

May 19, 2017

REPORT #: 2017-05

Ardashes Kassakhian, City Clerk
City Clerk's Office

Dear Mr. Kassakhian,

Enclosed is the Election Defined Procedures report. Internal Audit would like to thank you and your staff for the support and assistance provided to us during the course of completing this work product.

Should you have any questions, please feel free to contact me.

Thank you,



Jessie Zhang,
Acting Internal Audit Manager

Enclosure

CC: Yasmin Beers, Assistant City Manager
Robert Elliot, Director of Finance
Michele Flynn, Assistant Director of Finance
Scott Ochoa, City Manager
City Council
Audit Committee

REPORT #: 2017-05



City Clerk's Office Election Defined Procedures Report

May 19, 2017

Background

In accordance with Internal Audit's fiscal year 2016-2017 annual work plan, Internal Audit performed specific procedures as defined and agreed to with the City Clerk's office in relation to the City of Glendale Municipal Election held on April 4, 2017.

The City's municipal election occurs every two years and is managed by the City Clerk's Office. The current elections were for three City Council member seats, City Clerk, City Treasurer, three seats each for the Glendale Unified School District (Trustee Areas B, C, and D) as well as for the Glendale Community College District (Trustee Areas 2, 3, and 4), and Measure "L".

An Election Central location staffed by current and retired employees is established for administering the election activities. The consulting firm, Martin & Chapman Co. is utilized for publishing the election materials, mailing the official voter information guide (used to be referred to as "sample ballot") and permanent vote by mail ballots, training individuals on the ballot inspection process, official counting and tallying the ballots, and providing the City with a database of all registered voters from the County of Los Angeles.

Objective, Scope and Methodology

The objectives of this defined procedures provided for auditor presence and oversight at stages of the ballot inspection and counting process to confirm the practices were performed as intended in compliance with the California Election Code producing sound results. The

scope of this project predominantly focused on the ballot handling and counting process at the Police Community Room which represented the central counting place for the Glendale Municipal Election adjacent to Election Central. The defined procedures were agreed by the City Clerk's office before commencing the field work.

The following is a listing of the activities completed to support the results of this report.

- Observed the training provided by Martin & Chapman Co. representative to the individuals assigned by the City Clerk's office to inspect ballots.
- Observed the sorting of vote by mail ballots and provisional ballots by precinct.
- Observed the preparation of ballots to be machine read which included:
 - opening identification envelopes and removing ballots
 - inspecting each ballot and identifying those in need of duplication
 - readying the ballot
 - duplicating the damaged or defective ballots
 - manual counting of voted ballots by precinct
- Reviewed results of system logic and accuracy testing.
- Witnessed the tallying of the ballot count election night, and post-Election Day.
- Matched and agreed the total voter turnout on the summary report to that on all count printouts.
- Examined the sealing of ballots in official boxes by precinct.

Elections Defined Procedures

- Observed a portion of the manual vote tally proceeding.
- Reviewed the manual tally report prepared by City Clerk's office.
- Reviewed the Official Declaration of Election Results report and confirmed results are supported by summary reports.

Results of Test Work

The agreed upon procedures completed focused on the ballot handling and counting process at the central counting place for the April 2017 Election and supported the following:

- The City Clerk's Office has established processes to maintain the proper handling and custody of voted ballots. It was noted that the handling of voted ballots is controlled, ballots are secured in a locked area during nonbusiness hours and voted ballots are sealed in boxes after being counted. The locked area is also under 24-7 surveillance with live video streaming online for public viewing. The location of the Election Center is also within the police station – one of the most secure locations on the City campus.
- The City Clerk's Office designates individuals with responsibilities for overseeing key election processes. It was noted the individuals overseeing the canvassing of ballots at the central counting location were professional, skilled, conscientious and proficient in laws governing elections. The City Attorney's Office is also available for legal assistance. Individuals working

on the election received thorough training and are supervised or accompanied by individuals who have had prior elections experience.

- Additional personnel are employed to ready the ballots for counting by inspecting each ballot for acceptable and non-acceptable ballot markings. It was observed that these employees are trained to handle the voted ballots following defined procedures and acknowledge their obligation for ballot custody by signing a certification.
- Procedures allow for the duplication of damaged or defective ballots identified during inspection. The original and duplicated ballots are uniquely numbered and tracked by precinct. It was noted that any unusual issues found during the ballot inspection process are discussed at the supervisory level with the direction given by the City Clerk staff and supported by the California Election Code. The M&C representative was also consulted to determine whether the ballots are machine readable or require duplication.
- Machines used to tally voted ballots are tested for logic and accuracy at multiple intervals of the election timeframe. For the current election period each logic and accuracy test rendered true and correct results.
- The City Clerk's Office conducts a manual tally on one whole percent of the voted ballots to verify accuracy. It was observed that the manual tally board consisted of four individuals: a reader, a witness, and two talliers. The discrepancy identified from the manual tally was

Elections Defined Procedures

determined to be nominal and had no effect on the outcome of the election results.

- The summarized data in the Official Declaration of Election Results provided to City Council agreed to tallied vote totals.

Summary

For the specific test procedures performed predominately through observation it was confirmed that the City Clerk's Office followed requirements of the California Election Code in conducting the City Municipal Election held on April 4, 2017 which provided for accurate and reliable vote results.