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# Vote Center Locator Application: Wait Time Enhancement



## Vote Center Locator Wait Time Overview

For more than a decade, Los Angeles County voters have had the option to find and navigate their voting location using an online application developed by the Registrar-Recorder/County Clerk (RR/CC). In 2020, the voting model and experience completely changed as the County adopted the California Voter's Choice Act and implemented the County's new publicly owned voting system, Voting Solutions for All People. One of the major changes this new model and experience brought were regional voting locations (Vote Centers) where any voter could visit any Vote Center throughout an 11-day voting period and cast their paper ballot. Prior to 2020, voters had a single designated voting location only available on Election Day.

Along with the new voting experience, it was imperative to update the locator tool to display all participating Vote Centers with a modern user experience most commonly used by navigation applications in the world. In time for the March 2020 Primary Election the RR/CC developed and implemented the *Vote Center Locator* which provided similar functionality used on Google Maps Application Programming Interface. Voters could easily type in an address or use their mobile device to automatically identify the nearest Vote Center locations – the voter could then navigate to their desired location by simply tapping a button.

The rollout of the new application was successful and provided voters with an easy-to-use tool to direct them to a Vote Center. However, a piece of functionality that the RR/CC wanted to include for the

November General Election was the ability for voters to track wait times at any given Vote Center, thus, providing more information to voters to select a location that best fit their needs.

The RR/CC modernized the Vote Center Locator to look like this:



# FIND A VOTE CENTER NEAR YOU

[locator.lavote.net](http://locator.lavote.net)

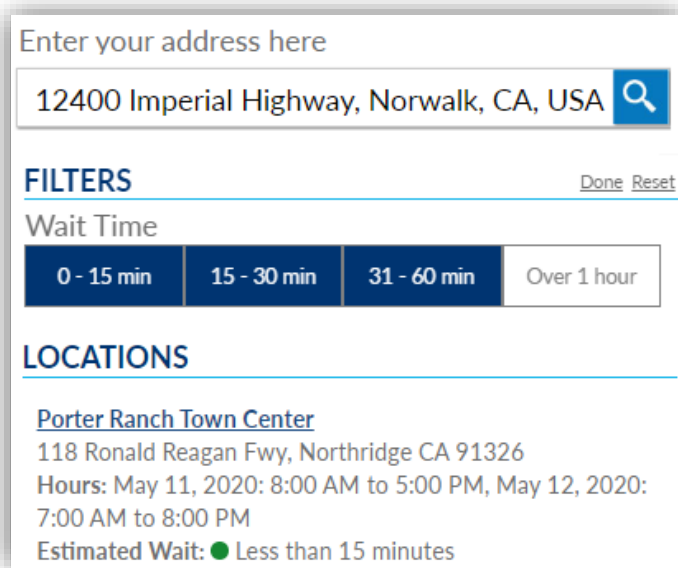
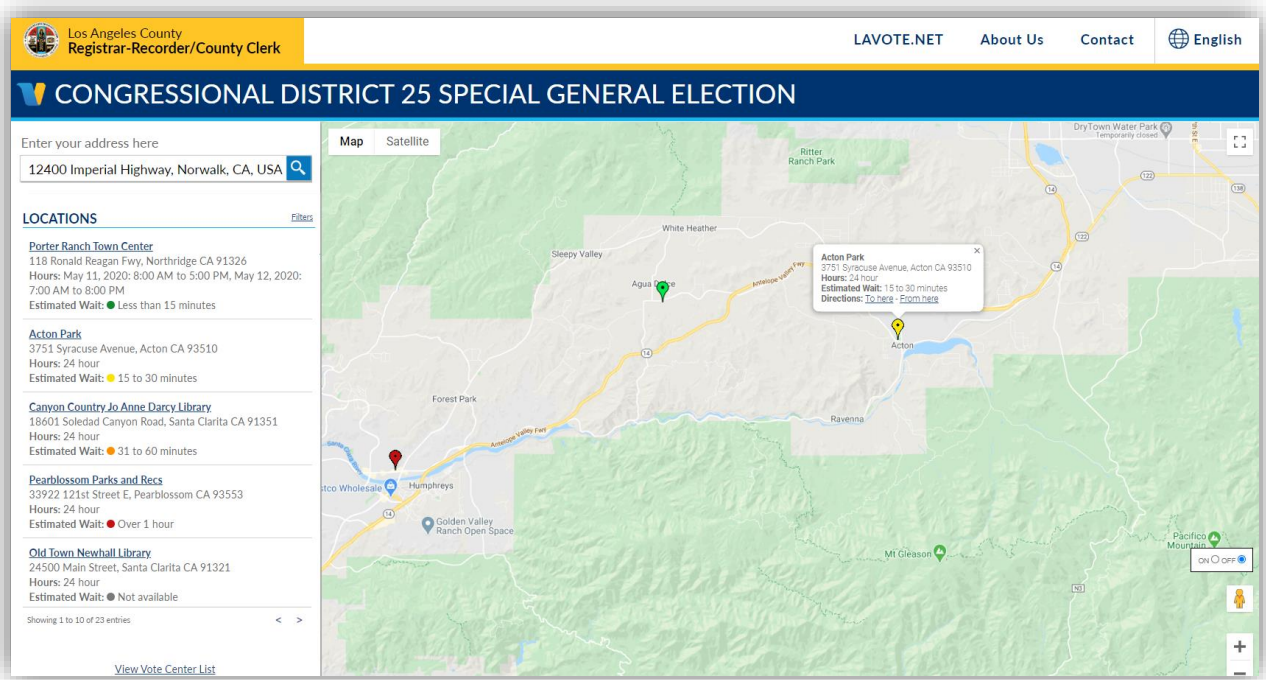


# CHECK VOTE CENTER WAIT TIMES

[locator.lavote.net](http://locator.lavote.net)



Sample Desktop View:



The update was a major success that provided voters with greater functionality and the opportunity to make informed decisions which contributed to wait times across all Vote Centers of less than 5 minutes throughout the 11-day voting period.

In total the application received more than 1.7 million views from voters throughout the County and was the primary resource to voters to find a Vote Center near them.