



City of  
Peterborough

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**To:** Members of the Committee of the Whole

**From:** John Kennedy, City Clerk

**Meeting Date:** January 26, 2015

**Subject:** Report CPCLK15-001  
Report on the Identification, Removal, and Prevention of  
Barriers in the 2014 Municipal Election

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## Purpose

A report to comply with Section 12 of the **Municipal Elections Act** which requires the Clerk to report on the identification, removal and prevention of barriers that affect electors and candidates with disabilities.

## Recommendation

That Council approve the recommendation outlined in Report CPCLK15-001 dated January 26, 2015, of the City Clerk, as follows:

That Report CPCLK15-001 be received for information.

## Budget and Financial Implications

There are no budget or financial implications with the adoption of this recommendation.

## Background

The 2014 Municipal Election was held on October 27, 2014. After all revisions were made to the List of Electors, there were 57,940 eligible electors in the City of Peterborough. This represents an increase of nearly 6% in eligible electors from 2010 and an increase of approximately 11% over 2006. Approximately 47% of electors cast a ballot on or before Election Day.

The **Municipal Elections Act** states that a Clerk who is responsible for conducting an election shall have regard to the needs of electors and candidates with disabilities and that a report be submitted to council about the identification, removal and prevention of barriers that affect electors and candidates with disabilities. Accessibility measures are mechanisms to promote inclusion for everyone. Accessibility standards promote integration by removing barriers. The **Accessibility for Ontarians with Disabilities Act (2005)** established the framework for mandatory province-wide standards for accessibility by 2025. Actions taken by staff to identify, remove, and prevent barriers fall within the five accessibility standards currently set by the Government of Ontario. They include:

- Customer Service
- Employment
- Information and Communication
- Transportation
- Design of Public Space

The following outlines the steps taken to identify, remove and prevent barriers for electors and candidates with disabilities:

### Customer Service

- Received input from the Accessibility Advisory Committee on November 6, 2013
- Followed up with Accessibility Advisory Committee on June 4, 2014
- Collaborated with the City's Accessibility Coordinator throughout the process to ensure key standards were met
- Election training incorporated Accessibility Standards for Customer Service (Regulation 429/07 under the AODA)
- Each Voting Location had at least one accessible voting station complete with elevated tables, book lights for extra illumination, and a magnifying sheet.
- Provided high dexterity markers
- Extra staff available to provide additional support to electors

## Information and Communication

- Worked with staff to create an Election App to communicate key election information. The App included dynamic content such as a map that gave real-time information on location wait times
- Ensured that all information was made available to candidates, voters, and election officials in alternative formats upon request
- Provided additional support upon request
- Ensured all relevant information was posted to the City's website, and that all materials were WCAG 2.0 compliant
- Ensured print materials and other documentation met accessibility document standards
- Provided links to relevant websites and resources
- Worked with Accessibility Coordinator and community stakeholders to create a YouTube video on Accessible voting technology
- Established an elections email address for receiving feedback and providing appropriate responses to inquiries
- Worked with community partners including nursing homes, hospitals, retirement homes, and shelters to circulate election information to residents
- Established a process for notifying voters of any last minute voting location changes

## Employment

- Provided alternative and varied formats for all documentation, including job applications and other forms
- Ensured fair and equal treatment for all election staff
- Training consisted of three hours of in-person sessions, an online training module, with print materials

## Transportation

- Public transit was free to voters who showed their Voter Notification Card
- Proximity to public transit was taken into consideration during the selection of Voting Locations
- The length of time for Accessible Advance Voting at City Hall was extended to nine working days because riders have to book the "Handi-Van" so far in advance.

## Design of Public Space

- The design of public space was taken into consideration during the voting location selection process. Staff developed an Accessibility Checklist (Appendix A) to ensure that voting locations met accessibility standards. The assessed features for a location included: signage, parking, path of entry to the building and the voting room, lighting, and accessible washrooms.

Additional remediation and accommodations were made to provide an alternate means of casting a ballot on, and in the lead up to, Election Day.

### Accessible Advance Voting

- Quiet, private space to mark a ballot
- Ballot on Demand technology
- Assistive devices – including sip and puff, paddles, and audio tactile interface
- High dexterity markers provided easy grip
- Additional lighting provided
- Located on the ground floor of City Hall with direct access to exterior entrance and accessible parking

### Advance Voting - City Locations

- Six locations available on Saturday October 18<sup>th</sup> allowed electors flexibility when choosing when to vote

### Election Day - City Locations

- 20 voting locations available throughout the City
- Vote Anywhere technology allowed electors to vote at any location that was most convenient and accessible to them
- Voting locations evenly distributed throughout the City
- Provided appropriate and accessible signage at voting locations
- Accessible voting stations had book lights for additional light
- Assistive devices available at Accessible Advance Voting also available at St. Paul's Church on Election Day

### Election Day - Institutions

- Teams of election officials went to 14 institutional sites on Election Day
- Provided alternative voting opportunities for residents of:
  - An institution, in which 20 or more beds are occupied by people with disabilities; and
  - A retirement facility, in which 50 or more beds are occupied
- Worked with institutions prior to Election Day to update the voters list

**Internet Voting**

- Brings voting to where the elector is most comfortable casting a ballot
- Available 24/7 at any location with access to internet
- Compatible with screen readers
- Staff trained to assist electors with any problems

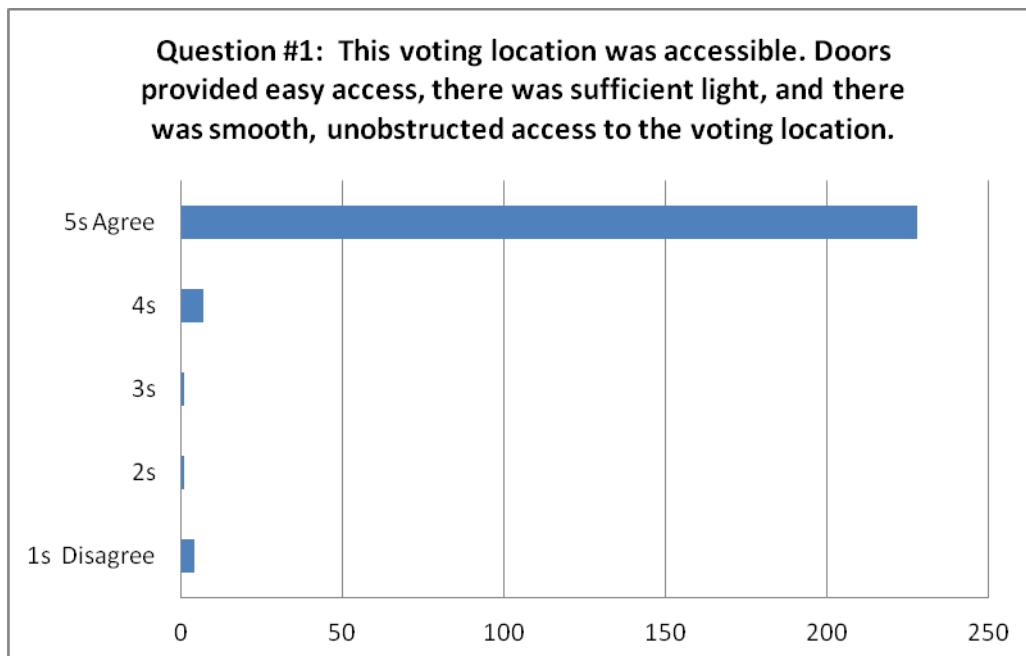
**Customer Service Feedback Survey**

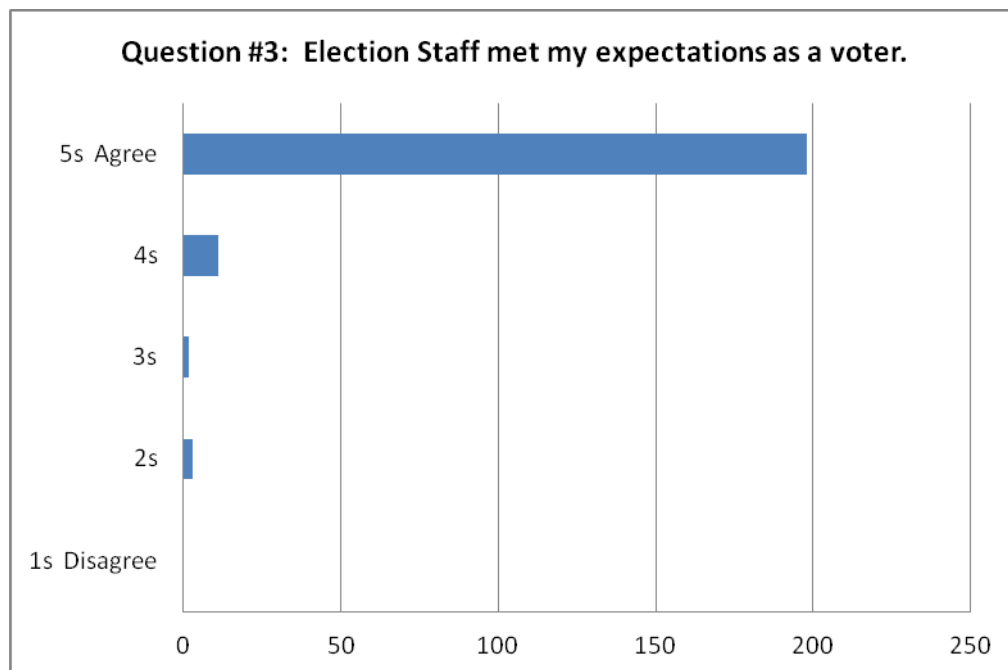
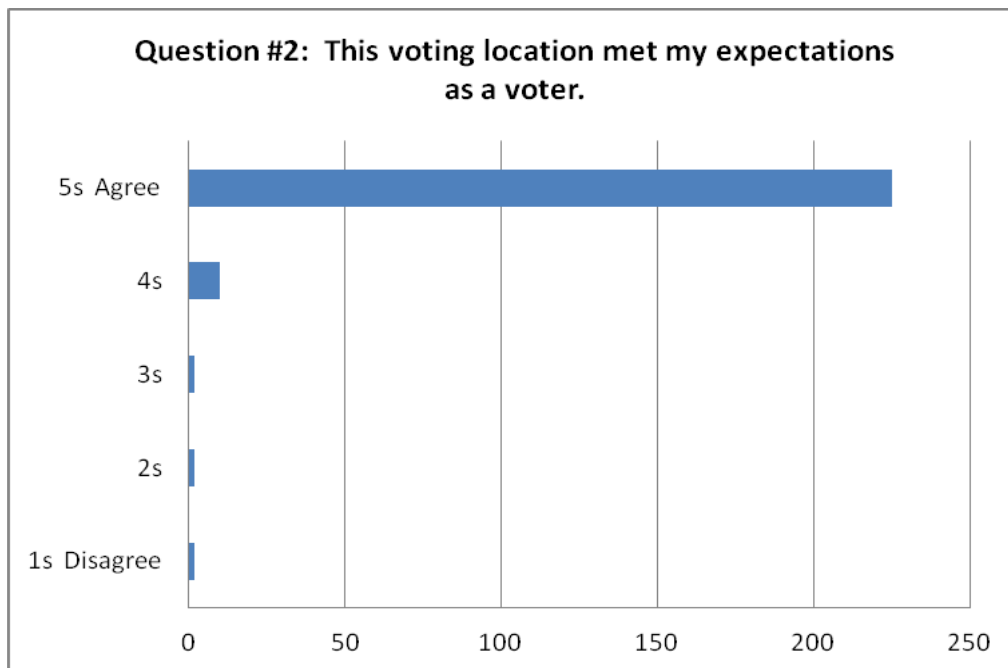
The City offered a Customer Service Feedback Survey (Appendix B) so voters could provide remarks on their voting experience. Overall, 342 responses were collected from respondents over nearly two weeks on the following days:

**Responses**

<b>84</b>	Advance Voting Responses (October 18, 2014)
<b>13</b>	Accessible Advance Voting Responses (October 14-24, 2014)
<b>245</b>	Election Day Responses (October 27, 2014)

The Customer Service Feedback Survey asked a number of questions to capture information on accessibility initiatives, the voting location, and staff. The survey also provided an opportunity for respondents to make additional comments. The results for the questions from all days were compiled and responses were as follows:





Written comments reflected the positive feedback received with the specific questions. Overall comments were positive, where most respondents remarked on the pleasantness and efficiency of staff working the election. Feedback provided will be re-examined when looking toward the 2018 municipal election.

## Accessibility Advisory Committee Feedback

After the election, Members of the Accessibility Advisory Committee were asked about their experiences voting and given the opportunity to provide their feedback. Of those that responded, the majority voted online and found that experience to be “quick and easy”.

## Summary

Municipalities are required by the **Municipal Elections Act** to have regard to the needs of electors and candidates with disabilities in an election and to submit a report to Council about the identification, removal and prevention of barriers that affect electors and candidates with disabilities. This report sets out the many accessibility initiatives implemented for the October 27, 2014 election and how potential barriers were removed or prevented.

Submitted by,

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City Clerk

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Attachments:

Appendix A – Voting Location Inspection Checklist (Accessibility Audit)  
Appendix B – Customer Service Feedback Survey

## **Appendix A**

### **Voting Location Inspection Checklist (Accessibility Audit)**



ELECTION

# 2014 Voting Location Inspection Checklist



Voting Location Name: \_\_\_\_\_

Voting Location Address: \_\_\_\_\_

\_\_\_\_\_

Location has phone? ☐ Yes ☐ No Location of Phone: \_\_\_\_\_

Washrooms Available ☐ Yes ☐ No Phone Number: \_\_\_\_\_

Number of Parking Spots: \_\_\_\_\_ Number of Accessible Parking Spots: \_\_\_\_\_

Accessible Result: ☐ Accessible ☐ Not Accessible Score: \_\_\_\_\_

Existing Furniture at Site: \_\_\_\_\_

Required Furniture at Site: \_\_\_\_\_

## Landlord:

## Site Contact:

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Phone: \_\_\_\_\_

## Person Signing the Agreement:

## Cheque to be made out to:

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Phone: \_\_\_\_\_

Is the location provincially funded, School Board, or Municipal Building? ☐ Yes ☐ No

Is the location HST exempt? ☐ Yes ☐ No

HST number: \_\_\_\_\_

Date of Inspection: \_\_\_\_\_ Inspection Team: \_\_\_\_\_

Date of Data Entry: \_\_\_\_\_ Inspection Team: \_\_\_\_\_

Time Taken to Inspect: \_\_\_\_\_ Inspection Team: \_\_\_\_\_

Assessment Criteria		Points	Score	Min
Section One: <b>Signage</b>				
1.1	Location name and address clearly visible	Good sign, contrasting, tactile signs present = <b>5 pts</b> Good sign, contrasting, no tactile signs present = <b>3 pts</b> Poor sign, or temporary sign required = <b>2 pts</b> No signage and temporary signs can't be used = <b>0 pts</b>		2
Section One <b>Total</b>				<b>2</b>

Section Two: <b>Parking</b>				
2.1	Parking facilities on property or close by	Parking on site within 25m (82ft) of entrance = <b>5 pts</b> Parking close within 50m (165ft) of entrance = <b>3 pts</b> No Parking close-by = <b>0 pts</b>		3
2.2	Accessible parking spots available	Three (3) or more accessible spaces = <b>20 pts</b> Can modify existing parking = <b>10 pts</b> Can't modify/no existing parking = <b>0 pts</b>		10
2.3	Accessible parking clearly marked	Accessible parking is clearly marked with vertical signage and/or pavement markings = <b>5 pts</b> Can modify to include accessible signage = <b>3 pts</b> Can't modify signage = <b>0 pts</b>		3
2.4	Parking area is firm and level	Firm and level = <b>10 pts</b> Small cracks – not gravel = <b>5 pts</b> Compacted/hard dirt = <b>3 pts</b> Gravel, slope, or no parking = <b>0 pts</b>		3

2.5	Parking lot is well lit	Working lights, well lit = <b>5 pts</b> Dimly lit = <b>3 pts</b> Temporary lighting can be used = <b>2 pts</b> No lighting = <b>0 pts</b>		Any
Section Two <b>Total</b>				<b>19</b>

Section Three: <b>Path of Entry</b>				
3.1	Pathway to voting premises is wide enough	Route is 1.5m (5ft) or wide = <b>25 pts</b> Route is over 1m (3ft 3") wide = <b>6 pts</b> Route is less than 1m (3ft 3") wide = <b>0 pts</b> Route to be fixed at owner's expense = <b>5 pts</b>		5
3.2	Smooth, continuous unobstructed accessible route	Route has no level changes over 1.3cm (1/2") = <b>25 pts</b> Use of ramp to overcome level = <b>6 pts</b> Level change over 1.3cm (1/2") = <b>0 pts</b> Route to be fixed at owner's expense = <b>5 pts</b>		5
3.3	Public Transit Access	Bus stop near voting location = <b>3 pts</b> No bus stop within accessible distance = <b>0 pts</b>		Any
Section Three <b>Total</b>				<b>10</b>

Section Four: <b>Main Entrance/Exit</b>				
4.1	Entrance is proper width	Entry door width 91.5cm (36") or greater = <b>25 pts</b> Entry door width at least 85cm (33.5") = <b>6 pts</b> Entrance to be fixed (centre post removed) = <b>5 pts</b> Entrance not accessible = <b>0 pts</b>		5
4.2	Entrance is level	Entrance has acceptable slope = <b>25 pts</b> Entrance to be fixed/ramp installed = <b>5 pts</b> Entrance not accessible = <b>0 pts</b>		5
4.3	Entrance is well lit	Working lights, well lit = <b>5 pts</b> Dimly lit = <b>3 pts</b> No lighting = <b>0 pts</b>		Any

4.4	Entrance door hardware is accessible with lever or pull handles	Power assist opener and handle passes "fist test" = <b>10 pts</b> Greeter to assist/ hold doors open = <b>2 pts</b> Fail "fist test" = <b>0 pts</b>		2
Section Four <b>Total</b>				<b>12</b>

Section Five: <b>Interior Path to Poll</b>				
5.1	Interior walkway is accessible with no/little/moderate slope		YES	NO
Section Six: <b>Interior Doors</b>				
6.1	Interior threshold is accessible	Interior threshold not over 1.3cm (1/2") = <b>25 pts</b> Interior threshold to be fixed = <b>10 pts</b> Use of ramp to overcome level = <b>6 pts</b> Level change over 1.3cm (1/2") = <b>0 pts</b>		6
6.2	Interior doorways and corridors are wide enough	Interior door width 91.5cm (36") or more, and corridor width 106cm (42") or more = <b>25 pts</b> Interior door width at least 85cm (33.5"), and corridor width at least 97cm (38") = <b>10 pts</b> Interior door width below 85cm (33.5") or corridor below 97cm (38") = <b>0 pts</b>		10
6.3	Interior is well lit and floor is stable, free of glare and mats do not present slip hazards	Well-lit, stable, firm, slip resistant and glare-free = <b>5 pts</b> Well-lit, mats required for wet conditions = <b>3 pts</b> Surface is unstable and/or unable to be fixed = <b>0 pts</b>		3
Section Six <b>Total</b>				<b>19</b>
Section Seven: <b>Accessible Washrooms</b>				
7.1	Accessible washroom facilities are provided for staff	Accessible washroom is available and meets standards (grab bars, height, etc.) = <b>5 pts</b> No accessible washroom = <b>0 pts</b>		Any
Section Seven <b>Total</b>				<b>0</b>

Section Eight: <b>Technology</b>				
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8.1	Technology requirements are met	Internet access is available = <b>10 pts</b> Portable internet sticks required for connectivity = <b>5 pts</b> No internet/internet sticks not compatible = <b>0 pts</b>		5
Section Eight <b>Total</b>				<b>5</b>

**Sketch of Voting Location**

Path of entry from parking to voting room, noting any accessibility obstructions on the map

Security Checklist				
Physical Environment	Assessment Criteria	YES	NO	N/A
Building Exterior and Parking Lot	Designated public entry doors			
	Clear sightlines			
	Cameras			
	Secured grounds			
Entry Control and Security	Closed-circuit video system			
	Alarm (silent or sounding)			
	Security personnel on site			
Exits	Exit signs clearly visible			
	No obstructions to exits			

Remediation Required:

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Technology Requirements:

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General Location Notes:

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## Appendix B

Election Customer Service Feedback Form					
<p>Thank you for voting in the City of Peterborough. As we strive to meet the needs of the electors in our community, we both welcome and value the input of all those who cast a ballot.</p> <p>Please complete the questions below. You can submit it at the voting location, e-mail it to <a href="mailto:election@peterborough.ca">election@peterborough.ca</a> or mail it to the Clerk's Office: 500 George St. N., Peterborough, ON K9H 3R9</p>					
General Information					
Voting Location: _____					
Date (yyyy-mm-dd): _____			Time: _____		
Feedback					
1. This voting location was accessible. Doors provided easy access, there was sufficient light, and there was smooth, unobstructed access to the voting location.					
Disagree					Agree
1	2	3	4		5
2. This voting location met my expectations as a voter.					
Disagree					Agree
1	2	3	4		5
3. Election staff met my expectations as a voter.					
Disagree					Agree
1	2	3	4		5
Comments					
_____					
_____					
_____					
Contact Information (Complete this section to receive a response from the City)					
Name: _____					
Address: _____					
Phone Number: _____					
Email: _____					
Resolution Details (To be completed by Election Officials)					