Guides, and Handbooks
- Social Media – Facebook, Instagram, X, LinkedIn, YouTube
- Earned Media – Tool Kit, Briefing, Tour, Releases, PSA
- Paid Advertising – Traditional, Outdoor, Digital
- Events – Open House, Presentations, Pop-Ups, Community
- Community Champions – Communications Tool Kit, Videos

Voter Education Postcards



Earned Media

OC Registrar of Voters Media Briefing for the 2024 Presidential General Election

Orange County Registrar of Voters
675 subscribers
Subscribe
0

Media Briefing

Media Tour

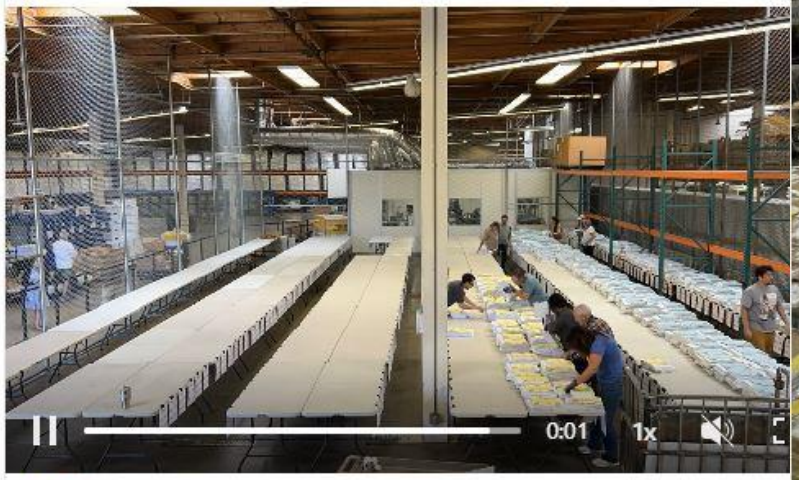
Open House and Pop-Up Voting

Community Champions

#VoteEasyVoteSecure on Social Media

Bob Page • You
Registrar of Voters at County of Orange
2mo • Edited •

As the County of Orange Registrar of Voters team is nearly done signature verifying all of the Vote-By-Mail ballots cast in this election and scanning those ballots we accepted for counting, we are also preparing to ...more



veronica kelley and 32 others 10 comments • 2 repos

Like Comment Repost Send

1,129 impressions View analyti

Bob Page • You
Registrar of Voters at County of Orange
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More than 1.7 million ballots ready for USPS pick up tomorrow (Saturday, October 5) for delivery to Orange County voters on Monday ...more

120 20 comments • 3 reposts

Like Comment Repost Send

3,762 impressions View analytics

Bob Page • You
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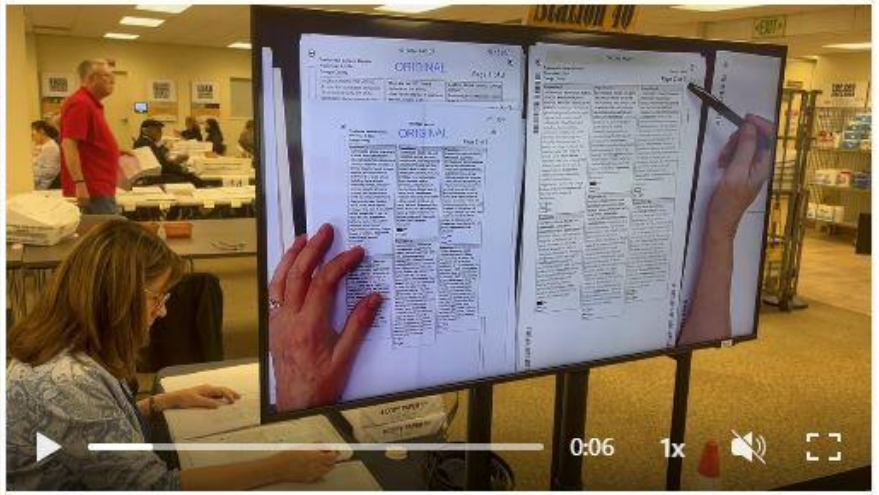
If a County of Orange Registrar of Voters vote-by-mail board member identifies a ballot that is damaged or improperly marked in a way that would cause the scanner to reject it, the ballot is sent to the 12-person ...more



Cathy Darling Allen and 55 others 29 comments • 2 reposts

Like Comment Repost Send

33,051 impressions View analytics

Emailed Bomb Threat

November 8, 2024 at 5:42 p.m.

I've planted a bomb (lead azide) in your office's building at 1300 South Grand Avenue. It is small and hidden very well. It probably won't damage the building very much but it will wound lots of people when it explodes. I plan on remotely triggering the device's detonation as soon as there is a large police presence.

Sent to ocvoter@ocvote.gov

Bomb Threat Triggered Misinformation

November 8-9, 2024

- Questions if unmarked trucks delivered fake ballots

December 8, 2024

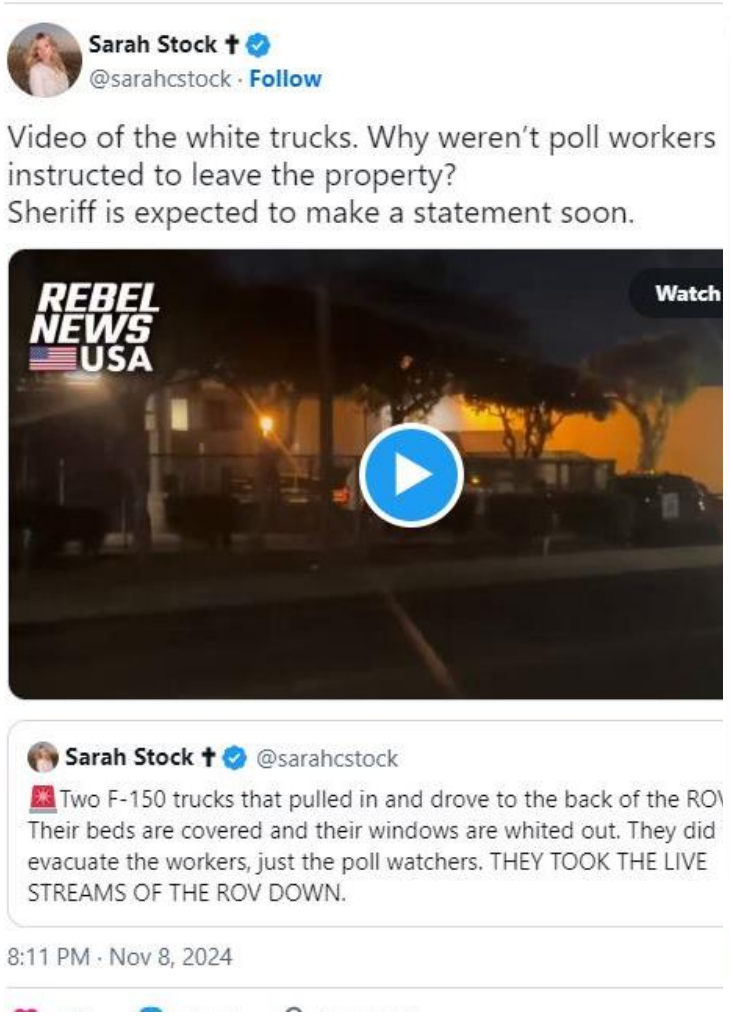
- Claims that more ballots issued and counted

January 16, 2025

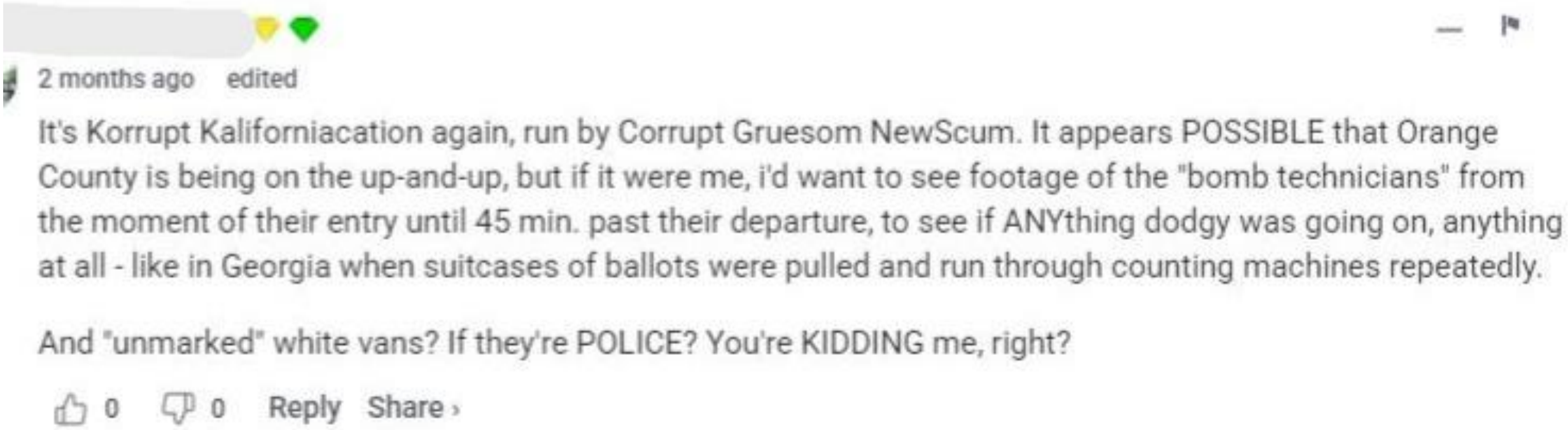
- Claims video showed ballots triple counted

ROV statement and documents – ocvote.gov/statement

Misinformation/Disinformation



Misinformation/Disinformation



2 months ago edited

It's Korrupt Kaliforniacation again, run by Corrupt Gruesom NewScum. It appears POSSIBLE that Orange County is being on the up-and-up, but if it were me, i'd want to see footage of the "bomb technicians" from the moment of their entry until 45 min. past their departure, to see if ANYthing dodgy was going on, anything at all - like in Georgia when suitcases of ballots were pulled and run through counting machines repeatedly.

And "unmarked" white vans? If they're POLICE? You're KIDDING me, right?

0 0 Reply Share ›

Misinformation/Disinformation

BREAKING EXCLUSIVE: HUGE BALLOT DISCREPANCIES UNCOVERED IN ORANGE COUNTY, CA THAT COULD FLIP MULTIPLE US HOUSE SEATS

December 8, 2024 by Joe Hoft

The elections in Orange County, California are a mess. Over 309,000 ballots were counted in the county's results than were returned in the 2024 election, and more than 325,000 ballots were sent out than the county has registered voters.

What the hell is going on in Orange County?

Political Party Response

REPUBLICAN PARTY
OF ORANGE COUNTY

Addressing Claims of Election Fraud in Orange County

Orange County Republicans -

There have been a number of c
2024 Presidential Election cycle
numbers of voters, and the num
on the outcome of the presidential and congressional races this cycle. We take election integrity very seriously and work with the Orange County Registrar of Voters very closely far before, on, and after Election Day to ensure our elections are safe and secure.

Los Angeles Times

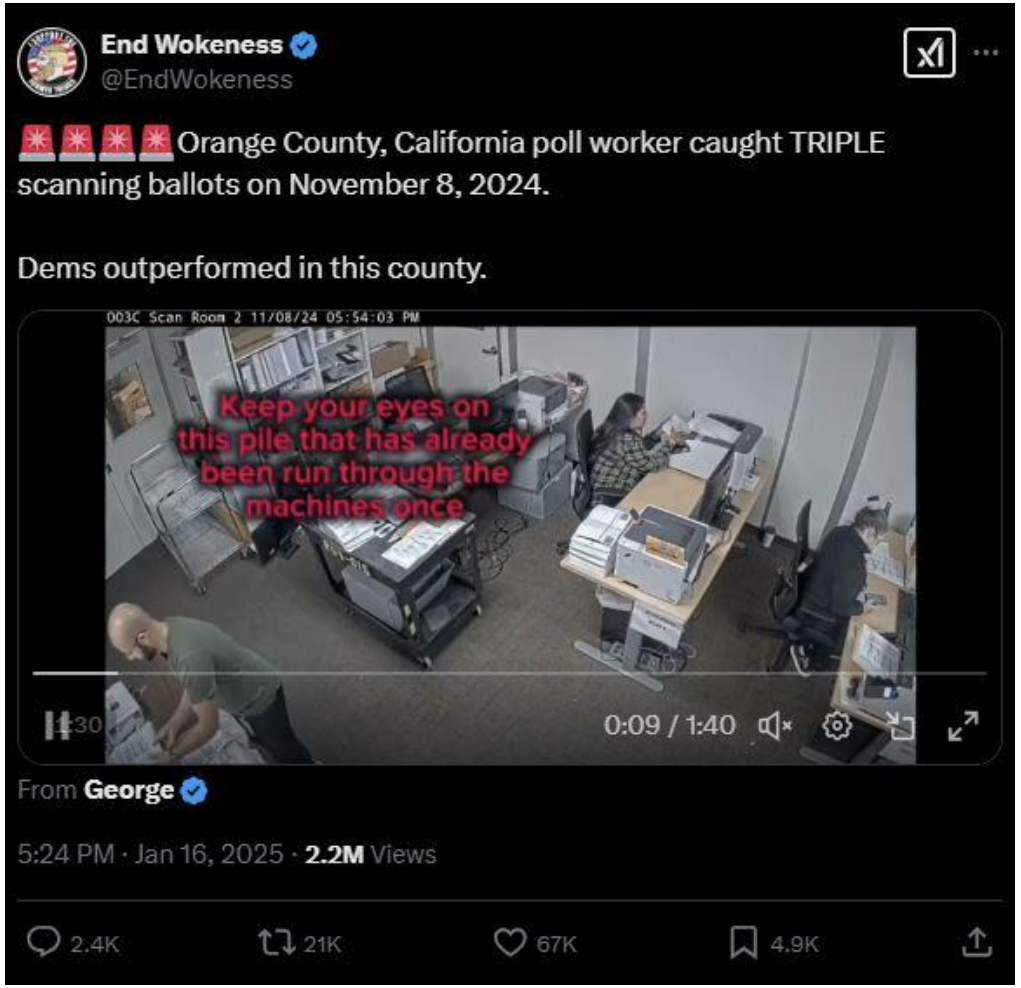
Orange County GOP pushes back on 'false claims of voter fraud'

Misinformation/Disinformation

BREAKING EXCLUSIVE: ORANGE COUNTY, CA ELECTION WORKER SHOVES HUGE STACK OF BALLOTS THROUGH MACHINE THREE TIMES

January 16, 2025 by Joe Hoft

Truth | Tweet | Telegram | Gettr | Gab | Share



Media Response

O.C. Registrar of Voters debunks viral election fraud claim

Envelopes containing ballots are sorted at vote-by-mail ballot processing center at Orange County Registrar of Voters. (Irfan Khan / Los Angeles Times)

Fact Check: Video of unsuccessful ballot scans misrepresented as evidence of fraud

By **Reuters Fact Check**

January 29, 2025 6:02 AM PST · Updated 9 days ago

Security and Integrity Measures

Security and Integrity Measures

The Orange County Registrar of Voters takes election integrity very seriously and completes numerous steps to protect the County's state-certified voting system and ensure it accurately counts votes.

Security and Integrity Measures

- After the voting system was certified, Secretary of State staff hand-delivered the voting system software to the Registrar of Voters. This golden image software is loaded onto all voting system equipment before each election and removed from the equipment after the election. We confirm the software has not been modified before and after each election.

Security and Integrity Measures

- We run test ballots through each ballot scanner we use in an election to ensure each scanner is working properly and accurately counting the votes on the test ballots. This Logic and Accuracy Test is conducted before and after each election.

Security and Integrity Measures

- Every voter casts a paper ballot so that we can confirm the accuracy of the voting system. During the canvass period of each election, the Registrar of Voters hand counts all of the ballots in at least one percent of precincts that are randomly selected to confirm the results of every contest on the ballot.

Security and Integrity Measures

- All voting system equipment is not connected to the internet, or any outside network for that matter. The Registrar of Voters complies with the requirements of Elections Code section 19205.

Security and Integrity Measures

- Running critical operations on the voting system requires dual factor authentication by the user – to know a password that the Registrar of Voters creates for each election and to have a physical key that is updated every time a new election database is created. The key must be inserted into a USB drive of a piece of voting system equipment at the same time the password is entered. The password is encrypted and is not stored in plain text.

Security and Integrity Measures

- The Registrar of Voters uses numbered security seals to cover every opening of each piece of voting system equipment. These seals are checked and logged daily by employees to prevent and detect tampering.

Security and Integrity Measures

- Entry to the Registrar of Voters central ballot processing operation is protected by security guards and Sheriff's deputies. The areas where we handle live ballots and tally the votes require security card key access, which is limited to a certain number of our employees.

Voter Registration File Maintenance

- Perform all daily maintenance activities required by law
- Perform additional discretionary activities, including
  - Identification of duplicate voter registration files
  - Access third-party data to identify possible voter changes
  - Encourage voters to re-register to update their information and signature

Voter Registration File Maintenance

- 2024 Performance Measurements:
  - 974,220 – Number of Voter Registration Updates
  - 35,689 – Voters canceled, including 16,742 deceased voter removals
  - Percentage of Vote-By-Mail Ballots Returned undeliverable
    - Primary Election – 1.6%
    - General Election– 1.7%

2025 Election Administration Plan

What is the Election Administration Plan?

- Provides the guiding outline to implement the Voter's Choice Act model of voting in Orange County
- A collaborative effort between Registrar of Voters and the community
- Ensures efficient and transparent election operations
- The 2021-2025 EAP was created in consultation with the public and can be viewed at: ocvote.gov/eap

What's in the Election Administration Plan?

- Vote Centers and Ballot Drop Boxes
- Voter Education and Outreach Plan
- Language and Accessibility Services
- Security and Contingency Plan

- Sign Up on Interested Parties List: ocvote.gov/eap

Election Administration Plan Consultation

Minimum Requirements for Update

- Draft Plan – 14-Day Public Review
- Noticed Public Hearing with Registrar
- Revised Draft – 14-Day Public Review
- Secretary of State Approval (E-120)

Voter Experience Survey

- Partnered with CalTech
- Survey was distributed in January to a stratified sampling of voters after the election
- Questions were aligned with ones asked in other jurisdictions to allow for comparison
- Some questions were specific to method voter casts a ballot
- Data will help with decision making during EAP Update

Registrar of Voters Resources

Voter Registration Drives

- Voter Registration Affidavits
- OC ROV Online Training

  ocvote.gov/registration-drive

- CA SOS Guide

  www.sos.ca.gov/elections/publications-and-resources/guide-vr-drives

Voter Assistance Hotline

- Types of Calls
  - General registration questions
  - How do I get a second ballot if am no longer at the address you have on file?
  - My ballot was damaged, how do I get a replacement?
  - Where is the closest Vote Center?

888-OCVOTES (888-628-6837)

Election Observation

- Observable Election Activity
  - Mail ballot processing
  - Pre-election & post-election logic and accuracy test
  - 1% manual tally and risk limiting audit
  - Tabulation
- Ambassador Program

More information at ocvote.gov/observe

Online Data Available

- Election Results – Results and What's Left to Process

  ocvote.gov/results

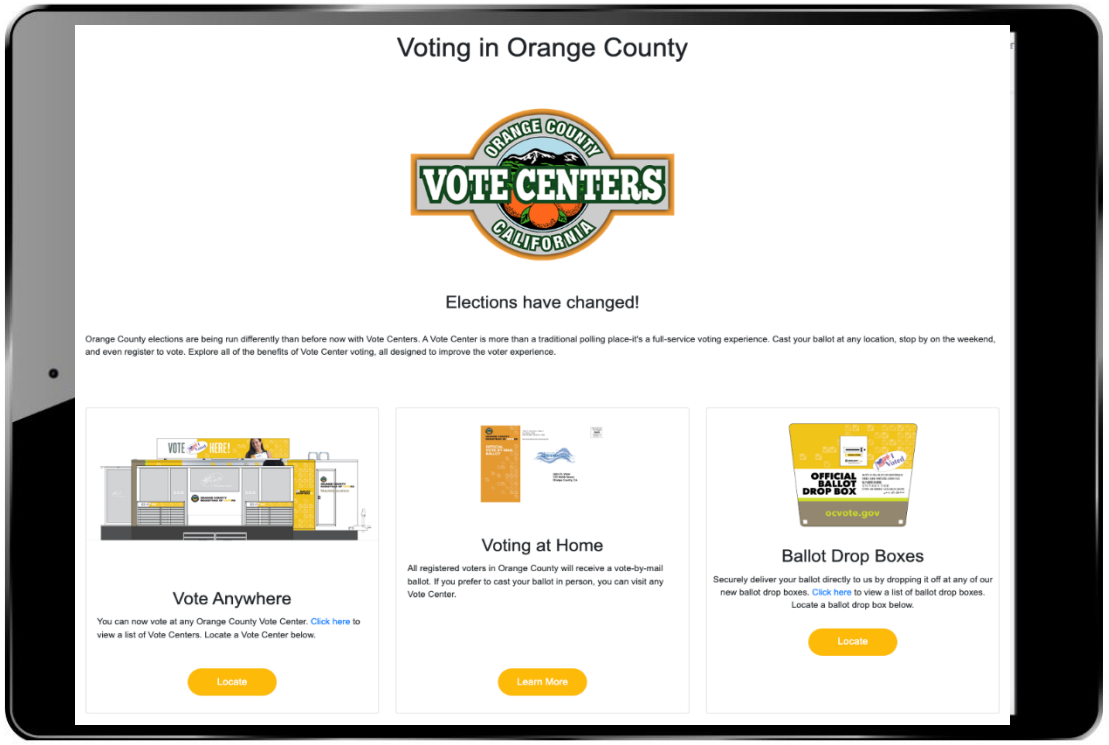
- Data Central – Registration and Ballots Returned

  ocvote.gov/datacentral

- Map Central – Registration, Find My District, and Results

  ocvote.gov/map-central

Contact Us



Registrar of Voters
1300 S. Grand Ave. Bldg C, Santa Ana

Online
ocvote.gov

Live Chat
ocvote.gov/chat

Call
714-567-7600 or 888-OCVOTES

Email
ocvoter@ocvote.gov

Questions

THANK YOU!

Extra Slides - 2025 Special Elections

2025 Senate State District 36 Special Primary

- In-person voting was Saturday, February 15 at select Vote Centers until Tuesday, February 25.
- 20 Vote Centers
  - 10 11-Day Vote Centers open 2/15/2025
  - 10 1-Day Vote Centers open 2/25/2025
- 36 Ballot Drop Boxes in State Senate District 36
- 4 staffed Ballot Drop-Off Locations

2025 Senate State District 36 Special Primary

Important dates:

- January 2: Deadline for filing declaration of candidacy
- January 27: Start mailing Ballots & Voter Information Guides
- February 10: Last date to register to vote
- February 15: Select Vote Centers open
- February 25: Election Day (All Vote Centers open)
- March 6: Certification of election results

2025 Senate State District 36 Special Primary

- 595,040 registered OC voters
- 25.6% OC voter turnout
- 152,422 OC ballots cast
  - 143,292 VBM votes counted
  - 7,808 in-person votes counted

2025 City of Irvine Special Municipal Election

City Council District 5

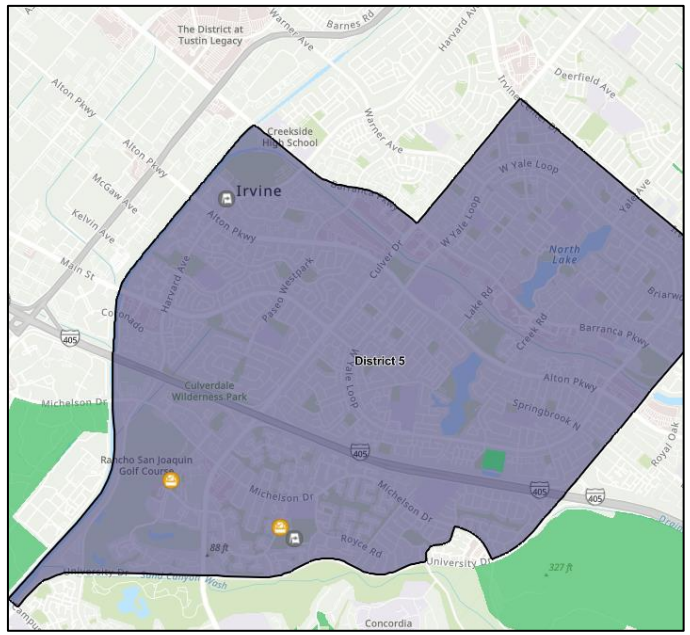
- April 5 – April 15: In-person Voting
- Two Vote Centers

  Irvine City Hall: 11 Days

  University Park Community Center: 4 Days
- Two Ballot Drop Boxes

  Rancho Senior Center

  University Park Branch Library



2025 City of Irvine Special Municipal Election

Important Dates

- January 17: Deadline for filing declaration of candidacy
- March 17: Start mailing Ballots & Voter Information Guides
- March 31: Last date to register to vote
- April 5: One Vote Center opens
- April 12: Second Vote Center opens
- May 9: Deadline to certify election results

Pending 2025 Special Elections

City of Huntington Beach Municipal Election

- June 10: Special election
- Two initiative measures regarding City Library

Newport-Mesa Unified School District Election

- Petition to Vacate Provisional Appointment to Trustee Area 5 with OC Department of Education to determine sufficiency
- If sufficient, special election must be held between 88 to 125 days after order

Extra Security Slides

Security and Integrity Measures – Physical

- Badge access controls
- Auditable security seals on equipment
- Ballot drop boxes
  - Made of thick, secure metal
  - Bolted to concrete
  - Individually keyed

Security and Integrity Measures - Technical

- Electronic voter check-in with near real-time updates
- Voter data is secured and encrypted while in transit and at rest
- All votes are cast on paper ballots
- Pre- & post-election confirmation of voting system software version
- Vote tally system is not connected to the internet
- Intrusion detection/prevention systems in place

Security and Integrity Measures – Process

- Voter File Maintenance – Regular and consistent
- Ballot Handling – Daily randomized routes, GPS tracking, radio communication with controlled chain of custody
- Signature verification of all vote-by-mail ballots
- Pre-election & post-election Logic and Accuracy tests
- 1% Manual Tally and Risk Limiting Audit
- Partnerships – Federal, State, and Local law enforcement & DA

Security – Chain of Custody

- Strict chain of custody procedures are followed
- Observable by the public; it's done in plain view
- Chain of custody applied to voting equipment immediately after testing

Security – Chain of Custody Drop Boxes

- Teams of two used for ballot pickup
- Tracked using GPS for every pickup
- Radio and photo communication
- Upon return, ballot bag seals are verified, and ballots are immediately stored in secure location

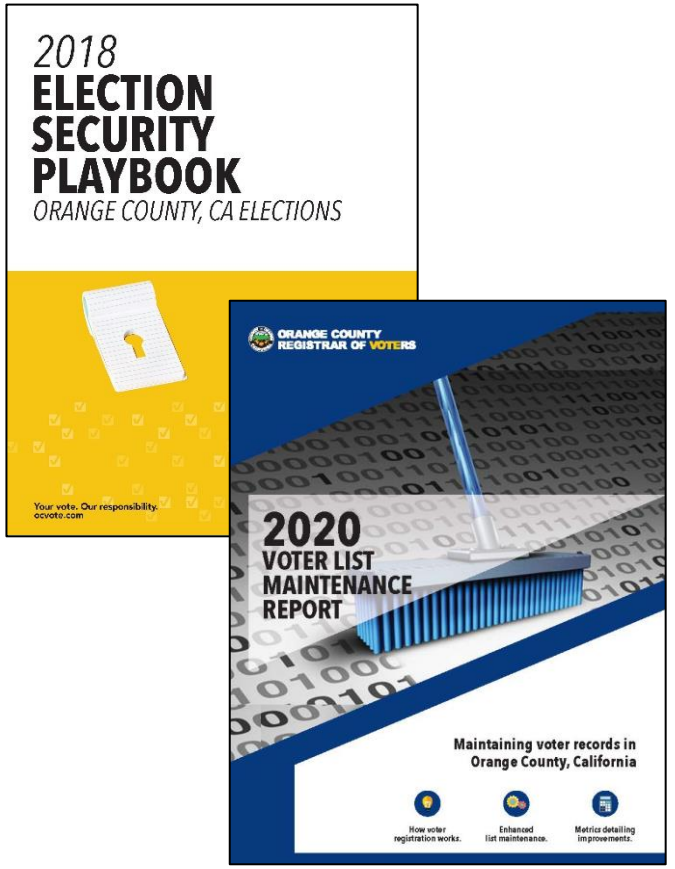
Security and Integrity – People

- Background checks on all employees
- Extensive training provided to all employees
- Two-person integrity for movement of ballots
- Use of DA Investigators, Sheriff's deputies, and security officers
- Command Center/Vote Center Help Desk
- Rapid deployment teams

Security and Integrity Measures

Security focused reports available on our website: ocvote.gov/election-library

- Election Security Handbook
- CalTech List Maintenance
- Grand Jury Findings



Quality Management System

Quality Management Commitment

A Quality Management System provides customers the reassurance that the organization values and practices quality management principles.

The Seven Principles of ISO 9001:2015

ISO 9001 Certification

ISO-9001 is the international standard for creating, implementing, and maintaining a Quality Management System (QMS), published by ISO (International Organization for Standardization).

A Quality Management System (QMS) is a collection of rules, policies, processes, and procedures to provide products and services that meet customer needs and improve customer satisfaction.