



June 8, 2021

**Subject: NWNC Feedback on 2021 NC Elections**

Dear Sir/Madam,

We are writing to provide some feedback from our board members and stakeholders regarding the most recent NC election process.

- **Problem:** The most frequent feedback we got is stakeholders' discomfort uploading drivers license to website and the fact that the online portal appeared to require multiple forms of documentation. A number of stakeholders explicitly told us that they refused to vote because of the cumbersome process. There has also been some confusion caused by the paper application form which does not state that ID is required for registration.
  - **Recommended solution:**
    - Provide clear and consistent instructions.
    - Use email verification to administer electronic ballots without requiring documentation.
- **Problem:** Confusion over candidate and voter eligibility for Community Interest Stakeholders. We were told that some applications were processed and received by voters who did not submit IDs.
  - **Recommended solution:**
    - Clear definition in all application instructions and outreach
    - Strict and transparent vetting process
- **Problem:** Low voter turnout caused by contradicting information about documentation and the mail-only voting process. Voting in-person is still preferred by many stakeholders.
  - **Recommended solution:**
    - Provide an option for in-person voting
    - Partner with small businesses to engage more voters.
- **Problem:** Equally important is the confusion caused by conflicting ballot drop box information on City's website.
  - **Recommended solution:**
    - Provide accurate information about ballot drop box location
    - Offer signage to direct stakeholders to ballot drop boxes.

We sincerely hope that you will consider these comments we collected and together with NWNC, improve the election voting experience for our stakeholders in the future.

Northridge West Neighborhood Council