



## Voter FAQs / Q&As

### Eligibility to Vote

To be an eligible elector in the City of Brockville, you have to be:

- a Canadian Citizen;
- at least 18 years old;
- reside in the City of Brockville or own or rent land in the City of Brockville, or the spouse of an owner or tenant; and
- not prohibited from voting under law.

Is your name on the List?

How do you check?... It's easy!

Commencing Tuesday, September 7th, you can call 613-342-8772 ext. 442 to see if you are on the Voters' List or drop by City Hall, Clerk's Office, 1 King Street West during regular business hours to ensure you are on the List.

Eligible voters should review the Voters' List to ensure their information is listed accurately. To make additions or deletions, you'll need an Application to Amend Voters' List (or available at City Hall) and hand-deliver it to City Hall Clerk's Department.

**REMEMBER:** you must present proof of citizenship, residency and age in order to be added to the Voters' List! Additions received in the mail will not be processed.

### New for 2010 - Vote by internet or telephone

Voting at your convenience!

Electors in the City of Brockville will be voting electronically, by internet or telephone in the 2010 Municipal Election.

A Voter Information Letter will be mailed to you directly in the month of October, providing you with a Personal identification Number (PIN) which will allow you to vote 24 hours a day for 8 days, from Monday, October 18th at 9am to Monday, October 25th at 8pm, from any touch tone telephone or any device connected to the internet;

If access to a telephone or the internet is unavailable to you during the voting period, you may:

- vote via internet or telephone at one of our Election Help Centres (City Hall, 1 King Street West or at St. Lawrence College (2288 Parkedale Avenue) which will be open Monday to Friday from 8am to 8pm, or Saturday from 10am to 4pm;
- vote via internet at the Brockville Public Library (23 Buell Street) during open hours.

**Please remember to bring your PIN and proof of identity and residence.**

More information

For more election information, contact the Election Help Centre in person at City Hall, 1 King Street West, by telephone (613) 342-8772 ext. 442) or by email ([election@brockville.com](mailto:election@brockville.com)) during the following hours:

September 13th - October 15th from 9:00 am to 4:00 pm, Monday to Friday;

Monday October 18th to Friday October 22nd from 8:00 am to 8:00 pm;

Saturday, October 23rd from 10:00 am to 4:00 pm; or

Monday, October 25th from 8:00 am to 8:00 pm

## **2010 Ontario Municipal Elections**

### **Common Voter Questions & Answers for Electronic Voting**

#### **1. Who will get a Voter Letter with a Pin to vote in the election?**

A. All qualified voters on the official municipal Voter's List .

## **2. What if my name is not on the Voters List?**

A. Eligible voters who are not on the official Voters List will have to go to a location designated by the election officials and complete the required form to have their name added to the voter list. Once this is completed you will be given a PIN by the election officials. The intelivote system has the ability to provide enumeration, which includes producing the required documentation (EL-15)

## **3. When Should I expect to receive my PIN in the mail?**

A. Individual PINS will be mailed to eligible voters so that they are received approximately five (5) days prior to the first voting day.

## **4. What if I don't get a PIN in the mail by Election Day?**

A. If you are an eligible voter & on the official Voters List, you can request a replacement PIN. If the election authorities' records indicate you were sent a PIN in the mail, that original PIN will be cancelled and cannot be used to cast a vote in the election. A replacement PIN will be issued to you if the original PIN has not been voted and you provide identification.

## **5. Why would I not get a PIN in the mail?**

A. If you didn't get a PIN in the mail one of two things may have happened. First, your name was not on the official Voters List. PINS are only mailed to voters whose names appear on the official Voters Lists as supplied by the municipality.

Secondly, a PIN may have been mailed to you and it has been delayed for some reason in the mail system.

## **6. Can anyone tell how I voted if they know my PIN?**

A. No. The system does not track how a particular PIN has voted, only that the PIN has been used to cast a vote.

## **7. Once I have my PIN , do I have to register in advance if I want to use either the telephone or the internet to cast my vote?**

A. No, there is no registration required. During the election period, using your PIN, you can use either the telephone or the internet to cast your vote.

## **8. What if I lose or misplace my PIN?**

A. If a voter loses or misplaces their PIN they should contact the Voter Help Line. The election officials can decide to replace the missing PIN if it has not already been voted. They will determine if a voter has to travel to a location, sign a form, and then replace the missing PIN, or they can decide to allow Voter Help Line election officials to authenticate the caller and issue a replacement PIN over the phone. In both cases, the original lost or missing PIN will be cancelled and it will not be able to be voted in the election.

## **9. How do I access the voting system?**

A. Voting instructions will be included in the voter letter mailed to each person on the official Voters List. Included in this information are instructions on how to access the voting system. Voters can cast their ballot using the telephone or cell phone by calling a toll free number. Voters using personal computers will use the internet to visit a website that will allow them entry into the voting system where they will cast their vote.

## **10. Once I enter my PIN and start my voting process do I have to complete all the races on the ballot in one session? For example, what if I am interrupted and have to hang up the phone for some reason or, if I am voting using the internet and have to leave my session?**

A. No, you do not have to vote all the races on your ballot at one time uninterrupted. You can disconnect from the internet or the telephone and reconnect later, re-enter your Pin, and complete your voting activity at that time. In fact, if you find it more convenient, you can switch from one method to the other and complete your voting using the other method. For example, you can start your voting on the internet and at some point close your internet session, and then later re-start the voting process and re-enter your PIN using your phone or cell phone, or alternatively come back to vote using the internet, and complete your ballot.

## **11. What happens if I access the voting system and am presented with incorrect candidates for my district or ward?**

A. The list of candidates presented to you as a voter is determined by your place of residence as defined on the Voters List. If you have moved and your new address was not updated on the Voter List, (and your voter letter and PIN were forwarded to your new address), then you will see the list of candidates associated with your old place of residence. The voter should call the Voter Help Line and the election officials will authenticate the voter and, if satisfied,

can then electronically “re-categorize” the PIN and the corrected list of candidates will be presented to the voter once they reconnect to the voting system.

**12. If I am using the telephone to vote, how will I know what number to press to vote for the candidate of my choice or what if I make a mistake and select a different candidate than the one I want to vote for?**

A. The voter letter mailed to you has the list of candidates included on it for your reference purpose. In addition, each time the system presents you with a race to vote, it lists the eligible candidates running for that position and instructs you to select the corresponding number for the candidate.

For example:

*“To select Joe Howe - Press 1.”*

*“To select Jane Doe - Press 2.”*

*“To select Fred Dunn - Press 3”*

Once you enter the corresponding number, the system will verify your selection with a statement and ask you to confirm your selection.

Example: *“You have selected Joe Howe, to confirm this selection, press the pound (#) key now. To change your selection press zero (0) now”*

If you want to change your selection you would press zero (0) and make your change at this time. It is only after you have confirmed your selection the pound key (#) that your vote for that candidate will be “dropped into the ballot box”. You will get a confirmation message once your vote has been deposited in the virtual ballot box.

Example: *“Your selection has been recorded for Joe Howe. To confirm this selection, press the pound (#) key now. To change your selection press zero (0) now.”*

If you want to change your selection you would press zero (0) and make your change at this time. It is only after you have confirmed your selection with the pound key (#) that your vote for that candidate will be “dropped into the ballot box” You will get a confirmation message once your vote has been deposited in the virtual ballot box.

Example: *Your selection has been recorded for Joe Howe.”*

**13. Once a vote has been confirmed, can it be changed?**

A. No. Once a vote has been confirmed it cannot be changed. This process is the same as dropping the ballot into the ballot box in a traditional paper based election ensuring complete voter anonymity and secrecy of ballot. The system does not know how the ballot was voted: only that the PIN was used in the election to cast a vote and thus it cannot be removed from the vote count.

**15. What if I have a rotary phone at home, no cell phone and don't have a computer with internet service. How can I vote?**

A. You do not have to vote from home. You can vote from any location using any phone with touch tone service or from any computer and you can vote in person at polling stations if the election authorities are offering PC's and phones at these locations and/or manual voting in concert with the electronic voting options. The location of the polling stations can be found in the information provided in the voter letter sent to voters.

**16. If someone calls me and asks for my PIN, what should I do?**

A. You should treat your voter PIN with the same level of secrecy and confidentiality you reserve for your bank card and PIN. Do not give your PIN to anyone who may call or approach you for the number.

**17. What do I do if the phone line is busy when I call and try to vote?**

A. If the phone lines are busy, simply hang up and call back a short time later. The voting system is capable of handling a significant volume of calls simultaneously but there is always the possibility that many voters are attempting to call in the same timeframe. Voters will be able to connect to the system over the course of a number of days during the voting period.

**18. Could someone steal my PIN and vote with it?**

A. Stealing and opening another person's mail is illegal. It is also illegal to represent yourself as another person and steal their right to vote in an election. Both these acts are illegal and have penalties defined by law.

If you know someone has voted your PIN illegally you should report it to the election officials.

You can obtain a replacement PIN to cast your vote by presenting yourself to the election officials and swearing an affidavit the PIN assigned to you was not voted by you but by someone else.

**19. If I am a voter with a disability, deafness, blindness, or a mobility disability, can someone help me with the voting process?**

A. Electronic voting obviously allows increased rights of privacy to voters with physical challenges that make traditional voting at polling stations more difficult. Blind Voters can make use of the telephone and deaf voters can use the internet to vote with little or no assistance required from others. If you need assistance at the polling station to cast your vote the election officials present will be able to assist you.

**20. What do I do if I am not sure if I completed a race or the ballot?**

A. Connect to the voting system and input your PIN. The system will either start you at the next race you are eligible to complete or it will tell you that the PIN has been used. The PIN will only be deemed invalid if all the races contained on the ballot have been successfully voted. If you have not completed all the races on the ballot, the system will offer you the opportunity to complete any incomplete races.

**21. Would it be possible for me to be sent more than one PIN?**

A. If you received more than one PIN it is because your name appeared on the Voters List more than once. This rare situation might occur if you changed your place of residence and have been enumerated in both locations or your own property and are the registered resident at both locations. You are only permitted to vote once in a municipality and you should only cast a vote using the PIN associated with your primary place of residence. Notify the election officials of the additional PIN and they will cancel the PIN rendering it unusable for the election.

You may receive a second Pin if you own or rent property in another municipality that is using electronic voting and they are mailing out voter letters to eligible voters as well. You can participate in that election as well if you satisfy the voting requirements for that municipality.