

For Immediate Release

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Contact For More Information

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Richmond Voter Notice: Incorrect Ballots Issued in Error

RICHMOND, VA – Today, the City of Richmond Office of Elections acknowledges that a mistake was made in the distribution and preparation of certain ballots for the November 4, 2025, general election. Specifically, some ballots were printed with the incorrect House of Delegates race listed in precincts 310, 505 and 607. We take full responsibility for this error and deeply regret the confusion and inconvenience this has caused.

What Happened

- During the ballot production process, an error led to some voters receiving ballots that contained the wrong House of Delegates race. This mistake was not caught during our standard proofing process before distribution.
- The affected ballots were limited to voters in precincts 310, 505 and 607. Ballots in all other precincts remain correct and valid.

What We Are Doing to Correct It

- As soon as the issue was discovered, we initiated a correction protocol. Voters in the affected precincts who want to vote early can either wait until the correct ballots are printed and provided to our office (likely early next week) or cast a provisional ballot at our office that will subsequently be validated and counted.

- We are providing a direct email address for voter questions: **voter@rva.gov**
- For those who have already returned incorrect ballots by mail, we will set them aside in a secure location and send corrected ballots to them.

Why It Matters

Voting is central to our democratic process. Each voter deserves confidence that the ballot they receive accurately reflects the choices available to them. Errors like this can undermine trust in the electoral process, and that is something we take very seriously.

Steps We Are Taking to Prevent This in the Future

- We are conducting a full review of our proofing, printing, and verification processes to identify where controls failed.
- Additional checks will be built in at each stage — from ballot design, candidate/race verification, file handling, proof distribution, to final print.
- We will provide additional staff training and oversight to ensure redundancy in verification.
- We will explore better systems to aid in error detection.

Apology

We deeply apologize to all affected voters, community partners, and candidates for this error. Our goal is to conduct elections with integrity, transparency, and accuracy. We are committed to making this right and ensuring that every voter has the correct ballot and the opportunity to have their voice heard.

For the most up to date information, please visit **www.rva.gov/elections** or call **(804) 646-5950**.