



January 17, 2020

California Secretary of State  
Office of Voting Systems Technology Assessment  
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### **Comments on Los Angeles County VSAP 2.0 and Interactive Sample Ballot 1.2**

For the decades since the Help America Vote Act and Americans with Disabilities Act, we have struggled to meet the goals of these laws to ensure that everyone can vote independently and privately.

The Voting System for All People is an important advance—most importantly, that every one of the ballot-marking devices is fully accessible and includes every language the County supports, ending the segregation of voters with disabilities, low literacy, or who need to vote in an alternative language.

The Center for Civic Design was honored to serve on the Technical Advisory Committee. We were able to see how the design thinking approach allowed the County to explore every aspect of a usable and accessible voting system.

The collaboration with so many community groups and the open and inclusive process they followed sets a standard few other systems meet. The thorough usability testing, demonstrations, and pilot elections have meant that thousands of voters in Los Angeles have been involved in the process of designing the VSAP.

The design itself is also an example of best practice: The clear, simple interaction helps voters focus on the task of marking and casting their ballot. Innovations like the Interactive Sample Ballot bring new ways to support voters, keep lines moving, and help voters keep track of their intent, even on long ballots.

We look forward to seeing Los Angeles voters using VSAP in the next election.

A handwritten signature in black ink that reads "Whitney Quesenbery".

Whitney Quesenbery  
Co-Director, Center for Civic Design