



Town of Newmarket

Agenda

Special Committee of the Whole

Date: Tuesday, May 14, 2019
Time: 10:00 AM
Location: Council Chambers
Municipal Offices
395 Mulock Drive
Newmarket, ON L3Y 4X7

Pages

1. Additions & Corrections to the Agenda

2. Declarations of Pecuniary Interest

3. Presentations

- 3.1 (10:00 AM) Post 2018 Newmarket Municipal Election Review Presentation

1

Note: The 2018 Election Team will be in attendance to provide a presentation on this matter.

- 3.2 Town of Newmarket 2018 Municipal Election Survey Results

31

Note: Dr. Nicole Goodman, Director at the Centre for eDemocracy and Assistant Professor at Brock University will be in attendance to provide a presentation on this matter.

- 3.3 (+/- 1:00 PM) Ranked Ballot Election Presentation

73

Note: The 2018 Election Team will be in attendance to provide a presentation on this matter.

4. Deputations

5. Items

- 5.1 Ranked Ballot Election

89

1. That the report entitled Ranked Ballot Election dated May 14, 2019 be received; and,
2. That Council provide direction to staff on whether to

proceed with public engagement and consultation on a Ranked Ballot Election for the 2022 Municipal Election; and,

3. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

6. Adjournment

Special Committee of the Whole Agenda



1. Introduction & General Overview
2. Presentation by 2018 Election Team
3. Presentation by Nicole Goodman
4. Questions
5. Lunch
6. Presentation on Ranked Ballot Election
7. Discussion

VOTE



2018 Municipal Election Post-Election Review

May 14, 2019
Special Committee of the Whole

PRESENTATION AGENDA



- 1. Newmarket's 2018 Election Model**
- 2. Risk Mitigation and Challenges**
- 3. Successes**
- 4. Improvement Areas**
- 5. Future Considerations**

Election Model



- **10 day Voting Period (October 13 to 22) with online voting available 24/7**
- **226 Hours of Continuous voting**
- **Voter Assistance offered at:**
 - 2 kiosks at Municipal Offices – 10 days of voting
 - 9 Special Voting Locations (Retirement & Nursing Homes)
 - 8 Multi-Residential Buildings (Apartments & Condos)
 - Voter Assistance at Magna Centre and Ray Twinney for 4 days
- **Two person “street team” available for appointments for residents throughout all 10 days of voting**

Brand Development



Iconography

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Accessibility



Standup Banner 36" x 80"

VOTE


October 13 to 22

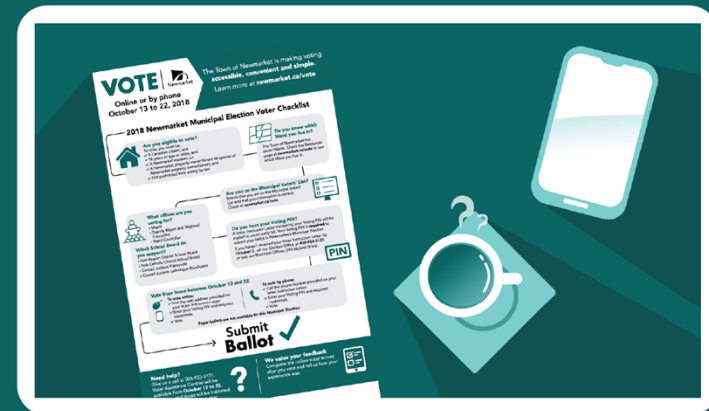
HOW ARE YOU VOTING?

-  Computer
-  Mobile Device
-  Telephone

**10 DAYS,
3 WAYS.**

newmarket.ca/vote

Social Media Post



Road Sign 93" x 58"

**Did you get your
Voting PIN?**

Voting starts: October 13 at 10 a.m.
Voting ends: October 22 at 8 p.m.

- 
- 
- 

newmarket.ca/vote

Marketing

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Communications



3 Phases

1. Online and Telephone Voting
2. Get on the Voters' List
3. Vote!



Communications - Tools & Tactics



- Partnership with City of Markham
- Cobs Bread incentive program
- Translation of key information



Communications - Tools & Tactics



- **Microsite and social presence**

30,565

page views over
8 month period

5 mins

avg. user spent
on candidate page

20,069

page views
on candidate page

178

social media posts
with #NewmarketVotes

7,615

organic impressions
on twitter

270,449

total impressions
on social media

- **Radio and Videos**
- **Vehicles and Robocalls**
- **Signage**
- **Newspaper and other traditional advertisement**

Communications

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2018 NEWMARKET MUNICIPAL ELECTION



OFFICE	CANDIDATES
Mayor	Talib Ansari * John Taylor Joe Wamback
Deputy Mayor and Regional Councillor	Chris Emanuel Joan Stonehocker Tom Vegh
Ward 1 Councillor	Naqi Ahsan Grace Simon Rohit Singh
Ward 2 Councillor	Bill Kukulewich Victor Woodhouse
Ward 3 Councillor	Jane Twinney Jack Zangari
Ward 4 Councillor	Trevor Morrison Grant Waddell Melissa Williams
Ward 5 Councillor	Ron Eibel Bob Kwapis
Ward 6 Councillor	Kelly Broome - Acclaimed
Ward 7 Councillor	Christina Bisanz - Acclaimed
York Region District School Board	Kristine Carbis Linda Gilbert Martin Van Beek Bessie Vlasis
York Catholic District School Board	Shawn Gaudet Theresa McNicol
Conseil scolaire Viamonde	François Guérin Karine Ricard
Conseil scolaire catholique MonAvenir	Kathleen Beal Maxime Papillon

***IMPORTANT NOTICE:**
Mayoral Candidate Talib Ansari has notified the Clerk that he will no longer be seeking Office in the 2018 Newmarket Municipal Election. As the Municipal Elections Act, 1996 does not allow for removal of candidate names from the ballot after the Candidate Nomination Period has closed, his name will still appear on the online and telephone ballot.



newmarket.ca/vote
905-953-5121
elections@newmarket.ca

Attention high school students!

Do you need volunteer hours?

Check out an exciting volunteer opportunity as a Greeter for the 2018 Newmarket Municipal Election.

Visit newmarket.ca/vote for more information!



Need assistance with voting?



Call **905-953-5121** or visit a Voter Assistance Centre for in-person help from **October 19 to 22** at the Magna Centre (800 Mulock Drive) or Ray Twinney Recreation Complex (100 Eagle Street West).

The Town will be at multi-residential, long-term care facilities, and retirement homes to provide assistance with voting.

NEW!

Need special accommodations? We can come to you!

Call us at **905-953-5121** to book an appointment with our Election Street Team if you need special in-home assistance.



WHERE DO I VOTE?

Vote from anywhere! All you need is an internet or telephone connection. You can vote at home, at work, or in transit.

Skip the line this Municipal Election.

WHEN DO I VOTE?

Vote anywhere, anytime from **10 a.m. EDT on October 13 to 8 p.m. EDT on October 22**
REMEMBER: There are no paper ballots!

HOW DO I VOTE?

Make sure you're on the Municipal Voters' List! Get on the list at newmarket.ca/vote. By ensuring you're on the list, you will get your Voter Instruction Letter in the mail any day now! Call us at **905-953-5121** if you haven't received it by early October.

If you check, confirm or register your voter information, you're automatically entered to win bread for a year, or 1 of 10 \$50 gift cards from COBS Bread.



Travelling or away at school?



NOT TO WORRY, you can still vote by visiting the web address or calling the phone number on your Voter Instruction Letter, no matter where you are in the world!

Not sure how voting will work?

Register for a **FREE** course at the Newmarket Seniors' Meeting Place (474 Davis Drive) or the Newmarket Public Library (438 Park Avenue) to learn how to vote.



Seats are limited, so sign up today at play.newmarket.ca

Communications



Are you on the Municipal Voters' List?

- ✓ Canadian citizen
- ✓ 18+ years of age
- ✓ Newmarket resident
- ✓ Newmarket property owner/tenant
OR spouse of
Newmarket property owner/tenant
- ✓ Not prohibited from voting by law

Check your information
or get on the list at
newmarket.ca/vote



#newmarketvotes

Êtes-vous sur la liste électorale municipale?
Vérifiez vos informations ou inscrivez-vous
sur newmarket.ca/vote.

您的名字在市政选民名单上吗?
查看您的信息或访问
newmarket.ca/vote上的名单

您的名字在市政選民名單上嗎?
檢視您的資訊或瀏覽
newmarket.ca/vote上的名單

Вы в списке муниципальных избирателей?
Проверьте свою информацию или зайдите
в список на newmarket.ca/vote.

آیا در لیست رای دهندگان شهرداری هستید؟
اطلاعات خود را بررسی کنید یا در تارنمای
newmarket.ca/vote خود را وارد لیست نمایید

Siete nella lista elettorale municipale?
Verificate le vostre informazioni o registratevi
su sito newmarket.ca/vote.

If you require this information in
an alternative format, please
contact the Town of Newmarket
at 905 895 5193

Outreach



The Elections Team was out at the following Town and community events:

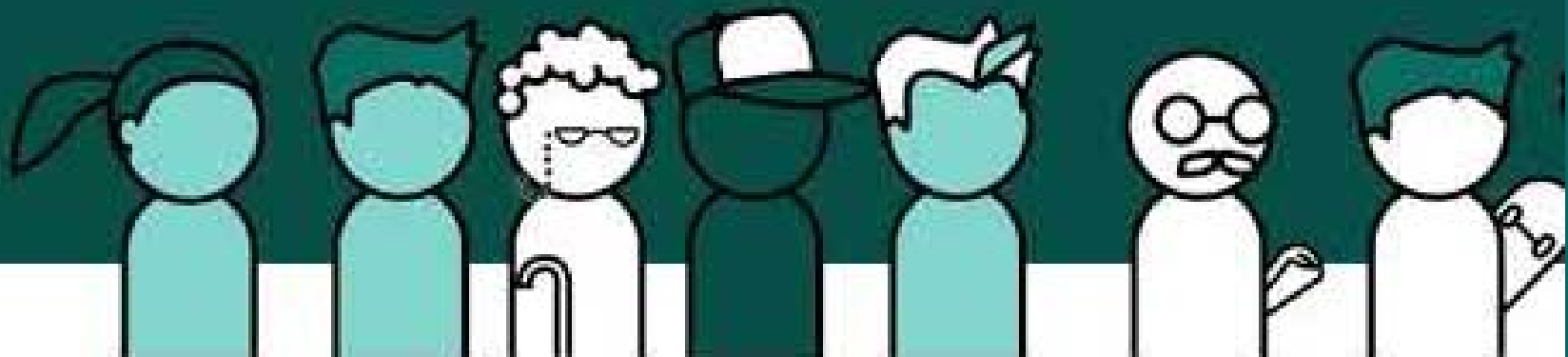
- ✓ Newmarket Home Show
- ✓ Seniors' Open House
- ✓ Newmarket Farmers' Market
- ✓ Touch-A-Truck
- ✓ York Region Pride Fest
- ✓ Canada Day
- ✓ Culture Bridge
- ✓ Garlic Fest
- ✓ New'bark'et
- ✓ CYFS Newmarket Open House



Elections Campaign Video



**Don't wait
in lines**



Risk Mitigation



- **All election models (paper, vote-by-mail, touch screen, tabulators, telephone, online) have inherent risks.**
- **The key for election administrators is to identify, understand & manage the risks of a chosen model.**
- **Greater public awareness & skepticism around internet security & privacy requires more rigor around risk management & mitigation.**
- **The spread of misinformation via social media, etc. contributes to the erosion of public confidence in election processes.**

Risk Mitigation: Online Voting Security



Risk:

Computer viruses or hacker-orchestrated denial of service attacks, power outages, or network disruptions.

Mitigation Strategies:

- Independent audit of voting platform
- Vendor threat assessment tool running throughout the voting period
- Segregated network for VAC Kiosks
- Additional redundancies at VACs: Uninterrupted Power Supply, mobile WiFi hotspots

Risk Mitigation: Access



Risk:

"Digital divide" between those with computers and access to the internet and those without.

Mitigation Strategies:

- Voter Assistance Centres
- Offered at home assistance
- Free public WiFi network access at all Town facilities
- Telephone voting

Risk Mitigation: Voters' List



Risk:

Quality of the Voters' List.

Mitigation Strategies:

- Promote MPAC Voterlookup (May-August) & the Town's Online Voter Registration tool (September-October) for making revisions online
- Training of Library staff in use of online Voter Registration tool to assist patrons
- Door to Door enumeration targeted 1351 new homes, and 488 ADU's
- Kiosk at Municipal Offices with Online Voter Registration tool available
- COBS Bread sponsorship providing voucher and prizes to encourage electors to check the list and add themselves
- "Are you on the Voters' list" banners at key Town facilities

Risk Mitigation: Fraud/Coercion



Risk:

Opportunities for vote buying & voter suppression.

Mitigation Strategies:

- System security protocols to flag IP addresses casting multiple ballots
- Active communication of the penalties associated with electoral fraud & individual voter responsibilities

Risk Mitigation: Voter Confusion



Risk:

Change in methodology from previous elections.

Mitigation Strategies:

- Robust communications strategy and public outreach plan to ensure residents were well informed of the election
 - Key voter information translated in 6 most common languages in Newmarket
 - Strong presence in the community leading up to the voting period

Risk Mitigation: Voter Confusion (Cont'd)

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Vote with Confidence

Issued jointly by:  

1. It is your democratic right to vote for the candidates of your choice
2. Contact your Election Office immediately if you are asked to share your Voting PIN via email, text or social media or in person
3. Say something if you see something suspicious, we are here to help
4. Contact your Election Office immediately to get a new Voting PIN if you lose yours (the old PIN will be deactivated)

Our reliable online voting technology ensures:

- You can verify that your ballot has been successfully submitted
- You receive maximum privacy, accessibility and convenience
- You are doing your part to be environmentally friendly

1. Never share your Voting PIN — it's unique to you (municipal staff, candidates and law enforcement officials should never ask for it)
2. It's illegal to vote using a Voting PIN that is not yours
3. You can't vote more than once in a municipality, no matter how many voting days there are or how many properties you own/rent
4. Never post a photo or selfie with your ballot on social media or elsewhere — it's illegal
5. Never use a candidate's mobile device/tablet to vote or share proof of whom you voted for with anyone

VOTE | Newmarket

Online or by phone
October 13 – 22, 2018
newmarket.ca/vote
905-953-5121
elections@newmarket.ca

markham
votes

Online or in line
October 12 – 22, 2018
markhamvotes.ca
905-477-7000 x5633 (VOTE)
vote@markham.ca

VOTE | Newmarket

Online or by phone
October 13 to 22, 2018

The Town of Newmarket is making voting **accessible, convenient and easy** for the 2018 Municipal Election. Find out how at newmarket.ca/vote

2018 Newmarket Municipal Election Voter Checklist



Are you able to vote?

- To vote, you must be:
- ✓ A Canadian citizen; and
 - ✓ 18 years of age or older; and
 - ✓ A resident of the Town of Newmarket; or
 - ✓ A non-resident who is, or whose spouse is, an owner or tenant of land in the Town of Newmarket; and
 - ✓ Not prohibited from voting by law.



Do you know which Ward you live in, and which School Board you support?

The Town of Newmarket has seven Wards. Check to see what Ward you live in at newmarket.ca/wardmap



What offices are you voting for?

- ✓ Mayor
- ✓ Deputy Mayor and Regional Councillor
- ✓ Ward Councillor
- ✓ Regional Chair
- ✓ York Region District School Board
- ✓ York Catholic District School Board
- ✓ Conseil scolaire Viamonde
- ✓ Conseil scolaire catholique MonAvenir

Are you on the Municipal Voters' List?

Ensure that you are on the Municipal Voters' List and that your information is correct. Visit newmarket.ca/vote

Do you have your Voting PIN?

A Voter Instruction Letter containing your PIN will be mailed to you in early fall. Your Voter Instruction Letter is required to submit your ballot in Newmarket's Municipal Election. If you haven't received your Voter Instruction Letter by **October 9**, call our Elections Office at **905-953-5121** or visit our Municipal Offices (395 Mulock Drive).

Vote online or by phone from October 13 to 22

- To vote online:**
- ✓ Visit the web address provided on your Voter Instruction Letter
 - ✓ Enter your PIN and date of birth
 - ✓ Submit your ballot

- To vote by phone:**
- ✓ Call the phone number provided on your Voter Instruction Letter
 - ✓ Enter your PIN and date of birth
 - ✓ Submit your ballot

Need Help?

For voters who require special assistance, the Town of Newmarket will have Voting Assistance Centres available from **October 19 to 22**. Locations and times will be indicated in your Voter Instruction Letter. **Please note, paper ballots are not available for this election!**

Provide your Feedback
Complete the online voter survey after you vote and tell us how your experience was.

Confirm VOTE

newmarket.ca/vote
elections@newmarket.ca
905-953-5121

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Successes: Voters' List

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**1974 Voters added
to the Voters List**



**511 Voters moved
to new addresses**



**640 Voters were
added using the online
registration tool**

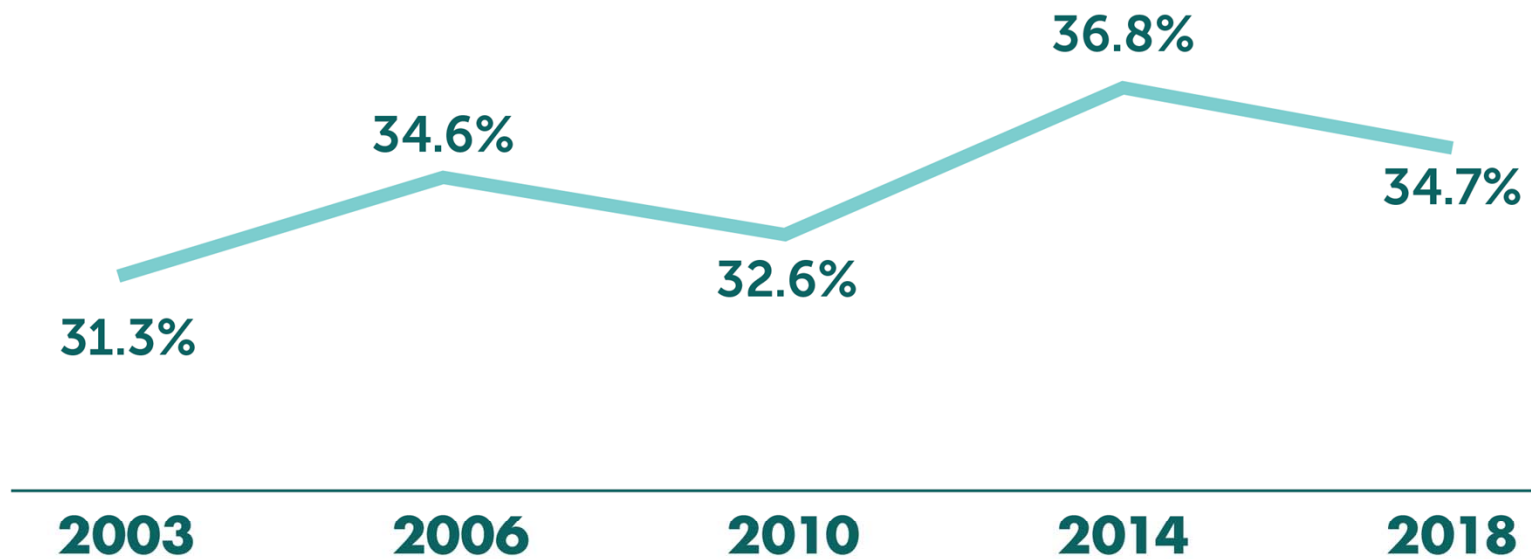


**3397 Voters
information updated**

Successes: Voter Turnout

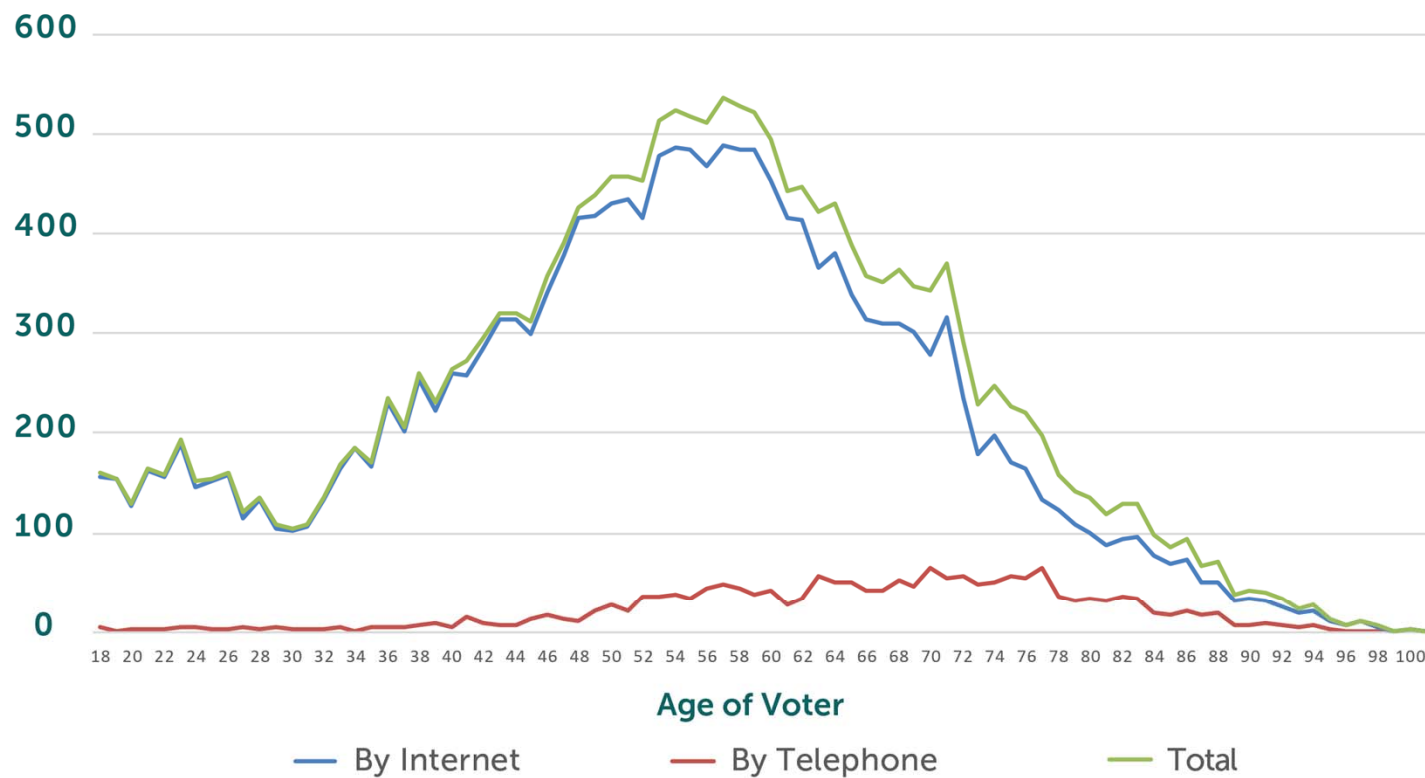


Newmarket Voter Turnout



Successes: Who Voted in 2018

Voters by Age and Voting Method



Successes: Was Voting Easy, Convenient and Accessible?

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1769

votes cast between
9 p.m. and 5 a.m. over
10 days of voting (9%)

118

votes cast between
midnight and 5 a.m. over
10 days of voting (1%)

2438

votes cast between
6 p.m. and 8 p.m.
October 22 (12%)

1%

of votes were recorded
as being cast outside Canada

60%

of votes were recorded
as being outside Newmarket

2%

of votes were cast
at a Voter Assistance Centre at
Multi-Residential Buildings

Approximately 1%

of votes were cast at a
Special Voting Location
(Retirement, Nursing Homes)

Approximately 8%

of voters voted at a
Voter Assistance Centre or Town facility

Hearing from our Residents

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Simon Prine
@simonprine

Following

Replying to @TownofNewmarket

Can not express how much I love the online voting. Another win for Newmarket.

6:22 PM - 22 Oct 2018

Queen K
@jk_itsjacque

Follow

Shoutout to @TownofNewmarket for the incredible election website this year! Love that I can vote online from anywhere, and the very easy to read candidates list that provides all websites and contact information so I can make an educated vote this Saturday!

10:27 AM - 10 Oct 2018



Jesse Stockall @JesseStockall · 11h

Just submitted my votes in the @TownofNewmarket and @YorkRegionGovt election from my mobile phone while watching the hockey game. Online voting was easy. I'm interested to see what the turnout was, especially amongst the less technologically savy



Jeff Cowie
@JeffCowie5

Follow

@TownofNewmarket just voted online. Simple and easy process, well done! This should increase our voter turnout, no excuses guys! #NewmarketVotes

3:44 PM - 13 Oct 2018



Jeremy Slessor @jslessor30 · 10m

Take THAT democracy! Just voted online for the @TownofNewmarket's municipal election. Super easy and fast voting online.



Stacey Crook

Conversation Starter · Yesterday at 2:32 PM

I just voted! It's very, very easy to do online! To any seniors or technically challenged people out there feeling apprehensive about the new voting style, there are places you can go for assistance but honestly, as long as you have access to the internet, you can do it!! I am not a tech person at all (ask anyone who knows me) and I did it with the greatest of ease! Everything you need to know is on the letter you were sent by the town that has your PIN on it. [evote.newmarke...](#) See More

Tania Ferus Schumaker and 16 others

8 Comments



Michael Parvizian @MParvizian · 1m

No matter how big or small the election, each voice counts (and matters). Way to make voting accessible to residents by having an online platform! Really appreciated by students like me who are trying to be politically engaged while away studying at university @TownofNewmarket



Improvement Areas



Voters' List

- Continue to improve enumeration efforts

Expansion of the “street team” program

- To encourage voters to make appointments including at multi-residential buildings

Provision of touch-screen devices

- Rather than laptops for elderly voters

Future Considerations



- **Updated independent risk assessment of online voting & scan of cybersecurity environment**
- **Expanded third party audit of online voting system**
 - Comprehensive code review
 - Privacy Impact Assessment (PIA)
- **Expanded audit & testing of integration between online voting & online Voters' List management vendor (Datafix)**
- **PIA of online Voters' List management vendor**

Future Considerations (Cont'd)



- **Legislative Reform**

- Support the development of legal, technical, & operational standards & guidelines for online voting.
- Continue to advocate for stronger regulations & enforcement surrounding electoral fraud & voter coercion.
- Continue to lobby for Voters' List reform.

Town of Newmarket 2018 Municipal Election Survey Results

May 14, 2019

Prepared by: Dr. Nicole Goodman

Canadian Voting Technology Projects

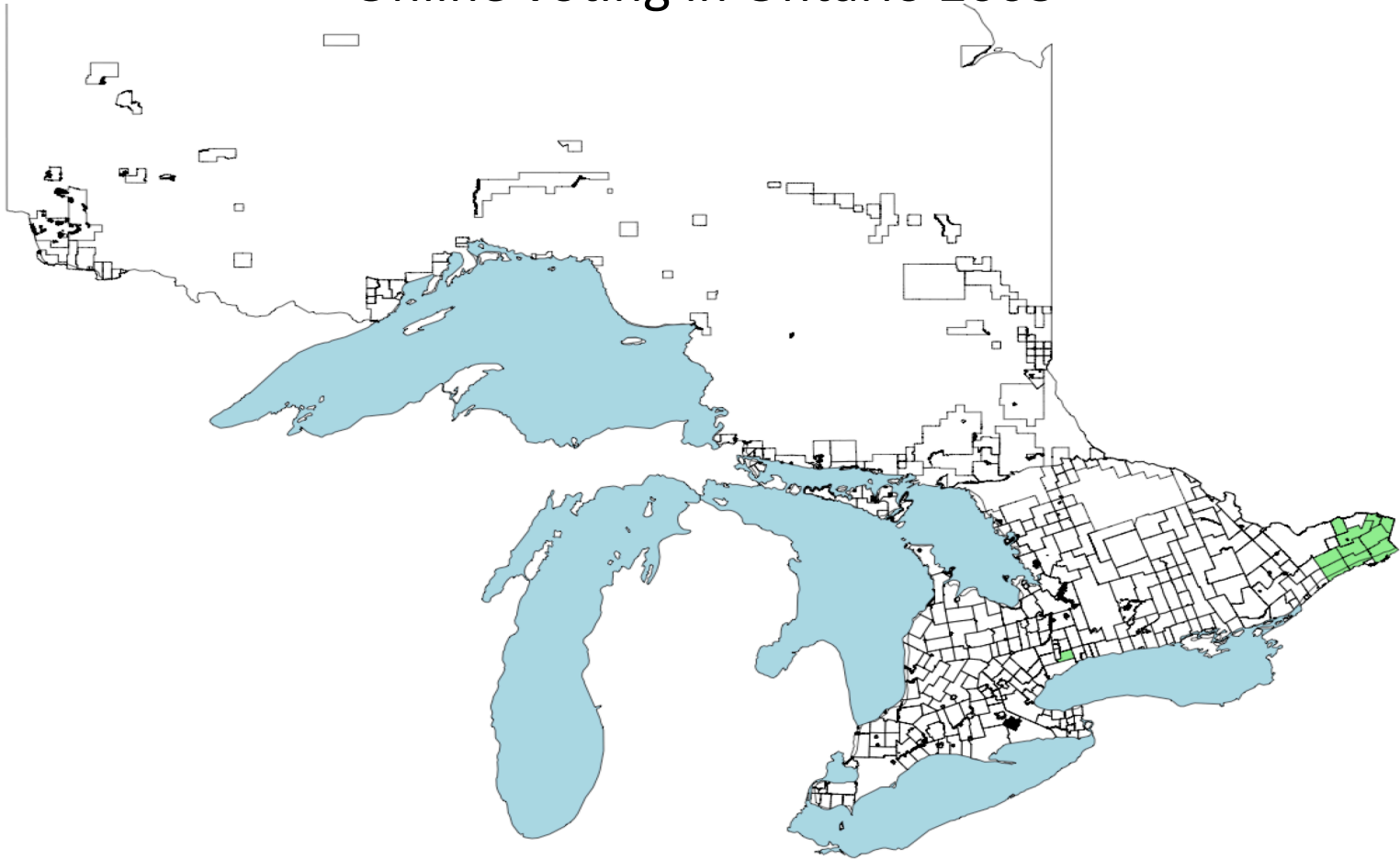
● INTERNET
● VOTING
✗ PROJECT



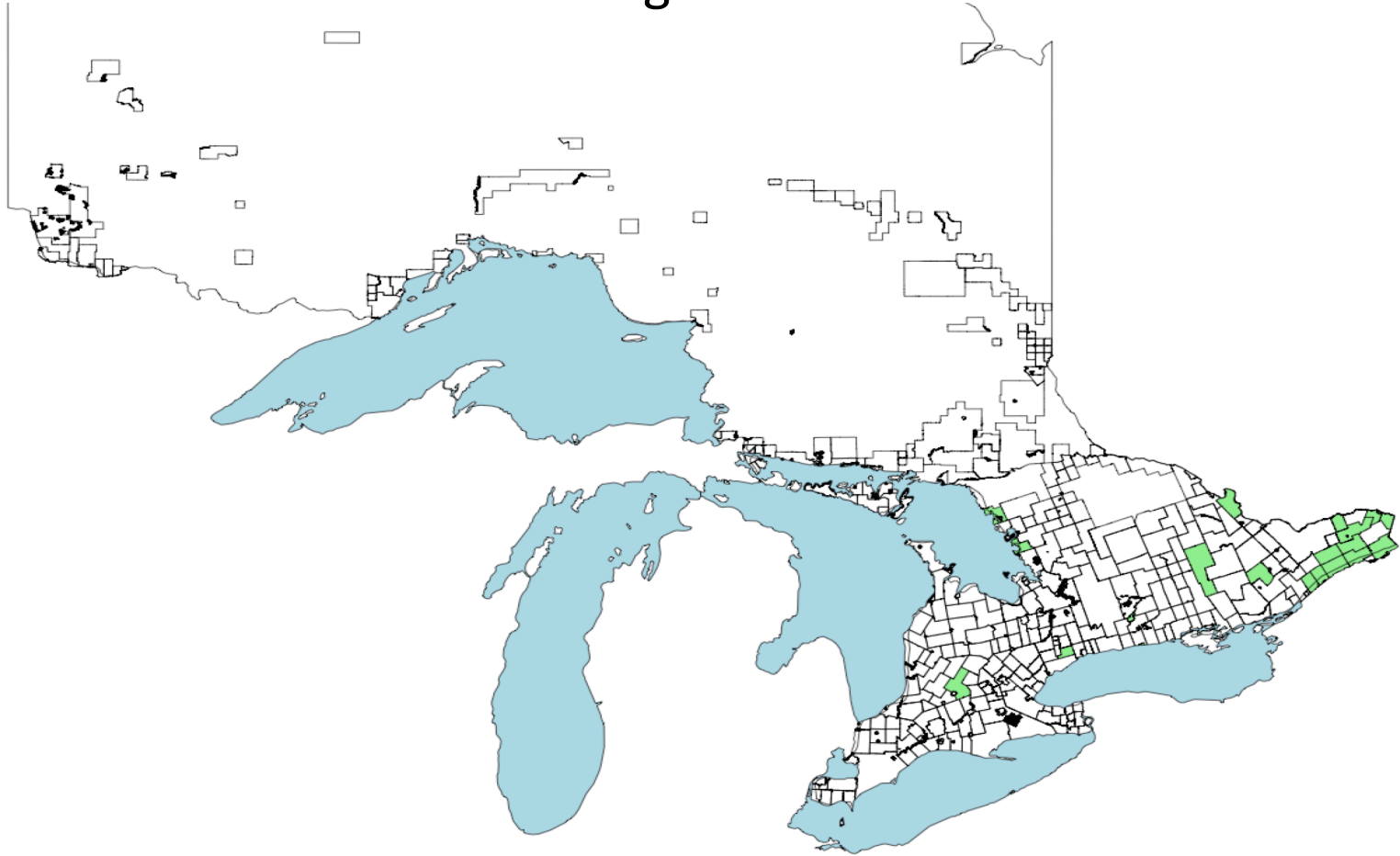
Municipal history

- Late 1990s push toward remote voting.
- Mail failure prompted interest in technology in 2000.
- First adoption in 2003.
- Markham was the first major municipality in Canada to use online voting.

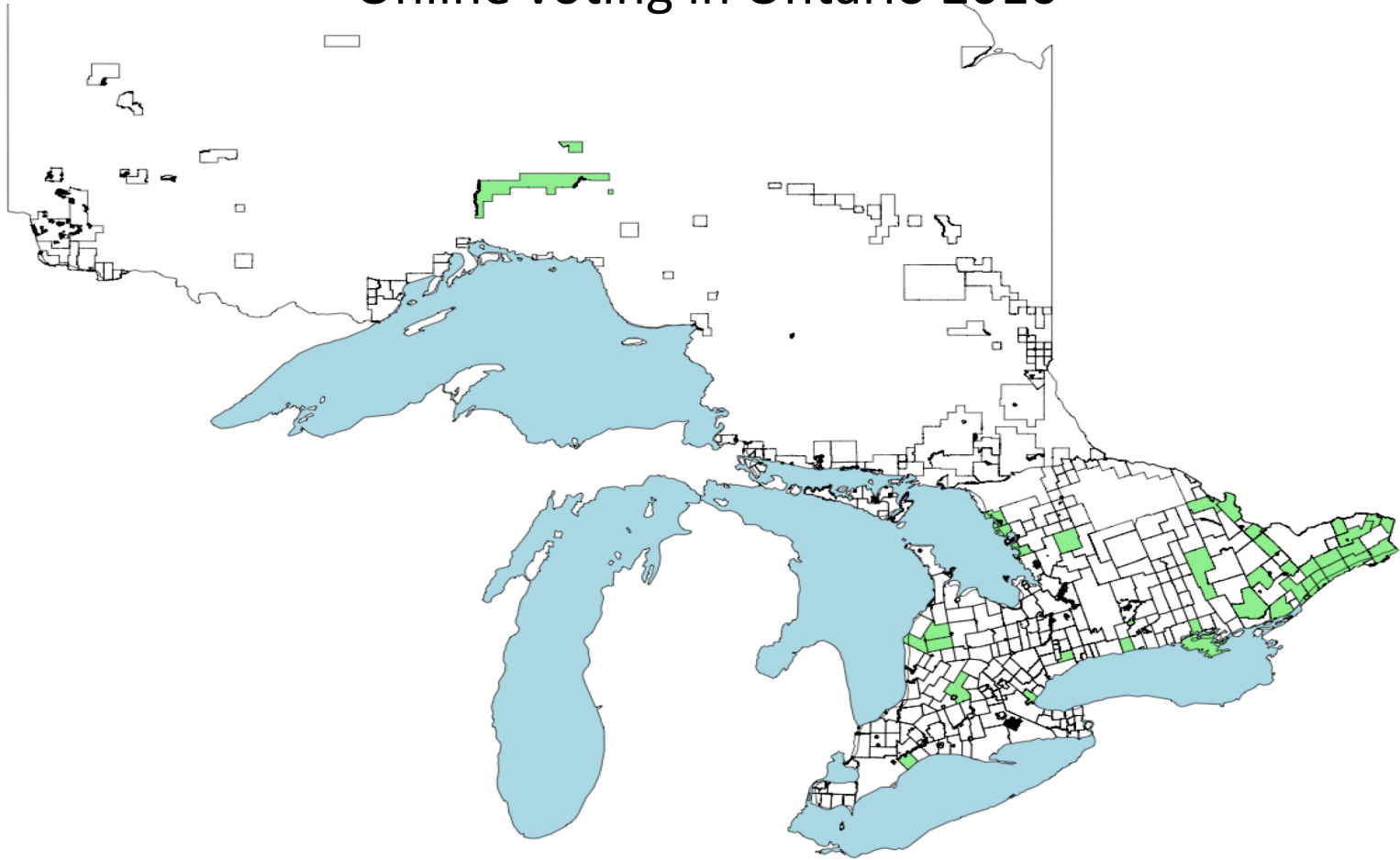
Online voting in Ontario 2003



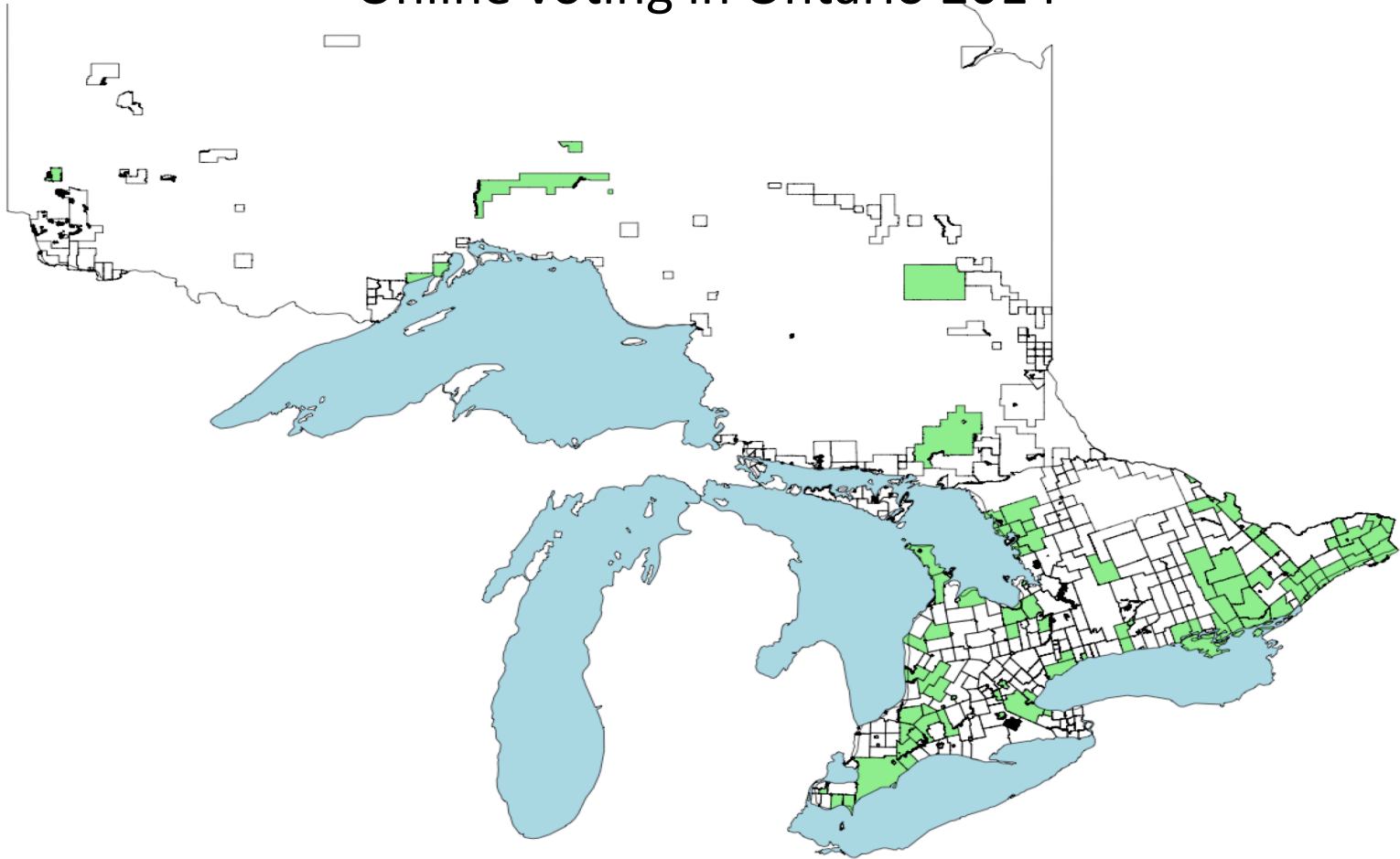
Online voting in Ontario 2006



Online voting in Ontario 2010



Online voting in Ontario 2014



Current context

- 209 municipalities used online voting in 2019.
 - 176 (179 before acclamations and unexecuted contracts)
- Many of them (100+) eliminated paper voting.
- Newmarket one of the early adopters of digital election model

Overview

This presentation presents the results of an exit survey of online voters in the Town of Newmarket during the 2018 municipal election.

The report proceeds as follows:

1. Information about the project & survey completion
2. Voter satisfaction
3. Vote information
4. Public attitudes
5. Voter profile & participation
6. Broader findings
7. Takeaways

Context

The October 2018 municipal election in the Town of Newmarket was conducted using a combination of online voting and telephone voting.

34.65% of eligible electors voted compared with 36.8% in the 2014 municipal election and 33% in 2010.

To better understand voter opinions and experiences, the City participated in the Internet Voting Study, which offered electors the option to complete a voluntary survey about their voting experience after voting online.

Context: Data

Where relevant, this report compares survey results with findings from two sources of data:

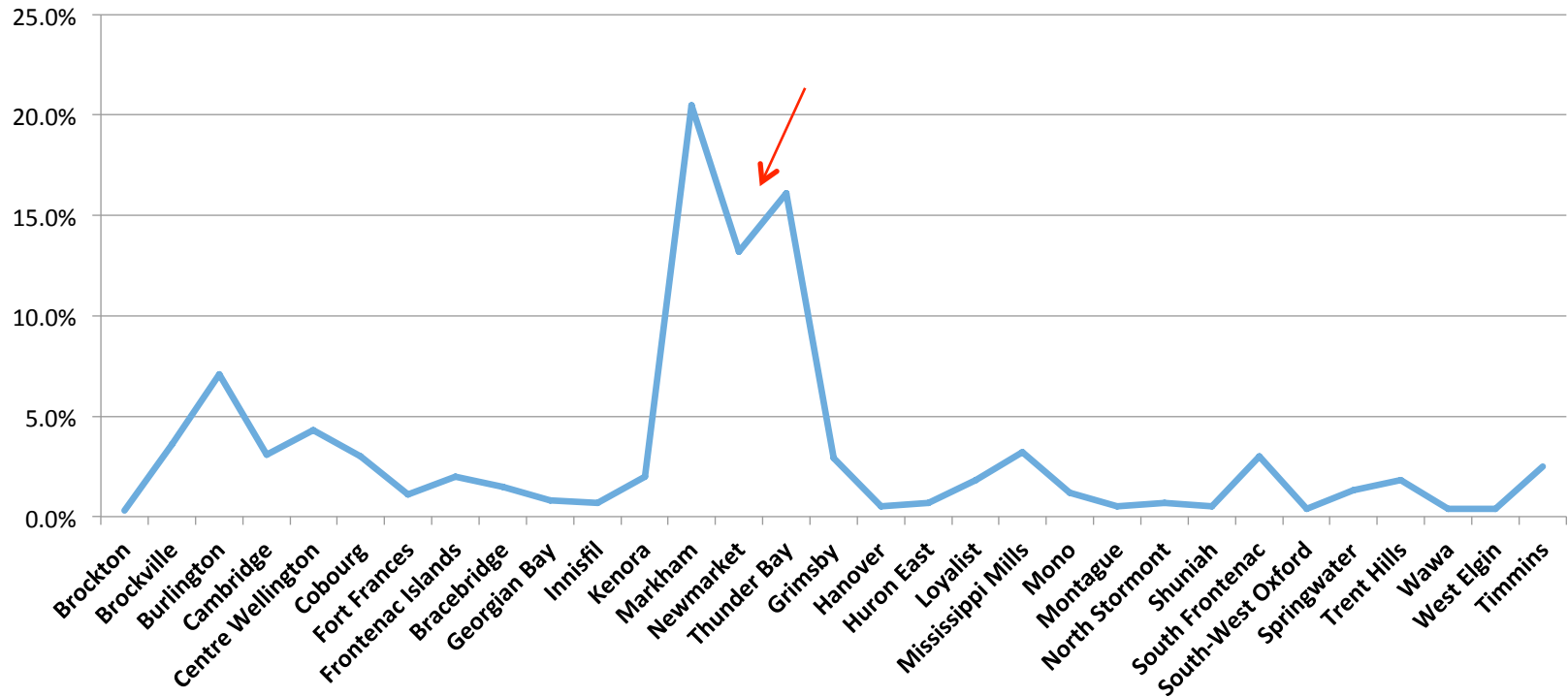
1. 2018 Internet Voting Study data from 31 municipalities.
2. The 2014 Internet Voting Project (IVP) surveys of online voters in 43 municipalities and paper voters in 4 communities.
 - 30,090 online voters completed a survey.
 - 1,766 paper voters completed surveys in the municipalities of Guelph, Markham, Springwater and Sudbury referred to as 'IVP data' in the report.

1. Information about survey completion

Participating municipalities

2018 Internet Voting Study Participants		
Brockton	Grimsby	Newmarket
Bracebridge	Hanover	North Stormont
Brockville	Huron East	Shuniah
Burlington	Innisfil	South Frontenac
Cambridge	Kenora	South-West Oxford
Centre Wellington	Loyalist	Springwater
Cobourg	Markham	Thunder Bay
Fort Frances	Mississippi Mills	Timmins
Frontenac Islands	Mono	Trent Hills
Georgian Bay	Montague	Wawa
		West Elgin

Survey respondents by municipality



Information about survey completion

- 52,914 surveys completed.
 - Largest voting study ever carried out in Canada.
- 7,048 of these were completed in Newmarket out of 17,871 online voters.

2018 Newmarket response rate
39.43%

- Extremely high response rate.
- Open for completion in Newmarket from October 13th to 22nd.
- Average length of time to complete a survey was 8 minutes.

2. Voter satisfaction & rationale for use

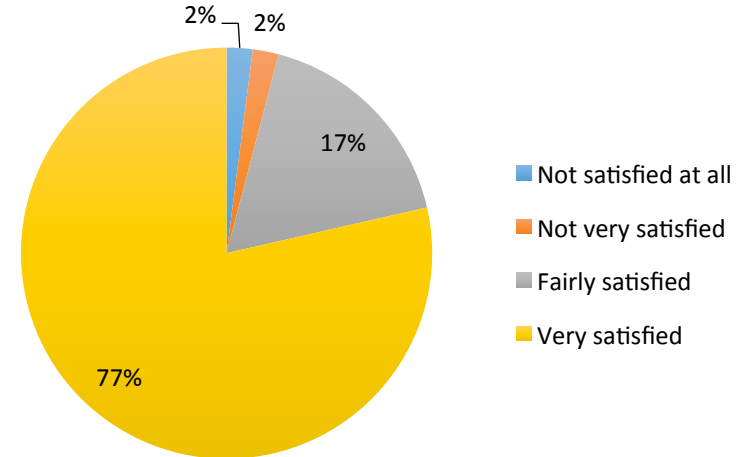
Voter satisfaction

94% of respondents in Newmarket are satisfied with online voting.

- 77% are 'very satisfied'

This is comparable to data from other Ontario municipalities.

Of the 31 communities that took part the 96% of voters report being satisfied.



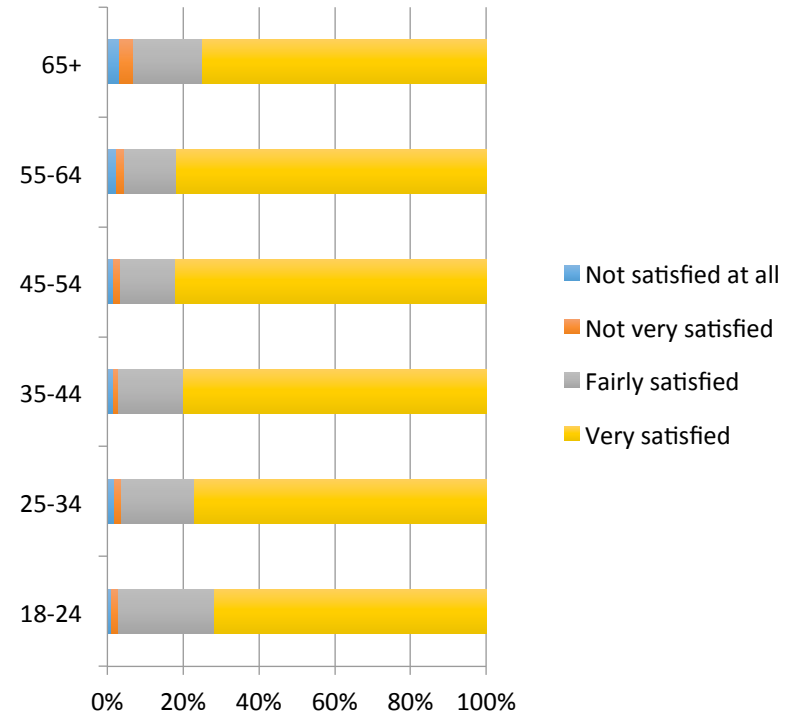
Voter satisfaction by age

There is strong satisfaction among all age groups.

It is highest among those aged 18-54, grouping 'fairly' and 'very satisfied'.

Voters 18 to 34 and 65+ are less likely to report being 'very satisfied'.

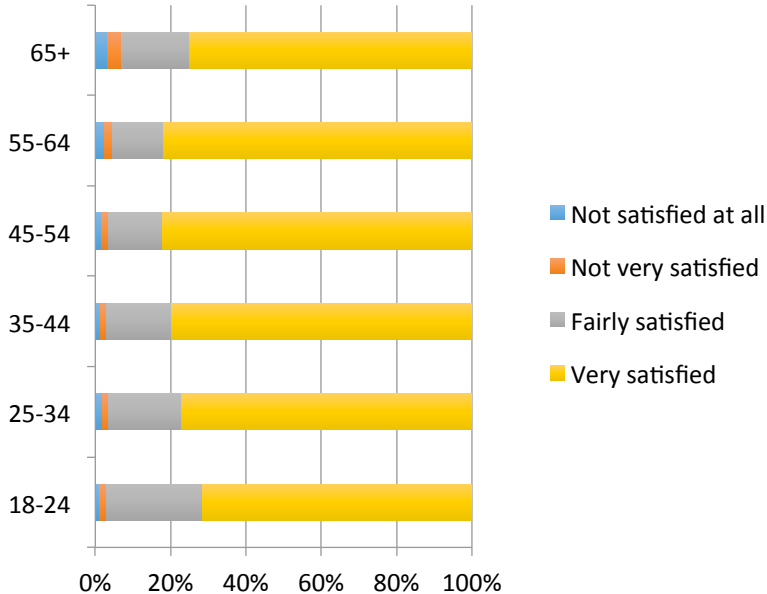
Those over 65 are least satisfied overall.



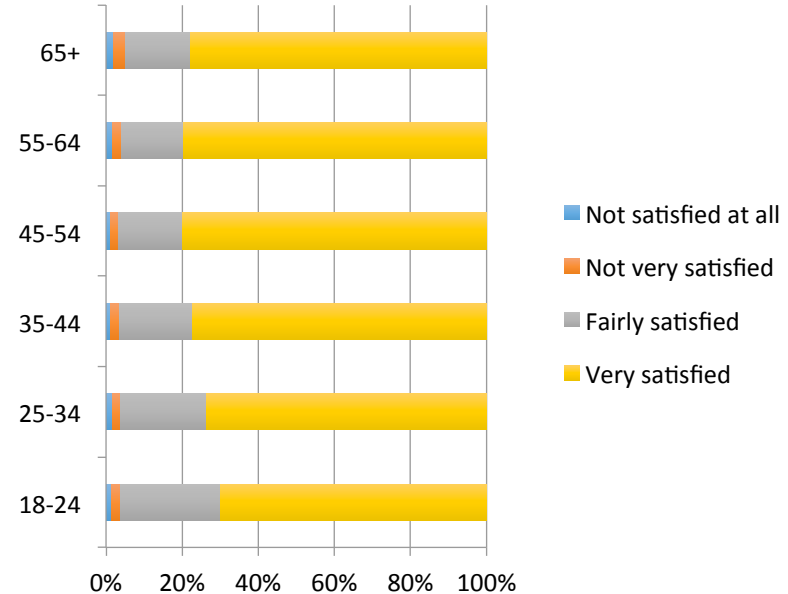
Comparing satisfaction with IVS data

Newmarket respondents under 64 report being slightly more satisfied than the rest of the sample.

Newmarket 2018



IVS data



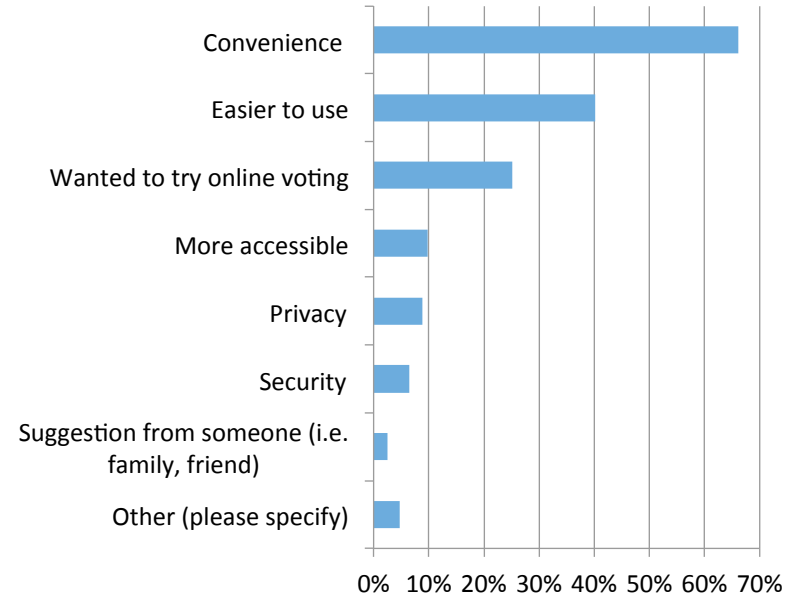
Rationale for use

Rationale	Newmarket 2018	IVS 2018
Convenience	64.71%	69.02%
Accessibility	5.58%	6.69%
Found it interesting/wanted to try something new	8.51%	6.78%
Suggestion from friend(s) or family member(s)	1.57%	1.09%
Suggestion from a candidate	0.34%	0.31%
Positive past experience with voting online	0.70%	2.07%
Privacy	1.73%	1.21%
Internet and telephone voting were my only choices	10.13%	7.27%
Internet voting was the only method offered in my municipality	3.58%	2.59%
Other (please specify)	3.15%	2.97%

Voter satisfaction & rationale

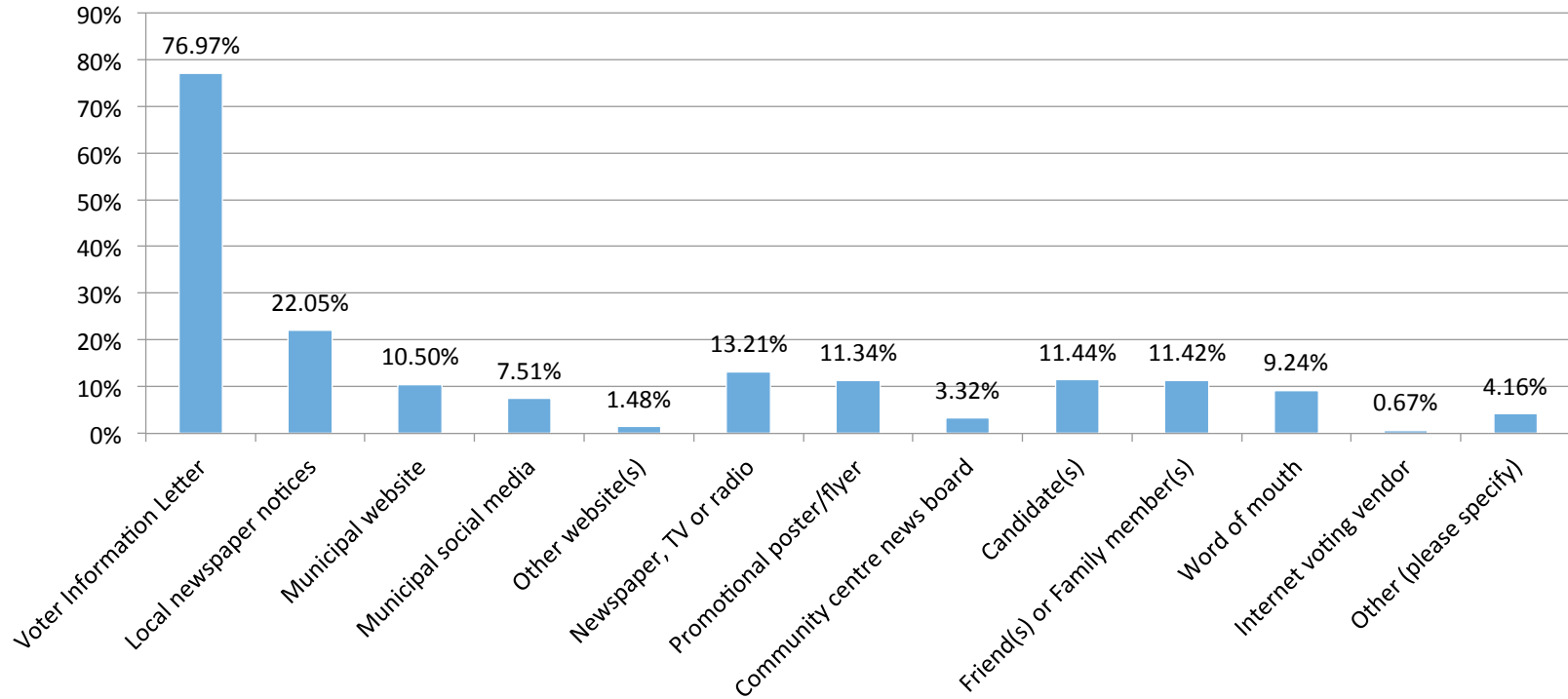
- Online voter satisfaction in Newmarket is strong.
 - Younger voters more satisfied than the IVS average.
- Online voting model changes well received by these voters.
 - There is a small group, 14%, who says this was their only option.
- Convenience main reason for use.
- Convenience, ease of use and interest main reasons for choosing online over telephone.

What made you decide to vote online instead of by phone?

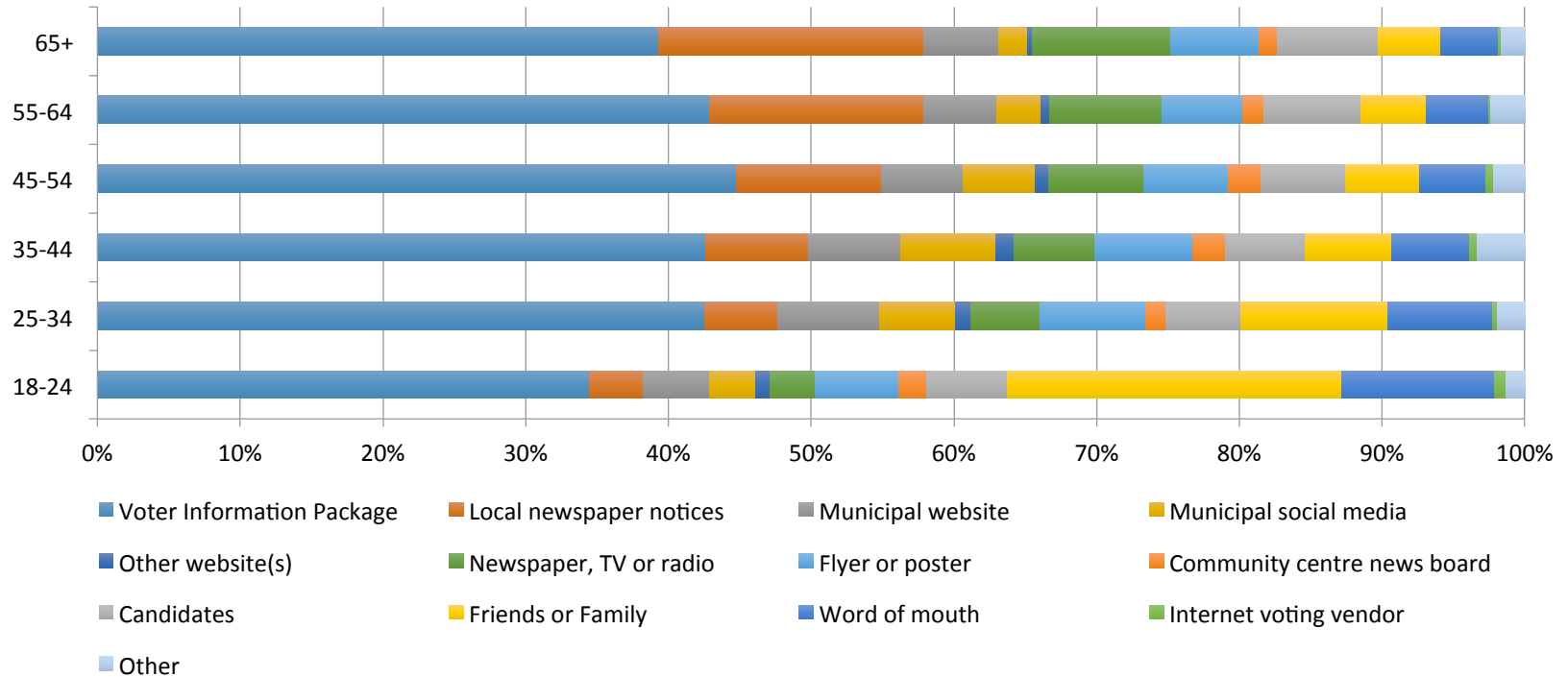


3. Vote information

Source of voting information



Source of voting information by age



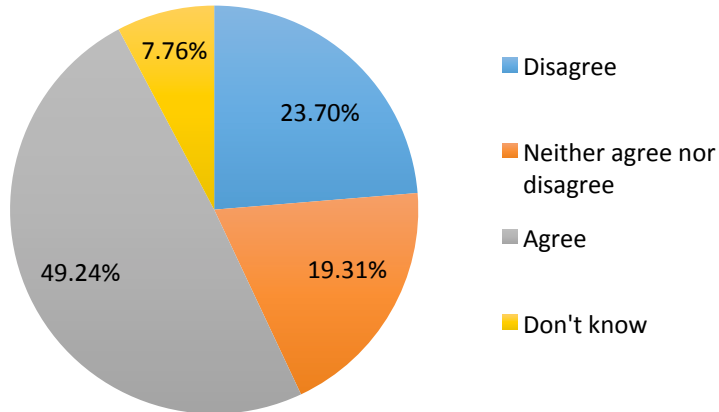
Vote information

- The Voter Information Package and newspaper notices are two consistently important sources to inform Newmarket electors.
 - News is an especially important source for those aged 45+.
- Voters 34 and under are more likely to be reached via friends and family and word of mouth.
 - This is especially true for those aged 18 to 24.
- Social media most effective for those aged 25 to 54.
- For these reasons a combination of information sources – traditional and newer, digital sources - would continue to work well to reach electors of all ages.

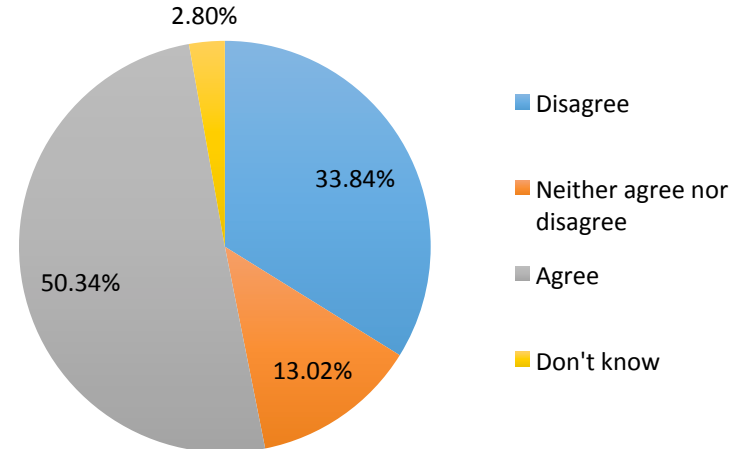
4. Public attitudes

Public attitudes

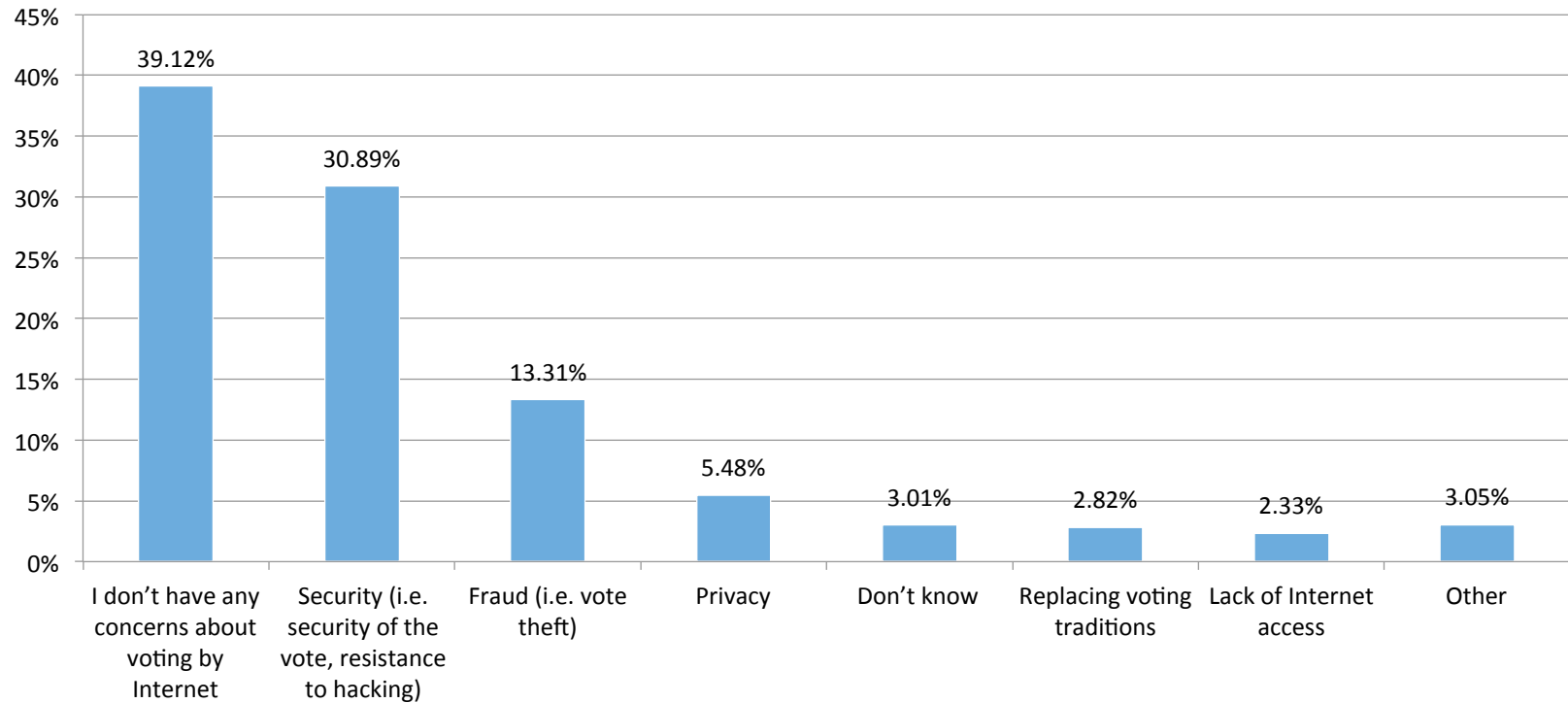
Elections with paper ballots are just as risky as elections where voting is electronic.



Paper voting is not needed in municipal elections where internet voting is available.



Concerns



Public attitudes

- Voters are accepting of electronic and online voting.
- The 2014 Internet Voting Project study showed that voters perceive online voting to be less risky than other remote forms of voting.
- While security is a concern, the largest proportion of online voters have no concerns.
 - Potentially standards could help offset these concerns.

5. Voter profile & participation

Voter profile

Profile	Characteristics	Online voter Newmarket, 2018	Paper voter IVP data, 2014
Socio-demographic	Age	52 years	44 years
	Annual household income	\$75,000 to \$99,999 before taxes	\$60,000 to \$79,999 before taxes
	Community density	Urban to Suburban	Urban to Suburban
	Education	Some university	Completed technical, community college
Attitudes	Voting history	Habitual	Very habitual
	Interest level in politics	Moderate	Moderate

Engaging infrequent and non voters

- 10% of respondents say they 'probably' or 'definitely' would not have voted without online voting.
- Those with less committed voting records are not as certain they would have voted.
- 10% of the sample say they did not vote in 2014.

Reasons for not voting⁶³ in a past municipal election (2014)

Category	Newmarket	IVS
Everyday life issues (access)	46.7%	41.4%
Political issues (lack of interest)	43.9%	33.7%
Administrative issues	9.4%	6.76%
Newmarket N=572; IVS N=5640 Excludes Other and Don't know		

Voter profile & participation

- When both options are offered, online voters are older, more educated and higher income than paper voters but with less habitual voting histories.
 - Not so much an issue in Newmarket given the approach taken in 2018.
- Evidence to suggest online voting encourages the participation of some electors for reasons of accessibility.
- Brings occasional voters in the voting process more permanently.



6. Broader findings

Turnout

- Newmarket
 - 2018: 2 percent decrease from 2014
 - What does this mean?
- Ontario municipal elections, 2000-2014
 - 171 elections in 98 municipalities across 5 election time periods
 - Increase of 3.5 percentage points
 - 7 percentage points if voting by mail not in place beforehand
 - Increases effective voting population by 7%
 - **LARGER THAN ELECTORAL SYSTEM CHANGE**

Going all electronic?

- Still observe a turnout increase of 2 percentage points.
- Evidence that eliminating paper voting disenfranchises voters on the basis of digital literacy.
- Still a lot we don't know, but we will answer a lot of these questions in the coming months.



Policy considerations

- When there is no registration requirement 35% more people vote by internet.
- 9% less people use it when available in advance voting only.
- A regulation framework is something we are exploring.



7. Takeaways

Takeaways

- Newmarket online voters are satisfied.
 - Younger voters more satisfied than the IVS average.
- Mainly vote online for convenience
 - 'Wanting to try it' and 'only option' next highest responses.
- A majority of survey respondents seem pleased with the service offering. It is desired and well received by these voters.
- What about those that are left out?
 - Digital disenfranchisement and literacy should be a consideration for 2022.

Takeaways

- Voter Information Package, newspaper notices and TV and radio are top election information sources.
- Given key differences in information source by age a blended model is suggested, which combines traditional and non-traditional mediums.
- Public attitudes are supportive of online voting. Broader project findings suggest there is a positive effect on voter participation.
 - Lack of increase in Newmarket likely the result of other factors.
 - Also, given that paper ballots were not an option we would expect it to be lower.
- Newmarket still very much an early adopter based on municipal size and the model chosen.

Questions & bio



Dr. Nicole Goodman, Director at the Centre for e-Democracy and Assistant Professor at Brock University is recognized internationally as a leading expert on electoral modernization. She has co-authored reports for EMBs and governments across Canada and has provided advice to governments internationally about the modernization of elections. Dr. Goodman has led a number of projects studying elections in municipalities and First Nations across Canada. She currently represents Canada on the International Institute for Democracy and Electoral Assistance Board of Advisers.



Ranked Ballot Election

Special Committee of Whole

May 14, 2019

Presentation Outline

1. Background
2. The City of London's (Ontario) experience
3. Considerations for Newmarket
4. Public Consultation
5. Timelines & Next Steps
6. Questions & Discussion

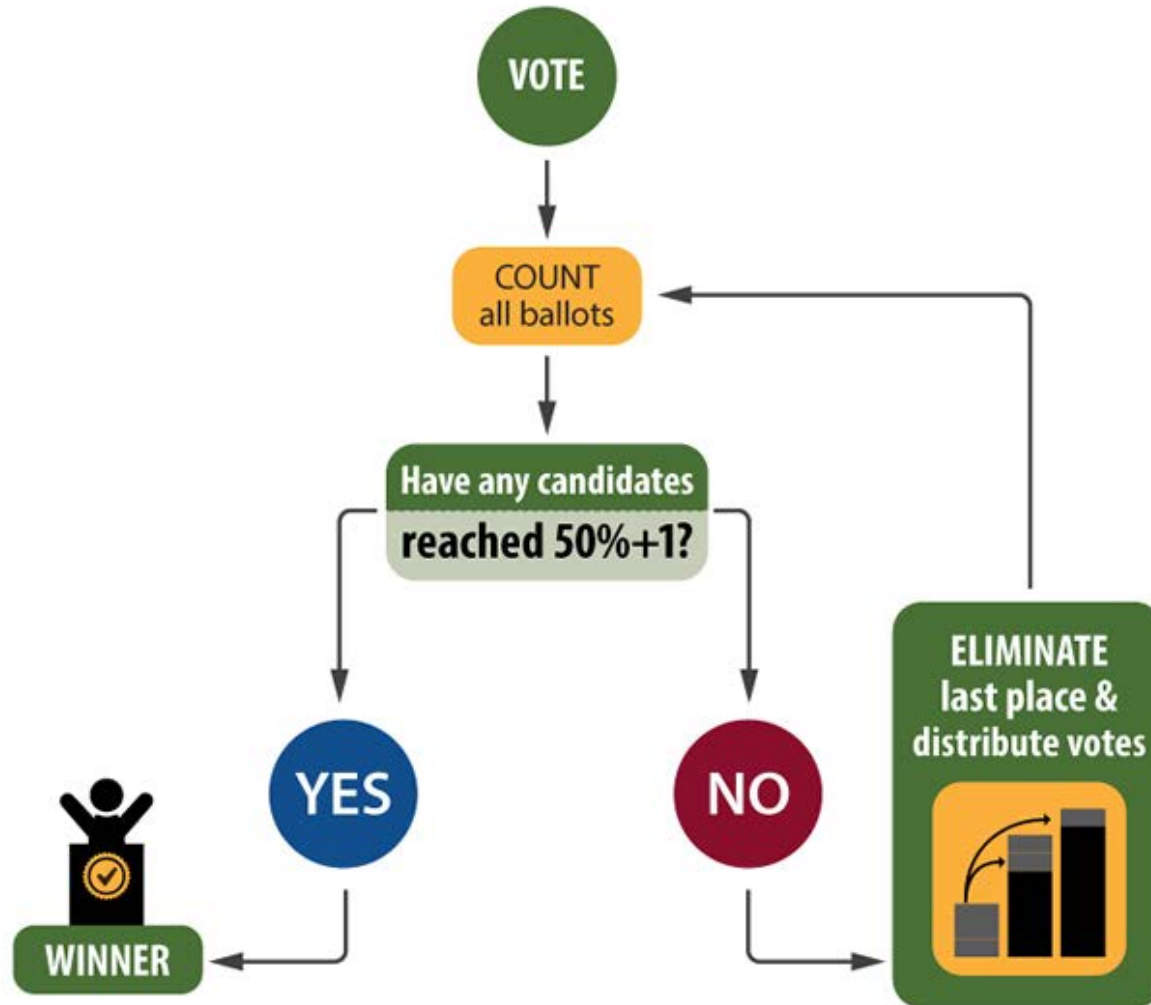
Background

- Bill 181 Municipal Modernization Act, 2016
- Council direction received January 30, 2017 to report back following the 2018 election
- London 1st municipality in Canada to use a Ranked Ballot Election

What are “Ranked Ballots”?

- Winners must achieve 50% + 1 of votes cast
- All municipal offices must be elected using ranked ballots
- School boards elections must still be first-past-the-post & referendum questions may not be ranked choice
- Voters rank candidates in order of preference
- By-law determines number of choices & if not specified, voter ranks top 3 candidates
- Regulation provides for interpretation rules, reporting requirements for Clerk
- Different from first-past-the-post
 - Method used in federal and provincial elections

Ranked Ballots



Ranked Ballots Cont'd

List Style Ballot

SAMPLE BALLOT

Monkey bars	<input type="text" value="3"/>
Picnic table	<input type="text" value="1"/>
Sandbox	<input type="text"/>
Slide	<input type="text" value="2"/>
Swings	<input type="text"/>
Treehouse	<input type="text"/>

Ranked Ballots Cont'd

Column Style Ballot

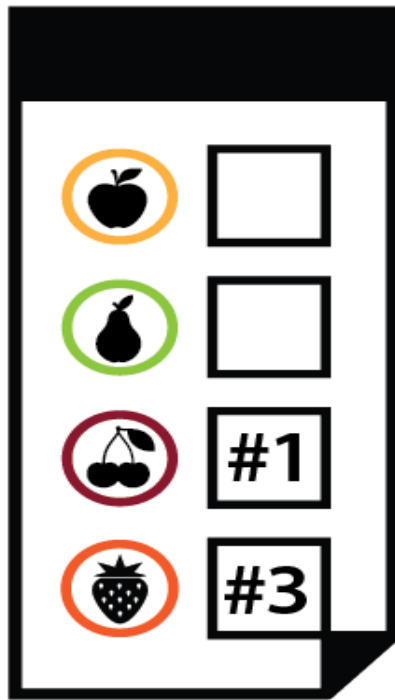
SAMPLE BALLOT		
1 st choice	2 nd choice Must be DIFFERENT from your 1st choice	3 rd choice Must be DIFFERENT from your 1st and 2nd choice
Select One	Select One	Select One
Monkey bars <input type="checkbox"/>	Monkey bars <input type="checkbox"/>	Monkey bars <input checked="" type="checkbox"/>
Picnic table <input checked="" type="checkbox"/>	Picnic table <input type="checkbox"/>	Picnic table <input type="checkbox"/>
Sandbox <input type="checkbox"/>	Sandbox <input type="checkbox"/>	Sandbox <input type="checkbox"/>
Slide <input type="checkbox"/>	Slide <input checked="" type="checkbox"/>	Slide <input type="checkbox"/>
Swings <input type="checkbox"/>	Swings <input type="checkbox"/>	Swings <input type="checkbox"/>
Treehouse <input type="checkbox"/>	Treehouse <input type="checkbox"/>	Treehouse <input type="checkbox"/>

Ranked Ballots Cont'd

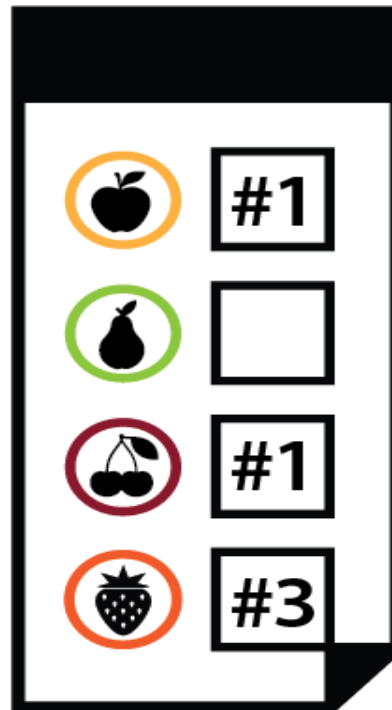
Grid Style Ballot

SAMPLE BALLOT						
Candidates	1 st	2 nd	3 rd	4 th	5 th	6 th
Monkey bars	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Picnic table	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sandbox	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Slide	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Swings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Treehouse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

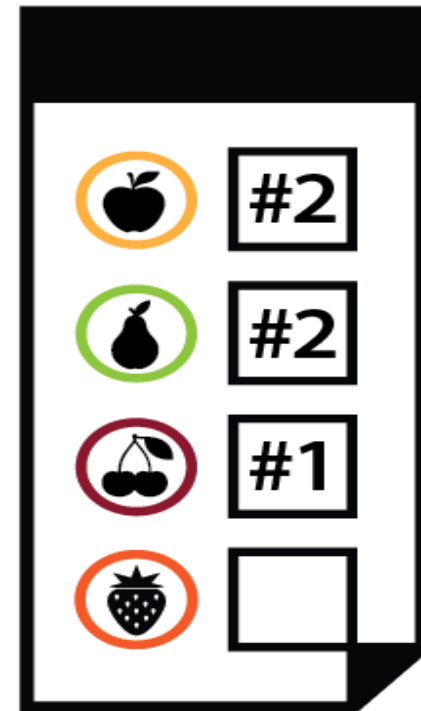
Ranked Ballots Cont'd



Skipped Ranking



Highest
ranking to two
Candidates



Two
Candidates
lower
preference

London's Experience

- 1st in Canada to use ranked ballots
- Used vote tabulators to count paper ballots
- Significant cost increase from 2014
 - Budget: \$1.3 M
 - Actual: \$1.8 M
- Results available by 3 PM the following day
- 31% of voters only ranked **one candidate**, leaving their other choices blank.
- 22% of voters ranked a **first & second choice**, and 47% ranked all **3 candidates**

Considerations for Newmarket

- Voter Impact:
 - Online & telephone implemented in 2018
 - New ballot type for Members of Council
 - School Board would remain first-past-the-post
- Technology is new, requires impartial review of code to ensure compliance & algorithm certification
- Comprehensive, multi-channel public & candidate education program & community outreach required
- dedicated staff would be required.
- Potential cost increases

Public Consultation

- Open House & Public Meeting required by legislation prior to adopting implementing By-law
- Council must consider cost, availability of technology & administrative impacts
- The following information must be provided to the public:
 - detailed description of how the elections would be conducted, including a description of how votes would be distributed to candidates based on the rankings marked on ballots
 - estimate of the costs of conducting the elections
 - description of the voting equipment and vote-counting equipment that is being considered
 - description of any alternative voting method being considered

Timelines

Summer
2019

- Further research & development of materials & information for the public.

Q3
2019

- Open House & Public Meeting to consult with the community.

Q4
2019

- Present public consultation results & seek Council direction:
 - Should Council direct to remain with first-past-the-post, then plan 2022 Municipal Election as per usual schedule (around 1 to 1.5 years in advance of October 2022).
 - Should Council direct to proceed with RBE, see below RBE timeline.

Preliminary timelines for Ranked Ballot Election

2020

- Council to pass Ranked Ballot Election By-law & determine voting method (still voting online?)
- Election Administration to develop policies & Request for Proposal documents.
- Election Administration to select vendors & work with vendors to customize the platform based on the policies developed.

2021

- Additional Open Houses, Public Meetings & Public Information Sessions.
- Election Administration to hire additional staff to work on change management and communication plan for electorate.
- Conduct source code testing & begin certification process.

2022

- Continuation of testing & certification process (London's certification took approximately 8 months)
- Execution of administration planning & communication plan.
- Mass education of electorate.

Next Steps

- Council to provide direction on whether to proceed with engaging the public on a Ranked Ballot Election
 - If so, staff to report back in Q4 2019 with results of public consultation
 - If not, staff to proceed with normal timelines for 2022 Municipal Election planning
 - January 2021 staff would report back to determine voting method.

Thank you
Questions?



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Newmarket, Ontario, L3Y 4X7

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Ranked Ballot Election Staff Report

Report Number: 2019-54

Department(s): Legislative Services

Author(s): Kiran Saini, Deputy Town Clerk
Jaclyn Grossi, Legislative Coordinator

Meeting Date: May 14, 2019

Recommendations

1. That the report entitled Ranked Ballot Election dated May 14, 2019 be received; and,
2. That Council provide direction to staff on whether to proceed with public engagement and consultation on a Ranked Ballot Election for the 2022 Municipal Election; and,
3. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

Executive Summary

The Municipal Elections Act provides Ontario municipalities with the authority to implement a Ranked Ballot Election (RBE) for the elections of Members of Council. Newmarket Council directed staff to report back following the 2018 Municipal Election and provide information on RBE.

The City of London was the first municipality in Canada to conduct RBE for an election. This report summarizes London's experience and outlines considerations for Newmarket Council including resourcing, financial and voter impact, vendors' ability to support RBE, and legislated public consultation.

Purpose

This purpose of this report is to report back to Council following the 2018 Municipal Election regarding the 2022 election voting method, specifically addressing a Ranked Ballot Election.

Background

At its Special Committee of the Whole meeting on January 30, 2017, Council received a presentation on internet voting and a Ranked Ballot Election, along with staff report 2017-02 (**Attachment A**). At that time, Council directed staff to report back on a Ranked Ballot Election in 2019 immediately following the 2018 Municipal Election.

Bill 181, Municipal Elections Modernization Act, 2016 received Royal Assent on June 9, 2016, with the changes under this legislation including the provision for municipal Councils to adopt a RBE if they wish to.

In a RBE voters are given the opportunity to rank the candidates according to their preference (typically their first, second, and third choices are ranked), rather than choosing one candidate in the traditional first-past-the-post election. Votes are counted until one candidate receives 50% + 1 of the vote, and they are then declared the winner of that race. If there isn't a clear winner during the first round of counting, the candidate with the least number of votes is eliminated and the voters' second choices are used and the votes are counted again. This continues until one candidate achieves a 50% + 1 majority. First-past-the-post is the method used by Elections Canada and Elections Ontario for federal and provincial elections.

The ranked ballot system intends to improve the quality of elections and to better reflect the majority of the electorate. RBE proponents also suggest that this method reduces the need for strategic voting (because voters can select more than one candidate in a race), and it purports to reduce negative campaigning because candidates are vying for a voters' second or third choices as well, which requires candidates to engage voters broadly.

Discussion

The City of London, Ontario

In 2018, the City of London was the first municipality in Canada to utilize RBE to elect their Mayor and City Councillors. Vote tabulators were used by London Election Staff to count the paper ballots that were cast. There was a significant cost increase between their 2014 and 2018 elections, from approximately \$1.3M in 2014 to \$1.8M in 2018. The increase of almost \$500,000 was mainly attributed to the need to hire an external third-party vendor to (of approximately \$150,000) in the absence of provincial certification of Ranked Ballot Election equipment, increased number of vote tabulator machines to accommodate population growth, and more temporary support staff.

London hired some temporary staff in spring 2017, which is earlier than past election years, increased the temporary complement in the Elections Office by one person, for a total of 6, 2 of which were Managers. The additional staff were hired to assist with the management and selection of the vendor, assist in the development of policies and procedures for an RBE as well as assist in the overall administration of the 2018 Municipal Election.

London developed a communication and education strategy that included elections staff holding two candidate information sessions and attending over 160 community events over a 6 month period. They expanded their communication efforts to include an increased presence on social media, the City's website, billboards and bus advertisements which took a member of the Communications staff being solely dedicated to the election for a year.

Election Results

Of the 15 races in London, 8 unofficial winners were declared on election night based on first-choice vote totals (i.e., these 8 candidates received more than 50% + 1 of the votes in the first round of counting), while the remaining 7 races were tallied the following day due to no candidate receiving 50% + 1 of the first-choice votes. All unofficial results were released by 3:00 PM on October 23, 2019 (the day after Election Day).

All 15 candidates in the lead after the first round of counting, were the successful candidates after the final tally.

London provided analysis on the ranked ballot use in a report to their Council on March 26, 2019, specifically the Mayoral race as it provided the information from across all wards. Of the 96,483 ballots cast in the Mayoral race, 31% of voters only ranked one candidate, leaving their other two choices blank. 22% of voters ranked a first and second choice, and 47% ranked 3 candidates.¹

Although it is difficult to draw many conclusions after one election, London Election Administration has indicated that they are prepared to continue to execute a Ranked Ballot Election in the future.

Municipalities Considering Ranked Ballot Elections

Staff are aware of two Ontario municipalities (Cambridge and Kingston) that included a question on their ballot in 2018 as it related to RBEs. Under the Municipal Act, 2001, referendum results are binding on the municipality when at least 50% of all eligible voters vote on the question.

¹ [City of London Staff Report - 2018 Municipal Election](#)

With voter turnout at less than 50% of eligible voters, the results of the referendum are not binding on the municipality and Council may take the results under advisement and proceed on the matter as it chooses.

The results of Cambridge and Kingston's referendum questions are presented below:

Cambridge

"Are you in favour of the City of Cambridge using a ranked ballot voting system for the 2022 municipal election?"

- Yes: 13,488 (56.35%)
- No: 10,449 (43.65%)
- Overall voter turnout was 32.24% with 27.27% of eligible voters providing an answer to the referendum question.

Cambridge Council has asked staff to report back in the spring of 2020 regarding the feasibility of a Ranked Ballot Election, timelines and recommendations from their staff following the referendum results of the 2018 Municipal Election.

Kingston

"Are you in favour of using Ranked Ballot Voting to elect the Mayor and District Councillors in the City of Kingston?"

- Yes: 20,642 (62.93%)
- No: 12,161 (37.07%)
- Overall voter turnout was 41.3% with 39.23% of eligible voters providing an answer to the referendum question

Kingston staff have not reported back to their Council on this topic but Newmarket staff will continue to monitor the progress.

Considerations for the Town of Newmarket

Public Consultation

RBE requires vast public consultation and education, which has not been done in Newmarket yet. The legislation requires Council to hold at least one Open House and one Public Meeting to give the public an opportunity to review and ask questions about RBE. Should Council wish to proceed with **evaluating** how the electorate in Newmarket feels towards RBE, staff suggest multiple public information sessions would be necessary to survey residents, demonstrate the potential process to voters, and answer questions. Staff would then report to Council with the information gathered from the survey and with next steps for Council's consideration.

As required by Ontario Regulation 310/16, prior to adopting a Ranked Ballot Election By-law a detailed description of how votes would be counted, an estimate of the costs of

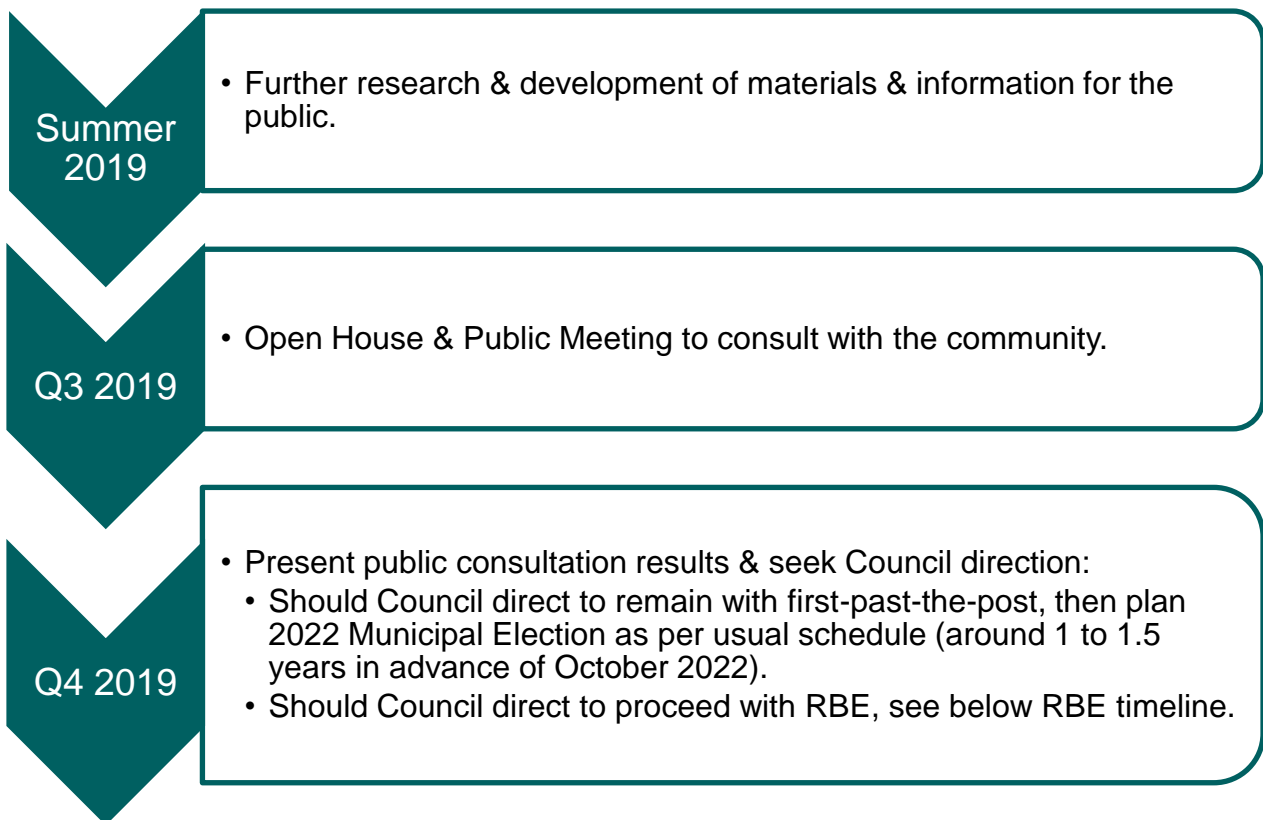
conducting the election, and a description of the vote counting equipment or alternative voting method must be provided to the public.

Should Council proceed with directing staff to implement RBE for the 2022 Municipal Election, staff would need to invest significant resources in a large public education and communication plan to ensure that the voters are confident with the new method in which electors would select their candidates. This would need to go above and beyond the education and communication that was used for the 2018 Municipal Election.

Prior to the 2018 Municipal Election, staff conducted a high-level survey regarding internet voting and a Ranked Ballot Election. The results stated that 60% of respondents knew what a Ranked Ballot Election was but 48% wanted more information regarding a Ranked Ballot Election. While 71% of respondents indicated that Ranked Ballot Election being in place would not change their likelihood to vote.

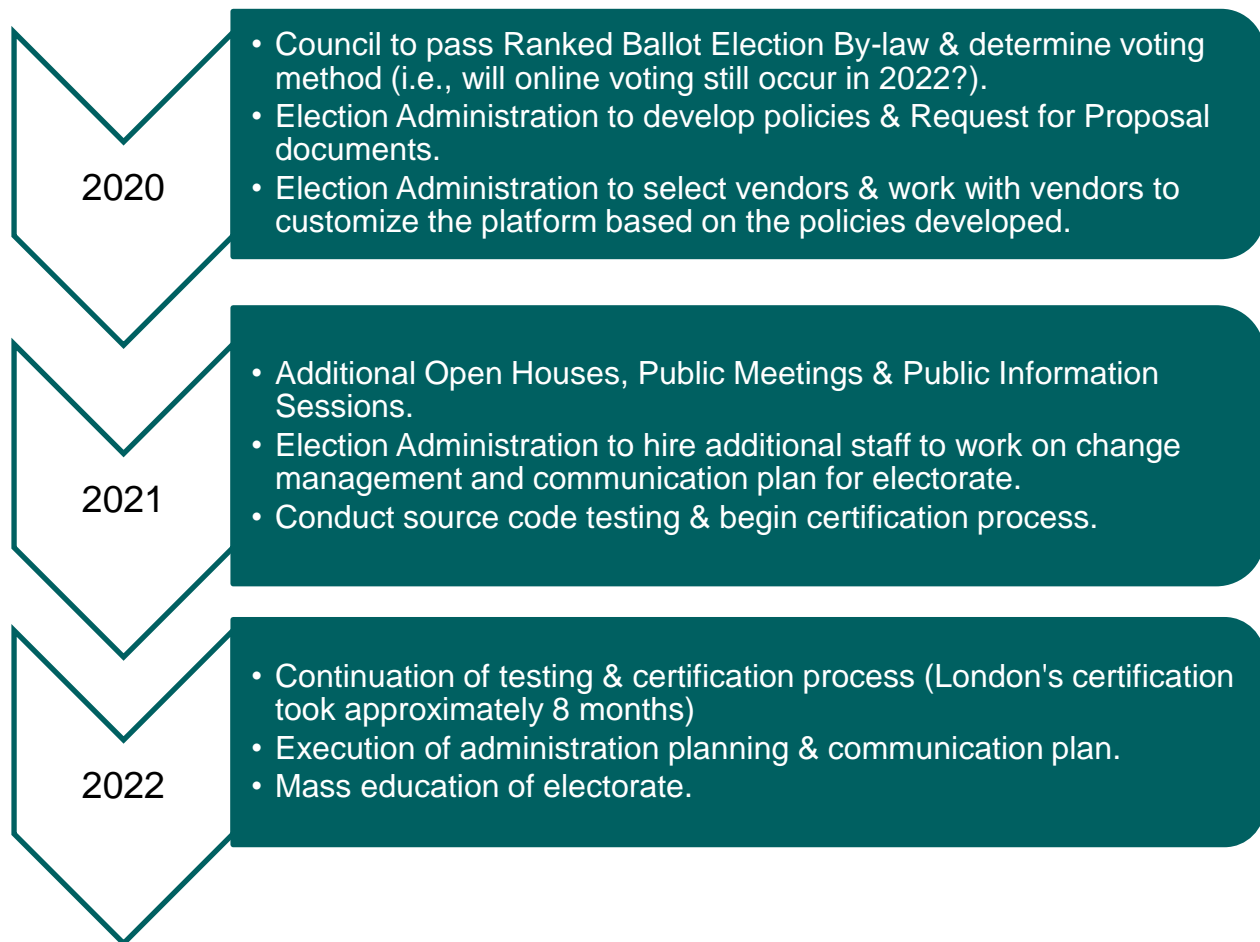
Timelines

Following consideration of this information within this report, and should Council direct staff to move forward with engaging the public on a Ranked Ballot Election, the following timeline would apply:



Preliminary Timeline for Ranked Ballot Election

In preliminary discussions with the vendor used in 2018, a new computer code will need to be developed by the company to support a Ranked Ballot Election regulations of the Municipal Elections Act and to support the policy decisions made by the Town of Newmarket Election Staff. This vendor has worked with other countries to facilitate RBEs but there are no standards for electronic vote counting methods for a Ranked Ballot Election in Ontario or Canada that have been developed. Accordingly, the Town's Election Administration would need to make decisions fairly early on as it relates to matters such as tied candidates, error messaging, spoiled ballots (recognizing the method of voting contributes to whether these would be permitted online vs. paper ballots), etc.



The preliminary timeline for RBE is significantly longer than a first-past-the-post election due to the novelty of the system (for both election staff and voters). As such, staff time and resources beyond what is normally dedicated towards election planning would be required should Council provides direction to proceed with RBE.

With the 2018 Municipal Election being the first time Newmarket voters voted online or by telephone, staff began preliminary planning in April 2017 and executed the Request for Proposal in July 2017. Two dedicated staff members (Elections Coordinator and Elections Communications Advisor) were hired in October 2017 to begin dedicated election planning and administration.

Voter Impact

Ballots in RBE are visually different and can appear to be more complex than traditional ballots. This would potentially increase the amount of time that it takes for voters to complete their ballot and may create confusion. It is unclear as to how this shift will affect the voter's experience and whether it will impact turnout. Staff would mitigate these considerations through extensive communication, education and by providing assistance to voters at Voter Assistance Centres.

London saw a decrease in voter turnout from 43% in 2014 to 39% in 2018, but it should be noted that it is difficult to draw conclusions regarding the impact RBE had on voter turnout after one election as there are many other factors that could attribute to the overall voter turnout percentage. In the Association of Municipalities Ontario (AMO) 2018 Municipal Election survey, they concluded that voter turnout decreased from 43% in 2014 to 38% in 2018. This means that municipalities across Ontario saw a decreased in their overall voter turnout.²

Additionally, the Municipal Elections Act only permits RBE for the election of Members of Council and **not** for School Board Trustee races. This means that ballots used in a RBE will be required to incorporate both systems and could add to the complexity that the voter is faced with.

Alternative Voting Methods

In the 2018 Municipal Election, the Town of Newmarket went fully electronic with internet and telephone voting for the first time. This was a huge shift in the election process for the voters of Newmarket and although it was received quite well, there were challenges with voters "not knowing" that Newmarket was voting online and by telephone. Many voters came to Voter Assistance Centres expecting to receive a paper ballot and they were often educated on the spot that paper ballots were not available for that election.

Accordingly, changing the ballot to a ranked ballot method is a consideration for Council to review when making decisions regarding the 2022 Municipal Election. Staff have been in consultation with the vendor used by the Town in 2018, and with the certification vendor used by the City of London to determine whether internet and telephone voting can be used for an RBE.

² [AMO's 2018 Municipal Election Results Website](#)

With the introduction of RBE, Council would need to consider the method in which voters cast their ballots as well. Although staff have been advised that it is possible to complete a ranked ballot through telephone voting, it is not recommended as the length of the phone call would be fairly long. In preliminary discussions with the vendor used in 2018, a telephone ballot using RBE would average about 30 seconds per candidate (logging in, listening to and accepting the declaration of qualifications would all be additional time not accounted for).

During the 2018 Municipal Election, the Town of Newmarket received 34 complaints regarding the telephone voting process. Specifically related to navigating the system, volume, length of declaration, getting disconnected and/or accidentally declining the ballot by user error. It is expected that RBE facilitated through a telephone ballot would be considerably more complex and would take longer to complete.

Financial Impact

Based on initial discussions with the vendor used in 2018, it is not clear whether there will be a cost impact for implementing RBE. It is possible that this option will be included in the base package that is offered for all customers; however, it is not clear how customization for municipal policy decisions will be factored into the base cost. As such, should Council wish to proceed with RBE, staff anticipate that there would be additional costs from the vendor due to the customization and the associated staff time it will require on their end to execute these matters for the Town.

It is also expected that there will be an increase to the cost of communication and public education because additional resources will be required to attend events and educate the public. The communication materials that were branded for the 2018 Municipal Election would likely not be re-used because they were developed specially for internet and telephone voting. Marketing material will need to be catered to include specific messaging to educate the public on RBE for Members of Council and first-past-the-post for School Board Trustees.

Staff contacted the firm that London used to certify their algorithm for the 2018 Municipal Election and discussed potential costs. It is estimated that additional \$300,000 would be required in addition to the election budget to support the source code review (as the online voting vendor would have to customize their solution for Newmarket), certification process and travel expenses. The vendor used by London has never certified an online election before, so costs are subject to change.

More in depth costing and consultation will be conducted if staff are directed to look into conduct public consultation on RBE.

Conclusion

If Council chooses to direct Staff to consider using a Ranked Ballot Election for the 2022 Municipal Election, extensive public consultation would be held in Q3 of 2019. Staff

would follow up with a report to Council following the public consultation prior to the end of the year.

Business Plan and Strategic Plan Linkages

This report aligns with Council's vision of being a community that is **well** beyond the ordinary.

Consultation

Staff consulted other Ontario Municipalities and external vendors on this report.

Human Resource Considerations

While this report does not have any human resource considerations, subject to Council direction, there may be additional staffing considerations should Council proceed with RBE in the 2022 Municipal Election.

Budget Impact

See Financial Impact section above.

Attachments

Attachment A - Staff Report 2017-02

Approval

Lisa Lyons

Director of Legislative Services/Town Clerk

Contact

For more information please contact Kiran Saini at ksaini@newmarket.ca.



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January 26, 2017

CORPORATE SERVICES - LEGISLATIVE SERVICES – 2017-02

TO: Mayor Van Bynen and Members of Council

SUBJECT: Internet Voting and Ranked Ballots

ORIGIN: Legislative Services

RECOMMENDATIONS

THAT Corporate Services Report – Legislative Services 2017-02 dated January 26, 2017 regarding Internet Voting and Ranked Ballots be received and the following recommendation(s) be adopted:

- a) THAT Council endorse Option 1, as outlined in this report for use in the 2018 Municipal Election;**
- b) AND THAT a by-law be brought forward for consideration by Council to authorize the use of alternative voting equipment and an alternative voting method in the 2018 Municipal Election in accordance with Section 42 1 (a) and (b) of the *Municipal Elections Act, 1996*;**

REPORT SUMMARY

In response to the *Municipal Elections Modernization Act, 2016* and following up on previous information provided to Council potential enhancements to the 2018 Municipal Election have been reviewed with a focus on internet voting options and ranked ballot elections. Internet voting can take many forms but provides an alternative voting channel with significant potential benefits to accessibility and convenience. The *Municipal Elections Modernization Act, 2016* introduced ranked ballot elections as a new method for electing candidates into office (candidates ranked in order of preference). Municipalities in Ontario now have the option to implement ranked ballot elections instead of the traditional "first-past-the-post" system. With few examples of ranked ballot elections (none in Canada or Ontario) there are still many unanswered questions about how to implement ranked ballot elections at the municipal level.

This report recommends a voting method to be used in the October 22nd, 2018 Municipal Election to be considered at the January 30, 2017 Special Committee of the Whole meeting. This will allow Members of Council and the public the opportunity to consider the recommendations in the report, and forward any questions or concerns to staff prior to making a decision regarding the voting method for the 2018 election at the February 13, 2017 Council meeting.

Comments

Background information

On June 9, 2016 the Province of Ontario passed Bill 181, *Municipal Elections Modernization Act, 2016*. This Bill amends the *Municipal Elections Act, 1996* (MEA) and provides further opportunities for municipalities to adopt new alternative voting methods such as internet voting, as well as introducing changes with respect to third party involvement, financial statement filing and reporting and recount policy. In addition, the amendments provides municipalities with the option to adopt a new voting system, ranked ballots. Council is still required to authorize the use of any alternative voting equipment (such as optical scan vote tabulators or vote by mail, telephone or internet voting). Should Council wish to pursue a ranked ballot election, a by-law must be passed by May 1st 2017, and public consultation must take place before this date.

Voting Method Options

This report outlines three voting method options that could be implemented for the 2018 Municipal Election. The following criteria were established in determining the selection of voting method options:

- Voting method complies with requirements of the MEA, related legislation such as the Accessibility for Ontarians with Disabilities Act and case law
- Voting method reflects the principles often referred to by the courts when evaluating matters relative to the Act:
 - o Secrecy/confidentiality of votes cast
 - o Fairness, non-bias
 - o Accessibility
 - o Integrity of voters, candidates and election officials
 - o Certainty of vote result
 - o Voters and candidates treated fairly and consistently; and
 - o Valid votes counted and invalid votes rejected
- Voting method can be implemented within available budget, staff and other resources
- Voting method has been successfully deployed in binding Ontario municipal elections
- Voting method can be readily understood and adopted by voters following a period of public education, and
- Voting method continues to rely on the principles of voter and candidate trust, the responsibilities of voters and candidates, and corresponding penalties and enforcement tools for offences

Option 1- Internet Voting (Recommended)

Section 42 of the MEA provides Council with the authority to permit alternative voting methods that do not require an elector to attend a voting place, such as internet voting.

Although there are many different forms and methods of internet voting, Option 1 will focus on a hybrid approach that combines remote internet voting with traditional voting using optical scan tabulators. With this option, remote internet voting would allow voters to cast their ballot from any device with internet access (computer, smartphone etc.) during an advance voting period and voting day. This option is convenient as it does not restrict when and where the voter can cast their ballot and it extends for the entire advance voting period (approximately 2 to 3 weeks) and until polls close on voting day. Then, on identified advance voting and election days, voters will still have the opportunity to vote in-person, using the current voting method with paper ballots and tabulators. Although combining both methods may be more expensive than implementing one method for the entire election, this approach allows voters to choose which method they are most comfortable with and will provide staff with the opportunity to evaluate public interest in and use of internet voting for future elections.

In staff's opinion, this approach to internet voting supports the following:

- Principles and requirements of the *Municipal Elections Act, 1996*
- Enhanced convenience by providing both online and paper ballots options
- Enhancements that support changing demographic and lifestyles
- Accessibility and independence for persons with disabilities
- Promoting a virtually-engaged electorate
- Demonstrating leadership in electronic service delivery.

Staff understand that security is a top priority during an election and as such, it is important to know that the internet voting option would only be implemented after the completion of a security audit performed by a third party.

Option 1A

Should Council wish to pursue a less extensive online voting approach, an alternative to Option 1 is Option 1A which would include an online electronic system for voting at the voting locations in addition to traditional paper ballots. With this option, voters could choose to cast their vote online through a laptop or tablet kiosk at the voting location, or using the traditional paper and tabulator option. Although this method does not achieve the same level of convenience that remote internet voting would, it does provide a familiar environment for voters to try a new voting method. Staff would be present at the voting locations already; therefore there would be support for voters who need assistance going through the electronic voting process. This option would still require voters to attend a specific voting location (advance vote or on voting day) during the time permitted.

Option 1A does not achieve the convenience, flexibility and accessibility benefits that remote online voting has, but it does address some of the security or identification concerns associated with remote online voting. This option may be a good starting point to evaluate the level of interest

in online voting while still providing a similar voting experience for voters providing voters with paper ballots as well.

Appendix A provides further details about the different options related to internet voting as an alternative voting method. Appendix E also summarizes the results of a telephone and internet survey that was conducted to gauge public interest and understanding of internet voting. The survey results indicate that although members the public may be open to considering various online voting options, they are generally concerned about security and validating identification. Should Council wish to pursue internet voting options in 2018, staff recommend a hybrid approach with internet voting methods available for an advance voting period and traditional paper ballots on voting day and advance voting days. Although this approach may be more expensive than implementing one voting method for the entire election period, it provides electors with options and provides staff with the opportunity to evaluate the success of internet voting on a smaller scale. Therefore, this option provides an opportunity to test a new voting method while mitigating the risks associated with a fully online election.

Option 2- Status quo + enhancements

Option 2 includes the use of the current voting method, optical scan vote tabulators, but with enhancements to make the voting process more convenient for voters. Tabulators have been used in voting places in numerous municipalities, including Newmarket and provide accurate and quick election results. Possible enhancements could include: the use of a mobile voting hub, or “vote anywhere” within wards or possibly town wide.

The aforementioned enhancements would be in place to make voting more accessible, flexible and convenient by creating new voting locations and times. In lieu of internet voting, various municipalities including Mississauga have opted for a “vote anywhere” option for the 2018 Municipal Election. This option would not limit voters to a specific location for voting and could be easily managed through a live online voters list.

Vote anywhere was successfully used for the Ward 5 by-election allowing voters to attend either of the two available voting locations.

Ranked Ballots

Despite potential interest in electoral reform and the use of ranked ballots, staff does not recommend implementing this change in 2018. Primarily, staff feels that the timeframe does not allow for substantial public education and awareness about electoral reform and there is a real concern that the public will not have sufficient time to fully understand or accept a new voting system. Likewise, ranked ballots have not yet been successfully utilized in any Ontario municipality to date, and as such, staff recommend re-evaluating ranked ballots for the 2022 Municipal Election, at such time that further information is available from the public and other municipalities (or provincial and federal government) for proper evaluation. Moreover, the amendments to the *Municipal Elections Act, 1996* require a minimum of two public meetings regarding ranked ballots before the by-law is passed on May 1. This timeframe does not allow for

the required time and resources to prepare for and administer public meetings, determine and analyze costs and financial implications, provide sample and test ballots, provide information to residents by mail, provide information online to residents, gather public feedback and create a procedure by-law for ranked ballot elections.

Appendix B summarizes the ranked ballot process and potential benefits and drawbacks of shifting to a ranked ballot election (RBE) process in 2018. With the *Municipal Elections Modernization Act, 2016*, municipalities now have the option to implement a ranked ballot election, in lieu of the traditional “first-past-the-post” voting systems.

Staff conducted an online and telephone survey to determine how much the public knows about ranked ballots and whether or not Newmarket residents would welcome the change. The survey results indicated that switching to a RBE would not change their likelihood of voting and of those who responded, many indicated that they would like more information about ranked ballots. A shift to a ranked ballot election is a complete overhaul of the election process and would require significant costs to implement for 2018. In addition to costs for new technologies, additional staff and increased training (among others), there is a significant risk of discouraging or confusing voters. Should Council wish to move forward with a ranked ballot election, there must be additional budget set aside for communications and outreach to educate Newmarket residents about RBEs and the voting process. As this is a fairly new change, staff recommend evaluating how other municipalities implement ranked ballots, if any chose to in 2018, and wait for clear guidelines and regulations to be developed at the provincial level before implementing the system at the municipal level.

Appendix C outlines estimated costs for 2018 with implementation of both internet voting and ranked ballot options based on 2014 costs.

Appendix D provides a sample of a ranked ballot.

Appendix E provides a summary and breakdown of the telephone and online survey conducted on internet voting and ranked ballots.

Conclusion/Recommendation

To modernize the voting process, and improve the voting experience for electors, there are various options that can be explored for the 2018 Municipal Election and beyond, most notably, the use of internet voting. However, changes to the current voting method may involve financial and administrative costs or risk that would need to be considered before implementation.

Staff recommend:

- That Council consider implementation of remote online voting for an advance voting period and on voting day with traditional ballots at voting locations on advanced polls and on voting day.

- That internet voting be chosen pending security testing by a third party in combination with optical scan vote tabulators at voting locations
- That Council wait to implement ranked ballots until after the 2018 election period and staff report back prior to 2022.

Appendices

Appendix A – Internet Voting

Appendix B – Ranked Ballot Elections

Appendix C – Estimated Budget Costs for Internet Voting and Ranked Ballot Election

Appendix D – Sample Ranked Ballot

Appendix E – 2016 Telephone and Online Survey Results on internet voting and ranked ballots

BUSINESS PLAN AND STRATEGIC PLAN LINKAGES

The initiative relates to the Well-equipped and well-managed link of the Town's Community Vision- implementing policy and processes that reflect sound and accountable governance.

CONSULTATION

The Information Technology and Communications departments were consulted in drafting this report. As well extensive research and discussions were conducted with other municipalities, and with election vendors.

HUMAN RESOURCE CONSIDERATION

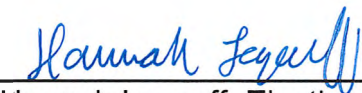
There are no human resources considerations related to this report.

BUDGET IMPACT (CURRENT AND FUTURE)

Please see Appendix C for potential budget impacts.

CONTACT

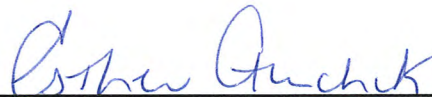
For more information on this report, please contact Sarah Niezen, Records and Project Coordinator at sniezen@newmarket.ca or at 905 953-5300, ext. 2213.



Hannah Leznoff, Elections Assistant



Sarah Niezen, Records and Project Coordinator



Esther Armchuk, Commissioner of Corporate Services

Appendix A Internet Voting

Summary

- Internet voting in various formats has been successfully adopted by multiple municipalities in Ontario since the early 2000s
- Despite some belief, research does not support the claim that online voting increases voter turnout or increases youth voting
- Various forms of internet voting include remote internet voting, kiosk internet voting and centralized internet voting/voting location
- Ontario municipalities have conducted internet voting elections in various ways, either for the advance vote period only, advance vote and on election day at polling locations, remote internet voting only or a combination of the above
- Internet voting can provide electors with flexibility and convenience, especially remote internet voting that would allow voters to cast a ballot from any device that connects to the internet (at any time during the voting period)
- Although there have been minimal documented cases by municipalities that have opted for internet voting options, there is still a risk with respect to technological malfunctions, security threats and privacy concerns.

Background Information

The Municipal Elections Act, 1996 (MEA) permits municipalities to introduce alternative voting methods in addition to, or in replacement of the traditional paper ballot. As many government services are moving online, and public trust in online services such as online banking and purchasing have increased, many Ontario municipalities have opted to introduce internet voting options since the early 2000s. As of 2014, 97 municipalities in Canada have used some form of internet voting in their Municipal Elections. This is a significant increase from the 44 that utilize internet voting in 2010. Where implemented, online voting has received positive feedback from electors and administrators and has been utilized by multiple municipalities including Markham, Ajax, Peterborough, Stratford, Brantford, Kingston, Wasaga Beach, Guelph and Cambridge.

Research conducted on internet voting by Nicole Goodman, Research Director the Centre for E-Democracy provides feedback from voters, candidates and election administrators in 47 of the 97 municipalities that offered internet voting options in the 2014 election. In her report, Goodman states that “broadly the study finds support among stakeholders for Internet voting in local elections.” It was found that generally the groups surveyed were satisfied with internet voting and a strong majority who used internet voting said they would recommend it to others. Goodman states that voters appreciate options, choice and convenience for voting. Goodman also states that although online voting has not been directly linked to increased voter turnout, research does suggest that online voting can engage electors with less committed voting histories and bring infrequent voters to the voting process. In addition, online voting can be less expensive as the approximate cost per elector is 0.81 for internet voting versus 5.63 for in-person voting, according

to the statistics from Markham. A copy of the full report is available at http://www.centreforedemocracy.com/wp-content/uploads/2016/08/IVP_Report.pdf

For example, in 2014 the Town of Ajax implemented a fully electronic election by offering the following options: remote internet voting, vote by mail and voting on laptops/kiosks at voting locations (advance polls and voting day). The Town of Ajax had ten voting locations in central areas for the purposes of having larger, but fewer locations. Overall, post-election surveys indicated that residents of Ajax were satisfied with internet voting. 97% of voters indicated they were satisfied and would recommend internet voting to others. Although it cannot be linked to internet voting alone, the voter turnout in Ajax increased from 25.4% in 2010 to 30.4% in 2014 with 92% of votes cast online and 8% of votes cast by mail. Interestingly, 70% of the voters cast their vote remotes (from home, work etc.) and only 30% were cast in person at the voting locations. It was reported that voting online took an average of 2 minutes and 49 seconds. There were votes cast by residents from over 16 different areas (other provinces, the United States etc.). The main challenges faced by election staff was the poor quality of the voter list as received by MPAC and a crashing of the host site at the end of Election Day. Although the Town had originally planned to display the results through the host site, the results were then displayed from the Town website and other media outlets. Staff also reported that a large portion of voters cast votes on voting day (55%) so in the future there will communication directed at voting during the advance voting period to minimize wait times and long lines at voting locations, especially in the evenings. Further improvements include changes to wording on the website during the voting process such as a screen that clearly states "You are now finished voting." Despite some small areas for improvement, survey results indicated that voters, election staff and candidates were overall very satisfied with a fully online election. Similar responses were noted after the implementation of online voting in Guelph and Markham.

Although internet voting was originally thought be a driver for increasing voter turnout and engaging a younger, more technologically advanced voter, research and general election results do not support this assumption. Academic studies and municipal statistics do not indicate that internet voting has had a significant impact on voter turnout. However, internet voting has been a successful customer service initiative that can lessen wait times and congestion at voting stations and has made voting more convenient and accessible. Internet voting provides a method of voting that may encourage participation from voters who may have previously faced barriers to voting such as mobility and time constraints.

Current Status

Currently the Town of Newmarket administers elections through the use of optical scan tabulators that electronically record and count ballots. This method has been effective in ensuring accuracy and providing a concise count and result period. Tabulators have been used in Newmarket since 1997. Internet voting can be used in combination with, or as a replacement for tabulators, depending on whether the Town implements a fully online election, or opts for a hybrid approach using internet and paper ballot with tabulator voting.

Types of Internet Voting

1. Remote Internet Voting

Remote internet voting allows electors to cast ballots online anywhere with internet access using devices such as computers, laptops, tablets and smartphones. Voters would login from their device, verify their security information and cast their ballot from the same device. This option is the most convenient and accessible for votes as it allows them to vote from their home, work, in transit and at any time of day. Electors with accessibility challenges would benefit from not having to travel to specific locations to vote, and may be able to vote more privately and independently. In addition, an online voting method provides for flagging of improperly marked ballots, and modification of font size and screen language.

Criticism of remote internet voting is that this format of voting poses the greatest security risk as it also has the most minimal involvement and oversight by election staff. Without having staff physically present to oversee the voting process, there may be risks associated with elector identification and eligibility, coercion, privacy and ensuring statutory requirements are met. There is the potential for pressure on electors to vote in a certain way in the presence of others. In addition, errors or inaccuracies to the voters list pose the problem of a voter receiving someone else's information if their address has not been updated by MPAC. With remote internet voting, election staff has no control over technical difficulties that voters could experience on their personal devices such as network errors, incompatibility, and malware/viruses etc. To manage these risks, it is suggested that a combination of internet and traditional ballot, or remote internet voting with voting location optical scan vote tabulators be used.

2. Kiosk Internet Voting

Kiosk internet voting uses technology whereby voters can cast a ballot at a kiosk at convenient locations around the Town such as malls, supermarkets and recreation facilities. Unlike traditional voting locations, the kiosk internet voting would be unsupervised. Therefore, election officials would not be present to answer questions, guide voters through the process, or verify identification. Similar security and privacy threats exist as those present with the remote voting option. However, the kiosk does remove the additional threat of hacking from various mobile devices as the technology would be central at the kiosks at the specified locations. This option does allow for voters to choose where and when to vote based on their availability and preference. Voters would not be constrained to voting at specific voting locations during a limited time frame, and could vote anywhere where a kiosk was present, improving flexibility and accessibility functions. With this option, it would be recommended to place kiosks at "superpolls" or fewer, centralized locations around the Town.

3. Voting Location Internet Voting

This method involves online/electronic voting machines at voting locations to be used in addition to or as a replacement for paper ballots and tabulators. Electronic voting is the term generally used for casting a ballot online through a website at a polling location, whereas internet or i-voting

refers to casting a ballot remotely from home, for example. Electors would be required to attend designated voting locations and cast their ballot at these locations, but would use an internet voting device such as a computer or tablet to cast their ballot. This option eliminates the need of paper ballots and mitigates the risk to the integrity of the voting process but it does not necessarily make voting easier or more accessible for voters, as they are still required to attend a physical voting location.

With voting location internet voting, the voter identification process is similar to the traditional process and in addition, internet voting can reduce the number of mismarked or spoiled ballots by prompting voters when the ballot is marked incorrectly. It can also improve assistive devices for accessibility such as font size and language.

One concern raised regarding this method is the lack of ability to track errors and re-count ballots. In addition, other potential drawbacks and risks include machine failures or power outage, expensive machines, hackable software, electors leaving the voting screens before their ballot has been officially cast. However, voting location electronic voting is the most secure form of internet voting as the host network is more secure than on an individual's personal devices and networks and can be maintained by IT staff. Overall, voting location internet voting is not necessarily more convenient for voters, but it may be an effective method of testing an online approach for the future and provide voters with an option to try online voting in a familiar environment.

Survey Results

The telephone and online survey conducted beginning November and ending December 2016, asked residents about their preferences regarding online voting and ranked ballots. In total, 487 responses were gathered, 347 from direct telephone surveys and 140 from an online survey. When asked if the voter had frequent access to a computer, 87% of total respondents answered yes. When asked if they would be comfortable casting their vote online, 31% answered "strongly agree", 25% answered "agree", 13% answered "neutral" 15% responded "disagree" and 13% responded "strongly disagree". When asked which alternative voting method they would like to see in 2018, 56% answered remote internet voting, 26% responded with online voting at polls, 5% responded with vote by telephone, 5% responded with vote by mail and 26% responded with none of the above. When asked which option they would prefer 32% responded with Option 1- voting at polling location with traditional paper ballots and tabulators, 22 % responded with option 2- remote internet voting and 37% responded with a mix of option 1 and 2 – both paper ballots at the voting location and remote internet voting options.

Considerations

Security and Voter Authentication

Security is the primary concern raised by the public with respect to internet voting options. Research suggests that this is a legitimate concern, as there is no guarantee that casting a vote online will be completely secure. Election officials cannot control the security of the devices that voters may use remotely (computer tablet, phone etc.). Electronic voting at kiosks or voting

locations may be subject to hacking, although host systems pose less risk than voters using their own devices. Although the risk level is minimal, as there have been no cases of cyber-attacks during Municipal Elections to date, there cannot be complete certainty that an online system is fully secure to mitigate the risks. To mitigate risk, vendors should be obtained to test software and security systems from various forms of tampering.

In addition to the threat of security threats, voter authentication and fraud are other concerns associated with implementing an online voting system. Municipalities and vendors will need to develop software that provides a method of voter identification, such as an online registration system that requires an elector to login and enter a pin (PIN mailed out by the municipality), and/or verify personal information from the voters list such as birthday and address. The role of a scrutineer will also need to be adapted as they will not be able to oversee the process or challenge voter eligibility. However, software is available for candidates and scrutineers to track electors who have voted, similar to the information they receive from the voting locations.

Ultimately, as with the use of technology for other areas such as online shopping, banking, military, or even self-driving cars, the potential risk and benefits must be weighed when determining the approach for internet voting. Internet voting options provide improved convince, flexibility, potential cost savings for voters and the municipality. The security risks can be mitigated, but as with all aspects of the internet, they cannot be completely eliminated. Should a security breach occur, the worst case scenario would involve stopping and starting a new election.

Should Council wish to move forward with internet voting, it would be implemented only with the completion of a security audit from a third party.

Availability and Access

Although more voters are likely to have access to internet at home, work, or on their smartphone, not all eligible voters will. For this reason, having internet voting available at voting locations by means of laptops, tablets or kiosks will provide voters with an option to cast their vote electronically. In this scenario, it could be preferable to set up larger polling stations around the Town at Town facilities to ensure proper internet access and a reliable connection.

Accessibility and Customer Service

One of the most recognized benefits to internet voting is improved accessibility and convenience for voters. Voters who have accessibility needs may benefit from an online voting option that would allow them to vote independently from their home. This option removes the physical aspect of attending a voting location and marking a ballot and instead provides a method that gives voters independence and provides a more comfortable, less stressful voting environment. Likewise, internet voting supports voter diversity, as it allows for the voter to adjust settings to make voting more convenient for him or her, such as font size, language etc.

Remote internet voting provides voters with the option of voting online through any internet source (phone, computer, and tablet). Generally, internet voting is convenient, especially when used

during week long advance polls, whereby voters can cast their vote online any time of day. Likewise, it reduces the number of proxies needed for students, military personal, and vacationers etc. who, if eligible, could cast their vote online from anywhere with internet access.

Environment

Inarguably, internet voting is a “greener” voting option, as it eliminates the use of paper ballots and election materials when used as the sole voting method. Remote internet voting eliminates the need for voters to drive to voting locations. Although an entirely online election is not recommended for 2018, providing some form of online voting option for 2018 will pave the way for the potential for a fully online election in the future.

Financial implication

It is estimated that the majority of costs would involve updates to software and the technologies required for implementing an online voting system. In addition, increased costs for communication would be required to ensure that residents are familiar with the voting options and aware of any changes to the voting process. Should Council adopt a hybrid approach with tabulators and internet voting options, the costs would increase to support both voting methods.

Please see Appendix C for a detailed cost analysis of election options.

Conclusion

In conclusion, internet voting can offer many benefits to residents with respect to convenience and accessibility. As many municipalities in Ontario have experienced, the risks of security threats are relatively low. Staff recommends a hybrid approach to test the use and popularity of internet voting options. However, this option should only be implemented after a completed security audit conducted by a third party, and with consideration from the Town of Newmarket’s Information Technology department.

Appendix B

Ranked Ballot Elections

Summary

- Bill 181 the Municipal Elections Modernization Act, 2016 amendments to other Act includes the provision for municipalities to adopt a Ranked Ballot Election (RBE)
- In A Ranked Ballot Election (RBE) electors rank candidates in order of preference (first, second, third etc.), votes are distributed based on the rankings marked on the ballots, and candidates must meet a minimum threshold to be elected.
- Should Council choose to move forward with a ranked ballot election for 2018, a by-law must be passed no later than May 1,^t 2017, and must specify: the maximum number of rankings for each office, a different number of rankings for each office, or a default of three rankings if none are specified.
- This report addresses the considerations associated with shifting to RBE for the 2018 Municipal Election, it does not address in detail how a RBE is conducted

Background

Bill 181, the *Municipal Elections Modernization Act, 2016* amended the *Municipal Elections Act, 1996*, allowing municipalities the option of conducting ranked ballot elections for offices on municipal council. The ranked ballot system intends to improve the quality of elections and to better reflect the majority of the electorate. Traditionally, municipalities have conducted “first-past-the-post” elections where the candidate who receives the highest number of votes wins, regardless of the percentage of votes the candidate receives. Ranked Ballot Elections (RBEs) requires a winning candidate to receive 50% of the vote and instead of casting a vote for one candidate, electors rank candidates in order of preference. The results are calculated initially by all ballots’ first choice, and if 50% is not reached, a run-off occurs. Bill 181 outlines the regulations and legislative requirements associated with ranked ballot elections including the requirement for public consultation and ballot counting and reporting.

Bill 181 stipulates that further provincial regulations will be established to develop standards and procedures for administering RBEs including voting procedures, requirements for ballots, how ballots will be interpreted, the process of eliminating of candidates and calculations of the thresholds. RBE reflect a significant change to the traditional electoral system, therefore, there are many factors to consider, should Council chose to pursue a RBE for the 2018 Municipal Election. Shifting to RBEs will have a significant impact on both the administration of municipal elections and the voting experience for voters. The following are some highlights about various components of ranked ballot elections that should be considered.

Consideration and Impacts

Public Education

Undoubtedly, the most significant cost and risk of implementing RBEs would be the public education program and plan. Before passing the by-law in April 2017, Council must ensure that at least one open house and one public meeting is held to give the public an opportunity to review and ask questions about the ranked ballot by-law. In accordance with Bill 181, the by-law must explain how elections would be conducted, estimate cost of conducting the election, a description of the voting equipment and any other alternative voting methods being considered. Should Council choose to move forward with RBE for 2018, staff suggest that multiple public meetings or information sessions (including a mock election with sample ranked ballots) would be necessary to demonstrate the process to residents.

Timeline (as required by the Act)

Date (2017)	
February 2	Issue Notice of Open House (30 days notice required)
March 7/8 th	Open House
April 3	Public Meeting (special CoW)
April 24	Council Meeting – Adoption of By-law

To minimize confusion or frustration about a new, more complex, voting system, the Town would need to invest in a large public education and outreach plan. In addition, a communications plan that incorporates digital media, press releases, website information and FAQs, television and radio ads, and public seminars or information sessions at community events or facilities would be required. Additional promotional material would be required including brochures, door hangers etc. Staff may also recommend personalized letters/mail to every resident briefly explaining the RBE process and directing residents to various resources for more information (staff, website, etc.)

Corporate communications has indicated that in order to support a RBE, an extensive communication plan would need to be developed, and this would likely include a dedicated staff resource to complete the additional workload associated with transitioning to a ranked ballot election.

Consultation

Bill 181 was passed in June, 2016, and as such, many municipalities have opted to hold off on ranked ballot elections until after the 2018 election, and until the province has developed more detailed regulations or guidelines. The City of Guelph, Mississauga, Cambridge, Toronto and Oakville have brought forward reports that recommend that Council adopt other modernization options such as internet voting and vote anywhere, and report back on ranked ballots for 2022. There are limited examples of ranked ballot use to evaluate (none in Canada) and for this reason municipalities are generally opting to wait and see how this option is developed at the provincial or federal level, before implementing it at the municipal level.

Vaughan

In November 2016, a report was brought forward regarding the Municipal Elections Modernization Act, Bill 181. Staff suggested that there would be significant financial and administrative risks associated with pursuing a ranked ballot option for the 2018 Municipal election. Staff recommended pursuing alternative improvements such as new technology for the 2018 election and delaying consideration of ranked ballots. Staff suggested that additional research and extensive public consultation could take place if Council chose to revisit ranked ballot options after the 2018 election. This report was received for information and the recommendations were adopted without amendment at the Council meeting of November 15, 2016.

Markham

On January 16, 2017 a report was brought forward regarding the use of ranked ballots for the 2018 municipal election. Staff identified concerns with implementing ranked ballots for 2018 including: the complexity of Markham's election, voting equipment, availability of election results, timelines and outstanding legislative questions. At the meeting Council elected not to pursue a ranked ballot election, and the report was received for information purposes.

Guelph

Based on a report to Council from September 6, 2016 the City of Guelph has chosen to keep the existing first-past-the-post election model for 2018. In addition the City Clerk was directed to monitor ranked ballot elections in Ontario and report back to Council with a comprehensive report after the 2018 election.

Mississauga

Rather than shifting to RBEs, the City of Mississauga is using the 2018 municipal election as a time to explore alternative, modernizing voting methods such as internet voting and "vote anywhere." Council decided to implement a "vote anywhere" system to create a more convenient and flexible election to residents. The decision was made with the intent to wait for the province to test ranked ballot options, and for the City to re-evaluate this option at a later time.

Oakville

Similarly, a report from June 2016 on ranked ballots indicated that staff will report back to Council about ranked ballot options once they receive more details regarding the regulations and support from the province on this topic.

Toronto

Toronto's report in November 2016 indicated that staff did not feel that there was sufficient time for consultation with the public prior to the May 1st 2017 deadline for adoption of the required by-law. In addition they recommended a very extensive communication plan with significant costs.

Voting Equipment

Currently the Town utilizes optical scan tabulators to record and count ballots. In administering RBEs, staff do not recommend implementing a new vote counting method, but rather maintaining the current use of vote tabulators and paper ballots. Staff will need to consult with the vendor about what updates to the software would be required to facilitate a new voting method or pursue alternative vendors. Although staff has not received detailed quotes for the cost of tabulators equipped with software to record and count ranked ballots, vendors have indicated that the technology will be available for 2018, but there will be an increase in cost. The current contract with Dominion has ended; therefore, a RFP would be required to secure a vendor for the 2018 municipal election. Should 2018 be a RBE, the RFP contract would need to include software and technologies for counting and administering ranked ballots.

Voter Impact

Ballot

With RBEs, the ballots would need to be larger or may use multiple sheets of paper, depending on the number of candidates. This would not only increase the time it takes for voters to fill out the ballot, the ballot will look more complex. A sample ballot is attached as Appendix D.

Convenience

Primarily, concerns have been raised regarding how the public will react to a new electoral system and whether it will discourage voters. Ranked Ballot elections will take more time to administer at the voting locations, could increase wait times, and could result in more errors or spoiled ballots due to the additional requirements for marking ballots.

Voter Turnout

It is unclear whether or not shifting to a RBE will have a positive, negative or neutral effect on voter turnout, but the added complexities and change from the norm may be confusing to residents who have voted previously. As such, the focus for Council and staff should be to ensure

that every resident is aware of the change and fully understands the ranked ballot process to the best of their ability. Hopefully, proper communication and community outreach education plan will mitigate the risk of reducing voter turnout.

Accessibility

Implementing RBE may have an impact on accessibility for voters. Currently, accessibility devices such as sip and puff, paddles and other devices increase the voting time to approximately 5 minutes. With RBE, selecting multiple candidates based on preference would significantly increase the time it takes for a voter to cast their ballot using an accessible device, with more room for error or spoiled ballots. Staff would need to consult with vendors about any changes to accessible devices with the ranked ballot software and the estimated time it would take to cast a ballot.

Administrative and Procedural Impact

Election Results and Recount

Ranked ballot elections are more complex to administer in many capacities including counting ballots, recording counts, determining ambiguous ballot markings, etc. and as such, the wait time for results or re-counts would be longer than the current method. As soon as possible, the Clerk is responsible for making the following information available:

- The number of ballots cast
- The number of ballots that were declined
- The number of ballots in which the votes for office were rejected
- The threshold calculated for each office
- The number of votes cast for each candidate in the first round of vote counting
- The results of each round of vote counting, including the number of votes received by each remaining candidate and the number of exhausted ballots

Due to the additional requirements and complexities, it may take longer to calculate and report election results at the end of the election period.

In addition, logistics and accuracy testing would be significantly more complicated and time consuming for staff to administer as the tabulators would have to be programmed to accommodate any run-off situation and compile data based on multiple responses for each office, in order of preference.

Resources

Additional staff would be required to ensure that the administration of a RBE ran smoothly at voting locations to provide customer service to voters in addition to regular poll clerk and election staff duties. Likewise, extensive training would be required for election officials and Legislative

Services staff in order to address residents questions and ensure that proper procedure is followed at voting locations.

Financial Impact

Implementing a RBE will be more costly than the current first-past-the-post method. Tabulator costs will be increased due to the programming changes required for the tabulators and the changes to the vote count method. The vendor will need to update the firmware loaded onto the vote tabulator machines as well as provide new software for counting the votes based specifically on the requirements of the *Municipal Elections Act, 1996* as amended. There will also be increased costs for the ballots themselves. Ranked Ballots will take up more space and as such, ballots may be more than one page. Additional staff will be required to train election officials and provide additional customer service support prior to elections and at the polling locations.

In addition to an extensive education program for electors, new training would need to be developed to correctly train election officials. Municipal elections require hiring outside staff to work at polling locations and these staff would need to be trained extensively. Likewise, additional staff would be required at each location to serve a customer service role and answer questions for residents who are unsure about the process.

For a complete cost analysis of voting methods for the 2018 election, please refer to the chart in Appendix C.

Conclusion

In conclusion, staff does not recommend implementing an RBE for 2018. Instead, staff suggests reporting back on the option for 2022, as this would provide for a more extensive public education program, and reflect a period of evaluation as other levels of government may continue to develop regulations surrounding RBEs, and as other municipalities may choose to implement RBEs. Staff feels that attempting to implement this change for 2018 would not provide sufficient time for staff training, public education, cost analysis and financial implications, risk management strategies and for staff to develop procedure and process for administering a ranked ballot election.

Appendix C
Estimated Budget Costs for Internet Voting and Ranked Ballot Elections

Estimated Cost for 2018 – First Past the Post

Option 1 Hybrid Tabulator and Internet Election

	Estimated Cost	Comments / Explanation
Tabulator Equipment and ballots	\$160,000	Some increases expected over 2014 costs.
Internet voting platform	\$160,000	Costs expected to be similar to costs for tabulators.
Security audit	\$12,000	
Voterview (election management)	\$12,000	Same as 2014
Communications	\$25,000	Slightly higher costs than in 2014 due to introduction of internet voting option.
Voter notification and postage	\$9,000	Same as 2014
Staff support	\$54,000	Same as 2014
Stationary supplies and miscellaneous	\$20,000	Same as 2014
Aps and website	\$12,000	Same as 2014
Total	\$464,000.00	

Option 2 Status Quo plus enhancements

	Estimated Cost	Comments / Explanation
Tabulator Equipment and ballots	\$160,000	Some increases expected over 2014 increases.
Voterview (election management)	\$13,000	Similar to 2014
Communications	\$25,000	Slightly higher costs expected from 2014 due to enhancements
Voter notification and postage	\$10,000	Similar to 2014
Staff support	\$55,000	Costs are likely to be slightly less due to process enhancements
Stationary supplies and miscellaneous	\$30,000	Slightly higher costs expected from 2014 due to enhancements
Aps and website	\$12,000	Similar to 2014
Total	\$305,000.00	Overall costs expected to be the similar to 2014.

Estimated Cost for 2018- Ranked Ballot Election using Vote Tabulators

Tabulator voting based on 2014 costs		
Tabulator Equipment and ballots	UNKNOWN Estimated at (\$250,000)	Costs of tabulating equipment is unknown Will require more paper for ballots, and equipment costs may be significantly higher as the systems will require new programming.
Voterview (election management)	\$12,000.00	Same as 2014
Communications	\$75,000.00	Extensive public education campaign required to inform voters of changes to the system -Mock voting presentations and information , radio and tv ads, sessions, promotional brochures/banners - May need to hire a Communications Assistant for election purposes, or part-time communications staff
Voter notification and postage	\$9,000.00	
Staff support	\$80,000.00	Will need more staff to conduct public outreach and to provide extra support/customer services on election days
Stationary supplies and miscellaneous	\$30,000.00	Additional costs are expected for communication materials, and supplies.
Aps and website	\$12,000	
Total	\$468,000.00	

Appendix D - Ranked Ballot Example for Optical Scan Vote Tabulator

 Newmarket To vote, fill in the square	Town of Newmarket Municipal Election 2018	Ward 1 English-Language Public School	Ballot ID 101	DRO
	○ next to your choice(s), like: ● or ⊗ Use only the marking pen provided.			

Special Instructions for Ranked Ballot Voting

1. Pick your first choice and completely fill in the oval next to that candidate under 1st choice.
2. If you have a second choice candidate, completely fill in the oval next to that candidate under 2nd choice.
3. Your third choice candidate, if you have one, works the same way.

MAYOR

Mark your first, second and third choice candidates in the column below. One to be elected.

1ST CHOICE	2ND CHOICE	3RD CHOICE
<input type="radio"/> Robert BORDEN	<input type="radio"/> Robert BORDEN	<input type="radio"/> Robert BORDEN
<input type="radio"/> John DIEFENBAKER	<input type="radio"/> John DIEFENBAKER	<input type="radio"/> John DIEFENBAKER
<input type="radio"/> Wilfrid LAURIER	<input type="radio"/> Wilfrid LAURIER	<input type="radio"/> Wilfrid LAURIER
<input type="radio"/> Alexander MACKENZIE	<input type="radio"/> Alexander MACKENZIE	<input type="radio"/> Alexander MACKENZIE

REGIONAL COUNCILLOR

Mark your first, second and third choice candidates in the column below. One to be elected.

1ST CHOICE	2ND CHOICE	3RD CHOICE
<input type="radio"/> John A. MACDONALD	<input type="radio"/> John A. MACDONALD	<input type="radio"/> John A. MACDONALD
<input type="radio"/> Lester B. PEARSON	<input type="radio"/> Lester B. PEARSON	<input type="radio"/> Lester B. PEARSON
<input type="radio"/> Charles TUPPER	<input type="radio"/> Charles TUPPER	<input type="radio"/> Charles TUPPER

Appendix E

Summary of Survey Response by Question

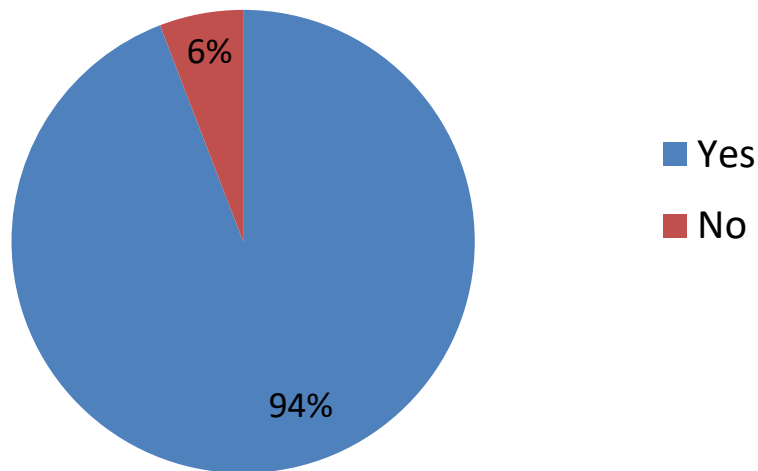
To gauge public interest and knowledge about internet voting and ranked ballots, staff conducted online and telephone surveys during the month of December, 2016. In total, the online survey that was available on the Town website, hosted by Survey Monkey, gathered 140 responses. A direct telephone survey, conducted by Bill Gossling, gathered 347 responses for a total of 487 responses from residents.

Totals

Telephone	347
Survey Monkey	140
Total Responses	487

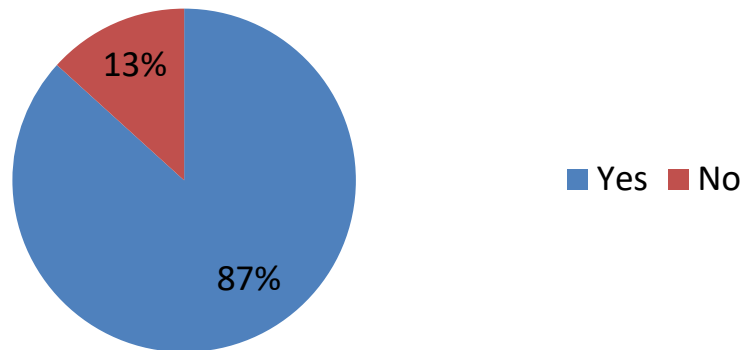
Question 1: Are you an eligible voter in the town of Newmarket?	Telephone Survey	Online Survey	Totals
Yes	338	129	467
No	8	11	29

Are you an eligible voter in the Town of Newmarket ?



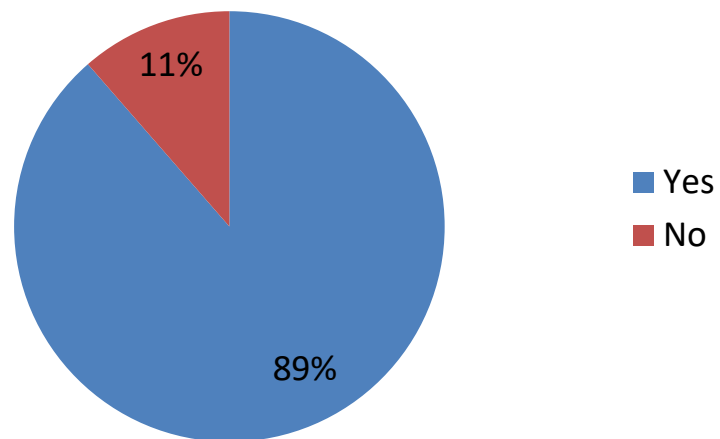
Question 2: Did you vote in the Town of Newmarket's 2014 elections?	Telephone Survey	Online Survey	Totals
Yes	303	115	418
No	44	20	64

Did you vote in the Town of Newmarket's 2014 Election?



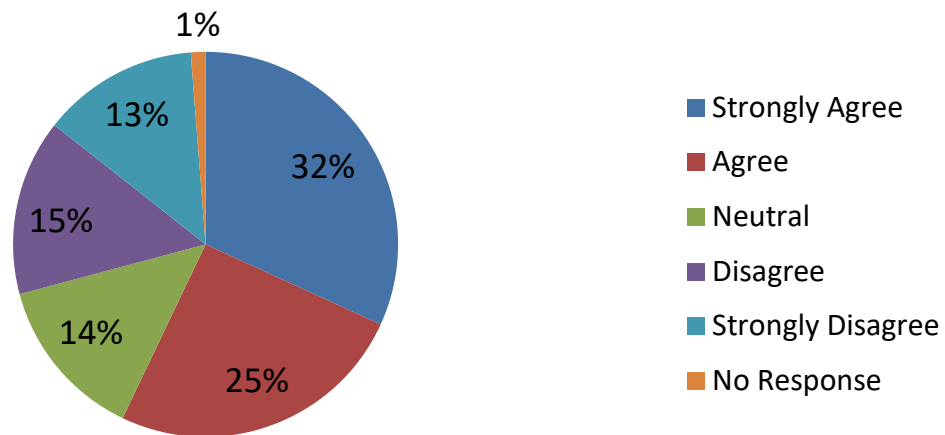
Question 3: Do you have frequent access to a computer?	Telephone Survey	Online Survey	Totals
Yes	312	115	427
No	35	20	55

Do you have frequent access to a computer?



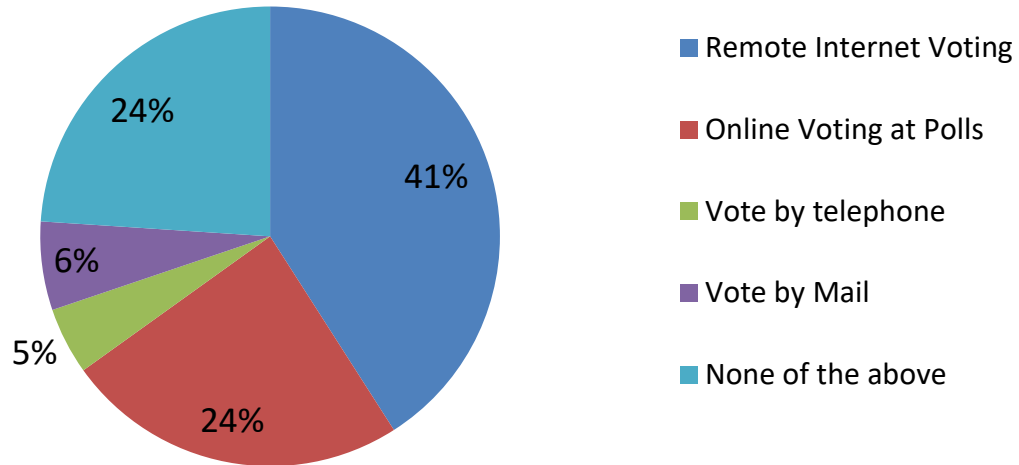
Question 4: Please rate your level of agreement to the following statement: I would feel confident casting my vote in the 2018 Municipal Election online?	Telephone Survey	Online Survey	Totals
Strongly Agree	89	66	155
Agree	99	24	123
Neutral	58	9	67
Disagree	57	15	72
Strongly Disagree	43	21	64
No Response	1	5	6

Please rate your level of agreement to the following statement: "I Would Feel Comfortable Casting my Vote Online"



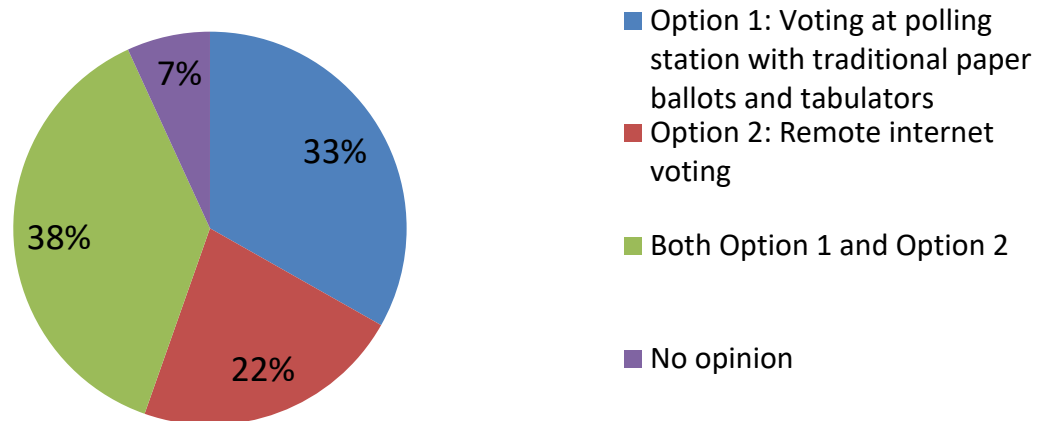
Question 5: Which alternative voting method would you most like to see in 2018?	Telephone Survey	Online survey	Totals
Remote Internet Voting	135	82	217
Online Voting at Polls	90	38	128
Vote by telephone	12	13	25
Vote by Mail	13	20	33
None of the above	97	30	127

Which alternative voting method would you most like to see in 2018?



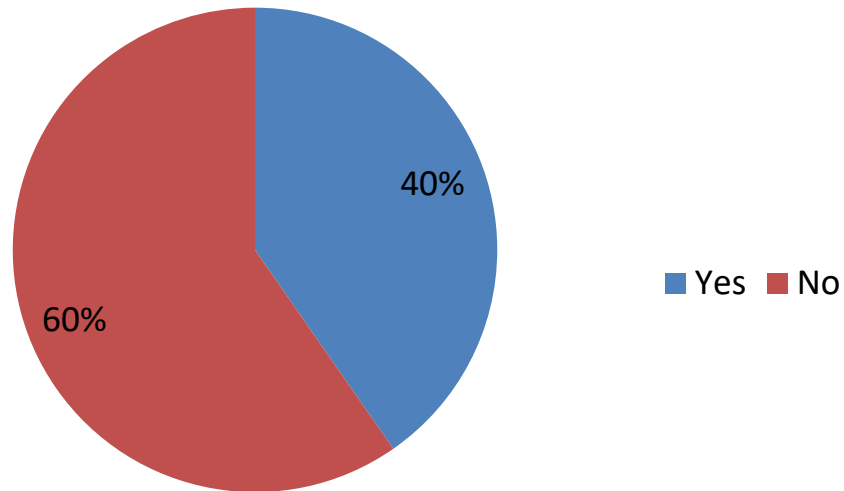
Question 6: Which, if any, of the 3 options would you prefer for the 2018 election?	Telephone Survey	Online Survey	Totals
Option 1: Voting at polling station with traditional paper ballots and tabulators	120	40	160
Option 2: Remote internet voting	85	22	107
Both Option 1 and Option 2	112	70	182
No opinion	30	3	33

Which, if any, of the three options would you prefer for the 2018 election?



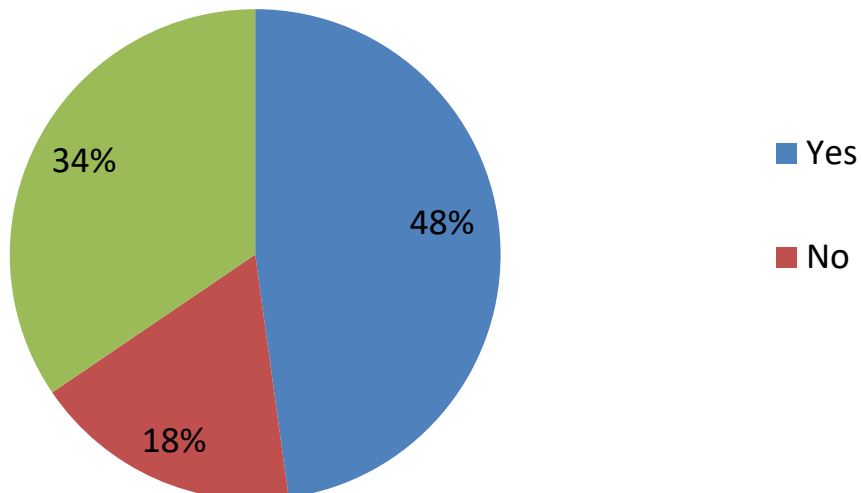
Question 7: Do you know what a ranked ballot is?	Telephone Survey	Online Survey	Totals
Yes	87	102	198
No	260	33	293
Skipped Question	62	5	

Do you know what a ranked ballot is?

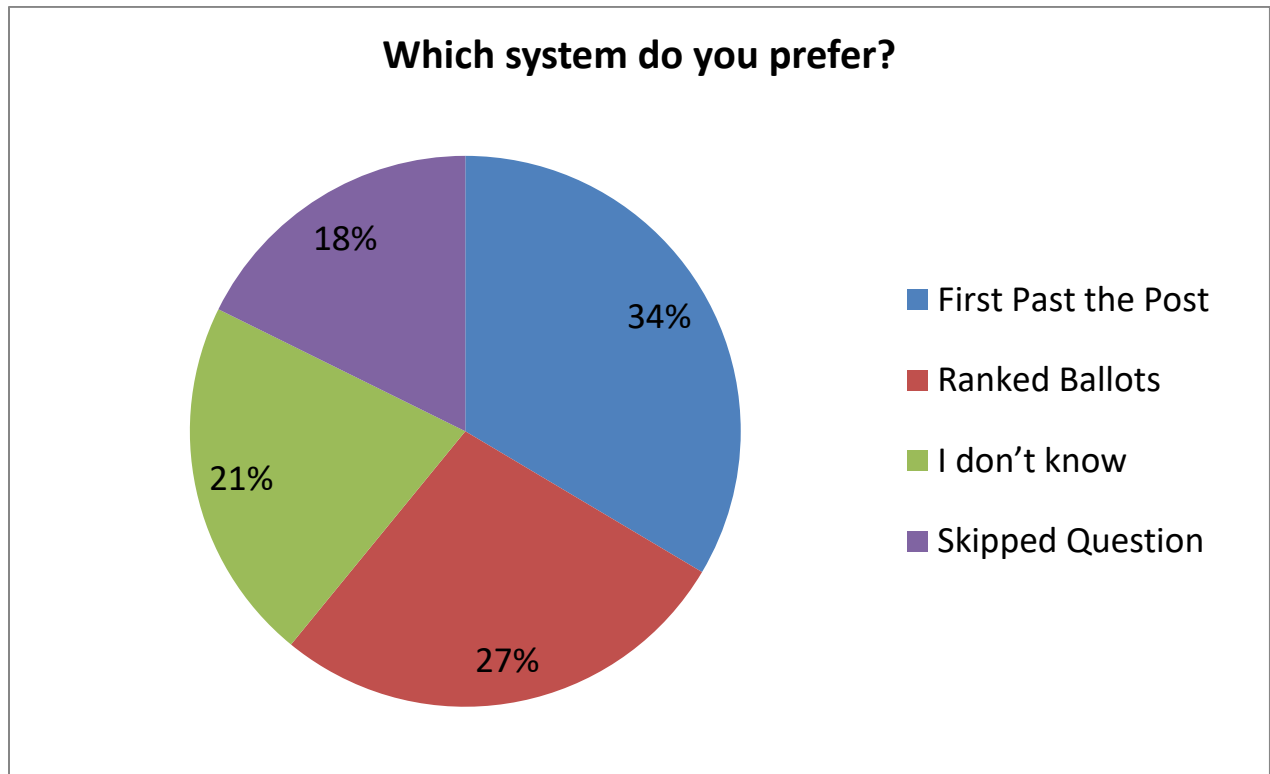


Question 8: Would you like more information on Ranked Ballots?	Telephone Survey	Online Survey	Totals
Yes	195	24	219
No	63	18	81
Skipped the Question	89	69	158

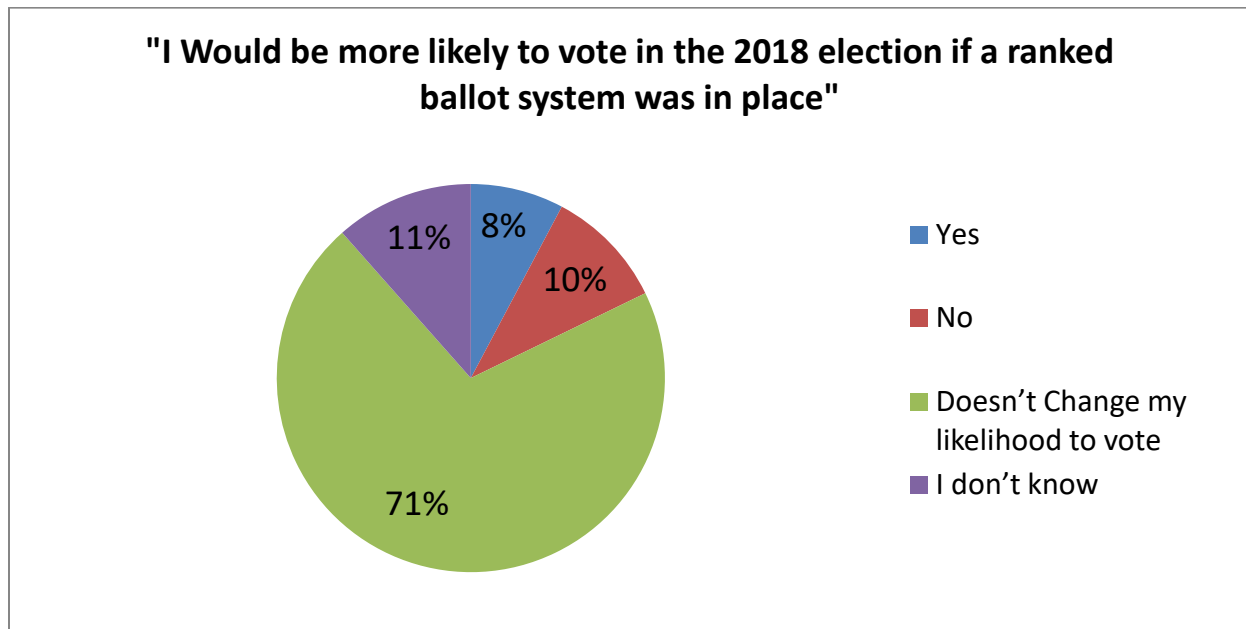
Would you like more information on Ranked Ballots?



Question 9: Currently the Town uses a first past the post system, where the candidate with the highest number of votes is elected. Which system would you prefer?	Telephone Survey	Online Survey	Totals
First Past the Post	113	50	163
Ranked Ballots	72	61	133
I don't know	99	5	104
Skipped Question	62	24	86



Question 10: I would be more likely to vote in the 2018 Municipal Election if a ranked ballot system was in place?	Telephone Survey	Online Survey	Totals
Yes	18	13	31
No	24	16	40
Doesn't Change my likelihood to vote	198	84	282
I don't know	44	2	46



Question 11: Can you provide some comments or feedback on internet voting and ranked ballots.

Comments (telephone survey):

1. doesn't believe in online voting
too much room for misuse
2. Doesn't agree with online
3. easier and more convenient
4. participant would also like to add voting online from home on a home computer to the alternate voting option question.
5. likes convenience of online voting
might take too long with ranked ballots
6. curious about why it is coming up now
7. concerns about the costs
8. its about time
9. would like to learn more about ranked ballots
like to learn more about how they would secure online voting
10. doesn't trust online

11. if we went ranked ballots and people didn't know everyone and only put down 1 what would happen
12. should be consistent
everyone should be online or everyone should be using pen and paper
13. doesn't like online voting because of the computer system because people can get your information
14. HE WOULDN'T TRUST ONLINE VOTING DUE TO HACKING
15. it would be nice for some people
16. SOME WAY OF RECOUNTING SHOULD BE IMPLEMENTED TO MAKE IT MORE BALANCED
17. don't understand either
don't trust internet
18. concerned about how secure it is
19. thinks it would be a good idea
would help people with disabilities and elders
20. ranked ballots may lead to no decisions
21. approves of online voting but not of ranked ballots
22. WOULD LIKE TO SEE RANKED BALLOTS MORE
23. DOES NOT AGREE WITH ONLINE VOTING
24. doesn't like online voting and ranked ballots
25. likes to go to the school and see who she's voting for
26. Doesn't like online voting. No way of knowing if vote went through - not reliable or trustworthy way to vote
27. hope they don't do ranked
28. would prefer more details
29. Will be easier to vote ranked ballots. Wants it on federal and provincial ballots.
30. doesn't like online ballots
31. ranked ballot new idea, not sure something she would trust. doesn't like it, but if it was in place would not change likelihood to vote
32. for municipal I don't know if it was worth while
33. prefers online if possible
34. thinks ranked ballots is the best way to go
35. would rather physically put her ballot in rather than go online
36. if the populous chose ranked ballots he would still vote
37. doesn't agree with online voting
38. not for her
likes going to the polling station
39. even the most secure systems have gotten hacked.
paper is harder to tamper with
40. DONT LIKE THE IDEA OF ONLINE VOTING
41. likes online voting
42. no online voting
doesn't work anywhere in the world
43. Really likes idea of online voting. Computer voting long overdue!
44. ONLINE VOTING SHOULD BE MONITORED
45. Need to be very sure there is no possibility of fraud of the person who saying they are isn't actually them

46. online/remote voting would be great.""
47. concerned about security
should be mandatory voting
48. Likes idea of online voting. People who can't get out can vote online.""
49. does NOT like online voting/polling
50. ITS DEFINETLY A VALID OPTION
51. doesn't trust computers
52. this constituent would like to see a more fair system proportional representation for voters.
53. constituent would like to see all the details before and thinks a more proportionate system of voting is a good option.
54. doesn't like online voting
55. wants to be sure that everyone only votes once
online would be nice and easier for a lot of people
56. online voting is probably a good idea
might lead to a higher voter turnout
doesn't like the ranked ballot system
57. for online voting
wondering about security
58. THE TOWN NEEDS TO EXPIDITE BOTH
59. worried about security issues
not sure its safe and accurate enough
60. online would be useful for people who cant get out
61. concerned about security
62. not sure if they can start a whole new system just off a survey
highly doubt they can change in time
63. Its a good step forward
64. not many people have experience with online voting - could cause issues and possible errors
65. would vote no matter what
66. just not for her
67. should be given more time about the ranked ballot system
68. doesn't like them
69. ONLINE VOTING SHOULD NOT BE MANDATORY
70. likes the polling stations being close
71. online voting is convenient
72. doesn't think we are ready for that yet
thinks mail in is safer
73. doesn't care for online voting and doesn't think it is secure
74. doesn't do much online like banking
75. doesn't think its safe
76. better the way it was
77. ONLINE VOTING COULD BE MANIPULATED
78. from home is a great option for people with less mobility
79. wants to be sure everything is secured

80. don't trust online
would have to know more about ranked ballots
81. I think its a good idea
82. I think it would be better
83. I would be supportive of it at a municipal level, would have problems with it at a provincial or federal level
84. Don't need it, too easily rigged
85. Online voting is not for me
86. when you vote in person there are ID checks, lack of that online
87. we should do it
88. online voting is okay as long as it is at a kiosks/polling station
89. Concerned about security
Not against it but needs more info on security
90. no to ranked ballots
91. online voting is great for those who cant get out to vote
92. Likes it the old way
93. guaranteed safety with online polling is a concern
94. how is the ranked process going to work?
might be too complicated for some people
95. DOESN'T TRUST THE ONLINE SYSTEM
96. for online voting each house should have a pin number to register
97. Most secure way to vote is in person with paper - NOT technology. Also, it should be law to vote.
98. Id prefer not the ranked ballots
99. It's about time for online voting
100. its a great option for people who are immobile
101. online voting is not trustworthy, can be easily hacked/manipulated
102. I don't think its appropriate
103. Would vote no matter the method
104. Will vote anyways, We need reform, Seniors may not be able to use online, Needs to be able to trust security
105. Against online internet voting for digital recording of voting. Online and digital are not the same. We just switched to a ward system away from a ranked ballot system because more fair, not sure returning to ranked system is advantageous. While she would like to encourage people to vote as much as possible if secure, does not see clear future for voting above reproach and completely fair if your bank can get hacked who's going to be sure a municipal election cant be hacked as well.
106. Hard enough to find a candidate, ranking them would be impossible
107. Cant remember if she voted in the 2014 election
108. I don't think we should do online
109. ranked seems more fair but may take longer
110. Id like to see the town do it cause sometimes the lines are too long
111. its great we are getting into online
112. anything online is not really trustable, everything does not need to be online
113. Not everybody has access to computer, especially senior citizens. Could be a challenge.

Comments (online survey):

1. dont need to change the system.
2. Online voting will never be secure enough to be reliable. Ranked ballots are biased.
3. IF voting process changes I will not vote and I have voted religiously since I was eligible many years ago. With the lack of security in the online world I have no confidence that my vote remains secret or is credited where I wish.
4. What will you do to get more than 30% of voters to vote. Online voting & ranked ballots will not increase this average.
5. I do not trust any online voting activity. At this time there is simply not enough ability to avoid tampering.
6. When there is no paper trail fraud can happen much easier. This should never be allowed!!!!!!!
Voting is only once every 4 years - people who care will make the effort to get out and vote!
7. I feel it would increase voter turnout both young and old
8. Thank you for considering Ranked Balloting for municipal elections
9. Just love the online idea. Probably get more voters using the method.
10. I'm not sure that cyber-security is currently at a level where I would feel confident in having online voting. I believe Ranked Ballots create a less democratic result.
11. Would like there to be a strong form of identification if voting is to be done online.
12. Ranked ballots make the most sense when most wards have multiple candidates. Its more democratic than FPTP.
13. I'm not confident about the on line voting for the reason that it's not the government it's the people voting. How can we ensure that the people are legitimately voting? Do they need to have a thumb print or eye scan or what and then it's not really confirmed that the voting will be done legitimately
14. also lower the voting age
15. Before moving back here I was in a municipality that had internet voting the last 2 elections. It worked extremely well and increased participation by younger voters.
16. Two concerns about remote online voting:
 1. Cyber security
 2. Identity verification
17. I strongly urge the town to make online voting available as this would undoubtedly increase participation among young voters and seniors as well.
18. please consider the elderly population of Newmarket that do not have access to computer or do not own one or don't know how to use one. Infact, some may not even know how to operate an smart phones either.
19. Thank you for not forgetting seniors. I do not use computers. My son helped me fill out this survey. Everyone should vote.
20. Prefer first past the post
21. None
22. Ranked voting was the norm in smaller communities in the past. Ranked voting can be manipulated via a process called "plumping". FPTP voting favours individuals who reside in the ward they seek to represent. Consequently, I favour FPTP.
23. I feel I still need to learn more about how a ranked ballot system works before I can express an informed opinion.
24. I am not a resident but found this survey and thought I would express my opinion. The only complaint is for most residents of Newmarket may have no knowledge of what a ranked ballot is.
25. I think a ranked ballot is more democratic than FPTP. Also, I think online voting would increase turnout.
26. I have always taken the time to make an informed choice at the ballot box. I believe people should be given additional options to participate via on-line if they choose to do so as long as it is secure.
27. Must be secure. Must be via a Web page and not a downloaded app. People will not want to download an app. Suggest an email confirmation of your vote.

28. Hate ranked ballots. Keep things simple - first past the post.
29. Strongly in favour of ranked ballots as it narrows possibility of nasty, wedge candidates getting elected
30. I would like Ranked Choice Vote (RCV) voting system for single office positions, such as mayor. Benefit the winner would have at least 50% of support from voters.

I would like to see Single Transferable Vote (STV) for multi position offices, such as town councillors. It would require at least 2 councillors per an enlarged ward. Benefit is that at minimum 63% of the voters would be represented on council.

Both systems use ranked ballots, The purpose is to give as much representation and therefore a fairer electoral system for the voters.

31. online voting at present is unsafe as I do not think anyone is willing to spend the money it would take to make it as safe as a printed ballot. Would like to see more options rather than just ranked ballots
32. Paper ballots are the simplest and safest electoral method. They can always be recounted. Online voting provides too many opportunities for error and malfeasance.
33. I dislike online voting because so many things can go wrong. Who will ensure
34. As long as it's secure, I'm comfortable with online voting. While I think ranked ballots might offer a more fair outcome. I don't know how people would respond to the system at the municipal level.
35. In theory ranked balloting is a good idea, but I am not sure the electorate is informed enough to rank 8-10 candidates intelligently. I think it will just make voting too confusing for many. Online voting should have been implemented a decade ago. It is well past time.
36. my only issue with on-line voting is security of both the computer system and having only eligible voters voting. how would that be managed? If it can be managed and more people would vote as a result of the convenience of on-line I would change my mind and be in favour of on-line.
37. For remote online voting I would be concerned if there wasn't a reliable means of validating the identity and eligibility of the voter when they login online. 2 level authentication similar to what is used by email programs like google or yahoo may be a viable option to explore for this.
38. none
39. Online voting is risky.
40. Online voting allows for more accessibility for every resident. It is quicker and more efficient and does not require a resident to put down their duties at work or at home to walk to a polling station.

Ranked voting gives a resident a greater feeling of actual influence in voting. FPTP has marginalized voters who vote for losing candidates. Those are essentially "wasted" votes. A ranked ballot means that no matter who you vote for, it is more likely that your decision makes a bigger impact to the actual result.

I am confident that introducing both online and ranked ballots will increase voter turnout, especially for young voters. I strongly urge council to pass these motions for a more democratic and open voting system.

41. Too much resources required
42. Online voting can be easily hacked so stay away from that system
43. No info given on how a person will be prohibited from voting multiple times
44. Internet voting does not ensure ballot secrecy
45. Internet is not secure enough for voting.
46. Online voting is the worst idea ever. There is simply no way to ensure the results of the election accurately reflect the will of the people. Was the election rigged to favour a specific candidate? Was the election hacked and the results changed? There is no way whatsoever to recount the election because there are no physical ballots to recount and prove the validity and integrity of the online voting system. There is no way to ensure one person can cast only one ballot, and there is no way to ensure there was no coercion when any online votes were cast. We would not allow this to take place with paper ballot voting why would it even be considered with online voting?

It is likely you're considering adding online voting to your elections simply because you want to

increase turnout or save money. If you do your research and look at actual statistics from municipalities where online voting has been used, you will see online voting does not increase turnout by any significant amount and can easily double or triple your election costs.

Online voting is risky technology and should not be used, but don't only take my word for it.

"Internet voting may well remain a good idea for private elections, for EBAs, and for popular events but it will never have the qualities needed for high stakes public elections even party elections with outcomes affecting the general public."

- Craig Burton, founder of online voting maker, Everyone Counts, in a letter regarding the Australian iVote internet voting system

(src: <http://www.aph.gov.au/DocumentStore.ashx?id=cef80a64-c984-4628-9de7-41640c25a978&subId=459751>)

"Other presumed benefits, such as increased turnout and lower cost are not typically realized."

"Do not implement universal Internet voting for either local government or provincial government elections at this time."

"The risks of implementing Internet voting in British Columbia outweigh the benefits at this time."

- Independent Panel on Internet Voting Recommendations Report to the Legislative Assembly of British Columbia

(src: <http://www.internetvotingpanel.ca/docs/recommendations-report.pdf>)

"Our estimates suggest that internet voting is unlikely to solve the low turnout crisis"

Nicole Goodman & Leah C. Stokes, Reducing the Cost of Voting: An Empirical Evaluation of Internet Voting's Effect on Local Elections

(src: https://papers.ssrn.com/sol3/papers.cfm?abstract_id=2849167)

Please do not use online voting in any future elections!

47. Online votings time has come and ranked ballots are the future. Get on with both!!!
48. Look at City of Toronto report pages 13-17 recommending against online voting.
<http://www.toronto.ca/legdocs/mmis/2016/ex/bgrd/backgroundfile-98545.pdf>
49. The current system has worked just fine. If you cannot bring yourself to get off the couch, and participate, you get what you should expect. In a "participatory democracy" You have a duty to participate. Re inventing the wheel, has proven to be a BAD mistake in almost all cases in Ontario in particular. I would also suggest, in the interest of the public/taxpayer, we should go back to a two year cycle, largely to get the current "pond scum", OUT of office, in a more timely, representation of democracy. As is, BIG BROTHER, is on the doorstep. Changing the voting system, will let him in.

50. For individuals I am not opposed to a ranked ballot system; however, for individuals affiliated with a political party I am opposed to first past the post or ranked ballot systems and would like to see proportional representation.
51. The "first past the post" system has sustained the longest standing democracy in the world (Great Britain) for some 900 years. Thousands of people have chosen to come to Canada because the system we use has provided us with stable governments for 150 years.

I have been a Newmarket resident for 35 years and have seen a great many changes take place here; however, the system has worked well throughout and I see no reason to change the current system.

Regarding on-line voting: I have voted in every federal, provincial and municipal election since I became eligible to vote. I have been a Board member for both "for profit" and "not for profit" organizations. My presence is required to participate in a vote. As a former MP, my presence was required in the House of Commons when a vote was called, and a Member must stand and be counted.

I am not confident that we have "worked out" all the problems with on-line voting and believe that there is much room for abuse/fraud. Even in the recent US elections, reports of dead people voting were reported.

Our right to vote is one of the most precious rights we have as Canadians and we must protect the integrity of the system.

52. The big problem that I have with online voting is the lack of verification and auditability. Right now, only the paper-vote method offers that.
53. As long as ALL candidates have NO access to online voting its a more convenient way to vote
54. No comment really except to say I heard about this survey and then found it very hard to find on the town's site. If you want residents to participate, why isn't there a link to it right on the home page? It almost like you don't want people to fill out, or not very many..
55. Any change to our voting system must have the support of all the people through a referendum!!!!
56. Longer hours at voting stations -I.e. There are so many ppl who drop their kids at school/daycare and head out of town coming home late evening. 9am voting would actually be a huge benefit as opposed to 10am. Appreciate advance polls too. Thx!
57. Online voting is not secure nor hack proof. I will not vote if it is used in any way.
58. Please implement ranked balloting but make no other changes.
59. We should make it easier to vote in person and on paper. Paper ballots may be cumbersome, but they have the highest voting integrity.
60. I do sincerely enjoy the process of going to a polling station to cast my vote. As a millennial, I do believe that having an online voting system may make voting more accessible and more appealing to our younger generation, though it would not change my likelihood to vote. We generally go to the polls as a family and I see it as a unique opportunity to leave the house and gather for what we believe to be an important cause. I don't know that voting from the family iPad would hold the same value for me personally. I hope that doesn't sound too cliché!
61. Online voting makes me nervous (security, integrity of result concerns) and seems unnecessary. RANKED BALLOTS ARE AMAZING I can't wait for ranked ballots to be a thing at every level of government.
62. security is key to online voting. I'd support it if I were confident that the system was well-protected
63. I am not a fan of ranked ballots. To me it doesn't seem correct that a candidate could receive the most votes in a traditional sense (i.e. be ranked first on the most ballots), and yet not win. In essence it allows someone's second, third or fourth choice to cancel out another person's first choice (I understand it takes more than one it is weighted and it takes more "lower ballot" votes to outweigh a first choice vote, but it doesn't seem right to me).
64. Strongly in favour of both.
65. I like the idea of it. I think it will more accurately determine who the voters would like.

Internet Voting/Ranked Ballot Survey

1. *Are you an eligible voter in the Town of Newmarket?*
 - Yes
 - No
2. *Did you vote in the Town of Newmarket's 2014 Municipal Election?*
 - Yes
 - No
3. *Do you have frequent access to a computer?*
 - Yes
 - No
4. *Please rate your level of agreement to the following statement: I would feel confident casting my vote in the 2018 Municipal Election online?*
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
5. *Which alternative voting option would you most like to see available in 2018?*
 - remote online voting (home, office, smartphone)
 - online voting at polling stations (kiosks, tablets, computers)
 - telephone voting
 - vote by mail
 - none of the above
6. *Which, if any, of the 3 options would you prefer for the 2018 Municipal Election?*
 - Option 1: The traditional method of marking paper ballots using a pen in voting places throughout the Town. Marked ballots are counted using an optical scan vote tabulator.

- Option 2: Voters can vote online remotely (e.g. home, work or smartphone) for an advance voting period or vote in person using paper ballots on Voting Day.
 - Both Option 1 & 2 (paper ballots and online voting)
 - No opinion
-

7. *Do you know what a ranked ballot is?*

- Yes- if yes, next question
- No- if no → Would you like more information?
 - o If yes → explanation, then go to question 8
 - o If no, go to question 10

Explanation:

In our current voting system also called “first past the post”, the candidate with the greatest number of votes wins, even if they don’t receive a majority (or 50%) of the votes cast.

Using a ranked ballot, voters mark their first, second and subsequent choices. If no candidate wins more than 50 per cent of the vote, the candidate with the fewest votes is eliminated and the second choice on those ballots is counted. That continues until one candidate emerges with a majority.

8. *Currently the Town uses a first past the post system, where the candidate with the highest number of votes is elected. Which system would you prefer?*

- First past the post- candidate with the highest number of votes wins
- Ranked Ballots – vote by order of preference, candidate who reaches 50% of votes is elected
- I Don’t know

9. *I would be more likely to vote in the 2018 Municipal Election if a ranked ballot system was in place?*

- Yes
- No
- Does not change my likelihood to vote
- I don’t know

10. *Please provide any comments you have about online voting and ranked ballots.*

Thank you for completing this survey. For more information on ranked ballots and internet voting please go to www.newmarket.ca/municipalelection