

From: [Travis Kester](#)
To: [Quach, Cuong \(REG\)](#); [Ambrosino, Santisia \(REG\)](#)
Cc: [Shilov, Valeri \(REG\)](#); [Arntz, John \(REG\)](#); [Huang, Regan \(REG\)](#); [Law, Alice \(REG\)](#)
Subject: RE: [EXTERNAL] RE: Screen Content Review
Date: Friday, September 18, 2020 3:56:25 PM

Thank you Cuong (and Alice and Regan, in advance!). I will keep everyone updated when the new files are posted.

TRAVIS KESTER | PROJECT MANAGER, OPERATIONS WEST

DOMINION VOTING SYSTEMS, INC.

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1.619.416.1783 (mobile)

From: Quach, Cuong (REG) <cuong.quach@sfgov.org>
Sent: Friday, September 18, 2020 3:45 PM
To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Cc: Travis Kester <travis.kester@dominionvoting.com>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>; Huang, Regan (REG) <regan.huang@sfgov.org>; Law, Alice (REG) <alice.law@sfgov.org>
Subject: Re: [EXTERNAL] RE: Screen Content Review

Thanks, I'm cc Regan and Alice, in case you need their assistance with burning new usb or pw card.
Thank you, Cuong

Sent from my iPhone

On Sep 18, 2020, at 3:43 PM, Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org> wrote:

Hi Travis,

Thanks for the update! I will look for something from you then.

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
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From: Travis Kester <travis.kester@dominionvoting.com>
Sent: Friday, September 18, 2020 3:37 PM
To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Cc: Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Quach, Cuong (REG) <cuong.quach@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>
Subject: RE: [EXTERNAL] RE: Screen Content Review

Hi Tisa, we are estimating at or around 5pm – I apologize for the delay.

I will update you around that time to confirm if we are still on track as I certainly don't want anyone waiting around. I've stressed the importance to my team that we need to get this to you by EOD so we can be set for this weekend.

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From: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Sent: Friday, September 18, 2020 3:03 PM
To: Travis Kester <travis.kester@dominionvoting.com>
Cc: Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Quach, Cuong (REG) <cuong.quach@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>
Subject: RE: [EXTERNAL] RE: Screen Content Review

Hi Travis,

I am also curious, do we have a timeline for the arrival of the new package?

Thank you,
Tisa Ambrosino
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From: Travis Kester <travis.kester@dominionvoting.com>
Sent: Friday, September 18, 2020 1:05 PM
To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Cc: Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Quach, Cuong (REG) <cuong.quach@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>
Subject: RE: [EXTERNAL] RE: Screen Content Review

Thank you, Tisa.

One more thing and I apologize for the redundancy – could we get screenshots of these items on the ICX? Even if you just take a photo with your phone that should suffice.

For the write in instruction that pops up for Spanish, can we change it from "Escriba el nombre del candidato no registrado, por favor" to "por favor, escriba el nombre del candidato no listado."

Please change the "This contest blank! No ranked choices" Chinese translation to: 此競選項目存在空白。未排列優先選擇。

Please change the "This contest blank!" Chinese translation to: 此競選項目存在空白。

Please change the "This contest is undervoted!" Chinese translation to: 此競選項目投票不足。

Please change the "Your ballot is valid, but there are warnings." Chinese translation to: 您的選票是有效的，但注意提醒。

Please change the "There are unranked choices!" Chinese translation to: 這不是優先選擇。

This is purely so we can make sure we are making the correct change, as these items can be deceptively tricky (as they have been in previous election cycles, as well).

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From: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Sent: Friday, September 18, 2020 12:54 PM
To: Travis Kester <travis.kester@dominionvoting.com>
Cc: Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Quach, Cuong (REG)

<cuong.quach@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>

Subject: RE: [EXTERNAL] RE: Screen Content Review

Hi Travis,

Thank you for the update. I will be able to come in this weekend, but unfortunately, on such short notice, my team is unable to come in to proof this weekend. They are able to stay a bit later today if we are able to finish around 6 or so today.

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

Sent: Friday, September 18, 2020 12:45 PM

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

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

Subject: RE: [EXTERNAL] RE: Screen Content Review

Thank you, Tisa!

We are currently in the process of figuring out MBS setting confirmation with Mayank (he had a few outstanding questions), and the team is getting some final input on outstanding screen items.

So we are delayed slightly, but the intention is still to get you new screen files today. Will you and your team have access to the ICXs this weekend?

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

Sent: Friday, September 18, 2020 11:09 AM

To: Travis Kester <travis.kester@dominionvoting.com>
Cc: Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Quach, Cuong (REG) <cuong.quach@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>
Subject: RE: [EXTERNAL] RE: Screen Content Review

Hi Travis,

Sorry I didn't provide that. My translation team typed out the original content for you and is as follows:

21. 這競選是無投選選擇的! 無排序性選擇
22. 這競選是無投選選擇的!
23. 這競選是畫記不足投票的!
24. 您的選票是有效的, 但是有警告
25. 有未經排序的選擇

And that's great to hear! Thank you for the update.

Best,
Tisa Ambrosino
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From: Travis Kester <travis.kester@dominionvoting.com>
Sent: Friday, September 18, 2020 10:54 AM
To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Cc: Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Quach, Cuong (REG) <cuong.quach@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>
Subject: RE: [EXTERNAL] RE: Screen Content Review

Wonderful, thank you Tisa! Could you please confirm what the Chinese text *currently* says for the below items you want changed?

21 Cantonese All Warning

Mandarin

Screen

Please change the "This contest blank! No ranked choices" Chinese translation to: 此競選項目存在空白。未排列優先選擇。

22	Cantonese Mandarin	All	Warning	Screen	Please change the "This contest blank!" Chinese translation to: 此競選項目存在空白。
23	Cantonese Mandarin	All	Warning	Screen	Please change the "This contest is undervoted!" Chinese translation to: 此競選項目投票不足。
24	Cantonese Mandarin	All	Warning	Screen	Please change the "Your ballot is valid, but there are warnings." Chinese translation to: 您的選票是有效的, 但注意提醒。
25	Cantonese Mandarin	All	Warning	Screen	Please change the "There are unranked choices!" Chinese translation to: 這不是優先選擇。

What's tough about these sorts of changes is that if we don't know what the text is saying to begin with they are very difficult to locate on the backend.

Additionally, we are hoping to have you new screen content this afternoon. We are waiting on Mayank to provide feedback on MBS settings so we can submit one complete package with everything ready.

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

Sent: Friday, September 18, 2020 9:12 AM

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

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

Subject: RE: [EXTERNAL] RE: Screen Content Review

Hi Travis,

English, Mandarin, and Cantonese audio are good to go!

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From: Travis Kester <travis.kester@dominionvoting.com>
Sent: Thursday, September 17, 2020 5:07 PM
To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Cc: Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Quach, Cuong (REG) <cuong.quach@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>
Subject: RE: [EXTERNAL] RE: Screen Content Review

Hi Tisa,

I know we said we'd send the whole package next, however we were able to implement your audio fixes relatively quickly in comparison to the screen items. I've uploaded new audio files to the MFT should you like to review the few fix requests you noted.

If you'd prefer to wait until tomorrow to review the fixes *with* screen content that's fine too, but if we manage to get the audio sign off beforehand that means all you'd really need to be checking for is that the audio is assigned to the correct contest/section on the ICX – since we already know the audio content itself is all good.

Please let me know how you'd like to proceed, thanks!

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From: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Sent: Thursday, September 17, 2020 2:48 PM
To: Travis Kester <travis.kester@dominionvoting.com>
Cc: Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Quach, Cuong (REG) <cuong.quach@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>
Subject: RE: [EXTERNAL] RE: Screen Content Review

Hi Travis,

That sounds great to me! Thank you for the update.

Tisa Ambrosino
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From: Travis Kester <travis.kester@dominionvoting.com>
Sent: Thursday, September 17, 2020 2:47 PM
To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Cc: Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Quach, Cuong (REG) <cuong.quach@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>
Subject: RE: [EXTERNAL] RE: Screen Content Review

Hi Tisa,

Our plan, with your approval, is to throw the next round of audio into the project itself so you can proof screen and audio at the same time – more akin to what the final project package will be.

Right now we are making screen and audio changes, while also working with Mayank and team to confirm MBS settings (this is for the ICE scanner). The plan is to throw everything into the project and hopefully have new files for you to review tomorrow.

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Sent: Thursday, September 17, 2020 2:07 PM
To: Travis Kester <travis.kester@dominionvoting.com>
Cc: Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Quach, Cuong (REG) <cuong.quach@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>
Subject: RE: [EXTERNAL] RE: Screen Content Review

Hi Travis,

I just wanted to follow up and see what the next step is. Will there be another round of audio proofing or are we moving onto screen and audio proofing? Do we have a time estimate on the next step?

Thank you!

Tisa Ambrosino
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From: Travis Kester <travis.kester@dominionvoting.com>
Sent: Thursday, September 17, 2020 11:40 AM
To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Cc: Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Quach, Cuong (REG) <cuong.quach@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>
Subject: RE: [EXTERNAL] RE: Screen Content Review

Great to hear! Thank you, Tisa.

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From: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Sent: Thursday, September 17, 2020 11:33 AM
To: Travis Kester <travis.kester@dominionvoting.com>
Cc: Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Quach, Cuong (REG) <cuong.quach@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>
Subject: RE: [EXTERNAL] RE: Screen Content Review

Hi Travis,

We have finished our proofing the of the audio and I have attached the file. Spanish and Filipino are good to go! There are just two names in English that are still hard to understand, but I think adding pauses will fix that.

With the Chinese text there are a few more corrections, but also minimal. The once

concerning one is that there was audio for two candidates last time in Cantonese, Marjan Philhour and Veronica Shinzato, and now there are two files of audio for Shinzato.

Thank you for your patience and I think the next round we will be good to go!

Thanks,
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From: Travis Kester <travis.kester@dominionvoting.com>
Sent: Thursday, September 17, 2020 9:41 AM
To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Cc: Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Quach, Cuong (REG) <cuong.quach@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>
Subject: RE: [EXTERNAL] RE: Screen Content Review

Hi Tisa, is it not in the Audio Studio File Names folder on the MFT?

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From: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Sent: Thursday, September 17, 2020 9:33 AM
To: Travis Kester <travis.kester@dominionvoting.com>
Cc: Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Quach, Cuong (REG) <cuong.quach@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>
Subject: RE: [EXTERNAL] RE: Screen Content Review

Hi Travis,

Thank you for the files. I do not see an Excel spreadsheet of the updated text included. Do you mind sending that along so we can proof the audio against that?

Thank you,

Tisa Ambrosino
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From: Travis Kester <travis.kester@dominionvoting.com>
Sent: Thursday, September 17, 2020 9:22 AM
To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Cc: Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Quach, Cuong (REG) <cuong.quach@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>
Subject: RE: [EXTERNAL] RE: Screen Content Review

Hi Tisa,

The new audio files are on the MFT! Please review your noted fixes and let me know if there are any other issues. I've passed along your screen content feedback to the team.

Here is my proposed game plan moving forward - after we receive feedback on this round of audio, I think we should transition to proofing the entire package (i.e., proofing the screen *and* corresponding audio at the same time on the ICX). This way we make sure everything lines up.

Although I'm sure it won't be an overnight process to get everything wrapped up, once we determine the project is ready I'll notify Cuong and team so we can start burning media for L&A, which we can *hopefully* kick off next week if things go to plan.

Best,

TRAVIS KESTER | PROJECT MANAGER, OPERATIONS WEST

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From: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Sent: Thursday, September 17, 2020 8:27 AM
To: Travis Kester <travis.kester@dominionvoting.com>
Subject: RE: [EXTERNAL] RE: Screen Content Review

Good morning Travis,

Sounds good. Here is the updated spreadsheet with everything included.

Best,
Tisa Ambrosino
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From: Travis Kester <travis.kester@dominionvoting.com>
Sent: Wednesday, September 16, 2020 7:55 PM
To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Cc: Lee, Catherine (REG) <catherine.lee1@sfgov.org>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Huang, Regan (REG) <regan.huang@sfgov.org>; Law, Alice (REG) <alice.law@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>
Subject: RE: [EXTERNAL] RE: Screen Content Review

Hi Tisa, that's great to hear! Glad that fixes were minor in nature. Could you please pass us along the whole thing once you have all of your consolidated feedback? The team is still working on the audio – so by the time you hand us the complete feedback on the screen I'm hoping we can trade you for the new audio.

Thanks, and have a good night!

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From: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Sent: Wednesday, September 16, 2020 5:12 PM
To: Travis Kester <travis.kester@dominionvoting.com>
Cc: Lee, Catherine (REG) <catherine.lee1@sfgov.org>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Huang, Regan (REG) <regan.huang@sfgov.org>; Law, Alice

(REG) <alice.law@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>

Subject: RE: [EXTERNAL] RE: Screen Content Review

Hi Travis,

I have compiled all of the changes from today (the issues seem minor and like they will be easy fixes!), but the Chinese team would like to change the text of some warnings because they are not understandable. They will not be able to do this until first thing in the morning. So, I have attached everything else to this email in case you want to pass it along to get started on changes. If you would like to hold off, that is fine and I will resend the spreadsheet in the morning when I have their translations.

Please let me know if you have any questions.

Have a great evening!

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

Sent: Wednesday, September 16, 2020 9:44 AM

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

Cc: Lee, Catherine (REG) <catherine.lee1@sfgov.org>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Huang, Regan (REG) <regan.huang@sfgov.org>; Law, Alice (REG) <alice.law@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>

Subject: RE: [EXTERNAL] RE: Screen Content Review

That is correct, same activation codes and everything but V2 is updated with a few fixes.

Thanks for your flexibility!

TRAVIS KESTER | PROJECT MANAGER, OPERATIONS WEST

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Sent: Wednesday, September 16, 2020 9:42 AM
To: Travis Kester <travis.kester@dominionvoting.com>
Cc: Lee, Catherine (REG) <catherine.lee1@sfgov.org>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Huang, Regan (REG) <regan.huang@sfgov.org>; Law, Alice (REG) <alice.law@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>
Subject: [EXTERNAL] RE: Screen Content Review

Hi Travis,

Thank you. So, we should not proof the ICX content that was transferred over yesterday?

Thanks,
Tisa Ambrosino
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Sent: Wednesday, September 16, 2020 9:41 AM
To: Ambrosino, Santisia (REG) <santisia.ambrosino@sfgov.org>
Cc: Lee, Catherine (REG) <catherine.lee1@sfgov.org>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Huang, Regan (REG) <regan.huang@sfgov.org>; Law, Alice (REG) <alice.law@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>
Subject: RE: Screen Content Review

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Y:\USA\CA-California\sanfrancisco\2020\November General\Screen Content

Project package v2 is on your MFT, please use this project instead – thanks all.

TRAVIS KESTER | PROJECT MANAGER, OPERATIONS WEST

DOMINION VOTING SYSTEMS, INC.
1555 Doolittle Dr., Suite 100 San Leandro, CA 94577
1.866.654.8683 | DOMINIONVOTING.COM
1.619.416.1783 (mobile)

From: Travis Kester

Sent: Wednesday, September 16, 2020 9:30 AM

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

Cc: Lee, Catherine (REG) <catherine.lee1@sfgov.org>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Huang, Regan (REG) <regan.huang@sfgov.org>; Law, Alice (REG) <alice.law@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>

Subject: RE: Screen Content Review

Hi All,

I'm actually going to be sending over a new project shortly, the print headers were out of whack. I'll let you know when the project is ready, thanks!

TRAVIS KESTER | PROJECT MANAGER, OPERATIONS WEST

DOMINION VOTING SYSTEMS, INC.

1555 Doolittle Dr., Suite 100 San Leandro, CA 94577

1.866.654.8683 | DOMINIONVOTING.COM

1.619.416.1783 (mobile)

From: Travis Kester

Sent: Tuesday, September 15, 2020 3:41 PM

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

Cc: Lee, Catherine (REG) <catherine.lee1@sfgov.org>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Huang, Regan (REG) <regan.huang@sfgov.org>; Law, Alice (REG) <alice.law@sfgov.org>; Arntz, John (REG) <john.arntz@sfgov.org>

Subject: Screen Content Review

Hi Tisa,

I'm pleased to report that your preliminary project package with screen content is ready and on the MFT!

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Someone will need to download and import this project in the system, then burn requisite media when ready. Once everything is set you and the team can use the ICXs to run through ballots on the ICX. As a reminder, the ballot activation codes are precinct specific, and the technician/poll worker PIN is set to 51195119.

Ballot Activation:

Standard: 1##### (PCT Num), EDU: 2##### (PCT Num)

Please note that the logos are not in the project yet. Additionally, please use the standard change log format we used at the beginning of ballot programming for

physical ballots to mark issues. Like physical ballot proofing you should only need to review one ballot per ballot type. Please let me know if you or the team runs into any issues – thanks!

TRAVIS KESTER | PROJECT MANAGER, OPERATIONS WEST

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1.866.654.8683 | [DOMINIONVOTING.COM](https://www.dominionvoting.com)

1.619.416.1783 (mobile)