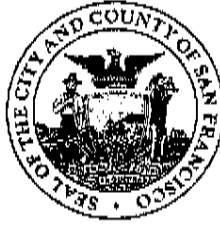


DEPARTMENT OF ELECTIONS
City and County of San Francisco
www.sfgov.org/election



John Arntz
Director

To: Joyce McCloy, NC Coalition for Verified Voting
Re: Eagle messages translations
Date: January 31, 2007

VIA FACSIMILE 866-500-8910

Dear Ms. McCloy:

In response to your request, I am faxing you a copy of our tri-lingual Eagle messages tent card. This information is printed on heavy card stock folded down the middle, and it stands on top of the Eagle. I believe Jungle Communications does most of the translations for our department (<http://www.webjungle.com/home.html>).

Pollworkers who only speak English point to the message in English on the card and allow the voter to read the relevant Chinese or Spanish translation. If the voter has further questions or is unable to communicate his or her intent, and there is not a bilingual pollworker at that precinct, the pollworker calls the multilingual voter hotline for Cantonese, Mandarin, Spanish, and Russian speakers. (We have found that some Chinese-speaking voters do not read Chinese characters, or may not recognize characters for election-specific words (e.g., "ballot" or "candidate") so having spoken help available on Election Day is key.)

In the hopes that others may profit from our experience, I should tell you that we have received some feedback that the writing is too small on the attached version of the tent card, so we are looking at redesigning it to fit into an 8.5 x 11 stand such as the one below (copied off the Office Depot website). This would increase visibility and legibility. Accessibility requirements mandate that font size be at least 14-pt but for Chinese characters, 14-pt is still too small for some voters to read easily.

I hope this information is helpful to you..

Best regards,

A handwritten signature in black ink that reads "Frances Matthew".

Frances Matthew
Training Division



