

Municipal Elections

Led by: City Clerk/Director of City Clerk's Office

Description

Municipal Elections independently and impartially administers elections, ward boundary reviews and verifies petitions in accordance with applicable legislation.

The administration of elections includes general elections, by-elections and votes of the electors on questions or bylaws. Ward boundary reviews include both conducting minor reviews and adjustments to ward boundaries. The verification of petitions includes requests or petitions to establish or dissolve business improvement areas, as well as petitionable matters in the Municipal Government Act.

Value and benefits

The Municipal Elections service fulfills the need for a fair, transparent, and democratic process for selecting elected representatives and/or voting on an issue. This service is required by legislation to administer elections to select officials who will make important decisions on behalf of Calgarians and guide Administration. A municipal general election is the largest civic engagement event that The City conducts and is a key democratic process that allows Calgarians to have a say in the future of Calgary.

Customers

- Voters (eligible electors are: over 18 years of age, Canadian citizens and residents of the local jurisdiction in which the vote is taking place);
- Candidates (individuals running for Mayor, Councillor and School Board trustee positions);
- Third party advertisers (groups advocating for or against candidates or issues);
- Media.

What we deliver

A democratically elected body, in accordance with legislation. Vote results for non-binding questions and bylaws. Determination of sufficiency or insufficiency for petitions and business improvement area establishment or dissolution requests.

Partners

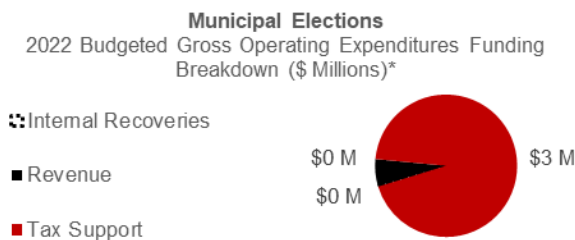
Internal Partners: Information Technology; Customer Service and Communications; Law; Corporate Security; Finance; Corporate Analytics and Innovation; Human Resources; and Calgary Transit.

External Partners: Calgary Board of Education; Calgary Roman Catholic Separate School Division; Post-secondary institutions; Government of Alberta; and Elections Alberta.

393,090	Voters who cast a ballot - 2021
197	Candidate nomination papers - 2021
4,859	Station-hours of Calgary voting - 2021
226	Calgary voting stations - 2021

Key assets

N/A



* Gross operating budget may include internal recoveries that are also included in other services' gross operating cost.

Note: Internal recoveries is how The City accounts for the costs of goods or services between services

What we have heard & what we are watching

What we have heard

A representative telephone survey of 500 voters provided feedback on the 2021 General Election. Results indicated that: 99 per cent felt their voting experience was safe, 98 per cent had no accessibility issues, 97 per cent felt their voting station was conveniently located, 91 per cent felt wait times were reasonable, 95 per cent felt voting hours were convenient and 81 per cent felt the information provided about the election was easy to understand. A post-election review was conducted and will inform future process improvements in addition to opportunities to provide feedback to Municipal Affairs on the applicable legislation.

What Council has directed

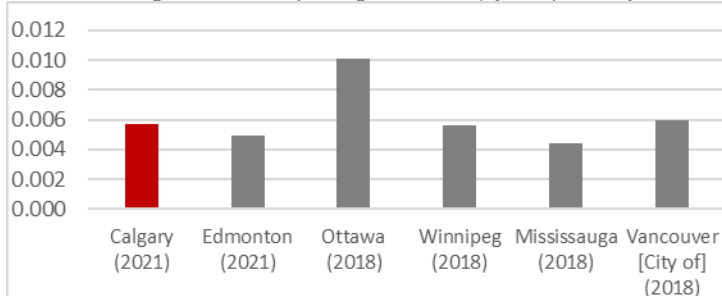
Strengthen relationships with Calgarians

- Municipal Elections builds public trust and confidence via public participation in government by democratically electing representatives.
 - Issuing declarations on petitions (sufficient or insufficient) provides another avenue for the public to provide input into decisions made at the municipal level. Deliver the right services
 - Municipal Elections conducts a post-election review in order to refine processes and continue to improve services for voters, candidates, and third-party advertisers.
 - The election process is inclusive and accessible.
- Modernizing Government
- Municipal Elections will support modernizing government by addressing Council's desired changes to the Local Authorities Elections Act.

What we are watching

- Convenience and Complexity - Increasing demand for services in a variety of languages, access to convenient voting opportunities and an increase in requests for mail-in ballots and quick delivery of election results have resulted in increased complexity in the administration of elections.
- Accessibility & Privacy - Municipal Elections will investigate measures to ensure protection of personal information, continued improvements to the physical accessibility of the voting process, and seek opportunities for legislative changes to align with Administration and Council's priorities.
- Four-year Election Program - The Municipal Elections service follows a four-year election program and provides regular recommendations and reviews in accordance with the Ward Boundary Review and Determination Policy.

Number of voting station hours per eligible elector (by comparable jurisdiction)



Websites and election reports for: Calgary, Edmonton, Ottawa, Winnipeg, Mississauga, Vancouver

Comparing our service

Calgary offers a comparably high number of available voting station hours* (voting opportunities) for every voter. The graph compares most recent general election data (2018, 2021) among comparably sized jurisdictions.

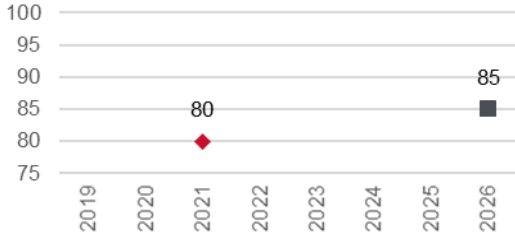
*Total advance and election day in-person voting hours (all voting stations over all voting days).

Measuring performance & where we want to go

For Council Approval

— Actuals ■ Expected Future Performance

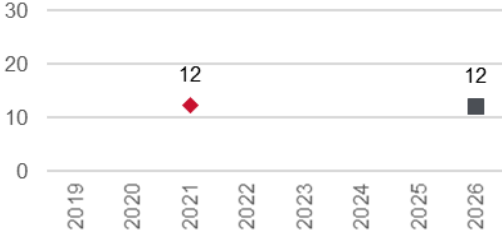
PM1: Voting stations results reported within 60 minutes of the scheduled election day voting station closing time (per cent)



Story behind the curve

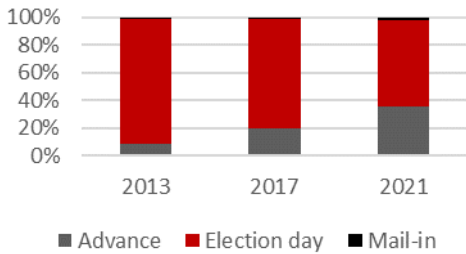
Includes all voting station types: advance vote stations, mail-in, election day, and special/mobile.

PM2: Election Day average voting station wait times (minutes)



Wait times to cast a ballot fluctuate throughout election day. In 2021 the 8AM to noon period averaged 7.9 minutes, noon to 6PM averaged 12.6 minutes, and 6PM to close averaged 19.13 minutes.

PM3: Ballots cast by each ballot method (per cent)



Developing an expected future performance value for the 2025 General Election's split of type of ballot cast is not practical due to a lack of certainty about future potential legislative changes to the Local Authorities Election Act.

What we plan to do

Result for 2023-2026

The 2023-2026 focus of the Municipal Elections service includes strengthening service integrity, public access, and partnerships. This will further improve the delivery of the 4-year election program and emerging services.

How we are going to get there

Improve the voting experience by enhancing and expanding internal and external partnerships with Council, school boards, post-secondary institutions, and community organizations.

Advocate for changes to the Local Authorities Election Act that are intended to close administrative gaps, align with modern election practices, and support Council direction by developing effective working relationships with the Ministry of Municipal Affairs.

Better reflect the needs of equity-seeking Calgarians, including newcomers and persons with disabilities by undertaking stakeholder engagement and implement voting process improvements.

Identify and implement improvements for future elections through a review of voting technology security.

Enhance the integrity of municipal elections in Calgary by implementing improvements to the chain of custody of secure election materials including ballots, vote tabulators and prescribed forms. These enhancements include the introduction of an election supply cart, securely delivered to, and returned from, each voting station.

Improve the quality, coordination and capacity of business unit program delivery by leading the integration and expanded capacity of strategic and business service resources within the City Clerk's Office. This includes budget administration, business continuity planning, corporate program accountabilities, and business technology planning.

In accordance with Council policy and in anticipation of Council's future direction, facilitate community-led review of ward boundaries and Council composition.

Undertake petition verification duties as prescribed by the Municipal Government Act, including the recall of Members of Council by developing processes, technology and staff capacity.

Ensure the integrity of elections, by-elections, and vote of the electors by implementing enhancements to procedures, technology, training, and staff capacity.

In accordance with legislated requirements, plan and deliver all aspects of the 2025 General Election and any by-election or vote of the electors directed before that time.

Operating budget needed to achieve results

For Council Approval

Breakdown of net operating budget (\$000s)

	2023		2024		2025		2026	
	Base	One-time	Base	One-time	Base	One-time	Base	One-time
Previous Year's Net Budget	1,362		1,561		1,570		1,570	
Previously approved One-time budget		-		-		-		-
2022 One-time carry forward		587		-		-		-
Revenue Changes	(205)	-	-	(113)	-	(2,246)	-	-
Internal Recoveries Changes	-	-	-	-	-	-	-	-
Inflation	-	-	9	-	-	-	-	-
Operating Impact of Previously Approved Capital	9	-	-	-	-	26	-	-
Operating Impact of New Capital (Incremental)	42	-	-	-	-	-	-	-
Service Reductions	-	-	-	-	-	-	-	-
Service Increases	353	10	-	510	-	9,953	-	38
Total net budget*	1,561	597	1,570	397	1,570	7,733	1,570	38

*The previous year's One-Time Budget is not carried forward to the following year.

Total Operating Budget (\$000s) for Approval

	2022 Budget	2023			2024			2025			2026		
	At April 30	Base	One-Time	Total	Base	One-Time	Total	Base	One-Time	Total	Base	One-Time	Total
Expenditures	3,052	1,956	597	2,553	1,965	510	2,475	1,965	9,979	11,944	1,965	38	2,003
Recoveries	(5)	(5)	-	(5)	(5)	-	(5)	(5)	-	(5)	(5)	-	(5)
Revenue	(185)	(390)	-	(390)	(390)	(113)	(503)	(390)	(2,246)	(2,636)	(390)	-	(390)
Net	2,862	1,561	597	2,158	1,570	397	1,967	1,570	7,733	9,303	1,570	38	1,608
Base	1,362												
One-Time	1,500												

Note: Figures may not add up due to rounding.

Capital budget needed to deliver service

For Council Approval

Activity	Investment Name	2023 Request (\$000s)	2024 Request (\$000s)	2025 Request (\$000s)	2026 Request (\$000s)	2027+ Request (\$000s)	Total Request (\$000s)
Annual Investment Program(s)							
481000	Election Software	-	300	-	-	-	300
Program(s)							
		-	-	-	-	-	-
Projects(s)							
481002	Election Carts	575	-	-	-	-	575
Sub-Total (New Budget Requests)		575	300	-	-	-	875
Previously Approved Budget Remaining		-	-	-	-	-	-
Total Capital Investment		575	300	-	-	-	875

Explanation of capital budget requests

Annual Investment Program(s)

Activity 481000: Election Software

Improve the technology required to support election activities. Additional technology requirements have been identified to align election service delivery with modern expectations.

Funding From: Lifecycle Maintenance & Upgrade Reserve (\$300 thousand)

Contributing Services: None

Operating Impact: This request requires \$42 thousand base funding of operating costs starting in 2023.

Projects(s)

Activity 481002: Election Carts

Purchase of locking election materials carts that will be used to ship materials to voting stations. The proposed model no longer requires workers to transport all election materials: reducing risk and streamlining end of night processes.

Funding From: Pay-As-You-Go (\$575 thousand)

Contributing Services: None

Operating Impact: None