



# California Online Voter Registration (COVR)

## 2013-2014 COVR Redesign Project

2014 Future of California Elections (FoCE) Conference





# Why is the SOS Redesigning COVR?

---

1. **Improve Accessibility**
2. **Provide All 10 VRA Languages**  
English, Spanish, Chinese, Hindi, Japanese, Khmer, Korean, Tagalog, Thai, Vietnamese
3. **Optimize for Mobile Devices**
4. **Add a “Post” Feature for Third Parties**
5. **Track & Report NVRA Agency Registrations**
6. **Add Single Record Retrieval for Counties**
7. **Improve Data Quality**
8. **Improve Overall Usability**



# How Is SOS Improving Accessibility?

---

## Collaboration in Design, Build and Test

- CSU ATI
- VAAC

## Standard

- Web Content Accessibility Guidelines 2.0  
W3C World Wide Web Consortium Recommendation  
WCAG 2.0 12/2008, Level A & Level AA Success Criteria

## All 5 Types of Disabilities

- Intellectual and cognitive
- Blind and visually impaired
- Manual and mobility
- Hearing impaired



# How Are the New Language Versions Vetted?

---

- **Translation Review & Beta Testing**

- SOS & County Elections Staff: Los Angeles, Orange, San Diego, San Francisco, Santa Clara
- Language Accessibility Advisory Committee

- **Review Cycle**

- Official Vendor → SOS → Reviewers → SOS → Vendor



# What is the New COVR “Post” Function?

---

- **“Post”**  
A software operation that:
  - 1) temporarily saves data entered on a third party website; and
  - 2) transfers the data into COVR to pre-fill the online form for applicants.
- **“Posting Entity”**  
A third party permitted by written agreement with the SOS to post data to COVR on behalf of website visitors. Includes both government agencies (e.g., DMV, HBX, USPS, etc.) and non-governmental organizations (e.g., Rock the Vote, political parties, etc.).
- **COVR Fields Designed for a Post**  
Name, address, email, phone, etc.
  - **Not** SSN, DL, PVBM Preference, Political Party Preference
- **Security** IP Source Addresses, API Keys, Privacy & Security Standards

# How Will the SOS Track NVRA Registrations?

SQL Server Reporting Services  
[Home](#) > [COVRIIArchive](#) >  
**COVR\_Registration\_by\_NVRA\_Agency**

Home | My Subscriptions | Help

Search for:

**View** Properties History Subscriptions


From Date: 2/20/2014 To Date: 2/20/2014

NVRA Group: <Select All> NVRA Agency: <Select All>

County Id: <Select All>

View Report

1 of 2 100% Find | Next Select a format Export

 **COVR Registration by NVRA Agency**

From : 02/20/2014 NVRA Group : All County : All  
 To : 02/20/2014 NVRA Agency : All

Category	Agency	Total
<input checked="" type="checkbox"/> DMV		0
<input checked="" type="checkbox"/> NVRA		0
<input checked="" type="checkbox"/> Disability		0
<input checked="" type="checkbox"/> Military		0
<input checked="" type="checkbox"/> Other		0
<b>Grand Total</b>		<b>0</b>

County	DMV	IVRA	Disability	Military	Other	Total
ALAMEDA	0	0	0	0	0	0
ALPINE	0	0	0	0	0	0
AMADOR	0	0	0	0	0	0
BUTTE	0	0	0	0	0	0
CALAVERAS	0	0	0	0	0	0
COLUSA	0	0	0	0	0	0

Local intranet 100%



## Will the COVR Redesign Change How Counties Manage Online Voter Registration?

---

- Existing EMS Web Service Remains the Same
- Auto Transfer of Applications to Counties
- Counties Import, Process, Verify, Add/Pend, Send Postcard to Voter
  
- NEW: Single Record Retrieval by Affidavit Number.



## How is the SOS Improving Data Quality?

---

- Only English characters and numbers
- Symbols, foreign language characters, carriage returns, and tabs prohibited  
(special character exceptions for certain fields)
- Double entry of email address
- Review screen
- No “Back” button after submission.
- UOCAVA: mailing address, email, and fax
- Stricter field parameters





# How Is the COVR Redesign More User-Friendly?


---

- All Disclosures on Landing Page
- Help Links in Footer of Every Page:
  - Web Help
  - Accessibility
  - Privacy
  - Voter Hotline 800-345-VOTE
- Same Questions, Fewer Screens: 2-Page Form + Review Screen
- Progress Bar
- Plain English (5<sup>th</sup> Grade Level); Intuitive Field Grouping
- User-Friendly Error Messaging
- Additional Fields Appear as Needed (Mailing, Prior, Poll, Lang.)
- Accommodates smart phones, tablets, and other mobile devices

# COVR Redesign Preview

The screenshot displays the California Secretary of State Debra Bowen's website. At the top, there is a navigation bar with links for "Skip to Main Content" and "Skip to Footer". Below this is a banner featuring the state seal and the text "California Secretary of State Debra Bowen". A "Website Help" link is visible. The main content area is titled "California Online Voter Registration" and includes a welcome message. A "Language Preference" section offers links for various languages: español Spanish, 中文 Chinese, हिन्दी Hindi, 日本語 Japanese, ខ្មែរ Khmer, 한국어 Korean, Tagalog, ภาษาไทย Thai, and Tiếng Việt Vietnamese. A "Safe at Home Participants" section provides information for confidential voters. A "Registration Deadline" section states the deadline is 11:59:59 p.m. Pacific Time on the 15th calendar day before the election. A "What You Will Need" section lists requirements: California driver license or ID number, last four digits of social security number, and date of birth. An "Additional Information" section notes that information is provided to the DMV and that non-California residents can still register. The browser's taskbar at the bottom shows "Local intranet" and a 70% zoom level.

[Skip to Main Content](#) | [Skip to Footer](#)

 California Secretary of State Debra Bowen

[Website Help](#)

## California Online Voter Registration

Welcome to the California Online Voter Registration website.

### Language Preference

If you wish to continue in a language other than English, please select your language below.

- [español Spanish](#)
- [中文 Chinese](#)
- [हिन्दी Hindi](#)
- [日本語 Japanese](#)
- [ខ្មែរ Khmer](#)
- [한국어 Korean](#)
- [Tagalog](#)
- [ภาษาไทย Thai](#)
- [Tiếng Việt Vietnamese](#)

### Safe at Home Participants

Please do NOT use this form to register or re-register to vote if you are enrolled in a confidential address program such as [Safe at Home](#). If sharing your address could put you in life-threatening danger, you may be eligible to register to vote confidentially.

For more information, contact the Safe at Home program at [\(877\) 322-5227](tel:8773225227) or visit [www.sos.ca.gov/safeathome/](http://www.sos.ca.gov/safeathome/).

### Registration Deadline

The deadline to register or re-register to vote for any election is 11:59:59 p.m. Pacific Time on the 15th calendar day before that election. If you submit an application after this time, your application will still be processed for future elections.

### What You Will Need

To register online you will need

- Your California driver license or California identification card number,
- The last four digits of your social security number and
- Your date of birth.

Your information will be provided to the California Department of Motor Vehicles (DMV) to retrieve a copy of your DMV signature.

If you do not have a California driver license or California identification card, you can still use this form to apply to register to vote by completing the online interview by 11:59:59 p.m. Pacific Time on the 15th calendar day before an election.

### Additional Information

# COVR Redesign Preview

Website Help

## Personal Information - Voter Registration Application

1 2 3 4 5

All fields marked with an asterisk (\*) are required.

### Eligibility

I am a U.S. citizen.\*

I will be 18 or older by the next election.\*

### Personal Information

Name

Prefix

First name

Middle name

Last name\*

Email

Confirm email

Phone number

Phone numbers are posted at polling places on election day.

Date of birth\*

Place of birth

U.S. State/Territory  Foreign Country/Region

California driver license or California identification card number

I do not have a California driver license or California identification card.

Social security number (last 4 numbers)

Done

Local intranet

70%



## What's Coming Next?

---

### VoteCal

- Central Voter Registration Database
- New Online Voter Registration Website
- Voter Registration Status Lookup
- VIG Opt-In/Opt-Out
- Polling Place Lookup
- VBM & Provisional Ballot Status Lookup
- List Maintenance: Uniformity/Synchronization
- Simplicity for Cross-County Moves (Sig. Trfr) <sup>12</sup>