

## Alternative voting methods

Below is a description and risk assessment of the alternatives for consideration, as outlined in the staff report. The following alternative voting methods, while not recommended by staff, are options that Council may consider as a complementary channel in the 2022 municipal election.

### Online voting

Online voting may provide convenience and accessibility to voters. It is designed to encourage participation from those who may be less inclined to visit a physical voting location to vote. It also may provide additional voting opportunities for those voters who are away during the voting period (students, vacationers, etc.).

Ontario municipalities have adopted network models and standards for online voting in municipal elections, however, currently no Canadian standards exist and there are no requirements or Regulations that speak to online voting in the *MEA*. In the absence of legislative direction, should this method be offered, the City must develop the tools and framework to ensure the process is secure, valid, and transparent. While this method can often be less costly than traditional methods, when offering internet voting as a complementary channel, cost increases can be quite significant, as well as necessary administrative resources to support initial use and staff resources.

In 2018, some Ontario municipalities chose to offer internet voting until the close of polls on election day. Many of those municipalities (51) experienced technical difficulties, slow traffic which resulted in an approximate 90-minute slowdown. The diminished quality of the bandwidth caused a varying number of voters to experience slow response time, and system timeouts. Affected municipalities chose to extend their voting period for several hours, with some extending the close of the alternative voting polls until the next day.

The online voting process is explained in this City of Markham voter information video: <https://youtu.be/fWgzzueJXjI>.

Possible benefits	Possible challenges
<ul style="list-style-type: none"> <li>• Convenience</li> <li>• Accessibility</li> <li>• Additional voting opportunities for those outside of the municipality or those less inclined to physically attend a voting location</li> <li>• Ability to qualify voter intent through use of automatic controls. Elimination of unintentional spoiled ballots</li> </ul>	<ul style="list-style-type: none"> <li>• Security, denial of service</li> <li>• Highly vulnerable to cyber-attack and fraud</li> <li>• Inaccuracies of the voters' list</li> <li>• Ability for others to influence how an elector votes</li> <li>• Verification of voter identity</li> <li>• Socio-economic divisions within the municipality</li> <li>• Lack of audit abilities</li> <li>• Increased costs</li> </ul>

## Telephone voting

Telephone voting is most commonly employed as part of a multi-channel voting solution in conjunction with online voting. It is a well-known method that has been employed by many municipalities in Ontario and across Canada for decades. This voting method allows voters to cast their ballot from anywhere they have access to a phone line at any time within the defined voting period. When offered in addition to online voting, it addresses the 'digital divide' concerns as it relates to the uneven distribution in the access to and use of computers and the internet.

As is the case with online voting, a telephone-based system is able to fully qualify voter intent through use of automatic controls (i.e. the system could be programmed to disallow a voter from proceeding to the next office, if their current selection resulted in an over-vote). This all but eliminates unintentional spoiled ballots, a control which can also be engaged on vote scanners/tabulators. As with most technology solutions, the overall cost of telephone voting can fluctuate based on the scale and composition of the system. Often, the largest contributor to cost in this regard relates to the capacity of the system to be able to support high volumes of traffic and its ability to provide for an adequate backup system.

Possible benefits	Possible challenges
<ul style="list-style-type: none"> <li>• Convenience</li> <li>• Accessibility</li> <li>• Additional voting opportunities for those outside of the municipality or those less inclined to physically attend a voting location</li> <li>• Ability to qualify voter intent through use of automatic controls. Elimination of unintentional spoiled ballots</li> </ul>	<ul style="list-style-type: none"> <li>• Inaccuracies of the voters' list</li> <li>• Ability for others to influence how an elector votes</li> <li>• Verification of voter identity</li> <li>• Concerns with navigating an audio ballot, pronunciation of candidate names</li> <li>• Lack of audit abilities</li> <li>• Increased costs</li> </ul>

# Risk Assessment: Alternative Voting Methods

## Identify → Categorize → Evaluate → Respond

*The purpose of this document is to list risks considered or assumptions made and ensure enterprise risk management, being a continuous, proactive and systematic process to identify, understand, manage and communicate risks from an organization wide perspective.*

### Table of Contents

Risks applicable to all unsupervised alternative voting options .....	4
Risks applicable only to internet voting.....	6
Risks applicable only to telephone voting .....	10
Risk Impact Scales .....	11
Risk Likelihood Scales.....	12

Risks applicable to all unsupervised alternative voting options					
Risk	Risk Description	Risk Categorization	Risk Evaluation	Risk Options	Risk Response
1.	<p><b>Risk Description:</b> A loss of transparency in traditional sense with reduced oversight of some components of the voting process by candidates and scrutineers (unsupervised voting)</p>	<input type="checkbox"/> Technical <input type="checkbox"/> Financial <input checked="" type="checkbox"/> <b>Political</b> <input type="checkbox"/> Legal <input checked="" type="checkbox"/> <b>Service</b>	<p><b>Likelihood</b></p> <input type="checkbox"/> L <input checked="" type="checkbox"/> <b>M</b> <input type="checkbox"/> H  <p><b>IMPACT</b></p> <input type="checkbox"/> L <input checked="" type="checkbox"/> <b>M</b> <input type="checkbox"/> H	<input type="checkbox"/> Mitigate <input type="checkbox"/> Avoid <input checked="" type="checkbox"/> <b>Accept</b> <input type="checkbox"/> Transfer	<p><b>Mitigation:</b></p> <ul style="list-style-type: none"> <li>• Education and outreach</li> <li>• Use of Voter Information Centres (VICs)</li> </ul>
2.	<p><b>Risk Description:</b> Accuracy of voters' list, particularly relating to tenant information.</p> <ul style="list-style-type: none"> <li>• Ineligible voters receiving credentials to vote</li> <li>• Eligible voters may not be included thereby reducing opportunity to vote (principle of enfranchisement)</li> </ul>	<input checked="" type="checkbox"/> <b>Technical</b> <input type="checkbox"/> Financial <input checked="" type="checkbox"/> <b>Political</b> <input checked="" type="checkbox"/> <b>Legal</b> <input checked="" type="checkbox"/> <b>Service</b>	<p><b>Likelihood</b></p> <input type="checkbox"/> L <input type="checkbox"/> M <input checked="" type="checkbox"/> <b>H</b>  <p><b>IMPACT</b></p> <input type="checkbox"/> L <input type="checkbox"/> M <input checked="" type="checkbox"/> <b>H</b>	<input checked="" type="checkbox"/> <b>Mitigate</b> <input type="checkbox"/> Avoid <input type="checkbox"/> Accept <input type="checkbox"/> Transfer	<p><b>Mitigation:</b></p> <ul style="list-style-type: none"> <li>• Require registration to mitigate the risks associated with the inaccuracies of the list (accuracy of list is necessary when implementing these options)</li> <li>• Two-step verification process (to ensure the voter casting the vote is eligible)</li> <li>• Clerk review &amp; cleanse MPAC data within legislative parameters</li> </ul>

Risks applicable to all unsupervised alternative voting options					
Risk	Risk Description	Risk Categorization	Risk Evaluation	Risk Options	Risk Response
3.	<b>Risk Description:</b> Voter authentication	<input checked="" type="checkbox"/> <b>Technical</b> <input type="checkbox"/> Financial <input type="checkbox"/> Political <input checked="" type="checkbox"/> <b>Legal</b> <input checked="" type="checkbox"/> <b>Service</b>	<b>Likelihood</b> <input type="checkbox"/> L <input checked="" type="checkbox"/> <b>M</b> <input type="checkbox"/> H  <b>IMPACT</b> <input type="checkbox"/> L <input type="checkbox"/> M <input checked="" type="checkbox"/> <b>H</b>	<input checked="" type="checkbox"/> <b>Mitigate</b> <input type="checkbox"/> Avoid <input type="checkbox"/> Accept <input type="checkbox"/> Transfer	<b>Mitigation:</b> <ul style="list-style-type: none"> <li>Require registration to mitigate the risks associated with the inaccuracies of the list (accuracy of list is necessary when implementing these options)</li> <li>Two-step verification process (to ensure the voter casting the vote is eligible)</li> </ul>
4.	<b>Risk Description:</b> Court challenges to the validity of results	<input type="checkbox"/> Technical <input checked="" type="checkbox"/> <b>Financial</b> <input checked="" type="checkbox"/> <b>Political</b> <input checked="" type="checkbox"/> <b>Legal</b> <input type="checkbox"/> Service	<b>Likelihood</b> <input checked="" type="checkbox"/> <b>L</b> <input type="checkbox"/> M <input type="checkbox"/> H  <b>IMPACT</b> <input type="checkbox"/> L <input type="checkbox"/> M <input checked="" type="checkbox"/> <b>H</b>	<input checked="" type="checkbox"/> Mitigate <input type="checkbox"/> Avoid <input checked="" type="checkbox"/> <b>Accept</b> <input type="checkbox"/> Transfer	<b>Mitigation:</b> <ul style="list-style-type: none"> <li>Implement and apply lessons learned from court challenges</li> <li>Strong and defensible policies and procedures in place</li> </ul>

Risks applicable only to internet voting					
Risk	Risk Description	Risk Categorization	Risk Evaluation	Risk Options	Risk Response
1.	<p><b>Risk Description:</b> Cyber-attack, hacking, data compromised</p>	<input checked="" type="checkbox"/> <b>Technical</b> <input type="checkbox"/> Financial <input type="checkbox"/> Political <input checked="" type="checkbox"/> <b>Legal</b> <input checked="" type="checkbox"/> <b>Service</b>	<p><b>Likelihood</b></p> <input type="checkbox"/> L <input checked="" type="checkbox"/> <b>M</b> <input type="checkbox"/> H <p><b>IMPACT</b></p> <input type="checkbox"/> L <input type="checkbox"/> <b>M</b> <input checked="" type="checkbox"/> <b>H</b>	<input checked="" type="checkbox"/> <b>Mitigate</b> <input type="checkbox"/> Avoid <input type="checkbox"/> Accept <input type="checkbox"/> Transfer	<p><b>Mitigation:</b></p> <ul style="list-style-type: none"> <li>IT Security controls including dual authentication processes when entering City’s portal, password management, updated firewalls and security of personally identifiable data for voting;</li> <li>Pre-testing of any system or process prior to implementation;</li> <li>Education and training of staff managing and coordinating this process;</li> <li>City cyber liability insurance</li> <li>Third party testing and auditing (third party must carry the appropriate types and amounts of insurance including cyber insurance)</li> <li>Offer internet voting during the advance period only, paper ballots for voting day</li> </ul>

Risks applicable only to internet voting					
Risk	Risk Description	Risk Categorization	Risk Evaluation	Risk Options	Risk Response
2.	<b>Risk Description:</b> Fraud	<input checked="" type="checkbox"/> <b>Technical</b> <input type="checkbox"/> Financial <input type="checkbox"/> Political <input checked="" type="checkbox"/> <b>Legal</b> <input checked="" type="checkbox"/> <b>Service</b>	<b>Likelihood</b> <input checked="" type="checkbox"/> L <input type="checkbox"/> M <input type="checkbox"/> H <b>IMPACT</b> <input type="checkbox"/> L <input type="checkbox"/> M <input checked="" type="checkbox"/> H	<input checked="" type="checkbox"/> <b>Mitigate</b> <input type="checkbox"/> Avoid <input type="checkbox"/> Accept <input type="checkbox"/> Transfer	<b>Mitigation:</b> <ul style="list-style-type: none"> <li>IT Security controls including dual authentication processes when entering City’s portal, password management, updated firewalls and security of personally identifiable data for voting;</li> <li>Pre-testing of any system or process prior to implementation;</li> <li>Education and training of staff managing and coordinating this process;</li> <li>City cyber liability insurance</li> <li>Third party testing and auditing (third party must carry the appropriate types and amounts of insurance including cyber insurance)</li> <li>Offer internet voting during the advance period only, paper ballots for voting day</li> </ul>
3.	<b>Risk Description:</b> Internet voting 3 <sup>rd</sup> party security testing reveals high risk that cannot be corrected	<input checked="" type="checkbox"/> <b>Technical</b> <input type="checkbox"/> Financial <input checked="" type="checkbox"/> <b>Political</b> <input checked="" type="checkbox"/> <b>Legal</b> <input type="checkbox"/> Service	<b>Likelihood</b> <input checked="" type="checkbox"/> L <input type="checkbox"/> M <input type="checkbox"/> H <b>IMPACT</b> <input type="checkbox"/> L <input type="checkbox"/> M <input checked="" type="checkbox"/> H	<input checked="" type="checkbox"/> <b>Mitigate</b> <input type="checkbox"/> Avoid <input type="checkbox"/> Accept <input type="checkbox"/> Transfer	<b>Contingency:</b> <ul style="list-style-type: none"> <li>Communications strategy for internet voting problems</li> </ul> <b>Mitigation:</b> <ul style="list-style-type: none"> <li>Plan security testing to precede issuance of voter notification cards</li> </ul>

Risks applicable only to internet voting					
Risk	Risk Description	Risk Categorization	Risk Evaluation	Risk Options	Risk Response
4.	<p><b>Risk Description:</b> Internet voting not available online</p> <p><b>Risk Triggers:</b></p> <ul style="list-style-type: none"> <li>• URL not working for voters</li> <li>• Internet voting application down</li> <li>• Network congestion</li> </ul>	<input checked="" type="checkbox"/> <b>Technical</b> <input type="checkbox"/> Financial <input type="checkbox"/> Political <input checked="" type="checkbox"/> <b>Legal</b> <input checked="" type="checkbox"/> <b>Service</b>	<p><b>Likelihood</b></p> <input type="checkbox"/> L <input checked="" type="checkbox"/> <b>M</b> <input type="checkbox"/> H <p><b>IMPACT</b></p> <input type="checkbox"/> L <input checked="" type="checkbox"/> <b>M</b> <input type="checkbox"/> H	<input checked="" type="checkbox"/> <b>Mitigate</b> <input type="checkbox"/> Avoid <input checked="" type="checkbox"/> Accept <input type="checkbox"/> Transfer	<p><b>Mitigation:</b></p> <ul style="list-style-type: none"> <li>• Offer internet voting during the advance period only, paper ballots for voting day</li> <li>• Establish in communication plan ways to advise voters of service interruption/delay</li> <li>• Establish service levels from vendor to resolve issue</li> <li>• Establish process to receive system notifications from vendor</li> </ul>
5.	<p><b>Risk Description:</b> Public perception of security concerns and process vulnerabilities</p>	<input type="checkbox"/> <b>Technical</b> <input type="checkbox"/> Financial <input type="checkbox"/> Political <input type="checkbox"/> <b>Legal</b> <input checked="" type="checkbox"/> <b>Service</b>	<p><b>Likelihood</b></p> <input checked="" type="checkbox"/> <b>L</b> <input type="checkbox"/> M <input type="checkbox"/> H <p><b>IMPACT</b></p> <input checked="" type="checkbox"/> L <input type="checkbox"/> M <input type="checkbox"/> H	<input checked="" type="checkbox"/> <b>Mitigate</b> <input type="checkbox"/> Avoid <input checked="" type="checkbox"/> Accept <input type="checkbox"/> Transfer	<p><b>Contingency:</b></p> <ul style="list-style-type: none"> <li>• Communication strategy</li> </ul> <p><b>Mitigation:</b></p> <ul style="list-style-type: none"> <li>• Risk management</li> <li>• Communication strategy (public education)</li> <li>• Work with other municipalities</li> </ul>

Risks applicable only to internet voting					
Risk	Risk Description	Risk Categorization	Risk Evaluation	Risk Options	Risk Response
6.	<p><b>Risk Description:</b> Lack of access to the internet for voters</p>	<input type="checkbox"/> Technical <input type="checkbox"/> Financial <input type="checkbox"/> Political <input checked="" type="checkbox"/> <b>Legal</b> <input checked="" type="checkbox"/> Service	<p><b>Likelihood</b></p> <input checked="" type="checkbox"/> L <input type="checkbox"/> M <input type="checkbox"/> H <p><b>IMPACT</b></p> <input checked="" type="checkbox"/> L <input type="checkbox"/> M <input type="checkbox"/> H	<input checked="" type="checkbox"/> <b>Mitigate</b> <input type="checkbox"/> Avoid <input type="checkbox"/> Accept <input type="checkbox"/> Transfer	<p><b>Contingency:</b></p> <ul style="list-style-type: none"> <li>Identify concerns from the broadband Survey, resident experience with internet connectivity within Hamilton (this survey will help us determine accessibility to the internet within city)</li> <li>Offer as a complementary to paper ballot and telephone voting.</li> </ul> <p><b>Mitigation:</b></p> <ul style="list-style-type: none"> <li>Offer voter information centres (centres where a voter can come and cast a ballot online)</li> <li>Offer this method as a complement to paper ballot</li> <li>Communication about proxy voting options</li> </ul>

Risks applicable only to telephone voting					
Risk	Risk Description	Risk Categorization	Risk Evaluation	Risk Options	Risk Response
1.	<b>Risk Description:</b> Network congestion	<input checked="" type="checkbox"/> <b>Technical</b> <input type="checkbox"/> Financial <input type="checkbox"/> Political <input checked="" type="checkbox"/> <b>Legal</b> <input type="checkbox"/> Service	<b>Likelihood</b> <input checked="" type="checkbox"/> L <input type="checkbox"/> M <input type="checkbox"/> H <b>IMPACT</b> <input type="checkbox"/> L <input checked="" type="checkbox"/> M <input type="checkbox"/> H	<input checked="" type="checkbox"/> <b>Mitigate</b> <input type="checkbox"/> Avoid <input type="checkbox"/> Accept <input type="checkbox"/> Transfer	<b>Mitigation:</b> <ul style="list-style-type: none"> <li>Stress test of system</li> <li>Offer as a complementary to paper ballot and internet voting.</li> </ul>
2.	<b>Risk Description:</b> Call quality (on either end) compromised. Clear pronunciation of candidate names can be a challenge if call quality on either end is compromised.	<input type="checkbox"/> Technical <input type="checkbox"/> Financial <input type="checkbox"/> Political <input type="checkbox"/> Legal <input checked="" type="checkbox"/> <b>Service</b>	<b>Likelihood</b> <input checked="" type="checkbox"/> L <input type="checkbox"/> M <input type="checkbox"/> H <b>IMPACT</b> <input checked="" type="checkbox"/> L <input type="checkbox"/> M <input type="checkbox"/> H	<input checked="" type="checkbox"/> <b>Mitigate</b> <input type="checkbox"/> Avoid <input type="checkbox"/> Accept <input type="checkbox"/> Transfer	<b>Mitigation:</b> <ul style="list-style-type: none"> <li>Phonetic spelling of names, third party assistance</li> <li>Offer as a complementary to paper ballot and internet voting.</li> </ul>

Risk Impact Scales

Impact	Risk Impact Scales				
	Very low	Low	Medium	High	Very high
	1	2	3	4	5
<b>Reputation</b>	<ul style="list-style-type: none"> <li>- Little or no impact on level of trust in City (council and staff)</li> <li>- Public reaction minimal - no effect on City's profile</li> </ul>	<ul style="list-style-type: none"> <li>- Adverse/negative view of City (council and staff) is limited to a small area/community group.</li> <li>- Public reaction contained – City's profile raised within local boundaries</li> </ul>	<ul style="list-style-type: none"> <li>- Adverse/negative view of City (council and staff) is held by neighbourhoods/ multiple community groups.</li> <li>- Public reaction considerable - City's profile raised within GTA boundaries</li> </ul>	<ul style="list-style-type: none"> <li>- Adverse/negative view of City (council and staff) spans ward boundaries/ majority of community groups</li> <li>- Public reaction major - City's profile raised within provincial boundaries</li> </ul>	<ul style="list-style-type: none"> <li>- Adverse/negative view of City (council and staff) is community-wide</li> <li>- Public reaction severe - City's profile raised within national boundaries</li> </ul>
<b>Operations</b>	<ul style="list-style-type: none"> <li>- Little or no impact on operations/delivery of all services</li> <li>- Minor adjustments required</li> <li>- No material service interruption</li> </ul>	<ul style="list-style-type: none"> <li>- Public reaction contained – City's profile raised within local boundaries</li> <li>- Minor changes necessary to deliver all services but manageable within complement/ operations.</li> <li>- Short term temporary interruption – backlog cleared &lt; 1 day</li> </ul>	<ul style="list-style-type: none"> <li>- Changes necessary to deliver core services require few additional resources</li> <li>- Workarounds to deliver service manageable</li> <li>- Medium term temporary interruption – backlog cleared by additional resources</li> </ul>	<ul style="list-style-type: none"> <li>- Major changes necessary to deliver core services require some additional resources and time to complete.</li> <li>- Workarounds to deliver services complex</li> <li>- Prolonged interruption of services – additional resources; performance affected</li> </ul>	<ul style="list-style-type: none"> <li>- Significant changes necessary to deliver core services require numerous additional resources and extended period of time to complete.</li> <li>- No alternatives or workarounds to deliver services exist</li> <li>- Indeterminate prolonged interruption of services – non-performance</li> </ul>
<b>People (staff &amp; citizens)</b>	<ul style="list-style-type: none"> <li>- Little or no impact on staff's performance/ morale</li> <li>- No injury; scare only</li> </ul>	<ul style="list-style-type: none"> <li>- Isolated performance/ morale issues</li> <li>- Minor non-immobilizing injury or trauma not requiring hospital treatment</li> </ul>	<ul style="list-style-type: none"> <li>- Performance/ morale issues found within a department</li> <li>- Non-immobilizing injury or trauma but requiring hospital treatment</li> </ul>	<ul style="list-style-type: none"> <li>- Performance/ morale issues found across departments</li> <li>- Immobilizing injury or trauma requiring hospital treatment</li> </ul>	<ul style="list-style-type: none"> <li>- Wide-spread degradation in performance/ morale</li> <li>- Work to rule/strike</li> <li>- Severe injury or trauma requiring urgent hospital treatment – may be life threatening or fatal</li> </ul>
<b>Service</b>	<ul style="list-style-type: none"> <li>- Few or no complaints from citizens/community groups</li> </ul>	<ul style="list-style-type: none"> <li>- Intermittent complaints on inefficiencies/level of service from citizens/community groups</li> </ul>	<ul style="list-style-type: none"> <li>- Steady level of complaints on inefficiencies/level of service from citizens/community groups</li> </ul>	<ul style="list-style-type: none"> <li>- Volume of complaints on inefficiencies/level of service exceeds ability to respond</li> </ul>	<ul style="list-style-type: none"> <li>- Public outrage at inefficiencies/level of service demonstrated outside of City facilities</li> </ul>
<b>Financial</b>	<ul style="list-style-type: none"> <li>- Little or no impact on budget</li> </ul>	<ul style="list-style-type: none"> <li>- Able to accommodate within department budget</li> </ul>	<ul style="list-style-type: none"> <li>- Able to accommodate within corporate budget</li> </ul>	<ul style="list-style-type: none"> <li>- Able to accommodate within existing budget but only with service cuts and/or reserve funds</li> </ul>	<ul style="list-style-type: none"> <li>- Unable to accommodate within budget</li> </ul>
<b>Non-compliance</b>	<ul style="list-style-type: none"> <li>- Letter received, no impact</li> </ul>	<ul style="list-style-type: none"> <li>- Letter received – increased monitoring</li> </ul>	<ul style="list-style-type: none"> <li>- Suspension or administrative monetary penalty</li> </ul>	<ul style="list-style-type: none"> <li>- Moratorium</li> <li>- Suspension and administrative monetary penalty</li> </ul>	<ul style="list-style-type: none"> <li>- Litigation</li> <li>- Prosecution</li> <li>- Criminal charges</li> <li>- Provincial intervention</li> </ul>

Risk Likelihood Scales

Risk Likelihood Factors	Risk Likelihood Scales				
	Low/Remote			High/Certain	
	1	2	3	4	5
<b>Controls</b>	<ul style="list-style-type: none"> <li>- Best in class/industry</li> <li>- Seen as industry leader in best practices</li> <li>- Controls cover all aspects of the risk</li> <li>- Excellent performance of/compliance with controls</li> </ul>	<ul style="list-style-type: none"> <li>- Key best practices adopted and working</li> <li>- Very effective controls</li> <li>- Very good performance of/compliance with controls</li> </ul>	<ul style="list-style-type: none"> <li>- Few best practices adopted</li> <li>- Somewhat effective controls</li> <li>- Good performance of/compliance with controls</li> </ul>	<ul style="list-style-type: none"> <li>- No best practices adopted</li> <li>- Significant aspects of the risk are not covered by the controls</li> <li>- Poor performance of/compliance with controls</li> </ul>	<ul style="list-style-type: none"> <li>- Below industry standards</li> <li>- Not aware of best practices</li> <li>- Ineffective controls</li> <li>- Controls not performed</li> </ul>
<b>Past experience</b>	<ul style="list-style-type: none"> <li>- Happened once or twice in corporate history</li> </ul>	<ul style="list-style-type: none"> <li>- Happened once or twice in past five to ten years</li> </ul>	<ul style="list-style-type: none"> <li>- Happened within last two years</li> </ul>	<ul style="list-style-type: none"> <li>- Happens frequently/multiple times in the last year</li> </ul>	<ul style="list-style-type: none"> <li>- Happens daily/weekly</li> </ul>
<b>Judgement</b>	<ul style="list-style-type: none"> <li>- Rare</li> </ul>	<ul style="list-style-type: none"> <li>- Unlikely</li> </ul>	<ul style="list-style-type: none"> <li>- Possibly</li> </ul>	<ul style="list-style-type: none"> <li>- Likely</li> </ul>	<ul style="list-style-type: none"> <li>- Almost certain/sure</li> </ul>