

# Attachment 1

Disability Community Feedback on Dominion ICX Voting System

**DRAFT: For Discussion Only**

**Subject: Disability Community Feedback - Dominion ICX Voting System**

September 10, 2018

On behalf of the City and County of San Francisco's Voting Accessibility Advisory Committee (VAAC), please consider our recommendations for improving Dominion ICX Voting System's accessibility and usability by people with disabilities.

The VAAC is thankful that you took the time to present the Dominion ICX Voting System at the VAAC meeting on July 31, 2018. We look forward to our continued collaboration to enhance the accessibility and user experience of your product and help ensure that the voting process is cohesive with the voiced access needs of our disability community.

The Dominion ICX Voting System incorporated some desirable features expressed by our members. The handheld control's large size, different colors and shapes are helpful for usability, despite it having an "ancient" appearance. Additionally, the blackout screen is a great function to ensure private voting.

There are some recommendations for improvement pertaining to other accessibility features of the voting system. What follows are potential solutions for consideration.

## 1. Platform

Issue:

- **It is not disability friendly for independent use during voting and scanning ballot.**
  - A person cannot start the process without any help, a staff person would have to set it up.
  - After finishing voting, staff need to help blind people print out the paper and walk it to another machine to scan the result.

Proposed Solution:

Allow for greater independence while voting. Blind voters and/or people with low vision should be able to independently select to print the paper on the voting machine and use the same machine to scan the ballot. This way, there would be less of a need to have staff assist with submitting the ballot.

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### 2. Audio

#### Issue:

- **Audio instructions are not accessed independently**
  - A blind voter cannot start the audio function independently. Before the audio function will work; the audio function must be selected on the touchscreen, something that a blind voter cannot do because they cannot see the touchscreen.
  
- **The speech output is a synthesized voice rather than a human voice.**
  - The synthesizer “voice” of instructions sound is not clear, and is outdated.
  - If a person were not use to this synthesizer, it would take a while to get used to it.
  
- **There were technical difficulties with the speech output.**
  - The machine for scanning the ballot did not speak. Three staff members came by to help but no one knew why it did not talk. The person was not able to vote.

#### Proposed Solutions:

The audio instructions should already be enabled on the touchscreen so voters do not have to select it. Additionally, the audio instructions should be tested prior to the voters’ use so they will not encounter non-functional equipment. The synthesized voice should be replaced by a human voice so it is clearer and easier to understand. It could be a recording of instructions in different languages to be user friendly.

### 3. Zoom option

#### Issue:

- **The zoom feature should allow for a greater range of enlargement.**
  - Currently there are only two size options to enlarge text on the zoom feature.

#### Proposed Solution:

Customize the zoom feature to allow for a greater range of enlargement, this way people with varying degrees of low vision can utilize this feature. At the minimum, start the zoom feature at 18+ Sans Serif Fonts. Anything below that is not considered large print.

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## 4. Voting Machine Usability

Issue:

- **Voting machine is difficult to use.**
  - The platform that holds the touchscreen is not adjustable for ease of use and disability access.
  - There is more than one race per screen which makes it difficult and confusing to use.
  - There is a lack of confidence in the process and comfort using the machine.
  - The voting process and machine is difficult to understand.

Proposed Solution:

The platform that holds the screen should be adjustable so people with different heights and reach ranges can access the screen's features. Additionally, there should be one race per screen to make it easier to reach and less confusing; this will make sure that blind and low vision voters can vote privately and independently. For instance, Los Angeles' new voting system, VSAP, has one race per screen to allow immediate access for people who are blind or low vision. The system has been extensively user tested.

Outreach staff should discuss strategies for how to get the word out about using the accessibility features of the machine. A representative from the outreach division should explain how to use the machine prior to its use.

Thank you for reviewing our concerns and exploring our proposed solutions. In order for us to support the most accessible product, a meaningful conversation between all parties involved and creative problem solving is essential. We look forward to having you come back to the VAAC with an updated plan for the Dominion ICX Voting System.

Sincerely,