

From: Commissioner Jerdonek

Date: July 18, 2022

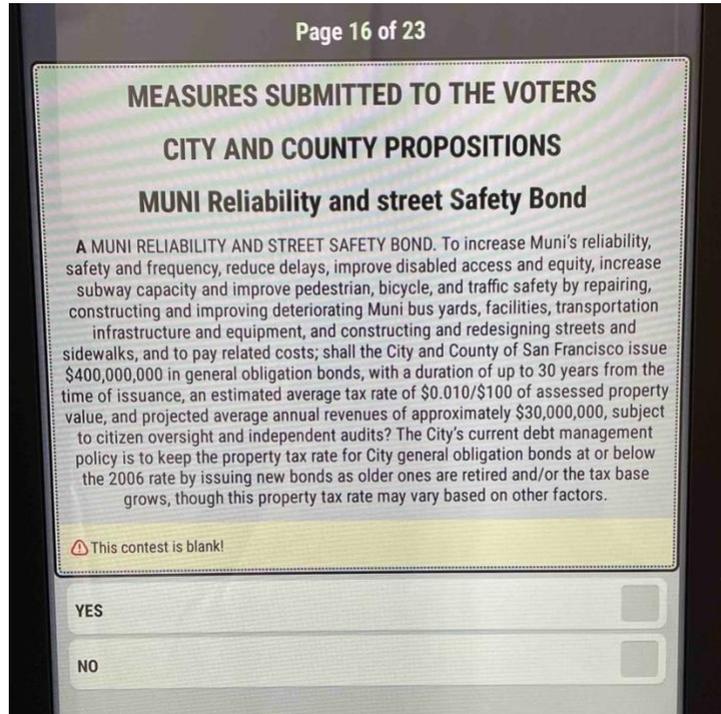
SUBJECT: Comments on BMD from June 7, 2022 Election

The purpose of this memo is to record some notes I took about my use of the Dominion ImageCast X accessible ballot-marking device (BMD) during the June 7, 2022 election. These notes could potentially be used to inform future improvements to BMD's or San Francisco's use of them.

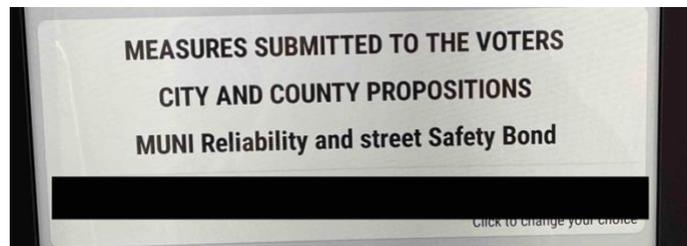
I first used the BMD during the April 19, 2022 election to better understand the process of voting for voters with disabilities. That election only had one contest, so I also used the BMD during the June 7, 2022 election, which was a much fuller election. In the June election, I also used the BMD's audio (headphone) interface, as well as the keypad (arrow) interface.

1. It took the poll worker a few tries to activate the BMD because they were typing in the wrong code (login code vs. activation code). (This also happened during the April election.)
2. I had wanted to use the audio, so the poll worker had to redo the activation process a second time to activate the audio. (Maybe in the future the BMD could let the voter enable the audio on their own so the poll worker doesn't need to intervene during activation?)
3. The keypad navigation didn't seem to let me paginate / skip ahead to later pages of the candidate list, or to the next contest. I had to manually click through every candidate to go to the next contest, which takes a while when there are many candidates (e.g. the governor's race, which had 26 candidates). However, if you choose a candidate, then it lets you skip through.
4. The pronunciation was wrong for some candidates. For example, if I remember right, it said "Puh-DILL-uh" (with a hard "L") for Alex Padilla, instead of a Y sound.

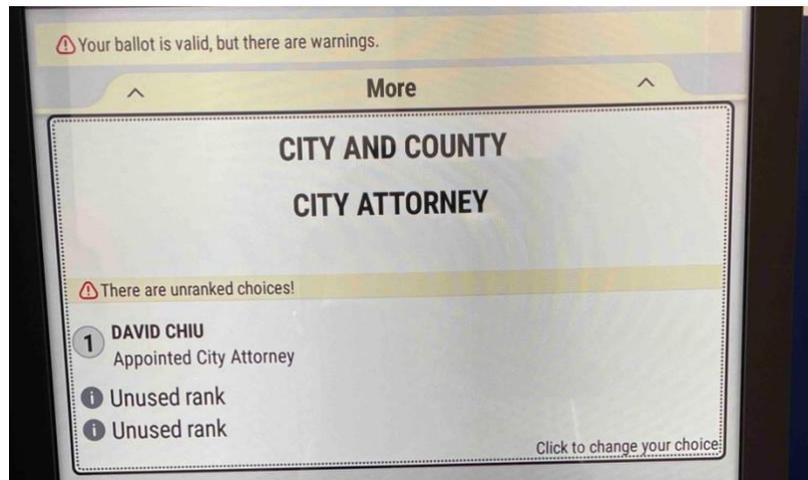
5. When reading the ballot propositions / measures on the screen, the proposition letter is only shown within the main text and not part of the title (see example image below for Measure A).



6. On the review screen for reviewing your choices, when reviewing your choice for a proposition or ballot measure, the proposition letter isn't shown at all (see example image below for Measure A).



7. For a ranked-choice voting contest with only one candidate, the screen shows a warning (“There are unranked choices!”) after you rank the candidate, even though there aren’t any other candidates on the ballot (see image below).



8. After the ballot was printed out, the poll worker didn’t know what to do with the printed ballot and had to call the election center. (This also happened during the April election.)
9. When using the audio interface, I noticed it was hard to hear / focus on what was being said through the supplied headphones when other people are talking in the room. This is different from filling out a written ballot, where it’s not an issue (at least for me).