

# 2024 Election Mail Operations



USPS Media Briefing  
August 29, 2024

# Delivering for America

**Pride in our role**  
in the nation's electoral process

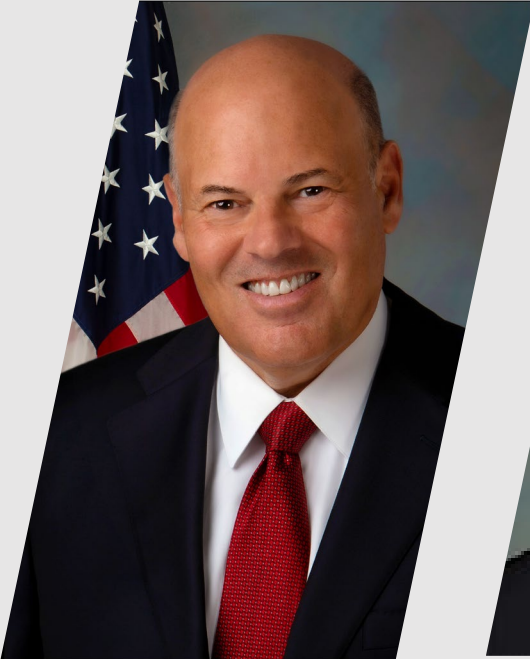
**Proven record of delivering**  
nation's Election Mail since 1864

**In 2024, USPS will again**  
**deliver** Election Mail in a timely,  
secure manner



**LOUIS DeJOY**  
*Postmaster General*

# USPS and USPIS Election Mail Leadership



**LOUIS DeJOY**

*Postmaster General  
USPS*



**STEVEN MONTEITH**

*Chief Customer and  
Marketing Officer  
USPS*



**ADRIENNE MARSHALL**

*Director, Election and  
Government Mail Services  
USPS*



**BRENDAN DONAHUE**

*Assistant Inspector  
in Charge  
USPIS*

# Our Role in The Election Process

## ELECTION MAIL

e.g., ballots, voter registration cards, absentee voting applications and polling place notifications



**PROCESS**



**TRANSPORT**



**DELIVER**

# 2020 & 2022 General Election Recap

## USPS PERFORMANCE 2020 GENERAL ELECTION

**99.89%**

of ballots delivered from voters to election officials within seven days

**97.9%**

of ballots from voters to election officials within three days

**2.1 days**

on average to deliver ballots from election officials to voters, or voters to election officials

**.11% TOTAL MAIL VOLUME**

## USPS PERFORMANCE 2022 GENERAL ELECTION

**99.93%**

of ballots delivered from voters to election officials within seven days

**98.9%**

of ballots from voters to election officials within three days

**<2 days**

on average to deliver ballots from election officials to voters, or voters to election officials

**.09% TOTAL MAIL VOLUME**

# PREPARING FOR 2024 NOVEMBER ELECTION

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# Longstanding Election Processes and Procedures

## Election Year Processes and Procedures

*(in place now/ongoing)*

- Ongoing field education and training on Election Mail processes
- Advancing ballots entered as Marketing Mail
- Conducting daily All Clear and clean sweep checks in processing, retail and delivery
- Documenting Election Mail with Election Mail log sheets
- ElectionMail.org to track issues/concerns from election officials and customers
- 2024 National Election Mail Taskforce (USPS, Postal Unions and Management Associations)

## Extraordinary Measures

*(Oct. 21 — Nov. 15, 2024)*

**Efforts related to Ballot Mail entered close to or on Election Day and/or the state's return deadline**

**Including but not limited to:**

- Extra deliveries and collections
- Special pick-ups
- Expanded processing facility hours
- Sort plans at processing facilities to expedite delivery to BOEs
- Local turnaround to bypass all processing when necessary

# Our Message to Voters Opting to Use the Mail to Cast a Ballot

## **KNOW YOUR STATE'S REQUIREMENTS**

Check to make sure you understand your state's requirements and recommendations on receiving a blank ballot and on mailing your completed ballot

## **REQUEST EARLY**

In states where voters must request a mail-in ballot in order to receive one through the mail, USPS recommends that domestic, nonmilitary voters request their ballot as early as their jurisdiction allows

## **MAIL EARLY**

Mail your completed ballot before Election Day, and at least one week before the deadline by which your completed ballot must be received by your local election official. Some states may recommend allowing even more time for mailing completed ballots



# Uniformed & Overseas Voters

- USPS supports overseas voters in coordination with Department of State, Military Postal Service Agency and Federal Voters Assistance Program
- Work to ensure timely delivery to/from Army Post Offices, Fleet Post Offices, Diplomatic Post Offices
- Countries with disrupted service updated on [usps.com](https://usps.com)
- [Fvap.gov](https://fvap.gov) offers return ballot mailing dates for military voters



# Network Transformation

- \$40 billion investment in modernizing outdated postal network will continue through Fall 2024
- Network modernization will improve service performance for years to come for all customers, including election officials and voters
- **Mail moves at previously identified local processing facilities will not occur until 2025**
- **Changes to collection management (e.g. replacement or removal of collection boxes) suspended between September 1 and November 8**



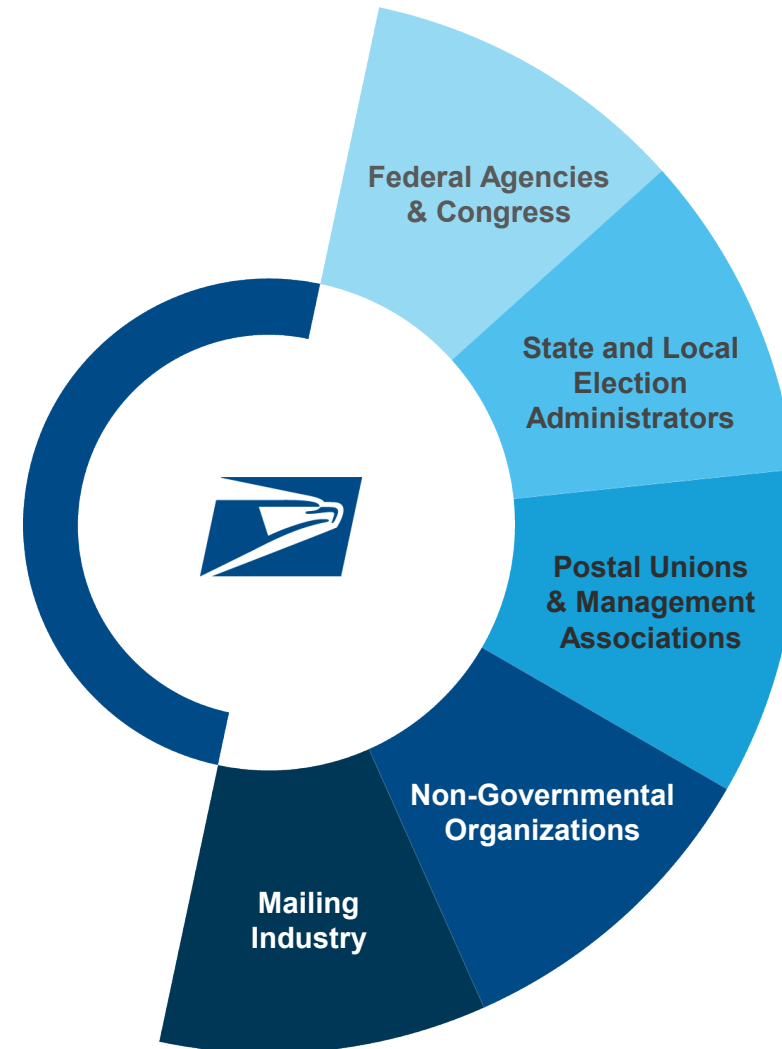
Charlotte, NC, Regional Processing & Distribution Center (RPDC)

# ELECTION MAIL STAKEHOLDER ENGAGEMENT

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# Stakeholders & Interested Parties

- Dedicated USPS team directly engaged at national/state/local levels
- Regular, ongoing communication
- Quickly address issues in real time



# Election Mail Readiness

## Election Mail Preparedness Meetings with State and Local Election Officials

Ongoing outreach with local and state election officials and associations

(National Association of Secretaries of State,  
National Association of State Election Directors)

### LOCAL LEVEL

- Customer Relations Directors and Managers lead primary and general outreach meetings in each District
- Share consistent, uniform messaging developed for all states and territories
- Ongoing dialogue to gather information on jurisdictions' plans in order to ensure Postal Service's operational readiness
- Continue to educate and inform on Postal Service policies and recommendations to avoid common pitfalls
  - E.g., problems with envelope design

# Election & Government Mail Services

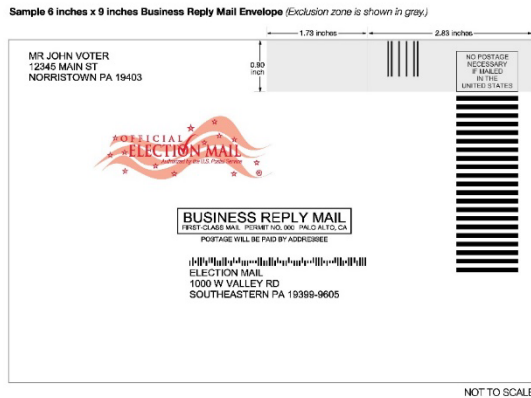
## Kit 600: The 2024 Official Election Mail Program Kit



### Distributed to State Election Officials in January 2024

- Official Election Mail Recommendations and Resources
- Steps to Creating Your Intelligent Mail® Barcode (IMb®)
- Service Type Identifier for Ballot Mail
- Tag 191, *Domestic and International Ballots* and Sample Tag
- Informed Visibility® Mail Tracking and Reporting (IV®-MTR)
- Business Reply Mail® (BRM) and Qualified Business Reply Mail™ (QBRM™)
- Special Procedures: Army Post Offices/ Fleet Post Offices/Diplomatic Post Offices and Overseas Citizens Absentee Ballots
- Mailing Standards of USPS, Domestic Mail Manual (DMM®)
- Election Mail Checkbox
- Postmarking Guidelines
- Publication 631: Official Election Mail — Graphic Guidelines and Logos
- Publication 632, State and Local Election Mail — User's Guide
- Much More

# Key General Election Guidance Provided to State Election Officials



Consult with USPS Mailpiece Design Analysts before printing mailpieces



Use all available Postal Service Visibility Tools



Use First-Class Mail for outbound ballot mailings to voters



Use a serialized Intelligent Mail Barcode



# ELECTION MAIL SECURITY

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# Securing Election Mail

## USPIS Election Mail Security Operations

- **All USPIS field divisions have Election Security Coordinators**
  - Coordinate response to election security concerns
  - Coordinate Election Mail Inspections
- **Postal Inspectors provide USPS employees with guidance** on proper handling of Election Mail
- **Dedicated Cybercrime Unit**
  - Defend against and investigate potential attempts by hostile actors to infiltrate and disrupt the postal network

## Election Mail Inspections

- Process and operational security measure
- Postal Inspectors and other USPIS personnel physically observe Election Mail processing and delivery operations
- Review physical security of Election Mail and workplace
- Includes USPS processing plants, business mail entry units, delivery units and post offices



# Securing Election Mail

## Partnerships

- **USPIS partners** with the FBI, DOJ, CISA, DHS, and the USPS Office of the Inspector General as well as state and local law enforcement, to secure Election Mail
- **Member of the DOJ Election Threats Task Force**
- **All USPIS offices have Election Crimes Coordinators**
  - Coordinate with USPIS's Election Security Coordinators
  - Coordinate response to election crimes allegations
  - Conduct outreach to local and state election officials on election security matters
- **Postal Inspectors further coordinate with the USPS Office of Inspector General** when allegations of Postal Service employee misconduct arise. [www.uspsoig.gov](http://www.uspsoig.gov)



# Tips for Securing Election Mail

## Tips for Securing Your Mail

- Don't let incoming or outgoing mail sit in your mailbox
- Deposit outgoing mail through a number of secure manners including inside your local Post Office or by handing it to a letter carrier
- Sign up for Informed Delivery and get daily digest emails that preview your mail scheduled to arrive soon
- Set up Hold Mail at USPS.com when away
- Use ballot tracking tools through your local election office to watch your ballot move safely

## To Report Suspicious Mail and Election Mail-Related Security or Criminal Incidents:

- Call the U.S. Postal Inspection Service National Hotline:  
**877-876-2455**
- Report online:  
[www.USPIS.gov/report](http://www.USPIS.gov/report)
- Learn more about USPIS and Election Mail security:  
<https://www.uspis.gov/election-mail-security>



# 2024 Election Mail Overview



## **USPS is Fully Committed**

to the Secure and Timely Delivery of the Nation's Election Mail



## **Utilizing Longstanding Processes**

to Efficiently Move Election Mail, Including Ballots



## **Dedicated Election Mail Team**

with Organization-wide Commitment



## **Continued Stakeholder**

Engagement at National/State/Local Levels



## **Close Coordination**

with USPIS, USPS OIG to Ensure Security

# THANK YOU

<https://www.usps.com/votinginfo>

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