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RECEIVED  
SUPERVISOR OF ELECTIONS  
LEON COUNTY, FLORIDA  
2006 AUG 21 A 10:04

Dear FL Users:

It has come to our attention after a number of inquiries from several of our iVotronic 12 inch screen users that some of your screens are exhibiting slow response times. After receiving some of these terminals in our Omaha, NE facility we were able to replicate a slow response during our testing.

After further analysis of the issue it has been determined that touchscreens on units with previous versions of firmware did not exhibit this condition. Therefore, our Engineering and Development Teams reviewed the differences in firmware code for versions 8.0.1.2 and 7.4.5.0 to establish the possible cause of this condition.

We have determined that the delayed response time is a result of a smoothing filter that was added to iVotronic firmware versions 8.x and higher. This smoothing filter waits for a series of consistent touchscreen reads before a candidate name is highlighted on the ballot. In some cases, the time lapse on these consistent reads is beyond the normal time a voter would expect to have their selection highlighted. This delayed response to touch may vary from terminal to terminal and also may not occur every single time a terminal is used.

The improvement will require an update to the firmware, and state-level certification. We have already taken steps to make the necessary changes to the firmware. Our plans are to certify this in the state of Florida in time for use for the November, 2006 General Election. This firmware upgrade would not involve any Unity software changes or upgrades to any other component of your voting system. This firmware change is only necessary for the 12" size iVotronic screens.

In order to avoid any potential issues at the polls on September 5<sup>th</sup>, it is our recommendation that you train your poll workers and voters to expect this slightly delayed response time for their highlighted selections. We have included with this mailing a sample voting booth instruction sign for your review and use.

It is important to note that this delayed response time in no way affects the integrity or reliability of the iVotronic voting system. All votes will be recorded securely and accurately as they always have been. No other functionality within the iVotronic system is compromised or affected by this issue.

It is our goal and focus at ES&S to provide secure, accurate and reliable voting systems to all of our clients worldwide. On behalf of ES&S, I can assure you that we are working with the Florida Division of Elections to rectify this situation and to prevent it from being an issue in all other future elections.

We will keep you posted on our developments as we work through the necessary phases of implementing this firmware in our 12" iVotronic screen counties in Florida.

Thank you for continued support.

Sincerely,

Linda Bennett  
Regional Account Manager

Cc: David R. Drury, Chief, Bureau of Voting Systems Certification