

Town of Ajax Report



Report To: General Government Committee

Prepared By: Alexander Harras, Manager of Legislative Services/Deputy Clerk

Subject: **2018 Municipal & School Board Election: Debrief Assessment**

Ward(s): All

Date of Meeting: January 21, 2019

Reference: GGC Report, March 20, 2017 – Voting Methods for 2018 Election
GGC Report, March 19, 2018 – 2018 Election Update

Recommendation:

That the report ‘2018 Municipal & School Board Election: Debrief Assessment’ be received for information.

Background:

Following the success of the 2014 Municipal Election, in March of 2017 Ajax Council approved the use of internet and telephone voting once again for the 2018 Municipal and School Board Elections. The Town retained Simply Voting Inc. to provide internet and telephone voting services over a continuous 8-day period from October 15 to October 22. Voter Assistance Centres (VACs) were offered at Ajax’s three major community centres, using touchscreen computers.

Post-election debrief sessions were conducted with the Legislative Services Election Team, VAC Managers, the Town’s Information Technology team, and Simply Voting. In addition, the following resources assisted with the Town’s post-election assessment:

- Survey of voters that cast their ballot by internet
- Feedback forms from Election Workers and voters at VACs
- Various correspondence from Ajax voters and candidates

This feedback has provided a clear picture of which aspects of the 2018 election worked well and which can be improved upon for the next municipal and school board election in 2022.

Discussion:

Overall Assessment

The 2018 Municipal and School Board Elections were an opportunity to improve upon the successful model deployed in 2014. Significant improvements were achieved as a result of the efforts of the Information Technology team, Communications, and the many staff throughout the organization that offered their expertise and assistance to this election. Legislative Services

remains confident that the positive experience of voters in the 2018 election will ensure continued support for internet and telephone voting for future elections in Ajax.

Voter turnout increased in Ajax for the second consecutive election, rising to 32.9%, up from 30.4% in 2014. This is in contrast with provincial historical trends that have shown a gradual decline in voter turnout for municipal elections across Ontario. Notably, turnout between all three of the Town's wards was relatively even:

Ward	Turnout %
01	30.74%
02	33.32%
03	35.02%

This is a positive trend that has continued from 2014, as historically voters in north Ajax have participated at a lower rate than those in the south.

Of the 25,635 ballots cast, 86% were cast remotely by internet or telephone, a significant increase from 2014 where only 70% of voters cast their ballot remotely.

Voting Method	Votes	% of total
Internet	20,173	78.7%
Telephone	1,935	7.5%
E-Voting Kiosk	3,527	13.8%

Only 3,527 ballots were cast from e-vote kiosks at physical VACs, of which 2,724 were cast on Election Day. Compared to 2014, several thousand more voters opted to vote remotely by internet or telephone in 2018, significantly reducing wait times and improving customer service at VACs on Election Day. Additionally, more voters opted to vote early in this election, rather than waiting until the final day, as illustrated by the table below:

	15-Oct	16-Oct	17-Oct	18-Oct	19-Oct	20-Oct	21-Oct	22-Oct
# of Votes	2,549	1,786	1,553	1,636	1,472	1,714	3,610	11,315
% of all Votes	10%	7%	6%	6%	6%	7%	14%	44%

44% of all ballots were cast on the final day of voting, compared to 55% on Election Day in 2014. More voters took advantage of the eight day voting period and voted earlier, further alleviating the potential for lines at physical locations leading up to the close of polls. As a result, all physical VACs finished receiving ballots shortly after 8:00 pm and final results were published before 8:30 pm.

A voluntary survey was conducted for voters that used the internet voting system, with a participation rate of 4,746 voters (23.5% of all remote internet votes cast). The survey indicated a voter satisfaction rate of 94.5%, and also revealed the following attributes, behaviours, and sentiments among online voters:

- Users of the internet voting platform access the internet daily (92.9%), and are comfortable using computers for everyday tasks (93.9%)
- Users voted primarily from home (91.2%) and work (6.6%)

- Most users voted using a desktop computer or laptop (72.6%), tablet (14.6%), or smart phone (11.4%)
 - For voters that did not use a desktop computer, voters aged 18-44 were more likely to vote using a smart phone than a tablet, whereas voters aged 44-85+ were more likely to vote using a tablet device over a smart phone.
- Only a small minority of users (14%) indicated that they miss the social aspect of attending a physical polling location
- Users felt the online voting process was more convenient (95.4%) and more accessible (87.9%) than traditional voting methods
- The majority of users (87.4%) would recommend online voting to others
- The majority of users (73.2%) would have probably still voted in person if internet voting was not offered, though almost one in five users (17.2%) indicated they probably *would not have* voted if internet voting was not offered

While these results are informative, the survey is not fully reflective of all voters' opinions, as participation was optional and only represented a subset of all voters. For example, voters using the telephone system or voting in-person at a VAC could not participate in the survey. However, given the large sample size, the survey offers a strong insight into the perspectives of Ajax voters. Refer to ATT-1 for a summary of the survey results.

Voters' List

The Voters' List continued to present challenges for Ajax along with all other municipalities in the province of Ontario. As prescribed by provincial law, the Town is required to receive the Preliminary List of Electors (PLE) from the Municipal Property Assessment Corporation (MPAC). Town staff spent a significant amount of time reviewing the list and correcting identifiable errors, including removing any duplicate entries. However, there are always many errors that won't become apparent until a voter notifies the Town of the error. To that end, Town staff conducted 15 revision clinics at busy locations within the Town throughout the month of September, and corrections to the Voters' List could be made through the Town's Election Help Line or in person at a VAC.

Common Voters' List problems included:

- Long-time residents no longer on the Voters' List;
- Previous owners, tenants and children of owners remaining on the list for a property they no longer reside at; and
- Errors in voter information such as date of birth or school support

Election staff corrected these errors as they arose, however the primary responsibility for these errors rests with MPAC as the legislated provider of Voters' List data; electors themselves are also responsible to ensure their voter information is up to date with MPAC. Election staff in Ajax and elsewhere across the province have regularly lobbied MPAC and the provincial government to develop a better way to produce and supply a more accurate Voters' List to municipalities. It is noteworthy that for the 2018 election, 194 of Ontario's 444 municipalities used some form of internet voting technology. Many more used other unsupervised (or 'remote') methods of voting, such as the mail-in ballot. These systems rely more heavily on high quality Voters' List data than traditional in-person balloting methods, and as such it is imperative that the provincial government makes progress on this matter before 2022. Election staff will, once again, express concerns regarding the quality of Voters List data in writing to MPAC.

Voter Assistance Centres (VACs)

Based on the experience of Election staff in 2014, the Town deployed an improved model for VACs in 2018. Instead of operating 10 smaller sites as was done in 2014 (many of which were at properties the Town did not own or operate, such as schools), three large VACs were offered at Town-owned facilities. These three sites contained as many voting kiosks and election staff as did all 10 sites in 2014 combined, but provided for a better resource utilization and capacity to handle busy periods.

Additionally, VACs utilized rented furniture and drapery to create private voting booths for electors, providing increased privacy and an improved voter experience. The Town also deployed large touch-screen computers for all of its voting kiosks at the VACs. These computers offered additional accessibility benefits for those with reduced vision, and assisted those who are more comfortable using a touch screen instead of a keyboard and mouse. To minimize network connectivity issues, all computer equipment was hardwired to a dedicated network connection installed at each VAC, completely avoiding reliance on facility Wi-Fi connections which can be slower and less reliable. Renting the quantity of necessary touchscreen computers from a reputable vendor proved challenging, and transporting the units to and from the VACs was logistically difficult. This was only achievable with the generous assistance of the Town's Operations and Recreation, Culture & Community Development staff.

Two Advance VACs were open each day between October 18 and 20, rotating between the three available locations. While these early in-person opportunities were utilized by voters, they were far less busy than in 2014, as more voters cast their ballots remotely in 2018. Of the 3,527 votes cast at a physical voting location, 686 were cast at an advance VAC, representing only 2.6% of all votes. Additionally, the staggered schedule was potentially confusing to some voters. The Advance VACs did not present as much of a benefit as they have in prior elections.

Staff also attended Long Term Care, retirement, and older adult facilities in the Town during the voting week to provide on-site list revisions, voting equipment, and voter assistance to residents of these facilities. Prior to the voting period commencing, staff also attended the Town's newest facilities at Chartwell Harwood and Westney Gardens, to ensure residents of these buildings were registered to vote ahead of the voting period.

Overall, VACs operated extremely well and performed favourably compared to 2014. In 2014 there were line-ups at 8:00 pm that delayed the close of polls. By contrast, in 2018 the final vote was cast from a VAC at 8:08 pm. This was achievable because of both the reduction in the number of voters that attended a physical location compared to 2014, and the consolidation of resources to reduce service bottlenecks at the VACs. Staff view this as a positive affirmation of this VAC model for use in future elections.

Potential Improvements for 2022:

- Consider whether all touchscreen computers are necessary at VACs, or if a blend of touchscreens and smaller laptops/tablets would be sufficient
- Streamline the schedule for Advance VACs to be open at all three sites on the same days, and reduce the number of staff at advance VACs as appropriate

Voting Website & Telephone Voting System

Survey feedback from internet voters strongly indicated that the voting website itself was user-friendly, intuitive and easy to understand. Staff opted to move to a composite ballot, where all offices to be voted for are presented on one page. This was received positively overall, as it more closely mirrored the presentation of races on a paper composite ballot and was familiar to voters.

Staff held a debrief meeting with Simply Voting after the election to discuss areas for enhancement for future elections, which consisted largely of minor improvements to the user interface.

Additionally, recent amendments to the *Municipal Elections Act* required municipalities to report the number of declined ballots in the election. Declining a ballot is a specific act by a voter indicating that they wish to be counted towards voter turnout but do not wish to vote for any office. It is a separate and distinct act from under-voting any or all races on a ballot. Town staff worked closely with Simply Voting to implement a discrete 'decline' option on both the internet and telephone ballot. This was utilized by 71 voters (0.2% of all ballots cast). Staff were satisfied with the implementation of this feature by Simply Voting, as it was not available from other providers of internet and telephone voting solutions and was developed at the request of Town staff.

The telephone voting system was utilized to a lesser degree, representing 7% of all ballots cast. However, the telephone system is a much-needed complement to the internet voting platform, as it assists voters who are less comfortable with computers or may have reduced vision. To ensure consistency, candidates were given the opportunity to provide Simply Voting with audio recordings of the pronunciation of their names. Staff were satisfied with the scripting of the phone voting system and its overall effectiveness for voters that chose to use it.

Election Help Line & E-mail

Election Help Line services began on September 20 and ran continuously until the conclusion of the voting period at 8:00 pm on October 22. Voters could call the number during regular business hours to speak with an Election Staff member to have questions answered, get information about the voting process, or update their Voters' List information. During the voting period, service hours were extended until 7:30 pm each weekday night, and from 10:00 am to 2:00 pm on the Saturday and Sunday prior to October 22. Voters could also receive assistance by e-mail through a dedicated election e-mail account, which was regularly monitored by Election Staff; most e-mails were responded to within a few hours at most as the voting period approached.

A total of 1,334 calls were received over the entire Help Line service period, 565 of which were on October 22. The Town measures telephone queue service levels in accordance with its Customer Service Standards, which require that 80% of customer calls be answered within 20 seconds or less. Overall service level during this period was 99.4% (80% of all calls were answered within 20 seconds or less, 99.4% of the time that the service was available), with an average speed of answer of 6 seconds and an average call duration of 2 minutes and 14 seconds. To facilitate the large volume of calls, a call queue system was implemented to allow multiple Election Staff to receive calls to the Help Line simultaneously. This proved very successful and allowed for fast response to all incoming calls, particularly on Election Day when there were as many as 8 staff available to answer calls.

Accessibility & Diversity

Accessibility and diversity both played a critical role in the design and execution of the Town's election strategy. The Town Clerk is required to prepare a plan to identify, prevent and remove barriers that could affect candidates and electors with disabilities during the election. The plan was developed and made public in March of 2018 as part of an update report to General Government Committee. Additionally, the Town Clerk is required to produce a public report on the accessibility of the election. The accessibility report for the 2018 municipal election is now posted to the Town's website. In consideration of electors' and candidates' accessibility needs, Election Staff conducted site visits of all VACs before location selection. Additionally, all election staff were trained on accessibility considerations, such as identifying visible and invisible disabilities, and how to provide effective customer service to individuals with disabilities.

Diversity was also a key consideration in the 2018 municipal election. When drafting the necessary procedures and work instructions to perform the election, staff included a requirement to review all procedures from a diversity perspective. This resulted in updates to election staff hiring practices that looked for additional language skills, which were then communicated to electors attending a VAC. Additionally, a revision clinic and pop-up information booth was offered at the Welcome Centre in Ajax, where new residents could learn about the voting process and determine if they were eligible electors. Finally, a communication was delivered to the Town's multi-cultural media outlets, providing key messaging on the election that was shared with their audiences throughout the Town.

Election Staff

The Town requires the assistance of external workers for every municipal election. During the voting period, these workers staff the VACs and provide assistance to voters by updating information on the Voters' List and helping voters navigate the online voting system. For 2018, Election Staff recruited workers through the Town's advisory committees, volunteer database, and previous election workers, which provided access to a large number of interested individuals that already had significant experience providing customer service to Ajax residents. VAC Managers and reserve workers were drawn from Town supervisors and managers across most Town departments. These individuals provided the necessary leadership and accountability at the VACs on Election Day. In total, 105 election workers were recruited, of whom 12 were Town staff.

All election workers, including Town staff, participated in mandatory training on customer service, accessibility, voting rules and technologies, and common inquiries and scenarios. Additionally, election workers were scheduled using a staggered shift: approximately half of all recruited election workers were assigned to each VAC for the entire day on Election Day, and the remaining half arrived at 3:00 pm to better service the increase of voters during the final hours of polling. This prevented over-staffing earlier in the day, reduced expenditures on staffing, and afforded opportunities for election workers who could not attend for the full 12-hour day.

Potential Improvements for 2022:

- Reduce 'Advance VAC' staffing and distribute appropriately to open all three Advance VACs at the same time
- Consider weekend training to accommodate schedules

Use of Corporate Resources for Election Purposes Policy

The 'Use of Corporate Resources for Election Purposes' Policy is a Council-approved policy that prohibits the use of the Town's resources by candidates to promote or support their campaign. It is a legislated requirement that all municipalities and their local boards have such a policy in place. Examples of Town resources include the Town logo, facilities and structures, outdoor properties, equipment, etc. The purpose of the policy is to ensure that Town spaces remain free of political partisanship during an election, and that the Town's image and branding are not used to promote or support certain candidates over others, potentially creating an unfair playing field.

This topic regularly presents challenges in every election, and the policy is completely necessary to ensure an impartial and fair election. Common scenarios include appearance of the Town's corporate logo on candidate campaign materials, campaign advertisements and materials at Town facilities, and canvassing by candidates and their supporters at Town facilities or events. Where these and similar events occurred, Town staff followed up directly with candidates if it was deemed appropriate to do so, and ensured that they and their campaign staff were aware of the rules to reduce the potential for future violations. Most instances of violations to this policy were inadvertent, and rectified immediately and willingly by the relevant candidate.

Election Signs

Election signs are one of the most ubiquitous and contentious elements of any municipal election. The Town enforces both the Town's and the Region of Durham's election sign by-laws, which regulate the size, location and spacing of election signs on local and regional roads respectively. When enforcing either sign by-law, the Town's By-law Services division treated all candidates equally and removed all violating signs from a given area, regardless of the original complaint that precipitated the enforcement activity.

Election signs were more prevalent in this municipal election due to the large number of candidates running for office. Additional complications occurred due to changes made by the Region of Durham to their election sign by-law during the summer of 2018, resulting in diverging size and spacing requirements between local and regional regulations. The Town will again explore the possibility of aligning election sign rules between the Town and the Region of Durham, and consider whether election signs should be prohibited on all local roads in Ajax. Election signs would still be permitted on private property if this option is pursued. Bylaw staff will examine options and report to Council with recommended changes prior to the 2022 municipal elections.

Potential Improvements for 2022:

- Work with the Region of Durham and local area municipalities to try to achieve unified standards for election signs on both regional and local roads.
- Explore the potential to prohibit election signs on all Town-owned road allowances (signs would remain permitted on private property)

Candidate Contribution Rebate Program

Ajax is one of eight municipalities in Ontario that offers a candidate contribution rebate program, as authorized by the *Municipal Elections Act*. The purpose of the rebate program is to encourage greater democratic participation by both candidates and voters by enabling candidates to generate more individual contributions to fund their campaigns, and reducing the financial barrier on voters to make contributions to candidates that they wish to support. The Town's program rebates 75% of an eligible contribution to a candidate, up to a maximum of \$225 per contributor. Funds for the distribution of rebates come from the Town's election reserve, which is contributed to annually from the Town's operating budget.

The program has experienced mixed success in the past. A review was conducted in 2016 that recommended changes designed to encourage more low-value contributions from a wider range of contributors, in order to expand participation. Additionally, amendments to the *Municipal Elections Act* prohibited contributions from corporations and trade unions in 2018, which may have increased the number of individual contributions and the use of the rebate program. However, it will remain unclear whether these changes were successful until candidates submit their financial statements and all eligible rebates are issued.

Town staff will perform a scheduled review later in this term of council, with recommendations on how the program may be further improved based on the experience of this election, and consider whether the program delivers value to voters and candidates and should be renewed for 2022.

Communications & Marketing

Election Staff worked closely with the Town's Communications team to deliver an effective communications strategy for this election. The Town's brand and slogan for this election, 'Vote Ajax, Anywhere, Anytime' succinctly captured the ease and convenience of internet and

telephone voting. The vibrant magenta and black colour scheme and associated branding was designed in-house and featured prominently on all election communication materials.

A number of pop-up booths and information sessions were conducted over the course of the summer leading into the election:

- April 24: Candidate general information session with Ministry of Municipal Affairs
- June 28: Election Info Night & Live E-Voting Demonstration with Simply Voting
- July 1: Canada Day information booth at Rotary Park
- July 18: Music in the Square information booth
- August 15: Music in the Square information booth
- August 21: Candidate campaign finance information session with Ministry of Municipal Affairs
- September 16: Pat Bayly Square grand opening
- September 17: Ajax Welcome Centre information & revision clinic
- September 18: Pickering Village Seniors' Centre information & revision clinic
- September 18: St. Andrews Community Centre information & revision clinic

Throughout the campaign period, the Town engaged in a robust media strategy that included regular social media posts informing voters of key dates and messaging, advertising in traditional media and newspapers, promotion of the Town's 'Voterlookup' to check Voters' List information, mobile and temporary signage at major intersections, multiple video updates from Legislative Services, a 'How to Vote' explainer video, and two spots on Global News Durham. An integrated web portal for all election-related news and information (www.ajax.ca/vote2018) was available beginning in the Spring of 2018, featuring information about how to register to vote, a list of candidates for office, and other helpful information for voters and candidates. Additionally, an advertising campaign featuring Ajax residents voting 'Anywhere, Anytime' appeared throughout Town facilities as well as in print and online, showing members of the community taking advantage of the many ways to vote. Lastly, a printed information mailer was distributed to all households in late September through the Ajax News Advertiser that included infographic material on how to vote by internet and telephone.

In previous municipal elections, the Town has played a supportive role in organizing all-candidates' debates for each of the races in Ajax. Typically these events are hosted and mediated by external community groups. However, in 2018 Town staff were unable to acquire an independent third party organization to conduct the debates. In response, the Town's Communications team opted to coordinate the debates for each office to be elected and retained an independent moderator. The debates were well attended overall, with approximately 400 audience members in attendance for the mayor's debate alone. Videos of all debates were posted on-line, collectively receiving several thousands of views during the campaign period. Overall, Town staff feel that this model for delivery of the debates was effective and could be used again for future elections.

Despite the Town's communications efforts, the survey of internet voters revealed that the majority of voters first learned about the online voting option from their Voter Information Letters they received in the mail (56.5% of all respondents). 16% of survey respondents recalled that they voted in the previous election in the same manner. Town staff closely considered the design elements of the Voter Information Letter to clearly emphasize the option to vote online or by phone, instead of attending a VAC.

Potential Improvements for 2022:

- Continue to utilize the town-led debate format and explore live-streaming of debates
- Further refine the contents of the Voter Information Letter where possible

- Increase promotion of 'Voterlookup' tools to encourage Voters to check and correct their information on the Voters List in advance

Registered Third Party Advertisers

Beginning in the 2018 municipal and school board elections, any individual, corporation or trade union interested in spending money to support or oppose a candidate in the election was required to register as a Third Party Advertiser with the Town. Upon registering, a third party advertiser would be assigned their appropriate expense limit and could at that point spend and raise money in their efforts to support or oppose a particular candidate. Third Parties could register up until Friday, October 19th. Similar to candidates, Third Party Advertisers must submit financial statements reflecting their expenses and contributions during their campaign period. Only one Third Party Advertiser registration was received. While the matter of Third Party Advertisers was relatively silent in Ajax, Election staff will be monitoring this issue for best practices in other municipalities where Third Parties were more active in this election.

Results Tabulation & Release

As previously noted, results tabulation and release was exceptionally smooth in 2018. All physical VACs finished receiving votes by 8:08 p.m., and results were tabulated from the system shortly afterwards. Once tabulated, the information was transcribed to the Town's election website and on to a display in the Council chambers and reviewed for accuracy before publication. Results were publicly available shortly before 8:30 pm on October 22, making Ajax one of the first municipalities in the GTA to publish final results. The Clerk's official statement of election results was published on October 24 in accordance with the requirements of the *MEA*. Detailed results on a ward-by-ward basis were calculated later and published alongside in-depth voter participation statistics on the Town's website.

Financial Implications:

The cost of the 2018 municipal and school board elections was approximately \$232,000, within the allocated budget of \$258,600. Some savings were realized through contractual negotiations with vendors and using conservative estimates for printing and mailing volumes. These figures do not include costs attributed to the Contribution Rebate Program, which are expensed in the 2019 fiscal year and are expected to cost approximately \$15,000-\$20,000. For comparison purposes, the 2014 election using internet and telephone voting cost \$210,000 within a budget allocation of \$227,000. Given the significant improvements in election design, promotion, and execution, Election Staff are proud to have delivered the 2018 election within budget and at only a marginal cost increase over 2014.

Communication Issues:

This report will be posted on the Town's website, as well as the required Post-Election Accessibility Report. The Ajax election model will continue to be shared with other municipalities as an example of best practices for municipal elections.

Conclusion:

As part of the regular municipal election process, there are a number of policies, by-laws and programs that will require review prior to the 2022 Election:

- 2020
 - Candidate Contribution Rebate Program
 - Use of Corporate Resources for Election Purposes Policy

- Evaluation of Ranked Balloting – potential use for 2022
- 2021
 - Election Sign By-law
 - Voting Methods for the 2022 Municipal Election

Ajax remains a leader in progressive and innovative election delivery, being among the first municipalities to employ digital scan vote tabulators, and the 'vote-anywhere' model using live-list management. Ajacians should continue to be very proud of their community's continued leadership in improving and evolving the delivery of elections to reflect changing lifestyles and technologies, while still maintaining the integrity of the election process and working within the confines of provincial legislation.

Attachments:

ATT-1: Summary of Survey Results

Prepared by:

Alexander Harras – Manager of Legislative Services / Deputy Clerk – ext. 3342

Submitted by:

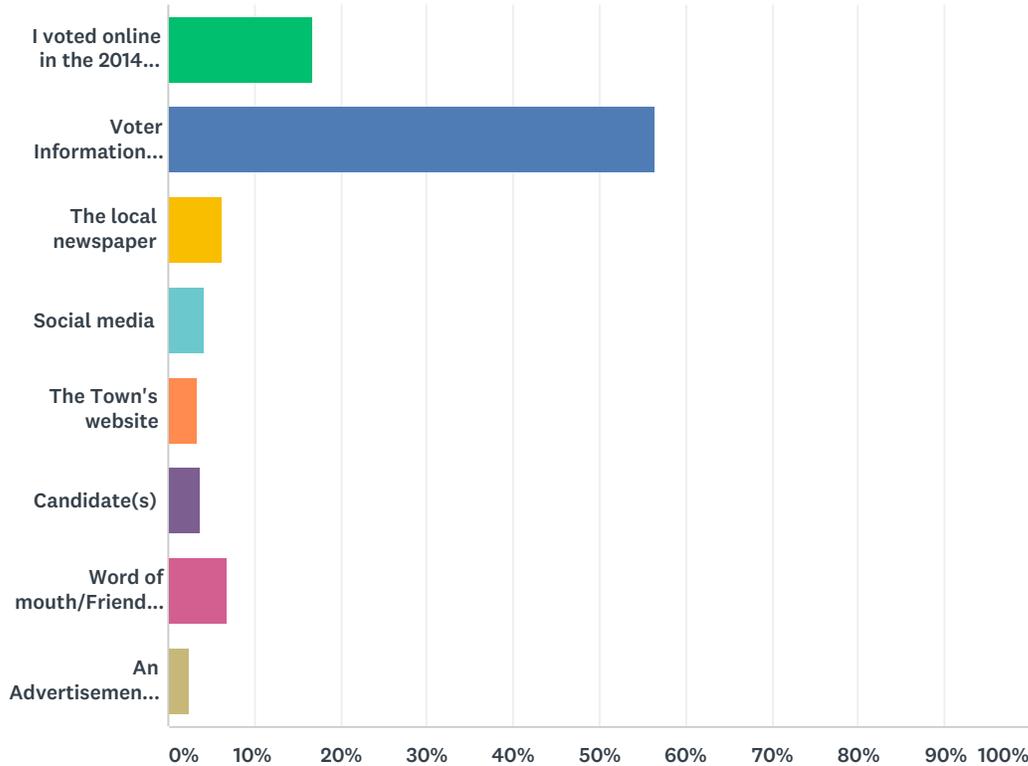
Nicole Cooper – Director of Legislative & Information Services / Town Clerk

Approved by:

Shane Baker – Chief Administrative Officer

Q1 How did you first learn that the Town offers online voting?

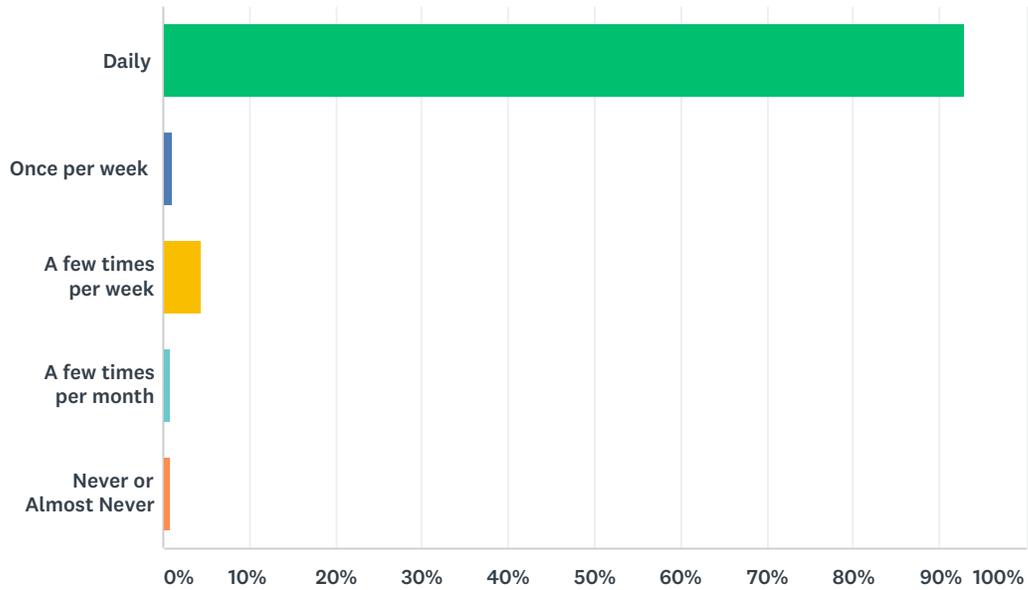
Answered: 4,618 Skipped: 128



ANSWER CHOICES	RESPONSES	
I voted online in the 2014 Ajax Election	16.65%	769
Voter Information Letter	56.45%	2,607
The local newspaper	6.32%	292
Social media	4.11%	190
The Town's website	3.33%	154
Candidate(s)	3.68%	170
Word of mouth/Friends and family	6.93%	320
An Advertisement or promotion (bus shelter, poster, radio ad, etc.)	2.51%	116
TOTAL		4,618

Q2 How often do you access the internet?

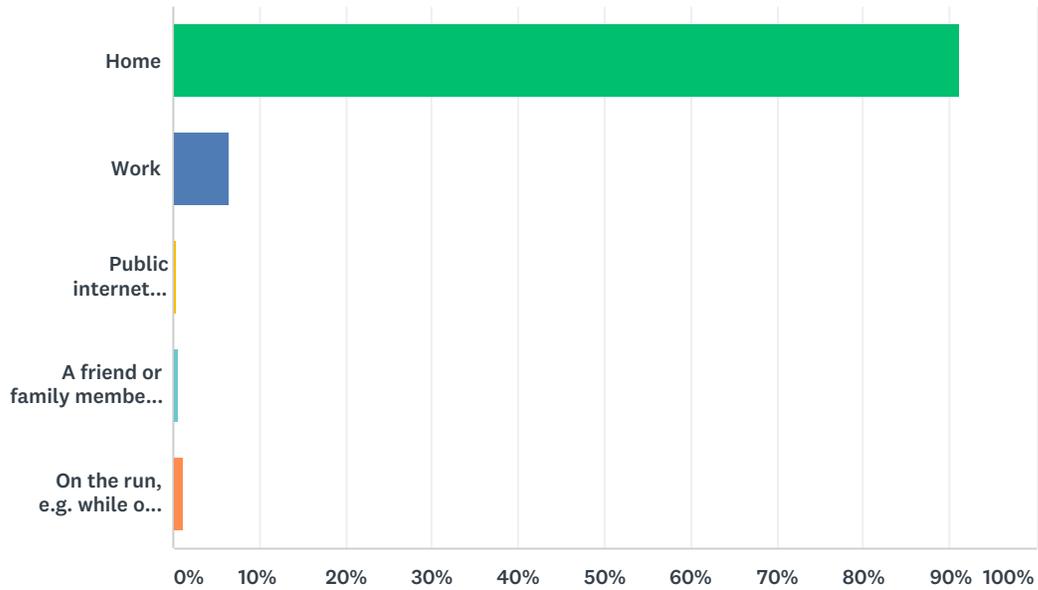
Answered: 4,726 Skipped: 20



ANSWER CHOICES	RESPONSES	
Daily	92.91%	4,391
Once per week	1.04%	49
A few times per week	4.44%	210
A few times per month	0.85%	40
Never or Almost Never	0.76%	36
TOTAL		4,726

Q3 Where did you vote online from?

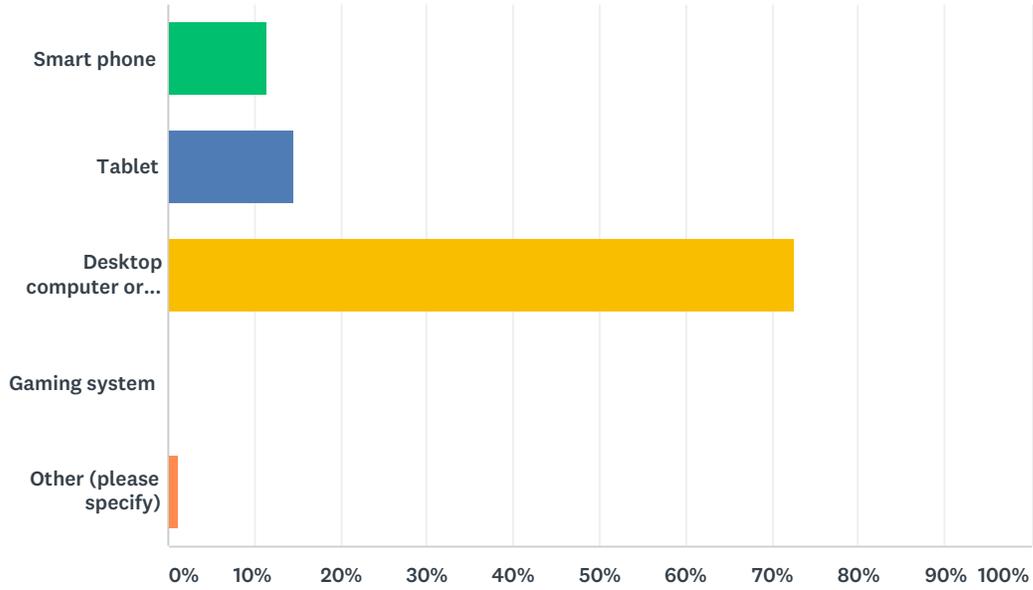
Answered: 4,699 Skipped: 47



ANSWER CHOICES	RESPONSES	
Home	91.15%	4,283
Work	6.58%	309
Public internet (library, coffee shop, etc.)	0.47%	22
A friend or family members' home	0.60%	28
On the run, e.g. while on public transit (mobile device)	1.21%	57
TOTAL		4,699

Q4 What type of device did you use to vote?

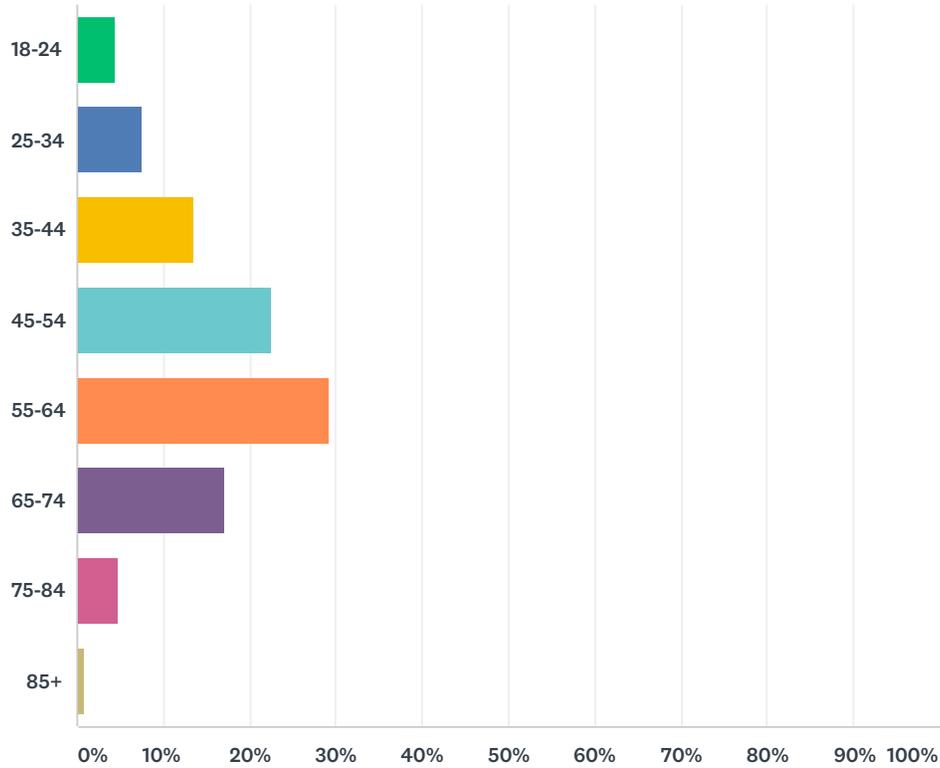
Answered: 4,726 Skipped: 20



ANSWER CHOICES	RESPONSES	
Smart phone	11.40%	539
Tablet	14.60%	690
Desktop computer or Laptop	72.64%	3,433
Gaming system	0.04%	2
Other (please specify)	1.31%	62
TOTAL		4,726

Q5 What is your age?

Answered: 4,713 Skipped: 33



ANSWER CHOICES	RESPONSES	
18-24	4.41%	208
25-34	7.62%	359
35-44	13.52%	637
45-54	22.62%	1,066
55-64	29.22%	1,377
65-74	17.08%	805
75-84	4.80%	226
85+	0.74%	35
TOTAL		4,713

Town of Ajax Voter Survey

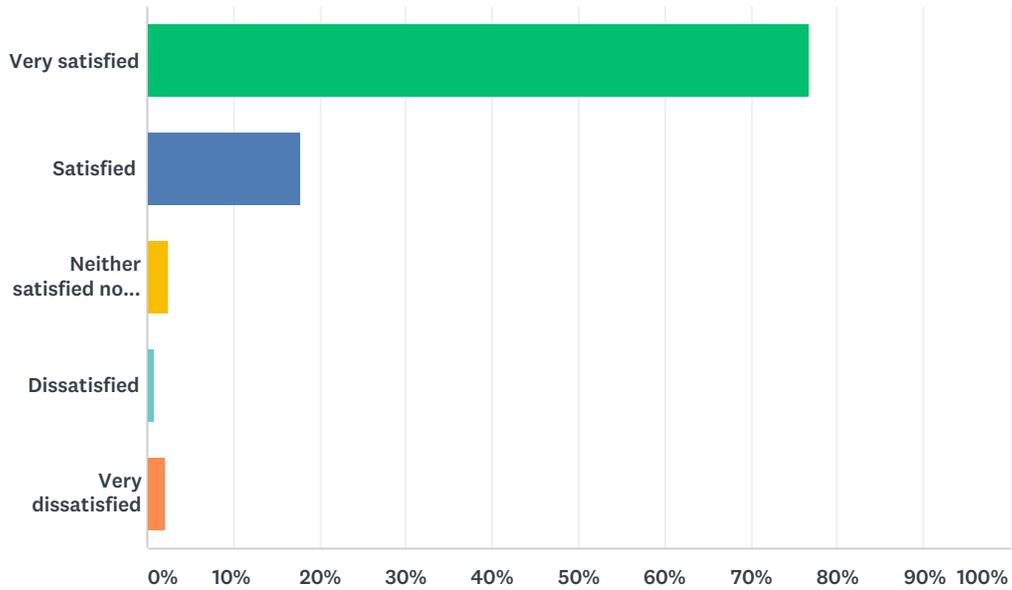
Q6 Please indicate your level of agreement with the following statements.

Answered: 4,739 Skipped: 7

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE NOR DISAGREE	AGREE	STRONGLY AGREE	TOTAL
The ballot-casting process was simple and straightforward.	1.82% 86	0.68% 32	1.46% 69	15.72% 743	80.33% 3,797	4,727
I am comfortable using computers for everyday tasks like banking and email.	2.35% 111	1.27% 60	2.51% 119	16.61% 786	77.27% 3,657	4,733
Online voting was a private experience for me (i.e., I was by myself when casting my ballot)	2.67% 126	2.82% 133	4.23% 200	18.38% 868	71.90% 3,396	4,723
Online voting made the process more convenient for me.	1.93% 91	0.53% 25	2.16% 102	11.46% 541	83.93% 3,963	4,722
Online voting made the process more accessible for me.	2.17% 102	1.09% 51	8.85% 415	14.52% 681	73.37% 3,441	4,690
I miss the social aspect of attending a physical polling location.	42.58% 2,007	22.91% 1,080	20.51% 967	8.59% 405	5.41% 255	4,714
I believe there are more risks (fraud, security) with internet voting than with in-person paper ballot voting.	20.06% 946	22.55% 1,063	30.41% 1,434	17.73% 836	9.25% 436	4,715
I would recommend online voting to others.	3.20% 150	1.15% 54	8.25% 387	28.94% 1,357	58.46% 2,741	4,689
If online voting was not available, I probably would not have voted.	52.60% 2,476	20.63% 971	9.54% 449	8.48% 399	8.75% 412	4,707

Q7 Overall, how satisfied were you with the voting process?

Answered: 4,727 Skipped: 19



ANSWER CHOICES	RESPONSES	
Very satisfied	76.71%	3,626
Satisfied	17.73%	838
Neither satisfied nor dissatisfied	2.48%	117
Dissatisfied	0.91%	43
Very dissatisfied	2.18%	103
TOTAL		4,727