

Survey of Election Officers Following the 40th General Election



April 2009

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Background & Methodology

Leger Marketing was engaged by Elections Canada to analyze the perspective of Elections Officers regarding the proceedings of the 40th General Election, held on October 14th, 2008.

This report is intended to provide an overall assessment of the proceedings in polling sites on voting day (both advanced and regular polls). The analysis covers the viewpoints of Elections Officers on:

- ❖ The experience and proceeding at the polls at the 40th General Election
- ❖ The impact of the new voter identification requirements
- ❖ Elections Canada's communication products and services
- ❖ Training and remuneration

The information was gathered between January 15th and February 2nd, 2009, through a phone survey administered to a total of 3115 respondents who worked during the last General Election in polling locations across Canada. The margin of error for a sample this size is $\pm 1.8\%$, 19 times out of 20. Survey results were weighted to be representative of the audience by province, staffing position and type of poll. Detailed information on the subsamples and on the weighting process is provided on page 4.

Results presented in **blue** and **red** characters indicate differences that are significantly greater when compared to one another (for example, differences between DRO's and IO's, Alberta as opposed to Quebec, etc.). Note that because of their limited size, some groups of respondents need bigger differences in order to be significant, since the margins of error tend to increase as samples become smaller. For example, if 90% of the 25 respondents from the Territories are in favor of one option, as opposed to 85% of respondents from Ontario, one cannot conclude that the proportion is higher in the Territories, since the actual number could be as low as 75%.

Other significant differences between groups of respondents (provinces, staffing positions, etc.) are mentioned in the text, whenever pertinent (therefore, if not specifically mentioned there are no significant differences).

Subsample Sizes

- ▶ As requested by Elections Canada, the survey results were weighted to be representative of the audience by province, staffing position and type of poll.

		Sample Size	
		Unweighted	Weighted
Region	Total	3115	3115
	Atlantic	320	283
	Quebec	1105	791
	Ontario	907	1157
	Manitoba	86	117
	Saskatchewan	284	100
	Alberta	166	276
	British Columbia	222	383
	Territories	25	8
	North of the 50th parallel	250	80
Type of poll	Advance poll only	638	274
	Ordinary poll on election day	2277	2793
	Mobile poll	200	48
Group	CPS (Central Poll Supervisor)	600	400
	DRO (Deputy Returning Officer)	1889	2211
	IO (Information Officer)	626	504

Response Rate

- ▶ The following table presents the response rate obtained in this study :
- ▶ It is worth noting that Elections Canada initially provided Léger Marketing with a list of 96754 names. Léger Marketing then selected 12724 names randomly from this list.
- ▶ Of the total sample (12724) selected randomly, 1194 invalid numbers and 364 numbers that were out of scope were subtracted, for an effective sample of 11166. Out of this effective sample (11166), 3115 interviews were completed, for a response rate of 30.2%.

Total Sample	12724
Invalid Numbers	1194
Not-in-service	1087
Non-residential	7
Fax / modem / mobile / pager	100
Out of Scope	364
Language barrier	12
Health issues	43
Reached quotas	69
Wrong contact	240
Effective Sample	11166
Unresolved numbers	8051
Refusal	604
No answer	2755
Voicemail	2631
Busy	349
Incomplete	54
Call back	1658
Completed Interviews	3115

Response rate **30.2%**

Highlights

► Overall satisfaction of election officers:

- Satisfaction levels were high with regards to all relevant aspects, including the pay, the provided material, the polling buildings and the lists of electors.
- The suitability of polling buildings was an issue for 13% of respondents, most of which reported problems which may have affected accessibility (not enough room, poor indications, bad location, no parking, etc.)
- The majority of elections officers were satisfied with the training they received, however approximately one officer in five asked for longer, more detailed sessions in future elections.
- Most of the variables tested scored slightly lower in the Western provinces, notably satisfaction with the hourly pay.

► Assessment of polling sites on election day:

- Officers gave an overall positive evaluation of the proceedings on election day.
- According to 98% of surveyed officers the polls opened on time on election day. 95% of officers also report that the counting of the votes was done in accordance with procedure.
- Overall, language barriers were an issue for only a few respondents (5%), but were slightly more common in Manitoba (12% of respondents).
- The information provided to officers on how to use the “bingo cards” was deemed adequate by three in four respondents.
- While the flow of electors went smoothly on election day, voting took a little longer as a result of the new identification requirements

Highlights (Cont'd)

► Feedback on the new ID requirements:

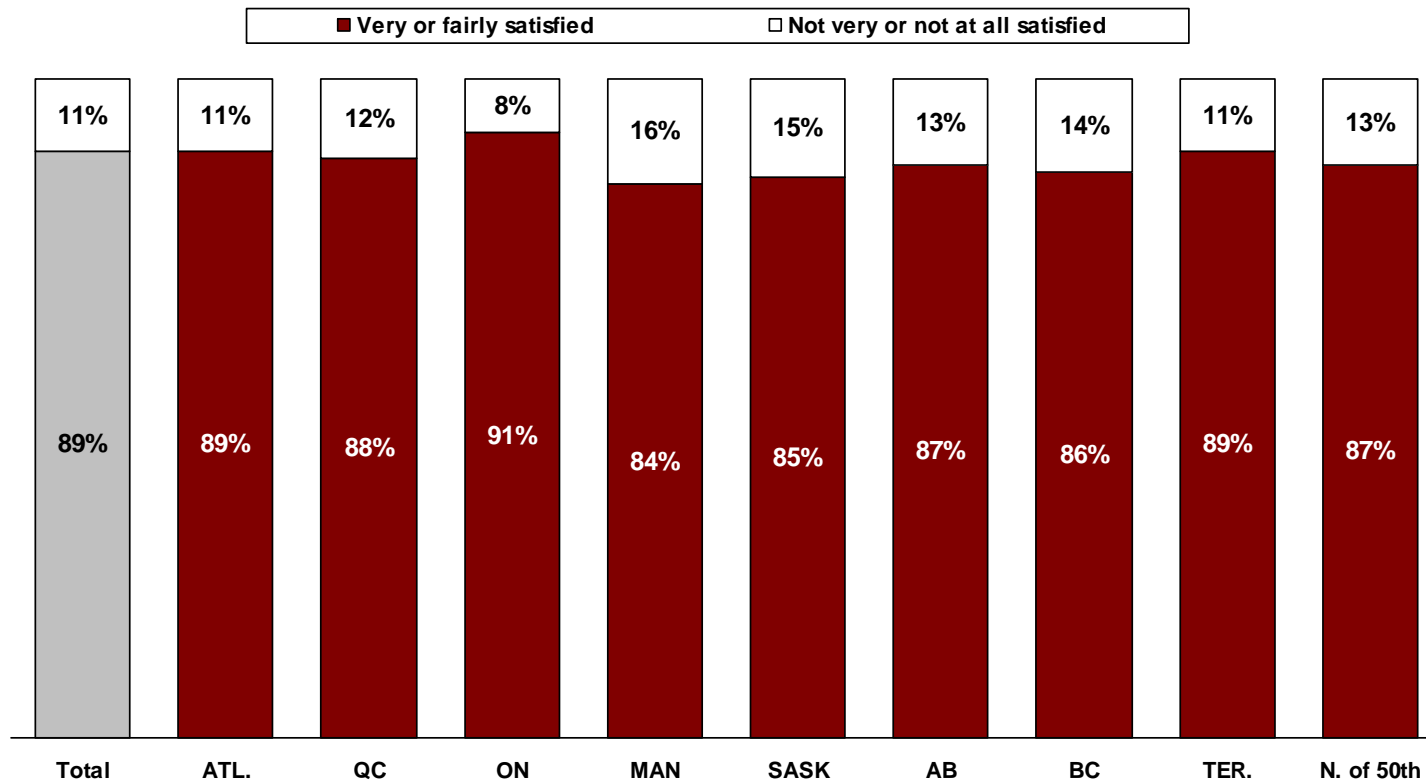
- The voter identification process went well for the majority of respondents, despite its impact on voting time. Virtually all officers (95%) felt that they were prepared to apply the new requirements.
- According to officers, very few electors were refused their ballot because of their inability to satisfy the new ID requirements.
- While most officers applied the new policy in accordance with procedure, an average of 8% of respondents did not verify if electors had proper ID prior to voting. This number reached 20% among Alberta officers.
- According to 86% of respondents, electors were prepared to comply with the new requirements. However, when it came to identifying themselves, electors' reaction was deemed unfavourable by 21% of respondents. Electors' reactions in Manitoba (36%) and Saskatchewan (34%) are deemed most unfavourable.
- While 95% of officers felt well prepared to apply the new identification requirements, approximately one in five reports experiencing problems when verifying the identity or address of electors. These problems generally had to do with electors showing improper ID (i.e. no picture, outdated, etc.) or no ID at all, or with polling lists that had not been updated.
- Electors presenting themselves at the polls thinking they could use their voter identification card as a valid piece of ID was also a common problem for about one quarter of respondents (23%).

Satisfaction of Election Officers

Satisfaction of Election Officers: General

- ▶ From a general perspective, the majority of respondents (89%) report being satisfied with the way the election went.
- ▶ Officers in Manitoba (16%) and Saskatchewan (15%) are less likely to be satisfied.

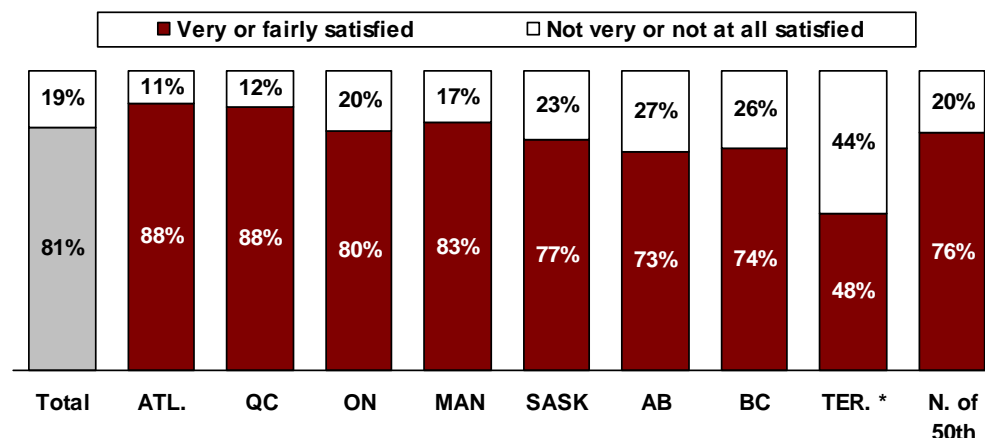
As a (...), how would you rate your overall level of satisfaction with the way the last federal election went at your polling centre? Are you... N=3115



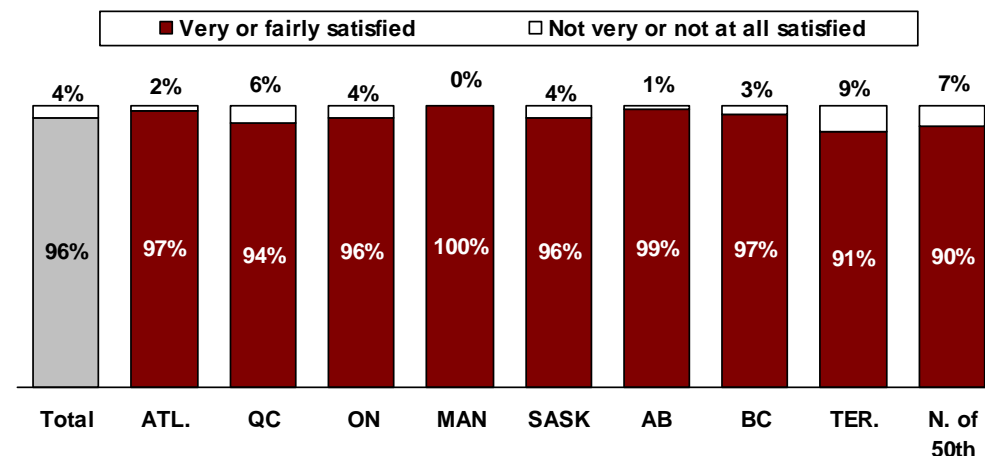
Satisfaction of Election Officers: Pay

- ▶ The majority of respondents seemed satisfied with both the hourly rate of pay (81%) and with the time it took to receive their pay cheque (96%).
- ▶ Respondents from Alberta (73%) and BC (74%) report a much lower level of satisfaction with the hourly rate, as opposed to officers who worked in Quebec and in the Atlantic provinces (88% respectively).
- ▶ Information officers (76%) are also less likely than other officers (82%) to be satisfied with their hourly rate of pay.

How satisfied are you with your hourly rate of pay? Are you...
N=3115



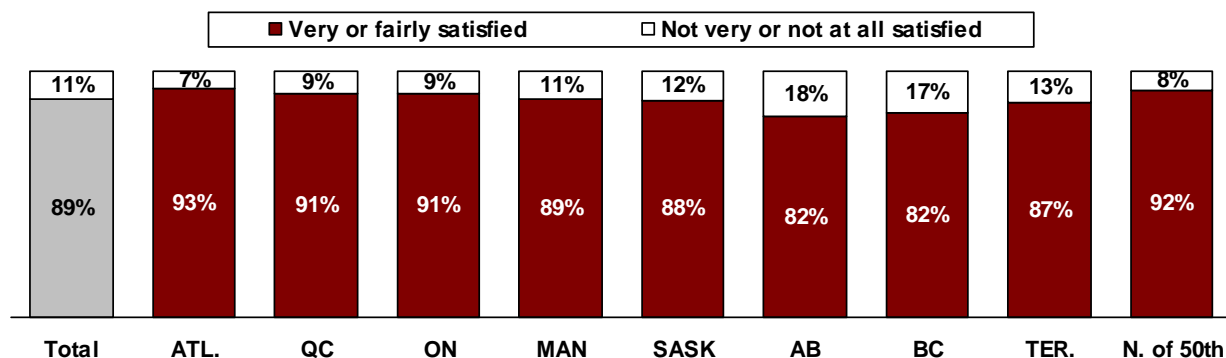
How satisfied are you with the time it took to receive your pay cheque? Are you... N=3115



Satisfaction of Election Officers: Material

- ▶ Almost nine in ten officers (89%) report satisfaction with the election materials that were provided to them.
- ▶ Officers who worked in polling locations in Alberta (82%) and BC (82%) expressed lower levels of satisfaction with the provided material than their Atlantic (93%), Quebec (91%) and Ontario (91%) counterparts.
- ▶ The quantity of documentation (too much or too many things to learn) and its level of complexity were cited by respondents as the most common reasons for their dissatisfaction.
- ▶ About one in five (19%) officers in Saskatchewan who were not satisfied report that the material was not delivered in a timely manner.

How satisfied are you with the election materials that were provided to you? Are you... N=3115



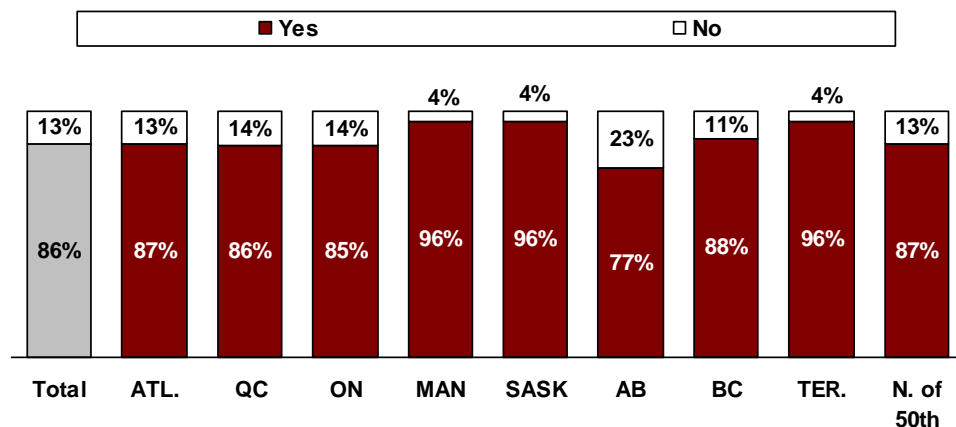
Why are you not satisfied about the materials you received? N=310

	Total
Too much documentation / too many things to learn / read	28%
Documentation was too complicated / confusing	25%
Documentation was inadequate / outdated / incomplete	20%
Too much useless documentation / paper	10%
Material wasn't provided in a timely manner	7%

Satisfaction of Election Officers: Polling Building

- ▶ Overall, most supervisors and information officers (IO's) found the buildings they worked in to be suitable for holding an election (86% on average overall); although satisfaction levels were slightly lower in Alberta (77%) than in other parts of the country.
- ▶ The most common reason for dissatisfaction provided among those who did not find their building suitable for holding an election has to do with the building being too small to accommodate voters (32% report there was not enough room or the building as too crowded). Some buildings also had problems with heating (15%) and in providing access to electors with reduced mobility (9%).

Would you say that the building where you worked was suitable for holding an election? N=1226 (Supervisors and Information officers)



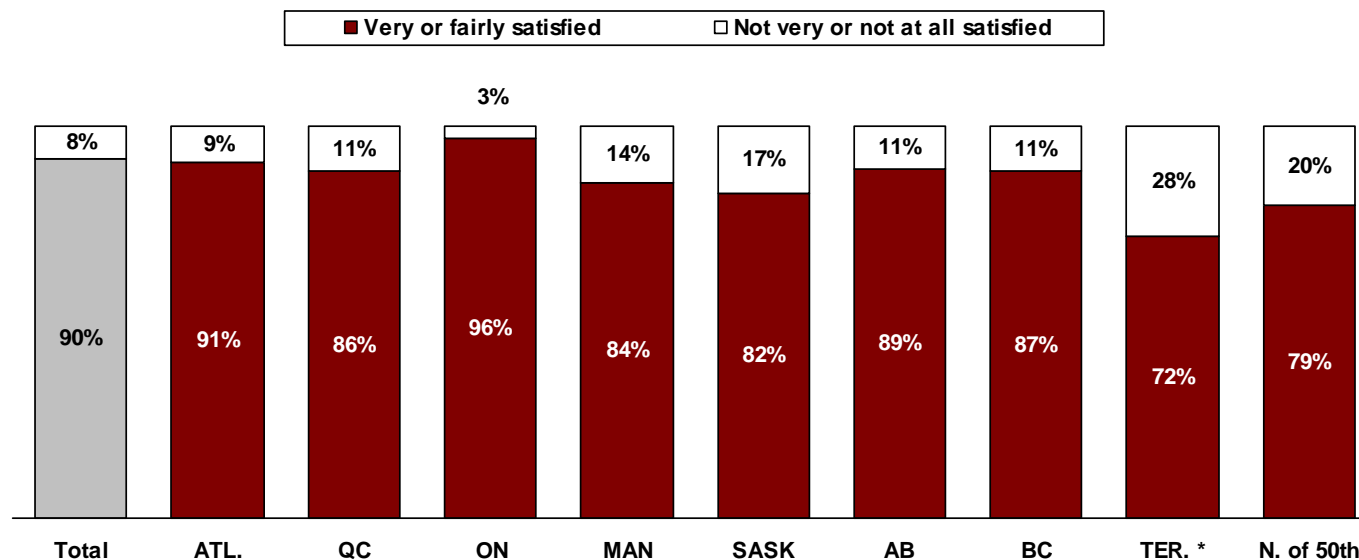
**Why do you say that? N=162
Top Reasons**

	Total
Not enough room / too crowded	32%
Poor heating / too cold	15%
Not handicapped accessible	9%
Poor setup	8%
Poor indications	8%
Poor location / people had to walk too far	7%
No parking spaces	5%

Satisfaction of Election Officers: List of Electors

- ▶ Most deputy returning officers (DRO's) (90% on average overall) were satisfied with the lists of electors that were provided. Reported satisfaction is lower in Manitoba (84%), Saskatchewan (82%) and in ridings North of the 50th parallel (79%).

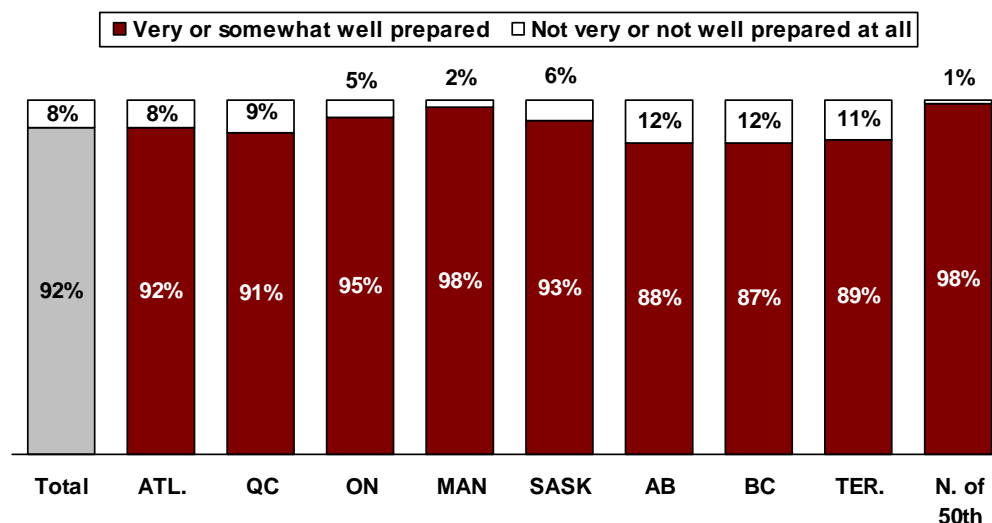
How satisfied are you with the lists of electors that were provided to you? Are you...
N=1889
(Deputy returning officers)



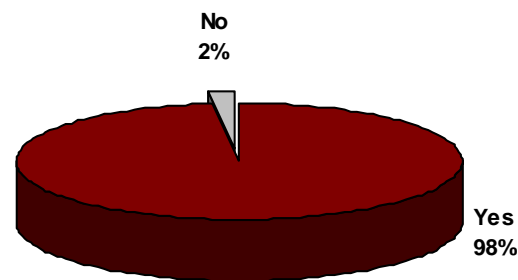
Satisfaction of Election Officers: Training

- ▶ A minority of officers (8%) said that they were not well prepared to undertake their tasks.
- ▶ Officers in Alberta (88%), British-Columbia (87%) and the territories (89%) felt slightly less well prepared.
- ▶ Virtually all respondents attended the training session provided by the returning officer. However, 4% of officers in Quebec did not attend the session.

Generally speaking, how well prepared would you say you were to undertake your tasks as (...) during the last federal election? Would you say you were...? N=3115



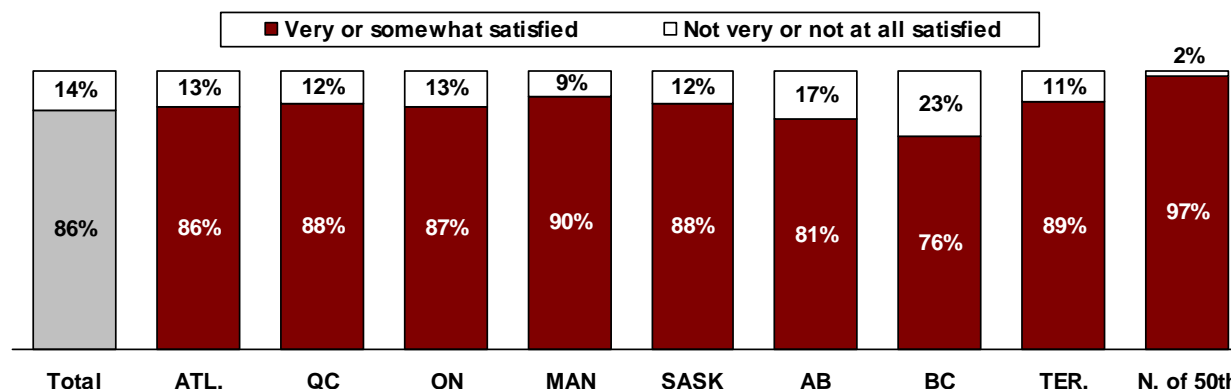
Did you attend the training session that the returning officer provided? N=3115



Satisfaction of Election Officers: Training

- ▶ The vast majority of respondents were satisfied with the training they received (86%).
- ▶ Officers in Alberta (81%) and BC (76%) were less satisfied with the training session, as well as respondents who had worked in advance polls (81%), as opposed to IO's (93%) and people who had worked in polls located North of 50 (97%).
- ▶ Top suggestions for improvement include additional training for both officers (11%) and supervisors/instructors (7%), as well as providing more detailed information on procedure (9%) and using practical situations or real life examples (6%).

How satisfied are you with the training session? Are you...? N=3028



What would you think should be done to improve the training provided to (...)? N=3115

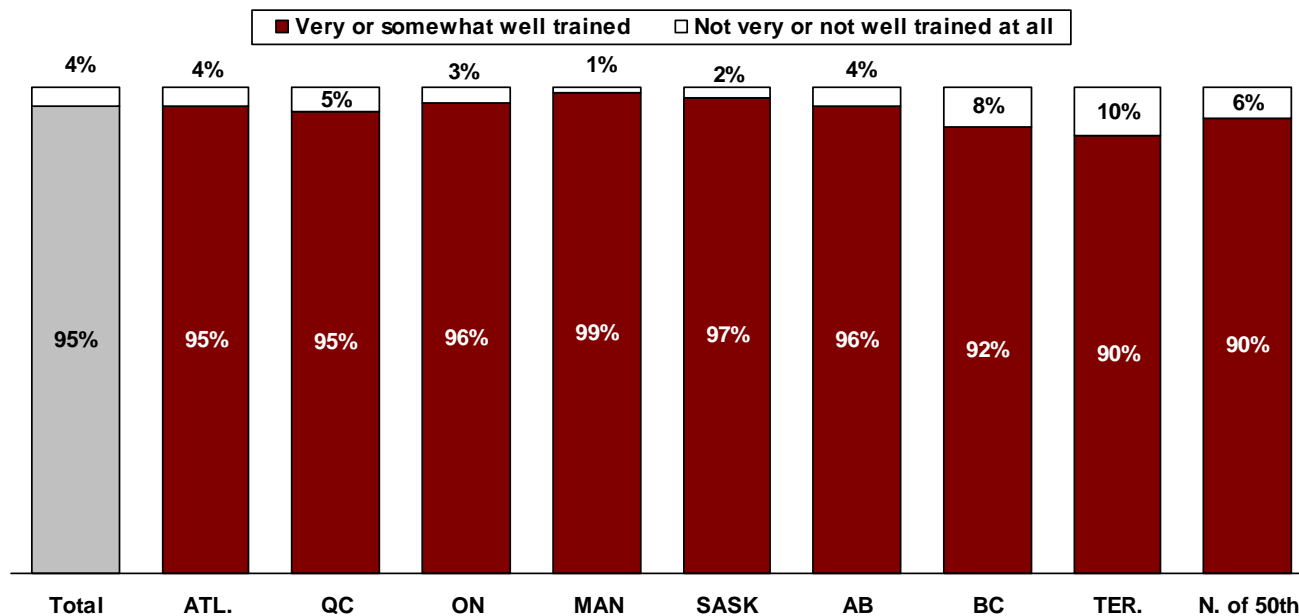
Top Suggestions

	Total
Allow more time for training / formation	11%
More info on procedures / more details (closing, ID requirements, new stuff, etc...)	9%
Supervisors / instructors should receive more training / more experienced	7%
Use more examples / situations / practical cases	6%
Use better training material / videos	3%

Satisfaction of Election Officers: Training on the New ID Requirements

- ▶ On average 95% of respondents report that they were well trained and prepared to implement the new identification requirements. Officers from BC (92%), the territories (90%) and the ridings North of the 50th parallel (90%) were slightly less likely to say that they were well trained and prepared.

More specifically, how well trained and prepared would you say you were to implement the new voter identification requirements? N=3115



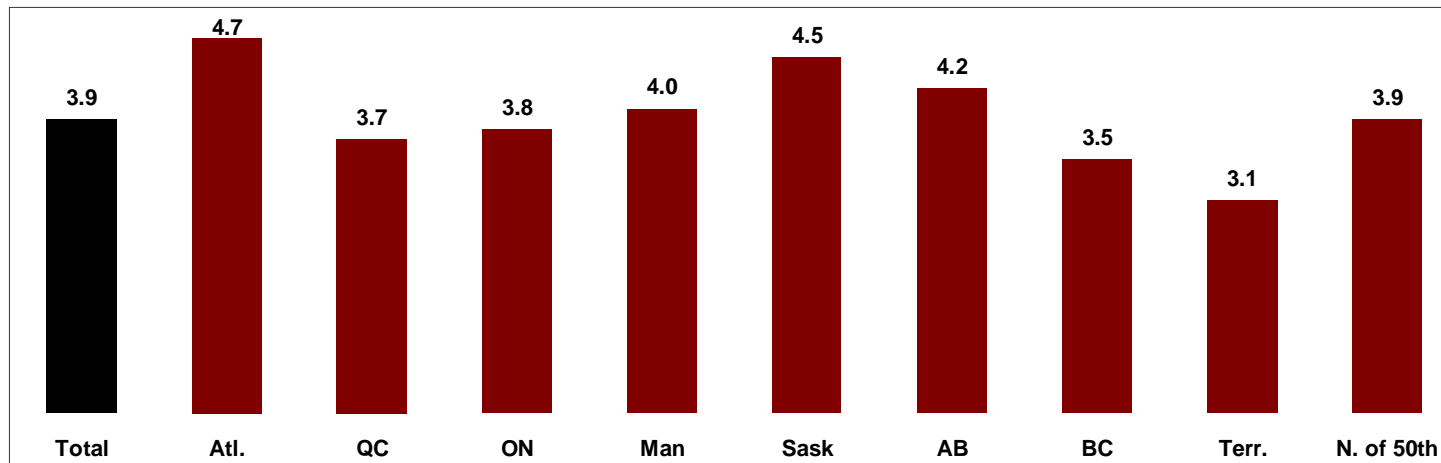
Satisfaction of Election Officers: Training Study

- ▶ Most officers (86%) report having done some training at home. Officers in Quebec are the least likely to have done so (67%).
- ▶ On average, officers in the Atlantic provinces (4.7hrs), Saskatchewan (4.5hrs) and Alberta (4.2hrs) spent more time studying than anywhere else.

Did you do any training study at home? N=3115

	Total	ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th
Yes	86%	91%	67%	92%	96%	93%	90%	93%	91%	90%
No	14%	9%	33%	8%	4%	7%	10%	6%	9%	10%

How much time did you spend (Hours)? N=2580

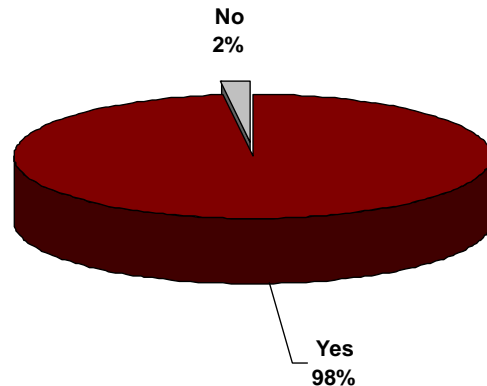


Assessment of Polling Sites on Election Day

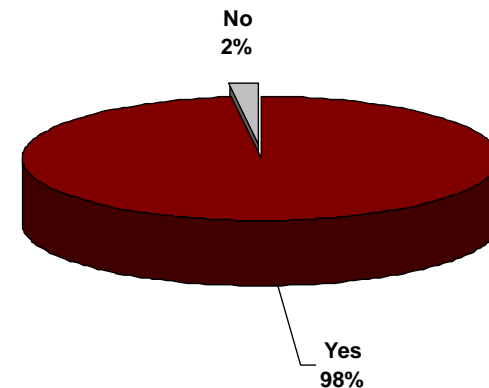
Assessment of Polling Sites on Election Day: Opening Time

- ▶ According to respondents, virtually all polling centres and polling stations opened on time on election day. However, 5% of Albertan respondents report some delay in the opening of their polling station, which is significantly higher than in other regions or any other category of poll.
- ▶ Top reasons given by officers have to do with some employees showing up late or not showing up at all (43%), problems with material and furniture (18%) or a lack of communication between persons in charge and outside providers (14%).

**Did the polling centre open on time? N=1226
(Supervisors and Information officers)**



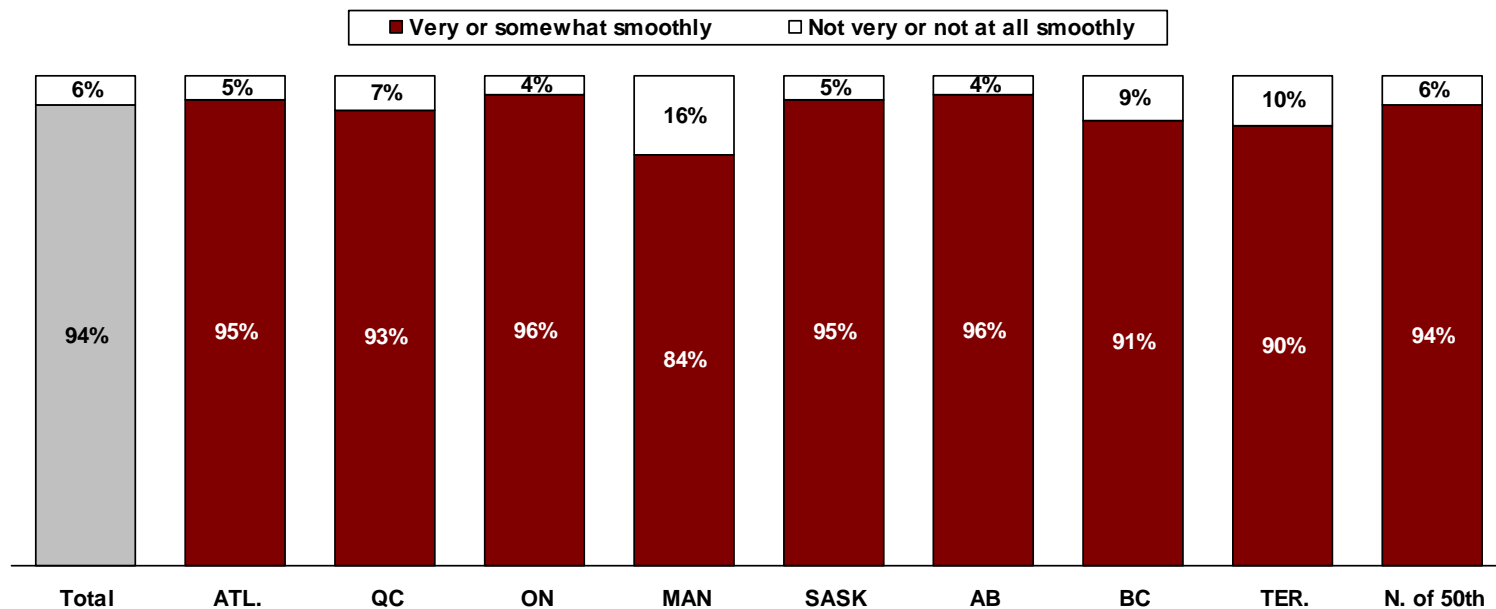
**Did your polling stations open on time? N=1889
(Deputy returning officers)**



Assessment of Polling Sites on Election Day: Flow of Electors

- ▶ According to the vast majority of officers (94%), the flow of electors on election day was either very or fairly smooth.
- ▶ However, 16% of Manitoban officers claim the opposite.
- ▶ Central Poll Supervisors (98%) are more likely to say that the flow went smoothly than DRO (93%) and IO officers (93%).

Overall, during your working hours, would you say that the flow of electors at the polls went:
N=3115



Assessment of Polling Sites on Election Day: Language Issues

- ▶ For the most part, supervisors (95%) and IO's (95%) had no trouble responding to electors in their own language.
- ▶ However, officers in Manitoba (12%) have encountered language barriers more often than anywhere else.
- ▶ Among respondents who did experience a language issue at some point (n=46), one third claimed that it happened either very or fairly often.

**Did you ever encounter difficulty in responding to electors in their own language? N=1226
(Supervisors and Information officers)**

	Total	Region									Staffing Position	
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	CPS	IO
Yes	5%	1%	4%	7%	12%	1%	8%	4%	0%	6%	5%	5%
No	95%	99%	96%	93%	88%	99%	92%	96%	100%	94%	95%	95%

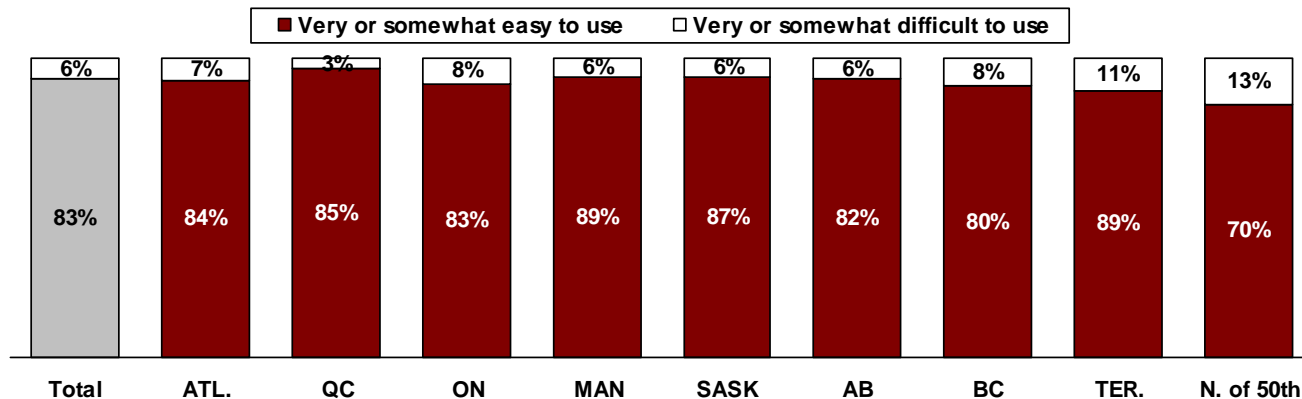
Assessment of Polling Sites on Election Day: The Bingo Cards

- ▶ About three in four respondents (73%) claimed to have been given enough information on how to use the bingo card. This proportion is significantly lower among BC respondents (61%) and officers who worked in advance polls (61%). Central poll supervisors (68%) and IO's (62%) also felt that they had not been given enough information on how to use the form.
- ▶ Despite the lack of information, more than four in five officers (83%) found the bingo card easy to use. There is no major distinctions between the type of polls or the category of officers. However, officers in ridings North of the 50th parallel seem to have found it less easy to use the bingo cards (70%).

Thinking about the new form titled "Statement of the electors who have voted on polling day" (also called the "bingo card"), would you say that during the training you received enough information on how to use it?
N=3115

	Total	ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th
Yes	73%	74%	75%	74%	75%	78%	71%	61%	65%	68%
No	12%	14%	9%	12%	8%	11%	11%	18%	15%	17%
Not quite / Almost	7%	6%	4%	7%	12%	5%	7%	10%	20%	3%
I don't know	9%	6%	13%	7%	5%	7%	10%	11%	0%	12%

Would you say that it was... N=3115



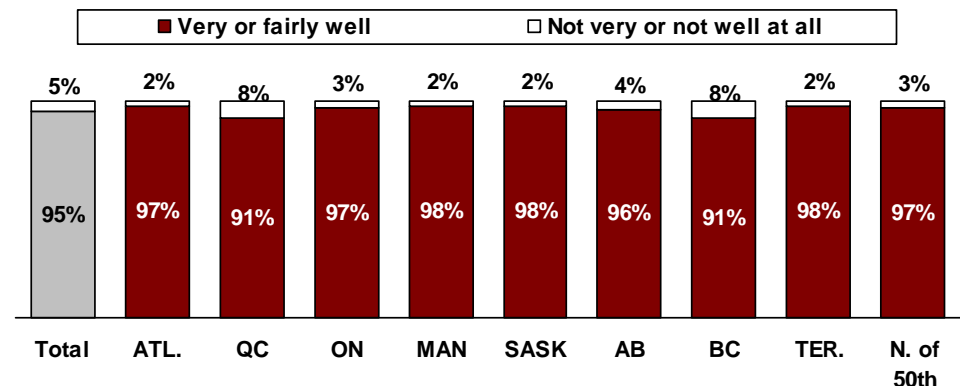
Assessment of Polling Sites on Election Day: Counting the Votes

- ▶ About three in five (60%) officers who worked in ordinary polls said that the candidates' representative picked up the forms as soon as updates were available.
- ▶ However, this is true for slightly less than half of respondents in both Saskatchewan (49%) and Alberta (47%).
- ▶ Most officers report that vote counting went well (an average of 95% overall), although there is a proportion of officers in Quebec (8%) and BC (8%) who claim the opposite.
- ▶ Reported problems with counting include partners' incompetence (30%), overly long procedure (23%), inadequate instructions (19%), votes that did not balance in the end (14%) and lack of organisation (12%).

On election day, did the candidates representative generally pick up the forms (bingo cards) as soon as there were updates available? N=2477

	Total	ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th
Yes	60%	60%	65%	61%	64%	49%	47%	63%	5%	59%
No	23%	28%	17%	23%	21%	34%	32%	24%	33%	24%
Not quite / Almost	11%	9%	13%	12%	10%	11%	9%	9%	60%	16%
I don't know	5%	4%	6%	4%	4%	6%	13%	4%	2%	1%

Overall, would you say that the vote counting went... N=2489



Why do you say that? N=120
Top reasons

	Total
My partners were not competent	30%
It took too much time	23%
Inadequate instructions / training	19%
Did not balance	14%
Organisation was not good	12%
Not enough people to help	5%
Too much paper work	5%

Assessment of Polling Sites on Election Day: Closing Down the Polls

- ▶ Virtually all DRO's (95%) found the flow charts to be useful.
- ▶ Once the polls closed, about half (53%) of the DRO's disposed of the lists of electors in the provided yellow bag, and one in four officers gave the lists to a supervisor (14%) or put them in the box (12%).

Once the votes are counted, deputy returning officers are provided with a flow-chart explaining the steps that must be followed in order to wrap-up the election material. Would you say that the flow-chart was... To assist you in wrapping up election materials? N=1889 (Deputy returning officers)

	Total	ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th
...Very useful	70%	75%	66%	74%	71%	77%	61%	66%	67%	64%
...Somewhat useful	25%	23%	25%	24%	28%	22%	35%	24%	8%	24%
...Not at all useful	3%	1%	4%	1%	1%	2%	4%	8%	24%	8%
I don't know	2%	1%	5%	1%	0%	0%	0%	2%	0%	3%

What did you do with the lists of electors when you closed your poll? N=1889 (Deputy returning officers)

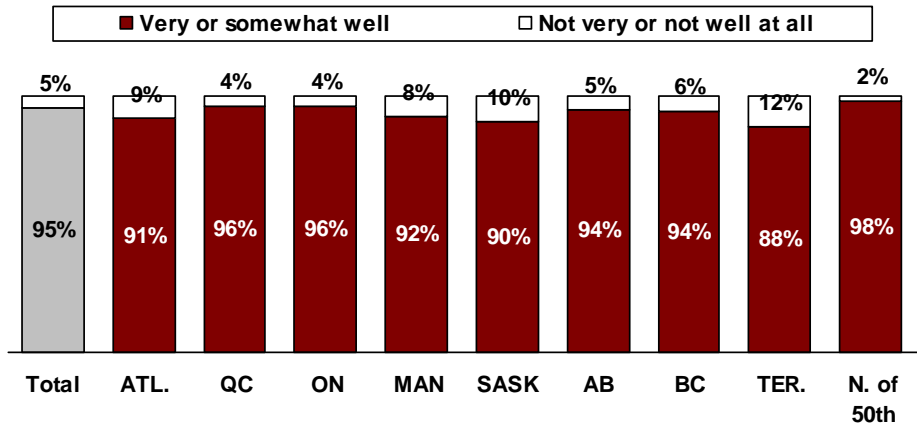
	Total
Moved back in the provided yellow bag	53%
Given to a supervisor for disposal	14%
I put it in the box	12%
In the envelope	3%
Brought home to be disposed of in a secure fashion	2%
I followed the instructions	2%
Put into a garbage recipient at the polling site	1%
Took it to the returning office	1%
Other	1%
I don't know	9%

Level of Awareness, Understanding and Compliance with the New ID Requirements

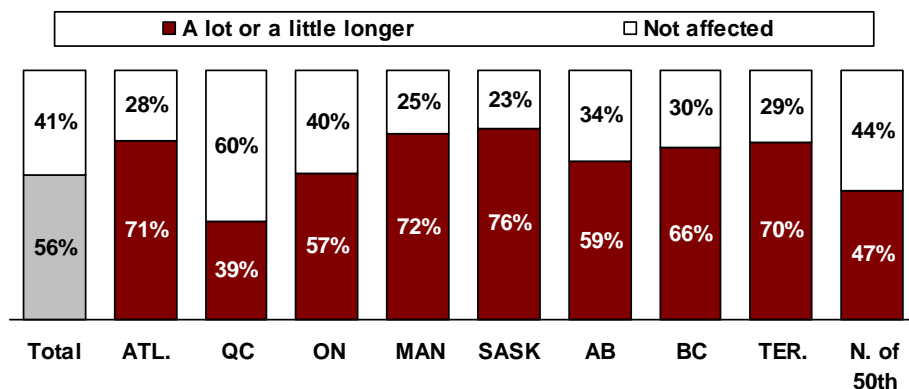
New ID Requirements: General Assessment and Impact on Voting Time

- ▶ Overall, Election Officers report that the voter identification process went well (an average of 95%). This seems to have been less likely the case in Saskatchewan (90%), Manitoba (92%) and the Atlantic provinces (91%).
- ▶ The procedure was also reported to be more difficult to implement in mobile polls (90%).

Overall, how well did the identification of electors proceed during the vote? Would you say it generally went...?
N=3115



Would you say that, as a result of the new identification requirements, voting took **A LOT LONGER, A LITTLE LONGER** or **WAS NOT AFFECTED**? N=3115



- ▶ The impact of the new requirements on voting time differs among regions and types of polls. More than one in two (56%) officers report that the new voter ID requirements slowed down the voting process (41% of respondents said it took a little longer, while 15% said it took a lot longer).
- ▶ Officers working in the Atlantic provinces (71%), Manitoba (72%), Saskatchewan (76%) and the advance polls (65%) were more likely to claim that the voting process was slowed down by the new voter identification requirements.

New ID Requirements: Officers' Level of Compliance with the Identification Procedures

- ▶ Most supervisors and IO's (93%) report informing electors of the new identification requirements when showing up at the polling station; asking them to show their ID and verifying they had the proper ID.
- ▶ 8% overall report not verifying whether electors had the proper ID prior to voting. In Alberta, one in five (20%) supervisors and IO's did not verify if electors had proper ID.
- ▶ Respondents who worked in advanced polls were more likely to verify that electors had proper ID than those who worked on election day (96% in advanced polls versus 90% in ordinary polls).

**When electors showed up at your site, did you inform them of the new identification requirement?
(Supervisors and Information officers) N=1226**

	Total	Region									Staffing Position	
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	CPS	IO
Yes	93%	100%	92%	92%	98%	95%	100%	92%	98%	89%	94%	93%
No	6%	0%	7%	7%	2%	3%	0%	8%	2%	10%	5%	6%
I don't know	1%	0%	1%	1%	0%	2%	0%	0%	0%	0%	1%	1%

**Did you ask them to prepare their identification documents?
(Supervisors and Information officers) N=1226**

	Total	Region									Staffing Position	
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	CPS	IO
Yes	93%	96%	96%	92%	83%	95%	92%	89%	100%	99%	91%	94%
No	6%	4%	3%	6%	17%	1%	8%	11%	0%	1%	7%	5%
I don't know	1%	0%	1%	1%	0%	4%	0%	0%	0%	0%	2%	0%

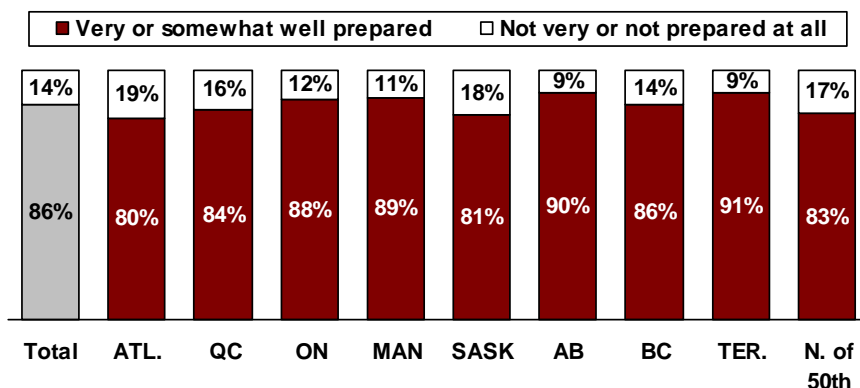
**Did you verify that they had proper identification documents?
(Supervisors and Information officers) N=1226**

	Total	Region									Staffing Position	
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	CPS	IO
Yes	91%	96%	92%	91%	91%	94%	80%	90%	100%	99%	89%	93%
No	8%	4%	7%	8%	9%	5%	20%	10%	0%	1%	10%	7%
I don't know	1%	0%	1%	1%	0%	1%	0%	0%	0%	0%	1%	0%

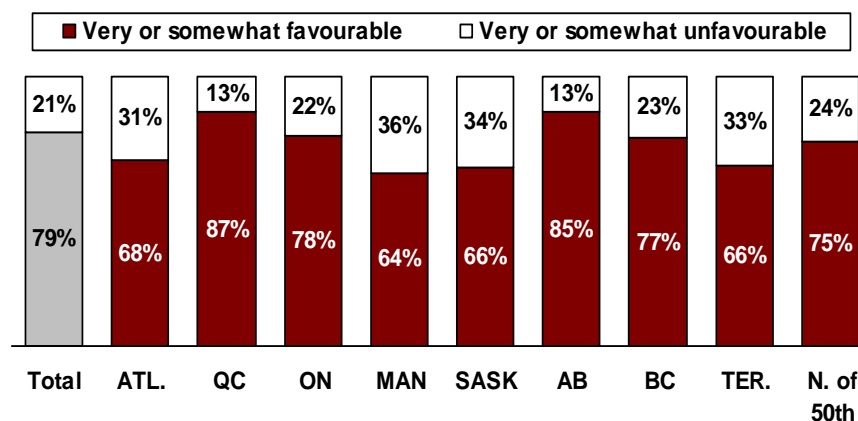
New ID Requirements: Electors' Level of Awareness and Compliance with the Identification Procedures

- ▶ According to DRO's, the electors' reaction to the new ID requirements was significantly different from one region to the next.
- ▶ Quebec and Alberta electors were particularly receptive to the new procedures, as opposed to electors in Manitoba, Saskatchewan and in the Atlantic provinces.

Generally, how well prepared did electors seem about the new voter identification requirements? Would you say that they were...? N=3115



When it came to identifying themselves for voting, would you say that the reaction of electors to the identification requirements was generally...? N=1889 (Deputy returning officers)



- ▶ Overall, most election officers think that electors were well prepared for the new requirements (average of 86%).
- ▶ Electors in the Atlantic provinces (80%) and Saskatchewan (81%) as well as those who went to vote in mobile polls (78%) were less prepared than other electors.

New ID Requirements: Validation of Electors' Personal Information

- ▶ Less than one DRO in five report experiencing problems when verifying the identity (16%) or address (19%) of electors.
- ▶ About one DRO in four in Manitoba (27%), Saskatchewan (28%), BC (29%) and in the North (28%), as well as those working in advance polls (27%) report experiencing specific problems in validating electors' addresses.
- ▶ When asked to describe these problems, DRO's report that the largest problems were electors showing up with either improper ID (45%) or outdated address on ID (15%).

Did you experience specific problems when verifying the identity of electors? N=1889 (Deputy returning officers)

	Total	ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th
Yes	16%	17%	13%	15%	14%	19%	20%	19%	30%	16%
No	84%	82%	87%	85%	86%	81%	79%	81%	70%	84%

Did you experience specific problems when verifying the address of electors? N=1889 (Deputy returning officers)

	Total	ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th
Yes	19%	20%	14%	17%	27%	28%	22%	29%	11%	28%
No	80%	80%	86%	83%	73%	71%	77%	70%	89%	72%

Could you briefly describe these problems? N=480 Top Answers

	Total
Electors coming in with unproper ID (no picture ID, wrong adress,...)	45%
Outdated adress on ID/ people who moved in recently, students	15%
The polling list wasn't updated / was incomplete	9%
Some people weren't aware of the new ID procedures requirements	9%
People not speaking english / french (immigrants, aboriginals)	4%
Problems with P.O. Box and rural addresses / no street adress	3%
***People sent / came to wrong polling stations	3%

New ID Requirements: Validation of Electors' Personal Information

- ▶ In their opinion, officers state that the most frequent problem electors had in proving their identity and address was not having an identification card (25%), followed by not having a card with a current or proper address (24%).
- ▶ Officers from the Atlantic provinces (36%) and Manitoba (36%) are more likely to believe that the main problem was not having an identification card.
- ▶ Officers from British Columbia (41%) are more likely to believe that the main problem was not having a card with a current or proper address.

In your opinion, what was the most frequent problem electors had in proving their identity and address?

N=3115

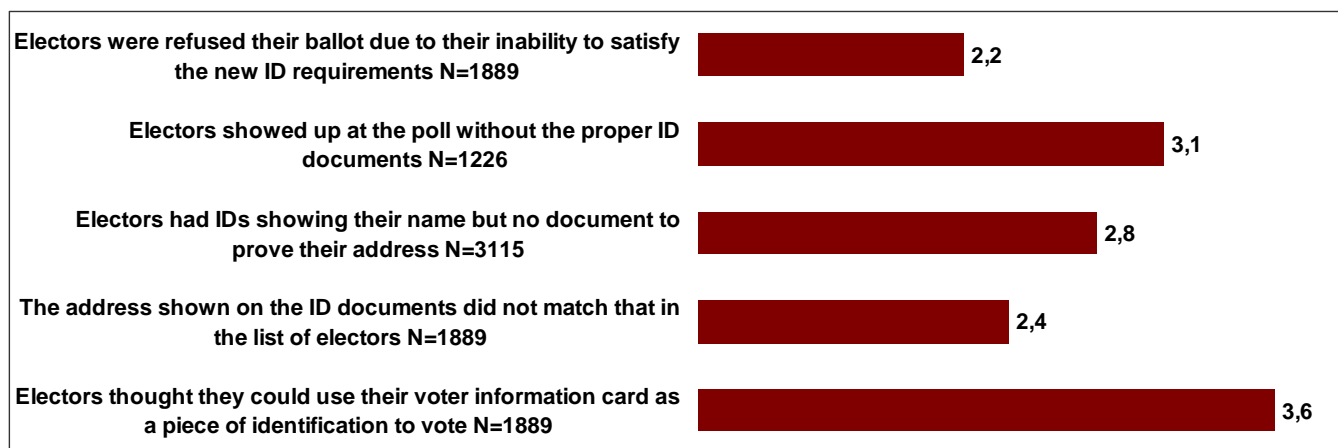
Top Answers

	Total	ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th
No identification card	25%	36%	19%	26%	36%	26%	28%	24%	50%	22%
No card with current/proper address	24%	21%	16%	25%	21%	29%	26%	41%	25%	25%
No problems at all	19%	18%	19%	19%	18%	15%	22%	18%	1%	15%

New ID Requirements: Validation of Electors' Personal Information

- ▶ When asked about the commonality of certain situations, about one in four (23%) DRO's report that it was a common problem for electors to think they could use their Voter Information Card as ID.
- ▶ DRO's in the Atlantic provinces (4,2), Manitoba (4,2), and Saskatchewan (4) were more likely to say that it was a common mistake for electors to think that they could use their VIC as proof of ID than anywhere else
- ▶ 15% of supervisors and IO's report that it was also a common problem for electors to be showing up at the polls without proper ID.
- ▶ Certain issues were more frequent in some regions than others. For example, it was more common in BC (29%) and Saskatchewan (28%) for electors not to be able to supply a proof of address (compared with a nation-wide average of 19%).
- ▶ Less than one in ten officers (8%) report that it was a common problem for electors to be refused their ballot because of their inability to satisfy the new ID requirements.

On a 1 to 10 scale, where 1 means "It was not a problem at all" and where 10 means "It was a widespread problem", tell me if each of the following situations was a problem or not:



New ID Requirements: Misuse of the Voter Information Card (VIC)

- ▶ About three quarters of DRO's (74%) did not accept the VIC (as a piece of ID) and asked for another valid piece of ID. Another 9% of DRO's referred electors to the person in charge and 5% explained the new identification procedures.
- ▶ However, 9% of DRO's accepted the VIC by comparing it with the information they had.
- ▶ Accepting the VIC was more common among respondents from Alberta (14%) and those working in advance polls (18%).

What did you do when electors showed their VIC to identify themselves? (DRO's only, N=1177)

	Total	ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th
Asked them for another valid piece of identification / Had someone vouch for them via oath	74%	77%	76%	71%	80%	74%	73%	79%	100%	73%
Was not valid, did not accept it. / Referred them to people in charge.	9%	14%	7%	8%	13%	10%	6%	10%	0%	5%
Accepted it / Compared to the information I had.	9%	11%	5%	11%	10%	7%	14%	6%	0%	14%
Explained the new procedures.	5%	3%	4%	7%	0%	5%	4%	4%	0%	8%

Further Suggestions for Future Elections

- ▶ About 40% of respondents did not have any suggestions on how to improve the conduct of elections.
- ▶ Among those who did, common suggestions cover a wide variety of aspects. The most common suggestion is to provide better training/more details (16%). An additional 6% indicated that the ID requirements should be simplified from the amount of training to the level of organization.

What would be the first things to change, if anything, to improve the conduct of elections? N=3114
Top Answers

	Total
Better Training / More Detailed	16%
ID requirements to be simplified / VIC	6%
Less "Slacker" Employees / Hire competent employees.	4%
Up to date voter lists.	4%
Better information for the public.	4%
Less Paperwork	3%
Eliminate "Bingo" sheets / Reform "Bingo" Sheets	3%
Better Polling Locations	3%
Better polling hours	3%
Competent / Better Supervisors	3%

General Information on Election Officers

General Information on Election Officers

Did you work as an election officer during the previous federal general election, in January 2006? N=3115

	Total	ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th
Yes	55%	57%	51%	56%	61%	63%	53%	56%	66%	45%
No	42%	40%	46%	41%	39%	35%	43%	41%	25%	54%
I don't know	3%	3%	3%	3%	0%	2%	3%	2%	9%	1%

Which position(s) did you occupy in 2006? N=1781

	Total	ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th
Deputy returning officer	60%	68%	54%	59%	73%	65%	63%	59%	97%	42%
Poll clerk	20%	16%	19%	23%	14%	19%	24%	19%	1%	26%
Central poll supervisor	11%	8%	11%	13%	8%	8%	12%	11%	0%	6%
Information officer	6%	6%	10%	4%	3%	5%	0%	11%	1%	17%
Other	5%	4%	9%	4%	5%	3%	5%	2%	0%	9%
I don't know	2%	2%	2%	2%	3%	2%	2%	0%	0%	1%

Did you ever work as an election officer in a provincial election? N=3115

	Total	ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th
Yes	63%	59%	64%	65%	64%	63%	67%	56%	27%	61%
No	35%	40%	35%	33%	34%	36%	32%	40%	64%	32%
I don't know	2%	2%	1%	2%	2%	1%	1%	4%	9%	6%

With regards to your appointment, was your name initially referred to the returning officer by a candidate or a political party? N=1889

	Total	ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th
Yes	26%	40%	53%	18%	7%	15%	8%	12%	1%	13%
No	67%	45%	41%	76%	88%	69%	87%	84%	74%	71%
I don't know	7%	15%	6%	6%	6%	16%	5%	5%	24%	16%

Appendix: Detailed Tables

Satisfaction of Election Officers

Satisfaction of Election Officers: General

As a (...), how would you rate your overall level of satisfaction with the way the last federal election went at your polling centre? Are you... N=3115

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
Very satisfied	55%	56%	56%	58%	48%	46%	50%	51%	85%	56%	57%	55%	53%	60%	53%	59%
Fairly satisfied	34%	33%	32%	33%	36%	38%	37%	35%	5%	31%	31%	34%	36%	32%	35%	31%
Not very satisfied	8%	8%	8%	7%	12%	12%	10%	8%	11%	13%	10%	8%	8%	6%	9%	7%
Not at all satisfied	3%	3%	4%	2%	4%	4%	3%	5%	0%	0%	2%	3%	2%	3%	3%	3%

Satisfaction of Election Officers: Pay

How satisfied are you with your hourly rate of pay? Are you... N=3115

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
...Very satisfied	36%	45%	46%	35%	36%	24%	21%	26%	41%	44%	35%	36%	40%	37%	36%	38%
...Fairly satisfied	45%	43%	42%	44%	47%	53%	52%	47%	7%	32%	44%	45%	46%	45%	46%	38%
...Not very satisfied	15%	9%	9%	16%	15%	17%	19%	21%	41%	19%	17%	15%	12%	13%	14%	18%
...Not at all satisfied	4%	2%	3%	3%	3%	6%	8%	5%	2%	1%	3%	4%	2%	4%	3%	5%
I don't know	0%	1%	0%	1%	0%	1%	0%	0%	9%	5%	1%	0%	0%	1%	0%	1%

How satisfied are you with the time it took to receive your pay cheque? Are you... N=3115

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
...Very satisfied	79%	80%	74%	81%	83%	78%	82%	77%	65%	63%	71%	79%	78%	79%	79%	74%
...Fairly satisfied	18%	17%	20%	15%	16%	17%	17%	20%	26%	27%	23%	17%	18%	17%	17%	19%
...Not very satisfied	2%	2%	4%	2%	0%	3%	1%	2%	0%	1%	4%	2%	3%	3%	2%	3%
...Not at all satisfied	1%	0%	2%	2%	0%	1%	0%	0%	9%	6%	2%	1%	2%	1%	1%	3%
I don't know	0%	1%	0%	0%	0%	0%	0%	1%	0%	4%	0%	0%	0%	0%	0%	1%

Satisfaction of Election Officers: Material

How satisfied are you with the election materials that were provided to you? Are you... N=3115

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
...Very satisfied	60%	62%	60%	62%	69%	54%	52%	55%	83%	73%	55%	60%	58%	57%	58%	67%
...Fairly satisfied	30%	31%	31%	29%	21%	34%	30%	28%	4%	19%	36%	29%	30%	31%	30%	26%
...Not very satisfied	8%	5%	7%	6%	9%	9%	14%	15%	13%	3%	7%	9%	9%	8%	9%	4%
...Not at all satisfied	2%	1%	2%	3%	2%	3%	4%	2%	0%	5%	3%	2%	3%	3%	2%	2%
I don't know	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%

Why are you not satisfied about the materials you received? N=310

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
***Too much documentation / too many things to learn / read	28%	44%	29%	29%	17%	10%	32%	25%	0%	2%	18%	29%	31%	11%	32%	20%
***Documentation was too complicated / confusing	25%	26%	30%	22%	32%	21%	24%	25%	7%	6%	23%	25%	24%	21%	26%	23%
***Documentation was inadequate / outdated / incomplete	20%	19%	15%	23%	17%	30%	13%	26%	75%	17%	28%	20%	13%	32%	18%	19%
***Too much useless documentation / paper	10%	1%	14%	5%	0%	13%	20%	11%	9%	2%	2%	11%	13%	9%	11%	5%
***Material wasn't provided in a timely manner	7%	5%	5%	4%	15%	19%	1%	15%	0%	9%	2%	7%	21%	5%	6%	17%

Satisfaction of Election Officers: Polling Building

Would you say that the building where you worked was suitable for holding an election? N=1226

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
Yes	86%	87%	86%	85%	96%	96%	77%	88%	96%	87%	86%	86%	0%	85%	0%	87%
No	13%	13%	14%	14%	4%	4%	23%	11%	4%	13%	14%	13%	0%	15%	0%	12%
I don't know	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%

Why do you say that? N=162
Top Reasons

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
***Not enough room / too crowded	32%	20%	28%	35%	0%	29%	38%	36%	0%	47%	37%	31%	0%	28%	0%	35%
***Poor heating / too cold	15%	14%	28%	2%	0%	0%	27%	20%	0%	0%	17%	15%	0%	9%	0%	21%
***Not handicapped accessible	9%	15%	6%	5%	0%	0%	27%	9%	0%	0%	16%	8%	0%	9%	0%	9%
***Poor setup	8%	13%	7%	11%	0%	0%	0%	0%	0%	1%	3%	8%	0%	7%	0%	9%
***Poor indications / directions weren't indicated	8%	0%	1%	5%	0%	0%	12%	44%	0%	1%	13%	7%	0%	8%	0%	8%
***Poor location / people had to walk too far	7%	9%	4%	10%	0%	21%	0%	9%	0%	0%	5%	7%	0%	6%	0%	8%
***No parking spaces	5%	0%	2%	2%	91%	21%	23%	0%	0%	0%	1%	6%	0%	10%	0%	0%

Satisfaction of Election Officers: List of Electors

How satisfied are you with the lists of electors that were provided to you? Are you... N=1889

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
...Very satisfied	64%	61%	58%	72%	51%	47%	60%	65%	64%	60%	53%	65%	58%	0%	64%	0%
...Fairly satisfied	26%	30%	28%	23%	32%	34%	30%	23%	8%	19%	33%	26%	29%	0%	26%	0%
...Not very satisfied	6%	8%	8%	2%	7%	13%	8%	10%	28%	17%	9%	6%	7%	0%	6%	0%
...Not at all satisfied	2%	1%	3%	1%	7%	4%	2%	1%	0%	3%	3%	2%	6%	0%	2%	0%
I don't know	1%	0%	2%	1%	2%	1%	0%	1%	0%	0%	2%	1%	1%	0%	1%	0%

Satisfaction of Election Officers: Training

Generally speaking, how well prepared would you say you were to undertake your tasks as (...) during the last federal election? Would you say you were...? N=3115

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
...Very well trained	62%	60%	62%	68%	67%	63%	50%	52%	81%	58%	59%	62%	62%	65%	60%	66%
...Somewhat well	30%	32%	29%	27%	31%	30%	38%	35%	8%	40%	27%	30%	33%	27%	31%	30%
...Not very well	6%	7%	7%	4%	2%	5%	10%	9%	11%	1%	10%	6%	4%	6%	7%	2%
...Not well at all	2%	1%	2%	1%	0%	1%	2%	3%	0%	0%	4%	2%	1%	3%	2%	1%
I don't know	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%

Did you attend the training session that the returning officer provided? N=3115

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
Yes	98%	99%	96%	99%	100%	99%	99%	99%	100%	99%	97%	98%	99%	96%	99%	97%
No	2%	1%	4%	1%	0%	0%	1%	1%	0%	1%	3%	2%	1%	3%	1%	3%
I don't know	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Satisfaction of Election Officers: Training

How satisfied are you with the training session? Are you...? N=3028

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
...Very satisfied	52%	54%	59%	54%	52%	51%	41%	39%	81%	64%	49%	52%	58%	48%	50%	63%
...Fairly satisfied	33%	32%	29%	33%	39%	38%	40%	37%	8%	33%	32%	34%	29%	36%	34%	30%
...Not very satisfied	11%	10%	10%	10%	9%	9%	12%	17%	11%	2%	14%	11%	9%	11%	12%	5%
...Not at all satisfied	3%	3%	2%	3%	0%	3%	5%	6%	0%	0%	5%	3%	3%	4%	4%	2%
I don't know	0%	1%	0%	0%	0%	0%	2%	1%	0%	0%	0%	0%	1%	0%	0%	0%

What would you think should be done to improve the training provided to (...)? N=3115
Top Suggestions

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
***Allow more time for training / formation	11%	14%	9%	12%	9%	10%	14%	7%	12%	2%	12%	11%	12%	13%	12%	5%
***More info on procedures / more details (closing, ID requirements, new stuff,etc...)	9%	8%	7%	9%	9%	10%	10%	10%	1%	17%	11%	8%	13%	8%	9%	7%
***Supervisors / instructors should receive more training / more experienced	7%	6%	3%	6%	13%	5%	6%	12%	2%	3%	9%	6%	7%	11%	6%	5%
***Use more examples / situations / practical cases	6%	5%	5%	6%	8%	5%	5%	10%	2%	1%	7%	6%	4%	7%	6%	5%
***Use better training material / videos	3%	2%	2%	3%	5%	2%	1%	5%	0%	1%	3%	3%	3%	3%	3%	1%

Satisfaction of Election Officers: Training on the New ID Requirements

More specifically, how well trained and prepared would you say you were to implement the new voter identification requirements? N=3115

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
...Very well trained	69%	68%	67%	74%	67%	65%	67%	60%	83%	54%	68%	69%	67%	75%	68%	68%
...Somewhat well trained	26%	27%	28%	22%	33%	31%	28%	33%	7%	36%	27%	26%	28%	20%	27%	27%
...Not very well trained	3%	3%	4%	2%	1%	1%	2%	5%	1%	0%	4%	3%	3%	3%	3%	2%
...Not well trained at all	1%	0%	1%	1%	0%	0%	2%	3%	9%	6%	1%	1%	1%	1%	1%	3%
I don't know	1%	1%	0%	1%	0%	1%	1%	0%	0%	4%	1%	1%	1%	1%	0%	1%

Satisfaction of Election Officers: Home Training

Did you do any training study at home? N=3115

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
Yes	86%	91%	67%	92%	96%	93%	90%	93%	91%	90%	82%	86%	85%	89%	86%	80%
No	14%	9%	33%	8%	4%	7%	10%	6%	9%	10%	17%	14%	15%	11%	14%	20%
I don't know	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%

How much time did you spend (Hours)? N=2580

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
2 or less	46%	37%	54%	45%	49%	38%	43%	50%	49%	57%	50%	46%	49%	32%	44%	68%
3 to 5	35%	36%	30%	36%	39%	35%	38%	33%	47%	26%	33%	35%	32%	43%	36%	21%
6 or more	16%	25%	14%	17%	7%	22%	16%	15%	5%	16%	14%	17%	18%	23%	17%	9%
I don't know	3%	2%	2%	3%	5%	6%	2%	2%	0%	1%	2%	3%	1%	2%	3%	2%
Average:	3,9	4,7	3,7	3,8	3,7	4,5	4,2	3,5	3,1	3,9	3,6	3,9	3,6	4,8	4	2,7

Assessment of Polling Sites on Election Day

Assessment of Polling Sites on Election Day: Opening Time

Did the polling centre open on time? N=1226
(Supervisors and Information officers)

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
Yes	98%	100%	98%	98%	100%	99%	100%	98%	100%	100%	99%	98%	0%	99%	0%	98%
No	2%	0%	2%	2%	0%	1%	0%	2%	0%	0%	1%	2%	0%	1%	0%	2%
I don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Did your polling stations open on time? N=1889 (DRO's)

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
Yes	98%	100%	98%	98%	100%	99%	95%	100%	100%	100%	100%	98%	98%	0%	98%	0%
No	2%	0%	2%	2%	0%	1%	5%	0%	0%	0%	0%	2%	2%	0%	2%	0%
I don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Can you tell me why not? N=47 (DRO's)

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
Some employees showed up late / didn't show up	43%	100%	39%	49%	0%	2%	49%	0%	0%	100%	68%	42%	40%	65%	40%	45%
Some material / furnitures wasn't provided on time	18%	0%	10%	22%	0%	0%	24%	0%	0%	0%	44%	17%	0%	0%	20%	16%
Poor communication between persons in charge and outside providers	14%	0%	19%	8%	0%	37%	24%	0%	0%	0%	0%	15%	0%	25%	16%	8%
****the room wasn't setup as intended	8%	0%	16%	8%	0%	0%	0%	0%	0%	0%	0%	8%	0%	0%	11%	0%
***Poor leadership	6%	0%	0%	11%	0%	37%	0%	0%	0%	0%	0%	6%	0%	0%	1%	22%
Other	9%	0%	1%	8%	0%	0%	3%	100%	0%	0%	0%	9%	60%	0%	6%	21%
I don't know	5%	0%	16%	0%	0%	24%	0%	0%	0%	0%	0%	5%	0%	10%	6%	0%

Assessment of Polling Sites on Election Day: Flow of Electors

Overall, during your working hours, would you say that the flow of electors at the polls went: ? N=3115

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
...Very smoothly	71%	70%	76%	71%	62%	66%	66%	66%	29%	66%	72%	71%	72%	74%	71%	67%
...Somewhat smoothly	23%	24%	16%	25%	21%	29%	30%	25%	61%	28%	20%	23%	21%	24%	22%	26%
...Not very smoothly	4%	5%	5%	3%	13%	5%	2%	7%	10%	1%	7%	4%	6%	1%	5%	5%
...Not at all smoothly	2%	1%	2%	2%	3%	0%	2%	3%	0%	5%	1%	2%	0%	1%	2%	3%
I don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%

Assessment of Polling Sites on Election Day: Language Issues

Did you ever encounter difficulty in responding to an electors in their own language? N=1226

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
Yes	5%	1%	4%	7%	12%	1%	8%	4%	0%	6%	5%	5%	0%	5%	0%	5%
No	95%	99%	96%	93%	88%	99%	92%	96%	100%	94%	95%	95%	0%	95%	0%	95%
I don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Would you say that it happened...? N=46

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
...Very often	14%	0%	10%	7%	0%	0%	33%	58%	0%	0%	7%	16%	0%	11%	0%	17%
...Fairly often	19%	0%	18%	25%	0%	0%	33%	0%	0%	0%	0%	23%	0%	20%	0%	19%
...A few times	26%	0%	30%	35%	29%	0%	0%	0%	0%	0%	49%	22%	0%	26%	0%	26%
...Once or twice only	34%	100%	12%	32%	71%	100%	33%	42%	0%	100%	37%	33%	0%	38%	0%	31%
I don't know	7%	0%	30%	2%	0%	0%	0%	0%	0%	0%	8%	6%	0%	5%	0%	8%

Assessment of Polling Sites on Election Day: The Bingo Cards

Thinking about the new form titled "Statement of the electors who have voted on polling day" (also called the "bingo card"), would you say that the training you received enough information on how to use it? N=3115

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
Yes	73%	74%	75%	74%	75%	78%	71%	61%	65%	68%	61%	74%	70%	68%	76%	62%
No	12%	14%	9%	12%	8%	11%	11%	18%	15%	17%	20%	11%	12%	14%	11%	13%
Not quite / Almost	7%	6%	4%	7%	12%	5%	7%	10%	20%	3%	8%	7%	7%	12%	6%	6%
I don't know	9%	6%	13%	7%	5%	7%	10%	11%	0%	12%	11%	9%	11%	6%	7%	19%

Would you say that it was... N=3115

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
...Very easy to use	57%	54%	57%	60%	64%	57%	51%	49%	63%	57%	50%	57%	48%	57%	58%	48%
...Somewhat easy to use	27%	30%	27%	23%	25%	30%	31%	31%	25%	13%	27%	27%	29%	26%	28%	24%
...Somewhat difficult to use	5%	5%	3%	6%	6%	4%	4%	7%	11%	13%	7%	5%	7%	6%	5%	4%
...Very difficult to use	1%	3%	1%	2%	0%	1%	2%	2%	0%	0%	1%	1%	2%	2%	1%	1%
I don't know	10%	8%	12%	9%	5%	7%	12%	12%	0%	17%	15%	10%	14%	8%	7%	24%

Assessment of Polling Sites on Election Day: Counting the Votes

On election day, did the candidates representative generally picked up the forms as soon as there were updates available? N=2477

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
Yes	60%	60%	65%	61%	64%	49%	47%	63%	5%	59%	0%	61%	29%	51%	62%	58%
No	23%	28%	17%	23%	21%	34%	32%	24%	33%	24%	0%	23%	49%	35%	22%	22%
Not quite / Almost	11%	9%	13%	12%	10%	11%	9%	9%	60%	16%	0%	11%	6%	13%	10%	14%
I don't know	5%	4%	6%	4%	4%	6%	13%	4%	2%	1%	0%	5%	16%	1%	6%	5%

Overall, would you say that the vote counting went... N=2489

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
...Very well	73%	76%	69%	74%	83%	79%	74%	68%	93%	81%	74%	73%	76%	61%	75%	0%
...Fairly well	22%	21%	22%	23%	15%	19%	22%	22%	6%	16%	22%	22%	19%	32%	20%	0%
...Not very well	4%	2%	6%	2%	0%	1%	3%	7%	2%	2%	3%	4%	5%	4%	4%	0%
...Not at all well	1%	0%	2%	1%	2%	1%	2%	2%	0%	1%	1%	1%	1%	1%	1%	0%
I don't know	0%	1%	1%	0%	0%	1%	0%	1%	0%	0%	1%	0%	0%	1%	0%	0%

Why do you say that? N=120

Top reasons

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
***My partners were not competent	30%	67%	31%	30%	0%	18%	23%	27%	0%	13%	81%	28%	12%	38%	28%	0%
***Too long / It took too much time	23%	6%	36%	13%	0%	0%	23%	11%	0%	0%	0%	24%	30%	18%	24%	0%
***The instructions were not clear/ The training was not good enough	19%	43%	22%	21%	0%	0%	14%	12%	0%	25%	41%	18%	11%	32%	17%	0%
***Did not balance	14%	0%	5%	13%	100%	55%	23%	22%	100%	20%	0%	15%	0%	3%	16%	0%
***Organisation was not good	12%	6%	20%	1%	0%	27%	0%	11%	0%	0%	10%	11%	24%	6%	13%	0%
***Not enough people to help	5%	0%	5%	1%	0%	0%	2%	16%	0%	41%	9%	5%	11%	7%	5%	0%
***Too much paper work	5%	0%	0%	0%	0%	0%	0%	24%	0%	0%	0%	5%	12%	0%	6%	0%

Assessment of Polling Sites on Election Day: Closing Down the Polls

Once the votes are counted, deputy returning officers are provided with a flow-chart explaining the steps that must be followed in order to wrap-up the election material. Would you say that the flow-chart was... To assist you in wrapping up election materials? N=1889

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
...Very useful	70%	75%	66%	74%	71%	77%	61%	66%	67%	64%	66%	70%	70%	0%	70%	0%
...Somewhat useful	25%	23%	25%	24%	28%	22%	35%	24%	8%	24%	28%	25%	22%	0%	25%	0%
...Not at all useful	3%	1%	4%	1%	1%	2%	4%	8%	24%	8%	3%	3%	5%	0%	3%	0%
I don't know	2%	1%	5%	1%	0%	0%	0%	2%	0%	3%	3%	2%	3%	0%	2%	0%

What did you do with the lists of electors when you closed your poll? N=1889

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
Moved back in the provided yellow bag	53%	48%	54%	58%	55%	44%	54%	42%	38%	45%	42%	54%	54%	0%	53%	0%
Given to a supervisor for disposal	14%	19%	14%	13%	12%	16%	12%	17%	0%	9%	22%	14%	13%	0%	14%	0%
I put it in the box	12%	17%	18%	7%	7%	17%	7%	16%	57%	23%	9%	13%	9%	0%	12%	0%
In the envelope	3%	1%	2%	4%	12%	2%	5%	4%	0%	5%	1%	4%	5%	0%	3%	0%
Brought home to be disposed of in a secure fashion	2%	3%	1%	3%	2%	3%	1%	1%	3%	1%	5%	2%	2%	0%	2%	0%
I followed the instructions	2%	2%	2%	2%	0%	2%	4%	5%	0%	3%	0%	3%	1%	0%	2%	0%
Put into a garbage recipient at the polling site	1%	0%	2%	1%	0%	1%	2%	2%	0%	3%	4%	1%	1%	0%	1%	0%
Took it to the returning office	1%	1%	0%	2%	0%	4%	1%	1%	0%	0%	3%	1%	2%	0%	1%	0%
Other	1%	2%	0%	1%	0%	1%	0%	0%	0%	0%	3%	0%	1%	0%	1%	0%
I don't know	9%	6%	6%	9%	12%	10%	14%	12%	3%	11%	12%	9%	13%	0%	9%	0%

Assessment of Polling Sites on Election Day: Further Suggestions for Future Elections

What would be the first things to change, if anything, to improve the conduct of elections? N=3114
Top Answers

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
Better Training / More Detailed	16%	19%	15%	15%	16%	9%	14%	18%	2%	4%	22%	15%	17%	20%	16%	9%
ID requirements to be simplified / VIC	6%	11%	6%	6%	6%	15%	6%	5%	3%	2%	7%	6%	9%	6%	7%	5%
Less "Slacker" Employees / Hire competent employees.	4%	4%	7%	3%	4%	2%	3%	6%	0%	1%	6%	4%	4%	8%	4%	4%
Up to date voter lists.	4%	4%	5%	1%	13%	7%	5%	2%	0%	1%	2%	4%	5%	3%	4%	3%
Better information for the public.	4%	7%	3%	5%	3%	6%	3%	3%	3%	12%	5%	4%	3%	5%	4%	7%
Less Paperwork	3%	3%	2%	3%	2%	3%	8%	3%	0%	0%	3%	3%	1%	3%	3%	1%
Eliminate "Bingo" sheets / Reform "Bingo" Sheets	3%	2%	1%	4%	2%	2%	5%	3%	0%	0%	1%	3%	1%	5%	2%	2%
Better Polling Locations	3%	1%	3%	3%	7%	4%	4%	2%	39%	15%	4%	3%	1%	4%	2%	7%
Better polling hours	3%	1%	6%	3%	0%	1%	2%	3%	0%	0%	2%	4%	1%	2%	4%	3%
Competent / Better Supervisors	3%	2%	4%	4%	4%	2%	1%	3%	22%	8%	3%	3%	3%	4%	4%	3%

Level of Awareness, Understanding and Compliance with the New ID Requirements

New ID Requirements: General Assessment and Impact on Voting Time

Overall, how well did the identification of electors proceed during the vote? Would you say it generally went...?
N=3115

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
...Very well	60%	50%	67%	63%	50%	46%	57%	57%	60%	54%	57%	61%	51%	60%	60%	60%
...Somewhat well	34%	41%	29%	33%	42%	44%	37%	37%	28%	44%	38%	34%	39%	34%	34%	35%
...Not very well	4%	8%	3%	3%	8%	8%	5%	4%	12%	2%	4%	4%	7%	5%	4%	4%
...Not well at all	1%	0%	1%	1%	0%	2%	0%	2%	0%	1%	0%	1%	2%	1%	1%	1%
I don't know	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	2%	0%	0%	0%

Would you say that, as a result of the new identification requirements, voting took A LOT LONGER, A LITTLE LONGER or WAS NOT AFFECTED? N=3115

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
A lot longer	15%	23%	8%	13%	31%	29%	17%	19%	3%	8%	22%	14%	14%	16%	15%	14%
A little longer	41%	48%	31%	44%	41%	47%	42%	47%	67%	39%	43%	41%	35%	43%	42%	38%
Not affected	41%	28%	60%	40%	25%	23%	34%	30%	29%	44%	35%	41%	48%	39%	41%	42%
I don't know	3%	1%	1%	3%	3%	1%	7%	4%	1%	9%	1%	3%	2%	2%	2%	6%

New ID Requirements: Officers' Level of Compliance with the Identification Procedures

When electors showed up at your site, did you inform them of the new identification requirement? N=1226

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
Yes	93%	100%	92%	92%	98%	95%	100%	92%	98%	89%	94%	93%	0%	94%	0%	93%
No	6%	0%	7%	7%	2%	3%	0%	8%	2%	10%	5%	6%	0%	5%	0%	6%
I don't know	1%	0%	1%	1%	0%	2%	0%	0%	0%	0%	0%	1%	0%	1%	0%	1%

Did you ask them to prepare their identification documents? N=1226

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
Yes	93%	96%	96%	92%	83%	95%	92%	89%	100%	99%	95%	93%	0%	91%	0%	94%
No	6%	4%	3%	6%	17%	1%	8%	11%	0%	1%	5%	6%	0%	7%	0%	5%
I don't know	1%	0%	1%	1%	0%	4%	0%	0%	0%	0%	1%	1%	0%	2%	0%	0%

Did you verify that they had proper identification documents? N=1226

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
Yes	91%	96%	92%	91%	91%	94%	80%	90%	100%	99%	96%	90%	0%	89%	0%	93%
No	8%	4%	7%	8%	9%	5%	20%	10%	0%	1%	4%	9%	0%	10%	0%	7%
I don't know	1%	0%	1%	1%	0%	1%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%

New ID Requirements: Electors' Level of Awareness and Compliance with the Identification Procedures

When it came to identifying themselves for voting, would you say that the reaction of electors to the identification requirements was generally...? N=1889

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
...Very favourable	34%	27%	41%	33%	17%	21%	42%	35%	54%	37%	35%	34%	38%	0%	34%	0%
...Somewhat favourable	44%	42%	46%	45%	47%	45%	43%	42%	12%	38%	41%	45%	37%	0%	44%	0%
...Somewhat unfavourable	16%	22%	11%	18%	29%	21%	7%	19%	33%	22%	19%	16%	15%	0%	16%	0%
...Very unfavourable	5%	9%	2%	4%	7%	13%	6%	5%	0%	2%	5%	5%	9%	0%	5%	0%
I don't know	1%	1%	0%	0%	0%	1%	2%	0%	1%	0%	0%	1%	2%	0%	1%	0%

Generally, how well prepared did electors seem about the new voter identification requirements? Would you say that they were...? N=3115

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
...Very well prepared	39%	28%	47%	38%	29%	28%	42%	36%	20%	39%	39%	39%	38%	38%	39%	38%
...Somewhat well prepared	47%	52%	37%	50%	60%	53%	48%	50%	71%	44%	46%	48%	40%	49%	47%	47%
...Not very well prepared	12%	18%	14%	10%	7%	15%	6%	11%	9%	17%	13%	11%	15%	12%	11%	12%
...Not at all prepared	2%	1%	2%	2%	3%	3%	3%	3%	0%	0%	2%	2%	6%	1%	3%	2%
I don't know	0%	1%	0%	0%	0%	1%	1%	0%	0%	0%	1%	0%	1%	1%	0%	0%

New ID Requirements: Validation of Electors' Personal Information

Did you experience specific problems when verifying the address of electors? N=1889

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
Yes	19%	20%	14%	17%	27%	28%	22%	29%	11%	28%	27%	19%	18%	0%	19%	0%
No	80%	80%	86%	83%	73%	71%	77%	70%	89%	72%	73%	81%	81%	0%	80%	0%
I don't know	0%	0%	0%	0%	0%	1%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%

Did you experience specific problems when verifying the identity of electors? N=1889

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
Yes	16%	17%	13%	15%	14%	19%	20%	19%	30%	16%	19%	16%	20%	0%	16%	0%
No	84%	82%	87%	85%	86%	81%	79%	81%	70%	84%	81%	84%	80%	0%	84%	0%
I don't know	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%

New ID Requirements: Validation of Electors' Personal Information

Could you briefly describe these problems? N=480
Top Answers

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
***Electors coming in with improper ID (no picture ID, wrong address,...)	45%	56%	35%	48%	44%	41%	35%	53%	77%	32%	48%	45%	31%	0%	45%	0%
***Outdated adress on ID/ people who moved in recently, students	15%	12%	18%	15%	16%	11%	18%	11%	7%	19%	11%	15%	9%	0%	15%	0%
***The polling list wasn't updated / was incomplete	9%	10%	17%	5%	16%	6%	17%	0%	7%	8%	1%	10%	17%	0%	9%	0%
***Some people weren't aware of the new ID procedures requirements	9%	5%	8%	11%	8%	10%	0%	15%	0%	6%	6%	10%	9%	0%	9%	0%
***People not speaking english / french (immigrants, aboriginals)	4%	3%	2%	4%	0%	0%	9%	7%	0%	0%	5%	4%	5%	0%	4%	0%
Problems with P.O. Box and rural adresses / no street address	3%	7%	0%	1%	15%	16%	9%	0%	0%	1%	5%	3%	0%	0%	3%	0%

In your opinion, what was the most frequent problem electors had in proving their identity and address? N=3115
Top Answers

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
No identification card	25%	36%	19%	26%	36%	26%	28%	24%	50%	22%	24%	26%	24%	26%	25%	28%
No card with current/proper address	24%	21%	16%	25%	21%	29%	26%	41%	25%	25%	29%	24%	19%	28%	23%	27%
No problems at all	19%	18%	19%	19%	18%	15%	22%	18%	1%	15%	17%	19%	25%	13%	21%	14%

New ID Requirements: Validation of Electors' Personal Information

On a 1 to 10 scale, where 1 means "It was not a problem at all" and where 10 means "It was a widespread problem", tell me if each of the following situations was a problem or not:

Average Score	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
<i>Electors were refused their ballot due to their inability to satisfy the new ID requirements</i>	2,2	2,2	2,1	2,2	2,3	2,6	1,9	2,4	1,1	2,3	2,1	2,2	2,2	*	2,2	*
<i>Electors showed up at the poll without the proper ID documents</i>	3,1	3,5	2,9	3	2,5	3,4	3,3	3,6	3,4	2,8	3,3	3	*	3	*	3,1
<i>Electors had IDs showing their name but no document to prove their address</i>	2,8	2,9	2,6	2,6	2,8	3,1	2,9	3,2	1,7	2,8	3	2,7	2,8	3	2,7	2,9
<i>The address shown on the ID documents did not match that in the list of electors</i>	2,4	2,3	2,1	2,2	3,2	2,8	2,9	2,9	2,9	3,6	2,6	2,4	2,5	*	2,4	*
<i>Electors thought they could use their voter information card as a piece of identification to vote</i>	3,6	4,2	3,5	3,5	4,2	4	3	3,6	2,6	3,4	3,5	3,6	3,4	*	3,6	*

New ID Requirements: Misuse of the Voter Information Card (VIC)

What did you do when electors showed their VIC to identify themselves? N=1177

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
*** Asked them for another / valid piece of Identification / Had someone vouch for them Via Oath	74%	77%	76%	71%	80%	74%	73%	79%	100%	73%	66%	75%	76%	0%	74%	0%
*** Was not valid, did not accept it. / Referred them to people in charge.	9%	14%	7%	8%	13%	10%	6%	10%	0%	5%	8%	9%	4%	0%	9%	0%
*** Accepted it / Compared to the information I had.	9%	11%	5%	11%	10%	7%	14%	6%	0%	14%	18%	8%	9%	0%	9%	0%
*** Explained the new procedures.	5%	3%	4%	7%	0%	5%	4%	4%	0%	8%	2%	5%	3%	0%	5%	0%

General Information on Election Officers

General Information on Election Officers

Did you work as an election officer during the previous federal general election, in January 2006? N=3115

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
Yes	55%	57%	51%	56%	61%	63%	53%	56%	66%	45%	66%	54%	59%	70%	57%	37%
No	42%	40%	46%	41%	39%	35%	43%	41%	25%	54%	31%	43%	39%	28%	40%	62%
I don't know	3%	3%	3%	3%	0%	2%	3%	2%	9%	1%	3%	3%	3%	2%	3%	2%

Which position(s) did you occupy in 2006? N=1781

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
Deputy returning officer	60%	68%	54%	59%	73%	65%	63%	59%	97%	42%	54%	60%	63%	25%	72%	28%
Poll clerk	20%	16%	19%	23%	14%	19%	24%	19%	1%	26%	15%	21%	24%	10%	22%	27%
Central poll supervisor	11%	8%	11%	13%	8%	8%	12%	11%	0%	6%	19%	11%	7%	57%	2%	5%
Information officer	6%	6%	10%	4%	3%	5%	0%	11%	1%	17%	10%	6%	3%	4%	2%	38%
Other	5%	4%	9%	4%	5%	3%	5%	2%	0%	9%	5%	3%	5%	6%	2%	7%
I don't know	2%	2%	2%	2%	3%	2%	2%	0%	0%	1%	1%	2%	3%	2%	2%	1%

General Information on Election Officers

Did you ever work as an election officer in a provincial election? N=3115

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
Yes	63%	59%	64%	65%	64%	63%	67%	56%	27%	61%	75%	62%	61%	75%	65%	44%
No	35%	40%	35%	33%	34%	36%	32%	40%	64%	32%	24%	36%	37%	25%	33%	53%
I don't know	2%	2%	1%	2%	2%	1%	1%	4%	9%	6%	1%	2%	2%	1%	2%	3%

With regards to your appointment, was your name initially referred to the returning officer by a candidate or a political party? N=1889

	Total	Region									Type of Poll			Staffing Position		
		ATL.	QC	ON	MAN	SASK	AB	BC	TER.	N. of 50th	Advance	Ordinary	Mobile	CPS	DRO	IO
Yes	26%	40%	53%	18%	7%	15%	8%	12%	1%	13%	35%	26%	28%	0%	26%	0%
No	67%	45%	41%	76%	88%	69%	87%	84%	74%	71%	57%	68%	64%	0%	67%	0%
I don't know	7%	15%	6%	6%	6%	16%	5%	5%	24%	16%	9%	7%	8%	0%	7%	0%

Survey of Election Officers 40th General Election



April 2009