# City of Hamilton
# GENERAL ISSUES COMMITTEE

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| **Meeting #:** | 19-016 |
| **Date:** | September 9, 2019 |
| **Time:** | 9:30 a.m. |
| **Location:** | Council Chambers, Hamilton City Hall |
| | 71 Main Street West |

Stephanie Paparella, Legislative Coordinator (905) 546-2424 ext. 3993

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1.    CEREMONIAL ACTIVITIES

2.    APPROVAL OF AGENDA

(Added Items, if applicable, will be noted with *)

3.    DECLARATIONS OF INTEREST

4.    APPROVAL OF MINUTES OF PREVIOUS MEETING

5.    COMMUNICATIONS

5.1    Correspondence received from the Minister of Municipal Affairs and Housing and Ontario Municipalities in response to Council Resolution of December 18, 2018 regarding Maintaining the Voters' List for Municipal Elections:

5.1.a    The Honourable Steve Clark, Minister of Municipal Affairs and Housing

5.1.b    City of Vaughan

5.1.c    County of Huron

5.1.d    Township of Strong

5.1.e    Municipality of Killarney

5.1.f    Township of Front of Young

5.1.g    Township of Baldwin

5.1.h    Municipality of Central Elgin

5.1.i    Municipality of Tweed

5.1.j    Township of Puslinch

5.1.k    City of Thorold

5.1.l    Municipality of Grey Highlands

5.1.m    Township of North Frontenac

5.1.n    City of St. Catharines

5.1.o    Municipality of West Perth

5.1.p    Township of Black River

5.1.q    Township of Alberton

5.1.r    City of Quinte West

5.1.s    Ministry of Municipal Affairs and Housing, Local Government Policy Branch

5.1.t    Township of Enniskillen

5.1.u    Township of Opasatika

5.1.v    Townshiip of Scugog

5.1.w    Municipality of Morris-Turnberry

5.1.x    Town of Pelham

5.1.y    Township of Minden Hills

5.1.z    Town of Thessalon

5.1.aa    City of Welland

5.1.ab    Township of Dubreuilville

5.1.ac    Municipality of Temagami

5.1.ad    City of Brantford

5.1.ae    City of Timmins

5.1.af    Municipality of Southwest Middlesex

5.1.ag    Town of Collingwood

5.1.ah    Township of Carling

5.1.ai    Township of South Frontenac

5.1.aj    Township of Wellesley

5.1.ak    Municipality of North Perth

5.1.al    Municipality of Greenstone

5.1.am    Township of South Algonquin

5.1.an    Town of Iroquois Falls

5.1.ao    City of Guelph

5.1.ap    Town of Goderich

5.1.aq    Township of Ramara

5.1.ar    Township of East Hawkesbury

5.1.as    Town of Kearney

5.2    Correspondence from Residents respecting the Voters' List for Municipal Elections:

5.2.a    Beverley Dworzak (Received and referred to GIC by Council at its meeting of January 23, 2019)

## 6.    DELEGATION REQUESTS

## 7.    CONSENT ITEMS

7.1    Municipal Voters List – Elections Ontario (CL19009) (City Wide)

## 8.    PUBLIC HEARINGS / DELEGATIONS

9.   PRESENTATIONS

   9.1   Municipal Property Assessment Corporation (MPAC)

10.   DISCUSSION ITEMS

11.   MOTIONS

12.   NOTICES OF MOTION

13.   GENERAL INFORMATION / OTHER BUSINESS

14.   PRIVATE AND CONFIDENTIAL

15.   ADJOURNMENT

Ministry of
Municipal Affairs
and Housing

Office of the Minister

777 Bay Street, 17th Floor
Toronto ON  M5G 2E5
Tel.: 416 585-7000
Fax: 416 585-6470

Ministère des
Affaires municipales
et du Logement

Bureau du ministre

777, rue Bay, 17e étage
Toronto ON  M5G 2E5
Tél. : 416 585-7000
Téléc. : 416 585-6470

Ontario

18-1649

JAN 3 1 2019

Stephanie Paparella
Legislative Coordinator
City of Hamilton

stephanie.paparella@hamilton.ca

Dear Stephanie Paparella:

Thank you for your correspondence addressed to Doug Brewer, my Director of Policy, regarding the motion passed by Hamilton City Council regarding the municipal voters' list. I am please to respond.

I understand the importance of having accurate voters' lists in municipal elections and am aware of concerns with the municipal voters' lists. I appreciate hearing Council's ideas on how to improve municipal voters' lists.

The Ministry of Municipal Affairs and Housing reviews the *Municipal Elections Act* following each regular municipal election to determine if it meets the needs of Ontario communities. I have forwarded your correspondence to staff for consideration as part of the upcoming review.

I have also sent a copy of your correspondence to the Ministry of Finance as it is responsible for establishing the legislative framework within which the Municipal Property Assessment Corporation conducts enumerations for local elections.

Once again, thank you for bringing your concerns to my attention. Please accept my best wishes.

Sincerely,

Steve Clark
Minister

c:      Rebecca Atkinson, Office Manager, Minister's Office, Ministry of Finance
        Doug Brewer, Director of Policy, Ministry of Municipal Affairs and Housing

# VAUGHAN

Our File No: CV01-19

January 7, 2019

Delivered by e-mail to:
stephanie.paparella@hamilton.ca

Stephanie Paparella
Legislative Coordinator
Hamilton City Hall
71 Main Street West, 1st Floor
Hamilton, ON   L8P 4Y5

Dear Ms. Paparella:

**RE:    Maintaining the Voters' List for Municipal Elections**

We acknowledge receipt of your correspondence dated January 3, 2019, with respect to the above noted matter.

In accordance with the City's policy your correspondence has been forwarded to the Mayor and Members of Council. A member of Council may request the matter be listed on a Council/Committee agenda for consideration.

Should this matter be listed on an agenda, we will advise you of any action taken by Vaughan Council.

Yours sincerely,

Todd Coles
City Clerk

TC/af

HURON
C O U N T Y

January 7, 2019

Town of Kearney
8 Main Street
Kearney, ON
P0A 1M0

Dear Clerk;

The following resolution was carried and adopted at the regular meeting of Council held January 2, 2019;

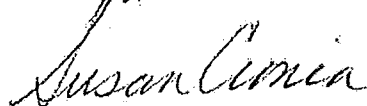Moved by: Councillor Fergusson and Seconded by: Councillor Fisher

THAT:
The Council of the County of Huron support resolution No. 10.(d)(iii)/21/11/2018 received from the Town of Kearney in regards to the creation, maintenance and general quality of the municipal voters' list.

CARRIED

Please find attached the above noted correspondence from the Town of Kearney.

Sincerely,

Susan Cronin
County Clerk

Cc: Ontario Municipalities

County Clerk
Corporation of the County of Huron, 1 Court House Square, Goderich, Ontario N7A 1M2 CANADA
Tel: 519.524.8394       Fax: 519.524.2044       Toll Free: 1.888.524.8394  Web: www.huroncounty.ca

**Subject:** Council Resolution re Voters' List for Municipal Elections

Good afternoon,

In light of the recent municipal election, the Council of the Corporation of the Town of Kearney passed the following resolution in regard to the creation, maintenance and general quality of the Municipal Voters' List:

## Resolution # 10.(d)(iii)/21/11/2018

*WHEREAS concern over the quality of the Municipal Voters' List is not a new phenomenon;*
*AND WHEREAS in 2012, the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) published a "Voters' List Position Paper" and since that time has been advocating for transformational changes to the way that Ontario creates and maintains the Voters' List for municipal elections;*
*AND WHEREAS the Preliminary List of Electors which forms the Voters' List in Ontario is supplied by data from the Municipal Property Assessment Corporation (MPAC);*
*AND WHEREAS despite the incremental changes made by MPAC, MPAC has a limited ability to fix the currency and accuracy issues that impairs the current process and the Voters' List continues to be flawed with data inaccuracies and outdated information;*
*AND WHEREAS a transformational solution to the way that the Voters' List is created and managed is required;*
*NOW THEREFORE BE IT RESOLVED that the Council of the Corporation of the Town of Kearney supports the re-establishment of the multi-stakeholder working group between the Ministry of Municipal Affairs, Ministry of Finance, AMCTO, MPAC and Elections Ontario in exploring and identifying ways to create and maintain the Voters' List for Municipal Elections;*
*AND FURTHER Council requests an update be provided from this 'Voters' List Working Group' on the transformational solutions being discussed;*
*AND FURTHER that this resolution be circulated to all Ontario Municipalities for their consideration and support.*

### CARRIED

We hope that this resolution will be of interest to your Municipality, and that you will support this endeavour moving forward.

Sincerely,

*Cindy Filmore*

Senior Office Assistant
Town of Kearney
Ph# (705) 636-7752
Fax (705) 636-0527

**28 Municipal Lane,**
**P.O. Box 1120, Sundridge, Ontario P0A 1Z0**
**705-384-5819   Fax 705-384-5892**
**www.strongtownship.com**

Township of Strong Council Resolution
January 9, 2019 Regular Meeting
6.0     Comments/Communications/Correspondence/

**6.10   City of Hamilton – Support Resolution re: Maintaining Voter's List**
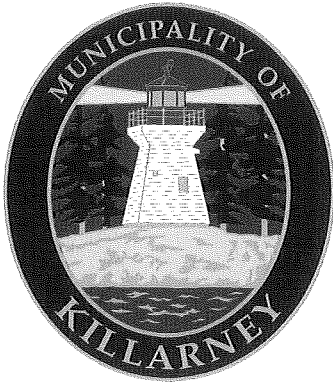**R2019-006**
**Moved by: Marianne Stickland          Seconded by: Jason Cottrell**
Be it resolved that the Council for the Township of Strong have reviewed a
letter dated January 3, 2019 from the City of Hamilton regarding the
maintenance of the Voters' List for Municipal Elections, including item 7.3  which
was approved by Hamilton City Council on December 19, 2018; and

That the Council for the Township of Strong support items (a) through (e); and

That a copy of this support be forwarded to the Office of the City Clerk.
**Carried**

# *Municipality of Killarney*

**Main Office:**
32 Commissioner Street
Killarney, Ontario
P0M 2A0

Tel: 705-287-2424
Fax: 705-287-2660

E-mail:
inquiries@municipalityofkillarney.ca

**Public Works Department:**
1096 Hwy 637
Killarney, Ontario
P0M 2A0

Tel: 705-287-1040
Fax: 705-287-1141

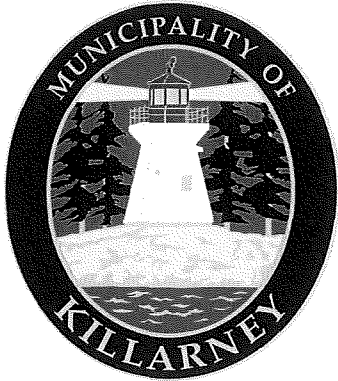website:
www.municipalityofkillarney.ca

January 10, 2019

City of Hamilton
c/o Stephanie Paparella, Legislative Coordinator
71 Main Street, 1st Floor,
Hamilton, Ontario
L8P 4Y5

Dear Ms. Paparella:

Attached hereto is a copy of Resolution #19-012, which is self-explanatory.

Should you have any questions, please contact the municipal office.

Sincerely,
**THE MUNICIPALITY OF KILLARNEY**

(Mrs.) Angie Nuziale,
Administrative Assistant

Attachment

cc: *Ministry of Municipal Affairs*
  *Ministry of Finance*
  *MPAC*
  *AMCTO*
  *Elections Canada*
  *Elections Ontario*
  *AMO*

Word: Letters:Hamilton, -10-01-2019

*The Corporation of the Municipality of Killarney*
*32 Commissioner Street*
*Killarney, Ontario*
*P0M 2A0*

MOVED BY: Nancy Wirtz

SECONDED BY: John Dimitrijevic

## RESOLUTION NO. 19-012

**BE IT RESOLVED THAT** the Municipality of Killarney supports the City of Hamilton in their request for the re-establishment of the working group between the Ministry of Municipal Affairs, Ministry of Finance, AMCTO, MPAC, Elections Canada and Elections Ontario in exploring and identifying ways to create and maintain the Voters' List for Municipal Elections.

**FURTHER THAT** this resolution be forwarded to the applicable parties involved for support.

**CARRIED**

I, Candy K. Beauvais, Clerk Treasurer of the Municipality of Killarney do certify the foregoing to be a true copy of Resolution #19-012 passed in a Regular Council Meeting of The Corporation of the Municipality of Killarney on the 9th day of January 2019.

_____
Candy K. Beauvais
Clerk Treasurer

# MALLORYTOWN
### FRONT OF YONGE TOWNSHIP
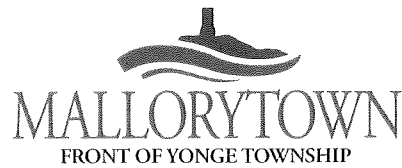
1514 County Road 2, P.O. Box 130, Mallorytown, ON K0E 1R0
T 613.923.2251  F 613.923.2421
**www.Mallorytown.ca**

January 10, 2019

Stephanie Paparella
Legislative Coordinator
Hamilton City Hall
71 Main St. West, 1st Floor
Hamilton, ON  L8P 4Y5

Dear Ms. Paparella:

Please be advised, at their regular meeting on the evening of January 7, 2019, the Council of the Corporation of the Township of Front of Yonge unanimously passed the following motion:

> *"Moved by Carson Massy and seconded by Gail Williams that Council endorse the resolution of the City of Hamilton regarding Maintaining the Voter's List for Municipal Elections."*
>
> *Carried - Roger Haley, Mayor*

Yours truly,

Jennifer Ault
Clerk

c.c.    Doug Brewer, Director of Policy, Ministry of Municipal Affairs
        Carla Y. Nell, Vice President, Municipal and Stakeholder Relations, M.P.A.C
        Stephane Perrault, Chief Electoral Officer of Canada, Elections Canada
        Minister's Chief of Staff, Ministry of Finance
        Angela Morgan, President, AMCTO
        Greg Essensa, Chief Electoral Office of Ontario, Elections Ontario

# THE CORPORATION OF THE TOWNSHIP OF BALDWIN

**MOVED BY:** ~~B. Mc. Cavell~~      **DATE:**      January 14th, 2019

**SECONDED BY:** ~~Paul Fraser~~      **MOTION NO.: 19 - 08**

**NOW THEREFORE BE IT RESOLVED:** Council supports a Resolutions from the City of Hamilton regarding "Maintaining the Voters' List for Municipal Elections". (Full resolution attached.)

**Carried** ___✓___      **Defeated** _____      **Mayor** _____

| RECORDED VOTE | FOR | AGAINST |
|---|---|---|
| Vern Gorham | | |
| David Fairbairn | | |
| Jo-Anne Boucher | | |
| Ray Maltais | | |
| Bert McDowell | | |

## Bylaws & Resolutions

11 a.

**Hamilton**

City of Hamilton
Hamilton City Hall
71 Main Street West, 1st Floor
Hamilton, Ontario
Canada L8P 4Y5
www.hamilton.ca

Stephanie Paparella
Legislative Coordinator
Office of the City Clerk
Phone (905) 546-2424 Ext. 3993
Fax # (905) 546-2095
stephanie.paparella@hamilton.ca

DROP BOX

q Jo - Jan 4/19

January 3, 2019

Doug Brewer
Director of Policy
Ministry of Municipal Affairs
777 Bay Street, 17th Floor
Toronto, ON
M5G 2E5

Minister's Chief of Staff
Ministry of Finance
Frost Building South, 7th Floor
7 Queen's Park Crescent
Toronto, ON
M7A 1Y7

Carla Y. Nell
Vice President, Municipal and Stakeholder
Relations
Municipal Property Assessment Corporation
1340 Pickering Parkway, Suite 101
Pickering, ON
L1V 0C4

Angela Morgan, CMO, AOMC
President
AMCTO
2680 Skymark Avenue
Mississauga, ON
L4W 5L6

Stéphane Perrault
Chief Electoral Officer of Canada
Elections Canada
30 Victoria Street
Gatineau, Quebec
K1A 0M6

Greg Essensa
Chief Electoral Office of Ontario
Elections Ontario
51 Rolark Drive
Toronto ON
M1R 3B1

Please be advised that Hamilton City Council at its meeting of December 19, 2018, approved Item 7.3, which reads as follows:

**7.3 Maintaining the Voters' List for Municipal Elections**

WHEREAS, concerns over the quality of the Municipal Voters List is not a new phenomenon;

WHEREAS, in 2012, the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) published a Voters List Position Paper and since that time has been advocating for transformational changes to the way that Ontario creates and maintains the Voters' List for municipal elections;

WHEREAS, the Preliminary List of Electors, which forms the Voters' List in Ontario, is supplied by data from the Municipal Property Assessment Corporation (MPAC);

WHEREAS, despite the incremental changes made by MPAC, MPAC has a limited ability to fix the currency and accuracy issues that impairs the current

process and the Voters' List continues to be flawed with data inaccuracies and outdated information; and,

WHEREAS, a transformational solution to the way that the Voters' List is created and managed is required;

THEREFORE, BE IT RESOLVED:

(a) That the Council of the City of Hamilton supports the re-establishment of the multi-stakeholder working group between the Ministry of Municipal Affairs, Ministry of Finance, AMCTO, MPAC, Elections Canada and Elections Ontario in exploring and identifying ways to create and maintain the Voters' List for Municipal Elections;

(b) That Council requests an update be provided from this Voters' List Working Group on the transformational solutions being discussed;

(c) That representatives from MPAC be invited to a future General Issues Committee meeting to hear the City of Hamilton's concerns (attached hereto) and advise the City on what steps MPAC will be taking in the future;

(d) That a letter of concerns respecting the Voter's List for Municipal Elections and a request for investigation be forwarded to the Ombudsman's Office; and,

(e) That a copy of this motion, respecting the Voter's List for Municipal Elections be circulated to all municipalities and the Association of Municipalities of Ontario (AMO).

On behalf of Hamilton City Council, we thank you for your consideration respecting this very important matter and look forward to your response.

Sincerely,

Stephanie Paparella
Legislative Coordinator
Office of the City Clerk

Copied:
Paul Dube, Ombudsman of Ontario
Jamie McGarvey, President, Association of Municipalities of Ontario
All Ontario Municipalities

The City of Hamilton is looking to the Working Group to find resolutions that would include, but not be limited to, the following matters that were encountered during the 2018 municipal election process:

(a)     Neighbours on the same Voter Notification Cards (VNC);
(b)     Polling locations not matching the address;
(c)     Incorrect mailing addresses;
(d)     Electors showing up at an address who had never lived there;
(e)     Addresses outside of the polling subdivision;
(f)     Incorrect names on the VNCs;
(g)     Entire buildings missed;
(h)     Completed the EL15 last Election and still not on the Voters' List;
(i)     No units listed in buildings; and,
(j)     Electors who had lived at their residence for many years not receiving a VNC.

The responsibility of adding the Applications to Amend, Correct and Delete forms has now been downloaded from MPAC to the municipalities. In the case of the City of Hamilton, it required the inputting of over 27,000 applications into the Datafix program; with the legislated deadline for inputting these applications being 30 days from Election Day, which became a very labour intensive and time-consuming task.

Forms that could not be inserted into the Datafix program within the 30-day deadline, were not accepted by MPAC; leaving some of the elector submitted corrections undone and to remain incorrect for the next election.

MPAC has agreed to keep the Voter Look Up program available all year round rather than just in an election year; leaving the obligation of improving the Voters List with the elector and the municipalities.

It was suggested that a campaign be commenced by preparing a drop off card for every household in the city (each municipality would manage their own). This card could include all aspects of adding, correcting and deleting information from the Voters' List. It should also include how to deal with situational voters such as borders, tenants, family members and students.

After the drop off program has concluded, and in conjunction with the appropriate communications strategy, municipalities should continue, on a quarterly basis, to remind electors to check the Voter Look Up program on their respective municipalities website to ensure their information is correct.

In an election year, this program could be expanded to a monthly basis and include radio and print advertisements to reinforce to the elector that the responsibility of ensuring they are correctly included on the voters list on Election Day is their own.

Municipalities continue to pay for and use an inaccurate, outdated product (voters list). Unless there is a proactive strategy in place for the preparation of a much more accurate voters list for all municipalities, the same issues will most likely occur in 2022.

The Corporation of the Municipality of
# Central Elgin

450 Sunset Drive, 1st Floor, St. Thomas, Ontario  N5R 5V1   P: 519.631.4860  F: 519.631.4036

January 16th, 2019

Stephanie Paparella
Legislative Coordinator
City of Hamilton

Email:  Stephanie.paparella@hamilton.ca

Dear Ms. Paparella:

Re:  Maintaining the Voters' List for Municipal Elections

Please be advised that Council discussed your correspondence on the above noted matter at their Regular Meeting of Council dated Monday, January 14th, 2019 and the following resolution was passed:

THAT:  Correspondence received from the City of Hamilton respecting "Maintenance of Voters' List for Municipal Elections" be supported.  CARRIED.

Please feel free to contact me should you have any questions regarding this information.

Yours truly,

Dianne Wilson
Deputy Clerk/Records Management Coordinator

The Corporation of the
# MUNICIPALITY OF TWEED

255 Metcalf St., Postal Bag 729
Tweed, ON  K0K 3J0
Tel.: (613) 478-2535
Fax: (613) 478-6457

Email: info@twp.tweed.on.ca
Website: www.tweed.ca
facebook.com/tweedontario

January 17, 2019

City of Hamilton
71 Main St. W.
Hamilton ON,  L8P 4Y5

Attention:    Mike Zegarac
              Interim City Manager

Dear Sir:

I wish to advise that Council, at their regular meeting held January 9, 2019 passed a resolution in support of the City of Hamilton's resolution regarding maintaining the Voters' List.

Yours truly,

Betty Gallagher, A.M.C.T.
CAO/Clerk – Treasurer

/lw

Enclosure: City of Hamilton Council Resolution re: Voter's List.

CC: Doug Brewer, Director of Policy, Ministry of Municipal Affairs
     Minister's Chief of Staff, Ministry of Finance
     Carla Y. Nell, Vice President, Municipal & Stakeholder Relations, MPAC
     Angela Morgan, President, AMCTO
     Stephane Perrault, Chief Electoral Officer of Canada, Elections Canada
     Greg Essensa, Chief Electoral Office of Ontario, Elections Ontario.

TOWNSHIP OF
**PUSLINCH**
EST. 1850

January 17, 2019

Doug Brewer, Director of Policy
Ministry of Municipal Affairs
777 Bay Street, 17th Floor
Toronto, ON   M5G2E5

Minister's Chief of Staff
Ministry of Finance
7 Queen's Park Crescent
Toronto, ON   M7A1Y7

Carla Y. Neil, Vice President
Municipal & Stakeholder Relations
Municipal Property Assessment Corp
1340 Pickering Parkway, Suite 101
Pickering, ON L1V0C4

Angela Morgan CMO, AOMC
President
AMCTO
2680 Skymark Ave.
Mississauga, ON   L4W5L6

Stephane Perrault
Chief Electoral Officer of Canada
Elections Canada
30 Victoria Street
Gatineau, QU K1A0M6

Greg Essensa
Chief Electoral Office of Ontario
Elections Ontario
51 Rolark Drive
Toronto, ON M1R3B1

Stephanie Paparella, Legislative Coordinator, City of Hamilton
SENT VIA E-MAIL: stephanie.paparella@hamilton.ca

RE:    Maintaining the Voters' List for Municipal Elections

Please be advised that Township of Puslinch Council, at its meeting held on January 9, 2019, considered the aforementioned topic and subsequent to discussion, the following was resolved:

> **That the Township supports the City of Hamilton's resolution with respect to Maintaining the Voters' List for Municipal Elections;**
>
> **And that this resolution be forwarded to the Ministry of Municipal Affairs, the Ministry of Finance, the Municipal Property Assessment Corporation, the Association of Municipal Clerks and Treasurers of Ontario, the Chief Electoral Officer of Canada and the Chief Electoral Office of Ontario.**

As per the above resolution, please accept a copy of this correspondence for your information and consideration.

TOWNSHIP OF
## PUSLINCH
EST. 1850

Yours very truly,
Nina Lecic
Deputy Clerk
519-763-1226
nlecic@puslinch.ca

**Thorold**
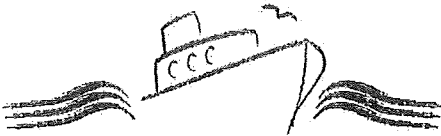
*Where Ships Climb The Mountain...*

January 17, 2019

City of Hamilton
71 Main Street West, 1st Floor
Hamilton, ON    L8P 4Y5

Stephanie.Paparella@hamilton.ca

Attention:   Stephanie Paparella, Legislative Coordinator

Dear Ms. Paparella:

**Re:   Maintaining the Voters' List for Municipal Elections**

Please be advised Thorold City Council, at its January 15, 2019 meeting, adopted the following resolution:

That the correspondence received from the City of Hamilton from its Council meeting of December 19, 2018 requesting that a multi-stakeholder group be established to create and maintain the Voter's List for municipal elections, be received and supported.

Yours truly,

Donna Delvecchio
City Clerk

DD:cd

ec:    M. Dilwaria, Chief Administrative Officer

Grey
Highlands | *The place for all seasons*

January 17, 2019

City of Hamilton
Stephanie Paparella, Legislative Coordinator
Hamilton City Hall
71 Main Street West, 1st Floor
Hamilton, ON  L8P.4Y5

Re: Grey Highlands Resolution 2019-33 – Support for Maintaining the Voter's List

Please be advised that the following resolution was passed at the January 16, 2019
meeting of the Council of the Corporation of the Municipality of Grey Highlands.

> **2019-33**
> **Cathy Little, Dane Nielsen**
> **That the resolution from the City of Hamilton regarding maintaining
> the voter's list be supported.**
> **CARRIED.**

A copy of the resolution referenced above is attached. If you require anything
further, please contact this office.

Sincerely,

Raylene Martell
Director of Legislative Services/Municipal Clerk

Cc: Doug Brewer, Director of Policy Ministry of Municipal Affairs
Minister's Chief of Staff Ministry of Finance
Carla Y. Nell Vice President, Municipal and Stakeholder Relations
Municipal Property Assessment Corporation
Angela Morgan, CMO, AOMC President
Stephane Perrault Chief Electoral Officer of Canada Elections Canada
Greg Essensa Chief Electoral Office of Ontario Elections Ontario
Paul Dube, Ombudsman of Ontario
Jamie McGarvey, Association of Municipalities of Ontario
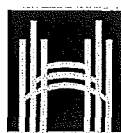
| | |
|---|---|
| Hamilton | City of Hamilton<br>Hamilton City Hall<br>71 Main Street West, 1st Floor<br>Hamilton, Ontario<br>Canada L8P 4Y5<br>www.hamilton.ca | Stephanie Paparella<br>Legislative Coordinator<br>Office of the City Clerk<br>Phone (905) 546-2424 Ext. 3993<br>Fax # (905) 546-2095<br>stephanie.paparella@hamilton.ca |

January 3, 2019

Doug Brewer
Director of Policy
Ministry of Municipal Affairs
777 Bay Street, 17th Floor
Toronto, ON
M5G 2E5

Minister's Chief of Staff
Ministry of Finance
Frost Building South, 7th Floor
7 Queen's Park Crescent
Toronto, ON
M7A 1Y7

Carla Y. Nell
Vice President, Municipal and Stakeholder
Relations
Municipal Property Assessment Corporation
1340 Pickering Parkway, Suite 101
Pickering, ON
L1V 0C4

Angela Morgan, CMO, AOMC
President
AMCTO
2680 Skymark Avenue
Mississauga, ON
L4W 5L6

Stéphane Perrault
Chief Electoral Officer of Canada
Elections Canada
30 Victoria Street
Gatineau, Quebec
K1A 0M6

Greg Essensa
Chief Electoral Office of Ontario
Elections Ontario
51 Rolark Drive
Toronto ON
M1R 3B1

Please be advised that Hamilton City Council at its meeting of December 19, 2018, approved Item 7.3, which reads as follows:

**7.3    Maintaining the Voters' List for Municipal Elections**

WHEREAS, concerns over the quality of the Municipal Voters List is not a new phenomenon;

WHEREAS, in 2012, the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) published a Voters List Position Paper and since that time has been advocating for transformational changes to the way that Ontario creates and maintains the Voters' List for municipal elections;

WHEREAS, the Preliminary List of Electors, which forms the Voters' List in Ontario, is supplied by data from the Municipal Property Assessment Corporation (MPAC);

WHEREAS, despite the incremental changes made by MPAC, MPAC has a limited ability to fix the currency and accuracy issues that impairs the current

process and the Voters' List continues to be flawed with data inaccuracies and outdated information; and,

WHEREAS, a transformational solution to the way that the Voters' List is created and managed is required;

THEREFORE, BE IT RESOLVED:

(a)   That the Council of the City of Hamilton supports the re-establishment of the multi-stakeholder working group between the Ministry of Municipal Affairs, Ministry of Finance, AMCTO, MPAC, Elections Canada and Elections Ontario in exploring and identifying ways to create and maintain the Voters' List for Municipal Elections;

(b)   That Council requests an update be provided from this Voters' List Working Group on the transformational solutions being discussed;

(c)   That representatives from MPAC be invited to a future General Issues Committee meeting to hear the City of Hamilton's concerns (attached hereto) and advise the City on what steps MPAC will be taking in the future;

(d)   That a letter of concerns respecting the Voter's List for Municipal Elections and a request for investigation be forwarded to the Ombudsman's Office; and,

(e)   That a copy of this motion, respecting the Voter's List for Municipal Elections be circulated to all municipalities and the Association of Municipalities of Ontario (AMO).

On behalf of Hamilton City Council, we thank you for your consideration respecting this very important matter and look forward to your response.

Sincerely,

Stephanie Paparella
Legislative Coordinator
Office of the City Clerk

Copied:
Paul Dube, Ombudsman of Ontario
Jamie McGarvey, President, Association of Municipalities of Ontario
All Ontario Municipalities

**Maintaining the Voters' List for Municipal Elections**
**Page 3 of 4**

The City of Hamilton is looking to the Working Group to find resolutions that would include, but not be limited to, the following matters that were encountered during the 2018 municipal election process:

(a)  Neighbours on the same Voter Notification Cards (VNC);
(b)  Polling locations not matching the address;
(c)  Incorrect mailing addresses;
(d)  Electors showing up at an address who had never lived there;
(e)  Addresses outside of the polling subdivision;
(f)  Incorrect names on the VNCs;
(g)  Entire buildings missed;
(h)  Completed the EL15 last Election and still not on the Voters' List;
(i)  No units listed in buildings; and,
(j)  Electors who had lived at their residence for many years not receiving a VNC.

The responsibility of adding the Applications to Amend, Correct and Delete forms has now been downloaded from MPAC to the municipalities. In the case of the City of Hamilton, it required the inputting of over 27,000 applications into the Datafix program; with the legislated deadline for inputting these applications being 30 days from Election Day, which became a very labour intensive and time-consuming task.

Forms that could not be inserted into the Datafix program within the 30-day deadline, were not accepted by MPAC; leaving some of the elector submitted corrections undone and to remain incorrect for the next election.

MPAC has agreed to keep the Voter Look Up program available all year round rather than just in an election year; leaving the obligation of improving the Voters List with the elector and the municipalities.

It was suggested that a campaign be commenced by preparing a drop off card for every household in the city (each municipality would manage their own). This card could include all aspects of adding, correcting and deleting information from the Voters' List. It should also include how to deal with situational voters such as borders, tenants, family members and students.

After the drop off program has concluded, and in conjunction with the appropriate communications strategy, municipalities should continue, on a quarterly basis, to remind electors to check the Voter Look Up program on their respective municipalities website to ensure their information is correct.

In an election year, this program could be expanded to a monthly basis and include radio and print advertisements to reinforce to the elector that the responsibility of ensuring they are correctly included on the voters list on Election Day is their own.

Municipalities continue to pay for and use an inaccurate, outdated product (voters list). Unless there is a proactive strategy in place for the preparation of a much more accurate voters list for all municipalities, the same issues will most likely occur in 2022.

**Township of North Frontenac**

6648 Road 506, Plevna, Ontario K0H 2M0
Tel: (613) 479-2231 or 1-800-234-3953, Fax: (613) 479-2352
www.northfrontenac.ca

January 18, 2019

City of Hamilton                        Via email: stephanie.paparella@hamilton.ca
Hamilton city Hall
71 Main Street West, 1st Floor
Hamilton, Ontario
L8P 4Y5

Attention: Stephanie Paparella

Dear Ms. Paparella:

**RE: Request for Support – Maintaining the Voters List for Municipal Elections**

Further to your request for support with respect to maintaining the Voter's List for Municipal Elections, Council considered your request at their January 14, 2019 Meeting and passed the following Resolution:

**Moved by Councillor Fowler, Seconded by Councillor Good          #21-19**

**Whereas** concerns over the quality of the Municipal Voters List is not a new phenomenon;

**And Whereas** in 2012, the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) published a Voters List Position Paper and since that time has been advocating for transformational changes to the way that Ontario creates and maintains the Voters' List for municipal elections;

**And Whereas** the Preliminary List of Electors, which forms the Voters' List in Ontario is supplied by data from the Municipal Property Assessment Corporation (MPAC);

**And Whereas** despite incremental changes made by MPAC, MPAC has a limited ability to fix the currency and accuracy issues that impairs the current process and the Voter's List continues to be flawed with data inaccuracies and outdated information;

**And Whereas** a transformational solution to the way the Voters' List is created and managed is required;

**Therefore Be It Resolved That** Council supports the City of Hamilton and requests the re-establishment of the multi-stakeholder working group between the Ministry of Municipal Affairs, Ministry of Finance, AMCTO; MPAC, Elections Canada and Election Ontario in exploring and identifying ways to create and maintain the Voters' List for Municipal Elections;

**And That** Municipalities be provided with an update from this Voter's List Working Group on the transformational solutions being discussed;

**And That** Council instructs the Clerk to forward a copy of this resolution to the City of Hamilton; Minister of Finance, Minister of Municipal Affairs, MPAC, the Association of Municipalities of Ontario (AMO); and AMCTO.

**Carried**

If you have any questions or concerns, please do not hesitate to contact me by email at clerkplanning@northfrontenac.ca or by telephone (613) 479-2234 ext. 225.

Yours truly,

Tara Mieske

Tara Mieske
Clerk/Planning Manager
TM/sm

cc.     Minister of Finance, Hon. Victor Fedeli
        Minister of Municipal Affairs, Hon. Steve Clark
        Municipal Property Assessment Corporation (MPAC)
        Association of Municipalities of Ontario (AMO)
        Association of Municipal Clerks and Treasurers of Ontario (AMCTO)

**St. Catharines**

January 18, 2019


Stephanie Paparell
Legislative Coordinator
City of Hamilton
71 Main Street West, 1st Floor
Hamilton, ON  L8P 4Y5

Sent via email to: Stephanie.paparella@hamilton.ca

**Re: Maintaining the Voters' List for Municipal Elections**
**Our File No. 10.57.11**


Please be advised that the Council of the City of St. Catharines, at its meeting held on January 14, 2019, gave consideration to your Council's resolution respecting the above-noted matter.

The Mayor and Members of Council received and endorsed the resolution, directing no further action.

If you have any questions, please contact the Office of the City Clerk at extension 1524.

Bonnie Nistico-Dunk, City Clerk
Legal and Clerks Services, Office of the City Clerk
:em

MUNICIPALITY OF
**West Perth**

January 21, 2019

Ms. Stephanie Paparella
Legislative Coordinator
Office of the City Clerk
City of Hamilton
71 Main St. West, 1st Floor
Hamilton, ON   L8P 4Y5

Minister's Chief of Staff
Ministry of Finance
7 Queen's Park Crescent
Toronto, ON   M7A 1Y7

Mr. Doug Brewer
Director of Policy
Ministry of Municipal Affairs
777 Bay Street, 17th Floor
Toronto, ON   M5G 2E5

Ms. Carla Y. Nell
Vice President, Municipal and
Stakeholder Relations
Municipal Property Assessment
1340 Pickering Parkway, Suite 101
Pickering, ON   L1V 0C4

Ms. Angela Morgan, CMO, AOMC
President
AMCTO
2680 Skymark Ave.
Mississauga, ON   L4W 5L6

Mr. Stéphane Perrault
Chief Electoral Officer of Canada
Elections Canada
30 Victoria Street
Gatineau, QC   K1A 0M6

Mr. Greg Essensa
Chief Electoral Officer of Ontario
Elections Ontario
51 Rolark Drive
Toronto, ON   M1R 3B1

Please be advised that at their meeting of January 7, 2019, the Council for the Municipality of West Perth endorsed Hamilton City Council's resolution regarding Maintaining the Voters List for Municipal Elections.

CORPORATION OF THE

# TOWNSHIP OF BLACK RIVER - MATHESON

429 PARK LANE, P.O. BOX 601, MATHESON, ON P0K 1N0
TELEPHONE (705) 273-2313 TOLL FREE (877) 252-2227 FAX (705) 273-2140
EMAIL: township@blackriver-matheson.com WEBSITE: www.blackriver-matheson.com

January 23, 2019

City of Hamilton
Hamilton City Hall
Hamilton, Ontario
Canada L8P 4Y5

Dear Ms. Paparella

Re:   Resolution of Support – Maintaining the Voter's List for Municipal Elections

Please be advised the following resolution was passed at the regular council meeting held on January 21, 2019:

NO: 2019-47 THAT Council supports the resolution from the City of Hamilton regarding the maintenance of the voters list for municipal elections.

Yours truly,

Katie Browne
Deputy Clerk

c.c. Doug Brewer, Ministry of Public Affairs
    Ministry of Finance
    Carla Nell, MPAC
    Angela Morgan, AMCTO
    Stephane Perrault, Elections Canada
    Greg Essensa, Elections Ontario

URBAN AREAS: HOLTYRE – MATHESON – RAMORE – SHILLINGTON – VAL GAGNE

**Corporation of the Township of Black River - Matheson**
429 Park Lane
P.O. Box 601
Matheson, Ontario
P0K 1N0

**RESOLUTION**

DATE: <u>January 21, 2019</u>

NO: 2019 - __47__

## MOVED BY:

~~Councillor Dubien~~ ~~Councillor Gibson~~ ~~Councillor Cumming~~
~~Councillor De Marchi~~ ~~Councillor Charlebois~~ ~~Councillor Riach~~

## SECONDED BY:

Councillor Dubien          Councillor Gibson          Councillor Cumming

Councillor De Marchi       Councillor Charlebois      Councillor Riach

THAT Council supports the resolution from the City of Hamilton regarding the maintenance of the voters list for municipal elections.

☑ CARRIED          ☐ DEFEATED

_____
**MAYOR'S SIGNATURE**

## Recorded Vote-TO BE COMPLETED BY CLERK ONLY

|  | YEAS | NAYS |
|---|---|---|
| Councillor Dubien |  |  |
| Councillor Gibson |  |  |
| Councillor Cumming |  |  |
| Councillor De Marchi |  |  |
| Councillor Charlebois |  |  |
| Councillor Riach |  |  |
| Mayor Laderoute |  |  |

X
_____
Cassandra Child
Clerk
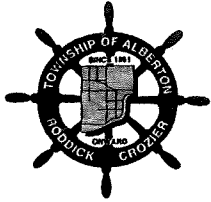
# The Corporation of the Township of Alberton

Corner of Hwy 11/71 & Hwy 611 South  -  Mailing Address:  RR #1 – B2, Fort Frances, Ontario, P9A 3M2

Telephone:  807-274-6053
Fax:  807-274-8449
e-mail:  alberton@jam21.net
website:  www.alberton.ca

January 23, 2019

City of Hamilton
Hamilton City Hall
71 Main Street West, 1st Floor
Hamilton, Ontario
L8P 4Y5

**ATTENTION:  CLERK**

Dear Sir or Madam:

### Re: Maintaining the Voters' List for Municipal Elections

At the regular meeting on January 9, 2019, Council for the Township of Alberton passed Resolution number 2019-23 to support the Hamilton City Council resolution.

Yours truly,

Bernice Szydlik
Administrative Assistant

/bs
Encl.

# THE CORPORATION OF THE TOWNSHIP OF ALBERTON

Session Date: January 9, 2019

Resolution No.: 2019- 23

Moved By: _____

Seconded By: _____

## BE IT RESOLVED THAT:

Council for the Township of Alberton hereby supports the resolution passed by Hamilton City Council at is meeting on December 19, 2018 regarding maintaining the Voters' List for Municipal Elections, a copy of which is attached.

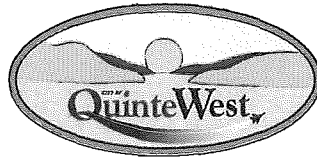| Pecuniary Interest | Recorded Vote | Council Member | Nay | Yea |
|---|---|---|---|---|
| | | FORD, Mike | | |
| | | DEGAGNE, Daniel | | |
| | | GLOWASKY, Diane | | |
| | | JOHNSON, Jennifer | | |
| | | SPUZAK, Peter | | |

_____
REEVE

CARRIED: ☑

DEFEATED: ☐

**QuinteWest**

P.O. Box 490
7 Creswell Drive
Trenton, Ontario K8V 5R6
www.quintewest.ca

**A Natural Attraction**

Telephone: (613) 392-2841
Fax: (613) 392-0131
kevinh@quintewest.ca

Kevin Heath
City Clerk

January 23, 2019

Doug Brewer
Director of Policy
Ministry of Municipal Affairs
777 Bay Street, 17th Floor
Toronto, ON M5G 2E5

Minister's Chief of Staff
Ministry of Finance
Frost Building South, 7th floor
7 Queen's Park Crescent
Toronto, ON M7A 1Y7

Carla Y. Nell
Vice President, Municipal and Stakeholder
Relations
Municipal Property Assessment
Corporation
1340 Pickering Parkway, Suite 101
Pickering, ON L1V 0C4

Angela Morgan, CMO, AOMC
President
AMCTO
2680 Skymark Avenue
Mississauga, ON L4W 5L6

Stephane Perrault
Chief Electoral Officer of Ontario
Elections Canada
30 Victoria Street
Gatineau, Quebec K1A 0M6

Greg Essensa
Chief Electoral Office of Ontario
Elections Ontario
51 Rolark Drive
Toronto, ON M1R 3B1

## RE:  Resolution – Voter's List for Municipal Elections

This letter will serve to advise that at a meeting of City of Quinte West Council held on
January 21, 2019 Council supported the attached resolution from the City of Hamilton
regarding Voter's List for Municipal Elections by passing the following resolution:

"That the City of Quinte West supports the resolution passed by the City of Hamilton for
the re-establishment of the multi-stakeholder working group between the Ministry of
Municipal Affairs, Ministry of Finance, AMCTO, MPAC, Elections Canada and Elections
Ontario in exploring and identifying ways to create and maintain the Voters' List for
Municipal Elections;

And further that this resolution be forwarded to the Ministry of Municipal Affairs, Ministry
of Finance, MPAC, AMCTO, Elections Canada, Elections Ontario and the Association of
Municipalities of Ontario for consideration." Carried

I trust this is the information you require. The City of Quinte West believes there is merit in re-establishing this group in an effort to improve the Voter's List for future elections.

Sincerely,

CITY OF QUINTE WEST

Kevin Heath
City Clerk


cc: Pat Vanini, Executive Director, AMO
cc: Stephanie Paparella, Legislative Coordinator, City of Hamilton

**Ministry of
Municipal Affairs
and Housing**

**Ministère des
Affaires municipales
et du Logement**

Local Government Policy Branch

Direction des politiques relatives aux
administrations locales

777 Bay Street , 13ᵗʰ Floor
Toronto ON  M5G 2E5
Telephone: (416) 585-7297
www.ontario.ca/MAH

777, rue Bay, 13ᵉ étage
Toronto ON  M5G 2E5
Téléphone:   (416) 585- 7297
www.ontario.ca/MAH

Ontario

MIN19-001649

JAN 2 3 2019

Stephanie Paparella
Legislative Coordinator
Office of the City Clerk
City of Hamilton

Hamilton City Hall
71 Main Street West
1ˢᵗ Floor
Hamilton, Ontario
L8P 4Y5

Dear Stephanie Paparella:

I am writing to acknowledge receipt of your correspondence dated January 3, 2019 to
Doug Brewer, Director of Policy, Ministry of Municipal Affairs and Housing. Thank you
for taking the time to forward the City of Hamilton's resolution regarding the municipal
voters' list.

Please be assured that your comments have been forwarded to appropriate staff in the
Ministry of Municipal Affairs and Housing for consideration and that the Minister or a
member of the Ministry will respond to you as soon as possible.

Thank you again for writing.

Regards,

Saad Aslam
Administrative Coordinator
Local Government and Policy Branch
Ministry of Municipal Affairs and Housing
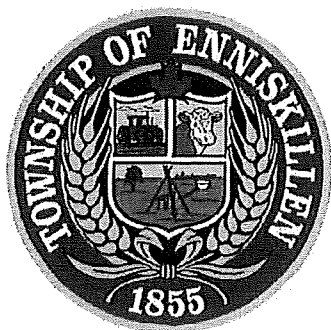
TOWNSHIP OF ENNISKILLEN
4465 Rokeby Line
RR# 1, Petrolia, Ontario N0N 1R0
Phone (519) 882-2490  Fax (519) 882-3335

**Duncan McTavish,**
Administrator-Clerk/Treasurer
**Mike Cumming,**
Road Superintendent

January 23 2019
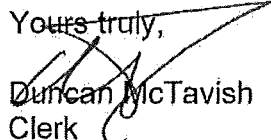
Stephanie Paparella
Office of the City Clerk
City of Hamilton
71 Main Street West, 1st Floor
Hamilton, ON L8P 4Y5

Dear Stephanie,

Re: Resolution Maintaining the Voters' List for Municipal Elections

Please note that the Council of the Township of Enniskillen at its regular meeting of January 22 2019 passed a resolution supporting the City of Hamilton resolution regarding maintenance of the Voters' List for Municipal Elections.

Yours truly,

Duncan McTavish
Clerk

www.enniskillen.ca

**Discoveries
That Matter**

Canton *D'Opasatika* Township

50 GOVERNMENT ROAD - 50 CHEMIN DU GOUV.
C.P. / P.O. BOX 100
OPASATIKA, ONT.
POL 1Z0

# RESOLUTION NO 2019-015

MOVED BY:     MR. ALAIN PINEAULT

SECONDED BY:   MR. MAXIME TURGEON

RESOLVED:    THAT THE OPASATIKA MUNICIPAL COUNCIL SUPPORTS RESOLUTION RECEIVED FROM THE CITY OF HAMILTON IN REGARDS OF MUNICIPAL VOTERS LIST. (COPY ATTACHED)

CARRIED

I, ALAIN TREMBLAY, Clerk-Treasurer for the Corporation of the Township of Opasatika do hereby certify that this document is a true copy of Resolution no. 2019-015 as shown by the minutes of Council as of this 21st day of January, 2019.

ALAIN TREMBLAY
Clerk-Treasurer

# TOWNSHIP OF Scugog

January 24, 2019

Stephanie Paparella
Legislative Coordinator
Office of the City Clerk
City of Hamilton
71 Main Street West, 1st Floor
Hamilton, ON  L8P 4Y5

**Re:    Council Resolution re: Voters List for Municipal Elections (01-19)**

Dear Ms. Paparella:

At the last regular General Purpose and Administration Committee meeting of the Council of the Township of Scugog held January 14, 2019, your correspondence (01-19) regarding the above captioned matter was discussed.

I wish to advise that the following resolution was passed and ratified at the January 21, 2019 Township of Scugog Council meeting:

> **"THAT** Correspondence No. 308-18 and 01-19, regarding the Voters List for Municipal Elections, be received and endorsed."

Should you require anything further in this regard, please do not hesitate to contact the undersigned.

Yours sincerely,

John Paul Newman
Director of Corporate Services/Clerk

cc:    Doug Brewer, Director of Policy, Ministry of Municipal Affairs
        Minister's Chief of Staff, Ministry of Finance
        Carla Y. Nell, VP Municipal and Stakeholder Relations, MPAC
        Angela Morgan, CMO, AOMC President, AMCTO
        Stéphane Perrault, Chief Electoral Officer of Canada, Elections Canada
        Greg Essensa, Chief Electoral Office of Ontario, Elections Ontario

# MUNICIPALITY OF MORRIS-TURNBERRY

P.O. Box 310, 41342 Morris Road, Brussels, Ontario N0G 1H0
Tel: 519-887-6137 ext. 21  Fax: 519-887-6424  Email: nmichie@morristurnberry.ca

**Nancy Michie**
Administrator Clerk-Treasurer

January 23, 2019

The Honourable Doug Ford,
Premier of Ontario
Queen's Park
Legislative Bldg.,
TORONTO, ON  M7A 1A1

Your Honour:

**Re: Resolution:**

        ♦    **City of Hamilton**

The Council of the Municipality of Morris -Turnberry has reviewed the attached resolution and have fully supported and endorsed the resolution.

The Council of the Municipality of Morris-Turnberry ask that consideration be given to this **issue which is of importance to every Municipality.**

Please review the attachment and give consideration to support the resolution.

Yours truly,

Nancy Michie

cc:

     ♦    Lisa Thompson, MPP
     ♦    Association of Municipalities of Ontario
   ✓♦    City of Hamilton

**Pelham**
NIAGARA

*Vibrant · Creative · Caring*

January 25, 2019

City of Hamilton
Hamilton City Hall
71 Main Street West, 1st Floor
Hamilton, Ontario
L8P 4Y5

Attention:      Stephanie Paparella, Legislative Coordinator

Dear Ms. Paparella:

### City of Hamilton – Maintaining the Voters' List for Municipal Elections

At their regular meeting of January 21st, 2019, Council of the Town of Pelham received your correspondence and endorsed the following:

> **BE IT RESOLVED THAT Council receive correspondence from the City of Hamilton dated, January 3, 2019 regarding the Voters' List for Municipal Elections, for information.**

On behalf of Council, thank you for your correspondence.

Yours very truly,

(Mrs.) Nancy J. Bozzato, *Dipl.M.M., AMCT*
Town Clerk

/hw

From the Clerk's Department

**Administrative
Services**

# THE TOWNSHIP OF MINDEN HILLS

## IN SEASON, EVERY SEASON

7 Milne Street, P.O. Box 359, Minden, Ontario K0M 2K0
Telephone: 705-286-1260

Website: www.mindenhills.ca

E-mail: admin@mindenhills.ca

January 28, 2019

Stephanie Paparella, Legislative Coordinator
City of Hamilton
71 Main Street West, 1st Floor,
Hamilton, On L8P 4Y5

Dear Ms. Paparella:

**Re: Support Resolution: Maintaining the Voters' List for the Municipal Elections**

Council, at its Regular Meeting held on January 24, 2019, passed the following resolution in support of the re-establishment of the multi-stakeholder working group to explore and identify ways to create and maintain the Voters' List for Municipal Elections.

**Res. # 19-17        Moved by Councillor Carter**
**Seconded by Councillor Hughey**
**Be it resolved that Council receives correspondence from the City of Hamilton regarding maintenance of the Voters' List for Municipal Elections;**

**And further Council supports the City of Hamilton request of the re-establishment of the multi-stakeholder working group between the Ministry of Municipal Affairs, Ministry of Finance, AMCTO, MPAC, Elections Canada and Elections Ontario in exploring and identifying ways to create and maintain the Voters List for Municipal Elections;**

**And further a copy of this resolution be forwarded to the City of Hamilton and the Association of Municipalities of Ontario (AMO).**
**CARRIED.**

If you have any questions, please contact me at (705) 286-1260 Ext. 215 or email vbull@mindenhills.ca

Sincerely,

Vicki Bull,
Deputy Clerk

CC: Association of Municipalities (AMO)

Administration, CAO, Clerk
Fax: 705-286-4917

Finance, Building, Planning & By-Law
Fax: 705-286-6005

# The Corporation of the Township of Minden Hills

## Regular Council

**Resolution**          **January 24, 2019**

**Moved by:** _____

**Seconded by:** _____

Be it resolved that Council receives correspondence from the City of Hamilton regarding maintenance of the Voters' List for Municipal Elections;

And further Council supports the City of Hamilton request of the re-establishment of the multi-stakeholder working group between the Ministry of Municipal Affairs, Ministry of Finance, AMCTO, MPAC, Elections Canada and Elections Ontario in exploring and identifying ways to create and maintain the Voters List for Municipal Elections;
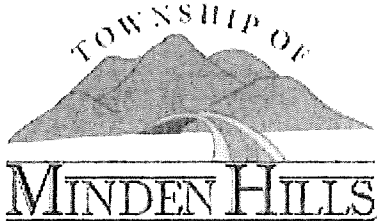
And further a copy of this resolution be forwarded to the City of Hamilton and the Association of Municipalities of Ontario (AMO).

_____

CARRIED _____    DEFEATED _____    DEFERRED _____    RECORDED VOTE _____

| ABSTAIN | YEA | VOTING | NAY |
|---------|-----|--------|-----|
|         |     | CARTER |     |
|         |     | HUGHEY |     |
|         |     | NESBITT |    |
|         |     | NEVILLE |    |
|         |     | SAYNE  |     |
|         |     | SCHELL |     |
|         |     | DEVOLIN |    |

MAYOR _____

MOTION NO.: _19-17_

# The Corporation of the Town of Thessalon

| | | |
|---|---|---|
| P.O. Box 220 | 187 Main Street | Thessalon, Ontario  P0R 1L0 |
| Phone: (705) 842-2217 | | Fax: (705) 842-2572 |
| Email: townthess@bellnet.ca | | Website: www.thessalon.ca |

*Mayor: WILLIAM ROSENBERG*                                      *Clerk: ROBERT P. MacLEAN*

January 29, 2019

Doug Brewer
Director of Policy
Ministry of Municipal Affairs
777 Bay Street, 17th Floor
Toronto, ON
M5G 2E5

Minister's Chief of Staff
Ministry of Finance
Frost Building South, 7th Floor
7 Queen's Park Crescent
Toronto, ON
M7A 1Y7

Carla Y. Nell
Vice President, Municipal and Stakeholder
Relations
Municipal Property Assessment Corporation
1340 Pickering Parkway, Suite 101
Pickering, ON
L1V 0C4

Angela Morgan, CMO, AOMC
President
AMCTO
2680 Skymark Avenue
Mississauga, ON
L4W 5L6

Stephane Perrault
Chief Electoral Officer of Canada
Elections Canada
30 Victoria Street
Gatineau, Quebec
K1A 0M6

Greg Essensa
Chief Electoral Office of Ontario
Elections Ontario
51 Rolark Drive
Toronto, ON
M1R 3B1

At the January 28, 2019 regular meeting of the Council of the Town of Thessalon, the following resolution was passed:

> "Be it resolved that the Council of the Town of Thessalon acknowledges receipt of the resolution passed by the City of Hamilton and supports the re-establishment of the multi-stakeholder working group between the Ministry of Municipal Affairs, Ministry of Finance, AMCTO, MPAC, Elections Canada and Elections Ontario in exploring and identifying ways to create and maintain the Voters' List for Municipal Elections, and that municipalities be provided with an update from the Voters' List

.....2

**City of Welland**
**Legislative Services**
Office of the City Clerk
60 East Main Street, Welland, ON L3B 3X4
**Phone:** 905-735-1700 Ext. 2280 | **Fax:** 905-732-1919
**Email:** clerk@welland.ca | www.welland.ca

January 24, 2019                                    <u>**File No. 19-43**</u>

SENT VIA EMAIL

City of Hamilton
Hamilton City Hall
71 Main Street West, 1st Floor
Hamilton, ON  L8P 4Y5

Attention:  Stephanie Paparella, Legislative Coordinator, City of Hamilton

Dear Ms. Paparella:

<u>*Re: January 15, 2019 – WELLAND CITY COUNCIL*</u>

At its meeting of January 15, 2019, Welland City Council passed the following motion:

**"THAT THE COUNCIL OF THE CITY OF WELLAND receives for information the correspondence from the City of Hamilton dated January 3, 2019 regarding maintaining the voters' list for municipal elections."**

Yours truly,

Tara Stephens,
City Clerk

TS:cap

c.c. – T. Stephens, City Clerk

*Bridging the past, present and future*

*The Corporation of the Township of*
*La Corporation du Canton de*
**Dubreuilville**

*Prenez le temps de vivre* ⚜ *Experience the Freedom*

January 29, 2019

City of Hamilton
71 Main Street West, 1ˢᵗ Floor
Hamilton, Ontario L8P 4Y5

**RE:    Maintaining the voter's list for municipal elections**

At its regular meeting of January 23, 2019, our Municipal Council passed the following resolution:

19-021          Moved by:     Councillor Croft
                Seconded by:  Councillor Perth

Whereas that the Council of the Corporation of the Township of Dubreuilville hereby wishes to support the attached letter dated January 3, 2019 from the City of Hamilton with regards to maintaining the voter's list for municipal elections.

Carried

Sincerely,

Brigitte Tremblay
Office Clerk

Enclosure     Resolution No. 19-021

## COUNCIL RESOLUTION

**The Corporation of the Township of**
**La Corporation du Canton de**
**Dubreuilville**

*Prenez le temps de vivre* ✤ *Experience the Freedom*

**Moved By:** _Chantal_          **DATE:** <u>**January 23, 2019**</u>

**Seconded By:** _Hélène_          **Resolution No.** _19-021_

Whereas that the Council of the Corporation of the Township of Dubreuilville hereby wishes to support the attached letter dated January 3, 2019 from the City of Hamilton with regards to maintaining the voter's list for municipal elections.

| Carried | Defeated | Deferred |
|---------|----------|----------|

| **RECORDED VOTE:** | **YES** | **NO** |
|--------------------|---------|--------|
| **Councillor** Chantal Croft | | |
| **Councillor** Hermyle Langlois | | |
| **Councillor** Léandre Moore | | |
| **Councillor** Hélène Perth | | |
| **Mayor** Beverly Nantel | | |

Declaration of Pecuniary Interest and General Nature Thereof:

THE CORPORATION OF THE
MUNICIPALITY OF TEMAGAMI
P.O. BOX 220
TEMAGAMI, ONTARIO P0H 2H0
(705) 569-3421
FAX: (705) 569-2834
E-MAIL: visit@temagami.ca
WEBSITE: www.temagami.ca
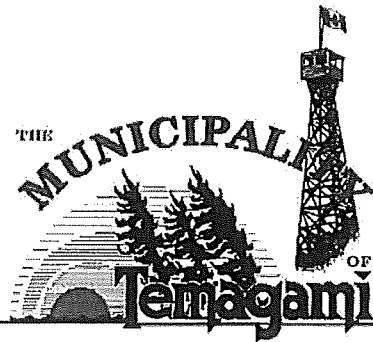
January 31, 2019

City of Hamilton
Hamilton City Hall
71 Main Street West, 1st Floor,
Hamilton, ON
L8P 4Y5

Via E-Mail: stephanie.paparella@hamilton.ca

## RE: Endorsement of re-establishing a working group

Thank you for your correspondence dated January 3, 2019 regarding the re-establishment of a working group. Council reviewed your correspondence at the January 24, 2019 regular Council meeting. The Council of the Corporation of the Municipality of Temagami passed the following motion:

19-94
MOVED BY: J. Koistinen
SECONDED BY: B. Leudke
BE IT RESOLVED THAT *Council receive the correspondence from the City of Hamilton dated January 3, 2019 regarding the maintenance of the Voter's List for Municipal Elections; AND FURTHER THAT as the Municipality of Temagami have the same concerns with the maintenance of the voter's list Council endorse the re-establishment of a working group including Municipal Representation charged with exploring and identifying ways to create an accurate and current voter's list for future Municipal Elections.*
CARRIED

Please accept this letter as Council's formal endorsement of the re-establishment of a working group outlined in your correspondence. If you have any questions or concerns please contact the undersigned.

Yours truly,

Tammy Lepage, Planning Clerk/Deputy Clerk

1 / 1

January 31, 2019

Doug Brewer
Director of Policy
Ministry of Municipal Affairs
777 Bay Street, 17th Floor
Toronto, ON M5G 2E5

Minister's Chief of Staff
Ministry of Finance
Frost Building South, 7th Floor
7 Queen's Park Crescent
Toronto, ON M7A 1Y7

Greg Essensa
Chief Electoral Officer, Elections Ontario
51 Rolark Drive
Toronto, ON   M1R 3B1

Dr. Will Bouma, MPP
Brantford-Brant
96 Nelson Street
Brantford, ON   N3T 2X1

Carla Y. Nell
Vice President, Municipal Stakeholder
Relations
Municipal Property Assessment
Corporation
1340 Pickering Parkway, Suite 101
Pickering, ON L1V 0C4

Pat Vanini
Executive Director, Association of
Municipalities of Ontario
200 University Avenue, Suite 801
Toronto, ON   M5H 3C6

Angela Morgan, CMO, AOMC
President
AMCTO
2680 Skymark Avenue
Mississauga, ON L4W 5L6

Please be advised that Brantford City Council at its meeting held January 29, 2019 adopted Item 13 of Committee of the Whole – Operations and Administration Report #2019-01-15 as follows:

**13.    2018 Municipal Election Voters' List Process**

WHEREAS copies of resolutions adopted by the Councils of the Town of Kearney, Municipality of Northern Bruce Penninsula and the City of Hamilton regarding the creation, maintenance and general quality of the Municipal Voters' List were circulated to the City of Brantford; and

WHEREAS the Council of The Corporation of the City of Brantford and the Brantford Accessibility Advisory Committee have similar concerns regarding the quality of the Municipal Votes' List including missing and incorrect personal voter information;

NOW THEREFORE BE IT RESOLVED:

A.    THAT Council SUPPORT a review of the process and maintenance of the Voters' List used for Municipal Election purposes to address the following concerns identified by the Brantford Accessibility Advisory Committee:
- Missing and incorrect personal voter information
- Challenges in arranging transportation to visit City Hall or a physical polling station to amend personal voter information
- Multi-residential dwellings being missed in the voter registration process; and

B.    THAT the Ministry of Municipal Affairs, the Ministry of Finance, the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO), the Municipal Property Assessment Corporation (MPAC), Elections Ontario, the Association of Municipalities of Ontario (AMO) and the MPP, Brantford - Brant BE ADVISED that the Council of The Corporation of the City of Brantford supports the following resolution of the Town of Kearney regarding the creation, maintenance and general quality of the Municipal Voters' List:

WHEREAS concern over the quality of the Municipal Voters' List is not a new    phenomenon;

AND WHEREAS in 2012, the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) published a "Voters' List Position Paper" and since that time has been advocating for transformational changes to the way that Ontario creates and maintains the Voters' List for municipal elections;

AND WHEREAS the Preliminary List of Electors which forms the Voters' List in Ontario is supplied by data from the Municipal Property Assessment Corporation (MPAC);

AND WHEREAS despite the incremental changes made by MPAC, MPAC has a limited ability to fix the currency and accuracy issues that impairs the current process and the Voters' List continues to be flawed with data inaccuracies and outdated information;

AND WHEREAS a transformational solution to the way that the Voters' List is created and managed is required;
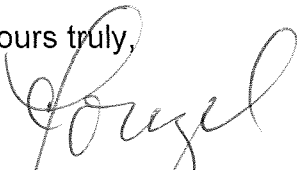
NOW THEREFORE BE IT RESOLVED that the Council of the Corporation of the Town of Kearney supports the re-establishment of the multi-stakeholder working group between the Ministry of Municipal Affairs, Ministry of Finance, AMCTO, MPAC and Elections Ontario in exploring and identifying ways to create and maintain the Voters' List for Municipal Elections;

AND FURTHER Council requests an update be provided from this 'Voters' List Working Group' on the transformational solutions being discussed;

AND FURTHER that this resolution be circulated to all Ontario Municipalities for their consideration and support.

C.      THAT a copy of this resolution BE FORWARDED to the Clerk of the Town of   Kearney, Municipality of Northern Bruce Peninsula and the City of Hamilton.

Yours truly,

Charlene Touzel
City Clerk

CC:  Brantford Accessibility Advisory Committee,
      Mary Lynn Standen – Municipal Clerk, Northern Bruce Peninsula,
      Brenda Fraser – Clerk Administrator, Town of Kearney,
      Janet Pilon – Acting City Clerk, City of Hamilton,
      Tanya Daniels – Deputy Clerk/Clerk for the 2018 Municipal Election, City of Brantford
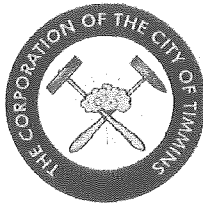
220 Algonquin Boulevard East, Timmins, ON   P4N 1B3
www.timmins.ca

January 31, 2019

City of Hamilton
71 Main Street West, 1st Floor
Hamilton, ON
L8P 4Y5

Attention: Stephanie Paparella, Legislative Coordinator

**Re:     Maintaining the Voters' List for the Municipal Elections**

Dear Ms. Paparella:

We are in receipt of your letter dated January 3, 2019 and thank you for the same.  The concerns and issues that were addressed regarding the Municipal Elections Voters' List are echoed by the City of Timmins.

We support the City of Hamilton in their efforts for the re-establishment of the multi-stakeholders exploring and identifying ways to create and maintain the Voters' List for Municipal Elections. The City of Timmins was bombarded with residents making changes to their Voter Notification Cards which was very labour intensive and time consuming.  Should the process be streamlined and shared amongst groups, the election process would run more efficiently with less frustration from our residents.

Yours truly,

Mayor George Pirie

**TIMMINS**
I'M IN. | J'Y TIENS. | ᐁᒧ

Office of the Mayor George Pirie
Telephone:  (705) 360-2611
E-mail: mayor@timmins.ca

# The Corporation of the City of Timmins

# **RESOLUTION**

Moved by ___Councillor Marks___                                    19-18

Seconded by ___Councillor Rinaldo___

BE IT RESOLVED THAT Council accepts and supports the letter from the City of Hamilton regarding maintaining the Voters' List for Municipal Elections and authorizes a letter of support to be forwarded.

CARRIED.

CERTIFIED TRUE COPY
OF RESOLUTION 19-18

Steph Palmateer, City Clerk

| | YEAS | NAYS |
|---|---|---|
| **MAYOR** | | |
| G. Pirie | | |
| **COUNCILLORS** | | |
| M. Auger | | |
| M. Boileau | | |
| J. Campbell | | |
| J. Curley | | |
| A. Marks | | |
| K. Murray | | |
| N. Rinaldo | | |
| R. Whissell | | |

Carried_____

Defeated_____

Deferred or Tabled_____

Date____January 22, 2019_____

# SWM

## SOUTHWEST MIDDLESEX

February 4, 2019

City of Hamilton
Hamilton City Hall
71 Main Street West, 1st Floor
Hamilton ON Canada L8P 4Y5

**RE:    Maintaining the Voters' List for Municipal Elections**

The municipal council for Southwest Middlesex passed the following resolution at their meeting held January 23, 2019.

#2019-0025
Moved by Councillor Vink
Seconded by Councillor Cowell
THAT Southwest Middlesex supports the resolution of the City of Hamilton regarding the 2018 municipal voters list with notice of support sent to the City of Hamilton, Ministry of Municipal Affairs, Ministry of Finance, AMCTO, MPAC, Elections Canada and Elections Ontario.    Carried

Please contact us if you wish any further discussion. Thank you.

Sincerely,

Jill Bellchamber-Glazier
CAO/Clerk

MUNICIPALITY OF SOUTHWEST MIDDLESEX
153 McKELLAR STREET, GLENCOE, ONTARIO, N0L 1M0
PHONE: 519-287-2015/FAX: 519-287-2359/EMAIL: info@southwestmiddlesex.ca
WEB SITE: www.southwestmiddlesex.ca

Cc to

Doug Brewer, Director of Policy
Ministry of Municipal Affairs
777 Bay Street, 17th Floor
Toronto  ON  M5G 2E5

Minister's Chief of Staff
Ministry of Finance
Frost Building South, 7th Floor
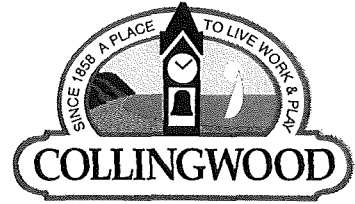7 Queen's Park Crescent
Toronto  ON  M7A 1Y7

Carla Y. Nell
Vice President, Municipal and Stakeholder
Relations
Municipal Property Assessment Corporation
1340 Pickering Parkway, Suite 101
Pickering  ON  L1V 0C4

Angela Morgan, CMO, AOMC
President
AMCTO
2680 Skymark Avenue
Mississauga  ON  L4W 5L6

Stephane Perrault
Chief Electoral Officer of Canada
Elections Canada
30 Victoria Street
Gatineau  Quebec  K1A 0M6

Greg Essensa
Chief Electoral Officer of Ontario
Elections Ontario
51 Rolark Drive
Toronto  ON  M1R 3B1

**MUNICIPALITY OF SOUTHWEST MIDDLESEX**
**153 McKELLAR STREET, GLENCOE, ONTARIO, N0L 1M0**
**PHONE: 519-287-2015/FAX: 519-287-2359/EMAIL: info@southwestmiddlesex.ca**
**WEB SITE: www.southwestmiddlesex.ca**

# TOWN OF COLLINGWOOD

**COLLINGWOOD**

Christa Carter,
Coordinator, Clerk Services
97 Hurontario St. P.O. Box 157
Collingwood, ON   L9Y 3Z5
Tel: (705) 445-1030 Ex. 3294
Fax: (705) 445-2448
Email: ccarter@collingwood.ca

February 5, 2019

Stephanie Paparella
Legislative Coordinator
Office of the City Clerk
City of Hamilton
Hamilton City Hall
71 Main Street West, 1st Floor
Hamilton, Ontario     L8P 4Y5

Dear Ms. Paparella,

**Re:     Council resolution re: Maintaining the Voters' List for Municipal Elections**

Please be advised, at the meeting of Council held January 14, 2019, Council passed the following resolution:

> *THAT* Council support the City of Hamilton in its statements and efforts to make improvements to the Municipal Voters List for the 2022 municipal and school board elections;
>
> AND FURTHER THAT the Council supports the re-establishment of the multi-stakeholder working group between the Ministry of Municipal Affairs, Ministry of Finance, AMCTO, MPAC, Elections Canada and Elections Ontario in exploring and identifying ways to create and maintain the Voters List for Municipal Elections.

If you require anything further, please do not hesitate to contact the undersigned.

Yours truly,

TOWN OF COLLINGWOOD

Christa Carter
Coordinator, Clerk Services

Encl.
/cdc

cc.     Doug Brewer Director of Policy Ministry of Municipal Affairs
        Minister s Chief of Staff, Ministry of Finance
        Carla Y. Nell Vice President, Municipal and Stakeholder Relations, MPAC
        Angela Morgan, President AMCTO
        Stephane Perrault Chief Electoral Officer of Canada Elections Canada
        Greg Essensa, Chief Electoral Office of Ontario, Elections Ontario

The Corporation of
# THE TOWNSHIP of CARLING
2 West Carling Bay Road, Nobel, ON P0G 1G0
Phone: 705-342-5856 • Fax: 705-342-9527

February 5, 2019

RE: City of Hamilton- Maintaining the Voters List for Municipal Elections

---

At the regular meeting of Council for the Township of Carling held February 4, 2019 Council passed the following resolution:

**19-008.6a**                                              **Moved by Councillor Gilbert**
                                                          **Seconded by Councillor Crookshank**

> **WHEREAS** the City of Hamilton had concerns that the quality of the Municipal voters list is not a new phenomenon and ;
>
> **WHEREAS** in 2012, the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) published a Voters List Position Paper and since time has been advocating for transformational changes to the way that Ontario creates and maintains the Voters' List for municipal elections and;
>
> **WHEREAS**, the Preliminary List of Electors, which forms the Voters' List in Ontario is supplied by data from the Municipal Property Assessment Corporation (MPAC);
>
> **WHEREAS**, despite the incremental changes made by MPAC, MPAC has a limited ability to fix the currency and accuracy issues that impairs the current process and the Voters' List continues to be flawed with data inaccuracies and outdated information; and ,
> WHEREAS, a transformational solution to the way that the Voters' List is created and managed is required;
>
> **THEREFORE BE IT RESOLVED** that the Council of the Township of Carling supports the City of Hamilton's resolution to re-establish the multi-stakeholder working group between the Ministry of Municipal Affairs, Ministry of Finance,

AMCTO,MPAC, Elections Canada and Elections Ontario in exploring and identifying ways to create and maintain the Voters' List for Municipal Elections;

**AND FURTHER** their request for an updates to be provided from this Voters List Working Group on the transformational solutions be discussed;
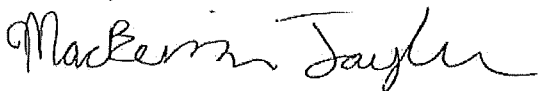
**AND FURTHER** that representatives from MPAC be invited to a future General Issues Committee meeting to hear the City of Hamilton's concerns.

**AND FURTHER** that a letter of concerns respecting the Voter's List for Municipal Elections and a request for investigation be forwarded to the Ombudsman's Office.
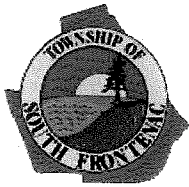
**Carried**

If you require further information, please do not hesitate to contact the undersigned at 705-342-5856 ext. 406 or mtaylor@carling.ca .

Sincerely,

Mackenzie Taylor
Acting Deputy Clerk

# TOWNSHIP OF SOUTH FRONTENAC

4432 George St, Box 100
Sydenham ON, K0H 2T0
613-376-3027 Ext 2222 or1-800-559-5862
amaddocks@southfrontenac.net

February 7, 2019

Doug Brewer
Director of Policy
Ministry of Municipal Affairs
777 Bay Street, 17th Floor
Toronto ON
M5G 2E5

Minister's Chief of Staff
Ministry of Finance
Frost Building South, 7th Floor
7 Queen's Park Crescent
Toronto ON
M7A 1Y8

Carla Y. Nell
Vice President, Municipal and Stakeholder
Relations
Municipal Property Assessment Corp
1340 Pickering Parkway, Suite 101
Pickering ON          L1V 0C4

Angela Morgan, CMO, AOMC
President
AMCTO
2680 Skymark Ave
Mississauga ON
L4W 5L6

Stephane Perrault
Chief Electoral Officer of Canada
Elections Canada
30 Victoria St
Gatineau, Quebec
K1A 0M6

Greg Essensa
Chief Electoral Office of Ontario
Elections Ontario
51 Rolark Dr
Toronto ON
M1R 3B1

## Re: Maintaining the Voters List for Municipal Elections

Please be advised that the Council of the Township of South Frontenac passed the
following resolution at their meeting held February 5, 2019:

> "That Council of the Township of South Frontenac support the resolution
> passed by the City of Hamilton regarding the maintenance of the Voters' List
> specifically items (a), (b), (d) and (e) and advise other municipalities, AMO
> and the Ombudsman of Ontario of our concerns.          Carried"

We look forward to any action taken regarding improvements to the accuracy of
the Voters List.

I trust this is satisfactory for your purposes.

Yours truly

Angela Maddocks
Clerk

**TOWNSHIP OF**
# WELLESLEY

February 11<sup>th</sup>, 2019

City of Hamilton
71 Main Street West, 1<sup>st</sup> Floor
Hamilton, Ontario
L8P 4Y5

Attention: Stephanie Paperella, Legislative Coordinator
Via Email: Stephanie.paparella@hamilton.ca

*Regarding:* Request for Support - City of Hamilton re: Maintaining the Voters' List
for Municipal Elections - Resolution No. 6

Please be advised that the following resolution was passed at the Regular Committee of
the Whole Meeting held on January 22<sup>nd</sup>, 2019 and later ratified at the Regular Council Meeting
of the Wellesley Township Municipal Council held on February 5<sup>th</sup>, 2019 at the Council
Chambers in Crosshill:

> "That the Council of the Township of Wellesley support the resolution brought forth by
> the City of Hamilton; and further,
> WHEREAS, concerns over the quality of the Municipal Voters List is not a new
> phenomenon;
> WHEREAS, in 2012, the Association of Municipal Managers, Clerks and Treasurers of
> Ontario (AMCTO) published a Voters List Position Paper and since that time has been
> advocating for transformational changes to the way that Ontario creates and maintains the
> Voters' List for municipal elections;
> WHEREAS, the Preliminary List of Electors, which forms the Voters' List in Ontario, is
> supplied by data from the Municipal Property Assessment Corporation (MPAC);
> WHEREAS, despite the incremental changes made by MPAC, MPAC has a limited
> ability to fix the currency and accuracy issues that impairs the current process and the
> Voters' List continues to be flawed with data inaccuracies and outdated information; and,
> WHEREAS, a transformational solution to the way that the Voters' List is created and
> managed is required;
> THEREFORE, BE IT RESOLVED:
> 1. That the Council of the Township of Wellesley supports the re-establishment of the
>    multi-stakeholder working group between the Ministry of Municipal Affairs, Ministry of
>    Finance, AMCTO, MPAC, Elections Canada and Elections Ontario in exploring and
>    identifying ways to create and maintain the Voters' List for Municipal Elections;
> 2. That Council requests an update be provided from this Voters' List Working Group on
>    the transformational solutions being discussed;
> 3. That representatives from MPAC be invited to a future General Issues Committee to
>    advise the Township on what steps MPAC will be taking in the future;
> 4. That a letter of concerns respecting the Voter's List for Municipal Elections and a request
>    for investigation be forwarded to the Ombudsman's Office; and,

**TOWNSHIP OF**
# WELLESLEY

5. That a copy of this motion, respecting the Voter's List for Municipal Elections be circulated to all municipalities and the Association of Municipalities of Ontario (AMO)."
Carried

If you have any questions or concerns, please feel free to contact me at (519) 699-3946 at your earliest convenience.

Yours truly,

Grace Kosch, Clerk
Township of Wellesley
P: 519-699-3946   F: 519-699-4540
gkosch@wellesley.ca

cc:     Jamie McGarvey, President, Association of Municipalities of Ontario
        All Ontario Municipalities

# North Perth

www.northperth.ca

A Community of Character     330 Wallace Ave. N., Listowel, ON N4W 1L3    Phone: 519-291-2950    Toll Free: 888-714-1993

February 13th, 2019

Doug Brewer
Director of Policy
Ministry of Municipal Affairs
777 Bay Street, 17th Floor
Toronto ON
M5G 2E5

Minister's Chief of Staff
Ministry of Finance
Frost Building South,
7th Floor 7 Queen's Park Crescent
Toronto ON
M7A 1Y8

Carla Y. Nell
Vice President, Municipal and
Stakeholder Relations
Municipal Property Assessment Corp
1340 Pickering Parkway, Suite 101
Pickering ON
L1V OC4

Angela Morgan,CMO, AOMC
President
AMCTO
2680 Skymark Ave
Mississauga ON
L4W 5L6

Stephane Perrault
Chief Electoral Officer of Canada
Elections Canada
30 Victoria St
Gatineau, Quebec
K1A OM6

Greg Essensa
Chief Electoral Office of Ontario
Elections Ontario
51 Rolark Dr
Toronto ON
M1R 3B1

Re: Maintaining the Voters List for Municipal Elections

Please be advised that the Council of the Municipality of North Perth passed the
following resolution at their meeting held on February 11, 2019.

"That the Council of the Municipality of North Perth support the resolution passed by the
City of Hamilton regarding the maintenance of the Voters' List specifically items (a), (b), (d)
and (e) and advise other municipalities, AMO and the Ombudsman of Ontario of our
concerns.

Carried"

I have enclosed a copy of the correspondence from the City of Hamilton. We
look forward to any action taken regarding improvement to the accuracy of the
Voters List.

# North Perth

**www.northperth.ca**

A Community of Character    330 Wallace Ave. N., Listowel, ON N4W 1L3    Phone: 519-291-2950    Toll Free: 888-714-1993

I trust you find this satisfactory.

Yours truly

Patricia Berfelz, Clerk CMO
Municipality of North Perth

c.c.    Stephanie Paparella, Legislative Coordinator, City of Hamilton
Paul Dube, Ombudsman of Ontario
Jamie McGarvey President, Association of Municipalities of Ontario

**MUNICIPALITY OF**
# GREENSTONE

February 13, 2019

Sent via Email: Stephanie.Paparella@hamilton.ca

City of Hamilton
71 Main Street West, 1st Floor
Hamilton, ON L8P 4Y5

**Re: Support the City of Hamilton's Resolution regarding the Voters' list for Municipal Elections**

Please be advised that Council of the Municipality of Greenstone at the Regular Council Meeting of February 11, 2019 endorsed your resolution regarding the Voters' list as follows:

Resolution # 19-16

Moved by Councillor: Marino
Seconded by Councillor: McCraw

**THAT** Council of the Municipality of Greenstone endorse and support the attached resolution from the City of Hamilton regarding the Voters List for Municipal Elections

**AND THAT** Council supports the re-establishment of the multi-stakeholder working group as outlined in the resolution to identify ways to create and maintain the Voters' List for Municipal Elections:

**AND THAT** a copy of this resolution be sent to the City of Hamilton, AMCTO and MPP Michael Gravelle

**CARRIED**

Sincerely,

Gabrielle Lecuyer,
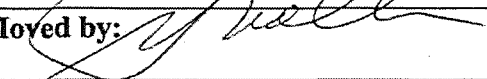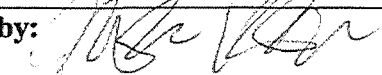Clerk
cc: Mayor and Council
    AMCTO: amcto@amcto.com
    MPP Michael Gravelle: mgravelle.mpp.co@liberal.ola.org

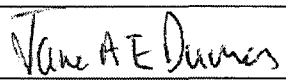P O Box 70    1800 Main Street, Geraldton, ON    P0T 1M0, Canada    807-854-1100

**NATURE'S HOME TOWN**

## RESOLUTION
### Corporation of the Township of South Algonquin

| Date:<br>February 6, 2019 | Meeting:<br>Council Meeting | Res. No.:<br>19- 032 |
|---|---|---|
| Moved by: | Seconded by: | |

"**BE IT RESOLVED THAT** the Council for the Corporation of the Township of South Algonquin endorses the City of Hamilton's Item 7.3 of their Council Meeting of December 19, 2018, Maintaining the Voters' List for Municipal Elections" which supports the re-establishment of the multi-stakeholder working group between the Ministry of Municipal Affairs, Ministry of Finance, AMCTO, MPAC, Elections Canada and Elections Ontario in exploring and identifying ways to create and maintain the Voters' List for Municipal Elections."

| Carried: | Vane A E Dumas |
|---|---|
| Defeated by: | |

5.1(mm)

**5.1(nn)**

## THE CORPORATION OF THE TOWN OF IROQUOIS FALLS

REGULAR MEETING

**DATE:** February 25, 2019

**RESOLUTION NO.:** 2019-⁊S

**AGENDA ITEM NO.:** 11. E)

**MOVED BY:**

**SECONDED BY:**

**BE IT RESOLVED THAT** Council for The Corporation of the Town of Iroquois Falls receives the resolutions and correspondence from the Town of Shelburne and the City of Hamilton regarding the Voters' List for Municipal Elections; and

**THAT** Council endorses and supports the re-establishment of the multi-stakeholder working group between the Ministry of Municipal Affairs, Ministry of Finance, AMCTO, MPAC, and Elections Ontario in exploring and identifying ways to create and maintain the Voters' List for Municipal Elections.

**DECLARED THE MOTION:**

☑ **CARRIED**

☐ **DEFEATED**

_____
**MAYOR (CHAIRMAN)**

===========================================================

### RECORDED VOTE

|  | FOR | AGAINST |
|---|---|---|
| Terry Boucher |  |  |
| Pat Britton |  |  |
| Dave Cockburn |  |  |
| Darcy Cybolsky |  |  |
| Tory Delaurier |  |  |
| Colin Kennedy |  |  |
| Jeff Madden |  |  |

===========================================================
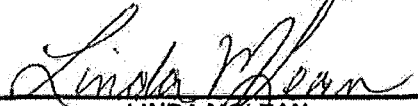
### DECLARATION OF CONFLICT OF INTEREST

_____
**DISCLOSED HIS/HER INTEREST(S)**        ☐ **VACATED HIS/HER SEAT**

Abstained from discussion and did not vote on this item.      **CERTIFIED TRUE COPY**

_____
**LINDA MCLEAN**
**CLERK ADMINISTRATOR**
**TOWN OF IROQUOIS FALLS**

CITY OF
**Guelph**

Making a Difference

March 12, 2019

Carla Y. Neil
Vice President, Municipal and Stakeholder
Relations
Municipal Property Assessment Corporation
1340 Pickering Parkway, Suite 101
Pickering ON
L1V 0C4

Jamie McGarvey, President
Association of Municipalities of Ontario
200 University Ave., Suite 801
Toronto ON
M5H 3C6

## RE: Maintaining the Voters' List for Municipal Elections

Please be advised that Guelph City Council at its meeting of February 25, 2019, approved the following motion which reads as follows:

1. That the Council of the City of Guelph supports the re-establishment of the multi-stakeholder working group between the Ministry of Municipal Affairs, Ministry of Finance, AMCTO, MPAC, Elections Canada and Elections Ontario in exploring and identifying ways to create and maintain the Voters' List for Municipal Elections.

2. That Council requests an update to be provided from this Voters' List Working Group on the transformational solutions being discussed.

3. That representatives from MPAC be invited to a future Council meeting to hear the City of Guelph's concerns and advise the City of what steps MPAC will be taking in the future.

4. That a copy of this motion, respecting the Voter's List for Municipal Elections be circulated to all municipalities and the Association of Municipalities of Ontario (AMO).

On behalf of Guelph City Council, we thank you for your consideration respecting this important matter and look forward to your response.

Sincerely,

Dylan McMahon
Manager, Legislative Services / Deputy City Clerk
Corporate Services, City of Guelph

CC
All Ontario Municipalities

**City Hall**
1 Carden St
Guelph, ON
Canada
N1H 3A1

T 519-822-1260
TTY 519-826-9771

guelph.ca

## Paparella, Stephanie

| | |
|---|---|
| **From:** | Andrea Fisher <afisher@goderich.ca> |
| **Sent:** | March 18, 2019 9:01 AM |
| **To:** | Paparella, Stephanie |
| **Cc:** | Janice Hallahan |
| **Subject:** | RE: City of Hamilton Council Resolution - Maintaining the Voters List for Municipal Elections |

Please be advised of the following motion passed at the January 21, 2019 regular meeting of Goderich Town Council;

Moved By: Deputy Mayor Murdock
Seconded By: Councillor Donnelly

That Council support the letter from the City of Hamilton regarding maintaining the Voters list for Municipal elections.

CARRIED

Thank you,
Andrea

Andrea Fisher
Deputy Clerk
Town of Goderich
519-524-8344 ext. 210

---

**From:** Paparella, Stephanie <Stephanie.Paparella@hamilton.ca>
**Sent:** January-03-19 1:52 PM
**To:** mbouffard@frenchriver.ca; admin@frontofyonge.com; dplumley@frontenacislands.ca; info@frontenaccounty.ca; clerk@gananoque.ca; townshipofgauthier@hotmail.com; jgunby@gbtownship.ca; office@georgianbluffs.on.ca; info@georgina.ca; gillies@tbaytel.net; Andrea Fisher <afisher@goderich.ca>; adminoffice@gordonbarrieisland.ca; aclarke@gorebay.ca; mail@townofgrandvalley.ca; info@gravenhurst.ca; admin@greatermadawaska.com; info@greaternapanee.com; 311@greatersudbury.ca; administration@greenstone.ca; info@greyhighlands.ca; clerks@grey.ca; Administration-Office-General@grimsby.ca; info@guelph.ca; mreid@get.on.ca; info@haldimandcounty.ca; aballe@county.haliburton.on.ca; suzannej@haltonhills.ca; regionalclerk@halton.ca; clerk@hamilton.ca; info@hamiltontownship.ca; civic@hanover.ca; harlytwp@parolink.net; harris@parolink.net; info@hastingshighlands.ca; pinej@hastingscounty.com; havbelmet@hbmtwp.ca; Infoclerk@hawkesbury.ca; hcmclerkmreith@gmail.com; townofhearst@hearst.ca; shunter@highlandseast.ca; twphill@parolink.net; info@hiltonbeach.com; admin@hiltontownship.ca; royward.hpayne@bellnet.ca; CAO@HortonTownship.ca; clerk@town.howick.on.ca; harlytwp@parolink.net; lleja@huntsville.ca; bknight@huroneast.com; email@huronshores.ca; huronadmin@huroncounty.ca; info@huronkinloss.com; deputyclerk@town.ignace.on.ca; info@ingersoll.ca; inquiry@innisfil.ca; LMclean@iroquoisfalls.com; mhayes@jamestwp.ca; admin@jocelyn.ca; people@johnsontownship.ca; office@townshipofjoly.com; general@kapuskasing.ca; critchie@kawarthalakes.ca; kearney1@vianet.on.ca; service@kenora.ca; harlytwp@parolink.net; info@khrtownship.ca; inquiries@municipalityofkillarney.ca; clerk@kincardine.net; kmoyle@king.ca; contactus@cityofkingston.ca; jastrologo@kingsville.ca; elklake@ntl.sympatico.ca; christine.tarling@kitchener.ca; lavalley@nwonet.net; lairdtwp@soonet.ca; csykes@lakeofbays.on.ca; lakeofthewoodstwp@tbaytel.net; webmaster@lakeshore.ca;

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TOWNSHIP OF
**RAMARA**

2297 Highway 12,
PO Box 130
Brechin, Ontario L0K 1B0
p.705-484-5374
f. 705-484-0441

March 21, 2019

Doug Brewer, Director of Policy
Ministry of Municipal Affairs
777 Bay Street, 17th Floor
Toronto, ON  M5G 2E5

Carla Y. Nell, Vice President, Municipal
and Stakeholder Relations
Municipal Property Assessment Corp.
1340 Pickering Parkway, Suite 101
Pickering ON  L1V 0C4

Stéphane Perrault, Chief Electoral
Officer of Canada
Elections Canada
30 Victoria Street
Gatineau, QC  K1A 0M6

Minister's Chief of Staff
Ministry of Finance
Frost Building South, 7th Floor
7 Queen's Park Crescent
Toronto, ON  M7A 1Y8

Angela Morgan, President
A.M.C.T.O.
2680 Skymark Avenue
Mississauga, ON  L4W 5L6

Greg Essensa, Chief Electoral Office of
Ontario
Elections Ontario
51 Rolark Drive
Toronto, ON  M1R 3B1

**Re:    Maintaining the Voters' List for Municipal Elections**

This is to advise you that, at its meeting held on January 14, 2019, the Council of the
Township of Ramara passed a resolution to receive and support the correspondence
from the City of Hamilton dated January 3, 2019 regarding Maintaining the Voters' List
for Municipal Elections.

Additionally, at its meeting held on March 14, 2019, Council received and
supported correspondence from the Township of South Frontenac dated
February 7, 2019 and the Township of Lake of Bays dated February 21, 2019
regarding Maintaining the Voters' List for Municipal Elections.

I trust the above is self-explanatory; however, if you require further information or
clarification, please contact me.

Yours truly,

Jennifer Connor, CMO, AOMC
Acting C.A.O./Clerk

March 21, 2019
Page 2


JC/nb

Copy to:    Paul Dubé, Ombudsmon of Ontario
            Jamie McGarvey, President, A.M.O.
            Stephanie Paparella, Legislative Coordinator, City of Hamilton
            Angela Maddocks, Clerk, Township of South Frontenac
            Carrie Sykes, Director of Corporate Services/Clerk, Township of Lake of Bays

**5.1(rr)**

## Paparella, Stephanie

| | |
|---|---|
| **From:** | Mary McCuaig <mmccuaig@easthawkesbury.ca> |
| **Sent:** | January 15, 2019 10:06 AM |
| **To:** | Paparella, Stephanie |
| **Cc:** | 'Luc Lalonde' |
| **Subject:** | RE: City of Hamilton Council Resolution - Maintaining the Voters List for Municipal Elections |

At the regular Council meeting of January 14, 2019, the following resolution was passed:

"#2019-25
Be it resolved that Council supports the resolution from the City of Hamilton regarding a demand that MPAC improve and change the way it manages the Voters' List."

Mary McCuaig, A.M.C.T.
Township of East Hawkesbury
5151 County Road 14, P.O. Box 340,
St. Eugene, ON   K0B 1P0
Tel: 613-674-2170    Fax: 613-674-2989
Email: mmccuaig@easthawkesbury.ca

**Pilon, Janet**

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Subject:                                    Council Resolution re Voters' List for Municipal Elections

**From:** Cindy Filmore <cindy.filmore@townofkearney.ca>
**Sent:** November-23-18 1:55 PM
**Subject:** Council Resolution re Voters' List for Municipal Elections

Good afternoon,

In light of the recent municipal election, the Council of the Corporation of the Town of Kearney passed the following resolution in regard to the creation, maintenance and general quality of the Municipal Voters' List:

## *Resolution #*
## *10.(d)(iii)/21/11/2018*


*WHEREAS concern over the quality of the Municipal Voters' List is not a new phenomenon;*
*AND WHEREAS in 2012, the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) published a "Voters' List Position Paper" and since that time has been advocating for transformational changes to the way that Ontario creates and maintains the Voters' List for municipal elections;*
*AND WHEREAS the Preliminary List of Electors which forms the Voters' List in Ontario is supplied by data from the Municipal Property Assessment Corporation (MPAC);*
*AND WHEREAS despite the incremental changes made by MPAC, MPAC has a limited ability to fix the currency and accuracy issues that impairs the current process and the Voters' List continues to be flawed with data inaccuracies and outdated information;*
*AND WHEREAS a transformational solution to the way that the Voters' List is created and managed is required;*
*NOW THEREFORE BE IT RESOLVED that the Council of the Corporation of the Town of Kearney supports the re-establishment of the multi-stakeholder working group between the Ministry of Municipal Affairs, Ministry of Finance, AMCTO, MPAC and Elections Ontario in exploring and identifying ways to create and maintain the Voters' List for Municipal Elections;*
*AND FURTHER Council requests an update be provided from this 'Voters' List Working Group' on the transformational solutions being discussed;*
*AND FURTHER that this resolution be circulated to all Ontario Municipalities for their consideration and support.*


### *CARRIED*
We hope that this resolution will be of interest to your Municipality, and that you will support this endeavour moving forward.

Sincerely,

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*Cindy Filmore*
Senior Office Assistant
Town of Kearney
Ph# (705) 636-7752
Fax (705) 636-0527

**clerk@hamilton.ca**

| | |
|---|---|
| **From:** | BEVERLEY DWORZAK ██████████> |
| **Sent:** | January 10, 2019 11:20 AM |
| **To:** | clerk@hamilton.ca |
| **Subject:** | Fw: City Council meeting repeat airing on Cable 14, December 23, 2018 |

TO WHOM IT MAY CONCERN, City Clerk's office:

As per the instructions I received from the office of the Ombudsman, I forward the email below, dated December 23, 2018.

I would most appreciate knowing if any followup to my concern is or will be taking place.

Respectfully,
(Mrs.) Beverley Dworzak
██████████

----- Forwarded Message -----
**From:** BEVERLEY DWORZAK ██████████
**To:** nrinder.nann@hamilton.ca <nrinder.nann@hamilton.ca>; mayor@hamilton.ca <mayor@hamilton.ca>; Daniela.Giulietti@hamilton.ca <Daniela.Giulietti@hamilton.ca>; info@ombudsman.on.ca <info@ombudsman.on.ca>
**Sent:** Sunday, December 23, 2018, 11:58:28 a.m. EST
**Subject:** City Council meeting repeat airing on Cable 14, December 23, 2018

Mayor, Councillor Nrinder, Ward 3 Administrator, Ombudsman:

After viewing this morning's repeated airing of the City's council meeting-date unknown, I feel it is my duty to add some facts to any decision making regarding the motion relative to the Municipal Voters' List.

I was the Deputy Returning Officer during the October municipal elections. On Election day I was assigned two institutional locations in Ward 3. The one I write about was in the afternoon in which it was requested of me to work from a voters' list, which I immediately confirmed with the institution's staff, did not have a single residence's voters' name on it.

What was more upsetting for me, a resident of Hamilton since birth-in fact my parents were both born in Hamilton, was to find Lincoln Alexander's name on the voters' list.

Our past Lieutenant Governor of Ontario, not only is one of our city's proudest successes but speaks volumes of what a person can accomplish in one's life. For Mr. Alexander to have died on October 19, 2012 at age 90, not even a resident of the Carlisle at the time of his passing and to still remain on a 2018 voters' list is absolutely despicable.

MPAC has gone too far in it's fraudulent attempts at making voters' lists, and take tax dollars in the doing of it. As Council and Ombudsman a more serious investigation is without question.

Most respectfully,
(Mrs.) Beverley Dworzak
██████████

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# INFORMATION REPORT

| TO: | Chair and Members<br>General Issues Committee |
|---|---|
| **COMMITTEE DATE:** | September 9, 2019 |
| **SUBJECT/REPORT NO:** | Municipal Voter List – Elections Ontario (CL19009)<br>(City Wide) |
| **WARD(S) AFFECTED:** | City Wide |
| **PREPARED BY:** | Christopher Newman, Coordinator of Elections<br>905 546-2424 x 2190 |
| **SUBMITTED BY:**<br><br>**SIGNATURE:** | Andrea Holland<br>City Clerk<br>Corporate Services |

**Council Direction:**

N/A

**Information:**

Elections Ontario has prepared the attached annual report titled *Modernizing Ontario's Electoral Process Report on Ontario's 42nd General Election – June 7, 2018* (attached as Appendix "A") for the consideration of the Legislative Assembly of Ontario to comply with the *Elections Act* and *Elections Finances Act*. The annual report is always of interest to the City Clerk's Office, as it provides us with analysis of Elections Ontario work and provides us with the opportunity to adapt ways to improve the execution of the City of Hamilton's municipal election.

This report is being brought forward to Committee to keep Council apprised of the recommendation made by Elections Ontario to have them become the authority responsible for the municipal voters list (Appendix "A" pg. 50). This recommendation would harmonize the development of a centralized voters list for use in both provincial and municipal elections. Elections Ontario has supported this recommendation stating that it will assist in achieving consistency in election delivery, increase operational

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*OUR Vision: To be the best place to raise a child and age successfully.*
*OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.*
*OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.*

efficiency, improve accessibility for all eligible electors and achieve a higher level of electoral integrity.

The *Municipal Elections Act* stipulates that the Municipal Property Assessment Corporation (MPAC) is legislatively responsible for the delivery of the voters list for the purposes of municipal elections in Ontario. The Office of the City Clerk awaits to see if action will be taken on the recommendations put forward by Elections Ontario.

*OUR Vision: To be the best place in Canada to raise a child, promote innovation, engage citizens and provide diverse economic opportunities.*
*OUR Mission: WE provide quality public service that contribute to a healthy, safe and prosperous community, in a sustainable manner.*
*OUR Values: Accountability, Cost Consciousness, Equity, Excellence, Honesty, Innovation, Leadership, Respect and Teamwork.*

**X**

**Elections
Ontario**

# Modernizing Ontario's Electoral Process

Report on Ontario's 42nd General Election
June 7, 2018

Legislative Assembly of Ontario
Assemblée législative de l'Ontario

Office of the Chief Electoral Officer
Bureau du directeur général des élections

The Honourable Ted Arnott
Speaker of the Legislative Assembly
Room 180, Legislative Building, Queen's Park
Toronto, Ontario
M7A 1A2

Dear Mr. Speaker,

It is my pleasure to submit the post-event report about the June 7, 2018 general election under the *Election Act* and *Election Finances Act*.

This report offers a summary of election proceedings, and the feedback received and responded to in the general election. In addition, the report contains my evaluation of the alternative voting methods, processes, equipment, and technology that were used during the event. This report also incorporates the requirements of sections 4.1(5), 4.4(11), 44.1(9), 44.2(5), 67.2, and 89 of the *Election Act*. I have also provided a summary of the reports on accessibility submitted to me by the Returning Officers under section 55.1 of the Act.

Respectfully submitted,

**Greg Essensa**
Chief Electoral Officer

# Table of Contents

# Appendices

# Message from the Chief Electoral Officer

Ontario's 42nd general election transformed the way elections are conducted in Ontario. Our vision is to build modern services that put the needs of electors first. In 2018, we took unprecedented strides towards that vision by modernizing our processes while maintaining integrity for our largest stakeholder – the province's 10.2 million electors.

Since my appointment as Chief Electoral Officer in 2008, my commitment has been to improve our electoral process. Since then, I have tabled a number of reports and recommendations that sought to remove barriers to voting, introduce initiatives to keep pace with the changing demographics of our province, and address 21st century challenges and opportunities. Elections Ontario has worked relentlessly to refine internal processes and advocate for legislative change to modernize the electoral process in a way that meets the needs and expectations of electors. The 42nd general election was the first opportunity to realize our achievements.

In the years leading up to this election, we achieved many milestones. We operationalized an unprecedented amount of legislative reform, including the redistribution of electoral districts. We launched a new elector engagement strategy to encourage electors to use our new online application, e-Registration. We regulated the most significant changes to campaign financing rules in over 40 years, changes that increased our oversight and regulation of spending by political entities. Furthermore, we invested in the electoral process in a measured and principled manner to deliver the first Ontario general election with technology in the polls.

These efforts culminated in the delivery of a successful election, in which 51,623 Elections Ontario personnel helped 5,806,286 electors cast their ballots for 823 candidates at 8,295 voting locations. We launched 22,000 electronic poll books and 6,000 vote tabulators across the province while continuing to maintain some of the lowest costs per elector nationally. Over the course of 29 days, electors had the option to vote on election day, during advance voting, or by special ballot, either by mail, at the returning office, during a home visit or through the hospital program. We were successful in our endeavours because we put the needs of electors first.

Elections are complex events. Delivering a successful election requires operationalizing multiple pieces of legislation, reducing barriers to voting and regulating a level playing field for all political parties and candidates. We must do all this while continuing to work towards our mission – to make voting easy for all.

Additionally, our environment adds a level of complexity that we must recognize and respond to. Ontario's population is growing rapidly, and increasingly mobile. It has become harder than ever to engage electors every four years and ensure they have the information they need to know when, where, and how to vote. Tools and reforms are necessary to support our work. Our new online registration application, e-Registration, allows electors to directly confirm, update or add their information on the voters list to help us ensure we have accurate information. However, this alone is not enough. The complexity of Ontario's address system remains an obstacle to the accuracy of the voters list, and needs to be addressed.

Cybersecurity is also top of mind for Elections Ontario and our stakeholders. Throughout this election, there were a number of concerns regarding cybersecurity threats and questions about the protection of elector information, especially with the introduction of technology in the polls. Elections Ontario ensured all technology was rigorously tested, and we worked closely with our security partners to safeguard our systems. We remain vigilant and committed to addressing the areas that are in the public interest.

Looking ahead, we will continue to build and modernize our electoral tools and processes, while removing those barriers that prevent Ontarians from exercising their right to vote. Our continued success depends on maintaining public confidence in our processes and always upholding our fiduciary responsibilities.

In this report, I make a number of recommendations to support Elections Ontario's efforts. These include creating a single address authority to increase the quality of the voters list and improve services to citizens; taking responsibility for the municipal voters lists to improve government efficiency; and advancing a number of revisions to better promote compliance and ensure the integrity of elections. My team is well positioned to manage this level of legislative reform.

In 2019, Elections Ontario received six awards at the 17th International Electoral Symposium organized by the International Centre for Parliamentary Studies. The awards recognized our commitment to putting the needs of electors first.

We are eager to take the next step in building on our achievements, and continuing to meet elector and stakeholder needs and expectations. We are ready to face the challenges of the 21st century while maintaining the core principles of a democratic electoral system.

**Greg Essensa**
Chief Electoral Officer

# Section 1
# The Journey to June 7, 2018

Elections Ontario has been ready for change. In 2009, we began developing a strategy to modernize the electoral process to address 21st century challenges and keep pace with the changing demographics and expectations of electors.

As we travelled down this path, we committed to introducing change in a measured and principled manner. We prioritized our values of integrity and maintaining public trust – values Ontarians rightfully expect from their electoral system.

Throughout the past 10 years, Elections Ontario has advocated for legislative change to advance our electoral process. We conducted robust research studies and piloted new systems to ensure that any recommendations we proposed, or changes we made, were the result of evidence-based decision-making. Tools and processes were tested thoroughly. We strive to achieve our vision to build modern services that put the needs of electors first.

# A. Making the Case for Change

Through a number of reports to the Legislative Assembly over the past decade, we were vocal about the need to address an electoral system that was no longer sustainable.

We saw firsthand during the 2014 general election that we could not ignore the issues presented by our traditional paper-based electoral process. The administration of the 2014 general election was not much different from an election delivered 100 years ago. Our processes were out of step with the public's demands for more accessible, faster services that incorporated technology.

To introduce technology that effectively modernizes processes while still upholding the integrity of the electoral process, Elections Ontario conducted extensive research during the 2014 general election and in two by-elections that followed. This research established key baselines and was the source of information we used to establish a new model.

Pilots were conducted during two by-elections between the 2014 and 2018 general elections. The first was in the 2016 Whitby—Oshawa by-election, where we successfully piloted the use of electronic poll books to strike off electors, and used tabulators to count ballots.

We received positive feedback from the public through the surveys we conducted during the by-election. Ninety-six per cent of electors said they found the voting process easy; 93% believed the technology maintained the integrity of the process; and 91% said they would support the use of technology in future elections.

After the by-election, the Chief Electoral Officer met with Ontario's legislators to discuss recommendations on the introduction of technology into Ontario's electoral process. We recognized that in order to modernize elections to align with our vision, we needed legislative change to increase our capacity to introduce technology solutions into the voting process.

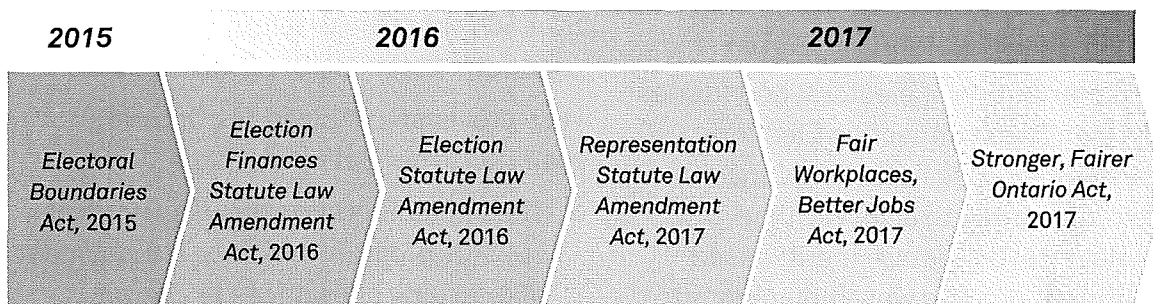The 2016 Scarborough—Rouge River by-election was our second opportunity to pilot electronic poll books and tabulators, this time during advance voting. This approach ensured we had a comprehensive evaluation of the technology, and allowed for electors and lawmakers to provide valuable input into the proposed systems and processes.

As a result of our efforts Ontario's 42nd general election marked unprecedented change.

# B. Implementing Legislative Change

In the three years leading up to the 2018 general election, we implemented five pieces of legislation that related directly to elections in Ontario, and another that significantly impacted our operations.

Figure 1: Key legislation leading up to the 2018 general election

**2015**  **2016**  **2017**

Electoral Boundaries Act, 2015 | Election Finances Statute Law Amendment Act, 2016 | Election Statute Law Amendment Act, 2016 | Representation Statute Law Amendment Act, 2017 | Fair Workplaces, Better Jobs Act, 2017 | Stronger, Fairer Ontario Act, 2017

This legislative transformation created opportunities and challenges. The changes were in line with many of the Chief Electoral Officer's previous recommendations. They allowed us to improve our processes and take significant strides to make voting easier for all electors in Ontario. However, some of the legislative reforms came late in the election cycle. These reforms significantly increased our workload, and in some cases impacted our ability to make timely decisions and communicate them to the field. Operationalizing this level of transformation for the 2018 general election has prepared us to be more responsive to change in the future.

### A New Electoral Map

The Chief Electoral Officer has recommended for some time that the *Representation Act, 2005* be amended to provide a regular, scheduled process for reviewing electoral districts and boundaries to ensure fair representation for Ontarians. The introduction of the *Electoral Boundaries Act, 2015* responded to this recommendation by matching southern Ontario's boundaries with federal boundaries. The legislation increased the number of provincial electoral districts from 107 to 122.

Provisions included in the *Election Statute Law Amendment Act, 2016*, called for the establishment of a Far North Electoral Boundaries Commission. The commission's mandate was to make recommendations to the Legislative Assembly of Ontario regarding the creation of at least one, and no more than two, new provincial electoral districts from the existing districts of Kenora—Rainy River and Timmins—James Bay. The Chief Electoral Officer sat on the commission and participated in public information meetings throughout these electoral districts.

In October 2017, the *Representation Statute Law Amendment Act, 2017* was introduced and included the recommendations of the commission to create two new electoral districts: Kiiwetinoong in the west and Mushkegowuk—James Bay in the east. As a result, Ontario's total number of electoral districts increased from 122 to 124.

The redistribution of electoral boundaries had a significant impact on Elections Ontario. All existing Returning Officers were reappointed to align with the new electoral districts. A merit-based recruitment process was implemented to fill the vacancies. In total, 87 Returning Officers were reappointed and 37 were newly appointed. Elections Ontario also updated its election management software, first to support the increase to 122 electoral districts, and later to support the increase to 124 electoral districts.

Redistribution also meant constituency associations in Ontario had to be dissolved, retained, or established. Elections Ontario supported political parties' dissolution and re-registration of 423 constituency associations. Political parties were provided with guidelines and other materials to help with this transition. Finally, new electoral district and polling division maps, shapefiles and geography products were created to reflect the new electoral district boundaries.

Redistribution allows for effective representation. Elections Ontario recommends a regular, scheduled process for reviewing Ontario's electoral district boundaries.

## A New Campaign Finance Regime

### Election Finances Statute Law Amendment Act, 2016

The passage of the *Election Finances Statute Law Amendment Act, 2016* on December 5, 2016, was the first significant review of Ontario's election finance laws in over 40 years. These reforms significantly expanded Elections Ontario's mandate.

New provisions of Elections Ontario's regulatory mandate included:

> The implementation of a new financial subsidy program requiring the payment of quarterly allowances to eligible political parties and constituency associations

> Changes to spending and fund-raising limits for political parties and candidates

> The expansion of regulatory oversight over third-party advertisers during elections and in the six months prior to fixed-date general elections.

Other provisions in the new legislation included new contribution rules, changes to loan provisions, new regulatory oversight over nomination contests, and reimbursement thresholds.

The impact of these changes was significant for Elections Ontario. Immediately following the passage of this legislation, we had to update policies and handbooks for political parties, constituency associations, candidates, leadership contestants, third-party advertisers, and fund-raising organizers. We offered training sessions to the financial officers of parties, constituency associations and candidates. We also created new forms and handbooks for nomination contestants. We completed this work within six months.

## Additional Changes to Campaign Finance Legislation

Two subsequent pieces of legislation amended provisions included in the *Election Finances Statute Law Amendment Act, 2016.* The *Representation Statute Law Amendment Act, 2017* refined legislation regarding nomination contest periods and attendance restrictions at fund-raising events. The *Stronger, Fairer Ontario Act, 2017* altered provisions regarding the period for nomination contest spending, excluding spending before the call of the nomination contest.

After the passage of this legislation, all materials were updated within two months.

## New Electoral Processes

The *Election Statute Law Amendment Act, 2016* included many of the Chief Electoral Officer's previous recommendations for legislative change. This legislation focused on amending Ontario's *Election Act*, which governs the administration of a provincial election. These amendments introduced significant changes and increased responsibilities for Elections Ontario.

New provisions in the legislation included:

> Introducing technology into the voting process

> Allowing Elections Ontario to develop a leasing program to share voting technology with municipalities and other electoral management bodies across Canada

> Creating a provisional register for 16- and 17-year-olds

> Establishing a standing nomination process outside the Writ period

> Implementing an administrative penalty regime for landlords who deny candidates and their representatives access to multi-unit dwellings for campaign purposes

> Enhancing requirements for the distribution of data from Ontario's voters list.

The passage of the *Election Statute Law Amendment Act, 2016* required Elections Ontario to update policies regarding nominations, outreach, and the distribution of voter information. It meant that our processes at the polls changed

with the introduction of technology. All training manuals for field staff required significant updating and amendments. While these changes increased our workload, we are aware of the importance of the introduction of these provisions to make voting easier in Ontario.

**New Employment Standards**

The *Fair Workplaces, Better Jobs Act, 2017*, which included amendments to the *Employment Standards Act, 2000,* received Royal Assent on November 27, 2017. This Act introduced a broad range of legislative change that impacted Elections Ontario's terms and conditions of employment for our staff, particularly those in the field.

Elections Ontario already met or exceeded some of the legislated requirements introduced in the *Fair Workplaces, Better Jobs Act, 2017*. We were able to successfully implement the balance of required changes on time, ensuring that our 51,623 field employees were accurately paid. We also gained exemptions to key areas of this legislation, which were in conflict with the *Election Act* and which pertained to hours of work and hours of rest, allowing us to meet the requirements of the *Election Act.*

We are committed to complying with employment standards legislation for all of our workers. However, due to our unique mandate and operations, legislated changes of this size, scope and complexity within months of a general election significantly altered our planning, budgeting, and preparations. The salary and benefit changes arising from this legislation, coupled with operational implementation challenges, had a sizeable impact on our election budget.

Overall, we were pleased that a number of our recommendations to modernize the electoral process were adopted in the aforementioned pieces of legislation. Although it took a significant undertaking to adopt these changes, doing so provided us with the legislative foundation to plan and deliver a transformative election.

# Section 2
# Planning a Transformative Election

Elections Ontario operates on a four-year planning cycle, which involves broad-based strategic planning and detailed tactical planning of every stage and aspect of an election. Every cycle begins by drawing lessons from past elections and consulting with our stakeholders which, in turn, informs our strategy and objectives. Our team then starts planning for the next by-elections and general election, including engaging and communicating with our stakeholders.

Delivering a transformative election followed the same cycle, but we adjusted our approach to focus on the introduction of new technological tools, adapted our staffing strategy to address future challenges, and developed and maintained strong relationships with many stakeholders.

# A. Building the Tools

### 1. Technology in the Polls

The 2018 general election implemented the model piloted in the Whitby—Oshawa and Scarborough—Rouge River by-elections. Poll officials used electronic poll books and vote tabulators to serve electors. The new model introduced efficiency by using automated tools to allow one person to both strike off an elector and issue a ballot. The new efficiencies introduced by the use of technology enabled us to serve more electors faster at a single polling location, and reduce the overall number of staff required.

### Electronic Poll Books

Electronic poll books (e-Poll books) were introduced to replace the paper voters list. Each book contains an electronic voters list for the entire electoral district. Each name corresponds to a unique identifier that has been printed on an elector's voter information card (VIC), and is used to strike off electors when they arrive at polls. Election officials scan the VICs, allowing for immediate identification and digital strike-off of electors' names from the list. Having a digital list reduces errors, and the time needed to look up voter information and record ballot issuance. This model improves customer service, as electors can be processed by the next available election official.

E-Poll books are connected to a secure, private network. All personal information on an e-Poll book is encrypted twice to harden them in case of attempted interference. E-Poll books can also be shut down remotely in the event of loss or theft. We procured 22,000 e-Poll books, uploaded the voters list, and tested them multiple times to prepare for the election.

Using this proven and reliable technology, we enabled faster voting and gained new insights on voting patterns that can be used to improve future services to electors.

### Vote Tabulators

Vote tabulators are single-function, purpose-built devices used to scan paper ballots, automatically count marked ballots, and record results. This automatic counting reduces human error and increases process integrity. Automatic counting also reduces the end-of-day reporting time from hours to minutes, giving electors, political participants, and members of the media almost immediate unofficial results. In the event of a recount, the paper ballots, which are fed into the vote tabulator, can be recounted by hand to maintain the integrity of the process.

Vote tabulators are not connected to a network, precluding any type of interference, and have been widely used in other Canadian and international jurisdictions since the 1990s. We have used vote tabulators in our returning offices and satellite offices for general elections since 2011. We procured and tested 6,000 vote tabulators to prepare for the 2018 general election.

### Technology in the 2018 General Election

We put this technology-enabled model in place in approximately half of the polling locations across the province. Not all voting locations were equipped with technology due to economic or logistical constraints.

For example, some locations in Northern Ontario would experience too many connectivity challenges to justify the financial cost and logistical challenges of shipping technology to a remote location. Additionally, we did not place technology-enabled polls in condominium buildings in areas such as downtown Toronto due to the small number of electors using these polls. Using voting locations with technology and voting locations without technology allowed us to strike a balance that best served the needs of electors while maintaining our fiduciary responsibilities to the public.

We did, however, ensure that at least one poll in each electoral district offered the new technological services. As a result, more than 90% of electors experienced technology-assisted voting.

We look forward to building on this foundation, and facilitating a process where all electors can easily vote. This election was only the first tangible step in developing our technological capacity as we continuously build modern services.

### 2. New Systems

Elections Ontario is committed to creating efficiencies and improving stakeholder experiences at all points of the electoral process. This involved the creation of new systems to provide more user-friendly services for electors and other stakeholders.

### e-Registration

In the lead-up to the 2018 general election, Elections Ontario introduced a new online registration tool called e-Registration to simplify the voter registration process. E-Registration was launched on September 15, 2017, the International Day of Democracy. The tool, which is hosted on our website, allows electors to confirm, update, add, or remove their information on the voters list.

### Voter Information Service

We developed the Voter Information Service tool to help electors find all of the information they required to vote. The tool provided information on all 124 electoral districts in the province. Electors could enter their postal code to find their voting locations, lists of candidates, and a voter checklist to ensure they were ready to vote before going to the polls.

### Election Management System

The Election Management System (EMS) manages all aspects of back-office functions at Elections Ontario. EMS creates a common, secure, web-based platform to store all of the information needed for an election. First used to manage the voters list in 2007, EMS was subsequently optimized, extended with new modules including finance and field management, and tested during by-elections before its broader use in the 2018 general election. The new

integrated system replaced seven aging, stand-alone legacy systems that we used to manage and administer elections in the field. Adopting an integrated system enabled us to more efficiently manage all aspects of election administration, leading to stronger performance and greater accountability at our headquarters and in returning offices.

## Visualizing Data from the Field

Ontario's 124 electoral districts have vastly different challenges and opportunities. It was therefore important for Elections Ontario to have increased visibility in the field during the election. In partnership with our vendors, we developed two dashboards to gain deeper insight into the election, and create opportunities to track and resolve issues.

## Command Centre Dashboard

The Command Centre Dashboard was a single, collaborative hub developed to provide real-time information to key Elections Ontario staff. We designed the dashboard to quickly access information on recruitment, voting locations and candidate nominations for individual electoral districts or for the whole province. This led to more efficient decision-making and issues management on the ground.

## VoterView Dashboard

The VoterView Dashboard was a tool developed for Elections Ontario to gain visibility into polls with technology. The dashboard displayed the number of polls that had functioning internet connectivity and were actively syncing elector strike-off information. It also showed the traffic of each location and across the province, based on the number of electors being served per minute. The dashboard gave us the ability to respond to what was happening in the field immediately, and determine where we would need to reallocate resources based on activity.

## Party Portal

In addition to simplifying the process for voters, we created a dedicated portal – the Party Portal – for political parties to allow for real-time, digital access to strike-off data and voter turnout information. The addition of e-Poll books allowed for strike-off data to be made available for political parties to download electronically. As a security precaution, the digitally transmitted strike-off data did not contain any personal information of electors. The digital files contained only unique elector ID data, the poll and electoral district number, and a time stamp. Additionally, only parties with approved privacy policies were able to access this data.

# B. Building the Team

Elections Ontario has always functioned in a decentralized model. Our headquarters is based in Toronto, and the election in each of the 124 provincial electoral districts is executed through the returning office. Both headquarters and the returning offices have responsibilities to plan and execute key workloads. Elections Ontario headquarters maintains centralized accountability and is responsible for the development of the program and policies. An important responsibility in this model is recruiting strong leaders and dedicated field staff to support the success of the election. In an election that introduced significant change, both headquarters and field positions, and additionally our vendor partners, were critical to our success.

### Returning Officers

The Returning Officer (RO) is one of the most important roles in an election. The RO is responsible for the administration of the election in their electoral district. ROs manage teams at the returning offices and any satellite offices, as well as a large number of poll workers who are integral to the delivery of an election. ROs must always be ready to administer a general election or by-election in their electoral districts. This includes acquiring office space and voting locations, distributing furniture, equipment and supplies, hiring and training staff, and guiding the electoral process in their electoral districts. ROs also assist candidates and electors with general inquiries, registration and voting.

Elections Ontario recognizes the importance of engaging and training each RO to be equipped with the knowledge, tools, and support to execute an election in their electoral district. The Chief Electoral Officer makes it a priority each year to meet collectively with ROs for continuous training and communication purposes. In the lead up to the 2018 general election, these meetings were especially critical given the changes to legislation and processes. The redistribution of electoral districts and the introduction of technology and new systems required ongoing engagement and support to ensure the field was prepared to administer our transformative election.

### Field Staff

Aside from the ROs, staff that work in returning offices and in voting locations play important roles in managing the election. They are responsible for setting-up voting locations, assisting electors through the voting process, and managing a number of back-end processes to support the success of the election, including managing poll materials and equipment, training election day staff, and processing payroll.

With a number of new tools and processes, we also added 13 Regional Liaison Officers (RLOs) to assist ROs in each geographic region to ensure our field staff had the support and assistance they needed to do their jobs. Given Ontario's vast geography, it is difficult for headquarters to provide on-the-ground support to ROs and their staff. RLOs played an advisory role, providing one-on-one assistance in the field.

To recruit enough poll officials, we designed and implemented a new hiring strategy. In the months leading up to the general election, in addition to our usual recruitment, we conducted outreach to colleges and universities across the province. This approach enhanced our other efforts to engage youth in the electoral process. Further, it provides a foundation for future staffing, which is particularly important given Canada's shifting labour market.

### Vendors

In previous elections, the administration of the election was primarily a relationship between ROs and staff at Elections Ontario's headquarters. In 2018, we forged a partnership among ROs, staff at headquarters, and those vendors that provided and supported technology in

the field. The participation of vendors was critical for the implementation of technology, given the scale. They brought their expertise, products, and tools to the table, and helped develop and implement our new process.

We developed four primary vendor partnerships. Dominion Voting Systems provided the vote tabulators; CompuCom provisioned the e-Poll books; DataFix was responsible for designing the VoterView application; and Rogers provided connectivity services for voting locations.

Throughout the planning phase, we worked closely with our vendors to establish accurate requirements, conduct necessary testing, determine support, and ensure the integrity of the election was never compromised. We were able to integrate vendors into the design and administration of the election, and we look forward to a strong working relationship with our vendors into the future.

# C. Maintaining Integrity

### Principled and Measured Approach to Change

Elections Ontario follows a principled and measured approach to innovation. We understand how important it is to balance effectively responding to electors' expectations with thoughtfully designing, testing and implementing innovation in order to maintain electoral integrity.

To ensure we were prepared to deliver a transformative election, we conducted several internal simulations at Elections Ontario's headquarters, as well as one with ROs and field staff. The lessons we learned from these simulations allowed us to review and refine our processes, and better understand the relationship between the field, Elections Ontario headquarters, and vendors.

### Privacy and Security

As information and public processes increasingly move online, digital tools to steal, manipulate and disrupt computer systems are becoming more sophisticated. Consequently, organizations need to design cybersecurity strategies to ensure their computer systems are protected.

Cybersecurity is especially important for electoral management bodies. Electors need to trust the outcome of an election. Electoral agencies must therefore introduce technology thoughtfully and ensure that appropriate controls are in place to safeguard the computer systems used in elections. That is why we took a measured and principled approach to the introduction and use of technology, and why we continue to rely on the paper ballot to provide the utmost assurance

that the integrity of the electoral process had been maintained. We must also protect the privacy of electors, since we are responsible for managing the personal information of registered electors, including their names, birthdates and addresses.

Elections Ontario fully complies with the cybersecurity policies and standards set by the Government of Ontario. Our systems are audited and security tested, and key systems are hosted at the government's data centre, which is protected by state-of-the-art detection and prevention technology. Information technology services delivered by vendors also comply with provincial security standards and are fully tested for security.

Possible cybersecurity threats to elections were top of mind, which is why we took extra precautions to ensure that our systems were secure for the 2018 general election. We partnered with the Provincial Security Advisor for Ontario and an independent consultant to rigorously test our systems with crisis simulations. Our senior leadership team undertook a tabletop exercise to develop contingency plans for different potential cyber threats. We also engaged our whole team team prior to the start of the election period to remind them about our privacy commitments and security practices. During the election, all key technology service providers were on heightened states of readiness.

We are confident that our security and privacy measures protected Ontarians' personal information and the integrity of the election. However, these successes do not mean that we can be complacent. We look forward to continuing our work with our partners to protect our election and elector information.

# Section 3
# Connecting with Electors - Shifting the Paradigm

In an increasingly mobile society, one of our greatest challenges is ensuring we have the most up-to-date information about electors. The accuracy of our voters list is at 91%. That means that for approximately 1 million electors (9% of the 10.2 million eligible electors), we do not have wholly accurate information on where they live. This makes it difficult to send these electors the important information they need to cast their ballots during an election.

# A. New Engagement Strategy

The problem with addressing in Ontario is one of complexity. Elections Ontario's voters list is updated with information provided by other government bodies, many of which have their own naming conventions for addressing. There is also significant variation in how an individual may communicate their address with different government bodies. The result is that it is difficult for us to determine which addressing convention is correct to ensure electors receive their VIC, and to ensure we send electors to the closest voting location. Without a set standard, the naming convention variability poses a significant challenge to providing timely and accurate information to electors.

In an effort to improve the quality of our voters list, we introduced a strategy to shift the paradigm. We moved from exclusively providing information to electors to actively engaging Ontarians to confirm, update or add their information on the voters list outside the election period. Our communications team used the months preceding the election to connect with Ontarians. Electors took action to check, update, or add their information. This ensured we had the most up-to-date information possible.

To drive this initiative, we focused on promoting our e-Registration tool. Once the election period began, we shifted our focus to our traditional strategies for informing electors about when, where and how to vote.

# B. Elector Engagement Ahead of the Election

### Democracy Week

We launched e-Registration to mark the International Day of Democracy during Democracy Week on September 15, 2017. Democracy Week events included a strong presence on university and college campuses to reach students – people who historically do not vote in large numbers. Elections Ontario was at 52 college and university campuses, including Indigenous and French-language schools, to distribute educational materials and encourage students to register.

Overall, the campaign was successful, with 9,952 electors checking their information during the first month e-Registration was available.

## Provincial Voter Registration Month

In March 2018, we launched Provincial Voter Registration Month (PVRM). To encourage electors to use e-Registration, our campaign engaged electors to confirm, update or add their information on the voters list. Doing so ensured we had the right information to send electors their VICs.

To launch PVRM, the Chief Electoral Officer visited Queen's Park where he and all parties within the legislature unanimously recognized March as Provincial Voter Registration Month. The Chief Electoral Officer then participated in a media tour across Ontario to promote e-Registration and the changes for the upcoming election.

Promotional efforts for PVRM included registration drives at 66 community events and on 52 college campuses. Elections Ontario also visited communities across Ontario to host street registrations and engage a wider audience. We also issued province-wide advertising in both traditional media and out-of-home channels. We introduced Owen the Chatbot to leverage artificial intelligence and natural language processing technology. Owen answered basic questions to help students navigate the electoral process. Owen was so successful we extended its tenure into the election period. More than 4,000 separate sessions were initiated with Owen between March and election day on June 7.

## Media

We experienced overwhelmingly positive coverage about PVRM and e-Registration in conventional media, with 230 mentions across print and broadcast outlets. Our outreach activities generated more than 7 million media impressions.

For the month of March, we increased our presence on social media and partnered with a number of social media influencers to encourage the use of e-Registration. We generated more than 60 million impressions on social media thanks to influencer outreach and the Chief Electoral Officer's visit to Twitter headquarters to live-tweet a Q&A on e-Registration.

## Other Engagement Activities Before the Election Period

In addition to our mandate to maintain the voters list, we are also required to conduct public education. We distributed over 3,600 educational toolkits to school boards and outreach contacts across Ontario with information on the new tools and the Ontario Register of Future Voters (ORFV).

We maintain the ORFV for 16- and 17-year-old Canadian citizens who reside in Ontario. Information from the ORFV is automatically transferred to the voters list when an individual turns 18.

To engage new Canadians with e-Registration and voting, we conducted targeted presentations and information sessions at newcomer settlement organizations and ethno-cultural associations. We also promoted e-Registration at Toronto Newcomers Day.

### Engaging Ontario's Accessibility Representatives

In an effort to deliver on our mandate to reduce barriers to voting and make voting accessible for all, we held consultations with community agencies and people with disabilities to better understand, and respond to, the needs of persons with disabilities.

In response to the feedback received, we created a targeted handout on accessible voting options for support organizations to distribute to their clients. We conducted outreach campaigns and delivered presentations about accessible voting options, and encouraged the use of e-Registration. We also partnered with accessibility influencers and bloggers to promote PVRM and e-Registration.

This shift in how we engage electors was a success. It allowed us to communicate with electors in a new way. Tools such as e-Registration and an increased presence across the province supported our ability to ensure people received correct information in time to exercise their right to vote.

### Engaging Political Entities

To foster strong working relationships with Ontario's political parties, their candidates and constituency associations, Elections Ontario builds partnerships through our Political Advisory Committee (PAC) meetings.

Following the passage of the *Election Statute Law Amendment Act, 2016*, we held three PAC meetings in December 2016, June 2017 and October 2017 to inform political parties of the legislative changes and to gather their feedback and insights on the introduction and use of technology in the polls. These meetings culminated with a workshop for political parties in February 2018, where the technology was available for parties to experience.

Political parties and candidates play important roles in our democratic system. As the needs of political entities change, we must adapt so that we can continue to provide accurate information in a timely manner and a consistent format.

# Section 4
# Delivering a Transformative Election

Delivering a transformative election requires not only long-term, detailed planning, but also the capacity to meet tight timelines and deliver on a wide range of activities during the 29-day election period. From getting ready for Writ day to successfully managing election day, the election calendar requires an immense undertaking in a fast-paced environment. More than 51,000 field personnel and 380 staff at headquarters led, supported and managed voting locations, voters lists, deployment activities, the nomination process, communications and outreach, and much more.

# A. Deployment

In the weeks before the Writs are issued for a general election, Returning Officers (ROs) are required to identify, and lease 124 accessible returning offices and 33 satellite offices for a two-month period. The diversity of Ontario creates unique challenges and requirements across electoral districts. The needs and challenges of downtown Toronto, for example, differ markedly from the challenges in Sioux Lookout. To address these varied challenges, we rely on our ROs and their knowledge of their electoral districts to find office spaces that meet all requirements and serve the needs of local electors.

To equip ROs and voting locations, Elections Ontario dispatched a significant amount of furniture, equipment and supplies to the field. Due to the introduction of technology, we modified our deployment approach to streamline activities and create efficiencies. In the past, our deployment process was decentralized. Different units handled the dispatch of technology, furniture and materials. For this election, we centralized to one delivery vendor for all equipment. Over the course of only 10 days, we had 2,530 skids of material successfully delivered across the province to 157 locations.

# B. Writ Day

On May 9, 2018, the Chief Electoral Officer met with the Lieutenant Governor to sign the Writs of Election, marking the official start of Ontario's 42nd general election. A Writ is the formal, legal document that starts an election in an Ontario electoral district and sets the date for the close of nominations. On Writ day, registered candidates can begin spending money and advertising their platforms.

Writ day is a busy day in the field. ROs are required to open accessible offices to the public, begin processing candidate nominations, confirm voting locations, recruit poll officials, and conduct target revision for the voters list. They must also prepare their offices to administer voting by special ballot the next day. Even in a fixed-date general election, Writ day marks the start of an intense 29-day period.

After the issue of the Writs, the Chief Electoral Officer held a press conference about the election, including the introduction of e-Registration and technology in the polls, and the changes to the electoral districts.

# C. Voting Locations

One of the key tasks ROs must complete during the Writ period is to select and finalize accessible voting locations. This task must be completed within the first few days of the Writ period in order to add the locations to the voter information cards before they are mailed out to registered electors. ROs arrange for the rental of approximately 80 to 130 voting locations in their electoral districts for advance voting and election day. Across the province, 8,295 voting locations are secured within 10 days.

When a voting location is selected, many considerations come into play. Elections Ontario is committed to ensuring that every eligible elector is able to exercise their right to vote. This includes ensuring voting locations are accessible, and easy to get to. We use our Site Accessibility Standards to ensure voting locations are compliant with the accessibility standards outlined in the *Election Act* and the *Accessibility for Ontarians with Disabilities Act, 2005*. With technology in the polls, there were additional considerations for voting locations, such as internet connectivity and electrical outlets for vote tabulators and e-Poll books. ROs faced a large volume of work during the first week of the election.

Elections Ontario looks to schools as a primary option for voting locations. However, the use of schools as voting locations has raised concerns over the safety and security of students, particularly as schools and school boards have worked to implement tighter security requirements. We recognize and support the imperative of schools and school boards to protect student safety, and are committed to ensuring that voting activities are safe and as unobtrusive as possible to the regular course of the school day. We are prepared to work with school boards that want additional security arrangements to mitigate concerns. We have also recommended that election day be a non-school day. This would address the concerns for school boards and ensure we continue to have access to these important voting locations.

On top of finalizing hundreds of voting locations in their electoral districts, ROs receive materials and open their offices, assist candidates with their nomination papers, and issue ballots to electors. Ontario's election calendar, which is one of the shortest in the country, creates additional risks for the election. Delays or inaccuracies can adversely affect ROs' ability to effectively administer the election in their electoral district. Securing voting locations was met with some difficulty in the 2018 general election. New requirements to support the technology as well as meeting Site Accessibility Standards created additional pressures for ROs. Addressing this issue will be top of mind in planning for the next general election.

# D. Candidate Nominations

As a result of changes to the *Election Act*, candidates were able to submit their nomination packages to Elections Ontario headquarters before the Writ period as standing nominations. Once the Writs were issued, these candidates became officially nominated and could begin spending money on their campaigns. Those seeking nomination after the Writs were issued were required to file their nomination papers with their local RO before the close of nominations.

In total, 828 nomination papers were processed by the close of nominations. This represented an increase of 26% in the number of nominations from the 2014 general election. Four hundred eighty-four nomination packages were submitted before Writ day.

Candidates are able to withdraw their candidacies at any time during the Writ period. In total, five candidates withdrew, leaving 823 candidates contesting 124 offices on election day.

Once nominations close, we post the list of candidates on our website, and we begin the process of preparing, printing and shipping ballots.

The new nomination process was a success. Our election survey determined that 87% of political entities found the new nomination process clear and 89% found that the information provided by Elections Ontario was straightforward. This is up from the 65% satisfaction rate with the nomination rules in 2014.

# E. Ballots

The ballot is the most important aspect of any election. The marking of a ballot and placing it into a ballot box is a foundation of our democracy.

The timelines for producing ballots and shipping them to ROs are extremely tight. The ballot quality control process at Elections Ontario's headquarters begins following the close of nominations. The team consists of full-time staff from all divisions at Elections Ontario headquarters. Together, they review 124 ballot faces to ensure accuracy.

The process for the 2018 general election was an unprecedented success. The centralization of ballot printing and the ability for candidates to complete early nominations greatly reduced the time to complete quality control by eliminating almost all errors at the very start of the process.

# F. Special Ballots

Special ballot voting is an option for electors who cannot vote during the advance poll period or on election day. Special ballot voting enables electors to vote in person at their returning office, by mail, or through home or hospital visit programs. ROs take great care to facilitate these opportunities for electors in their districts.

Our special ballot team provides information about voting by special ballot to post-secondary students, members of the Canadian Forces, Ontarians living abroad, homeless shelters, and electors in correctional facilities.

Electors can vote by special ballot the day after the Writs are issued until 6:00 P.M. the day before election day. Special ballots are counted on election night.

In total, 150,036 electors voted by special ballot in the 2018 general election. This was an increase from 78,836 in 2014 and 55,226 in 2011, the year special ballot voting was introduced. The total in 2018 represents an increase of 90.31% from 2014.

## Vote by mail

Voting by mail allows voters who cannot make it to a voting location to still have the opportunity to vote. Elections Ontario sends a special ballot kit to an elector who requests a mail-in ballot. The kit includes a write-in ballot, a secrecy envelope, an elector confirmation envelope, a pre-addressed return envelope, and voting instructions. In 2018, we sent a total of 15,202 ballot kits from our headquarters compared to 10,609 kits in 2014.

## Hospital visit

If an elector is hospitalized during a general election, they can vote through the special ballot process as part of our three-day hospital program. In 2018, 4,949 electors voted through the hospital program. Election officials visited participating hospitals and provided write-in ballots to electors. ROs engage hospitals in their electoral district to offer this program. For the 2018 general election, 218 hospitals across Ontario participated in the program.

## Home visit

The special ballot home visit program facilitates the vote for electors for whom it is unreasonably difficult to go to a voting location or because they require assistance to vote. During a special ballot home visit, two election officials bring a special ballot kit to the electors home to assist with voting. The completed ballot is placed into a sealed envelope by the elector and taken back to the returning office to be counted on election night. In 2018, a total of 4,243 electors voted through the home visit program. This is compared to 4,054 in 2014.

Figure 2: Special ballot voting count in the 2011, 2014 and 2018 general elections

**Special Ballot Program (2011 - 2018)**
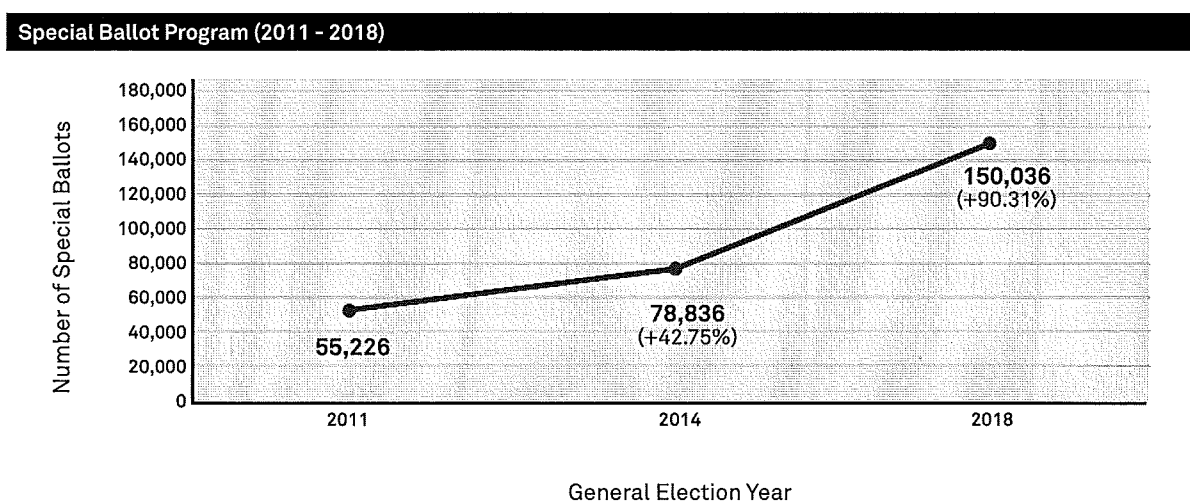


Statistics from our special ballot program show that more electors use this option to cast their ballot with every election. We expect to see an increase in the future as awareness about this voting option continues to grow.

# G. Informing Electors

During the Writ period, Elections Ontario focused its campaign on informing electors about when, where and how to vote. This campaign included issuing general communications as well as targeted communications to specific groups of electors.

Elections Ontario aims to reach a broad audience. We work closely with a number of local, regional, provincial and national organizations within a broad cross-section of communities to provide support to further the objectives of our engagement strategy.

## Outreach and Engagement

Between May 9 and June 7, we received a high number of outreach requests. The members of our outreach team attended speaking engagements, meetings, workshops, and other events. Through these events, Elections Ontario was able to reach to approximately 15,000 electors.

The team also worked with the Democratic Engagement Exchange at Ryerson University to to host vote simulations called Vote Pop-ups. This brought simulations of the voting process to various community groups and newcomer settlement agencies.

## Engaging Youth

Elections Ontario partnered with CIVIX, a non-partisan charity dedicated to building engaged citizenship among young Canadians, to conduct Student Vote, a classroom election simulation program. A total of 280,691 elementary and high-school students across the province cast ballots through Student Vote. Participation increased by more than 60% compared to the 2014 general election. In partnership with CIVIX, we also promoted the Ontario Register of Future Voters, and provided targeted outreach materials to educators and schools.

## Indigenous Outreach

Ontario's Indigenous electors are culturally diverse and geographically dispersed across the province. As a result, each of Ontario's 133 First Nations communities have different patterns of historical interactions with Ontario and Canada that have shaped their perceptions of elections.

For the 2018 general election, Elections Ontario worked with Maawandoon, an Indigenous-owned firm that specializes in Indigenous community engagement, to conduct outreach with 130 Indigenous communities between April 3 and June 6, 2018. Maawandoon met with Indigenous organizations, chiefs, band councils, band administrators and electors to educate communities on elections and encourage their use of the e-Registration tool.

Working with Maawandoon, we created a proof-of-residency letter specific to electors living on reserves. The letter was then used at voting locations to prove residency on a reserve, where addressing departs from the Canada Post rural addressing convention and residents may receive their mail in neighbouring communities or even in another province.

While we experienced many successes in engaging Indigenous electors for the 2018 general election, there is still work to be done. Our engagement with Indigenous communities must continue.

## Advertising

From Writ day on May 9 through to election day on June 7, our advertising efforts targeted newspapers, television, radio and websites. Posters were displayed on transit vehicles and shelters. We created more than 860 print advertisements in English, French and 22 other languages. Web banners and boxes in English and French were created for digital platforms, and animated advertisements were created for Facebook, Twitter and YouTube.

**Media**

The media play an important role in supporting elections, and communicating accurate and timely information to electors. Elections Ontario recognizes the shared responsibility it has with the media to inform and provide accurate information to the public. The positive news coverage generated during Provincial Voter Registration Month gave our media efforts greater visibility during the election period. Between Writ day and election day, Elections Ontario was mentioned 291 times across 81 print and broadcast outlets. The phrase "Elections Ontario" was used over 2,000 times on Twitter during the Writ period, and generated 24,649,173 social media impressions. Conversations on social media involving Elections Ontario generated more than 90 million impressions during the Writ period.

Overall, our efforts were focused on reaching every group of electors and reinforcing the importance of a modernized approach to engagement.

# H. Provincial Voters List and Voter Information Cards

The voters list is an essential tool for any election administration body. Elections Ontario is mandated to maintain the voters list for Ontario, a list of names and addresses of all electors registered in the province. Anyone who wants to vote in a provincial election must be registered on the voters list.

With the introduction of e-Registration, 1,188,003 electors checked, confirmed or updated their information. This tool supports our efforts to maintain an accurate voters list.

The voters list is vital for mailing out VICs to electors. VICs help bridge the gap between Elections Ontario and electors. Ontarians rely on VICs to tell them when, where and how to vote. The VIC also helps facilitate a fast and easy process at the polls. The VIC was especially important this election. The e-Poll book scanned the barcode on the VIC to make the voting experience fast and easy.

VIC distribution occurs twice. The first distribution is scheduled to begin less than 10 days after the Writs are issued; the second happens a few days before election day to capture new or revised voter information.

To deliver VICs, Elections Ontario completes a quality control check to ensure the names and addresses of voting locations are accurately printed on the VIC, and copies are sent to our printer. This enables the printing of millions of VICs that are then provided to Canada Post to deliver in time for advance voting. By the time VICs are given to Canada Post, less than a week of the official election period has passed.

In 2018, Elections Ontario faced challenges with the timely delivery of VICs. Registered electors were expected to receive VICs no later than May 25, in time for advance voting starting on May 26. However, many electors did not receive their VICs within the scheduled timeframe.

Elections Ontario relies on Canada Post to deliver essential elector information on time. Our staff went to great lengths to ensure we met all of our deadlines; however, Canada Post confirmed that they encountered operational issues that delayed the delivery of a sizable number of VICs. Many electors expressed disappointment with this level of service. Moving forward, we will work more closely with Canada Post to ensure electors receive this essential piece of information on time.

# I. Advance Voting

The start of advance voting is an exciting milestone for electoral management bodies. This is in many ways the first opportunity for a large number of electors to cast their ballot.

Beginning in 2011, Elections Ontario was required to provide a 10-day period of rotating advance polls. In 2018, new legislation prescribed that all advance voting locations, with the exception of the returning and satellite office advance polls, must operate within the entire five-day advance voting period. Advance voting was available at all returning and satellite offices for seven days.

Assistive voting technology was available at all returning and satellite offices to allow for greater elector choice when casting a ballot.

Advance voting was the first opportunity to see the e-Poll books and tabulators in action. Before advance polls open, Tabulator Deputy Returning Officers complete logic and accuracy tests on the vote tabulators. The same test is conducted before election day. These tests confirm that the vote tabulator is processing ballots accurately and the assistive voting devices function properly. The test is completed again after the election to ensure there were no tabulator malfunctions during voting.

On May 26, 2018, advance voting started. Any issues that were identified during the day were quickly reported and resolved. In total, there were 647 area advance polls, and all of them, with the exception of seven located in northern electoral districts, used the new technology-enabled model.

More Ontarians voted during advance voting in the 2018 general election than ever before. In total, 698,609 electors chose advance voting, a 22.64% increase from the 569,632 recorded in 2014. Almost all of these electors experienced the new technology, with 698,371 electors voting at technology-enabled locations. This general election demonstrated that more and more electors are looking to vote earlier. Moving the advance voting period back to 10 days would give more electors the opportunity to take advantage of advance voting.

Advance voting was critical in helping headquarters and ROs prepare for election day. The success of the technology during this period gave us invaluable insight as to what to expect on June 7, 2018 and allowed us to better prepare field staff and other key stakeholders.

# J. Election Day

Election day marks the culmination of years of hard work and planning. On June 7, Ontarians had the opportunity to exercise their right to vote using an efficient and modernized process that maintained the fairness of the election, the secrecy of the ballot, and the integrity of the results. 5,806,286 Ontarians cast their ballots in the province's 42nd general election (approximately 57% of the province's electors).

### Ready for Election Day

Election day on June 7 was unlike any other election day in Ontario's history. Ninety per cent of electors experienced

an easier and more efficient process at the polls due to the introduction of e-Poll books and vote tabulators. New tools were available to ROs, who were able to view activities in their electoral districts using the VoterView Dashboard and to quickly identify and respond to issues in the field. At Elections Ontario headquarters, we triaged issues using information from our new VoterView and Command Centre dashboards, as well as data from our support networks for the public, returning offices, political parties, and technical support. These tools gave us increased insight into the events in real-time, and allowed us to respond quickly to emerging issues, based on risk and priority.

The night before election day, field staff were at voting locations to set-up the technology. Elections Ontario's technology support call centre was on stand-by during the setup to ensure that all polls were connected, and to resolve any technology issues. Once the setup and connectivity testing was complete, the election officials secured the equipment until the next morning at 9:00 A.M.

**Polls Open**

Out of 7,648 election day voting locations, only three polls opened late and required extended hours.

There was high turnout in the morning. An average of 9,332 electors were processed per minute in the first hour. After 10:00 A.M., the voting rate dropped sharply and a steady decline continued through the lunch hour, reaching a low of 3,909 electors per minute at 12:50 P.M. The arrival of electors held steady throughout the afternoon, until the expected sharp

increase in the evening , which lasted until the close of polls.

During the day, an additional six polls – for a total of nine – experienced temporary interruptions. Electors could not access the affected polling stations due to school lockdowns, fire alarms or elevator service disruptions. These polls required extended hours to ensure all electors had a full 12 hours to cast their ballots, as required by the *Election Act*.

There was an increase in public engagement with Elections Ontario on election day. Our public call centre averaged approximately 975 calls per hour, with 9,587 calls on June 7 alone. Our support networks for field operations also managed high volumes of requests. The Returning Officer Support Network responded to approximately 800 calls and emails from the field, and our technology support call centre received almost 5,000 calls.

On election day, broadcast news encouraged Ontarians to vote and provided information about where to vote. We were active on social media with 3.9 million impressions and 21,000 engagements.

The voting technology performed exceptionally well, with 99% of technology performing flawlessly. The technology allowed electors who arrived with their VICs and identification to be served in under a minute.

Additionally, the introduction of technology allowed Elections Ontario to create efficiencies and streamline positions. We reduced the number of required election officials by 32%, from approximately 76,000 in 2014 to 51,000 in 2018 – even with the increase in the number of electoral districts.

Nevertheless, 18 electoral districts faced challenges in finding sufficient numbers of staff for the election. To alleviate concerns, we identified rapid response teams made up of staff at Elections Ontario's headquarters who were deployed to areas that required more staff, or who encountered higher-than-anticipated voter turnout.

Once polls closed at 9:00 P.M., the use of tabulators allowed unofficial results to come in at an unprecedented speed. Ontarians knew who would form the new government faster than ever before, with media calling the results of the election just 14 minutes after polls closed.

## What was the result?

In the 2018 general election, more Ontarians voted for more candidates and political parties than in previous elections.

The e-Poll books have given us invaluable information about voting patterns, which will allow us to plan more efficiently and precisely.

Out of a total of 5,806,286 electors, 5,744,860 valid ballots were cast, with 15,832 ballots rejected and 22,910 ballots not marked. An additional 22,684 ballots were formally declined by electors, a decrease from the 29,937 declined ballots in 2014.

# K. Post-Election Activities

For Elections Ontario and ROs, the election does not end once the ballots are counted. ROs are responsible for compiling results for each candidate from each poll, conducting post-election logic and accuracy tests on the tabulators, and returning all materials to Elections Ontario's headquarters in Toronto. For some staff at Elections Ontario, the closing of the polls marks the busiest period in the election cycle, as 51,000 election workers must receive their final payments. Staff must also review all materials returned from the field, and review audited financial statements from candidates.

While our management system greatly streamlined our processes and improved our line of sight between Elections Ontario's headquarters and the field, some functions did not operate in the manner we expected. Utilizing the system in a general election for the first time allowed us to understand areas for improvement, such as greater training for field and headquarters staff in key areas, and better alignment with management system functions and field procedures.

**Election Delivery Costs**

Elections Ontario takes our role as financial stewards seriously. We have a history of demonstrating fiduciary responsibility through our annual and election budgets over the years. Between the 2011 and 2014 general elections, our total election cost decreased by 1.5%. It

was one of the reasons why we felt the time was right to make an investment in the future of Ontario's elections through the introduction of technology in the polls.

This investment meant we needed to procure equipment and incur related costs to support a successful technology-based election not seen in previous general election delivery costs. The investment allows us to meet the immediate needs of the electoral process, use fewer staff more efficiently, and improve the elector experience while enhancing the integrity of the process. Additional benefits included facilitating the reporting of timely election results and gathering unprecedented amounts of data. Both will help inform future improvements and efficiencies.

One of the most notable impacts to the delivery cost of this election was the increase to 124 electoral districts. Each new electoral district required staff, office space, voting locations and supplies. Moreover, the addition of two northern electoral districts posed challenges due to large remote geographical areas. The introduction of new electoral districts also meant paying more subsidies to constituency associations and candidates.

As one of the largest single employers in the province on election day, we were directly impacted by amendments to the *Employment Standards Act, 2000* and the increase to minimum wage. Significant changes to the *Election Finances Act* also increased costs for this election. More political parties were eligible for subsidies because of the drop in the popular vote threshold from 15% to 5%.

Elections Ontario put new processes and systems in place to meet the principles of accessibility and integrity, while also exercising fiduciary restraint. New processes and systems, developed to be as cost effective as possible, have improved our operations. Our new tools will significantly improve the voting experience, reduce errors, and make voting faster and more convenient. Going forward, we anticipate that the introduction of technology in the polls will continue to streamline our processes and staffing requirements. Despite the fact that 40% of Canada's overall population lives in Ontario, we are still able to maintain a comparatively low cost of $12.35 per elector (see Appendix D for full details).

We continue to track post-event activities and all costs that are attributed to Ontario's 42nd general election. We estimate that, once complete, the 2018 general election will have cost $123,483,728. The final, actual costs of the election and the full report on the financial aspects of the 2018 general election under the *Election Finances Act* will be published in Elections Ontario's 2018–19 annual report.

Table 1: 2018 General Election Costs

| Category | Budget | Forecast |
|---|---:|---:|
| **Headquarters** | | |
| Salaries and benefits | $12,368,915 | $11,454,073 |
| **Transportation & Communication** | | |
| Employee travel | $1,510,017 | $1,334,790 |
| Mail, courier, telecom | $11,090,316 | $9,752,249 |
| **Services** | | |
| Consulting | $15,837,044 | $16,683,774 |
| Facilities | $1,852,564 | $813,918 |
| **Supplies & Equipment** | | |
| Furniture and equipment | $1,617,494 | $3,823,284 |
| Supplies and sundry | $6,556,824 | $7,101,814 |
| Rentals | $5,062,431 | $4,936,403 |
| Advertising and communications | $4,522,428 | $4,144,796 |
| Other services | $82,500 | $83,610 |
| Subtotal – headquarters | $60,500,533 | $60,128,711 |
| **Electoral District Field Budget** | | |
| Administration of returning offices | $24,552,329 | $24,774,449 |
| Advance polls | $7,707,524 | $7,368,860 |
| Election Day | $20,087,352 | $19,480,601 |
| Printing | $576,000 | $674,970 |
| Revision personnel | $1,413,130 | $1,623,817 |
| Special ballot | $2,573,916 | $2,095,528 |
| Preliminary duties | $480,810 | $550,295 |
| Subtotal – electoral district field | $57,391,061 | $56,568,520 |
| **Election Finances** | | |
| Audit and campaign expense subsidies | $8,404,000 | $6,786,497 |
| Subtotal – election finances | $8,404,000 | $6,786,497 |
| **Total** | **$126,295,594** | **$123,483,728** |

# L. What We Heard

In the months following the election, Elections Ontario conducted an extensive election evaluation program to understand our successes and challenges, and plan for the future. The program included the completion of internal lessons learned, and an analysis of the data collected during the election. A summary of the results from our public opinion polling can be found in Appendix A. The Chief Electoral Officer personally conducted a number of debriefs with stakeholders to gain insight into a variety of experiences during the election. Through a province-wide road tour, we heard from our staff in the field. A Political Advisory Committee meeting was held with Ontario's political parties, and the Chief Electoral Officer attended meetings with approximately one-third of elected Members of Provincial Parliament. We also held a series of roundtables with some groups, including our technology vendors, community agencies and people with disabilities.

Overall, our stakeholders were pleased with the 2018 general election. They felt that modernization initiatives improved processes and services. Both electors and political entities had high confidence in the new technology with 91% of electors and 82% of political entities stating they felt comfortable with the new technology. Generally, a large majority of electors surveyed at the polls were confident in the voting process with regard to technology, secrecy and privacy. There were no major differences between demographic groups regarding technology at the polls.

Additionally, ROs acknowledged that technology in the polls was considered to have a very high and very positive impact on the election.

During the election, we heard a range of concerns regarding the accessibility of some voting locations, particularly about the distance betwen transit stops and voting locations, and, on occasion, the service electors received from staff. We must widen our communication efforts as a number of electors were not aware of alternate voting options such as home visits, special ballots, the use of personal devices, or the fact that Elections Ontario will reimburse intervener and interpreter costs. Moving forward, we are committed to working with all communities encountering barriers.

The introduction of technology has not only allowed us to better serve our stakeholders, but also introduced new challenges and opportunities. We look forward to collaborating with our stakeholders in the future.

"*As a job seeker with a disability, I have had to become very vocal with my needs concerning accessibility. For example, I had requested longer break times to accommodate my hygiene needs throughout the long work day, my polling station was equipped with extra staff so that I would not stress about my absence and they wouldn't struggle with coverage while I was gone. Elections Ontario was very accommodating and responsive to those needs so that I could comfortably and successfully fulfill my role as Information Assistant on election day.*"

**Katie, *Information Assistant***

# Section 5
# Compliance Activities

Elections Ontario provides ongoing support for registered parties, constituency associations, nomination contestants, candidates and third parties during the election. In the months leading up to the election, Elections Ontario staff attended workshops and annual general meetings to help political entities navigate the new rules. In addition to the general election activities, we managed the 2017 annual filings for registered parties and constituency associations that were due on May 1, 2018.

## Compliance Activities During the General Election

### *Election Finances Act* Expenditures and Costs

The Chief Electoral Officer oversees the registration of Ontario's political parties, constituency associations, candidates, nomination contestants, leadership contestants and third-party advertisers. After each election, we review all financial statements to ensure that they are in compliance with the *Election Finances Act*. In addition, we distribute audit and campaign expense reimbursements, as well as quarterly allowances to qualifying political parties and constituency associations.

Since the deadline for financial reporting for campaign expenses was December 7, 2018, we were not able to include a summary of financial data for all political entities in this report. Our full report on the financial summaries of the 2018 general election will be included in our 2018-19 annual report.

### Access for Canvassers

Changes to the *Election Act* prohibited owners or those in control of multiple-residence buildings from refusing access to candidates and authorized canvassers during the Writ period, with certain exceptions. Elections Ontario was tasked with creating an administrative penalty scheme for building owners and condominium boards that refuse entry to candidates and authorized canvassers. If a candidate or canvasser is refused access 24 hours after their first attempt at entry, the candidate or canvasser must submit a Report of Denied Access to the Returning Officer, who may then issue an Order of Administrative Penalty form. Violators could be fined up to $2,000 for refusing entry to qualified candidates or canvassers.

Elections Ontario did not receive any formal complaints regarding candidates or canvassers not being permitted entry into buildings. As such, we issued no penalties for violations. In some cases, the RO contacted the owner of a multiple-residence building to clarify the rules, but none of these instances were escalated.

### Registration and Deregistration Activities

Elections Ontario managed the registration and deregistration activities of nomination and leadership contests, political parties and third-party advertisers leading up to the 2018 general election.

> From July 18, 2017 to May 14, 2018, Elections Ontario processed 216 nomination contests with 310 registered contestants. Elections Ontario also processed one leadership contest.

> During the campaign period, Elections Ontario registered eight new political parties. One political party was deregistered during the campaign period, and 20 other political parties maintained their registrations. In total, 28 political parties were registered as of election day.

> We also registered 59 third party advertisers during the six-month period before the election and the election period.

## Campaign Finance

The passage of the *Election Finances Statute Law Amendment Act, 2016* introduced significant changes to the ways political entities spend and raise money. Changes included lower contribution limits, new spending limits in the six-month period before the Writ period, and the *elimination of corporate and union donations.*

Under the *Election Finances Act*, all entities regulated by the Act are obligated to file financial statements to Elections Ontario three months after the campaign period has ended. For the 2018 general election, the campaign period ended on September 7, 2018. Audited financial statements were due to Elections Ontario on December 7, 2018.

At the time of publishing this report, we have been able to conduct an analysis of the impact of the changes to campaign finance laws for third-party spending and fund-raising on the four political parties with representation in the legislature and third parties. Information on all political parties, candidates and constituency associations will be included in Elections Ontario's 2018–19 annual report.

Overall, the fund-raising and spending patterns show the following outcomes of the changes made to the *Election Finances Act*:

> Third parties spent significantly less on advertising in the 2018 general election compared to the 2014 general election.

> Most political parties were able to accumulate more funds in 2018 than in 2014 despite *lower contribution limits and the elimination of corporate and* union donations.

> Quarterly allowances paid out in 2018 amounted to more than what the parties were able to raise in contributions.

### Fund-raising

Individual contribution limits to parties have been lowered and political contributions from corporations and trade unions were eliminated.

Table 2: Summary of contribution limits in 2018 vs 2014

| General Information | 2014 | 2018 |
|---|---|---|
| Contribution Limits | $19,950 | $1,222 |
| Eligible Contributors | Individuals<br>Corporations<br>Trade Unions | Individuals |

Another change to campaign finance legislation included the introduction of a quarterly allowance to qualifying political parties, with the amount to be paid out based on a prescribed rate multiplied by the number of votes received.[1] Following the 2018 general election, the only qualifying parties for the quarterly allowance are the Progressive Conservative Party of Ontario, the New Democratic Party of Ontario, the Ontario Liberal Party, and the Green Party of Ontario.

After comparing the contribution and quarterly allowance data for 2014 and 2018 for the four qualifying parties, all parties, with the exception of the Ontario Liberal Party, had more funds in 2018 than in 2014. Overall, quarterly allowances paid out in 2018 amounted to 11% more than what the parties were able to raise in contributions.

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[1] The Government of Ontario has introduced new legislation to increase contributions starting in 2019 and phase out the quarterly allowance in 2022.

Figure 3: 2014 Contributions vs 2018 Contributions And Quarterly Allowances - Political Parties
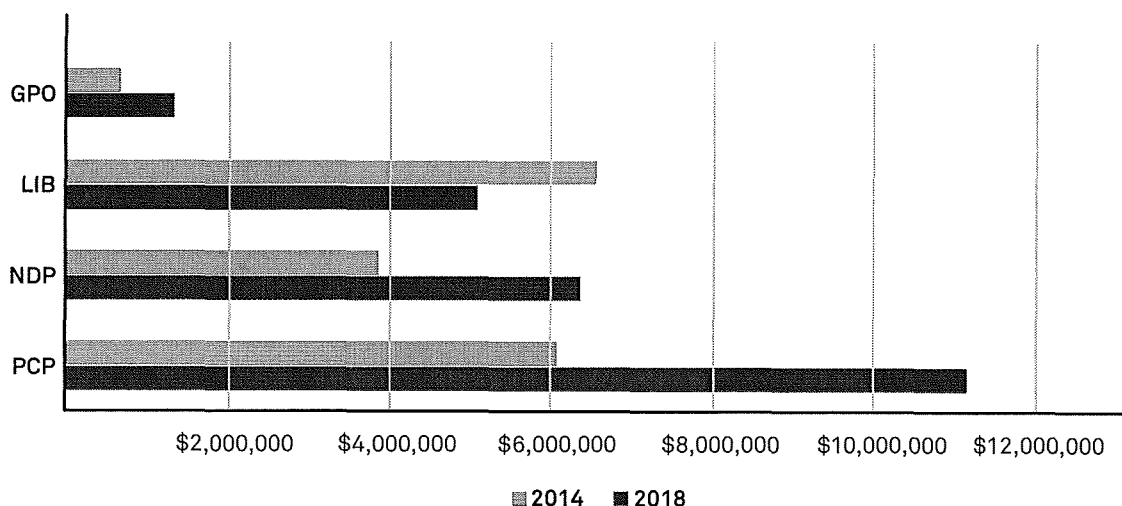


## Spending

As a result of changes to the *Election Finances Act*, Elections Ontario now has regulatory oversight over third-party advertisers six months prior to a fixed-date general election. Third parties are required to register with Elections Ontario once they spend $500 on political advertising, and restrictions are placed on the amounts that third parties may spend.

During the 2018 general election, 59 third parties were registered with Elections Ontario. This is an increase from the 37 registered during the 2014 general election. This increase can be attributed to a broadened definition of political advertising to include issue-based advertising as well as restrictions on spending in the six-month period before the election.

As expected, the introduction of spending limits significantly decreased the amount that was spent on political advertising during the election period, from $8.7 million in 2014 to $5.4 million in 2018. It is not possible to compare spending in the six-month period before the 2014 and 2018 general elections, as third parties were not required to report on this spending in 2014.

Table 3: Summary of advertising expenses in 2014 vs 2018

| Advertising Expenses | 2014 | 2018 |
|---|---|---|
| Non-election period (6 months) | Not Regulated | $3,772,278 |
| Election period | $8,675,600 | $1,602,956 |
| **Total Advertising Expenses** | **$8,675,600** | **$5,375,234** |

# Section 6
# Recommendations for Legislative Change

The 2018 general election was the result of a decade-long journey to modernize the electoral process, remove barriers to voting, introduce initiatives that keep pace with the changing demographics of our province, and address 21st century challenges. To achieve this mandate, Elections Ontario advocated for legislative change to modernize the electoral process in a way that put the needs of electors first. While recent legislation reflected many of our previous recommendations and helped us successfully deliver the 42nd general election, we continue to provide recommendations that will improve the electoral process through a measured and principled approach to modernization.

# A. Key Recommendations from the Chief Electoral Officer

The following three recommendations are key proposals for change to address areas where current legislation presents significant challenges to delivering an election. The Chief Electoral Officer recommends that these critical areas for improvement should be addressed in priority to maintain and improve Elections Ontario's capacity to deliver on its mandate.

## Establish a single address authority

*The Chief Electoral Officer recommends that a single address authority be established in Ontario. The address authority could be established by Elections Ontario or another government body.*

Ontario's addressing system is extremely complex because of the lack of a central address authority. Ontario is one of only four provinces and territories without a central authority.

As a result, municipalities may have their own naming conventions for addressing. Naming conventions may also vary within municipalities that have not set their own standards. The municipalities feed their data to primary service providers such as Canada Post, the Municipal Property Assessment Corporation (MPAC), telecom providers, utilities and emergency services. Several of those service providers make adjustments to the addresses for their own purposes. The end user (i.e., the individual providing their address) applies these variables inconsistently according to their own personal understanding of addressing. The overall effect is a system that produces somewhat unreliable results.

As the administrator of the voters list, Elections Ontario receives address information for electors from a variety of service providers and sources. Other entities in Ontario – including Canada Post, telecom providers and emergency service providers – also deal with addressing challenges.

Elections Ontario recommends that Ontario centralize the decision-making for addressing standards in a single address authority. This address authority would set the standards and be responsible for ensuring the consistent application of these standards across the province. The address authority would also act as the sole address provider for any agency that requires address information. Most importantly, individual citizens would be able to receive consistent and clear information from the address authority.

An address authority functions as quality assurance for addressing across the province. Harmonizing one address per location, resolving duplicate addressing within the same municipality, and assigning geo-codes to addresses would help all organizations that deal with addressing in the province.

A strong quality-assurance process has many benefits beyond improved electoral administration.

> An address authority means a better list and a better election. If an address authority is established and a standard is adopted across the province, the number of addresses that cannot be accurately located on a map will decrease.

> Addressing will be easier to manage in Ontario. Elections Ontario is not the only organization struggling with the variability in addressing. Ministries and government services, primary service providers, and private-sector businesses are all affected. As our economy globalizes, discrepancies in local addressing impede business.

> Reduce government spending on address-data management. Currently several bodies within the government have separate processes for collecting, maintaining, updating and analyzing addressing data. A single address authority could eliminate the duplication of costs across several government ministries and agencies.

## Appoint Elections Ontario as the authority responsible for municipal voters list

*The Chief Electoral Officer recommends that the Government of Ontario assign responsibility to Elections Ontario for creating and managing a single register of electors for Ontario and for the production of both the provincial and municipal voters lists.*

Currently, voters lists are managed by two different bodies: Elections Ontario at the provincial level and the Municipal Property Assessment Corporation (MPAC) at the municipal level. Elections Ontario manages the provincial voters list. We receive updates from a variety of sources, including Elections Canada as well as other government agencies and private-sector entities. The introduction of an online voter registration tool in 2018 added another reliable source. MPAC provides municipalities with a preliminary voters list. Municipalities then revise and correct the data they receive from MPAC, whose core business is not voters list management.

Dissatisfaction with the accuracy of municipal voters lists has been voiced by municipalities and the Association for Municipal Clerks and Treasurers of Ontario. The inaccuracy of municipal voters lists creates inefficiencies, and incurs additional costs to municipalities to revise and correct MPAC data. According to a 2015 survey by the Association for Municipal Clerks and Treasurers of Ontario, Elections Ontario is seen as the best alternative to manage the municipal voters lists.

Additionally, as elections are modernized, having a current and accurate voters list leads to efficient technology implementation. Given that more municipalities are adopting electronic voting (i.e., from 97 in 2014 to 144 in 2018) the need for an accurate and current voters list to maintain integrity is increasing.

Consolidation of voters lists within Elections Ontario would achieve consistency in election delivery, increase operational efficiency, improve accessibility for all eligible electors, and achieve a higher level of electoral integrity.

## Extend the election calendar

*The Chief Electoral Officer recommends an extended election calendar to ensure a well-functioning electoral process.*

The Chief Electoral Officer considers a 29-day election calendar to be insufficient to ensure a successful election that serves Ontarians.

Most Canadian provinces have longer election calendars than Ontario. The average ranges between 29 and 36 days. At the federal level, the election calendar is at least 36 days.

In 2018, Elections Ontario experienced significant logistical challenges in providing more days and more ways for Ontarians to vote due to the length of the election calendar. With an increased number of electoral districts for the 2018 general election, this meant even more materials needed to be prepared and distributed. From the need to deploy materials to the field to the increased number of nominated candidates, the already tight turnaround times have become increasingly difficult to manage in such a short amount of time.

Even in a fixed-date general election, Returning Officers (ROs) face challenges administering the election in the allotted time. An extended election calendar would provide ROs with the time they need once an election is called to ensure a smooth and seamless voting experience for all electors.

# B. Additional Recommendations for Legislative Change from the Chief Electoral Officer

## Allow the levying of administrative penalties

*The Chief Electoral Officer recommends that the* Election Act *and* Election Finances Act *be amended so that the Chief Electoral Officer has the power to levy administrative penalties.*

When it comes to the Chief Electoral Officer's attention that an individual or group appears to have willfully violated the *Election Act* or *Election Finances Act*, the only sanction is for the Chief Electoral Officer to report the activity to the Attorney General for prosecution as an offence under the *Provincial Offences Act, 1990*. Apart from deregistration, the only penalties that can be imposed require conviction in court. Other regulatory agencies, including Elections Canada, are entrusted with a greater range of administrative penalties they can apply to uphold compliance.

For example, in the 2014 general election Elections Ontario received several complaints alleging that political advertising was missing the proper authorization and that candidate campaign materials contained incorrect information. The Chief Electoral Officer believes these sorts of minor transgressions are important to penalize but that a full-blown prosecution and conviction in court may not necessarily be a proportionate outcome. Broader powers for the Chief Electoral Officer, equivalent to those exercised by other regulators, including the authority to levy administrative fines, impose temporary suspensions, or issue public reprimands, would help promote compliance and instill public confidence in the electoral process.

## Scheduling the redistribution of Ontario's electoral district boundaries

*The Chief Electoral Officer recommends that the* Electoral Boundaries Act, 2015 *be amended to provide a regularly scheduled process for reviewing the electoral districts and boundaries.*

Ontario is the only province in Canada that does not have a regularly scheduled process for reviewing electoral districts and boundaries. Regular updating and a scheduled process for conducting such reviews and adjustments to the electoral map to reflect population growth and demographic changes are essential to our democratic process. The right to effective representation is protected by the *Canadian Charter of Rights and Freedoms*. As Ontario is the only province in Canada without a regularly scheduled process, Ontarians face a greater risk of ineffective representation in our democratic process.

Ontario's population is projected to grow by 30.2%, or almost 4.3 million people, over the next 24 years, with significant regional differences.

Creating a regular, scheduled process for reviewing and adjusting electoral boundaries will result in an improved, predictable, transparent process that aligns with standard practices across election management bodies in Canada.

With a regularly scheduled review process for electoral district boundaries, effective representation for Ontarians will be better maintained in the future. The Chief Electoral Officer believes that the redistribution of electoral district boundaries should be a regularly scheduled process so that Ontario's electoral districts can reflect the changing demographics of Ontario beyond 2018 and into the future.

## Establish common evaluative standards and a certification process for election technology

*The Chief Electoral Officer recommends that Ontario establish common evaluative standards and a certification process for technology used in the electoral process in Ontario.*

Technology holds a lot of promise for the elections of the future. Increasingly, Ontarians expect that technology will be used to make voting easier, offer more choice to electors for when, where and how to vote, and find efficiencies in the electoral process. Electoral management bodies, including Elections Ontario, are increasingly turning to technology to solve logistical challenges.

In Ontario, the adoption of technology into the electoral process has been done in an ad-hoc way since the late 1980s, and has been led by municipalities. This approach made sense when voting technologies were new and there were no best practices from which to draw. It also allowed municipalities to pioneer technology and discover fit-for-purpose solutions to address their local needs.

With more than 20 years of practical experience at hand, we are at a point where we are actively learning from our past so that we can create best practices and develop future guidelines. Standards can provide consistent guidance for municipalities and the province as we adopt proven technologies using a principled and measured approach.

It is critical that our approach to technology be intentional and evidence-based. Even as the public expects electoral management bodies to find efficiencies through technology, they are also increasingly aware of the possible failures of technology. While there are many benefits to using technology, there are risks involved, as illustrated by recent failures of systems at large organizations.

As the public becomes more informed about software, malware and manipulation of technology data systems, they are increasingly interested in knowing exactly how election technology preserves the integrity of our electoral process and the confidentiality of their personal information. For the public to trust the integrity of the electoral process they must be assured that:

> Technology used to cast a vote will accurately count the vote as intended.

> Technology used to cast a vote will uphold the secrecy of the vote.

> Technology used to tabulate votes will be verifiable and protected from tampering.

> Technology used to transmit election results will be verifiable and protected from tampering.

> Technology will not result in the breach of their confidential and personal information.

To ensure we maintain public trust in our electoral system as we adopt technology, the Chief Electoral Officer recommends that Ontario establish a set of common evaluative standards and guidelines. These will advise election administrators as they consider which technology to adopt, how to evaluate the technology, and the specific technical standards to consider for adopted technology.

## Establish a voting day that is not a school day

*The Chief Electoral Officer recommends amending the* Election Act *to change election day to a day when schools are not in session (e.g., a weekend day or school holiday).*

Schools are foundational to the running of elections. They are among the most familiar and convenient locations for voting, partly because they can be found in virtually every residential neighbourhood in Ontario, and because they tend to meet accessibility standards. Setting an election day that is not a school day would provide for easier access to schools for electors and would help keep children safe. Although Elections Ontario pays for security at schools, the safety and security of school children would be enhanced by moving election day to a day when schools are not in session.

Having election day on the weekend or a school holiday would also provide an opportunity to engage youth to work and participate in the election.

## Threshold for audit

*The Chief Electoral Officer recommends the* Election Finances Act *identify a minimum threshold for contributions before audits are required in order to ensure cost-effectiveness in the administration of audit subsidies.*

Many political entities in Ontario are required to file audited financial statements with Elections Ontario. Political parties and constituency associations are required to file these statements annually and for campaign periods. Candidates are required to file audited financial statements only for campaign periods, leadership contestants are required to file for contest periods. In accordance with subsection 40(7) of the *Election Finances Act*, Elections Ontario subsidizes the cost of auditors' services to these entities. During the 2016–17 fiscal year, Elections Ontario paid out $411,728 in audit subsidies.

With the passage of the *Election Finances Statute Law Amendment Act, 2016*, legislation was introduced that expanded Elections Ontario's role in the regulation of the financial activities of nomination contestants. With these amendments, nomination contestants differ from other political entities in that they are required to file audited financial statements only once the contestant either received $10,000 in contributions or incurred expenses of at least $10,000 with respect to their nomination contest. For other political entities, there is no such threshold.

Due to the absence of such a threshold, Elections Ontario receives hundreds of financial statements each year from political entities where there has been little to no financial activity and for which subsidies are paid to the auditors of these statements. Our Political Advisory Committee has, over the past few years, suggested that cost-savings could be achieved with the establishment of a minimum threshold for audit similar to nomination contestants. To ensure cost-effectiveness in the administration of the *Election Finances Act*, we recommend that, like nomination contestants, spending and contribution thresholds be set for the audited financial statements of political parties, constituency associations, candidates and leadership contestants.

## Subject political parties to Ontario's privacy laws

*The Chief Electoral Officer recommends that political parties should be subject to privacy laws.*

Political parties are building sophisticated databases of elector information, increasing privacy concerns. Canadian privacy commissioners and ombudsmen are increasingly calling for political parties to be subject to privacy laws to provide oversight of such practices.

In its 2017 annual report, the Information and Privacy Commissioner of Ontario called for privacy regulation and oversight of the province's political parties. This report highlighted the privacy, ethical and security concerns of big data practices and digital tools used by political parties.

The Chief Electoral Officer recommends that Ontario follow the Information and Privacy Commissioner of Ontario's recommendations to expand the Commissioner's oversight to political parties.

## Establish 10 days of rotating advance polls

*The Chief Electoral Officer recommends changing advance voting to 10 days of rotating polls.*

Current legislation requires five days of advance voting at fixed voting locations during the period that begins on the 12th day and ends on the 8th day before election day. The 2018 general election was the first held under these requirements for advance voting, and the process did not meet public expectations.

Public polling conducted on behalf of Elections Ontario found that Ontarians are looking for more options to cast their ballot ahead of election day, including a growing desire to vote during advance voting.

To remove barriers to voting and put the needs of electors first, the Chief Electoral Officer recommends extending advance voting at non-returning office voting locations to 10 days, as well as more flexibility to rotate voting locations to facilitate the needs and behaviours of electors. This conclusion is based on data collected during the 2018 general election. This approach would align with previous legislation and the 2011 and 2014 general elections.

# C. Recommendations for Administrative and Technical Adjustments to the *Election Act* and the *Election Finances Act*

The Chief Electoral Officer recommends that legislation be changed to facilitate specific processes and requirements related to election management.

As a result of stakeholders' expectations and Elections Ontario's modernization approach, several areas of election management require administrative and technical adjustments to election-related legislation to ensure that processes, requirements and provisions align with the needs of stakeholders and Elections Ontario.

> **Enable a practical approach to communications.** Current communications requirements do not align with the digital media landscape. The legislation should be amended so that the Chief Electoral Officer has greater discretion to select the appropriate communication channels for reaching electors.

> **Simplify election calendar timing.** The legislation should be amended to provide the Chief Electoral Officer with greater latitude for making decisions regarding the election calendar.

> **A clear outline of the process for parties to withdraw candidates during the election period.** Under previous legislation there was a process for the leader to withdraw endorsement. The current situation seems to be the result of a gap in legislation after the nomination process was streamlined.

# Section 7
# Looking Ahead

The 2018 general election took a significant step towards modernization. Delivering a markedly different election with such a positive response from our stakeholders illustrated that this was the right time for change. It is, however, only the first step.

Figure 4: Elector Arrival Rates on Election Day
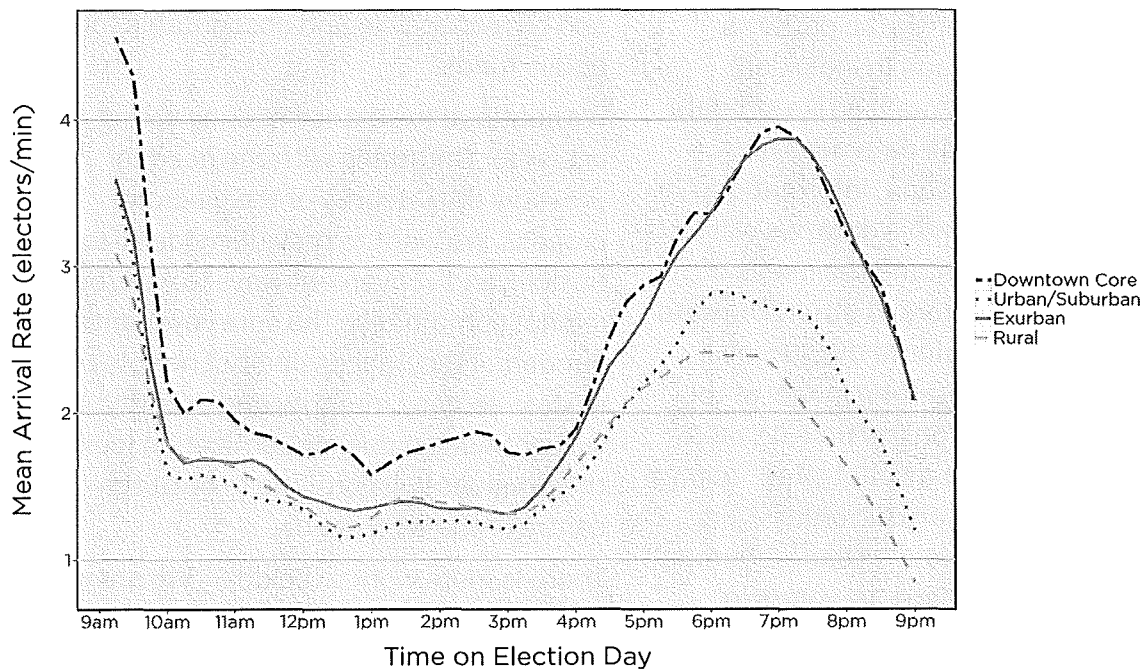
The introduction of technology in the polls for the 2018 general election has provided us with fresh insights.

We now have an unprecedented amount of data. The use of electronic tools to support our processes gives us the ability to see trends in voting across different demographic groups. The aggregation of data allows us to gain a deeper understanding of the election, such as areas of success, the barriers experienced by stakeholders, and the opportunities for growth and change. This data enables us to make evidence-based decisions and provides valuable insights for planning the next election.

For example, the use of e-Poll book data has identified elector traffic patterns across the province and in individual electoral districts through strike-off data and arrival times. This data does not include electors' personal information, nor how they voted. With this data, we will be able to better understand the needs of each individual electoral district. The data also allows us to evaluate the success or efficiency of our staffing model at the polls and its impact on the time it takes for an elector to cast a ballot. Key findings indicated that there are different voting traffic patterns between urban, suburban, and rural electoral districts: voters in different places vote at different times.

Technology also provides us with the means to find efficiencies through a measured approach. In this election, 90% of electors experienced technology through the use of e-Poll books and tabulators, Our survey results tell us that electors trust the technology.

Our journey does not start and stop at technology. Electors want to participate in an electoral process that meets their 21st century needs. They are looking for flexibility, and we want to be able to provide this to them.

Through the Chief Electoral Officer's recommendations, we continue to look at ways to improve the electoral process for our stakeholders, reduce barriers to voting and be responsible and accountable for public funds.

We continue to balance making voting easier for Ontarians with the need to preserve the integrity of the electoral process. We want to provide modernized, flexible, and convenient ways to vote, but cannot compromise the core covenants of our democracy: accessibility, one vote per elector, secrecy, integrity and security. As we continue on this modernization journey, these values will continue to be at the centre of the work we do.

There is more work to be done. We are well positioned to implement more change and look forward to delivering on our commitment to build modern services that put the needs of electors first.

# Appendix A
# Summary of Elector Surveys

Elections Ontario procured Forum Research to conduct a multi-survey public opinion polling project to determine how electors and other stakeholders felt about their experiences with electoral processes, initiatives, and services during the 2018 general election. This appendix summarizes some of the key highlights from the surveys.

Five research objectives were identified for this project:

1. Understand the level of trust in Elections Ontario and the electoral process

2. Assess the impact of changes to the electoral process

3. Identify barriers to participation in the electoral process

4. Measure the effectiveness of Elections Ontario's communications

5. Capture public expectations for the electoral process in the future.

Forum Research surveyed three separate elector groups to complete this public opinion polling. These included:

> General electors

> Elector groups facing barriers:
  • electors with disabilities
  • French-speaking electors
  • youth aged 18-24
  • Indigenous electors
  • electors living in shelters

> Political entities:
  • candidates
  • campaign finance officers
  • party officials

General electors and elector groups facing barriers were surveyed at two different times: before the Writs were issued and after election day. Overall, 1,553 general electors participated in the pre-election survey; 1,722 participated in the post-election survey. For electors in shelters, Forum Research conducted in-person interview surveys with homeless Ontarians from June 18 to July 15, 2018. The participants were recruited from shelters throughout Ontario. The survey took approximately 15 minutes to complete.

Table 1: Methodology for quantitative electors surveys

| Audience | Methodology | Base size (n) | Margin of Error (95% of the time) |
|---|---|---|---|
| **Pre-election** | | | |
| General electors | 50% CATI/50% Online | 1,553 | +/- 2.49% |
| **Elector groups** | | | |
| Indigenous | | 145 | |
| Youth aged 18–24 | 50% CATI/50% Online | 153 | +/- 2.49% |
| Non-English/French | | 128 | |
| Electors with disabilities | | 358 | |
| **Post-election** | | | |
| General electors | 50% CATI/50% Online | 1,722 | +/- 2.49% |
| **Elector groups** | | | |
| Indigenous | | 144 | |
| Youth aged 18–24 | 50% CATI/50% Online | 146 | +/- 2.49% |
| Non-English/French | | 154 | |
| Electors with disabilities | | 431 | |
| Electors living in shelters | In-person interviews | 50 | +/- 13.86% |

*Note: CATI indicates surveying conducted via telephone

For political entities, Forum Research emailed an invitation to participate in the survey. Political entities for this survey included candidates, campaign finance officers and party officials. In total, there were 179 respondents to the survey. Political entities were surveyed from June 8 to June 30, 2018.

# Results from General Elector Surveys

## Ease of voting

Survey results indicate that Elections Ontario made strides towards its strategic goal of making voting easy. There seems to be a strong indication that the introduction of technology in the polls facilitated voting for electors while maintaining trust and confidence in the integrity of the voting process.

Ninety-three per cent of electors found that the voting process was easy: 60% indicated that the ease of voting in the 2018 general election was about the same as in 2014, while 33% indicated that voting was easier than before.

Figure 1: Ease of Voting - 2014 and 2018 General Elections - Percentage of electors who said that voting was easier than before
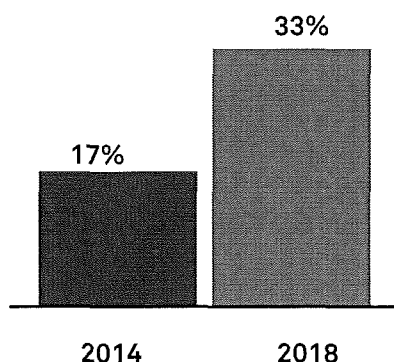


*91% of electors expressed confidence in Elections Ontario*

## Levels of trust and privacy concerns

The majority of electors (86%) believe elections in Ontario are conducted fairly. Elections Ontario continues to enjoy extremely high levels of public trust with the impartiality of the election viewed favorably among all elector groups. Overall, 91% of electors expressed confidence in Elections Ontario. Additionally, 88% of electors were confident that the new technology (i.e. e-Poll books and tabulators) maintained the secrecy and privacy of their votes.

Areas of concern regarding trust and privacy include the ability of Elections Ontario to maintain the privacy of electors' personal information. A majority of general electors in the pre-election survey (52%) indicated concern with the ability of Elections Ontario to maintain the privacy of electors' personal information. However, after the election, general electors were less concerned with the ability of Elections Ontario to maintain the privacy of electors' personal information (35%). The highest levels of concern came from the influence of third parties over the Ontario election. In the pre-election survey, 66% of electors expressed concern; again however, this number decreased to 38% in the post-election survey.

Figure 2: General elector survey results concerning privacy and third party influence in 2018

| Concern with EO Maintaining Privacy of Personal Information | Concern Over Influence of Third Parties on Ontario General Election |
|---|---|
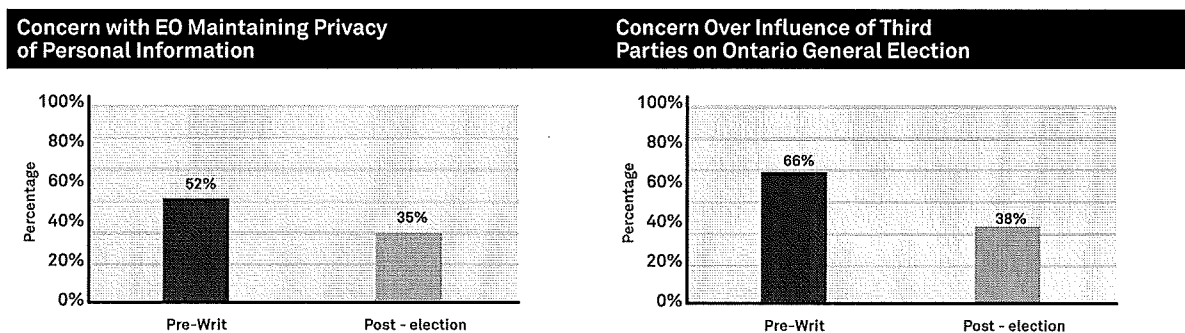


*More than 90% of general electors viewed the voting process with electronic poll books and tabulators as efficient (93%) and easy (95%).*

## Technology in the polls

There was an overall positive response to the implementation of technology in the polls with high rates of satisfaction.

Electors were confident in their vote being recorded correctly (90%) and secretly (89%). This confidence in the new technology was experienced across different demographic groups, with all groups indicating relatively similar levels of comfort.

Figure 3: General elector survey results regarding use of technology in the polls in 2018



63
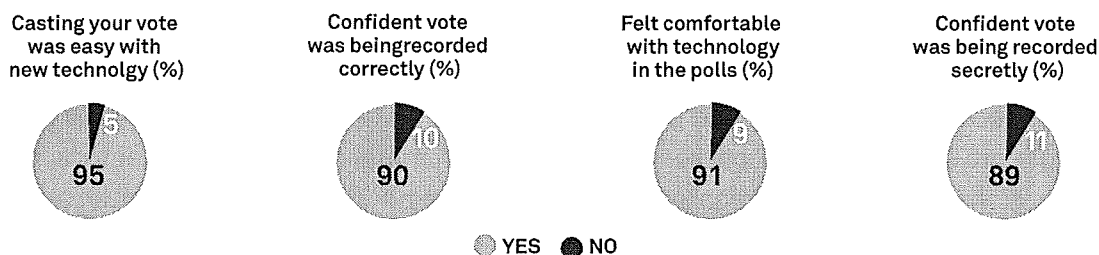
### Knowledge of the voting process

Knowledge of the voting process was high: 96% of electors knew when to vote, 94% knew where to vote, and 93% knew what they needed to bring to vote. Additionally, the vast majority of electors (95%) indicated that they were aware of the necessary identification required to vote, with Indigenous electors indicating the highest level of awareness (97%).

*More than 90% of electors knew when, where and how to vote.*

However, there were low levels of knowledge across all elector groups on alternative voting methods. The majority of electors surveyed (52%) were aware of their option to complete a mail-in ballot, but less than half of electors were aware of the options to vote in-person at the returning office (45%), by home visit (23%) or by hospital visit (35%).

### Barriers to participation in the electoral process

There was no significant change in the number of general electors who indicated they experienced a problem or barrier when voting compared to the 2014 general election. Seven per cent of electors in 2018 indicated they experienced a barrier, compared to 10% in 2014 and 6% in 2011.

The top problem or barrier identified by general electors in the 2018 general election was inefficient or poorly trained staff (29%), a 22% increase from 2014. The next most commonly identified barrier was not receiving a voter information card (VIC), with 20% of electors identifying this as the top barrier.

## Elections Ontario's communications

The vast majority (88%) of general electors received VICs. Almost all (96%) cards contained correct information. The vast majority (89%) of electors that received a VIC and voted brought the card with them to their voting location.

As in prior elections, the most common method of finding information about the election was through Elections Ontario's website (40%). Most electors used the site to find information on where to vote (44%). The majority of electors (81%) indicated that the website was easy to use.

There was a slight increase in the proportion of electors contacting Elections Ontario in 2018 (11%) compared to 2014 (5%). As in prior elections, the most common methods used to contact Elections Ontario included visiting the Elections Ontario website, calling a local number, and calling a toll-free number. The main reasons for contacting Elections Ontario were to ask a question or get information (88%), to make a complaint (8%) and to make a positive comment (4%).

# Results from Surveys with Elector Groups Facing Barriers to Voting

## Technology in the polls

All elector groups indicated relatively similar levels of comfort with the new technology. The highest levels of comfort were experienced by youth (94%) and French-speaking electors (95%). While electors with disabilities indicated the lowest level of comfort, the vast majority (89%) were still comfortable with the new technology.

Table 2: Survey question: How comfortable were you with the new technology?

|  | Youth | | Senior | | Electors with disabilities | | Indigenous | | French | |
|---|---|---|---|---|---|---|---|---|---|---|
|  | N | % | N | % | N | % | N | % | N | % |
| Yes | 66 | 94% | 377 | 92% | 211 | 89% | 63 | 90% | 75 | 95% |
| No | 4 | 6% | 33 | 8% | 27 | 11% | 7 | 10% | 4 | 5% |

## Knowledge of the voting process

The vast majority of electors (95%) indicated that they were aware of the necessary identification required to vote, with Indigenous electors indicating the highest level of awareness. The majority of electors in shelters were also aware of what identification they had to provide to vote (67%). Twenty-four per cent were aware of the Certificate of Identity and Residence program through shelters and food banks, an increase from previous elections (16% in 2014, 22% in 2011).

**Barriers to participation in the electoral process**

For electors in shelters, 22% agreed that Elections Ontario has made the voting process easier than before, and 61% indicated the overall voting experience of the 2018 general election was good or very good.

Youth had the highest rate of reporting barriers to voting: 11% indicated they experienced a barrier to voting. Youth identified problems with identification and finding information on where to vote as their top barriers to voting. Indigenous electors identified not receiving a VIC and ballot issues as the top barriers to voting.

# Results from Political Entities Survey

According to the surveys for political entities, the 2018 general election was run better than prior elections. The majority of political entities had a very good or excellent impression of how the 2018 general election was run, with 41% reporting that 2018 was run better than previous elections, an increase of 20 percentage points from 2014.

### Trust in Elections Ontario

Political entities continue to have high levels of trust in Elections Ontario, with 85% indicating that Elections Ontario is unbiased. This is similar to responses provided in 2014 (85%) and 2011 (83%).

Over two-thirds (68%) of political entities agree that provincial elections in Ontario are conducted fairly. However, 44% are concerned with external third parties unfairly influencing elections in Ontario.

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*More than three quarters (79%) of candidates, campaign finance officers and party officials were confident that the new technology maintained the secrecy and privacy of the vote.*

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### Technology

There was a high level of comfort with the introduction of the technology in the polls. The majority of political entities (87%) reported that they trust the vote tabulators to record the results correctly.

There were high approval ratings for the efficiency and ease of using the new technology, with 86% describing the new voting process as efficient and 95% indicating that casting their vote was easy with the new technology.

### Communications

The overall rating of communication from Elections Ontario was strong, with 77% of political entities rating Elections Ontario's overall communications at 7 or more out of 10. Just under a quarter (23%) rated it at 6 or less out of 10.

There were high levels of awareness regarding attendance restrictions at fund-raising events (65%), and the limits on contribution amounts at fund-raising events (60%).

### Candidate nominations

One of the biggest changes impacting political entities for this election were changes to the candidate nomination process. Levels of satisfaction with the implementation of this initiative were high, with 69% indicating the Candidate Nomination Form was clear.

# Elector Expectations for the Future

There was a significant decline in support for online voting following this general election. When asked about alternative voting methods, only 33% of electors indicated support for online voting, a significant change from 2014 (49% support) and 2011 (52% support).

Despite the decline in support for online voting, there is an increased interest in alternative voting methods. Sixteen per cent of electors indicated that extending advance voting and longer hours on election day would encourage more people to vote in future elections. Additionally, 66% of electors agreed that allowing them to choose where to vote is more convenient than being assigned a location.

When asked about preferred methods of communications, electors indicated email as their preferred method of contacting Elections Ontario (31%), followed by telephone (21%), and a secure online portal (19%).

Figure 4: Support for online voting over the previous three general elections



% of support
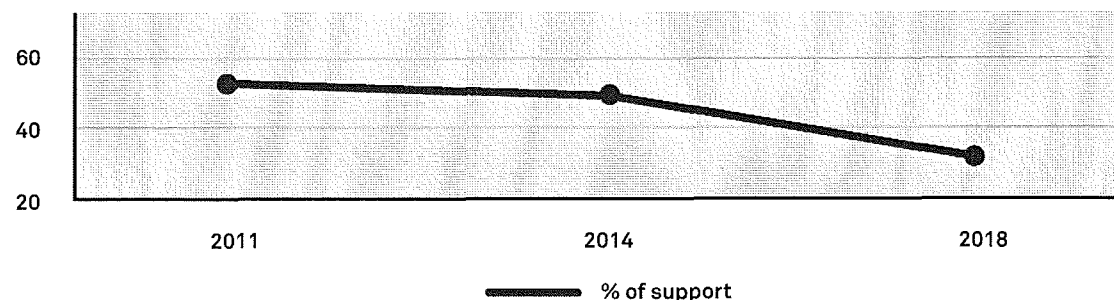
# Appendix B
# Accessibility Measures for the 2018 General Election

Elections Ontario is committed to preventing and removing barriers to voting. The administration of the electoral process must be accessible to all Ontarians, so that electors with disabilities can exercise their right to vote privately and independently. Our commitment to accessibility is part of our goal to make voting easy. This starts with removing barriers.

After the 2014 general election, Elections Ontario worked with community agencies and people with disabilities to increase service levels for electors with disabilities. We believe we have made significant progress to make elections more accessible. Our Multi-Year Accessibility Plan 2017-2021 shows our continuing commitment to identifying and removing barriers and improving accessibility.

Elections Ontario has adopted the four principles outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) as part of our continued vision for setting benchmarks in electoral process excellence. Those principles are:

> Respect for the dignity of persons with disabilities

> Respect for the independence of persons with disabilities

> Goods and services that are integrated for persons with disabilities

> Equality in the ability to obtain, use and benefit from goods and services given to others.

For the 2018 general election, our goal was to increase levels of service, reduce barriers to voting, and make voting easy for electors with disabilities.

To achieve this, we improved processes, enhanced training for staff at headquarters and in the field, developed our Multi-Year Accessibility Plan, and consulted with our partners. Through these partnerships, we introduced new methods to make voting easy, such as allowing electors to use their smartphones as assistive devices at the polls. As a result, we increased the level of satisfaction with the voting process among electors with disabilities.

We are always looking for new ways to improve the accessibility of the services we offer to Ontarians, while ensuring we maintain the integrity of the electoral process. We look forward to building on these successes and leveraging our strengthened relationships with community agencies and individuals representing people with disabilities to continue with our goal of making voting easy for all Ontarians.

# Legislative and Policy Framework

The *Ontario Human Rights Code* together with the *Canadian Charter of Rights and Freedoms* protects and guarantees the rights of all Ontarians to access goods, services, facilities and employment.

The *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* ensures that organizations follow specific standards and rules to identify and prevent barriers, so that persons with disabilities can access the same goods and services as everyone else.

Elections Ontario is committed to delivering elections that are accessible, transparent, and fairly and efficiently administered. Our Accessible Customer Service Policy, Integrated Accessibility Standards Policy Directive, and Multi-Year Accessibility Plan communicate our commitment to deliver high-quality service to all Ontarians engaged in the electoral process as electors, administrators, candidates and other stakeholders.

We are committed to remaining compliant with the *Accessibility for Ontarians with Disabilities Act, 2005*, and reinforce its core principles with the *Election Act*. For example, the *Election Act* includes a requirement that assistive voting technology be available for advance voting at returning offices and from the start of advance polls to the day before election day. It also sets out the parameters of the special ballot program, which increases accessibility for all electors. Elections Ontario carries out its obligations to delivering elections and day-to-day operations that are free from discrimination, and we remove and prevent barriers by promoting processes that are inclusive.

# Overview of Accessibility Feedback

The *Election Act* requires that the Chief Electoral Officer submit a report that includes a summary of all actions, services, feedback and responses related to accessibility. The *Election Act* also requires that, "after every election, the [Chief Electoral Officer] shall prepare a report on accessibility issues. The report is to be included in the election report or the next annual report." (Sections 67.2(1) and 67.2 (2))

The remainder of Appendix B fulfills our legislative requirement to report on accessibility following each general election. It summarizes the:

> Measures and initiatives that have been integrated to provide greater access and services to electors with disabilities [Section 67.2(1) (d)]

> Customer service feedback collected during the electoral event, and our response to that feedback [Section 67.2(1) (a) (i)]

> Summary of Returning Officers' reports on accessibility measures [Section 67.2(1) (a) (ii)]

> Results of public opinion research as it relates to accessibility or service to persons with disabilities [Section 67.2(1) (c)]

> Recommendations from the Chief Electoral Officer respecting barriers to accessibility and other accessibility issues [Section 67.2(1) (e)].

# Measures and Initiatives that have been Integrated to Provide Greater Access and Services to Electors with Disabilities

In an effort to reduce barriers to voting and make voting accessible for all, Elections Ontario has focused on voting for persons with disabilities. The AODA sets out accessibility requirements in the areas of customer service, information and communications, employment, transportation, and design of public spaces.

To meet our mandate and legislative requirements, we released a new Multi-Year Accessibility Plan in the lead up to the 2018 general election that serves as our strategy to remove and prevent accessibility barriers. In keeping with best practice and legislative requirements, we met with agencies and individuals representing people with disabilities to better understand and respond to the needs of persons with disabilities. For these consultations, we invited representatives from a broad range of services providers and individuals representing people with disabilities. The outcomes of these meetings helped us refine policies and practices for our field operations to ensure we met the needs of electors with disabilities. We were able to refine online web applications, such as e-Registration and the Voter Information Service, to ensure they met accessibility standards.

As a response to the feedback we received, we created a targeted handout on accessible voting options for support organizations to distribute to their clients. We also conducted outreach campaigns and delivered presentations at municipalities in Ontario about accessible voting options offered by Elections Ontario.

At voting locations, we ensured that the location met the accessibility requirements of the *Ontario Building Code* and the AODA. Service animals were allowed, and electors could bring family members, friends or support people, or ask election officials to help them vote. Election officials at the polls were trained to provide accessible customer service, and could even bring the ballot outside the poll to an elector. Electors were also able to apply at the returning office to transfer to another voting location that better met their accessibility needs.

Tools and services available at polling locations include magnifiers, a Braille template for the ballot, and assistive voting technology at returning offices. Electors could also arrange for registered sign language interpreters or intervenors at Elections Ontario's expense. For this election, electors were allowed to use their mobile phones as assistive devices to better align with their expectations and daily use of technology.

Below is a list that summarizes the devices, tools, services, training and employment measures implemented by Elections Ontario for the 2018 general election.

**Communications and public education leading to election day included:**

> **Alternative formats**—Elections Ontario provided general information on the election and voting process in a range of formats to ensure that all Ontarians could understand when, where and how to vote.

> **TTY**—This audio service enables people with hearing loss to access information by telephone. During regular business hours, TTY is available at Elections Ontario headquarters. TTY was also available through Elections Ontario's public call centre during the election period.

> **Plain language communications**—All communication materials, such as advertising and public education materials, were drafted in plain language to be accessible to all Ontarians.

> **Voter information card (VIC)**—A VIC was sent to each elector on the voters list and provided information about when and where to vote.

> **Radio advertising**—Election information was advertised on radio.

> **Accessible Voting in Ontario handout**—This document was widely distributed during our meetings for the Multi-Year Accessibility Plan. Community partners in turn forwarded it to their users. The document provided information about when and where to vote, and the different voting options to ensure voting is an inclusive experience for all electors.

> **Website**—Elections Ontario launched a new website in April 2015. The new website makes it simpler for our stakeholders to find the information they need. The redesign was conducted in collaboration with our stakeholders to ensure it is more user-friendly and compliant with AODA requirements. The website is compliant with the Web Content Accessibility Guidelines 2.0, and achieved an AA rating.

> **E-Registration**—In the lead-up to the 2018 general election, Elections Ontario introduced the e-Registration tool to simplify voter registration. The new application allowed electors to confirm, update, add or remove their information on the voters list.

**Training and staffing in support of accessibility included:**

> **Customer service training**—A key challenge for Elections Ontario in the 2018 general election was the delivery of effective training to the 51,623 field employees who joined Elections Ontario to deliver the election. Elections Ontario trained front-line personnel, including poll officials, to ensure responsiveness to electors with disabilities. In addition to in-person training, we used our award-winning training video to inform poll officials and returning office staff on ways to better serve electors with disabilities. Each individual who was trained signed a certificate confirming that they completed their training and were prepared to deliver excellent customer service.

> **Manuals for poll officials and in poll kits**—These materials included instructions on how to assist electors with disabilities and emphasized how to provide assistance to an elector with a disability at the voting location. There was also a section in each poll official manual called "Electors Who Require Assistance". This section addressed how to assist individuals with voting, the use of interpreter or intervenor services, how to support electors with a variety of disabilities and how to use assistive devices.

> **Employment**—Accommodations were provided to employees with disabilities throughout the employment cycle, including during the selection process, in compliance with the *Employment Standard Act* under AODA requirements.

**Specialized voting services included:**

> **Special ballot**—An elector can apply to vote by mail and then vote using a write-in special ballot. Electors can submit their application to vote by mail, email, courier or fax.

> **Home visits**—An elector can request the assistance of a Special Ballot Officer to complete an application form and to cast a write-in special ballot at any place in the electoral district that the elector requests, provided that the elector:

  • would find it impossible or unreasonably difficult to personally go to the returning office

  • needs assistance because of a disability or an inability to read or write

> **Hospital visits**—An eligible elector who is temporarily in an Ontario hospital during the three-day hospital program available during a general election may be visited by a special ballot team that can approve the elector's application for a special ballot and accept their write-in special ballot.

> **Certificate to Vote**—Electors with restricted mobility or other disabilities who can vote more conveniently at another voting location can apply for a transfer to another voting location at a returning office up to and including the day before election day. The elector is provided with a Certificate to Vote to present to the Deputy Returning Officer at the alternative voting location, together with their proof of identity.

> **Homeless elector process**—To enable those electors without permanent addresses to vote, Elections Ontario provides a Certificate of Identity and Residence form. The form serves as proof of identity and residence for Ontarians who are homeless and wish to vote in an election. Use of this certificate has increased more than 500% from the 2014 general election.

**Services, tools and technology at the polls:**

> **Voting location accessibility standards**—Prior to the 2011 general election, Elections Ontario created the Site Accessibility Standards to help Returning Officers assess the accessiblity of voting locations. The standards ensure that the requirements under the *Election Act* for an accessible voting location are consistently understood and uniformly defined across all electoral districts. These standards define core requirements for the selection of voting locations across the province. We conducted a full review of these standards before the 2018 general election to ensure they comply with existing legislation.

> **Voting location online consultation**—To ensure voting locations serve electors properly, proposed voting locations were posted online for public consultation and feedback six months prior to the general election. We received feedback on 98 locations throughout the province, with 84% of the feedback approving of the proposed voting locations.

> **Assistive devices at voting locations**—Assistive devices were provided at voting locations to help electors with disabilities vote independently and in secrecy. Devices include magnifiers, ballot templates that have raised numbers and cut-outs to assist electors with vision loss, pads for communicating with electors with hearing loss, and easy-grip pencils for individuals who have manual dexterity disabilities. Electors could also use their mobile phones at the polls for assistance purposes.

> **Assistive voting technology**—This equipment was available in every returning office and satellite office before election day so that electors with disabilities were able to vote independently and verify their ballot. The equipment can process hand-marked paper ballots in addition to ballots marked by electors via integrated ballot-marking controls.

> **Ballot font size**—The candidate's given name appeared on the ballot in 18-point font, the candidate's surname appeared in 24-point font, and the political party name or candidate's status as independent appeared in 14-point font.

> **Feedback process**—If an elector wanted to provide either general feedback to Elections Ontario or specific feedback on a particular situation, each voting location, returning office and satellite office offered feedback forms that the elector could complete and put in the feedback box.

> **Interpreters and intervenors**—Elections Ontario partnered with community agencies to book the services of sign language interpreters or intervenors when required. Elections Ontario covered the cost of the service when used at a returning office, satellite office or voting location.

> **Moving the ballot box**—The ballot box could be moved by poll officials to facilitate voting.

> **Notices of disruption**—Temporary disruptions to services at voting locations may interfere with the ability of electors to cast their ballots. Disruptions could include unscheduled or scheduled maintenance, repairs, construction, etc. When a temporary disruption occurs, Elections Ontario provides notice to the public. Notices were posted online and signage was posted at the affected location.

> **Service animals**—Elections Ontario welcomes service animals that provide assistance to electors with disabilities. Electors with disabilities were permitted to keep their service animals with them while in Elections Ontario premises, including voting locations, and while accessing election services.

> **Voting assistance from a friend or support person**—An elector who required the assistance of another individual to vote may be accompanied by a friend or support person to the voting screen. This person could mark the ballot for the elector who requires assistance after fulfilling various requirements under the *Election Act,* such as making a declaration to maintain the secrecy of the vote.

# Customer Service Feedback

During the 2018 election period, Elections Ontario received 31,008 customer service feedback forms, 707 of which were related to accessibility issues or service.

Customer service feedback forms were available to electors at voting locations, satellite offices and returning offices across the province. These forms provided electors with the opportunity to communicate their views or sentiments on customer service and voting experiences. Returning Officers and dedicated staff at headquarters responded to all electors who asked for follow-ups on their comments or complaints. This represented 3,595 responses, including 280 on accessibility issues.

Elections Ontario is committed to providing high-quality customer service. Enabling the public to provide feedback on the services they received from Elections Ontario is valuable as the feedback is a measurement of the quality of services provided. Overall, electors were satisfied with customer service levels with 78% agreeing that 'customer service needs were met and responded to appropriately'.

As it pertains to accessibility issues, the most common categories of feedback were voting locations and physical barriers at the polls (64%) and materials/tools available (11%). This feedback will inform discussions about improving policies and processes. Below are some examples of feedback received through customer feedback forms:

"I'm confined to a wheelchair and they were very helpful and cordial. I loved the space - it was very accessible - and I was impressed by the technology."

"My mother is old and has limited mobility. Voting staff allowed her to sit at the entrance and brought her a voting screen. Very helpful!"

"No automatic door, not enough accessible parking, no clipboard to mark ballots on."

"Not an accessible location for people with disability and mobility issues. No automatic door and the lay out required too much walking for receiving ballot and voting."

# Summary of Returning Officers' Reports on Accessibility Measures

The *Election Act* requires that the Chief Electoral Officer submit a report after each election that includes a summary of every report made by Returning Officers in respect to the accessibility measures that were deployed for persons with disabilities in their electoral districts:

55.1 (1) Within three months after election day in the election, every Returning Officer for an electoral district shall prepare a report on the measures that the officer has taken to provide accessibility for electors with disabilities in the district and shall submit the report to the Chief Electoral Officer. 2001, c. 32, s. 24 (2); 2007, c. 15, s. 40 (1).

**Availability to the public**

(2) The Chief Electoral Officer shall make the report available to the public. 2001, c. 32, s. 24 (2); 2007, c. 15, s. 40 (1).

**Returning Officers were asked to report on 10 aspects of election accessibility:**

> Accessibility training

> Accessible materials

> Voting by special ballot

> Other accessible voting options

> Employment of persons with disabilities

> Route of travel at each voting location

> Accessible voting locations

> Notices of disruption

> Other accessibility measures

> Customer service feedback.

**Election official accessibility training**

Election officials include approximately 3,500 returning office staff, including Special Ballot Officers, who work for the entire election calendar, and 51,000 election officials who worked at advance polls and on election day. All staff were trained and certified to deliver services in an accessible manner, and to support electors with disabilities, depending on their needs and specific requests for assistance.

## Accessible materials

All returning offices were provided with materials to facilitate voting by persons with disabilities, including:

> Braille versions of general information brochures that were mailed to homes across Ontario

> Documents in various formats, available on request from Elections Ontario

> Assistive voting devices such as magnifier sheets, easy-grip pencils and ballot templates

> High-contrast directional arrows to direct electors to accessible pathways and entrances at the voting locations

> Customer service feedback kits

> Notice of Disruption forms.

## Voting by special ballot

During this election, 150,036 ballots were cast through the special ballot program. Of those, 9,192 were cast using the special ballot home and hospital visit programs.

### Services provided by Special Ballot Officers

Special Ballot Officers provided a range of services, as directed by the elector, including helping fill out forms and ballots in full, finding and retrieving identification documents, reading instructions or candidate names aloud, providing assistive voting devices such as magnifiers or ballot templates, or setting up stable writing areas. Returning officers also built on grassroots promotion of the special ballot options. Feedback provided by Returning Officers on these services includes:

"The configuration of the returning office was adjusted to ensure those with disabilities were able to access
the voting area for special ballots."

"Worked with community groups and set appointment time for electors to come to returning office to vote by special ballot."

"At returning office advance poll, we encouraged the electors who had difficulty walking to utilize special ballot services to accommodate their needs."

"I hired extra information assistants to ensure all locations were accessible. Our special ballot team posted posters in buildings with electors with disabilities advertising special ballot home visits. Our recruitment team actively recruited poll officials who were conversant in American Sign Language."

## Other accessible voting options

### *Assistive voting technology (AVT)*

Assistive voting technology uses audio cues and three controller options to enable electors with disabilities who had difficulties marking ballots by hand to vote independently and privately. A total of 80 votes were cast using AVT, compared to 95 votes during the 2014 general election. This is a decrease in use of 16% from 2014.

### *Transfer to a more accessible voting location*

Ten electors requested and were transferred to alternate voting locations within their electoral districts to accommodate restricted mobility and familiarity with a particular facility.

### *Reimbursement of sign language interpreters or intervenors for electors*

Elections Ontario worked with the Canadian Hearing Society and the DeafBlind Community Services to make interpreters and intervenors available to electors. If an elector required a sign language interpreter or an intervenor during the election, Elections Ontario reimbursed the costs associated with these services. Eighteen electors used this service.

## Employment of persons with disabilities

More than 90% of all ROs employed persons with disabilities to work as poll officials; more than half reported employing persons with disabilities within their key office staff. Employees with disabilities were accommodated in a variety of ways to ensure they could contribute and have a meaningful work experience:

"Some poll officials that needed the assistance of walkers were hired."

"Over 50% of returning office staff have a visible or invisible disability."

## Accessible voting locations

The *Election Act* requires that all voting locations be accessible to persons with disabilities. Elections Ontario accomplishes this goal by applying its Site Accessibility Standards. These standards are used to assess the accessibility of a given location based on quantitative and qualitative criteria. Locations that did not already meet the standards were remediated using various tools. Remediation included the employment of additional information assistants to direct electors to accessible pathways, or to help electors on ramps or in elevators. There were 2,497 information assistants for accessibility in 2018. Directional signage was used to show an alternate or accessible pathways (2,359 directional signs were posted), and parking cones were used to define accessible parking spaces (7,580 cones were used throughout Ontario). Mats and beveled threshold spacers were used to smooth out thresholds (149 ramps and 555 beveled thresholds).

Of the 8,295 voting locations used, all were measured against our Site Accessibility Standards. Those sites that required remediated were identified. In total 40% were remediated to ensure they were accessible. This is a significant improvement over the 2014 general election. This improvement is due in part to our staff's greater familiarity with accessibility standards. It also reflects the efforts of all Ontario communities to renovate and build infrastructure to meet advancing accessibility standards.

**Notices of disruption**

Returning Officers posted 20 notices of disruption throughout the election calendar, 13 of which were posted on election day. Of the 13 disruptions, nine required voting hour extensions as they impacted the ability of electors to vote.

The majority of disruptions in service were related to malfunctioning elevators, intermittent power outages or fire alarms. Here are some examples of feedback provided by Returning Officers in various locations:

"School had a fire alarm go off 25 minutes into the morning. The school was evacuated by poll officials. A Notice of Disruption was issued and the poll remained open late."

"The elevator broke down. In order to transition everything to the ground level, the poll was closed for 20 minutes."

"A number of schools in Orillia were placed in a "Lock and Hold" by the Ontario Provincial Police during the afternoon of election day. Two of the locations locked down, were polling stations. Poll officials working in the schools immediately posted Notices of Disruption."

**Other accessibility measures**

Poll officials and returning office staff ensured the accessibility of voting services through other measures. These included providing documents or information in accessible formats, reading aloud the candidates' names on ballots, promoting special ballot home or hospital visits to eligible community members, hiring and training additional staff to accommodate electors' needs, and working with stakeholder groups. Here are some examples of feedback provided:

"In a few sites, additional information assistants were placed to provide additional help in accessing lifts."

"We added extra information assistants in some locations, especially schools to assist electors to find the voting room easier. Some locations such as the recreation centres had wheelchairs available if needed, which were used at the campus ice centre as the route from the parking area to voting poll was too long for some electors."

"At the returning office, we rented a ramp that could be located near the front door, as the concrete ramp already in place was further away from the building. We also purchased reflective tape to string between the cones to delineate parking. The cones were easily seen by someone driving a large vehicle. The tape made the cones somewhat more visible. Information assistants were stationed at all locations that did not have automatic door openers."

"A couple of the polls were able to serve electors from their cars, take their VIC cards, find them on the lists, issue them ballots and bring to the cars."

# Results of Public Opinion Research as it Relates to Accessibility or Service to Persons with Disabilities

Following each general election, Elections Ontario commissions research to measure the opinions and experiences of electors. Elections Ontario procured Forum Research to conduct a public opinion polling project to determine how electors and other stakeholders felt about their experiences with electoral processes, initiatives and services during the 2018 general election.

### Overall impressions of the voting experience

The majority of electors indicated good experiences with the overall voting process, and the percentage of electors that indicated the election was easier than in 2014 increased by 16 percentage points. There were positive results in terms of the implementation of technology in the polls, with 95% of electors indicated that the voting process with the new technology was easy. Eighty-nine per cent of electors with disabilities indicated they felt comfortable with the new technology.

### Barriers to voting

There was no significant change in the number of electors who indicated they experienced a problem or barrier between the 2014 and 2018 general elections, with only 7% of electors indicating they experienced a barrier. The top problem or barrier identified by electors in the 2018 general election was inefficient or poorly trained staff (29%), an increase of 22 percentage points from 2014. The next most commonly identified barrier was not receiving a voter information card, with 20% of electors identifying this as the top barrier. Electors with disabilities rated poorly-trained staff as the top barrier to voting.

A majority of electors that identified as having a visual impairment (66%) and a majority of electors that identified as having a physical impairment (63%) indicated that the assistance Elections Ontario provided at the poll could present a barrier to voting in future elections.

**Awareness of services**

In our ongoing commitment to remove voting barriers, we provide several alternative voting methods to make the electoral process more accessible. Alternative voting methods can be leveraged by all Ontarians, and they play a critical role in enfranchising electors who have difficulty going to the polls on election day.

As part of our committment to ensuring all Ontarians have the right to vote, we offer multiple options for a ballot throughout the election calendar. This includes the special ballot program which enables electors to vote in person at their returning office, by mail, or through home or hospital visit programs.

> A majority of electors indicated they were not familiar with hospital visits and home visits. This includes electors with disabilities, older electors, Indigenous electors and electors in shelters.

> Fifty-eight per cent of Indigenous electors were aware of the special ballot options.

> Electors in shelters were twice as likely to have little or no knowledge that electors can vote throughout the Writ period (22%) compared to general electors (45%)

> A majority of electors with disabilities had little or no knowledge of home (73.1%) or hospital visits (62.8%) as alternative voting methods.

In our efforts to reduce barriers to voting, we will continue to work with our stakeholders to improve awareness, augment elector experience and publicize the different methods Ontarians can use to cast their ballots.

# Chief Electoral Officer's Recommendations

We are confident that we improved accessibility services for the 2018 general election and built on the measures taken following the 2014 general election. We will continue to build on our past successes and strengths to improve Ontario's provincial electoral process to make voting easier.

While these initiatives were a success due to our partnerships with community agencies and individuals representing people with disabilities, there are still areas for improvement. There were low levels of awareness regarding our programs and tools. Our communication tactics will need to be enhanced to ensure those electors who face barriers to voting get the appropriate information in a timely fashion. We also heard concerns during the election regarding the service electors received from staff when they arrived at voting locations. We will need to review our training tools to ensure staff are adequately trained to help electors with disabilities in a respectful manner.

Moving forward, we are committed to ensuring electors are aware of the resources available to them to cast their ballot and that tools, devices and services meet electors' expectations and allow them to vote independently and privately based on the core principles and guidelines we established. We will use our Multi-Year Accessibility Plan and our Strategic Plan as road maps to further remove barriers as we serve electors with disabilities.

# Appendix C
# Candidates and Parties in the 2018 General Election

Table 1: Summary of the number of candidates in the 2014 and 2018 general elections.

| Political Party | 2014 | 2018 |
|---|---|---|
| Canadian Economic Party | N/A | 2 |
| Canadians' Choice Party | 4 | 5 |
| Communist Party of Canada (Ontario) | 11 | 12 |
| Consensus Ontario | N/A | 10 |
| Cultural Action Party | N/A | 3 |
| Equal Parenting Party | 2 | 0 |
| Family Coalition Party | 6 | 0 |
| Freedom Party of Ontario | 42 | 14 |
| Go Vegan | 5 | 2 |
| Green Party of Ontario | 107 | 124 |
| Independent | 14 | 27 |
| Multicultural Party of Ontario | N/A | 2 |
| New Democratic Party of Ontario | 107 | 124 |
| None of the Above Direct Democracy Party | 8 | 42 |
| Northern Ontario Party | 3 | 10 |
| Ontario Alliance | N/A | 3 |
| Ontario Liberal Party | 107 | 124 |
| Ontario Libertarian Party | 73 | 117 |
| Ontario Moderate Party | 2 | 16 |
| Ontario Party | N/A | 5 |
| Ontario Provincial Confederation of Regions Party | 2 | 2 |
| Ontario Social Reform Party | N/A | 2 |
| Other candidates without party affiliation on the ballot | N/A | 5 |
| Party for People with Special Needs | 3 | 5 |
| Party of Objective Truth | N/A | 2 |
| Pauper Party of Ontario | 3 | 2 |
| Progressive Conservative Party of Ontario | 107 | 124 |
| Socialist Party of Ontario | 2 | 0 |
| Stop Climate Change | N/A | 2 |
| Stop the New Sex-Ed Agenda | N/A | 3 |
| The New People's Choice Party of Ontario | N/A | 3 |
| The Peoples Political Party | 5 | 6 |
| Trillium Party of Ontario | 2 | 25 |
| **Total** | **615** | **823** |

# Appendix D
# Cost Per Elector

Figure 1: Summary of the cost-per-elector for general elections in Canada
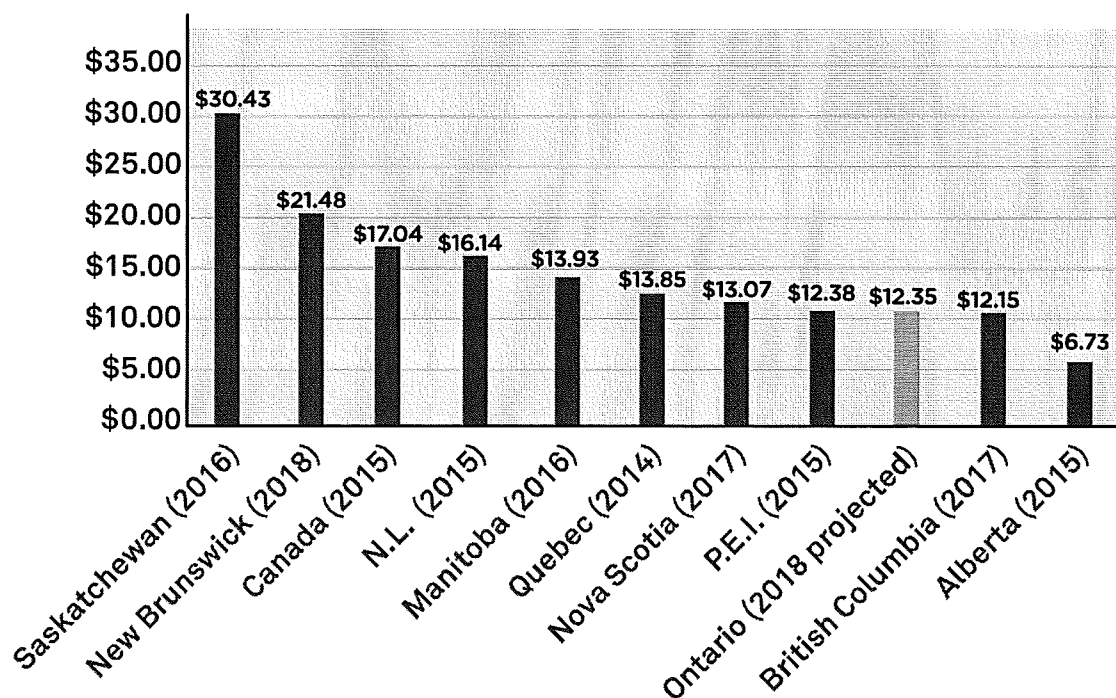


Table 1: Summary of the number of electors per jurisdiction in Canada

| Number of Electors Per Jurisdiction | |
|---|---:|
| Canada | 25,939,742 |
| **Ontario** | **10,219,736** |
| Quebec | 6,012,440 |
| British Columbia | 3,156,991 |
| Alberta | 2,821,518 |
| Manitoba | 772,877 |
| Saskatchewan | 764,264 |
| Nova Scotia | 756,113 |
| New Brunswick | 574,997 |
| Newfoundland and Labrador | 363,207 |
| Prince Edward Island | 100,392 |

# Appendix E
# Special Ballot Program

Table 1: Summary of the special ballot program for the 2018 general election

## Special Ballot Kits

| | | |
|---|---|---|
| The Chief Electoral Officer (Elections Ontario headquarters) | Mailed | 15,202 |
| | Returned | 12,616 |
| Returning offices | Mailed | 358 |
| | Returned | 151 |

## Special Ballot Counts

| | |
|---|---|
| Number of electors who voted by special ballot | 148,253 |
| Declined special ballots | 385 |
| Unmarked special ballots | 340 |
| Total rejected special ballots | 1,058 |
| Total special ballot votes | 150,036 |

## Special Ballot Counts
### Report Under the *Election Act*, Subsection 45.11

| | |
|---|---|
| Paragraph (a) Elector information on envelope does not correspond to application | 10 |
| Paragraph (b) Declaration not signed by elector | 5 |
| Paragraph (c) Electoral district cannot be determined | 3 |
| Paragraph (d) Special ballots received after 6:00 P.M. on polling day | 852 |
| Paragraph (e) Election postponed (deceased candidate) | 0 |
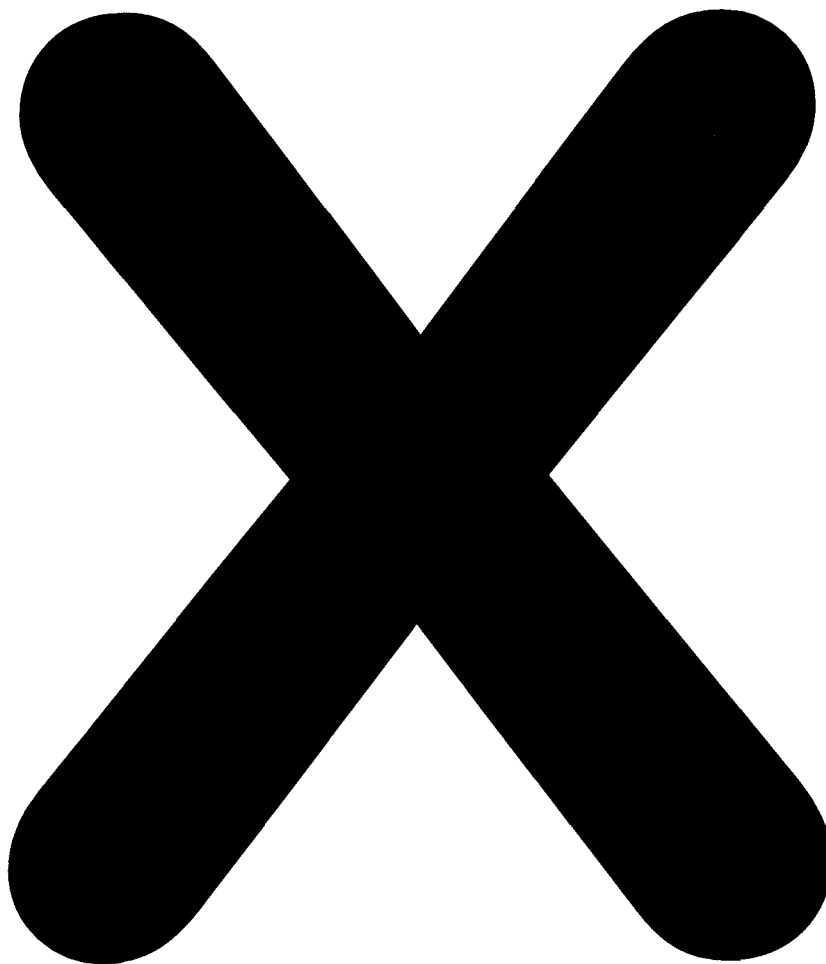
elections.on.ca

1.888.ONT.VOTE (668.8683)

TTY 1.888.292.2312

info@elections.on.ca

Aussi disponible en français
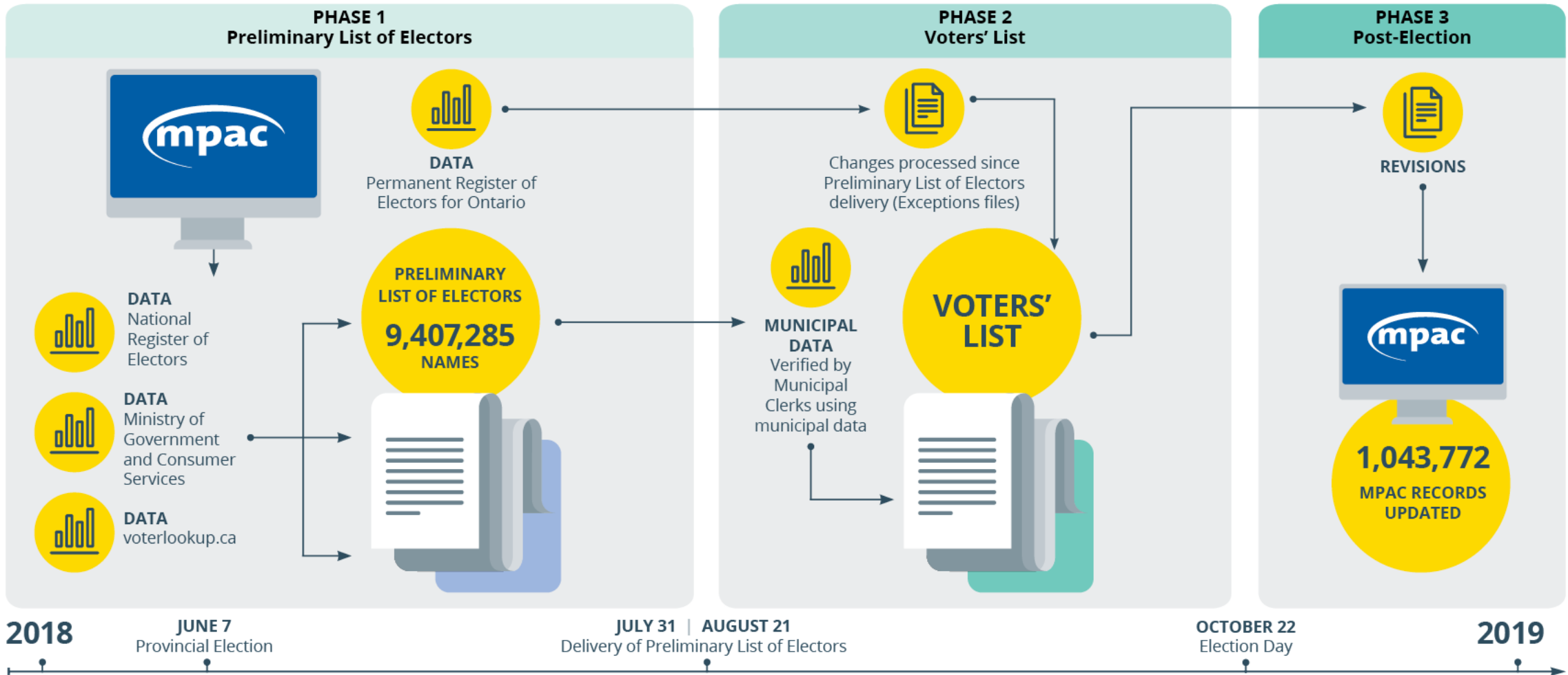Accessible formats available on request

# 2018 Enumeration Overview

## City of Hamilton

September 9, 2019

# Our Shared Accountability

# 2018 Enumeration Results

- Based on learnings from the 2014 enumeration, MPAC focused  efforts in three key areas to support the 2018 enumeration campaign:

| Technology | Partnerships | Education |
| --- | --- | --- |

# Technology

| IMPROVEMENT | BENEFIT/RESULT |
|---|---|
| Enhanced name matching routines to more effectively identify duplicate names | Over **833,700** elector record suppressions |
| New address accuracy software | Over **511,000** address updates applied to 2018 election products |
| New name matching logic applied to voterlookup.ca where short forms of names (e.g. Bill) would match with their longer form (e.g. William) | voterlookup.ca users had greater success confirming and/or updating their elector information |
| New single name field added to voterlookup.ca | Improved voterlookup.ca experience for users with a single name |
| New indicator listing the total numbers of potential electors at property once a user was confirmed as an elector on voterlookup.ca | If number of potential electors presented was too high or low, users were advised to contact MPAC's call centre, or could add subsequent names such as their spouse |
| Effective **June 1, 2018**, voterlookup.ca was enhanced to allow users to add the names of occupants under the age of 18 | Support data accuracy for future elections and population information for other enumeration products such as the Ontario Population Report<br><br>To date, nearly **4,000** individuals under 18 years of age have been added to MPAC's database |
| Continued use of voterlookup.ca following the delivery of all enumeration-related products | Over **10,000** names added post the delivery of 2018 enumeration products |

# Partnerships

More than **235,500** **voterlookup.ca** searches/ confirmations, including over **45,400** elector updates.

Over **700,000** changes through data-matching with the National Register of Electors and Permanent Register of Electors for Ontario.

Over **176,000** deceased persons suppressed based on the Ministry of Government and Consumer Services data.

# Education

# voterlookup.ca Results

| voterlookup.ca Results: | 2018 | 2014 | % increase |
|---|---|---|---|
| Total Searches | 235,500+ | 128,497 | 83.31% |
| Total Elector Names Added | 24,900+ | 9,641 | 158.81% |
| **Total Elector Record Revisions Captured** | **20,400+** | **14,412** | **41.68%** |

# Voters' List Revisions Process

| Municipal Clerks provide Voters' List revisions to MPAC | → | MPAC processes revisions and applies updates to the Names Database | → | Extensive Analysis to discern key learnings, overall accuracy and results specific to each municipality |
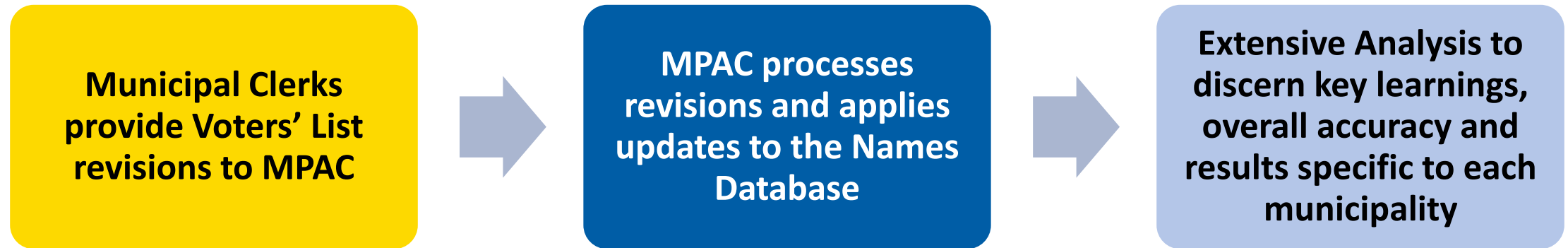
# Overall Results

| Preliminary List of Electors | 2018 | 2014 |
|---|---|---|
| Total number of eligible electors included on the Preliminary List of Electors | 9,407,285 | 9,450,351 |
| Voter turnout | 38.29% | 43.12% |
| Total number of revisions received | 1,043,772 | 1,200,994 |
| Preliminary List of Electors Accuracy for owners | 92.76% | 92.80% |
| Preliminary List of Electors Accuracy for non-owners (tenants) | 82.83% | 79.20% |
| **Overall Preliminary List of Electors quality** | **88.90%** | **87.29%** |

# City of Hamilton

## 2018

**SUMMARY** Preliminary List of Electors - Delivery Date: **July 31, 2018**
Exceptions Files - Delivery Date: **September 7, 2018**

| | |
|---|---|
| **Potential Electors Identified** | **363,434** |

### PHASE 1

**VOTERLOOKUP.CA Activity**

| | |
|---|---|
| Active Searches | 5,266 |
| **Total changes to names data** | **1,903** |

**UPDATES from National Register of Electors data**

| | |
|---|---|
| **Total changes to names data** | **42,709** |

**PRE-ELECTION DATA CLEANSE**

| | |
|---|---|
| Deceased Names (Ministry of Government and Consumer Services) | 8,797 |
| Duplicate Names | 31,132 |
| Other* | 145,930 |
| **Total changes to names data** | **185,859** |

*Under 18, Corporations and Estates, Electors who already have their vote somewhere else in the municipality, Not Canadian, Unconfirmed Citizenship Status.

### PHASE 2

**EXCEPTIONS FILES**

| | |
|---|---|
| **Total changes to names data** | **7,777** |

### PHASE 3

**POST-ELECTION REVISION PROCESSING**

| | |
|---|---|
| Added | 10,575 |
| Deleted | 4,337 |
| Updated | 5,787 |
| Moved | 1,802 |
| **Total changes to names data** | **22,501** |

## 2014

**SUMMARY** Preliminary List of Electors - Delivery Date: **July 31, 2014**
Exceptions Files - Delivery Date: **September 5, 2014**

| | |
|---|---|
| **Potential Electors Identified** | **370,135** |

### PHASE 1

**VOTERLOOKUP.CA Activity**

| | |
|---|---|
| Active Searches | 1,596 |
| **Total changes to names data** | **647** |

**UPDATES from National Register of Electors data**

| | |
|---|---|
| **Total changes to names data** | **46,670** |

**PRE-ELECTION DATA CLEANSE**

| | |
|---|---|
| Deceased Names (Ministry of Government and Consumer Services) | 9,078 |
| Duplicate Names | 17,047 |
| Other* | 162,526 |
| **Total changes to names data** | **188,651** |

*Under 18, Corporations and Estates, Electors who already have their vote somewhere else in the municipality, Not Canadian, Unconfirmed Citizenship Status.

### PHASE 2

**EXCEPTIONS FILES**

| | |
|---|---|
| **Total changes to names data** | **8,729** |

### PHASE 3

**POST-ELECTION REVISION PROCESSING**

| | |
|---|---|
| Added | 3,849 |
| Deleted | 4,274 |
| Updated | 14,129 |
| Moved | 760 |
| **Total changes to names data** | **23,012** |

# Thank You

| Elections Working Group Member | Organization Represented |
|---|---|
| Eric Muller | AMCTO |
| Rick Johal | AMCTO |
| Sarah Hoffmann | Ministry of Municipal Affairs |
| Nathalie Lentini | Elections Canada |
| Aaron Glyn Williams | Elections Ontario |
| Gabriel Romanescu | Elections Ontario |
| Tanya Daniels | City of Brantford |
| Stephen O'Brien | City of Guelph |
| Tony Fallis | City of Hamilton |
| Kimberley Kitteringham | City of Markham |
| Karen McIsaac | City of North Bay |
| Milan Stevanovic | City of Ottawa |
| Tyler Cox | City of Ottawa |
| Lisa Harker | City of Pickering |
| Joon Hwang | City of Toronto |
| Danny Fung | City of Toronto |
| Lorraine Brace | Town of Cobourg |
| Brent Larmer | Town of Cobourg |
| Louise Lees | Town of Marathon |
| Andrea Zampieri | Town of Oakville |
| Nancy Bozatto | Town of Pelham |
| Pamela Fettes | Township of Clearview |

# Questions/Discussion?