Internet/Telephone Voting – Security

When securing a company to provide telephone and internet voting, security was one of the main priorities of the Municipality. Intelivote Inc. scored the highest out of the companies that submitted proposals in the technical/security area. Intelivote Systems Inc. is a technological company based in Canada that is recognized as the Canadian eVoting leader in internet and telephone voting who began providing election services in 2006.

Where does my vote go?

The integrity of the election and the secrecy of each elector's vote is paramount. The Intelivote system's security ensures that every voter's voting experience is both secret and secure. Similar to paper voting, the electronic voting process disassociates the voter's identity from the ballot when it is cast ("deposited" into the system). The system takes the encrypted ballot information from the voter's computer 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 paper voting. 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.

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

Security measures include the following:

- Working in conjunction with internet voting experts (vendor), procedures are established by the Municipality to address, mitigate, and in some cases eliminate, potential risks by employing both technical and process related security measures designed to support system administration and control user access.

- The transmission of data over the internet along with the selections made by the voter are all encrypted for security reasons. Invelivote's system and data are hosted in a Bell Canada data centre which provides highly secure infrastructure and ensures the highest levels of availability and reliability. Bell Canada hosts some of the most sensitive government and financial systems running in Canada.

- 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 voiced by some with regard to 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). The Town of Tecumseh requires that voters provide an additional verification along with the provided voter ID and PIN. This step helps alleviate concerns associated with the risk of an individual obtaining a Voter Information Letter intended for another elector.

- Only electors on the Voters' List receive credentials in the mail which will be used to vote online. As with past practices, electors must complete a form and/or provide identification to be added to the Voters' List.

What other municipalities use internet/telephone voting?

97 Ontario municipalities used internet/telephone voting in 2014, and 194 will be using the method in 2018, (including 101 Intelivote clients) out of 440 municipalities. This includes the Municipality of Leamington, Town of LaSalle and Town of Tecumseh.

Large municipalities using the process include Halifax, Honolulu, HI, Greater Sudbury, Chatham-Kent, Burlington, and Brantford. Municipalities offering internet/telephone only include Ajax, Stratford, and Newmarket.

Intelivote nor any other eVoting provider in Canada has ever had a penetration into their system that resulted in a contravened election. The industry keeps an open communication between all the suppliers when it comes to attempts on their technology and shares this type of information.

Is there a plan in place in case something goes wrong with electronic voting methods?

The Clerk has the ability to declare an emergency under Section 53 of the Municipal Elections Act if they are of the opinion that circumstances are likely to prevent the election from being carried out in accordance with the legislation. Procedures have been developed by the Clerk's Department in regard to emergencies. These procedures require the Clerk to post notice of the emergency on the municipal website, social media, radio, and television to advise the public if the election has been delayed.

What happens if someone votes and they are not entitled to?

Sections 89 and 90 of the Municipal Elections Act provides for penalties and enforcement of corrupt practices and other offences during an election process including fines and/or imprisonment for voting without being entitled to do so; voting more times than allowed under the Act; and inducing or procuring a person to vote when that person is not entitled to do so. In addition to the Elections Act fines and penalties, mail tampering is a criminal offence under the Criminal Code of Canada. **Opening another**

person's mail is illegal. It is also illegal to represent yourself as an eligible elector when you are not and vote, or represent yourself as another person and steal their right to vote. All of these acts carry serious penalties, as defined by law. All complaints about actions which may contravene the provisions of the Municipal Elections Act, either verbally or written, will be investigated by the Clerk. All valid complaints, once investigated to the extent and knowledge of the Clerk, will be submitted to the local detachment of the Ontario Provincial Police to determine if an individual(s) will be prosecuted.