

PLAN to FIX the BALLOT SHORTAGE (Mail-out) PROBLEM

Summary Description, by Keith Caulfield – WIA Election Director

PROBLEM: As of 9/27, substantial numbers of Waterwood Improvement Association Members [Property Owners] have not received their mail-out packages which give instructions and provide the voting ballots.

SOLUTION:

1. Send letters ASAP informing all Members (approx.. 1,100) of this issue. In the letters will be a NEW ANNUAL MEETING DATE of **SATURDAY, DECEMBER 13th** at 10 am in the Waterwood Pavilion. The corresponding revised BALLOTS DUE TO WIA OFFICE DATE is **before 4:30pm on Thursday Dec.11th**. The corresponding Vote Count Day is **Friday December 12th** in the WIA Office.
2. The letter shall inform of these dates and give instructions on How to Request a Replacement Mail-out. A “FAQ” section will be included to cover the most likely questions about the process.
3. The outside of the letters will be attention-grabbing such that the recipient is urged to open immediately. This will require special-order supplies.
4. Mail this package using Lessons Learned from the problematic mailing of the original mail-out package. Give the USPS ample time to deliver these letters (currently planned at 21 days).
5. Generate an official electronic version of the mail-out that will attach to e-mail easily and contain features that make it nearly identical to the original mail-out but still unique, to allow accurate counting. Generate a paper version that matches this. Watermark or other methods will be utilized to protect against copying, etc.
6. The letter will define a time window starting **November 3rd** allowing Mail-out Replacements to be requested. Members should call the WIA Office, fax the office, E-mail the office, or drop in for their requests. **This window shall close on November 19th**, giving 17 days for the letters to be read and responded to. The date of November 19th has been chosen for the Response Team to work around Thanksgiving and allow an expected last flurry of requests to be handled before the holiday break.
7. A Response Team will be set up to augment and monitor these response activities. Some will man the phones, some will monitor the fax machine, some will monitor E-mail, some will handle drop-ins.
8. A log will be kept of each request by the Election Director or his designee. The Response Team will steer each request toward the quickest and cheapest response to get the mail-out package to each requestor. In order of the best combo of speed vs. cost: locals can bring the request into the office, while others will be encouraged as follows: E-mail your votes as an attachment or fax them in. If paper version is the only option, WIA will send them via trackable rapid delivery service.
9. The goal for each response to any request is to get the package back to the requestor in 7 calendar days or less. Far less if we can send the package back via E-mail, pick-up, or fax.
10. The very last Requestor should get their mail-out in 7 days (or less) from 11/19. This gives this “last person” two weeks to consider their choices.
11. **Deadline for ballots, their envelopes when req’d, etc, is 12/11 arrival at the WIA Office before 4:30pm.**
12. Counting procedures will be adjusted to assure that possible duplicate ballots are caught and counted properly.

Plan to FIX the MAIL-OUT PROBLEM: Summary Schedule

<u>Step</u>	<u>Est no. of days</u>	<u>Range of Dates</u>
Prepare letter to members, Board approves	done	9/26
Lawyers review, revise letter, pre-order special envelopes and print	7	9/27 to 10/3
Prep pkg (stuff envelopes) and mail	6	10/4 to 10/9
USPS delivers to Members	21	10/10 to 10/30
Time for Member to read letter and request new ballot (by e-mail, fax, or phone to WIA: NO RETURN MAIL)	17	11/3 to 11/19
Turnaround time to Members' receipt of new ballots (by e-mail, fax, bring to office, or rapid delivery service (Fedex or equivalent))	7 after each request	11/10 to 11/26
Available time for Members to reply (min / latest request)	14	11/27 to <u>12/11</u>
		<u>Deadline Day</u>

APPROVED NEW ELECTION DATE for the STEPS ABOVE

12/13

MITIGATE RISKS: *Pre-order special envelopes. Mail New Letter from Madisonville, maybe even Dallas. 2-month delay for New Meeting Schedule allows plenty time for existing package to get here. Prep office folks & Response Team for how to turnaround Ballot Requests quickly. Pre-assemble E-package & paper package.*