



Internet Voting: 2018 Municipal Election

Council Workshop
October 5th, 2015



Purpose



Learn about internet voting experiences in 2014 election

Outline two voting method Options for 2018 election

City of Guelph Experience: Stephen O'Brien, City Clerk

Q & A, Feedback

Staff recommended Option to come forward at a future Committee of the Whole meeting

Background

Previous term:

- Staff to explore use of internet voting for October 27, 2014 election
- January, 2014
 - Council workshop
 - PIC
 - Phone survey (805 participants): 48% prefer internet, 41% prefer paper ballot (balance undecided/no response)
 - Online survey (100 participants): 81% prefer internet
- Staff recommended use of internet voting (together with internet voting terminals in voting places)
- January, 2014 referred consideration of internet voting to 2018 election; authorized use of vote tabulators for 2014 election

Background, Cont'd



Current term:

- March, 2015 staff to report on internet voting within six months
- Approval of voting method required by June 1, 2018 (subject to any amendments)

Option 1

- Option 1 used in 2014 & several previous municipal elections
- Use of vote tabulators during advance voting period & voting day
- 7 days of advance voting
- Special voting opportunities for seniors, long term care residents & hospital patients
- ~ \$310K (2014 election total spend ~\$300K)

Option 2

- Use of vote tabulators advance voting period & voting day
- Use of internet voting during advance voting period only OR during advance voting period & voting day
- Staff recommendation use of internet voting during advance voting period & voting day to maximize participation
- 7 days of advance voting (vote tabulators & internet voting offered on same days)
- Special voting opportunities for residents in seniors' homes, long term care facilities & hospitals
- ~ \$400K

Option 2, Cont'd

Supports:

- Principles & requirements of the Act
- Enhanced convenience to voters by providing another voting method option
- Accessibility & independence for persons with disabilities
- Changing demographics & lifestyles
- Virtually-engaged electorate
- Leadership in electronic service delivery
- Provides paper ballot option

Option 2, Cont'd

- ~65,000 eligible voters in 2018
- Conservative model based on:
 - 40% turnout (26,000)
 - Of 26,000:
 - 30% internet voters
 - 70% in-person voters
- With communications & public education, more than 30% “remote” online voters anticipated
- Model ensures efficient voting process

Considerations

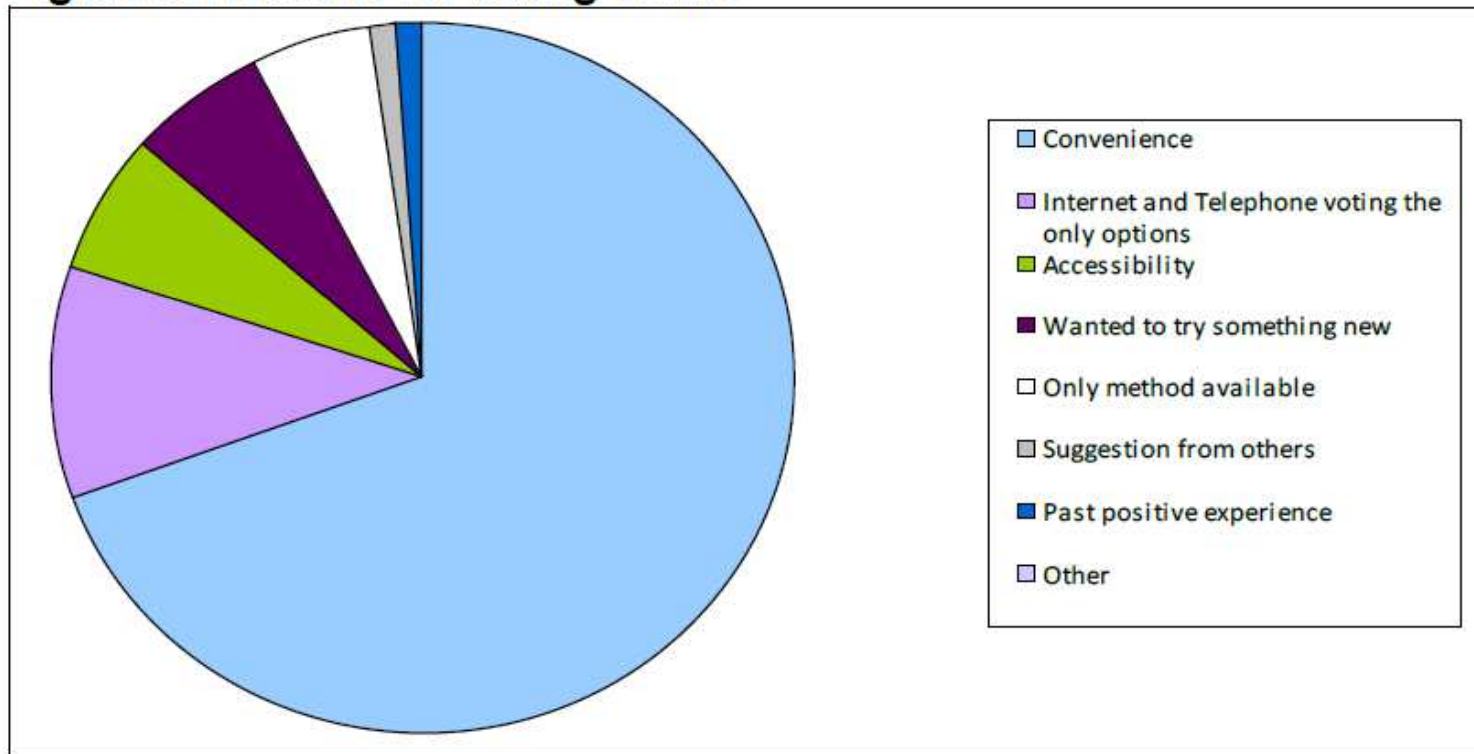
- Internet voting growth among Ontario municipalities:
 - 2003: 12 (255,837 electors)
 - 2006: 20 (397,537 electors)
 - 2010: 44 (783,887 electors)
 - 2014: 97 (2.4 million electors)
- Internetvotingproject.com

Considerations, Cont'd

- Comparable Municipalities Voting via Internet:
 - City of Brantford
 - City of Burlington
 - City of Cambridge
 - Municipality of Chatham-Kent
 - City of Greater Sudbury
 - City of Guelph
 - City of Kingston
 - City of Markham
 - City of Peterborough
 - Town of Ajax
 - Town of Innisfil

Considerations, Cont'd

Figure 6: Reasons for voting online



Considerations, Cont'd

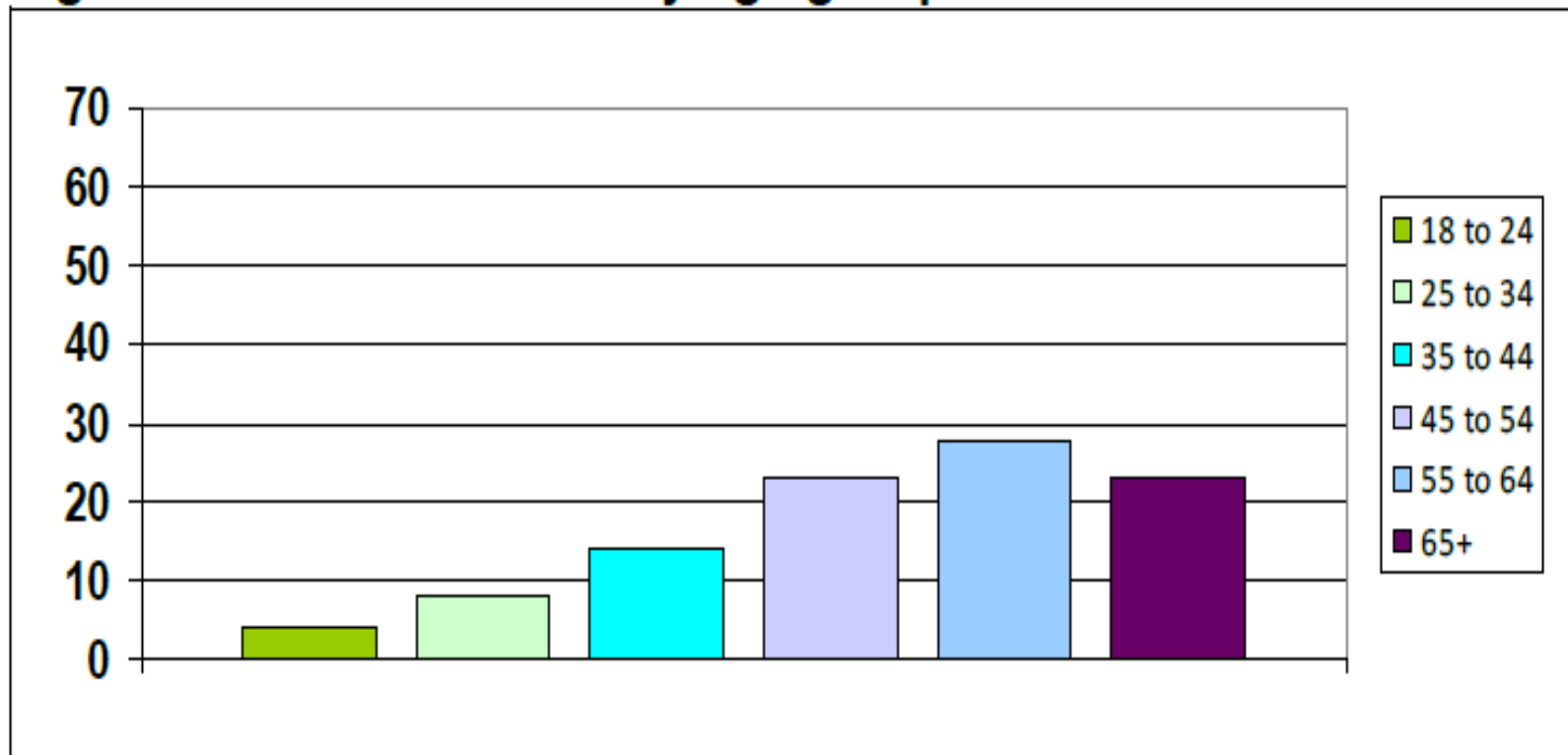


Town of Ajax Internet & Telephone Voters, 2014	
Location	Number
Other Canadian Provinces: 6 (AB, BC, MB, NS, QC, SK)	258
American States: 26 (AZ, CA, CO, CT, FL, GA, IA, IL, IN, MA, MD, MI, MN, MO, NC, NE, NJ, NV, NY, OH, OR, TN, TX, VA, WA, WI)	292
Other countries: 14 (Australia, Barbados, Finland, France, Germany, Hong Kong, Italy, New Zealand, Seychelles, Sweden, Spain, Trinidad and Tobago, United Arab Emirates, United Kingdom)	36

Considerations, Cont'd

- Demographics:

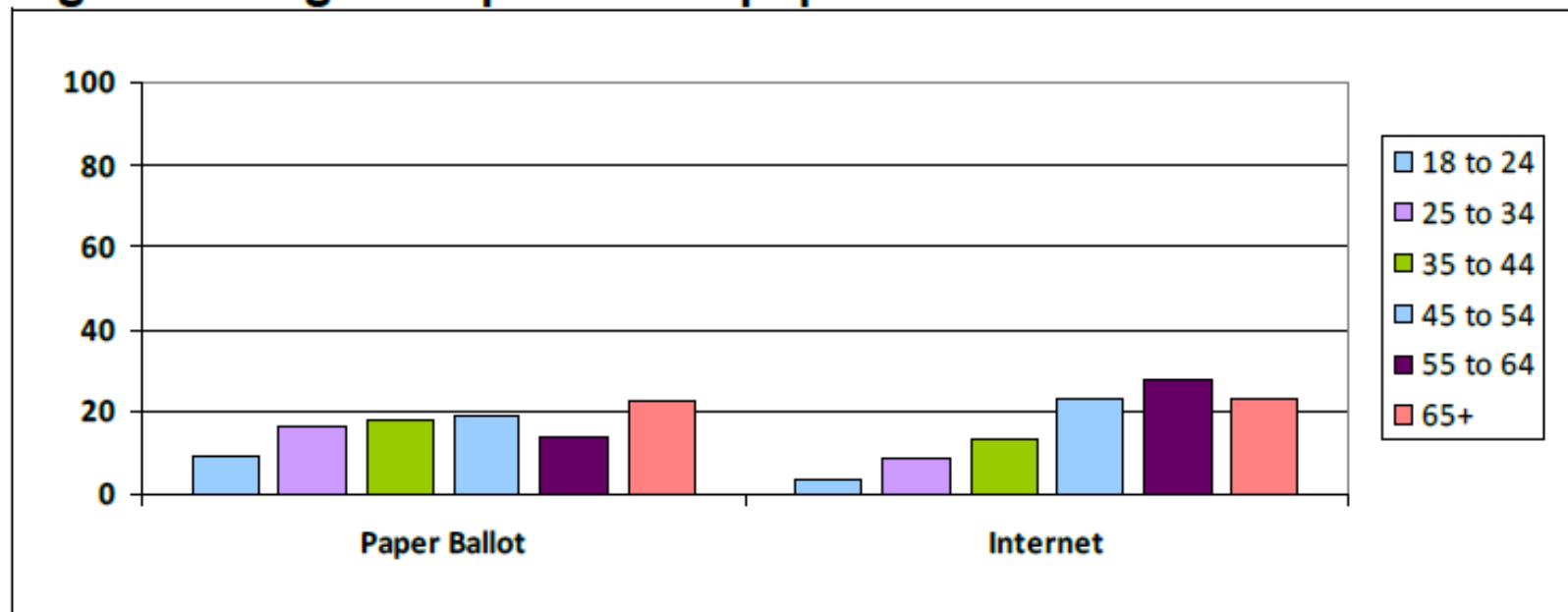
Figure 14: Internet voters by age group



Considerations, Cont'd

- Demographics

Figure 29: Age comparison of paper and Internet voters



Considerations, Cont'd

- Participation:
 - Cambridge - 20% of votes cast online
 - Sudbury - 54% of votes cast online
 - Quinte-West - 21% of votes cast online
 - Ajax - 28% of votes cast online
 - Guelph – 33% of votes cast online

Considerations, Cont'd

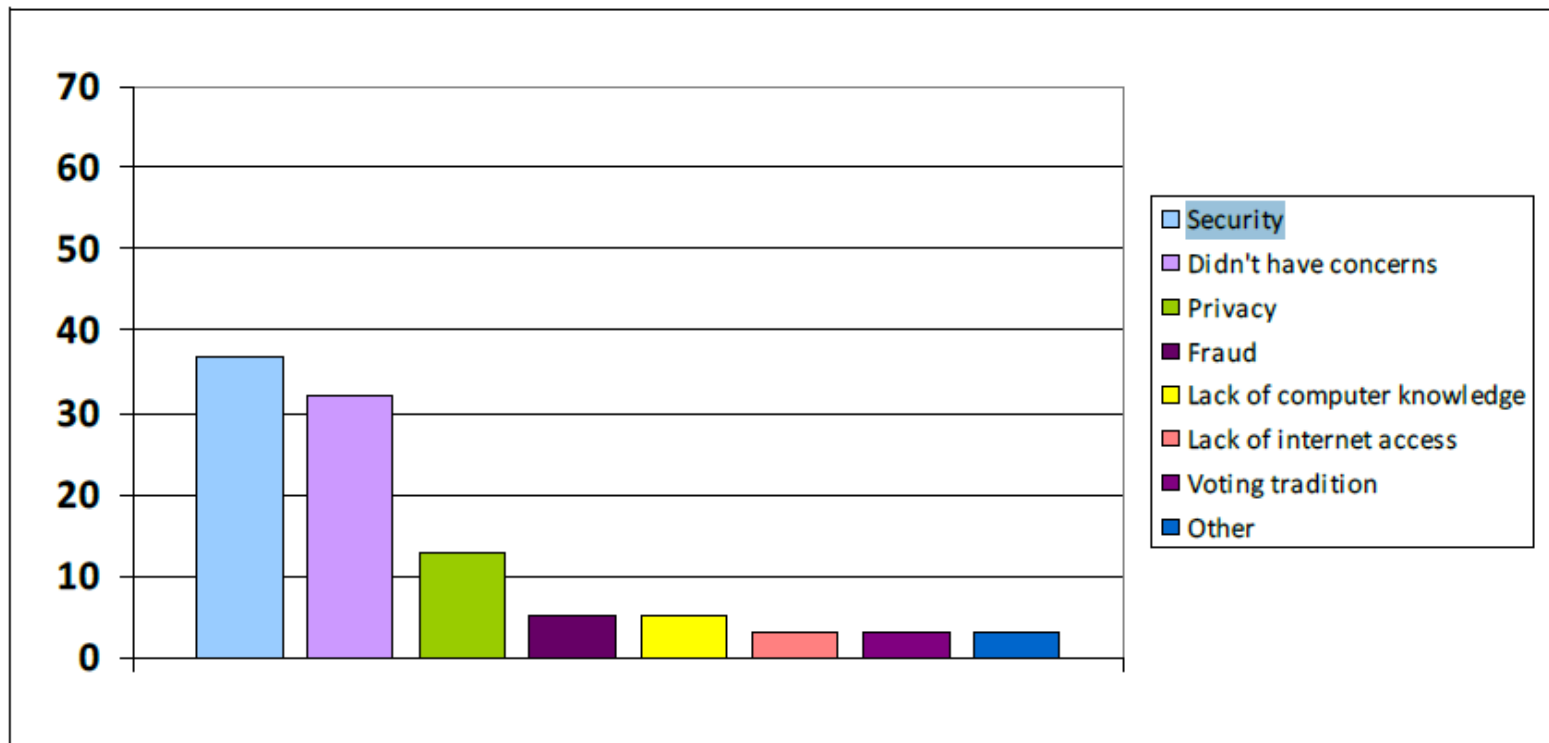
- Participation

Municipality	2014 Election Method	2014 Turnout	2010 Election Method	2010 Turnout
Chatham-Kent	Internet & paper ballots	42%	Paper ballots	39.90%
Cambridge	Internet, telephone & paper ballots	29.89%	Paper ballots	28.71%
Guelph	Internet & paper ballots	44.97%	Paper ballots	33.90%
Sudbury	Internet & paper ballots	50.70%	Paper ballots	49.75%
Ajax	Internet & telephone voting (in-person option)	30.40%	Paper ballots	25.40%
Quinte-West	Internet & paper ballots	32.97%	Paper ballots	27%

Considerations, Cont'd

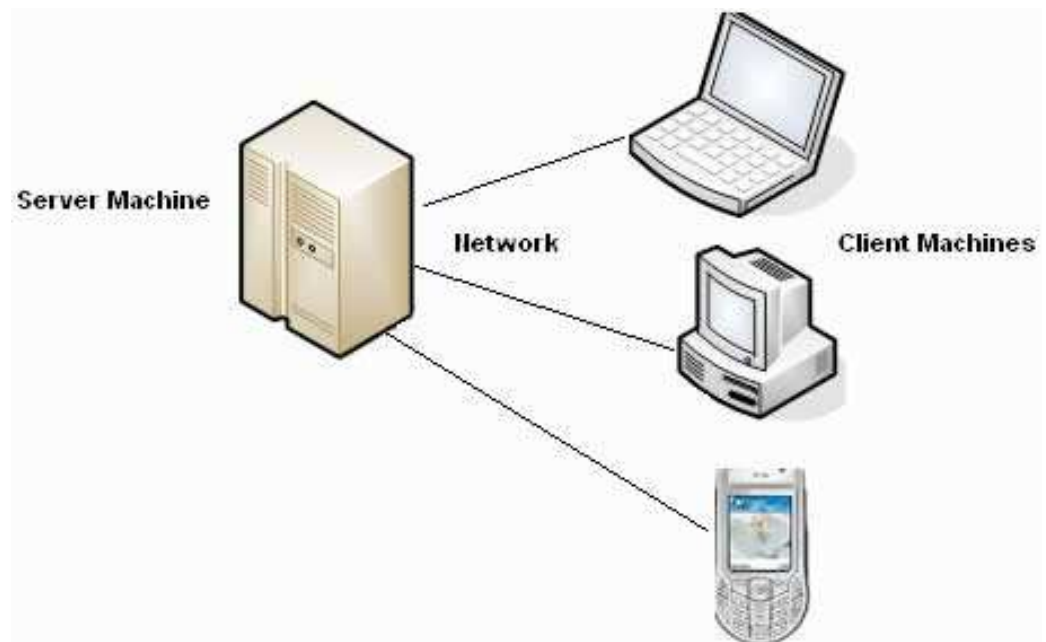
- Perceptions of Security: Paper Ballot Voters

Figure 20: Do you have concerns about Internet voting and if so, what is your top concern?



Considerations, Cont'd

- Security Framework
 - Hosting environment
 - Web application
 - Voting process
 - Voting device



Considerations, Cont'd

- “One-Step” Authentication:
 - Voter notification package sent to voter, includes PIN
 - Voter enters PIN, together with credential (e.g., full birth date)
 - Voter provided access to vote online

- “Two-Step” Authentication:
 - Voter notification package sent to voter, includes PIN
 - Voter registers to vote online using PIN, together with credential (e.g., full birth date) & creates own credential
 - Registered voter sent voting package by mail or encrypted email with second PIN
 - Registered voter enters second PIN & own credential created when registering
 - Registered voter provided access to vote online

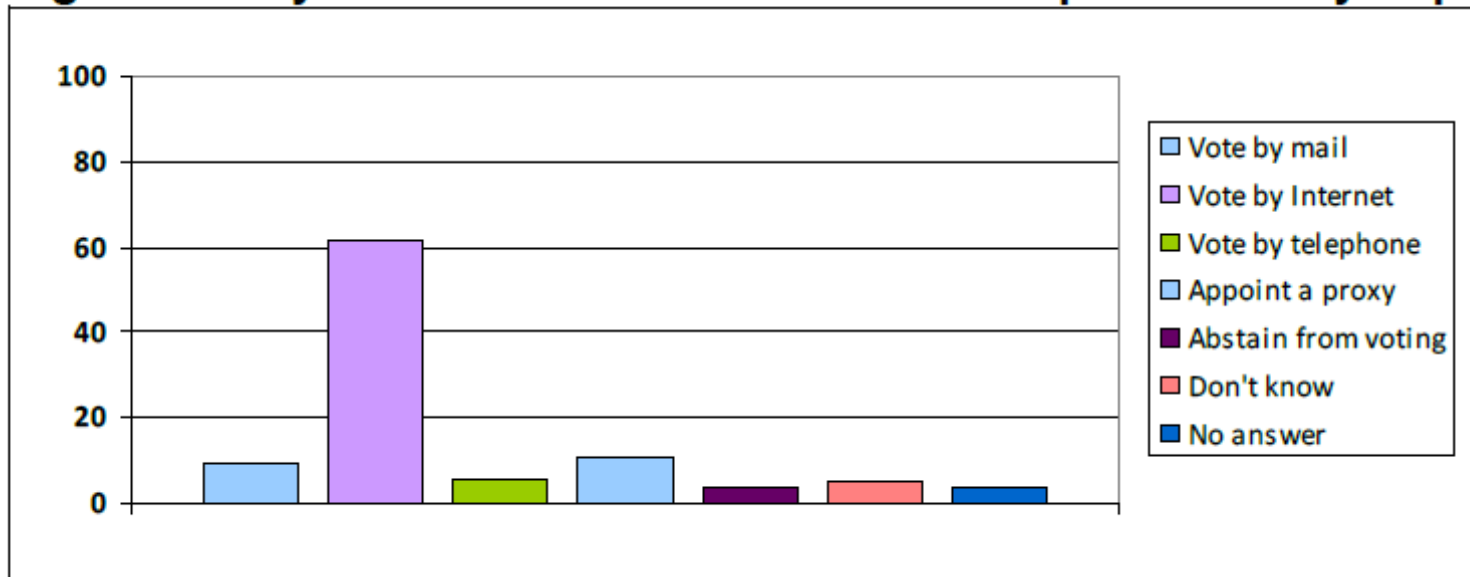
Considerations, Cont'd

- Corrupt Practices
 - Coercion
 - Impersonation
 - Stealing or tampering with voter information letters
 - Vote buying

Considerations, Cont'd

- Accessibility

Figure 24: If you were unable to make it to the polls would you prefer to...



Considerations, Cont'd

- Accessibility
 - No voting system can accommodate unique needs of individual voter's disability; however, internet voting does improve accessibility:
 - Independence
 - Privacy
 - Avoids logistics coordination
 - WC3 Web 2.0 standards as required by AODA
 - Use of internet voting supported by 2010-2014 Accessibility Advisory Committee

Considerations, Cont'd

- Communications
 - Greatest factor in ensuring internet voting implementation success was a comprehensive education & support campaign
 - 2018 Municipal Election education & outreach plan could include:
 - Traditional communications tactics, tie-in to existing social media presence, Town events
 - Demonstrations, workshops & “pop ups” for both public & candidates
 - Online, telephone & in-person voter support before & during election period

Considerations, Cont'd



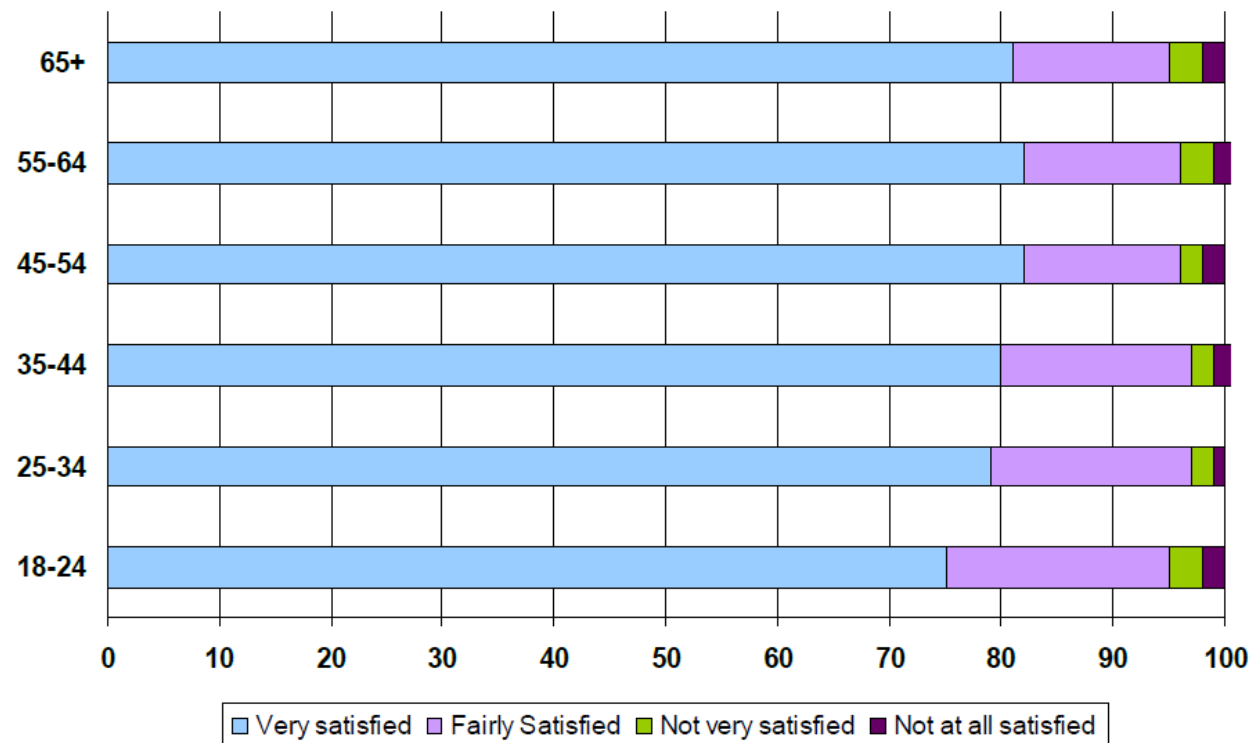
- Satisfaction:
 - 95% of respondents report being satisfied with the process
 - Vast majority of respondents praised the option of internet voting as making their lives easier and better enabling their voting right
 - 98% said they would be likely to vote online in future municipal elections
 - 95% would recommend internet voting to other municipalities

Considerations, Cont'd



- Satisfaction

Figure 2: Internet voter satisfaction by age*

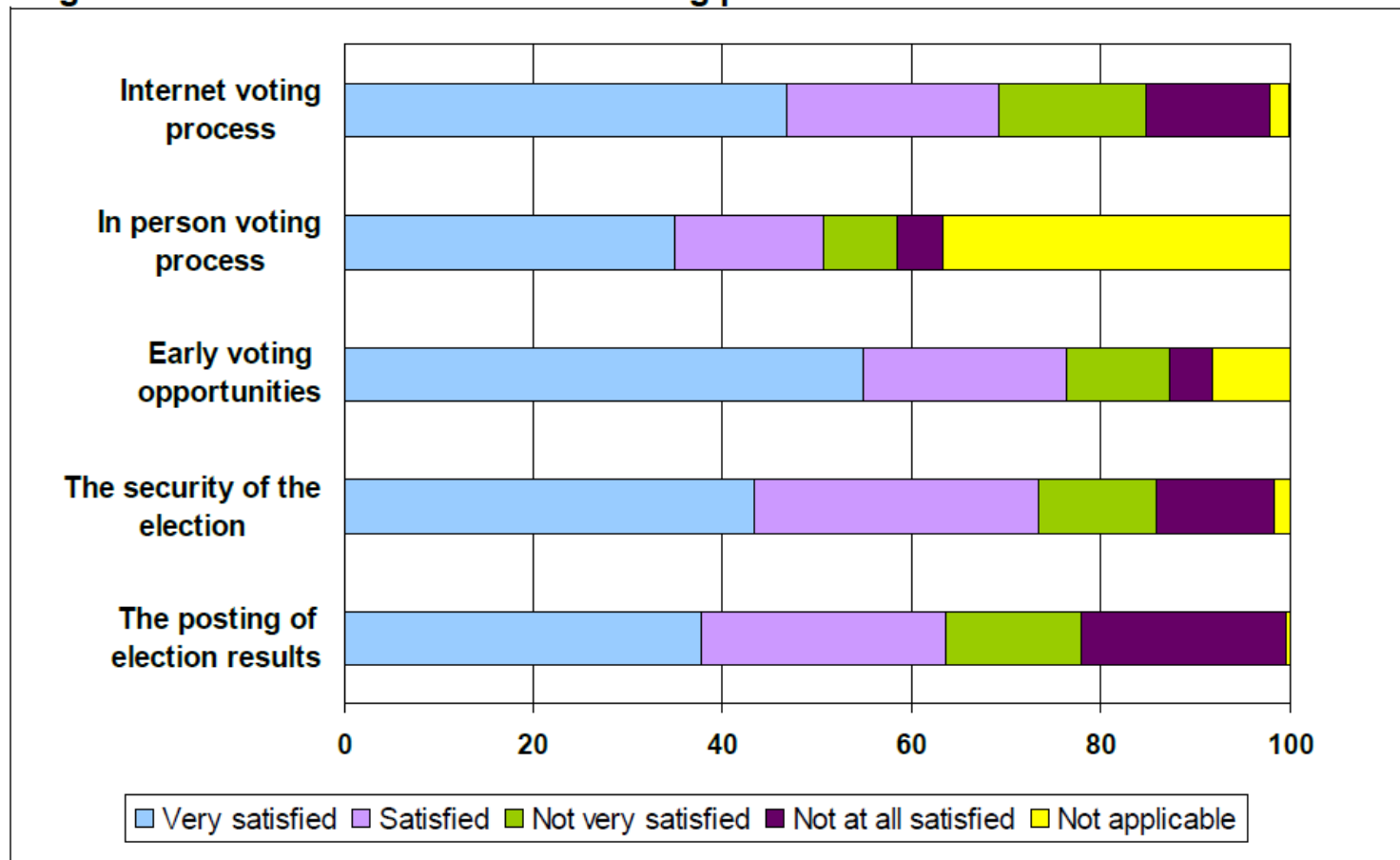


*Totals may not add to 100 due to rounding

Considerations, Cont'd

- Satisfaction: Candidates

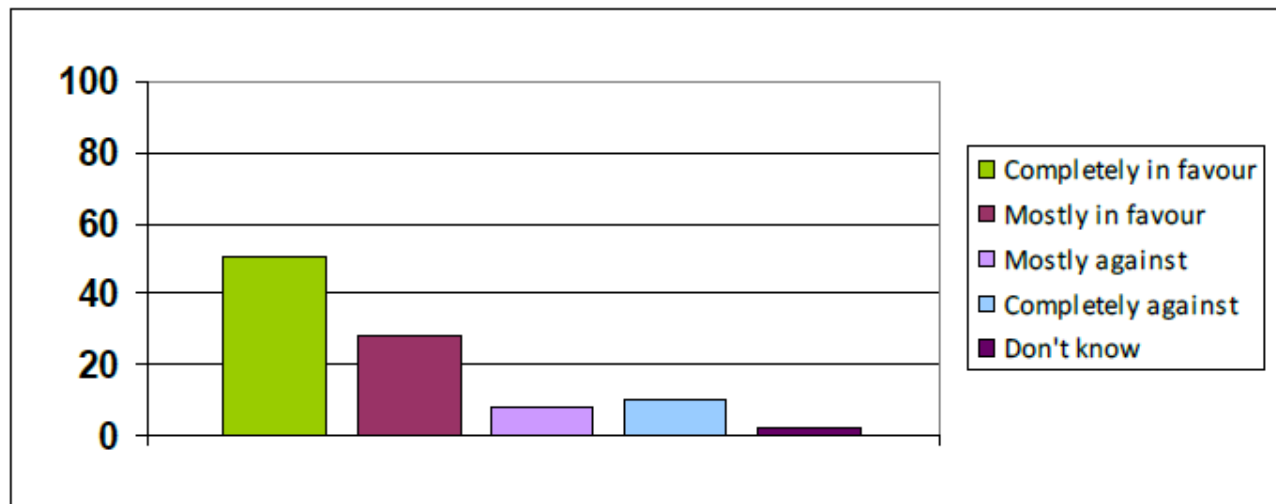
Figure 32: Satisfaction with online voting process



Considerations, Cont'd

- Satisfaction: Candidates

Figure 36: How do you feel about having Internet voting as an additional voting method?



Next Steps

- Council feedback on Options
- Future Committee of the Whole report with recommended Option, public input