



**Robin O'Connor**  
**Lake County Clerk**  
**Office Updates**

**APRIL 28, 2022**

**Mission:** To serve and protect the information of Lake County Citizens in all areas of operations.

**Vision:** To be an innovative leader of service and a model of excellence to Lake County Citizens

**Values:**



Produce	Produce a high-trust work-place culture
Provide	Provide quality customer service
Preserve	Preserve historic records
Prepare	Prepare exemplary election services
Protect	Protect integrity of the election
Promote	Promote innovation to increase Safety, Efficiency and Transparency (SET)

# Lake County Clerk Milestones

## Three for Three

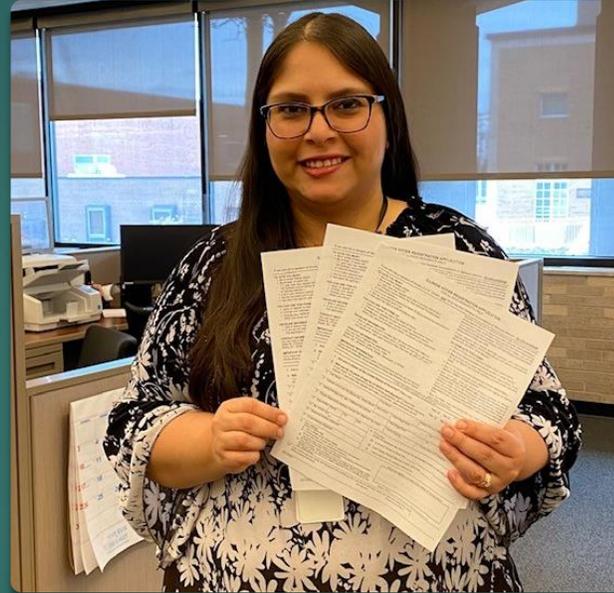


### Vitals Department

Modernization of procedures for marriage licenses.

Equipment to update efficiency for customers plus new ADA equipment.

New monitors added to update information in the office.



### Election Department

Voting Center with new ADA Grant Funded furniture added to County Lobby.

Online Election Judge Training Classes with Hands – On Lab.

First Vote by Mail Automation and Operation Center in process (3 stage plan)



### Tax Department

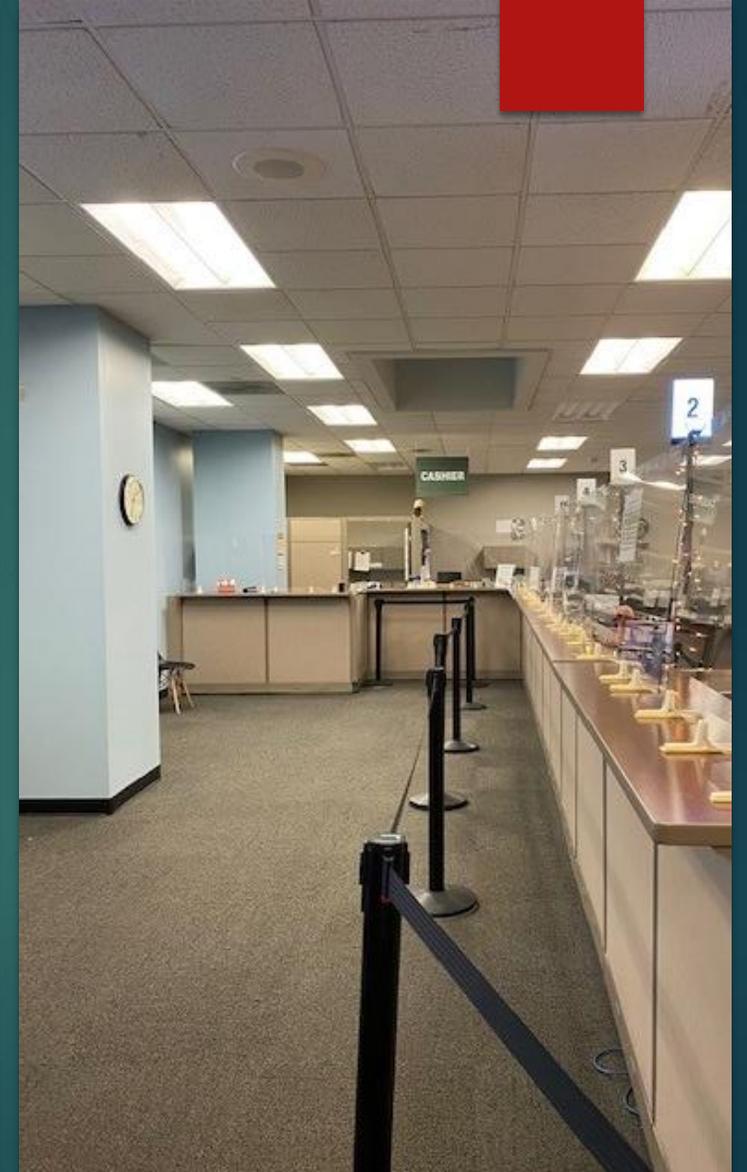
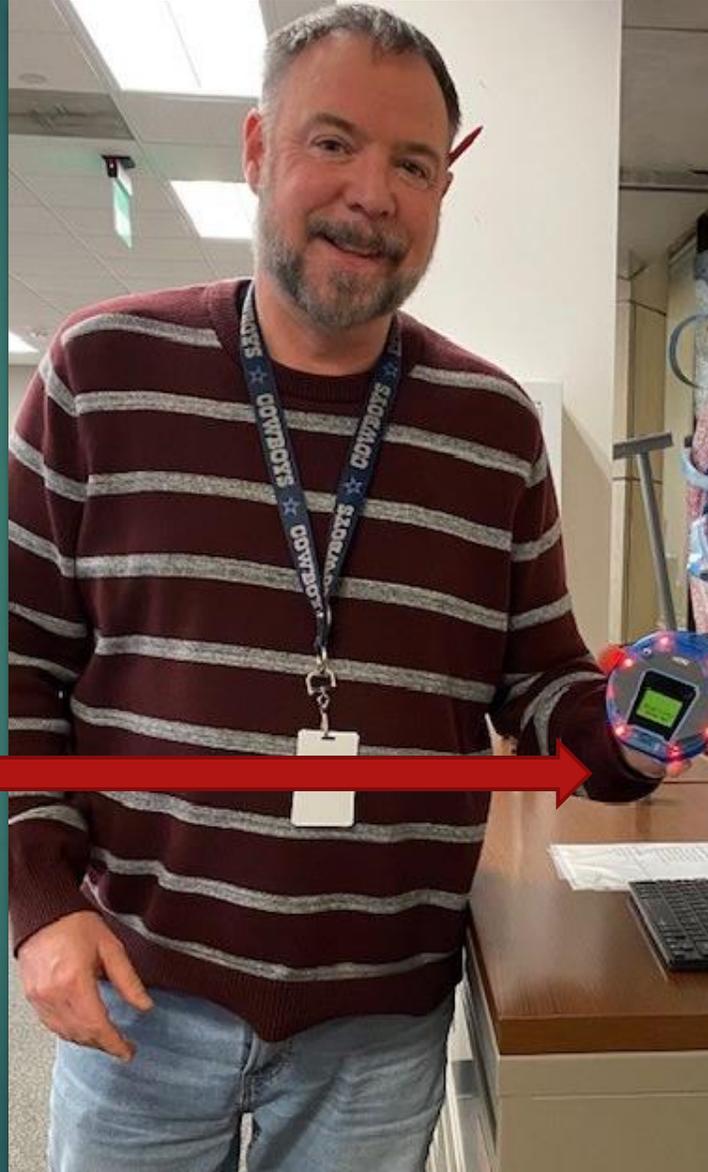
New Green Book Timeline created for tax operations.

Tax Department taking on responsibility of Statement of Economic Interest

Improved office equipment and communication.

We take pride in presenting our customers a more modern welcoming environment. A little paint, service numbers, new security door and much more. This also is important to our staff as well. Welcome to our office!

Innovations happen here! We look at a situation and “group think” on a solution. Our team comes up with the best ideas. This is an example of how we serve our marriage license applicants. Yes – we talked to restaurants around the area and found out what worked best for them. Voila – we now have buzzers too. This simple idea was very successful! Our couples love it and we do too.



# Grant Money Reimbursed to Lake County 2019 – 2021

(Grant Money for 2022 has not been yet received.)

**\$1,870.290.08**

	Cyber	Cares – Election	IVRS	Postage
FY19			215,172.88	
Fy20	104,64090		258,376.00	
Fy21		831,527.91	206,329.68	254,242.71

History of Grant Awards  
FY19 – FY21



# Development and Growth

- ▶ With the Census, new data was collected on the sizes of our communities. By statute, Lake County has four Permanent Early Voting Sites which have extended times and days.
- ▶ This law applies for the next ten years. The County Seat, due to its population, has 2 sites and the other 2 sites will be Mundelein and North Chicago.
- ▶ We will be using Mundelein as a Pilot for Express Vote Machines. We used this method at the County Fairgrounds and found it to be highly successful. Our new Mundelein site will have Express Vote Machines which create a *ballot on demand*. These machines are very efficient, as well as safe and secure.



A Voting Center is a voting site at a location where any registered voter can vote on Election Day, other than their assigned voting site.



# Lake County First Voting Center

**More  
Community  
Events are  
opening up  
and we are  
expanding our  
outreach  
programming.**





**Lake County Clerk Mobile Satellite is on the move!**

# Cyber Security is Ongoing!

ROBIN O'CONNOR  
ATTENDED REGULAR  
ZONE MEETINGS AND  
STATE MEETINGS TO  
CONTINUE LEARNING  
ABOUT CYBER  
SECURITY TO KEEP  
OUR COUNTY SAFE  
AND SECURE.

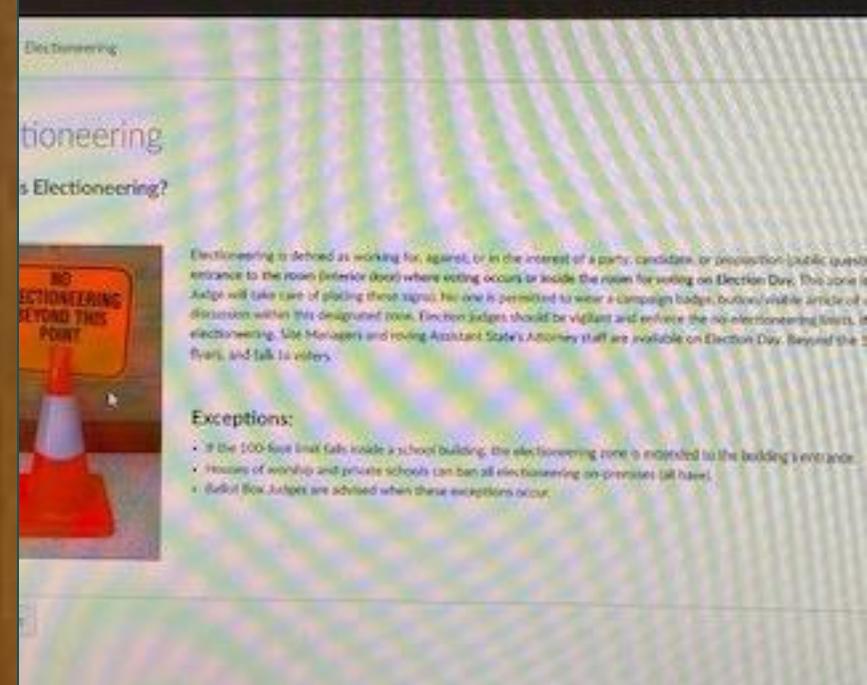
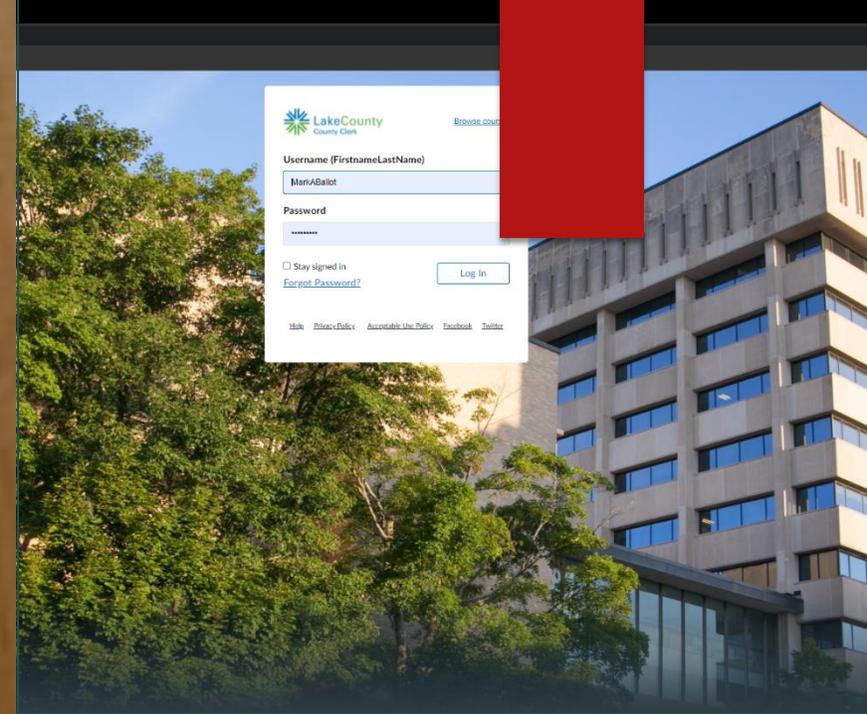


# Lake County Recognition:

Clerk Robin O'Connor and her Chief Deputy Todd Govain received the highest National Election Administration Certification. Both attended the education program from the Election Center, National Association of Election Officials affiliated with Auburn University.



# NEW Election Judge Online Training



# Delivering New Method of Election Judge Training – Building Confidence

- ▶ New Online Training System
- ▶ New Lab Design
- ▶ New Outreach Programs

<b>Online</b>	<b>New Lab</b>	<b>Outreach</b>
Appealing	More availability	Easier Forms
Informational	Move at individual's success rate	Use of new mobile outreach
Includes testing	One on One Tutoring	Varied Communication

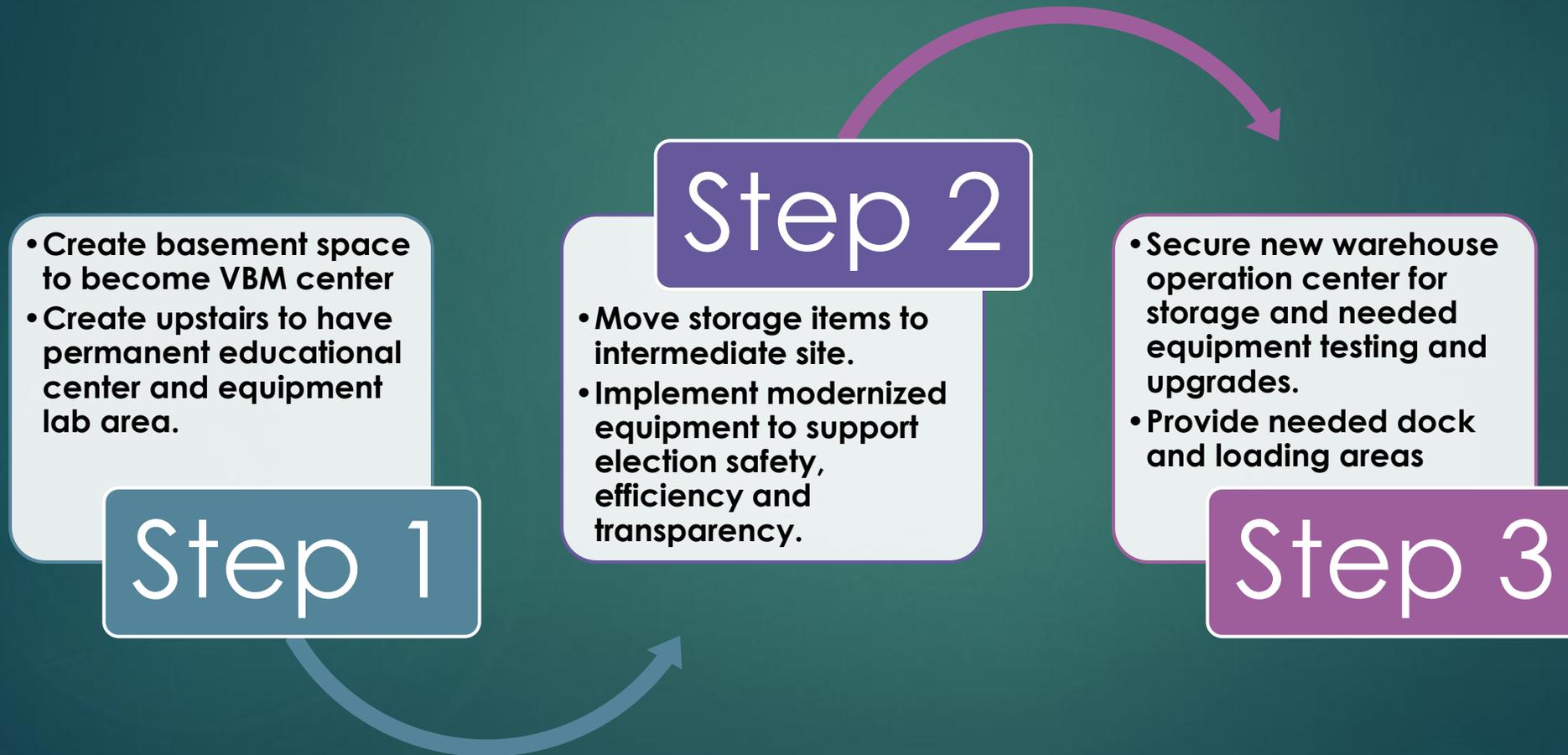
# Development and Growth



## ▶ Vote by Mail Ballots Returned

- ▶ February 2019
- ▶ Consolidated Primary 184
- ▶ April 2019
- ▶ Consolidated General 5,216
- ▶ March 2020
- ▶ General Primary 11,449
- ▶ November 2020
- ▶ General 138,530
- ▶ February 2021
- ▶ Consolidated Primary 230
- ▶ April 2021
- ▶ Consolidated 11,822

# BIG CHANGE : FIRST County VBM Automation Center



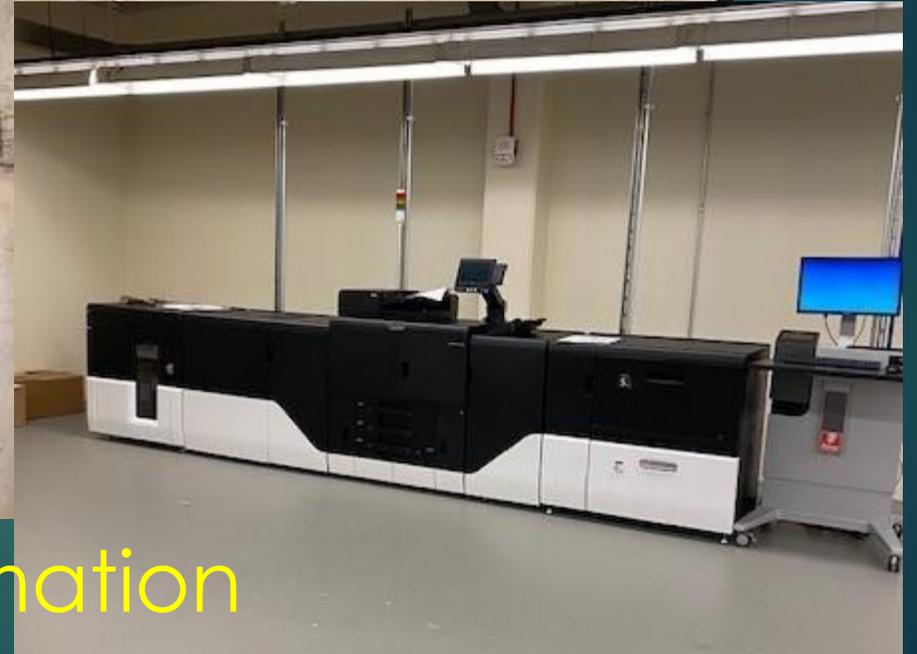
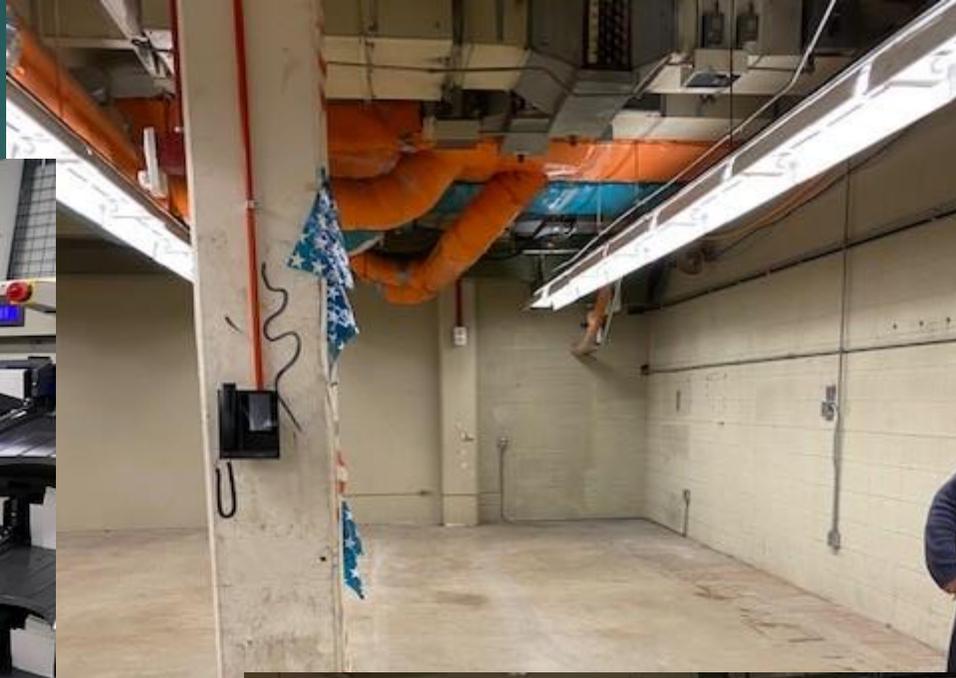


Very Limited Storage.



**Coming Soon!!!!**

**VBM Center Beginning Transformation**



# Strategic Goals:

- ▶ To complete the three stages of Election Operation Locations: Stage One – Prepare and open facility of machine and operations of Vote by Mail Automation Center, Stage Two – Organize and implement intermediate location for Election Operations and Storage, Stage Three – Opening of New Operational Storage Facility.
- ▶ Usage of Mobile Satellite to offer Clerk Services to four corners of the county.
- ▶ Continue with refinement of Election Judge Training with a permanent Hands-On Lab.
- ▶ Continue usage of Lake County Institute Training for Lake County citizens to understand Clerk operations.
- ▶ Modernize office and operations with new monitors and technology for all three departments.
- ▶ Monitor Pilot Permanent Early Voting Site with Express Voting machines and Ballot-on-Demand capabilities.
- ▶ Monitor Lake County first Voting Center as a pilot operation for Election Day.
- ▶ Coordinate consolidation of Recorder of Deeds Office to County Clerk Office with Human Resources and Finance to begin essential functions within these two departments.

