

From: [Travis Kester](#)
To: [Ambrosino, Santisia \(REG\)](#)
Cc: [Arntz, John \(REG\)](#); [Lee, Catherine \(REG\)](#); [Shilov, Valeri \(REG\)](#)
Subject: RE: [EXTERNAL] RE: audio testing for ICX
Date: Monday, September 14, 2020 7:13:13 PM
Attachments: [image005.png](#)

Hi Tisa,

New audio files are up and ready for review! They have been uploaded to the MFT:

Y:\USA\CA-California\sanfrancisco\2020\November General\Audio Proofing

The team was very complimentary of the way you and your team implemented new feedback on the Audio Studio spreadsheet, which was immensely helpful! Please do exactly what you did for the next round of fixes as that worked quite well. I hope to get you some screen content to review tomorrow so we can proceed into that portion of the project.

I previously requested that Crispin transfer over a few ICX units to City Hall for your testing purposes – please let me know if you still need these and I'll circle back with the warehouse team. Thanks!

TRAVIS KESTER | PROJECT MANAGER, OPERATIONS WEST

DOMINION VOTING SYSTEMS, INC.
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1.866.654.8683 | DOMINIONVOTING.COM
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From: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Sent: Sunday, September 13, 2020 2:15 PM
To: Travis Kester <travis.kester@dominionvoting.com>
Cc: Arntz, John (REG) <john.arntz@sfgov.org>; Lee, Catherine (REG) <catherine.lee1@sfgov.org>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>
Subject: RE: [EXTERNAL] RE: audio testing for ICX

Hi Travis,

I have attached the updated spreadsheet. Please let me know if you need anything else.

Thanks,
Tisa Ambrosino
Ballot and Elections Projects Manager
San Francisco Department of Elections
1 Dr. Carlton B. Goodlett Place
City Hall, Room 48
San Francisco, CA 94102
(415) 554-4375
sfelections.org



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From: Travis Kester <travis.kester@dominionvoting.com>
Sent: Sunday, September 13, 2020 12:59 PM
To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Cc: Arntz, John (REG) <john.arntz@sfgov.org>; Lee, Catherine (REG) <catherine.lee1@sfgov.org>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>
Subject: RE: [EXTERNAL] RE: audio testing for ICX

Hi Tisa,

Thank you for providing this information. I'll take this feedback to the team, but could you please provide the fix notes so we can review everything? In Excel format is ideal so we can look at a case by case basis.

Thanks!

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

Sent: Sunday, September 13, 2020 12:31 PM

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

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

Subject: RE: [EXTERNAL] RE: audio testing for ICX

Hi Travis,

I have compiled the changes that are needed for this round of audio. Going through them, I realize there are a lot. I have discussed with the team the goals of making sure that the changes that we are making are only fundamental to structure and understanding the audio. I have made it clear that if it is awkward, we should leave it. In the reviews, I have checked with the team that the requests that are being requested are because it would otherwise not be understandable and the consensus has been, that yes, everything that is being requested is necessary.

I want to let you know that with Filipino audio there were a lot of issues. The main issue being that much of the audio that was in all caps, would be read letter by letter. After playing around a bit with google translate, we found that if it was put in title case, it would be read correctly. So, all of the names that were changed to lower case font were done because otherwise, it will not be read correctly. This is the case for measures as well. Also with the measures, our team needed to spell many words incorrectly for the Filipino to be read/pronounced correctly. For the Filipino measures, I would highly recommend just copying and pasting the entirety of the measures text.

Additionally, for both Mandarin and Cantonese, contest_title_and_proposition; electoral-group; election; party. Are these supposed to be English only?

Please let me know if there is a better way to document/request changes.

Thank you,
Tisa Ambrosino
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San Francisco Department of Elections
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From: Travis Kester <travis.kester@dominionvoting.com>

Sent: Saturday, September 12, 2020 7:26 AM

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

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

Subject: RE: [EXTERNAL] RE: audio testing for ICX

Hi Tisa,

New files with updated Cantonese and Mandarin are on the MFT! The other languages will be the same as what you've currently been reviewing.

Thanks!

TRAVIS KESTER | PROJECT MANAGER, OPERATIONS WEST

DOMINION VOTING SYSTEMS, INC.

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

Sent: Friday, September 11, 2020 4:30 PM

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

Subject: RE: [EXTERNAL] RE: audio testing for ICX

Great, thank you so much!

Tisa Ambrosino

Ballot and Elections Projects Manager

San Francisco Department of Elections

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

Sent: Friday, September 11, 2020 4:29 PM

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

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

Subject: RE: [EXTERNAL] RE: audio testing for ICX

Hi Tisa,

We believe the issue has been identified and the team is working on new files. You should still be good to continue with English, Spanish, and Filipino.

Thanks!

TRAVIS KESTER | PROJECT MANAGER, OPERATIONS WEST

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

Sent: Friday, September 11, 2020 3:40 PM

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

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

Subject: RE: [EXTERNAL] RE: audio testing for ICX

Hi Travis,

To follow up on my last email, it sounds like the candidate names and ballot designations are fine in Cantonese, but the Yes/No is in mandarin. The measures also appear to be read in Mandarin.

Thank you,

Tisa Ambrosino

Ballot and Elections Projects Manager

San Francisco Department of Elections

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

Sent: Friday, September 11, 2020 1:36 PM

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

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

Subject: RE: [EXTERNAL] RE: audio testing for ICX

Hi Tisa,

We have, at last, audio files for you to review! I've placed the files you need on your MFT:

<Y:\USA\CA-California\sanfrancisco\2020\November General\Audio Proofing>

You will be able to review these via Audio Studio. A couple of notes:

- Due to the time it takes to implement corrections, please be as thorough as possible as we are aiming to only have one or two rounds of preliminary audio review. If this means taking longer to provide us with feedback, that is totally fine!
- Voice synthesis is a neat tool, but obviously far from perfect. Changing numbers and other small things, such as adding commas, takes a lot of manual work if there are *a lot* of requests – our advice when reviewing would be only note things that are really big and structural. I.E., if it is generally understandable and makes sense, we advise leaving it in the interest of time. A good rule of thumb: *could the voter understand this even if it doesn't sound perfect and/or sounds a little awkward?*
 - How you define what is okay to leave and what needs to be fixed is up to you, but if there are a lot minor manual fixes this process will take much longer.

The team implemented some of the feedback provided earlier where needed, but please remember this is still a work in

progress – the key is how it will sound. Thanks!

Best,

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

Sent: Friday, September 11, 2020 8:58 AM

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

Cc: Arntz, John (REG) <john.arntz@sfgov.org>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>

Subject: RE: [EXTERNAL] RE: audio testing for ICX

Hi Travis,

The Chinese translation team brought to my attention two more errors in the text and fixed them this morning for Proposition 21 and F. I have attached an updated spreadsheet with the fixes for Mandarin and Cantonese. If you are able to incorporate those changes in the audio files, that would be great!

Thank you,

Tisa Ambrosino

Ballot and Elections Projects Manager

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

Sent: Thursday, September 10, 2020 9:14 PM

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

Cc: Arntz, John (REG) <john.arntz@sfgov.org>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>

Subject: RE: [EXTERNAL] RE: audio testing for ICX

Thank you, Tisa!

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

Sent: Thursday, September 10, 2020 5:48 PM

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

Cc: Arntz, John (REG) <john.arntz@sfgov.org>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>

Subject: RE: [EXTERNAL] RE: audio testing for ICX

Hi Travis,

Please find the audio scripts attached with all of the edits. Everything that was changed is in red font.

Please let me know if you have any questions.

Best,
Tisa Ambrosino
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From: Travis Kester <travis.kester@dominionvoting.com>
Sent: Thursday, September 10, 2020 3:02 PM
To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Cc: Arntz, John (REG) <john.arntz@sfgov.org>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>
Subject: RE: [EXTERNAL] RE: audio testing for ICX

Hi Tisa,

These are good questions! At this point in time, the only thing you should be looking for are incorrect translations – the formatting issues aren't as large of a concern. For a lot of this, the information laid out is expected to be that way.

Thanks!

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1.619.416.1783 (mobile)

From: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Sent: Thursday, September 10, 2020 2:48 PM
To: Travis Kester <travis.kester@dominionvoting.com>
Cc: Arntz, John (REG) <john.arntz@sfgov.org>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>
Subject: RE: [EXTERNAL] RE: audio testing for ICX

Great, thank you!

And I have 3 more questions for you:

1. For propositions, is there a reason for having the proposition listed twice and the number 3 times? Will this be read aloud and should we remove it? Or should this be left alone?

	and ballot materials. One-time state costs, likely in the hundreds of thousands of dollars, for voter registration cards and systems.	
Proposition 18	Proposition 18.	cn22.wav
Proposition 18	Proposition 18	cnr122.wav
Proposition 18	18.	cnp22.wav
	<p>AMENDS CALIFORNIA CONSTITUTION TO PERMIT 17-YEAR-OLDS TO VOTE IN PRIMARY AND SPECIAL ELECTIONS IF THEY WILL TURN 18 BY THE NEXT GENERAL ELECTION AND BE OTHERWISE ELIGIBLE TO VOTE. LEGISLATIVE CONSTITUTIONAL AMENDMENT.</p> <p>Fiscal Impact: Increased statewide county costs likely between several hundreds of thousands of dollars and \$1 million every two years. Increased one-time costs to the state of hundreds of thousands of dollars.</p>	

2. In English, there are repetitions of candidate names, does the repetition need to be removed? Or is this something that occurs within the system that should be kept?

Choice	Text
JOSEPH R. BIDEN AND KAMALA D. HARRIS	&VSSharon
	JOSEPH R. BIDEN,
	&VE
	JOSEPH R. BIDEN,
	&VSSharon
	KAMALA D. HARRIS,
	&VE
	KAMALA D. HARRIS,
	Democratic

3. Related to the above image, are &VSSharon and &VE pieces that we should be concerned about in the proofing process or should we leave them?

Thank you!
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From: Travis Kester <travis.kester@dominionvoting.com>
Sent: Thursday, September 10, 2020 2:40 PM
To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Cc: Arntz, John (REG) <john.arntz@sfgov.org>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>
Subject: RE: [EXTERNAL] RE: audio testing for ICX

Hi Tisa,

No need to worry about parties, just worry about what the choices have for content. You can also ignore the text aloud tags, thanks!

Best,

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From: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Sent: Thursday, September 10, 2020 2:08 PM
To: Travis Kester <travis.kester@dominionvoting.com>
Cc: Arntz, John (REG) <john.arntz@sfgov.org>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>
Subject: RE: [EXTERNAL] RE: audio testing for ICX

Hi Travis!

We have two questions from the team on this:

1. We noticed that the text for political parties is not translated, is this how this is supposed to be or should we incorporate the translations into our feedback?

Filipino	
Election Event Description	Text
San Francisco 2020 General	Lungsod at County ng San Francisco Pinagsamang Pangkalahatang Eleksyon
Elector Group	Text
Default	Default
ALL	ALL
BOE	BOE
Political Party	Text
Democratic	Democratic
Republican	Republican
American Independent	American Independent
Peace and Freedom	Peace and Freedom
Libertarian	Libertarian
Green	Green
No Party Preference	No Party Preference
Non-Partisan (System Use Only)	Non-Partisan (System Use Only)

2. Are instructions something we should be proofing as well or has this just historically been proofed via the audio?

Thanks,
Tisa Ambrosino
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From: Travis Kester <travis.kester@dominionvoting.com>
Sent: Thursday, September 10, 2020 1:33 PM
To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Cc: Arntz, John (REG) <john.arntz@sfgov.org>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>
Subject: RE: [EXTERNAL] RE: audio testing for ICX

Hi Tisa,

The preliminary audio studio file is attached! Please review its contents and point out any inconsistencies. We plan to generate the audio today.

Best,

TRAVIS KESTER | PROJECT MANAGER, OPERATIONS WEST

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From: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Sent: Thursday, September 10, 2020 12:02 PM
To: Travis Kester <travis.kester@dominionvoting.com>
Cc: Arntz, John (REG) <john.arntz@sfgov.org>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>
Subject: RE: [EXTERNAL] RE: audio testing for ICX

Hi Travis,

It seems some of the team already has it installed!

Val, is there anything we need to do to get this program installed? Ivan, Jie, and I need it.

Thank you!

Tisa Ambrosino
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From: Travis Kester <travis.kester@dominionvoting.com>
Sent: Thursday, September 10, 2020 11:58 AM
To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Cc: Arntz, John (REG) <john.arntz@sfgov.org>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>
Subject: RE: [EXTERNAL] RE: audio testing for ICX

Hi Tisa, would you be able to install this? Audio Studio is an external app you should be able to install, although you may need IT permissions.

Thanks!

TRAVIS KESTER | PROJECT MANAGER, OPERATIONS WEST

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

Sent: Thursday, September 10, 2020 11:18 AM
To: Travis Kester <travis.kester@dominionvoting.com>
Cc: Arntz, John (REG) <john.arntz@sfgov.org>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>
Subject: RE: [EXTERNAL] RE: audio testing for ICX

Hi, great, thank you!

And no, it does not seem that I do have that installed.

Thanks
Tisa Ambrosino
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From: Travis Kester <travis.kester@dominionvoting.com>
Sent: Thursday, September 10, 2020 11:16 AM
To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Cc: Arntz, John (REG) <john.arntz@sfgov.org>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>
Subject: RE: [EXTERNAL] RE: audio testing for ICX

Hi Tisa, yes that's the hope that we can get you something to review today! Quick question –

Do you have Audio Studio installed? I believe you should, somewhere. We may be able to get you audio definition files for review.

TRAVIS KESTER | PROJECT MANAGER, OPERATIONS WEST

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From: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Sent: Thursday, September 10, 2020 10:49 AM
To: Travis Kester <travis.kester@dominionvoting.com>
Cc: Arntz, John (REG) <john.arntz@sfgov.org>
Subject: RE: [EXTERNAL] RE: audio testing for ICX

Hi, Travis,

I heard from John that you might be sending the audio files and scripts today, that's great to hear!

It would be much easier for us to proof the scripts first so that we can replace numbers with written language so that audio is spoken correctly – is it possible to just receive the scripts for audio first, still?

Thanks!
Tisa Ambrosino
Ballot and Elections Projects Manager
San Francisco Department of Elections

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From: Travis Kester <travis.kester@dominionvoting.com>
Sent: Wednesday, September 9, 2020 4:28 PM
To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Subject: RE: [EXTERNAL] RE: audio testing for ICX

Hi Tisa,

Apologies for the delay – today has been extremely busy. After consulting with the team, we like the idea of having you and the team review scripts first to hopefully catch more issues earlier rather than later.

I'll keep you updated when I have more information to share. We are still getting everything set up.

Thanks!

TRAVIS KESTER | PROJECT MANAGER, OPERATIONS WEST

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From: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Sent: Wednesday, September 9, 2020 8:37 AM
To: Travis Kester <travis.kester@dominionvoting.com>
Subject: RE: [EXTERNAL] RE: audio testing for ICX

Hi Travis,

I have a follow up question about the audio files – are we supposed to receive scripts prior to receiving the audio files?

Thanks,
Tisa Ambrosino
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From: Travis Kester <travis.kester@dominionvoting.com>
Sent: Wednesday, September 9, 2020 8:20 AM
To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>; Quach, Cuong (REG) <cuong.quach@sfgov.org>
Cc: Huang, Regan (REG) <regan.huang@sfgov.org>; Law, Alice (REG) <alice.law@sfgov.org>; Nick Coudsy

<nick.coudsy@dominionvoting.com>

Subject: RE: [EXTERNAL] RE: audio testing for ICX

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Hi Tisa, thank you for checking in. Still no update, I know the team is hard at work generating the files.

Thanks!

TRAVIS KESTER | PROJECT MANAGER, OPERATIONS WEST

DOMINION VOTING SYSTEMS, INC.

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1.619.416.1783 (mobile)

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

Sent: Wednesday, September 9, 2020 8:13 AM

To: Quach, Cuong (REG) <cuong.quach@sfgov.org>

Cc: Huang, Regan (REG) <regan.huang@sfgov.org>; Law, Alice (REG) <alice.law@sfgov.org>; Travis Kester <travis.kester@dominionvoting.com>; Nick Coudsy <nick.coudsy@dominionvoting.com>

Subject: [EXTERNAL] RE: audio testing for ICX

Hi Cuong,

Just to follow up on yesterday's email, I am still waiting to hear about when we will receive audio for proofing. I will let you know as soon as we do.

Travis, if you have any update, that would be terrific.

Thanks,

Tisa Ambrosino

Ballot and Elections Projects Manager

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From: Ambrosino, Santisia (REG)

Sent: Tuesday, September 8, 2020 8:44 AM

To: Quach, Cuong (REG) <cuong.quach@sfgov.org>

Cc: Huang, Regan (REG) <regan.huang@sfgov.org>; Law, Alice (REG) <alice.law@sfgov.org>; Travis Kester <travis.kester@dominionvoting.com>; Nick Coudsy <nick.coudsy@dominionvoting.com>

Subject: RE: audio testing for ICX

Hi Cuong,

That's a good question. We have not yet received the audio for proofing. I reached out to Travis this morning about the timeline for this and am waiting on a response. I will let you know when we have a better idea of the timeline for this, but I don't believe ICX testing will be happening today.

Thanks,
Tisa Ambrosino
Ballot and Elections Projects Manager
San Francisco Department of Elections
1 Dr. Carlton B. Goodlett Place
City Hall, Room 48
San Francisco, CA 94102
(415) 554-4375
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From: Quach, Cuong (REG) <cuong.quach@sfgov.org>
Sent: Tuesday, September 8, 2020 8:40 AM
To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Cc: Huang, Regan (REG) <regan.huang@sfgov.org>; Law, Alice (REG) <alice.law@sfgov.org>; Travis Kester <travis.kester@dominionvoting.com>; Nick Coudsy <nick.coudsy@dominionvoting.com>
Subject: audio testing for ICX

Hi Tisa,

Just wanted to touch base, do you know when the ICX audio testing will be completed? It was originally scheduled for today.

Thank you,
Cuong

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