

July 18, 2017

*An open letter to the membership...*

### **Information Regarding the 2017 OLC Elections**

I am pleased to report that the online voting for the OLC's 2017 elections is now open. I truly regret the unprecedented and, quite frankly, unacceptable delay in getting this process underway.

The OLC's online voting process, while on the surface might appear to be relatively simple, has some unique aspects that require the OLC to use an outside information technology contractor to execute properly. In addition to allowing every member to vote in the OLC Board of Directors elections, the process has to be customized so that each OLC member has access to the appropriate ballots for their respective Division action councils. This requires extensive IT coding using information from the OLC's membership database. Further compounding the issue is that the program has to be written so that voting can be done through any number of Internet browsers used by our members.

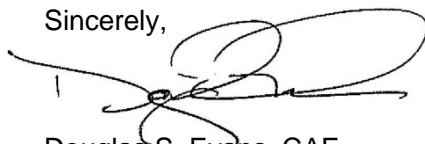
As is done each year, the OLC staff developed an appropriate timeline for the programming process with the goal of initiating the online voting on June 30. However, it is apparent that our IT contractor did not give this project the attention and priority that it deserves. As a result of our contractor not meeting our expectations and respecting our deadlines, the OLC has not been able to meet our goal of delivering quality customer service.

You can be assured that throughout this process the OLC staff has done everything possible to help rectify this situation. We have continually monitored our contractor's work and provided all of the information necessary for the work to be completed in a timely manner. We have investigated a number of alternatives for conducting the elections, including looking at other online voting processes as well as even scrapping the entire online process and resorting to sending paper ballots to all members. However, although frustrated by continuing delays, staying the course and trying to get the online voting underway as soon as possible was the most prudent option for the organization and its members.

The OLC bylaws do not require the annual elections to take place at a certain time during the year. The elections have traditionally been in July to allow the newly-elected candidates adequate time to prepare for their new posts, attend the Leadership Conference in November, and take office in January. Despite the delay, members will still have 30 days to complete their online ballots and the results will be tabulated soon after the voting closes.

Looking ahead, the OLC staff has already begun the process of investigating other options for online voting, and initiating discussions with other contractors who can fulfill our IT consulting needs. You have my personal commitment that another, more efficient process will be in place well before online voting begins for the 2018 elections.

Sincerely,



Douglas S. Evans, CAE  
Executive Director