

Report to Council

Report Title:	2022 Municipal and School Board Election Overview and Accessibility Report		
Prepared By:	Fiona Hamilton, Director of Legislative and Legal Services (Clerk)		
Department:	Clerk's		
Date:	November 1, 2022		
Report Number:	CLK2022-27	File Number:	C11CL, C07EL
Attachments:	Final Summary of Election Results		

Recommendation:

That the Council of the Municipality of Brockton hereby receives Report CLK2022-27 – 2022 Municipal and School Board Election Overview and Accessibility Report, prepared by Fiona Hamilton, Director of Legislative and Legal Services (Clerk), for information purposes.

Report:

Background:

This report provides an overview of the 2022 Municipal and School Board Election and describes the steps taken to ensure accessibility for all Brockton Electors.

Analysis:

Voting Period

At the meeting on February 9, 2021, Council of the Municipality of Brockton authorized proceeding with internet and telephone voting. The Voting Period for internet and telephone voting began at 10:00 a.m. on Monday, October 17th until 8:00 p.m. on October 24, 2022. Electors were able to use the information contained in their Voter Information Letter to vote online or using the telephone system provided by Simply Voting. Paper ballots were not used in this Election.

Voter Assistance

A Voter Help Line and special email address was established to allow Municipal Staff to troubleshoot and assist voters having difficulty using the internet and telephone voting system. The most common problems experienced by Electors were misspelling the voting website. Some Electors had difficulty logging in because their birth dates were noted incorrectly on the Voter's List. However, there were fewer electors with this problem as in other years, because staff used identified electors with birth date anomalies earlier in the fall and sent letters to these electors prior to the voting period.

Most of the calls to the Voter Help Line were from Electors using the telephone voting system. Some Electors needed assistance with providing their birth dates in the correct order, or using the pound key to enter information.

Voter Help Centres

A Voter Help Centre was also established in the Municipal Office at 100 Scott Street throughout the Voting Period. The Municipal Office was used to allow staff to remain in the Voter Help Centre throughout the Voting Period and also because the building has an accessible entrance. Any Voters who were having difficulty with the internet or telephone voting systems were encouraged to visit the Voter Help Centre. Large touch screen monitors were placed in the front meeting room, just outside the accessible entrance. Municipal Staff were able to expand the text on the screen to assist Electors who were visually impaired. In addition, many Electors who were not comfortable using computers, particularly a mouse or touchpad, or who otherwise had fine motor difficulties commented on the ease of use of the large touch screens.

A Voter Help Centre was also set up at the Cargill Community Centre and the Elmwood Community Centre from 8:30 a.m. until 8:00 p.m. on October 24, 2022. Overall, a total of 291 electors made use of the Voter Help Centres throughout the entire voting period, which was a significant increase from 2018 when 179 electors voted at the Help Centres. On voting day, the Cargill Community Centre had approximately 40 people visit and the Municipal Office also had approximately 30 people as well. The Elmwood Community Centre only had 10 electors visit.

The Cargill Community Centre has a fully accessibly push-button door. Municipal staff monitored the entrance to the Elmwood Community Centre to ensure voters could access the help centre.

In general, the vast majority of individuals who visited a Voter Help Center commented on the speed and ease of the online voting system. In the future, staff recommend limiting the Voter Help Centres to the Municipal Office and the Cargill Community Centre on the final day to save the additional equipment and staffing needed for the Elmwood Community Centre, which is not as accessible as the other facilities and has not been had significant uptake in.

Results

The total number of eligible electors was 8,012 with 2,839 total ballots cast. The voter turnout was 35.4%. There were 7,711 eligible electors and 3,781 total ballots cast for a voter turnout of 49.03% in the 2018 Municipal and School Board Election. There appears to be a number of reasons for the lower turn-out – noting the Mayor and Deputy Mayor positions were acclaimed and the relatively small number of certified candidates for the number of available positions. However, the low turn-out may also signal that electors are relatively satisfied with the services and direction of the Municipality of Brockton over the previous term.

Brockton's website provider had determined (without prior consultation with staff) that all of the website traffic would be redirected to a special "results" page. Unfortunately, the launch of this redirect crashed the website and impacted the speed with which results were posted on the website for at least one (1) hour. However, the internet voting provider allowed the results to be posted quickly on the previous voting site so that the results could be publicly shared.

Eventually the unofficial election results were posted on the Brockton website. All traffic to the site was automatically redirected to the results page once it was available. Candidates, Council and the Media were informed that the unofficial results were available via email. The Final Summary of Election Results provided by Simply Voting has been attached. The results were made available prior to 9:00 p.m. Other Social Media sites were also used to inform people that the results were available.

Social Media

Staff used various social media throughout the Voting Period, and also before the Voting Period. The “Brockton Votes” logo was developed to integrate with the overall branding of the Municipality of Brockton. The Brockton Votes logo was used on various signs and social media posts. Staff posted regular updates about the voter turn-out to help generate interest. Staff also monitored Facebook posts and other social media accounts to direct individuals to the Voter Help Centres as needed.

Staffing

Staffing for the 2022 Municipal and School Board Election included myself as Returning Officer, two (2) Assistant Returning Officers and seven (7) Election Officials. Each Voter Help Centre had at least two (2) staff members present during the hours of operation, and on Voting Day (October 24th) three (3) staff persons were stationed at each of the three (3) Voter Help Centres. Most of the Election Officials were trained in completing the forms to revise the Voter’s List, issuing Voter Information Letters and answering general inquiries. The Returning Officer remained at the Municipal Office throughout the Voting Period.

Staff in the Voter Help Centre should be applauded for their dedication and professionalism throughout the Voting Period. Our staff were keen to help our residents and delivered excellent customer service throughout the election. There were a small number of electors that required assistance with serious mobility issues, and municipal staff visited those electors personally at their homes to ensure they would be able to cast their ballot.

Sarah Johnson, Deputy Clerk took the lead in the communication and social media campaigns, and Dalton Stone, Legislative Support Assistant, took the lead with elector inquiries and assistance with the Voter’s List. Both of these individuals were instrumental in helping to plan a smooth and successful election.

Candidates

If requested, Candidates were provided with access to the Candidates Portal through Simply Voting through the Voting Period so they could see which electors had already voted. The use of the Candidate Portal kept Candidates from coming in to the front counter at the municipal office where electors were voting.

When Candidates asked questions or requested information, staff attempted to provide email answers or information that were circulated to all Candidates to ensure fairness and transparency. Candidates were also encouraged to direct individuals to the Voter Help Centres if they required assistance.

Accessibility

Section 12.1 of the *Municipal Elections Act*, R.S.O. 1990, c. 32 Sched. stipulates that a report must be made available to the public regarding the identification, removal and prevention of barriers that affect electors and

candidates with disabilities. The use of the telephone and online voting systems helped the Municipality of Brockton to ensure that the 2022 Municipal and School Board Election was as accessible to all Electors as possible. The primary objective was to allow Electors to vote on their own without assistance if at all possible.

- 1) The telephone voting system provided an option for electors with a visual impairment or mobility issues who could not otherwise attend the Voter Help Centre. The internet voting system also allowed many individuals with mobility issues to remain at home or even in the hospital and still vote.
- 2) The internet voting system also provided options to assist those with visual impairments. The font size could be enlarged and the touch screen were very helpful. In addition, the site itself was designed for ease of use for individuals using a screen reader (choice of font, contrasting colours, etc.).
- 3) As mentioned previously, touch screens were available at all Voter Help Centres. These touch screens could be manipulated to zoom in or enlarge the text for individuals who were visually impaired. Magnifiers and telephones were also available at all Voter Help Centres.
- 4) Many individuals noted that it was much easier to touch the screen when voting rather than trying to precisely mark a paper ballot.
- 5) Accessibility was also a significant consideration when determining the locations of the Voter Help Centres. The Municipal Office was used as the front door is an accessible entrance and individuals could vote easily and privately in the front office. The Cargill Community Centre was used because it is fully accessible with sufficient space to also provide electors with sufficient privacy when voting. Individuals using mobility devices were able to enter the Elmwood Community Centre provided a staff person was available to open the doors. Staff monitored the doorway to ensure that someone was available to open the door when assistance was required. Site visits were conducted at each location to arrange the Voter Help Centre in the most accessible manner possible. Signage was used at each Voter Help Centre as appropriate.
- 6) The fact that there was a Voting Period rather than a single voting day also made voting more accessible for individuals as large line-ups were avoided and people were not forced to stand for long periods of time or face large crowds. As a result, physical distancing was maintained for all electors to be sensitive to the COVID-19 pandemic.
- 7) Efforts were made to ensure that communication and information was made available to candidates and Electors in alternate formats and all information was posted to the Municipality of Brockton website.
- 8) The Returning Officer, Assistant Returning Officers and the Elections Officials were trained in the accessible customer service standards.

Some Electors did require assistance from the Assistant Returning Officials or the Election Officials. Staff visited Brucelea Haven on October 18, 2022 and Maple Court Villa on October 19, 2022 to assist those residents with voting.

Many residents expressed support and gratitude for the steps that were taken to ensure an accessible election. However, these practices and any emerging best practices should be reviewed prior to the next

election to ensure that as many eligible electors as possible are able to vote easily and as independently as possible.

Overall Key Election Takeaways

- 1) Most electors were appreciative of internet and telephone voting and staff would suggest that Council approve those alternative voting methods again in the near future to allow for an early choice of service provider.
- 2) Staff were extremely pleased with the customer service, planning and ease of ballot provided by Simply Voting and would recommend choosing the same vendor again. Simply Voting had capped the number of municipalities it would service to ensure adequate capacity, such that staff recommend considering a new contract sooner rather than later.
- 3) The Voter Help Centres at the Municipal Office and the Cargill Community Centre serviced the most residents. Staff recommend limiting the Voter Help Centres to these locations next time to save on equipment and staffing considerations.
- 4) While some municipalities hired elections assistants for a month or two, most of the pre-planning and legwork happens months before final voting day. For the 2026 election, Brockton should consider appropriate staffing levels to ensure the best possible election experience for candidates and electors.

Strategic Action Plan Checklist:

What aspect of the Brockton Strategic Action Plan does the content/recommendations in this report help advance?

- | | |
|---|-----|
| • Recommendations help move the Municipality closer to its Vision | Yes |
| • Recommendations contribute to achieving Heritage, Culture, and Community | N/A |
| • Recommendations contribute to achieving Quality of Life | Yes |
| • Recommendations contribute to achieving Land Use Planning and the Natural Environment | N/A |
| • Recommendations contribute to achieving Economic Development | N/A |
| • Recommendations contribute to achieving Municipal Governance | Yes |

Financial Impacts/Source of Funding:

- Do the recommendations represent a sound financial investment from a sustainability perspective? Yes

The Municipality of Brockton has not received a final invoice from Simply Voting and therefore the complete costs are not available at this time.



Trish Serratore, Chief Financial Officer

Respectfully Submitted by:



Fiona Hamilton, Director of Legislative and Legal Services (Clerk)

Reviewed By:



Sonya Watson, Chief Administrative Officer



2022 Municipal and School Board Elections

FINAL REPORT

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General Notes

The following notes are presented in a summarized fashion:

- ✓ Declined ballots are included in all reports and statistics.
- ✓ All times presented are in **Eastern Time (Toronto)**.
- ✓ No votes were reset in this election.

Municipality of Brockton
100 Scott Street P.O. Box 68 Walkerton, ON N0G 2V0 Canada

To Whom It May Concern:

The following election results are certified by Simply Voting to have been securely processed and accurately tabulated by our independently managed service.

Respectfully yours,



Brian Lack
President
Simply Voting Inc.

Results - 2022 Municipal and School Board Elections

Start: 2022-10-17 10:00:00 America/Toronto

End: 2022-10-24 20:00:00 America/Toronto

Turnout: 2839 (35.4%) of 8012 electors voted in this ballot.

Note: 28 electors declined their ballot; they are included in the turnout.

Councillor

Option	Votes
Tim ELPHICK	2395 (21.0%)
Mitch CLARK	2306 (20.2%)
Gregory J. MCLEAN	2170 (19.0%)
Kym HUTCHEON	2035 (17.8%)
Carl KUHNKE	1707 (14.9%)
Philip ENGLISHMAN	807 (7.1%)
VOTER SUMMARY	
Total	2811
Abstain	25 (0.9%)

Bluewater District School Board Trustee

Option	Votes
Derrick LONG	566 (55.1%)
David ROGERS	462 (44.9%)
VOTER SUMMARY	
Total	1593
Abstain	565 (35.5%)

Bruce Grey Catholic School Board Trustee - Kincardine, Huron-Kinloss, Brockton Ward 31

Option	Votes
Lori DI CASTRI	121 (54.8%)
Allan KEMPERT	100 (45.2%)
VOTER SUMMARY	
Total	233
Abstain	12 (5.2%)

Bruce Grey Catholic School Board Trustee - Brockton Wards 34 & 36

Option	Votes
Linda STRADER	687 (74.0%)
Jean HEDLEY	241 (26.0%)
VOTER SUMMARY	
Total	947
Abstain	19 (2.0%)

Conseil Scolaire Viamonde Trustee

Option	Votes
Eric LAPOINTE	1 (100.0%)
Saveria CARUSO	0 (0.0%)
VOTER SUMMARY	
Total	1
Abstain	0 (0.0%)

Conseil Scolaire Catholique Providence Trustee

Option	Votes
Meghan REALE	3 (50.0%)
Sylvie C. BARBEAU-CHMIELEWSKI	3 (50.0%)
VOTER SUMMARY	
Total	6
Abstain	0 (0.0%)

Turnout by Segment Statistics

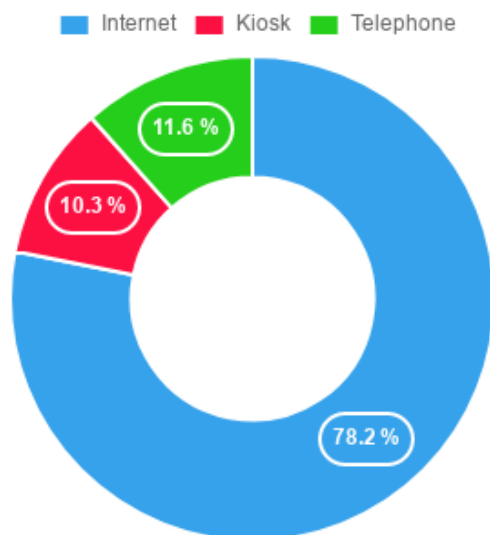
Ward	School Board	Electors	Voted	% Voted
31	English Public	792	200	25.3
31	English Separate	445	234	52.6
31	French Public	1	1	100.0
31	French Separate	6	4	66.7
31	None	39	6	15.4
TOTAL		1283	445	34.7
34	English Public	1970	459	23.3
34	English Separate	635	328	51.7
34	French Public	2	0	0.0
34	French Separate	1	1	100.0
34	None	41	12	29.3
TOTAL		2649	800	30.2
36	English Public	2890	958	33.1
36	English Separate	1129	621	55.0
36	French Public	2	0	0.0
36	French Separate	8	1	12.5
36	None	51	14	27.5
TOTAL		4080	1594	39.1
TOTAL	English Public	5652	1617	28.6
TOTAL	English Separate	2209	1183	53.6
TOTAL	French Public	5	1	20.0

Ward	School Board	Electors	Voted	% Voted
TOTAL	French Separate	15	6	40.0
TOTAL	None	131	32	24.4
	TOTAL	8012	2839	35.4

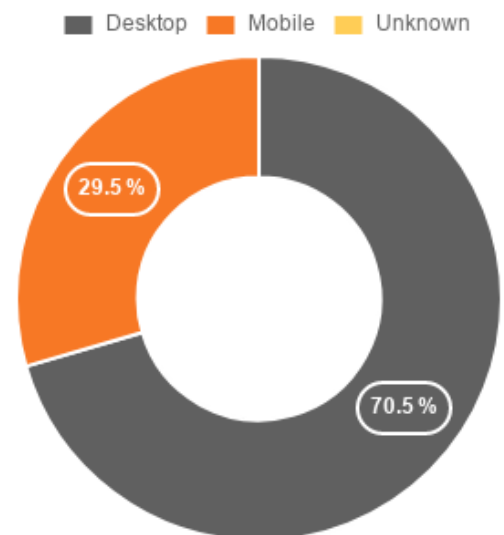
Turnout by Channel and Device Statistics

Statistics	Quantity	%
Number of eligible electors	8012	
Voter participation	2839	35.4
Total voters who voted by Internet	2219	78.2
Total voters who voted by Kiosk	291	10.3
Total voters who voted by Telephone	329	11.6
Internet / Kiosk vote by device type: desktop	1770	70.5
Internet / Kiosk vote by device type: mobile	740	29.5
Internet / Kiosk vote by device type: unknown	0	0.0


Votes by Channel



Internet Votes by Device



Turnout by Country Statistics

 Note: "Not captured" represents telephone votes.

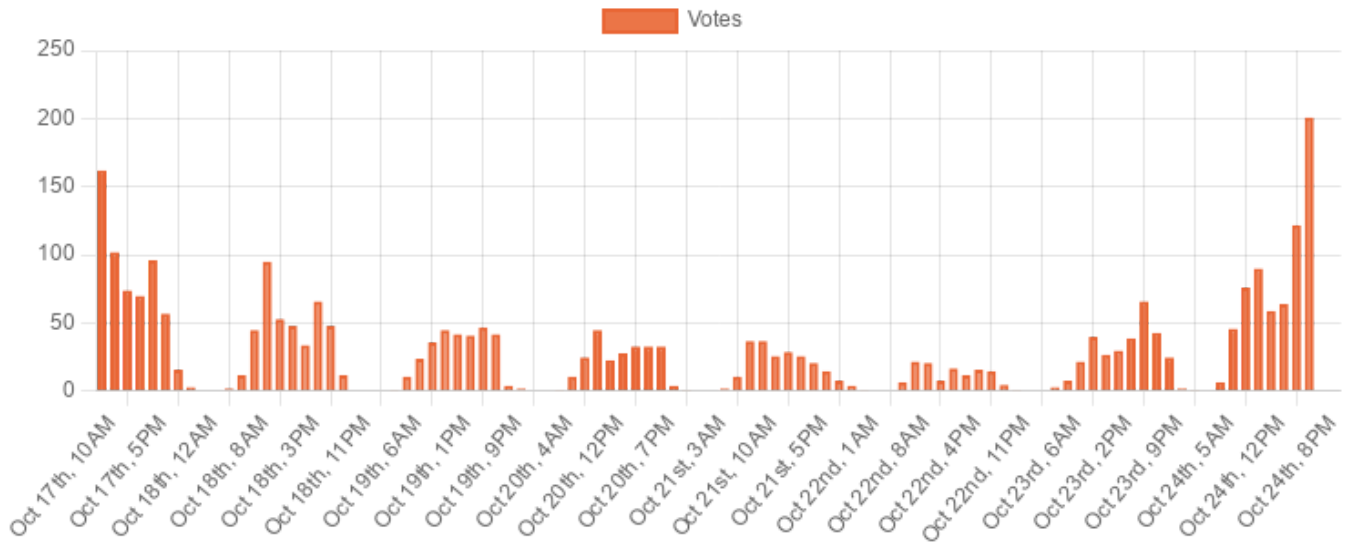
Country	Voted	% Voted
Canada	2499	88.0
Not captured	329	11.6
United States	6	0.2
United Kingdom	2	0.1
Portugal	2	0.1
Singapore	1	0.0

Turnout by Age

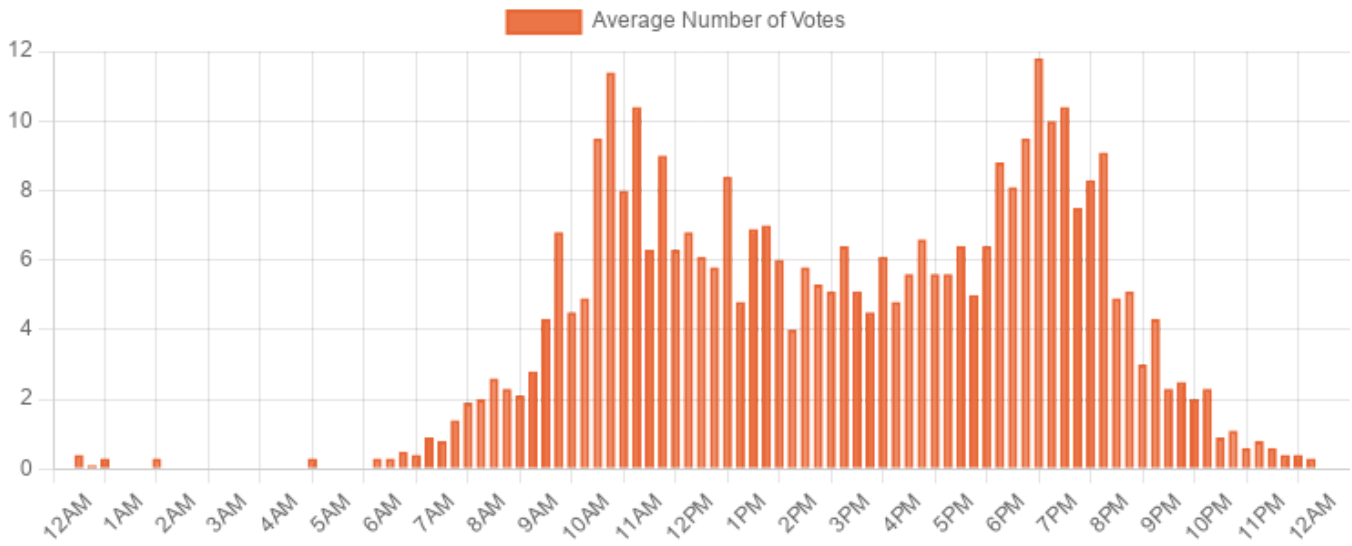
Age Range	Electors	Voted	% Voted
18-24	376	93	24.7
25-34	1211	253	20.9
35-44	1280	357	27.9
45-54	982	302	30.8
55-64	1540	650	42.2
65-74	1389	683	49.2
75-84	786	383	48.7
85+	275	118	42.9
Unknown	173	0	0.0

Turnout Charts

Cumulative Turnout



Average Turnout




Number of Votes by Date / Time Statistics

Hour	17-Oct	18-Oct	19-Oct	20-Oct	21-Oct	22-Oct	23-Oct	24-Oct
0	0	3	0	0	0	1	1	1
1	0	0	0	0	0	1	0	1
2	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0
4	0	2	0	0	0	0	0	0
5	0	0	0	0	1	0	0	1
6	0	0	2	2	2	1	3	6
7	0	7	7	4	5	2	5	18
8	0	13	11	7	6	8	3	30
9	0	35	16	18	25	9	15	45
10	122	59	20	22	24	13	16	38
11	47	38	14	25	17	16	22	47
12	50	31	16	13	15	5	16	54
13	53	27	37	12	15	3	15	29
14	41	24	25	20	14	6	19	31
15	42	28	14	10	18	9	16	27
16	41	16	22	19	16	8	11	55
17	36	15	25	19	13	7	27	70
18	60	43	25	18	18	10	37	104
19	41	39	33	12	4	11	33	109
20	27	23	16	28	9	7	27	1
21	16	11	8	3	5	6	23	0
22	1	4	1	3	3	2	13	0
23	0	0	3	2	5	0	3	0
TOTAL	577	418	295	237	215	125	305	667

Number of Votes by Channel by Ward Statistics

Ward	Channel	Quantity
31	Internet	350
31	Kiosk	39
31	Telephone	56
	TOTAL	445
34	Internet	642
34	Kiosk	59
34	Telephone	99
	TOTAL	800
36	Internet	1227
36	Kiosk	193
36	Telephone	174
	TOTAL	1594

Undervote Statistics

 Below are questions for which voters were able to select more than one candidate. An undervote occurs when the number of candidates selected by a voter for a given question is less than the maximum number allowed for that question.

Question	Complete Votes	Undervotes	Abstains
Councillor	1639	1147	25

Voting Session Statistics


Voting Session Length

Channel	Minimum	Maximum	Average
Internet	7.0 seconds (~0.1 minutes)	3,599.0 seconds (~60.0 minutes)	112.0 seconds (~1.9 minutes)
Kiosk	15.0 seconds (~0.3 minutes)	555.0 seconds (~9.3 minutes)	83.1 seconds (~1.4 minutes)
Telephone	23.0 seconds (~0.4 minutes)	322.0 seconds (~5.4 minutes)	134.0 seconds (~2.2 minutes)

Ballot Completion Statistics

Channel	Ballot Opened	Ballot Filled	Voted	Abandoned
Internet and Kiosk	2523	2515	2510	13 (~0.5%)
Telephone	335	331	328	7 (~2.1%)

Cross-Channel Statistics

-  These statistics show either:
- a voter first logged in to internet / kiosk voting but subsequently completed their vote by telephone
 - a voter first logged in to telephone voting but subsequently completed their vote by internet / kiosk

Type	Quantity
Internet and Kiosk → Telephone	0
Telephone → Internet and Kiosk	2


Anomalous Voting

Suspicious Voting Summary Statistics

 IP Addresses / Telephone Numbers from which greater than five (5) votes were cast are shown.

IP Address / Telephone Number	Hostname	Occurrences
207.35.12.10	207.35.12.10	33
64.52.21.22	visit.keznews.com	68
64.52.21.7	visit.keznews.com	91

Blacklist Summary Statistics

 No IP Addresses or Telephone Numbers were added to the Blacklist.