

Frequently Asked Questions About Electronic Voting

Why is the Municipality using electronic voting?

Council selected electronic voting as the voting method for the 2026 Municipal Election after considering accessibility, convenience, efficiency, and cost. Electronic voting allows electors to vote from any location during the voting period using a secure internet-connected device, eliminating the need to travel to a polling station on election day.

Electronic voting has been successfully used by many Ontario municipalities over multiple election cycles.

How was the decision made to use electronic voting?

The Municipal Elections Act allows municipalities to select an alternative voting method, such as internet voting, through a by-law adopted by Council.

Council considered the voting options available and passed the required by-law establishing electronic voting as the voting method for the 2026 Municipal Election on November 5, 2025. The administration of municipal elections, including the selection of voting methods, falls within Council's legislative authority under the Act.

How do I vote?

Eligible electors will receive a Voter Information Letter containing instructions and unique voting credentials. Electors can access the secure voting website, authenticate using their credentials, and complete their ballot during the voting period.

What if I do not have access to a computer, smartphone, or internet connection?

The Municipality recognizes that not all electors have access to technology or are comfortable using it.

Election assistance will be available to help eligible voters cast their ballot. Information regarding assistance locations, dates, and hours are included in your Voter Information Letter.

The goal of electronic voting is to improve accessibility and convenience for residents while maintaining a secure election process.

Is electronic voting discriminatory?

Council considered accessibility when selecting the voting method. Electronic voting can remove barriers for many electors, including residents with mobility challenges, those who travel for work, seasonal residents, and electors who may find it difficult to attend a polling station in person.

At the same time, the Municipality recognizes that some residents may not have regular access to technology. For that reason, assistance options will be available to ensure all eligible electors have an opportunity to vote.

Is electronic voting secure?

Electronic voting systems are designed with multiple security measures to protect election integrity. Voter credentials are unique to each eligible elector and can only be used once.

The system verifies voter eligibility, prevents duplicate voting, and maintains records necessary for election administration and any required audit or recount processes.

As with traditional paper ballot elections, election officials monitor the process and investigate any reported irregularities.

Is my vote secret?

Yes.

The secrecy of the ballot is a fundamental principle of municipal elections.

Voting credentials are used only to verify voter eligibility and ensure that an elector can vote only once. Once a ballot is submitted, the ballot is separated from the voter's identity.

Election officials can determine whether a person has voted, but they cannot determine how that person voted.

Can a PIN be traced back to my ballot?

No.

The PIN or voting credentials are used solely to confirm voter eligibility and prevent duplicate voting. Once a ballot is cast, the ballot is separated from the voter's identity.

Election officials maintain records showing that an elector voted, but they do not have access to information showing how that elector voted.

This process preserves ballot secrecy in the same manner that a paper ballot, once placed in a ballot box and mixed with other ballots, cannot be linked back to an individual voter.

Could someone force me to vote a certain way?

Everyone has the right to vote freely and privately.

It is illegal for anyone to:

- Force a person to vote a certain way
- Threaten a voter
- Pressure a voter about their vote

Most voters cast their ballot independently and in private.

This concern is not unique to electronic voting. Similar concerns can exist with mail-in voting, proxy voting using paper ballots, or any voting method that takes place outside the supervision of election officials at a voting location.

For example, under a paper-ballot election that permits proxy voting, election officials cannot supervise discussions between an elector and the person appointed as their proxy, nor can they verify how that decision was reached. For this reason, election legislation relies on legal safeguards and penalties to protect voters from intimidation, coercion, or undue influence.

Key Message: The risk of voter coercion is not unique to electronic voting. It can exist wherever voting occurs outside the direct supervision of election officials. The law protects every elector's right to make their voting choice freely and independently.

What if I do not have a private place to vote?

The Municipality recognizes that some electors may prefer to vote in a private location outside their home environment.

Electors who are uncomfortable voting from home may attend the Municipal Office during the voting period and use equipment provided by the Municipality. Election staff can assist with accessing the voting system while maintaining ballot secrecy.

As with all elections, voters should cast their ballot freely and without influence or interference from others.

What if a medical condition makes it difficult for me to use a computer, phone, or touchscreen?

The Municipality is committed to making the election as accessible as possible for all eligible electors.

Electors who require assistance due to a medical condition, disability, or other accessibility need may receive support at the municipal office. Election staff will be available to assist voters in accessing the voting system while respecting voter privacy and ballot secrecy.

Information regarding available accommodations and assistance options are outlined in the 2026 Municipal Election Accessibility Plan.

Who can see how I voted?

No one is able to see how an individual voted.

Election officials can confirm voter eligibility and whether a ballot has been cast, but they cannot view an elector's voting selections.

Protecting the secrecy of the ballot is a legal requirement of the election process.

How long is voting information stored?

Election records are retained in accordance with the Municipal Elections Act and applicable record retention requirements.

Records necessary for election administration, audits, and recounts are securely maintained for the legislated retention period and are protected from unauthorized access.

What if I receive two voter information letters?

Sometimes voter lists contain duplicate records because of:

- Address changes
- Name variations
- Data entry errors

If duplicate records are found, election officials investigate and correct them.

Receiving two voter information letters does not automatically mean two votes will be counted.

Election staff review and reconcile voter records to ensure each eligible elector receives only one vote. PINs for duplicate records will be deactivated.

Receiving more than one voter information letter does not entitle a person to vote more than once. Any individual who knowingly attempts to cast multiple ballots in the same election may be committing voter fraud and could be subject to investigation and penalties under applicable election legislation.

Can someone vote more than once?

No.

The voting system is designed to allow each eligible elector to cast only one ballot.

Election officials maintain records of issued voting credentials and whether a ballot has been cast. The electronic voting system prevents the same credentials from being used more than once and creates audit records that can be reviewed if concerns arise.

Any person who knowingly attempts to vote more than once may be committing an offence under election legislation.

Why can't the Municipality simply add paper ballots?

Council selected the voting method for the election through a by-law passed under the Municipal Elections Act.

Implementing a paper ballot option after the election process has been established would require significant changes to election procedures, staffing, voter communications, vote tabulation processes, and security controls. It could also create concerns regarding election administration and consistency.

In addition, a paper ballot election would require services to be secured from a third-party provider for ballot production. These services would be subject to the provider's availability, workload, production schedules, and implementation timelines, which may not align with the election schedule.

For these reasons, municipalities generally establish the voting method well in advance of the election and do not make significant changes once election preparations are underway.

Can the election results be audited or recounted?

Yes.

Electronic voting systems maintain audit records that allow election officials to verify voting activity while preserving ballot secrecy.

The Municipal Elections Act contains provisions for recounts, and the records necessary to conduct a recount or review are retained by the election provider and election officials in accordance with legislative requirements.

Electronic election results can therefore be scrutinized, reviewed, and recounted through established legal processes, just as paper ballot election results can be reviewed and recounted.

How can election results be independently verified?

Electronic voting systems generate audit records throughout the election process. These records are maintained to support election administration, investigations, and recounts while preserving ballot secrecy.

Election officials do not rely solely on a final vote total generated by the voting system. Records are retained and can be reviewed in accordance with legislative requirements to verify election activity and support any recount or review authorized under the Municipal Elections Act.

Like paper ballot elections, electronic election results are subject to oversight, scrutiny, and established legal processes designed to protect the integrity of the election.

What safeguards are in place to protect voter privacy?

Electronic voting systems use multiple safeguards to protect voter information and ballot secrecy.

These safeguards include:

- Unique voting credentials issued to each eligible elector
- Prevention of duplicate voting
- Secure transmission of voting data
- Audit records for election administration and recount purposes
- Separation of voter identity from ballot selections
- Legislative requirements governing election records and privacy protection

Maintaining voter privacy and ballot secrecy is a core requirement of every municipal election, regardless of whether voting is conducted electronically or with paper ballots.

Remember

Electronic voting is simply a different method of casting a ballot. The principles of municipal elections remain the same:

- One eligible elector, one vote
- Secret ballots
- Secure election administration
- Accountability and oversight

Ultimately, each elector will decide whether they are comfortable using the electronic voting system, just as electors decide whether to participate in a paper ballot election. The Municipality's responsibility is to provide a voting system that is secure, accessible, and compliant with election legislation.