

Returning Officers' Report of Proceedings Summary

43rd General Election

March 2020

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Introduction

This report is a summary of the *Report of Proceedings* for the 43rd general election (GE). Returning officers (ROs) are required to submit a report of their proceedings as per section 314 of the *Canada Elections Act (CEA)*. The insight and comments in this report are a summary of the ROs' input with the intent of improving processes, systems and services, to conduct the next GE or by-election with the highest degree of readiness. Each section in this report reflects the top comments/trends, based on the frequency they were referenced.

Executive summary

The 43rd GE was delivered successfully despite a number of unique challenges, including inclement weather, system malfunctions and other unforeseen circumstances which required ROs to quickly adapt and take action.

All electoral districts (EDs) had to deal with extended hours for advanced polling, the new requirement of data capturing the *Sequence Number Sheets*, and glitches in some systems, namely EC Connex, the Recruitment Management System (RMS), and the Returning Office Payment System (ROPS). Some EDs also experienced snow storms, power outages, flooding, displaced electors, and poll workers who did not work as scheduled on advance or ordinary polling days.

Furthermore, the election period for the 43rd GE coincided with some Jewish high holy days and Elections Canada (EC) developed enhanced voting services so that Jewish electors would have more opportunities to vote. Many ROs worked with Jewish communities across the country to ensure members of their community were aware of the various enhanced voting services and alternative voting options available to them.

Overall, ROs were happy with the RO training and were highly content with the one-stop in-office voting service model, which was appreciated by electors. They were also generally satisfied with the delivery of supplies from EC, and felt the Supply Management System by Intranet (SMSi) was an effective tool by which to request and manage election materials.

On the other hand, the majority of ROs were not satisfied with poll worker training. They indicated that the duties of poll workers are too complicated, especially the closing instructions which surpass workers' cognitive capacity after a long voting day. As a result of extended hours during advance polls, poll and RO office workers were exhausted. ROs suggested simplifying procedures and providing better training aids. They also suggested either increasing the length of training, or splitting tasks so most poll workers can deal with simple cases, while better trained poll workers deal with more complex exceptions. ROs also identified the need for simplifying RO office closing procedures, particularly the *Sequence Number Sheet* data capture.

ROs reported issues with computer and phone installations, as well as malfunctions with several key election systems. ROs indicated that EC Connex was slow, cumbersome, lacked user-friendliness and often timed out. They were also disappointed that the integration of RMS and ROPS did not work. This resulted in many additional hours of data entry, adding to the many challenges which ROs were called upon to deal with in the 43rd GE.

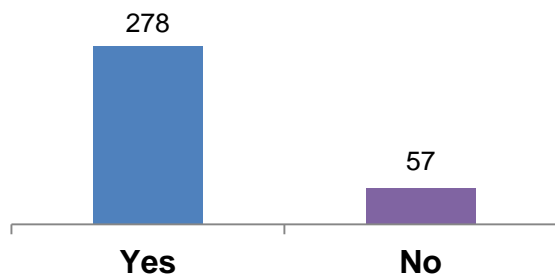
Section 1: Conduct of the electoral event

336 ROs completed the *Report of Proceedings*, but not all results add up to 336 due to the optional nature of most questions. Two ROs did not complete the *Report of Proceedings*.

1.1. Training

Returning officer training

1. Did the training and information for ROs (e.g. pre-event assignments, online materials, regional meetings, etc.) satisfactorily prepare you for conducting the GE?



What went well

- 83% of ROs reported that their training satisfactorily prepared them for the GE.
- The online training modules helped ROs effectively deal with the challenges and were an excellent reference during the 43rd GE.
- Information given on processes and systems during regional meetings facilitated comprehension.

What could be improved

- EC Connex online training was very theoretical; simulated tasks would have helped increase experience and resolve kinks and inefficiencies in the system.
- The ability to have pre-event exposure and access to the various EC systems would build knowledge and confidence going into the GE.
- More informative and specific system user guides would be helpful, and would reduce calls for assistance to the Field Support Network (FSN).
- Training of the assistant returning officer (ARO) on the various EC systems, particularly the Field Assignments Management Tool (FAMT), RMS and ROPS would be beneficial.

- ROs would like to have access and exposure to ROPS and RMS well before the issue of the writ, for training purposes.
- While screenshots for training sessions in the Virtual Training Centre were appreciated, online videos showing the intended task from start to finish would reduce the follow up calls to FSN.

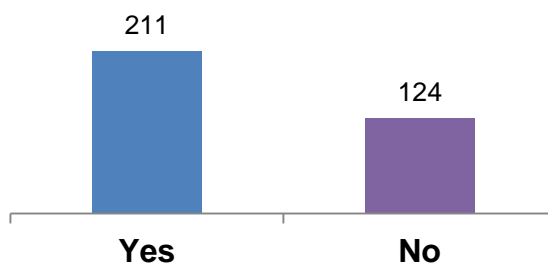
Other notable comments

- Event+ was an excellent tool that allowed ECHQ to effectively communicate with ROs.
- Informing new ROs of the challenges unique to their ED from previous GEs as part of their pre-event preparation would be beneficial.

Key staff training

2. Do you feel the training for the following key staff positions (financial officer [FO], automation coordinator [AC] and service point supervisor [SPS]) in the RO office satisfactorily prepared them for their duties?

Financial officer



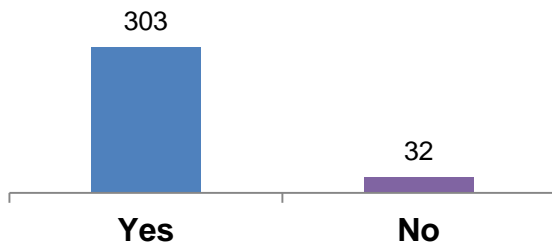
What went well

- FOs with previous election experience benefited from the training.

What could be improved

- The instructions for the final pay period should be clearer; perhaps with illustrative examples.
- The online training for FOs was insufficient. FOs would benefit from receiving in-person training, like the SPSs and ACs.
- ROPS training before the GE was minimal and should have included a sandbox for practice.

Automation coordinator



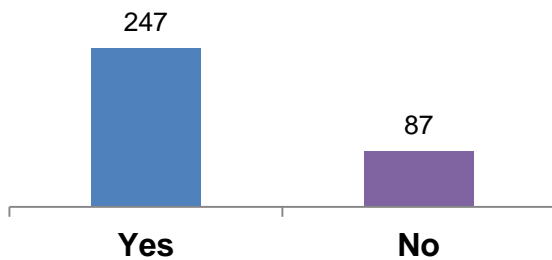
What went well

- 90% of ROs were satisfied with the training for ACs.

What could be improved

- The training for experienced and inexperienced ACs should be separated. This would enable trainers to explain things in greater detail to the new ACs and avoid experienced ACs dominating discussions which impacted the new ACs' ability to take in key information.

Service point supervisor



What went well

- 74% of ROs were satisfied with the training for SPSs. The in-person format was well liked.

What could be improved

- More hands-on and less theoretical training, specifically on REVISE, targeted revision and data entry.
- The training for experienced and inexperienced SPSs should be separated. The inexperienced SPSs wanting to learn sometimes resulted in going over certain topics very thoroughly, which slowed down more experienced SPSs who wanted to increase their knowledge base.
- Training content regarding special ballot functions should be combined with revision.

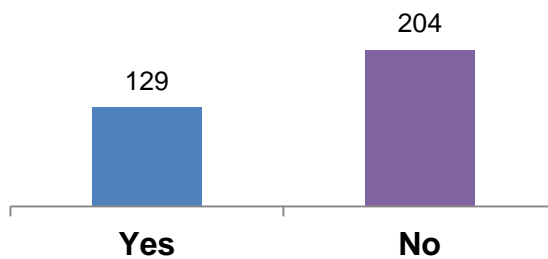
- The content balance was not even between special ballot voting and revision. Special ballot voting took more of the training time; thus, some felt underprepared for revision.

Other notable comments

- The *Service Agent Manual* should include some information about voting in isolated areas, correctional facilities and hospitals. While this is included in the FAMT pre-event assignments mandate letter, service agents do not have access to it.
- The *Service Point Supervisor Manual* should include information about troubleshooting once a mistake has been made.

Poll worker training

3. Did the hands-on, in-class training program and tools (guidebooks, videos and teaching aids) for poll workers satisfactorily prepare them for their duties and enable them to exercise the correct procedures at the polls?



What went well

- The hands-on nature of the training programs.
- The colour coded guidebooks helped poll workers grasp information and understand the necessary processes and procedures.

What could be improved

- 61% of ROs reported that the training guidebooks, videos and teaching aids were insufficient in preparing poll workers for their duties at the polls.
- The placemat (flowchart) for the return of ballot boxes and materials from the 42nd GE should be revived for the next GE.

- The complexity of the tasks for several positions (e.g. CPSs, poll workers, etc.) was the source of the problem; compounded by the fact that many ROs felt that the competency of the labour pool was low. Suggested solutions include longer training, or separating tasks into two streams: one group handling ordinary cases and another group handling more complex exceptions such as transfer certificates, registration forms, and correction certificates.
- There were inconsistencies between the various manuals and videos.

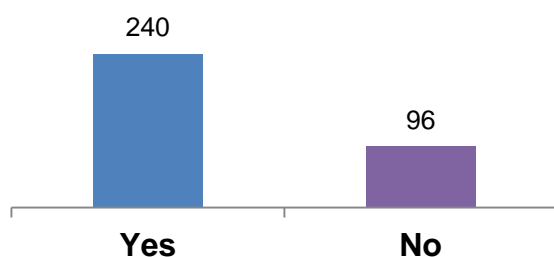
Other notable comments

- Some poll worker applicants attended paid training in multiple EDs, with no intention of working at all.

1.2. Recruitment of poll workers

Staffing levels

4. Were you able to recruit enough competent poll workers?



What went well

- 71% of ROs reported that they were able to recruit enough competent poll workers.
- Younger workers (high school students) were generally good workers. They were quicker learners and were less stubborn when presented with new processes, compared to older workers who often have entrenched beliefs about processes and procedures.

What could be improved

- ROs who hit recruitment targets highlighted the difficulty of hiring competent poll workers and the need to improve the quality of candidates.
- Coordinating between EC and the provincial election agencies in sharing lists of workers would be helpful.

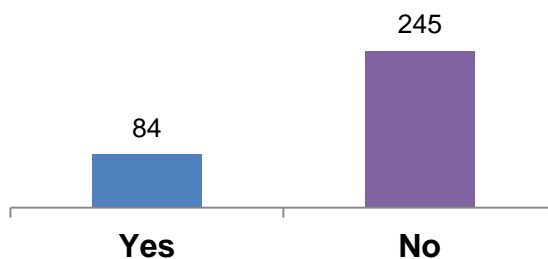
- Current poll worker wages, considering the amount of hours worked, are often not competitive to other employers in the surrounding areas. Many ROs indicated that an increase in the hours and number of recruitment officers is required.
- Sharing applicant information between EDs that had sufficient and insufficient staffing at various points in the GE would help with staffing levels.

Other notable comments

- There was an imbalance between younger and older workers. ROs reaching out to school boards could increase the level of younger workers.
- The volume of names political parties give EC to consider for poll workers is in a downward trend, with the exception of some ED's in Quebec and the Atlantic provinces.
- The “no show” rate for poll workers during advance and ordinary polling days was a concern in some areas.
- Advance polls coinciding with a long weekend, together with longer polling hours and bilingual requirements resulted in more difficulty in getting a sufficient number of poll workers.

Recruitment tool effectiveness

5. Were the recruitment tools (RMS, posters, *Poll Worker Recruitment Plan*, online application form, media plan) effective for hiring poll workers and scheduling their training?



What went well

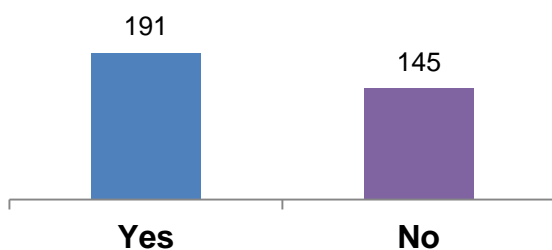
- The posters, poll worker recruitment plans and EC social media advertising strategy worked well.
- The repository of names on RMS was useful.
- A new RMS function which allowed applicants to channel their application to their ED by providing their postal code was well appreciated.

What could be improved

- 74% of ROs reported that the recruitment tools could be improved.
- ROs were disappointed that the RMS-ROPS integration did not work and overwhelmingly suggested this be a priority for the 44th GE.
- Introducing the following features would be useful to have in RMS:
 - Indicating whether a potential poll worker has been contacted, hired, and trained.
 - Creating an intuitive training calendar.
 - Ability to filter duplicate applications.
- Having the ability to add potential poll worker applicants through sources other than the EC website.
- Better information on the hours and typical working conditions for poll workers on the EC website is needed, so they are well informed when they apply.
- The repository of names in RMS was not always accurate, and had many individuals who were deceased, had disconnected phone numbers, sought other employment or were no longer interested.

Hiring poll workers outside of the ED

6. Did you have to hire poll workers outside of your ED?



What went well

- Some poll workers preferred working in adjacent EDs because of geographic proximity, or to work with friends, family or former colleagues.

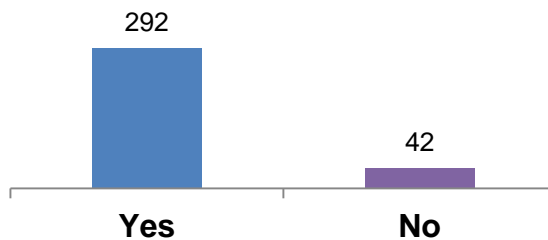
What could be improved

- Some poll workers applied to multiple EDs, occasionally accepting positions in more than one ED and not making a final decision until shortly before working. This prevented ROs from entering the GE with solid staffing numbers.

1.3. Products, tools and resources

Material delivery satisfaction

7. Did you receive all the required materials (original shipments and subsequent orders) from EC within reasonable timeframes?



What went well

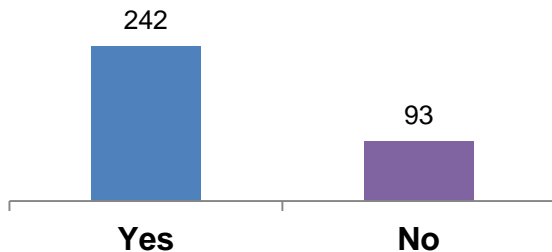
- 87% of ROs reported satisfaction with the timely delivery of materials.
- SMSi worked well; orders were shipped to the field quickly and contact was easy.

What could be improved

- Materials sent should always include an itemized list of contents and be organized in an orderly fashion.
- The *Electoral Material Coordinator Manual* should be available early, well before materials arrive, so the electoral material coordinator can read it ahead of time and know how to organize the materials.
- Certain supplies, such as the USB training key, *Statement of the Vote* envelopes, *Braille List of Candidates*, poll bags and ballot boxes need to be available earlier.
- Supplies for the ARO and additional assistant returning officer (AARO) offices should be sent directly. This would allow for quicker delivery.

ECDocs effectiveness

8. Did you find everything you needed to answer your questions and meet your information needs in the ECDocs section of the Field Personnel Intranet (e.g. manuals, forms, checklists, etc.)?



What went well

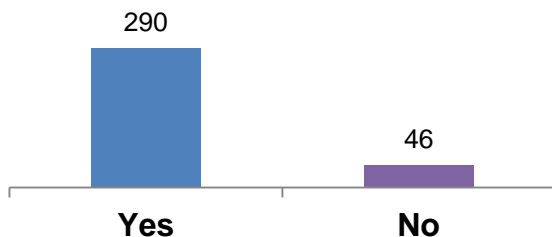
- 72% of ROs appreciated self-service through ECDocs and the quality of information on it.

What could be improved

- The ECDocs search function did not always work well; often the search field would yield too many results. An improvement of the search function is recommended.
- There should be a specific section on the Field Personnel Intranet for checklists, which are currently scattered in different parts of the Field Personnel Intranet.

Request for additional funds

9. Did you submit a request for additional funds for any section of your budget during the election calendar?



What went well

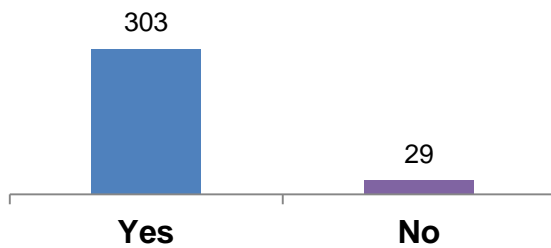
- ROs liked the flexibility to shift hours accordingly between positions.
- The approvals were prompt.

What could be improved

- 86% of ROs submitted requests for additional funds during the election calendar.
- It was hard to keep track of requests for additional funds via both EC Connex and Control of Authorization, and using both caused duplications.
- The budget should reflect the actual makeup of the ED, instead of a one size fits all model of budget allocation. This would help reduce the amount of requests for additional funds.
- ROs would like to receive their budget early, so adjustments can be made before the writ is issued.

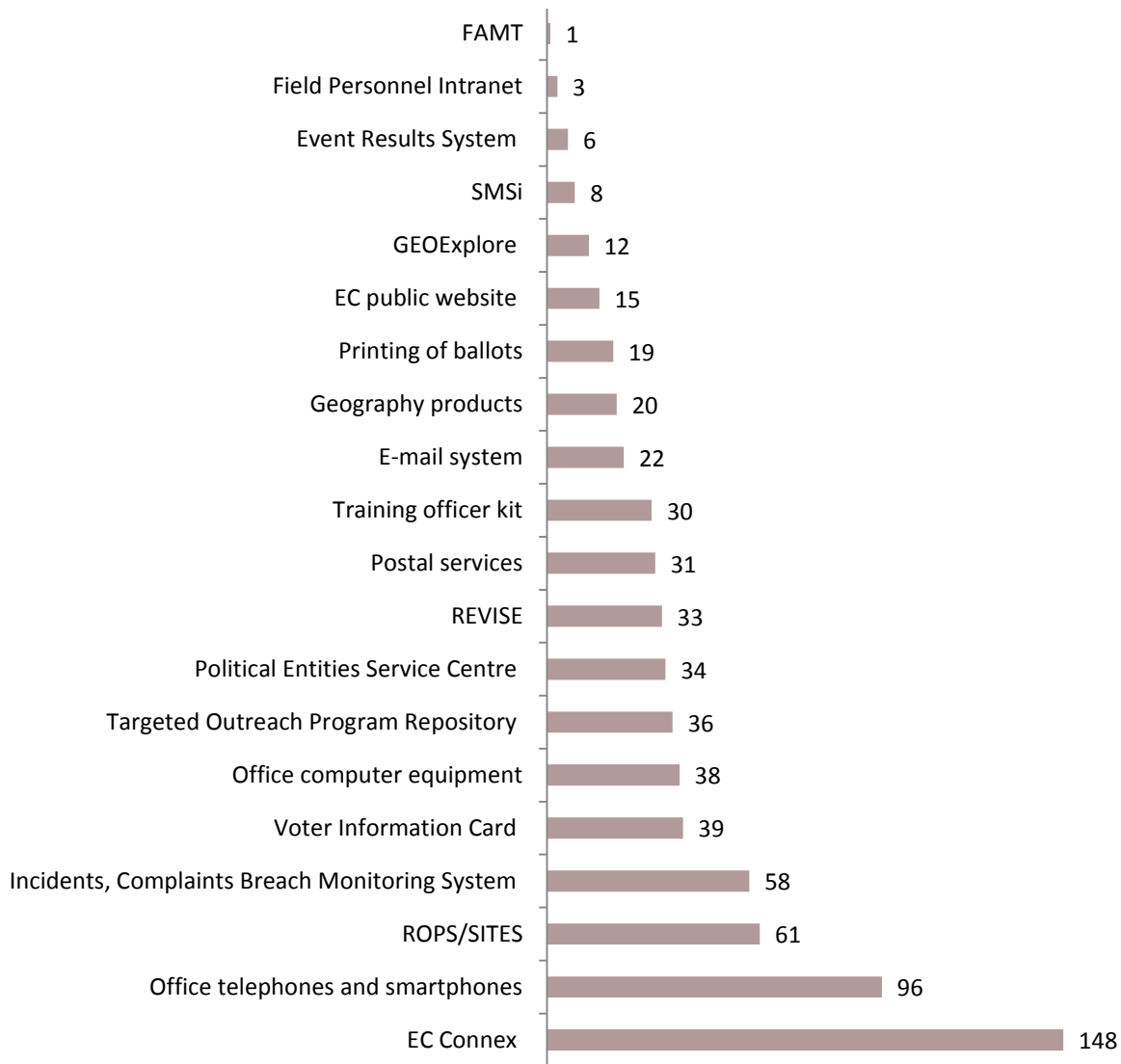
EC product/tool effectiveness

10. Did you experience any problems with functionality or processes related to any EC products or tools?



Number of ROs reporting serious problems by system

*Serious problems defined as a rating of 3 or 4



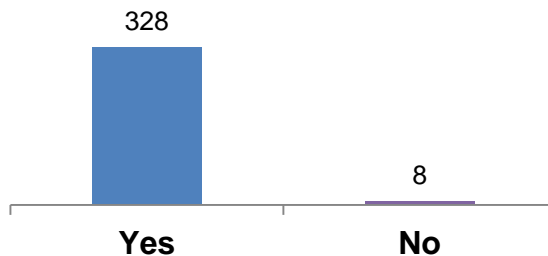
Comments

The comments regarding the various systems referenced here are discussed at length elsewhere throughout the document.

1.4. Services to political parties and candidates

Meetings with political entities

11. Did the meetings with political entities go well?



What went well

- 98% of ROs reported successful meetings with political entities.
- The meetings were informative and collaborative; interactions with candidates and their representatives were amicable and efficient.

What could be improved

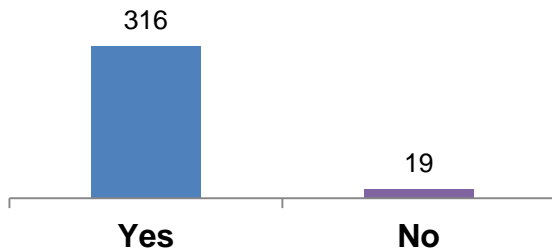
- No trends observed.

Other notable comments

- 39 ROs reported poor attendance from candidates and their representatives.
- Over 90% of candidates filed their nominations by paper and not through the Political Entities Service Centre (PESC) portal. Despite ROs highlighting the PESC portal, candidates preferred to submit their nominations by paper and were unaware of the helpful documents on PESC. Some ROs suggested EC provide more information to potential/unofficial candidates on the nomination process and the legislative requirements and challenges of running in an election.

EC guidelines for meeting with political parties and candidates

12. Did the guidelines provided by EC assist you in conducting successful meetings with political parties and candidates?



What went well

- 94% of ROs found the guidelines provided by EC assisted in conducting meetings with political parties and candidates.
- The template letter and sample agenda for the meetings were greatly appreciated.

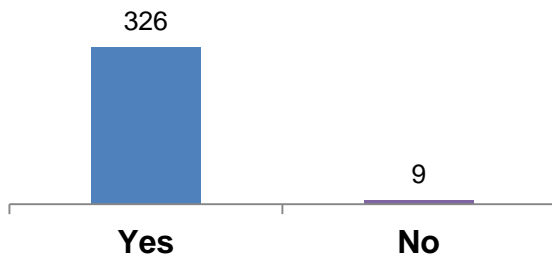
What could be improved

- No trends observed.

1.5. Revision

One-stop service model

13. Did the one-stop service model work well?



What went well

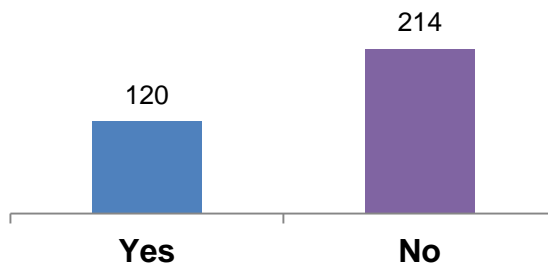
- 97% of ROs reported that the one-stop service model worked well.
- The one-stop service model was greatly appreciated by electors and SPSs who agreed that the model is efficient and effective.

What could be improved

- Better information on special ballot voting opportunities and limitations for electors is required.
- Some service agents and SPSs were overwhelmed at the beginning of the GE by the volume of voters; this changed as more experience was gained.

Revision procedure effectiveness

14. Were there any issues or challenges with revision procedures (general guidelines, targeted revision, or revision at your office or at an AARO office)?



What went well

- 64% of ROs reported having no issues with revision.
- ROs appreciated electors being able to register online.
- ROs were happy with the instructions given concerning targeted revision and other revision procedures.

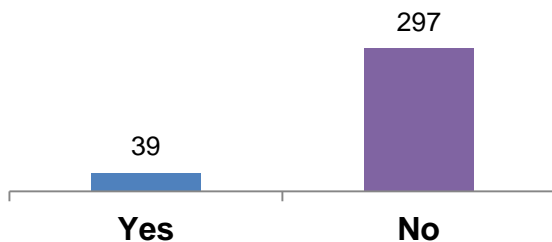
What could be improved

- 36% of ROs reported having issues with revision.
- The REVISE system was slow and timeouts frustrated ROs and other staff.
- Revision desks and door-to-door revision in high mobility or historically low voter turnout areas had poor yields.
- Insufficient amounts of targeted revision kits were received in some cases.

1.6. Outreach and accessibility

Accessibility issues

15. Were there accessibility issues that you could not resolve?



What went well

- 88% of ROs reported no accessibility issues that they could not resolve.
- Transfer certificates, special ballot voting and home visits helped solve wheelchair accessibility issues.
- With the preliminary visits to potential polling places, ROs had adequate time to confirm, troubleshoot and find alternative polling places.

What could be improved

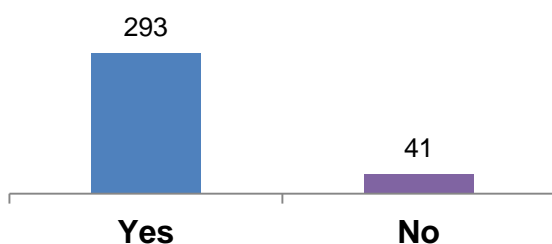
- ROs suggested enhanced partnerships with provincial governments to use schools as polling places, given the accessibility standards of schools are relatively good.
- Clearer guidance for home visits would be helpful.

Other notable comments

- ROs in rural and semi-rural EDs reported a shortage of accessible buildings.

Resource allocation for community relation officers

16. Were resources (finances, material, time allocated) adequate for community relation officers (CROs) to do the needed work?



What went well

- 88% of ROs reported adequate resources for CROs to do the needed work.
- The materials sent were effective and helped CROs execute the required tasks.

What could be improved

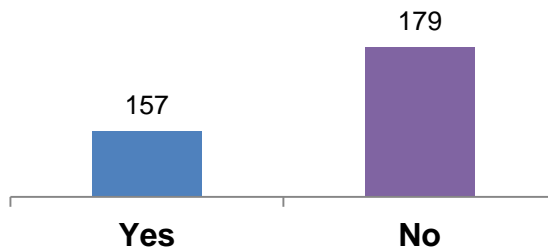
- CROs would like more handout materials, EC swag and banners, and to receive it earlier, ideally before the writ is issued.
- Being able to hire and send CROs out to the field before the writ is issued would increase the effectiveness of outreach activities during the GE.

1.7. Official languages

Bilingual polling divisions

17. Did you have one or more polling division(s) (PDs) designated bilingual?

*232 EDs have one or more designated bilingual PD (i.e. PD with significant demand for services in either official language). This concept and its interpretation may still be confusing to ROs.



What went well

- Hiring bilingual poll workers from high schools worked well.

What could be improved

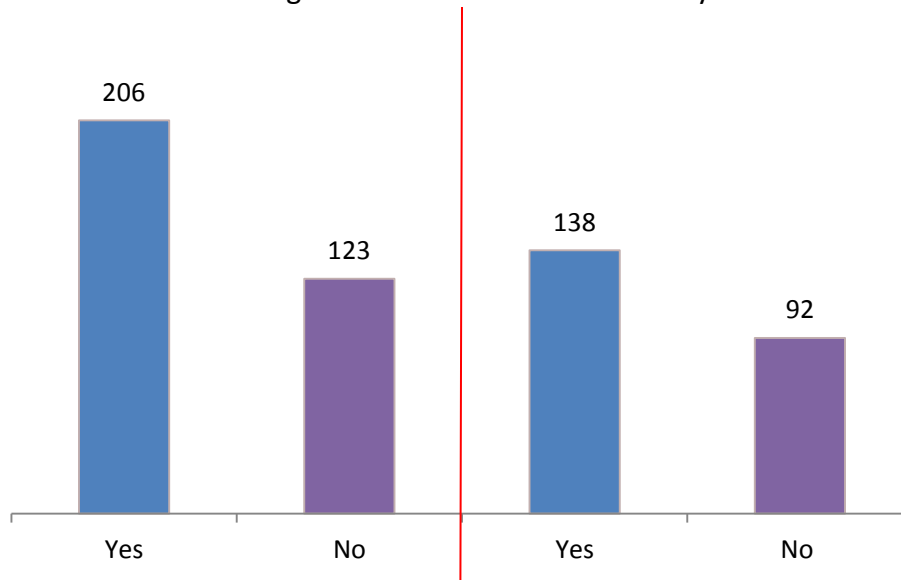
- No trends observed.

Allocation of bilingual poll workers

18. Did you assign a bilingual poll worker to each of those PDs?

*232 EDs have one or more designated bilingual PD (i.e. PD with significant demand for services in either official language). This concept and its interpretation may still be confusing to ROs.

Note: answers on the right side of the red line are solely from ROs with bilingual PDs.



What went well

- The ability to phone outside of the polling place to an individual who could serve the elector in English or French in the event that no bilingual poll workers were available proved to be useful.

What could be improved

- Finding French speaking poll workers continues to be a challenge in some EDs.
- The poll workers were not always able to effectively communicate in French.

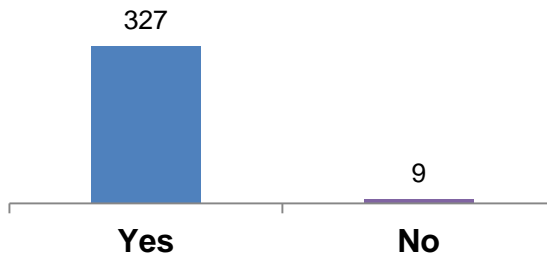
Other notable comments

- Adding a bonus for bilingual poll workers should be considered.

1.8. Special Voting Rules

Special Voting Rules (SVR) process

19. Overall, did the SVR process go well?



What went well

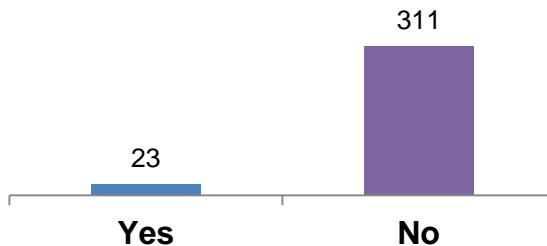
- 97% of ROs reported that the SVR process went well, particularly the one-stop service model.

What could be improved

- Public awareness around voting by special ballot could be improved.
- Some electors were unclear about the differences between the provincial and federal home visit criteria.

SVR identification rules

20. Were there any difficulties in administering SVR identification rules?



What went well

- 93% of ROs reported no difficulties in administering SVR identification rules.
- The explanation sheet was excellent.

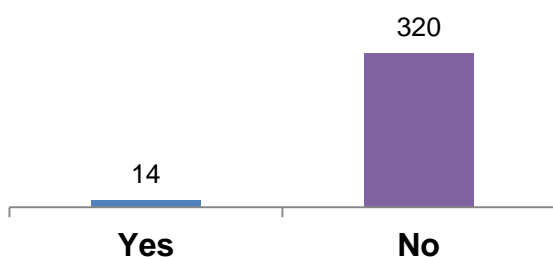
- A large majority of electors complied and presented the correct documents for EC to administer SVR identification rules.

What could be improved

- Assisted living facilities were not always cooperative in administering SVR identification rules, as some staff members were stubborn in providing the residents' dates of birth.
- Special ballots returned through the mail posed some problems.
- Rural addresses and addresses with only PO Box numbers made it hard to match the elector identification with the elector registration.

Candidates' representatives observing SVR

21. Were there any issues with the presence of candidates' representatives observing SVR registration and voting?



What went well

- 96% of ROs reported no issues with candidate's representatives observing the SVR process. The handful of individuals who did create issues ceased the behaviour after being informed of the rules and regulations.

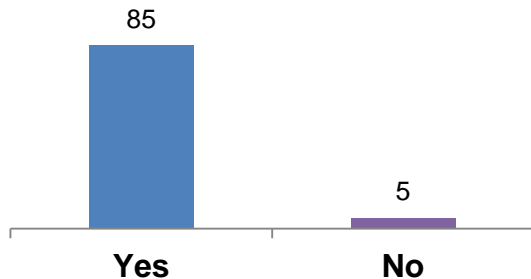
What could be improved

- No trends observed.

Success of external service point (ESP) offices

22. Did voting at ESP offices in post-secondary institutions go well?

*ESPs were present in 86 EDs, but 90 ROs responded.



What went well

- 94% of respondents reported that voting at ESP offices in post-secondary institutions went well.
- Students appreciated the convenience of being able to vote from school.

What could be improved

- No trends observed.

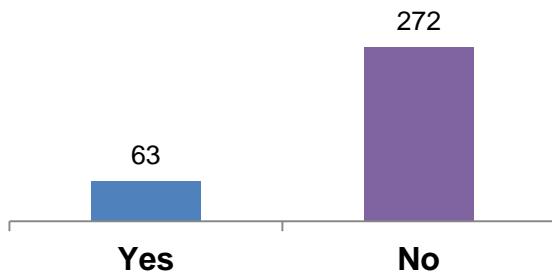
Other notable comments

- The service was not used by as many students as expected.
- Very few electors voted on Saturday and Sunday.
- The hours were too long, particularly the hours on Saturday and Sunday, and reducing them would not have denied many electors the right to vote.
- Coordinating, installing and material pickup with IBM, ECHQ and Canada Post was frustrating for several ROs.
- Some ROs were frustrated with university administrators/student unions who did not share the same service-oriented vision in setting up and facilitating the vote. Some ROs were only allowed to set up ESPs in a zone with low foot traffic and limited advertising. It is suggested ECHQ work with university administrators/student unions to resolve these challenges.
- There was insufficient advertising for the ESPs.

1.9. Opening and closing of the polls

Timely opening and closing of the polls

23. Did anything prevent the timely and proper opening or closing of the polls?



What went well

- 81% of ROs reported timely and proper opening and closing of the polls.
- Maintaining a significant numbers of stand-by workers and being able to switch polling staff between positions was helpful.

What could be improved

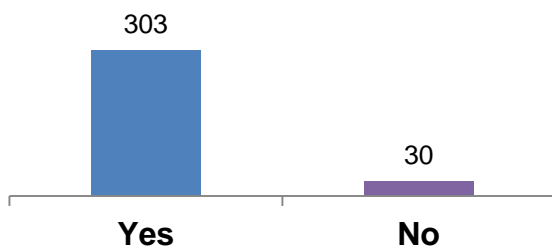
- No trends observed.

Other notable comments

- Some polls opened late due to workers being late, no-shows or dropouts shortly before polling day.

Voting at advance and ordinary polls

24. Overall, did voting at advance polls and ordinary polls go smoothly?



What went well

- 91% of ROs reported smooth voting at advance and ordinary polls.

What could be improved

- No trends observed.

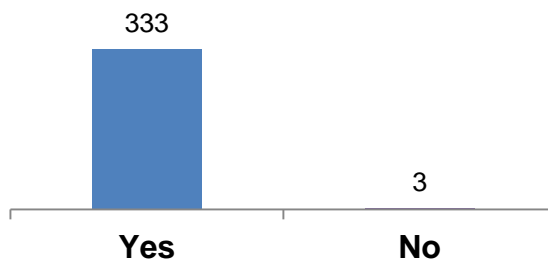
Other notable comments

- Longer advance polling hours were cumbersome and exhausted many poll workers, leading to burnout and poorly executed tasks.
- Long lines at some polling places.

1.10. Returning officer's office closing activities

Compliance with the validation of results instructions

25. Was the validation of results completed as directed in the *Returning Officer's Manual* (Volume III, section 2.6)?



What went well

- 99% of ROs reported that the validation of the results was conducted correctly.
- The instructions were clear and effective.

What could be improved

- No trends observed.

Other notable comments

- Poor attendance from candidates and their representatives.

- The validation of results was complicated by the fact that many polling places did not return the electoral materials properly. As such, ROs had to open the ballot boxes or look in the transportation bag to retrieve the *Statement of the Vote* and other important electoral documents.

Procedural advice for RO office closing activities

26. What other procedures, if any, or modifications to current procedures would be useful to you in supporting the closing activities for your office or an AARO office, if applicable?

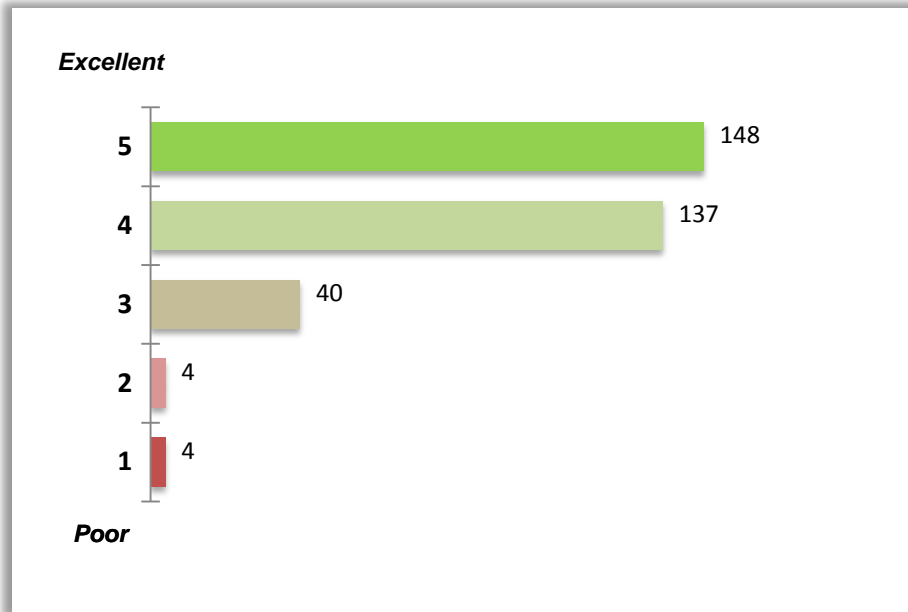
Comments

- The capture and upload of the *Sequence Number Sheet* data for political parties and candidates was challenging due to the shortness of time available for the task.
- There was frustration with sending a variety of materials back to ECHQ for shredding; it would be easier to shred the documents locally, which would reduce the amount of materials returned to ECHQ.
- The *Return of Material Reference Table* should be received at the beginning of the GE. This would have helped ROs have a better understanding of the contents of the return of materials by the end of the GE.
- The coordination of the return of materials and the decommissioning of the RO and AARO offices was frustrating, particularly the communication circuit between ECHQ, Bell Canada, IBM and Canada Post. Some ROs wanted direct contact with the various representatives, others were often required to quickly prepare supplies as short notice was given from one of the parties above.

1.11. Overall

27. Using the rating system below, please assess EC's level of service for this electoral event.

EC's communication with you during the pre-event period



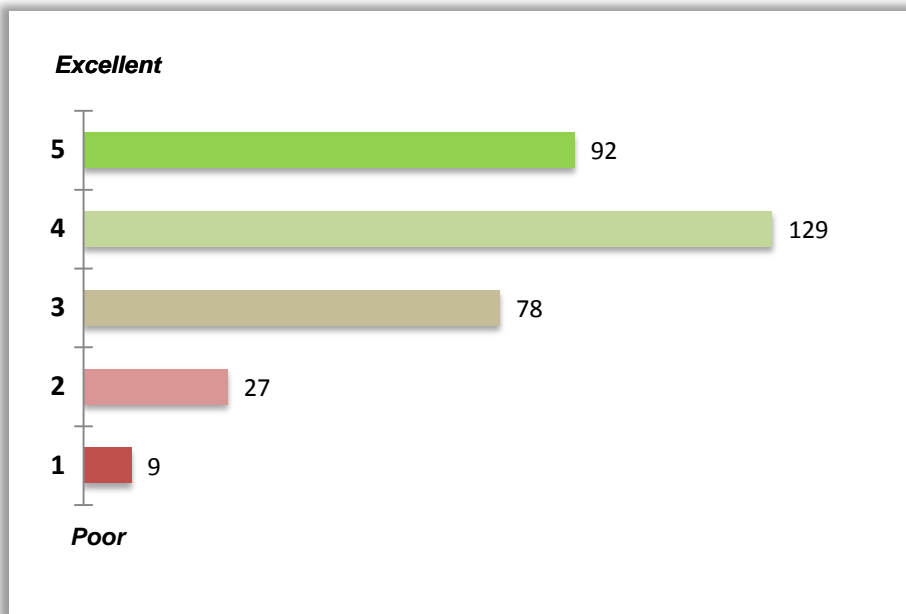
What went well

- 86% of ROs reported satisfaction with ECs communication with them during the pre-event period.
- The weekly conference calls with FLOs were appreciated.

What could be improved

- Some communications were redundant.

EC's communication with you during the election period



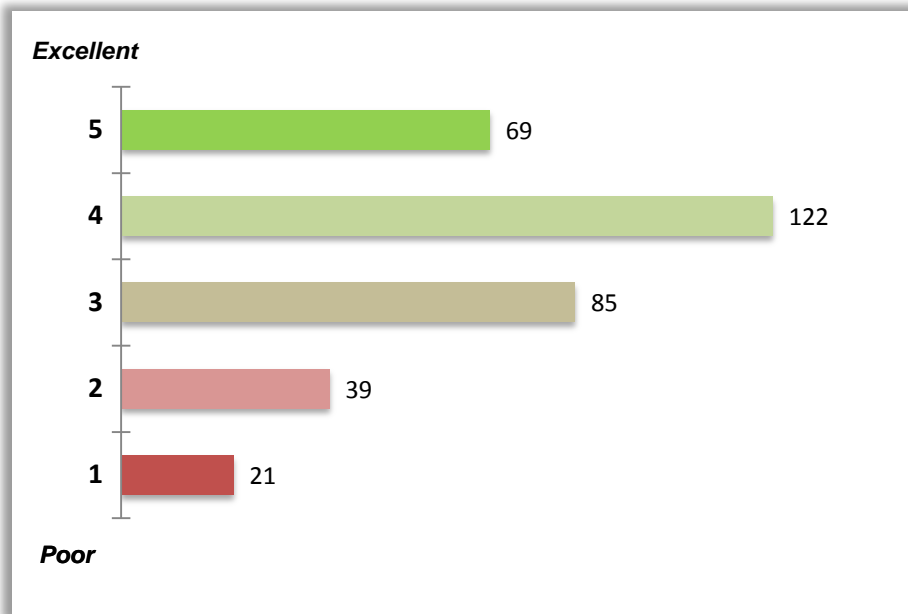
What went well

- 66% of ROs were satisfied with EC's communication with them during the GE.
- Event+ was an excellent tool that allowed ECHQ to effectively communicate with ROs.

What could be improved

- Some communications came too late, or at the last minute.
- There were last-minute updates and changes which resulted in contradictory information between communications, manuals, etc.
- Some communications were redundant.

Overall support from FSN



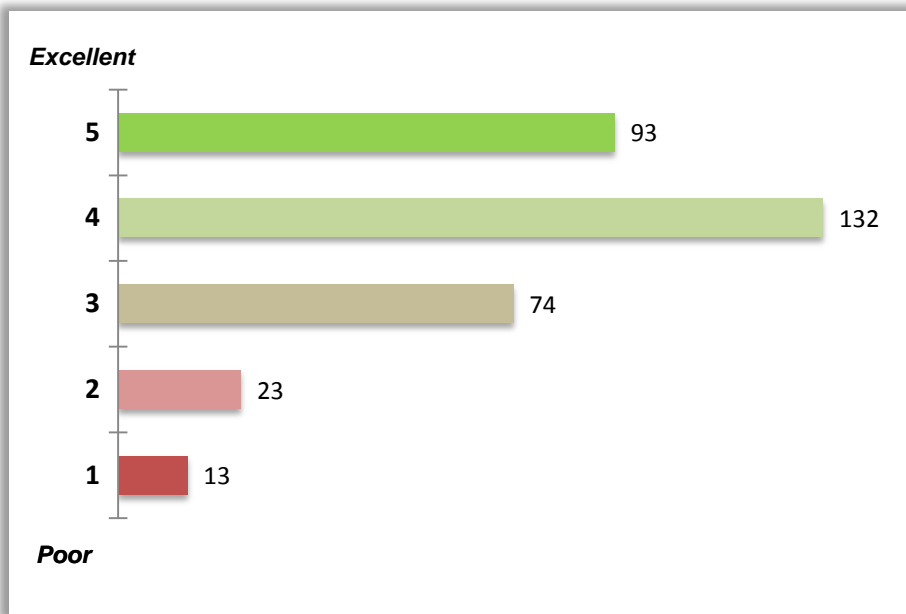
What went well

- 57% of ROs were satisfied with overall support from FSN.
- FSN agents were kind and wanted to help.

What could be improved

- ROs were frustrated with the quality of responses from FSN. Some agents gave poor answers or were unable to understand the issue.
- There were delays in getting answers or solutions to problems via self-service through EC Connex or a call to the FSN helpline.
- There were long wait times to get through the FSN line.
- There were some issues with FSN agents' ability to effectively communicate in English and/or French.

Support on office or polling place leases



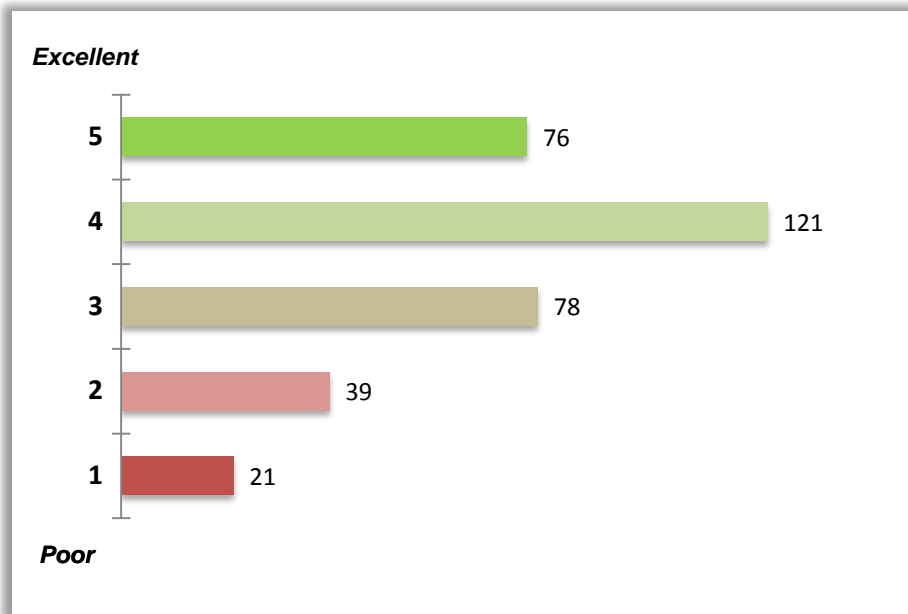
What went well

- 68% of ROs reported satisfaction with the support they received on office and polling place leases.
- The empathy and efficiency of the team responsible for helping ROs sign RO office leases was appreciated.

What could be improved

- There was conflicting information on leases.
- There were delays in getting leases approved due to additional costs or other factors.

Support on computer and telecom issues



What went well

- 59% of ROs reported satisfaction with the support they received on computer and telecom issues.

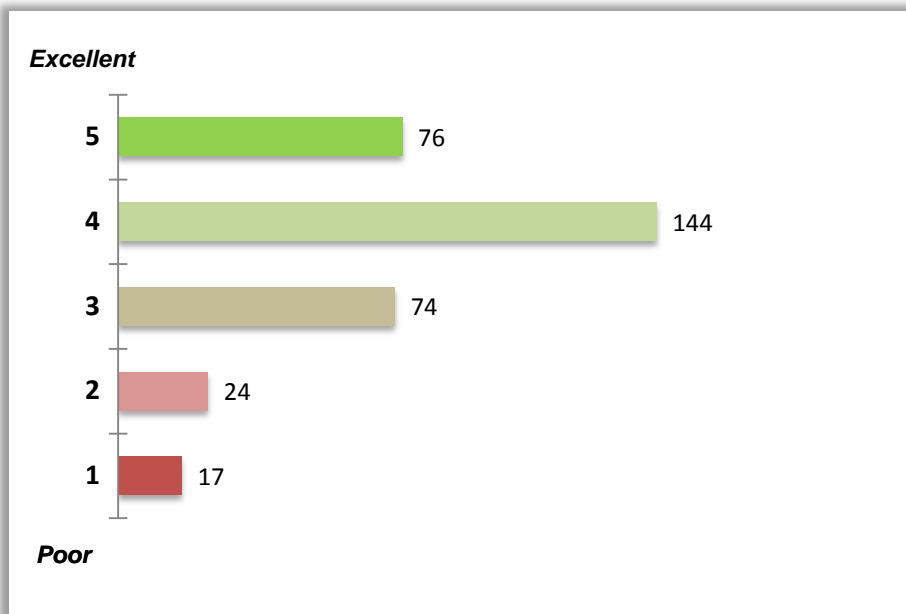
What could be improved

- Responses were not always timely.

Other notable comments

- Often more than one visit was required to complete installation.
- There were problems with Blackberries, connectivity, and difficulties in using the devices.

Support on pay and financial issues



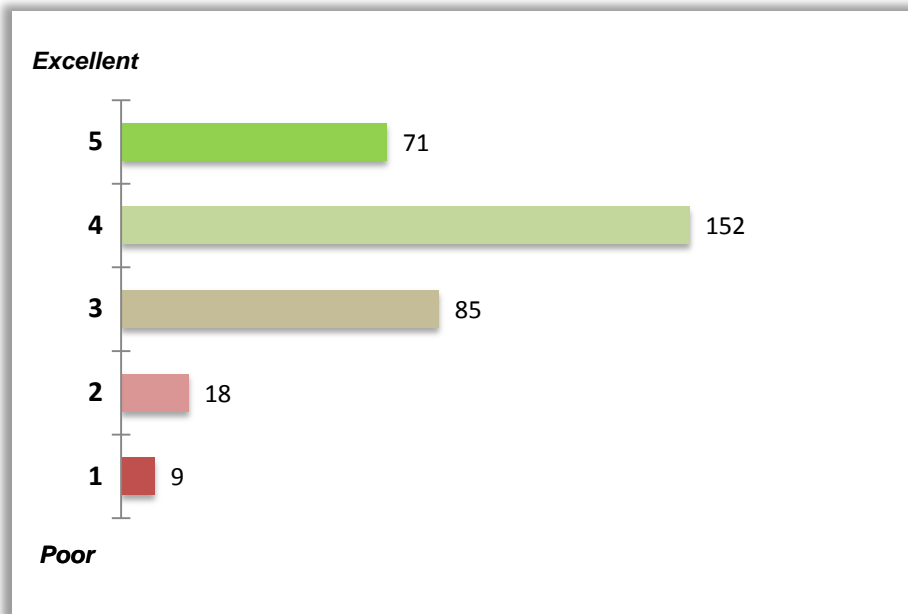
What went well

- 66% of ROs reported satisfaction with the support they received on pay and financial issues.

What could be improved

- Some cases are still unresolved.
- The instructions on submitting timesheets through ROPS need to be clearer.
- The final pay period instructions need to be clearer.

Overall support from EC throughout the conduct of the electoral event



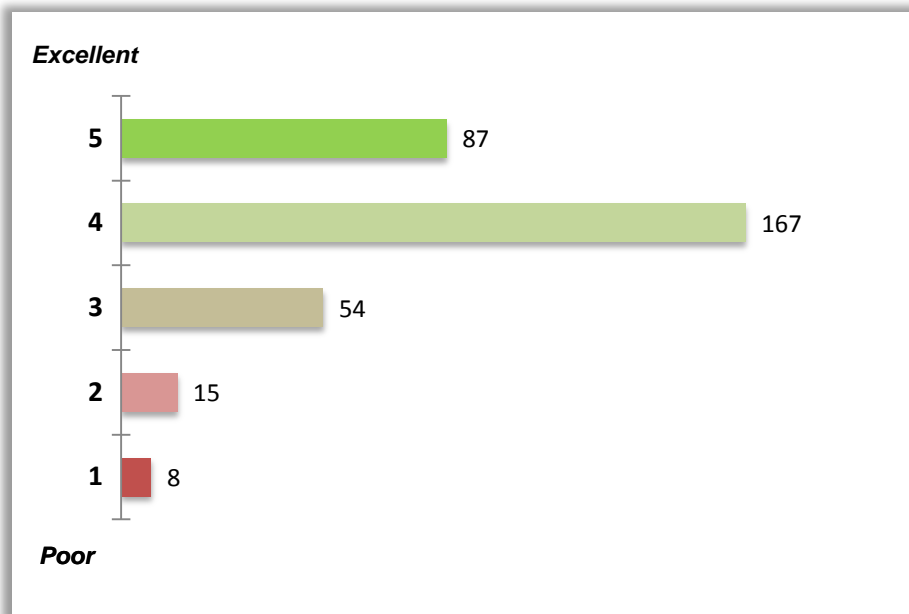
What went well

- 66% of ROs reported satisfaction with EC support throughout the GE.

What could be improved

- No trends observed.

Overall level of readiness for the election based on completion of pre-event activities



What went well

- 77% of ROs reported feeling ready for the election based on the completion of pre-event activities.
- Some ROs cited an increased sense of confidence and readiness entering the GE, having completed the pre-event activities.

What could be improved

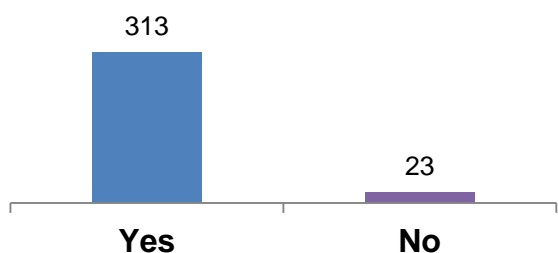
- There was a lack of exposure to certain systems going into the GE; ROs would have preferred having had access to each system (e.g. EC Connex, RMS, ROPS) before the GE.

Section 2: Statutory requirements to report on proceedings (section 314 of the CEA)

Note: Although this section is mandatory, some ROs did not answer all questions. A follow-up will be conducted with them.

Return of election documents

28. Did you return all election documents in your possession as per instructions?



Comments

- There were improperly sent or missing white/yellow *Statements of the Vote*.
- The *Return of Material Reference Table* was helpful in planning and executing the return of materials.
- There was a lack of coordinating with the pick-up of materials with Canada Post. Specifically, Canada Post did not always arrive with the equipment to efficiently load and return the required materials and did not always contact ROs concerning pick-up times.

State of returned election documents from the polls

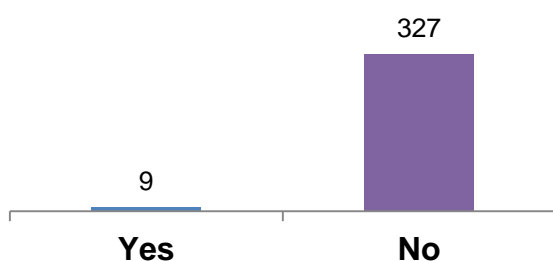
29. Do you have any comments on the state of election documents received from election officers (e.g. documents that should be in sealed envelopes; or bags are not loose, and everything is sealed properly)?

- 118 ROs cited that a sizeable portion of election documents received from election officers was unorganized or improperly sent; simpler closing instructions are required.
- 27 ROs stated that the poor quality of returned election documents was predominantly due to worker exhaustion, particularly due to the increased advance polling hours as a result of Bill C-76.

- 12 ROs stated election officers were overwhelmed by the amount of forms, materials and documents which had a negative effect on the state of election documents.
- 7 ROs wanted more training or simpler closing procedures for election officers.
- Several ROs suggested that placemats from the 42nd GE be modified and provided for the next GE.

Missing ballot boxes

30. Were there any ballot boxes missing?



- 9 missing ballot box incidents were reported to ECHQ; all ballot boxes were subsequently recovered.

In the event where the ballot box and the *Statement of the Vote* were missing, how did you ascertain the number of votes cast for each candidate?

*Only 9 EDs had missing ballot boxes; there are inaccuracies in the data due to misunderstanding/misinterpretation of this question and question 31.

- 41 ROs obtained the pink copy of the *Statement of the Vote* from election officers.
- 27 ROs obtained the copy of the results given to the candidates' representatives on polling night.
- 191 ROs used other methods.

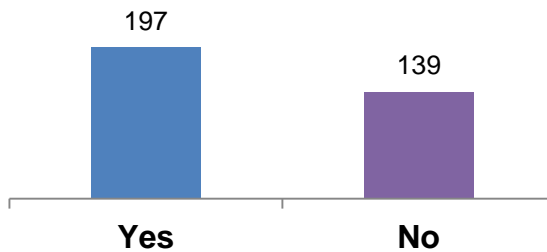
Comments

- One RO created the *Statement of the Vote* by using the information recorded on the *Envelope: Ballots Cast for a Candidate*.
- One DRO did not complete the *Statement of the Vote*. The RO later had to do this on their own using documentation provided.
- Some ROs used the yellow copy of the *Statement of the Vote* by retrieving it from the ballot box.

- One RO reported election officers placing *Statements of the Vote* inside envelopes with ballots.

Missing *Statements of the Vote*

31. Were there circumstances whereby the ballot box was accounted for; however, the original *Statement of the Vote* was missing? If yes, how did you ascertain the number of votes cast for each candidate?



Note: ROs could select one or all of the options below. Therefore, the sum of responses does not match the number of ROs who answered “Yes” to the question.

- 175 ROs opened the ballot box and retrieved the yellow copy of the *Statement of the Vote*.
- 56 ROs opened the large plastic envelope and compiled the results written on each candidate’s envelope.
- 48 ROs obtained the pink copy of the *Statement of the Vote* from election officers.

Comments

- 44 ROs found the white or yellow copy of the *Statement of the Vote* in the ballot box.
- 16 ROs reported some *Statements of the Vote* were sent improperly in the large white transportation bag or the bag with the ballots.
- 9 ROs used the *Copies of Results for Candidates* form
- Some *Statements of the Vote* were not sent according to instructions which delayed some ROs in their retrieval.

Additional question: post-GE meetings

32. Based on your experience with this GE, are there any specific topics you think should be added to the agenda for discussion during post-event meetings?

- 53 ROs would like to discuss poll worker training. Many ROs want poll worker training to be less theoretical and simplified.
- 33 ROs mentioned recruitment tools and resources as a concern. The limited features of RMS and the unsuccessful integration between RMS and ROPS was disappointing.
- 32 ROs would like to discuss the simplification of the return of materials and a reduction in the amount of forms used by poll workers.
- 20 ROs would like to discuss technology at the polls (i.e. digital List of Electors/poll key, tabulators and optical character recognition for *Sequence Number Sheets*).
- 12 ROs mentioned that EC Connex was ineffective and frustrating.
- 12 ROs would like to discuss the workload surrounding *Sequence Number Sheets*.