



Telephone and Internet Voting

Municipal Election Clerk's Procedure 09-26

Municipal Elections Act, 1996

May 29, 2026

Service Provider

The service provider for Telephone/Internet Voting, is Neuvote Systems Inc.

System Integrity

The integrity of the voting process shall be the responsibility of the Clerk and shall be preserved by:

- Ensuring that every Elector on the Voters' List is provided a Voter Information Letter (VIL) which contains the Voter's Personal Identification Number (PIN), as well as the designated internet URL address to access the Internet Voting System and designated telephone number to access the Telephone Voting System.
- Ensuring that no one except authorized Election Officials and election service providers have access to a comprehensive list of Personal Identification Numbers that match each Elector's name and address.
- Providing opportunities for Electors to be added to the Voters' List or to make amendments to the List, up until the close of voting on Election Day.
- Establishing proper procedures to ensure that no person is added to the Voters' List or issued a PIN unless an Election Official is completely satisfied of their identity and qualification as an Elector in the City of Belleville.
- Appointing an Auditor to test the Voting System and providing same with read-only access to the Voting System;
- Reviewing the reports, logs and auditable verifiable records generated by the Voting System prior, during and after the election; and
- Ensuring every elector who casts a successful vote is provided a verifiable receipt to confirm that their vote was cast successfully.

Voting Process

The City of Belleville will provide the option for Telephone and Internet Voting throughout the Voting Period and on Election Day. Voter Assistance Centres (VACs) will be available from October 21st until October 24th. The VACs will have online Voting Kiosks and Tabulators available for Voters to cast a paper ballot. On October 26th, Election Day, Voter's will only have the option to vote by Telephone or Internet and at the VACs located at Quinte Sports and Wellness Centre, 265 Cannifton Road, Belleville, and the Gerry Masterson Community Centre, 516 Harmony Road, Corbyville, using online Voting Kiosks.



Telephone and Internet Voting

Municipal Election Clerk's Procedure 09-26

Municipal Elections Act, 1996

May 29, 2026

The Voting System provided by Neuvote Systems Inc. shall allow electors to vote using a telephone, the internet or paper ballot with tabulators. Electors shall be required to access a designated internet address or telephone a designated number in order to cast their ballot online or by telephone. Electors who wish to cast a paper ballot must attend a VAC prior to Election Day. The VAC addresses will be available on the Voter Information Letter.

Every Elector shall be limited to only one vote cast via one of the available methods. Electors that wish to use the Telephone/Internet Voting system will verify and cast their vote through the use of a PIN identified in the VIL. Every elector shall be required to provide their date of birth along with their PIN.

Once the Elector PIN has been used with the Telephone/Internet Voting system to cast a vote, it cannot be used for voting again. If an Elector has cast their vote through the Telephone/Internet Voting system they will not be able to cast their vote by paper ballot. Electors who have cast their vote by paper ballot will not be able to access the Telephone/Internet Voting system and the PIN that was sent will be disabled.

Using the Telephone/Internet Voting system, following the Elector's selection for all offices on a single composite ballot, the Voting System shall identify the Elector's choices and provide the Elector with the option of changing or confirming their vote selections prior to submission. The system requires all Electors to review all available selections prior to making their selections.

The Telephone/Internet Voting System shall enable the Elector to under-vote a contest or contests, or decline from voting the ballot in its entirety, if they wish to do so.

For the purposes of reporting declined Ballots in accordance with Section 55(4.1) 2. of the Act, an under-voted Ballot shall be considered an abstention from voting for one or more races on the Ballot or voting for fewer Candidates than is permitted within a single race, whereas a declined Ballot shall be considered a deliberate choice by the Elector to decline the entire Ballot by not selecting any Candidates and casting the Ballot. A declined Ballot shall not include votes cast for any race. A declined Ballot is separate and distinct from an under-voted Ballot which may or may not include votes for all races, one race, or some races on the Ballot.

The Telephone/Internet Voting System shall not permit an Elector to over-vote, or to spoil a ballot.

If an Elector is interrupted before casting their vote, they may re-commence voting later using the same method or the other method. Once an Elector has cast their vote, that Elector will not be granted access to Telephone/Internet Voting again. If an Elector terminated the voting session using the Telephone/Internet Voting system, they can visit a VAC and cast a vote in person using a Voting Kiosk or paper ballot and tabulator. An Elector is only struck off the Voters' List as voted once a ballot has been officially cast.



Telephone and Internet Voting

Municipal Election Clerk's Procedure 09-26

Municipal Elections Act, 1996

May 29, 2026

Voting will commence on Thursday October 15, 2026 at 9:00 a.m. and close on October 26, 2026 at 8:00 p.m. Notwithstanding the closure of remote voting at 8:00 p.m. on the final day, persons present at a VAC at 8:00 p.m. will continue to be allowed to access the Internet Voting System and complete the voting process. Persons who have gained access to the Voting System through their own device prior to 8:00 p.m. on Election Day will be permitted to complete the voting process, provided that they do so by 8:03 p.m.

Prior to the activation of the system by Neuvote Systems Inc. being on Thursday October 15, 2026 at 9:00 a.m., Neuvote Systems Inc. shall allow access by the Clerk, the Auditor, or other authorized Election Officials as determined by the Clerk, to the Voting System by secure username and for the purposes of viewing a list of all the Candidates' names on the ballot, including the sum total of votes cast to "0" zero.

Candidates or their Scrutineer may be present in City Hall from 8:30 a.m. to 9:00 a.m. on Thursday October 15, 2026 to verify and ensure that all Candidates' names are listed and the total votes cast are at "0".

Where an Elector has more than one qualifying address in the municipal boundaries of Belleville, the Elector may vote only once and the qualifying address to determine eligibility for voting shall be at the place of residence of the Elector, as defined under the Act. Should an Elector receive more than one VIL, the Elector may only vote once and must return the other VIL to the Clerk's Office. All Electors that vote more than once in the City of Belleville election, or who improperly use the VIL, are in violation of the Act and therefore subject to the penalty provisions under the Act.

Where an Elector has tried to use their PIN and it appears that it has already been used, the Elector can attend City Hall or a VAC, with Proof of Identification, and have an authorized Election Official, or the Clerk, confirm whether the Elector's PIN has been used by an unauthorized individual.

Prior to the issuance of a new VIL and PIN, the Elector shall be required to complete the Form prescribed by the Clerk and satisfactorily answer all questions posed by the Election Official, or Clerk.

If the Clerk or Election Official believes that all questions have been answered truthfully and satisfactorily, they may provide the Elector with a new PIN in accordance with the City's established practice.

The Elector will be added to the Voters' List and a note will be entered on the Voters' List to indicate that the Elector's PIN was already used and that the Elector has completed the required oath and declaration to receive a new VIL, allowing the Elector to cast their Ballot with their new PIN. The original Ballot that was cast by the unauthorized individual will remain in the Internet Voting System, as Ballots are disassociated from their PINs once they are cast



Telephone and Internet Voting

Municipal Election Clerk's Procedure 09-26

Municipal Elections Act, 1996

May 29, 2026

and cannot be retrieved.

Where an Elector's PIN is assigned an incorrect ward and/or school board, the Elector can attend City Hall or VAC to have their information updated on the Voters' List by completing an Application to Amend the Voters' List.

The Elector must apply to have their information updated on the Voters' List before casting their Ballot. If the Elector has already cast their Ballot and exhausted their PIN, they cannot make any further changes to their eligibility or re-cast any part of their Ballot.

New PIN(s) shall not be given out by anyone other than an Election Official who has been appointed in writing by the Clerk to do so.

A VIL containing the PIN shall not be given to any person at City Hall, or a VAC, unless the Election Official is satisfied of the Elector's identity and the Elector has completed the prescribed Form(s).

Electors may vote by using the designated internet address (URL) provided in the VIL, by using a viable internet connection, by telephone by calling the designated number provided in the VIL, or by attending a VAC during the dates and times and at the locations established by the Clerk. Electors may attend either by themselves or with a Friend, who may assist the Elector in voting after taking the appropriate oath(s). In the absence of a Friend, the Elector may request the assistance of an Election Official, who may provide assistance only after the appropriate oath has been taken.

Auditor

Prior to the start of the Voting Period, the Internet Voting System shall be tested by the Auditor and any other Election Officials appointed by the Clerk. All Logic & Accuracy testing shall be documented and retained until the destruction of Election Records occurs in accordance with Section 88 of the Act and/or the City's Records Retention Policy.

The tests shall include but not be limited to the following:

1. Voting System refuses ballots before the start of the Voting Period.
2. Voting System is 'zeroed out' at the start of the Voting Period.
3. Voting System presents electors with the correct ballot based on their elector information.
4. Voting System does not allow over-votes on any ballot.
5. Voting System acknowledges under-voted ballots and prompts elector if they wish to complete all contests on their ballot.
6. Voting System 'times out' after a period of voter inactivity.
7. Voting System refuses ballots after the end of the Voting Period, except from specifically authorized Voting Kiosks.



Telephone and Internet Voting

Municipal Election Clerk's Procedure 09-26

Municipal Elections Act, 1996

May 29, 2026

8. The Voting System is sealed by the Clerk and cannot be unsealed until the end of the election.
9. Voting System accepts ballots from un-used eligible PINs.
10. Voting System refuses ballots from used PINs.
11. For telephone voting specifically, the wording and clarity of the recordings and the
12. input timing is accurate.
13. Voting System accepts ballots from PINs that previously 'timed out' or were
14. abandoned before being submitted.
15. Voting System accurately counts votes for all candidates in each contest.

The testing shall include at least one "mock election" using the names of all Certified Candidates. The Clerk will verify the results of the mock election using a pre-determined test file.

Testing will also ensure that the Internet Voting System accepts Ballots from specifically authorized Voting Kiosk Machines to be used at Voter Assistance Centres.

All Voting Kiosk Machines and associated information technology infrastructure used at the VACs will be tested for internet access, network security, proper configuration, and device security.

A third party will perform an independent vulnerability test of the City's Internet Voting System to identify any security deficiencies which will be mitigated in coordination with Neuvote Systems Inc. to ensure the deficiencies are addressed. Such testing may be carried out through a collaboration of other municipalities using Neuvote Systems Inc.

All Certified Candidates are to provide to the Clerk the proper pronunciation of their name for programming into the Telephone Voting System no later than August 24, 2026.