

Appendix 3: Paper Ballot Optical Scan Vote Tabulator Procedures

In accordance with Section 42 of the *Municipal Elections Act, 1996*

1. Authority and Application

- 1.1 The Municipal Elections Act (MEA), 1996, S.O., 1996, c.32, as amended (the “Act”) in subsection 42(3) requires that the Clerk establish procedures for Alternative Voting methods authorized by by-law. On March 29, 2021, the Council of the Town of Newmarket voted to continue the use of online voting for the 2022 Municipal Election with a limited paper option.
- 1.2 Section 12 of the MEA also gives the Clerk as Returning Officer the authority to provide for any matter or procedure for which there is otherwise no provision in an Act or regulation, but which is, in the Clerk’s opinion, necessary or desirable for conducting the Municipal Election.
- 1.3 These procedures apply to the 2022 Municipal Election in accordance with subsection 42(3) of the Act.
- 1.4 Where these procedures do not provide for any matter, an election to which these procedures apply shall be conducted in accordance with the principles of the *Municipal Elections Act, 1996*. These principles are generally recognized to include the following:
 - a) the secrecy and confidentiality of individual votes is paramount;
 - b) the election should be fair and non-biased;
 - c) the election should be accessible to the electors;
 - d) the integrity of the process should be maintained throughout the election;
 - e) there be certainty that the results of the election reflect the votes cast; and
 - f) electors and candidates should be treated fairly and consistently.

1.5 These procedures are subject to change and may be amended as required up to October 24, 2022. The most up to date version of these procedures will be available on the Town's website.

1.6 These procedures are subject to change in the case of an emergency as prescribed in section 53 of the Act.

2. Designated Election Officials

The Town Clerk of the Town of Newmarket is the Returning Officer, and the Deputy Clerk is the Assistant Returning Officer. The Returning Officer and Assistant Returning Officer shall appoint Designated Election Officials for the purposes of implementing these procedures and may designate their titles and duties. Such appointments shall be in writing. The Returning Officer or Assistant Returning Officer may continue to exercise the delegated power and duties notwithstanding the delegation to a Designated Election Official. The Designated Election Officials primarily responsible for implementing these procedures include the Managing Deputy Returning Officer and the Deputy Returning Officer.

3. Candidates and Scrutineers

A candidate may appoint a scrutineer to be at Town Hall paper ballot voting place. If a candidate's scrutineer is present, they must be allowed to observe the process of voting and should be permitted to be able to hear any conversation between a Designated Election Official and an elector. However, there should be no communication between a candidate or scrutineer and any elector at any time. The scrutineer is permitted to check the voters' list to ascertain who has voted but should not be permitted to do so at any time that would delay proceedings.

No scrutineer or candidate has any right what-so-ever to instruct or interfere with a Designated Election Official in the discharge of their duties.

To protect the secrecy of the vote, candidates and scrutineers will not be able to examine the ballots, object to ballots, or object to the counting of votes on a ballot when the ballots are being cast by the electors. The scrutineer represents their candidate. If their candidate enters the voting place the scrutineer is required to leave the voting place.

4. The Ballot

At the paper ballot voting place, an elector will use a marker supplied by the voting place staff to make their selections on a paper ballot. A space suitable for the marking of the ballot shall appear to the right of each candidate's name. The marked ballots will

then be inserted into the optical scan vote tabulator. Further information on the marking and scanning of ballots can be found in Section 9 of these procedures.

5. The Optical Scan Vote Tabulator (Tabulator)

An optical scan vote tabulator (the tabulator) shall be provided at the paper ballot voting place.

For the 2022 municipal election the Town will be using Election Systems & Software (ES&S) DS200 tabulator (shown below) as the main component of the automated paper ballot tabulation system.



The tabulator stores and tallies the results, and then prints cumulative totals of all votes cast after the close of the voting place. The tabulator is also equipped with a multi-sheet detector that prevents the device from accepting more than one ballot at a time.

The tabulator will also be pre-programmed to accept or reject ballots under certain conditions or to alert the Designated Election Official operating the tabulator to request further instruction from the elector.

6. Programming the Tabulator

For the 2022 municipal election the tabulator has been programmed so that:

- a) A printed record of the number of votes cast for each candidate can be produced.

- b) For ballots without any votes in all of the specified voting areas (i.e. completely blank) or too many votes in a race, the tabulator will display a warning message so that the Designated Election Official operating the tabulator can notify the elector and determine if the elector intended to mark the ballot in that fashion.
- c) Ballots that have not been initialed by will be automatically returned by the tabulator to the Designated Election Official. The tabulator will display a warning message so that the Designated Election Official can explain to the elector that the ballot was not authorized by the tabulator and that the ballot will need to be initialed and then re-inserted into the tabulator.
- d) Ballots that are damaged or defective or have been marked in such a way that they cannot be properly processed by the tabulator will be automatically returned by the tabulator to the Designated Election Official. The tabulator will display a warning message so that the Designated Election Official can explain to the elector that the ballot was not counted by the tabulator and a new ballot is required.

Further information on the Tabulator warning messages can be found in Section 10 of these procedures.

7. Testing the Tabulator

The Returning Officer, Assistant Returning Officer or another Designated Election Official shall test the tabulators, USB memory devices, accessible voting equipment and ballots to ensure that they will accurately count the votes cast for all candidates.

When testing the tabulators, adequate safeguards shall be taken to ensure that the system, or any part of it, that is used for processing and tabulating votes is isolated from all the other applications or programs and that no remote devices can gain access to the tabulator.

The tabulator tests shall be conducted by a Designated Election Official and the Tabulator provider and includes the following:

- Setting up all the tabulators and loading the USB memory devices;
- Powering on the tabulators, opening the poll and printing the zero tapes;
- Creating a test deck of hand marked ballots on which are recorded a predetermined number of valid votes for each candidate;

- Preparing a Logic & Accuracy Test Statement Form based on the test deck of ballots;
- Scanning the test deck of both the hand marked ballots through the tabulators;
- Printing results tapes from the tabulators;
- Uploading the information from the tabulator USB memory device to the Internet Voting System Provider application;
- Comparing the results printed from the tabulators with those recorded in the Internet Voting System Provider application and with the ballot count recorded on the Logic & Accuracy Test Statement Form to ensure they match;
- Re-zeroing the tabulators and Internet Voting System Provider application;
- Powering down the tabulators; and
- Affixing security seals to the USB memory device access doors on the tabulators.

The Returning Officer, Assistant Returning Officer or a Designated Election Official shall, at the successful completion of the test, seal the USB memory device, test ballots, and printed zero and results tapes in a secure location.

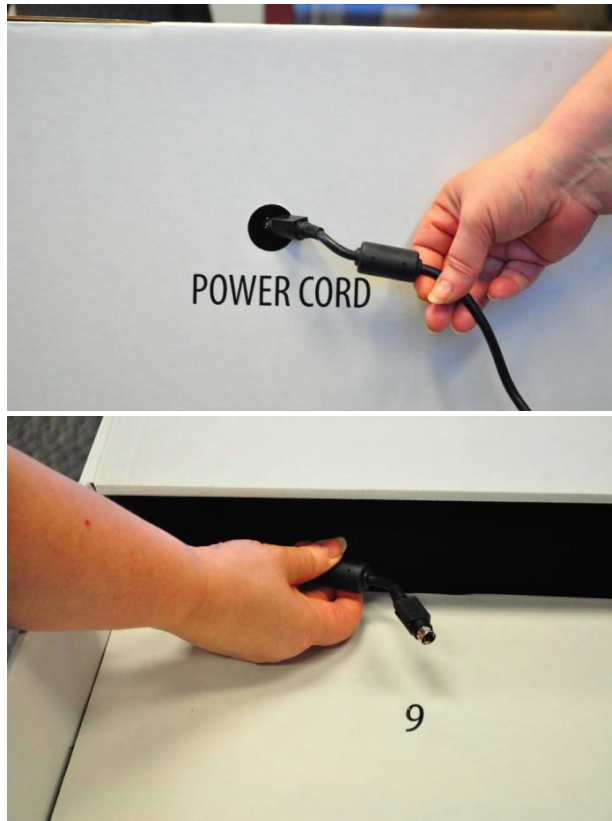
If the Returning Officer, Assistant Returning Officer or a Designated Election Official detects any error in the test, the cause of the error shall be ascertained and corrected, and the test repeated until an errorless count is made.

8. Tabulator Procedures – before the paper ballot voting place opens

a) Setting up the tabulator on the ballot box

1. Inspect the power cord for damage. If the cord is damaged, contact the Elections Office for a new cord.

2. Thread the cord through the opening on the back of the ballot box until it appears inside the opening at the top recessed area.



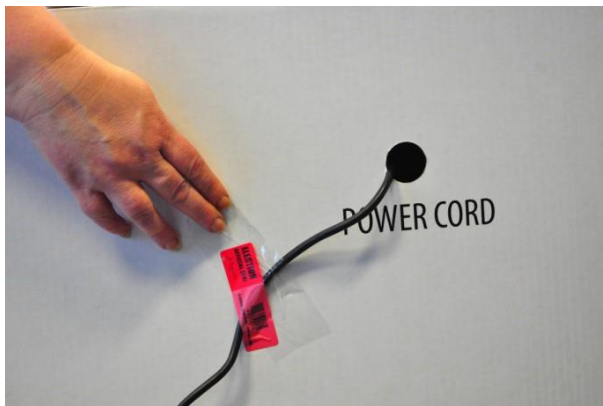
3. Plug the power cord into the power port on the back of the tabulator (flat side of the plug facing up) and then plug the AC power cord from the external power supply into a 120-volt wall outlet. Only plug the tabulator into a grounded, three-pronged electrical outlet. Plug only one tabulator into an outlet. Avoid using an extension cord, if possible.



4. Lower the vote tabulator onto the recessed platform on top of the ballot box and slide the tabulator until it is against the back of the ballot box.



5. Gently pull the power cord tight on the outside of the cardboard box, then tape the cord to the outside of the box as shown. Do not apply excess force when pulling the cord, as it may detach the cord from the back of the voting machine. The power cord should be kept relatively taut to prevent potential interference to ballots being fed into the box

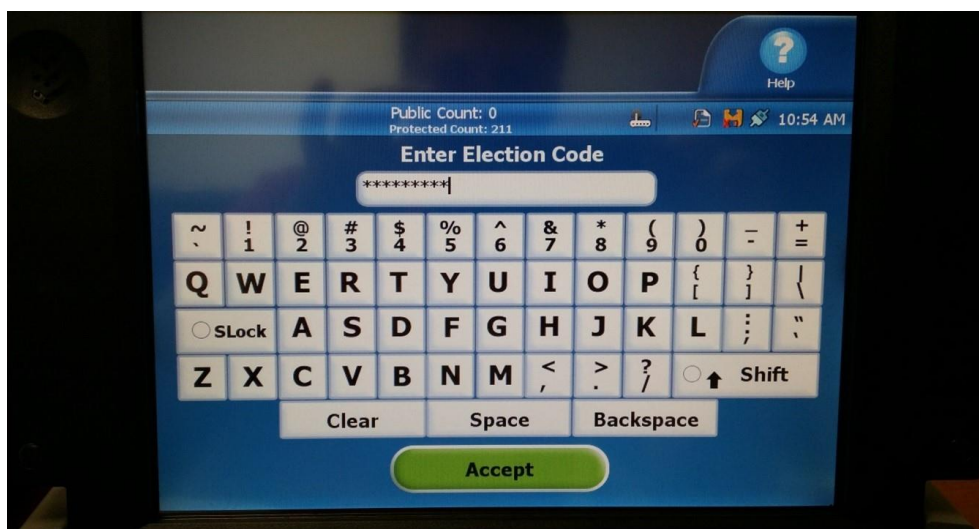


b) Starting the tabulator and opening the voting place

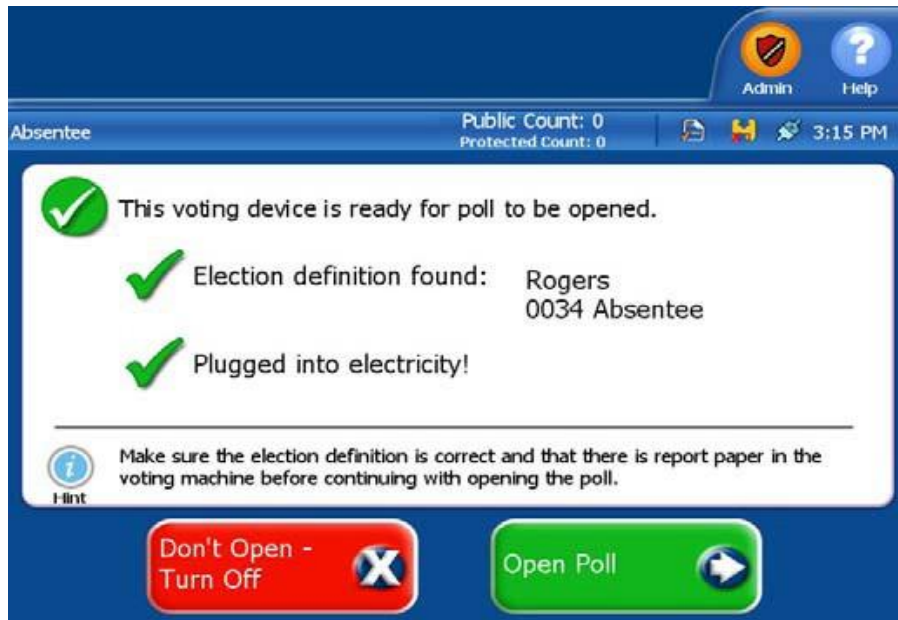
1. Unlock the front of the tabulator using the barrel key.



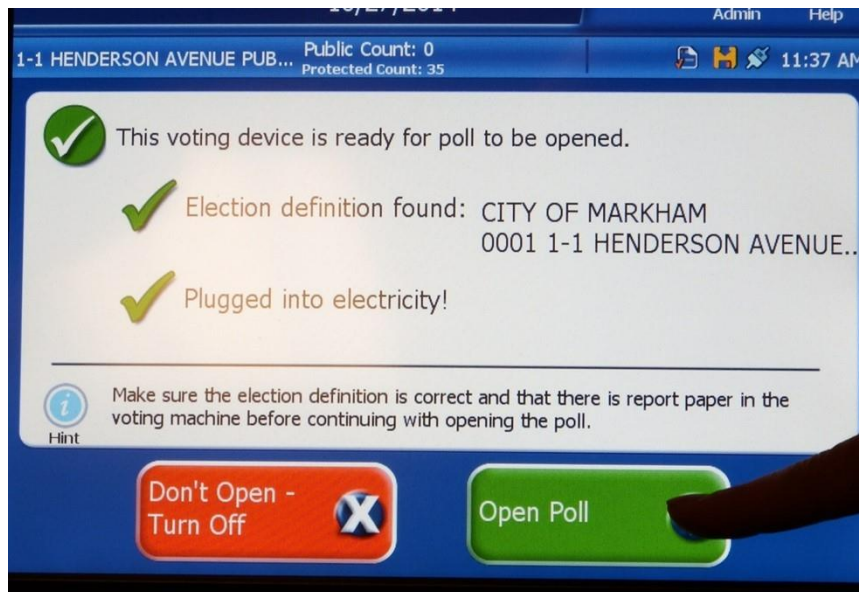
2. Open the LCD screen on the tabulator. Tabulator units should be programmed to automatically power up when you raise the LCD screen. If the tabulator does not power up, close the lid, ensure the unit is plugged into a power outlet, re-open the lid. If the tabulator still does not power up, call the Elections Office. The Elections Office may direct you to unlock the switch door covering the power button and press the power button to power the unit up.
3. Once the tabulator has powered up, enter the Election Code on the keypad screen and press Accept.



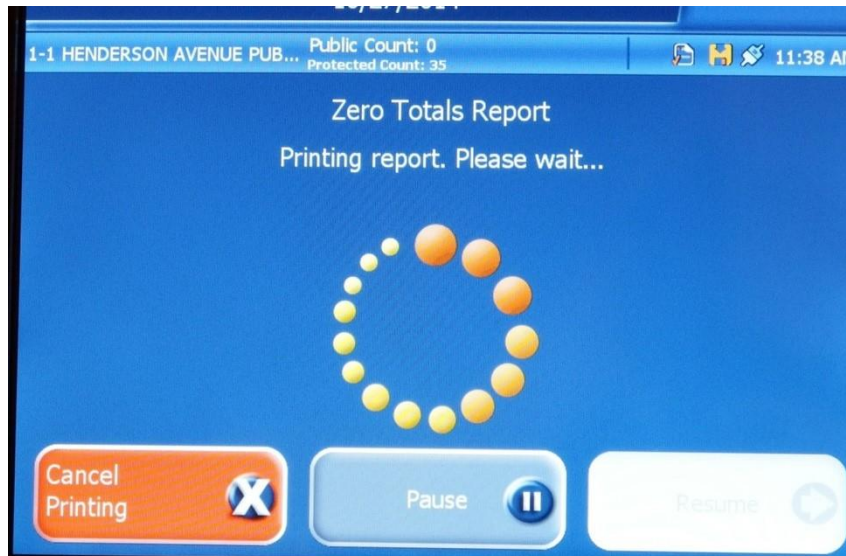
4. The tabulator will print the Configuration Report and display the following screen (Your voting place will be to the right of "Election definition found"):



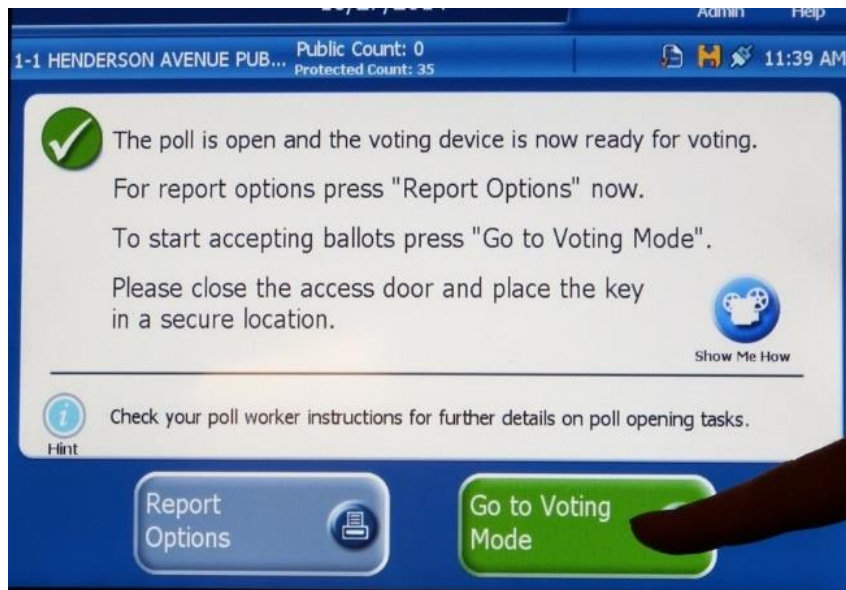
5. When directed, verify that the ballot box and voting machine is empty (Public Count at 0), press the Open Poll button on the tabulator screen.



6. The tabulator will then print a Ballot Status Accounting Report and a Zero Totals Report (i.e. zero tape).



7. Press the Go to Voting Mode button to continue opening the poll.



8. The tabulator will automatically print a zero tape. If a zero tape is not printed automatically, or the results are not zero, contact the Elections Office immediately.
9. One copy of the zero tape will be affixed to the wall or table near the tabulator. Click Report Options to print additional copies of the zero tape. Additional copies may be printed for any scrutineers who are present. Once all copies have been printed, the final copy of the zero tape will remain affixed to the

tabulator. You cannot print a zero tape once the poll has been opened for voting.

10. Immediately before opening the voting place, affix the seals to the ballot box so that the ballots can be deposited but not withdrawn without breaking the seal. The seals should be signed by two Designated Election Officials. A candidate or their scrutineer may affix their own seal to the ballot box so that the ballots can be deposited but cannot be withdrawn without breaking the seal.

9. Issuing, marking, and scanning the ballot

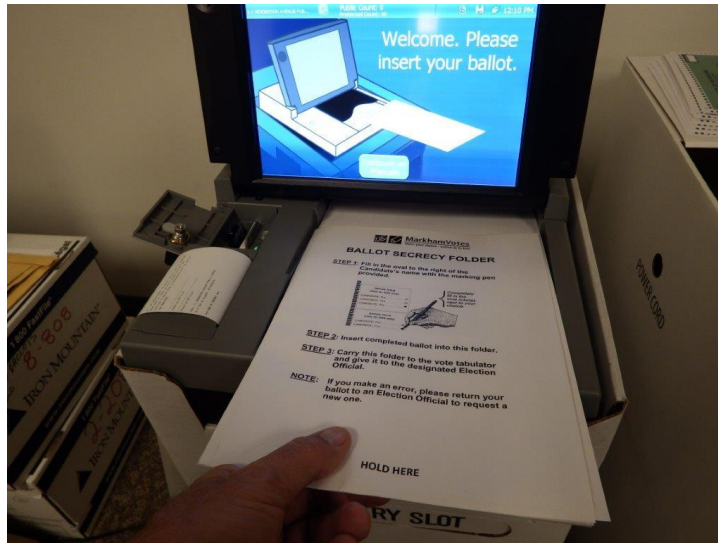
As an elector arrives at a Designated Returning Officer (DRO) table, the DRO will verify the elector's identity and verify that the name of the person is on the voters' list. The DRO provides each qualified elector with the appropriate ballot and briefly explains the voting process. If the elector is not on the voters' list, they will follow the instructions to apply to amend the Voters' List and receive their ballot once added to the voters' list by the DRO.

Once the elector has finished marking their ballot, they will deliver their ballot inside a secrecy folder to the Designated Election Official. The Designated Election Official will process the ballot using following steps:

1. Ask the elector to remain beside you until the tabulator has successfully accepted the ballot.
2. Receive the secrecy folder containing the marked ballot in such a way that the initials are displayed (at the top right-hand corner of the ballot outside the secrecy folder),
3. Verify the initials are on the ballot.



4. In full view of the elector, turn the secrecy folder over (initials facing down) and position the completed ballot within the ballot slot entry.



5. Holding the bottom corners of the secrecy folder, gently insert the secrecy folder forward into the ballot entry slot until the ballot is received by the tabulator.
6. The tabulator will “catch” the ballot and automatically feed it through; the tabulator display will reflect that a ballot has been inserted into the ballot box. It is important that you do not push too hard – the ballot may not catch in the feeder and a message “NO DATA FOUND – Please re-insert ballot” will appear. Gently reinsert the ballot (still covered by the secrecy folder).

The number of electors displayed on the tabulator will increase by one.

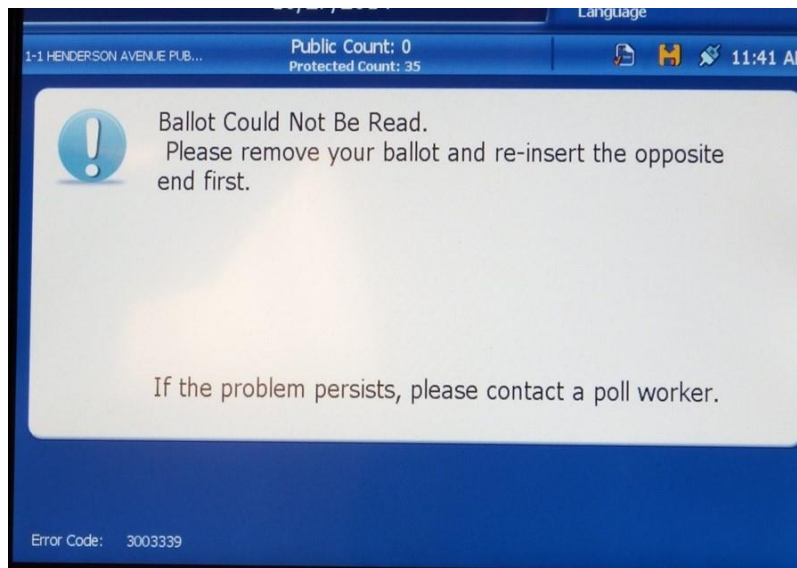
7. Set aside the secrecy folder and return to the DROs as time permits.
8. Advise the elector that their ballot has been successfully cast and that they may leave the voting place. Once an elector’s ballot has been cast, they should not linger or wait for other people in the voting place.

Person removing ballot from voting place

A person who has received a ballot from the DRO *must not* take it out of the voting place. A person who receives a ballot and leaves the voting place without returning it to the DRO, forfeits their right to vote. If this happens, immediately notify a member of the Elections Management Team.

10. Tabulator warning messages (ballot errors)

a) Ballot could not be read, please remove ballot, press OK and re-insert



If the above error message appears, it means the ballot cannot be processed due to an interruption of the timing marks due to a pen mark, smudge, tear, etc. or that the markings on the ballot are not large or dark enough to be read. If this occurs, please follow the processes below:

1. Turn the ballot over while inside the secrecy folder (initials facing upwards) and attempt to re-process it.
2. If the markings on the ballot are not large enough or dark enough, ask the elector to proceed to the nearest voting compartment to review the ballot, re-mark their selections, and then to return to the Designated Election Official after re-marking the ballot to have it re-inserted into the tabulator.
3. If the ballot is damaged or there are markings on the ballot that make it unreadable, inform the elector that the ballot is unreadable due to a mark, smudge or tear.
4. Ask the elector if he or she wishes another ballot and, if so, write "cancelled" on the back of the ballot, draw a line through all voting areas and place it in the envelope labelled "Cancelled Ballots".
5. Issue another ballot and secrecy folder to the elector.

6. Instruct the elector to go to the closest available voting compartment to mark the ballot and then to return to the Designated Election Official after marking the ballot to have it inserted into the tabulator.

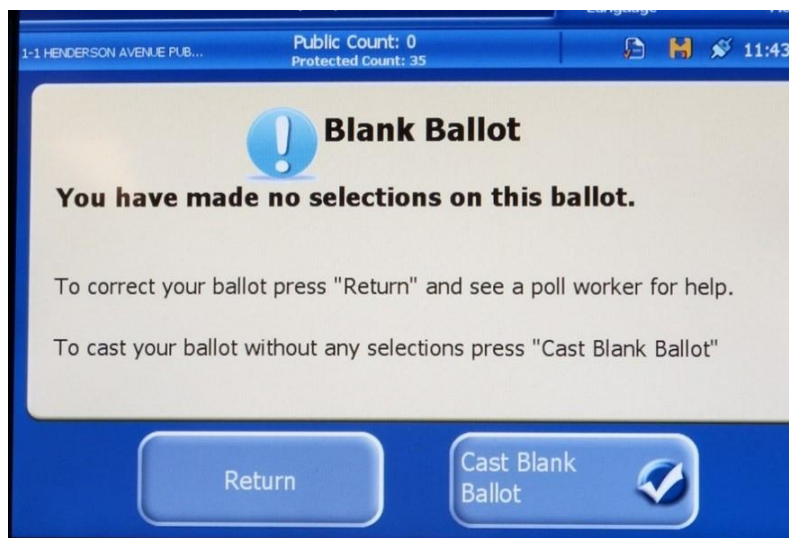
b) Ballot does not drop into box due to feeding error

A ballot may not drop into the ballot box due to a feeding error. The tabulator will start beeping and a message will appear "Ballot has been counted but did not drop into the ballot box. Please contact a poll worker".

Carefully remove the ballot from the back of tabulator and drop into the box. Press "Poll Worker Instructions" on screen and read screen and press GO TO VOTING MODE box.

b) Blank ballot or over-vote ballot

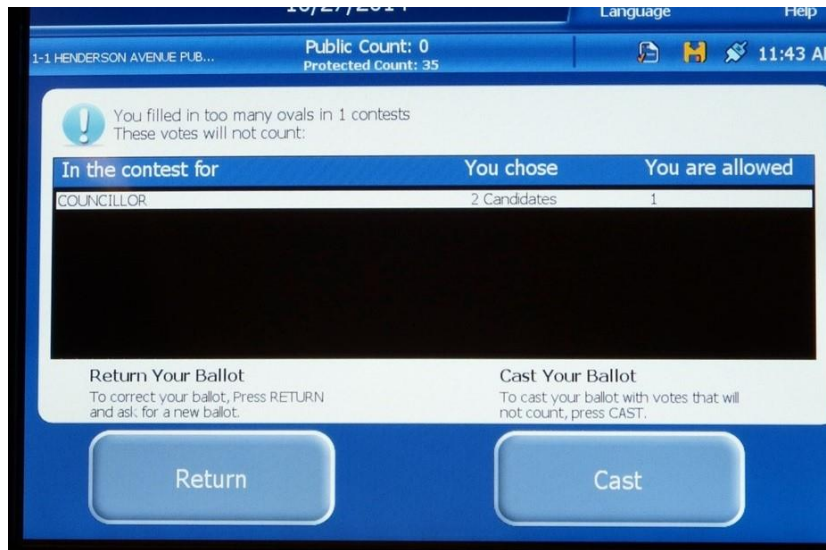
If a ballot is not marked the following error message will be displayed:



1. Advise the elector why the tabulator did not process their ballot.
2. Confirm with the elector if they intended on casting a blank ballot.
3. If it is the elector's intent to cast a blank ballot, select Cast Blank Ballot. The ballot will be counted, however an under vote will be registered for any contest where a choice was not marked.
4. If it was not the elector's intent to cast a blank ballot, select Return. The ballot will be returned to the elector.

5. Instruct the elector to go to the closest available voting compartment to mark the ballot and then to return to the Designated Election Official after marking the ballot to have it inserted into the tabulator.

If this error message below appears, the elector has over-voted (voted for more than the number of candidates allowed for in that race).

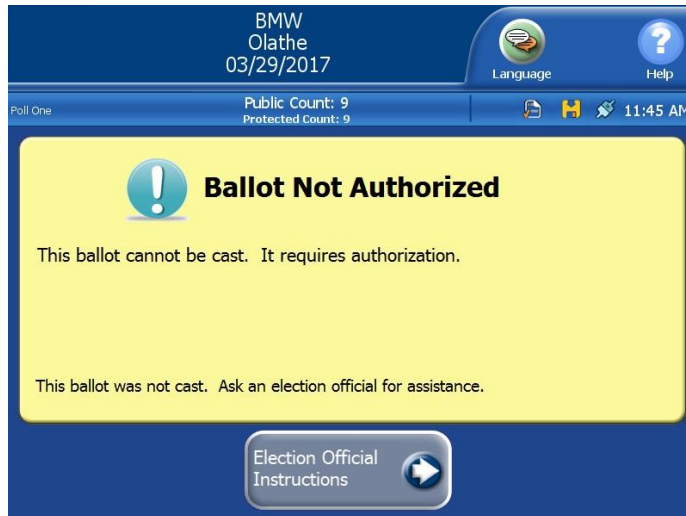


You will have the option to either “Return” or “Cast”, based on the following:

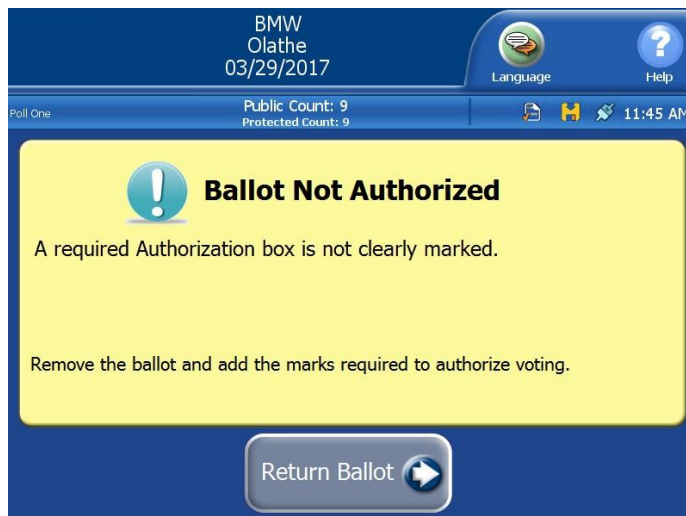
1. Advise the elector why the tabulator did not process their ballot.
2. Confirm with the elector if they intended on casting an over-vote ballot.
3. If it is the elector’s intent to cast an over-vote ballot, the Designated Election Official would select Cast. The ballot will be counted, however an over-vote will be registered for any contest where more than the maximum number of choices were selected and the votes in that contest will not be counted.
4. If it was not the elector’s intent to cast a ballot with an over-voted contest, select Return. The ballot will be returned to the elector.
5. Write “cancelled” on the back of the over-voted ballot, draw a line through all voting areas and place it in the envelope labelled “Cancelled Ballots”.
6. Issue another ballot and secrecy folder to the elector.
7. Instruct the elector to go to the closest available voting compartment to mark the ballot and then to return to the Designated Election Official after marking the ballot to have it inserted into the tabulator.

c) Ballot Not Initialed

If the ballot includes an unmarked initials box, the tabulator traps the ballot and displays the following screen:



Touching Election Official Instructions causes the tabulator to display the following screen.



Touch Return Ballot to retrieve the ballot from the tabulator.

The Designated Election Official shall place the ballot in a secrecy folder and advise the elector that the ballot was not successfully cast and the reason why. After the Site Supervisor has initialed the Ballot, it would then be re-inserted into the tabulator.

11. Optical scan vote tabulator failure

a) Tabulator failure procedures

If the tabulator fails to operate properly, the Designated Election Official shall:

- a) Immediately call the Elections Office for support and instructions.
- b) Then, upon instruction from the Elections Office, open the auxiliary slot in the front panel of the ballot box and manually insert the marked ballots into the slot using a secrecy folder.
- c) When the tabulator becomes operational again, or is replaced, the Designated Election Official will close and seal the auxiliary slot on the ballot box. The seal should be signed by two (2) Designated Election Officials.
- d) At the close of the voting place, the Designated Election Official will remove all ballots in the auxiliary compartment and insert them into the tabulator.

b) Procedures for replacement of defective tabulator

The Returning Officer, Assistant Returning Officer or another Designated Election Official will be responsible for replacing defective tabulators. The replacement of the defective tabulator shall be undertaken in the voting place in full view of any scrutineers, candidates, electors, and any other Designated Election Officials present at the voting place. The procedure for replacing a defective tabulator shall be as follows:

1. A Designated Election Official will deliver the new tabulator to the voting place.
2. Record the number of votes (public count) indicated on the screen of the unit you wish to change.
3. Record the voting station/poll identification number.
4. Record the barcode sticker security seal number located on the top left of the tabulator over the key access/USB door.
5. Pull the unit forward from the rear of the ballot box and unplug the power cord.

6. Using the black barrel key provided, open the keyed access USB compartment door (top left of the tabulator).



7. Remove the USB memory device by pulling it straight up.
8. Replace damaged machine with the new unit (the Site Supervisor will aid the Designated Election Official to ensure no steps are missed). Place new unit on ballot box following instructions from Section 8 a) – Setting up the tabulator on the ballot box.
9. Insert the same USB memory device into the new unit. The devices are unidirectional, so if it doesn't fit easily, turn the drive around and try to insert.
10. Press and briefly hold the tabulator power button (located within the access compartment). The unit will take a couple of minutes to power up and the power button will turn green.
11. The tabulator validates the USB memory device's poll place media. If the revalidation fails, you will receive a message that the validation has failed. If the replacement was properly validated then enter your Election Code. Once the tabulator accepts the code it writes the encrypted data to the root of the flash drive.
12. After entering the Election Code, click Accept.
13. Touch Report Options if you would like to print additional reports. When you are ready to resume voting, touch Don't Close - Keep Voting. The replacement unit is now ready to continue scanning ballots.
14. Using the black barrel key, close and lock the key access compartment.

15. Using a new barcode sticker security seal, seal the key access compartment.

16. Once the machine is powered up, record the below information:

- new serial number of the replacement DS200, located on the back of the unit;
- the barcode sticker security seal number of the new tabulator.

12. Voting Place – Accessible Voting Equipment

a) Set up accessible voting equipment

1. Position the Express Vote Accessible Voting Machine (“Express Vote”) in the polling place and install the privacy screen. The Express Vote should be positioned so electors are not passing behind the person using the equipment, where this is not physically possible, the designated Election Official will ensure the privacy of the vote is protected. The Express Vote should be positioned in a way to ensure compliance with the *Accessibility for Ontarians with Disabilities Act*.
2. Inspect the power cord for damage. If the cord is damaged, contact the Elections Office for a new cord.
3. Plug in power cord to the machine, power brick and wall. Make sure the cord is securely plugged in to all points.
4. Do not use an extension cord, if possible.

c) Starting the Express Vote

1. Open the locked door on the left side of the machine and press the “on” button. Close and lock the door.
2. Once the unit powers on, enter the Election Code.
3. Leave the Express Vote powered on for the duration of voting. Note: the Express Vote has a battery power reserve, but may power off if not securely plugged into the wall. If the Express Vote powers off, check that the power connections are secure and free from damage, and if the problem persists, call ES&S.

An elector may use the following methods to vote with the Express Vote by using:

1. The touch screen;
2. The keypad (including Braille);
3. Listening to the ballot by using the audio headphones

To vote using the Express Vote:

1. Insert an unmarked ballot into the ballot feed tray.
2. Use one of the above ways and follow the on screen and audio prompts to make their selections.
3. When the elector has completed making their selections in each contest the Summary of Selections screen is displayed for review. Any under-voted contests will be displayed in red. If the elector wishes to re-visit a contest to change a selection, touch the contest on the review screen and that contest will be displayed. After making any changes, press the Next button and the elector will be returned to the Summary screen.
4. When the elector is done reviewing the selections on the Summary screen, press the Next button to continue.
5. If the elector is ready to have the ballot marked, press the Mark Ballot button. The ballot will be marked and returned to the elector.
6. The elector will remove marked ballot and place it into the secrecy folder. The ballot and secrecy folder are then given to the Designated Election Official to be fed into the tabulator for tabulation.

e) Voting using the keypad

Electors can use the keypad to maneuver through the ballot and make choices. Typically the keypad is used along with the headphones so ballot instructions and prompts can be heard.

1. The elector will insert an unmarked ballot into the ballot feed tray.
2. The ballot will be identified, and the voting instructions will be read to the elector. The use of the keypad buttons is explained below:

- Press the Right Arrow button to proceed to the first contest. The contest name, the quantity available to vote for, and the number of choices available for selection, will be identified.
 - Use the round Repeat button to have the last spoken phrase repeated.
 - Use the Tempo button to adjust the speed at which the synthesized voice reads the text. Each time Tempo is pressed the current phrase will be re-started at the newly selected speed.
 - Use the Volume button to adjust the synthesized speech to the elector's personal comfort level.
 - Use the diamond shaped Screen button to toggle the monitor screen on and off for privacy while voting the audio ballot.
 - Press the Down Arrow button to scroll through the choices within a contest. Use the Select button to select a choice once it has been read.
 - If the elector wishes to change their selection in a vote for one contest, simply scroll to the new choice and press the Select button. The new selection will override the previous selection.
 - In a multiple vote for contest, once the elector has selected the maximum number of choices and attempts to select an additional choice, a message will be displayed indicating that they have over-voted. If the elector wishes to change a selection, they simply scroll to the unwanted choice, de-select the choice and then scroll to their desired choice and press Select to make a new selection
 - When the elector has completed making their selections in each contest the Summary of Selections screen is played for review. Any under-voted contests will noted. The elector will be presented with the instructions to amend their selections if they choose to do so.
5. If the elector is ready to have the ballot marked, they will be presented with instructions to mark the ballot. The ballot will be marked and returned to the elector.
 6. The elector will remove marked ballot and place it into the secrecy folder. The ballot and secrecy folder are then given to the Designated Election Official to feed into the tabulator.

g) Shutting down the Express Vote

1. Use the key to open the left door, press power off, and lock the door
2. Remove the key
3. Unplug the headphones
4. Unplug device from the power source
5. Place the Express Vote and all accessories in the Elections Office.

13. Opening and Closing the Paper Ballot Voting Place (October 15-23)

Each morning, the Designated Election shall unlock the paper ballot voting place and inspect the equipment and space to ensure that there has been no unauthorized entry and that all equipment is ready and functioning properly. At the close of paper ballot voting at 8:00 p.m. on each voting day from October 15-23, the Designated Election Official shall lock the doors to the paper ballot voting place.

14. Closing the Voting Place – Voting Day

After the closing of the voting place on voting day and after any elector remaining in the voting place has cast their ballot, the Designated Election Official, in full view of any other Designated Election Officials assigned to the voting place and any scrutineer or candidate, shall:

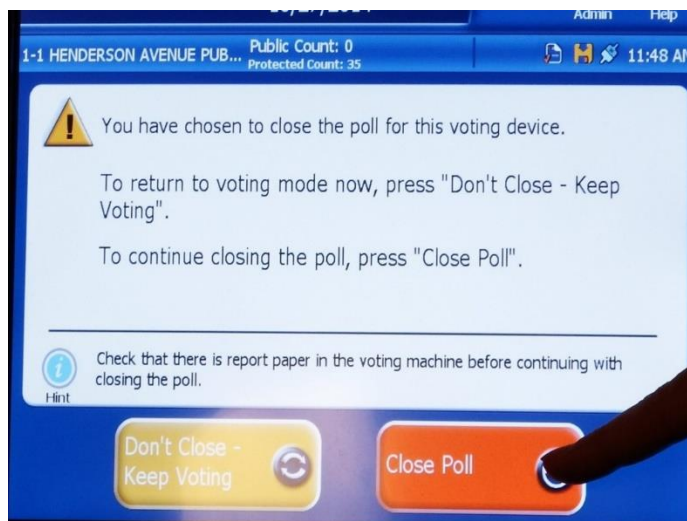
- a) remove the ballots from the auxiliary compartment of the ballot box, if used due to a tabulator failure, and process them through the tabulator.
- b) ensure there are no unread ballots in the auxiliary compartment of the ballot box.

The further steps in the process to close a voting place on voting day on the tabulator are described further below:

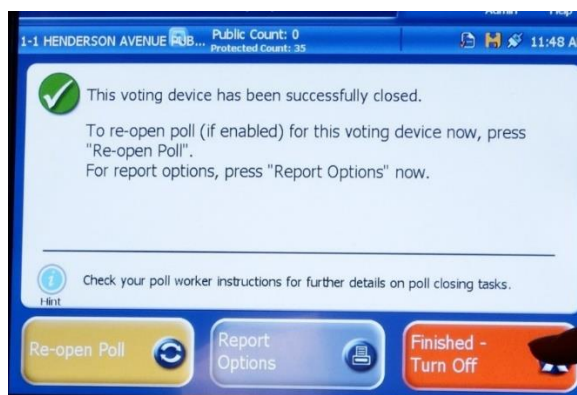
1. Remove the seal from the access compartment and open the access compartment with the key.
2. Hold the Close Poll button for 3 seconds until the final screen comes up.



3. Select 'close poll' on the screen



4. Read screen and push 'Finished – Turn Off' on the screen. The tabulator will shut down.



5. The tabulator will automatically print the results tape.
6. Have two (2) Designated Election Officials sign the bottom portion of the first results tape; any candidates or scrutineers present may also sign the results tape.
7. Place the signed original results tape in the Election Results Envelope.
8. Print a duplicate copy of the results tape and have two (2) Designated Election Officials sign the bottom portion; any candidates or scrutineers present may also sign the results tape.
9. Place the second signed results tape in the ballot box.
10. If requested, print additional copies of the results tape for any candidates after pressing Report Options and following the instructions on the screen.
11. Once all additional results tapes have been printed, select POWER DOWN in the Administrative Menu of the tabulator. You will be asked to confirm that you wish to shut down the tabulator. Select YES and the tabulator will shut down.
12. Wait until the LCD Touch Screen turns off and then unplug the tabulator.
13. Seal the ballot box with the signed seal(s) so that ballots and the results tape cannot be deposited in or withdrawn from it without breaking the seal(s). Two (2) Designated Election Officials should sign the seal(s). A candidate or scrutineer may also place his or her own seal on the ballot box so that ballots cannot be deposited in or withdrawn from it without breaking the seal.
14. Ensure that the ballot box is secure with another Designated Election Official.
15. The Site Supervisor will follow the procedures to upload the results from the voting place as instructed by the Elections Office (see Section 15 below). One of the Designated Election Officials assigned to the voting place will be responsible for delivering the ballot box, tabulator, accessible voting equipment and the election results envelope to the Elections Office. The person delivering the above items to the Elections Office does not leave until the steps in Section 15 are completed.

15. Results Update Procedure

1. Complete the Close Poll Process on the tabulator as outlined in Section 14, and then remove the USB memory device from the tabulator.



2. On the designated DRO laptop, double click to open the Regional Results Application on the desktop.



Log into the application with the credentials provided.

A screenshot of the "Login" window for the ElectionWare Regional Results Transfer application. The window has a title bar with "Login" and a close button. The main area contains the ElectionWare logo (a globe with an arrow) and the text "ElectionWare Regional Results Transfer". Below this, a note states: "Note: User name and password are case sensitive." There are three input fields: "User Name:", "Password:", and "SFTP Server:". At the bottom right, there are two buttons: "Login" and "Cancel".

3. Wait for the application to load. You will see the home screen of the application once login is successful.

The screenshot shows the 'Electionware Regional Results Transfer' application window. The 'Media Status' tab is selected and highlighted with a red box. The 'Region Information' section contains fields for SFTP Server (2018smertr.surrey.ca), Election Name (City of Surrey, BC), Region Name (Cloverdale), and Election Date (10/19/2018). The 'Media Transfer Status' section shows 'Total Expected Media' as 1, 'Total Read' as 1, and 'Total Sent' as 1. Below the tabs is a table with columns: Region Name, Poll Place Name, Media Id, Status, Time Read, and Time Sent. The table contains one row: Cloverdale, 41A/B - Cloverdale Rec. Ctr., 1, Sent to SFTP, 09/07/2018, 09/07/2018. The 'Media Activity' tab is also visible and highlighted with a red box. At the bottom, there are buttons for 'Reset All', 'Show All Regions', 'Help', 'About', and 'Close'.

Region Name	Poll Place Name	Media Id	Status	Time Read	Time Sent
Cloverdale	41A/B - Cloverdale Rec. Ctr.	1	Sent to SFTP	09/07/2018 ...	09/07/2018 ...

Insert the voting machine results USB memory device obtained in Step 1 into the USB slot on the Regional Results Laptop.

Once the Status changes to Remove Media, and the Last Activity changes to Sent to SFTP, the results transfer process is completed.

The screenshot shows the 'Electionware Regional Results Transfer' application window. The 'Media Status' tab is selected and highlighted with a red box. The 'Region Information' section contains fields for SFTP Server (2018smertr.surrey.ca), Election Name (City of Surrey, BC), Region Name (Cloverdale), and Election Date (10/19/2018). The 'Media Transfer Status' section shows 'Total Expected Media' as 1, 'Total Read' as 1, and 'Total Sent' as 1. Below the tabs is a table with columns: Device, Poll Place Name, Media Id, Status, Last Activity, and Time. The table contains one row: D:\, 41A/B - Cloverdale Rec. Ctr., 1, Remove Media, Sent to SFTP, Fri Sep 07 16:54:55 PDT 2018. The 'Media Activity' tab is also visible and highlighted with a red box. At the bottom, there are buttons for 'Start', 'Stop', 'Help', 'About', and 'Close'.

Device ...	Poll Place Name	Media Id	Status	Last Activity	Time
D:\	41A/B - Cloverdale Rec. Ctr.	1	Remove Media	Sent to SFTP	Fri Sep 07 16:54:55 PDT 2018

5. Click Close to close the application and remove the USB memory device.

6. Place the USB memory device in the Elections Results Envelope along with the results tape from the tabulator.

16. Failure of Optical Scan Vote Tabulator at Close of Voting Place

If, at the close of a voting place, the Returning Officer or Assistant Returning Officer is of the opinion that it is impracticable to obtain the results of the vote from any one tabulator, the Returning Officer or Assistant Returning Officer may direct that the ballots be counted by a new tabulator at the Elections Office after the USB memory device has been switched or the Returning Officer or Assistant Returning Officer may direct that all the votes cast in that voting place be counted manually following as far as practicable the provisions of the *Municipal Elections Act*, as amended, governing the counting of votes.

17. Recounts

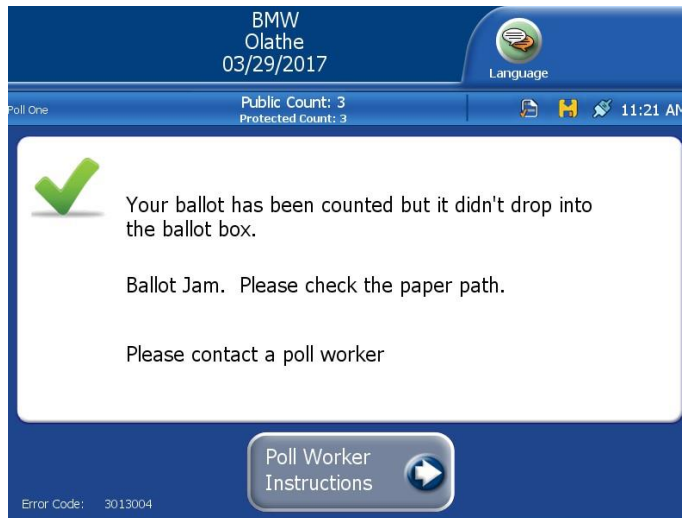
Recounts will be conducted in a manner consistent with the provisions of the *Municipal Elections Act, as amended*. If a tabulator is used for a recount, scrutineers will be unable to examine the ballots, object to the ballots or scrutinize the counting of ballots as provided for in Clauses 47 (5) (e) and 47 (5) (f) and Subsection 54 (3) of the *Municipal Elections Act, as amended* since the ballots are being fed into the tabulator by the Designated Election Officials.

18. Troubleshooting Paper Ballot Errors

- 1. System unable to read election information programmed and / or stored on the compact flash memory card**

Solution: contact the Elections Office for further instruction.

2. Clearing a ballot jam



A ballot jam can generate several different on-screen messages, depending on where the ballot jammed. In some instances, a jammed ballot has been counted but failed to fall into the ballot box. In other instances, a jammed ballot is not counted and is either returned to the elector or is stuck in the ballot transport.

Before taking action, carefully read the message on the screen to determine if the ballot has been counted. It may not be clear from the message whether the ballot was counted.

Most ballot jams are caused by an obstruction between where the ballot exits the back of the tabulator and enters the ballot box. Potential causes for obstructions include:

- The power cord on the tabulator may be interfering with the paper path. Unlock the front flap securing the tabulator on the ballot box. Slide the tabulator forward and make sure that the power cord does not block the paper path when the tabulator is being slid back into place.
- The ballot box may be full, or ballots may be stacked up in the back of the ballot box. Open the main ballot compartment door and check that the ballots aren't stacking up in the box or clinging to the back of the box. If they are, shuffle the ballots down in the box so that they stack flatly in the bottom of the box.
- Paper or other debris is stuck in the ballot transport.

1. Responding to a paper jam

Ballot Counted – If the ballot is hung up at the back of the tabulator and the message on screen indicates that the ballot has been counted, unlock the front flap securing the tabulator on the ballot box. Slide the tabulator forward and if the ballot is visible, push it into the ballot box. If the ballot does not fall all the way into the ballot box, open the main ballot compartment door to see if the ballot box is full. If the ballot box is full, contact the Elections Office.

Ballot Returned and Not Counted – If the message on the screen indicates that a ballot is jammed but not counted, the tabulator will attempt to return the ballot to the elector. If the elector reinserts the ballot and the problem persists, inspect the ballot for wrinkles, tears or other damage. If the ballot is damaged, follow procedures for issuing a new ballot as outlined in Section 10.

Ballot Not Returned and Not Counted – If the message on the screen indicates that a ballot is jammed but not counted, and the tabulator is unable to return the ballot to the elector, unlock the front flap securing the tabulator on the ballot box. Slide the tabulator forward and gently pull the ballot from the back of the tabulator. Be careful not to allow the ballot to drop into the ballot box as it would be difficult to identify the ballot. Inspect the ballot for damage and rescan. If the problem persists, follow the procedures to issue a replacement ballot.

2. Ballots will not feed into the tabulator with error message "Missed Timing Mark Error (101)."

Inspect the ballot for damage and rescan. If the problem persists, follow the procedures to issue a replacement ballot as outlined in Section 10.

3. The screen power icon on the top right of the screen shows the plug is not connected



The tabulator is not plugged into the AC power cord, or the wall outlet is defective.

Assure all power cords are plugged in securely. Reminder: there are two parts to the tabulator power supply, make sure the transformer is plugged into the cord.

Test all outlets using another small electrical device. If using a strip power, assure the strip is turned on.

Check tabulator power cord for damage. If damage is found, contact the Elections Office for a replacement cord.

19. Amendments and Changes

These procedures may be amended from time to time, as deemed necessary, by the Returning Officer / Town Clerk.

Lisa Lyons

Returning Officer / Town Clerk