



Municipality of Anchorage

P.O. Box 196650 • Anchorage, Alaska 99519-6650 • Telephone: (907) 343-4311 • Fax: (907) 343-4313 <http://www.muni.org/assembly>

Office of the Municipal Clerk

TO: Daniel Smith, Election Observer

FROM: Barbara A. Jones, Municipal Clerk *BAJ*

DATE: April 24, 2022

SUBJECT: Response to Your Complaint re Ballots not Received

Thank you for your complaint filed on April 3, 2022. Because your concern was about voters not receiving their ballots, we responded immediately by email on April 3, 2022 with a partial response to include that the MOA Elections Team (1) corrected one statement in the complaint, that there was no statement that anyone at MOA Elections had “received many reports of ballots not arriving in the Sand Lake area....” And (2) as a remedy to the request in the complaint to issue a public service announcement (PSA), the MOA Elections Team stated it

issued [a] ... press release on Friday, and another press release will be issued on Monday.... Please help us share the message: if you know of voters who have not received a ballot, please ... encourage voters to go to one of the three Anchorage Vote Centers; or ask them to call the Voter Hotline at 907-243-VOTE (8683) ... to request a fax or email ballot; or ... to discuss other voter services.

We stated we would provide more information in response to your complaint, in particular, information from the USPS when we received it; we had not received that information as of the Public Session of Canvas on Monday, April 18, but have since received and included that information below. Thus, we offer the following regarding your complaint that ballots had not been received by voters:

Background: Although similar, but slightly different than some of the statements in the complaint, on Thursday, March 31, 2022, the Chair of Loussac Library Vote Center contacted the Election Center staff and requested additional counter ballots for two different ballot styles (1941 and 1944) because she was informed by two voters at addresses she believed were within those ballot styles that the voters had not received their ballot packages. Since the Chair of Loussac Library requested the additional counter ballots, the Deputy Clerk knew the street names where these two voters lived. Contrary to the statement in this paragraph of your complaint, the vote center was not experiencing higher than expected “in person” turnout for those areas. The purpose of the request for the additional ballot styles from the Chair was to be prepared in the event that more voters from these areas appeared at the vote center over the weekend.

On Thursday, March 31, 2022, when as Clerk, I heard about the concern from the Deputy Clerk and you, I used the information regarding the statement that voters had not received their ballot packages in the area covered by the two ballot styles to inform the USPS about your concern. (2022-0331 Email with the ballot styles maps.)

The Anchorage Vote at Home/Vote by Mail Election System provides many options for voters to vote. Voters are encouraged to vote their mailed ballot. As detailed in a response to a previous Observer

Complaint filed on March 31, 2022, we included a response regarding the USPS, including that Anchorage ballot packages were delivered to USPS on Monday, March 14, the printing and mailing vendor reported it wasn't seeing expected delivery information. Following other inquiries, on March 21, Anchorage USPS Officials reported that the MOA ballot packages had been received were delivered on that day. (See Response to Henslee Complaint from March 31, 2022.) Voters who did not receive their ballot packages by Monday, March 21 were encouraged to call the MOA Voter Hotline and request a replacement ballot package; the replacement ballot packages are and were mailed the following business day. Voters have until 7 days before Election Day, or Tuesday, March 29 to request a replacement ballot package to be mailed and the Elections Team processed all those requests. Voters who called after March 29 and stated they did not receive a ballot package are offered other options to vote: The Anchorage Voter Centers opened on Monday March 29 and were open for nine days, until 6:00 p.m. each day, except Saturdays and Sundays, when they were open, but had more limited hours, and on Election Day, April 5 when the Vote Centers were open from 7:00 a.m. – 8:00 p.m. Voters are also informed that they may vote by email or vote by fax and voters are provided that information. Finally, voters who are hospitalized, home bound, or disabled are offered the option to vote a Special Needs ballot package on or before Election Day. Although there were numerous articles in the local media on the election and how to vote, the MOA Elections Team made the following announcements specifically regarding options for voting, including in-person voting:

- **January 2022 - MOA Elections webpage** at www.muni.org/elections, bright yellow button and yellow banner link to the webpage directly from on the MOA Homepage at www.muni.org
- **February 6 - Notice of Election** published in the Anchorage Daily News and the Municipal Website, including vote center hours.
- **March 12 – League of Women Voters Ballot Review** – delivered to every household in Anchorage.
- **March 21 and other dates – Social Media posts** reminding voters of dates Vote Centers open.
- **March 28 - Press Release** announcing the Anchorage Vote Centers Open beginning Monday, March 28 and detailing hours.
- **April 1 - Press Release** announcing the options to vote at home, by mail and in-person.
- **April 3 - Notice of Election** published in the Anchorage Daily News and on the Municipal website, including vote center hours.
- **April 5 - Press Release** reminder to vote on Election Day, at home or in person at a vote center.

Additional Information in Response to the Complaint:

- On Thursday, March 31, the MOA Elections Team contacted the USPS, and provided its understanding that voters in certain neighborhoods, covered by MOA Ballot Styles 1941 and 1944, may not have received ballot packages. We asked the USPS if there was anything it could do to address this. (See 2022-0331 MOA Elections email attached.)
- On April 1, 2022, the USPS provided a request for specific addresses since the ballot styles cover several routes, and the USPS Official indicated he lived in this area and his household received their ballot packages. On the same date, MOA Elections Team provided the specified street names that we had been provided. (See 2022-0401 MOA Elections email attached.)
- On April 1, the USPS provided an additional response that the Carrier indicated that ballot packages he received the prior day were marked “redeliver.” On April 2, the Elections Team responded with a request for further information on the meaning of the term “redeliver” (See 2022-0402 MOA Elections email.)
- On April 16, because the USPS had not responded to the April 2 follow up email re the meaning of “redeliver,” the Elections Team followed up with the USPS again inquiring about the meaning of the term “redeliver” and also a follow up question regarding which “routes still have not received their ballots” and how did the Carrier know this.

- On April 18 at 5:02 p.m., the USPS informed the Elections Team that they would not be able to respond until April 19. (See 2022-0419 MOA Elections email attached.)
- On April 19, the USPS responded to the two questions as follows:
 - “After speaking with the manager at Sand Lake she confirms that the ballots she referred to that had a “redeliver” marking on them came to the carrier that way. Without actually seeing a ballot it is very hard for me to determine where the marking came from or what it meant.” (See 2022-0419 MOA Elections email attached.)
 - “As far as the carrier noticing some parts of the routes had not receive[d] ballots, he assumed because every house did not receive a ballot that some were missing. I don’t believe every house would have received a ballot, correct? If so, this would be a non-issue.” (See 2022-0419 MOA Elections email attached.)

Although MOA Elections understands your concern about this neighborhood and the precincts you identified, it is unclear from the complaint what information is being referred to in the complaint that would factually support the statement that “...these precincts [22-660 and 22-645] are reporting lower than average turnout...” because no turnout has been or is reported by precinct prior to the date of certification of the election.

As noted in your complaint, we are pleased to know that those voters you spoke with voted in person; the MOA Elections Team advocates for all voters who have not received a ballot and did not request a replacement ballot prior to the cutoff for replacement ballots on March 29, to go to a vote center to vote in person. In addition, depending on the voter’s circumstances, when voters who call to say they haven’t received a ballot after the deadline for requesting a replacement are also offered the opportunities to vote by email, to vote by fax, or to vote a Special Needs ballot if they qualify.

The information in response to the previous complaint regarding USPS and the information from the USPS in response to this complaint indicates that there was no issue with mailed ballots not being delivered to these certain ballot styles areas or neighborhoods in West Anchorage. Individual voters may, particularly those who participate in and received information from USPS “Informed Delivery” that their ballot package was scheduled for delivery, wish to contact the USPS with that information to see if the USPS can provide further information about their ballot package. MOA Elections would be happy to assist voters in that effort.

C: Dee Ennis, Observer Liaison
 Ralph Duerre, Observer Liaison
 Dennis Wheeler, MOA Elections Project Manager
 Observer Contacts for other campaigns



**ACCESSIBLE VOTE CENTERS OPEN ON MONDAY
DEADLINE TO REQUEST REPLACEMENT BALLOT ON TUESDAY
PRESS RELEASE**

March 28, 2022

FOR IMMEDIATE RELEASE

Anchorage Vote Center Open! The MOA Elections Team announces three Accessible Vote Centers (AVCs) open beginning today for the following services:

- In-person voting,
- replacing a lost or damaged ballot, providing a ballot to voters who didn't receive a ballot,
- dropping off a mailed ballot,
- receiving voter assistance or other voter services.

The AVCs are located at Anchorage City Hall, Loussac Library, and Eagle River Town Center. The AVCs are open the following days and hours:

Weekdays, March 28 – April 4, 9 a.m. – 6 p.m.

Saturday, April 2, 10 a.m. – 4 p.m.

Sunday, April 3, Noon – 5 p.m.

Election Day, April 5, 7 a.m. – 8 p.m.

The locations of the Accessible Vote Center can be found on the interactive map at muni.org/elections/AVC.

Request a Replacement Ballot! The MOA Elections Team members are standing by to answer calls to the Voter Hotline from voters who didn't receive a ballot in the mail. Voters are encouraged to call the Voter Hotline at 907-243-VOTE (8683) or email Elections@anchorageak.gov, but be sure to call before **the deadline to request a replacement ballot Tuesday, March 29 at 5:00 p.m.!**

Other Options for Voting. There may be other options for you to vote – call the Voter Hotline at 907-243-VOTE (8683).

For additional Municipal Election information, please visit muni.org/elections, call 907-243-VOTE(8683), or email elections@anchorageak.gov.

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CONTACTS:

Jamie Heinz, Acting Deputy Clerk – Elections
Phone: 907-243-VOTE (8683)
Email: elections@anchorageak.gov

Barbara A. Jones, Municipal Clerk



PRESS RELEASE

ANCHORAGE VOTES AT HOME, BY MAIL, AND IN PERSON!

April 1, 2022

FOR IMMEDIATE RELEASE

The Municipal Clerk's Election Team wants to help voters find a way to cast a ballot and reminds voters of the many options to vote in the April 5, 2022 Regular Municipal Election. Qualified, registered voters may

- Vote your mailed ballot;
- Vote in-person at one of the three Anchorage Vote Centers;
- Vote by fax or email, especially if you are out of town; or
- Vote a Special Needs Ballot in your own home if you are disabled, elderly, or sick.

Vote at Home/Vote by Mail: Voters are encouraged to vote and return their mailed ballot. Voters may return their voted ballot in one of three ways: (1) to a Secure Drop Box, (2) to an Anchorage Vote Center (AVC); or (3) by mail, through the US Postal Service (USPS) with a first class stamp. ***If voters return their ballot though the mail on either Monday, April 4 or Tuesday, April 5, please ask a postal worker to "hand cancel" or place a postmark on the envelope to make sure your vote will count!*** The last day for voters to return a ballot is Tuesday, Election Day, April 5, 2022.

Vote In Person at an Anchorage Vote Center (AVC): Voters may visit one of the three Anchorage Vote Center to vote in person if voters lost, damaged, didn't receive a mailed ballot, or prefer to vote in person. Voters must have proper identification to vote in person at an Anchorage Vote Center. The Anchorage Vote Centers have extended hours in 2022 including Saturday and Sunday hours and until 6:00 p.m. on weekdays. Here are the locations and hours for the Vote Centers:

- **City Hall**
DETOUR! 7th Avenue is closed this weekend for the Great Alaska Sportsman Show, so take 6th Avenue to F Street
632 West 6th Avenue, Room #155
Weekdays, March 28 – April 4, 9 a.m. – 6 p.m. *Open until 6:00 p.m.!*
Saturday, April 2, 10 a.m. – 4 p.m. *Open on Saturday!*
Sunday, April 3, noon – 5 p.m. *Open on Sunday!*
Election Day, April 5, 7 a.m. – 8 p.m.
All Municipal ballots will be available at this location.
- **Eagle River Town Center**
12001 Business Boulevard, Community Room #170
(same building as the library)
Weekdays, March 28 – April 4, 9 a.m. – 6 p.m. *Open until 6:00 p.m.!*
Saturday, April 2, 10 a.m. – 4 p.m. *Open on Saturday!*
Sunday, April 3, noon – 5 p.m. *Open on Sunday!*
Election Day, April 5, 7 a.m. – 8 p.m.
Only Chugiak-Eagle River ballots will be available at this location.
- **Loussac Library**
3600 Denali Street, First Floor, Assembly Chambers
Weekdays, March 28 – April 4, 9 a.m. – 6 p.m. *Open until 6:00 p.m.!*



Saturday, April 2, 10 a.m. – 4 p.m. *Open on Saturday!*

Sunday, April 3, noon – 5 p.m. *Open on Sunday!*

Election Day, April 5, 7 a.m. – 8 p.m.

All Municipal ballots will be available at this location.

Vote by fax or email: Voters, who are unable to vote their mailed ballot or unable to vote in person, may vote by fax or email. Voters must call the Voter Hotline at (907) 243-VOTE (8683) to request an Application to Vote by Fax or Email; voters should complete and return the application to MOA Elections as soon as possible, but no later than 5:00 p.m. AKDT on Monday, April 4, 2022, and applications will be processed as time allows. Instructions are included with the application.

Vote a Special Needs Ballot: Voters who are elderly, have a disability, are hospitalized, are sick, or have a positive COVID test, may vote a Special Needs Ballot. Voters should call the Voter Hotline at (907) 243-VOTE (8683) to request a Special Needs Ballot to be delivered to them and Election Officials will deliver a ballot to the voter, allow the voter to vote in privacy, and return the ballot to the Election Center.

Return Voted Ballots to Secure Drop Box: Voters are reminded that there are 18 Secure Ballot Drop Boxes throughout the City that are open 24 hours, 7 days-a-week until 8:00 p.m. on Election Day, April 5, 2022. Voters in line at a secure drop box by 8:00 p.m. on Election Day will be allowed to drop off their ballots. Voters can call the Voter Hotline at (907) 243-VOTE (8683) or search the online map of Secure Ballot Drop Box and Anchorage Vote Center Locations at www.muni.org/elections/dropbox to find the location of the closest secure drop box.

Voter Questions: Voters may get help with voting questions by visiting muni.org/elections, or calling the Voter Hotline at (907) 243-VOTE (8683).

Please remember to vote and encourage your friends and neighbors to do the same!

###

CONTACTS:

Jamie Heinz, Acting Deputy Clerk – Elections
Phone: 907-243-VOTE (8683)
elections@anchorageak.gov

Barbara A. Jones, Municipal Clerk
Phone: 907-243-VOTE (8683)
elections@anchorageak.gov



PRESS RELEASE
REMINDER TO VOTE TODAY - ELECTION DAY!

April 5, 2022

FOR IMMEDIATE RELEASE

The Municipal Clerk's Office reminds voters the last day to cast ballots in the Regular Municipal Election is TODAY, Tuesday, Election Day, April 5, 2022.

Vote at Home/Vote by Mail: Voters may return their mailed ballot to a Secure Drop Box, to an Anchorage Vote Center (AVC) or by US Postal Service (USPS) with a first-class stamp. Today is the last day for voters to return a ballot. ***If voters return their ballot though the mail on Tuesday, April 5, please ask a postal worker to "hand cancel" or place a postmark on the envelope to make sure your vote will count!***

Vote In Person at an Anchorage Vote Center (AVC): Voters may visit one of the three Anchorage Vote Center to vote in person if voters lost, damaged, or didn't receive a mailed ballot, or prefer to vote in person. Voters must have proper identification to vote in person at an Anchorage Vote Center. Voters in line at the AVC by 8:00 p.m. on Election Day will be allowed to vote or drop off their ballots. Here are the locations and hours for the Vote Centers on Election Day:

City Hall 632 West 6th Avenue, Room #155 Election Day, April 5, 7 a.m. – 8 p.m. <i>All Municipal ballots will be available at this location.</i>	Loussac Library 3600 Denali St., 1st Floor, Assembly Chambers Election Day, April 5, 7 a.m. – 8 p.m. <i>All Municipal ballots will be available at this location.</i>
Eagle River Town Center 12001 Business Boulevard, Community Room #170 (same building as the library) Election Day, April 5, 7 a.m. – 8 p.m. <i>Only Chugiak-Eagle River ballots will be available at this location</i>	

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Please remember to vote and encourage your friends and neighbors to do the same!

###

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Jamie Heinz, Acting Deputy Clerk - Elections
elections@AnchorageAK.gov
Phone: 243-VOTE(8683)

Barbara A. Jones, Municipal Clerk

From: [Jones, Barbara A.](#)
To: [\[REDACTED\] Alejandro \[REDACTED\] - Anchorage, AK;](#) [\[REDACTED\] Beverly \[REDACTED\] - Anchorage, AK;](#) [\[REDACTED\] Kimberly \[REDACTED\] - Anchorage, AK;](#) [\[REDACTED\] Chae \[REDACTED\] - Anchorage, AK](#)
Cc: [Heinz, Jamie L.](#)
Subject: MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages
Date: Thursday, March 31, 2022 10:37:00 PM
Attachments: [image001.jpg](#)

Dear Friends at the USPS: The Municipality of Anchorage Elections Team has received some information that voters in the neighborhoods designated as 1941 and 1944 in the map below did not receive their ballot packages to vote in the Municipal Election. We wanted to provide this information to the USPS in the event there is some action you could take to address this. The link to the map is provided below, in case you wanted to get into the details of the map. Thank you as always for your help with MOA Elections. Barbara Jones, Municipal Clerk

<https://muniorg.maps.arcgis.com/apps/webappviewer/index.html?id=a598b0522a3d434cafb93f20c5ce1a6>
<https://muniorg.maps.arcgis.com/apps/webappviewer/index.html?id=a598b0522a3d434cafb93f20c5ce1a6>



From: [Jones, Barbara A.](#)
To: [Heinz, Jamie L.](#)
Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages
Date: Friday, April 1, 2022 10:06:00 AM
Attachments: [image001.jpg](#)

Thank you!

From: Heinz, Jamie L. <jamie.heinz@anchorageak.gov>
Sent: Friday, April 1, 2022 9:48 AM
To: [REDACTED], Alejandro [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>; Jones, Barbara A. <barbara.jones@anchorageak.gov>; [REDACTED], Beverly [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>; [REDACTED] Kimberly [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>; [REDACTED], Chae [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>; [REDACTED] Melissa [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>
Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages

We know that Emerald Drive, Emerald Street, Jade Street, and the circles near those streets were affected but we do not know the extent of the area that did not receive the ballot packages.

Thanks,
Jamie Heinz, MMC
MOA Elections
[REDACTED]

From: [REDACTED] Alejandro [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>
Sent: Friday, April 1, 2022 9:21 AM
To: Jones, Barbara A. <barbara.jones@anchorageak.gov>; [REDACTED] Beverly [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>; [REDACTED], Kimberly [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>; [REDACTED], Chae [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>; [REDACTED] Melissa [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>
Cc: Heinz, Jamie L. <jamie.heinz@anchorageak.gov>
Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages
Importance: High

The station is asking which addresses did not received the ballots. Can you share it with us some specific address? 1941 and 1944 consist of several routes.

Based on the map 1944, my address is part of that. We received all our ballots in my household.

Thank You!
Alejandro [REDACTED] Supervisor, Business Mail Entry Unit



[REDACTED]
[REDACTED]@usps.gov [REDACTED] [REDACTED]

We value your feedback! Customer service surveys are periodically emailed to customers asking for feedback on how we're doing. Should you receive a survey, please take a moment to tell us about your most recent Business Mail Entry Unit (BMEU) experience. In the meantime, if there is any way we can improve your BMEU experience, please let us know. We look forward to hearing from you!

From: Jones, Barbara A. <barbara.jones@anchorageak.gov>

Sent: Thursday, March 31, 2022 10:38 PM

To: [REDACTED] Alejandro [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>; [REDACTED], Beverly [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>; [REDACTED] Kimberly [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>; [REDACTED], Chae [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>

Cc: Heinz, Jamie L. <jamie.heinz@anchorageak.gov>

Subject: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Dear Friends at the USPS: The Municipality of Anchorage Elections Team has received some information that voters in the neighborhoods designated as 1941 and 1944 in the map below did not receive their ballot packages to vote in the Municipal Election. We wanted to provide this information to the USPS in the event there is some action you could take to address this. The link to the map is provided below, in case you wanted to get into the details of the map. Thank you as always for your help with MOA Elections. Barbara Jones, Municipal Clerk

<https://muniorg.maps.arcgis.com/apps/webappviewer/index.html?id=a598b0522a3d434cafb93f20c5ce1a6>

From: [Jones, Barbara A.](#)
To: [REDACTED] Kimberly [REDACTED] - Anchorage, AK; Heinz, Jamie L.; [REDACTED] Alejandro [REDACTED] - Anchorage, AK; [REDACTED] Beverly [REDACTED] - Anchorage, AK; [REDACTED] Chae [REDACTED] - Anchorage, AK; [REDACTED] Melissa [REDACTED] - Anchorage, AK
Cc: [99522 SAND LAKE STATION, AK](#)
Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages
Date: Saturday, April 2, 2022 4:07:00 PM
Attachments: [image002.jpg](#)

Thank you for the response. Can you please let us know what "redeliver" means? Barbara

From: [REDACTED], Kimberly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>
Sent: Friday, April 1, 2022 5:49 PM
To: Heinz, Jamie L. <jamie.heinz@anchorageak.gov>; [REDACTED], Alejandro [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; Jones, Barbara A. <barbara.jones@anchorageak.gov>; [REDACTED], Beverly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED] Chae [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED] Melissa [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>
Cc: 99522 SAND LAKE STATION, AK [REDACTED]@usps.gov>
Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages

Hello,

I spoke to the carrier who is assigned at Emerald St and Jade St. Carrier mentioned he received a lot of Ballots yesterday that has "Redeliver" marking on them. He also delivered ballots sometime last week and noticed some part of his routes still have did not received their ballots.

We do not have Emerald Dr.

Thank you,

Kimberly [REDACTED]
Supervisor, Customer Service

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: Heinz, Jamie L. <jamie.heinz@anchorageak.gov>
Sent: Friday, April 1, 2022 10:47 AM
To: [REDACTED] Alejandro [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; Jones, Barbara A. <barbara.jones@anchorageak.gov>; [REDACTED] Beverly [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>; [REDACTED], Kimberly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED] Chae [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>; [REDACTED] Melissa [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>
Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages

CAUTION

links, or opening attachments.

STOP and CONSIDER

Hi Tito,

As requested by phone, attached are samples of the mail pieces. The first page is the outgoing mail piece that you'll likely prefer to look at; the second two pages are ballot return envelopes.

Thanks,
Jamie Heinz, MMC
MOA Elections
[REDACTED]

From: Heinz, Jamie L.

Sent: Friday, April 1, 2022 9:48 AM

To: [REDACTED] Alejandro [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>; Jones, Barbara A. <barbara.jones@anchorageak.gov>; [REDACTED], Beverly [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>; [REDACTED], Kimberly [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>; [REDACTED], Chae [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>; [REDACTED] Melissa [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>

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Thanks,
Jamie Heinz, MMC
MOA Elections
[REDACTED]

From: [REDACTED] Alejandro [REDACTED] - Anchorage, AK <>

Sent: Friday, April 1, 2022 9:21 AM

To: Jones, Barbara A. <barbara.jones@anchorageak.gov>; [REDACTED] Beverly [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>; [REDACTED] Kimberly [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>; [REDACTED] Chae [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>; [REDACTED], Melissa [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>

Cc: Heinz, Jamie L. <jamie.heinz@anchorageak.gov>

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Importance: High

The station is asking which addresses did not received the ballots. Can you share it with us some specific address? 1941 and 1944 consist of several routes.

Based on the map 1944, my address is part of that. We received all our ballots in my household.

Thank You!

Alejandro [REDACTED] s Supervisor, Business Mail Entry Unit



@usps.gov



We value your feedback! Customer service surveys are periodically emailed to customers asking for feedback on how we're doing. Should you receive a survey, please take a moment to tell us about your most recent Business Mail Entry Unit (BMEU) experience. In the meantime, if there is any way we can improve your BMEU experience, please let us know. We look forward to hearing from you!

From: Jones, Barbara A. <barbara.jones@anchorageak.gov>

Sent: Thursday, March 31, 2022 10:38 PM

To: [REDACTED] Alejandro [REDACTED] - Anchorage, AK <[\[REDACTED\]@usps.gov](mailto:[REDACTED]@usps.gov)>; [REDACTED], Beverly [REDACTED] - Anchorage, AK <[\[REDACTED\]@usps.gov](mailto:[REDACTED]@usps.gov)>; [REDACTED], Kimberly [REDACTED] - Anchorage, AK <[\[REDACTED\]@usps.gov](mailto:[REDACTED]@usps.gov)>; [REDACTED], Chae [REDACTED] - Anchorage, AK <[\[REDACTED\]@usps.gov](mailto:[REDACTED]@usps.gov)>

Cc: Heinz, Jamie L. <jamie.heinz@anchorageak.gov>

Subject: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages

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Dear Friends at the USPS: The Municipality of Anchorage Elections Team has received some information that voters in the neighborhoods designated as 1941 and 1944 in the map below did not receive their ballot packages to vote in the Municipal Election. We wanted to provide this information to the USPS in the event there is some action you could take to address this. The link to the map is provided below, in case you wanted to get into the details of the map. Thank you as always for your help with MOA Elections. Barbara Jones, Municipal Clerk

<https://muniorg.maps.arcgis.com/apps/webappviewer/index.html?id=a598b0522a3d434cafb9c93f20c5ce1a6>
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From: [Jones, Barbara A.](#)
To: [\[REDACTED\], Kimberly \[REDACTED\] - Anchorage, AK](#); [Heinz, Jamie L.; \[REDACTED\] Alejandro \[REDACTED\] - Anchorage, AK](#); [\[REDACTED\], Beverly \[REDACTED\] - Anchorage, AK](#); [\[REDACTED\], Chae \[REDACTED\] - Anchorage, AK](#); [\[REDACTED\], Melissa \[REDACTED\] - Anchorage, AK](#)
Cc: ["99522 SAND LAKE STATION, AK"](#)
Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages
Date: Saturday, April 16, 2022 1:22:00 PM
Attachments: [image001.png](#)
[image003.png](#)
[image004.jpg](#)

Dear USPS friends. Thank you for the email response below. The Municipality desperately needs answers to the following questions by COB Monday, April 18.

We are inquiring regarding the statement that a USPS supervisor "spoke to the carrier who is assigned at Emerald St and Jade St. [And the] Carrier mentioned he received a lot of Ballots yesterday [March 31] that has "Redeliver" marking on them. He also delivered ballots sometime last week and noticed some part of his routes still have did not received their ballots."

First, as requested in our email of April 2, could you please let us know what "Redeliver" means?

Second, could you also please let us know what it means that the carries stated that he "noticed some part of his routes still have did not received their ballots"?

- Which were the "routes [that] still have not received their ballots" and how did the carrier know this?

Thank you for your help regarding providing answers to these questions as soon as possible and hopefully by Monday, April 18. Sincerely, Barbara

Barbara A. Jones
Anchorage Municipal Clerk
[REDACTED]
907-343-4313 (fax)
Barbara.Jones@AnchorageAK.gov (email)
www.muni.org/clerk (website)

Vision Statement: *The Anchorage Municipal Clerk's Office is dedicated to excellence by courteously, accurately, and timely performing its duties to facilitate a well-informed, well-served community and government officials, thus, maximizing public participation in the democratic process of local government. Ver. 1.0.*



From: Jones, Barbara A.

Sent: Saturday, April 2, 2022 4:08 PM

To: [REDACTED] Kimberly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; Heinz, Jamie L. <jamie.heinz@anchorageak.gov>; [REDACTED] Alejandro [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED] Beverly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED], Chae [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED] Melissa [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>

Cc: 99522 SAND LAKE STATION, AK [REDACTED]

Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages

Thank you for the response. Can you please let us know what "redeliver" means? Barbara

From: [REDACTED] Kimberly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>

Sent: Friday, April 1, 2022 5:49 PM

To: Heinz, Jamie L. <jamie.heinz@anchorageak.gov>; [REDACTED] Alejandro [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>; Jones, Barbara A. <barbara.jones@anchorageak.gov>; [REDACTED], Beverly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED] Chae [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED], Melissa [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>

Cc: 99522 SAND LAKE STATION, AK [REDACTED]@usps.gov>

Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages

Hello,

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We do not have Emerald Dr.

Thank you,

Kimberly [REDACTED]
Supervisor, Customer Service

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: Heinz, Jamie L. <jamie.heinz@anchorageak.gov>

Sent: Friday, April 1, 2022 10:47 AM

To: [REDACTED] Alejandro [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; Jones, Barbara A. <barbara.jones@anchorageak.gov>; [REDACTED] Beverly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED], Kimberly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED] Chae [REDACTED] - Anchorage, AK

[REDACTED]@usps.gov>; [REDACTED], Melissa [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>

Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages

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Hi Tito,

As requested by phone, attached are samples of the mail pieces. The first page is the outgoing mail piece that you'll likely prefer to look at; the second two pages are ballot return envelopes.

Thanks,
Jamie Heinz, MMC
MOA Elections
[REDACTED]

From: Heinz, Jamie L.

Sent: Friday, April 1, 2022 9:48 AM

To: [REDACTED] Alejandro [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; Jones, Barbara A. <barbara.jones@anchorageak.gov>; [REDACTED], Beverly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED], Kimberly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED], Chae [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED], Melissa [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>

Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages

We know that Emerald Drive, Emerald Street, Jade Street, and the circles near those streets were affected but we do not know the extent of the area that did not receive the ballot packages.

Thanks,
Jamie Heinz, MMC
MOA Elections
[REDACTED]

From: [REDACTED] Alejandro [REDACTED] Anchorage, AK < >

Sent: Friday, April 1, 2022 9:21 AM

To: Jones, Barbara A. <barbara.jones@anchorageak.gov>; [REDACTED], Beverly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED], Kimberly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED] Chae [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED], Melissa [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>

Cc: Heinz, Jamie L. <jamie.heinz@anchorageak.gov>

Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages

Importance: High

The station is asking which addresses did not received the ballots. Can you share it with us some specific address? 1941 and 1944 consist of several routes.

Based on the map 1944, my address is part of that. We received all our ballots in my household.

Thank You!

Alejandro [REDACTED] s Supervisor, Business Mail Entry Unit

[REDACTED]

[REDACTED] [@usps.gov](mailto:[REDACTED]@usps.gov) [REDACTED] [REDACTED]

We value your feedback! Customer service surveys are periodically emailed to customers asking for feedback on how we're doing. Should you receive a survey, please take a moment to tell us about your most recent Business Mail Entry Unit (BMEU) experience. In the meantime, if there is any way we can improve your BMEU experience, please let us know. We look forward to hearing from you!

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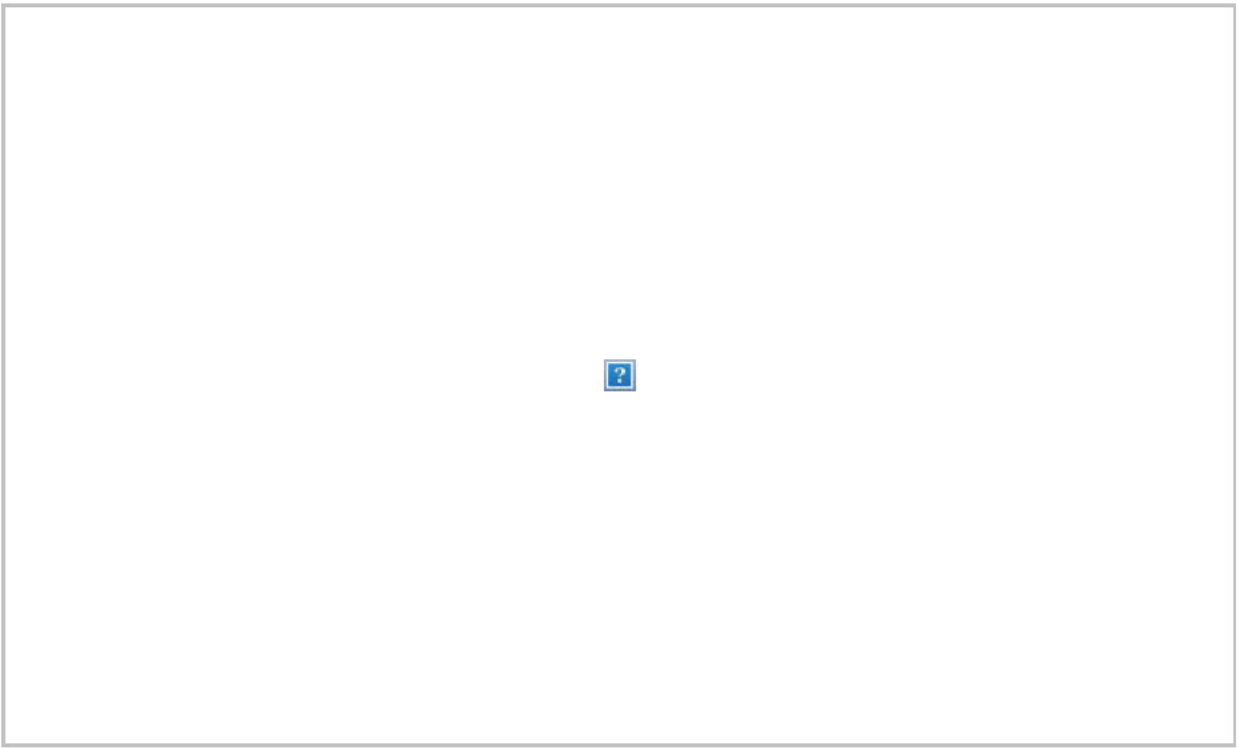
Cc: Heinz, Jamie L. <jamie.heinz@anchorageak.gov>

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<https://muniorg.maps.arcgis.com/apps/webappviewer/index.html?id=a598b0522a3d434cafb9c93f20c5ce1a6>



From: [REDACTED] [Melissa](#) - Anchorage, AK
To: [Jones, Barbara A.](#); [Heinz, Jamie L.](#); [REDACTED] [Alejandro](#) - Anchorage, AK; [REDACTED] [Beverly](#) - Anchorage, AK
Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages
Date: Monday, April 18, 2022 5:03:46 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.jpg](#)
[image004.png](#)

Barbara

I have been unable to speak with Kim regarding the information she provided you. I will follow up with the Anchorage PM to speak with the carrier tomorrow for clarification.

Thank you

Melissa

Melissa [REDACTED]
Manager, Customer Relations
Alaska District



[@usps.gov](#)



From: Jones, Barbara A. <barbara.jones@anchorageak.gov>
Sent: Saturday, April 16, 2022 1:23 PM
To: [REDACTED], Kimberly [REDACTED] - Anchorage, AK <[REDACTED]@usps.gov>; Heinz, Jamie L. <jamie.heinz@anchorageak.gov>; [REDACTED], Alejandro [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED] Beverly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED], Chae [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED], Melissa [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>
Cc: 99522 SAND LAKE STATION, AK [REDACTED]@usps.gov>
Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages

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First, as requested in our email of April 2, could you please let us know what “Redeliver” means?

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- Which were the “routes [that] still have not received their ballots” and how did the carrier know this?

Thank you for your help regarding providing answers to these questions as soon as possible and hopefully by Monday, April 18. Sincerely, Barbara

Barbara A. Jones

Anchorage Municipal Clerk

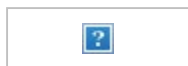
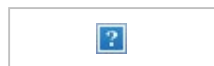
[REDACTED]

907-343-4313 (fax)

Barbara.Jones@AnchorageAK.gov (email)

www.muni.org/clerk (website)

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Sent: Saturday, April 2, 2022 4:08 PM

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[REDACTED] Beverly [REDACTED] - Anchorage, AK <[\[REDACTED\]@usps.gov](mailto:[REDACTED]@usps.gov)>; [REDACTED], Chae [REDACTED] - Anchorage, AK
[REDACTED] [@usps.gov](mailto:[REDACTED]@usps.gov)>; [REDACTED], Melissa [REDACTED] - Anchorage, AK [REDACTED] [@usps.gov](mailto:[REDACTED]@usps.gov)>
Cc: 99522 SAND LAKE STATION, AK [REDACTED] [@usps.gov](mailto:[REDACTED]@usps.gov)>
Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages

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Sent: Friday, April 1, 2022 5:49 PM
To: Heinz, Jamie L. <jamie.heinz@anchorageak.gov>; [REDACTED] Alejandro [REDACTED] - Anchorage, AK
[REDACTED] [@usps.gov](mailto:[REDACTED]@usps.gov)>; Jones, Barbara A. <barbara.jones@anchorageak.gov>; [REDACTED] Beverly [REDACTED]
- Anchorage, AK [REDACTED] [@usps.gov](mailto:[REDACTED]@usps.gov)>; [REDACTED] Chae [REDACTED] - Anchorage, AK [REDACTED] [@usps.gov](mailto:[REDACTED]@usps.gov)>;
[REDACTED], Melissa [REDACTED] - Anchorage, AK [REDACTED] [@usps.gov](mailto:[REDACTED]@usps.gov)>
Cc: 99522 SAND LAKE STATION, AK [REDACTED] [@usps.gov](mailto:[REDACTED]@usps.gov)>
Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages

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We do not have Emerald Dr.

Thank you,

Kimberly [REDACTED]
Supervisor, Customer Service

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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Sent: Friday, April 1, 2022 10:47 AM
To: [REDACTED] Alejandro [REDACTED] - Anchorage, AK [REDACTED] [@usps.gov](mailto:[REDACTED]@usps.gov)>; Jones, Barbara A.
<barbara.jones@anchorageak.gov>; [REDACTED], Beverly [REDACTED] - Anchorage, AK [REDACTED] [@usps.gov](mailto:[REDACTED]@usps.gov)>;
[REDACTED], Kimberly [REDACTED] - Anchorage, AK [REDACTED] [@usps.gov](mailto:[REDACTED]@usps.gov)>; [REDACTED] Chae [REDACTED] - Anchorage, AK
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Hi Tito,

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Thanks,
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MOA Elections
[REDACTED]

From: Heinz, Jamie L.
Sent: Friday, April 1, 2022 9:48 AM
To: [REDACTED], Alejandro [REDACTED] - Anchorage, AK [REDACTED] <[\[REDACTED\]@usps.gov](mailto:[REDACTED]@usps.gov)>; Jones, Barbara A. <barbara.jones@anchorageak.gov>; [REDACTED], Beverly [REDACTED] - Anchorage, AK [REDACTED] <[\[REDACTED\]@usps.gov](mailto:[REDACTED]@usps.gov)>; [REDACTED], Kimberly [REDACTED] - Anchorage, AK [REDACTED] <[\[REDACTED\]@usps.gov](mailto:[REDACTED]@usps.gov)>; [REDACTED], Chae [REDACTED] - Anchorage, AK [REDACTED] <[\[REDACTED\]@usps.gov](mailto:[REDACTED]@usps.gov)>; [REDACTED], Melissa [REDACTED] - Anchorage, AK [REDACTED] <[\[REDACTED\]@usps.gov](mailto:[REDACTED]@usps.gov)>
Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages

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[REDACTED]

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Sent: Friday, April 1, 2022 9:21 AM
To: Jones, Barbara A. <barbara.jones@anchorageak.gov>; [REDACTED] Beverly [REDACTED] - Anchorage, AK [REDACTED] <[\[REDACTED\]@usps.gov](mailto:[REDACTED]@usps.gov)>; [REDACTED], Kimberly [REDACTED] - Anchorage, AK [REDACTED] <[\[REDACTED\]@usps.gov](mailto:[REDACTED]@usps.gov)>; [REDACTED], Chae [REDACTED] - Anchorage, AK [REDACTED] <[\[REDACTED\]@usps.gov](mailto:[REDACTED]@usps.gov)>; [REDACTED], Melissa [REDACTED] - Anchorage, AK [REDACTED] <[\[REDACTED\]@usps.gov](mailto:[REDACTED]@usps.gov)>
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Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages
Importance: High

The station is asking which addresses did not received the ballots. Can you share it with us some specific address? 1941 and 1944 consist of several routes.

Based on the map 1944, my address is part of that. We received all our ballots in my household.

Thank You!

Alejandro [REDACTED] s Supervisor, Business Mail Entry Unit



[REDACTED]@usps.gov



We value your feedback! Customer service surveys are periodically emailed to customers asking for feedback on how we're doing. Should you receive a survey, please take a moment to tell us about your most recent Business Mail Entry Unit (BMEU) experience. In the meantime, if there is any way we can improve your BMEU experience, please let us know. We look forward to hearing from you!

From: Jones, Barbara A. <barbara.jones@anchorageak.gov>

Sent: Thursday, March 31, 2022 10:38 PM

To: [REDACTED], Alejandro [REDACTED] - Anchorage, AK [REDACTED]@usps.gov; [REDACTED], Beverly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov; [REDACTED], Kimberly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov; [REDACTED] Chae [REDACTED] - Anchorage, AK [REDACTED]@usps.gov

Cc: Heinz, Jamie L. <jamie.heinz@anchorageak.gov>

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<https://muniorg.maps.arcgis.com/apps/webappviewer/index.html?id=a598b0522a3d434cafb93f20c5ce1a6>

From: [REDACTED], Melissa [REDACTED] - Anchorage, AK
To: Jones, Barbara A.; Heinz, Jamie L.; [REDACTED], Alejandro [REDACTED] - Anchorage, AK; [REDACTED], Beverly [REDACTED] - Anchorage, AK
Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages
Date: Tuesday, April 19, 2022 1:14:51 PM
Attachments: [image004.png](#)
[image005.png](#)
[image006.png](#)

Barbara

After speaking with the manager at Sand Lake she confirms that the ballots she referred to that had a "redeliver" marking on them came to the carrier that way. Without actually seeing a ballot it is very hard for me to determine where the marking came from or what it meant.

As far as the carrier noticing some parts of the routes had not receive ballots, he assumed because every house did not receive a ballot that some were missing. I don't believe every house would have received a ballot, correct? If so, this would be a non-issue.

Please let me know if I can provide any further information or clarity.

Thank you
Melissa

Melissa [REDACTED]
Manager, Customer Relations
Alaska District



[s@usps.gov](#)



From: [REDACTED] Melissa [REDACTED] - Anchorage, AK
Sent: Monday, April 18, 2022 5:02 PM
To: Jones, Barbara A. <barbara.jones@anchorageak.gov>; Heinz, Jamie L. <jamie.heinz@anchorageak.gov>; [REDACTED], Alejandro [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED], Beverly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>

Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages

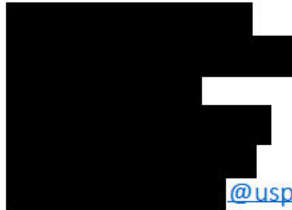
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Cc: 99522 SAND LAKE STATION, AK [REDACTED]@usps.gov>

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Thank you for your help regarding providing answers to these questions as soon as possible and hopefully by Monday, April 18. Sincerely, Barbara

Barbara A. Jones

Anchorage Municipal Clerk

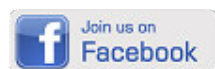
[REDACTED]

907-343-4313 (fax)

Barbara.Jones@AnchorageAK.gov (email)

www.muni.org/clerk (website)

Vision Statement: *The Anchorage Municipal Clerk's Office is dedicated to excellence by courteously, accurately, and timely performing its duties to facilitate a well-informed, well-served community and government officials, thus, maximizing public participation in the democratic process of local government. Ver. 1.0.*



From: Jones, Barbara A.

Sent: Saturday, April 2, 2022 4:08 PM

To: [REDACTED], Kimberly [REDACTED] - Anchorage, AK [REDACTED] [@usps.gov](mailto:[REDACTED]@usps.gov); Heinz, Jamie L. <jamie.heinz@anchorageak.gov>; [REDACTED], Alejandro [REDACTED] - Anchorage, AK [REDACTED] [@usps.gov](mailto:[REDACTED]@usps.gov); [REDACTED] Beverly [REDACTED] - Anchorage, AK [REDACTED] [@usps.gov](mailto:[REDACTED]@usps.gov); [REDACTED], Chae [REDACTED] - Anchorage, AK [REDACTED] [@usps.gov](mailto:[REDACTED]@usps.gov); [REDACTED], Melissa [REDACTED] - Anchorage, AK [REDACTED] [@usps.gov](mailto:[REDACTED]@usps.gov)

Cc: 99522 SAND LAKE STATION, AK [REDACTED] [@usps.gov](mailto:[REDACTED]@usps.gov)

Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages

Thank you for the response. Can you please let us know what “redeliver” means? Barbara

From: [REDACTED] Kimberly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>
Sent: Friday, April 1, 2022 5:49 PM
To: Heinz, Jamie L. <jamie.heinz@anchorageak.gov>; [REDACTED], Alejandro [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; Jones, Barbara A. <barbara.jones@anchorageak.gov>; [REDACTED], Beverly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED], Chae [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED], Melissa [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>
Cc: 99522 SAND LAKE STATION, AK [REDACTED]@usps.gov>
Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages

Hello,

I spoke to the carrier who is assigned at Emerald St and Jade St. Carrier mentioned he received a lot of Ballots yesterday that has “Redeliver” marking on them. He also delivered ballots sometime last week and noticed some part of his routes still have did not received their ballots.

We do not have Emerald Dr.

Thank you,

Kimberly [REDACTED]
Supervisor, Customer Service

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: Heinz, Jamie L. <jamie.heinz@anchorageak.gov>
Sent: Friday, April 1, 2022 10:47 AM
To: [REDACTED], Alejandro [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; Jones, Barbara A. <barbara.jones@anchorageak.gov>; [REDACTED], Beverly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED], Kimberly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED], Chae [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED], Melissa [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>
Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Hi Tito,

As requested by phone, attached are samples of the mail pieces. The first page is the outgoing mail piece that you'll likely prefer to look at; the second two pages are ballot return envelopes.

Thanks,
Jamie Heinz, MMC
MOA Elections
[REDACTED]

From: Heinz, Jamie L.
Sent: Friday, April 1, 2022 9:48 AM
To: [REDACTED], Alejandro [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; Jones, Barbara A. <barbara.jones@anchorageak.gov>; [REDACTED], Beverly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED], Kimberly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED], Chae [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED], Melissa [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>
Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages

We know that Emerald Drive, Emerald Street, Jade Street, and the circles near those streets were affected but we do not know the extent of the area that did not receive the ballot packages.

Thanks,
Jamie Heinz, MMC
MOA Elections
[REDACTED]

From: [REDACTED] Alejandro [REDACTED] - Anchorage, AK <>
Sent: Friday, April 1, 2022 9:21 AM
To: Jones, Barbara A. <barbara.jones@anchorageak.gov>; [REDACTED], Beverly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED], Kimberly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED], Chae [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>; [REDACTED], Melissa [REDACTED] - Anchorage, AK [REDACTED]@usps.gov>
Cc: Heinz, Jamie L. <jamie.heinz@anchorageak.gov>
Subject: RE: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages
Importance: High

The station is asking which addresses did not received the ballots. Can you share it with us some specific address? 1941 and 1944 consist of several routes.

Based on the map 1944, my address is part of that. We received all our ballots in my household.

Thank You!
Alejandro [REDACTED] s Supervisor, Business Mail Entry Unit


 [REDACTED]@usps.gov s  [REDACTED] s  [REDACTED]

We value your feedback! Customer service surveys are periodically emailed to customers asking for feedback on how we're doing. Should you receive a survey, please take a moment to tell us about your most recent Business Mail Entry Unit (BMEU) experience. In the meantime, if there is any way we can improve your BMEU experience, please let us know. We look forward to hearing from you!

From: Jones, Barbara A. <barbara.jones@anchorageak.gov>

Sent: Thursday, March 31, 2022 10:38 PM

To: [REDACTED], Alejandro [REDACTED] - Anchorage, AK [REDACTED]@usps.gov; [REDACTED], Beverly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov; [REDACTED], Kimberly [REDACTED] - Anchorage, AK [REDACTED]@usps.gov; [REDACTED], Chae [REDACTED] - Anchorage, AK [REDACTED]@usps.gov

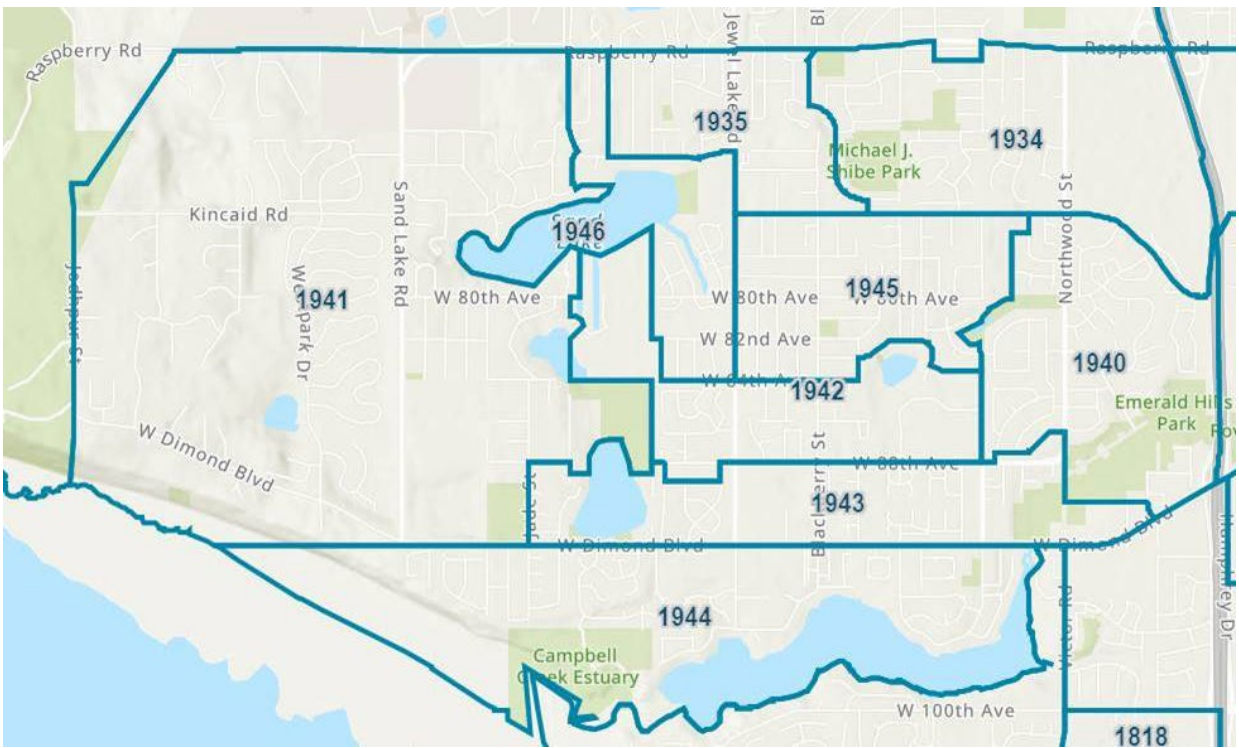
Cc: Heinz, Jamie L. <jamie.heinz@anchorageak.gov>

Subject: [EXTERNAL] MOA Elections heard about some voters in certain neighborhoods who did not receive ballot packages

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Dear Friends at the USPS: The Municipality of Anchorage Elections Team has received some information that voters in the neighborhoods designated as 1941 and 1944 in the map below did not receive their ballot packages to vote in the Municipal Election. We wanted to provide this information to the USPS in the event there is some action you could take to address this. The link to the map is provided below, in case you wanted to get into the details of the map. Thank you as always for your help with MOA Elections. Barbara Jones, Municipal Clerk

<https://muniorg.maps.arcgis.com/apps/webappviewer/index.html?id=a598b0522a3d434cafb93f20c5ce1a6>

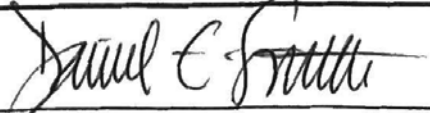




Municipality of Anchorage
April 5, 2022 Regular Municipal Election
Complaint Form

OBSERVER INFORMATION	<u>APRIL 3, 2022</u>
	Date
	<u>DANIEL E. SMITH</u>
	Printed Name Of Observer
	<u>LIZ VAZQUEZ</u>
	Name Of Candidate Or Organization/Group Representing

COMPLAINT	SPECIFIC INFORMATION REGARDING COMPLAINT, INCLUDING ELECTION OFFICIAL NAME, IF APPLICABLE:
	BALLOTS STILL NOT RECEIVED AS OF APRIL 3, 2022.
	REFERENCE ATTACHED NARRATIVE (1 PAGE)
	REFERENCE ATTACHED VOTER HELP FLYER.

SIGNATURES	<u></u>	<u>4-3-22</u>
	Signature of Observer	Date Submitted
	<u></u>	<u></u>
	Signature of Municipal Clerk or Designee	Date Received

Ballots Still Not Received

April 3, 2022

There are concerns about ballots that have not yet been received by voters.

On Thursday, March 31, 2022 we were made aware of additional ballots (25?) being transferred from the Ship Creek Election Center to the voting center at Loussac Library. The Loussac voting center was experiencing higher than expected "in person" turn out for the Sand Lake and Jewel Lake areas due to mail out ballots not being received by the intended voters. Some of those voters resorted to in person voting.

Towards the end of the business day Inquiries were made of Municipal Clerk Barbara Jones and Assistant Clerk Jamie Heinz about undelivered ballots. Jamie was aware of the issue and offered to provide street names where she knew of the problem. After consultation with Barbara Jones, they decided to provide information on the affected ballot styles instead. Jones agreed with observers that by now (4/31/2022) all mail out ballots should have been received by voters.

Clerk Barbara Jones stated that she has received many reports of ballots not arriving in the Sand Lake and Jewel Lake area, specifically ballots with the style ID of 1941 and 1944.

- The clerk is looking into the reason for non-delivery, but she did not provide more information as to why it may have occurred.
- 3386 ballots are of style 1941
- 2306 Ballots are of style 1944
- Ballots with these styles were designated to be sent to precincts 22-660 and 22-645
- At this point, these precincts are reporting lower than average turnout.
- These areas are abnormally high in Republican voters

Observers were provided with a Clerk issued flyer to provide to affected voters. The flyer is titled, "Can we help you with voting in the upcoming April 5, 2022 Regular Municipal Election?" How an observer or candidate is supposed to find the affected voters is not clear. Why is an observer charged with the responsibility of identifying voters who have not received their mail out ballot? Additionally, why would a candidate be charged with this responsibility? This would seem to be the responsibility of the Municipal Clerk's office to locate and inform voters of the problem.

It is understood the Clerk's office intends to have a meeting with the US Post Office regarding this issue and others. Consider this complaint as a request to include Liz Vazquez, her staff and at least one observer present at the USPS meeting. At this time, we are not aware if a time and date has been established for the USPS meeting.

On Saturday, April 2, 2022 a neighborhood south of Dimond Blvd. and consisting of 28 homes was surveyed. Of those 28 homes 5 reported no ballot received. Of those 5 in person contacts, 2 reported they knew of neighbors not receiving ballots that were not accounted for by in-person contact. There are multiple voters in each of the 7 known undelivered homes. In terms of homes only, 25% have not received mail out ballots as of Saturday April 2, 2022 for the area surveyed. Many residents were not home. All homes surveyed were believed to be supporters of Liz Vazquez.

There are likely more voters that have not received their ballot in the mail. There is no way for the extent of the problem to be quantified by Observers or Candidates in a timely fashion. Please consider this complaint as an urgent request for the Clerk's office to issue a Public Service Announcement on all available media informing the public of the problem and offering solutions.

Can we help you with voting in the upcoming April 5, 2022 Regular Municipal Election?

- Voters may vote in person or obtain a replacement ballot at the Anchorage Vote Center at Loussac Library or City Hall.
- Voters who have cell service or internet may apply to vote by email or by fax.
- Certain voters may vote a Special Needs ballots prepared by MOA Election Officials and delivered by a personal representative or two election officials.
- Please let us know if there is other assistance that you need to vote! Call the Voter Hotline at 907-243-VOTE (8683).

