

## Sasha Linker

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**From:** Stephen Petzold <[REDACTED]>  
**Sent:** Sunday, August 11, 2019 6:44 AM  
**To:** CommAsst  
**Subject:** Public Comment for August Meeting

I hope that the Commission will work with the staff to improve the process for filing a complaint on the FPPC web site. It can be made more user friendly.

Three suggestions....

The area for placing text in the complaint is very small. The user needs to scroll up and down to review the written complaint to review information entered and check for accuracy and grammatical mistakes.

Second and most important in my opinion, the complainant does not receive a copy of the complaint with the confirmation letter. This is important information to have for keeping records. I suggest that a copy of the written complaint be included with the COM verification number.

To get a copy of my own complaints, I have to file a California Public Records Act request. This is not very efficient for the complainant or the commission staff.

Third, I find the Captcha difficult to see and follow. Currently there are a number of pictures and the complainant has to pick the correct ones to file. For example there are a number of pictures and the complainant has to pick the ones that have a "crosswalk". Sounds simple, but it is not user friendly. How about only one picture which is obvious to the complainant, or one that is textual?

I encourage Commission members to attempt to file test complaints to see what users need to navigate.

Sincerely,

Stephen C Petzold  
[REDACTED]

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Steve Petzold  
[REDACTED]