



Cobourg Taxpayers Association

Making Local Government Accountable

<http://www.cobourgtaxpayers.ca>

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 their 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.”

PLEASE DONATE TO THE CTA

The CTA is completely volunteer run with no paid staff, no funding from government or special interests. Donations will be used to pay for Freedom of Information requests, our website, and other expenses.

Cheques are also welcomed and can be sent to:

**Cobourg Taxpayers Association
24 Pebble Beach Drive
Cobourg ON K9A 2C5**



Contact us at : info@cobourgtaxpayers.ca

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