

From: [Travis Kester](#)
To: [Ambrosino, Santisia \(REG\)](#)
Cc: [Arntz, John \(REG\)](#)
Subject: RE: Ballot Templates
Date: Wednesday, July 22, 2020 4:16:40 PM

Apologies for the delayed response, Tisa. Thank you for the additions to the sheet – all very helpful! I've reiterated to the team the importance of following the master spreadsheet. Regarding your question about the BOX matrix instructions, I have reached out and let you know if I get any explanation.

We are hoping to have new proofs ready to review and sent by late tonight, or sometime tomorrow if everything falls into place. I'll be out of office tomorrow, so the file sharing link + materials would likely come from Nick. Thanks!

TRAVIS KESTER | PROJECT MANAGER, OPERATIONS WEST

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From: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Sent: Tuesday, July 21, 2020 4:45 PM
To: Travis Kester <travis.kester@dominionvoting.com>
Subject: RE: Ballot Templates

Hi Travis,

Thank you for the quick follow up!

The turnaround sounds good and we look forward to hearing an update about it tomorrow.

I have just gone through the change log and made sure what is in the email is in the change log and updated it to reflect everything that was also in the PDFs. For issues with significant changes or added new ones, I have filled the lines with blue. For minor changes, words added for clarification, I highlighted the words in blue.

I realize I also moved a few issue items around so they could share an image because they speak of related issues. I only realized after saving over the original file that I should keep the corresponding numbers – sorry if this is an inconvenience. Lesson learned for next time!

A screenshot column is a great idea. Thank you for thinking of that! I have gone back and added screenshots to almost all of the issues logged.

Also, though it was in the spreadsheet, I did not elaborate on it well and it was a piece I forgot to highlight that Cat reminded me about. We were curious about the fact that there are instructions that are a part of the BOS matrix and in past elections, we have not had instructions within the matrix. So, the instructions should be deleted. But we are also just curious as to how they got there. If anyone is able to shed light on this, that would be appreciated.

And again, we just want to reiterate that the Master Spreadsheet should be used step-by step and it follows the order of the ballot so it can be used to go down in order of each contest. And each piece is specified under headers for that particular contest that will be on the ballot.

Please let me know if you have any questions or comments!

Thanks,
Tisa Ambrosino
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From: Travis Kester <travis.kester@dominionvoting.com>
Sent: Tuesday, July 21, 2020 3:12 PM
To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Cc: Arntz, John (REG) <john.arntz@sfgov.org>; Lee, Catherine (REG) <catherine.lee1@sfgov.org>
Subject: RE: Ballot Templates

Hi Tisa & Cat,

Thanks again for your feedback. A couple of things:

- We are *hoping* to have a new round of proofs by Thursday. I'll be receiving a status update tomorrow on the timeline.
- Regarding the fixes – I just want to confirm that items you noted in the body of your email also appear on the change log. Combing through the log I see some, but just confirming to make sure *everything* is there, even larger general inquiries about the ballot.
- When we return the change log along with a new round of fixes, we are going to include a “screenshot” column – the team appreciated the notes, but has also said that taking screenshots for more complex items would be tremendously helpful so they can more easily identify where the fix needs to be made. You've included these in email before, but it would also be great to go on the tracker as well.

Once more, although there were many fixes I'd like to reiterate that generally this process does tend to be messy, especially during the first few rounds. Please keep the good feedback coming and capture as much as possible in the change log, this will be our team's primary method for reviewing fixes. If you'd like to add additional clarification on any particular item, please include it on the log itself or make a note of it and the corresponding change log item # so I can pass this info along.

The team is at work on your highlighted fixes and I'll have another update soon!

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From: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>

Sent: Tuesday, July 21, 2020 10:45 AM

To: Travis Kester <travis.kester@dominionvoting.com>

Cc: Arntz, John (REG) <john.arntz@sfgov.org>; Lee, Catherine (REG) <catherine.lee1@sfgov.org>

Subject: RE: Ballot Templates

Hi Travis,

Thank you for letting us know!

We look forward to hearing from you.

Best,

Tisa Ambrosino

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From: Travis Kester <travis.kester@dominionvoting.com>

Sent: Tuesday, July 21, 2020 10:34 AM

To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>

Cc: Arntz, John (REG) <john.arntz@sfgov.org>; Lee, Catherine (REG) <catherine.lee1@sfgov.org>

Subject: RE: Ballot Templates

Thank you for your understanding, Tisa – we certainly want to make this process smooth. I'll be setting up an internal meeting to discuss with our team the open items you noted, as well as timelines.

Currently I cannot offer a concrete estimate on return of templates, I hope to get this information after our meeting. Thanks!

Regarding

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From: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Sent: Tuesday, July 21, 2020 9:28 AM
To: Travis Kester <travis.kester@dominionvoting.com>
Cc: Arntz, John (REG) <john.arntz@sfgov.org>; Lee, Catherine (REG) <catherine.lee1@sfgov.org>
Subject: RE: Ballot Templates

Hi Travis,

Thank you for the explanation and taking the feedback to incorporate it! It seems that with this new system, we are all a bit more unfamiliar with how this process should and will look as we go through these rounds of proofing.

Do we have an estimate on the return of templates?

Best,

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From: Travis Kester <travis.kester@dominionvoting.com>
Sent: Tuesday, July 21, 2020 8:43 AM
To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Cc: Arntz, John (REG) <john.arntz@sfgov.org>; Lee, Catherine (REG) <catherine.lee1@sfgov.org>
Subject: RE: Ballot Templates

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Hi Tisa,

Thank you for your thoroughness and your notes! Although I know you may be alarmed, this is why we go through multiple rounds of review during this process as we fully anticipate there will be issues, big and small, especially on a complex ballot. These notes you've made are precisely the reason why we are starting so early as well, at least relative to when everyone else is getting started.

Regardless, we definitely want to get these issues taken care of before you proceed and we appreciate the feedback. I'll get this over to our team, thanks!

Best,

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From: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>

Sent: Monday, July 20, 2020 6:01 PM

To: Travis Kester <travis.kester@dominionvoting.com>

Cc: Arntz, John (REG) <john.arntz@sfgov.org>; Lee, Catherine (REG) <catherine.lee1@sfgov.org>

Subject: Ballot Templates

Hi Travis,

I wanted to follow up on the ballot templates that were sent and the ones you highlighted for us to review. We have found some large and concerning errors in the templates and we do not feel comfortable proceeding with proofing the templates until these can be fixed.

The main concern here is that we are finding that there are large errors that show up inconsistently throughout the different precinct and ballot types. We do not feel that we can be confident in knowing that these errors will not be inconsistently showing up on other ballots that we will not be able to proof due to the sheer volume. We want to make sure that the Ballot Master Spreadsheet is being used to create these templates. There seems to be phantom data in these templates from the March 3rd election that should not be there and missing instructions for the general election that should be included that are in the Ballot Master and not in the templates.

A brief overview of our concerns regarding the templates are as follows:

- The date March 3rd, 2020 comes up inconsistently on the ballot in the English text of all language ballots.
- Instructions such as "Write-in candidates are not permitted at the general election for a voter-nominated office," are in the Instructions to Voters section of the Master Spreadsheet but missing from the template.
 - Additionally, the ballot templates seem to be using the March 3rd text for the Party Nominated Offices information provided below the Instructions to Voters.
- On the topic of write-in candidates not being permitted for voter nominated offices, I may have misunderstood earlier and given you the wrong instructions in regard to the write-in candidate information. I apologize and it is as follows below:
 - Senator District 11 , CD 12 & 14, and AD 17 & 19 do not have write-ins.
- Additionally, there should be no extra column in the BOS RCV for a ranked choice for the write-in candidate. For example, if there are 4 candidates, there should only be an RCV up to 4 even though there is a fifth row for a write-in.
 - This does not apply to District 9 as there is only one candidate and so, there will be an RCV of 3 and two write-ins.

I have attached a change log that documents more of the issues we came across. I also added a column to specify the precincts of the ballots in which the issues were found. This circles back to the worry that these

issues may be in other ballots due to the inconsistency of the issues cropping up. I was also not able to go through all of the ballots that were provided back to me.

I have also attached two PDFs, a Spanish and Chinese version of Precinct 1101. The Spanish PDF has the most markups that apply to all ballots, but the Chinese ballot also has a few and more that are specific to the language concerns of that ballot. If you would like more examples of issues we're seeing, please let me know.

If you are able, we would appreciate that the changes be implemented and a new batch of templates be created. I realize that these are a lot of big changes. If you are able to provide us with a timeline of when these issues might be able to be implemented, that would be great.

Thank you,
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