Robin O'Connor Lake County Clerk Office Updates APRIL 28, 2022

<u>Mission:</u> 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

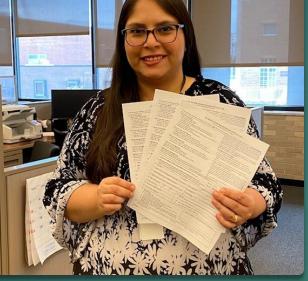


Vitals Department

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.

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Lake County First Vo

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





Lake County Clerk Mobile Satellite is on the move!



W/ Lake

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





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Electromeeting to defined as working for, against, or in the interregit of a party, cancidges, or procession (addis: quest) entrance to the room (interior door) where enting occurs in incide the room for writing on Election Day. The store is Madge will take take of ploting threat sagnal has one is permitted to some a campaign badge, button/widthe article of distances within this designated room. Electron judget through the vigitant and enforce the no electron tering limits. It electroneering. Use Monagers and realing Amonant State's Amonay shall are maintak on Electron Day, Beyond the 1 fivers, and talk to voters.

Exceptions:

- . If the 100 fees that fails inside a school building, the electroneering role is indended to the building similarity
- · recently of working and private schools can ben all electromeering on previates fail have!
- a darket flow turbers are advised when these exceptions occur.

Delivering New Method of Election Judge Training – <u>Building Confidence</u>

 New Online Training System
New Lab Design
New Outreach Programs

Online	New Lab	Outreach
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

11,822

- February 2021
- Consolidated Primary 230
- April 2021
- Consolidated

BIG CHANGE : FIRST County VBM Automation Center

- Create basement space to become VBM center
- Create upstairs to have permanent educational center and equipment lab area.

Step

Step 2

- Move storage items to intermediate site.
- Implement modernized equipment to support election safety, efficiency and transparency.

- Secure new warehouse operation center for storage and needed equipment testing and upgrades.
- Provide needed dock and loading areas

Step 3



Coming Soon!!!

VBM Center Beginning Transformation

4 4.00

- 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 wit Express Voting machines and Ballot-on-Demand capabilities.
- Monitor Lake County first <u>Voting Center</u> 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.

Strategic Goals:

