

Voye, David

From: Juliet Zavon <julietzavon@gmail.com>
Sent: Monday, May 3, 2021 12:08 PM
To: # Board of Elections
Subject: Voter confusion - No info on postage due on mail-in ballots

Warning! This email was sent from an external source. Please be sure you recognize the sender and use caution when clicking on links and/or opening attachments.

Dear Board of Elections Members,

Voter confusion. Mail ballot instructions do not say that the voter must pay postage or what the correct postage is. As of yesterday May 2, I could not find this information on the Elections Division website either. Yet the Postal Service requires election officials to inform voters of the amount of postage required to return their ballots. Not only does federal law require proper postage, but it also helps ensure timely processing and delivery.

What will be done to inform the public and correct this situation? Will the website post this info prominently? Will it be added to the instructions for the mail ballots that haven't been sent out yet?

In 2020 postage was prepaid in both elections. The reversal of this policy, the county's decision not to pay postage for the upcoming election, is causing widespread confusion which voters are posting on social media along with worries about it being intentional, a ploy to undermine voting.

Yours truly,
Julie Zavon
cell: 513-250-9778

Voye, David

From: Fyock, Debra R <drf4@pitt.edu>
Sent: Monday, May 3, 2021 2:58 PM
To: # Board of Elections
Subject: Board of Elections meeting: Unacceptable Customer service

Warning! This email was sent from an external source. Please be sure you recognize the sender and use caution when clicking on links and/or opening attachments.

Hello,

The following is an example of the customer service that I just received when I called the Allegheny County Election Division. I used the number provided on the Mail In Ballot envelope.

I got on the call at approximately 2:10 pm. I was informed (can't remember the exact words) that there would be a wait. I decided to wait. I then got a message that informed me that I was #18 in line. In one minute intervals after that, I received an update with my number in line and the expected wait time. By 2:20, I was informed that there was one person in line in front of me and my wait time would be approximately 3 minutes. At 2:23, I did not speak with anyone in the Elections Division office, but was given one choice: to leave a message on voicemail so that someone could get back to me.

Historically, I have never received a return call from the Elections Division, and I am not optimistic now. Aside from that, it is not acceptable customer service to keep someone waiting for 13 minutes with the clear promise that someone will be answering the call, only to be dumped into a voicemail.

From my experience today, customer service at the County Elections Division does not appear to be improving.

Debra Fyock
15210