2018 Municipal Elections Frequently Asked Questions

During the late afternoon of Election Day in Ontario, a technical challenge was experienced by voters attempting to cast their ballots through the Dominion Voting system. A total of 51 municipalities across the Province were affected.

To assist with answering questions regarding the voting interruption, please see the list of frequently asked questions below.

What caused the online voting interruption?

Just after 6:00 p.m. on October 22, 2018, our online voting vendor, Dominion Voting, experienced a service disruption that affected multiple Ontario Municipal Election customers. Dominion Voting has issued a statement that cites a load issue caused by their third-party provider placing an unauthorized limit on incoming voting traffic that was roughly one tenth of the system's designated bandwidth.

How many municipalities were affected?

51 municipalities were affected, including the following municipalities in Simcoe County:

- Innisfil
- Collingwood
- Bradford West Gwillimbury
- Penetanguishene
- Oro-Medonte
- Springwater

How will this affect the vote?

The Township of Oro-Medonte, along with many other Simcoe County municipalities affected by this disruption, has extended the voting period through to Tuesday, October 23, 2018 at 8:00 p.m.

Were any votes lost or compromised?

Dominion Voting assures Ontario voters that at no time was the integrity of the system at risk of compromise, or in any way insecure.

How do I know that my vote went through?

If you attempted to cast a ballot by internet or phone on October 22 and are unsure if your ballot was cast, the following steps can be taken:

- Visit the voting website again today as per your voter notification letter. If the system allows you to log in with your personal voting credentials to cast a ballot, your ballot last night was not cast.

- If you are unsure if your ballot was cast by telephone voting, please dial into the system again or visit the voting website and enter your voting credentials, if the system accepts your credentials your ballot has not been cast.

- Call the Township Office and staff in the Clerk's department will be able to confirm the status of your ballot from the Voters List. 705-487-4020

How can I vote?

Online and telephone voting is now available. To cast your ballot, please refer to your Voter Information Letter that you received by mail for the website address and phone number required to vote. Additionally, a paper ballot option is available at the Township Administration Centre located at 148 Line 7 South and Mt. St. Louis Moonstone located at 24 Mt. St. Louis Road until 8:00 pm, October 23.

How can we trust this won't happen again?

Dominion Voting is working with their third-party service provider to ensure that they will have the correct bandwidth to support today's voting traffic.

What steps are currently being taken regarding this situation?

The Township of Oro-Medonte, along with other Simcoe County municipalities that were impacted by this service disruption are assessing the impact, exploring options and determining next steps.