



A People Place, A Change of Pace
SHELBURNE
ONTARIO, CANADA

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| Meeting Date: | Monday, April 26, 2021 |
| To: | Members of Council |
| From: | Jennifer Willoughby, Director of Legislative Services/Clerk |
| Report: | LS2021-07 |
| Subject: | 2022 Municipal Election – Alternative Voting Method |

Recommendation

BE IT RESOLVED THAT Council receives report LS 2021-07 for information;

AND THAT Council authorizes the use of an alternative voting method being telephone and internet voting for the 2022 election;

AND THAT staff be directed to bring forward a by-law to authorize the use of an alternative voting method;

AND THAT the Clerk be authorized to enter into an agreement with Intelivote Systems Inc. for the provision of internet/telephone voting methods for the 2022 Municipal Election.

Background

The Municipal Elections Act, S.O. 1996 specifies that a municipal council may authorize the following through a by-law passed on or before May 1 in the year of the election:

- The use of voting and vote-counting equipment

- The use by electors of an alternative voting method that does not require electors to attend a voting place in order to vote.

The Town of Shelburne used internet and telephone voting for the 2018 municipal and school board elections, having used vote-by ballot in previous elections.

Analysis

COVID-19 remains an ongoing concern, and health experts believe there may be additional waves of the virus for months or perhaps years to come. All aspects of 2022 election planning must shift to accommodate the reality of the global pandemic.

The COVID-19 pandemic is likely to have long-term impacts on the way in which electors feel comfortable voting, staff would like to be able to provide safe voting procedures during the pandemic. This includes rethinking the function and operation of voting places during an election and exploring alternative methods of voting that allow electors to cast ballots without having to attend a voting place.

Planning for municipal elections begins years in advance so that programs and practices can be safely implemented by voting day, preparation is well underway for the next Town of Shelburne municipal election in October 2022. Given the continued impact on public health and civic participation, election planning for 2022 must now shift to acknowledge and accommodate the reality of COVID-19. The pandemic introduces new challenges and complexities into nearly all election processes, including the availability and acquisition of voting technology, the possibility of alternative voting methods and the safe operation of voting locations.

The 2018 municipal election utilized internet and telephone voting processes for the first time as an alternative voting method. Previously the 2010 and 2014 municipal elections utilized a vote in-person method. The percentage of voter turnout for the 2014 election was 35.56%. The percentage of voter turnout for the 2018 election was 38.89%.

Internet voting would involve providing each elector with unique credentials to access the secure voting website from a personal computer, tablet, or smartphone from anywhere there is an internet connection during the voting period.

There have been an increasing number of municipalities using internet voting as it is a fast and efficient voting method. Users of online voting have

found it is simple, convenient, and private. Once complete, the voter has the opportunity to review their selections. Data is then stored in a secure database and not tabulated until voting has been closed. Results are generated in real time and provided easily after the close of the election. This method does not allow for unintentionally spoiled ballots and provides warning prompts in races that may be under-voted or left blank.

Voting credentials can be mailed to non-residents who have the capability to cast their ballot from anywhere in the world, provided there is internet available. Electors who prefer assistance will be aided during the voting period in established voting centres or other municipal facilities providing internet access such as the Library.

By adding telephone voting in conjunction with internet voting there is an enhanced level of convenience and access, allowing voters to cast a ballot remotely from anywhere they have access to a phone line within the voting period. The addition of telephone voting also ensures voters have a secondary option where internet connectivity or access may be a barrier.

There is no anticipated need to hire additional volunteer or paid staff for an internet/telephone voting election. Current Legislative Services staff can adequately manage the election workload, with additional support from other departments for customer service and IT support.

Policies and Implications

Municipal Elections Act, S.O. 1996

Financial Impact

As with the 2018 municipal election, lower tiers within the County of Dufferin have partnered together with Intelivote Systems Inc. to offer an alternative voting method for the 2022 municipal election.

Attached as Appendix 1 is a copy of the Intelivote Systems Inc. Electronic Voting Solution Overview and quoted cost in the amount of \$13,165.00 plus applicable taxes. Note, the quoted cost provided is based on the number of eligible electors from the 2018 election (4876). The quote notes the following: Pricing ± to be adjusted based on Eligible Electors once the Final List of Electors is Produced. This list will not be available until after the election has closed. It is anticipated that the quoted price could increase based on occupancy of new subdivisions.

An elections reserve was created in 2017, each budget (2017, 2018, 2019, 2021 and 2022) contributes \$5,000 each year to the election reserve. The 2021 budget noted the election reserve containing \$25,000 by 2022.

2018 municipal election costs totaled \$16,284.00.

Consultation and Communications

Dufferin County Lower Tier Municipalities

Council Strategic Priorities

Council's Strategic Priorities have three Goals - Sustainable, Engaged and Livable. There are a total of 12 targets with the three Goals.

This report aligns with the sustainable goals within the targets:

Target T5 – improve technology

Target T7 – promote partnerships and collaboration

Supporting Documentation

Appendix 1 – Intelivote Systems Inc. Electronic Voting Solution overview

Respectfully Submitted and Prepared By:

Jennifer Willoughby, Director of Legislative Services/Clerk

Reviewed By:

Denyse Morrissey, CAO

Electronic Voting (eVoting) - Solution Overview

Intelivote Systems Inc. (ISI) a Canadian owned and operated company is the recognized Canadian leader in the successful implementation of eVoting; electors casting their ballots using the Internet, wireless devices and mobile or land line telephones.

The Intelivote solution even provides a seamless integration of traditional in-person polling station voting and mail-in balloting, with an electronic voting solution which includes telephone and Internet voting. ISI's leadership position comes as a result of our extensive experience in conducting municipal, union, association, and political leadership elections in a secure and auditable fashion ensuring voter anonymity and ballot privacy.

Intelivote has delivered more eVoting events in Canada than all our competitors combined and in addition to our Canadian elections and events, we have gained international experience and credibility in the successful implementation of both Internet and telephone based voting applications used to deliver elections in the United States and the United Kingdom.



Intelivote understands that, in addition to other event requirements, election officials' mandate includes containing event costs, managing administrative time/effort, and providing overall management for the voting event. These requirements are among the key objectives and benefits available through the implementation of eVoting options.

ISI's extensive subject matter expertise in Municipal Elections, Union, and Association Elections and voting events, and Political Party Leadership Elections, has resulted in a full suite of eVoting system modules that address the needs of both the event officials and electors.

Intelivote does not sell its software; it is provided as a voting service. There is no additional software or hardware for clients to purchase to run a voting event using the Intelivote suite of modules. All the services are provided with our base service and all the modules are Internet enabled; secured by encryption, digital certificates and login IDs and passwords.



Voter anonymity, PIN security and event auditability are paramount in the design and delivery of the eVoting solutions ISI provides. In addition, the ability to import member information from clients' membership or Eligible Elector Lists, export updated elector information and perform demographic and statistical analysis on voting activity, further demonstrates the flexibility of our voting solution.

The ability for authorized event officials to review information on aspects of the eVoting event as it progresses (elector participation rates, etc.) provides increased visibility to those voting event metrics that can define a successful electronic voting event.

ISI maintains a hosted data centre environment in Halifax through Bell Canada, which also hosts some of the most sensitive government and financial applications running in Atlantic Canada. The full range of services we deliver, including high-speed high-bandwidth data capability, and scalable IVR (telephone) port availability, further demonstrates our commitment to our ensuring an event with maximum performance, communications path diversity, application redundancy and high survivability.



ISI's project management capability, coupled with our established processes and procedures is delivered by a team of information systems professionals and electronic voting experts, providing clients with the best in-class Internet and telephone voting solution.



Our experience confirms that several other categories of electors; disabled electors, retirees, shift workers and electors travelling are positively impacted by offering electronic voting. It is clear that eVoting specifically and effectively addresses all their requirements while at the same time offering them a new degree of convenience and secrecy not offered in traditional balloting at a polling location.

The ability to cast your ballot using the telephone, in addition to the Internet, addresses another important social-economic issue often cited in Internet-only voting solutions. The fact that Internet enabled electors have a more ample opportunity to cast their ballot than those who do not have Internet service, has been defined as a form of “digital divide” between certain groups of electors.

This demographic of electors who for various reasons, either are not comfortable with the technology, or cannot afford the technology (PC) and/or Internet service, are addressed by Intelivote's solution with the use of our telephone enabled voting. Typically, everyone has access to phone service, and this presents an equal opportunity to all electors. In the 2018 municipal elections in Dufferin County conducted by Intelivote, over 15% of all electors casting their ballot electronically used a phone to cast their vote, clearly confirming the value of this option in your county.

Intelivote has been proactive in accommodating persons with disabilities facilitating their comfort and participation when using eVoting services. Intelivote's solution is compliant with the guidelines as listed by the W3C technologies website principles which include organization, functionality and readability of information provided, as well as alternative ways of representing information (audio).

As traditional election/event costs continue to climb and voter participation rates continue to drop, providing electors with choice in how they cast their ballot offers an opportunity to increase participation and selecting Intelivote as the service supplier has significant advantages over our competition.

As noted earlier we are the Canadian leader in delivering eVoting services. **We are the**

only eVoting service organization with Federal Government security clearance for all our personnel, and our operations location. This is in support of our selection as the supplier to the Federal Government of Canada for all the security clearance required eVoting performed by the Canadian Industrial Relations Board, and the Public Service Labour Relations Board.

In addition to delivering more eVoting elections in the municipal sector in Canada than all our competitors combined, our client list includes many of Canada's largest unions and associations and includes other organizations we have successfully delivered a variety of events that support their AGM's, executive and board elections, job action votes and agreement votes. A **sample** of our over 2,000 elections include services for these clients:

| | |
|---|---|
| • Ontario Municipal & School Board Elections - 212 Events | • Nova Scotia Municipal & School Board Elections – 85 Events |
| • United Steelworkers – USW (numerous locals – over 20 events) | • Public Service Alliance of Canada – (PSAC) - over 20 events |
| • CUPE (numerous locals) | • Teamsters (numerous locals) |
| • Unifor (numerous locals) | • Teamsters Canada Rail Conference |
| • Elementary Teachers of Toronto – ETT (13 events) | • Toronto Secondary Unit Teachers – TSU (7 Events) |
| • ETFO – Halton Region (2 events) | • ETFO - Peel Region |
| • York Catholic Teachers – OECTA (2 events) | • Toronto Elementary Catholic Teachers (4 events) |
| • Saskatchewan Union of Nurses - SUN | • Ontario Labour Relations Board |
| • Manitoba Health Authority | • Manitoba Labour Board |
| • Public Service Labour Relations Board | • Public School Administrators of NS |
| • Newfoundland and Labrador Assoc. of Public and Private Employees (NAPE) | • Nova Scotia Gov. Employees Union - NSGEU - over 25 events |
| • New Brunswick Union of Public and Private Employees (NBPEA) | • Professional Association of Foreign Service Officers (PAFSO) |
| • Innovation Credit Union | • Nova Scotia Paramedics (IUOE) |
| • Nova Scotia Nurses Union | • Telecommunications Workers Union |
| • Canada Industrial Relations Board (CIRB) – over 30 events | • State of Washington - Public Employment Relations Commission |
| • Alberta Labour Relations Board | • Canadian Flight Attendant Union |
| • Nurses Association of NB | • Association of Cdn. Financial Officers |
| • IBEW (numerous locals) | • Canadian Merchant Services Guild |
| • Customs and Immigration Union (CIU) | • ACTRA |
| • Union of BC Performers | • Canada Actors Equity Assoc. (CAEA) |
| • Association of Academic Staff University of Alberta (AASUA) | • Telecommunications Employees Association of Manitoba (TEAM) |
| • Canadian Broadcasting Corporation | • Doctors Nova Scotia |
| • Association of Municipal Clerks and Treasurers of Ontario (AMCTO) | • Confédération des syndicats nationaux (CSN) – numerous events |
| • Canadian Aboriginal and First Nations - over 19 events | • Canadian Political Leadership Elections (17) |

Intelivote Modules

A series of modules are included in the Intelivote system that ensure all the key stakeholders in the eVoting process are provided with the information they require to perform their tasks in support of the event. These include:

- Auditor Module – provides support for an independent third party to formally audit the voting and availability of the system during the eVoting period.
- Ballot Review module – provides the opportunity for event officials to review the spelling and audio quality of information appearing on the eVoting ballots prior to the voting event starting.
- Chief Electoral Officer (CEO) module – provides an interactive monitoring and reporting capability to review the activity of the electors as the eVoting progresses.
- Voter Help module – provides assistance to electors who contact the HelpLine by allowing agents to review and query the status of a member's activity. It is important to note that the agent can never see how a member has cast their ballot.
- Voter Help Supervisor module – provides supervisory administration and management of the Voter HelpLine agents and their activities.
- Enumerator module – provides the event officials the opportunity to add eligible electors to the Electors List during a defined enumeration period.
- Deputy Returning Office (DRO) module – provides the DRO the capability to manage the electors appearing at a manual polling location by providing a capability to lookup electors, review their status within the eVoting system and strike them off the official list when a paper ballot is issued.
- Candidate module – offers candidates the opportunity to review and track member "attendance" whether they are using electronic voting or manual voting and assists them in "getting the vote out".
- Voter module – facilitates electors casting their ballots using either a phone or an Internet enabled device.

The opportunity to provide your electors with the option of electronic voting is an important step in the evolution of democracy and will give electors the convenience of "Choice" in the method of casting their ballot in your eVoting event. Intelivote Systems has the experience and has laid the groundwork to ensure that when this step is taken it will be placed on a firm foundation.

Electronic Voting – Services Table

There is a significant amount of flexibility in both the system capability and the methods by which an electronic vote can occur. Listed below are some of the most common features/services:

1. Voting will be enabled by implementation of the eVoting solution, (phone and Internet) allowing voting over an 8-12 (typically) day period, 24 hours a day.
2. Voter Help desk services are provided by the municipality with full training provided by Intelivote.
3. Creation and mail-out of the Personal Identification Numbers and Voter Instruction Letters both by Canada Post required for electors to vote will be provided based upon the List of Electors provided by the municipality.
4. Internet and telephone voting is in English and French (if required).
5. All training is provided for election personnel required to assist with the event.

Services Pricing

Pricing ± to be adjusted based on Eligible Electors once the Final List of Electors is produced. **Applicable taxes are additional.**

| Dufferin County | Residents | Price |
|-------------------|-----------|-----------|
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| Town of Shelburne | 4,876 | \$ 13,165 |
| | | |
| | | |
| | | |

| 2022 Municipal Elections Pricing | | | | |
|----------------------------------|---------|----------------------|-----------------------------|--------|
| Range | | eVote Per elector | Voter Letter and Postage | Total |
| From | To | | | |
| | < 1,500 | min \$3,000 | 1.35 | Varies |
| 1,501 | 3,000 | 2.00 | 1.35 | 3.35 |
| 3,001 | 5,000 | 1.70 | 1.35 | 3.05 |
| 5,001 | 10,000 | 1.50 | 1.35 | 2.85 |
| 10,001 | 30,000 | 1.35 | 1.35 | 2.70 |
| 30,001 | 50,000 | 1.25 | 1.35 | 2.60 |
| 50,001 | 80,000 | 1.10 | 1.35 | 2.45 |
| 80,001 | 250,000 | 1.00 | 1.35 | 2.35 |

Base Services

| # | Base Fee Services Included | Description | Not Included |
|---|-------------------------------------|--|---|
| 1 | Multiple voting channels | Provides the elector with a choice of voting channel: internet, wireless device, and mobile or land line telephone. Includes the activities associated with the telecommunications setup for electronic voting; appropriate bandwidth; phone ports; website registration etc. | Elector equipment / hardware; equipment and internet connections for the Polling Stations (if required). |
| 2 | Voting event system setup | This eVoting system is fully configurable, facilitating a wide array of voting configuration options. All activity associated with configuring the event is included in the base service. This includes such activities as: candidate or question assignment; race and candidate name recordings; elector list management; secure ID and password management; configuring and loading races/questions (i.e. type of race, sequence and presentation display). | |
| 3 | PIN management | Intelivote Systems will generate the PINs using the eligible elector population to determine the required PIN length and to determine the number of additional PINs required as spares. A unique PIN will be created for each eligible elector based on the file provided by the owner of the list. In addition to the PIN, an eligible elector category is created and finally a file is produced suitable for production of voter instruction letters. | |
| 4 | Customization of voter instructions | Creation of the Voter Instruction Letter providing specific instructions on how to successfully use the electronic voting process. | |
| 5 | Customized welcome webpage | Generation of a customized webpage working with the client ensuring all legislative issues and association by-laws relating to voter notification are adequately addressed. | |
| 6 | Full enumeration capability | Provides the ability to add electors to the official electors list, assign the necessary categorization based on geography or local for example, and issue a PIN for voting purposes. | Equipment or hardware used by the returning officer or clerk. A standard PC with internet access is required. |

| # | Base Fee Services Included | Description | Not Included |
|----|---|---|--|
| 7 | Support module for Voter's HelpLine | The Voter HelpLine workers will have secure login access to the Voter HelpLine module. It provides a full set of features designed for agents to provide support to electors who may have questions regarding the event or issues relating to the elector profile, PINs, etc. | The Voter HelpLine Centre and the agents who staff it. Telecommunications costs for the Voter HelpLine. Equipment or hardware used by the staff. Standard PCs with internet access are required. |
| 8 | Event Official(s) management tools | The Event Officials will have a secure login which will allow for an up-to-the-minute view of critical eVoting data, required for the administration of the eVoting event. | Equipment or hardware used by the Event Official, standard PC with internet access is required. |
| 9 | Auditor control & management tools | The Auditor will have a secure login capability to audit the various processes as determined by the eVoting event authorities. They will have the capability to observe the voting event as it progresses, monitoring voting activity to the candidate level in a secure mode available only to them. | Equipment or hardware used by the Auditor. A standard PC with internet access is required. |
| 10 | Candidate 'Supporter Tracking' capability | Prior to and during the eVoting event, candidates will have the ability to identify their lists of supporters using a secure login in the Candidate module. During the voting period the candidate or approved designate can track the participation of supporters online. | Equipment or hardware used by the Candidate. A standard PC with internet access is required. |
| 11 | Reporting | A series of reports are available both during and after the voting event. These include vote results, audit reports, participation rate reports etc. | |
| 12 | Training | Training available on the features and use of the Auditor, CEO, Candidate, Enumeration, and Voter HelpLine modules. Training is normally provided via web training. | |
| 13 | Account Management | An experienced eVoting consultant, who assists with all aspects of the event and who is the single point-of-contact for the client. | |