




## *City of Medford*

*Election Commission  
85 George P. Hassett Drive, Room 102  
Medford, Massachusetts 02155  
781-393-2491*

From: Nina Nazarian 

To: Elections Commission  
Mayor Breanna Lungo-Koehn  
Cc: City Council

Re: Vote by Mail Error Identified in February 2024 relative to the March 5<sup>th</sup> Presidential Primary

Date: March 4, 2023

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The following is a report regarding the vote by mail issue identified by a registered voter.

### **Background**

On February 12, 2024 registered voter Jennifer M. Sagtosky posted to a Facebook group the following statement:

“we got two vote by mail ballots addressed to me and my husband (which I obviously opened) and on the inside were ballots for two entirely different people on our street (not even at the same address), so maybe check your ballot before you fill it out to make sure it’s actually yours.”

On the same day, the Elections Office also received a call from the registered voter. This call was the first notification the Elections Office received on the matter. Upon receiving the call, the Elections Office immediately convened a meeting to discuss the matter.

The challenge faced by individuals doing the work was that labels printed from the state’s Voter Registration Information System (VRIS) did not line up in the same places between the outer envelope label and the inner envelope label. In other words, if the top left label on the outer envelope sheet was First1, Last1, the top left label on the inner envelope label sheet was not necessarily First1, Last1, it may have been First2, Last2 for instance.

The conclusion of the internal meeting was that there needed to be immediate clarity to specific steps in which labels needed to be placed on envelopes. Namely, that the labeling should be performed by teams of 2, at a minimum, so there was an additional check process and names were read aloud to ensure that the two labels were properly checked. As part of those discussions, the internal team believed the error was relatively isolated. They believed it was isolated to Ward 3, Precinct 2 and only one or two label sheets.

Office team members began researching the matter immediately and contacting individuals on the label sheet where Jennifer M. Sagtosky and her husband, Jonathan A. Sagtosky’s names appeared to determine if the inner mail in ballot envelope, known as the EV7, had the correct name label. The City’s Election Office and management support persistently followed up on this matter to determine the extent of the error and be able to make the necessary corrections.



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### **Findings**

As of February 29, 2024, the Election Office's review of the matter has been completed to the best of the Office's ability. In total, the Election Office believes that there were 12 registered voter envelopes which were affected by this error. The Election Office was able to make contact with 10 out of 12 of those addresses and make the necessary corrections but was unable to make contact with 2 out of the 12, despite leaving 2 voice messages and making one visit to the remaining addresses.

We collectively were disappointed that this error occurred, however I am proud that the Elections Office took immediate action, put systems in place to ensure it did not recur and applaud their overall diligence with getting over 7,000 vote by mail requests out to registered voters.