



CLERK-RECORDER, REGISTRAR OF VOTERS COUNTY OF VENTURA

Notice of Print Vendor Error

September 3, 2021

Who: K&H Election Services, authorized printing vendor for Ventura County Elections.

What: Duplication of Ballot Trax Intelligent Maritime Barcode (IMB) on some vote-by-mail ballot envelopes, causing some voters to receive erroneous notifications from the “Where’s My Ballot” tracking feature.

When: August 14, 2021 (resolved on August 21, 2021)

Issue: Some IMBs were duplicated during K&H’s manufacture of vote-by-mail ballot envelopes for the Gubernatorial Recall election. This went unnoticed until reports came back from voters receiving erroneous notifications.

The result was that some voters who had signed up for notifications received an alert that their ballot had already been returned to the County, even if they hadn’t submitted it yet, because another voter with a duplicate barcode had submitted their own. K&H worked with Ballot Trax (the “Where’s My Ballot” vendor) and the Secretary of State’s Office to purge all duplicates from the system to avoid any further false notifications. This only impacted the notification related to return IMB scans from the US Postal Service. All other notifications for these voters will continue to be sent appropriately.

In Ventura County, a total of 2,188 voters were impacted, .4% of the 509,679 registered voters in the county. Anyone with concerns about the status of their ballot can contact the Elections Division at (805) 654-2664.