





City of Edmonton

# **UNDERSTANDING VOTER NEEDS**

## **What We Heard - PUBLIC ENGAGEMENT FINDINGS**

*June 24, 2016*

## EXECUTIVE SUMMARY

Edmonton Elections is responsible for all of the logistics leading up to and during the election process. This team leads the pre-election communication and election forums, and it manages all of the logistics that allow Edmontonians to cast ballots on election day. In preparing for the 2017 elections and beyond, Edmonton Elections reached out to five populations who, coming out of the 2013 election, identified barriers that affected their experience with the voting system.

Between October 2015 and June 2016, Edmonton Elections sought input from people who identify as or represent Youth, Seniors, Aboriginals, New Canadians, and Persons with Disabilities to learn more about their experiences with and perceptions of Edmonton's voting system. The participants were asked to identify positive experiences with the voting system as well as opportunities and recommendations to enhance it.

In order to connect with and invite feedback from as many people as possible who represent the target populations, Edmonton Elections developed a multi-faceted, multi-channel approach to invite feedback. It hosted an online survey between October 2015 and May 2016 and conducted 22 in-person workshops and public consultation sessions (a minimum of four per population) between November 2015 and June 2016.

The survey garnered 288 responses and a total of 362 people attended the in-person workshop and public consultation opportunities.

Through the survey, Edmonton Elections heard that respondents are generally satisfied with the municipal voting system. According to results, 95 per cent of respondents want to vote in every election and between 80 and 95 per cent of respondents have the right supports to vote in municipal elections.

When asked to *identify ways to enhance the voting process*, survey participants' top solutions included:

- online voting;
- taking voting to vulnerable populations;
- ensuring accessible voting station locations;
- better support at voting stations; and
- more voting options and tools specific to each populations' needs.

When asked *what would help you to vote in the next election*, their top responses were:

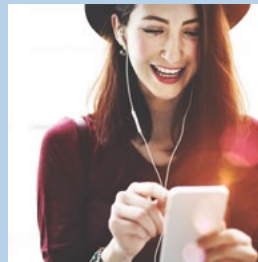
- nothing (committed to voting regardless);
- more voting options (online; out-of-province; more advance voting stations);
- more support at voting stations;
- closer and more accessible voting stations; and
- increased access to transportation options.

For the most part, the in-person consultation results mirror the survey results, providing more specific details about what participants like about the current system and how Edmonton Elections can improve the system. Overall, the 362 participants find the voting system easy, simple, and efficient. They commonly value the 'where to vote' cards, the opportunity to meet and speak with candidates, and the support that they receive from personnel at voting stations. They generally want to see Edmonton Elections improve:

- **Accessibility**  
For example, bringing voting stations to vulnerable populations and following best practice design standards to support accessibility at voting stations.
- **Transportation**  
For example, providing free or low cost, accessible, reliable public transportation on election day and organizing ride-share programs.

- Access to on-site supports  
For example, provide a wide variety of voting technologies as well as basic supports available to voters, such as benches to sit and wait.
- Ensuring the right on-site personnel to provide the appropriate assistance  
For example, personnel who know the appropriate supports to offer people and are able to provide culturally-sensitive support in the voter's first language.
- More voting options  
For example, online voting, bringing voting stations to vulnerable populations, and more voting stations.
- Better alignment between legislated and preferred communication channels.  
For example, video, social media, live-streaming election forums, and live results.
- Better design for election materials and ballots  
For example, candidate pictures on ballots and larger fonts, fewer words and more visuals, and high-contrast colours for communications materials.

There are also some specific trends by population.



## **YOUTH**

- No significant barriers to voting
- See a high need to educate youth about government and the voting system

### *Youth Recommendations:*

- Education within the school system and through digital media
- Opportunities for youth to participate in mock elections or work elections



## **SENIORS**

- Concerned with getting to voting stations and accessing adequate support from the personnel at voting stations

### *Seniors Recommendations:*

- Continue offering in-residence and hospital voting for vulnerable populations
- Ensure voting stations are well-equipped to meet seniors' needs (e.g. close to their residences, lots of parking, easy to access, lots of seating; easy to identify and knowledgeable greeters and support personnel at voting stations)
- Provide available, low cost, easy to access transportation (e.g. free public transit on election day, transit that runs on a peak-hour schedule during voting station hours, and organized ride-share programs)



## ABORIGINALS

- Concerned about relationships with the City of Edmonton and its decision-makers

### *Aboriginals Recommendations:*

- Candidates demonstrate greater integrity and make an effort to have a presence at Aboriginal events and cultural gatherings
- City of Edmonton help members of the Aboriginal population gain a greater appreciation for what it can offer them to increase people's interest in who represents them



## NEW CANADIANS

- See a need for education about government and the municipal voting process
- Concerned with cultural awareness, language options, and the availability and cost of transportation

### *New Canadians Recommendations:*

- Education and voting stations in New Canadian communities - delivered by culturally aware Community Animators in participants' first language
- Increase voter engagement by pairing elections with celebrations, festivals, and give-aways
- Offer free public transit or ride-share programs on election day

## PERSONS WITH DISABILITIES



- Concerned with access to voting stations, voting options, the availability of special accommodations (e.g. greeters, support personnel, technology, separate voting stations), and the design of communication materials and ballots

### *Persons With Disabilities Recommendations:*

- Alternative voting options (e.g. online voting; special day of voting for people requiring accommodations)
- Enhancements to physical accessibility
- Enhancements to pre-election communications and election-day materials
- Availability of support tools
- Partnerships with local agencies to identify quick-win resources and enhancements

All of the opportunities to make improvements, as well as the specific recommendations on how to make the improvements, were presented to the Edmonton Elections Returning Officer on June 24, 2016. The Returning Officer, Laura Kennedy, will consider all of the participants' input and, over the summer, decide which short, medium, and long-term changes the City of Edmonton can and should pursue. The Returning Officer will write a decision report and share it with everyone who provided input. People who provided input will also be invited to hear the results as part of an event toward the end of August 2016. The Returning Officer will take the Election Bylaw to Edmonton's City Council in late September.



# **UNDERSTANDING VOTER NEEDS**

## **What We Heard - Public Engagement Findings**

*June 24, 2016*

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## 1.0 BACKGROUND

Every four years, the City of Edmonton hosts Municipal and School Board Elections to vote in a Mayor, Councillors for each of its 12 wards, and School Board Trustees. The next election will be held on Monday, October 16, 2017.

Within the City of Edmonton is Edmonton Elections, the team responsible for all of the logistics leading up to and during the election process. This team leads the pre-election communication and election forums, and it manages all of the logistics that allow Edmontonians to cast ballots on election day. In preparing for the 2017 elections and beyond, Edmonton Elections reached out to five populations who, coming out of the 2013 election, identified barriers that affected their experience with the voting process.

Between October 2015 and June 2016, Edmonton Elections sought input from people who identify as or represent Youth, Seniors, Aboriginals, New Canadians, and Persons with Disabilities to learn more about their experiences with and perceptions of Edmonton's voting system. The participants were asked to identify positive experiences with the voting system as well as opportunities and recommendations to enhance participation in the election process. Some participants, particularly youth who were under the age of 18 before the 2013 election and New Canadians, demonstrated that it is not necessary to have direct experience with Edmonton's election process to recognize and bring forward meaningful opportunities and helpful recommendations.

The reason for engaging the five populations is that Edmonton Elections wants to make voting as appealing, easy, and free of barriers as possible. By asking people about their positive experiences with the election system, Edmonton Elections knows what it should continue to do in the future. By asking people about opportunities and recommendations for improvements, Edmonton Elections has an opportunity to make improvements to the municipal voting system. The information collected from the five target populations is compiled in this report. The report showcases the methodology used to collect input from the target populations and the key

insights from everyone who shared their experiences and ideas with Edmonton Elections. It shares insights that stand out from across all five populations as well as insights specific to each population. It also includes a set of appendices that document all of the in-person conversations and all of the comments shared during those conversations.

The information in this report was presented to the Edmonton Elections Returning Officer, the individual in charge of running the City's municipal elections. The Returning Officer, Laura Kennedy, is tasked with considering all of the input shared by the five populations and making decisions about what short, medium, and long-term changes the City of Edmonton can and should pursue. The Returning Officer will make her decisions over the summer of 2016 and then, at the end of August, share this information with everyone who provided input. She will take her decisions to Edmonton's City Council in mid-September.

As you read through this report, you will be reviewing the same information that is being considered by the City of Edmonton's Returning Officer. If you participated in Edmonton Elections engagement activities, you will receive an invitation toward the end of the summer to an in-person event to hear how your input was used and what the Returning Officer has decided will help to improve the City's municipal voting system. If you did not participate in the engagement activities then, once the Returning Office presents her findings and decisions to Council in September 2016, you will be able to request a copy of her final report or download a copy from the [City of Edmonton's website](#).

While there is an upcoming municipal election on October 16, 2017, it is not anticipated that all identified improvements to the voting system will be in place before this date. The intent is to identify some quick win improvements that can be implemented before 2017, as well as to give some serious consideration to any medium- or longer-term projects that have the potential to make a positive difference to the voting experience of Edmontonians.

**Five Populations:**  
*Youth, Seniors, Aboriginal,  
New Canadians, Persons  
with Disabilities*



## 2.0 APPROACH

In order to connect with and invite feedback from as many people as possible who represent the target populations, Edmonton Elections developed a multi-faceted, multi-channel approach to inviting feedback.

Before reaching out to target populations, Edmonton Elections held a planning meeting with a cross-section of City of Edmonton staff who work and have built relationships with representatives of the target populations. These City staff played a pivotal role in identifying organizations, networks, and individuals to help communicate the vision and value of Understanding Voter Needs as well as help to organize and promote participation opportunities.

The participation opportunities included an online survey and 22 in-person conversations.



### SURVEY

Opened October 29, 2015.  
Closed May 31, 2016.  
Attracted 288 responses.

#### Available via:

- Edmonton.ca
- The City of Edmonton's Insight Community
- Partner organizations' population-specific mailing lists

#### Measured:

- What affects people's decision to vote
- Satisfaction with Edmonton's voting process

#### Invited input on:

- How can the City of Edmonton improve the voting process?
- What would help you vote in the next City of Edmonton election?

### PUBLIC CONSULTATION SESSIONS AND WORKSHOPS

Began November 23, 2015.  
Closed June 16, 2016.  
Attracted 362 participants.

#### Included:

- A minimum of four sessions per population
- Two public consultations sessions open to all populations
- A minimum of two workshops offered to representative organizations or networks.

#### Public consultation sessions

- Two-hour, drop-in event
- Self-guided opportunities to learn about the project and Edmonton's voting system
- 1:1 conversations with Edmonton Elections staff to explore and invite input on:
  - What do you like about Edmonton's voting system?
  - What opportunities are there to improve Edmonton's voting system? And what do you recommend?

#### Workshops

- Two-hour, invitation only events with representative organizations or networks.
- Formal presentation to provide information about the project and Edmonton's voting system
- Question and answer with Edmonton Elections staff
- Small group conversations, moderated by Edmonton Elections staff, to explore and invite input on:
  - What do you like about Edmonton's voting system?
  - What opportunities are there to improve Edmonton's voting system? And what do you recommend?

[Appendix A](#) presents the schedule of in-person sessions, including date, format, location, and number of participants. [Appendices B through F](#) present the input, by population received at each in-person session.

## 3.0 WHAT WE HEARD



### SURVEY PARTICIPANTS DEMOGRAPHIC INFORMATION

**28** per cent of respondents identified as **Persons with Disabilities**

**17** per cent identified as **Youth**

**11** per cent identified as **New Canadians**

**7** per cent identified as **Seniors**

**3** per cent identified as **Aboriginal**

*Note: An additional 34 per cent of respondents entered the survey through direct links and did not provide demographic information.*

The data collected through the survey points out that the vast majority of respondents either strongly agree or agree that they want to vote in every election and have the necessary supports to do so. Ninety-five per cent of survey participants indicate that they want to vote in every election. Between 80 and 95 per cent of respondents either agree or strongly agree that they have the right supports to encourage them to vote in municipal elections.

When asked to *identify ways to enhance the voting process*, survey participants' top solutions included:

- online voting;
- taking voting to vulnerable populations;
- ensuring accessible voting station locations;
- better support at voting stations; and
- more voting options and tools specific to each populations' needs.

When asked *what would help participants to vote in the next election*, their top responses were:

- nothing (committed to voting regardless);
- more voting options (online; out-of-province; more advance voting stations);
- more support at voting stations;
- closer and more accessible voting stations; and
- increased access to transportation options.

### 3.1 ONLINE SURVEY INSIGHTS

The online survey was distributed to target populations and made available on the City of Edmonton website between October 28, 2015 and May 31, 2016. The survey was open to people who identified as or chose to represent Youth, Seniors, Aboriginals, New Canadians, and Persons with Disabilities. It garnered 288 responses.

As part of the survey, participants were asked about factors that might influence their decision to vote. They were offered 17 possibilities, and the top five were:

- 57 per cent said that they want to defend their right to vote.
- 42 per cent said they are influenced by how much they care about what happens in my city.
- 29 per cent said they are influenced by how much I know or can learn before voting day.
- 20 per cent said they are influenced by whether they like the candidates competing in the election.
- 16 per cent said they are influenced by the voting station location.

Participants were also asked to share how they feel about aspects of the municipal voting system that influence their decision to vote.

- 95 per cent of respondents said they agree that they want to vote in every election.
- 94 per cent said they agree that they understand the voting process.
- 92 per cent said they agree that they can get to the voting station in the area where they live.
- 89 per cent said they agree that they can get the information they need to vote.
- 81 per cent said they agree that they get the help they need at voting stations.
- 81 per cent agree that they enjoy voting.
- 80 per cent agree that they are accommodated for their needs at voting stations.

Once participants shared their feelings on the voting experience, they were asked to describe *how the City of Edmonton can improve the logistics of the voting process*.

The top five comments were:

- Offer online voting.
- Bring voting to vulnerable populations.
- Ensure accessible locations and site accessibility.
- Better support for diverse populations on-site.
- More options for diverse populations (e.g. technology; pens v.s. pencils; special day for voting).

They were also asked to *share ideas on what would help them to vote in the next election*. They said:

- Nothing. They are committed to voting regardless of the situation.
- They would like to see more options to vote. Options could be online voting, out-of-province voting stations, and more advance voting stations.
- They could use more support at voting stations. Support includes things like language translation, places to sit, and access to voting aids.
- They would like to vote at closer and more accessible locations.
- They would like to see more transportation options available to Edmontonians on election day.

### 3.2 PUBLIC CONSULTATION AND WORKSHOP INSIGHTS

For the most part, the consultation results mirror the survey results, providing more specific details about the preferred opportunities and recommendations to enhance the voting system. However, there were three opportunities, and three sets of corresponding recommendations, that featured prominently in the in-person sessions but not in the survey results.

1. Lack of understanding of government and the voting system came up as a barrier to voting for Youth, New Canadians, and Persons with Disabilities. These populations felt that education targeted specifically to each population and delivered where they congregate is important to increasing voter participation.
2. The Aboriginal population identified a lack of trust in government, leadership, and municipal election candidates. This population wants to see evidence of integrity, humbleness, and honesty. They want to invest in ongoing relationship building with government so that members of the population take an interest in government, governance, and the voting system. They want to understand how the City of Edmonton invests in and supports their community members so that they have a greater appreciation for the services available to them and a higher level of interest in who represents them on City Council and in the positions of School Board Trustees.
3. Seniors who attended the two in-residence workshops identified a strong preference for on-site voting stations. At Rosedale Estates, an assisted living complex, residents identified significant mobility challenges. To provide evidence of this, the participants referenced in-house populations of bed or home-ridden seniors. However, they also noted that even the more mobile population struggles with the requirement to cross busy thoroughfares (e.g. Jasper Avenue) to attend voting stations, uneven sidewalks, walking more than a block or two, the unpredictable weather in October, and limited access to transportation for off-site voting stations.



At St. Andrews Centre, an independent living complex, residents also referenced mobility and transportation challenges. This population also noted that walking more than a block or two, especially with walkers, is a significant challenge, that October presents unpredictable weather, and that there are no reliable transportation options to travel to voting stations.

In looking at the key opportunities that came up across *all five populations* in both the survey results and in-person consultations, they include:

- Accessibility  
For example, bringing voting stations to vulnerable populations and following best practice design standards to support accessibility at voting stations.
- Transportation  
For example, providing free or low cost, accessible, reliable public transportation on election day and organizing ride-share programs.
- Access to on-site supports  
For example, provide a wide variety of voting technologies as well as basic supports available to voters, such as benches to sit and wait.

- Ensuring the right on-site personnel to provide the appropriate assistance

For example, personnel who know the appropriate supports to offer people and are able to provide culturally-sensitive support in the voter's first language.

- More voting options

For example, online voting, bringing voting stations to vulnerable populations, and more voting stations in local areas.

- Better alignment between legislated and preferred communication channels.

For example, video, social media, live-streaming election forums, and live results.

- Better design for election materials and ballots

For example, candidate pictures on ballots and larger fonts, fewer words and more visuals, and high-contrast colours for communications materials.

Specific suggestions on how to make improvements are detailed as part of Section 4.0 Insights by Population.

## 4.0 INSIGHTS BY POPULATION

### 4.1 YOUTH INSIGHTS:



Youth expressed no specific challenges with or barriers to voting on election day or related to the election materials. They perceive low levels of voter education and understanding as the most significant barrier to voter participation among the youth population, and they proposed a series of ideas to help increase engagement and deliver education opportunities that make use of preferred channels and approaches.



#### **What Youth and their representatives like about the voting system:**

- Opportunities to vote on campus.
- Social media use.
- Opportunities to connect with candidates during the pre-election period and, while in office, Council.
- Effective communication about candidates.
- Effective and clear communication on what voter identification is required.
- All municipal elections being on the same day.
- Edmonton Public School Board Student Trustees.
- The multitude of easy, accessible voting stations.
- Secure, genuine voting process.
- Evidence that voting leads to change and allows society to advance.
- That the City wants to hear from youth.
- That Voting can be fun.
- That our votes matter.
- Easy and straight forward process.
- That we live in a democratic society and have the right to vote.

## Opportunities for Improvements and Recommendations Identified by Youth

Opportunities	Recommendations
<p>Overcome engagement gaps (e.g. uninformed youth, urban isolation, renters who don't pay property taxes, some people not engaged with the City at all)</p>	<ul style="list-style-type: none"> <li>• Conduct an audit to be clear who is and isn't engaged</li> <li>• Integrate education opportunities into the high school curriculum and make learning opportunities available to youth; engage and provide education to new voters before they are eligible to vote</li> <li>• Focus youth voting education on the voting process as well as the roles and responsibilities of all levels of government and elected officials</li> <li>• Emphasize voting education for Grade 12 students, those will be eligible to vote soon</li> <li>• Offer mock or consideration votes to those who will be eligible to vote soon</li> <li>• Provide opportunities for youth to work elections as a way to learn about and engage around them</li> <li>• The Edmonton Public School Board has student trustees – allow this within the Catholic School Board as well</li> <li>• Use plain and clear language to overcome natural barriers to engagement</li> </ul>
<p>There are benefits to a lower voting age – there is evidence that early engagement leads to long-term voters</p>	<ul style="list-style-type: none"> <li>• Research lowering the voting age</li> <li>• Lower the voting age to 16</li> </ul>
<p>Don't engage through print, television, radio; Prefer online opportunities and, to receive information, social media – unless lots of reading</p>	<ul style="list-style-type: none"> <li>• Online voting</li> <li>• Visual information (e.g. infographics and videos) shared through social media</li> <li>• Provide live-streaming results from voting stations</li> </ul>
<p>Improve candidate forums – the formal setting is intimidating and the format is dull</p>	<ul style="list-style-type: none"> <li>• Informal, interactive opportunities to interact with candidates – both on and offline</li> </ul>

#### 4.2 SENIORS INSIGHTS:



While the Seniors population has shown some interest in how election materials, including ballots and communication, are produced, they are primarily concerned with where and how they can access voting stations and the availability of qualified support staff at the voting stations. They value the alternative voting options (e.g. advance voting stations and mail-in ballots), and would like to see the option for online voting as well as expanded voting station location options for vulnerable populations (e.g. hospitals, care centres, residences). They would like to see more effort to engage people on election day, including hosting events as well as making coffee and snacks available at voting stations.

They would also like more opportunities to engage candidates in conversations (e.g. coffee chats in seniors facilities) and more options for promoting and viewing election forums (e.g. promoting live-streaming or recorded forums). Seniors who participated as part of the workshops offered in assisted living facilities noted that their concerns with access to voting stations decreases substantially with the availability of on-site voting stations because these centres are already suited to accommodate vulnerable populations. Both seniors in and outside of in-residence living complexes want to see accessible, available, low-cost transportation to travel to and from voting stations.



#### **What Seniors and their representatives like about the voting system:**

- That the voting process is easy, simple, quick and easy to access/close to them.
- The pre-election communication that provides information on candidates.
- Multiple options to vote, including mail-in voting and advance voting stations.
- On-site voting stations for vulnerable populations (e.g. hospitals, care centres, residences).
- Attestations as a valid form of identification.

## Opportunities for Improvements and Recommendations Identified by Seniors

Opportunities	Recommendations
On-site, proximal, or ease of access to locations	<ul style="list-style-type: none"> <li>• Accessible, available, low-cost transportation options (e.g. increased DATS service on election day; coordinate volunteers to provide rides)</li> <li>• Provide free transit passes on election day</li> <li>• Online or telephone voting</li> <li>• The opportunity to vote at any voting station around the City</li> <li>• Increased support at voting stations for vulnerable populations</li> <li>• Create a dedicated voting booth for vulnerable populations (e.g. those who carry a handi-cap parking placard). The booth can be open for all voters when not in use.</li> <li>• Choose locations that consider the access needs of vulnerable populations (e.g. minimize the stairs and weight of the doors while maximizing the width of doorways and the available seating throughout the process)</li> </ul>
Access to enough and knowledgeable voting station personnel	<ul style="list-style-type: none"> <li>• Ensure that the personnel have the appropriate knowledge and training to support the attending populations as well as to ensure the integrity of the voting system</li> <li>• Ensure supervision of the vote</li> <li>• Providing more training to support personnel, both regarding the voting process and tabulating votes</li> <li>• Ensure there is at least one person on every site who is intimately familiar with all the rules and procedures</li> <li>• Ensure there are extra personnel on-site who are able to act as greeters (upon arrival) and floaters (moving through the facility) to help people requiring assistance</li> <li>• Clearly identify personnel (e.g. lanyards or t-shirts) and decision-makers (e.g. people able to resolve any concerns or issues)</li> <li>• Increased access to election personnel at voting stations</li> <li>• Better education and support for people needing to use the on-site voting technology</li> </ul>
Well-moderated candidate forums to avoid people, both candidates and attendees, from monopolizing	<ul style="list-style-type: none"> <li>• Ensure a moderator to add more control.</li> <li>• Only allow one question per participant.</li> <li>• Set a time limit for both candidates and public attendees, and use a buzzer to enforce the system.</li> <li>• Ensure there are people on hand to collect all of attendees questions and contact information, and then ensure they follow up with interested parties to provide answers.</li> <li>• Distribute pens and paper to capture participants' questions and and then ensure they follow up with interested parties to provide answers</li> <li>• Include a strong focus on School Board Trustee candidates so that the public can get to know them, their work, and their platforms.</li> <li>• Keep the forums short and focused.</li> <li>• Ensure that the sound is high and clear enough for everyone to hear.</li> <li>• There needs to be a greater focus on School Board Trustees are they are generally unknown and invisible in the system</li> </ul>



Opportunities	Recommendations
Better ways to take advantage of alternative voting options (e.g. limited hours of operation for advance voting stations; too many steps involved with mail-in ballots)	<ul style="list-style-type: none"> <li>• Extended hours of operation on the days of advance voting</li> <li>• Offer telephone voting</li> </ul>
More options for valid identification	<ul style="list-style-type: none"> <li>• Create a standard voter card that people can rely on, regardless of their living situation</li> </ul>
Improvements to ballots	<ul style="list-style-type: none"> <li>• Add photos to the ballots</li> <li>• Larger fonts</li> </ul>
More useful communication materials (both pre-election and for voting)	<ul style="list-style-type: none"> <li>• Ensure integrity of data (e.g. accurate voting station locations on the voter cards)</li> <li>• Larger fonts</li> <li>• Use of plain language</li> <li>• Offer materials in multiple languages</li> <li>• Ensure communication and signs are visible and located in high-traffic areas (including in the online environment)</li> </ul>
Enhanced education and information	<ul style="list-style-type: none"> <li>• More education about the election process delivered directly to target populations</li> <li>• One website that directs people to information about all of municipal candidates</li> </ul>
Set more strict requirements for candidates	<ul style="list-style-type: none"> <li>• Only allow candidate nominations from people who live in the ward</li> <li>• There should be a limited number of candidates who are allowed to run in each ward</li> <li>• Candidates should require way more than 25 signatures to run</li> <li>• Candidates should not be allowed to campaign/harass people at or near the voting stations</li> </ul>

#### 4.3 ABORIGINALS INSIGHTS:



#### **What Aboriginals and their representatives like about the voting system:**

- Voters cards that come in the mail and provide basic information about where and how to vote.

The comments from within the Aboriginal population demonstrate a concern for their relationship with the City of Edmonton’s decision-makers and their conduct. There is a strong interest in seeing evidence of integrity, honesty, humbleness, and other moral practices before participants see value in participating in the voting process. There is a strong desire to know what the City of Edmonton can do and is doing for Aboriginal populations. Participants want to know and understand how their City is investing in them before they will get involved in municipal government and voting. They also want more visible appreciation for the Aboriginal community, with City officials attending important celebrations, including festivals, parades, and feasts, to put the spotlight on Aboriginal culture. Outside of making investments that lead to better relationships, Aboriginal representatives see value in more voting stations and working with agencies to coordinate transportation to voting stations. They also expressed interest in seeing more Aboriginal candidates represented during municipal elections.

## Opportunities for Improvements and Recommendations Identified by Aboriginals

Opportunities	Recommendations
Trust of government, leadership, and candidates	<ul style="list-style-type: none"> <li>• More targeted relationship building with the Aboriginal population</li> <li>• Demonstrations of integrity, humbleness, and honesty</li> <li>• More visibility for the City of Edmonton’s Aboriginal Relations team</li> <li>• The City of Edmonton needs to build relationships through visibility at important Aboriginal events</li> <li>• Get candidates out into the community engaging with residents</li> </ul>
Better options to travel to and from voting stations	<ul style="list-style-type: none"> <li>• More voting locations</li> <li>• Voting events surrounding community feasts</li> <li>• Home-based voting</li> <li>• Work with organizations who can provide transportation for their populations (e.g. group homes)</li> </ul>
Decrease voter apathy (e.g. people are not angry enough or interested enough to care)	<ul style="list-style-type: none"> <li>• Work with organizations that provide care for and information to residents (e.g. group homes) to increase their knowledge of and interest in municipal politics and voting</li> <li>• Encourage Aboriginal youth to attend City Council events</li> <li>• Host open house events at City Hall</li> </ul>
Improve representativeness	<ul style="list-style-type: none"> <li>• Nominate candidates who reflect my dreams for the City of Edmonton</li> <li>• Aboriginal candidates</li> </ul>
Better and more education about the process and candidates	<ul style="list-style-type: none"> <li>• More information about the candidates</li> <li>• Bring Aboriginal-specific education about the voting process to people through agencies or programs already being delivered to the population</li> <li>• Ensure that Aboriginal people are the ones working on behalf of the City of Edmonton to communicate with the Aboriginal population</li> <li>• Share education and information through Aboriginal-targeted publications</li> </ul>
Ensure that voters know what they need to do (e.g. show identification; pay their fines to be able to get government-issued identification) to be eligible to vote	<ul style="list-style-type: none"> <li>• Eliminate the need for identification</li> </ul>
Demonstrate cultural awareness and sensitivity	<ul style="list-style-type: none"> <li>• Invest in celebrations, activities, and cultural awareness events that focus on Aboriginal culture</li> <li>• Ensure that the City of Edmonton has a strong presence at important Aboriginal events</li> </ul>
Make voting more appealing	<ul style="list-style-type: none"> <li>• Offer free food at election events</li> </ul>

#### 4.4 NEW CANADIAN INSIGHTS:



They want voting to be engaging, interesting, and fun – accompanied by other events (e.g. festivals, free food, learning opportunities). When they go to vote, they want to see and communicate with people that they can relate to and trust. They want to be engaged in their first languages, preferably by people who also understand their cultures and sensitivities. They would like to see more support to get people to voting stations, especially free public transportation that operates on a peak schedule all day long on election day. They would also like to see voter eligibility relaxed, with the majority of participants suggesting that permanent residents be eligible to vote. One tension within the population is security of the voting system. For many New Canadians, they want more checks and balances to ensure the security of the system. On the other hand, many participants believe the current system is secure, easy to use, and well-supported by professional staff.

The New Canadian populations identified the most significant opportunities to enhance the voting system as:

- creating more understanding of both municipal government and the voting system;
- relaxing the requirements around voter eligibility;
- accessible and low cost transportation to travel to and from voting stations; and
- better language support.

Their number one recommendation is to enhance the understanding of municipal government and the voting system by working directly with people in their local communities within Edmonton – where there is trust and a common language to support communication. They shared that it is very important to go to New Canadians where they gather and feel comfortable to help them learn about the election process, but also to offer voting opportunities.



#### What New Canadians and their representatives like about the voting system:

- That the waits are limited and the lines are well-managed.
- The polite, professional support available from staff.
- That the voting system is easy to use.
- Four-year terms (more than three-year terms).

## Opportunities for Improvements and Recommendations Identified by New Canadians

Opportunities	Recommendations
Better understanding of the voting process, as well as the role of local government	<ul style="list-style-type: none"> <li>• Provide targeted education in places where New Canadians come together in their respective communities</li> <li>• Employ the services of Community Animators, who have gained trust in New Canadian communities, to share information about municipal government and the voting process</li> <li>• Combined education and candidate forums that go to New Canadian populations in their communities</li> <li>• Put an overview of the voting system online in an easy-to-follow and understand format</li> <li>• Develop a brochure or book specifically targeted for New Canadians getting settled in Edmonton</li> </ul>
Better access to the voting stations	<ul style="list-style-type: none"> <li>• Offer free transportation</li> <li>• Offer peak hours transportation during voting station hours</li> <li>• Add more voting stations in local communities</li> <li>• Allow online voting for home or community-based voting</li> <li>• Create a holiday for people to use to go vote</li> <li>• Extend the hours of the voting stations</li> <li>• Do not allow people to crowd the entrances to voting stations (e.g. food trucks; parties)</li> </ul>
More open rules around voter eligibility – most New Canadians are not citizens or residents	<ul style="list-style-type: none"> <li>• Offer permanent residents the option to vote</li> <li>• Reduce the 180 days that you need an Edmonton address to 90 days</li> </ul>
Language that works for voters (both for voting materials and on-site support)	<ul style="list-style-type: none"> <li>• Translation services on election day – available in the voter’s first language</li> <li>• Translated election communication and supporting materials (e.g. voter cards; ballots; pamphlets about the voting process)</li> </ul>
More information through effective communication channels	<ul style="list-style-type: none"> <li>• One City of Edmonton website for election and candidate information</li> <li>• More use of social media, particularly to target youth populations of New Canadians</li> <li>• Go to where people are in their communities, where they feel comfortable and can identify with the people around them</li> </ul>
Quality of the candidates	<ul style="list-style-type: none"> <li>• Offer more candidates</li> <li>• Allow voters to know if the potential candidate makes good on his or her deliverables so that we can exercise informed voting</li> <li>• Candidates should know residents struggles and have ideas on how to improve our systems and society</li> <li>• Ensure practical candidates</li> <li>• Bring forward candidates who represent my dreams for the City of Edmonton</li> </ul>
Security of the voting system	<ul style="list-style-type: none"> <li>• Ensure there is a list of voters or require people to bring proof of citizenship</li> <li>• Voters should have to be resident of the City of Edmonton for more than 180 days</li> </ul>
Cultural sensitivity	<ul style="list-style-type: none"> <li>• Create a separate line for women to vote</li> </ul>
Appeal of voting	<ul style="list-style-type: none"> <li>• Make voting more fun and appealing – serve free food</li> </ul>

**4.5 PERSONS WITH DISABILITIES INSIGHTS:**



The participants representing Persons with Disabilities offered a lot of pragmatic suggestions and resources to help overcome common barriers that they experience in day-to-day living as well as with the municipal voting process logistics. They identified alternative voting options, such as online voting, allowing proxy voting, and delegating a specific voting day for persons who require specific supports. They identified enhancements to physical accessibility, communication (both with pre-election communication and election-day materials), and the availability of support tools as the most significant opportunities. They offered some practical resources to help guide the City of Edmonton’s efforts to best support and accommodate Persons with Disabilities.

They also identified agencies that the City might consider partnering with to learn more about both opportunities and long-term investments to support their population. Outside of these areas, they identified education for on-site elections personnel as an important investment. They felt it was important that the on-site personnel have a better understanding of and appreciation for how to effectively assist Persons with Disabilities as they arrive to vote. They also felt it was important that the City of Edmonton work to offer targeted education to Persons with Disabilities and that, rather than inviting them to City locations and events, that City personnel go to the population out in the community.



**What Persons with Disabilities and their representatives like about the voting system:**

- Multiple options to vote, including mail-in voting and advance voting.
- Support from on-site personnel on election day.
- Communication about what identification can be used.
- Communication about the dates and times of advance voting.
- Use of social media.
- Good wheelchair accessibility, including low tables.

**Opportunities for Improvements and Recommendations Identified by Persons with Disabilities**

Opportunities	Recommendations
Physical accessibility at the voting stations	<ul style="list-style-type: none"> <li>• Put in practice The 7 Principles of Universal Design from the Centre for Excellence in Universal Design and Barrier-free Design Guide from Alberta’s Safety Codes Council.                             <ul style="list-style-type: none"> <li>- These documents respond to concerns about parking; trip hazards; the width of doorways; unmanageable inclines (e.g. stairs; unmaintained or steep ramps); and seating for people waiting to vote.</li> </ul> </li> <li>• Consider allowing home-based online or Smart-phone enabled applications for voting.</li> <li>• Consider allowing a proxy to vote on a person’s behalf.</li> <li>• Complete site evaluations for hazards at all locations.</li> <li>• Have a form that allows a proxy to vote on a person’s behalf.</li> </ul>

Opportunities	Recommendations
On-site Accommodations	<ul style="list-style-type: none"> <li>• Ensure there are an assortment of voting supports available on-site, including:               <ul style="list-style-type: none"> <li>- iPads or touchscreen/button voting to vote/select preferred candidate</li> <li>- TDD/TTY services</li> <li>- Email for those who are deaf or hard of hearing and need to ask a question</li> <li>- Pencil grips</li> <li>- Magnifiers</li> <li>- Tactile ballot templates</li> <li>- Pad of paper and pens at the voting station</li> </ul> </li> <li>• Delegate a specific voting day for people with disabilities who require on-site accommodations, including use of special equipment</li> </ul>
Improve the format of print materials	<ul style="list-style-type: none"> <li>• Provide large physical formats; multiple formats (e.g. braille); larger fonts and a larger circle on the ballot; use of visuals (e.g. simple icons; pictures of candidates); and more conscious use of colour (e.g. to accommodate colour blindness and the need for high contrast).</li> <li>• Partnerships with key organizations (e.g. Canadian National Institute for the Blind) to support material design</li> </ul>
Effective on-site support at voting stations	<ul style="list-style-type: none"> <li>• Education that is delivered to target populations where they have good accessibility, are comfortable, and have access to the appropriate supports (rather than being invited to City of Edmonton spaces)</li> <li>• Allow for small-group conversations, recognizing that the small-group dynamic is critical to participation from certain populations</li> </ul>
Education on the voting system for Persons with Disabilities	<ul style="list-style-type: none"> <li>• One City of Edmonton website for election and candidate information</li> <li>• More use of social media, particularly to target New Canadians youth population</li> <li>• Go to where people are in their communities, where they feel comfortable and can identify with the people around them</li> </ul>
Appropriate communications channels	<ul style="list-style-type: none"> <li>• Write to a Grade Six level (e.g. plain language)</li> <li>• Text option for contacting 311</li> <li>• City-sponsored candidate videos in American Sign Language</li> <li>• A braille tag on voter cards that identifies the card and its purpose</li> <li>• Distribution of advertising in public places (e.g. libraries)</li> <li>• Responsive City of Edmonton website that re-sizes content for the device</li> <li>• A Smart phone application that offers visual and verbal information</li> </ul>
Appropriate communication channels	<ul style="list-style-type: none"> <li>• Communicate the availability of accommodations for persons with disabilities in the advance of election forums, advance voting, and election days</li> </ul>
Getting to the voting station	<ul style="list-style-type: none"> <li>• Provide free public or DATS transportation on advance voting and election days with proof of a voter card</li> <li>• Increase transit frequency on election days</li> </ul>

## APPENDIX A SCHEDULE OF IN-PERSON SESSIONS BY POPULATION

### YOUTH input was gathered through:

Date	Format	Location	# of Participants
December 1, 2015	Public Consultation Session – N/A	University of Alberta – Students’ Union Building	0
February 18, 2016	Workshop with Edmonton Public School Board Legacy Class – Round table	City Hall	40
March 9, 2016	Workshop with ME LaZerte Leadership Course – Roundtable	ME LaZerte High School	30
April 16, 2016	Public Consultation Session – Round table	City Hall	4
May 9, 2016	Workshop with Next Gen – Round table	StartUp Edmonton Office	15
June 7, 2016	All Populations Consultation Session – Station-based Drop-in	Edmonton Elections and Census Office	8
June 9, 2016	All Populations Consultation Session – Station-based Drop-in	Millwoods Seniors and Multicultural Centre	3
<b>Total</b>			<b>100</b>

### SENIORS input was gathered through:

December 3, 2015	Workshop with the Edmonton Seniors Coordinating Council – Drop-in	10310 Jasper Ave – Home of the Edmonton Seniors Coordinating Council	2
March 22, 2016	Workshop with Rosedale Estates residents – Small Groups	Rosedale Estates – Main Activity Room	38
June 6, 2016	Workshop with visitors to the Northgate Lions Seniors Recreation Centre	Northgate Lions Seniors Recreation Centre	8
June 7, 2016	All Populations Public Consultation Session – Station-based Drop-in	Edmonton Elections and Census Office	0
June 9, 2016	All Populations Consultation Session – Station-based Drop-in	Millwoods Seniors and Multicultural Centre	2
June 14, 2016	Workshop with Westend Seniors Activity Centre	Westend Seniors Activity Centre	16
June 16, 2016	Workshop with St. Andrews Centre	St. Andrews Centre	10
<b>Total</b>			<b>76</b>



## APPENDIX A | SCHEDULE OF IN-PERSON SESSIONS BY POPULATION

### ABORIGINALS input was gathered through:

Date	Format	Location	# of Participants
December 17, 2015	Public Consultation Session – WP Wagner School Aboriginal Night – Drop-in	WP Wagner School	4
May 7, 2016	Public Consultation Session - Ben Calf Robe Annual Traditional PowWow – Drop-in	Commonwealth Community Recreation Centre	30
June 7, 2016	All Populations Public Consultation Session – Station-based Drop-in	Edmonton Elections and Census Office	0
June 9, 2016	All Populations Consultation Session – Station-based Drop-in	Millwoods Seniors and Multicultural Centre	7
<b>Total</b>			<b>41</b>

### NEW CANADIANS input was gathered through:

January 29, 2016	Workshop with the New Canadians Agency – Round table	CN Tower	24
April 4, 2016	Workshop with NorQuest College students – Small Groups	NorQuest College	38
June 7, 2016	All Populations Public Consultation Session – Station-based Drop-in	Edmonton Elections and Census Office	8
June 9, 2016	All Populations Consultation Session – Station-based Drop-in	Millwoods Seniors and Multicultural Centre	0
June 10, 2016	Workshop with the Edmonton Mennonite Centre for Newcomers students	Edmonton Mennonite Centre for Newcomers	2
<b>Total</b>			<b>103</b>

### PERSONS WITH DISABILITIES input was gathered through:

November 23, 2015	Public Consultation at the Clareview Community Recreation Centre – Round table	Clareview Community Recreation Centre	1
November 24, 2015	Workshop with the City of Edmonton’s Inter-agencies – Round table	City Hall	7
November 25, 2015	Workshop with Spinal Cord Injury Alberta – Round table	Hys Centre	20
November 25, 2015	Workshop with Spinal Cord Injury Alberta – Round table	Hys Centre	5
December 3, 2015	Public Consultation at the International Persons with Disabilities Event – Drop-in	Kingsway Ramada	4
June 7, 2016	All Populations Public Consultation Session – Station-based Drop-in	Edmonton Elections and Census Office	4
June 9, 2016	All Populations Consultation Session – Station-based Drop-in	Millwoods Seniors and Multicultural Centre	1
<b>Total</b>			<b>42</b>



## APPENDIX B YOUTH (In-Person Session Results)

### What is working well in the voting system?

Method and Location	Input
<b>Workshop with Edmonton Public School Board Legacy Class</b>	<ul style="list-style-type: none"> <li>Overall the voting system is effective, simple, and easy to use</li> </ul>
<b>Workshop with ME LaZerte Leadership Course</b>	<ul style="list-style-type: none"> <li>Overall the voting system is effective</li> </ul>
<b>Public Consultation Session at City Hall</b>	<ul style="list-style-type: none"> <li>The option to vote at post-secondary campuses encourages participation from youth</li> <li>The City of Edmonton’s social media presence</li> <li>The option to participate in advance voting</li> <li>The opportunity to connect with candidates, and while in office, members of Council builds understanding of municipal government and earns voter participation</li> </ul>
<b>Workshop with Next Gen</b>	<p>N/A (Participants focused on suggestions to enhance the voting system)</p>
<b>All Populations Consultation Session at the Edmonton Elections and Census Office</b>	<ul style="list-style-type: none"> <li>Clear on what identification is needed</li> <li>Good communication about candidates and what is required on voting day</li> <li>All municipal elections are on the same day</li> <li>Edmonton Public School Board Student Trustees</li> <li>Multitude of easy, accessible voting stations</li> <li>Secure, genuine voting process</li> </ul>
<b>All Populations Consultation Session at the Millwoods Seniors and Multicultural Centre</b>	<ul style="list-style-type: none"> <li>Evident it leads to change, which is important for society to advance</li> <li>Reflects people’s choice</li> <li>The City wants to hear from youth and this is appreciated</li> <li>Voting can be fun</li> <li>Our votes matter</li> <li>Easy and straight forward process</li> <li>We live in a democratic society and we have the right to vote</li> </ul>



## APPENDIX B | YOUTH (In-Person Session Results)

**What are the opportunities for improvements within the voting system, and what solutions can you recommend?**

Workshop with Edmonton Public School Board Legacy Class	
Opportunities for Improvements	Recommended Solutions
<ul style="list-style-type: none"> <li>Youth take responsibility to become informed on the voting system</li> </ul>	<ul style="list-style-type: none"> <li>Ensure the information is available through youth-oriented channels</li> </ul>
<ul style="list-style-type: none"> <li>Involve more youth</li> </ul>	<ul style="list-style-type: none"> <li>Lower the voting age</li> <li>Internet voting</li> </ul>

Workshop with ME LaZerte Leadership Course	
<ul style="list-style-type: none"> <li>Involve more youth</li> </ul>	<ul style="list-style-type: none"> <li>Lower the voting age</li> <li>Internet voting</li> </ul>

Public Consultation Session at City Hall	
<ul style="list-style-type: none"> <li>Engage with youth early to provide education on the voting process</li> </ul>	<ul style="list-style-type: none"> <li>Go into high school classrooms to provide information on:                             <ul style="list-style-type: none"> <li>- The role of Council</li> <li>- How youth can get involved in elections before they are of legal age to vote (e.g. volunteer on a campaign; work in elections office)</li> <li>- How to run for office</li> </ul> </li> <li>Deliver interactive education processes, including mock elections</li> </ul>
<ul style="list-style-type: none"> <li>Getting information about the voting process</li> </ul>	<ul style="list-style-type: none"> <li>Avoid radio, television, and print</li> <li>Avoid extensive reading – rely on visual communication</li> <li>Use infographics and video on social media channels (e.g. Instagram and YouTube)</li> <li>Employ social media for conversation and information-sharing about the voting process and elections</li> <li>Promote the ease of participation in the voting process</li> </ul>



## APPENDIX B | YOUTH (In-Person Session Results)

**What are the opportunities for improvements within the voting system, and what solutions can you recommend?**

Public Consultation Session at City Hall	
Opportunities for Improvements	Recommended Solutions
<ul style="list-style-type: none"> <li>Alternative formats for candidate forums</li> </ul>	<ul style="list-style-type: none"> <li>Avoid intimidating words like “forum”</li> <li>Broadcast forums online</li> <li>Focus on interactive formats where participants can submit questions and comments</li> <li>Leverage interactive formats                             <ul style="list-style-type: none"> <li>Ryan Jespersen Show integrates audience participation through social media</li> <li>Candidate speed dating</li> <li>Invite youth to identify topics at the candidate forums</li> <li>YouTube videos from the City where the candidates answer one question on video</li> </ul> </li> <li>Work with the Youth Council to design forums that appeal to the youth population</li> </ul>
<ul style="list-style-type: none"> <li>Involve more youth</li> </ul>	<ul style="list-style-type: none"> <li>Research lowering the voting age to 16</li> <li>Offer opportunities to work elections</li> <li>Start encouraging youth to run for office early by sharing information on:                             <ul style="list-style-type: none"> <li>Importance of municipal government</li> <li>Role of City Council</li> <li>How to run for office</li> </ul> </li> </ul>
Workshop with Next Gen	
<ul style="list-style-type: none"> <li>Understand the many barriers to engagement, including:                             <ul style="list-style-type: none"> <li>Taking the time to become informed</li> <li>Urban and community isolation</li> <li>Lack of citizenship (e.g. renters who don’t pay property taxes)</li> <li>Interest that only comes from controversy</li> <li>Lack of understanding of the impact of a vote</li> <li>Some people are not engaged with the City of Edmonton at any level</li> <li>Limited number of voting stations, and long line-ups at the stations</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Understand who is engaged and who is not</li> <li>Engage new voters even before they are eligible to vote to help overcome the engagement gap</li> <li>Communicate using simple and plain language that is relatable to the target audience(s)</li> </ul>



## APPENDIX B | YOUTH (In-Person Session Results)

**What are the opportunities for improvements within the voting system, and what solutions can you recommend?**

Public Consultation Session at the Edmonton Elections and Census Office	
Opportunities for Improvements	Recommended Solutions
<ul style="list-style-type: none"> <li>• Education</li> </ul>	<ul style="list-style-type: none"> <li>• Provide more information to youth and newly eligible voters</li> <li>• Educate youth, and particularly Grade 12 students, on voting and the voting process</li> <li>• Include the elections system in school curriculum (e.g. Social Studies, Career and Life Management – CALM)</li> <li>• Make voting education mandatory in the school system</li> <li>• Incorporate youth education on voting into the school curriculum</li> <li>• Provide accessible educational sessions that are integrated into the school system</li> <li>• Educate youth on the voting process, and then offer a mock process for those who wish to partake</li> <li>• Provide education to youth on the different levels of government, including information about the roles of trustees as well as municipal, provincial, and federal officials</li> </ul>
<ul style="list-style-type: none"> <li>• Involve more youth</li> </ul>	<ul style="list-style-type: none"> <li>• Lower the voting age</li> <li>• Lower the voting age to 16 (x2)</li> <li>• Lower the voting age for educated, enthused youth</li> <li>• Student Trustees for Catholic School Board</li> <li>• Implement a “consideration vote” (x2)</li> <li>• Mock votes for youth of all ages</li> <li>• Inspire youth to get involved with elections</li> </ul>
All Populations Public Consultation Session - Millwoods Seniors and Multicultural Centre	
<ul style="list-style-type: none"> <li>• Use of technology to support communication</li> </ul>	<ul style="list-style-type: none"> <li>• Live-streaming election results available online from voting stations</li> <li>• Share information through the City’s website</li> <li>• Share information through a mobile app</li> </ul>
<ul style="list-style-type: none"> <li>• Involve more youth</li> </ul>	<ul style="list-style-type: none"> <li>• Voting age should be lowered to 16</li> <li>• More workshops on the voting process</li> <li>• Offer free cookies</li> </ul>



## APPENDIX C SENIORS (In-Person Session Results)

### What is working well in the voting system?

Method and Location	Input
<b>Workshop with the Edmonton Seniors Coordinating Council</b>	<ul style="list-style-type: none"> <li>N/A (Participants focused on suggestions to enhance the voting system)</li> </ul>
<b>Workshop with Rosedale Estates residents</b>	<ul style="list-style-type: none"> <li>Receive lots of information about candidates through a variety of channels</li> <li>Value multiple voting options (traditional, advance voting, mail-in ballot)</li> <li>Advance voting provides family members options to support seniors accessing voting stations</li> <li>Voting stations at locations for vulnerable populations (e.g. hospital, seniors residences)</li> <li>Support for bed-ridden, highly vulnerable populations</li> <li>Leveraging facilities (e.g. seniors residences) that are already equipped to meet the on-site needs of vulnerable populations (e.g. appropriate seating, accessibility, challenges to provide information and support in ways that work well)</li> <li>Attestations as identification</li> <li>Ample internal elections-focused communication from Rosedale Estates</li> </ul>
<b>All Populations Public Consultation Session - Edmonton Elections and Census Office</b>	<ul style="list-style-type: none"> <li>N/A (No seniors represented among attendees)</li> </ul>
<b>Workshop with visitors to the Northgate Lions Seniors Recreation Complex</b>	<ul style="list-style-type: none"> <li>Voting is easy and the process is simple</li> <li>There are ample voting options</li> <li>There is good contact information available in advance of elections, and it is easy to get questions answered</li> <li>There is good pre-election information in newspapers, on the City of Edmonton website, on candidate websites, and through local media (e.g. CTV Go App.)</li> </ul>
<b>All Populations Consultation Session at the Millwoods Seniors and Multicultural Centre</b>	<ul style="list-style-type: none"> <li>Ability to vote in advance</li> <li>Ability for seniors to vote in advance</li> <li>Advance voting stations</li> <li>Mobile voting stations for senior buildings and hospitals</li> <li>Elections are held in care centres</li> <li>Easy, simply, good process</li> <li>Great websites for online information about all aspects of the elections</li> </ul>



## APPENDIX C | SENIORS (In-Person Session Results)

### What is working well in the voting system?

Method and Location	Input
<b>Workshop at the Westend Seniors Activity Centre</b>	<ul style="list-style-type: none"> <li>• Voting station easy to get to</li> <li>• Locations are good and well run</li> <li>• Quick and efficient voting process</li> <li>• Reasonable lines and time investment</li> <li>• Advance voting is efficient</li> <li>• Appreciate all the printed candidate information, as well as the “Where to Vote” card that comes in the mail</li> <li>• Appreciate that Councillor comes to visit the activity centre every couple of months to have coffee and chat</li> <li>• Appreciate that the voting stations come to seniors residences</li> <li>• Candidates are able to coordinate and offer rides to the voting stations</li> <li>• Mondays work well for elections days</li> </ul>
<b>Workshop at St. Andrews Centre</b>	<ul style="list-style-type: none"> <li>• Voting stations hosted in-residence provide timely, accessible options</li> <li>• Voting stations hosted in-residence accommodate community members and offer them ample parking</li> <li>• Voting stations hosted in-residence are accessible regardless of October’s unpredictable weather</li> <li>• Value the voting machines that immediately tabulate votes and confirm the ballot is valid and accounted for</li> <li>• The process is efficient and works well</li> <li>• Value receiving the voter card in the mail – the information is readily available and provides crucial details</li> <li>• There are a plethora of options to present identification</li> <li>• Value the candidates coming into St. Andrews Centre to meet residents and share information about their platforms</li> </ul>



## APPENDIX C | SENIORS (In-Person Session Results)

**What are the opportunities for improvements within the voting system, and what solutions can you recommend?**

Workshop with Edmonton Public School Board Legacy Class	
Opportunities for Improvements	Recommended Solutions
<ul style="list-style-type: none"> <li>Mitigate access challenges that occur at voting stations</li> </ul>	<ul style="list-style-type: none"> <li>Offer online voting</li> </ul>
<ul style="list-style-type: none"> <li>Value the multiple options to vote (traditional, advance voting, mail-in ballot)</li> </ul>	<ul style="list-style-type: none"> <li>Extended hours</li> </ul>
<ul style="list-style-type: none"> <li>More voting station options</li> </ul>	<ul style="list-style-type: none"> <li>Opportunity to vote at any station</li> </ul>
<ul style="list-style-type: none"> <li>Enhanced on-site assistance</li> </ul>	<ul style="list-style-type: none"> <li>More staff available to provide assistance with the voting process</li> </ul>
Workshop with the Rosedale Estates residents	
<ul style="list-style-type: none"> <li>Ensure that vulnerable populations have on-site or nearby voting locations so that they don't have to worry about:                             <ul style="list-style-type: none"> <li>The time it takes for traffic lights to change</li> <li>Crossing busy thoroughfares (e.g. Jasper Avenue)</li> <li>Uneven sidewalks and roads</li> <li>Weather conditions</li> <li>Distance (e.g. even three blocks is too far)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>On-site voting for vulnerable populations, with an emphasis on:                             <ul style="list-style-type: none"> <li>The population-specific accommodations afforded by on-site voting stations</li> <li>On-site attestations</li> <li>Allow limited mobility and bed-ridden voters to participate</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>Enhanced accessibility</li> </ul>	<ul style="list-style-type: none"> <li>Choose locations:                             <ul style="list-style-type: none"> <li>Without stairs</li> <li>Without heavy doors</li> <li>Wide doorways</li> <li>Respect people with limited mobility</li> <li>Appropriate and enough seating available within the voting station</li> </ul> </li> <li>Ensure there are enough people with the appropriate level of knowledge and ability to assist people accessibility/mobility challenges</li> </ul>
<ul style="list-style-type: none"> <li>Access to available, accessible, low-cost transportation options to access voting stations</li> </ul>	<ul style="list-style-type: none"> <li>Increased public transportation on voting days (e.g. more DATS service)</li> <li>Reliable rides services</li> </ul>
<ul style="list-style-type: none"> <li>Clarity on allowable identification options</li> </ul>	<ul style="list-style-type: none"> <li>Attestation is great for on-site voting stations if people live in seniors residences</li> <li>For off-site voting stations, issue a standard voting-specific piece of identification</li> </ul>
<ul style="list-style-type: none"> <li>On-site support with and improvements to ballots</li> </ul>	<ul style="list-style-type: none"> <li>Better education and support available on-site for people who need or want to use voting technology for ballots</li> <li>Readily available information on options for voting support</li> <li>Candidate photos added to ballots</li> </ul>





## APPENDIX C | SENIORS (In-Person Session Results)

### What are the opportunities for improvements within the voting system, and what solutions can you recommend?

*Note: Rosedale Estates residents would also like the City of Edmonton to share information with their landlord. Their landlord can enhance elections-focused internal communication by sending mail outs to residents, using the monthly calendar, and using email to distribution information.*

Workshop with the Rosedale Estates residents	
Opportunities for Improvements	Recommended Solutions
<ul style="list-style-type: none"> <li>Improvements to communication</li> </ul>	<ul style="list-style-type: none"> <li>Larger font sizes and plain language on all elections-related materials</li> <li>City of Edmonton website that has all candidate information in one place (even if it just refers to other websites)</li> <li>More advertising about the elections process and how it works</li> <li>Education about the elections process delivered to target populations where they reside</li> </ul>
<ul style="list-style-type: none"> <li>On-site candidate forums delivered to vulnerable populations</li> </ul>	<ul style="list-style-type: none"> <li>Candidates offers on-site election forums to reach vulnerable populations, including those with limited mobility and health challenges</li> </ul>
Workshop with visitors to the Northgate Lions Seniors Recreation Centre	
<ul style="list-style-type: none"> <li>Ensure candidates know the issues and the ward</li> </ul>	<ul style="list-style-type: none"> <li>Only allow candidates to be nominated if they live in the ward</li> </ul>
<ul style="list-style-type: none"> <li>Better data integrity for connecting with potential voters</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that each address receives a “Where to Vote” card (as some did not receive one last election)</li> <li>Be 100 per cent certain that recipients receive the right information about their voting station – it is a significant challenge for people with lesser mobility or without transportation if they are re-routed to a new location upon arriving to their assigned voting station</li> </ul>
<ul style="list-style-type: none"> <li>Institute controls so that candidates and/or public attendees cannot monopolize the microphones at forum</li> </ul>	<ul style="list-style-type: none"> <li>Ensure a moderator to add more control                             <ul style="list-style-type: none"> <li>Only allow one question per participant</li> <li>Set a time limit for both candidates and public attendees, and use a buzzer to enforce the system</li> </ul> </li> <li>Ensure there are people on hand to collect all of attendees questions and contact information, and then follow up with all interested parties to answer questions</li> <li>Distribute pens and paper to capture participants’ questions and then deliver them to the participating candidates</li> </ul>
<ul style="list-style-type: none"> <li>Accessing transportation to reach the voting station</li> </ul>	<ul style="list-style-type: none"> <li>Coordinate volunteers to provide rides</li> <li>Work with candidates to coordinate rides for voters, regardless of who they vote for</li> <li>As an alternative to requiring transportation, ensure there is ample communication about the mail-in ballot (Special Ballot) for anyone with limited mobility who might want or need to use that option</li> </ul>



## APPENDIX C | SENIORS (In-Person Session Results)

**What are the opportunities for improvements within the voting system, and what solutions can you recommend?**

<b>Workshop with visitors to the Northgate Lions Seniors Recreation Centre</b>	
<b>Opportunities for Improvements</b>	<b>Recommended Solutions</b>
<ul style="list-style-type: none"> <li>Minimize the waiting time (e.g. a person who uses an oxygen tank could run out of oxygen supply if there is a long line-up to vote)</li> </ul>	<ul style="list-style-type: none"> <li>Create a dedicated voting booth for vulnerable populations (e.g. those who carry a handi-cap parking placard) - the booth can be open for all voters when not in use</li> </ul>
<ul style="list-style-type: none"> <li>Ensure appropriate training and knowledge amongst support staff (e.g. staff cannot allow two people to go into one voting station, where one person fills out both ballots)</li> </ul>	<ul style="list-style-type: none"> <li>Supervise the vote and enforce the rules</li> <li>Provide more training to support staff, both regarding the voting process and tabulating votes</li> <li>Ensure there is at least one person on every site who is intimately familiar with all the rules and procedures</li> </ul>
<ul style="list-style-type: none"> <li>Simplify and reduce the number of steps involved for vulnerable populations to use the mail-in ballot (Special Ballot) option</li> </ul>	N/A (No recommendation provided)

<b>All Populations Consultation Session – Edmonton Elections and Census Office</b>	
N/A (No seniors represented among attendees)	N/A (No seniors represented among attendees)

<b>All Populations Consultation Session - Millwoods Seniors and Multicultural Centre</b>	
Requirements for candidates	<ul style="list-style-type: none"> <li>There should be a limited number of candidates who are allowed to run in each ward</li> <li>Candidates should require way more than 25 signatures to run</li> <li>Candidates should not be allowed to campaign/harass people at or near the voting stations</li> </ul>
Provide better on-site support	<ul style="list-style-type: none"> <li>Ensure staff are sufficiently trained to assist all populations</li> <li>Ensure staff are trained to assist seniors with medical/cognitive concerns</li> <li>Provide additional support to seniors on-site at the voting stations</li> </ul>
Coordinate better transportation services	<ul style="list-style-type: none"> <li>Organize free rides to voting stations</li> <li>Provide pick-up and drop-off services for seniors</li> </ul>
Make voting more appealing	<ul style="list-style-type: none"> <li>Offer free coffee and cookies</li> </ul>
Democratic decision-making	<ul style="list-style-type: none"> <li>Use plebiscites and other ways to get public opinion on big items before they are implemented</li> </ul>
Make better use of voting technologies to support people through the process	<ul style="list-style-type: none"> <li>Provide options for sight and hearing impaired (e.g. braille voting cards)</li> </ul>
More communication and visibility for school board trustees	<ul style="list-style-type: none"> <li>Better advertising that focuses strictly on school board trustees</li> </ul>
Modernize communication efforts	<ul style="list-style-type: none"> <li>Ensure there is more communication through television, radio, and digital/online as many people don't get newspapers anymore</li> </ul>
More voting options	<ul style="list-style-type: none"> <li>Offer online voting for people with mobility issues</li> </ul>



## APPENDIX C | SENIORS (In-Person Session Results)

**What are the opportunities for improvements within the voting system, and what solutions can you recommend?**

Workshop with visitors to the Westend Seniors Activity Centre	
Opportunities for Improvements	Recommended Solutions
Improve the design of communications materials	<ul style="list-style-type: none"> <li>• Use larger font on advertisements</li> <li>• Bigger font on all elections materials</li> <li>• Bigger names on ballots</li> <li>• Use design science to develop voting materials that work for all populations</li> <li>• Offer all voting materials in both official languages</li> </ul>
Better access to transportation	<ul style="list-style-type: none"> <li>• Offer more public transportation (e.g. buses) that run more frequently on elections day</li> </ul>
Better on-site support for voters	<ul style="list-style-type: none"> <li>• Offer greeters at the doors of voting stations</li> <li>• Have greeters guide people, especially those who require accommodations through the voting process</li> <li>• Offer priority seating for persons with disabilities at voting stations</li> <li>• Ensure that persons with visual impairments have a guide to help them go through the voting process</li> </ul>
Increases the public's opportunity to meet and learn about candidates	<ul style="list-style-type: none"> <li>• Invite candidates to visit seniors centres</li> <li>• Host town hall meetings in neighbourhoods</li> <li>• Allow for personal connections with candidates</li> <li>• Host “coffee talks” with candidates before elections so that residents can get to know them and their ideas</li> <li>• Work with condo boards to ensure that candidates can access and meet residents</li> </ul>
Increase the number of voting options	<ul style="list-style-type: none"> <li>• Offer online voting</li> </ul>
Enhance the reliability and security of the voting process	<ul style="list-style-type: none"> <li>• Create a master voters list and provide sufficient copies at voting stations</li> <li>• Create a voters list</li> </ul>
Making voting more appealing	<ul style="list-style-type: none"> <li>• Create events on elections day that are offered at or near voting stations</li> <li>• Offer food (e.g. cake; squares) at voting stations</li> <li>• Provide free babysitting while people vote</li> <li>• Provide people who vote a discount on their property taxes</li> <li>• Make voting day a social event to get people out in their communities</li> </ul>
More support for elections workers	<ul style="list-style-type: none"> <li>• Offer elections workers food and drink</li> <li>• Provide elections workers with coffee and cookies</li> </ul>



## APPENDIX C | SENIORS (In-Person Session Results)

### What are the opportunities for improvements within the voting system, and what solutions can you recommend?

Workshop with visitors to the Westend Seniors Activity Centre	
Opportunities for Improvements	Recommended Solutions
Increase the amount of promotion done for candidate forums	<ul style="list-style-type: none"> <li>• Ensure that people know where and when candidates are gathering and speaking</li> <li>• Ensure to include School Board Trustees in forums, as it is hard to know who they are</li> <li>• Record the forums and then promote the recording online</li> <li>• Offer a free TV channel for candidate debates in the forum environment</li> <li>• Promote and offer a live-stream and a recording of all candidate forums</li> <li>• Bring candidates to seniors centres and offer promotion at the centres so that people know that they are coming</li> <li>• Promote the problems or issues because controversy will get people interested in candidate forums</li> </ul>
Ensure the quality of the candidates	<ul style="list-style-type: none"> <li>• Seek out better, super, awesome candidates</li> <li>• Seek out candidates who represent senior</li> <li>• Ensure candidates feel accountable to reflect the opinion of their constituents (and not their personal opinions)</li> </ul>
Ensure that people requiring accommodations know about the technologies available to them	<ul style="list-style-type: none"> <li>• Include information about the technologies available to people as part of elections communications</li> <li>• Work with local agencies to have them educate their clientele about the technologies available at voting stations</li> </ul>

Workshop with residents at St. Andrews Centre	
Ensure good access to the voting locations	<ul style="list-style-type: none"> <li>• Continue to offer in-residence voting stations for St. Andrews Centre, to ensure that people with limited mobility are provided the option to vote</li> <li>• When there are 326 suites and more than 400 people, like at St. Andrews Centre, it is important to offer in-residence voting stations</li> <li>• Continue to have candidates offer ride-share programs</li> <li>• Provide free public transportation (free transit passes) on election day</li> <li>• If in-residence is not an option then go to the school down the street or another location within one or two blocks of St. Andrews Centre</li> <li>• Ensure there is bus or a shuttle available</li> <li>• Ensure there is ample parking if off-site facilities are used as voting locations</li> </ul>



## APPENDIX C | SENIORS (In-Person Session Results)

Workshop with residents at St. Andrews Centre	
Opportunities for Improvements	Recommended Solutions
Provide suitable on-site support at voting stations	<ul style="list-style-type: none"> <li>• Ensure that there is ample seating available for anyone waiting in line</li> <li>• Ensure there are extra people to help provide accommodations (e.g. reading for people if the font is too small)</li> <li>• Ensure there are extra people to mark ballots for anyone with a sight impairment</li> <li>• Ensure that there are people who can float around the voting station to help people, and not just people who are tied to stations</li> <li>• Ensure there are knowledgeable staff on-site (e.g. people who know about all the options to vote and all the options for identification)</li> <li>• Ensure that all staff are easy to identify (e.g. lanyards or t-shirts that identify them as staff)</li> <li>• Ensure that it is clear who is in charge and able to answer questions or resolve issues</li> <li>• Ensure all staff are properly trained and able to accommodate and assist voters</li> </ul>
Improve communication (design of materials, location of materials, language options)	<ul style="list-style-type: none"> <li>• Communicate clearly when and where forums will be held</li> <li>• Provide clear and visible signage so that people can easily locate voting stations</li> <li>• There needs to be more information available earlier about the types of identification that are acceptable</li> <li>• New Edmontonians need to receive special information packages to help them understand what makes them eligible to vote</li> <li>• The design of elections materials (e.g. advertisements) should: <ul style="list-style-type: none"> <li>- Include more visuals</li> <li>- Be simple</li> <li>- Use bigger font (e.g. the size of the <i>Can't Vote?</i> font)</li> </ul> </li> <li>• It would be good to have more posters in –high-traffic areas of the facilities (e.g. doorways; elevators; gathering areas)</li> <li>• Too much information is online – provide a printed list of who is running in the election</li> </ul>
More support for elections workers	<ul style="list-style-type: none"> <li>• Offer elections workers food and drink</li> <li>• Do something positive for elections workers – they have very long days</li> </ul>
Improve the focus and format of candidate forums	<ul style="list-style-type: none"> <li>• Keep the forums short and focused.</li> <li>• Ensure that the sound is high and clear enough for everyone to hear.</li> <li>• There needs to be a greater focus on school board trustees as they are generally unknown and invisible in the system</li> </ul>
More options to vote	<ul style="list-style-type: none"> <li>• Allow telephone voting</li> </ul>
Language support	<ul style="list-style-type: none"> <li>• Voting materials and on-site voting support must be offered in multiple languages</li> </ul>



## APPENDIX D ABORIGINALS (In-Person Session Results)

### What is working well in the voting system?

Method and Location	Input
Public Consultation Session – WP Wagner School Aboriginal Night	<ul style="list-style-type: none"> <li>N/A (Participants focused on suggestions to enhance the voting system)</li> </ul>
Public Consultation Session - Ben Calf Robe Annual Traditional PowWow	<ul style="list-style-type: none"> <li>N/A (Participants focused on suggestions to enhance the voting system)</li> </ul>
All Populations Public Consultation Session - Edmonton Elections and Census Office	<ul style="list-style-type: none"> <li>N/A (No Aboriginals represented among attendees)</li> </ul>
All Populations Consultation Session at the Millwoods Seniors and Multicultural Centre	<ul style="list-style-type: none"> <li>“Where to Vote” cards in the mail to provide basic information</li> </ul>

### What are the opportunities for improvements within the voting system, and what solutions can you recommend?

Public Consultation Session – WP Wagner School Aboriginal Night	
Opportunities for Improvements	Recommended Solutions
<ul style="list-style-type: none"> <li>Improve engagement</li> </ul>	<ul style="list-style-type: none"> <li>Focus on relationship-building</li> </ul>
<ul style="list-style-type: none"> <li>Ensure people feel informed to vote</li> </ul>	<ul style="list-style-type: none"> <li>Provide more information on candidates</li> </ul>

Public Consultation Session – Ben Calf Robe Annual Traditional PowWow	
<ul style="list-style-type: none"> <li>Get more information out before the election</li> </ul>	<ul style="list-style-type: none"> <li>Work with organizations that provide care for and information to residents (e.g. group homes) to increase their knowledge of and interest in municipal politics and voting</li> </ul>
<ul style="list-style-type: none"> <li>Enhanced access to voting stations</li> </ul>	<ul style="list-style-type: none"> <li>Bring voting to my home, or at least my area</li> <li>More voting locations</li> <li>Bring voting to an area where we can have a feast – and provide the feast</li> </ul>
<ul style="list-style-type: none"> <li>Provide transportation options</li> </ul>	<ul style="list-style-type: none"> <li>Work with organizations with residents (e.g. group homes) and encourage them to provide transportation</li> <li>Organize and provide free transportation to voting stations</li> </ul>
<ul style="list-style-type: none"> <li>Enhance the quality of the municipal candidates</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that candidates:                             <ul style="list-style-type: none"> <li>- are humble and honest</li> <li>- are self-effacing</li> <li>- are honest</li> <li>- demonstrate integrity</li> </ul> </li> <li>Provide candidates that represent my dreams for the City</li> <li>Starts with honest Chief and honest Council, then honest City Council</li> </ul>



## APPENDIX D | ABORIGINALS (In-Person Session Results)

**What are the opportunities for improvements within the voting system, and what solutions can you recommend?**

Public Consultation Session – Ben Calf Robe Annual Traditional PowWow	
Opportunities for Improvements	Recommended Solutions
<ul style="list-style-type: none"> <li>• Ensure representation among municipal candidates</li> </ul>	<ul style="list-style-type: none"> <li>• Have Aboriginal candidates</li> </ul>
<ul style="list-style-type: none"> <li>• Have City Council make investments in areas of interest to voters</li> </ul>	<ul style="list-style-type: none"> <li>• Take less money away from seniors</li> <li>• Ensure that no business licenses are required for massage parlours</li> <li>• Support for the Love, Peace, Harmony Project</li> <li>• More housing for the disadvantaged</li> <li>• Keep election programs (e.g. fix potholes in Old Strathcona)</li> <li>• Take care of our elders, they’ve already taken awesome care of you (x2)</li> </ul>
<ul style="list-style-type: none"> <li>• Always/Never</li> </ul>	<ul style="list-style-type: none"> <li>• Will vote regardless</li> <li>• It’s all the same – will never vote</li> </ul>
<ul style="list-style-type: none"> <li>• Additional input</li> </ul>	<ul style="list-style-type: none"> <li>• The person, God, is looking at you</li> <li>• Stop kissing babies – they can’t vote</li> <li>• Keep kissing babies and hug others</li> </ul>

All Populations Public Consultation Session - Edmonton Elections and Census Office	
N/A (No Aboriginals represented among attendees)	N/A (No Aboriginals represented among attendees)

All Populations Public Consultation Session - Millwoods Seniors and Multicultural Centre	
<p>The City of Edmonton needs to work with Aboriginal organizations to do outreach, communicate, and deliver education</p>	<ul style="list-style-type: none"> <li>• Ensure an Aboriginal representative comes to speak to Aboriginal populations</li> <li>• The City of Edmonton’s Aboriginal Relations group needs to have a presence in the community to help make connections and get information out to people</li> <li>• Deliver education through established programs that target Aboriginal populations (e.g. employment training)</li> <li>• Bring voter education to Friendship Centres and Family Futures – locations where people are already gathered</li> <li>• Create an Aboriginal-specific information session about voting and bring it into community classrooms</li> <li>• Create awareness of the programs and opportunities for Aboriginal people so that they build trust in the City of Edmonton</li> <li>• Use advertising in publication that are targeted directly to Aboriginal people</li> </ul>



## APPENDIX D | ABORIGINALS (In-Person Session Results)

**What are the opportunities for improvements within the voting system, and what solutions can you recommend?**

All Populations Public Consultation Session - Millwoods Seniors and Multicultural Centre	
Opportunities for Improvements	Recommended Solutions
Ensure people have good information about what they need to do to be eligible to vote	<ul style="list-style-type: none"> <li>Securing identification requires that people have money or are able to pay all of their fines – eliminate the need for identification</li> </ul>
Focus on relationship building first	<ul style="list-style-type: none"> <li>There is no relationship between Aboriginal people and the City of Edmonton</li> <li>People need to know that the City has an Aboriginal relations office</li> <li>Aboriginals need to know what the City is doing for them – tie the voting education into education about other programs that deliver a direct benefit</li> <li>There is a lot of talk about what the City does for Aboriginal persons – there needs to be more action and evidence of it</li> <li>The relationship with the indigenous office is not positive, and it starts with relationships</li> </ul>
Demonstrate culture awareness and sensitivity	<ul style="list-style-type: none"> <li>The City needs to acknowledge that it has a history of being racist</li> <li>Edmonton is a festival city and Aboriginal persons value festivities, yet there is no Aboriginal festival</li> <li>Create an Aboriginal week or month that is full of activities (e.g. interactions with some of the Aboriginal actors, artists, and rappers who are considered success stories)</li> <li>Do more for Aboriginal people (e.g. Aboriginal parade and light up buildings like the City of Edmonton does for Pride)</li> <li>Host a feast on voting day</li> <li>Ensure that the City of Edmonton has a strong presence at important Aboriginal events (e.g. PowWows, feasts, and special dates) to help build cultural awareness and appreciation for Aboriginal ways</li> <li>Implement cultural awareness into the City’s policies</li> <li>Edmonton needs to lead the way in Aboriginal relations and cultural awareness</li> </ul>
Make candidates more accessible and visible	<ul style="list-style-type: none"> <li>Bring candidates out to do community engagement</li> <li>Encourage Aboriginal youth to attend City Council events</li> <li>Host open house events at City Hall</li> </ul>
Make voting more appealing	<ul style="list-style-type: none"> <li>Offer free food at election events</li> </ul>
Nothing – I will never identify as a city resident	<ul style="list-style-type: none"> <li>Leave the Aboriginal persons alone and let us participate in our band elections only</li> </ul>





## APPENDIX E NEW CANADIANS (In-Person Session Results)

### What is working well in the voting system?

Method and Location	Input
Workshop with the New Canadians Agency	N/A (Participants focused on suggestions to enhance the voting system)
Workshop with NorQuest College students	N/A (Participants focused on suggestions to enhance the voting system)
All Populations Public Consultation Session - Edmonton Elections and Census Office	N/A (No New Canadians represented among attendees)
All Populations Consultation Session at the Millwoods Seniors and Multicultural Centre	<ul style="list-style-type: none"> <li>• The waiting time in the line was not very long</li> <li>• Line are well-managed</li> <li>• Staff are polite and professional</li> <li>• People in Canada are educated and make better choices during elections because of it</li> <li>• There is no reason not to vote. It's easy.</li> <li>• It's great that elections are now every four years – rather than every three years</li> </ul>
Workshop with students at the Mennonite Centre for Newcomers	<ul style="list-style-type: none"> <li>• Able to meet candidates and hear their ideas at forums</li> <li>• Support for persons with disabilities to vote</li> <li>• The options for people who are sick, have limited mobility, or are away to use a special ballot to vote</li> <li>• The option to vote from the hospital</li> <li>• The availability of elections information online</li> </ul>

### What are the opportunities for improvements within the voting system, and what solutions can you recommend?

Workshop with the New Canadians Agency	
Opportunities for Improvements	Recommended Solutions
<ul style="list-style-type: none"> <li>• Understanding amongst new Canadians about the municipal voting processes, elections, and, more generally, politics</li> </ul>	<ul style="list-style-type: none"> <li>• Education on the voting system, election process, and role of municipal government</li> <li>• Ongoing education opportunities – not just a one-time event</li> <li>• More involvement with Community Animators to help engage the new Canadians - these individuals are connectors and have trust with community members</li> </ul>



## APPENDIX E | NEW CANADIANS (In-Person Session Results)

**What are the opportunities for improvements within the voting system, and what solutions can you recommend?**

Workshop with NorQuest College students	
Opportunities for Improvements	Recommended Solutions
<ul style="list-style-type: none"> <li>Better support to overcome language barriers</li> </ul>	<ul style="list-style-type: none"> <li>Use words that participants can understand (e.g. Plain language alternatives to words like tabulator and attestation)</li> <li>If English is used then face-to-face communication is important</li> <li>Participants require translation services for the pre- and post-election communication, election forums, through the election process, and at the voting station</li> <li>Use translators of voters' ethnic background</li> <li>Ensure that the translators and translations are available voter's first language</li> </ul>
<ul style="list-style-type: none"> <li>More information about candidates and what they stand for</li> </ul>	<ul style="list-style-type: none"> <li>It is important to have candidates come to people in their own communities and talk to them about the issues that matter in those areas</li> <li>Ask politicians to use plain language</li> <li>Provide more depth to the candidates information available online and through social media – and make it easy to navigate</li> <li>One online website that effectively communicates candidates' election platforms</li> <li>More face-to-face election forums that are targeted specifically to minority populations</li> <li>Combined election education and candidate forums that come to populations in their communities</li> <li>More use of social media and longer campaign times to help candidates reach new Canadians and share their platforms</li> </ul>
<ul style="list-style-type: none"> <li>Citizenship should not be a requirement to vote in municipal elections</li> </ul>	<ul style="list-style-type: none"> <li>Allow permanent residents the option to vote in municipal elections</li> <li>Reduce the time required to have a local address</li> <li>Easier residency tests</li> <li>Faster resident/citizenship processing</li> </ul>
<ul style="list-style-type: none"> <li>Enhance access and ways to travel to voting stations</li> </ul>	<ul style="list-style-type: none"> <li>A holiday for everyone to be able to go and vote (2)</li> <li>Online voting</li> <li>More voting stations in communities – in as many places as possible</li> <li>Longer voting station hours</li> <li>Free taxi rides</li> <li>Free rides</li> <li>Free public transportation</li> </ul> <p><i>Note: There were mixed feelings about offering Saturday as a voting day. Some people in this population, as students, consider this a working day, a day of rest, or have family responsibilities. Others saw Saturday as a better alternative than Monday.</i></p>



## APPENDIX E | NEW CANADIANS (In-Person Session Results)

**What are the opportunities for improvements within the voting system, and what solutions can you recommend?**

Workshop with NorQuest College students	
Opportunities for Improvements	Recommended Solutions
<ul style="list-style-type: none"> <li>Better information about the election process and system</li> </ul>	<ul style="list-style-type: none"> <li>Put easy to follow information about the whole system online</li> <li>Send out pamphlets about how the system works – and not just “Where to Vote” cards – to residents’ addresses</li> <li>Provide a brochure to New Canadians about how to get established in Edmonton and include information about voting</li> <li>Send information about the process by mail</li> <li>Create a brochure that is sent in the mail to describe the way that voting happens in Canada (e.g. municipal, provincial, and federal)</li> <li>Change to online voting because it will be easier</li> <li>Involve libraries to offer online voting and provide assistance to people to use it</li> <li>Find others who understand the voting system and ask them for help</li> <li>Ask for or make a book on voting in Edmonton</li> <li>Go to where minority populations and new Canadians like to gather together</li> </ul>
<ul style="list-style-type: none"> <li>Find ways to make the experience less overwhelming (e.g. there are so many barriers at once – language, being a student or single mother, being the “only person who isn’t white in the room”)</li> </ul>	<ul style="list-style-type: none"> <li>More people from a similar background to provide assistance</li> </ul>
<ul style="list-style-type: none"> <li>Better candidates</li> </ul>	<ul style="list-style-type: none"> <li>If there is no appealing candidate then vote anyway and choose anyone</li> <li>Choose not to vote</li> <li>Abstain from voting</li> <li>Offer more candidates – but not too many (e.g. three is too few but 30 is too many)</li> </ul>
<ul style="list-style-type: none"> <li>Clarity on required identification</li> </ul>	<ul style="list-style-type: none"> <li>Fewer restrictions on identification</li> </ul>
<ul style="list-style-type: none"> <li>Offer engagement outside the voting process</li> </ul>	<ul style="list-style-type: none"> <li>Create opportunities for people to feel heard, engaged, and accounted for if you can’t vote</li> <li>Participate in public engagement</li> </ul>
<ul style="list-style-type: none"> <li>Provide reassurance that there is no corruption within the system</li> </ul>	<ul style="list-style-type: none"> <li>Provide ways for people to learn more about the voting system – allow them to ask questions about what is done and how it is done</li> </ul>

All Populations Public Consultation Session - Edmonton Elections and Census Office	
N/A (No New Canadians represented among attendees)	N/A (No New Canadians represented among attendees)



## APPENDIX E | NEW CANADIANS (In-Person Session Results)

**What are the opportunities for improvements within the voting system, and what solutions can you recommend?**

Workshop with students at the Mennonite Centre for Newcomers	
Opportunities for Improvements	Recommended Solutions
Improve voter access	<ul style="list-style-type: none"> <li>• Offer online voting</li> <li>• Provide online voting</li> <li>• Ensure that people living with disabilities know what voting options and supports for voting are available to them</li> <li>• Put voting stations near transit stations, malls, and stadiums</li> <li>• Ensure there are lots of voting stations – and in areas outside of the downtown</li> </ul>
Provide information and education about the voting system	<ul style="list-style-type: none"> <li>• Offer newcomers a course on government 101, especially focused on terminology</li> <li>• Develop a website that provides all the information there is about the municipal voting system</li> <li>• Create a video that explains and demonstrates the voting process to help get people more comfortable with it</li> <li>• Ensure that New Canadians receive information about voting options, including advance voting</li> <li>• Develop communications materials that describe the voting process and what voters can expect</li> <li>• Ensure that people can get information about:               <ul style="list-style-type: none"> <li>- Candidates</li> <li>- Platforms</li> <li>- The locations and times for candidate forums</li> <li>- Voter eligibility</li> <li>- Identification options</li> <li>- The different jobs of municipal government</li> <li>- The different roles and responsibilities of the various levels of government</li> <li>- The purpose of the different levels of government and the services that they provide</li> <li>- The different roles and responsibilities of the different types of elected officials</li> </ul> </li> <li>• Provide education in simple language</li> <li>• Provide education as a walk-in service at specific centres (e.g. service centres)</li> <li>• Allow voters to walk-in at different service centres to ask questions in advance of elections day</li> <li>• Deliver simple and visual communication in a series of videos (e.g. YouTube)</li> </ul>



## APPENDIX E | NEW CANADIANS (In-Person Session Results)

**What are the opportunities for improvements within the voting system, and what solutions can you recommend?**

Workshop with students at the Mennonite Centre for Newcomers	
Opportunities for Improvements	Recommended Solutions
Improve transportation to voting stations (e.g. more frequency of transport and low cost)	<ul style="list-style-type: none"> <li>• Provide free public transportation on elections day</li> <li>• No cost for public transportation on elections day</li> <li>• Provide free transportation on elections day</li> <li>• Increase the frequency of public transportation on election day (e.g. all transportation runs on peak hours schedule while the voting stations are open)</li> <li>• Offer free parking at voting stations</li> </ul>
Find interesting ways to increase voter engagement	<ul style="list-style-type: none"> <li>• Hold festivals in conjunction with elections</li> <li>• Host festivals, concerts, and events beside voting stations</li> <li>• Provide giveaways items and freebies</li> <li>• Offer free food</li> <li>• Provide more events that talk about the work of government around election time</li> </ul>
Improve the function of voting materials by improving the design	<ul style="list-style-type: none"> <li>• Add candidate pictures to the ballots</li> <li>• Use pictures on the ballots in addition to the names</li> <li>• Use symbols or pictures on the ballots that are associated with candidates (e.g. India uses symbols that relate to candidates)</li> <li>• Ensure the materials are simple, have fewer words, and have more visuals</li> <li>• Reduce the number of words in the voting advertisements and support materials</li> <li>• Ensure that support materials are very simple with lots of white space</li> <li>• Improve the navigation of the City of Edmonton’s website – it is difficult to find the voting information</li> </ul>
Voters shouldn’t need to be citizens to participate in municipal elections	<ul style="list-style-type: none"> <li>• Two years as a permanent resident instead of Canadian citizenship for eligibility</li> <li>• Two years living in Edmonton instead of citizenship for eligibility</li> </ul>
Ensure people receive information about identification requirements	<ul style="list-style-type: none"> <li>• Develop materials that specifically describe what identification people need to bring when they vote</li> </ul>
Ensure that election forums are appealing to attend	<ul style="list-style-type: none"> <li>• Let people know what to expect when they attend forums (e.g. format, how to participate, what to expect from other attendees, what to expect from the candidates)</li> <li>• Offer more forums and at a variety of different times</li> </ul>
Guarantee the security of the special ballot	N/A (No recommendation provided)



## APPENDIX E | NEW CANADIANS (In-Person Session Results)

**What are the opportunities for improvements within the voting system, and what solutions can you recommend?**

All Populations Public Consultation Session - Millwoods Seniors and Multicultural Centre	
Opportunities for Improvements	Recommended Solutions
Make room for cultural sensitivities	<ul style="list-style-type: none"> <li>• Have a separate line for women to vote</li> </ul>
Ensure access to voting stations	<ul style="list-style-type: none"> <li>• Put the voting stations at agencies where they serve and support new-comers</li> <li>• Do not allow crowds outside of the voting stations (e.g. food trucks, parties)</li> </ul>
Ensure quality candidates	<ul style="list-style-type: none"> <li>• Allow voters to know if the potential candidate makes good on his or her deliverables so that we can exercise informed voting</li> <li>• Candidates should know residents struggles and have ideas on how to improve our systems and society</li> <li>• Ensure practical candidates</li> <li>• Bring forward candidates who represent my dreams for the City of Edmonton</li> </ul>
Make voting more appealing	<ul style="list-style-type: none"> <li>• Serve free food</li> </ul>
Security of the voting system	<ul style="list-style-type: none"> <li>• Ensure there is either a voters list with name or that people have citizenship identification with them</li> <li>• Voters should have to live at their addresses more than 180 days</li> </ul>
Provide education	<ul style="list-style-type: none"> <li>• Offer classes and workshops on the voting system for new-comers to Canada</li> </ul>



## APPENDIX F PERSONS WITH DISABILITIES (In-Person Session Results)

### What is working well in the voting system?

Method and Location	Input
Public Consultation at the Clareview Community Recreation Centre	<ul style="list-style-type: none"> <li>Overall the voting system is effective</li> </ul>
Public Consultation at City Hall	<ul style="list-style-type: none"> <li>Overall the voting system is effective</li> <li>The elections staff are courteous and helpful</li> </ul>
Workshop with the City of Edmonton's Inter-agencies	<ul style="list-style-type: none"> <li>Overall the voting system is effective</li> </ul>
Workshop with Spinal Cord Injury Alberta	<ul style="list-style-type: none"> <li>Overall the voting system is effective</li> </ul>
Public Consultation at the International Persons with Disabilities Event	N/A (Participants focused on suggestions to enhance the voting system)
All Populations Public Consultation Session - Edmonton Elections and Census Office	<p><i>Access</i></p> <ul style="list-style-type: none"> <li>Low table</li> <li>Good wheelchair accessibility</li> </ul> <p><i>Support</i></p> <ul style="list-style-type: none"> <li>Helpful staff</li> </ul> <p><i>Voting options</i></p> <ul style="list-style-type: none"> <li>Mail-in ballots (Special Ballots)</li> <li>Clear information about advance voting (multiple dates/times)</li> <li>Advance voting</li> </ul> <p><i>Communication</i></p> <ul style="list-style-type: none"> <li>Clear information about what identification can be use</li> <li>Use of social media</li> </ul>
All Populations Consultation Session at the Millwoods Seniors and Multicultural Centre	<ul style="list-style-type: none"> <li>The mail-in ballot (Special Ballot) option for homebound voters</li> </ul>



## APPENDIX F | PERSONS WITH DISABILITIES (In-Person Session Results)

**What are the opportunities for improvements within the voting system, and what solutions can you recommend?**

Public Consultation at the Clareview Community Recreation Centre	
Opportunities for Improvements	Recommended Solutions
<ul style="list-style-type: none"> <li>• More low cost, available public transportation</li> </ul>	<ul style="list-style-type: none"> <li>• Provide free ETS and DATS access on election day, with proof of a voter card</li> </ul>
<ul style="list-style-type: none"> <li>• More flexible or supportive (e.g. accommodate needs) options for voting</li> </ul>	<ul style="list-style-type: none"> <li>• Consider online voting</li> <li>• Allow voters to use an official application on an official Smart phone, provided by the City of Edmonton on-site, to cast a ballot</li> </ul>
<ul style="list-style-type: none"> <li>• Enhancements to pre-election and voting day communications</li> </ul>	<ul style="list-style-type: none"> <li>• Add a braille tag to voter cards so that visually impaired can identify it without requiring someone to read it</li> <li>• Develop a City-based application that allows people to get information on their Smart phones</li> <li>• Look at as many ways as possible to go digital – many persons with disabilities have technology supports that allow them to interact best with digital communication</li> </ul>
<ul style="list-style-type: none"> <li>• More and better on-site support at voting stations</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that technology support is available at both advance voting stations and on the official election day</li> </ul>
Public Consultation at City Hall	
<ul style="list-style-type: none"> <li>• Improve the visual format of all print materials (pre-election communication and on-site voting materials)</li> </ul>	<ul style="list-style-type: none"> <li>• Create large physical formats</li> <li>• Develop multiple formats (e.g. braille)</li> <li>• Use larger fonts</li> <li>• Use visuals (e.g. simple icons; pictures of candidates)</li> <li>• Be more intentional about using colour (e.g. to accommodate colour blindness and the need for high contrast)</li> <li>• Increase the size of the circle on the ballot</li> </ul>
<ul style="list-style-type: none"> <li>• Offer education to key populations, including persons with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Provide education that increases understanding of the voting system and, specifically, where and how persons with disabilities can access the information and support that they require</li> <li>• Go out to target populations, rather than inviting them to City-hosted events in the community</li> </ul>





## APPENDIX F | PERSONS WITH DISABILITIES (In-Person Session Results)

**What are the opportunities for improvements within the voting system, and what solutions can you recommend?**

Public Consultation at City Hall	
Opportunities for Improvements	Recommended Solutions
<ul style="list-style-type: none"> <li>Enhance accessibility and the design of voting stations (e.g. good physical access)</li> </ul>	<ul style="list-style-type: none"> <li>Implement “The 7 Principles of Universal Design” from the Centre for Excellence in Universal Design</li> <li>Implement the “Barrier-free Design Guide” from Alberta’s Safety Codes Council</li> <li>Focus on:                             <ul style="list-style-type: none"> <li>- Ample parking</li> <li>- Eliminating trip hazards</li> <li>- Providing wide doorways</li> <li>- Eliminating unmanageable includes (e.g. stairs, unmaintained ramps, steep ramps)</li> <li>- Providing seating where line-ups or waiting occurs</li> </ul> </li> <li>Complete site evaluations for hazards at all locations</li> <li>Do not allow smoking near the entrances (and enforce it)</li> </ul>
<ul style="list-style-type: none"> <li>More and better on-site support at voting stations</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that technology support is available at both advance voting stations and on the official election day</li> </ul>
<ul style="list-style-type: none"> <li>Enhance the approach to communicating with persons with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>Write to a Grade Six level (e.g. plain language)</li> <li>Provide a text option of contacting 311</li> <li>Offer City-sponsored candidate videos in American Sign Language</li> <li>Build partnerships with key organizations (e.g. Canadian National Institute for the Blind) to support material design</li> <li>Put a braille tag on voter cards that identifies the card and its purpose</li> <li>Distribute advertising in more public places (e.g. libraries)</li> <li>Develop a responsive City of Edmonton website that re-sizes content for the device</li> <li>Create a Smart phone application that offers visual and verbal information</li> </ul>
<ul style="list-style-type: none"> <li>Improve the accessibility and format of elections forums</li> </ul>	<ul style="list-style-type: none"> <li>Develop City-sponsored election forums that take place in the community (e.g. go to the key populations and present specific forums for them)</li> <li>Allow for small-group conversations, recognizing that the small-group dynamic is critical to participation from certain populations</li> </ul>

Workshop with the City of Edmonton’s Inter-agencies	
<ul style="list-style-type: none"> <li>Increase accessibility at voting stations</li> </ul>	N/A (No specific recommendations)
<ul style="list-style-type: none"> <li>Provide more education on the voting process</li> </ul>	N/A (No specific recommendations)



## APPENDIX F | PERSONS WITH DISABILITIES (In-Person Session Results)

**What are the opportunities for improvements within the voting system, and what solutions can you recommend?**

Workshop with Spinal Cord Injury Alberta	
Opportunities for Improvements	Recommended Solutions
<ul style="list-style-type: none"> <li>Improved access to voting stations</li> </ul>	<ul style="list-style-type: none"> <li>Many sites facilitate manual wheelchair access; they also need to allow wider access to account for motorized wheelchairs</li> </ul>
Public Consultation at the International Persons with Disabilities Event	
<ul style="list-style-type: none"> <li>Access to voting stations</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that the voting stations are able to accommodate people with all different types of disabilities to enable effective and efficient participation</li> </ul>
<ul style="list-style-type: none"> <li>On-site assistance</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that election staff have the proper education and training to assist persons with disabilities as they arrive to and when they are at the voting station</li> </ul>
All Populations Public Consultation Session - Edmonton Elections and Census Office	
<ul style="list-style-type: none"> <li>More supports tools and technology</li> </ul>	<ul style="list-style-type: none"> <li>iPads to vote/select preferred candidate</li> <li>Button beside each candidate's name so that I can push my selection</li> <li>TDD/TTY services</li> <li>Email for those who are deaf or hard of hearing and need to ask a question</li> <li>Pencil grips</li> <li>Magnifiers</li> <li>Tactile ballot templates</li> <li>Pad of paper and pens at the voting station</li> <li>Graphic or photo ballot (pictures next to each candidate's name)</li> <li>The current ballot is ¼ text and ¾ blank space so use the white space for pictures of the candidates</li> </ul>
<ul style="list-style-type: none"> <li>More guidance and support from on-site staff at voting stations</li> </ul>	<ul style="list-style-type: none"> <li>People to greet voters and offer help with voting</li> <li>People to provide assistance</li> <li>Ensure the available staff receive sensitivity training or have a background working with people with disabilities</li> </ul>
<ul style="list-style-type: none"> <li>New voting options</li> </ul>	<ul style="list-style-type: none"> <li>Online voting</li> </ul>
<ul style="list-style-type: none"> <li>Enhanced pre-election communication regarding accommodations</li> </ul>	<ul style="list-style-type: none"> <li>Information available on what is available for persons with disabilities at the voting station</li> <li>Information available prior to candidate forums to let persons with disabilities know if accommodations will be provided</li> </ul>
<ul style="list-style-type: none"> <li>Enhanced accessibility at voting stations</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that locations are physically accessible to those who use assistive devices</li> </ul>
<ul style="list-style-type: none"> <li>Accessible, available, low-cost transportation options</li> </ul>	<ul style="list-style-type: none"> <li>Increased transit on days of elections</li> <li>Free transit with voter card</li> </ul>



## APPENDIX F | PERSONS WITH DISABILITIES (In-Person Session Results)

**What are the opportunities for improvements within the voting system, and what solutions can you recommend?**

All Populations Public Consultation Session - Millwoods Seniors and Multicultural Centre	
Opportunities for Improvements	Recommended Solutions
<ul style="list-style-type: none"> <li>• New voting options</li> </ul>	<ul style="list-style-type: none"> <li>• Online voting</li> <li>• Create a form that allows a proxy to vote</li> <li>• Delegate a specific voting day for people with disabilities who require on-site accommodations, including use of special equipment</li> </ul>
<ul style="list-style-type: none"> <li>• Better communication</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that people who require accommodations are aware of what is available to them</li> <li>• Work with agencies/groups who already provide support or services to persons with disabilities</li> <li>• Ensure there is advance notice to homebound voters about the special ballot option and how it works</li> </ul>
<ul style="list-style-type: none"> <li>• Better ballot design</li> </ul>	<ul style="list-style-type: none"> <li>• Consider the needs of people who are dyslexic</li> <li>• Consider the needs of people who cannot speak English</li> <li>• Use more visual cues and pictures</li> </ul>



City of Edmonton  
**UNDERSTANDING  
 VOTER NEEDS**

**What We Heard -  
 PUBLIC ENGAGEMENT  
 FINDINGS**

*June 24, 2016*

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