

Survey of Returning Officers (Returning Officer Report of Proceedings)

40th General Election



January 2009

Executive Summary

Executive Summary - Overall

- Overall satisfaction with Elections Canada (Q10) has declined since 2006 and agreement that preparations leading up to polling day went smoothing (Q3) was significantly lower, however, there are many increases and decreases in findings. In fact, twice as many increases. There have been 67 statistically significant increases since 2006, more than twice the number of decreases (32).
- When condensing each questionnaire section, two sections have seen a statistical improvement in comparison to the 39th General Election namely the section pertaining to pre-event assignments, geography and sites (+8%) as well as the section relating to computer equipment, software, lists and data (+10%). No section has seen an overall decrease.
- Section 6 dealing with political party meetings and nominations, and Section 9 dealing with the Assessment of Services of Corporate Finance Sector went well, as in 2006.
- Section 4 on staff recruitment and training had lower scores again, as in 2006; section 10 (Event Management System and Event Results System (ERS); and section 11 Community and Outreach Activities were also low.
- Agreement that the process of special balloting was improved considerably compared to 2006.

Executive Summary - Overall

- Agreement that the Aboriginal CRO and the outreach activities they conducted to create a positive impact on turnout amongst the Aboriginal community was down considerably from 2006.
- Satisfaction regarding many attributes regarding the field liaison officer increased significantly in 2008, including overall satisfaction with the FLO
- Overall satisfaction with most elements regarding training dropped in 2008, these scores were driven lower by the 21 respondents who did not receive training
- Automated production of the list of polling locations was the most useful element of ROPS/SITES – deleting sites was rated the least useful
- New ROs were less satisfied with many elements compared to experienced ROs
- The biggest drop occurred in the smoothness of preparations leading up to polling day. Seven out of ten ROs (71%) agree that the preparations went smoothly compared to 89% in 2006. This percentage is statistically superior in Quebec (85%) and lower in Alberta (46%), Nova Scotia (55%) and British Columbia (56%).
- As a whole, seven out of ten Returning Officers (70%) felt that the 40th General Election went well. This percentage is statistically inferior to the 82% obtained in 2006. In Quebec, 81% of ROs feel the Election went smoothly compared to 46% in Alberta.

Executive Summary – Private Organizations

- Respondents are satisfied with services and support provided by Canada Post and IBM.
- Satisfaction with Canada Post is good and quite similar to results obtained in 2006. All facets pertaining to Canada Post obtained average scores superior to 4.0 out of 5.
- Ontario respondents tend to be less satisfied with Canada Post than other respondents. New ROs also tend to be more critical of Canada Post than experienced ROs.
- With regards to IBM, results are comparable to 2006. Once again, Ontario ROs expressed lower levels of satisfaction than their colleagues from the rest of Canada.
- Satisfaction with the telephone services varies greatly. Some elements such as installation, support and overall services received from the phone company have had significant increases in satisfaction levels, while other elements such as email reporting, training manuals and videos were evaluated less favourably this time around.

Executive Summary – Pre-event Assignments, Geography and SITES

- Pre-event assignments were pertinent and well received. However, it would seem that too much information was provided, while the number of hours to complete the various tasks was insufficient.
- The structure, frequency, timetable and effort required to complete pre-event assignments does not seem to have caused any issues, but certain improvements may increase overall satisfaction.
- All elements pertaining to geography (e.g. maps, documents, poll key content, etc.) obtained relatively high average scores and in most cases these results show a net improvement compared to 2006. However, the functionalities and usefulness of GeoExplore were less appreciated. Overall, satisfaction levels tend to be higher in Quebec and lower in Alberta.
- The SITES web application was perceived to be useful for most facets measured. It proved particularly useful for administering polling sites and adding new ones, but not as useful when it came to deleting sites that are no longer used. Accessibility and ease of use were achieved. Satisfaction with web applications is good. Respondents from British Columbia seem to have experienced the most hardship with SITES.

Executive Summary – Staff Training

- In terms of staff recruitment and training, we see some improvements regarding the quality of training. The pay rates for personnel are, however, an issue to be addressed. The quality of training materials offered to election officials and to staff would obtain better results if improved upon.
- Satisfaction with the Field Liaison Officer has increased compared to 2006.
- Respondents were asked to evaluate their level of satisfaction with regards to training and recruitment. Scores attributed to training videos, lesson plan for DROs and Poll clerks as well as those awarded to elements pertaining to ordinary polls are below average. Scores are higher for elements such as organizational structure of the office and rules governing partisan activities. Furthermore, we see that Quebec respondents tend to exhibit higher satisfaction levels than other respondents and experienced ROs also tend to be more satisfied than new ROs
- Respondents have indicated a preference for DVDs rather than VHS.
- Finally, some training tools, notably the evaluation forms and the retention test were allocated scores that are slightly below average and should be reassessed.

Executive Summary – Computer EQ.

- Computer equipment and software, as a whole, have higher satisfaction scores than in 2006. ERS, RA interface, RO interface, and the quality of computer equipment are among the elements for which we see significant improvements. Once again, we see some statistical differences between experienced ROs and new ROs.
- Some elements pertaining to software should be examined in order to increase overall satisfaction. These elements are the connectivity during the election, the e-mail system, the Supplies Management System (SMS), and the accuracy of mailing addresses provided for VICs.
- Respondents were then asked to rate their level of agreement with various statements. The following statements obtained average scores that have room for improvement: use of unique identifier to improve the flow of electors at the polling stations, use of a date of birth improved the flow of electors at the polling stations, and when you requested info from the e-mail system.
- Scores for registration and revision are similar to the last election.
- Special voting rules and ballots obtained relatively high scores.
- ROPS / SITES were awarded exceptionally high scores and proved useful for all elements measured. Everything from the automated production of the list of polling locations to modifying the information on existing sites were positively evaluated by respondents.

Executive Summary – Meetings With Political Parties

- The levels of satisfaction pertaining to meetings with political parties and nominations are quite good. Increased levels of satisfaction are not statistically significant because results were already quite high in 2006, but they do demonstrate that some improvements have been received favourably.
- When asked to evaluate their level of agreement with the various statements pertaining to meetings with political parties and nominations, most respondents expressed relatively high levels of agreement. Exception being: all candidates attended the meetings.

Executive Summary - Polling Day Activities

- Satisfaction with polling day activities is relatively good. There are, however, two elements that could still be improved – rules for voter identification and rules for registration of polling day.
- A security guard in the office on polling day was useful according to half of the ROs surveyed.

Executive Summary – Support for ROs and Election Officers

- The level of satisfaction with Elections Canada Support Network (ECSN) is quite good. It scores high in terms of courtesy of service provided, structure, and professionalism of advisors.
- Elements that could be improved are:
 1. The HelpVition system
 2. The overall speed and accuracy of answers
 3. The ease of useThese elements were satisfactory for half of those surveyed.
- Overall scores allocated to the Field Liaison Officer have improved significantly in comparison with the results obtained in 2006.

Executive Summary – Assessment of Services of Corporate Finance Sector

- Questions pertaining to the assessment of services of the corporate finance sector are good. The financial officer's hours were the main element that caused dissatisfaction among respondents.
- Other elements that could be improved to increase overall satisfaction are: accountable advance for temporary staff, budget module, and reimbursement claims submitted to Elections Canada.

- The section pertaining to Event Management System (EMS) obtained the lowest scores in the questionnaire. This was also the case during the last election. The percentages of satisfied respondents for this module range between 35% for EMS as a tool for scheduling the ROs work and 69% for the ease of using EMS. Thus, Elections Canada would greatly gain in addressing some of the issues that pertain to the EMS.
- The Poll-by-Poll Result report (EC 10042) was not frequently requested by the media. It was requested by candidates and appreciated overall.

Executive Summary - CRO

- Satisfaction with community activities is nearly identical to what was obtained in the last election. There are no statistical increases or decreases.
- Generally speaking, it would seem that posters and the reminder card on voter identification requirements at the polls, the supply of voter information materials to meet requests from the general public and candidates as well as supply of reminder cards were greater than the needs of ROs.
- Most Returning Officers hired the number of CROs they were allowed to. When the position was left vacant, the main reasons evoked were that the RO did not see a need for the position because other staff members were able to conduct the necessary outreach activities or because the voter turnout was deemed high enough. And finally, in certain cases like in the Aboriginal community, recruitment for the CRO was too difficult.
- Scores pertaining to Aboriginal Community Relations Officer are slightly lower than those among other communities (i.e. Youth, Ethno-cultural, and Other).
- AEYP scores indicate that potential challenges exist.
- For the most part, average scores for outreach activities are positive, but there remains room for improvement.

Comparison 2008 versus 2006

- The following table presents the overall scores obtained for each section of the report. In order to compile these results, scores pertaining to levels of agreement, satisfaction and usefulness were utilized.
- As a whole, we can see that results for 2008 are quite similar to those obtained in 2006. However, two sections have seen a statistical improvement in comparison to the 39th General Election namely the section pertaining to pre-event assignments, geography and sites (+8%) as well as the section relating to computer equipment, software, lists and data (+10%).

	2008 Average Score out of 5	2008 Combined (Score 4 & 5)	2006 Average Score out of 5	2006 Combined (Score 4 & 5)
Part 1 : Overall View	4.04	76%	4.02	76%
Part 2: Private Organizations	3.94	73%	3.96	73%
Part 3: Pre-Event Assignments, Geography and Sites	3.86	69% ↑	3.63	61%
Part 4: Staff Recruitment and Training	3.60	59%	3.71	63%
Part 5: Computer Equipment, Software, Lists and Data	3.92	72% ↑	3.65	62%
Part 6: Meetings with Political Parties and Nominations	4.16	81%	4.24	83%
Part 7: Polling Day Activities and Validation of Results	3.90	71%	3.90	70%
Part 8: Support Available to Returning Officers and Election Officers	4.04	75%	3.90	70%
Part 9: Assessment of Services of Corporate Finance Sector	4.12	80%	4.05	78%
Part 10: Event Management System (EMS) and Event Results System (ERS)	3.31	50%	3.16	44%
Part 11: Community and Outreach Activities – Community Relations Officer	3.57	57%	3.70	63%
TOTAL	3.86	69%	3.81	68%

Statistical Improvements & Declines

Statistical Improvements

- The following table presents a recap of the elements for which we see a statistical increase in the level of satisfaction in comparison to the election held in 2006.

	2008 Average Score out of 5	2008 Combined (Satisfied : 4 & 5)	2006 Average Score out of 5	2006 Combined (Satisfied : 4 & 5)
Q11. Overall satisfaction with your Field Liaison Officer	4.54	91% ↑	4.36	84%
Q8. Computer equipment provided for the Returning Officer at home	4.28	84% ↑	2.97	35%
Q7. Software applications provided for the Returning Officer at home	4.16	82% ↑	3.59	58%
Q9. Software applications provided for the Returning Officer at work office	3.87	69% ↑	3.58	58%
Q26. Installation service of the phone company	3.97	74% ↑	3.53	60%
Q27. Support I received from the phone company	3.86	70% ↑	3.51	56%
Q28. Overall services of the phone company	3.83	68% ↑	3.50	57%
Q44. Large maps (overview, cells, municipalities / localities)	4.07	77% ↑	3.59	61%
Q45. Small maps (8.5 by 11 inches)	3.96	71% ↑	3.59	55%
Q48. Consistency of information between maps and documents	3.89	70% ↑	3.34	48%
Q46. Poll key content	3.84	67% ↑	3.17	43%
Q47. Polling division descriptions content	3.84	66% ↑	3.24	44%
Q113. User's Guide - Satellite Automation Workstation - EC 10503	3.79	68% ↑	3.53	50%
Q132. Event Results System (ERS)	4.16	82% ↑	3.87	71%
Q136. Integration of ROPS/SITES functions and link with REVISE	4.01	76% ↑	3.70	62%
Q137. Revising Agent interface	4.01	76% ↑	3.59	57%
Q138. RO interface	4.00	75% ↑	3.70	64%
Q129. Quality of computer equipment	3.99	78% ↑	2.54	22%

Statistical Improvements

- The table below presents additional elements for which the level of satisfaction has increased significantly compared to the 2006 election.

	2008 Average Score out of 5	2008 Combined (Satisfied : 4 & 5)	2006 Average Score out of 5	2006 Combined (Satisfied : 4 & 5)
Q128. Overall, the software applications provided to you as RO	3.89	74% ↑	3.58	62%
Q139. Poll key updating	3.84	68% ↑	3.22	46%
Q133. Event Management System (EMS)	3.58	58% ↑	3.16	46%
Q134. The Supplies Management System (SMS)	3.47	55% ↑	3.22	45%
Q143. Accuracy of mailing addresses provided for VICs	3.36	50% ↑	2.91	34%
Q207. Process of validation of results	4.30	90% ↑	4.21	84%
Q210. Contingency plan for advance polls	4.15	79% ↑	3.76	65%
Q209. Establishment of a contingency plan to ensure all polling stations open on time	4.05	77% ↑	3.78	65%
Q232. Courtesy of service provided by ECSN	4.47	92% ↑	4.36	85%
Q233. Professionalism of advisors	4.29	86% ↑	4.18	80%
Q226. General timeliness of answers provided by ECSN - Special Voting Rules	4.13	83% ↑	3.97	76%
Q227. General accuracy of answers provided by ECSN - Special Voting Rules	4.10	82% ↑	3.90	73%
Q222. General accuracy of answers provided by ECSN - Finance	4.02	75% ↑	3.83	67%
Q221. General timeliness of answers provided by ECSN - Finance	3.95	76% ↑	3.83	67%
Q246. Availability	4.69	94% ↑	4.49	89%
Q244. Assistance in performance of pre-event tasks	4.37	84% ↑	4.03	73%
Q245. Detection of situations or problems in my riding which could have become serious	4.08	74% ↑	3.79	62%

Statistical Improvements

- The table below is the last of three tables for which we can see a statistical increase in satisfaction levels.

	2008 Average Score out of 5	2008 Combined (Satisfied : 4 & 5)	2006 Average Score out of 5	2006 Combined (Satisfied : 4 & 5)
Q251. My Field Liaison Officer was available to handle questions from the media	4.52	90% ↑	4.32	83%
Q247. Role and responsibilities of my Field Liaison Officer were clear to me	4.33	84% ↑	4.05	74%
Q250. The Field Liaison Officer program provided added value to the support provided by Elections Canada	4.32	82% ↑	4.04	75%
Q249. Advice from my Field Liaison Officer enabled me to avoid certain situations or problems that arose from becoming serious	4.11	75% ↑	3.73	65%
Q248. The fact that there was a Field Liaison Officer was a lot of help in my understanding of the electoral process	4.00	68% ↑	3.57	57%
Q254. Accountable advance for petty cash (receipt, management, replenishment, reconciliation, timeframe)	4.19	83% ↑	3.96	76%
Q265. Reports and forms	4.12	84% ↑	3.93	72%
Q260. Financial Officer's tools at his/her disposal	4.09	81% ↑	3.87	72%
Q280. EMS questions were easy to answer	3.56	56% ↑	3.22	44%
Q279. EMS questions were clear	3.50	53% ↑	2.94	35%
Q276. The frequency of EMS feedback to ROs was adequate	3.49	53% ↑	3.21	42%
Q274. EMS Support network call-backs to answer your questions	3.43	52% ↑	3.22	44%
Q289. Voter information for distribution to the public	3.68	64% ↑	3.52	56%

Statistical Improvements

- The following table is a recap of elements for which we have a calculated a statistical increase in the level of agreement compared to the results obtained in 2006.

	2008 Average Score out of 5	2008 Combined (Agree : 4 & 5)	2006 Average Score out of 5	2006 Combined (Agree : 4 & 5)
Q11. Overall satisfaction with your Field Liaison Officer	4.54	91% ↑	4.36	84%
Q85. Field Liaison Officer added to my training as an RO	3.96	74% ↑	3.72	66%
Q84. The training I received allowed me to complete my work as a Returning Officer	3.79	66% ↑	3.62	58%
Q82. Amount of computer training offered to you as a Returning Officer was satisfactory	3.10	42% ↑	2.53	15%
Q150. You received adequate support for applications	4.02	76% ↑	3.82	67%
Q152. You received efficient service for computer applications	3.98	76% ↑	3.79	68%
Q154. You received rapid service for application problems	3.85	71% ↑	3.72	63%
Q157. The information you were provided from Elections Canada concerning the quality of the lists and the revision process was sufficient	3.61	60% ↑	3.04	34%
Q156. The information you were provided from Elections Canada concerning the quality of the lists and the revision process was pertinent.	3.55	59% ↑	2.95	33%
Q168. In most cases, the revising agents could locate electors at their previous address using the REVISE system	3.90	73% ↑	3.66	63%
Q169. The process of Special Ballot Voting went smoothly	4.39	92% ↑	4.02	79%
Q171. Documents and forms relating to Special Ballot Voting were clear and easily understood	4.10	83% ↑	3.76	66%
Q240. Calls were transferred accurately	4.12	78% ↑	3.93	71%

Statistical Improvements

- The following tables are the last elements for which a significant improvement has occurred in comparison to the 2006 election.

	Average Score out of 5 (Optimal Score is 3)	2008 (% who gave a Score of 3)	Average Score out of 5 (Optimal Score is 3)	2006 (% who gave a Score of 3)
Q76. Quality of training provided to the Automation Coordinator	3.19	49% ↑	3.63	23%
Q72. Quality of training offered to my office staff	3.03	43% ↑	3.62	25%
Q75. Quality of training materials offered to election officials and to staff (manuals, videos, etc.)	2.47	35% ↑	3.64	23%
Q121. Quantity of DVDs sent to you	3.29	46% ↑	3.59	38%
Q145. Quantity of computers	3.52	50% ↑	2.19	30%

	2008 Average Score out of 5	2008 Combined (Useful : 4 & 5)	2006 Average Score out of 5	2006 Combined (Useful : 4 & 5)
Q55. For administering polling sites	4.16	82% ↑	3.75	66%

Statistical Declines

- The table below illustrates elements for which a statistical decline in the level of agreement has occurred in comparison to the results obtained in 2006 during the 39th General Election.

	2008 Average Score out of 5	2008 Combined (Agree : 4 & 5)	2006 Average Score out of 5	2006 Combined (Agree : 4 & 5)
Q3. The preparations leading up to polling day went smoothly	3.89	71% ↓	4.29	89%
Q1. The 40th General Election went smoothly for me as a Returning Officer	3.84	70% ↓	4.22	82%
Q309. The position of the Aboriginal CRO was well received within the Aboriginal population in my electoral district	3.51	52% ↓	3.70	62%
Q312. The presence of the Aboriginal CRO and the outreach activities they conducted had a positive impact on turnout amongst the Aboriginal community in my electoral district	3.16	39% ↓	3.47	55%
Q317. The position of the Youth CRO was useful in raising awareness among the Youth population	3.90	70% ↓	4.14	81%
Q316. The position of the Youth CRO was well received within the Youth population in my electoral district	3.89	68% ↓	4.07	80%
Q319. The presence of the Youth CRO and the outreach activities they conducted had a positive impact on turnout amongst the youth in my electoral district	3.73	58% ↓	3.90	71%
Q324. The position of the Ethno-Cultural CRO was useful in raising awareness among the Ethno-Cultural population	3.85	69% ↓	4.07	79%
Q322. Recruiting for the Ethno-Cultural CRO position was straightforward	3.68	61% ↓	4.09	84%
Q326. The presence of the Ethno-Cultural CRO and the outreach activities they conducted had a positive impact on turnout amongst the ethno-cultural communities in my electoral district	3.48	54% ↓	4.07	72%
Q334. Recruiting for the AEYP program was straightforward	3.56	62% ↓	3.94	78%
Q335. The salary for the AEYP positions was sufficient	3.34	55% ↓	3.59	65%

Statistical Declines

- The following table presents the aspects for which a significant decline in the level of satisfaction has occurred in comparison to the results obtained in 2006.

	2008 Average Score out of 5	2008 Combined (Satisfied : 4 & 5)	2006 Average Score out of 5	2006 Combined (Satisfied : 4 & 5)
Q15. Packaging of election material	4.01	74% ↓	4.34	87%
Q10. Overall satisfaction with Elections Canada	3.98	75% ↓	4.05	82%
Q13. Shipping of pre-writ election material	3.92	69% ↓	4.11	80%
Q14. Assembly of election material in lots	3.86	68% ↓	4.26	88%
Q32. E-mail report	3.49	55% ↓	3.70	64%
Q30. Manual provided for staff training	3.20	43% ↓	3.57	57%
Q31. Video for staff training	3.00	40% ↓	3.58	60%
Q90. Lesson plan for Central Poll Supervisors	3.32	47% ↓	3.65	62%
Q91. Ordinary poll - Manual for Central Poll Supervisors - EC 50355	3.28	46% ↓	3.75	67%
Q95. Ordinary poll - Self-directed training program for DROs and Poll Clerks - EC 50358	3.02	37% ↓	3.60	58%
Q93. Lesson plan for DROs and Poll clerks	3.01	38% ↓	3.63	62%
Q92. Training videos, Part 2: Central Poll Supervisors	2.86	36% ↓	3.70	62%
Q94. Ordinary poll - A Manual for Deputy Returning Officers and Poll Clerks - EC 50340	2.83	31% ↓	3.70	63%
Q96. Training videos, Part 1: DROs and Poll Clerks	2.54	26% ↓	3.64	61%
Q109. Training Officer's Manual - EC 10510	3.35	49% ↓	3.81	67%
Q106. Training video for Revising Agents and Supervisors	3.31	46% ↓	3.69	62%
Q144. Ability to meet official deadline for mailing of VICs	3.94	71% ↓	4.11	80%

Statistical Declines

- Lastly, the next two tables recap the elements for which a statistical decline in results has occurred in comparison to the results obtained in 2006.

	2008 Average Score out of 5	2008 Combined (Satisfied : 4 & 5)	2006 Average Score out of 5	2006 Combined (Satisfied : 4 & 5)
Q256. RO's and ARO's acquisition card (issuance of card, management of expenses, reconciliation, issuing company, problems, limit)	4.19	82% ↓	4.37	89%
Q258. Financial Officer's hours	3.02	40% ↓	3.36	54%

	Average Score out of 5 (Optimal Score is 3)	2008 (% who gave a Score of 3)	Average Score out of 5 (Optimal Score is 3)	2006 (% who gave a Score of 3)
Q73. Time allocated for training DROs and Poll Clerks	2.62	34% ↓	2.70	43%

Most & Least Appreciated Elements

Top 10 Statements Respondents Agree With

- The following table presents the Top 10 statements respondents agree the most with.

	2008 Average Score out of 5	2008 Combined (Agree: 4 & 5)	Section of the Questionnaire
Q203. You had enough staff to complete the verification of each nomination paper within 48 hours	4.64	95%	Part 6
Q202. The verification process for nomination papers went well	4.50	92%	Part 6
Q169. The process of Special Ballot Voting went smoothly	4.39	92% ↑	Part 5
Q198. Your relationship with candidates in connection with lists of electors was good	4.44	91%	Part 6
Q201. The information in the Returning Officer's Manual about the nomination of candidates was clear and easy to understand	4.42	91%	Part 6
Q179. The Self-Training Kit contained everything required by the special ballot coordinator (SBC) to carry out self-training	4.24	89%	Part 5
Q196. Information provided to candidates was consistent with information sent to you as Returning Officer	4.29	88%	Part 6
Q267. Payments to employees were made in a reasonable amount of time	4.35	88%	Part 9
Q181. The self-training tools permitted the SBC to effectively exercise his/her role with respect to electors wanting to vote by special ballot	4.21	87%	Part 5
Q180. The SBC's Self-Training Guide in conjunction with the SBC Manual allowed the SBC to fully understand the information required to exercise the duties as SBC	4.18	86%	Part 5

Top 10 Statements Respondents Agree the Least With

- The following table presents the Top 10 statements respondents agree the least with.

	2008 Average Score out of 5	2008 Combined (Agree : 4 & 5)	Section of the Questionnaire
Q127. The evaluation form completed by Deputy Returning Officers and Poll Clerks immediately before the closing of polls enabled us to gauge people's opinions of their work.	2.99	30%	Part 4
Q314. The Attestation of Residence was understood and well received by Aboriginal electors	2.97	32%	Part 11
Q125. The retention test enabled us to identify which Deputy Returning Officers and Poll Clerks had difficulty absorbing the subject matter	3.13	36%	Part 4
Q126. The evaluation form completed by Deputy Returning Officers and Poll Clerks after the training sessions enabled us to identify gaps in training.	3.18	37%	Part 4
Q194. All candidates attended the meetings	2.91	38%	Part 6
Q312. The presence of the Aboriginal CRO and the outreach activities they conducted had a positive impact on turnout amongst the Aboriginal community in my electoral district	3.16	39% ↓	Part 11
Q284. The Poll-by-Poll Result report (EC 10042) was requested by the media	2.67	39%	Part 10
Q82. Amount of computer training offered to you as a Returning Officer was satisfactory	3.10	42% ↑	Part 4
Q161. Use of a date of birth improved the flow of electors at polling stations	3.36	44%	Part 5
Q160. Use of a unique identifier improved the flow of electors at the polling stations	3.29	44%	Part 5

Top 10 Elements Respondents are the Most Satisfied With

- The following table presents the Top 10 elements respondents are the most satisfied with.

	2008 Average Score out of 5	2008 Combined (Satisfied : 4 & 5)	Section of the Questionnaire
Q252. Use of acquisition card as preferred means of purchasing	4.69	96%	Part 9
Q262. Direct deposit option for all employees and landlords	4.59	95%	Part 9
Q246. Availability of the Field Liaison Officer	4.69	94% ↑	Part 8
Q232. Courtesy of service provided by ECSN	4.47	92% ↑	Part 8
Q192. Processing of nomination deposits	4.42	92%	Part 6
Q17. Services of Canada Post (re: delivery of computer equipment)	4.47	91%	Part 2
Q89. Rules governing partisan activities for election staff	4.43	91%	Part 4
Q11. Overall satisfaction with your Field Liaison Officer	4.54	91% ↑	Part 1
Q207. Process of validation of results	4.30	90% ↑	Part 7
Q251. My Field Liaison Officer was available to handle questions from the media	4.52	90% ↑	Part 8

Top 10 Elements Respondents are the Least Satisfied With

- The following table presents the Top 10 elements respondents are the least satisfied with.

	2008 Average Score out of 5	2008 Combined (Satisfied : 4 & 5)	Section of the Questionnaire
Q96. Training videos, Part 1: DROs and Poll Clerks	2.54	26% ↓	Part 4
Q94. Ordinary poll - A Manual for Deputy Returning Officers and Poll Clerks - EC 50340	2.83	31% ↓	Part 4
Q272. EMS as a tool for scheduling your work	2.99	35%	Part 10
Q92. Training videos, Part 2: Central Poll Supervisors	2.86	36% ↓	Part 4
Q95. Ordinary poll - Self-directed training program for DROs and Poll Clerks - EC 50358	3.02	37% ↓	Part 4
Q281. Do you find EMS useful?	2.85	37%	Part 10
Q282. Do you think EMS should continue to be used?	2.88	38%	Part 10
Q93. Lesson plan for DROs and Poll clerks	3.01	38% ↓	Part 4
Q51. GeoExplore (functionalities and usefulness)	3.18	39%	Part 3
Q31. Video for staff training	3.00	40% ↓	Part 2

Top 5 Elements Respondents found the Most Useful

- The following table presents the Top 5 elements respondents found the most useful.

ROPS / SITES	2008 Average Score out of 5	2008 Combined (Useful: 4 & 5)	Section of the Questionnaire
Q188. For the automated production of the list of polling locations	4.46	91%	Part 5
Q187. For the automated production of the Notice of Advance Poll	4.44	91%	Part 5
Q189. For the automated production of the Notice of Election by Elections Canada	4.40	89%	Part 5
Q190. For the automated production of the Grant of a Poll by Elections Canada	4.40	89%	Part 5
Q186. For the automated production of the Notice of Mobile Poll	4.28	86%	Part 5

Top 5 Elements Respondents found the Least Useful

- The following table presents the Top 5 elements respondents found the least useful.

SITES (Web Application)	2008 Average Score out of 5	2008 Combined (Useful: 4 & 5)	Section of the Questionnaire
Q59. For moving a poll from one site to another	3.93	72%	Part 3
Q57. For modifying the information on existing sites	3.90	69%	Part 3
Q60. For determining polling stations on reserves	3.78	66%	Part 3
Q61. For determining polling sites in student residences	3.64	58%	Part 3
Q58. For deleting sites that are no longer used	3.42	56%	Part 3

Significant Differences Between New ROs and Experienced ROs

Elements for which the Statistical Difference Test Between New ROs and Experienced ROs is at its Highest

- The table below presents the statements for which the statistical difference test between new ROs and experienced ROs is at its highest.
- In all of the statements illustrated, we see that results among new ROs are significantly inferior to those awarded by experienced ROs.

	New ROs	Experienced ROs	Percentage Difference	Type of Question
Q35. Call management went smoothly	52%	75%	23%	Agree
Q29. Phone system to manage volume calls in my office	54%	76%	22%	Satisfied
Q131. E-mail system (Outlook Web Access)	39%	61%	22%	Satisfied
Q130. Connectivity during election	40%	62%	22%	Satisfied
Q7. Software applications provided for the Returning Officer at home	70%	89%	19%	Satisfied
Q34. The phone system allowed me to provide a better service to electors	52%	71%	19%	Agree
Q37. Instructions received were clear	69%	87%	18%	Agree
Q208. Procedures to indicate the opening of all your polls	69%	86%	17%	Satisfied
Q183. For administering polling stations (ROPS / SITES)	75%	90%	15%	Useful

Additional Elements for which the Difference Between New ROs and Experienced ROs is Significant

- The following table presents additional statements for which the statistical difference test between new ROs and experienced ROs is significant.
- Once again, in all of the statements illustrated, we see that results among new ROs are significantly inferior to those awarded by experienced ROs.

	New ROs	Experienced ROs	Percentage Difference	Type of Question
Q103. Training Manual for Revising Agents - Lesson plan - REVISE system - EC 40234	46%	64%	18%	Satisfied
Q104. Training Manual for Revising Agents - Training plan - Revision using forms - EC 40234	45%	63%	18%	Satisfied
Q116. Returning Officer's Manual - Finances (Chapter 6, Chapter 7 section 4 and Chapter 9 section 6)	62%	79%	17%	Satisfied
Q102. Training Manual for Revising Agents - Lesson plan - Targeted revision - EC 40234	46%	63%	17%	Satisfied
Q126. The evaluation form completed by Deputy Returning Officers and Poll Clerks after the training sessions enabled us to identify gaps in training.	27%	44%	17%	Agree
Q9. Software applications provided for the Returning Officer at work office	60%	76%	16%	Satisfied
Q36. Pre-event assignments helped me prepare for the election	70%	86%	16%	Agree
Q101. Manual for Revising Agents Using Forms - EC 40233	47%	63%	16%	Satisfied
Q151. You received efficient service for computer problems	61%	77%	16%	Agree
Q127. The evaluation form completed by Deputy Returning Officers and Poll Clerks immediately before the closing of polls enabled us to gauge people's opinions of their work.	20%	36%	16%	Agree
Q100. Manual for Revising Agents Using the REVISE System - EC 40230	51%	66%	15%	Satisfied
Q118. ROPS/SITES User's Manual - EC 10237	66%	81%	15%	Satisfied
Q152. You received efficient service for computer applications	67%	82%	15%	Agree
Q154. You received rapid service for application problems	62%	76%	14%	Agree
Q216. Communication between the Returning Officer and the polling stations went well	73%	87%	14%	Agree
Q256. RO's and ARO's acquisition card (issuance of card, management of expenses, reconciliation, issuing company, problems, limit)	74%	88%	14%	Satisfied
Q210. Contingency plan for advance polls	72%	84%	12%	Satisfied
Q193. Distribution of candidate kits	81%	91%	10%	Satisfied