



City of Belleville Election Office
169 Front Street
Belleville, ON, K8N 2Y8
613.967.3200 ext. 3925
www.belleville.ca/elections
Use Your Vote – It Counts

Telephone Voting Q & As

When is telephone voting available?

Telephone voting begins Monday, October 11, 2022 at 10 a.m. and ends Monday, October 24, 2022 at 8 p.m.

Is Telephone voting secure?

The service provider uses industry leader Plum Voice as a voice-to-web interface layered on top of our online voting system. Every component in the Plum Voice, fault-tolerant infrastructure has a backup and Plum's platforms have been tested by billions of calls since 2000. Plum's PCI Level 1 compliant operation actively secures and protects applications and data from digital, physical, and social intrusion vectors.

What is the Advantage to telephone voting?

The advantage of telephone voting is that it does not require a computer or internet access to vote. Voice prompts for telephone voting are recorded by a professional voice artist and the system makes a good impression and is easy to comprehend.

How does the telephone voting process work?

You will receive a Voter Information Letter via Canada Post in late September or early October. This verifies your information on the Voters' List. If it is not accurate or you don't receive a card, contact the Clerk's Department (see contact information above).

Your Voter Information Letter will include a website link, telephone number and a randomly generated Personal Identification Number (PIN number) that will allow you vote either by internet or telephone.

If you have not voted electronically in a previous election, the following site has a short step by step instructional video to assist you in casting your ballot:

<https://youtu.be/Yk6zrNkpRU0>

Can I vote by telephone if I am not on the Voters List?

Yes, but first you must appear before the Clerk or designate, at City Hall during regular working hours, or at one of the following Voter Assistance Centres on October 18, 19, 21 and 22, 2022 between the hours of 12:00 p.m. to 6:00 p.m. and on October 24, 2022 from 10:00 a.m. to 8:00 p.m.

Quinte Sports & Wellness Centre
265 Cannifton Road
Belleville, ON K8N 4V8

Thurlow Community Centre
516 Harmony Road
Corbyville, ON K0K 1V0

present photo identification and be added to the Voters List. This is necessary to verify your identity.

Step 1 – Voter Information Letter

Starting at 10:00 a.m. on October 11th and until 8:00 p.m. on October 24th, you can visit the website or the telephone number as provided for on your Voter Information Letter.

Step 2 - To Vote by Telephone

Dial the number provided on the Voter Information Letter by using a touch tone phone or cell phone, when prompted enter your Date of Birth and PIN number followed by the # key.

To proceed to vote press 1, to decline to vote press 2.

If you would like to vote, you will hear the first race in which you're eligible to vote.

The first race will be for Mayor and you will hear a pre-recorded list of all Candidates running for this office.

Example Jane Doe – press 1
 John Doe – press 2
 Jim Doe – press 3

Abstain to vote for this race – press 0

You may choose a Mayoral Candidate, or you may choose 'abstain' to leave this answer blank.

The next race will be for Ward Councillor(s) and based on which Ward you reside in, the recording will provide you with the names of the Candidates.

The same process is repeated except that you will have the option of choosing more than one (1) Candidate.

If you reside in Ward 1 – you may select up to 6 Candidates

If you reside in Ward 2 – you may select up to 2 Candidates

The process is then repeated for the School Board Trustee positions.

A voice recording will provide you with the names of the Candidate(s) based on your School Support. Ex. Public Support, Separate Support, French Public or French Separate.

If you over vote for any of the offices you will be alerted. You will be permitted to under vote, or abstain.

When you are finished you will hear a summary of your selections. Listen carefully to the summary. When the summary is complete, you can confirm your choices (Press 1) or go back and make any changes (Press 2).

When satisfied with your choices by Pressing 1, your vote has been completed and you will be automatically disconnected.

Once the ballot is submitted it cannot be reclaimed or re-voted (no additional ballots can be obtained in the event of error).

If I vote by telephone, can I also vote by internet or at a Voter Assistance Centre?

No, you can only vote once, either by internet or telephone. Once you have voted your name will be identified on the Voters' List as having voted.

Need more information?

The City website: www.belleville.ca contains official election information and is the key resource for voters and candidates. It contains detailed information on internet and telephone voting. The Clerk's Department is also available during regular office hours with information and assistance. Contact them at elections2022@city.belleville.on.ca or 613-967-3200 ext. 3925

