



Elections Audit - Market Research

April 2023

Research Report

Prepared for:

**City of Hamilton
Office of the Auditor General**



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Executive Summary

The purpose of this report is to summarize findings from market research completed with City of Hamilton eligible voters during April, 2023.

The results in this case provide insights into eligible voters' voting in the last municipal election - the information provided, their experience casting a vote, the polling stations, and their feelings on internet voting.

Considering the under-representation of those who did not vote, it's likely that the percentage of people who were not interested in municipal politics or elections is under-represented as well.

This research was conducted for the Office of the Auditor General for the City of Hamilton, as part of their audit of the 2022 Hamilton Municipal Elections Administration.

This research utilized quantitative research methods including the following:

- a random telephone survey with 600 interviews, considered accurate to within +/- 4%, 19 times out of 20 (95% Confidence Interval); and,
- a survey sent to all registered candidates for Mayor, Council and School Board Trustee

Community Survey Summary

A key goal of this market research was to determine levels of satisfaction related to the voting experience, or the administration of the 2022 Municipal Election. Results for those who completed a survey are mostly supportive and they are mainly satisfied with the process, demonstrated by the following findings:

- Those who claimed to vote in the last election were over-represented in this sample, at 80%. Not surprising this happened. The purpose of the study was identified, and those who did not vote were more likely to not participate. Voting level did vary by age, as the older the eligible voter, the more likely they were to say they voted.
- Those who didn't vote did not prioritize voting - they forgot, they got held up at work or they weren't very interested to begin with. A small proportion of those who didn't vote were out of town or away at school.
- More than 4 in 5 people who responded to this survey (81%), whether they voted or not, received their voter card. With only very minor exceptions (about 3%), eligible voters indicated the voter cards were accurate. About 1 in 10 (12%) of the eligible voters in this survey looked at voterlookup.ca.
- Among those who voted, 70% voted in person on election day, 28% voted at an advance poll, and 2% voted by mail.
- 92% of eligible voters who voted were satisfied with the experience, with 68% saying 'very' satisfied, and 24% saying 'somewhat' satisfied. Among those who voted in person, 86% said they were able to cast their vote in 10 minutes or less.
- Across all the various components of casting their vote, it is evident that eligible voters had a good experience when they went to vote in person. Related to location, eligible voters found the hours convenient (82% strongly agreed), the location was easy to find (86% strongly agreed), and the signage in the building was easy to follow (87%). Additionally, most of those who drove to the poll location found it easy to park, and among those who recall, the poll location seemed to be accessible. Related to staff, election workers provided good service (90% strongly agreed), and election workers were knowledgeable

(80% strongly agreed). Eligible voters did not feel anxious or intimidated by going to vote in-person (89% strongly disagreed when asked if they felt intimidated).

- Internet voting:
 - 31% are aware that internet voting is happening in other communities.
 - 52% said they would have been at least somewhat likely to cast their vote online if that had been an option in the 2022 election.
 - 44% believe internet voting is safe and secure.
 - 83% feel that Hamilton should add internet voting in the next election, either as a way for them to cast their own vote, or as a way for other eligible voters to do it. 17% feel that Hamilton should not consider it.

Candidate Survey Summary

Background

- 60% of those who replied to the survey were a candidate for City Council, 38% for school board trustee, and 2% (1 respondent) was a candidate for Mayor.
- 62% were running for office for the first time, while 38% had run previously.

Nomination Period

- The top resources that candidates were aware of were the City of Hamilton website (88%), the candidates' portal (81%), and the Candidates' Information Session (79%).
- Secondary resources were the Election Office by email (74%) or phone (71%). Working with the Election Office in-person or virtually is less (60%).
- Candidates who made use of specific resources available from the City were asked how satisfied they were with them.
- Overall, at least half of candidates were satisfied (very or somewhat) with every resource.
- Highest satisfaction came from in-person/virtual meetings with the

City Clerk's office (81%), and email contact with the City Clerk's office (70%).

Nomination Process

- Most candidates said that booking an appointment to file their nomination was "very" or "somewhat" easy. Overall, 81% of those who filed prior to nomination said it was easy, and all of those who filed on nomination day said it was easy.
- Candidates used two primary resources when discovering what information was needed to file the nomination. The City of Hamilton website was mentioned most often (62%), and then the City Clerk's office (52%).
- After that it was previous experience running for office (29%), a campaign assistant (24%), or the Candidates Guide offered by the province (26%).

The Campaign

- About 4 in 5 candidates made use of the candidates' portal (81%).
- The two primary reasons mentioned in using the portal were to access policies and procedures (91%) and to review the voters list (85%), keeping up with messages from the City was third (74%).
- Just under two-thirds (62%) say that finding information on the candidates' portal was "very" or "somewhat" easy, 12% were neutral, and 26% said it was "somewhat" or "very" difficult.
- The two primary election administration issues expressed were eligible voters who didn't receive a voter's card (67%), and eligible voters not being aware of their polling location (55%).
- The two secondary election administration issues were an eligible voter not being on the voters list (45%), and an eligible voter wanting information on how to vote by mail (43%). This last percentage is interesting, in that only 2% of eligible voters in the community survey claim to have voted by mail.

Voters List

- Most candidates who responded to this survey had received a copy of the voters list (86%).
- Overall, 42% found it 'very' or 'somewhat' easy to access the voters list, compared to 22% who found it 'somewhat' or 'very' difficult, the balance (36%) found it neither easy nor difficult.

- Just over one-third of candidates (36%) had some issues with the electronic voters list on Election Day.
- The issues were related to seeing who had or had not voted, to be able to focus efforts of the campaign team and volunteers.

Election office

- More than half (57%) of the candidates needed to contact the City of Hamilton Election office, compared to 31% who did not, and 12% who weren't sure if they had or not.
- Among the 24 candidates who contacted the Election office, 38% were satisfied with the answer they received, compared to 45% who were not satisfied, 17% were neutral.

Customer Service

- 7 in 10 (71%) of the candidates contacted the Customer Contact Centre or the Municipal Services Centre with a question/request about the election.
- More than two-thirds (69%) of those who made contact were satisfied (very or somewhat) with the response received, compared to 8% who were not satisfied.

Voting options for the future

- Two-thirds feel that the City of Hamilton should continue to offer voting by mail (67%). 19% (about 1 in 5) feel that mail voting should be discontinued. A review of their responses as to why indicates a concern about fraud.
- A little more than half (55%) of candidates are aware of internet voting. Whether aware of internet voting or not, 60% of the candidates feel that internet voting is safe and secure.
- 53% of candidates feel that Hamilton should offer internet voting in the future.

Background & Introduction

Hamilton City Council passed a motion at the end of January 2023 directing the Office of the City Auditor (now Office of the Auditor General) to complete an audit of the administration of the 2022 Municipal Election.

The purpose of this report is to summarize findings from market research completed with Hamilton eligible voters and registered candidates for the election. It provides insights into eligible voters’ voting experience, from receipt of voter card (or not), and in returning a ballot by mail, by advance poll, or on election day.

The report has three main sections:

- This section provides background to the research.
- The second section summarizes findings from the community telephone survey.
- The third section summarizes findings from the candidate survey.

This main report recaps key findings, but considerably more detail can be found in the following appendices:

- Appendix 1 provides detail on the project methodology.
- Appendix 2 summarizes results from the online community survey version.
- Appendix 3 has copies of the community survey in English than in French.
- Appendix 4 has copies of the final candidate survey in English and French.

Methodology Summary

This section provides a brief overview of the project methodology. Those wanting complete details are referred to Appendix 1.

Eligible Voter Telephone Survey

600 telephone interviews were conducted. A random telephone survey of this size can be considered accurate to within +/- 4%, 19 times out of 20 (95% Confidence Interval), based on a household sample (i.e., only one response per household).

Surveys were conducted via landlines and mobile phones. Approximately 58% were conducted via mobile phone, in part to reach eligible voters who do not have a landline.

Registered Candidate Survey

Contact information for 150 candidates for Mayor, City Council, and School Board Trustees were provided. All of these candidates received an email invitation to complete an online survey about the process they went through/observed. A total of 42 candidates returned a survey, a response of 28%.

Notes and Limitations

Where statistically significant and relevant, differences between specific sub-groups are mentioned in the analysis (for example, age, etc.). More of this sub-group analysis can be found in Appendix 2.

While sophisticated procedures and professional staff have been used to collect and analyze the information presented in this report, it must be remembered that surveys are *not* predictions. They are designed to measure opinion within identifiable statistical limits of accuracy at specific points in time. This survey is in no way a prediction of opinion or behaviour at any future point in time.

Detailed Findings from the Community Survey

The Community Survey, conducted with eligible voters of the City of Hamilton, attempted to engage both voters and non-voters. The proportion of those who say they voted in the past election vastly exceeds actual voter turnout.

This was expected. In our experience, those who did not vote have no interest in participating in a survey about the election, and a small percentage will claim they did vote.

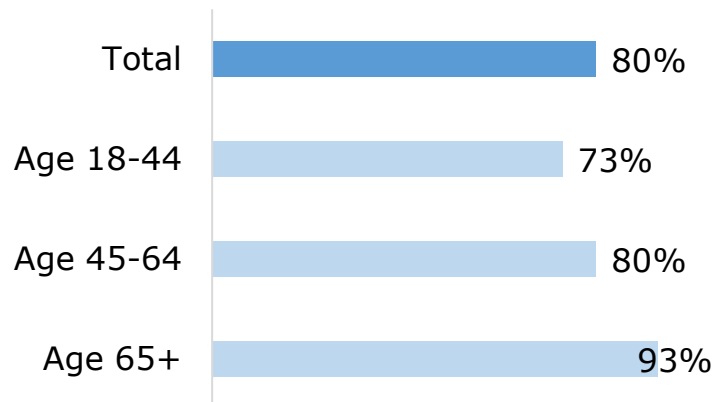
1.0 Voter in last Hamilton Municipal Election

1.1 Voter or not

Did you vote in the October 2022 Municipal Election in Hamilton?
(Base - Full sample)

4 in 5 eligible voters who participated in the Community Survey claim to have voted in the last Municipal Election in Hamilton.

- those 18-44 years were least likely to say they voted, at 73%,
- those 45-64 years were similar to the average, at 80%,
- those 65 years and older were most likely to say they have voted, at 93%.

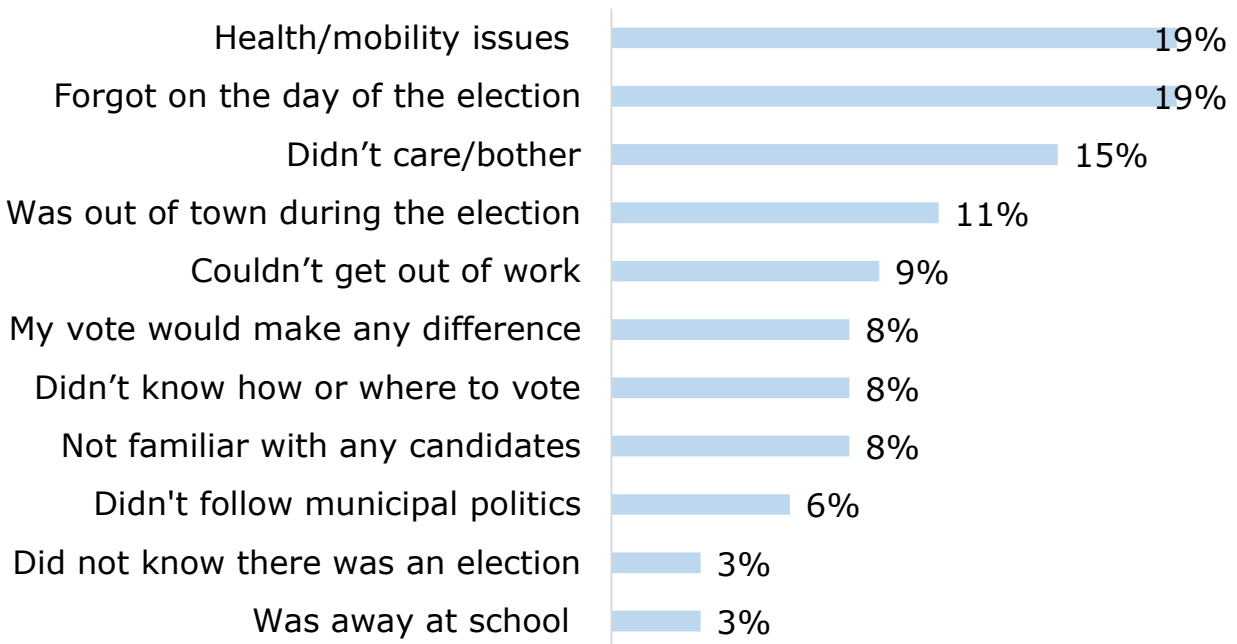


1.2 Why not vote

Why didn't you vote in the 2022 Municipal Election in Hamilton? (Base - Those who didn't vote, n=115)

Overall, about three-quarters (77%) of those who said they didn't vote did not prioritize it or didn't make enough of an effort to vote. That includes those who "didn't bother" (26%), "forgot" (19%), weren't familiar enough with the candidates to consider voting (13%), or even did not know how or where to vote (11%).

For the rest, 12% were not in town on Election Day (primarily 18-44 years who could have been away for school), or had health/mobility issues that prevented them from going out to vote (11%).



2.0 Voters List

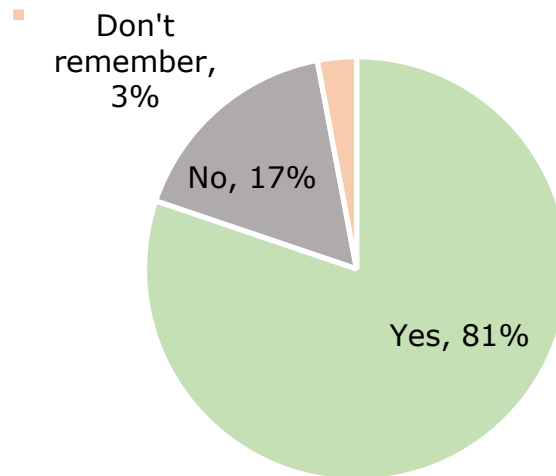
2.1 Voter card received

Whether you voted or not, did you receive a voter's card in the mail to vote in the 2022 Municipal Election? (Base - Full sample)

The vast majority of eligible voters in this survey received their voter's card, at 81%.

The likelihood to have received the card changed by age group, similar to the difference in whether they voted or not:

- those 18-44 years (74% received)
- those 45-64 years (81% received)
- those 65+ years (93% received)

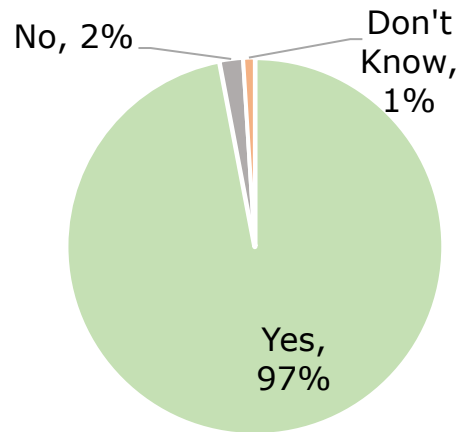


87% of those who claimed to have voted in the last election say they received their voter's card, compared to 54% of those who did not vote.

2.2 Voter card correct

*Was the information on your voter's card correct?
(Base – Received a voter card, n=482)*

Almost all (97%) of the sample who received a voter's card say the information on their card was correct.



2.3 Corrected voter card

Did you contact the City to correct or update your information prior to the election? (Base - Those who confirmed the information on the card they received was incorrect, n=10)

Ten eligible voters confirmed the information on their voter's card was incorrect. Among that group, four eligible voters called the City to correct the information.

2.4 Use of voterlookup.ca

*Did you use voterlookup.ca (online) to verify your information?
(Base - Full Sample)*

A little over 1 in 10 eligible voters (12%) visited voterlookup.ca. The balance did not visit or did not know what voterlookup.ca was (88%).

Those 18-44 years were more likely to have visited voterlookup.ca (20%), than those 45-64 years (6%) and those 65+ years (7%).

3.0 Voting process satisfaction

3.1 Voting method

Which of these voting methods did you use to cast your ballot for the 2022 Municipal Election? (Base - Those who voted, n=479)

The vast majority of those who claimed to have voted in the last Municipal Election did so in person on election day (70%), followed by those who voted at an advance poll location (28%), and a small number (2%) that voted by mail.

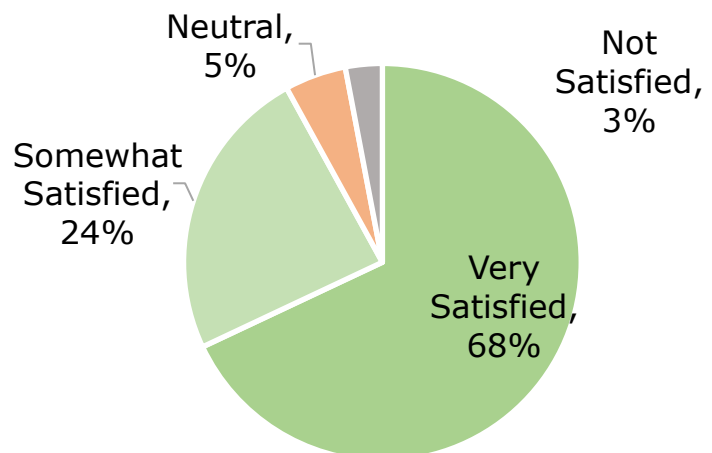
Voting at an advanced poll location was more likely to be older voters. 36% of those 65+ years who voted did so at an advance poll, followed by 32% of those 45-64 years, and 17% of those 18-44 years.

Voting Method	Total	Age 18-44	Age 45-64	Age 65+
Voted in person on election day	70%	79%	67%	63%
Voted in person at an advance poll location	28%	17%	32%	36%
Voted by mail	2%	4%	1%	1%

3.2 Voting experience satisfaction

Regardless of how you voted, how satisfied were you with the voting experience? (Base - Those who voted, n=479)

Overall, 92% of eligible voters who voted were satisfied with the experience, with 68% saying 'very' satisfied, and 24% saying 'somewhat' satisfied.



3.3 Voting experience dissatisfaction

Why were you not satisfied with your voting experience? (Base-Not satisfied with voting experience, n=13)¹

Those not satisfied with their voting experience primarily had some technical issues voting or had elections staff that were unable to help them with their questions.

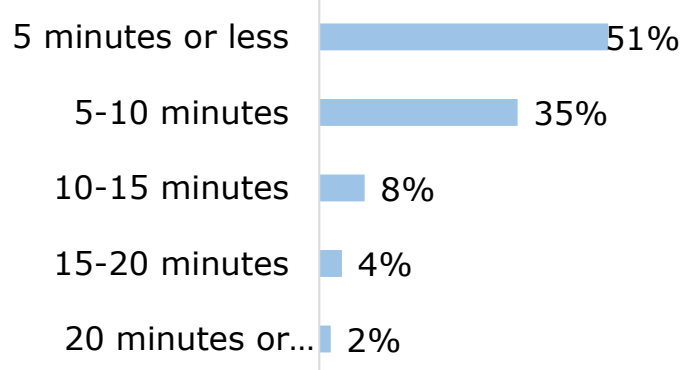
The responses were as follows, but please note the small sample size:

- technical issues
- elections staff were not helpful/knowledgeable
- did not receive a voters' card
- lack of parking
- time it took to vote
- challenges finding where to vote
- lack of signage

3.4 Voting process duration

From the time you arrived at the poll location, how long did it take you to vote? (Base - Those who voted in person, n=470)

86% of those who claimed to have voted in the last Municipal Election said that it took them 10 minutes or less to cast their vote, with half of those who voted (51%) saying it took five minutes or less.

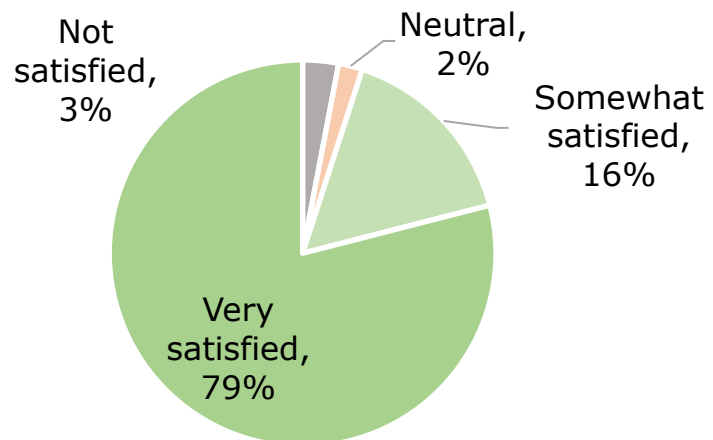


¹ CAUTION: Small sample size

3.5 Voting process duration satisfaction

*How do you feel about the time it took you to vote?
(Base - Those who voted in person, n=470)*

Almost everyone who claims to have voted in the last Municipal Election were satisfied with the time it took them to vote. Overall, 95% of those who voted say they are 'very' satisfied (79%) or 'somewhat' satisfied (16%).



3.6 Voting experience ratings

Based on your voting experience in the 2022 Hamilton Municipal Election, how would you rate the following? (Base - Those who voted in person, n=470)

Across all the variables, it is evident that eligible voters had a good experience when they went to vote in person.

Related to location, eligible voters found the hours convenient (82% strongly agreed), the location was easy to find (86% strongly agreed), the signage in the building was easy to follow (87%). Additionally, among those who drove, most found parking easy to find, and among those who noticed, the location seemed to be accessible.

Related to staff, election workers provided good service (90% strongly agreed), and election workers were knowledgeable (80% strongly agreed).

Eligible voters did not feel anxious or intimidated by going to vote in-person (89% strongly disagreed when asked if they felt intimidated).

	Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly agree	Don't know
Voting location hours were convenient	1%	1%	3%	13%	82%	–
The voting location was easy to find	-	1%	1%	12%	86%	–
It was easy to find parking when I went to vote	2%	1%	7%	7%	68%	15%
Inside the building, the signage was helpful and easy to follow	-	1%	2%	10%	87%	–
Election workers provided good customer service	1%	1%	2%	6%	90%	–
Election workers were knowledgeable	1%	2%	4%	7%	80%	6%
Going to vote in-person I felt anxious or intimidated	89%	5%	2%	1%	3%	–
The voting location is or seemed to be accessible to those with mobility issues, hearing loss, vision loss, etc.	1%	1%	3%	16%	71%	8%

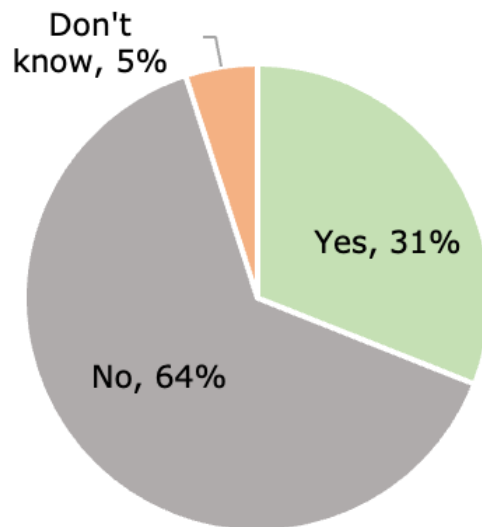
4.0 Internet Voting

4.1 Internet voting awareness

Have you heard of people in other communities being able to vote online using internet voting? (Base - Full Sample)

A little less than one-third of eligible voters (31%) were aware that internet voting is happening in other communities.

Those 65+ years were most likely to be aware of internet voting (40%, compared to those 45-64 years (34%), and those 18-44 years (23%).



4.2 Internet voting interest

How likely would you have been to use internet voting if it had been available in the last Hamilton municipal election? (Base - Full Sample)

Just over half (52%) of eligible voters in this survey would be 'very' likely (40%) or 'somewhat' likely (12%) to have used internet voting if it had been available in the last municipal election.

Those 18-44 years would be most likely to have used (66%), compared to those 45-64 years (48%), and those 65+ years (33%).

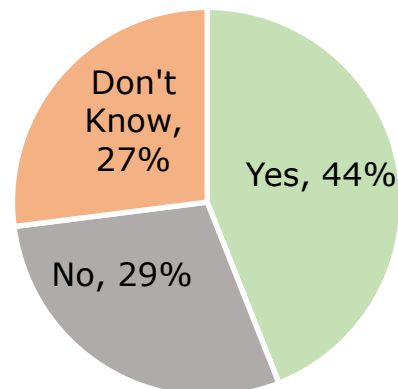
Those who did not vote in the last municipal election are more likely to say they would likely have used internet voting if it had been available (60%), compared to those who did vote (42%).

	Total	Age 18-44	Age 45-64	Age 65+
Very likely	40%	53%	37%	23%
Somewhat likely	12%	13%	11%	11%
Might/might not have used	11%	11%	13%	11%
Not very likely	12%	5%	16%	15%
Not likely at all	25%	18%	23%	40%

4.3 Internet voting safety

Do you believe that internet voting is safe and secure? (Base - Full Sample)

44% of the eligible voters in this survey feel that internet voting is safe and secure, compared to 29% who feel that it is not. The remaining eligible voters weren't sure if it is secure or not (27%).



4.4 Internet voting opinion

Which of these best describes how you feel about whether Hamilton should add internet voting to the next municipal election in 2026?
(Base - Full Sample)

There is support for using internet voting in future municipal elections, in total 83% feel it should be considered.

41% of eligible voters in this survey feel that Hamilton should consider internet voting and would use it to vote online in the future.

A further 42% say they are undecided about internet voting for themselves, but feel it should be considered for others to use.

	Total	Age 18-44	Age 45-64	Age 65+
Hamilton should not consider internet voting	17%	15%	14%	25%
Not sure I would use internet voting, but it should be considered so others can use it	42%	34%	47%	49%
Should definitely consider internet voting, and I would vote online	41%	51%	39%	26%

17% feel that Hamilton should not consider internet voting.

Both those who claim to have voted in the last election and those who say they did not are supportive of internet voting. Those who did not vote in the last election, however, were significantly more likely to say they would use internet voting in the future (59%) than those who did vote (36%).

There are differences by age group. Those 18-44 years are far more likely to say they definitely would consider Internet voting (51%) than those 45-64 years (39%) and those 65+ years (26%).

5.0 Communications

5.1 Municipal Election communication

How did you typically hear or see information about the 2022 Municipal Election? (Base - Full Sample)

	Total	18-44 years	45-64 years	65+ years
Postal mail	53%	47%	53%	56%
Local television stations	50%	37%	56%	63%
Local newspapers	32%	13%	35%	60%
Local radio stations	21%	27%	16%	20%
Other social media: Twitter, Facebook, Instagram, YouTube	20%	40%	15%	5%
Internet search engine	18%	28%	14%	10%
Word of mouth	15%	16%	15%	10%
City of Hamilton Elections Ambassadors	12%	8 %	14%	16%
City of Hamilton Elections Phone line	6%	3%	10%	7%
Lawn signs	5%	7%	5%	4%
City of Hamilton website (hamilton.ca)	4%	5%	4%	2%%
E-mail	2%	4%	1%	2%
City of Hamilton social media accounts	2%	5%	1%	1%
Magazine	1%	–	2%	1%

Traditional media was the primary source of information about the 2022 Municipal Election overall.

Over half (53%) received information in the regular mail, and from local television stations (50%).

Local newspapers were mentioned third most often (32%), and local radio stations fourth (21%).

There are differences by age group, following trends we see in other research.

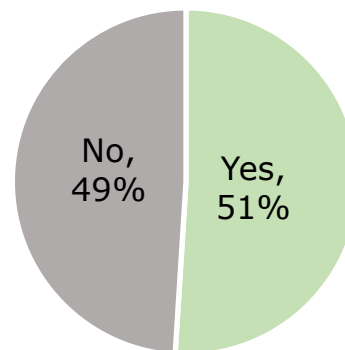
For those 18-44 years, postal mail was still the most mentioned source (47%), with social media second (40%), at the expense of television and local newspapers. The social media they consumed did not often come from the City of Hamilton social media accounts, at least not directly.

Conversely, local television stations were mentioned most for those 65+ years (63%) and local newspapers was second, (60%).

5.2 Municipal Election research

At any point, did you actively seek out information about the 2022 Municipal Election, such as candidate profiles, where to vote, advance polls, voting house, etc.? (Base - Full Sample)

The response was evenly split between those who did, and those who did not, actively seek out information about the 2022 Municipal Election.



Those who voted were far more likely to have sought information (57%) than those who did not (24%).

Those 18-44 years, perhaps being newer to an area and not sure who the candidates were, or where to vote, were most likely (62%), followed by those 45-64 years (48%), and those 65+ years (35%).

5.3 Information availability

How easy was it to find the following information about the 2022 Municipal Election? (Base - Those who actively sought election information, n=304)

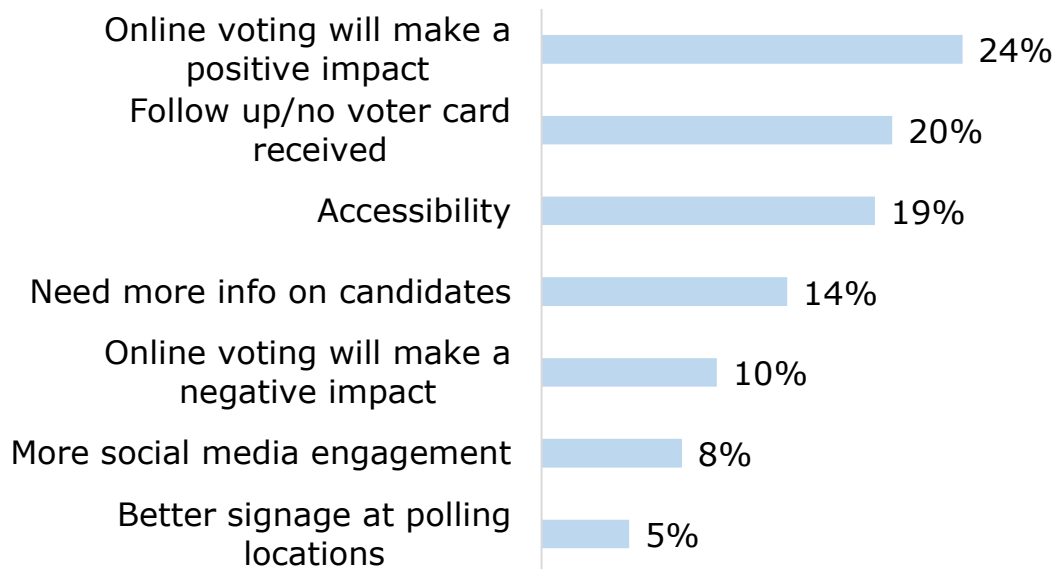
Overall, those who sought out information were able to find what they were looking for.

	Not easy	Neither easy/ difficult	Some- what easy	Very easy	Don't know/ doesn't apply
Voting dates and times	–	3%	16%	74%	6%
Voting locations	6%	12%	18%	64%	–
What to bring to a voting location	–	12%	20%	68%	–
Who the candidates were	–	6%	6%	88%	–

6.1 Additional Feedback

Do you have any additional feedback or suggestions for improvements to the experience of voting in the next Municipal Election? A positive experience, any challenges or barriers we haven't already covered, and so on. (Base - 148)

About one-quarter of eligible voters shared additional feedback. Mentioned most often was internet voting, both positive sentiment (24%), and negative sentiment (10%).



"When I was canvassing for 2022 Municipal election, I found it difficult to connect with newcomers to Canada, as well others who had recently moved to Hamilton. It would be good idea if a voting information night was held at schools or Town Halls so these people can get information and ask questions about anything to do with the voting process, the candidates, or the city."

"Internet voting would be a good idea, as long as it is nice and easy for seniors. Just give us the wards and the candidates, and don't make the process complicated. Also, please put pictures of the candidates so we know who is who. Lastly, I was surprised at the lack of advertisements for the election: I didn't know all the people running, and I was surprised that none of the candidates or representatives never bothered to come to my door."

"I thought the voting went very well, so I have no complaints. The location was close to home and it even had an elevator, which was great because my wife uses a walker."

"I'm happy with the voting process, because I've lived and voted in the same neighbourhood for 33 years, and I've never had a complaint."

Detailed Findings from Candidate Survey

1.0 Basic Information

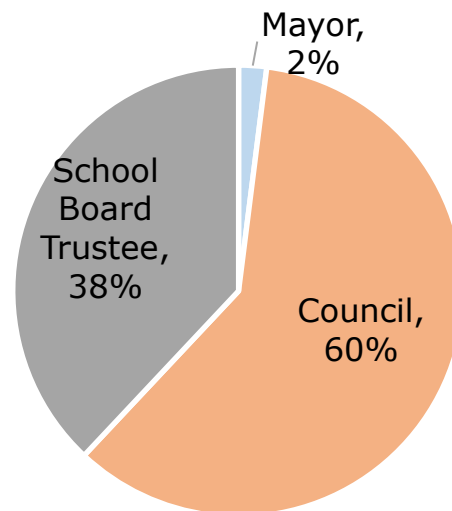
1.1 Candidate office

Which office were you a candidate for? (Base - Full sample)

60% of those who replied to the survey were a candidate for City Council, 38% for school board trustee, and 2% (1 respondent) was a candidate for mayor.

62% were running for office for the first time, 38% have run previously.

Within the group that had run for office in the past, 56% had run once or twice in the past, and 44% have run three or more times.



2.0 Nomination Period: Information, Education, Training events or activities

2.1 Candidate resources awareness

Which of these candidate resources were you aware of prior to the closing of nominations on August 19, 2022? (Base - Full Sample)

The top resources that candidates were aware of were the City of Hamilton website (88%), the candidates' portal (81%), and the Candidates' Information Session (79%).

After that, the Election Office by email (74%) or phone (71%). Working with the Election Office in-person or virtually is less (60%).

Resources outside the City

of Hamilton received lower awareness, such as the Candidates Guide offered by the province (57%), external Candidates school (19%) or Municipal World (14%).

Usage of these resources followed the pattern of awareness. 79% made use of the City of Hamilton website, 67% used the Candidates Portal, and 43% attended candidate information sessions offered by the City of Hamilton.

	Awareness	Usage
City of Hamilton website	88%	79%
Candidates' portal	81%	67%
Candidates' Information Session offered by the City of Hamilton	79%	43%
Election Office by email	74%	48%
Election Office by phone	71%	43%
City Sign By-law	71%	38%
Election Office Policies, Procedures and FAQs	67%	33%
Election office by in person or virtual meetings	60%	38%
Candidates' Guide, offered by the province of Ontario	57%	41%
Potential candidates school offered by another organization	19%	–
Municipal World tools and resources	14%	2%

48% communicated with the Elections Office by email, 43% by phone, and 38% went in-person or had virtual meetings.

2.2 Candidate resources satisfaction

How satisfied were you with the information available from, or provided by, these resources? (Base - Those who say they used the individual resource in the previous question)

Candidates who made use of specific resources available from the City were asked how satisfied they were with them.

Overall, at least half of candidates were satisfied (very or somewhat) with every resource.

Highest satisfaction came from in-person/virtual meetings with the City Clerk's office (81%), and email contact with the City Clerk's office (70%).

	Used	Not satisfied at all	Not very satisfied	Neutral	Somewhat satisfied	Very satisfied
Candidates Portal or City of Hamilton website	67%	4%	25%	10%	36%	25%
Candidates Information session, offered by the City of Hamilton	43%	–	–	39%	39%	22%
City Clerk's office by email	48%	–	15%	15%	25%	45%
City Clerk's office by phone	43%	11%	5%	28%	17%	39%
Sign By-Law	38%	13%	12%	–	44%	31%
City Clerk's office by in person or	38%	–	13%	6%	31%	50%

virtual meetings						
Election Office Policies, Procedures and FAQs	33%	21%	–	29%	29%	21%

3.0 Nomination Process

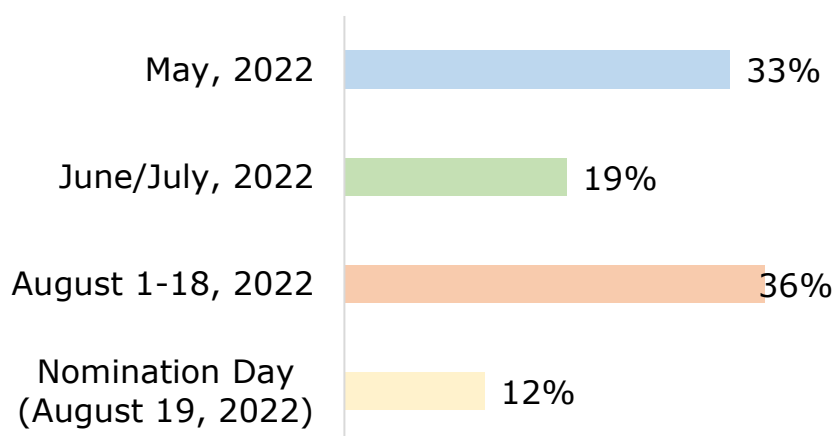
3.1 Registration date

When did you register your nomination? (Base - Full Sample)

About half (52%) of the candidates registered their nomination in the three months leading up to August, 2022.

36% registered in August, 2022 before nomination day.

Overall, only about 1 in 10 candidates (12%) registered on nomination day.



3.2 Registration ease of use

How easy or difficult was it for you to book an appointment to file your nomination? (Base - Full sample)

Most candidates said that booking an appointment to file their nomination was “very” or “somewhat” easy. Overall, 81% of those who filed prior to nomination said it was easy, and all of those who filed on nomination day said it was easy.

	Registration prior to nomination day (n=37)	Registration on nomination day (n=5)
Very easy	68%	80%
Somewhat easy	13%	20%
Neither difficult nor easy	16%	--
Somewhat difficult	3%	--
Very difficult	--	--

Only one person scored the ease of setting an appointment as "somewhat" or "very difficult". This candidate indicated there was some confusion about the dates and appointments at the outset that was eventually sorted out.

"They got the dates wrong. I seemingly had more information than they did about when the first appointment time was, and it took them a while to figure out what they were doing. Consequently, it created confusion amongst some candidates about the order of appointments. It was cleared up when it was revealed that appointments were happening concurrently."

3.3 Nomination information package

How did you know or find out what information you needed when you filed your nomination? (Base - Full Sample)

Candidates used two primary resources when discovering what information was needed to file their nomination. The City of Hamilton website was mentioned most often (62%), and the City Clerk's office (52%).

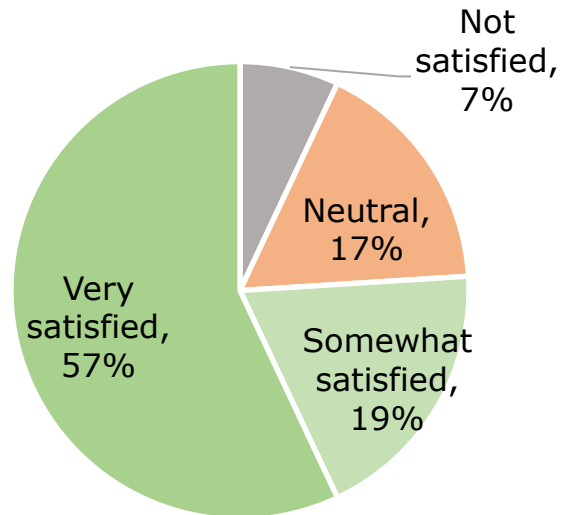
After that it was previous experience running for office (29%), a campaign assistant (24%), or the Candidates Guide offered by the province (26%).

City of Hamilton website	62%
City Clerk's office (phone, email, in person)	52%
Experience from a previous election	29%
Candidates Guide offered by the Province of Ontario	26%
From someone helping with my campaign	24%
Another candidate or previous candidate advised me	19%
Information obtained at candidate school or another related event	2%

3.4 Nomination filing satisfaction

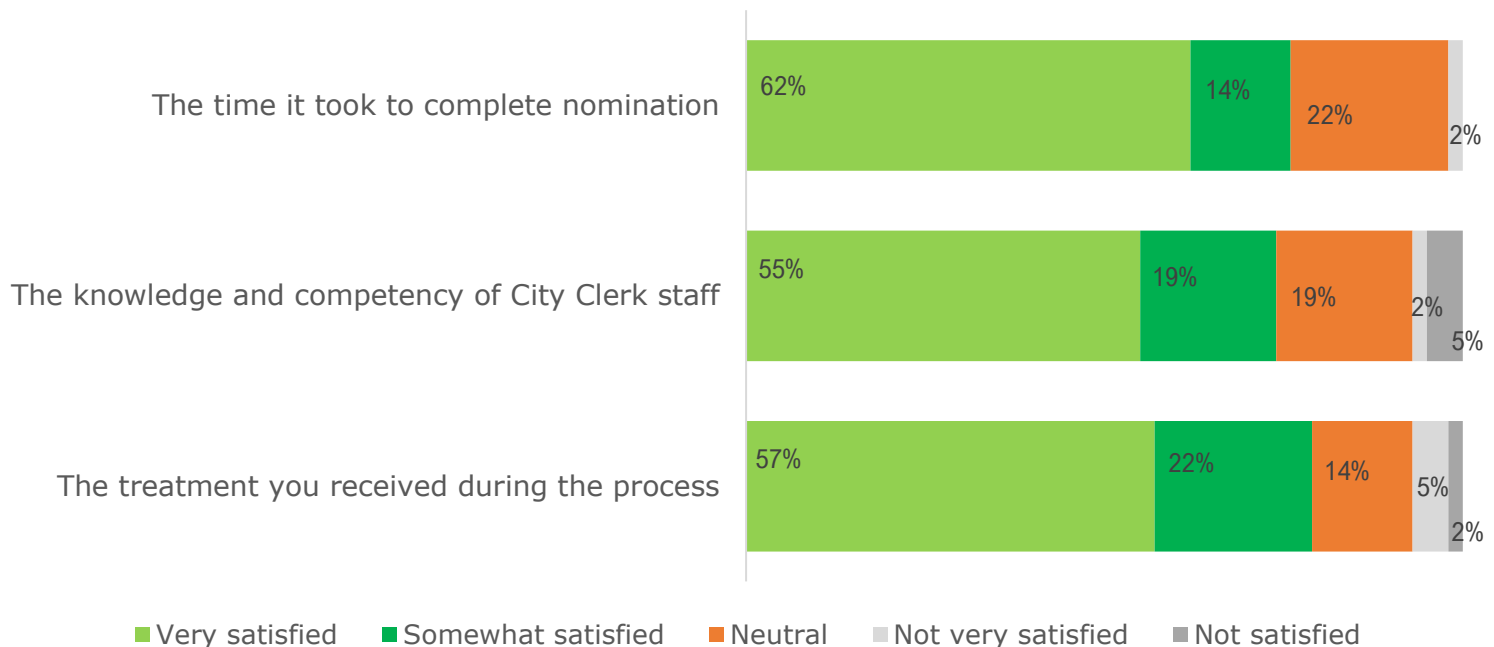
Overall, how satisfied would you say you were with the nomination filing process? (Base - Full Sample)

Candidates who answered this survey were for the most part satisfied with the nomination filing process. 76% were "very" or "somewhat" satisfied, compared to only 7% who were "not" satisfied.



3.5 Nomination process specifics

More specifically, how satisfied were you with the following parts of your nomination process? (Base - Full Sample)



Candidates were mostly satisfied (very or somewhat) with these three parts of the nomination process:

- 76% were satisfied with the time it took to complete the nomination
- 74% were satisfied with the knowledge and competency of City staff
- 79% were satisfied with the treatment/comfort they received

Out of 42 candidates who answered the survey, only one candidate (2%) needed a follow up appointment after their first nomination appointment.

4.0 - The Campaign

4.1 Candidates portal

What did you use the candidates portal for? (Base - Those who used the candidates portal, n=34)

About 4 in 5 candidates who completed a survey made use of the candidates portal (81%).

The two primary reasons mentioned in using the portal were to access policies and procedures (91%) and to review the voters list (85%). Keeping up with messages from the City was third (74%).

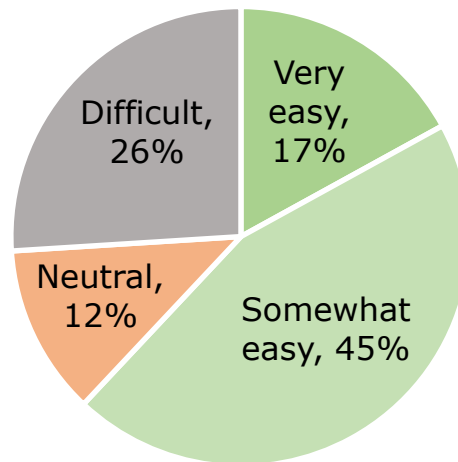
Accessing policies and procedures	91%
Reviewing the voters list	85%
Reading correspondence from the City, including maximum campaign expenses, FAQ documents, letters from the Clerk	74%
Reviewing legislation	65%
Accessing guides	59%
Tax base	3%

4.3 Candidates portal ease of use

How easy or difficult was it to find information on the candidates portal? (Base - Full Sample)

Just under two-thirds (62%) of the candidates who completed a survey say that finding information on the candidates' portal was "very" or "somewhat" easy.

12% were neutral, and 26% said it was "somewhat" or "very" difficult.



The 11 candidates who found the candidates portal difficult were asked what issues they had:

- 5 had trouble with site navigation and finding what they were looking for
- 4 had trouble getting the voters list - either during the campaign or on Election Day
- 3 had other technical issues, like logging in with what they considered a complex password

"Côté technologique, le portail était archaïque. La navigation n'était pas intuitive. Informations disponibles seulement en anglais. (On the technological side, the portal was archaic. Navigation was not intuitive. Information available only in English.)"

"Navigating the city's website was very difficult for me. It was too hard to find items and took too much time and sometimes material wasn't available. It was not clear when the portal was going to be deactivated."

"On election day the portal was useless. The idea that the candidate could get up to the minute updates on who voted just didn't happen."

4.5 Election administration issues

*What would you say were the most common election administration issues, **not campaign issues**, you heard about or faced while campaigning? (Base - Full Sample)*

	Voter information card not received	67%
The two primary election administration issues expressed by candidates who completed a survey were eligible voters who didn't receive a voter's card (67%), and eligible voters not aware of their polling location (55%).	Voter not aware of their vote/polling location	55%
	Voter not on the voters list	45%
	Voter needed information on "vote by mail" processes	43%
	Voter not aware of the election	31%
The two secondary election administration issues were an eligible voter not being on the voters list (45%), and an eligible voter wanting information on how to vote by mail (43%). This last percentage is interesting, in that only 2% of eligible voters in the community survey claim to have voted by mail.	Voter was unsure about municipal election issues	29%
	Voter not aware of the election dates	24%
	Not being allowed into apartment buildings or condominiums while campaigning	24%
	Campaign signs not placed appropriately	21%
Two candidates made a comment about some confusion surrounding the vote for Catholic board trustees vs. public board trustees.	Complaints about accessible voting locations	19%
	Voter didn't know where to find information about the various candidates	12%
	Voter didn't know how to get answers to their election questions	10%
	Other	6%

"Voters didn't know that you need to register for a specific English separate school board ballot to vote for a Catholic school board trustee, and were automatically given the public school board ballot instead of asking them which they'd like."

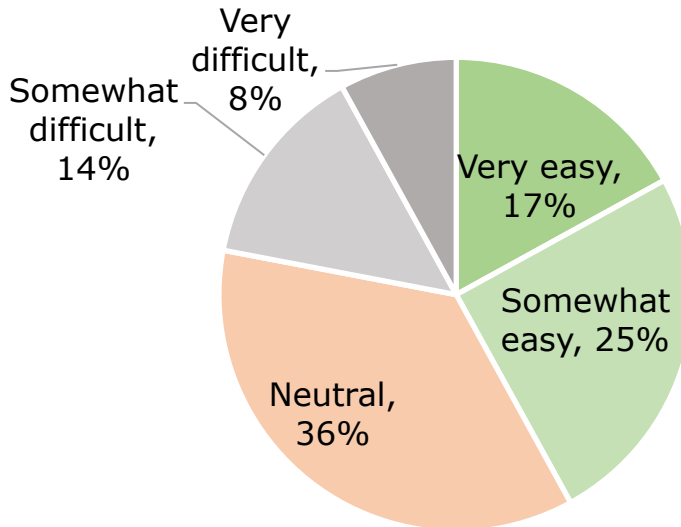
5.0 Voters List

5.1 Electronic voters list

How easy/difficult was it for you to access the electronic voters list prior to election/voting day? (Base - Those who received a voters list, n=36)

Most candidates who responded to this survey had received a copy of the voters list (86%).

Overall 42% found it 'very' or 'somewhat' easy, compared to 22% who found it 'somewhat' or 'very' difficult. The balance (36%) found it neither easy or difficult.



Among the eight candidates who found it difficult, the reasons varied from technology challenges, preferring printed vs. online, and that it wasn't really in a candidate friendly format. Some mention about the voters list not working properly on Election Day, so that candidates could see who had voted.

"The voting list was down the day of the election which made it difficult to keep track of who voted."

"The list was not in a candidate friendly format."

"I'm old school. Like the printed list."

"La liste des électeurs ayant voté n'était pas mise à jour rapidement. Le jour du vote, la liste a cessé d'être disponible en après-midi. La liste était erronée. Certains électeurs étaient indiqué comme étant francophone, mais ils ne comprenaient pas le Français. Certains électeurs étaient francophones et ne savaient pas qu'ils pouvaient voter pour les conseils scolaires francophones. Il faut mettre à jour la liste des électeurs en faisant une vérification générale. La sécurité de la liste des électeurs doit être améliorée pour protéger les gens à risque. (The list of electors who voted was not updated quickly. On the day of the vote, the list ceased to be available in the

afternoon. The list was wrong. Some voters were indicated as being French-speaking, but they did not understand French. Some voters were francophones and did not know they could vote for francophone school boards. The list of electors must be updated by doing a general verification. Voter list security needs to be improved to protect those at risk.")

5.4 Electronic voters list issues

Did you experience any issues with the electronic voters list on election/voting day? (Base - Those who received a voters list, n=36)

Just over one-third of candidates in this survey (36%) had some issues with the electronic voters list on Election Day.

The issues were related to seeing who had or had not voted, to be able to focus efforts of the campaign team and volunteers.

"La liste a cessé de se mettre à jour. La dernière fois que j'y ai eu accès était vers midi. Lorsque j'ai demandé à obtenir une version à jour vers 16:30, je n'ai jamais eu de réponse. J'ai perdu mon temps à attendre le courriel qui n'a jamais été reçu, pour pouvoir imprimer la liste et concentrer les efforts de notre équipe sur les électeurs qui n'avaient pas encore voté. (The list stopped updating. The last time I had access to it was around noon. When I asked for an updated version around 4:30pm, I never got a response. I wasted my time waiting for the email that never arrived, so I could print the list and focus our team's efforts on those voters who hadn't yet voted.)"

"The election portal was not available on election day. The City had issues, this problem created an issue for candidates to get out the vote."

"It wasn't accessible from 1pm onward and we never regained access to it again, at any point, in an electronic format. It made things very difficult for our campaign team."

6.0 Polling Locations

6.1 Advance polls

*Based on your own experience or observations in the 2022 Hamilton Municipal Election, how would you rate the following at **advance** poll locations? (Base - Full Sample)*

Candidates mostly agreed with these statements. All received over 50% "agree" votes, except for the locations being accessible, where both the "neutral" and "don't know" percentages were higher than the other statements.

	Strongly disagree	Some-what disagree	Neither agree/disagree	Some-what agree	Strongly agree	Don't know/not applicable
Voting location hours were convenient	2%	7%	12%	43%	21%	14%
Voting locations were easy to find	5%	10%	14%	43%	21%	7%
Voting locations were convenient	10%	12%	12%	43%	14%	9%
Election workers provided good customer service	7%	12%	12%	21%	38%	10%
Election workers were knowledgeable	10%	12%	14%	24%	31%	9%
Advance voting locations seemed to be accessible	2%	5%	28%	19%	29%	17%

The voting process was easy	2%	12%	22%	21%	33%	10%
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6.2 Voting day

*Based on your own experience or observations in the 2022 Hamilton Municipal Election, how would you rate the following at poll locations on October 24, 2022 **voting day**? (Base - Full Sample)*

Candidates were even more in agreement related to each statement on voting day than they were on advance polling locations.

All statements except two exceeded 60% in agreement. There was some negative sentiment regarding the statement "Election workers were knowledgeable", where over a third of candidates (35%) disagreed with it.

	Strongly disagree	Some-what disagree	Neither agree/disagree	Some-what agree	Strongly agree	Don't know/not applicable
Voting location hours were convenient	5%	2%	10%	52%	31%	–
Voting locations were easy to find	5%	12%	7%	45%	31%	–
Voting locations were convenient	10%	12%	14%	38%	26%	–
Election workers provided good customer service	5%	9%	12%	24%	45%	5%
Election workers were	9%	26%	7%	24%	29%	5%

knowledgeable						
Voting locations seemed to be accessible	2%	10%	21%	21%	29%	17%
The voting process was easy	10%	7%	12%	26%	43%	2%

7.0 Election Office

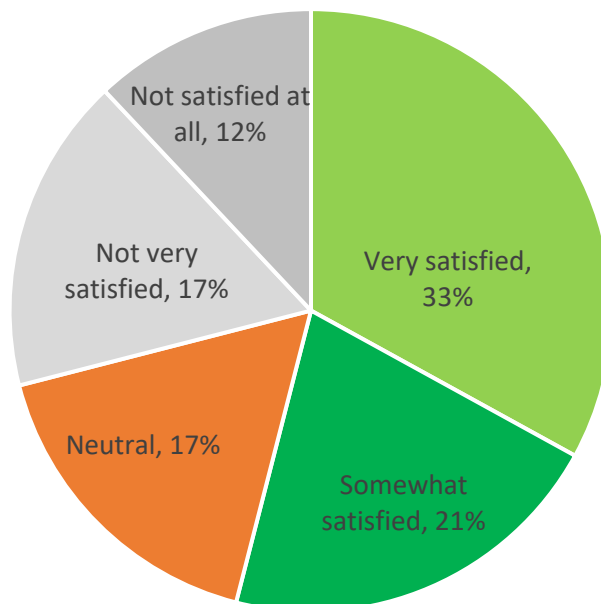
7.1 Contacting Election office

Did you contact (email, phone, or in person) the City of Hamilton Election office with a question/request about the election? (Base - Full Sample)

More than half (57%) of the candidates who responded to this survey needed to contact the City of Hamilton Election office, compared to 31% who did not, and 12% who weren't sure if they had or not.

7.2 Election office satisfaction

Overall, how satisfied were you with the answer you received, to your question, from the Election office? (Base - Contacted Election office, n=24)



Among the 24 candidates who contacted the Election office, 38% were satisfied with the answer they received, compared to 45% who were not satisfied. 17% were neutral.

Those not satisfied with the results were asked to expand on why, and the theme seems to be a perceived lack of knowledge and professionalism from the Election office staff.

"They did not have a good answer for why some of the voter cards were never received, also the confusion on Election Day results."

"The election office was not useful and very rude on election day. We called about the voters list not updating and they did not know what we were talking about. It took a while for them to realize it was an issue across the board."

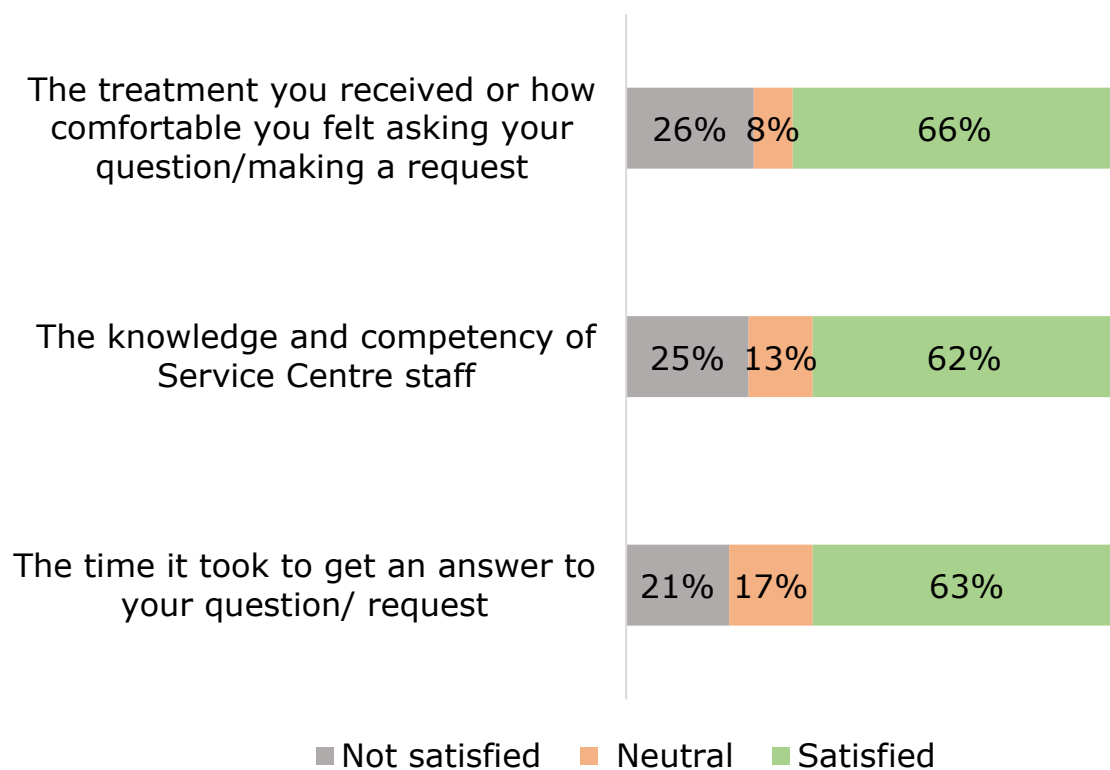
"There was inconsistency in answers, it was difficult to book an appointment at times because staff were too busy, simple or routine things were not fully thought through, and staff was generally off putting."

7.3 City Clerk's office satisfaction

More specifically, how satisfied were you with the following about your contact with the City Clerk's office? (Base - Contacted Election office, n=24)

Generally, about two-thirds (62%-66%) were satisfied with these three areas of their contact with the Election office, and 21%-26% were not satisfied.

A little over half (13 of 24 candidates in the survey) needed to escalate their question/request to another person.



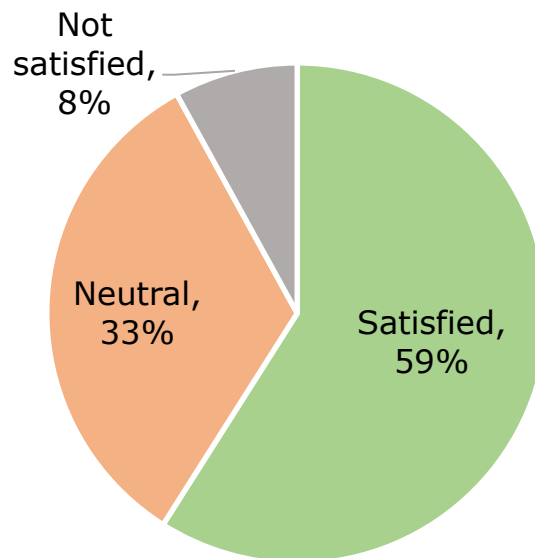
8.0 City of Hamilton Customer Service

8.1 Contact Centre/Municipal Services Centre

Did you contact the City of Hamilton's Customer Contact Centre (by email or phone), or the Municipal Services Centre (in person) with a question/request about the election? (Base - Full Sample)

7 in 10 (71%) of the candidates in this survey contacted the Customer Contact Centre or the Municipal Services Centre with a question/request about the election.

58% of those who made contact were satisfied (very or somewhat) with the response received, compared to 8% who were not very satisfied.²



² NOTE: Due to small sample, the 8% represents only one candidate

8.2 Satisfaction specifics

More specifically, how satisfied were you with the following about your contact with the Customer Contact Centre/Service Centre? (Base - Made contact, n=12)

Two-thirds of these candidates were satisfied with the knowledge and competency of the Service Centre staff (67%) and the treatment they received asking their question (66%).

50% were satisfied with the speed of getting an answer to their question.

Of the twelve candidates who made contact, seven had their question referred to the City Clerk's office. Overall, three of the twelve needed to reach out more than once to get an answer to their question/request.



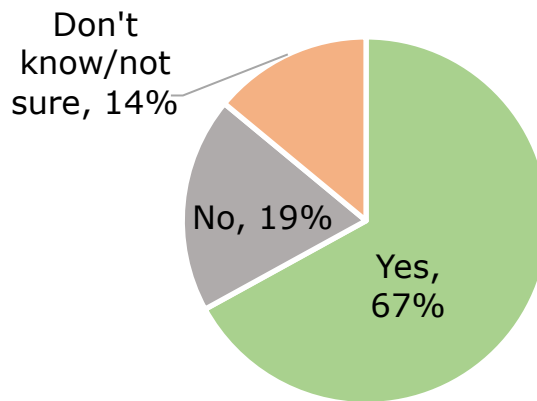
9.0 Voting options for the future

9.1 Voting by mail

Do you feel the City of Hamilton should continue to offer voting by mail? (Base - Full Sample)

Two-thirds feel that the City of Hamilton should continue to offer voting by mail (67%).

19% (about 1 in 5) feel that mail voting should be discontinued. A review of their responses as to why indicates a concern about fraud.



"Voting should be in person as anyone can fill out the form. Only if you are physically unable to come out should it be by mail."

"Can become a problem with honesty in who is actually making the vote."

"Not well organized. Too easy to "doctor" the vote."

14% were not sure.

9.2 Internet voting

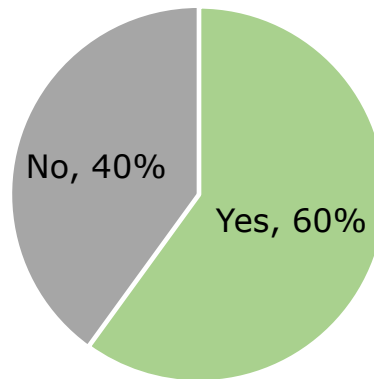
Awareness, trust (Base - Full Sample)

A little more than half (55%) of candidates who responded to the survey are aware of internet voting.

Whether aware of internet voting or not, 60% of the candidates feel that internet voting is safe and secure.

78% of those aware of internet voting is safe and secure, compared to 22% of those who were not previously aware, and 50% of those who weren't sure if they are aware or not.

Internet voting safe and secure?

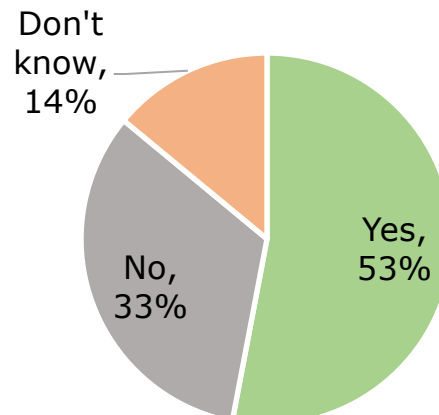


9.3 Internet voting in the future

Do you feel the City of Hamilton should add internet voting for future Municipal Elections? (Base - Full Sample)

53% of candidates in this survey feel that Hamilton should offer internet voting in the future. 84% of those who believe internet voting is safe and secure feel that it is a good idea, compared to 6% of those who do not feel it is safe and secure.

Those who feel that Hamilton should offer internet voting in the future allows better access, is more convenient, and could encourage younger eligible voters to vote.



"Anything to create more access to voters. There is absolutely no reason why we can't have people vote on their computers. People take exams online, do online banking, etc."

"Il est possible de voter en ligne en toute sécurité. Le problème sera de s'assurer que les systèmes de la Ville seront à la hauteur. --- It is possible to vote online in complete safety. The problem will be to ensure that the City's systems are up to the task."

"We need more civic involvement in the electoral process. Online voting has been used safely in jurisdictions across the globe, and we really need to give people more opportunities to have a voice."

Those who do not think Hamilton should offer internet voting are concerned about the potential for fraud, and a concern that it would make it harder for some members of the community to cast a vote.

"Voting is a privilege and should not be made to be too easy. Just high voting numbers is not the be all and end all."

"There are many residents in the City of Hamilton that do not have access to computers and the senior population for the most part are not comfortable and are unsure that their vote will be counted."

"I like the traditional way of voting, either in person or by mail. Using the internet could lead to hacks or manipulation of results."

10.1 Additional Feedback

Do you have any additional feedback or suggestions for improvements to the experience of voting in the next Municipal Election? A positive experience, any challenges or barriers we haven't already covered, and so on. (Base - Full Sample)

1	The office of the City Clerk was wrongly telling candidates that they had to produce more than the maximum number of signatures, was telling them to photocopy pages of the locked form, etc. The Ministry, however, was doing the opposite. This was "in case" one of the entries was incorrect, but that's not how the form works. The form is for nominations and they make the declaration, not the candidate. If they include incorrect information that's incorrect then they are held liable, not the candidate. This was very confusing and, frankly, incorrect. When it was brought to their attention, they eventually acknowledged it but did not change their practices or behaviour.
2	I took the time to book my appointment. A man came in about 10 min into my paper work and demanded he be served. The person rushed my paper work to appease this man my paper work was not filed properly. I was called 2 days before cut off to come back down. I have mobility issues. I was given a 8:30 am appointment to go back down. I had to wait for the doors to open after 8:30.
3	Polling stations in the rural areas were poorly located and not very convenient geographically for convenience of seniors and the busy farmers at harvest time.
4	Few improvements needed. Communication was best I've experienced. As a Catholic board trustee, would be nice to have access to public board voters list as well. Lists are so outdated / inaccurate - this would help identify voters who appear on the wrong list and allow corrective action to be taken earlier in the process.
5	The city's website could be improved. Election and nomination process should be easier to locate and all in one place.
6	Emails were info-dense and a functional ability to add to calendar would be helpful. Also more times and dates if you miss and even recorded to review is helpful ahead during the election campaign from the first day May 2 up to nomination day for greater outreach and support for new candidates.

7	It was good but filing date was not well known
8	Running for trustee for the first time I wish there was more information on the little details like getting a bank account first before you make any purchases, information about sign and brochures, and other resources you can go to for information.

Appendix 1 – Detailed Research Methodology

This appendix provides details on the project methodology as summarized in Section 1 in the main report.

This study was conducted utilizing quantitative research methods.

Community Survey

600 telephone interviews were conducted between March 30th and April 21st, 2023. A random telephone survey of this size can be considered accurate to within +/- 4%, 19 times out of 20 (95% confidence interval). This was based on a household sample (i.e., only one response per household).

The survey lasted about 5-7 minutes. To qualify, eligible voters were:

- 18 years and older,
- a full-time resident of the City of Hamilton, and
- were eligible to vote in the 2022 Hamilton Municipal Election.

Surveys were conducted via landlines and mobile phones. Approximately 58% of surveys were conducted via mobile phone to help reach those who do not have a landline. A copy of the survey questionnaires (in English and French) can be found in Appendix 3 and 4.

Data was weighted to be reflective of the population of the City of Hamilton based on 2021 Census data from Statistics Canada.

Postal code data was used to map eligible voter home location to Ward. All wards were represented in some form.

NOTE: A mirror survey was made available to the Office of the Auditor General office to provide to any eligible voters who wanted to share feedback. The phone survey results cannot be directly compared to online survey results due to the differences in survey methodology, sample size, and respondent profile. A summary of the online results is included as Appendix 2.

Candidate Survey

Contact information for the 150 candidates for Mayor, City Council, and School Board Trustee were provided. All these candidates received an email invitation to complete an online survey about the process they went through/observed. Candidates were sent up to three other reminders (total four attempts) to complete a survey.

In total, nine of these 150 email addresses bounced back. Attempts were made to reach these candidates by phone. Two former candidates confirmed their email address and had a survey invite re-sent. The others were left a few voicemail messages without reply, or their phone number was not in service.

A total of 42 candidates returned completed surveys.

Appendix 2 - Summary of online version of Community Survey

In total, 62 eligible voters completed an online survey. These results cannot be combined with, or compared with, the telephone survey due to the self-selected, non-representative method used to collect the data. Highlights of the findings for this group include:

- 96% (60 of 62) voted in the last municipal election.
 - 55% on election day
 - 38% in advance polls
 - 7% (4 people) voted by mail
- 83% received their voter card, and within that group, 82% said the information on their voter card was correct.
- About a third (32%) used voterlookup.ca
- Voting experience (among those who voted)
 - 83% were 'very' or 'somewhat' satisfied with their voting experience, regardless of the method they used to vote, compared to 8% who were not satisfied
 - 77% of those who voted in-person said it took less than 10 minutes
 - 87% of those who voted in person were 'very' or 'somewhat' satisfied with the time it took to vote
- Internet voting
 - 54% were aware of internet voting, and 64% say they would have been at least somewhat likely to have voted online in the last election if that had been an option for them. As with the telephone survey, those 18-44 years and 45-64 years are most likely to say they would have used internet voting.
 - 48% believe that internet voting is safe and secure, compared to 11% who believe it is not.
 - About half (49%) feel internet voting should be added for the future. 33% may or may not use it, but think it should be considered for other eligible voters, and 18% feel Hamilton should not consider internet voting.

Appendix 3 – Community Survey

(English & French)

Hello, my name is..., from Metroline Research Group, a national marketing research company. We are conducting a survey about the 2022 Municipal Election process for the Auditor General of the City of Hamilton. The survey will take about 10 minutes to complete.

Your feedback is invaluable to improving the voter experience in the City of Hamilton's future municipal elections.

Under the Municipal Elections Act, the City Clerk is responsible for ensuring that elections are fair and accessible to all voters.

Feedback provided for this 'Voter Experience Survey' is collected under Section 227 of the Municipal Act, 2001. Any personal information collected for the 'Voter Experience Survey' will be analyzed to by the Office of the Auditor General to review policy, public outreach, and communication for the 2022 City of Hamilton Municipal Election. Information collected for this initiative may be inputted electronically and stored on servers located in Canada and may be subject to Canadian laws. Questions about the collection of this personal information can be directed to the Deputy Auditor General at 905-546-2489 Ext. 3107.

S1. First of all, can I confirm you live in the City of Hamilton?

Yes

No – TERMINATE

S2. Were you eligible to vote in the 2022 Municipal Election in the City of Hamilton?

Yes – GO TO S4.

No - TERMINATE

Don't know – GO TO S3.

S3. You would have been eligible to vote if in October, 2022 you were a Canadian citizen, were 18 years and older, and either lived in Hamilton or lived elsewhere but owned property in Hamilton.

Having heard that definition or information, would you have been eligible to vote in the 2022 Municipal Election held on October 24th?

Yes

No – TERMINATE

S4. What is your postal code?

Show drop down list

S5. What is your age?

Response options (choose one):

- ☐ Under 18 - TERMINATE
- ☐ 18 to 24
- ☐ 25 to 29
- ☐ 30 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 or older

SECTION 1 – VOTER OR NOT

1.1 Did you vote in the October 2022 Municipal Election in Hamilton?

Yes

No

1.2 Why didn't you vote in the 2022 Municipal Election in Hamilton?

Did not know there was an election

Forgot on the day of the election

Was out of town during the election

Was away at school during the election

Did not believe my vote would make any difference

Did not follow municipal politics/did not know the issues

Not familiar with any candidates

School Board issues are of no interest to me

Didn't care/bother

Couldn't get out of work

Didn't know how or where to vote

Other _____

SECTION 2 – VOTERS LIST

2.1 Whether you voted or not, did you receive a voter's card in the mail to vote in the 2022 Municipal Election?

Yes
No/don't remember

2.2 Was the information on your voter's card correct?

Yes
No/don't remember

2.3 Did you contact the City to correct or update your information prior to the election?

Yes
No

2.4 Did you use voterlookup.ca (online) to verify your information?

Yes
No
Don't know what that is/don't remember

SECTION 3 – VOTING PROCESS SATISFACTION

Ask this section if 1.1=1, in other words everyone in this section will have voted in the election.

Next, we'll ask you some questions related to your voting experience. Please note we are referring to the process you went through to vote, **NOT** the candidates in the election.

3.1 Which of these voting methods did you use to cast your ballot for the 2022 Municipal Election?

- Voted in person on election day
- Voted in person at an advance poll location
- Voted by mail
- Other _____ (specify)

3.2 Regardless of how you voted, how satisfied were you with the voting experience?

- Very satisfied
- Somewhat satisfied
- Neither satisfied or unsatisfied
- Not very satisfied
- Not satisfied at all

3.3 Why were you not satisfied with your voting experience?

Did not receive a voters card

Wasn't sure where to go/had a hard time locating my poll location

Lack of signage

Lack of parking

The time it took/waited in line

Technical issues

The hours were not convenient

The staff were not helpful/knowledgeable

Other _____

3.4 From the time you arrived at the poll location, how long did it take you to vote?

5 minutes or less

5-10 minutes

10-15 minutes

15-20 minutes

20 minutes or more

3.5 And, how do you feel about the time it took you to vote?

- Very satisfied
- Somewhat satisfied
- Neither satisfied or unsatisfied
- Not very satisfied
- Not satisfied at all

- 3.6 Based on your voting experience in the 2022 Hamilton Municipal Election, how would you rate the following?

Response: Grid format, response codes 5-point agree/disagree scale, plus don't know/not applicable

Voting location hours were convenient

The voting location was easy to find

It was easy to find parking when I went to vote

Inside the building, the signage was helpful and easy to follow

Election workers provided good customer service

Election workers were knowledgeable

Going to vote in-person I felt anxious or intimidated

The voting location is or seemed to be accessible to those with mobility issues, hearing loss, vision loss, etc.

SECTION 4 – INTERNET VOTING

- 4.1 Have you heard of people in other communities being able to vote online using Internet voting?

Yes

No

Don't know

- 4.2 How likely would you have been to use Internet voting if it had been available in the last Hamilton municipal election?

Very likely

Somewhat likely

Might or might not have used

Not very likely

Not likely at all

- 4.3 Do you believe that Internet voting is safe and secure?

Yes

No

Don't know

- 4.4 Which of these best describes how you feel about whether Hamilton should add Internet voting for the next municipal election in 2026?

Should definitely consider Internet voting, and I would vote online

Not sure I would use Internet voting, but it should be considered so others can use it

Hamilton should not consider Internet voting

SECTION 5 - COMMUNICATIONS

5.1 How did you typically hear or see information about the 2022 Municipal Election?

- ☐ E-mail (e.g. digital newsletters)
- ☐ Postal Mail
- ☐ Social media: Twitter, Facebook, Instagram, YouTube
- ☐ City of Hamilton website (hamilton.ca)
- ☐ City of Hamilton social media accounts
- ☐ City of Hamilton Elections phone line
- ☐ City of Hamilton Elections Ambassadors
- ☐ In person at Municipal Service Centres or City Hall
- ☐ Local Radio Station
(e.g. FM 102.9 Bounce, FM CHML 900, Energy 95.3)
- ☐ Local Television Stations
(e.g. CHCH, Cable 14)
- ☐ Local Newspaper
(e.g. The Hamilton Spectator, Dundas Star News, Flamborough Review, Hamilton Mountain News, Stoney Creek News, Glanbrook Gazette, Bay Observer, Sachem.ca)
- ☐ Magazine (e.g. View, Snapd Hamilton, Hamilton Recreation Guide)
- ☐ Internet search engine
(e.g. Google, Bing)
- ☐ Other - please specify

5.2 At any point, did you actively seek out information about the 2022 Municipal Election, such as candidate profiles, where to vote, advance polls, voting hours, etc.?

Yes
No

5.3 How easy was it to find the following information about the 2022 Municipal Election?

Response - Grid format, response codes very easy, somewhat easy, neither easy or difficult, not very easy, not easy at all, then a don't know/not applicable.

Voting date and time
Voting locations
What to bring to a voting location
Who the candidates were

- 6.1 Do you have any additional feedback or suggestions for improvements to the experience of voting in the next Municipal Election? A positive experience, any challenges or barriers we haven't already covered, and so on.

Bonjour, mon nom est..., de Metroline Research Group, une société nationale de recherche en marketing. Nous menons un sondage sur le processus des élections municipales de 2022 pour le vérificateur général de la Ville de Hamilton. Le sondage prendra environ 10 minutes.

Vos commentaires sont importants pour améliorer l'expérience des électeurs lors des futures élections municipales de la ville de Hamilton.

En vertu de la Loi sur les élections municipales, le greffier municipal est chargé de veiller à ce que les élections soient équitables et accessibles à tous les électeurs.

Les commentaires fournis dans le cadre de ce « sondage sur l'expérience des électeurs » sont recueillis en vertu de l'article 227 de la Loi de 2001 sur les municipalités. Tous les renseignements personnels recueillis dans le cadre du « Sondage sur l'expérience des électeurs » seront analysés par le Bureau du vérificateur général afin d'examiner les politiques, la sensibilisation du public et la communication pour l'élection municipale de 2022 dans la ville de Hamilton. Les renseignements recueillis dans le cadre de cette initiative peuvent être entrés électroniquement et stockés sur des serveurs situés au Canada et peuvent être assujettis aux lois canadiennes. Les questions concernant la collecte de ces renseignements personnels peuvent être adressées au sous-vérificateur général au 905-546-2489, poste 3107.

S1. Tout d'abord, puis-je confirmer que vous vivez dans la ville de Hamilton?

Oui

Non – TERMINER

S2. Aviez-vous le droit de voter aux élections municipales de 2022 dans la ville de Hamilton?

Oui – PASSEZ À S4.

Non - TERMINER

Je ne sais pas - ALLEZ À S3.

S3 Vous auriez eu le droit de voter si , en octobre 2022, vous aviez été citoyen canadien, si vous aviez 18 ans et plus, et vivait à Hamilton ou vivait ailleurs, mais possédait une propriété à Hamilton.

Selon cette définition, auriez-vous eu le droit de voter dans les élections municipales de 2022 tenues le 24 octobre?

Oui

Non – TERMINER

S4. Quel est votre code postal?

S5. Quel âge avez-vous?

Moins de 18 ans - TERMINER

18 à 24 ans

25 à 29 ans

30 à 34 ans

35 à 44 ans

45 à 54 ans

55 à 64 ans

65 ans ou plus

SECTION 1 – ÉLECTEUR OU NON

1.2 Avez-vous voté aux élections municipales d'octobre 2022 à Hamilton?

Oui

Non

1.2 Pourquoi n'avez-vous pas voté aux élections municipales de 2022 à Hamilton?

Je ne savais pas qu'il y avait des élections

Oublié le jour de l'élection

J'étais à l'extérieur de la ville pendant l'élection

J'étais absent de l'école pendant l'élection

Je ne croyais pas que mon vote ferait une différence

Je n'ai pas suivi la politique municipale/ne connaissais pas les enjeux

Je ne connais aucun candidat

Les questions soulevées par le conseil scolaire ne m'intéressent pas

Ça ne m'intéressait pas

Je ne pouvais pas sortir du travail

Je ne savais pas comment ni où voter

Autres _____

SECTION 2 – LISTE ÉLECTORALE

2.1 Que vous ayez voté ou non, avez-vous reçu une carte d'électeur par la poste pour voter dans l'élection municipale de 2022?

Oui
Non/ne me souviens pas

2.2 Les renseignements sur votre carte d'électeur étaient-ils exacts?

Oui
Non/ne me souviens pas

2.3 Avez-vous communiqué avec la Ville pour corriger ou mettre à jour vos renseignements avant l'élection?

Oui
Non

2.4 Avez-vous utilisé voterlookup.ca (en ligne) pour vérifier vos renseignements?

Oui
Non
Je ne sais pas ce que c'est / je ne me souviens pas

SECTION 3 – SATISFACTION À L'ÉGARD DU PROCESSUS DE VOTE

Les prochaines questions portent sur votre expérience de vote. Veuillez noter que nous faisons référence au processus que vous avez suivi pour voter, **PAS** aux candidats à l'élection.

3.1 Laquelle de ces méthodes de vote avez-vous utilisées pour voter pour l'élection municipale de 2022?

- J'ai voté en personne le jour de l'élection
- J'ai voté en personne à un bureau de vote par anticipation
- J'ai voté par la poste
- Autre (veuillez préciser) :

3.2 Peu importe la façon dont vous avez voté, dans quelle mesure étiez-vous satisfait de l'expérience de vote?

- Très satisfait
- Plutôt satisfait
- Ni satisfait ni insatisfait
- Pas très satisfait
- Pas du tout satisfait

3.3 Pourquoi n'étiez-vous pas satisfait de votre expérience de vote?

Je n'ai pas reçu de carte d'électeur

Je ne savais pas où aller / j'ai eu du mal à trouver mon bureau de vote

Absence de signalisation

Manque de stationnement

J'ai dû attendre longtemps

Problèmes techniques

Les heures n'étaient pas pratiques

Le personnel n'était pas serviable ou bien informé

Autres _____

3.4 À partir du moment où vous êtes arrivé au bureau de scrutin, combien de temps vous a-t-il fallu pour voter?

5 minutes ou moins

5-10 minutes

10-15 minutes

15-20 minutes

20 minutes ou plus

3.5 Que pensez-vous du temps qu'il vous a fallu pour voter?

- Très satisfait
- Plutôt satisfait
- Ni satisfait ni insatisfait
- Pas très satisfait
- Pas du tout satisfait

3.6 D'après votre expérience de vote aux élections municipales de Hamilton de 2022, comment évalueriez-vous les choses suivantes?

Tout à fait en désaccord

Assez en désaccord

Ni en accord ni en désaccord

Assez en accord

Tout à fait en accord

Les heures d'ouverture du lieu de vote étaient pratiques

Le lieu de vote était facile à trouver

Il était facile de trouver un parking quand je suis allé voter

À l'intérieur du bâtiment, la signalisation était utile et facile à suivre

Les travailleurs électoraux ont fourni un bon service à la clientèle

Les travailleurs électoraux étaient bien informés

En allant voter en personne, je me sentais anxieux ou intimidé

Le lieu de vote était ou semblait être accessible aux personnes ayant des problèmes de mobilité, une perte auditive, perte de vision, etc.

SECTION 4 – VOTE PAR INTERNET

4.1 Avez-vous entendu parler de gens dans d'autres collectivités qui peuvent voter en ligne en utilisant le vote par Internet?

Oui
Non
Je ne sais pas

4.2 Quelle aurait été la probabilité que vous utilisiez le vote par Internet s'il avait été disponible lors de la dernière élection municipale de Hamilton?

Très probable
Assez probable
Incertain(e)
Assez peu probable
Très peu probable

4.3 Croyez-vous que le vote par Internet soit sécurisé?

Oui
Non
Je ne sais pas

4.4 Quel énoncé décrit le mieux ce que vous pensez de la question à savoir si Hamilton devrait ajouter offrir le vote électronique à la prochaine élection municipale en 2026?

- Hamilton devrait certainement envisager le vote par Internet, et je voterais en ligne
- Je ne suis pas certain(e) que j'utiliserais le vote électronique, mais il devrait être considéré afin que d'autres puissent l'utiliser
- Hamilton ne devrait pas envisager le vote par Internet

SECTION 5 - COMMUNICATIONS

5.1 Comment avez-vous généralement entendu ou vu de l'information sur les élections municipales de 2022?

- ☐ Courriel (p. ex. bulletins d'information numériques)
- ☐ Poste
- ☐ Médias sociaux : Twitter, Facebook, Instagram, YouTube
- ☐ Site Web de la Ville de Hamilton (hamilton.ca)
- ☐ Comptes de médias sociaux de la Ville de Hamilton
- ☐ Ligne téléphonique sur les élections de la Ville de Hamilton
- ☐ Ambassadeurs des élections de la Ville de Hamilton
- ☐ En personne, aux centres de services municipaux ou à l'hôtel de ville
- ☐ Station de radio locale
(p. ex. FM 102,9 Bounce, FM CHML 900, Energy 95,3)
- ☐ Stations de télévision locales
(p. ex. CHCH, câble 14)
- ☐ Journal local
(p. ex. The Hamilton Spectator, Dundas Star News, Flamborough Review, Hamilton Mountain News, Stoney Creek News, Glanbrook Gazette, Bay Observer, Sachem.ca)
- ☐ Magazine (p. ex. View, Snapd Hamilton, Hamilton Recreation Guide)
- ☐ Moteur de recherche Internet
(p. ex. Google, Bing)
- ☐ Autre - veuillez préciser

5.2 Est-ce qu'il y a eu un moment où vous avez activement cherché des informations sur les élections municipales de 2022 (p. ex. les profils des candidats, où voter, les bureaux de vote par anticipation, les heures de vote, etc.?)

Oui

Non

5.3 A-t-il été facile de trouver les renseignements suivants sur les élections municipales de 2022?

Très facile
Assez facile
Ni facile ni difficile
Assez difficile
Très difficile
Je ne sais pas / ne s'applique pas

Date et heure du vote
Lieux de vote
Ce qu'il faut apporter à un lieu de vote
Qui étaient les candidats

6.1 Avez-vous d'autres commentaires ou suggestions pour améliorer l'expérience de vote aux prochaines élections municipales? Y a-t-il des défis ou des obstacles qui n'ont pas été couverts dans ce questionnaire?

Appendix 4 – Candidate Survey Questionnaire (English & French)

Thank you for taking the time to complete this survey. Your feedback is invaluable to improving the services provided to candidates for any future municipal experience. The survey will take approximately 15-20 minutes to complete, and is sponsored by Office of the Auditor General at the City of Hamilton.

Under the Municipal Elections Act, the City Clerk is responsible for ensuring that elections are fair and accessible to all voters.

Collection of information statement/ purpose of the survey

Responses collected for the 2022 are collected under Section 227 of the Municipal Act, 2001. Any personal information collected for the 2022 Candidate Survey' will be analyzed to inform the Elections Administration Audit to make recommendations for the 2026 City of Hamilton Municipal Election. Information collected for this initiative may be inputted electronically and stored on servers located in Canada and may be subject to Canadian laws. Questions about the collection of this personal information can be directed to the Deputy Auditor General (Brigitte.Minard@hamilton.ca).

Section 1 – Basic information

1.1 Which office were you a candidate for?

Mayor
Council
School Board Trustee

1.2 Was this your first time running for office in a municipal and/or school board trustee election?

Yes
No

1.3 How many other times have you run for office in a municipal and/or school board trustee election?

Section 2 – Nomination Period: Information, Education, Training events or activities

2.1 Which of these candidate resources were you **AWARE** of prior to the closing of nominations on August 19, 2022? SELECT ALL THAT APPLY.

- Candidates Information Session offered by the City of Hamilton
- Potential candidates school offered by another organizations, for example Association of Municipalities of Ontario (AMO), Women's Campaign School, Municipal World, another municipal jurisdiction
- Candidates Portal
- City of Hamilton website
- Election office by email
- Election office by phone
- Election office by in person or virtual meetings
- Election Office Policies, Procedures and FAQs
- City Sign By-Law
- Candidates Guide, offered by the province of Ontario
- Municipal World tools and resources

2.1 Which of these candidate resources did you use prior to the closing of nominations on August 19, 2022? SELECT ALL THAT APPLY.

- Candidates Information Session offered by the City of Hamilton
- Potential candidates school offered by another organizations, for example Association of Municipalities of Ontario (AMO), Women's Campaign School, Municipal World, another municipal jurisdiction
- Candidates Portal
- City of Hamilton website
- Election office by email
- Election office by phone
- Election office by in person or virtual meetings
- Election Office Policies, Procedures and FAQs
- City Sign By-Law
- Candidates Guide, offered by the province of Ontario
- Municipal World tools and resources
- Other _____

2.3 How satisfied were you with the information available from, or provided by, these resources?
Response - Grid format – 5 point satisfaction scale

- Candidates information session, offered by the City of Hamilton
- Candidates Portal or City of Hamilton website
- City Clerk's office by email
- City Clerk's office by phone
- City Clerk's office by in person or virtual meetings
- Election Office Policies, Procedures and FAQs
- Sign By-Law

Section 3 – Nomination Process

3.1 When did you register your nomination?

May, 2022

June, 2022

July, 2022

August 1-18, 2022 (prior to nomination day)

August 19, 2022 (nomination day)

3.2 How easy or difficult was it for you to book an appointment to file your nomination?

Very easy

Somewhat easy

Neither difficult or easy

Somewhat difficult

Very difficult

3.3 What did you find difficult about the process of booking your appointment?

3.4 How easy or difficult was it for you to file your nomination on August 19th?

Very easy

Somewhat easy

Neither difficult or easy

Somewhat difficult

Very difficult

3.5 What did you find difficult about the nomination process on Nomination Day?

3.6 The package of information/forms required to file your nomination included the following information among others:

- The nomination form
- Your qualifications
- Candidate identification
- 25 or more endorsements (if you ran for Mayor or Councillor)
- Payment

How did you know or find out what information you needed when you filed your nomination?

- City of Hamilton website
- City Clerk's office (phone, email, or in person)
- Information obtained at candidate school or other related event
- From someone helping with my campaign
- Another candidate or previous candidate advised me
- Experience from a previous election
- Candidates Guide offered by the Province of Ontario
- Other _____

3.7 Overall, how satisfied would you say you were with the nomination filing process?

- Very satisfied
- Somewhat satisfied
- Neither satisfied or unsatisfied
- Not very satisfied
- Not satisfied at all

3.8 What comments or concerns, or suggestions for improvement do you have about the nomination filing process?

3.9 More specifically, how satisfied were you with the following parts of your nomination process:
Response - Grid format – 5-point satisfaction scale

- The time it took to complete your nomination
- The knowledge and competency of City Clerk staff helping you to complete the nomination process
- The treatment/comfort you received during the nomination process

3.10 Did you need to come back for another meeting because your nomination could not be completed during the nomination appointment?

Yes

No

Section 4 – The Campaign

4.1 During your campaign, did you make use of the candidates portal offered by the City of Hamilton?

Yes

No

Don't remember

4.2 What did you use the candidate's portal for?

Accessing Policies and Procedures

- Reviewing Legislation
- Reviewing the voters list
- Reading correspondence from the City, including maximum campaign expenses, FAQ documents, letters from the Clerk
- Accessing Guides
- - other

4.3 How easy or difficult was it to find information on the candidates portal?

Very easy

Somewhat easy

Neither easy or difficult

Somewhat difficult

Very difficult

4.4 What did you find difficult about finding information?

4.5 What would you say were the most common election administration issues, **NOT campaign issues**, you heard about or faced while campaigning? SELECT UP TO FIVE

- voter not aware of the election
- voter not on the voters list
- Voter needed information on "vote by mail" processes.
- Voter information card not received
- Voter not aware of their vote/polling location
- Voter not aware of the election dates
- Campaign signs not placed appropriately.
- Complaints about accessible voting locations.
- Voter was unsure about municipal election issues
- Voter did know where to find information about the various candidates
- Voter did know how to get answers to their election questions
- Not being allowed into apartment buildings or condominiums while campaigning
- Other _____

Section 5 – Voters List

5.1 Did you receive an electronic voters list?

Yes
No

5.2 How easy/difficult was it for you to access the electronic voters list prior to election/voting day?

- Very easy
- Somewhat easy
- Neither easy or difficult
- Somewhat difficult
- Very difficult

5.3 Why do you think you had difficulty? What could be improved for next time?

5.4 Did you experience any issues with the electronic voters list on election/voting day?

Yes
No

5.5 What kind of issues did you experience?

Section 6 – Polling locations

6.1 Based on your own experience or observations in the 2022 Hamilton Municipal Election, how would you rate the following at advance poll locations?

Response - Grid format, response codes 5-point agree/disagree scale, plus don't know/not applicable

Advance voting location hours were convenient

Advance voting locations were easy to find

Advance voting locations were convenient

Election workers provided good customer service

Election workers were knowledgeable

Advance voting locations seemed to be accessible to those with mobility issues, hearing loss, vision loss, etc.

The advance voting process was easy

6.2 Based on your own experience or observations in the 2022 Hamilton Municipal Election, how would you rate the following at poll locations on October 24, 2023 voting day?

Response - Grid format, response codes 5-point agree/disagree scale, plus don't know/not applicable

Voting location hours were convenient

Voting locations were easy to find

Voting locations were convenient

Election workers provided good customer service

Election workers were knowledgeable

Advance voting locations seemed to be accessible to those with mobility issues, hearing loss, vision loss, etc.

The voting process was easy

Section 7 – Election Office

7.1 Did you contact (email, phone, in person) the City of Hamilton Election office with a question/request about the election?

Yes

No

Don't know/not sure

7.2 Overall, how satisfied were you with the answer you received to your question from the Election office?

- Very satisfied
- Somewhat satisfied
- Neither satisfied or unsatisfied
- Not very satisfied
- Not satisfied at all

7.3 Why were you not satisfied with the answer you received?

7.4 More specifically, how satisfied were you with the following about your contact with the City Clerk's office?

Response - Grid format, 5-point satisfaction scale

- The time it took to get an answer to your question/request
- The knowledge and competency of Service Centre staff
- The treatment you received or how comfortable you felt asking your question/making a request

7.5 Did you need to escalate your question/request to another person or individual?

Yes

No

Section 8 - City of Hamilton Customer Service

8.1 Did you contact the City of Hamilton's Customer Contact Centre (by email or phone), or the Municipal Services Centre (in person) with a question/request about the election?

Yes

No

8.2 Overall, how satisfied were you with the following you received to your question from the Customer Contact Centre or Municipal Service Centre?

- Very satisfied
- Somewhat satisfied
- Neither satisfied or unsatisfied
- Not very satisfied
- Not satisfied at all

8.3 Why were you not satisfied with the answer you received?

8.4 More specifically, how satisfied were you with the following about your contact with the Customer Contact Centre/Service Centre?

Response - Grid format, 5-point satisfaction scale

- The time it took to get an answer to your question/request
- The knowledge and competency of Service Centre staff
- The treatment you received or how comfortable you felt asking your question/making a request

8.5 Did you need to contact the Service Centre more than once to get an answer to your question/request?

Yes
No

8.6 How many times did you need to contact them?

Twice
Three times
Four times
Five or more times
Never was resolved

8.7 Was your question or request referred to the City Clerk's Office for a response?

Yes
No
Don't know/not sure

Section 9 – Voting options for the future

9.1 Do you feel the City of Hamilton should continue to offer vote by mail?

Yes
No
Don't know/not sure

9.2 Why not?

9.3 Have you heard of people in other communities being able to vote online using Internet voting?

Yes
No
Don't know

9.4 Do you believe that Internet voting is safe and secure?

Yes
No
Don't know

9.5 Do you feel the City of Hamilton should add Internet voting for future Municipal Elections?

Yes
No
Don't know

9.6 Why do you say that?

10.1 Do you have any additional feedback or suggestions for improvements to the experience of voting in the next Municipal Election? A positive experience, any challenges or barriers we haven't already covered, and so on.

Merci de prendre le temps de remplir ce sondage. Vos commentaires sont précieux pour améliorer les services fournis aux candidats pour toute expérience municipale à venir. Ce sondage vous prendra environ 15 à 20 minutes à répondre. Il est commandité par le Bureau du vérificateur général de la Ville de Hamilton.

En vertu de la Loi sur les élections municipales, le secrétaire municipal ou la secrétaire municipale est chargé(e) de s'assurer que les élections soient équitables et accessibles à tous les électeurs.

Déclaration de collecte des informations / objectif du sondage

Les réponses recueillies pour 2022 le sont en vertu de l'article 227 de la Loi de 2001 sur les municipalités. Toute information personnelle recueillie dans le cadre de ce sondage sur les candidats de 2022 sera analysée afin d'informer l'audit de l'administration des élections et de formuler des recommandations pour les élections municipales de 2026 de la Ville de Hamilton. Les renseignements recueillis dans le cadre de cette initiative peuvent être saisis électroniquement et stockés sur des serveurs situés au Canada. Elles peuvent être soumises aux lois canadiennes. Les questions relatives à la collecte de ces informations personnelles peuvent être adressées à la sous-vérificatrice générale (Brigitte.Minard@hamilton.ca).

Section 1 – Renseignements de base

1.2 Pour quel poste étiez-vous candidat ou candidate?

Maire
Conseiller municipal ou conseillère municipale
Conseiller ou conseillère scolaire

1.3 Était-ce la première fois que vous vous présentiez à une élection municipale ou de conseil scolaire?

Oui
Non

1.3 Combien d'autres fois vous êtes-vous présenté(e) à une élection municipale ou de conseil scolaire?

Section 2 – Période de nomination: événements ou activités d'information, d'éducation ou de formation

2.1 De quelles ressources pour les candidats parmi les suivantes **étiez-vous au courant avant la clôture des candidatures le 19 août 2022?** SÉLECTIONNEZ TOUTES LES OPTIONS QUI S'APPLIQUENT.

- Session d'information pour les candidats offerte par la Ville de Hamilton
- École pour candidats potentiels offerte par d'autres organisations, par exemple, l'association des municipalités de l'Ontario (AMO), École de campagne pour femmes, Municipal World, une autre juridiction municipale
- Portail des candidats
- Site internet de la Ville de Hamilton
- Bureau de vote par courriel
- Bureau de vote par téléphone
- Bureau de vote en personne ou en rencontres virtuelles
- Politiques, procédures et FAQ du bureau de vote
- Règlement municipal sur les enseignes
- Guide à l'intention des candidats et candidates offert par la province de l'Ontario
- Outils et ressources de Municipal World

2.1 Parmi les ressources pour les candidats suivantes, lesquelles aviez-vous utilisées avant la clôture des candidatures le 19 août 2022? SÉLECTIONNEZ TOUTES LES OPTIONS QUI S'APPLIQUENT.

- Session d'information pour les candidats offerte par la Ville de Hamilton
- École pour candidats potentiels offerte par d'autres organisations, par exemple, l'association des municipalités de l'Ontario (AMO), École de campagne pour femmes, Municipal World, une autre juridiction municipale
- Portail des candidats
- Site internet de la Ville de Hamilton
- Bureau de vote par courriel
- Bureau de vote par téléphone
- Bureau de vote en personne ou en rencontres virtuelles
- Politiques, procédures et FAQ du bureau de vote
- Règlement municipal sur les enseignes
- Guide à l'intention des candidats et candidates, offert par la province de l'Ontario
- Outils et ressources de Municipal World
- Autre(s) : _____

2.3 Avez-vous été satisfait(e) des informations disponibles ou fournies par ces ressources?
Response - Grid format – 5 point satisfaction scale

- Session d’information pour les candidats offerte par la Ville de Hamilton
- Portail des candidats ou site internet de la Ville de Hamilton
- Bureau de vote par courriel
- Bureau de vote par téléphone
- Bureau de vote en personne ou en rencontres virtuelles
- Politiques, procédures et FAQ du bureau de vote
- Règlement sur les enseignes

Section 3 – Processus de nomination

3.1 Quand avez-vous enregistré votre candidature?

En mai 2022
En juin 2022
En juillet 2022
Du 1er au 18 août 2022 (avant le jour de la nomination)
Le 19 août 2022 (le jour de la nomination)

3.2 À quel point cela vous a-t-il été facile ou difficile de prendre rendez-vous pour déposer votre candidature?

Très facile
Plutôt facile
Ni difficile ni facile
Plutôt difficile
Très difficile

3.3 Qu'avez-vous trouvé difficile à propos du processus de prise de rendez-vous?

3.4 À quel point vous a-t-il été facile ou difficile de déposer votre candidature le 19 août?

Très facile
Plutôt facile
Ni difficile ni facile
Plutôt difficile
Très difficile

3.5 Qu'avez-vous trouvé difficile dans le processus de nomination le jour de la nomination?

- 3.6 La trousse des renseignements ou des formulaires requis pour déposer votre candidature comprenait notamment les éléments suivants:
- Le formulaire de candidature
 - Vos qualifications
 - L'identification du candidat ou de la candidate
 - 25 parrainages ou plus (si vous étiez candidat ou candidate au poste de maire ou de conseiller)
 - Paiement
- 3.7 Lorsque vous avez déposé votre candidature, comment avez-vous su ou appris quelles informations vous aviez besoin?
- Site internet de la Ville de Hamilton
 - Bureau du greffier municipal (téléphone, courriel ou en personne)
 - Informations obtenues à l'école pour candidats potentiels ou d'un autre événement connexe
 - De la part d'une personne qui m'aide dans ma campagne
 - Un autre candidat ou un ancien candidat m'a conseillé(e)
 - Expérience acquise lors d'une élection précédente
 - Guide à l'intention des candidats et candidates offert par la province de l'Ontario
 - Autre(s) _____
- 3.8 Dans l'ensemble, quel était votre degré de satisfaction concernant la procédure de dépôt des candidatures?
- PN: Ask if 7.1=Oui
- Très satisfait(e)
Plutôt satisfait(e)
Ni satisfait(e) ni insatisfait(e)
Pas très satisfait(e)
Pas du tout satisfait(e)
- 3.9 Quels commentaires ou quelles préoccupations ou suggestions d'amélioration avez-vous au sujet de la procédure de dépôt des candidatures?
-

3.10 Plus précisément, quel était votre degré de satisfaction avec les éléments suivants lors de votre processus de nomination:

Response - Grid format – 5-point satisfaction scale

- Le temps qu'il a fallu pour compléter votre candidature
- Les connaissances et les compétences du personnel du greffier municipal qui vous aidait à compléter le processus de nomination
- Le traitement/confort que vous avez reçu au cours de la procédure de nomination

3.11 Avez-vous dû revenir pour une autre rencontre parce que votre nomination n'avait pas pu être complétée lors du rendez-vous de nomination?

Oui

Non

Section 4 – La campagne

4.1 Au cours de votre campagne, avez-vous utilisé le portail des candidats offert par la Ville de Hamilton

Oui

Non

Ne vous souvenez plus

4.2 Pour quelle raison avez-vous utilisé le portail des candidats?

Accéder aux politiques et procédures

- Réviser la législation
- Réviser la liste des électeurs
- Lire la correspondance de la Ville, y compris les dépenses maximales de la campagne, les documents de la FAQ, les lettres du greffier
- Accéder aux guides
- - autre

4.3 À quel point a-t-il été facile ou difficile de trouver des renseignements sur le portail des candidats?

- Très facile
- Plutôt facile
- Ni facile ni difficile
- Plutôt difficile
- Très difficile

4.4 Qu'avez-vous trouvé difficile dans la recherche d'informations?

4.5 Quels sont, selon vous, les problèmes les plus courants liés à l'administration des élections, et **NON à la campagne**, dont vous avez entendu parler ou auxquels vous avez dû faire face pendant votre campagne? SÉLECTIONNEZ JUSQU'À CINQ RÉPONSES

- Électeur ou électrice pas au courant de l'élection
- Électeur non inscrit ou électrice non inscrite sur la liste électorale
- Électeur ou électrice a besoin d'informations sur les procédures de « vote par correspondance »
- Carte d'information de l'électeur non reçue
- Électeur ou électrice ne connaît pas son lieu de vote/de scrutin
- Électeur ou électrice ne connaît pas les dates des élections
- Panneaux de campagne mal placés
- Plaintes concernant l'accessibilité des lieux de vote
- Électeur ou électrice n'était pas sûr(e) des enjeux des élections municipales
- Électeur ou électrice savait où trouver des informations sur les différents candidats
- Électeurs savaient comment obtenir des réponses à leurs questions sur les élections
- Ne pas être autorisé(e) à entrer dans les immeubles d'appartements ou les condominiums pendant la campagne
- Autre(s) _____

Section 5 – Liste électorale

5.1 Avez-vous reçu une liste électorale électronique?

Oui
Non

5.2 À quel point vous a-t-il été facile ou difficile d'accéder à la liste électorale électronique avant les élections/le jour du vote?

- Très facile
- Plutôt facile
- Ni facile ni difficile
- Plutôt difficile
- Très difficile

5.3 Pourquoi pensez-vous avoir eu des difficultés? Qu'est-ce qui pourrait être amélioré pour la prochaine fois?

5.4 Avez-vous rencontré des problèmes avec la liste électorale électronique le jour de l'élection/du vote?

Oui
Non

5.5 Quels types de problèmes avez-vous rencontrés?

Section 6 – Bureaux de vote

6.1 D'après votre expérience personnelle ou vos observations lors des élections municipales de 2022 de la Ville de Hamilton, comment évalueriez-vous les éléments suivants portant dans les bureaux de vote par anticipation?

Response -Grid format, response codes 5-point agree/disagree scale, plus don't know/not applicable

Les heures d'ouverture des bureaux de vote par anticipation étaient pratiques

Les lieux de vote par anticipation étaient faciles à trouver

Les lieux de vote par anticipation étaient pratiques

Le personnel électoral a fourni un bon service à la clientèle

Le personnel électoral était bien informé

Les lieux de vote par anticipation semblaient accessibles aux personnes à mobilité réduite, malentendantes, malvoyantes, etc.

La procédure de vote par anticipation a été facile

6.2 D'après votre propre expérience ou vos observations lors des élections municipales de 2022 de Hamilton, comment évalueriez-vous les éléments suivants dans les lieux de vote le 24 octobre 2023, jour de vote?

Response - Grid format, response codes 5-point agree/disagree scale, plus don't know/not applicable

Les heures d'ouverture des lieux de vote étaient pratiques

Les lieux de vote étaient faciles à trouver

Les lieux de vote étaient pratiques

Le personnel électoral a fourni un bon service à la clientèle

Le personnel électoral était bien informé

Les lieux de vote par anticipation semblaient accessibles aux personnes à mobilité réduite, malentendantes, malvoyantes, etc.

Le processus de vote était facile

Section 7 – Bureau de vote

7.1 Avez-vous communiqué (par courriel, par téléphone ou en personne) avec le bureau de vote de la Ville de Hamilton pour poser une question ou faire une requête au sujet de l'élection?

Oui

Non

Ne savez pas/n'êtes pas certain(e)

7.2 Dans l'ensemble, quel était votre degré de satisfaction concernant la réponse que vous avez reçue de la part du bureau de vote?

- Très satisfait(e)
- Plutôt satisfait(e)
- Ni satisfait(e) ni insatisfait(e)
- Pas très satisfait(e)
- Pas du tout satisfait(e)

7.3 Pourquoi n'avez-vous pas été satisfait(e) de la réponse que vous avez reçue?

7.4 Plus précisément, quel est votre degré de satisfaction à l'égard des éléments suivants concernant votre contact avec le bureau du greffier municipal ?

Response - Grid format, 5-point satisfaction scale

- Le temps qu'il a fallu pour obtenir une réponse à votre question/requête
- Les connaissances et les compétences du personnel du centre de services
- Le traitement que vous avez reçu ou l'aisance avec laquelle vous avez posé votre question ou fait une requête

7.5 Avez-vous eu besoin de faire escalader votre question/requête à une autre personne ou à un autre individu?

Oui

Non

Section 8 – Service à la clientèle de la Ville de Hamilton

8.1 Avez-vous communiqué avec le centre de contact pour la clientèle de la Ville de Hamilton (par courriel ou par téléphone) ou le centre des services municipaux (en personne) pour poser une question ou faire une requête au sujet des élections?

Oui

Non

8.2 Dans l'ensemble, quel était votre degré de satisfaction concernant la réponse que vous avez reçue de la part du centre de contact pour la clientèle ou du centre des services municipaux?

- Très satisfait(e)
- Plutôt satisfait(e)
- Ni satisfait(e) ni insatisfait(e)
- Pas très satisfait(e)
- Pas du tout satisfait(e)

8.3 Pourquoi n'avez-vous pas été satisfait(e) de la réponse que vous avez reçue?

8.4 Plus précisément, à quel point avez-vous été satisfait(e) des éléments suivants au sujet de votre contact avec le centre de contact pour la clientèle ou du centre des services?

Response - Grid format, 5-point satisfaction scale

- Le temps qu'il a fallu pour obtenir une réponse à votre question/requête
- Les connaissances et les compétences du personnel du centre de services
- Le traitement que vous avez reçu ou l'aisance avec laquelle vous avez posé votre question ou fait une requête

8.5 Avez-vous eu à communiquer avec le centre de service plus d'une fois pour obtenir une réponse à votre question/requête?

Oui

Non

8.6 Combien de fois avez-vous eu besoin de communiquer avec eux?

Deux fois
Trois fois
Quatre fois
Cinq fois et plus
N'a jamais été résolu

8.7 Votre question ou votre demande a-t-elle été transmise au bureau du greffier municipal pour obtenir une réponse?

Oui
Non
Ne savez pas/n'êtes pas certain(e)

Section 9 – Options de vote pour l'avenir

9.1 Pensez-vous que la Ville de Hamilton devrait continuer à offrir le vote par la poste?

Oui
Non
Ne savez pas/n'êtes pas certain(e)

9.2 Pourquoi pas?

9.3 Avez-vous entendu parler de personnes d'autres communautés qui ont la possibilité de voter en ligne en utilisant le vote par internet ?

Oui
Non
Ne savez pas

9.4 Croyez-vous que le vote par internet soit sûr et sécurisé?

Oui
Non
Ne savez pas

9.5 Croyez-vous que la Ville de Hamilton devrait ajouter le vote par internet pour les futures élections municipales?

Oui

Non

Ne savez pas

9.6 Pour quelles raisons dites-vous cela?

10.1 Avez-vous des commentaires supplémentaires ou des suggestions pour des améliorations à l'expérience de vote dans la prochaine élection municipale (une expérience positive, des défis ou des obstacles que nous n'avons pas encore abordés, etc.)?
