

# Project Report

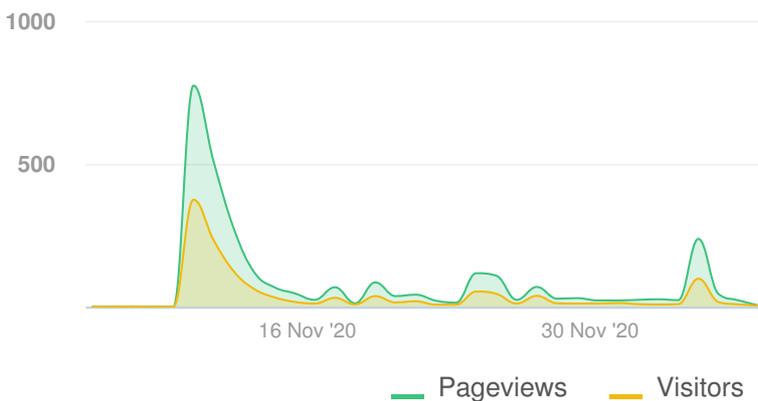
08 June 2018 - 07 December 2020

# Have Your Say Guelph

## Voting Methods Review



### Visitors Summary

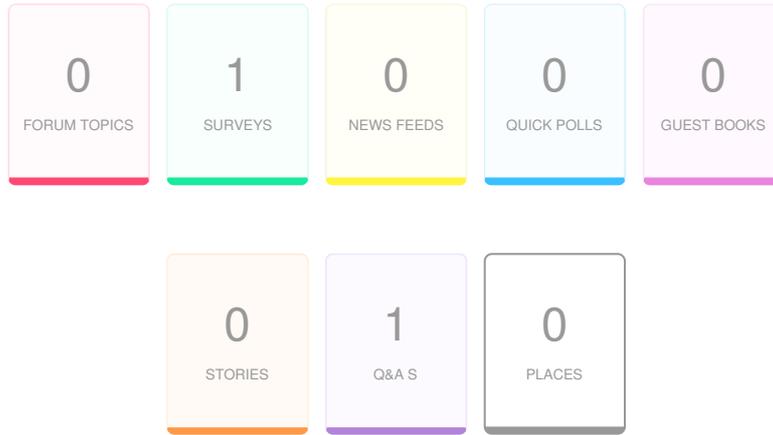


### Highlights



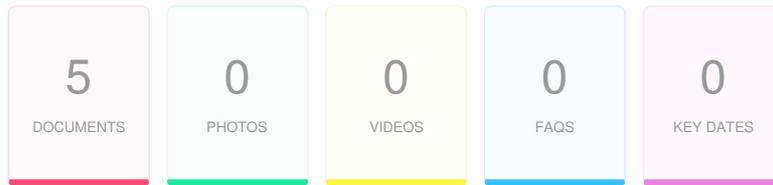
<b>Aware Participants</b>	<b>1,235</b>	<b>Engaged Participants</b>	<b>718</b>		
Aware Actions Performed	Participants	Engaged Actions Performed	Registered	Unverified	Anonymous
Visited a Project or Tool Page	1,235				
<b>Informed Participants</b>	<b>890</b>	Contributed on Forums	0	0	0
Informed Actions Performed	Participants	Participated in Surveys	18	1	696
Viewed a video	0	Contributed to Newsfeeds	0	0	0
Viewed a photo	0	Participated in Quick Polls	0	0	0
Downloaded a document	30	Posted on Guestbooks	0	0	0
Visited the Key Dates page	19	Contributed to Stories	0	0	0
Visited an FAQ list Page	0	Asked Questions	3	2	0
Visited Instagram Page	0	Placed Pins on Places	0	0	0
Visited Multiple Project Pages	189	Contributed to Ideas	0	0	0
Contributed to a tool (engaged)	718				

## ENGAGEMENT TOOLS SUMMARY



Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Qanda	Ask us about voting methods	Published	42	3	2	0
Survey Tool	Voting Methods Survey	Draft	886	18	1	696

## INFORMATION WIDGET SUMMARY



Widget Type	Engagement Tool Name	Visitors	Views/Downloads
Key Dates	Key Date	19	19
Document	How each voting method works.pdf	15	15
Document	Benefits and drawbacks of voting methods.pdf	15	15
Document	Cost of each voting method.pdf	13	15
Document	Questions and answers.pdf	12	12
Document	Reducing the Cost of Voting Turnout - Goodman.pdf	1	1

## QANDA

### Ask us about voting methods

Visitors <b>42</b>	Contributors <b>5</b>	CONTRIBUTIONS <b>13</b>
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Q

Kelly

16 November 20

We have received the following question on social media: Watching the US Presidential election and their experiences with vote by mail, would this option extend vote counting after Election Day in Guelph?

A

Publicly Answered

A vote by mail option would be offered differently than it is in the US in a couple of ways that would mean ballots are all counted and unofficial results could be offered by end of day on Election Day in Guelph. Mail in ballots in the US election were all counted by hand. With high voter turnout and many mail-in ballots received, manual counting has taken a long time to complete. For the Guelph municipal election, we would use vote tabulators to count ballots received by mail the same as we do at our voting locations. These machines are programmed to count about 30 – 40 ballots per minute and would make ballot counting and providing results much more consistent and efficient. Part of the delays with results in the US election are also based on different state processes and deadlines to receive mail in ballots. In Guelph, we would have one standard process to receive and count mailed ballots. We would have a hard deadline on when mail in ballots need to be received by and would only count ballots received before that cut off. This deadline would be calculated in advance and communicated to anyone registering to vote by mail. This would allow a clear cut off, the same as when all in-person voting locations close at the same time on Election Night, so that results could be tabulated. That cut off isn't known yet and would depend on when we could get ballots printed. It would likely be the Friday before Election Day or a time on Election Day. We usually announce unofficial results on Election night as we are working to balance ballots counts with the number of people who voted and other integrity checks in addition to the ballot count. Provided there are no integrity, security or process concerns flagged, we re-run the results with fresh eyes the next day and certify official results. This two-step process allows extra time for a thorough review to ensure nothing is in question before certifying official results.

## QANDA

### Ask us about voting methods

Q

Susan Watson

21 November 20

Is there a link to recording of the Panel Discussion that took place on Wednesday, November 18th?

A

Publicly Answered

Yes – just posted on YouTube: <https://www.youtube.com/watch?v=HwU3wA6fqkU&feature=youtu.be>

Q

T Moull

20 November 20

What is the average per person cost of the current paper ballot system, and how that compares with the estimates of other methods?

A

Publicly Answered

We base our election budget on the number of eligible voters that can cast a ballot in an election. In 2018 this was 93,650 eligible voters. The final cost of the 2018 municipal election, which offered in-person voting locations with paper ballots, was \$476,000. Based on this, the cost to support in-person voting with paper ballots for all eligible voters was \$5.08 per voter. However, in 2018 the final voter turnout was 33,732 voters or 36% of eligible voters. Based on this, the cost to support in-person voting with paper ballots for the voters who cast a ballot was \$14.11. Since we don't know how many people may use the remote voting options at this point, we have provided costs on a base number of 10,000 users as a standard for comparison. Based on anticipated costs and 10,000 voters using each remote method: A vote by mail method would cost \$7.53 to support each voter. A vote by phone method would cost \$2.45 to support each voter. An internet voting method would cost \$2.45 to support each voter. Some of the costs provided are flat rate costs, vendor services for example, and others are a per voter cost. If the number of voters who use a remote voting method increase or decrease the cost would vary.

## QANDA

### Ask us about voting methods

Q

Tracy Suerich

24 November 20

Question raised during our Open House: Does the city's cost estimate for internet voting include an amount set aside to defend against litigation from a candidate who challenges the validity of the result in court of law?

A

Publicly Answered

A cost estimate to respond to litigation has not been provided for any voting method as this cost could relate to in-person voting or any of the remote method options. The City Clerk's Office maintains an election reserve, part of this fund the operational costs of running the municipal election every four years. However, a portion is always left unspent to cover potential litigation, recount, compliance audit or by-election costs if needed.

Q

Tracy Suerich

24 November 20

Question asked during our Open House: Should one family member be able to cast a ballot on behalf of other (or all) eligible voters in their household? Assuming your answer is no, how would you propose that be prevented when remote internet voting is allowed?

A

Publicly Answered

No, short of formally appointing someone to vote by proxy on your behalf, it is an offence under the Municipal Elections Act to vote more than once and to vote on someone else's behalf. There would be processes in place to communicate the importance of marking your own ballot and to separate mail for different individuals in a household. For example, in 2014 when the City offered remote internet voting, voter cards containing a voter ID were put in individual secure envelopes so that they were not visible. Under the Canada Post Corporation Act, it is an offence to knowingly open or withhold someone else's mail. Should any voter become aware of someone voting on their behalf, there is a responsibility to notify the City Clerk's Office so that it can be properly investigated. Any verified case of an offence under the Municipal Elections Act would be pursued with the Courts with a potential fine of up to \$25,000 and up to a six-month term of imprisonment.

## QANDA

### Ask us about voting methods

Q

Tracy Suerich

24 November 20

Question asked during our Open House: Would it be better to have internet voting for only advance polls so that you don't have that 2018 issue on election night?

A

Publicly Answered

The City Clerk's Office would consider the potential of implementing any of the remote voting methods during advanced voting and on Election Day. The potential to avoid technical difficulties on Election night will certainly be considered in the final recommendation to Council. In addition, past election events at the national and sub-national level across the country are monitored and evaluated to ensure that best practices are put in place in Guelph's election in order to mitigate exposure to risk and/or technical difficulties.

Q

Tracy Suerich

24 November 20

Do you have any information available on the participation rate change when another voting option is added?

A

Publicly Answered

Voter turnout is a complex topic that can vary based on several factors. Voting methods offered, local issues, candidate platforms and who is running for office all impact voter turnout. It is hard to say definitively that a change in participation is linked directly to voting options available. In 2014, when a remote internet voting method was offered, the City saw almost a 10% increase in voter turnout. However, there were many things that could have influenced this. Dr. Nicole Goodman has provided the attached paper. She is not aware of any research specifically that looks broadly at the number of voting methods and the relationship with turnout. (attached paper)

## QANDA

### Ask us about voting methods

Q

Tracy Suerich

24 November 20

If I decide to vote either by phone or online – how will you ensure that my personal data (the data I will need to put in to prove who I am) will be kept confidential?

A

Publicly Answered

The City has very clear privacy, data use and data ownership terms as part of the request for proposal (RFP) process and in any agreement with external vendors, including for election services. These requirements hold vendors to the City's privacy standards under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). The terms also establish that the City is the owner of any election related data, including personal information of voters, and outlines requirements to only share or use that personal data for the purposes of conducting the election. It is not to be retained once the time period for a recount has closed. Vendors are also required to disclose to the City if they have sub-contracted any part of their service to another vendor or service provider and we would ensure they had signed agreements outlining privacy, confidentiality and data ownership expectations with any of them as well.

Q

Tracy Suerich

24 November 20

In the event of a close race, where candidates ask for a recount – how much would it cost to verify phone in and internet votes.

A

Publicly Answered

No additional costs are anticipated for a recount of phone or internet votes. According to the Municipal Elections Act sections 56 (1), 57 (1) and 58 (1), a recount would only take place in the event of a tied vote, if Council passes a resolution directing staff to carry out a recount, if the Minister of Municipal Affairs and Housing makes an order requiring a recount or if a court orders one. Recount costs, in general and across all voting methods, depend on several things – how the recount is conducted, staff time needed to conduct it and whether vendor support onsite is needed. A recount for any voting method, including verifying phone and internet votes, would be done by City staff using the same equipment used on election night unless otherwise directed by a court order. All equipment is rented for the full time period required to conduct the election until the period that a recount can be called closes. There would be no additional equipment costs. A recount to verify phone or internet votes would be electronic. Unless a court ordered a recount by a different process, an electronic recount is generally relatively quick to conduct. In 2014, the ward 3 recount was conducted. The recount of paper ballots took almost a full day to complete while the recount of internet votes was relatively quick for the internet voting system to re-run results. In this case, there was no staff over-time costs to conduct the recount as it was done during business hours at City Hall. Since no vendor was required on-site during the recount, there were no vendor costs for the recount. Without knowing more information about a Ministerial ordered or court ordered process to conduct a recount in a different way, a cost estimate could not be provided for that situation.

## QANDA

### Ask us about voting methods

Q

Tracy Suerich

24 November 20

How would that verification take place – I am interested in technically how you would do this and how much it would cost.

A

Publicly Answered

Section 60 (1) of the MEA requires that a recount be done in the same manner as the original count. In this case, phone or internet votes would be re-counted electronically. The phone voting system uses the same electronic platform as the internet voting system. In both cases, results would be re-run by the system using the same algorithms to calculate results the same way they were counted on Election night. The City Clerk would use the secure results reporting system to re-tabulate and receive the results of the recount. No additional costs are anticipated in this case. A recount could only be conducted in a different manner if, as outlined in Section 60 (3) of the MEA, it is ordered by a judge. To date there are no known Ontario cases where a judge has ordered a recount of electronically cast ballots, such as phone or internet, in a different manner. Without more information on how electronic ballots could be counted in a different manner or what this would require, a cost could not be provided. We would have to work with our vendor to determine costs and processes based on what the court order requires.

Q

Margie

25 November 20

What is the cost of in person voting cost???? You have posted the cost to the other options but not this option, I'm sure they are not all volunteers?

A

Publicly Answered

If we use the numbers from the 2018 voter turnout of 33,732, the cost to support in-person voting with paper ballots for all eligible voters was \$5.08 per voter, which includes any wages, and venue and set up costs as well as the direct costs involved with paper ballots.

## QANDA

### Ask us about voting methods

Q

Tracy Suerich

03 December 20

How many times in the past decade has the City of Guelph been the target of a cyber-attack?

A

Publicly Answered

The City experiences varying degrees of internet based malicious traffic. We wouldn't be able to reference data over the past decade but can provide a snapshot of the cyber attacks targeted at the City of Guelph. Cyber attacks are focused on the City's external IP addresses. The attacks all start by scanning our public address space for vulnerabilities on specific ports. The City does not share details on security processes, but we can provide categorical data. On average, monthly averages include: 20,000 low risk vulnerability exploit attempts for example, SQL Injection Attempt, 5,000 medium risk vulnerability exploit attempts for example, Squid HTTP Header Parsing Assertion Failure Denial of Service, 1,000 high risk vulnerability exploit attempts for example, HTTP Unauthorized Brute Force Attack, 5 critical risk vulnerability exploit attempts for example, WordPress Login Brute Force Attempt. Numbers and examples are based on current day known and zero-day vulnerabilities. The way vulnerabilities are categorized and what vulnerabilities are attempted to be exploited changes daily. Municipalities are increasingly a target of cyber attacks and the City takes cyber security very seriously. If a remote telephone or internet voting method were offered this platform would be hosted on separate secure servers and web pages hosted by the service provider. Should a cyber attack be attempted through the City's external IP addresses, it would be separated from the voting system as part of a security precaution.

Q

Susan Watson

04 December 20

Why is Professor Goodman's paper made available as a resource, but not the recent paper published by Dr. Essex: Online Voting in Ontario's Municipal Elections? <https://whisperlab.org/ontario-online.pdf>

A

Publicly Answered

Dr. Goodman's paper was shared in response to a question that came in. The report jointly authored by Dr. Essex was mentioned as part of the Open House discussion and is one that we are reviewing for our report to Council. Thank you for sharing so others can access as well.

## ENGAGEMENT TOOL: SURVEY TOOL

### Voting Methods Survey

Visitors <b>886</b>	Contributors <b>715</b>	CONTRIBUTIONS <b>723</b>
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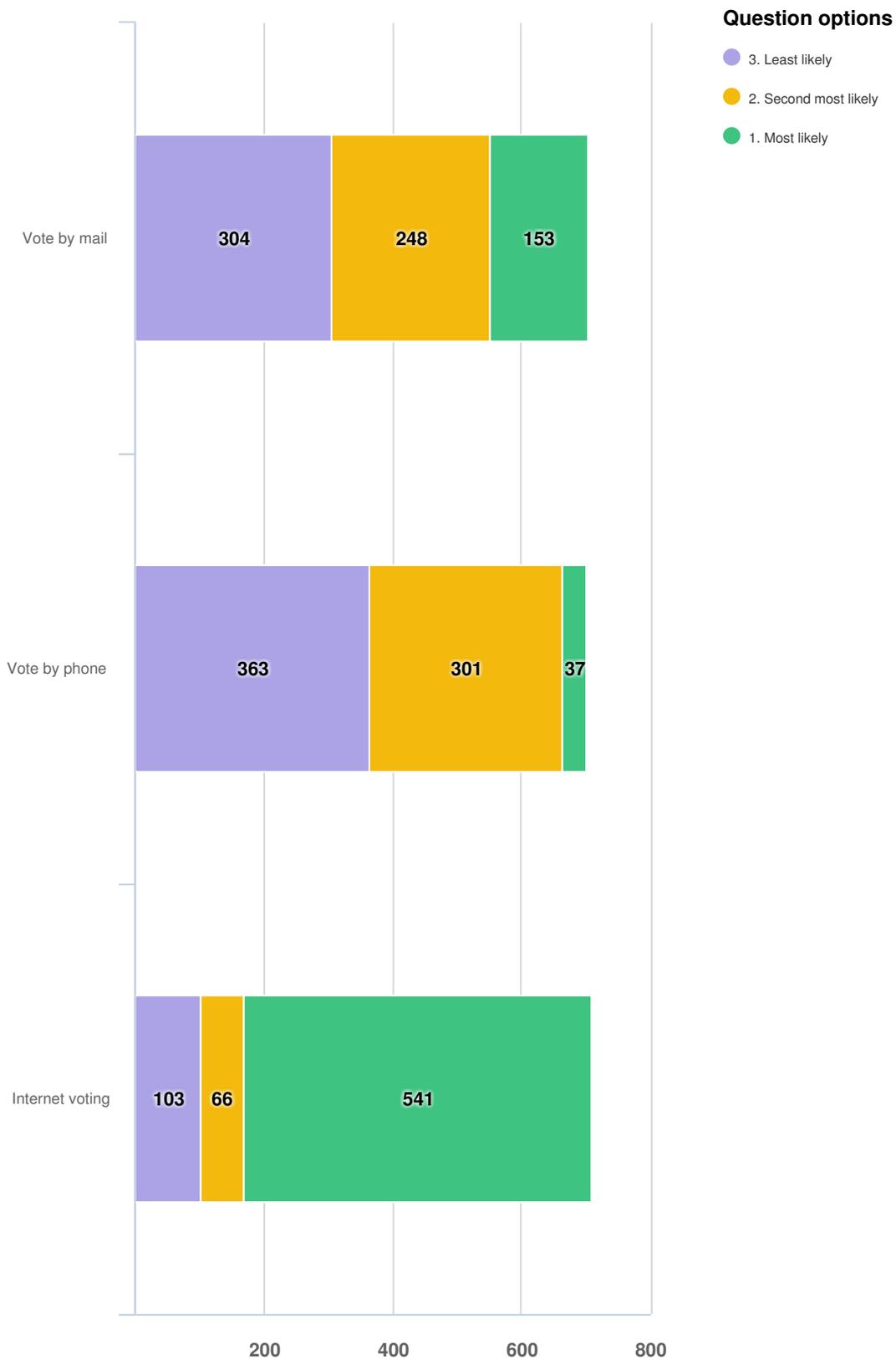
How would you rate your understanding of how to vote using the following three remote voting methods?



Optional question (716 response(s), 7 skipped)

Question type: Likert Question

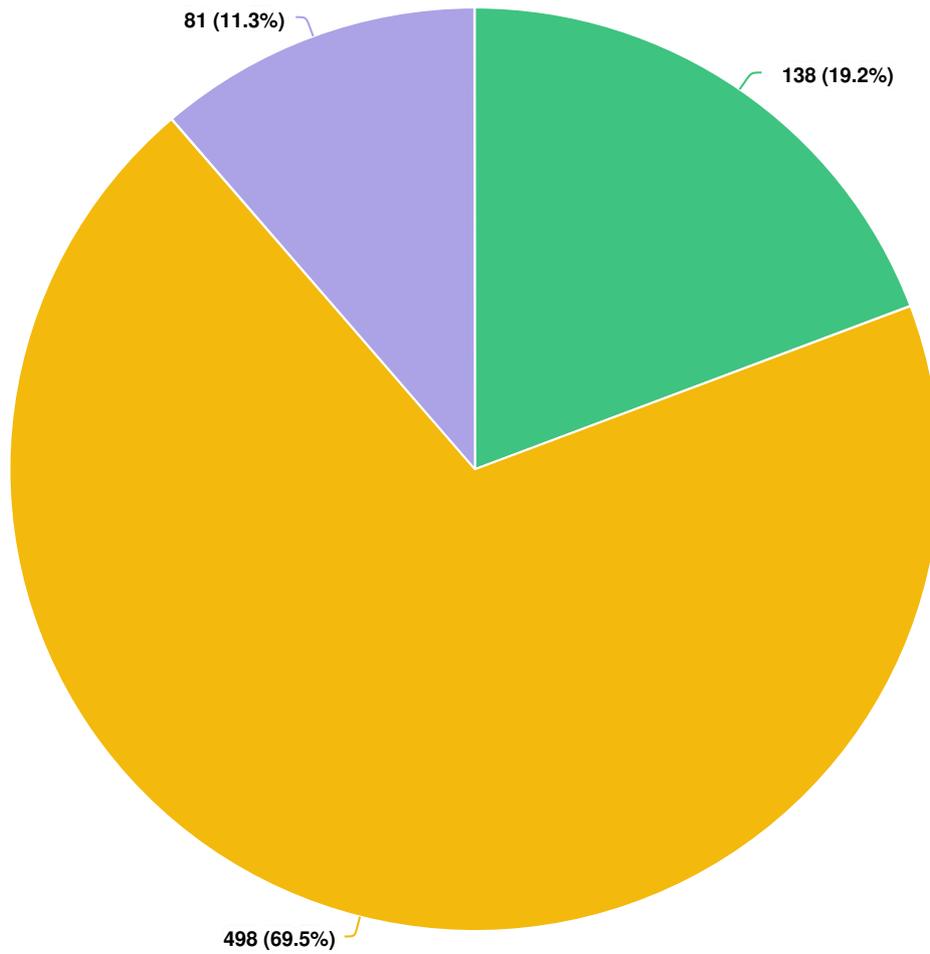
Sometimes due to travel, extreme weather, illness or other issues people may find they are unable to vote in person. If you were unable to vote in-person, how likely are you to use each remote voting method?



Optional question (717 response(s), 6 skipped)

Question type: Likert Question

**Do you have any security concerns if the City offered voting by mail?**



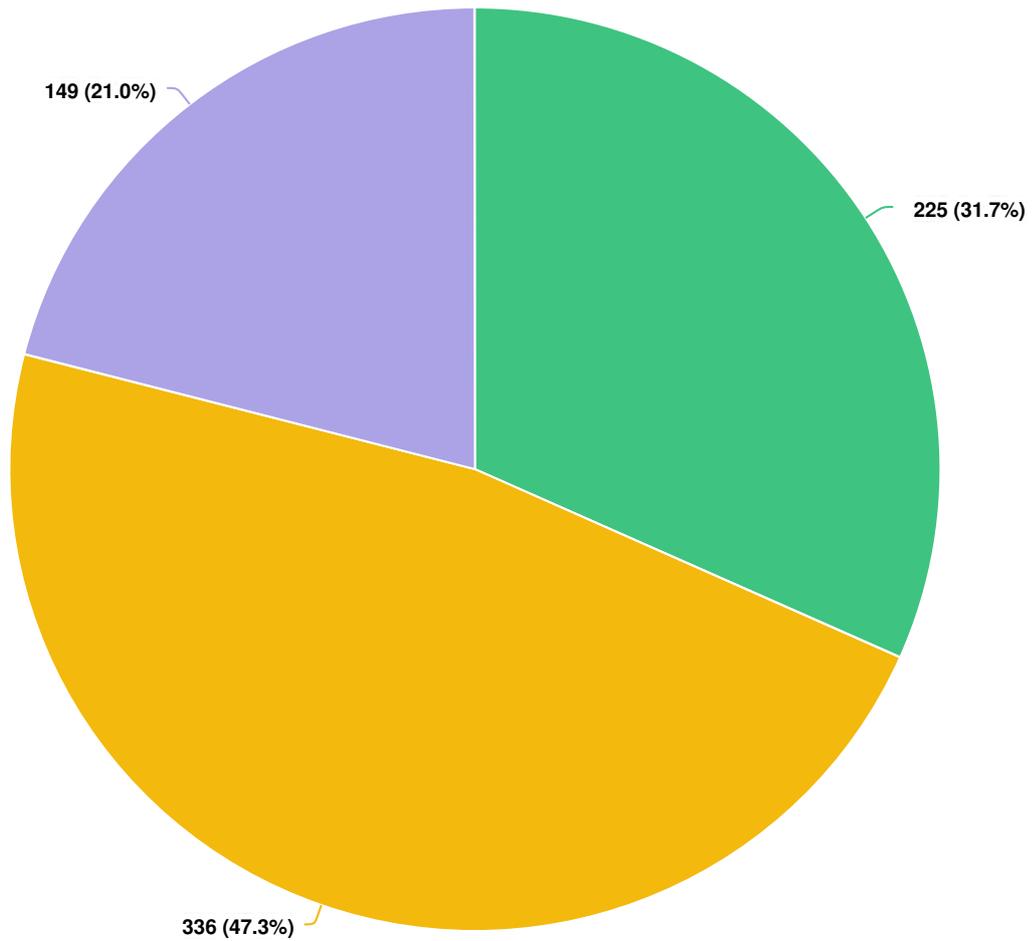
**Question options**

- Not sure    No    Yes

*Optional question (717 response(s), 6 skipped)*

*Question type: Radio Button Question*

**Do you have any security concerns if the City offered voting by phone?**



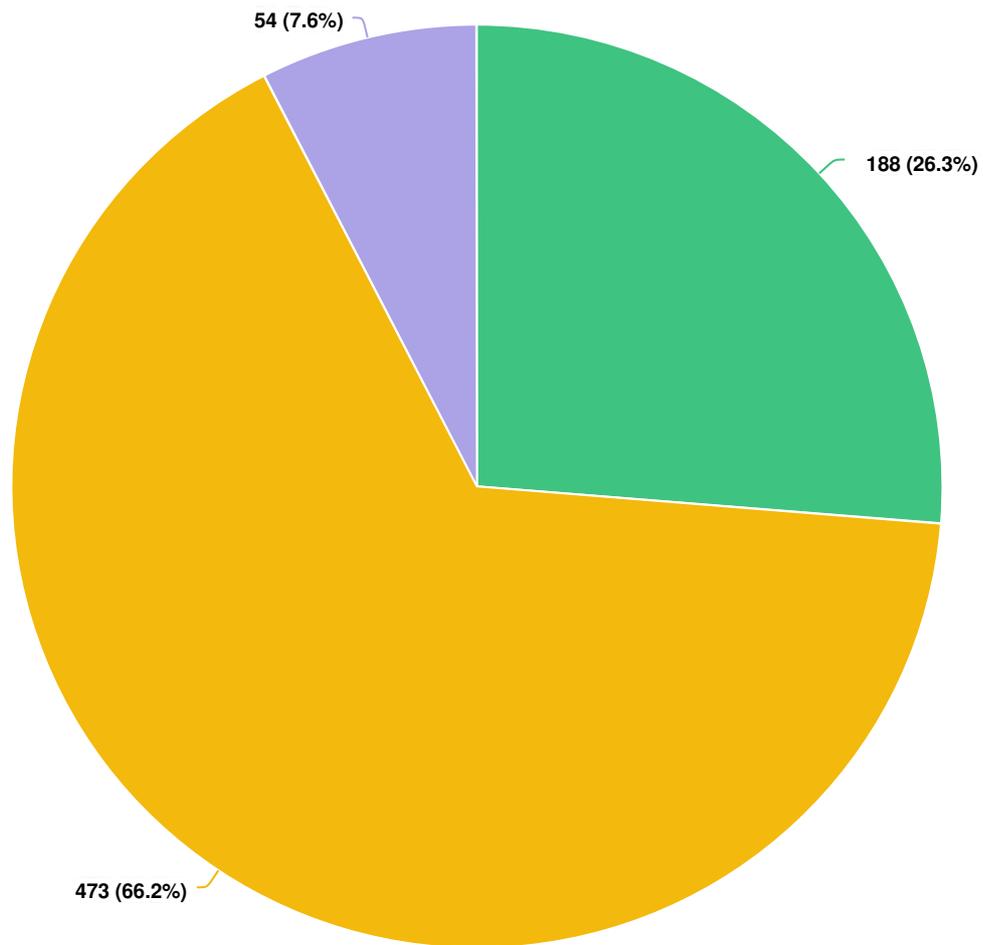
**Question options**

- Not sure    No    Yes

*Optional question (710 response(s), 13 skipped)*

*Question type: Radio Button Question*

### Do you have any security concerns if the City offered internet voting?



#### Question options

- Not sure
- No
- Yes

Optional question (715 response(s), 8 skipped)

Question type: Radio Button Question

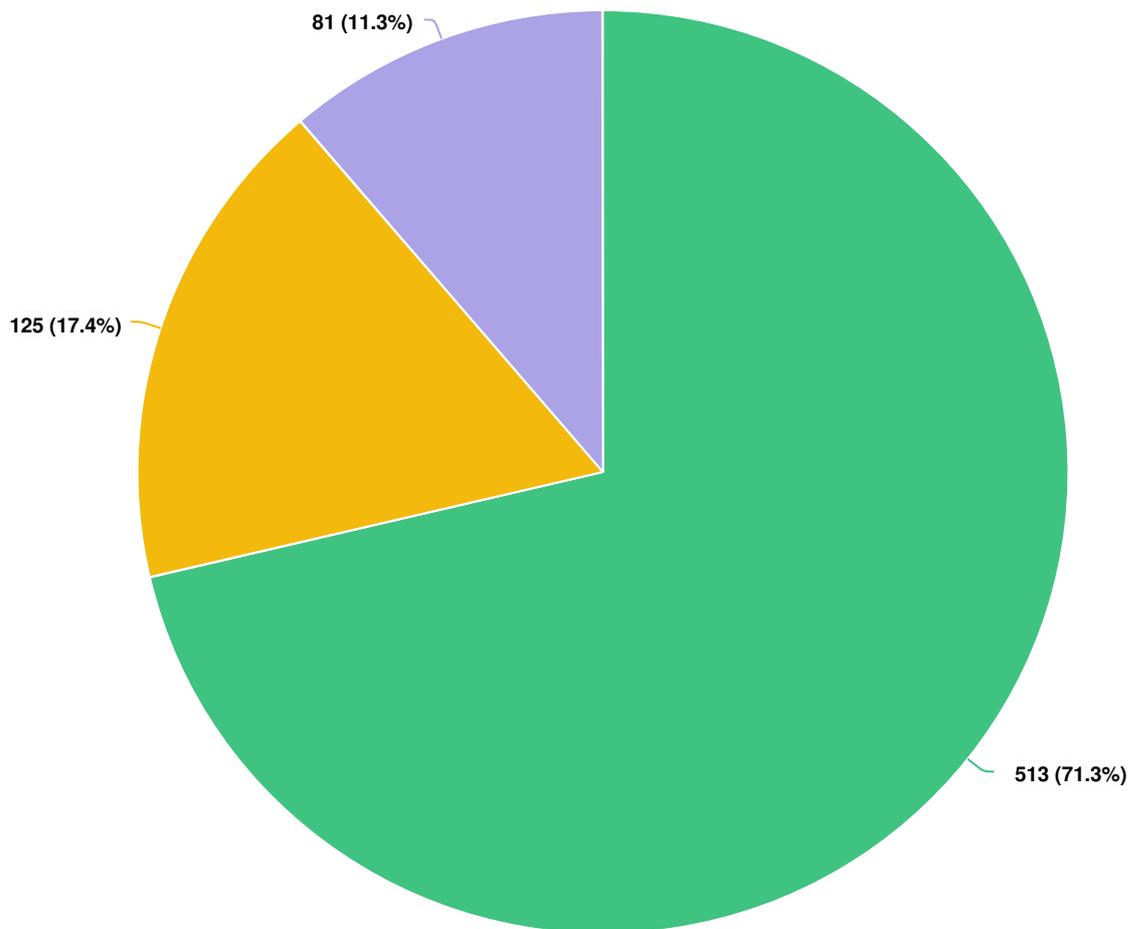
**Other than security concerns, do you see any other challenges or potential problems with any of the following remote voting methods if the City offered them**



Optional question (710 response(s), 13 skipped)

Question type: Likert Question

Considering the COVID-19 pandemic, are you more likely to vote remotely in the future?



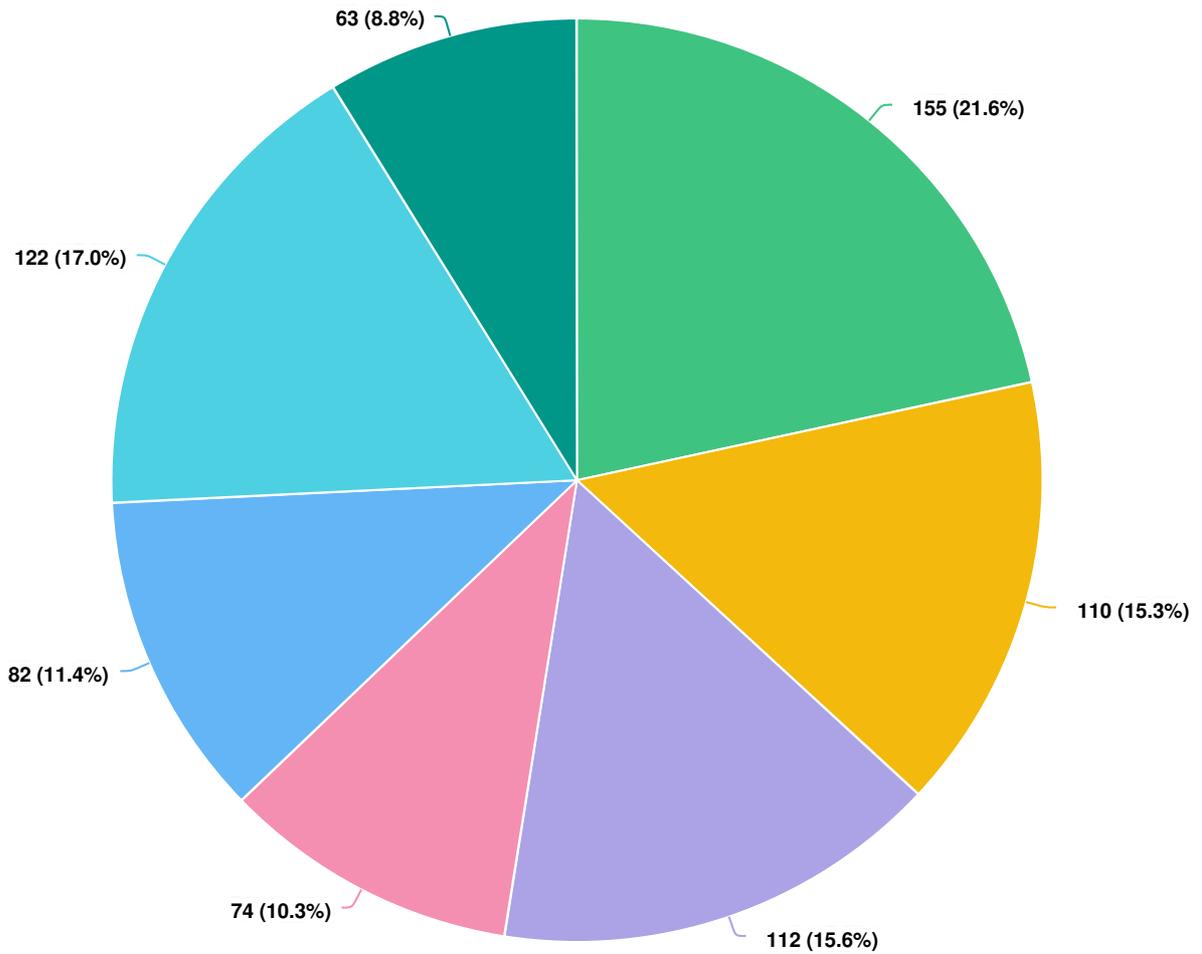
**Question options**

- Unsure
- No
- Yes

Optional question (719 response(s), 4 skipped)

Question type: Radio Button Question

Which ward do you live in? If you don't know, check out What ward am I in?



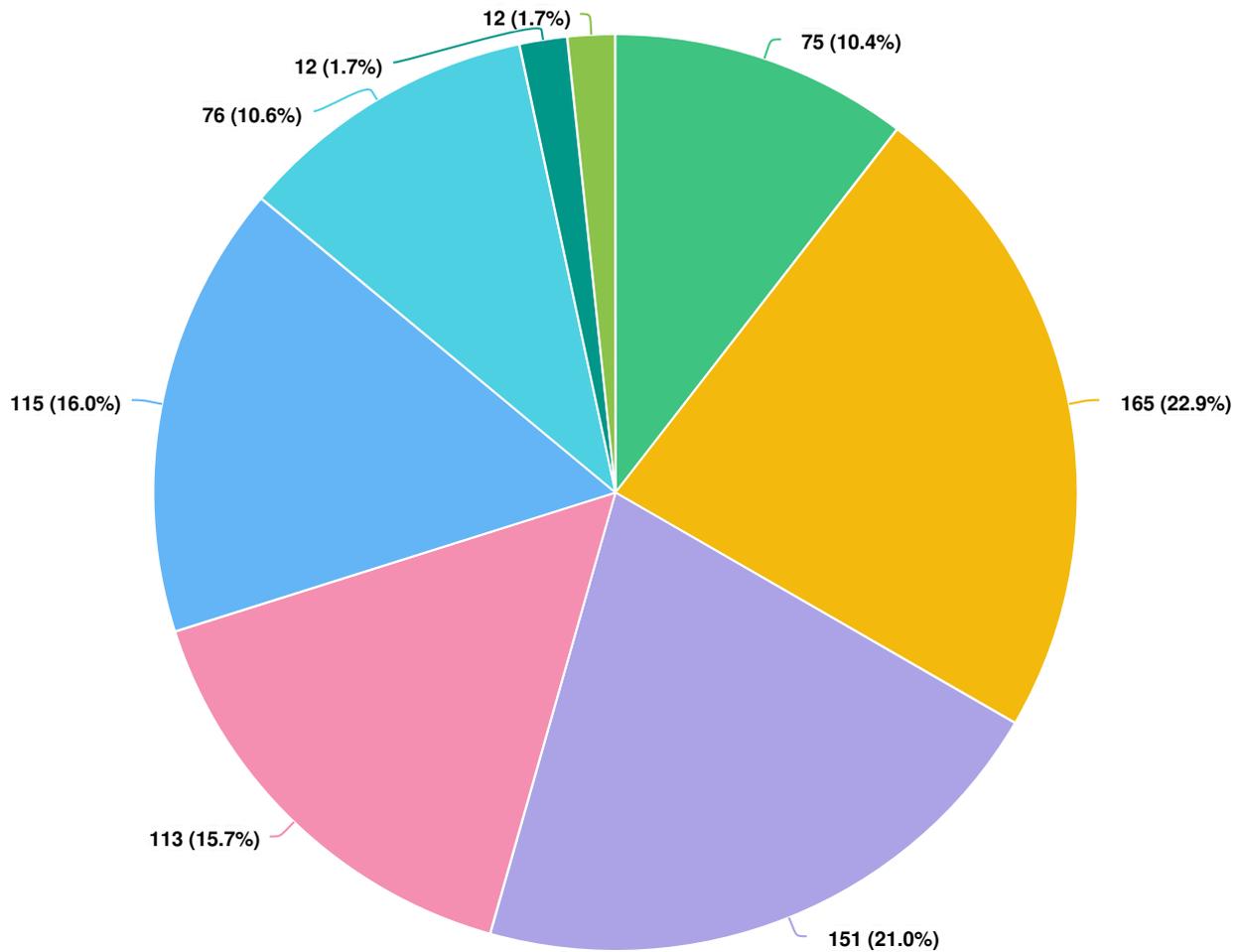
**Question options**

- I am unsure
- Ward 6
- Ward 5
- Ward 4
- Ward 3
- Ward 2
- Ward 1

Optional question (718 response(s), 5 skipped)

Question type: Radio Button Question

### Which age group do you fall in?



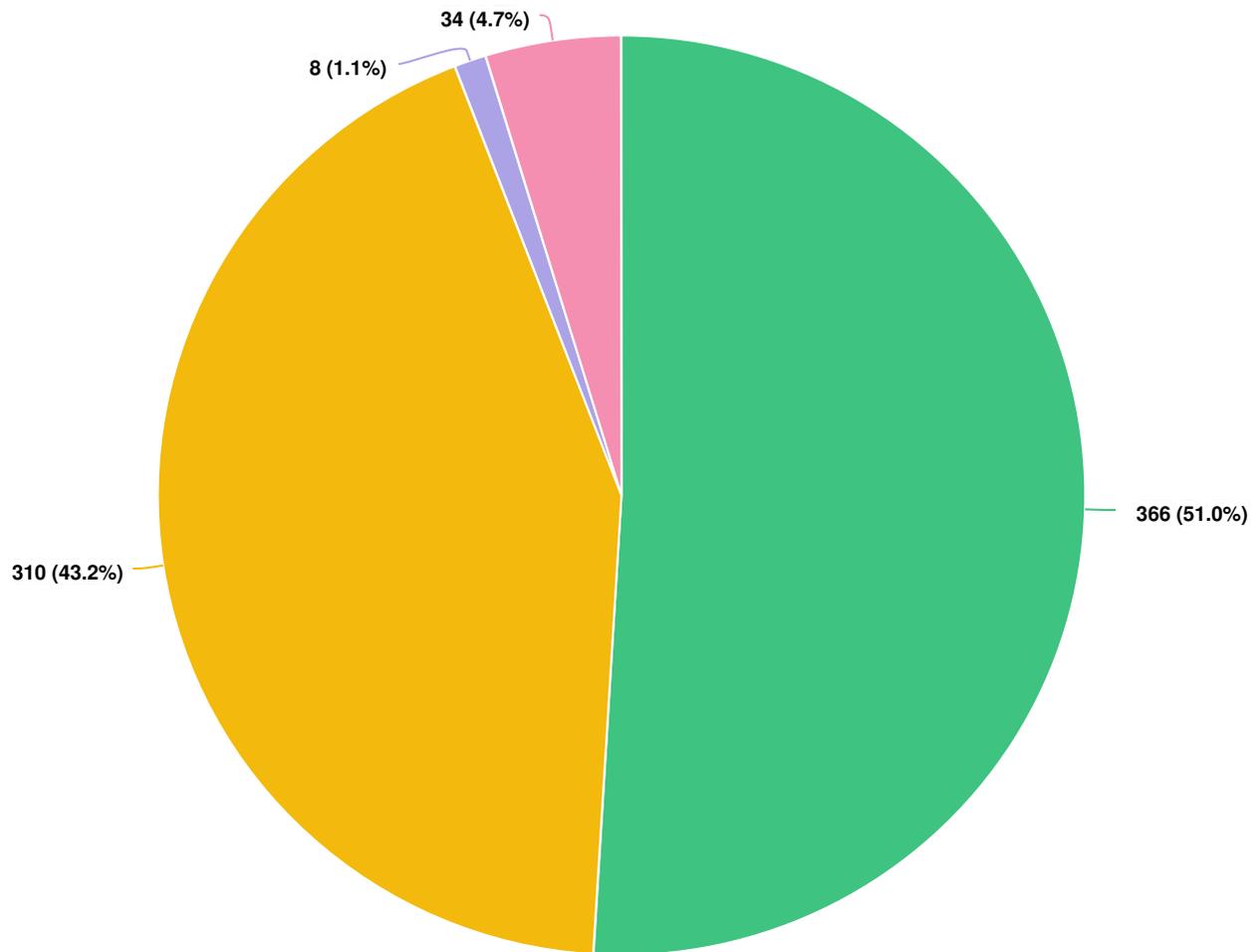
#### Question options

- I don't wish to answer
- 80 or older
- 70-79
- 60-69
- 50-59
- 40-49
- 30-39
- 18-29

Optional question (719 response(s), 4 skipped)

Question type: Radio Button Question

### Which gender do you identify with?



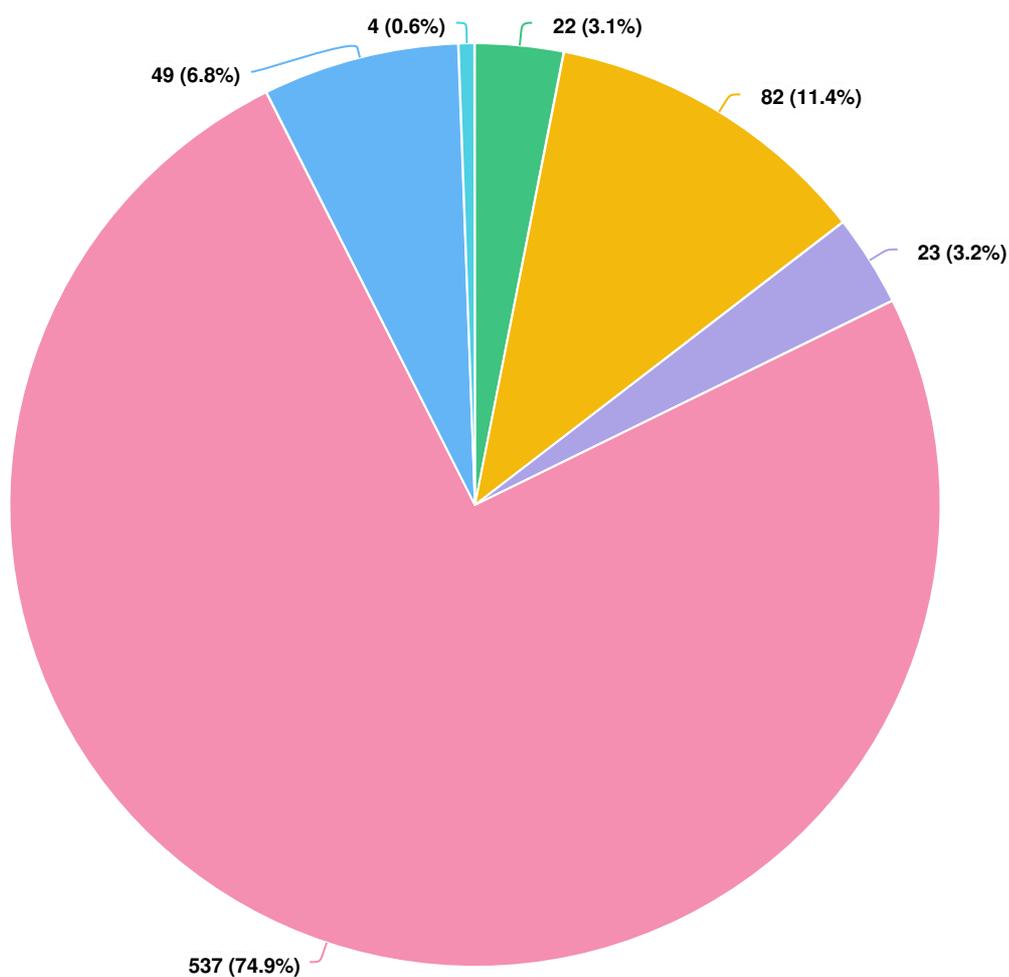
#### Question options

- I prefer not to answer
- Other
- Male
- Female

Optional question (718 response(s), 5 skipped)

Question type: Radio Button Question

Disabilities, both visible and invisible, include physical, hearing, seeing, developmental learning or mental health conditions, chronic illness and addictions. Disabilities may be from birth, caused by injury or accident, developed over time, or r...



**Question options**

- Other (please specify)
- I prefer not to answer
- No
- Yes, both visible and invisible
- Yes, invisible
- Yes, visible

Optional question (717 response(s), 6 skipped)

Question type: Radio Button Question