

# Board Election 2015 Voting Summary

by Erin Durkee, Election Administrator

## Timeline

Nov. 15, 2015 - ballot form went live for voting

Dec. 30, 2015 - ballot form closed for voting at midnight

Dec. 24 - Jan. 1, 2016 - office closed for the holidays

Jan. 4, 2016 - start of vote certification and tabulation

Jan. 8, 2016 - voting results certified and communicated to candidates, communicated to all members by email, and released publicly on the SF Bicycle Coalition blog

## Voting Validation Process

- On Nov. 15, 2015 the voting form was posted on [sfbike.org](http://www.sfbike.org) via a blog post: <http://www.sfbike.org/news/2015-board-voting/>
- Online voting began on Sunday, Nov. 15, 2015 at Winterfest and ended Wednesday, Dec. 30, 2015 at midnight.
- Voting by paper ballot was also available during office hours at the SF Bicycle Coalition office. In addition, to compensate for the office being closed during the holidays, the ballot form was posted online as a PDF. Paper ballots postmarked on or before Dec. 30, 2015 were accepted.
- Only ballots cast by SF Bicycle Coalition members who were current as of Nov. 15, 2015 were considered valid. The list of eligible members was created as a list in the organization's internal Salesforce database reporting on membership as of Nov. 15 and memberships attributed to Winterfest on Nov. 15, 2015. This exists in Salesforce as a list that all ballots were checked against. Any ballot cast by a contact not in this list at the time of voting was not counted as valid.
- Any ballots that had more than seven candidates checked off were counted as invalid.

At the request of one candidate, we investigated the feasibility and cost of having a third party verify the results of the election. After asking the firm that audits our financial statements and thoroughly searching for third-party verification services concerning board elections, we were unable to identify an organization that performs such verifications. Should a candidate wish to have a third party verify the results, the SF Bicycle Coalition is open to such a process.

## Election Results

**The results were completely tabulated by Jan. 5, 2016 and resulted in the following:**

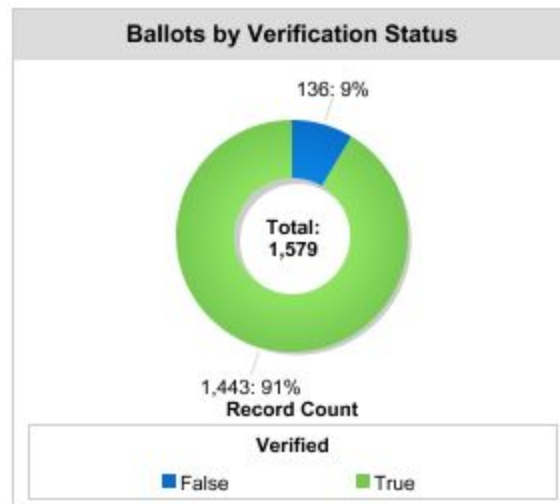
**1,579:** Total number of ballots

**1,443:** Total valid ballots (combined online and paper, based on Salesforce records/data)

**136:** Invalidated ballots (135 online ballots, 1 duplicate paper ballot)

**13.5%:** Percentage of SF Bicycle Coalition members who were eligible to vote who cast a ballot (valid online and paper ballots combined)

Note: The result of the data generated from our online web form prior to de-duplication and the validation process resulted in the same seven top candidates winning the election. In other words, if we had not gone through the process of checking the validity of ballots and eliminating the 136 invalid ballots, the results of the election would have been the same.



### Result Details - Top 7 shaded candidates won election to our Board of Directors

Votes	Percentage	Candidate
777	53.85%	Leah Shahum
750	51.98%	Andy Thornley
736	51.00%	Lawrence Li
735	50.94%	Shirley Johnson
701	48.58%	Jennifer Fox
684	47.40%	Mary Kay Chin
682	47.26%	Lisa Fisher
656	45.46%	Jeremy Pollock
624	43.24%	Oscar Grande
613	42.48%	Beatriz Herrera
611	42.34%	Carla McKay

608	42.13%	Bob Allen
598	41.44%	Jane Martin
594	41.16%	Jessica Hyman
138	9.56%	Peggy da Silva
7	0.49%	Write-in: Linda Leu & Nathan Markin, Benjamin Lindsay, John Murphy, Kash (Last Name Not Known), Nik Kaestner, Johnny Bukake, Rich Kesler

## Online Ballot Validation Process

Every person who submitted a ballot using the online form was automatically sent an email to the email address used to vote informing them that we had received a ballot. Any person who felt this was in error was directed to contact [boardvoting@sfbike.org](mailto:boardvoting@sfbike.org). We received no responses that the ballot was not cast by the person who received the ballot confirmation email.

For every online ballot we received, FormAssembly automatically checked the email address used against our Salesforce database. If the email was in Salesforce, the names of the candidates the person voted for were recorded in the Salesforce entry as a survey result for the contact attributed to the email.

If the ballot contained votes only for candidates on the ballot, there was one survey result. If a write-in candidate was submitted, then a second survey result was created containing the text of the write-in. The second survey result created by a write-in was then consolidated and only one ballot was counted. There were 10 write-in votes, seven of which were counted and three were invalidated. There were no write-in votes independent of a candidate ballot being cast.

If there was no email match with a contact in Salesforce, Salesforce created a new contact using that email address. If multiples or duplicates of the email address were found, Salesforce recorded the ballot without an attached contact. A report was run to see which ballots were not attached to a contact in the database, and votes were then attributed to the correct record.

In the case that a voter used an email that did not match in Salesforce and a duplicate was made, all new contacts created by FormAssembly were reviewed and checked against member records to determine if an existing member was using a new email address. In such a case, the duplicate Salesforce contacts were merged, the new email address was added to the record, and the ballot was accepted. Any ballot cast by a new contact who was not a member was invalidated.

Voters were counted only once, using the last ballot they had cast. The record of ballots reflects the date and time of the ballot used to establish the first and last ballot cast. In the final results

there are no duplicate ballots on behalf of members. Forty-two duplicate ballots were cast and resolved by the Election Administration staff.

Occasionally during the voting period, a member would contact us to state that they had made an error on their ballot or would like to change their selections. Those cases were fielded by Frank Chan and Brian Wiedenmeier on staff, with any requests for vote changes forwarded to Erin. Neither Brian nor Frank changed any ballots on behalf of members. Six requests were made to make changes to a previous ballot, in which case the previous ballot was invalidated and the last ballot counted.

Technical issues occurred on Dec. 4, 2015 and the form was unavailable for several hours. The issue was resolved as quickly as possible, and any ballots that had not been processed were pushed to Salesforce. Any duplicate ballots caused by the technical issue were invalidated and only the last was counted. There were three test records created in fixing the error by "Test Frank" and they were all subsequently not counted as valid ballots.

On Dec. 30 at midnight, the form automatically became inactive and unable to receive more ballots.

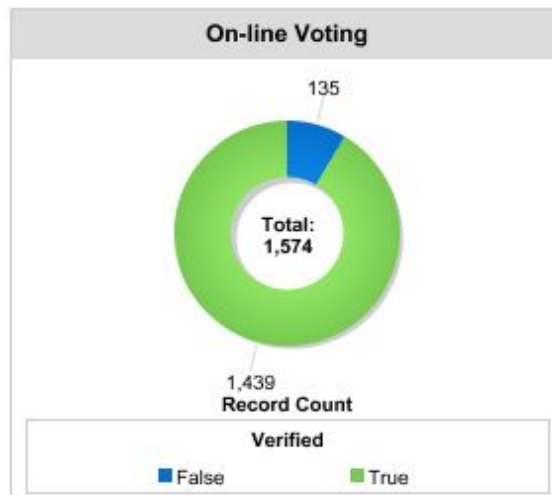
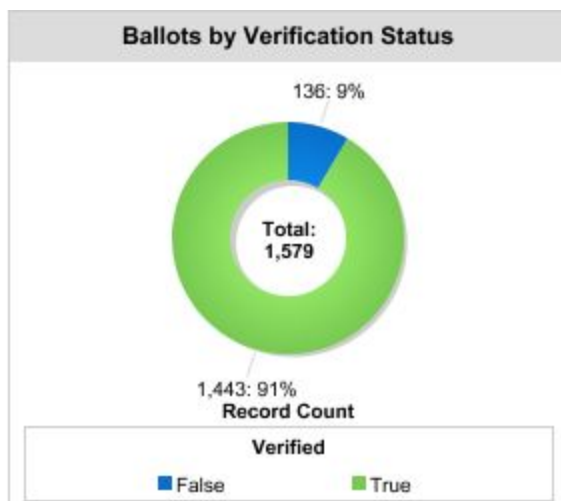
On Jan. 5, a report was run of all ballots recorded in Salesforce via the FormAssembly form. Each ballot was analyzed for whether the email address was attached to a contact who was a member as of Nov. 15, 2015. Only one ballot per eligible member was counted as valid. Where there was more than one ballot per voter, we counted only the ballot that was cast last.

The staff member who ran this report did not participate in voting.

**Online voting results were the following:**

1,579: Total ballots recorded in Salesforce

1,574: Total online ballots



135: Invalidated on-line ballots (some ballots fall into multiple scenarios below)

96: Ballots from people who were not in the membership report from Nov. 15, 2015

3: Test ballots by election administrators

42: Duplicate ballots, sometimes more than 1 duplicate per person

9: Ballots with more than 7 candidates (these were invalidated entirely)

### **Overall Results from Online Voting**

**1,439:** People who cast valid online ballots

**99.7%:** Percentage of all valid ballots that were cast online

### **Paper Ballot Validation Process**

Paper ballots could be cast by mail (required postmark on or before Dec. 30, 2015) or in person at the SF Bicycle Coalition office.

Four paper ballots were cast in person at the SF Bicycle Coalition offices. All people voting were directed to place their sealed ballot in the ballot box. On Nov. 23, 2015; Dec. 1, 2015 and Jan. 4, 2016 those ballots were collected and counted by Erin. The total number of paper ballots placed in the ballot box in person was four. The votes on each ballot were added to Salesforce and counted along with the electronic votes. Votes entered manually in the database are attached to the Salesforce contact record, but do not contain the First Name and Last Name field as do the electronic votes so that we can distinguish between online and paper ballots. All paper ballots were matched with existing members in the Salesforce database and all were current members.

Paper ballots that were mailed in were collected by the person responsible for organizational mail. They were confirmed to be ballots and then secured. They were handed to Erin on Jan. 4, 2016 in their original envelopes. On Jan. 4, 2016, Erin checked each ballot's postmark. Any ballots that were postmarked after Dec. 30, 2015 would have been set aside; there were no mailed in ballots that were postmarked after Dec. 30, 2015. For all ballots with a postmark on or before Dec. 30, 2015, Erin opened and tabulated each ballot and the envelope was saved with the ballot. The total number of valid mailed-in ballots was one.

Frank sent an email to the individual who mailed in a paper ballot requesting verification of the ballot. We received a timely response confirming that they had sent the ballot that we received.

Each paper ballot was checked against the Salesforce database to determine if the person casting the ballot was a member as of Nov. 15, 2015 and if they already had an online ballot cast. If the person had an online and a paper ballot, the later of the two was counted as the valid ballot. No

online ballots were rejected as a duplicate of a paper ballot, but one paper ballot was rejected as a duplicate of an online ballot.

4: Total paper ballots cast in person

1: Total paper ballots cast by mail

0: Paper ballots cast by people who were not members as of Nov. 15 2015 per Salesforce

1: Paper ballots rejected as being earlier than online ballot cast by the same member

0: Online ballots rejected as being earlier than paper ballot cast by the same member

### **Overall Results from Paper Ballot Voting**

**4:** Valid paper ballots (after discarding 1 ballot due to a duplicate online ballot being cast by the same member later)

**.04%:** Percentage of members eligible to vote who voted using a paper ballot

### **Records**

Paper ballots are stored as a scanned copy on the SF Bicycle Coalition's server and physically within secured files available to the Operations team.

Records of online ballots are accessible to the Technology team in three locations: the original responses to our FormAssembly form processor, our Salesforce membership database and on our local file server. These records are restricted to administrator access only and are confidential.