

October 15, 2018
Cobourg, ON_

We received the following reports from two of our supporters. Note that these reports are from tech savvy business people. The problem could be even more difficult for a senior who may seldom use a telephone.

First supporter:

I tried using the phone this morning and the experience was frustrating and, for me, the instructions were confusing and so I regret to say some of my picks didn't happen. I have a number of complaints regarding voting by phone:

- 1. The Robo-voice providing the instructions was quite muted and required many repetitions of the instructions. This created an urgency to respond quickly. I should have dropped the call and gone directly online. MAYBE I'M OLD.*
- 2. There was no 're-do' available if the selection was not received properly from the keypad on the phone.*
- 3. On the Town provided candidate voter registration card there are no numbers directly associated with potential selections e.g. Nicole Beatty is (per phone instructions) #11 and so far down the list. This makes a difference, believe me. I know that there could/should be a number is because I'm assisting my parents in Gananoque with their voting. Their voter registration card has numbers beside the names of the candidates.*
- 4. I put in a complaint(s) to the help desk. Nothing they could do with my vote(s) of course.*

There are probably many more issues but I'm too upset to recall the specifics!

Another supporter wrote that:

"I had problems voting by phone. I went to the phone after I couldn't get the website to come up, and messed up my vote. Called the town a couple of times and was finally told that was it."

When these problems were reported to one of the candidates one of them suggested:

"Go to Town Hall with your story and your voter PIN. The complaint should be made an official one to the Audit Team and ask for a written reply."

The CTA contacted Brent Larmer who is the Town Clerk and is responsible for election issues. We received the following replies:

"Thanks for your email.

Yes, we have had a few citizens call in requesting clarification on the telephone system and have walked everyone through it that has called in. To help further assist citizens we have also released the [telephone voting system instructions](#) on www.votecobourg.ca to take them through the process step-by-step. The instructions are quite helpful."

Brent added:

The message should be if anyone needs assistance to please call the Voter Helpline, we will be happy to help."