

**Survey of Election Officers
Following the 42nd Federal General Election**



Submitted to Elections Canada

Prepared by Forum Research Inc.

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EXECUTIVE SUMMARY

Overall Satisfaction

Overall, 90% of election officers reported being satisfied with how the election went at their polling centre – this represents a three percentage point (3%) decrease from 2011 (93%). Officers in Manitoba (n=154) experienced an eleven percentage point decrease in satisfaction from 2011 (98%) to 2015 (87%) after experiencing a fourteen percentage point increase from 2008 (84%) to 2011 (98%).

Officers who worked at an ordinary (91%) or mobile poll (92%) were significantly more likely to be satisfied than those who worked at an advance poll (82%) or both advance and ordinary polls (84%).

Unchanged from 2011, information officers were more likely to be satisfied (94%) than other staffing positions. Information officers were also significantly more likely to indicate being “very satisfied” (60%), a four percentage point decrease from 2011 (64%) and a one percentage point increase from 2008 (59%).

Hourly Rate of Pay

Satisfaction with the hourly rate of pay has remained stable since the 41st general election. Just over four-fifths (81%) of election officers were satisfied with their hourly rate of pay. Officers who worked in Quebec experienced a five point (5%) increase in satisfaction from 2011 to 2015, after experiencing a nine point (9%) decrease from 2008 to 2011. Although officers in the Territories show the least satisfaction (69%) with their hourly rate, satisfaction in that region has been increasing at a rate of 10% per election analysis period.¹

Election Materials

The majority (89%) of election officers were satisfied with the election materials provided to them, which is similar to 2011 (90%). Overall, the top reasons for not being satisfied were the guidebook (26%), flowchart (14%), and insufficient or poor training (12%). Issues with materials provided remains unchanged since 2011, still ranking in the top three reasons in 2015.

There were significant differences across regions:

- Officers who worked in the Atlantic Provinces were more likely to have issues with the guidebook (47% vs. 26% overall).
- Officers who worked in Saskatchewan were more likely to indicate poor training (26% vs. 12% overall).

¹ As satisfaction increased by election period, so did the sample of respondents in the Territories: 2015 (n=115), 2011 (n=28), 2008 (n=8). Due to the low sample sizes in 2011 and 2008, these results should be interpreted with caution.

- Officers who worked in Quebec were more likely to find that there was too much material (16% vs. 9% overall).

Suitability of the Building

Over four-fifths (87%) of election officers found their building was suitable for holding an election, similar to the levels they were at in 2011 (89%) and 2008 (86%).

Regionally, satisfaction levels have stayed stable in the Atlantic Provinces, Saskatchewan, Ontario and British Columbia. Officers who worked in Manitoba have decreased in satisfaction between 2008 (96%) and the two most recent elections (2011: 88%; 2015:89%), while officers who worked in Alberta have increased in satisfaction between 2008 (77%) and the two most recent elections (2011:91%; 2015:91%²)

When asked why the building wasn't suitable, most officers found that there was not enough room (36%) or the building was too cold or there was poor heating (29%). Officers who worked in the Atlantic (29%), British Columbia (28%) and Manitoba (20%) were more likely to report that their building was "not accessible for people with disabilities."

Providing Services to Electors with Disabilities

Questions about the services being provided to electors with disabilities were integrated into the 2015 Survey of Election Officers. Overall, the majority of officers (92%) said that they were prepared to provide services to electors with disabilities and they (91%) found the tools and services for electors with disabilities suitable.

Regionally, officers who worked in Quebec were less likely to report being prepared (86%). Further, they were also least likely to indicate the tools and services for electors with disabilities were suitable (88%) compared with the other regions.

Training

Overall preparedness and satisfaction with training was high during the 42nd general election. The majority (96%) of election officers felt very or somewhat prepared to undertake their tasks, a seven point (7%) increase from 2011.

Just over four-fifths (84%) of officers were satisfied with the training session provided, which is similar to 2008 (83%). The top improvements suggested by officers include better training (41%), more time (23% vs. 12% in 2011), and more information (20% vs. 12% in 2011).

Vote Proceedings, Voter ID, and Problems

The majority (93%) stated that the flow of electors went very or fairly well in the 42nd general election.

On a 1–10 scale, where 1 was "not a problem at all" and 10 was "a widespread problem," election officers ranked "completing the required procedures at the polls was a source of delay for the voting process" a 3.0, reflecting the smooth process of the flow of electors. In addition, almost all (97%) officers found that the identification of electors went well,

² 2015 results for Alberta should be interpreted with caution due to the low sample size (n=39).

remaining stable from 2011 (96%). Further, a similar proportion reported that they were well prepared to apply voter identification requirements (97%).

Just over nine in ten (91%) election officers reported that electors were very or somewhat well prepared about the voter ID requirements, remaining stable from 2011 (88%).

Most deputy returning officers and registration officers said that they did not experience any problems with verifying the addresses (80%) or the identity (89%) of electors. Of the officers who faced problems during the voter identification process, most reported that the address of the elector did not match the list of electors (44%) or that the elector did not have the correct ID (37%).

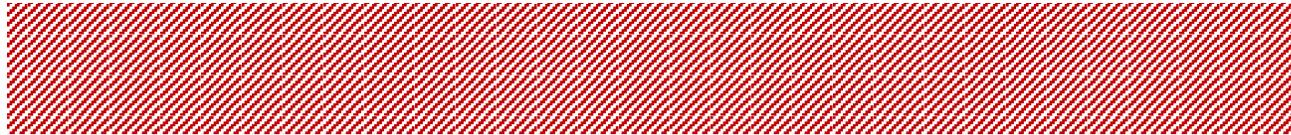
Closing of the Polling Station

Over four-fifths (84%) of election officers found that closing the polling station went well. Among those who felt that closing the polling station did not go well, most reported that it took too long or was too slow (24%), that the staff was not well trained (22%), that the instructions were not clear (21%), or that there were problems with vote counting (20%).

Overall, almost all (93%) deputy returning officers, central poll supervisors, and poll clerks found the flowchart to be very or somewhat useful. Deputy returning officers were significantly more likely to find the flowcharts “very useful” (64%) than did poll clerks (54%).

Improvements for Future Elections

Election officers who made suggestions emphasized better training (17%) as the top reason, a four point increase from 2011, followed by less paperwork (8%), and having breaks (6%). Overall, just under a tenth (8%) of election officers would not change anything to make it easier for them to do their jobs during the election work period.



BACKGROUND AND METHODOLOGY

Forum Research was commissioned to conduct a survey of election officers following the 42nd general election. The research objectives were to:

- Measure election staff’s opinions on various election-related issues and on the quality of services they received from EC
- Assess election staff’s experience of the changes to the electoral process arising from Bill C-23 (Fair Elections Act)

The sample is based on Elections Canada’s database of election officers who worked during the 42nd general election. The total sample is n=3,503, which results in an overall margin of error of $\pm 1.7\%$, 19 times out of 20. The survey was conducted between December 9, 2015, and January 7, 2016.

Sample stratification approach for targeted demographic dimensions has been applied in this survey. This approach allows for the oversample of populations that have been defined as “hard to reach” audiences, and ensures the results are representative to the actual election officers’ population. The targeted demographic dimensions were specified as those who had worked in the following locations:

	Sample (n)	Margin of Error* (%)
Aboriginal reserve poll	282	± 5.8
Mobile poll	450	± 4.6
Student campus poll	466	± 4.5
Seniors’ residence or long-term care facility poll	797	± 3.5

	Abbreviation	Sample (n)	Margin of Error* (%)
Deputy Returning Officer	DRO	1446	± 2.6
Information Officer	IO	294	± 5.7
Central Poll Supervisor	CPS	249	± 6.2
Registration Officer	RegO	246	± 6.3
Poll Clerk	PC	1268	± 2.8

*At a confidence level of 95%.

Regional, polling station, and type-of-poll groups where the sample size is less than 50 should be interpreted with extreme caution. These cases are indicated throughout the report where necessary.

The tables in this report have statistical analyses that compare each percentage with the overall percentage in the same row using plus (+) or minus (-) signs. A plus sign (+) indicates a statistically greater finding, whereas a minus sign (-) indicates a statistically lesser finding. All statistical significance is indicated at the 95% confidence level throughout the report.

All data reported in the tables are weighted. A weighting strategy was applied based on the Elections Canada Poll Staff database. Weighting is balanced according to:

- Region
 - Provinces
- Election staff position
 - Central Poll Supervisor (CPS)
 - Deputy Returning Officer (DRO)
 - Information Officer (IO)
 - Poll Clerk (PC)
 - Registration Officer (RegO)
- Type of poll
 - Aboriginal reserve
 - Mobile
 - Student campus
 - Seniors' residence or long-term care facility
 - Other
- Advance, election day, or both types of polls

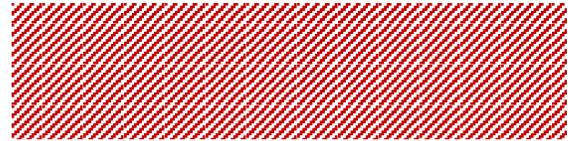
Please note that throughout the report we may use the terms TOP2 and BTM2. These refer to a combined score for top and bottom measures on a scale. For example, on a 5-point scale where the top two points are “strongly agree” and “somewhat agree,” we will often combine these scores for ease of interpretation in the report. Similarly, BTM2 would be a combination of “strongly disagree” and “somewhat disagree.”

Also note that the column total percent and the TOP2 and BTM2 percent may not add to a hundred percent (100%) for the following reasons:

- Due to rounding
- Due to “don’t know” and “refused” answers not being visualized in bar graphs

Further, any use of the word “significant” refers to the concept of statistical significance.

SECTION ONE



1. PROFILE OF ELECTION OFFICERS

This section presents findings regarding the profile of election officers who worked during the 42nd general election.

Past Experience

A third of the respondents in 2015 (32%) had worked as an election officer during the previous federal general election. This proportion was higher in 2011 (53%) and in 2008 (45%). Worth noting, respondents from British Columbia and the Territories are significantly less likely than those from the Atlantic Provinces, Quebec, Ontario, Manitoba and Alberta to have worked as election officers in the past election.

Table 1: Working in the previous federal general election, by region

Q2: Did you work as an election officer during the previous federal general election, which was held in May 2011?	Region								
	ATL (n=346)	QC (n=924)	ON (n=1385)	MAN (n=154)	SASK (n=115)	AB (n=39)*	BC (n=423)	TER (n=115)	Overall (n=3503)
	%								
Yes	35	35	33	36	29	38	25-	17-	32
No	63	62	64	62	66	61	72+	78+	65
Don't know	2	4	4	2	5	1	3	5	3

* Caution should be used when interpreting results due to small sample.

Respondents who worked at a polling station located in an Aboriginal reserve were significantly less likely than staff at other polling stations to have worked during the 2011 elections.

Table 2: Working in the previous federal general election, by polling station

Q2: Did you work as an election officer during the previous federal general election, which was held in May 2011?	Polling Station				
	Abo. Reserve (n=282)	Sen. / LT Care (n=797)	Stud. Res. (n=466)	Other (n=1958)	Overall (n=3503)
	%				
Yes	24-	35	30	32	32
No	72+	63	67	65	65
Don't know	4	2	3	3	3

The respondents who worked at an advance poll (43%) were significantly more likely than those who worked at an ordinary poll (31%) to have also worked during the 2011 federal general election. Further, respondents who worked at both advance and ordinary polls were more likely to have worked during the previous general election than were ordinary poll staff.

Central poll supervisors (CPS) were significantly more likely to have worked in the 2011 federal general election (62%) than were deputy returning officers (39%), information officers (18%), registration officers (21%), and poll clerks (26%). Information officers were the least likely to have had the same experience. Worth noting is that both of the above findings are consistent with those from 2011.

Table 3: Working in the previous federal general election, by type of poll and staffing position

Q2: Did you work as an election officer during the previous federal general election, which was held in May 2011?	Type of Poll				Staffing Position					Overall (n=3503)
	Adv. (n=232)	Ord. (n=2997)	Adv. + ord. (n=224)	Mobile (n=49)*	DRO (n=1261)	IO (n=421)	CPS (n=245)	RegO (n=315)	PC (n=1261)	
	%									
Yes	43+	31-	36	35	39	18-	62+	21-	26	32
No	53-	66+	61	63	56	80+	34-	77+	71	65
Don't know	4	3	3	1	4	3	4	2	3	3

* Caution should be used when interpreting results due to small sample.

Of the respondents who reported having worked in the 2011 federal general election, the largest proportion, just over 4 in 10, indicated that they had worked as deputy returning officers (40%), with significantly higher proportions in Saskatchewan (62%) and Alberta (56%). This is followed by those who worked as poll clerks (28%) and central poll supervisors (11%). Worth noting, deputy returning officers had the highest returning position in 2011 as well.

Table 4: Position in 2011 election, by region

Q3: Which position(s) did you occupy in 2011?	Region								
	ATL (n=120)	QC (n=320)	ON (n=454)	MAN (n=56)	SASK (n=33)*	AB (n=15)*	BC (n=104)	TER (n=20)*	Overall (n=1122)
	%								
Central poll supervisor	10	6	13	16	3	7	16	9	11
Information officer	6	7	6	5	3	2	9	8	6
Registration officer	2	2	4	11	0	9	6	0	4
Deputy returning officer	40	44	37	46	62+	56+	35	34	40
Poll clerk	31	18-	36+	11	27	25	27	34	28
Revising agent	0	2	0	0	0	0	0	0	1
Secretary	0	7	0	0	0	0	0	6	2
Special ballot coordinator	0	0	0	0	0	0	0	0	0
Other / DK / Refused	11	15	5	12	5	3	7	9	9

* Caution should be used when interpreting results due to small sample.

Of those who worked during the 2011 general election, a significantly high proportion of deputy returning officers (46%) worked at a seniors' residence or long-term care polling station in 2015. Further, a significantly high proportion (13%) of central poll supervisors worked at student residence polling stations in 2015.

Table 5: Position in 2011 election, by polling station

Q3: Which position(s) did you occupy in 2011?	Polling Station				
	Abo. Reserve (n=70)	Sen. / LT Care (n=276)	Stud. Res. (n=146)	Other (n=670)	Overall (n=1162)
	%				
Central poll supervisor	6-	6-	13+	11	11
Information officer	10	2	10	6	6
Registration officer	9	3	7	3	4
Deputy returning officer	31-	46+	36	40	40
Poll clerk	33	30	23	28	28
Revising agent	1	2	2	1	1
Secretary	0	1	1	2	2
Special ballot coordinator	2	2	1	0	0
Other/DK/Refused	9	7	6	9	9

Of respondents who reported having worked in the 2011 general election, significantly high proportions of central poll supervisors (20%) and registration officers (13%) worked at both advance and ordinary polls in 2015.

For all types of staffing positions, the majority of respondents occupied the same positions in 2015 as they did in 2011.

Table 6: Position in 2011 election, by type of poll and staffing position

Q3: Which position(s) did you occupy in 2011?	Type of Poll				Staffing Position					Overall (n=1122)
	Adv. (n=101)	Ord. (n=922)	Adv. + ord. (n=81)	Mobile (n=17)*	DRO (n=497)	IO (n=75)	CPS (n=153)	RegO (n=66)	PC (n=331)	
	%									
Central poll supervisor	7	10	20+	4	4	0	53+	9	4	11
Information officer	5	7	4	2	4	47+	2	10	3	6
Registration officer	6	2	13+	1	2	0	4	29+	2	4
Deputy returning officer	44	40	44	54+	61+	22	29	28	22	40
Poll clerk	31	29	11	30	21	5	6	9	57+	28
Revising agent	2	1	0	2	1	3	0	0	0	1
Secretary	1	2	0	0	2	2	1	3	3	2
Special ballot coordinator	0	0	0	1	0	0	0	0	0	0
Other /DK / Refused	4	10	8	6	7	20	6	13	9	9

* Caution should be used when interpreting results due to small sample.

Just under half (48%) of election officers during the 2015 general election reported to have had experience working in a provincial election. This proportion represents a decrease from the 2011 results (52%).

Table 7: Election officer in a provincial election, by region

Q4: Did you ever work as an election officer in a provincial election?	Region								
	ATL (n=346)	QC (n=924)	ON (n=1385)	MAN (n=154)	SASK (n=115)	AB (n=39)*	BC (n=423)	TER (n=115)	Overall (n=3503)
	%								
Yes	58+	55+	47	30-	47	56	41	21-	48
No	41	44	51	63	51	42	56	77	50
DK/Refused	1	1	2	7	2	2	4	2	2

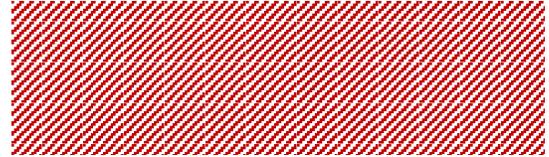
* Caution should be used when interpreting results due to small sample.

In terms of polling station types, officers who worked at a polling station located on an Aboriginal reserve (29%) were significantly less likely to have worked as an election officer in a provincial election.

Table 8: Election officer in a provincial election, by polling station

Q4: Did you ever work as an election officer in a provincial election?	Polling Station				
	Abo. Reserve (n=282)	Sen. / LT Care (n=797)	Stud. Res. (n=466)	Other (n=1958)	Overall (n=3503)
	%				
Yes	29-	47	43	48	48
No	67+	51	55	50	50
DK/Refused	4	2	2	2	2

SECTION TWO



2. SATISFACTION WITH HOW THE ELECTION WENT

This section presents findings related to the overall satisfaction of election officers with their work experience at their respective polling centre during the 42nd federal general election.

General Satisfaction

Overall, 9 in 10 (90%) election officers nationwide were very or fairly satisfied when asked to rate their overall level of satisfaction with the way the election went at their polling centre. This proportion is three points lower than the 2011 result (93%). By region, election officers in the Atlantic region were more satisfied (93%) compared with the overall satisfaction level. Officers in Saskatchewan were significantly more likely to report being not very satisfied (14%), while officers in Alberta were significantly more likely to report being not at all satisfied (5%).

Table 9: Satisfaction, by region

Q1: As a <STAFFING POSITION>, how would you rate your overall level of satisfaction with the way the last federal election went at your polling centre? Are you...	Region								
	ATL (n=346)	QC (n=924)	ON (n=1385)	MAN (n=154)	SASK (n=115)	AB (n=39)*	BC (n=423)	TER (n=115)	Overall (n=3503)
	%								
TOP2	93+	91	90	87	84	84	89	89	90
BTM2	7	9	9	13	15+	15+	10	9	9
Very satisfied	60	55	51	51	41	42	45	49	52
Fairly satisfied	33	36	39	36	43	42	45	40	38
Not very satisfied	5	6	7	11	14+	11	8	7	7
Not at all satisfied	2	3	2	2	1	5+	2	1	2
DK/Refused	0	0	0	0	1	1	1	2	1

* Caution should be used when interpreting results due to small sample.

Election officers who worked at a polling station on an Aboriginal reserve were significantly more likely to report being “very satisfied” (55%) compared with those who worked in seniors’ homes and student residence polling stations (48% each). Further, election officers who worked in student residence polling stations were significantly more likely to report being unsatisfied (BTM2: 15%) compared with those who worked at a polling station on an Aboriginal reserve (BTM2: 10%).

Table 10: Satisfaction, by polling station

Q1: As a <STAFFING POSITION>, how would you rate your overall level of satisfaction with the way the last federal election went at your polling centre? Are you...	Polling Station				
	Abo. Reserve (n=282)	Sen. / LT Care (n=797)	Stud. Res. (n=466)	Other (n=1958)	Overall (n=3503)
	%				
TOP2	88	87	84	90	90
BTM2	10	12	15+	9	9
Very satisfied	55+	48	48	52	52
Fairly satisfied	34	39	37	39	38
Not very satisfied	6	10+	12+	7	7
Not at all satisfied	4	2	3	2	2
DK/Refused	2	1	1	0	1

Information officers were more likely than other positions to report being overall satisfied in 2015 (TOP2: 94%), and in 2011 they were also the most satisfied staffing position, with an overall satisfaction level of ninety-six percent. Information officers were significantly more likely to be “very satisfied” (60%) than other staffing positions; this is followed closely by registration officers (57%). Those who worked ordinary (TOP2: 91%) and mobile polls (TOP2: 92%) were significantly more likely to report being satisfied overall than other poll types.

Table 11: Satisfaction, by type of poll and staffing position

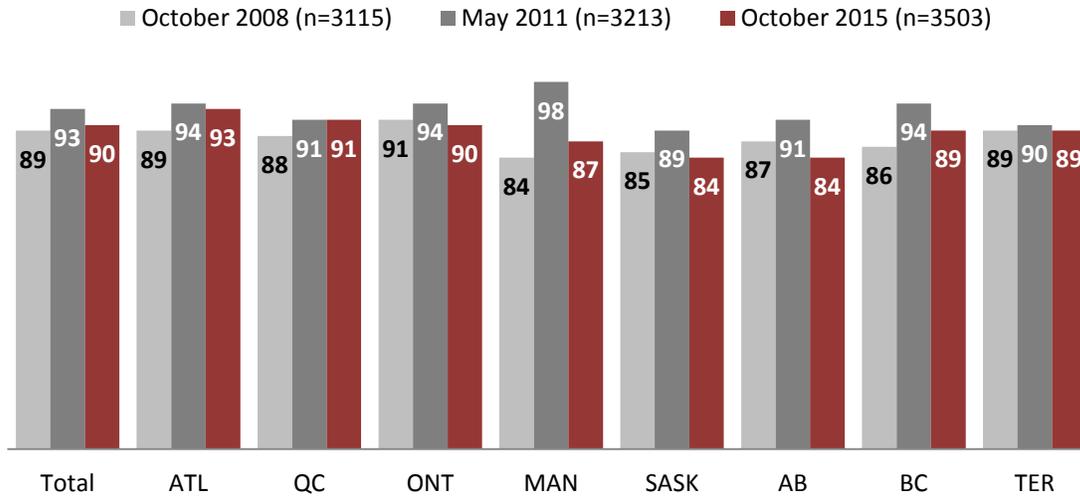
Q1: As a <STAFFING POSITION>, how would you rate your overall level of satisfaction with the way the last federal election went at your polling centre? Are you...	Type of Poll				Staffing Position					
	Adv. (n=232)	Ord. (n=2997)	Adv. + ord. (n=224)	Mobile (n=49)*	DRO (n=1261)	IO (n=421)	CPS (n=245)	RegO (n=315)	PC (n=1261)	Overall (n=3503)
	%									
TOP2	82	91	84	92	90	94	86	94	89	90
BTM2	18	8	16	7	10	6	12	6	11	9
Very satisfied	47-	52	59+	57	52	60+	40-	57+	50	52
Fairly satisfied	35	40	25-	36	38	34	46	37	39	38
Not very satisfied	13+	6	12+	5	8	4	8	4	8	7
Not at all satisfied	5	2	4	2	2	2	4	2	2	2
DK/Refused	1	0	0	0	1	0	2	0	0	1

* Caution should be used when interpreting results due to small sample.

Satisfaction with how the federal general election went was slightly lower in 2015 (90%) than in 2011 (93%). Across all regions excepting Quebec, satisfaction was slightly higher in 2011 than in 2015; however, Manitoba experienced the highest decrease in satisfaction, eleven points (11%), from 2011 to 2015.

Chart 1: Overall satisfaction³

Q1: As a <STAFFING POSITION>, how would you rate your overall level of satisfaction with the way the last federal election went at your polling place? Are you... (TOP2%)*

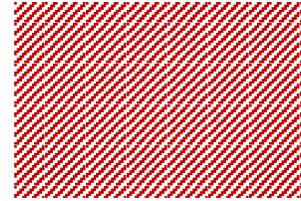


* TOP2 (Very satisfied + fairly satisfied)

³ n values: ATL (n=346); QC (n=924); ONT (n=1385); MAN (n=154); SASK (n=115); AB (n=39); BC (n=423); TER (n=115)

SECTION THREE

3. SATISFACTION WITH REMUNERATION

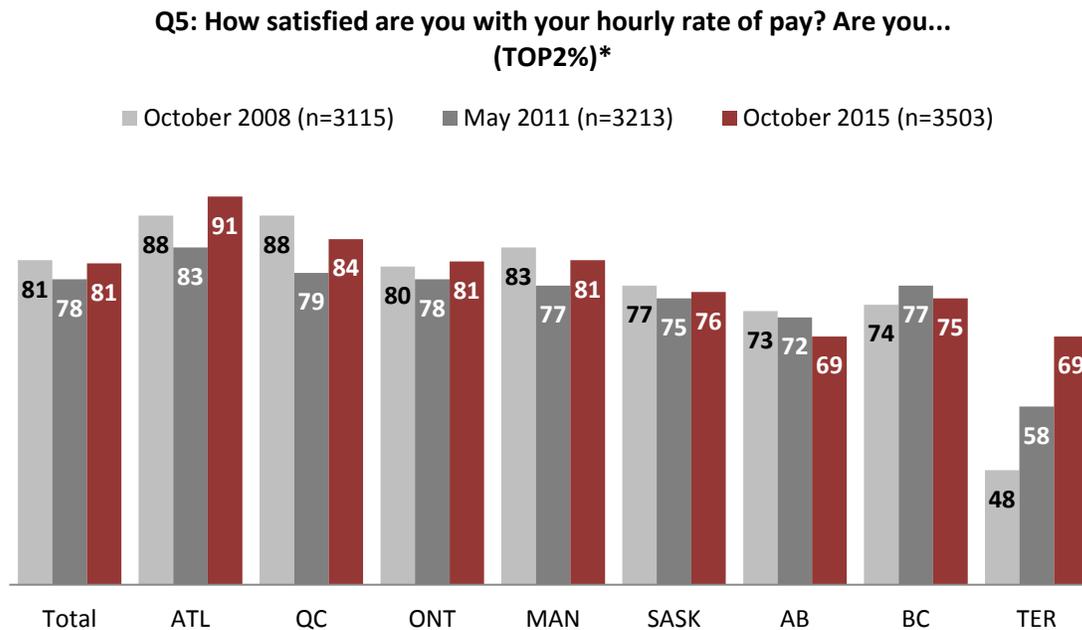


The following section presents information on the satisfaction of election officers with their hourly rate of pay and the time it took to receive their paycheque.

Hourly Rate of Pay

Overall, 8 in 10 respondents (81%) were satisfied with their rate of pay in 2015. This proportion represents a slight increase from 2011 (78%), and is the same as the 2008 result. More precisely, the overall satisfaction was higher than in 2011 across the country, with the exception of Alberta, where it was slightly lower (69%, compared with 72%). Although officers in the Territories and in Alberta were significantly less likely to report satisfaction with their hourly rate of pay, it is worth noting that the overall satisfaction in the Territories increased at a rate of about ten percentage points (10%) per election analysis period since 2008. Officers in Atlantic Provinces were significantly more likely to be satisfied with their hourly pay (91%), a seven point increase from 2011.

Chart 2: Hourly rate of pay satisfaction⁴



* TOP2 (Very satisfied + fairly satisfied)

⁴ n values: ATL (n=346); QC (n=924); ONT (n=1385); MAN (n=154); SASK (n=115); AB (n=39); BC (n=423); TER (n=115)

Respondents who worked in ordinary and mobile polls were significantly more likely to be satisfied with their hourly rate of pay (TOP2: 82% each) than other poll type groups. Further, respondents who worked in both advance and ordinary polls were significantly more likely to report that they were “not very satisfied” compared with those who worked in mobile polls (21%, compared with 12%). It is worth noting that those who worked in advance polls were more likely to be “very satisfied” (38%) and less likely to be “fairly satisfied” (38%).

Central poll supervisors reported the highest levels of satisfaction with their hourly rate of pay (TOP2: 86, compared with 81% overall). Further, central poll supervisors (TOP2: 86%) and registration officers (TOP2: 85%) were significantly more likely to report being satisfied than information officers (TOP2: 78%) and poll clerks (TOP2: 78%). Worth nothing is that information officers (BTM2: 21%) and poll clerks (BTM2: 20%) were significantly more likely to be unsatisfied compared with central poll supervisors (BTM2: 13%).

Table 12: Hourly rate of pay satisfaction, by type of poll and staffing position

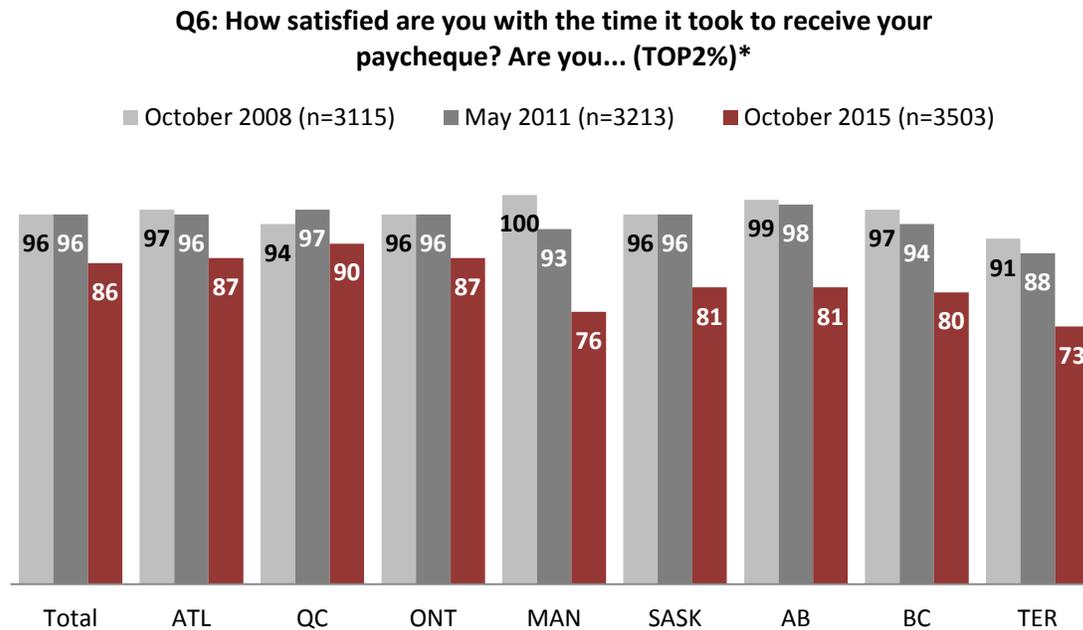
Q5: How satisfied are you with your hourly rate of pay? Are you...	Type of Poll				Staffing Position					Overall (n=3503)
	Adv. (n=232)	Ord. (n=2997)	Adv. + ord. (n=224)	Mobile (n=49)*	DRO (n=1261)	IO (n=421)	CPS (n=245)	RegO (n=315)	PC (n=1261)	
	%									
TOP2	76	82	77	82	83	78	86	85	78	81
BTM2	23	17	23	17	16	21	13	15	20	18
Very satisfied	38	33	30	34	33	35	38+	38+	30	33
Fairly satisfied	38-	49	47	48	51+	43	48	47	48	48
Not very satisfied	17	13	21+	12	13	16	12	10	15	14
Not at all satisfied	6	5	2	4	4	5	2	5	6	4
DK/Refused	1	1	0	1	1	1	1	0	1	1

* Caution should be used when interpreting results due to small sample.

Reception of Paycheque

The overall satisfaction with the time it took to receive the paycheque (86%) has decreased by ten percentage points since previous report periods, compared with 2011 and 2008 (96% each). Despite this decrease, it is still at a relatively high level, with more than 8 in 10 respondents (86%) reporting being “very satisfied” (47%) or “fairly satisfied” (39%). Officers in Manitoba (76%) and in the Territories (73%) were significantly less likely to report being satisfied than other regions.

Chart 3: Reception of paycheque satisfaction⁵



* TOP2 (Very satisfied + fairly satisfied)

⁵ N values: ATL (n=346); QC (n=924); ONT (n=1385); MAN (n=154); SASK (n=115); AB (n=39); BC (n=423); TER (n=115)

Election officers who worked at ordinary polls were significantly more likely than all other types of polls to be satisfied with the time it took to receive their paycheque (TOP2: 87%). Further, the respondents who worked at advance polls (51%), ordinary polls (48%), or mobile polls (50%) were significantly more likely to report being “very satisfied” than those who worked at both advance and ordinary polls (36%).

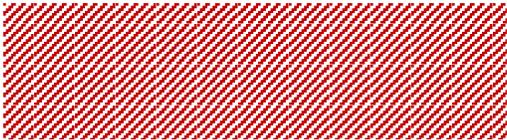
Central poll supervisors (55%) and deputy returning officers (50%) were significantly more likely than registration officers (41%) and poll clerks (45%) to be “very satisfied” with the time it took to receive their paycheque. However, deputy returning officers (TOP2: 89%) were significantly more likely than information officers (TOP2: 81%) and registration officers (TOP2: 82%) to be satisfied overall. Further, information officers (7%) and registration officers (6%) were significantly more likely than central poll supervisors (2%) to be “not at all satisfied.”

Table 13: Reception of paycheque satisfaction, by type of poll and staffing position

Q6: How satisfied are you with the time it took to receive your paycheque? Are you...	Type of Poll				Staffing Position					Overall (n=3503)
	Adv. (n=232)	Ord. (n=2997)	Adv. + ord. (n=224)	Mobile (n=49)*	DRO (n=1261)	IO (n=421)	CPS (n=245)	RegO (n=315)	PC (n=1261)	
	%									
TOP2	85	87	79	83	89	81	87	82	86	86
BTM2	15	13	20	17	11	17	13	17	14	13
Very satisfied	51+	48+	36	50+	50+	49	55+	41-	45	47
Fairly satisfied	35	39	43	33	39	33-	32-	41	41	39
Not very satisfied	10	9	15	14	8	10	11	11	11	10
Not at all satisfied	5	4	5	2	3	7+	2	6+	3	4
DK/Refused	0	1	1	0	1	1	1	1	1	1

* Caution should be used when interpreting results due to small sample.

SECTION FOUR



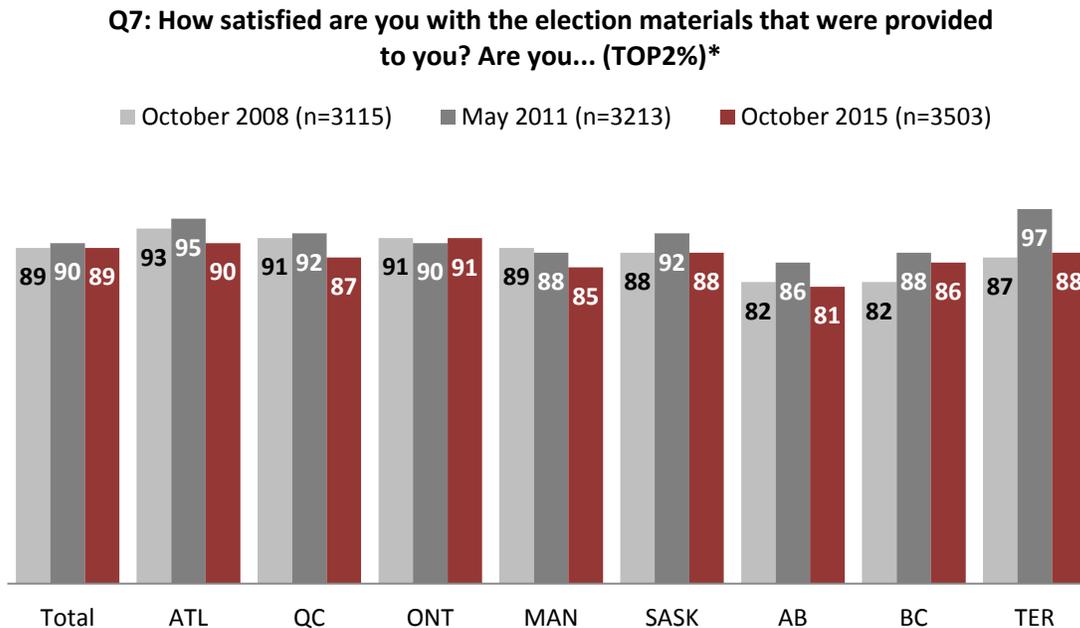
4. SATISFACTION WITH ELECTION MATERIALS

This section presents findings related to the overall satisfaction of election officers regarding the election materials, list of electors, and bingo sheets that were provided to them.

Election Materials

Overall, eighty-nine percent (TOP2: 89%) of officers reported being satisfied with the election materials that were provided to them, which is a single point decrease from 2011 results (90%). Regionally, officers from Ontario (TOP2: 91%) and Atlantic Provinces (TOP2: 90%) were more likely to report being satisfied, while officers from Alberta (TOP2: 81%) and British Columbia (TOP2: 86%) were significantly less likely to report being satisfied. Compared with 2011, satisfaction with election materials has slightly decreased in all provinces, except in Ontario, where it has increased by a single point of percentage.

Chart 4: Satisfaction with election materials⁶



* TOP2 (Very satisfied + fairly satisfied)

⁶ N values: ATL (n=346); QC (n=924); ONT (n=1385); MAN (n=154); SASK (n=115); AB (n=39); BC (n=423); TER (n=115)

Officers working in ordinary polls were significantly more likely to report satisfaction with the election materials (TOP2: 90%) than those working in advance polls (TOP2: 83%). Meanwhile, those working in advance polls (BTM2: 17%) were significantly more likely to report being not satisfied than those who worked at the ordinary polls and mobile polls (BTM2: 10%, each)

Both deputy returning officers and information officers were significantly more likely to report being satisfied (TOP2: 90% each) than central poll supervisors (TOP2: 83%).

Table 14: Satisfaction with election materials, by type of poll and staffing position

Q7: How satisfied are you with the election materials that were provided to you? Are you...	Type of Poll				Staffing Position					Overall (n=3503)
	Adv. (n=232)	Ord. (n=2997)	Adv. + ord. (n=224)	Mobile (n=49)*	DRO (n=1261)	IO (n=421)	CPS (n=245)	RegO (n=315)	PC (n=1261)	
	%									
TOP2	83	90	86	89	90	90	83-	87	89	89
BTM2	17	10	14	10	10	9	17	13	11	11
Very satisfied	45	53+	41	39	54	52	41-	48	52	52
Fairly satisfied	38	36	45	50+	36	38	42+	39	37	37
Not very satisfied	12	9	12	8	9	7	16+	11	9	9
Not at all satisfied	5+	1	3	2	2	2	2	2	2	2
DK/Refused	0	0	0	2	0	1	0	0	0	0

* Caution should be used when interpreting results due to small sample.

Election officers indicated several reasons for not being satisfied with the election materials. Over a quarter (26%) of those who reported they were either “not very satisfied” or “not at all satisfied” with the election materials (n=383) specified that they were particularly not satisfied with the guidebook. That said, “Documentation was too complicated/confusing” (worded as “materials were not clear/hard to understand” in 2015) experienced a seventeen percentage point decrease from 2011 (24%) to 2015 (7%).

Table 15: Materials not satisfied with, overall – Top Nine Answers⁷

Q8: Could you tell us which materials you were not satisfied with? [max 3 mentions]	Overall (n=383)
	%
Guidebook	26
Flowchart	14
Insufficient or poor training ⁸	12
Generally dissatisfied with materials	10
Insufficient amount of materials / no materials (unspecified)	10
Too much material (i.e., excess/left over)	9
Signs	8
Materials were not clear / hard to understand (unspecified)	7
Pencils, rulers, tape or other utensils were poor quality or missing	7

There were variances across regions to note in comparison to the overall population:

1. Officers in the Atlantic Provinces were significantly more likely to report that they were not satisfied with the guidebook (47%) and forms (7%, as compared with 3% overall).
2. Officers in Quebec were significantly more likely (18%) to report that there was too much material left over.
3. Officers in Quebec were also more likely to report that pencils, rulers, tape or other utensils were poor quality or missing (18%).
4. Officers in Saskatchewan were significantly more likely (21%) to report overall dissatisfaction with materials.

⁷ Results with less than 5% of mentions not shown.

⁸ "Poor training" is specific to the instructor's competency in training staff with provided materials.

There were also differences when looking at the reasons for dissatisfaction by staffing position:

<i>Deputy Returning Officers</i>
<ul style="list-style-type: none"> • More likely to report there was too much paperwork (6%) • More likely to report they were not satisfied with forms (7%)
<i>Information Officers</i>
<ul style="list-style-type: none"> • More likely to report that there was an insufficient amount of materials (16%) • More likely to report that pencils, rulers, tape or other utensils were poor quality or missing (10%) • Less likely to report being generally dissatisfied with materials (5%)
<i>Central Poll Supervisors</i>
<ul style="list-style-type: none"> • More likely to report being dissatisfied with the guidebook (36%) • More likely to report insufficient or poor training (21%)
<i>Registration Officers</i>
<ul style="list-style-type: none"> • More likely to be generally dissatisfied with materials (22%) • Less likely to be dissatisfied with the guidebook (16%) • Less likely to report insufficient or poor training (6%) • Less likely to be dissatisfied with the flowchart (6%)
<i>Poll Clerks</i>
<ul style="list-style-type: none"> • More likely to be dissatisfied with the flowchart (19%) • More likely to report that they received too much material (13%) • Less likely to report materials were not clear (2%)

Overall, almost all election officers (TOP2: 95%) reported that the guidebook was useful. Across regions, election officers in Manitoba and Saskatchewan were more likely to find it useful (TOP2: 96% each), while those in Alberta were less likely to share this opinion (TOP2: 89%).

Table 16: Guidebook usefulness, by region

Q9: Would you say that the guidebook was...?	Region								
	ATL (n=346)	QC (n=924)	ON (n=1385)	MAN (n=154)	SASK (n=115)	AB (n=39)*	BC (n=423)	TER (n=115)	Overall (n=3503)
	%								
TOP2	95	94	95	96	96	89	94	91	95
BTM2	5	6	4	5	2	10	5	5	5
Very useful	64+	55	61	67+	56	49-	55	55	59
Somewhat useful	31-	39	34	28-	41	40+	40	35	36
Not very useful	4	5	3	2	2	8	5	2	4
Not at all useful	1	2	1	3	0	2	0	3	1
DK/Refused	1	0	1	0	1	1	1	5	1

* Caution should be used when interpreting results due to small sample.

The usefulness of the guidebook across polling stations is similar, with minimal differences between stations. Officers who worked at a polling station on an Aboriginal reserve were significantly more likely to report the guidebook as “very useful” (68%) compared with all other polling stations.

Table 17: Guidebook usefulness, by polling station

Q9: Would you say that the guidebook was...?	Polling Station				
	Abo. Reserve (n=282)	Sen. / LT Care (n=797)	Stud. Res. (n=466)	Other (n=1958)	Overall (n=3503)
	%				
TOP2	96	96	96	95	95
BTM2	3	4	4	5	5
Very useful	68+	59	58	59	59
Somewhat useful	28-	37	38	36	36
Not very useful	2	3	3	4	4
Not at all useful	1	1	1	1	1
DK/Refused	0	0	0	1	1

Regardless of the type of poll, usefulness of guidebooks was rated highly; officers who worked at the advance polls (64%) were significantly more likely to report the guidebook as “very useful” than those who worked both advance and ordinary polls (52%) and mobile polls (50%). Deputy returning officers (63%) were significantly more likely to report the guidebook as “very useful” compared with information officers (51%). Information officers were the least likely to have found the guidebook useful (TOP2: 93%).

Table 18: Guidebook usefulness, by type of poll and staffing position

Q9: Would you say that the guidebook was...?	Type of Poll				Staffing Position					Overall (n=3503)
	Adv. (n=232)	Ord. (n=2997)	Adv. + ord. (n=224)	Mobile (n=49)*	DRO (n=1261)	IO (n=421)	CPS (n=245)	RegO (n=315)	PC (n=1261)	
	%									
TOP2	92	95	96	92	95	93	95	94	94	95
BTM2	7	5	4	7	4	5	5	5	5	5
Very useful	64+	59	52	50-	63+	51-	55	59	59	59
Somewhat useful	29-	36	45	42	33	42+	40	36	36	36
Not very useful	5	4	4	7	4	4	3	3	4	4
Not at all useful	2	1	0	1	1	2	2	2	1	1
DK/Refused	1	1	0	0	0	2	1	1	0	1

* Caution should be used when interpreting results due to small sample.

Eighty-five percent (TOP2: 85%) of election officers reported that the forms provided were very or somewhat easy to complete. By region, officers in Ontario (TOP2: 88%), Saskatchewan (TOP2: 87%), Quebec (TOP2: 86%), and the Atlantic Provinces (TOP2: 86%) were significantly more likely to find the various forms easy to complete compared with officers in British Columbia and Alberta (TOP2: 78% and 76% respectively). Further, officers in Ontario (48%) and Manitoba (53%) were significantly more likely to report that the various forms were “very easy” to complete.

Table 19: Completion of various forms, by region

Q12: Would you say that the various forms that were provided to you were (response) to complete?	Region								
	ATL (n=346)	QC (n=924)	ON (n=1385)	MAN (n=154)	SASK (n=115)	AB (n=39)*	BC (n=423)	TER (n=115)	Overall (n=3503)
	%								
TOP2	86	86	88	85	87	76	78	78	85
BTM2	13	13	11	12	10	21	22	22	13
Very easy	42	37	48+	53+	34-	39	42	39	43
Somewhat easy	44	49+	40	32-	54+	37-	36-	39	42
Somewhat difficult	13	11	10	9	7	18	20	19	12
Very difficult	1	2	1	3	4	3	1	3	2
DK/Refused	1	1	1	3	3	4	1	0	1

* Caution should be used when interpreting results due to small sample.

Election officers who worked at a polling station on an Aboriginal reserve, at a student residence, and at a regular polling station were significantly more likely to find the various forms easy to use compared with those who worked at a seniors’ residence poll (TOP2: 85%, 85% and 86% respectively, compared with 78%).

Table 20: Completion of various forms, by polling station

Q12: Would you say that the various forms that were provided to you were (response) to complete?	Polling Station				
	Abo. Reserve (n=282)	Sen. / LT Care (n=797)	Stud. Res. (n=466)	Other (n=1958)	Overall (n=3503)
	%				
TOP2	85	78	85	86	85
BTM2	14	21	14	13	13
Very easy	50+	37-	46	43	43
Somewhat easy	35-	40	38	43	42
Somewhat difficult	11	18+	13	12	12
Very difficult	3	2	2	1	2
DK/Refused	1	2	1	1	1

Officers who worked at an advance poll (45%), an ordinary poll (43%), or both poll types (46%) were significantly more likely to find the various forms “very easy” to complete than those who worked at mobile polls (33%).

Deputy returning officers (TOP2: 87%), information officers (TOP2: 89%), and registration officers (TOP2: 95%) were significantly more likely to report the various forms as easy to complete compared with poll clerks (81%). Further, deputy returning officers (BTM2: 13%), central poll supervisors (BTM2: 15%), and poll clerks (BTM2: 18%) were significantly more likely to find the various forms difficult to complete compared with information officers (BTM2: 7%) and registration officers (BTM2: 4%).

Table 21: Completion of various forms, by type of poll and staffing position

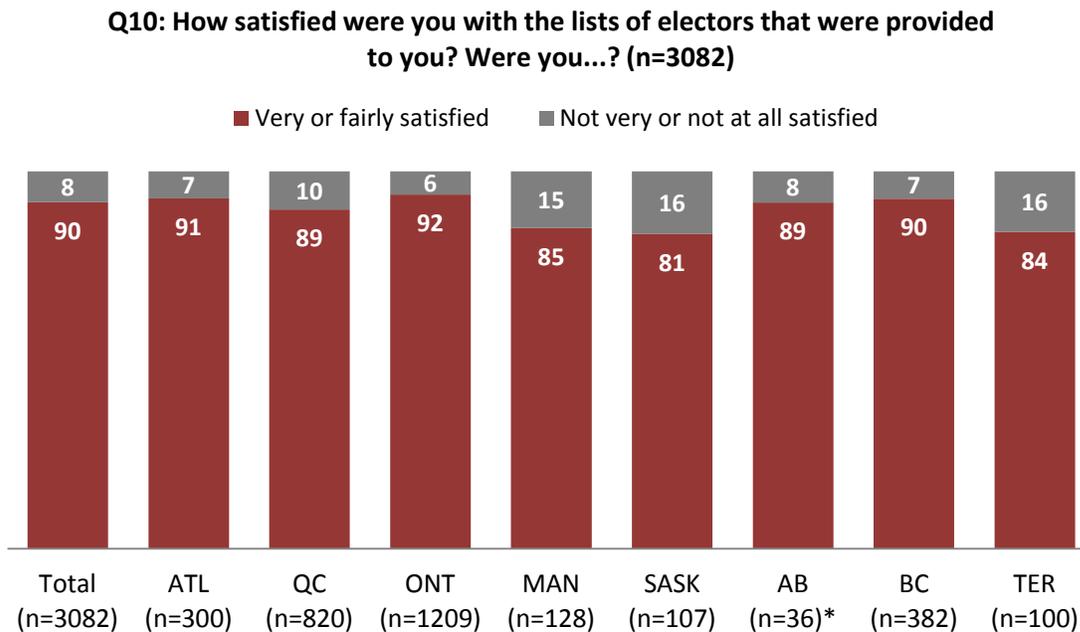
Q12: Would you say that the various forms that were provided to you were (response) to complete?	Type of Poll				Staffing Position					Overall (n=3503)
	Adv. (n=232)	Ord. (n=2997)	Adv. + ord. (n=224)	Mobile (n=49)*	DRO (n=1261)	IO (n=421)	CPS (n=245)	RegO (n=315)	PC (n=1261)	
	%									
TOP2	86	85	87	79	87	89	84	95	81	85
BTM2	13	13	13	20	13	7	15	4	18	13
Very easy	45	43	46	33-	40	52+	39	58+	40	43
Somewhat easy	40	43	41	45	47	38-	45	37-	41	42
Somewhat difficult	11	12	13	17	12	6	15	4	15	12
Very difficult	2	2	1	3	1	1	1	0	3	2
DK/Refused	1	1	0	2	0	4	1	1	1	1

* Caution should be used when interpreting results due to small sample.

Lists of Electors

Overall, most (90%) of deputy returning officers, central poll supervisors, registration officers, and poll clerks were fairly or very satisfied with the lists of electors that were provided to them. Over nine in ten (92%) poll clerks reported being satisfied with the lists of electors. Deputy returning officers reported slightly lower levels of satisfaction (90%) when compared with 2011 (93%). Across regions, respondents in Ontario were more likely to be satisfied, while officers in Saskatchewan were less likely.

Chart 5: Satisfaction regarding the lists of electors



* Caution should be used when interpreting results due to small sample.

Base: Deputy Returning Officer, Central Poll Supervisor, Registration Officer, Poll Clerk

NOTE: Not all options listed. Some DROs (n=20) reported that they did not have to use the lists of electors.

Deputy returning officers, central poll supervisors, registration officers, and poll clerks who worked at a polling station on an Aboriginal reserve were significantly less likely (BTM2: 19%) to be satisfied with the lists of electors provided to them.

Table 22: Satisfaction regarding the lists of electors, by polling station

Q10: How satisfied were you with the lists of electors that were provided to you? Were you...?	Polling Station				
	Abo. Reserve (n=241)	Sen. / LT Care (n=788)	Stud. Res. (n=411)	Other (n=1769)	Overall (n=3209)
	%				
TOP2	80	88	86	90	90
BTM2	19	11	10	8	8
Very satisfied	45-	56	53	59	59
Fairly satisfied	34	32	33	31	31
Not very satisfied	11+	8	7	7	7
Not at all satisfied	9	3	3	1	2
DK/Refused	1	1	3	1	1

Base: Deputy Returning Officer, Central Poll Supervisor, Registration Officer, Poll Clerk

NOTE: Not all options listed. Some DROs (n=20) reported that they did not have to use the lists of electors.

Specified officers who worked at an ordinary poll were significantly more likely to report being “very satisfied” (60%) with the lists of electors compared with those who worked the advance polls (48%), both advance and ordinary polls (48%), and mobile polls (50%). Those who worked the mobile polls were less likely to report being satisfied with the lists of electors (BTM2: 14%) than those who worked the ordinary poll (BTM2: 8%).

Table 23: Satisfaction regarding the lists of electors, by type of poll

Q10: How satisfied were you with the lists of electors that were provided to you? Were you...?	Type of Poll				
	Advance (n=219)	Ordinary (n=2645)	Adv. + ord. (n=174)	Mobile (n=47)*	Overall (n=3082)
	%				
TOP2	84	91	87	86	90
BTM2	11	8	13	14	8
Very satisfied	48-	60	48-	50-	59
Fairly satisfied	36	31	39+	35	31
Not very satisfied	8	6	10	12+	7
Not at all satisfied	3	1	3	2	2
DK/Refused	4	1	0	1	1

* Caution should be used when interpreting results due to small sample.

Base: Deputy Returning Officer, Central Poll Supervisor, Registration Officer, Poll Clerk

NOTE: Not all options listed. Some DROs (n=20) reported that they did not have to use the lists of electors.

Over a third (36%) of those who indicated being “not very satisfied” or “not at all satisfied” (n=348) with the lists of electors said that this was due to the fact that the information was incomplete/inaccurate. This was followed by over a quarter (28%) who believed the lists of electors were disorganized/inefficient, less than a fifth (17%) who indicated that the lists were not updated, and just under a tenth (9%) who had to add people to the list.

Table 24: Reasons for not being satisfied with lists of electors, overall

Q11: Could you tell us why you were not satisfied with the lists of electors?	Overall (n=355)
	%
Information was incomplete / inaccurate / many mistakes	36
Disorganized/inefficient	28
List not updated / electors had moved out of area/died	17
Had to add people to list / names were missing	9
Should be done electronically	1
Other	9
DK/Refused	0

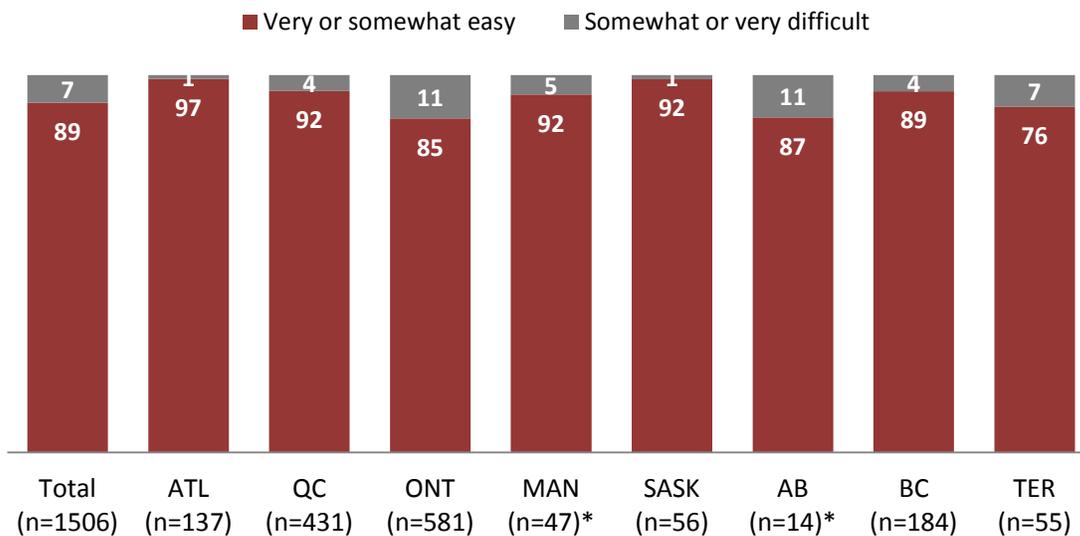
Bingo Sheets

Overall, nine in ten (TOP2: 89%) central poll supervisors and poll clerks reported that the bingo sheets were very or somewhat easy to complete. For central poll supervisors, this represents a six percentage point increase from their 2011 results (83%).⁹ Officers in the Atlantic Provinces (TOP2: 97%) were significantly more likely to find the bingo sheets easy to complete compared with their results from 2008 (TOP2: 84%).

To note, in 2011, this question was asked to central poll supervisors, information officers and deputy returning officers, whereas in 2015, this question was asked only to central poll supervisors and poll clerks.

Chart 6: Bingos sheets, by region

Q13: Would you say that the bingo sheet was (read all) to complete?
 (n=1506)



* Caution should be used when interpreting results due to small sample.

Base: Central Poll Supervisor, Poll Clerk

⁹ Note that the survey of election officers did not include poll clerks in 2011.

Significantly fewer officers who worked in student residences reported that the bingo sheets were somewhat difficult to complete (3%) compared with officers who worked in Aboriginal reserve polling stations (10%).

Table 25: Bingo sheets, by polling station

Q13: Would you say that the bingo sheet was (read all) to complete?	Polling Station				
	Abo. Reserve (n=114)	Sen. / LT Care (n=356)	Stud. Res. (n=192)	Other (n=855)	Overall (n=1517)
	%				
TOP2	87	91	87	89	89
BTM2	10	6	5	7	7
Very easy	67	65	65	63	64
Somewhat easy	20	27	23	26	26
Somewhat difficult	10+	6	3	6	6
Very difficult	0	0	3	1	1
DK/Refused	3	3	7	4	4

Base: Central Poll Supervisor, Poll Clerk

Officers who worked in mobile and ordinary polls (TOP2: 90%, each) were significantly more likely to find the bingo sheets easy to complete compared with those who worked in both advance and ordinary polls (TOP2: 78%).

Table 26: Bingo sheets, by type of poll

Q13: Would you say that the bingo sheet was (read all) to complete?	Polling Station				
	Advance (n=102)	Ordinary (n=1283)	Adv. + ord. (n=100)	Mobile (n=21)*	Overall (n=1517)
	%				
TOP2	85	90	78	90	89
BTM2	6	6	14	5	7
Very easy	64	64	53-	64	64
Somewhat easy	21	26	25	26	26
Somewhat difficult	6	5	14+	4	6
Very difficult	0	1	0	0	1
DK/Refused	9	4	8	5	4

* Caution should be used when interpreting results due to small sample.

Base: Central Poll Supervisor, Poll Clerk

Candidates' Representatives' Usage of Bingo Sheets

Over half (56%) of election officers from the sample of central poll supervisors, poll clerks and information officers from ordinary and mobile polls indicated that candidates' representatives picked up the bingo sheets as soon as there were updates available – no change from 2011. Officers in Quebec (62%) were significantly more likely to indicate that candidates' representatives picked up the bingo sheets as soon as they were available, while those in Alberta (44%), Manitoba (35%), and Saskatchewan (34%) were significantly less likely.

Table 27: Use of bingo sheets by candidates' representatives, by region

Q14: On election day, did the candidates' representatives generally pick up the bingo sheets as soon as there were updates available?	Region								
	ATL (n=167)	QC (n=459)	ON (n=632)	MAN (n=69)	SASK (n=56)	AB (n=15*)	BC (n=205)	TER (n=57)	Overall (n=1659)
	%								
Yes	52	62+	58	39-	40-	39-	55	42-	56
No	29	18	23	35+	34	44+	27	26	24
Almost always	12	14	14	13	10	11	9	9	13
DK/Refused	7	6	5	14	16	6	10	23	7

* Caution should be used when interpreting results due to small sample.

Base: Central Poll Supervisor, Poll Clerk, Information Officer at ordinary polls and mobile polls on election day

Election officers in seniors' homes were significantly less likely to report that candidates' representatives were generally picking up the bingo sheets in as soon as they were available.

Table 28: Use of bingo sheets by candidates' representatives, by polling station

Q14: On election day, did the candidates' representatives generally pick up the bingo sheets as soon as there were updates available?	Polling Station				
	Abo. Reserve (n=133)	Sen. / LT Care (n=347)	Stud. Res. (n=203)	Other (n=898)	Overall (n=1581)
	%				
Yes	44+	20-	49+	57	56
No	45	64+	25	23	24
Almost always	2-	5	13	13	13
DK/Refused	9	11	13	7	7

Base: Central Poll Supervisor, Poll Clerk, Information Officer at ordinary polls and mobile polls on election day

Similar to 2011, election officers reported that candidates’ representatives were significantly less likely to pick up the bingo sheets in a timely manner at mobile polls.

Table 29: Use of bingo sheets by candidates’ representatives, by type of poll and staffing position

Q14: On election day, did the candidates’ representatives generally pick up the bingo sheets as soon as there were updates available?	Type of Poll		Staffing Position			
	Ordinary (n=1636)	Mobile (n=23)*	IO (n=354)	CPS (n=193)	PC (n=1112)	Overall (n=1659)
	%					
Yes	56	23-	53	44-	59	56
No	23	55+	21	32+	23	24
Almost	13	4-	18	24	9	13
DK/Refused	7	18	8	0	9	7

* Caution should be used when interpreting results due to small sample.

Base: Central Poll Supervisor, Poll Clerk, Information Officer at ordinary polls and mobile polls on election day

Just over a tenth (13%) of election officers from the sample of central poll supervisors, poll clerks, and information officers from advance polls reported that on advance voting days, candidates’ representatives generally took photos of the bingo sheets.

Table 30: Photos of bingo sheets, overall

Q15: On advance voting days, did the candidates’ representatives generally take photos of the bingo sheets?	Overall (n=119)
	%
Yes	13
No	73
Not always / Sometimes	0
DK/Refused	15

Base: Central Poll Supervisor, Poll Clerk, Information Officer at advance poll only

SECTION FIVE



5. PREPARATION FOR THE ELECTION

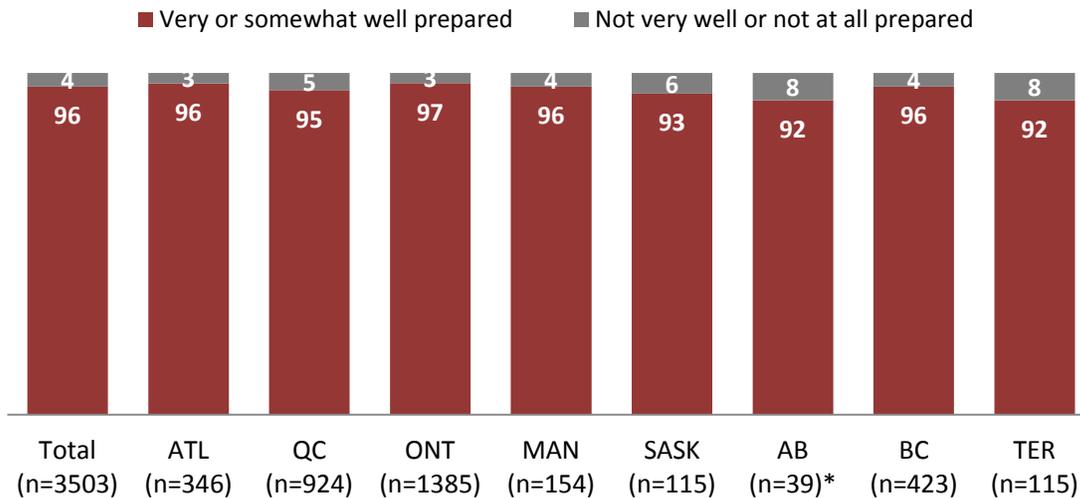
This section presents findings related to the level of preparedness of election officers. This focuses on an evaluation of the training session, the number of hours that were spent training at home, and the use of training resources.

Level of Preparedness

The overall level of preparedness of election officers has increased from eighty-nine percent (TOP2: 89%) in 2011 to ninety-six percent (TOP2: 96%) in 2015. By region, the level of preparedness shows limited variance, with Ontario having reported the highest level of preparedness and the Territories and Alberta having reported the lowest level of preparedness.

Chart 7: Level of preparedness, by region

Q44: Generally speaking, how well prepared would you say you were to undertake your tasks during the last federal election? Would you say you were...?



*Caution should be used when interpreting results due to small sample.

Much like 2011, in 2015 information officers were significantly more likely to feel prepared than other positions (TOP2: 98%, compared with 93% in 2011). In addition, information officers were slightly more likely to feel prepared compared with the overall population (TOP2: 96%). When looking at the type of polling locations, officers who worked at a mobile poll were significantly more likely to feel “somewhat well prepared” (46%) compared with other positions. Further, officers who worked both advance and ordinary polls were significantly more likely to feel “very well prepared” (74%) compared with the other poll types and the overall population as well.

Table 31: Level of preparedness, by type of poll and staffing position

Q44: Generally speaking, how well prepared would you say you were to undertake your tasks during the last federal election?	Type of Poll				Staffing Position					Overall (n=3503)
	Adv. (n=232)	Ord. (n=2997)	Adv. + ord. (n=224)	Mobile (n=49)*	DRO (n=1261)	IO (n=421)	CPS (n=245)	RegO (n=315)	PC (n=1261)	
	%									
TOP2	92	96	96	96	96	98	95	94	95	96
BTM2	6	4	4	5	4	2	5	5	4	4
Very well prepared	67+	62	74+	49-	66	67+	66	63	57-	63
Somewhat well prepared	26-	34	22-	46+	30	32	29	32	38	33
Not very well prepared	5	3	4	4	4	2	5	4	4	4
Not at all prepared	1	0	0	0	1	0	0	1	0	0
DK/Refused	2	0	0	0	0	0	0	1	0	0

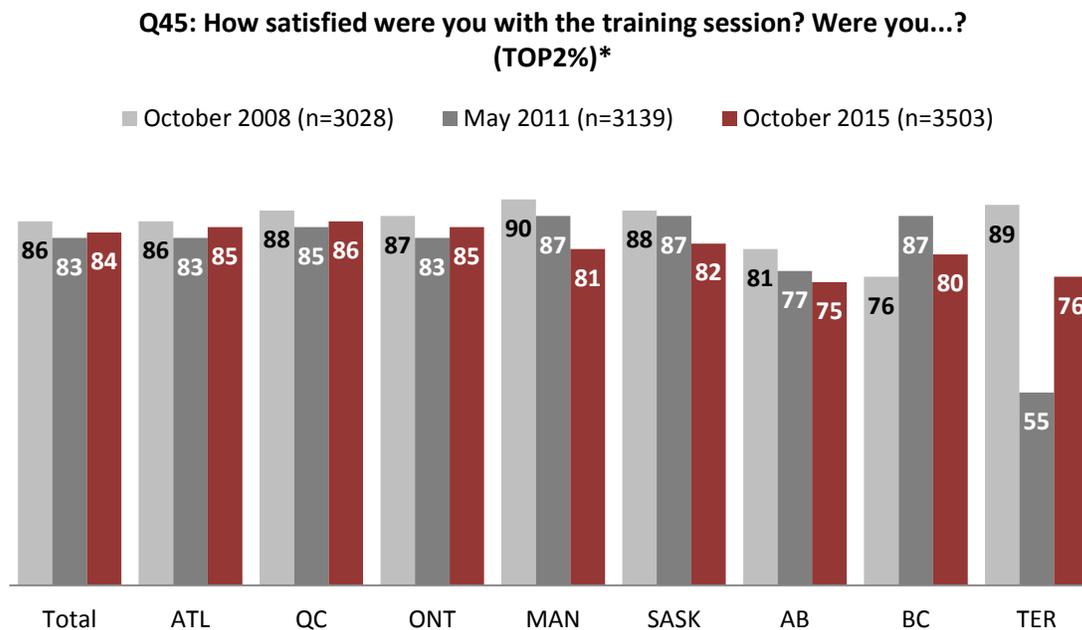
* Caution should be used when interpreting results due to small sample.

Evaluation of the Training Session

Four-fifths (TOP2: 84%) of election officers were very or fairly satisfied with the training session, which is similar to 2011 (TOP2: 83%) and 2008 (TOP2: 86%). Satisfaction in Manitoba and British Columbia experienced the greatest decrease from 2011 to 2015, at nine (9%) and ten points (10%) respectively. Satisfaction in the Territories increased twenty-one percentage points from 2011 (TOP2: 55%) to 2015 (TOP2: 76%).

Information officers were significantly more likely to be satisfied, with eighty-eight percent (TOP2: 88%) indicating they were very or fairly satisfied, while central poll supervisors were significantly less likely to indicate being very or fairly satisfied (TOP2: 75%). Those who worked at ordinary polls were significantly more likely to report being very or fairly satisfied (TOP2: 85%).

Chart 8: Satisfaction with training session, by region¹⁰



* TOP2 (Very satisfied + fairly satisfied)

¹⁰ N values: ATL (n=346); QC (n=924); ONT (n=1385); MAN (n=154); SASK (n=115); AB (n=39); BC (n=423); TER (n=115)

Of those who indicated they were not very or not at all satisfied with the training (n=537), four in ten (41%) indicated a wish for better or more training to improve the training they received. Other suggestions include more time for training, emphasis on details, provision of more information, ensuring that training staff is appropriately trained, and provision of more hands-on training.

Table 32: Training improvements, top five reasons

Q46: What do you think should be done to improve the training you received?	Overall (n=537)
	%
Better / more training ¹¹	41
Needed more time / it was rushed ¹²	23
Need more information / Answer questions	20
Staff / trainers weren't trained well / weren't knowledgeable	19
Dislike the videos / More hands-on or practical training	17

Central poll supervisors (54%) and officers who worked at advance polls (50%) and both advance and ordinary polls (49%) were more likely to indicate better or more training is required to improve the training they received. Similar proportions of poll clerks (30%) and those who worked at the mobile (33%) and advance (30%) polls were more likely to indicate a desire for more time for training since it felt rushed compared with the overall population of election officers.

Table 33: Training improvements, top five, by type of poll and staffing position

Q46: What do you think should be done to improve the training you received?	Type of Poll				Staffing Position					Overall (n=537)
	Adv. (n=50)*	Ord. (n=430)	Adv. + ord. (n=44)*	Mobile (n=13)*	DRO (n=216)	IO (n=41)*	CPS (n=58)	RegO (n=43)*	PC (n=180)	
	%									
Better / more training	50	40	49	26	40	34-	54+	47	39	41
Needed more time / it was rushed	30	23	11	33	24	16-	7-	18-	30+	23
Need more information / Answer questions	20	20	21	24+	18	8-	20	32+	22	20
Staff / trainers weren't trained well / weren't knowledgeable	20	19	29+	12	22	29+	22	21	12-	19
Dislike the videos / More hands-on or practical training	13	17	22	13	14	14	24+	8-	21	17

* Caution should be used when interpreting results due to small sample.

¹¹ "Better / more training" refers to quality of training.

¹² "Needed more time / it was rushed" refers to quantity/length of training.

Overall, eighty-two percent (TOP2: 82%) of election officers reported that training on accessibility and sensitivity towards people with disabilities was very or somewhat useful. Officers in Manitoba were significantly more likely to report that training was useful (TOP2: 91%), while officers in Quebec were significantly more likely than all other regions to report that the training was not useful (BTM2: 14%).

Table 34: Training on the topic of accessibility and sensitivity towards people with disabilities, by region

Q47: How useful was the training on the topic of accessibility and sensitivity towards people with disabilities?	Region								
	ATL (n=346)	QC (n=924)	ON (n=1385)	MAN (n=154)	SASK (n=115)	AB (n=39)*	BC (n=423)	TER (n=115)	Overall (n=3503)
	%								
TOP2	87	71-	87	91+	80	88	84	70-	82
BTM2	6	14+	6	3-	1	3	7	5	8
Very useful	60	32	63	56	51	59	50	45	51
Somewhat useful	27	39	25	34	30	29	34	25	31
Not very useful	3	10	4	1	1	2	6	3	5
Not at all useful	3	4	2	2	0	1	2	3	3
Did not have to deal with people with disabilities	7	13	6	4	14	8	7	16	8
DK/Refused	1	2	1	3	5	1	3	9	2

* Caution should be used when interpreting results due to small sample.

When focusing on polling stations, officers at seniors' homes (TOP2: 89%) were significantly more likely to find the accessibility training very or somewhat useful compared with "other" polling station types and the overall population (TOP2: 82%, each).

Table 35: Training on topic of accessibility and sensitivity towards people with disabilities, by polling station

Q47: How useful was the training on the topic of accessibility and sensitivity towards people with disabilities?	Polling Station				
	Abo. Reserve (n=282)	Sen. / LT Care (n=797)	Stud. Res. (n=466)	Other (n=1958)	Overall (n=3503)
	%				
TOP2	88	89	85	82	82
BTM2	4	7	8	8	8
Very useful	67+	52	56	51	51
Somewhat useful	21-	36	29	31	31
Not very useful	2-	6	7	5	5
Not at all useful	2	2	1	3	3
Did not have to deal with people with disabilities	5	2	4	9	8
DK/Refused	3	2	2	2	2

Election officers in mobile polls (TOP2: 87%) were significantly more likely than those in ordinary polls (TOP2: 81%) to report that the training on the topic of accessibility and sensitivity was useful.

Information officers were significantly more likely to find the accessibility training very or somewhat useful (TOP2: 88%) compared with officers in other staff positions, except central poll supervisors.

Table 36: Training on topic of accessibility and sensitivity towards people with disabilities, by type of poll and staffing position

Q47: How useful was the training on the topic of accessibility and sensitivity towards people with disabilities?	Type of Poll				Staffing Position					Overall (n=3503)
	Adv. (n=232)	Ord. (n=2997)	Adv. + ord. (n=224)	Mobile (n=49)*	DRO (n=1261)	IO (n=421)	CPS (n=245)	RegO (n=315)	PC (n=1261)	
	%									
TOP2	84	81	87	87	79	88	83	86	81	82
BTM2	7	8	8	6	8	7	11	4	8	8
Very useful	50	51	54	56	49-	59+	61+	54	49	51
Somewhat useful	34	30	33	31	30	30	22-	32	33	31
Not very useful	3	6	6	5	6	4	6	3	6	5
Not at all useful	4	2	3	1	3	3	5	1	2	3
Did not have to deal with people with disabilities	6	9	3	5	10	3	7	9	9	8
DK/Refused	4	2	2	2	3	2	0	1	2	2

* Caution should be used when interpreting results due to small sample.

Training at Home

Three-quarters (74%) of election officers did training study at home. Officers in Saskatchewan (83%) were more likely to do training study at home, while officers in Quebec (61%) were least likely to do so.

Table 37: Training study at home, by region

Q48: Did you do any training study at home?	Region								Overall (n=3503)
	ATL (n=346)	QC (n=924)	ON (n=1385)	MAN (n=154)	SASK (n=115)	AB (n=39)*	BC (n=423)	TER (n=115)	
	%								
Yes	78	61-	81+	70	83+	70	82+	65-	74
No	22	39+	19-	29	17-	30	18-	35+	26
DK/Refused	0	0	0	1	0	0	0	0	0

* Caution should be used when interpreting results due to small sample.

By polling station, election officers who worked in Aboriginal reserves were less likely to do training at home than officers who worked at other polling stations, except those who worked at a student residence polling station. Further, officers who worked at a polling station at a seniors' home (78%) were significantly more likely to do training study at home than the other polling station groups.

Table 38: Training study at home, by polling station

Q48: Did you do any training study at home?	Polling Station				
	Abo. Reserve (n=282)	Sen. / LT Care (n=797)	Stud. Res. (n=466)	Other (n=1958)	Overall (n=3503)
	%				
Yes	67-	78+	72	74	74
No	33+	22-	27	26	26
DK/Refused	0	0	0	0	0

Officers at both advance and ordinary polls were significantly more likely to do training at home than those who worked in advance polls. By staffing position, information officers (39%) were significantly more likely to not do training at home than other staffing positions.

Table 39: Training study at home, by type of poll and staffing position

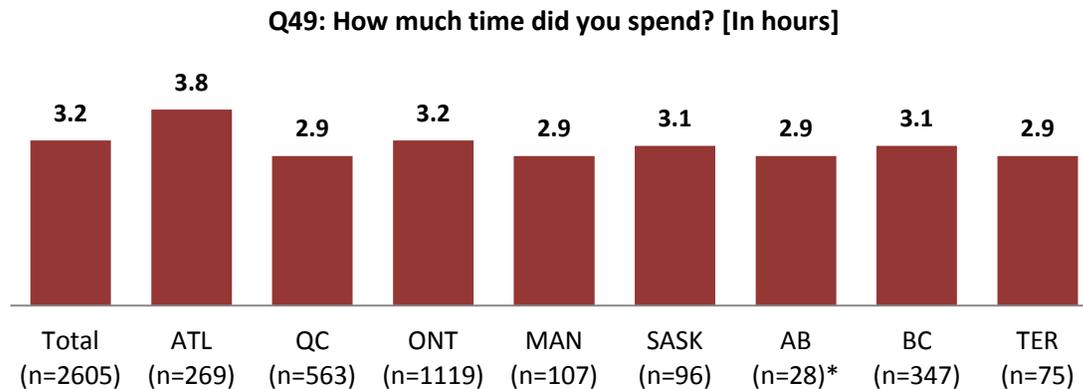
Q48: Did you do any training study at home?	Type of Poll				Staffing Position					Overall (n=3503)
	Adv. (n=232)	Ord. (n=2997)	Adv. + ord. (n=224)	Mobile (n=49)*	DRO (n=1261)	IO (n=421)	CPS (n=245)	RegO (n=315)	PC (n=1261)	
	%									
Yes	69-	75	78+	71	79	61-	79	74	74	74
No	31+	25	22	29	21	39+	20	26	26	26
DK/Refused	1	0	0	0	0	0	1	1	0	0

* Caution should be used when interpreting results due to small sample.

Officers who indicated they did training at home spent an average of 3.2 hours on this activity. The number of hours spent is similar across regions.

Officers in Atlantic Provinces spent an average of 3.8 hours on training. Similar to 2011, Quebec officers spent the same amount of time doing training at home (2.9 hours). In 2015, officers in Manitoba, Alberta, and the Territories also spent an average of 2.9 hours on training.

Chart 9: Average hours spent on training, by region

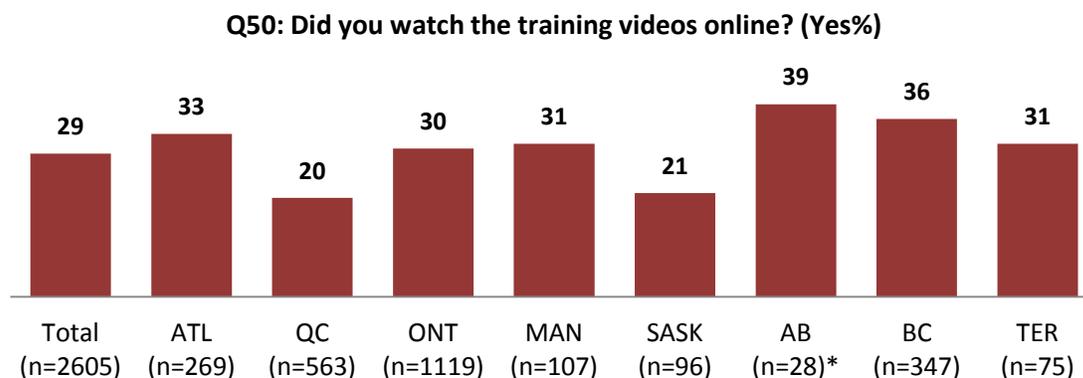


* Caution should be used when interpreting results due to small sample.

Officers who worked in both advance and ordinary polls spent the most time on training at home (5.1 hours), while those who worked in the ordinary polls spent an average of 3 hours on training at home. Central poll supervisors were significantly more likely to spend time watching training videos than other staffing positions, spending an average of 3.9 hours.

Three in ten (29%) of election officers who did training at home watched the training videos online. Officers in Alberta (39%) had the highest reporting of watching the training videos online, while officers in Saskatchewan (21%) and Quebec (20%) had the lowest.

Chart 10: Training videos, by region



* Caution should be used when interpreting results due to small sample.

Base: those who did training study at home

Officers who worked at Aboriginal reserve polling stations were more likely to report watching training videos at home (39%) than officers who worked in other types of polling stations, except student residences.

Registration officers were significantly more likely to watch the training videos at home (35%) than poll clerks (26%). Compared with the overall population, registration officers have the highest reporting of watching training videos online.

Almost all (TOP2: 95%) officers who did training at home and watched the training videos (N=745) found the videos to be very or somewhat useful. By region, officers in British Columbia (BTM2: 9%) were less likely to find the training videos useful than officers in other regions.

Table 40: Usefulness of training videos, by region

Q51: How useful were these training videos?	Region								
	ATL (n=88)	QC (n=110)	ON (n=335)	MAN (n=34)*	SASK (n=20)*	AB (n=11)*	BC (n=125)	TER (n=23)*	Overall (n=745)
	%								
TOP2	94	96	97	95	100	97	91	86	95
BTM2	4	4	3	6	0	4	9	14	5
Very useful	52	49	59+	46	23-	40-	38-	43-	51
Somewhat useful	43	47	38-	48	77+	56+	54+	43	44
Not very useful	4	4	3	6	0	4	9	14+	5
Not at all useful	0	0	0	0	0	0	0	0	0
DK/Refused	2	0	0	0	0	0	0	0	0

* Caution should be used when interpreting results due to small sample.

Base: those who watched training videos online

By polling station, officers at Aboriginal reserves were significantly more likely to find the training videos “very useful” (69%) than the other polling station groups.

Table 41: Usefulness of training videos, by polling station

Q51: How useful were these training videos?	Polling Station				
	Abo. Reserve (n=73)	Sen. / LT Care (n=183)	Stud. Res. (n=108)	Other (n=414)	Overall (n=778)
	%				
TOP2	95	93	97	95	95
BTM2	5	6	3	5	5
Very useful	69+	46-	56	51	51
Somewhat useful	26-	47	40	45	44
Not very useful	5	6	3	5	5
Not at all useful	0	0	1	0	0
DK/Refused	0	0	0	0	0

Base: those who watched training videos online

Officers who worked in both advance and ordinary polls were significantly more likely to find the training videos very or somewhat useful than other types of polls. Deputy returning officers were significantly more likely to find the training videos not very or not at all useful.

Table 42: Usefulness of training videos, by type of poll and staffing position

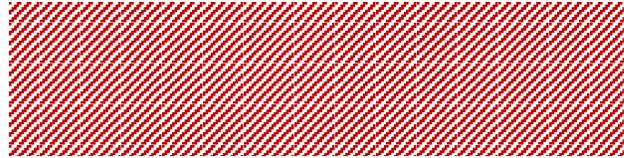
Q51: How useful were these training videos?	Type of Poll				Staffing Position					Overall (n=745)
	Adv. (n=54)	Ord. (n=630)	Adv. + ord. (n=52)	Mobile (n=9)*	DRO (n=276)	IO (n=84)	CPS (n=65)	RegO (n=81)	PC (n=240)	
	%									
TOP2	97	95	100	94	92	100	98	98	96	95
BTM2	3	5	0	6	8	0	2	0	4	5
Very useful	42-	52	43-	54	49	69+	42-	49	50	51
Somewhat useful	55+	43	58+	40	43	31-	56+	49	46	44
Not very useful	3	5	0	6	8+	0	2	0	4	5
Not at all useful	0	0	0	0	0	0	0	0	0	0
DK/Refused	0	0	0	1	0	0	0	2	0	0

* Caution should be used when interpreting results due to small sample.

Base: those who watched training videos online

SECTION SIX

6. WORKING CONDITIONS



This section presents findings on election officers' overall evaluation of working conditions.

Overall Working Conditions

Most of the election officers reported that their working conditions were good (TOP2: 94%). Officers in British Columbia were significantly less likely to report good working conditions (BTM2: 9%) compared with officers in other regions. Worth noting is that officers in British Columbia (48%) and Quebec (56%) were less likely to find their working conditions just “very good.”

Table 43: Overall working conditions, by region

Q52: Overall, would you say that your working conditions were...?	Region								
	ATL (n=346)	QC (n=924)	ON (n=1385)	MAN (n=154)	SASK (n=115)	AB (n=39)*	BC (n=423)	TER (n=115)	Overall (n=3503)
	%								
TOP2	96	94	94	98	99	96	91	99	94
BTM2	4	6	6	2	1	4	9	1	6
Very good	74+	48+	69+	69+	78+	66	56	71+	63
Somewhat good	21-	46+	25-	29	21-	30	34	28	32
Not very good	3	5	4	0	1	3	8	1	4
Not at all good	1	1	2	2	0	2	2	0	1
DK/Refused	0	0	0	0	0	0	0	0	0

* Caution should be used when interpreting results due to small sample.

Elections officers who worked at a polling station on an Aboriginal reserve or at a seniors' home (TOP2: 96%, each) were significantly more likely to report good working conditions than officers who worked in student residences (TOP2: 92%). Further, officers who worked in student residences were significantly more likely to report that their working conditions were “not very good” (6%) compared with officers who worked in Aboriginal reserves and senior homes or long-term care polls (3%, each).

Table 44: Overall working conditions, by polling station

Q52: Overall, would you say that your working conditions were...?	Polling Station				
	Abo. Reserve (n=282)	Sen. / LT Care (n=797)	Stud. Res. (n=466)	Other (n=1958)	Overall (n=3503)
	%				
TOP2	96	96	92	94	94
BTM2	4	4	8+	6	6
Very good	73+	62	61	63	63
Somewhat good	23-	34	32	32	32
Not very good	3	3	6+	4	4
Not at all good	1	1	2	1	1
DK/Refused	0	0	0	0	0

In regard to the type of polling station, there were no significant differences in how working conditions were reported between officers who worked in advance, ordinary, both advance and ordinary, or mobile polls. However, officers who worked in the advance poll were significantly more likely to report working conditions were “not at all good” (3%) than those who worked both at advance and ordinary polls (0%).

In regard to the positions of election officers, registration officers were significantly more likely to report good working conditions (TOP2: 97%) than the other officer roles, with the exception of information officers.

Table 45: Overall working conditions, by type of poll and staffing position

Q52: Overall, would you say that your working conditions were...?	Type of Poll				Staffing Position					Overall (n=3503)
	Adv. (n=232)	Ord. (n=2997)	Adv. + ord. (n=224)	Mobile (n=49)*	DRO (n=1261)	IO (n=421)	CPS (n=245)	RegO (n=315)	PC (n=1261)	
	%									
TOP2	94	94	94	97	94	96	93	97+	94	94
BTM2	6	6	6	3	6	4	7	3	6	6
Very good	59-	62	70+	68	63	61	65	67+	62	63
Somewhat good	34	32	25-	29	32	35	28-	30	32	32
Not very good	3	4	6	3	4	3	6	2	5	4
Not at all good	3	1	0	1	1	1	1	1	2	1
DK/Refused	0	0	0	0	0	0	0	0	0	0

* Caution should be used when interpreting results due to small sample.

Officers who reported that their working conditions were “not very good” or “not at all good” (n=196) provided the following top five reasons: lack of break (29%), place of work (22%), number of hours of work (22%), complexity of unique cases (17%), and inadequate pay (6%).

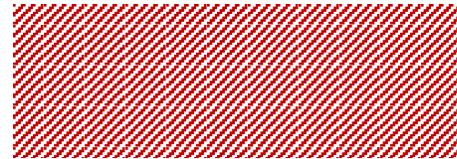
By staffing position, poll clerks (29%) and deputy returning officers (21%) were significantly more likely to report “number of hours worked” as a reason for why they considered the working conditions “not very good” or “not at all good” compared with registration officers (1%). Deputy returning officers (40%), information officers (33%), and central poll supervisors (29%) were significantly more likely to report their “place as work” as their reason than were poll clerks (1%). Finally, poll clerks (52%) were significantly more likely to find the “lack of break” as their reason than were deputy returning officers (6%) and central poll supervisors (17%).

Table 46: Why working conditions were “not very good” or “not at all good,” overall

Q53: Why do you say that?	Overall (n=196)
	%
Lack of break	29
Place of work	22
Number of hours of work	22
Complexity of unique cases	17
Salary not adequate	6
Tools	2
Complexity of tools	0
DK/Refused	2

SECTION SEVEN

7. POLLING SITES ACCESSIBILITY



This section presents findings on election officers' evaluation of the suitability of the building they worked in for holding an election.

Building Suitability for Holding an Election

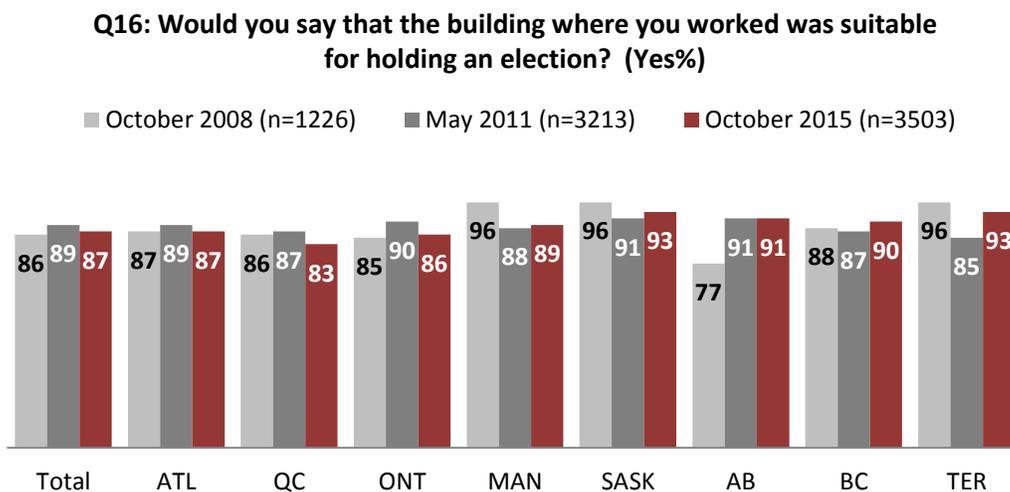
Most officers reported that the building where they worked was suitable for holding an election (87%). While this proportion is similar to that from previous reporting periods, it represents a slight decrease from 2011 results (89%).

For the 2015 election, there were significant differences based on province or territory in the percentage of officers reporting that the building where they worked was suitable for holding an election. Fewer officers in Quebec and Ontario reported that the building where they worked was suitable for holding an election (TOP2: 83% and 86%, respectively) compared with other regions.

A scan of regional trends over the three reporting periods reveals:

- stable satisfaction levels in the Atlantic Provinces, Saskatchewan, Ontario, and British Columbia
- decreasing satisfaction levels in Quebec and Manitoba
- increasing satisfaction levels in Alberta and the Territories

Chart 11: Building suitability for holding an election, by region¹³



Base: those who found the building where they worked suitable for holding an election

¹³ n values: ATL (n=346); QC (n=924); ONT (n=1385); MAN (n=154); SASK (n=115); AB (n=39); BC (n=423); TER (n=115)

Of the 463 election officers who reported that their buildings were unsuitable for holding an election, the top reasons were as follows (in descending order): there was not enough room (36%, down 3% from 2011), it was too cold (29%, up 20% from 2011), it was not accessible for people with disabilities (18%, up 3% from 2011), it was an unsuitable facility (13%, up 8% from 2011), and it had no parking space (12%, up 6% from 2011). “Hard to find building / poor signage directing people to location” (6%, down 3% from 2011) was still a commonly reported reason for building unsuitability in 2015, while “nothing was set up/not enough time to set up” was a less common reason compared with the 2011 election (1%, down 7% from 2011).

Table 47: Reasons building not suitable, overall

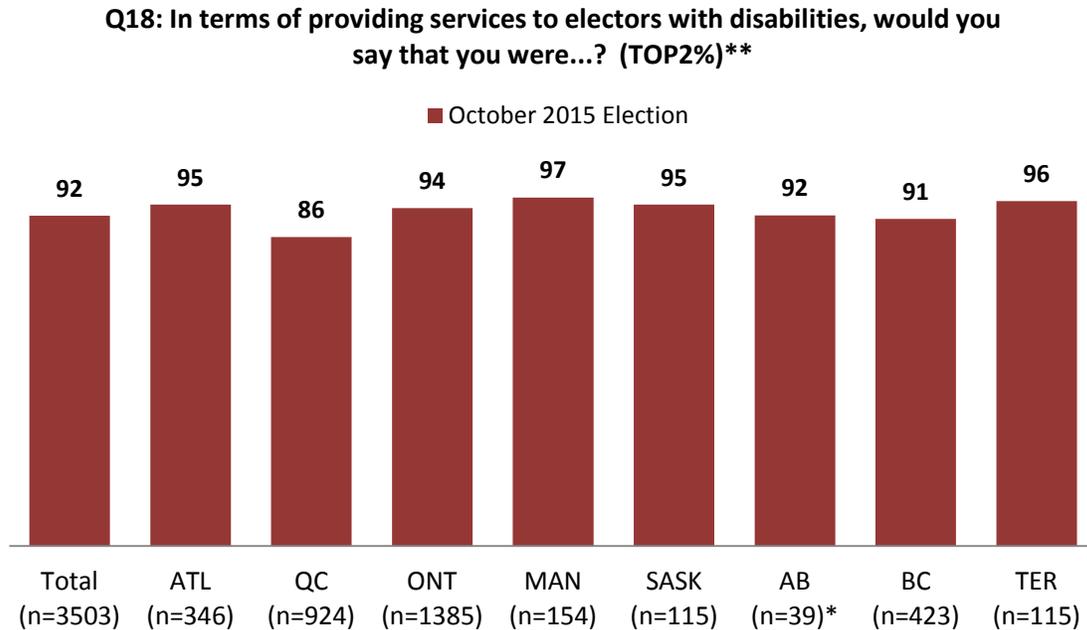
Q17: Why do you say that?	Overall (n=463)
	%
Not enough room	36
Too cold or poor heating	29
Not accessible for people with disabilities	18
No parking space	12
Facility unsuitable (gym / seniors’ home / basement / church, etc.)	10
Awkward or difficult to navigate inside the building	6
Poor lighting	6
Hard to find building / poor signage directing people to location	6
Lack of washrooms/lunchroom/kitchen	6
Nearby activities/noise/distraction	5
No telephones	2
Lack of privacy / non-voter pedestrian traffic	1
Nothing was set up/not enough time to set up	1
Other	11
DK/Refused	1

In regard to differences between regions, significantly fewer officers from British Columbia reported that “not enough space” was a reason for the building being unsuitable to hold an election (17%) compared with officers from Quebec (41%), Ontario (37%), and Alberta (41%), for whom it was a most commonly cited reason. For British Columbia, the most commonly cited reason for building unsuitability was “no parking space” (34%), which was significantly more than the other regions, for which lacking parking spaces were cited by from 1% (Saskatchewan) to 15% (Manitoba) of officers. Further, for British Columbia (28%), the Atlantic Provinces (29%), and Manitoba (20%), “lack of accessibility for people with disabilities” was a more commonly cited reason for building unsuitability, which was significantly more officers than those who cited this as a reason in Quebec (7%).

Provision of Services to Electors with Disabilities

Most election officers (TOP2: 92%) felt that they were prepared in terms of providing services to electors with disabilities, though respondents in Quebec (BTM2: 9%) were significantly less likely to share this opinion than respondents from other regions.

Chart 12: Level of preparedness when providing services to electors with disabilities, by region



* Caution should be used when interpreting results due to small sample.

** TOP2 (Very well prepared + fairly well prepared)

NOTE: Not all options listed. Some DROs (n=32) reported that they did not have to provide services to electors with disabilities.

Election officers who worked at Aboriginal reserve polling stations were significantly more likely to report being “very well prepared” in terms of providing services to electors with disabilities (72%) compared with officers who worked at seniors’ homes (65%) and student residences (64%) polling stations. Comparatively, officers who worked at polling stations at seniors’ homes reported that they were “not very well prepared” to provide services to electors with disabilities (5%) compared with officers who worked at Aboriginal reserve polling stations (3%).

Table 48: Level of preparedness for providing services to electors with disabilities, by polling station

Q18: In terms of providing services to electors with disabilities, would you say that you were...?	Polling Station				
	Abo. Reserve (n=282)	Sen. / LT Care (n=797)	Stud. Res. (n=466)	Other (n=1958)	Overall (n=3503)
	%				
TOP2	94	93	91	92	92
BTM2	5	6	6	6	6
Very well prepared	72+	65	64	68	67
Somewhat well prepared	21	29+	28+	24	25
Not very well prepared	3-	5	5	5	5
Not at all prepared	2	1	2	1	1
DK/Refused	1	1	2	2	2

NOTE: Not all options listed. Some DROs (n=32) reported that they did not have to provide services to electors with disabilities.

Election officers who worked at both advance and ordinary polls (79%) were significantly more likely to report being “very well prepared” to provide services to electors with disabilities than those who worked at ordinary (66%) and mobile polls (63%). Additionally, officers who worked at the advance (25%), ordinary (25%), or mobile polls (30%) were significantly more likely to report being “somewhat well prepared” than those who worked both advance and ordinary polls (15%).

Table 49: Level of preparedness for providing services to electors with disabilities, by type of poll

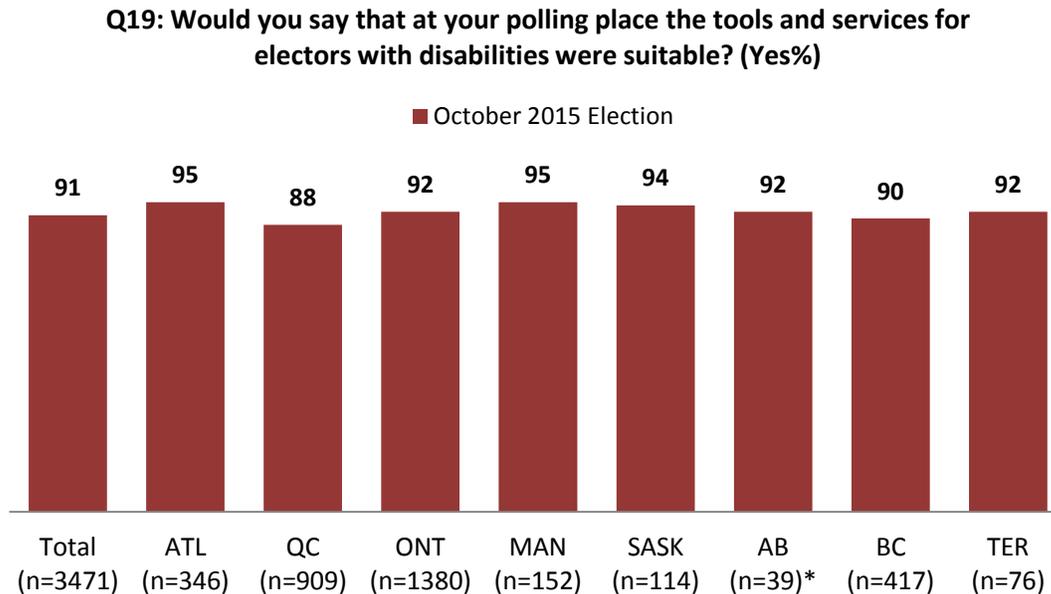
Q18: In terms of providing services to electors with disabilities, would you say that you were...?	Type of Poll				
	Advance (n=232)	Ordinary (n=2997)	Adv. + ord. (n=224)	Mobile (n=49)*	Overall (n=3503)
	%				
TOP2	94	92	94	93	92
BTM2	5	6	4	7	6
Very well prepared	70	66	79+	63	67
Somewhat well prepared	25	25	15-	30+	25
Not very well prepared	5	5	4	6	5
Not at all prepared	0	1	0	1	1
DK/Refused	1	2	1	0	2

* Caution should be used when interpreting results due to small sample.

NOTE: Not all options listed. Some DROs (n=32) reported that they did not have to provide services to electors with disabilities.

Most election officers (91%) agreed that the tools and services for electors with disabilities were suitable at their polling place. Respondents in Quebec (88%) were the least likely to feel this way, which was a significantly lower number of respondents than in the Atlantic Provinces (95%), Ontario (92%), Manitoba (95%), and Saskatchewan (94%).

Chart 13: Suitability of tools and services for electors with disabilities, by region



* Caution should be used when interpreting results due to small sample.

NOTE: Not all options listed. Some DROs (n=29) reported that they did not have to provide services to electors with disabilities.

Election officers who worked in Aboriginal reserve polls were significantly more likely to report that the tools and services for electors with disabilities were suitable (95%) than those who worked at a polling station at a seniors' home (91%) and student residence (88%).

Table 50: Suitability of tools and services for electors with disabilities, by polling station

Q19: Would you say that at your polling place the tools and services for electors with disabilities were suitable?	Polling Station				
	Abo. Reserve (n=280)	Sen. / LT Care (n=796)	Stud. Res. (n=460)	Other (n=1937)	Overall (n=3473)
	%				
Yes	95+	91	88	91	91
No	4	9+	10+	6	7
DK/Refused	1	1	1	2	2

NOTE: Not all options listed. Some DROs (n=29) reported that they did not have to provide services to electors with disabilities.

Election officers who worked in advance polls (94%) were significantly more likely than those who worked in mobile polls (86%) to report that the tools and services for electors with disabilities were suitable.

For staffing positions, there are no significant differences to report.

Table 51: Suitability of tools and services for electors with disabilities, by type of poll

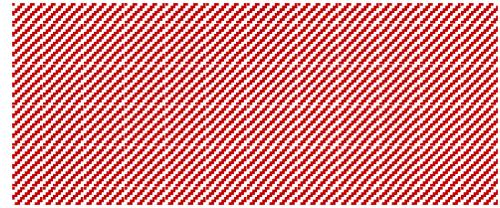
Q19: Would you say that at your polling place the tools and services for electors with disabilities were suitable?	Type of Poll				Staffing Position					Overall (n=3471)
	Adv. (n=232)	Ord. (n=2967)	Adv. + ord. (n=222)	Mobile (n=49)*	DRO (n=1229)	IO (n=421)	CPS (n=245)	RegO (n=315)	PC (n=1261)	
	%									
Yes	94+	91	91	86-	90	91	92	92	92	91
No	4-	7	7	9+	6	9	8	5	6	7
DK/Refused	2	2	1	4	1	0	1	3	2	2

* Caution should be used when interpreting results due to small sample.

NOTE: Not all options listed. Some DROs (n=29) reported that they did not have to provide services to electors with disabilities.

SECTION EIGHT

8. EXPERIENCE AT THE POLLS



This section presents findings related to election officers' experiences at the poll. This focuses on the flow of electors, registration of electors, candidates' representatives, responding to electors in their official language (English or French) and exceptional cases that occurred.

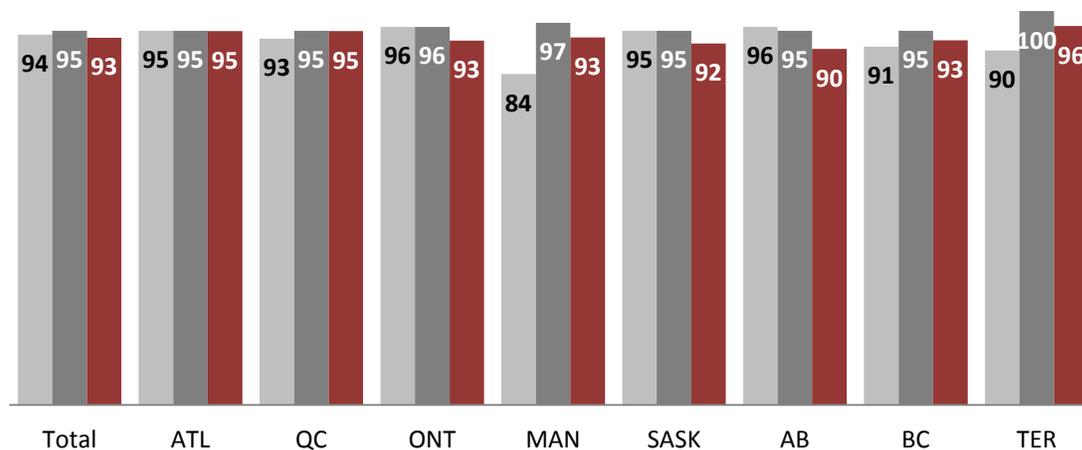
Flow of Electors

Similar to previous election years (2008 and 2011), ninety-three percent (TOP2: 93%) of election officers in 2015 found that the flow of electors went smoothly. By region, the flow of electors mostly varied between $\pm 1-4\%$ from 2011 to 2015, except for the case of Alberta, whose rating of flow of electors decreased from 95% in 2011 to 90% in 2015.

Chart 14: Flow of electors, by region¹⁴

Q20: Overall, would you say that during your working hours the flow of electors at the polls went...? (TOP2%)*

■ October 2008 (n=3115) ■ May 2011 (n=3213) ■ October 2015 (n=3503)



* TOP2 (very smoothly + somewhat smoothly)

¹⁴ n values: ATL (n=346); QC (n=924); ONT (n=1385); MAN (n=154); SASK (n=115); AB (n=39); BC (n=423); TER (n=115)

In regard to the type of poll, the percentage of officers who worked in ordinary polls who reported that the flow of electors went very or somewhat smoothly (TOP2: 95%) was the same as the overall average (TOP2: 95%). That was significantly more than officers who worked at both advance and ordinary polls (TOP2: 89%).

By staffing position, deputy returning officers (TOP2: 96%) and poll clerks (TOP2: 95%) were significantly more likely to report that the flow of electors went smoothly compared with central poll supervisors (TOP2: 90%).

Table 52: Flow of electors, by type of poll and staffing position

Q20: Overall, would you say that during your working hours the flow of electors at the poll went...?	Type of Poll				Staffing Position					Overall (n=3503)
	Adv. (n=232)	Ord. (n=2997)	Adv. + ord. (n=224)	Mobile (n=49)*	DRO (n=1261)	IO (n=421)	CPS (n=245)	RegO (n=315)	PC (n=1261)	
	%									
TOP2	93	95+	89	95	96+	95	90	95	95	95
BTM2	7	4	10	5	4	6	10	5	5	5
Very smoothly	65	68	63	65	69	67	66	68	65	67
Somewhat smoothly	29	28	27	29	27	28	25	26	30	28
Not very smoothly	5	3	6	3	2	2	7+	3	4	3
Not at all smoothly	2	2	4	1	2	4+	2	2	1	2
DK/Refused	0	0	1	1	1	0	0	1	0	0

* Caution should be used when interpreting results due to small sample.

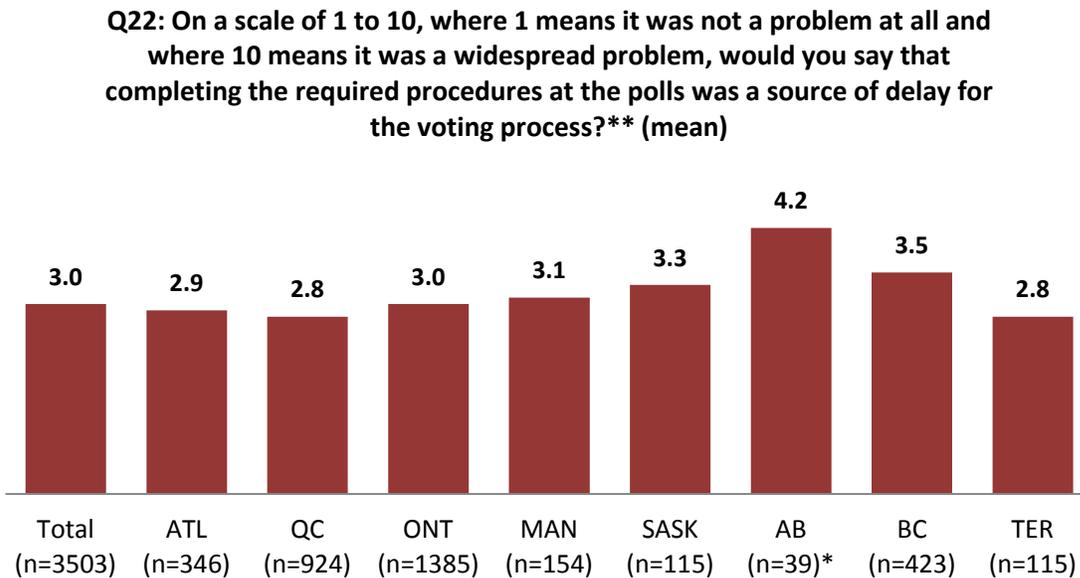
Of those officers reporting that the flow electors did not go very smoothly or not at all smoothly (n=172), the top three reasons they cited for the lack of elector flow were these (in decreasing percentage): long line-ups (19%), disorganization (19%), and too many voters at the polling station (14%).

Table 53: Why the flow of electors did not run smoothly, overall

Q21: Why do you say that?	Overall (n=172)
	%
Long line-ups / too much waiting / took too long	19
Disorganized/confusion	19
Too many voters / crowded	14
Not enough space	11
Staff not prepared for work	8
Needed more staff / help	7
Issues with voter list	3
Issues with forms	3
Need improvement in assisting persons with disabilities	2
Issues with paperwork	1
Other	9
DK/Refused	3

When asked to rate if completing the required procedures at the polls was a source of delay for the voting process, from 1 (no problem at all) to 10 (widespread problem), officers in Alberta were significantly more likely to report experiencing problems with completing the required procedures at the polls (average of 4.2) compared with other regions (national average of 3.0). Officers in British Columbia were also more likely to report experiencing problems with completing the required procedures at the polls (average of 3.5) compared with other regions, with the exception of Saskatchewan and Manitoba.

Chart 15: Average problems with completing required procedures at the polls, by region



* Caution should be used when interpreting results due to small sample.

** DK/Refused respondents excluded from mean calculation.

When asked to rate if completing the required procedures at the polls was a source of delay for the voting process, officers who worked in ordinary polls were significantly less likely to report having problems with completing the required procedures at the polls (average of 2.9) than officers who worked in advance polls (average of 3.6), both advance and ordinary polls (average of 3.6), and mobile polls (average of 3.5).

Registration of Electors

Overall, over four-fifths (TOP2: 86%) of election officers from the sample of deputy returning officers, central poll supervisors, and registration officers (n=1821) reported registering electors to be easy. However, significantly fewer officers in Alberta reported that registering electors was very or somewhat easy (TOP2: 72%) than the other regions, with the exception of Saskatchewan and British Columbia. Further, officers in Alberta (BTM2: 24%) and Saskatchewan (BTM2: 20%) were significantly more likely to report that registering electors was not easy compared with other regions.

Table 54: Ease of registering electors, by region

Q23: Would you say that it was (read all) to register electors?	Region								
	ATL (n=189)	QC (n=448)	ON (n=737)	MAN (n=93)	SASK (n=58)	AB (n=23)*	BC (n=223)	TER (n=49)*	Overall (n=1821)
	%								
TOP2	87	90	84	94	76	72	81	87	86
BTM2	10	7	10	7	20	24	15	13	10
Very easy	46	46	47	57+	35-	41	48	47	47
Somewhat easy	41	43+	37	37	41	31-	33	40	39
Somewhat difficult	10	6	9	7	13	21+	15+	13	9
Very difficult	0	1	1	0	7	3	0	0	1
DK/Refused	1	1	1	0	2	0	0	0	1

* Caution should be used when interpreting results due to small sample.

Base: Deputy Returning Officer, Central Poll Supervisor, Registration Officer

NOTE: Not all options listed. Some DROs (n=60) reported that no elector had to be registered.

Officers who worked at ordinary polls were significantly more likely to report that the process of registering electors was “somewhat easy” (40%) than officers who worked at advance polls (28%). Otherwise there were no significant differences in the ease of registering electors based on staffing position.

Table 55: Ease of registering electors, by type of poll

Q23: Would you say that it was (read all) to register electors?	Type of Poll				
	Advance (n=122)	Ordinary (n=1554)	Adv. + ord. (n=118)	Mobile (n=26)*	Overall (n=1821)
	%				
TOP2	80	86	84	83	86
BTM2	14	10	14	17	10
Very easy	52+	46	51+	42	47
Somewhat easy	28-	40	33-	40	39
Somewhat difficult	12	9	10	14+	9
Very difficult	2	1	4	2	1
DK/Refused	1	1	0	1	1

* Caution should be used when interpreting results due to small sample.

Base: Deputy Returning Officer, Central Poll Supervisor, Registration Officer

NOTE: Not all options listed. Some DROs (n=60) reported that no elector had to be registered.

From the specified sample, eighty-seven percent (TOP2: 87%) reported that it was very or somewhat easy to use the forms when registering an elector. However, officers in Alberta were significantly less likely to report finding the forms very or somewhat easy (TOP2: 74%) compared with officers in other provinces, with the exception of Saskatchewan and the Territories. Similarly, officers in Saskatchewan were significantly less likely to report finding the forms very or somewhat easy (TOP2: 78%) to use compared with officers in Quebec (TOP2: 89%) and Manitoba (TOP2: 93%).

Table 56: Form usage during registration, by region

Q24: Would you say that when registering an elector it was (read all) to use the forms?	Region								
	ATL (n=189)	QC (n=448)	ON (n=737)	MAN (n=93)	SASK (n=58)	AB (n=23)*	BC (n=223)	TER (n=49)*	Overall (n=1821)
	%								
TOP2	87	89	87	93	78	74	84	86	87
BTM2	9	6	6	3	16	20	9	14	7
Very easy	48	44	51	58+	39-	38-	44	52+	48
Somewhat easy	39	46+	36	35	39	37	40	33-	39
Somewhat difficult	9	6	6	3	13+	18+	9	14+	7
Very difficult	0	0	0	0	2	5	0	0	0
DK/Refused	1	0	0	2	5	0	0	0	1

* Caution should be used when interpreting results due to small sample.

Base: Deputy Returning Officer, Central Poll Supervisor, Registration Officer

NOTE: Not all options listed. Some DROs (n=91) reported that they did not have to deal with the registration of electors.

From the specified sample, there were no significant differences in how officers reported the ease of using the forms to register electors based on type of poll worked.

Table 57: Form usage during registration, by type of poll

Q24: Would you say that when registering an elector it was (read all) to use the forms?	Type of Poll				
	Advance (n=122)	Ordinary (n=1554)	Adv. + ord. (n=118)	Mobile (n=26)*	Overall (n=1821)
	%				
TOP2	84	87	90	86	87
BTM2	7	8	6	12	7
Very easy	44	48	49	51	48
Somewhat easy	40	39	41	36	39
Somewhat difficult	6	7	6	10	7
Very difficult	1	0	0	2	0
DK/Refused	0	1	1	0	1

* Caution should be used when interpreting results due to small sample.

Base: Deputy Returning Officer, Central Poll Supervisor, Registration Officer

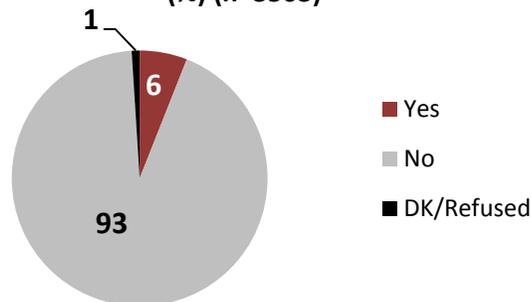
NOTE: Not all options listed. Some DROs (n=91) reported that they did not have to deal with the registration of electors.

Candidates' Representatives

Overall, only six percent (6%) of election officers witnessed problems related to the duties of candidates' representatives.

Chart 16: Problems related to duties of candidates' representatives, overall

Q25: Did you witness any problems related to the duties of candidates' representatives?
 (%) (n=3503)



Of those who witnessed problems related to the duties of candidates’ representatives (n=216), about a third (30%) indicated that they interfered with the voting process. Other commonly cited reasons shared a similar theme of general non-cooperation inside the polling station, including staff were not properly prepared or did not know how to do the job (17%) and staff were inconsiderate, ill-mannered or inattentive (11%).

Table 58: Problems related to duties of candidates’ representatives, overall

Q26: Could you tell us the nature of the problems you witnessed?	Overall (n=216)
	%
Interfered with the voting process	30
Staff were not properly prepared / did not know how to do job	17
Staff were inconsiderate/ill-mannered/inattentive	11
Handled ballots during the count	7
Sat at the same table as the deputy returning officer and poll clerk or the registration officer	7
Handled an elector’s identification	5
Took photographs or made audio or video recordings at the polling station	4
Displayed partisan symbols or material inside or near a polling place	3
Other	16
DK/Refused	12

Responding to Electors in their Choice of Official Language

Almost all (99%) election officers reported that they did not encounter any difficulties in providing services to electors in their choice of official language. Across regions, officers in Manitoba and Saskatchewan did not report any difficulties in providing services to electors in their choice of official language (100% each).

In regard to type of poll, officers who worked the advance or mobile poll (4% each) were significantly more likely to encounter issues than those who worked at both advance and ordinary polls (0%). Further, officers who worked at a polling station on an Aboriginal reserve (4%) or a seniors' home (3%) were significantly more likely to report encountering difficulties providing services to electors in their choice of official language compared with officers who worked at a student residence polling station (1%).

Table 59: Difficulties in providing services in official language, by region

Q27: Did you encounter any difficulties in providing services to electors in the official language, English or French, of their choice?	Region								
	ATL (n=346)	QC (n=924)	ON (n=1385)	MAN (n=154)	SASK (n=115)	AB (n=39)*	BC (n=423)	TER (n=115)	Overall (n=3503)
	%								
Yes	1	1	1	0	0	4	2	3	1
No	98	99	99	100	100	96	98	97	99
DK/Refused	1	0	0	0	0	1	0	0	0

* Caution should be used when interpreting results due to small sample.

When officers who identified having difficulties providing services in the official language (n=43) were asked how these concerns were resolved, they cited: a French/English interpreter was needed (29%), staff member or supervisor provided translation (23%), other language/English interpreter was needed (12%), and a non-staff member translated in the requested language (11%).

Table 60: Solving difficulties in providing services in electors' choice of official language, overall

Q28: Could you tell us what was done to solve these difficulties?	Overall (n=43)
	%
French / English interpreter was needed	29
A staff member or supervisor translated	23
Other language–English interpreter was needed	12
A non-staff person translated	11
Staff or supervisor tried their best (resolution unclear)	6
The voter could understand enough English	6
Phoned outside for help	5
Nothing / issue was not resolved	1
Other	9
DK/Refused	5

Exceptional Cases

Overall, eighty-four percent (TOP2: 84%) of specified election officers found it easy to deal with exceptional cases, such as completing various certificates or administering oaths. Regionally, significantly more officers in the Atlantic Provinces (86%) and Ontario (87%) found completing various certifications or administering oaths very or somewhat easy compared with British Columbia (78%) and Alberta (79%). Additionally, officers in Quebec and Alberta were significantly more likely to find it “somewhat easy” (46% each) to deal with exceptional cases than officers in Ontario (38%).

Table 61: Dealing with exceptional cases, by region

Q29: How easy was it to deal with exceptional cases; for example: completing various certificates or administering oaths?	Region								
	ATL (n=300)	QC (n=820)	ON (n=1209)	MAN (n=128)	SASK (n=107)	AB (n=36)*	BC (n=382)	TER (n=100)	Overall (n=3082)
	%								
TOP2	86	80	87	85	81	79	78	85	84
BTM2	9	14	10	13	14	19	19	11	13
Very easy	47+	35-	49+	43	33-	32-	38-	35-	42
Somewhat easy	39	46	38	42	48	46	40	49	41
Somewhat difficult	8	13	9	13	11	18	16	11	11
Very difficult	1	1	1	0	3	1	3	0	1
DK/Refused	2	3	2	2	4	0	1	2	2

* Caution should be used when interpreting results due to small sample.

Base: Deputy Returning Officer, Central Poll Supervisor, Registration Officer, Poll Clerk

NOTE: Not all options listed. Some DROs (n=52) reported that they did not have to deal with the registration of electors.

Officers who worked at a polling station on an Aboriginal reserve were significantly more likely to find completing various certificates or administering oaths very or somewhat easy (TOP2: 86%) compared with student residences (TOP2: 81%) and seniors' homes polling stations (TOP2: 79%).

Table 62: Dealing with exceptional cases, by polling station

Q29: How easy was it to deal with exceptional cases; for example: completing various certificates or administering oaths?	Polling Station				
	Abo. Reserve (n=241)	Sen. / LT Care (n=788)	Stud. Res. (n=411)	Other (n=1769)	Overall (n=3209)
	%				
TOP2	86	79	81	84	84
BTM2	12	15	15	12	13
Very easy	56+	38	45	42	42
Somewhat easy	30-	41	36-	42	41
Somewhat difficult	11	13	14	11	11
Very difficult	1	2	1	1	1
DK/Refused	1	3	2	2	2

Base: Deputy Returning Officer, Central Poll Supervisor, Registration Officer, Poll Clerk

NOTE: Not all options listed. Some DROs (n=52) reported that they did not have to deal with the registration of electors.

By type of poll, officers who worked at advance polls were more likely to report that completing various certificates or administering oaths was very or somewhat easy (TOP2: 86%) than officers who worked at mobile polls (TOP2: 77%).

Table 63: Dealing with exceptional cases, by type of poll

Q29: How easy was it to deal with exceptional cases; for example: completing various certificates or administering oaths?	Type of Poll				
	Advance (n=216)	Ordinary (n=2645)	Adv. + ord. (n=174)	Mobile (n=47)*	Overall (n=3082)
	%				
TOP2	86	83	86	77	84
BTM2	8	13	14	18	13
Very easy	48+	42	45	38-	42
Somewhat easy	38-	42	41	40	41
Somewhat difficult	8	12	11	15+	11
Very difficult	0	1	3	2	1
DK/Refused	5	2	0	2	2

* Caution should be used when interpreting results due to small sample.

Base: Deputy Returning Officer, Central Poll Supervisor, Registration Officer, Poll Clerk

NOTE: Not all options listed. Some DROs (n=52) reported that they did not have to deal with the registration of electors.

Over a third (34%) of election officers who found dealing with the exceptional cases difficult (n=384) indicated it was because electors didn't understand or were reluctant. The remaining difficulties included issues with not being adequately prepared or trained (31%), the process being too complex (26%), and issues with paperwork, such as there were too many forms (24%), it was too difficult to use the forms (19%), and they lacked or were missing the forms or tools (7%).

There were some variances and similarities across polling station, type of poll, and staffing position. Officers who worked in seniors' homes polling stations were significantly more likely to cite that electors didn't understand or were reluctant for their reasons for finding it difficult to deal with exceptional cases (45%) than officers who worked in student residences (22%).

By type of poll, officers who worked at advance (20%) and mobile polls (34%) were significantly more likely to cite forms that were too difficult to use as a reason why they found it difficult to deal with exceptional cases compared with those who worked at advance polls (5%). Officers who worked at both advance and ordinary polls (62%) were significantly more likely to report that electors didn't understand or were reluctant than the other polling station types.

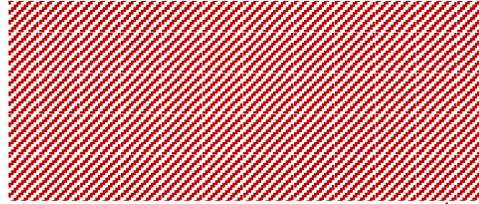
Deputy returning officers (34%), central poll supervisors (24%), and poll clerks (24%) were significantly more likely to cite that it was too complex to deal with exceptional cases than registration officers (3%).

Table 64: Why dealing with exceptional cases was difficult, overall

Q30: Why do you say that?	Overall (n=384)
	%
Electors didn't understand or were reluctant	34
Not well prepared/trained	31
Too complex	26
Too many forms	24
Too difficult to use the forms	19
Lack or missing tools or forms	7
DK/Refused	4

SECTION NINE

9. VOTER ID REQUIREMENTS



This section presents findings regarding voter identification requirements during the 42nd general election.

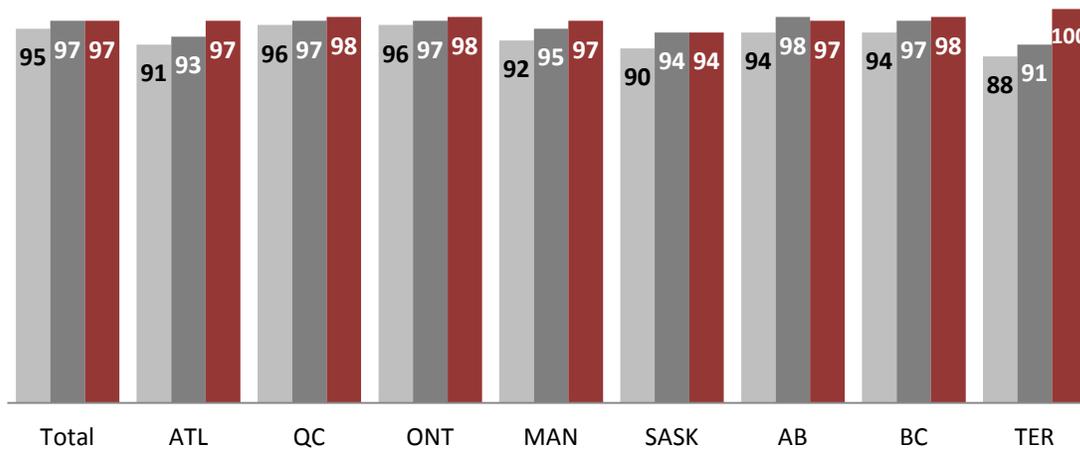
General Appraisal

Overall, the identification of electors proceeded well during the vote in 2015, with nearly all officers reporting that it went well (TOP2: 97%). This rating is similar to previous report years. Worth noting is that the Territories exhibit a trend of an increasing number of officers reporting that the identification of electors went well over the 2008, 2011 and 2015 elections, such that in 2015, significantly more officers in the Territories reported that the identification of electors went well (100%) compared with other regions. Further, the Atlantic Provinces, Quebec, Ontario, Manitoba and British Columbia have displayed a trend of increasing ratings since 2008.

Chart 17: Process of identification of electors during the vote, by region¹⁵

Q31: Overall, how well did the identification of electors proceed during the vote? Would you say it generally went...? (TOP2%)*

■ October 2008 (n=3115) ■ May 2011 (n=3213) ■ October 2015 (n=3503)



* TOP2 (Very well + somewhat well)

¹⁵ n values: ATL (n=346); QC (n=924); ONT (n=1385); MAN (n=154); SASK (n=115); AB (n=39); BC (n=423); TER (n=115)

When looking at polling stations, officers who worked at a polling station on an Aboriginal reserve were significantly more likely to report that the identification of electors went “very well” (71%) compared with those who worked at a seniors’ home (58%) and student residence polling station (61%).

There are no significant differences to report by type of poll and staffing position.

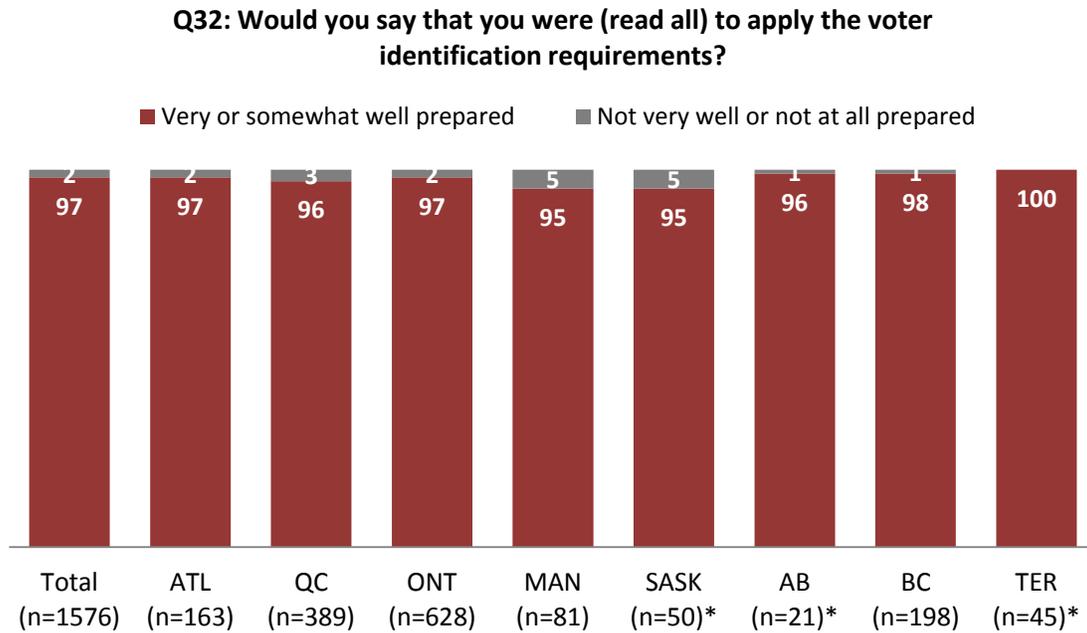
Table 65: Process of identification of electors during the vote, by polling station

Q31: Overall, how well did the identification of electors proceed during the vote? Would you say it generally went...?	Polling Station				
	Abo. Reserve (n=282)*	Sen. / LT Care (n=797)	Stud. Res. (n=466)	Other (n=1958)	Overall (n=3503)
	%				
TOP2	98	94	94	98	97
BTM2	2	6	6	2	2
Very well	71+	58-	61	68	68
Somewhat well	27-	37+	32	30	30
Not very well	1	4	4	2	2
Not well at all	0	2	1	0	0
DK/Refused	0	0	1	0	0

Preparedness

From the sample of deputy returning officers and registration officers, almost all (97%) felt that they were very or somewhat well prepared to apply the voter identification requirements. Regionally, a significantly higher number of officers in the Territories (100%) felt that they were very or somewhat well prepared to apply the voter identification requirements compared with Quebec (96%), Ontario (97%), and Alberta (96%).

Chart 18: Preparedness to apply voter identification requirements, by region



* Caution should be used when interpreting results due to small sample.

Base: Deputy Returning Officer, Registration Officer

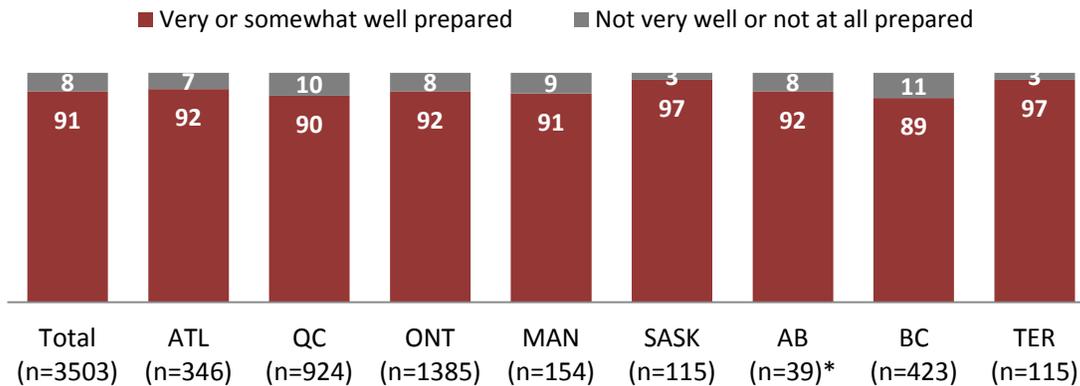
NOTE: Not all options listed. Some DROs (n=13) reported that they did not have to deal with the identification requirements for voters.

There were no significant differences to report for polling station, type of poll, and staffing position.

The majority (TOP2: 91%) of election officers reported that they felt electors were very or somewhat well prepared about the identification requirements. This proportion is higher than 2011 (88%). Regionally, officers in Saskatchewan and the Territories (TOP2: 97% each) were significantly more likely to report that they felt electors were very or somewhat well prepared about the identification requirements.

Chart 19: Preparedness of electors in voter ID requirements, by region

Q33: Generally, how well prepared did electors seem about the voter identification requirements? Would you say that they were...?



* Caution should be used when interpreting results due to small sample.

Election officers who worked in seniors' homes (BTM2: 17%) and student residence polls (BTM2: 15%) were significantly more likely to report that the electors were "not very well prepared" or "not at all prepared" compared with officers who worked at polling stations on Aboriginal reserves (BTM2: 10%).

Table 66: Preparedness of electors in voter ID requirements, by polling station

Q33: Generally, how well prepared did electors seem about the voter identification requirements? Would you say that they were...?	Polling Station				
	Abo. Reserve (n=282)	Sen. / LT Care (n=797)	Stud. Res. (n=466)	Other (n=1958)	Overall (n=3503)
	%				
TOP2	90	83	85	92	91
BTM2	10	17	15	8	8
Very well prepared	50+	37-	35-	43	43
Somewhat well prepared	40-	46	50	48	48
Not very well prepared	8	15+	13+	7	7
Not at all prepared	2	2	2	1	1
DK/Refused	0	1	1	1	1

Election officers who worked in ordinary polls (TOP2: 93%) were significantly more likely to report that the electors were very or somewhat well prepared about the voter identification requirements compared with those who worked in advance polls (TOP2: 86%), both advance and ordinary polls (TOP2: 85%), and mobile polls (TOP2: 79%).

Deputy returning officers (TOP2: 92%) and poll clerks (TOP2: 94%) were significantly more likely to report that the electors were very or somewhat well prepared about the voter identification requirements compared with central poll supervisors and registration officers (TOP2: 86%, each).

Table 67: Preparedness of electors in voter ID requirements, by type of poll and staffing position

Q33: Generally, how well prepared did electors seem about the voter identification requirements? Would you say that they were...?	Type of Poll				Staffing Position					Overall (n=3503)
	Adv. (n=232)	Ord. (n=2997)	Adv. + ord. (n=224)	Mobile (n=49)*	DRO (n=1261)	IO (n=421)	CPS (n=245)	RegO (n=315)	PC (n=1261)	
	%									
TOP2	86	93	85	79	92	88	86	86	94	91
BTM2	13	7	14	20	8	11	13	14	6	8
Very well prepared	42	44	37-	39-	45	39-	38-	32-	46	43
Somewhat well prepared	44	49	48	40-	48	49	48	53+	48	48
Not very well prepared	11+	6	12+	18+	7	8	9	11	5	7
Not at all prepared	2	1	2	2	1	3	3	2	0	1
DK/Refused	1	0	1	1	0	1	1	1	0	1

* Caution should be used when interpreting results due to small sample.

Problems Encountered

From the sample of deputy returning officers and registration officers, just under a fifth (19%) reported experiencing specific problems when verifying the address of electors. This proportion is slightly below the 2011 results (20%). Regionally, a significantly higher proportion of officers in Alberta reported experiencing specific problems when verifying the address of electors (28%) than officers in the Atlantic Provinces (18%), Quebec (17%), Ontario (19%), and Manitoba (14%).

Table 68: Problems when verifying the address of electors, by region

Q34A: Did you experience specific problems when verifying the address of electors?	Region								
	ATL (n=163)	QC (n=389)	ON (n=628)	MAN (n=81)	SASK (n=50)*	AB (n=21)*	BC (n=198)	TER (n=45)*	Overall (n=1576)
	%								
Yes	18	17	19	14	26-	28+	24	28+	19
No	82	83	80	86+	74-	72-	76-	72-	80
DK/Refused	0	1	1	0	0	0	0	0	1

* Caution should be used when interpreting results due to small sample.

Base: Deputy Returning Officer, Registration Officer

From the sample of deputy returning officers and registration officers, those who worked in both advance and ordinary polls (59%) were the most likely to report experiencing specific problems when verifying the address of electors compared with those who worked in advance polls (77%), ordinary polls (82%), and mobile polls (79%).

Table 69: Problems when verifying the address of electors, by type of poll and staffing position

Q34A: Did you experience specific problems when verifying the address of electors?	Type of Poll				Staffing Position		Overall (n=1576)
	Advance (n=114)	Ordinary (n=1361)	Adv. + ord. (n=74)	Mobile (n=26)*	DRO (n=1261)	RegO (n=315)	
	%						
Yes	22	18	37+	21	16	31+	19
No	77	82	59-	79	83	68-	80
DK/Refused	2	0	4	0	0	1	1

* Caution should be used when interpreting results due to small sample.

Base: Deputy Returning Officer, Registration Officer

From the sample of deputy returning officers and registration officers, a tenth (10%) reported experiencing specific problems when verifying the identity of electors. This proportion represents a five percentage point decrease from the 2011 results (15%). There were no significant regional differences in the percentage of officers experiencing specific problems when verifying the identity of electors.

Table 70: Problems when verifying the identity of electors, by region

Q34B: Did you experience specific problems when verifying the identity of electors?	Region								
	ATL (n=163)	QC (n=389)	ON (n=628)	MAN (n=81)	SASK (n=50)*	AB (n=21)*	BC (n=198)	TER (n=45)*	Overall (n=1576)
	%								
Yes	11	12	11	7	6	11	10	7	10
No	88	88	88	93	94	89	90	93	89
DK/Refused	1	1	1	0	0	0	0	0	1

* Caution should be used when interpreting results due to small sample.

Base: Deputy Returning Officer, Registration Officer

Officers who worked at a polling station at a seniors' home (16%) or student residence (17%) were significantly more likely to experience specific problems when verifying the identity of electors than those who worked at an Aboriginal reserve polling station (7%).

By staffing position, registration officers (16%) were significantly more likely to experience specific problems when verifying the identity of electors than deputy returning officers (9%). There are no significant differences to report by type of poll.

Table 71: Problems when verifying the identity of electors, by polling station

Q34B: Did you experience specific problems when verifying the identity of electors?	Polling Station				
	Abo. Reserve (n=127)	Sen. / LT Care (n=432)	Stud. Res. (n=218)	Other (n=912)	Overall (n=1689)
	%				
Yes	7	16	17	11	10
No	93+	84+	81	89	89
DK/Refused	0	0	2	1	1

Base: Deputy Returning Officer, Registration Officer

Among deputy returning officers and registration officers who experienced problems with electors, the two most frequently mentioned problems were these: address did not match the list of electors (44%), and improper ID (37%). This group of problems is followed by these: elector was not on the voters list (15%), and identity did not match the name in the list of electors (11%). The remaining problems are listed in Table 72 and were cited less frequently.

Table 72: Problems description, overall

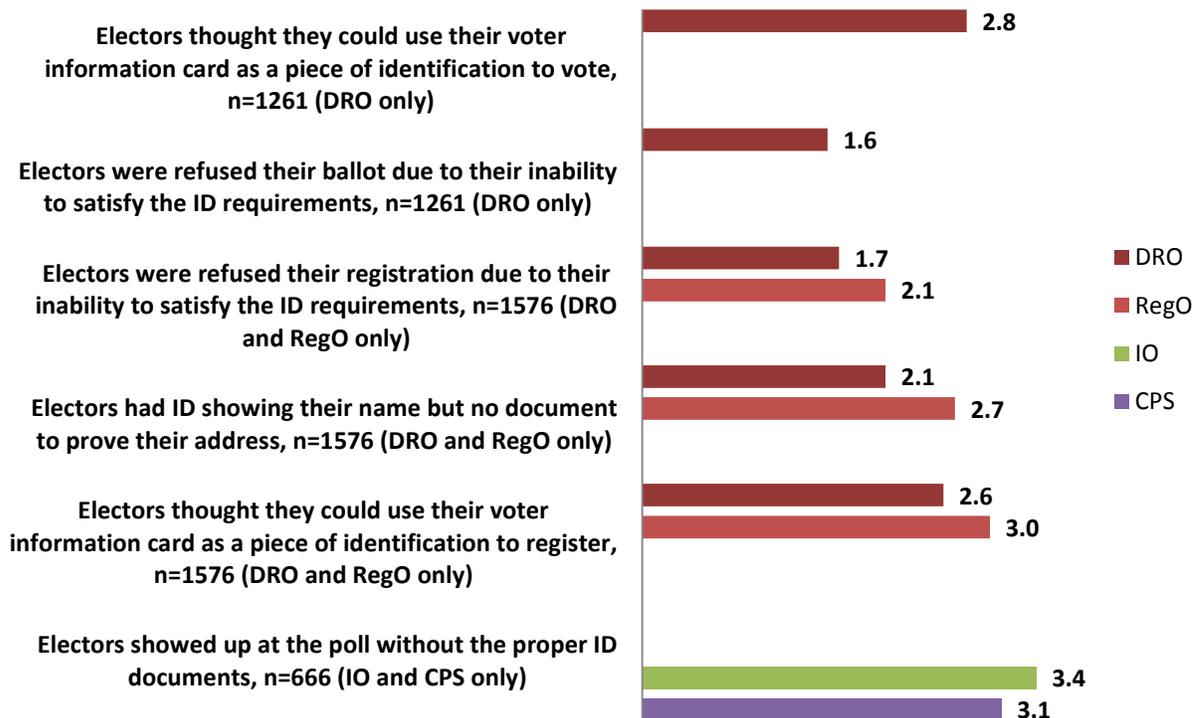
Q35: Could you briefly describe these problems?*	Overall (n=353)
	%
Address did not match the list of electors	44
Improper ID	37
Identity did not match the name on the list of electors	15
Elector was not on the voters list	11
Electors were at wrong polling station / did not know where to go	6
Electors disliked having to show their ID at multiple locations	2
Voter wore a mask/bag over face	2
Staff were not properly prepared / did not know how to do job	1
Other	10
DK/Refused	4

* Multiple response question

Looking at a list of problems that could have arisen at the polling station, we notice that, regardless of the officers' position, none of the listed problems were reported to be widespread on a scale of 1 to 10. For deputy returning officers, the most notable problem was that electors thought they could use their voter information card as a piece of identification to vote (mean: 2.8). It is worth noting that registration officers were more likely than deputy returning officers to perceive the same problems to be more prevalent. Information officers were more likely than central poll supervisors to report that electors showing up at the poll without the proper ID documents was more common (mean: 3.4, compared with 3.1).

Chart 20: Extent of problems linked to identification requirements

Q36: 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... * (Mean)



Candidate's Representative Challenges

Overall, nearly all (95%) election officers did not witness any cases related to an elector's identity being challenged by a candidate or a candidate's representative. By region, significantly more officers in Quebec reported not witnessing any cases related to an elector's identity being challenged by a candidate or a candidate's representative. Information officers were more likely to have witnessed such cases (8%) than other types of staffing positions and the overall population.

Table 73: Cases related to an elector's identity being challenged, by region

Q37: Did you witness any cases related to an elector's identity being challenged by a candidate or a candidate's representative?	Region								
	ATL (n=346)	QC (n=924)	ON (n=1385)	MAN (n=154)	SASK (n=115)	AB (n=39)*	BC (n=423)	TER (n=115)	Overall (n=3503)
	%								
Yes	3	7	4	2	1	4	2	2	4
No	97	93	96	97	99+	96	97	98	95
DK/Refused	0	0	0	2	0	0	1	0	1

* Caution should be used when interpreting results due to small sample.

Of the election officers who witnessed cases related to an elector's identity being challenged by a candidate or a candidate's representative (n=142), most did so between 1 to 5 times (91%).

Table 74: Amount of times witnessed an identity challenged, overall

Q38: Could you tell us how many times you witnessed this?	Overall (n=142)
	%
1 to 5 times	91
6 to 10 times	9
11 to 20 times	0
20 times or more	0
DK/Refused	0

SECTION TEN



10. CLOSING THE POLLING STATION

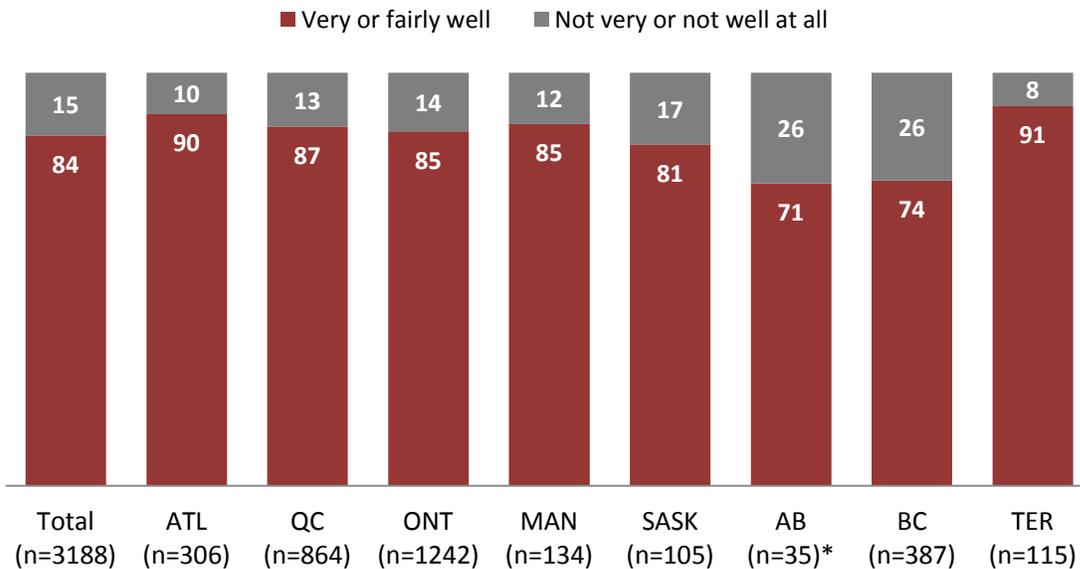
This section presents findings related to election officers' experiences closing the polling station, and the usefulness of the flowchart provided to help close the polling stations.

Closing the Polling Station

Overall, eighty-four percent (TOP2: 84%) of election officers found that closing the polling station went very or fairly well. From a regional perspective, officers in Alberta and British Columbia (BTM2: 26%, each) were significantly more likely to find that closing the polling station went not very or not well at all.

Chart 21: Closing of polling station, by region

Q39: Overall, would you say that closing the polling station went...?



* Caution should be used when interpreting results due to small sample.

Base: Deputy Returning Officer, Information Officer, Central Poll Supervisor, Poll Clerk

By polling station, officers who worked at polling stations on Aboriginal reserves and at seniors' homes were significantly more likely to find that closing the polling station went very or fairly well than other polling station groups.

Table 75: Closing of polling station, by polling station

Q39: Overall, would you say that closing the polling station went...?	Polling Station				
	Abo. Reserve (n=254)	Sen. / LT Care (n=790)	Stud. Res. (n=405)	Other (n=1808)	Overall (n=3257)
	%				
TOP2	94	89	85	84	84
BTM2	6	10	14	15	15
Very well	67+	62+	53	51	52
Fairly well	27-	27-	32	33	33
Not very well	5-	7	10	9	9
Not well at all	2-	3	4	6	6
DK/Refused	0	1	1	1	1

Base: Deputy Returning Officer, Information Officer, Registration Officer, Poll Clerk

Across the different types of polls, officers who worked at an advance or mobile poll were significantly more likely to find that closing the polling station went very or fairly well.

There were some variances as well across the staffing positions. Information officers were significantly more likely than other positions to report that closing the polling station went very or fairly well (TOP2: 93%).

Table 76: Closing of polling station, by type of poll

Q39: Overall, would you say that closing the polling station went...?	Type of Poll				
	Advance (n=216)	Ordinary (n=2734)	Adv. + ord. (n=191)	Mobile (n=47)	Overall (n=3188)
	%				
TOP2	94	84	85	93	84
BTM2	6	16	13	7	15
Very well	67+	50	58	69+	52
Fairly well	27-	34	28	24-	33
Not very well	4-	10	4-	5	9
Not well at all	2-	6	9	2-	6
DK/Refused	1	1	2	0	1

* Caution should be used when interpreting results due to small sample.

Base: Deputy Returning Officer, Information Officer, Registration Officer, Poll Clerk

A quarter (24%) of the officers who indicated that closing the polling station did not go very well or not well at all (n=470) reported that closing the polling station took too long. The remaining reasons cover unclear instructions, insufficient training, disorganization, and that they received no assistance from their colleagues when closing the polling station.

These issues were common across all regions; however, officers in Saskatchewan (45%) were significantly more likely to report that the staff wasn't trained well to close the polling station.

Deputy returning officers were significantly more likely to report they received no assistance from their colleagues when closing (25%) compared with other staffing positions. Central poll supervisors were significantly more likely to report disorganization (42%) than information officers (9%) and poll clerks (12%).

By polling station, officers who worked in ordinary polls (22%) and mobile polls (16%) were significantly more likely to report there were problems with vote counting than advance poll (2%) and both advance and ordinary poll workers (1%).

Table 77: Reasons why closing poll did not go very well or not well at all, overall, top 5

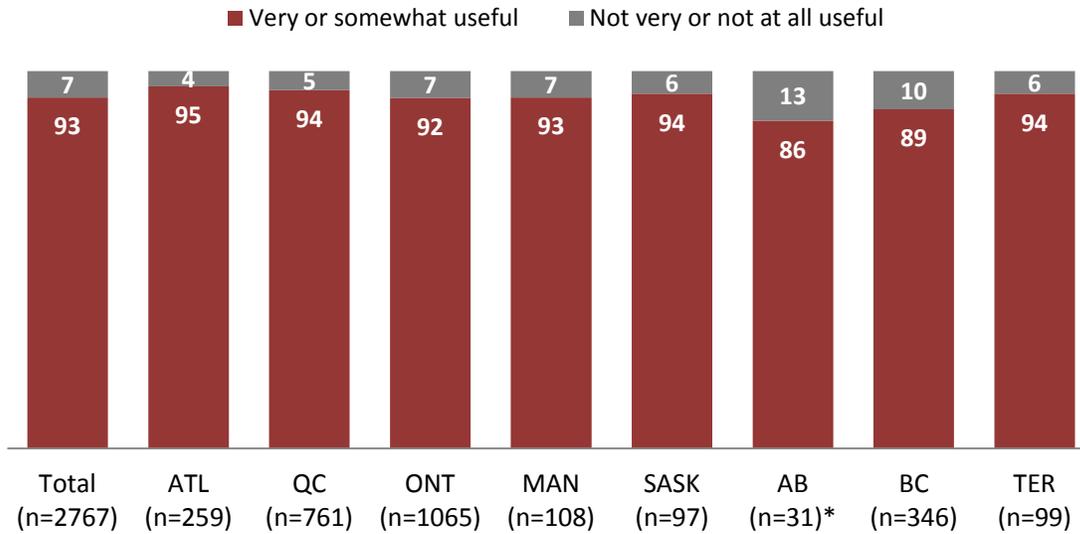
Q40: Why do you say that?	Overall (n=470)
	%
Took too long / too slow	24
Staff wasn't trained well / not knowledgeable	22
Instructions not clear (handbook, flowchart)	21
Problems with vote counting	20
No assistance from colleagues	16

Usefulness of the Flowchart

Of the positions that were given the flowchart to close, a vast majority (TOP2: 93%) found the flowchart very or somewhat useful. Across regions, officers in Alberta and in British Columbia were significantly more likely to find the flowchart not very or not at all useful.

Chart 22: Usefulness of the flowchart, by region

Q41: Would you say that the flowchart provided for closing the polling stations was (read all) in helping you wrap up the election materials?



*Caution should be used when interpreting results due to small sample.

Base: Deputy Returning Officer, Central Poll Supervisor, Poll Clerk

Officers who worked at a polling station on an Aboriginal reserve were significantly more likely to find the flowchart useful (TOP2: 96%) compared with other polling stations.

Table 78: Usefulness of the flowchart, by polling station

Q41: Would you say that the flowchart provided for closing the polling stations was (read all) in helping you wrap up the election materials?	Polling Station				
	Abo. Reserve (n=213)	Sen. / LT Care (n=781)	Stud. Res. (n=350)	Other (n=1619)	Overall (n=2963)
	%				
TOP2	96	89	90	93	93
BTM2	3	9	10	7	7
Very useful	73+	58	57	59	59
Somewhat useful	23-	32	33	34	33
Not very useful	3-	7	8	6	6
Not at all useful	0	2	2	1	1
DK/Refused	1	2	0	1	1

Base: Deputy Returning Officer, Central Poll Supervisor, Poll Clerk

Compared with the overall population of election officers, respondents who worked at an advance poll were more likely to report that the flowchart was very or somewhat useful. Further, officers who worked at an ordinary (34%) or mobile (38%) poll were significantly more likely to find the flowchart “somewhat useful” than those who worked at the advance poll (26%).

Across staffing positions, deputy returning officers were significantly more likely to find the flowchart “very useful” (64%) than poll clerks (54%).

Table 79: Usefulness of the flowchart, by type of poll

Q41: Would you say that the flowchart provided for closing the polling stations was (read all) in helping you wrap up the election materials?	Type of Poll				
	Advance (n=199)	Ordinary (n=2382)	Adv. + ord. (n=141)	Mobile (n=45)*	Overall (n=2767)
	%				
TOP2	89	93	92	92	93
BTM2	9	7	7	7	7
Very useful	63+	59	59	54	59
Somewhat useful	26-	34	33	38	33
Not very useful	7	6	5	5	6
Not at all useful	2	1	3	2	1
DK/Refused	2	1	0	1	1

* Caution should be used when interpreting results due to small sample.

Base: Deputy Returning Officer, Central Poll Supervisor, Poll Clerk

SECTION ELEVEN



11. SUGGESTIONS TO IMPROVE THE CONDUCT OF ELECTIONS

This section reports on the suggestions that were provided by election officers on how to make it easier to work inside the polling station.

Making it Easier for Officers to Work Inside the Polling Station

When asked what the first thing to change would be to make it easier for election officers to do their work inside the polling station, three main themes emerged: improvement of materials and procedures – 21 %⁽³⁾ label in Table 80), improvement of work conditions – 18% ⁽¹⁾ label in Table 80), and improvement of training – 17% ⁽²⁾ label in Table 80). Outside of theme analysis, individually the top five suggestions were: better training (17%), less paperwork (8%), have breaks (6%), more staff/help (5%) and better facility/location/more space (5%). Compared with the 2011 results, a smaller proportion now feels that nothing needs to change (27% in 2011, compared with 8% in 2015). However, nearly a fifth (18%) did not provide a suggestion to make it easier to work inside the polling place.

Table 80: Changes to make it easier to work inside the polling place, by region

Q42: What would be the first thing to change, if anything, to make it easier for you to do your work inside the polling place?	Region								
	ATL (n=346)	QC (n=924)	ON (n=1385)	MAN (n=154)	SASK (n=115)	AB (n=39)*	BC (n=423)	TER (n=115)	Overall (n=3503)
	%								
Better training ²	19	12	17	19	25	22	20	27	17
Less paperwork ³	7	13	5	7	2	9	5	7	8
Have breaks ¹	5	5	7	3	4	7	6	2	6
More staff/help ¹	5	2	6	4	10	9	9	7	5
Better facility / location / more space ¹	3	6	5	8	0	8	4	0	5
Improve hiring process	4	3	5	3	6	3	5	0	4
It was great	6	2	3	1	1	1	3	7	3
Provide more/better information to the voters on the voting process ³	3	2	2	4	2	3	2	2	2

Q42: What would be the first thing to change, if anything, to make it easier for you to do your work inside the polling place?	Region								
	ATL (n=346)	QC (n=924)	ON (n=1385)	MAN (n=154)	SASK (n=115)	AB (n=39)*	BC (n=423)	TER (n=115)	Overall (n=3503)
	%								
Improve voter identification ³	4	2	2	2	0	0	3	0	2
Improve process of closing polling station / more training on closing ³	1	2	3	1	0	4	2	3	2
Improve flowchart/signs ³	2	1	3	2	1	1	2	2	2
Took too long / too slow ³	1	3	1	0	1	0	1	0	1
Improve electors list / had many errors / wasn't up to date ³	2	2	1	3	3	1	1	0	1
Provide refreshments ¹	1	1	1	0	0	0	1	0	1
Improve pay ¹	0	1	0	0	0	1	2	5	1
Have stations set up beforehand ³	0	0	1	0	0	0	1	2	1
More polling stations / more tables ³	0	0	1	0	1	2	2	0	1
Improve ballot counting ³	0	1	1	0	0	0	1	0	1
More accessibility for older/disabled people ³	0	0	1	0	0	0	1	0	1
None/Nothing	9	13	7	9	12	6	5	8	8
Other	11	8	12	12	10	9	14	6	11
DK/Refused	16	20	19	21	22	16	12	21	18

* Caution should be used when interpreting results due to small sample.

Information officers were significantly less likely than those in other positions to report “better training” as the first thing that needs to change (7%, compared with 17% overall). Comparatively, central poll supervisors were significantly more likely than those in other positions to report “better training” as the first thing that needs to change (30%). Central poll supervisors were also significantly less likely than those in other positions to report “have breaks” as the first thing that needs to change (0%, compared with 6% overall).

Deputy returning officers and poll clerks were significantly more likely to report “less paperwork” as the first thing that needs to change (9% and 8% respectively) compared with information officers and registration officers (4%, each).

Poll clerks (6%) were also significantly more likely than information officers (3%) and central poll supervisors (3%) to report “more staff/help” as the first thing that needs to change.

Further, deputy returning officers were also significantly less likely than information officers and central poll supervisors to report “better facility / location / more space” as the first thing that needs to change (3%, 10% and 7% respectively).

In regards to type of poll, election officers who worked in advance polls were more likely to report “have breaks” as the first thing that needs to change (11%) compared with the other poll types.

Table 81: Changes to make it easier to work inside the polling place, by type of poll and polling station, top 5 reasons

Q42: What would be the first thing to change, if anything, to make it easier for you to do your work inside the polling place?	Type of Poll				Staffing Position					Overall (n=3503)
	Adv. (n=232)	Ord. (n=2997)	Adv. + ord. (n=224)	Mobile (n=49)*	DRO (n=1261)	IO (n=421)	CPS (n=245)	RegO (n=315)	PC (n=1261)	
	%									
Better training	19	17	17	12-	20+	7-	30+	14	16	17
Less paperwork	15+	7	9	11+	9	4	7	4	8	8
Have breaks	11+	6	1	5	5	6	0	9	7	6
More staff/help	3	5	8	4	5	3	3	6	6	5
Better facility / location / more space	3	5	3	2-	3	10+	7	6	4	5

* Caution should be used when interpreting results due to small sample.

From the sample of deputy returning officers, information officers, registration officers, and poll clerks, eighty-nine percent (TOP2: 89%) were satisfied with the quality of support they received from the central poll supervisor. Information officers (70%) and registration officers (75%) were significantly more likely to report being “very satisfied” than deputy returning officers (60%) and poll clerks (61%). Deputy returning officers and poll clerks were the most likely to report being not satisfied at all (4% and 3%, respectively) compared with information officers (1%) and registration officers (1%).

Table 82: Satisfaction with support from central poll supervisor, by staffing position

Q43: Generally speaking, how satisfied are you with the quality of support you received from the central poll supervisor? Are you...?	Staffing Position				
	DRO (n=1261)	IO (n=421)	RegO (n=315)	PC (n=1261)	Overall (n=3258)
	%				
TOP2	87	92	95	88	89
BTM2	12	8	5	11	10
Very satisfied	60	70+	75+	61	63
Fairly satisfied	27	22-	19-	27	26
Not very satisfied	8	7	4-	8	7
Not at all satisfied	4	1-	1-	3	3
DK/Refused	1	0	1	1	1

Base: Deputy Returning Officer, Information Officer, Registration Officer, Poll Clerk

DEMO

12. DEMOGRAPHICS (Survey population, unweighted)

	Total	ATL	QC	ON	MAN	SASK	AB	BC	TER
n	3503	353	913	1065	178	158	354	404	78
Gender									
Male	30%	29%	34%	32%	29%	20%	25%	27%	24%
Female	70%	71%	66%	68%	70%	80%	75%	73%	76%
Age									
Under 18	1%	2%	0%	2%	2%	1%	1%	4%	0%
18-24	8%	3%	6%	11%	12%	5%	5%	8%	10%
25-34	7%	4%	5%	7%	12%	7%	7%	7%	12%
35-44	7%	6%	7%	7%	10%	7%	8%	9%	12%
45-64	40%	41%	46%	36%	33%	42%	43%	40%	34%
65+	37%	45%	36%	37%	32%	38%	37%	33%	32%
Ethnic/Cultural Background									
White/Caucasian	79%	90%	89%	72%	65%	79%	83%	72%	53%
Aboriginal	6%	5%	2%	5%	21%	15%	6%	7%	30%
Black (Africa/Caribbean)	3%	0%	3%	6%	2%	0%	2%	1%	0%
South Asian/East Indian	3%	0%	0%	5%	4%	0%	1%	4%	5%
Chinese	1%	0%	0%	2%	0%	0%	1%	6%	1%
West Asian/North African/Arab	1%	0%	2%	2%	1%	0%	0%	1%	0%
Latin American	1%	0%	1%	1%	2%	0%	1%	2%	0%
East Asian	1%	0%	0%	1%	0%	0%	0%	2%	1%
Southeast Asian	1%	0%	0%	1%	1%	0%	0%	1%	0%
Filipino	0%	0%	0%	1%	0%	0%	0%	1%	0%
Pacific Islands	0%	0%	0%	0%	1%	0%	0%	0%	0%
Other visible minorities	2%	1%	1%	2%	1%	1%	4%	2%	6%
Don't know/Refused	3%	3%	1%	3%	3%	5%	2%	3%	4%

	Total	ATL	QC	ON	MAN	SASK	AB	BC	TER
n	3,503	353	913	1065	178	158	354	404	78
Polling Station									
Aboriginal Reserve	8%	4%	2%	6%	27%	18%	8%	13%	33%
Seniors' Residence/Long-Term Care Facility	23%	15%	21%	25%	22%	25%	31%	26%	0%
Students' Residence	13%	11%	11%	19%	11%	5%	11%	14%	1%
Other	56%	70%	67%	50%	40%	52%	50%	47%	65%
Type of Poll									
Advance Poll Only	8%	12%	9%	6%	8%	8%	7%	3%	15%
Ordinary Poll on Election Day	75%	71%	78%	77%	65%	65%	72%	78%	77%
Advance and Ordinary Poll on Election Day	4%	4%	5%	5%	7%	3%	3%	3%	8%
Mobile Poll	13%	13%	9%	12%	20%	24%	18%	16%	0%
Staffing Position									
Deputy Returning Officer	41%	39%	41%	39%	39%	42%	46%	44%	47%
Information Officer	8%	9%	8%	9%	14%	6%	6%	7%	14%
Central Poll Supervisor	7%	10%	7%	8%	9%	6%	5%	6%	4%
Registration Officer	7%	9%	5%	8%	8%	8%	7%	6%	1%
Poll Clerk	36%	33%	39%	36%	30%	38%	36%	36%	33%

13. QUESTIONNAIRE



Questionnaire

Survey of Election Officers

42nd Federal General Election
(October 19, 2015)

Revision date: November 26, 2015

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INTRODUCTION

Notes:

1. Unless stated otherwise, each question must be asked to all categories of election officers. Acronyms used to describe these categories are:

CPS	Central poll supervisor
RegO	Registration officer
DRO	Deputy returning officer
IO	Information officer
PC	Poll clerk

2. All questions allow for a 'Don't know / No answer' type of answer but this option is not read (DO NOT READ only).

INTERVIEWER AND PROGRAMMING NOTES

SURVEY LENGTH: IF RESPONDENT ASKS ABOUT THE LENGTH OF THE SURVEY, INFORM HIM/HER THAT IT TAKES ABOUT 15 MINUTES TO COMPLETE, DEPENDING ON RESPONSES TO SOME OF THE QUESTIONS.

RESEARCH VALIDITY: IF RESPONDENT QUESTIONS THE VALIDITY OF THE RESEARCH OR HAS QUESTIONS ABOUT IT, INVITE HIM/HER TO CALL ELECTIONS CANADA AT 1-800-463-6868 (TOLL-FREE FROM ANYWHERE IN CANADA).

CONTACT INFORMATION: IF RESPONDENT ASKS HOW WE GOT HIS/HER NAME AND/OR CONTACT INFORMATION, INFORM HIM/HER THAT IT WAS PROVIDED BY ELECTIONS CANADA BASED ON INFORMATION CONTAINED IN THE ELECTIONS CANADA FINANCIAL SERVICES SYSTEM (ROPAY).

SURVEY REGISTRATION SYSTEM: IF RESPONDENT ASKS ABOUT NATIONAL SURVEY REGISTRATION SYSTEM, SAY:

The registration system has been created by the survey research industry to allow the public to verify that the survey is legitimate, get information about the survey industry or register a complaint. The registration system's toll-free phone number is 1-800-554-9996.

OTHER INQUIRIES: FOR ANY MATTER OUTSIDE THE SCOPE OF THIS SURVEY, REFER RESPONDENT TO ELECTIONS CANADA'S 1-800-463-6868 TOLL-FREE LINE.

FOCUS ON RECENT FEDERAL ELECTION: THE FOCUS OF THIS SURVEY IS ON THE MOST RECENT FEDERAL ELECTION, HELD ON OCTOBER 19, 2015. IT IS **NOT** ON ANY OTHER ELECTION. THIS SHOULD BE REITERATED TO RESPONDENTS, AS NEEDED (I.E. THE FOCUS IS NOT ON ANY PREVIOUS ELECTIONS THE RESPONDENT MAY HAVE WORKED IN).

SCALE INSTRUCTIONS: RESPONSE CATEGORIES/INSTRUCTIONS FOR SOME OF THE SCALE QUESTIONS ARE REPETITIVE. ADJUST THE FREQUENCY OF REPEATING THE INSTRUCTIONS TO ENSURE CLARITY BUT AVOID BOREDOM.

'DON'T KNOW/NO RESPONSE' OPTION: UNLESS OTHERWISE SPECIFIED, ALL QUESTIONS IN THE SURVEY WILL ALLOW FOR 'DON'T KNOW/NO RESPONSE' OPTION. DK/NR IS ONLY SPECIFIED WHERE IT RELATES TO SKIP LOGIC.

'NOT APPLICABLE' OPTION: WHERE RELEVANT A 'N/A = NOT APPLICABLE' OPTION WILL BE AVAILABLE TO RESPONDENTS.

SECTION HEADINGS: THESE SHOULD NOT BE READ TO RESPONDENTS.

1. Federal electoral district

2. Type of poll (SEE DATABASE)

- 01 Advance poll only
- 02 Ordinary poll on election day
- 03 Advance poll and ordinary poll on election day
- 04 Mobile poll

3. Staffing position (SEE DATABASE)

- 01 Central poll supervisor
- 02 Information officer
- 03 Registration officer
- 04 Deputy returning officer
- 05 Poll clerk

4. Oversample/Quota identifier (SEE DATABASE)

- 01 Aboriginal reserve
- 02 Seniors residence/long-term care facility
- 03 Mobile poll
- 04 Student residence

**ASK TO SPEAK WITH MR./MS. XXX. [From sample]
CONFIRM LANGUAGE OF CHOICE.**

IF NOT AVAILABLE AT THIS TIME, ARRANGE A TIME TO CALL BACK.

IF NOT AVAILABLE OVER THE INTERVIEW PERIOD, DO NOT CALL AGAIN.

Hello [Mr./Ms. XXX]. I'm calling you on behalf of Elections Canada. My name is _____ from Forum Research, a public opinion research company. We are conducting telephone interviews with [NAME GROUP] and other election officers who worked during the October 19, 2015, federal general election.

[If respondent asks, specify that the survey is being conducted for the following election officers: central poll supervisor, registration officer, deputy returning officer and poll clerk.]

It will take about 15 minutes of your time.

Giving your opinion is completely voluntary. Your decision to do so will not affect any of your current or future dealings with Elections Canada. All the information you provide will be kept anonymous and reported in aggregate form only.

IF HESITATES: Would there be a better time for us to call you?

ACCEPTS	01	Proceed with interview
SCHEDULE APPOINTMENT	02	Mr./Ms. XXX, when would be a convenient time to call you back? (RECORD DATE AND TIME.) Thank you Mr./Ms. XXX. I will call you back on (DATE AND TIME). Goodbye!
REFUSAL	99	Mr./Ms. XXX, thank you for your time. Goodbye!

IF THE RESPONDENT WORKED ON BOTH ADVANCE POLL AND POLLING DAY, ASK QUESTIONS ONLY FOR ADVANCE POLLING UNTIL QUOTA IS FILLED.

SECTION 1: GENERAL

Let's begin with a general question:

POLL. Can I confirm which type of polling station you worked at:

1. Advance poll only
2. Ordinary poll on election day
3. Advance poll and ordinary poll on election day
4. Mobile poll

1. As a (CPS, IO, RegO, DRO, PC), how would you rate your overall level of satisfaction with the way the last federal election went at your polling place? Are you...? [READ ALL]

- 01 *Very satisfied*
- 02 *Fairly satisfied*
- 03 *Not very satisfied*
- 04 *Not at all satisfied*

DO NOT READ

- 98 *Don't know*
- 99 *Refusal*

2. Did you work as an election officer during the previous federal general election, which was held in May 2011?

- 01 Yes
- 02 No
- 98 Don't know
- 99 Refusal

3. (If Q.2 = 01) Which position(s) did you occupy in 2011?

- 01 Central poll supervisor
- 02 Information officer
- 03 Registration officer
- 04 Deputy returning officer
- 05 Poll clerk
- 06 Revising agent
- 07 Other (Specify)
- 98 Don't know
- 99 Refusal

4. Did you ever work as an election officer in a provincial election?

- 01 Yes (Accept a referendum if mentioned)
- 02 No
- 98 Don't know
- 99 Refusal

5. How satisfied are you with your hourly rate of pay? Are you...? [READ ALL]

- 01 *Very satisfied*
- 02 *Fairly satisfied*
- 03 *Not very satisfied*
- 04 *Not at all satisfied*

DO NOT READ

- 98 Don't know
- 99 Refusal

6. How satisfied are you with the time it took to receive your paycheque? Are you...? [READ ALL]

- 01 *Very satisfied*
- 02 *Fairly satisfied*
- 03 *Not very satisfied*
- 04 *Not at all satisfied*

DO NOT READ

- 98 Don't know
- 99 Refusal

SECTION 2: ELECTION MATERIALS

7. How satisfied are you with the election materials that were provided to you? Are you...? [READ ALL]

[INTERVIEWER: If asked: election materials are items such as posters, signs, guidebook, flow chart, etc.]

- 01 Very satisfied
- 02 Fairly satisfied
- 03 Not very satisfied
- 04 Not at all satisfied

DO NOT READ

- 98 Don't know
- 99 Refusal

8. (If Q.7 = 03 or 04) Could you tell us which materials you were not satisfied with?

(UP TO 3 MENTIONS)

PRECODED

- 01 Posters
- 02 Signs
- 03 Guidebook
- 04 Flow chart
- 05 Other (specify)
- 98 Don't know
- 99 Refusal

9. Would you say that the guidebook was...? [READ ALL]

- 01 Very useful
- 02 Somewhat useful
- 03 Not very useful
- 04 Not at all useful

DO NOT READ

- 98 Don't know
- 99 Refusal

10. (CPS, RegO, DRO and PC only) How satisfied were you with the lists of electors that were provided to you? Were you...? [READ ALL]

- 01 *Very satisfied*
- 02 *Fairly satisfied*
- 03 *Not very satisfied*
- 04 *Not at all satisfied*

DO NOT READ

97 – (DRO Only) *Did not have to use the list of electors*

- 98 Don't know
- 99 Refusal

11. (If Q.10 = 03 or 04) Could you tell us why you were not satisfied with the lists of electors? (1 MENTION)

12. Would you say that the various forms provided to you were...? [READ ALL]... to complete?

- 01 Very easy
- 02 Somewhat easy
- 03 Somewhat difficult
- 04 Very difficult

DO NOT READ

- 98 Don't know
- 99 Refusal

13. (CPS, PC only) Would you say that the bingo sheet was...? [READ ALL]... to complete?

IF ASKED, READ: This refers to the form used to record the identifier number of electors who came to vote, which was provided to the candidates or their representatives on a regular basis on election day and at the end of advance polling days. This is also called "Statement of the electors who voted on polling day."

- 01 Very easy
- 02 Somewhat easy
- 03 Somewhat difficult
- 04 Very difficult

DO NOT READ

- 98 Don't know
- 99 Refusal



14. (ONLY TO THOSE WHO WORKED ON ELECTION DAY – AND ONLY CPS, IO and PC) On election day, did the candidates' representatives generally pick up the bingo sheets as soon as there were updates available?

- 01 Yes
- 02 No
- 03 Not quite/Almost/For the most part
- 98 Don't know
- 99 Refusal

15. (ADVANCE POLLS – AND ONLY CPS, IO and PC) On advance voting days, did the candidates' representatives generally take photos of the bingo sheets?

- 01 Yes
- 02 No
- 03 Not always/Sometimes
- 98 Don't know
- 99 Refusal

SECTION 3: POLLING PLACE

16. Would you say that the building where you worked was suitable for holding an election?

- 01 Yes
- 02 No
- 98 Don't know
- 99 Refusal

17. (If Q.16 = 02) Why do you say that?
(UP TO 3 MENTIONS)

PRECODED

- 01 Not enough room
- 02 Not accessible for people with disabilities
- 03 Too cold or poor heating
- 04 No parking space
- 05 Other (Specify)
- 98 Don't know
- 99 Refusal

18. In terms of providing services to electors with disabilities, would you say that you were...?
[READ ALL]

- 01 Very well prepared
- 02 Somewhat well prepared
- 03 Not very well prepared
- 04 Not at all prepared

DO NOT READ

- 97 – (DRO Only) *Did not have to provide services to electors with disabilities (Go to Q.20)*
- 98 Don't know
- 99 Refusal

19. Would you say that at your polling place the tools and services for electors with disabilities were suitable?

- 01 Yes
- 02 No
- 98 Don't know

- 97 – (DRO Only) *Did not have to provide services to electors with disabilities*
- 99 Refusal

SECTION 4: PROCEEDINGS AT THE POLLS

20. Overall, would you say that during your working hours the flow of electors at the polls went...? [READ ALL]

- 01 *Very smoothly*
- 02 *Somewhat smoothly*
- 03 *Not very smoothly*
- 04 *Not at all smoothly*

DO NOT READ

- 98 Don't know
- 99 Refusal

21. (If Q.20 = 03 or 04) Why do you say that?

22. On a scale of 1 to 10, where 1 means it was not a problem at all and where 10 means it was a widespread problem, would you say that completing the required procedures at the polls was a source of delays for the voting process?

- 01 Not a problem at all
- 02...09
- 10 A widespread problem
- 98 Don't know
- 99 Refusal

23. (CPS, RegO and DRO only) Would you say that it was...? [READ ALL]... to register electors?

- 01 Very easy
- 02 Somewhat easy
- 03 Somewhat difficult
- 04 Very difficult

DO NOT READ

- 97 (IF DRO ONLY) Did not have to deal with the registration of electors
- 98 Don't know
- 99 Refusal

24. (CPS, RegO and DRO only) Would you say that when registering an elector it was...? [READ ALL]... to use the forms?

- 01 Very easy
- 02 Somewhat easy
- 03 Somewhat difficult
- 04 Very difficult

DO NOT READ

- 97 Did not have to deal with the registration of electors (IF DRO ONLY)
- 98 Don't know
- 99 Refusal

25. Did you witness any problems related to the duties of candidates' representatives?

- 01 Yes
- 02 No
- 98 Don't know
- 99 Refusal

26. (If Q.26 = 01) Could you tell us the nature of the problems you witnessed?

(UP TO 3 MENTIONS)

PRECODED

- 01 *Interfered with the voting process*
- 02 *Handled an elector's identification*
- 03 *Displayed partisan symbols or material inside or near a polling place*
- 04 *Took photographs or made audio or video recordings at the polling station*
- 05 *Sat at the same table as the DRO and PC or RegO*
- 06 *Handled ballots during the count*
- 07 *Other (Specify)*
- 98 Don't know
- 99 Refusal

27. Did you encounter any difficulties in providing services to electors in the official language, English or French, of their choice?

- 01 Yes
- 02 No
- 98 Don't know
- 99 Refusal

28. (If Q.27 = 01) Could you tell us what was done to solve these difficulties?
(UP TO 3 MENTIONS)

29. (CPS, RegO, DRO and PC only) How easy was it to deal with exceptional cases, for example: completing various certificates or administering oaths?

- 01 Very easy
- 02 Somewhat easy
- 03 Somewhat difficult
- 04 Very difficult

DO NOT READ

- 97 Did not have to deal with exceptional cases (IF DRO ONLY)
- 98 Don't know
- 99 Refusal

30. (If Q29 = 03 or 04) Why do you say that?

- 01 Not well prepared / trained
- 02 Lack or missing tools or forms
- 03 Too complex
- 04 Too many forms
- 05 Too difficult to use the forms
- 06 Electors didn't understand or were reluctant

DO NOT READ

- 98 Don't know
- 99 Refusal

SECTION 5: IDENTIFICATION REQUIREMENTS

31. Overall, how well did the identification of electors proceed during the vote? Would you say it generally went...? [READ ALL]

- 01 Very well
- 02 Somewhat well
- 03 Not very well
- 04 Not well at all

DO NOT READ

- 98 Don't know
- 99 Refusal

32. (RegO and DRO only) Would you say that you were...? [Read All] to apply the voter identification requirements?

- 01 Very well prepared
- 02 Somewhat well prepared
- 03 Not very well prepared
- 04 Not at all prepared

DO NOT READ

- 97 *Did not have to deal with the identification requirements for voters*
- 98 Don't know
- 99 Refusal

33. Generally, how well prepared did electors seem about the voter identification requirements? Would you say that they were...? [READ ALL]

- 01 Very well prepared
- 02 Somewhat well prepared
- 03 Not very well prepared
- 04 Not at all prepared

DO NOT READ

- 98 Don't know
- 99 Refusal

34. (RegO and DRO only) Did you experience specific problems when verifying:

a) the address of electors?

- 01 Yes
- 02 No
- 98 Don't know
- 99 Refusal

b) the identity of electors?

- 01 Yes
- 02 No
- 98 Don't know
- 99 Refusal

35. (If Q.34 a) and/or b) = 01) Could you briefly describe these problems?

(UP TO 3 MENTIONS)

PRECODED

- 01 Improper ID
- 02 Address did not match the list of electors
- 03 Identity did not match the name on the list of electors
- 04 Elector was not on the voters list
- 05 Other (Specify)
- 98 Don't know
- 99 Refusal

36. 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:

a) (DRO only) Electors were refused their ballot due to their inability to satisfy the ID requirements

- 01 Not a problem at all
- 02...09
- 10 A widespread problem
- 98 Don't know
- 99 Refusal



b) (RegO and DRO only) Electors were refused their registration due to their inability to satisfy the ID requirements

- 01 Not a problem at all
- 02...09
- 10 A widespread problem
- 97 Did not have to deal with the registration of electors (IF DRO ONLY)
- 98 Don't know
- 99 Refusal

c) (CPS and IO only) Electors showed up at the poll without the proper ID documents

- 01 Not a problem at all
- 02...09
- 10 A widespread problem
- 98 Don't know
- 99 Refusal

d) (RegO and DRO only) Electors had ID showing their name but no document to prove their address

- 01 Not a problem at all
- 02...09
- 10 A widespread problem
- 98 Don't know
- 99 Refusal

e) (DRO only) Electors thought they could use their voter information card as a piece of identification to vote

- 01 Not a problem at all
- 02...09
- 10 A widespread problem
- 98 Don't know
- 99 Refusal



f) (RegO and DRO only) Electors thought they could use their voter information card as a piece of identification to register

01 Not a problem at all

02...09

10 A widespread problem

97 Did not have to deal with the registration of electors (IF DRO ONLY)

98 Don't know

99 Refusal

37. (ASK ALL: CPS, IO, RegO, DRO AND PC) Did you witness any cases related to an elector's identity being challenged by a candidate or a candidate's representative?

01 Yes

02 No

98 Don't know

99 Refusal

38. (If Q.37 = 01) Could you tell us how many times you witnessed this?

01 1 to 5 times

02 6 to 10 times

03 11 to 20 times

04 20 times or more

98 Don't know

99 Refusal

SECTION 6: CLOSING THE POLLING STATION

39. (CPS, IO, DRO and PC only) Overall, would you say that closing the polling station went...?
[READ ALL]

- 01 *Very well*
- 02 *Fairly well*
- 03 *Not very well*
- 04 *Not well at all*

DO NOT READ

- 98 Don't know
- 99 Refusal

40. (If Q.39 = 03, 04 or 98) Why do you say that?

(UP TO 3 MENTIONS)

PRECODED

- 01 Problems with vote counting
- 02 Interference by candidates' representatives
- 03 Instructions not clear (handbook, flow chart)
- 04 Missing flow chart
- 05 Missing seals
- 06 Missing envelopes
- 07 Missing handbook
- 08 No assistance from colleagues
- 09 Other (Specify)
- 98 Don't know
- 99 Refusal

41. (CPS, DRO and PC only) Would you say that the flowchart provided for closing the polling stations was... [READ ALL]... in helping you wrap up the election materials?

- 01 Very useful
- 02 Somewhat useful
- 03 Not very useful
- 04 Not at all useful

DO NOT READ

- 98 Don't know
- 99 Refusal

42. What would be the first thing to change, if anything, to make it easier for you to do your work inside the polling place?

(1 MENTION)

PRECODED

- 01 Better training
- 02 Have breaks (Allow for another person to take over)
- 03 Less paperwork
- 04 Other (Specify)
- 98 Don't know
- 99 Refusal

43. (IO, RegO, DRO and PC only) Generally speaking, how satisfied are you with the quality of support you received from the central poll supervisor? Are you...? [READ ALL]

- 01 Very satisfied
- 02 Somewhat satisfied
- 03 Not very satisfied
- 04 Not satisfied at all

DO NOT READ

- 98 Don't know
- 99 Refusal

SECTION 7: TRAINING

44. Generally speaking, how well prepared would you say you were to undertake your tasks during the last federal election? Would you say you were...? [READ ALL]

- 01 Very well prepared
- 02 Somewhat well prepared
- 03 Not very well prepared
- 04 Not well prepared at all

DO NOT READ

- 98 Don't know
- 99 Refusal

45. How satisfied were you with the training session? Were you...? [READ ALL]

- 01 *Very satisfied*
- 02 *Fairly satisfied*
- 03 *Not very satisfied*
- 04 *Not at all satisfied*

DO NOT READ

- 98 Don't know
- 99 Refusal

46. (If Q.45 = 03 or 04) What do you think should be done to improve the training you received?

(UP TO 3 MENTIONS – DO NOT PROBE FOR MORE MENTIONS)

47. How useful was the training on the topic of accessibility and sensitivity towards people with disabilities? Was it...? [READ ALL]

- 01 Very useful
- 02 Somewhat useful
- 03 Not very useful
- 04 Not at all useful

DO NOT READ

- 97 Did not have to deal with people with disabilities
- 98 Don't know
- 99 Refusal

48. Did you do any training study at home?

- 01 Yes
- 02 No
- 98 Don't know
- 99 Refusal

49. (If Q.49 = 01) How much time did you spend? [IN HOURS]

50. (If Q.49 = 01) Did you watch the training videos online?

- 01 Yes
- 02 No
- 98 Don't know
- 99 Refusal

51. (If Q.51 = 01) How useful were these training videos? Were they...? [READ ALL]

- 01 *Very useful*
- 02 *Somewhat useful*
- 03 *Not very useful*
- 04 *Not at all useful*

DO NOT READ

- 98 Don't know
- 99 Refusal

52. Overall, would you say that your working conditions were...?

- 01 *Very good*
- 02 *Somewhat good*
- 03 *Not very good*
- 04 *Not at all good*

DO NOT READ

- 98 Don't know
- 99 Refusal



53. (If Q.53 = 03 or 04) Why do you say that?

- 01 *Salary not adequate*
- 02 *Number of hours of work*
- 03 *Place of work*
- 04 *Lack of break*
- 05 *Tools*
- 06 *Complexity of tools*
- 07 *Complexity of unique cases*
- 98 *Don't know*
- 99 *Refusal*

SECTION 8: SOCIODEMOGRAPHICS

To conclude the survey, I would like to ask you a few quick questions about yourself. Your answers will be used solely for statistical purposes. Let me remind you that this study is totally confidential.

54. What is your year of birth?

Record year of birth: _____

98 Don't know

99 Refusal

55. Could you please tell me your ethnic or cultural background?

DO NOT READ. IF MULTIPLE ETHNIC ORIGINS OFFERED, ASK FOR PRIMARY, BUT ACCEPT VISIBLE MINORITY FIRST OVER WHITE/CAUCASIAN.

Group	Includes
01 White / Caucasian	English-Canadian, French-Canadian and non-visible minority (includes English, Irish, Scottish, German, French, Italian)
02 Chinese	Chinese, Hongkongese, Taiwanese
03 East Asian	Japanese, Korean
04 South Asian / East Indian	Bangladeshi, Bengali, Bruneian, Gujarati, East Indian, Indo Pakistani, Mauritian, Mayotte, Mongolian, Pakistani, Punjabi, Singhalese, Sri Lankan, Tamil
05 Southeast Asian	Vietnamese, Cambodian, Malaysian, Laotian, Indonesian, Singaporean, Burmese, Kampuchean, Thai
06 Filipino	
07 Black (Africa, Caribbean)	Angolan, Anguillan, Antiguan, Aruba/Netherlands Antilles, Bahamian, Barbadian, Belizean, Beninese, Bermudan, Botswanan, Burkinan, Burundian, Cameroonian, Cape Verde Islands, Cayman Islands, Central African, Chadian, Comoros Islands, Congolese, Dominican, Equatorial Guinean, Ethiopian, Gabonese, Gambian, Ghanaian, Grenadian, Guadeloupian, Guinean, Guinea-Bissauan, Guyanese, Haitian, Ivorian, Jamaican, Kenyan, Lesothan, Liberian, Malagasy, Malawian, Malian, Martinican/French Guianan, Montserratian, Mozambican, Namibian, Nevisian, Nigerien, Nigerian, Rwandan, Vincentian/Grenadines, Saint Lucian, Senegalese, Trinidadian, Tobagonian, West Indian, Other Caribbean, Other African

08	Latin American	All Central and South American countries, Mexico, Cuba, Puerto Rico
09	West Asian / North African / Arab	Afghan, Algerian, Armenian, Bahrain, Bhutanese, Egyptian, Iranian, Iraqi, Israeli, Jordanian, Kurdish, Kuwaiti, Lebanese, Libyan, Maghrebi origins, Mauritanian, Moroccan, Nepalese, Omani, Palestinian, Yemenite, Saudi Arabian, Syrian, Turk
10	Pacific Islands	Fijian, Melanesian, Micronesian, Polynesian, Tongan, Tuvaluan, Wake Island, Samoan, American Samoa, Coral Sea Islands Territory, Kiribatian, Nauruan, Norfolk Island, Northern Mariana Island, Tokelau, Pitcairn Islands, Trust Territory of the Pacific Islands, Vanuatuan, Wallis and Futuna Islands, Cook Islands, Johnston Atoll, Guam, Midway Islands, New Caledonian
96	Aboriginal	First Nations, Métis, Inuit
97	Other visible minorities	RECORD _____
98	Don't know	
99	Refusal	

This concludes the interview. On behalf of Elections Canada, I thank you for your time. Please be assured that the findings of this research will be used as statistical information and that all information you have provided will be kept anonymous.

IF INTERESTED: Elections Canada will publish a report on its website once completed. You will be able to access the report there.

IF ASKED: Their website address is www.elections.ca.

IF ASKED: Elections Canada did not indicate the exact date when the results would be published.

TERMINATE.

RECORD

56. Language of interview

- 01 English
- 02 French

57. Record gender

- 01 Male
- 02 Female
- 98 Don't know