



Adventure Cycling 2025 Building Sale Vote Certification

Prepared by Pedal Lucid, November 25, 2025

A handwritten signature in black ink, appearing to read "Dm" followed by a stylized surname.

Duncan McGovern
Principal

Result

Adventure Cycling members vote FOR the sale of the Missoula building.

Voters strongly supported the sale, with 94.7% of ballots cast in favor of the sale. The vote was secure, and there was no indication of fraud or disenfranchisement.

- Total eligible voters: 17,795
- Total successful votes: 7,797
- Total FOR votes: 7,386
- Total AGAINST votes: 411
- Percentage of FOR votes: 94.7%
- Voter turnout rate: 43.8%

Eligible Members

- 17,793 members were initially included in the outreach.
 - All individual and household memberships, excluding cancelled and deceased members and limited to one voter per household.
 - Emails sent to all members with emails who had not previously unsubscribed.
 - Paper mail sent to all members without known or valid email addresses (included recent bounces).
- 10 changes to the member list were applied during the voting period:
 - One life member who had previously cancelled their membership and unsubscribed from all ACA communications requested credentials to vote, which were granted (+1 member added to eligible voter list).
 - One corporate membership was re-classified as a household membership (+1 member added to eligible voter list).



- Six members requested changes to their email address in order to receive PINs via email.
- Two members who had previously unsubscribed from email requested credentials via email.
- The final eligible voter count rose from 17,793 to 17,795.

Voting Process

Casting a successful vote required submitting a Member Id and matching PIN. PINs were randomly generated by Pedal Lucid and shared only with ACA members and AlphaGraphics for printing/sending physical mail. ACA staff members did not have visibility into any PINs until after the votes were submitted. All submissions, including both valid and invalid submissions, were logged.

Voicemails were automatically transcribed and automatically submitted via the same form processing service as webform submissions. ACA staff had access to voicemail recordings and were able to review failed submissions and attempt to submit them again, using credentials provided in the recording.

Opening Hour Issues

Form Error Message

Due to higher-than-expected member engagement in the first hour that voting was opened (1,870 submissions in the first sixty minutes), some members experienced an error message when submitting the webform, even though the submission was successfully received. This resulted in members sending duplicate submissions which further slowed processing.

To alleviate the issue, a change was temporarily implemented to provide a 'submission received' message rather than confirmation of whether or not the Member Id and PIN were correct. In situations in which a member submitted multiple votes with a valid PIN and Member Id, only the first vote was counted, and all members received a confirmation email once the vote was tabulated.

Voicemail Error Message

A second, unrelated issue briefly impacted voicemail votes in the opening minutes of voting. In the interim between testing the prior week and launching on Monday, the digital voicemail service (Quo, formerly OpenPhone) required ID verification for the account. For a brief period of time, voicemail was unavailable and callers received a message that the line had not been set



up yet. The issue was corrected within minutes of being identified and voicemails were processed successfully for the remainder of the voting period.

Submissions and Successful Votes

- 9,390 total submissions received
 - 127 voicemails, the remainder submitted via webform
- 7,934 unique Member Ids were present in the submissions.
 - 1,456 submissions were duplicate Member Ids. Over 1,000 of these were duplicate attempts in the first hour of voting.
- 7,797 successful votes.
 - 1,593 submissions were invalid (duplicate attempts, invalid member Id or PIN).
 - 137 Unique Member Ids were submitted without any successful vote.
 - Some of the invalid Member Id submissions were auto-processed voicemails that were corrected by ACA staff after listening to the recording. For example, members stating “zulu” rather than “z” or “oh” rather than “zero” in the recording failed on the automated submission but were subsequently processed correctly. ACA staff listened to the recordings and submitted Member Ids, PINs, and the votes as they appeared in the recordings.
 - Of the 137 submitted Member Ids without an associated successful vote, only seven were valid Member Ids with incorrect PINs. The remainder were a mix of obvious incorrect values (“1234”), email addresses, typos, etc.
 - In summary, 0.1% of members who correctly entered their Member Id had their vote rejected due to an invalid PIN. 99.9% of valid Member Ids were able to successfully cast a vote.

Security Analysis

There was no indication of voting irregularities.

- Submissions correlated with email opens and clicks following the initial email and subsequent reminders.
- Analysis of IP addresses, device identifiers, channels, and submission timing gave no indication of patterns of fraud.
- Adventure Cycling staff did not have access to PINs until votes were submitted, with the exception of voicemail submissions that failed to process automatically and required listening to the message.
- Confirmation emails were sent to all members who successfully submitted a vote, including the value of their vote.