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?

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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
- Plainer English (5\textsuperscript{th} 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

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
- H.K. Chinese
- भारतीय हिंदी
- 日本語: Japanese
- بحريني: Arabic
- 코리안: Korean
- تايلاندي
- thai: 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) 222-5227 or visit 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.
- 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
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)