FOR IMMEDIATE RELEASE
October 16, 2012

ABSENTEE MAILING ISSUES @ THE DEPARTMENT OF ELECTIONS

Supervisor of Elections Ann McFall asks voters to have patience regarding receipt of your absentee ballot that has been ordered recently. We are aware of delays in receipt of the ballot and, in fact, have a phone bank set up to receive calls from people asking questions and expressing concern,” McFall said.

A little background in what has changed in the absentee ballot process: 2012 was the first year that the printing and mailing of absentee ballots was outsourced to a vendor. Previous to 2012 all mailing preparation was done by temporary personnel combined with full time personnel overseeing the process. According to McFall, “I knew this was going to be a record setting year in requests. It seemed as if most of the larger counties in Florida (Volusia is the 11th largest) were outsourcing the mailing of the ballots. This was going to save a great deal in not having to bring on 15-20 temporary employees as early as planned. In addition, printing of ballots and envelopes was included in the fees as well as delivery daily to the regional post office service center. It looked as if it was a win/win situation. The company selected was Advanced Ballot Solutions (ABS) located in Clearwater, Fl. In the end, the process failed miserably. The initial run of 45000 to 50000 requests sat for days at ABS only to finally be transported to the Tampa Regional USPS center instead of the Orlando Regional USPS. From Tampa, the initial run was transferred to Jacksonville and finally is just now being delivered to the people requesting a ballot. This is totally unacceptable.”

“The Department of Elections has taken back the responsibility of absentee ballot distribution. “There are no excuses for poor service. I take full and complete responsibility and promise that everyone who has ordered an absentee ballot will receive one in plenty of time to vote in the General Election even if that means issuing a replacement ballot and canceling the first order.” McFall says. McFall asks that anyone concerned about not yet receiving their ballot to wait until Thursday, October 18, 2012. After that she asks that questions or concerns be emailed to amcfall@co.volusia.fl.us