



Commission de la représentation
électorale du Québec



LE DIRECTEUR GÉNÉRAL
DES ÉLECTIONS DU QUÉBEC

2009 - 2013 STRATEGIC PLANS





INTERVENTION

ORIENTATIONS

VALUES

OBJECTIVES

MESSAGE FROM THE CHIEF ELECTORAL OFFICER OF QUÉBEC AND CHAIRMAN OF THE COMMISSION DE LA REPRÉSENTATION ÉLECTORALE

I am pleased to present the 2009-2013 Strategic Plans of the Chief Electoral Officer and the Commission de la représentation électorale which, for the very first time, have been combined in a single document to clearly reflect the close ties that exist between both institutions. Aside from the fact that I chair the work of the Commission, it is important to bear in mind that it is the employees of the Chief Electoral Officer who support the members of the Commission in the carrying out of its mission and in the achievement of its institutional objectives. Consequently, it only seemed natural to combine our voices and to present, in the same document, our planning for the next four years. Moreover, we intend to adopt a similar approach for our reporting. Starting in the 2009-2010 budget year, the annual management reports of both our institutions will be combined in one document.

A few innovations have also been made in the approach used to prepare these plans. In the past, we always sought the collaboration of the entire staff of the Chief Electoral Officer when drawing up our strategic plans. This time, their contribution took the form of more personal reflections, prompted by weekly questions which our employees were invited to answer via our Intranet. At the same time, a similar approach was proposed to all returning officers and assistant returning officers across Québec as well as to certain stakeholders on the electoral scene, partners of our two institutions. These combined voices are echoed in the commitments presented here. In cooperation with these employees, officers and stakeholders, we will fulfill these commitments over the next four years.

The entry into force of legislative provisions seeking to facilitate the exercise of the right to vote, a new electoral map and possible amendments to the legislation governing elections, referendums and the financing of political parties are among the transformations and challenges that will surely impact our electoral system between now and the end of March 2013. They will have to be taken up within the framework of an evolving electoral context. While some of these transformations and challenges are foreseeable, others will emerge according to the needs of Québec society which continues to experience rapid changes. Through the objectives and the results measurement tools that both our institutions have just adopted, they have demonstrated their dedication to carrying out their mission well and to preserving their high level of expertise in the electoral field. Our institutions will report on these aspects in the management reports submitted to the National Assembly at the end of each budget year.

I invite you to examine our vision, values and orientations for the period from April 1, 2009 to March 31, 2013; they testify to our interest in offering the citizens of Québec high-quality services in the electoral field.

Chief Electoral Officer and
Chairman of the Commission de la représentation électorale,



Marcel Blanchet

CHIEF ELECTORAL OFFICER OF QUÉBEC

OUR MISSION

The Chief Electoral Officer (DGE) is an independent institution that reports directly to the National Assembly.

The mission of the Chief Electoral Officer is to oversee the holding of elections and referendums, to ensure compliance with political financing rules, to guarantee the full exercise of election rights, and to promote the democratic values of Québec society.

OUR VISION

At the end of this strategic plan, the Chief Electoral Officer will be recognized for its contribution to improving Québec's electoral system, its leadership in promoting democracy and its human management, which contributes to maintaining an attractive and stimulating workplace.

OUR VALUES

The day-to-day actions and management of the Chief Electoral Officer are based on the following values:

Impartiality and independence in the performance of its duties.

Transparency in the administration of electoral legislation.

The quality of services to ensure the full exercise of election rights.

Creativity and innovation to adapt to changes and to meet the needs of the population.

CONTEXT

After having ensured the management of two provincial general elections in 20 months, including that of December 2008 which resulted in the election of a majority government in Québec, the Chief Electoral Officer is implementing a new strategic plan by drawing on its recent experiences.

No follow-up at the legislative level has been given to the electoral reform and to the establishment of new voting procedures found in the draft bill tabled by the government in December 2004. However, major changes have been made, notably in access to voting, and some changes must still be implemented. Will parliamentarians make changes to voting procedures or to the Election Act? Will they follow up on the recommendations that the Chief Electoral Officer has made in its annual management reports? Should the occasion arise, our institution must be ready to assume the mandates entrusted to it by the National Assembly and the government, and to implement the legislative amendments sought by parliamentarians.

The simultaneous holding of school and municipal elections is a subject that has been at the heart of discussions between the partners of these two electoral levels for a few years now. Will the November 2009 municipal elections be the last to be held according to the approach and procedures currently in effect? Will the school elections planned for the fall of 2011 be postponed? The answers to these questions are of great interest to the Chief Electoral Officer who provides his support to 1139 municipalities and 69 school boards across Québec's territory.

The holding of general elections at the federal and provincial levels within a few weeks' interval generated a fair amount of confusion among Québec electors who were not always able to differentiate between the rules that applied at one level and not at the other — in particular concerning registrations on the list of electors. If ever such a context were to reoccur, clarifications and clear information should be provided.

Dramatically low elector turnout rates have been observed at every level. Are people losing interest in politics? Are the issues considered less important? The causes and possible solutions are at the heart of the concerns of the Chief Electoral Officer who has teamed up with the Research Chair in Democracy and Parliamentary Institutions to examine all aspects of this thorny question affecting many democratic countries and most Canadian electoral administrations.

Over the next few years, half of the employees of the Chief Electoral Officer will be eligible for retirement. We may therefore estimate that from 25 to 30% of our staff members will be assigned to their first electoral event when the next general election is held in Québec. At the same time, new management systems will be put in place, in particular to support returning officers in the electoral divisions. The challenges in terms of training and knowledge transfer are numerous, yet unavoidable. Indeed, they have a direct impact on the delivery of the institution's services and the carrying out of its mission.

Finally, the rapid evolution of information technologies requires that institutions and organizations be able to quickly and constantly adapt in order to respond to the needs of their clienteles. Democratic systems are no exception to this rule: the greater the possibilities and the demand, the greater the efforts we must make in terms of innovation and creativity to offer a maximum of possibilities. The electoral events of 2007 and 2008 at the provincial level once again rekindled certain expectations concerning on-line registrations and the possibility of voting by telephone or over the Internet. In order to be able to maintain an expertise and to be in a position to offer a clear answer to parliamentarians and the population when they show an interest in having such measures put in place, the Chief Electoral Officer is closely monitoring the developments in this field: survey of the countries that rely on these approaches, technological watch for available tools, orientation document, etc.



STAKES

The foregoing context helps to highlight the major challenges that our institution intends to take up over the course of the application of this strategic plan. We are aware that some of these stakes transcend the responsibility of the Chief Electoral Officer in that they call on numerous other stakeholders and, clearly, Québec society as a whole. However, we believe that our institution can and must be one of the principal leaders on the territory and that it must report on the evolution of these stakes, among other things, in its annual management reports with a view to soliciting the mobilization of all concerned.

Trust and Credibility

The notoriety of our institution and the trust that citizens have in the electoral system for which we are responsible are assets that must be preserved over the next four years.

Elector Turnout

Whether it be through research, education or greater access to voting, the Chief Electoral Officer must play a leadership role in promoting the awareness of Quebecers about citizen participation. The Chief Electoral Officer will add its voice to those of the other stakeholders on the electoral scene who, like the Chief Electoral Officer, want to make sure that the legitimacy of our democratic system is never compromised.

Human and Informational Resources

The Chief Electoral Officer must be able to rely on a competent and mobilized staff to fulfill its mission. The institution must also be able to count on information systems that allow it to improve how things are done and to increase the services offered to the population.



STRATEGIC ORIENTATIONS

1. Maintain trust in the electoral system and in the institution's credibility

Three lines of intervention help define the actions of the Chief Electoral Officer in this field.

LINE OF INTERVENTION:

Well planned and well organized elections and referendums

Since the date of a provincial election is never known ahead of time, the activities of the Chief Electoral Officer are planned and carried out to enable the institution to be ready to hold an election at any time and thus fulfill its prime mission. As for the municipal and school levels, barring legislative amendments, these elections will respectively be held in November 2009 in municipalities and in November 2011 in school boards.

Institutional Objective 1.1

In accordance with provincial, municipal and school electoral calendars, carry out all of the planned activities concerning the holding of an election or a referendum.

LINE OF INTERVENTION:

An optimum permanent list of electors

Since the list of electors is used for provincial, municipal and school elections, it must be updated on a continuous basis using the information provided by electors and the data submitted by certain public organizations. The quality of this list is the envy of several other administrations. However, the Chief Electoral Officer must remain vigilant in order to maintain this quality.

Institutional Objective 1.2

Implement means to ensure the quality of the permanent list of electors.

LINE OF INTERVENTION:

Political financing rules that are well understood and applied

The financing rules in effect in Québec require the support of the representatives of all political entities as well as a follow-up on the recommendations that the Chief Electoral Officer may make to them following an electoral event or annual financial reports.

Institutional Objective 1.3

See to it that the representatives of political entities adhere to a compliant application of the rules.

Institutional Objective 1.4

Consolidate auditing and recommendation follow-up operations with representatives of political entities.

2. Promote democratic values and stimulate elector turnout

The Chief Electoral Officer intends to intervene at the level of electors and of the electoral system to achieve this second objective.

LINE OF INTERVENTION:

Well informed citizens, aware of their responsibilities

While it is up to all stakeholders in the electoral system to promote citizen participation, the Chief Electoral Officer plans to play its role fully over the next four years by being present not only to explain how to exercise one's right to vote but also the importance of doing so.

Institutional Objective 2.1

Promote citizens' participation in democratic life and make the various clienteles aware of democratic values.

Institutional Objective 2.2

Promote the importance of exercising one's right to vote.

LINE OF INTERVENTION:

An electoral system adapted to Québec society

While several changes have been made to the electoral system over the years, the Chief Electoral Officer intends to continue its efforts in order to recommend and implement, should the occasion arise, every measure that will allow Quebecers to remain proud of the rules and the values upon which this system is built, while preserving their trust in its integrity.

Institutional Objective 2.3

Promote access to voting.

Institutional Objective 2.4

Be attentive to changes in society and propose improvements to the electoral system.

3. Be a performance-oriented institution through the quality of its resources and its know-how

This objective will be achieved by relying on the employees who work for the institution and on the information systems put at their disposal.

LINE OF INTERVENTION:

A qualified, motivated and mobilized staff

Faced with the prospect of having to fill a large number of permanent positions over the course of this strategic plan, the Chief Electoral Officer is concerned about the transfer of knowledge as well as the training and versatility of its staff. The Chief Electoral Officer also intends to pursue its efforts in order to continue offering a stimulating and rewarding workplace.

Institutional Objective 3.1

Be an attractive institution in the job market so as to be able to recruit and retain staff members.

Institutional Objective 3.2

Ensure the development of expertise and skills.

LINE OF INTERVENTION:

An optimum use of information technologies and communications

Because the information technology sector is constantly evolving, the Chief Electoral Officer intends to stay abreast of and acquire the tools allowing it to meet the institution's needs and to satisfy the requirements of the citizens it serves.

Institutional Objective 3.3

Put in place more powerful information systems.

Institutional Objective 3.4

Improve and increase the on-line services offered by the institution.

OUR MISSION

The mission of the Chief Electoral Officer, an independent institution that reports directly to the National Assembly, is to oversee the holding of elections and referendums, to ensure compliance with political financing rules, to guarantee the full exercise of election rights and to promote the democratic values of Québec society.

OUR VISION

An institution recognized for:

- its contribution to improving Québec’s electoral system
- its leadership in promoting democracy
- its human management which contributes to an attractive and stimulating workplace

OUR VALUES

- Impartiality and independence
- Transparency
- Quality of services
- Creativity and innovation

STAKES

Trust and credibility

Electoral turnout

Human and informational resources

STRATEGIC ORIENTATIONS

1 Maintain trust in the electoral system and in the institution’s credibility

2 Promote democratic values and stimulate elector turnout

3 Be a performance-oriented institution through the quality of its resources and its know-how

LINES OF INTERVENTION

Well planned and well organized elections and referendums

An optimum permanent list of electors

Political financing rules that are well understood and applied

Well informed citizens, aware of their responsibilities

An electoral system adapted to Québec society

A qualified, motivated and mobilized staff

An optimum use of information technologies and communications

INSTITUTIONAL OBJECTIVES

1.1
In accordance with provincial, municipal and school electoral calendars, carry out all of the planned activities concerning the holding of an election or a referendum.

- Indicators:**
- % of activities carried out
 - Number of elections and referendums held
 - Satisfaction rate of the clientele following a provincial election or referendum

1.2
Implement means to ensure the quality of the permanent list of electors.

- Indicators:**
- % of coverage of the permanent list
 - % of timeliness of the permanent list
 - Number of people who check their registration on the web-site

1.3
See to it that the representatives of political entities adhere to a compliant application of the rules.

- Indicator:**
- Index of compliance with financing rules

1.4
Consolidate auditing and recommendation follow-up operations with representatives of political entities.

- Indicators:**
- Number of reports examined and audited
 - % of the value of financial activities for which compliance with the rules is observed
 - % of recommendations applied or for which satisfactory progress has been achieved

2.1
Promote citizens’ participation in democratic life and make the various clienteles aware of democratic values .

- Indicators:**
- Number of activities carried out
 - Number of documents produced
 - Number and diversity of the clienteles reached

2.2
Promote the importance of exercising one’s right to vote.

- Indicators:**
- Number of activities carried out
 - Number of documents produced

2.3
Promote access to voting.

- Indicator:**
- Number of measures put in place

2.4
Be attentive to changes in society and propose improvements to the electoral system.

- Indicators:**
- Number of research documents produced
 - Number of recommendations made
 - Statement of the reach and the spin-offs of the institution’s recommendations

3.1
Be an attractive institution in the job market so as to be able to recruit and retain staff members.

- Indicators:**
- Number of measures put in place
 - Satisfaction rate of staff

3.2
Ensure the development of expertise and skills.

- Indicators:**
- Number of training sessions, symposium and conferences attended by employees
 - Number of knowledge transfer activities
 - % of training activities specifically offered to new employees

3.3
Put in place more powerful information systems.

- Indicator:**
- Number of systems put in place

3.4
Improve and increase the on-line services offered by the institution.

- Indicators:**
- Number of new services put on line
 - % of improved services in relation to the number of services offered

COMMISSION DE LA REPRÉSENTATION ÉLECTORALE

Three individuals make up the Commission de la représentation électorale: the Chief Electoral Officer of Québec, who is the chairman, as well as two commissioners appointed by the National Assembly.

As of April 1, 2009, these three individuals are Marcel Blanchet, Serge Courville and John Zacharias.

OUR MISSION

Like the Chief Electoral Officer, the Commission de la représentation électorale (CRE) is an independent institution that reports directly to the National Assembly.

The mission of the Commission de la représentation électorale is to draw up the electoral map of Québec and, where required, those of municipalities and school boards, by promoting the consultation of citizens and by assuring them fair and equitable representation.

OUR VISION

At the end of this strategic plan, the Commission de la représentation électorale will be recognized for the importance of its role within Québec's electoral system and for its expertise.

OUR VALUES

At all times, the actions of the Commission de la représentation électorale at the provincial, municipal and school levels are based on the following values:

Impartiality and independence in the performance of its duties.

Fairness in the representation of citizens.

Transparency in the application of electoral legislation.

The quality of services to permit the full exercise of election rights.

The ability to listen to take into consideration all of the representations made to the Commission.

CONTEXT

Following the calling of the December 8, 2008 general election, the delimitation work begun after the March 2007 election, and which was supposed to lead to the establishment of a new electoral map, was suspended. As a result, the current electoral map was used for three general elections in a row. This constitutes an exception to the rule as the Election Act stipulates that a new delimitation of the electoral divisions must be made after two elections.

The first objective of this strategic plan is thus to continue the work to provide Québec with an electoral map that ensures a fairer representation of citizens in Québec's National Assembly. Indeed, more than 30% of the electoral divisions have a number of electors that is well below or above the average number of electors by division. Concretely, this means that some regions lack elected members whereas others have too many members in relation to their population.

The work on the electoral map is continuing in a context where discussions between the representatives of the political parties were held in 2008 with a view to suspending the work of the Commission de la représentation électorale in order to review the delimitation criteria found in the Election Act. If parliamentarians were to decide to make changes to the voting procedures or to the criteria for delimiting the electoral divisions, the Commission de la représentation électorale would have to evaluate the effects of these changes, while revising its delimitation work according to the new rules established.

Irrespective of whether or not the delimitation criteria are modified during the implementation of this strategic plan, the Commission de la représentation électorale will have to step up its efforts to make better known, on the one hand, the delimitation rules and, on the other, its role in the electoral representation field.

In addition to the foregoing considerations, it is important to bear in mind the follow-up that could be given to the voting procedure reform project.

Moreover, the amendments made to the Act respecting School elections regarding the composition of the school board council and the reduction in the number of commissioners is also an element that warrants consideration. All of the school boards will be called upon to reduce the number of their electoral divisions and modify their electoral map substantially. The Commission will have to take this context into account when carrying out its work.

The possibility of the simultaneous holding of school and municipal elections on Québec's territory could represent a major challenge for the Commission de la représentation électorale depending on the scenario chosen by the legislator in relation to the harmonization or non-harmonization of the electoral territories.

Finally, far from dissipating, the problem of the uneven distribution of the population on Québec's territory is becoming increasingly evident as population shifts to urban and peri-urban areas continue. To make enlightened decisions, the Commission de la représentation électorale will need to have all of the tools allowing it to process and analyze the data of a geographical, demographic and sociological nature recorded on the territory.

STAKE

Fairness in representation

The Commission de la représentation électorale must take into account a series of factors when drawing up an electoral map at every level. The Commission will continue its work by measuring the demographic changes and by taking into account the characteristics of the population and the specificity of Québec's provincial, municipal or school territory, while respecting the delimitation criteria found in the various election laws.

Moreover, since the public is largely unaware of the Commission's existence and its role, the Commission de la représentation électorale will have to take advantage of the dissemination of the new electoral map to make itself better known among the public by asserting its expertise in the territorial delimitation field.



STRATEGIC ORIENTATIONS

1. Ensure a fair and equitable representation of electors

This orientation is at the heart of the concerns of the Commission de la représentation électorale in that this constitutes its very purpose. Two lines of intervention give tangible form to this orientation.

LINE OF INTERVENTION:

A fair electoral map

While a portion of the work to redraw the provincial electoral map has been completed, several steps must still be taken before Québec can use the new boundary delimitations for the next general election. Furthermore, the Commission de la représentation électorale will be called upon to intervene within the context of the electoral division delimitation process for the 2011 school elections and the electoral district delimitation process for the 2013 municipal elections.

Institutional Objective 1.1

Complete the work to draw up the next electoral map of Québec.

Institutional Objective 1.2

Carry out the studies required for the examination or the drawing up of the electoral map of a municipality or a school board.

LINE OF INTERVENTION:

Constant support and on-going training for municipalities and school boards

The objective here is to maintain the services that the Commission de la représentation électorale offers its partners in the municipal and school fields.

Institutional Objective 1.3

Train and support the partners of municipalities and school boards.

2. Be a performance-oriented organization

Through this second orientation, the Commission de la représentation électorale is emphasizing quality: first, that of its communications with citizens and all of the stakeholders in the electoral system and secondly, that of its research and its technological resources.

LINE OF INTERVENTION:

A better known expertise and an active role with the various stakeholders

The Commission de la représentation électorale intends to make itself better known and to promote a better knowledge of the stakes associated with the division of the territory in our electoral system.

Institutional Objective 2.1

Make well known the principles of electoral representation and the rules of territorial delimitation.

LINE OF INTERVENTION:

Up-to-date research and effective tools

The Commission de la représentation électorale intends to have a good understanding of the changes in society and wishes to take advantage of the possibilities offered by informational resources to optimize the processing of recent, reliable and diversified data.

Institutional Objective 2.2

Continue research activities to obtain a better knowledge of communities and of changes in society.

Institutional Objective 2.3

Make optimum use of the information systems.

OUR MISSION

The mission of the Commission de la représentation électorale, an independent institution that reports directly to the National Assembly, is to draw up the electoral map of Québec and, where required, those of municipalities and school boards, by promoting the consultation of citizens and by assuring them fair and equitable representation.

OUR VISION

An institution recognized:

- for the importance of its role within Québec's electoral system
- for its expertise

OUR VALUES

- Impartiality and independence
- Fairness
- Transparency
- Quality of services
- Ability to listen

STAKE

Fairness in representation

STRATEGIC ORIENTATIONS

1 Ensure a fair and equitable representation of electors

2 Be a performance-oriented organization

LINES OF INTERVENTION

A fair electoral map

Constant support and on-going training
for municipalities and school boards

A better known expertise and an active
role with the various stakeholders

Up-to-date research and
effective tools

INSTITUTIONAL OBJECTIVES

1.1
Complete the work to draw up the next
electoral map of Québec.

- Indicators:**
- Publication of the new boundaries in the Gazette officielle du Québec
 - Monitoring of the application process

1.2
Carry out the studies required for the examination or the drawing up of the electoral map of a municipality or a school board.

- Indicator:**
- Number of studies produced

1.3
Train and support the partners of municipalities and school boards.

- Indicators:**
- Number of training sessions given
 - Number of methodological tools made available to partners

2.1
Make well known the principles of electoral representation and the rules of territorial delimitation.

- Indicator:**
- Number of activities carried out

2.2
Continue research activities to obtain a better knowledge of communities and of changes in society.

- Indicator:**
- Number of research projects carried out

2.3
Make optimum use of the information systems.

- Indicators:**
- Number of tools developed
 - Number of updates to existing systems completed

TO CONTACT US

CHIEF ELECTORAL OFFICER

COMMISSION DE LA REPRÉSENTATION ÉLECTORALE

Information Centre:

418 528-0422

Toll-free in Canada and the U.S.:

1 888 ÉLECTION (1 888 353-2846)

Fax:

418 643-7291

Toll-free in Québec:

1 866 225-4095

Website:

www.electionsquebec.qc.ca

E-mail:

info@electionsquebec.qc.ca

**Telecommunication apparatus for
the deaf or hearing impaired (TTY):**

418 646-0644

Toll-free in Québec:

1 800 537-0644

Head Office:

Édifice René-Lévesque

3460, rue de La Pêrade

Québec (Québec) G1X 3Y5

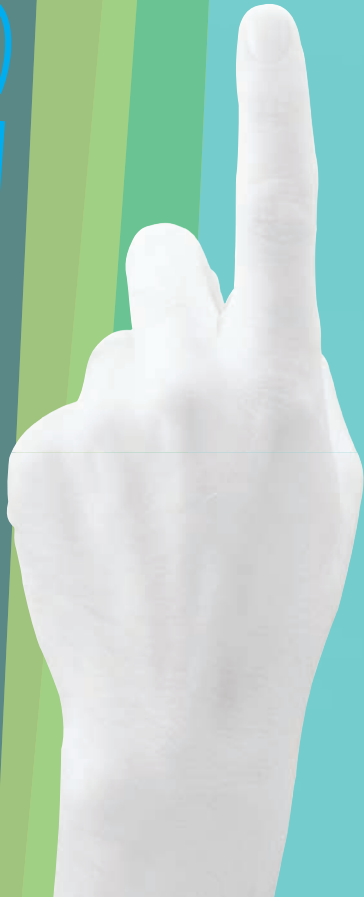


Une version française de ce document est aussi disponible sur demande.

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STAKES

VISION





Commission de la représentation
électorale du Québec



LE DIRECTEUR GÉNÉRAL
DES ÉLECTIONS DU QUÉBEC



Commission de la représentation
électorale du Québec



LE DIRECTEUR GÉNÉRAL
DES ÉLECTIONS DU QUÉBEC

JOINT SERVICE STATEMENT TO CITIZENS



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JOINT SERVICE STATEMENT TO CITIZENS



Commission de la représentation
électorale du Québec



LE DIRECTEUR GÉNÉRAL
DES ÉLECTIONS DU QUÉBEC

OUR MISSIONS

The Chief Electoral Officer and the Commission de la représentation électorale are independent institutions that report directly to the National Assembly.

The mission of the Chief Electoral Officer is to oversee the holding of elections and referendums, to ensure compliance with political financing rules, to guarantee the full exercise of election rights, and to promote the democratic values of Québec society.

The mission of the Commission de la représentation électorale is to draw up the electoral map of Québec and, where required, those of municipalities and school boards, by promoting the consultation of citizens and by assuring them fair and equitable representation.



VALUES

OBJECTIVES

VISION

VALUES

OUR PRODUCTS AND SERVICES

We mainly offer:

- an information centre that is attuned to the needs of the population;
- a permanent list of electors registration and update service;
- information campaigns to facilitate the exercise of the right to vote;
- opinions, advice and information concerning the application and interpretation of electoral legislation;
- information and training sessions, as well as democracy education activities;
- information on the process of delimiting electoral divisions and electoral districts, in particular on the holding of public consultations;
- assistance to persons wishing to obtain authorization to form a political party or to run for election;
- tools and guides to help the various stakeholders carry out their duties;
- a website that is updated continuously and that offers access to an extensive range of information;
- access at all times to the register as well as to the financial reports and the returns of election expenses of the parties and candidates authorized in Québec;
- brochures, pamphlets, election maps, and electronic slide shows;
- a library, a map library and a historical document centre offering a wide array of election information.

Whether you are a citizen, a representative of a political entity, a candidate running for election, an elected official, or a partner of a municipality or a school board, you are among those to whom we wish to offer the best possible services.

OUR COMMITMENTS

Impartial, Fair and Equitable Treatment

We assure you that:

- neither political allegiance, social status, the geographic origin of the person making the request, nor any other form of distinction will be taken into consideration in the delivery of our services.

A Quick and Courteous Reply

You can count on us to:

- serve you attentively, respectfully and courteously;
- immediately respond to your request or indicate to you the time when we will be able to do so.

High Quality Information

We take all the necessary steps to:

- give you the information you need during general elections — whether it be to allow you to exercise your right to vote or to be a candidate — or during the holding of public consultations;
- provide you with clear and complete information as well as documents written in easy-to-understand language;
- offer you a high quality website with data that are updated on a regular basis.

Easy Access to Our Services

We undertake to:

- offer you telephone information from 8:30 a.m. to 12 noon and from 1 p.m. to 4:30 p.m. on week days and provide you with access to our automated telephone services at lunch hour, in the evening and on weekends. These hours will be adapted during election periods;
- call you back on the same day or on the following business day when you leave a message at a time when our offices are closed;
- provide a teletype service for persons who are deaf or hearing impaired;
- simplify our rules and procedures.

A Commission that is Accessible and Attentive

To facilitate a strong participation by citizens during the Commission's public consultation hearings, you can count on us to:

- hold a sufficient number of public consultation sessions at the most appropriate locations;
- do everything in our power to enable individuals to express their views;
- accept all representations, whatever their form, with a minimum of formalism and without imposing time limits.

Confidentiality of Personal Information

We will take all measures required to:

- protect your personal information;
- make sure that the data found on the permanent list of electors will be used only as provided for in the Election Act.

To ensure that their commitments are respected, the Chief Electoral Officer and the Commission de la représentation électorale will make all of their personnel and partners aware of how to continue offering high quality services to all citizens.

RESPONSE TIMES

We are committed to respecting the following time limits:

Our Telephone Services

Maximum time before talking to an attendant	2 minutes
Reply time after leaving a message	Telephone call the same day or the following business day

Mail

Time limit for obtaining a reply to a letter sent by mail or by fax	10 business days If we cannot respond to your request within the stipulated time limit, we will indicate to you when we will be able to do so
Time limit for obtaining a reply to a letter sent by e-mail	Sending of an acknowledgment of receipt on the same day or on the following business day If we cannot respond to your request within 10 business days, we will indicate to you when we will be able to do so

Counter Reception

Maximum waiting time when you come to our offices	5 minutes
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Requests For Access

Time limit for obtaining a reply to a request for access	20 days maximum (as set out in the Act respecting Access to documents held by public bodies and the Protection of personal information)
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RETURNING OFFICERS TO ASSIST YOU

During a provincial election or referendum, the Chief Electoral Officer benefits from the expertise of returning officers in each of the electoral divisions. These individuals ensure that the poll unfolds smoothly. During an election period, they can respond to your needs and answer most of your questions.

ARE YOU SATISFIED WITH OUR SERVICES?

If you have comments to make or if you are dissatisfied with our services, we ask that you contact us by telephone, mail or e-mail. Our contact information is indicated at the end of this brochure.

Complaints will be forwarded to the Secretary General, who will process them confidentially. No later than the following business day, a member of the Secretary General's department will call you. If we are unable to reach you, we will send you an acknowledgment of receipt asking you to contact us.

You will receive a clear and detailed reply within a maximum of 20 business days following receipt of the complaint. However, this time limit may be modified during an election period considering the requirements of the situation.

FOLLOW-UP ON OUR COMMITMENTS

The Chief Electoral Officer and the Commission de la représentation électorale intend to do a regular follow-up on their service statement to citizens. To support its implementation, a plan to improve services to citizens will be prepared on a yearly basis.

The results obtained concerning these commitments will be made public in our Institution's annual management report. This report may be consulted on the website of the Chief Electoral Officer.

TO CONTACT US

CHIEF ELECTORAL OFFICER

COMMISSION DE LA REPRÉSENTATION ÉLECTORALE

Information Centre:

418 528-0422

Toll-free in Canada and the U.S.:

1 888 ÉLECTION (1 888 353-2846)

Fax:

418 643-7291

Toll-free in Québec:

1 866 225-4095

Website:

www.electionsquebec.qc.ca

E-mail:

info@electionsquebec.qc.ca

**Telecommunication apparatus for
the deaf or hearing impaired (TTY):**

418 646-0644

Toll-free in Québec:

1 800 537-0644

Head Office:

Édifice René-Lévesque
3460, rue de La Pérade
Québec (Québec) G1X 3Y5



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STAKES

VISION





Commission de la représentation
électorale du Québec



LE DIRECTEUR GÉNÉRAL
DES ÉLECTIONS DU QUÉBEC