

General Information about Internet/Telephone Voting

Town of Aylmer Council's Decision

At the May 1, 2017 Council meeting, Council passed Resolution No. 170-17:

That the following action be taken with respect to Report CLRK 04-17 from the Clerk about the 2018 Municipal Election - Alternative Voting Method:

(a) That the Report be received;

(b) That Council approves the use of the Internet/Telephone alternative voting method for the 2018 Municipal Election;

(c) That Council waive the provisions of the purchasing by-law and authorize the Mayor and Clerk to enter into an agreement, by By-law, with Intelivote Systems Inc. for the provision of internet/telephone services for the 2018 Municipal Election; and

(d) That the Clerk be requested to prepare the necessary procedures and forms for the use of the internet/telephone voting process.

In addition, on May 1, 2017, Council passed By-law 16-17, to authorize the use of internet and telephone voting as an Alternative Voting Method for the 2018 Municipal Election. There will be no polling stations. (The By-law is available online)

What are the benefits of Internet/Telephone Voting?

Convenience and Flexibility for Electors – It is more convenient for voters to participate in the democratic process (ie. students, travelers, shift workers, non-residents, seniors, persons with disabilities, etc.). Voters can vote anytime, anywhere. Votes may be cast on mobile devices, home computers, by telephone, or at kiosk locations. It saves the voter time and money, in that, there are no line-ups, transportation, or babysitters required. It accommodates employees and employers alike since there is no need to take time off work to vote.

Accessible Voting - The new requirements of the Accessibility Standard for Customer Service (Reg. 429/07) requires that all municipalities must provide accessible customer service. The Internet/Telephone Voting process does address the Provincial accessibility requirements. Modifications can be made easily, such as font sizes, language. The accessibility of facilities is not an issue for any voter and no voter is required to travel to a voting station. With the current technology available for home computers, many individuals with a range of disabilities can vote via telephone or internet in complete privacy.

Increased Voter Participation - The Internet/Telephone process increases voter participation by removing many obstacles which can keep voters away from voting at the ballot box, such as inclement weather, family and social commitments, work commitments, and transportation.

Immediate, Auditable Accurate Results – Votes cast by internet/telephone are automatically calculated, eliminating the need for manual tabulation or costly vote counting machines. Information is automatically updated by striking names off the voters' list when ballots are casting by internet/telephone.

Security and Integrity - When casting a ballot, privacy and security of the secrecy of the vote is paramount. The Internet/Telephone Voting process' security ensures that every voter's voting experience is both secret and secure. Similar to the paper voting experience the electronic voting process disassociates the voter's identity from the cast ballot when it is "deposited" into the system. The system takes the encrypted ballot information from the voters PC or phone vote and creates a voter receipt similar to the ballot receipt detached from a paper ballot when it is marked and returned to the voting official in the paper voting example. The encrypted ballot is randomly inserted into the "electronic ballot box" severing the relationship between the voter and the ballot and the receipt is the mechanism that ensures the ballot was successfully recorded in the system. This combination of processes coupled with the security of the system results in the trusted and secure status of the system.

No Spoiled Ballot Issues – Electronic ballots are used and therefore there are no rejected, mismarked, or invalid votes.

Better for the Environment – Reduces waste as there are no paper ballots and there is a reduction in carbon emissions.

Will the 2018 municipal election strictly be using the internet/telephone voting method?

Yes – Internet/Telephone voting complies with the Municipal Elections Act (MEA) by making the election accessible to all voters, therefore, no paper balloting is required. The MEA permits municipalities to use alternative voting methods that do not require a voter to attend a voting location or poll. The community will be informed about how the process works.

How are security issues addressed for internet/telephone voting in a municipal election?

Intelivote Inc. addresses the security issues in the following manner:

- Working in conjunction with Intelivote Inc., procedures are established by the municipality to address, mitigate, or eliminate, potential risks by employing both technical and process related security measures designed to support system administration and control user access.
- Technological advances in protective measures such as firewalling (a part of a computer system or network that is designed to block unauthorized access while

permitting outward communication), and user authentication techniques (required passwords, etc.), all decrease the likelihood and effectiveness of these threats.

- Proper testing and auditing throughout the various implementation phases also serves to protect the voting system from external threats.
- Validating the identification of voters is a concern regularly cited with internet voting. To respond, internet voting includes voter authentication practices which can be customized to include personalized security questions and/or unique identification codes (Voter IDs and PINs). Municipalities can request that the vendor include the requirement for a voter to enter an additional verification along with the provided voter ID and PIN (such as birth date). This step helps alleviate concerns associated with the risk of an individual obtaining a Voter Information Letter intended for another voter.
- Only voters on the voters list receive credentials in the mail which will be used to vote online. As with past practices voters must complete a form and/or provide ID to be added to the voters list.

(Jan 25/18)