



**Greater Napanee**

GREATER FOR MANY REASONS

**2018**

**Town of Greater Napanee  
Post Municipal Election  
Accessibility Report**

January 2019

## **Introduction**

The Town of Greater Napanee was committed to making the 2018 Municipal Election accessible for all electors by identifying, preventing and removing barriers to voting.

A 2018 Municipal Election Accessibility Plan, was prepared in advance of the election to ensure that the election process was consistent with principals of the Accessibility for Ontarians with Disabilities Act, 2005, being independence, dignity, integration and equality of opportunity.

This post-election accessibility report will evaluate the various initiatives undertaken during the 2018 Municipal Election conducted by the Town of Greater Napanee to identify, remove and prevent barriers for persons with disabilities.

## **Post-election Reporting**

In accordance with section 12.1(3) of the Municipal Elections Act, 1996, the Clerk shall prepare a report, within 90 days after voting day in a regular election, about the identification, removal and prevention of barriers that affect electors and candidates with disability needs and make it available to the public.

## **Internet and Telephone Voting**

Internet and telephone voting provided through Intelivote Systems Inc. were the only methods of voting used for the second time for the 2018 municipal election. Voter turnout in 2018 was 50.4%, an increase from 47.6% in 2014.

The Intelivote voting system has been created to meet the Web Content Accessibility Guidelines (WCAG-2 Level AA), so that persons with disabilities can perceive, understand, navigate and interact with the online voting system. It is compliant with the guidelines of the World Wide Web Consortium website principles, which include organization, functionality and readability of information provided, as well as alternative ways of representing information, such as with audio.

The Intelivote voting system provides voters the ability to vote from their own home. Voting from home facilitates the voting process for persons with disabilities who may have mobility restrictions, visual impairment, and/or have a difficult time with transportation. In addition, persons who have assistive devices set up in their homes can use the devices to assist with casting a ballot privately and independently. Intelivote supports and is compatible with these accessible technologies such as screen reader software.

By allowing persons with disabilities to vote from any location and with the option of two voting methods, there is an increase in the capability for the voter to vote with less assistance. This provides persons with disabilities the same independence and privacy in participating in the election process as other voters. If persons with disabilities did require assistance in the voting process, trained Election Officials were present at the in-person Voter Help Centres offered by the Town of Greater Napanee, or by telephone or email to provide assistance throughout the voting period.

### **Internet Voting**

Eligible electors were able to vote online using a smart phone, tablet, computer, gaming device, and any assistive devices or software, from anywhere that WiFi was available. Access to the voting system was done by an internet address provided in the Voter Information Letter and entering a personal identification number (PIN) and date of birth credentials to access the ballot.

A barrier experienced by some electors was a difficulty with a CAPTCHA challenge, which is used in systems to determine that the user is a human. This challenge required the voter to select certain pictures which contained specific items. The small size of the pictures and the explanation made it difficult for some voters to see and follow the instructions, and therefore requiring assistance. This will be reviewed for the next municipal election.

81.5% of the total votes were cast using the internet voting system.

### **Telephone Voting**

Eligible electors were also able to vote using a touch-tone telephone, including cell phones and smart phones, by dialing a toll-free telephone number, entering their personal identification number (PIN) and date of birth credentials to access an audio ballot.

Intelivote's telephone voting system provided the following:

- Clear, plain language.
- Menu options that are easy to follow, advising when to select options and provision of confirmation of the voter's selections.
- Standard volume is used to allow for adjustment dependent of the telephone or device being utilized.
- Prompts are provided if no action is detected.

A barrier experienced by some electors was the clarity of the telephone connection. This will be reviewed for the next municipal election.

The telephone system was out of service for approximately one-half hour on election day; however, due to the short length of the outage and the provision of internet voting, minimal notice of disruption was required.

18.5% of the total votes were cast using the telephone voting system.

### **Voting Period**

Voting was accessible from October 15, 2018 at 10:00 a.m. to October 22, 2018 at 8:00p.m. During this time, assistance was provided by election officials if required through the Voter Help Line, by email or in person.

### **Election Officials**

All election officials were trained in providing accessible customer service.

## **Election Information and Communications**

Election information was communicated using a variety of methods including: web site, social media, newspaper and radio.

Election Officials made electors aware of their availability to provide voting assistance if required during the voting period including being greeters when an elector attended a Voter Help Centre.

No requests for additional alternate methods of providing information were received.

## **Voter Help Centres**

Town of Greater Napanee Community & Corporate Services Office, 12 Market Square was available for assistance during the following periods:

- October 15, 2018 from 10:00 a.m. to 4:30 p.m.
- October 16 to 19, 2018 from 8:30 a.m. to 4:30 p.m.
- October 20, 2018 from 10:00 a.m. to 2:00 p.m.

Parking: Accessible parking space is available with signage

Ramp: A ramp to the front entrance made the centre barrier free for those using a wheelchair, walker or other assistive device or having other mobility issues.

Entry: Accessible door buttons are available.

Signage: A yellow sign with black lettering was placed in front of the building directing electors to the front door.

The Strathcona Paper Centre Lafarge Banquet Hall, 16 McPherson Drive, Napanee was open on Election Day, Monday October 22, 2018 from 10:00 a.m. to 8:00 p.m. for voting assistance

Parking: Accessible parking spaces are available with signage.

Accessible

Route: The entrance to the banquet hall from the parking lot is level with no steps.

Entry: Accessible door buttons are available.

Signage: A yellow sign with black lettering was placed in front of the building directing electors to the front door.

A barrier experienced was the number of staff available to provide voting assistance. This number was increased from 2014 and will be increased again in 2022 to better accommodate those electors who attend the voter help centre to vote in person.

On election day, Election Officials visited the following sites, consisting of long-term care facilities, the hospital and a retirement residence, to set-up on-site voting kiosks for the residents of the facilities only:

- The John M. Parrott Centre
- Village Green
- Friendly Manor Nursing Home
- Lennox & Addington County General Hospital
- The Riverine Retirement Residence

### **Other Assistive Devices**

- Touch screen iPads were used for voting in the Voter Help Centres for voting.
- Magnifying sheets were available at all in-person Voter Help Centres for those persons with visual impairment.
- 'Find my Ward' interactive map was available on the Town's web site for electors to type in their address and be provided with their ward and candidate information.
- Seating areas were provided for electors at Voter Help Centres.

### **Feedback**

Public feedback about the manner in which election services were provided to persons with accessible needs may be submitted to the Town Clerk:

Telephone: 613-354-3351, Ext. 2014

Email: [sbeckel@greaternapanee.com](mailto:sbeckel@greaternapanee.com)

In Person: 12 Market Square, Napanee

Mail: 124 John Street, P.O. Box 97 Napanee, ON K7R 3L4

Web site: Report an Issue Form - [www.greaternapanee.com](http://www.greaternapanee.com)

Any feedback received will be used to improve service delivery of future municipal elections.