



# Survey of Electors Following the 42<sup>ND</sup> General Election

Prepared For: Elections Canada

Narrative Report

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***Contact Information:***

Derek Hughes, Research Manager  
R.A. Malatest & Associates Ltd.

294 Albert Street, Suite 500  
Ottawa, ON K1P 6E6

Phone: (613) 688-1847 ext. 105  
E-mail: [d.hughes@malatest.com](mailto:d.hughes@malatest.com)  
Web: [www.malatest.com](http://www.malatest.com)

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# 1. Report Summary

Elections Canada commissioned R.A. Malatest & Associates Ltd. to conduct a telephone survey with electors eligible to vote in the 42<sup>nd</sup> general election held on October 19th, 2015. The research objectives were to measure public attitudes and knowledge about Elections Canada's services, as well as to obtain opinions about electors' experiences during the 42<sup>nd</sup> general election. In order to better obtain the opinion of specific groups of electors, namely young adults, Aboriginal electors, people born outside of Canada and people with disabilities, an oversampling of those groups was conducted. This survey assessed electors' experiences with recent changes to the electoral process arising from Bill C-23 (*Fair Elections Act*). Where relevant, the results from this 20-minute survey were also compared with the results from the surveys of electors following the 40<sup>th</sup> and 41<sup>st</sup> general elections. In total over 3,500 Canadian electors took the time to provide this feedback. Results are considered accurate to within +/- 1.8%, 19 times out of 20.

Overall, electors were satisfied with the work of Elections Canada during the 42<sup>nd</sup> general election. The vast majority of respondents who voted in the election were satisfied with both their voting experience (96%) and the service that was provided by Elections Canada staff (97%). Almost all respondents felt that voting was an easy process (97%) and that the place where they voted was convenient (95%) and located in a suitable building. However, that is not to say that there is no room for improvement; for instance, many electors are unaware that registration can now take place online. As well, some electors believe one can cast one's ballot online. Further, the perceptions and experiences are not homogenous across subgroups of electors for which oversampling was conducted. Significant differences can be seen among Aboriginal electors, young adults (aged 18 to 34), foreign-born electors, and people with disabilities. These differences are presented later in the report.

## 1.1 Voter Awareness

Awareness of the election was high, with almost all (99%) electors surveyed indicating that they were aware of the election that took place on October 19th, 2015. Electors felt that they were well informed about how, where and when to vote in the election (96%). A sizable majority (88%) of electors also indicated that they were familiar with the registration requirements for voting in an election. Most respondents were also able to cite at least one legitimate method of voting when asked, although one-in-ten incorrectly identified online voting and 2% also incorrectly identified proxy as current ways that electors could vote. Non-voters were less inclined to report hearing or seeing information on the electoral process than voters. When asked about how well informed they felt about how, when and where to vote, non-voters were less inclined than voters to say that they felt informed (82% versus 98%). Television was the primary source of information for respondents, frequently topping the lists of sources they cited with regard to information about both the election and the voting process. Communications from Elections Canada (e.g., voter information card, Elections Canada householder-

brochure, Elections Canada's website) were a significant source of information for electors. This is particularly the case for the voter information card, which was one of the main sources of information on how to vote, including the registration requirement. A sizable majority of electors also expressed some degree of interest in politics.

Familiarity with Elections Canada's communications and services were more varied. While almost eight in ten (78%) electors recalled seeing, hearing or reading advertising and communications related to how, when and where to vote in the election, only half (51%) indicated that they were familiar with the Online Voter Registration Service.

## 1.2 Elector Communication

While most respondents recalled seeing some form of advertising and official elections communications from Elections Canada, only a small minority (7%) contacted Elections Canada. Respondents were generally knowledgeable about the requirement to be registered, the means to prove identification, and the methods to cast a ballot. Respondents generally felt that they were well informed about the electoral process and its requirements. Electors were less knowledgeable about online services, including the Online Voter Registration Service.

## 1.3 Registration

Electors were largely (88%) satisfied with the registration process and did not find it cumbersome. Most (90%) received their voter information cards (VIC), and almost all of them (97%) indicated that their name and address information were accurate. The VIC was also the main source that voters consulted to verify whether they were registered to vote. Those who were not registered to vote largely registered at the polling station prior to casting their ballot. A smaller number took advantage of the Online Voter Registration Service.

## 1.4 Getting to the Poll

The vast majority (95%) of respondents felt that the place where they voted was conveniently located. Voters spread their timing of the trip to the poll across the day, with near-even proportions going in the morning, in the afternoon and in the evening. Most took a private vehicle to vote. The vast majority (89%) of respondents also brought their VIC with them to their voting location.

## 1.5 Service Experience

Overall, electors were satisfied with the level of service provided to them by Elections Canada (97%) and the voting experience in general (96%). The place where they voted was almost unanimously (97%) deemed to be located in a suitable building, and wait times were deemed acceptable. Almost all (99%) respondents were also satisfied with the official language in which they were served by staff, and this satisfaction remained regardless of the voter's official language of preference.

Electors were confident in the election; electors felt that the election was run in a fair manner by Elections Canada (92%), and they had a high degree of trust in the accuracy of the results in their riding (92%).

## 1.6 Accessibility

Overall, voters with disabilities were satisfied with the level of support they received from Elections Canada staff (85%). Almost all (99%) electors with disabilities also had no issue with the accessibility at the place where they voted. Those who did encounter problems generally had issues with locating the polling station or the Elections Canada office (either the building or the station itself within the building). However, less than half (43%) of electors with disabilities were aware of the tools and the assistance available from Elections Canada. This lack of awareness may partially account for how infrequently voters with disabilities took advantage of these tools and services.

## 1.7 Identification at the Poll

Almost (99%) all voters found the identification requirements easy to meet. The vast majority of electors voted at polling stations, either on election day or during an advance poll. All but a handful (99%) of voters had the appropriate documents needed to meet identification requirements prior to voting, and generally used their driver's licence as proof of identity and address. Voters were very satisfied with the voting experience, including the polling locations in which they were served.

## 1.8 Differences between Subgroups

A major purpose for this study is to understand how voting experiences or behaviours differ by subgroups of Canadian electors. The findings suggest that disabilities, birthplace and gender did not significantly impact voting experiences or behaviours. Subgroups that differ in their voting experience include electors who identify themselves as Aboriginal, are young adults (aged 18 to 34), are electors with different household income categories, or are from different regions of Canada.

**Trends for Aboriginal Electors:** There is an increase in Aboriginal participation in the electoral process. The self-declared voting behaviour of Aboriginal electors has reached its highest point since 2008. This is also reflected in other indicators of engagement in the electoral process. For instance, Aboriginal electors are more aware of the election process than they were during the 2008 and 2011 elections. Nevertheless, Aboriginal electors remain generally less involved in the electoral process when compared with their fellow citizens. Despite the improvement in turnout, Aboriginal electors remain less likely to have voted in the 2015 federal election. They are generally less aware of the electoral process and are less likely to trust Elections Canada or the election results compared with non-Aboriginal electors. Aboriginal electors are less likely to consult traditional media or a voter information card to obtain information about elections.

**Trends for Young Adults:** The level of engagement of young adults (aged 18 to 34) in the electoral process is lower than that of adults aged 35 or older. Young adults show less interest in politics and less trust in the election process in comparison with the general population. The fact that a smaller proportion of young adults voted during the last election might be a reflection of this lack of interest in politics. However, instead of mentioning that they are not interested in politics as the main reason why they did not vote, young adults are twice as likely to say that it is because they were too busy to vote. Results have also shown several differences between young adults and the general population in terms of media consumption. Young adults are less likely to rely on traditional media (i.e., television, newspapers and radio) as a source of information, and rely more on word of mouth as a source of information. This difference regarding communication media used to learn about the election is visible throughout the survey.

**Trends by Socio-economic Status:** Results show that lower-income (<\$40k) households can be characterized as being less engaged with the electoral process. Electors from lower-income households reported having lower levels of interest in politics, being less informed about the election, and having lower levels of confidence in electoral system.

**Trends by Region:** Overall, regions were different from each other in terms of voting experiences or behaviours. Québec and the Territories had the most distinguishable differences from other areas of the country. Electors living in the Territories reported increased challenges in showing proof of identity and address, and they were less likely to have received their VIC. They relied more on social media as a source of information, and they felt less informed about the election than other Canadians. Additionally, electors from the Territories were more likely to find out if they were registered at the polling station on election day. Québecers were also different in how they sourced information regarding the election process, but also in the overall level of trust they have in Elections Canada. Electors from Québec referred more often to the VIC to get information about the election. Finally, electors living in the Territories and Québec had lower levels of trust in the accuracy of the election, and disabled electors from those areas of the country were less inclined to say that Elections Canada staff were sensitive to their needs.

## 2. Introduction



R.A. Malatest & Associates (Malatest) has administered and analyzed the Survey on the 42<sup>nd</sup> General Election on behalf of Elections Canada. Malatest has prepared this narrative report to provide a straightforward description of survey findings. This section describes the context in which the survey took place and provides a summary of the methodology used for survey administration and analysis, as well as a few notes to the reader on the terminology used throughout the report.

### 2.1 Context

Elections Canada commissioned a 20-minute national public opinion survey to capture electors' perceptions of the Agency's services leading up to and during the 42<sup>nd</sup> general election. Specifically, the Survey on the 42<sup>nd</sup> General Election sought to gather information on electors' knowledge, experiences and attitudes with respect to Elections Canada's services, as well as electors' experiences with the electoral process in general. The survey questionnaire was revised to reflect administrative and legislative changes in the electoral process. The survey considered whether electors' perception of identification requirements has changed since the 41<sup>st</sup> general election.

The survey also sought feedback on Elections Canada's approaches to electors with disabilities. After extensive consultation with national and provincial disability organizations across Canada, Elections Canada launched its Advisory Group for Disability Issues in February 2014; these consultations led to changes for the 2015 general election, including communications around how, when and where people with disabilities can register and vote.

### 2.2 Methodology

Prior to launching full survey administration, Malatest field-tested the survey on October 27<sup>th</sup> and 28<sup>th</sup>, 2015, with 49 English-speaking respondents.<sup>1</sup> The field test measured how well the questionnaire performed in terms of survey length, flow of questions, and clarity of content, as well as how well the methodology performed in terms of recruiting participants, sampling Canadian electors, and recording data. After completing the field test and implementing minor modifications to the programmed questionnaire, Malatest began full survey administration. The survey was administered between late October 2015 and mid-January 2016. The survey averaged 17½ minutes. Each record was attempted up to 10 times.

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<sup>1</sup> The election was held on October 19<sup>th</sup>.

In total, Malatest collected data from 3,516 eligible voters, including at least 500 from each of four subgroups of interest to Elections Canada: Aboriginal electors, young adults aged 18 to 34,<sup>2</sup> electors with disabilities, and foreign-born electors. In the end, 2,823 completes were obtained from a random stratified sample and were used for most analyses presented in this document. The remaining 693 completes were non-random in that specifically targeted subgroups of interest and were used only when considering the impact of age (young adults versus adults aged 35 or older), place of birth (Canadian versus foreign-born), or Aboriginal status.<sup>3</sup> The Marketing Research and Intelligence Association response rate for this survey was 19.5%, while the margin of error for overall results is +/- 1.8% (19 times out of 20). Note that margins of error for subgroups will be greater.

At the conclusion of the survey, Malatest compiled all data from completed telephone interviews into an SPSS database. Malatest then cleaned and coded the data, and developed weights for analysis. Most findings in this report are based on the random stratified sample weighted by age and gender. Exceptions exist for the analyses by subgroups of interest, where due to oversampling the comparisons are not weighted.<sup>4</sup>

For more detail on the methodology employed, see the associated Methodology Report under separate cover.

## 2.3 Limitations

A limitation of surveys of this nature is that they tend to overrepresent respondents who indicated that they had voted. Among survey respondents, the self-reported turnout was 90%, while the actual turnout rate among all eligible voters was much lower; reported as 68.3% by Elections Canada.

Two factors may be responsible for these overestimated turnout rates. For one, people who vote are more likely than non-voters to participate in studies about voting. Second, some respondents may have demonstrated social desirability bias, in that they did not in fact vote but reported doing so to present themselves in a more positive light. The net result of these factors is twofold. For one, groups generally less likely to vote are less represented in the survey sample than others. Additionally, non-voters may be erroneously considered as voters.

Malatest made all reasonable efforts possible to garner the views of non-voters, including ensuring 500 voters for each subgroup among respondents, and weighting the final database by age and gender to improve the representativeness of the sample. Weighting by age in particular improves representation of non-voters in the random stratified sample, since young adults are both less likely to vote and less likely to participate in post-election evaluations.

## 2.4 Notes for Readers

Readers will need to understand a number of terms used throughout this report. The terms “electors,” “respondents” and “eligible voters” are all used interchangeably to denote all survey participants. The term “voters” specifically denotes survey participants who reported voting in the 42<sup>nd</sup> general election.

<sup>2</sup> Previous surveys of electors used the 18-to-24 age range to oversample the young adults subgroup.

<sup>3</sup> Oversampling was not necessary for electors with disabilities, since enough respondents from that subgroup were reached through random stratified sample.

<sup>4</sup> The use of weights is further described in the methodological report.

Income groups are used for analysis of socio-economic demographics, and are referred to as “higher-income,” “medium-income,” and “lower-income.” The specific breakdown used for these groups is as follows:

- Lower-income refers to respondents living in households with income of less than \$40,000 (\$40k<);
- Middle-income refers to respondents living in households with income between \$40,000 and \$80,000 (\$40k–\$80k); and
- Higher-income refers to respondents living in households with income of over \$80,000 (>\$80k).

It should be noted that throughout the report, income was used for comparison, while education was not. It has been found that there was significant overlap between these two socio-economic indicators, and income was perceived as a stronger driver than education. As a result, findings by income bracket are accompanied by similar findings by education attainment.

Age groups include “young adults” and “older adults.” The specific breakdown used for these groups is:

- Young adults refer to respondents aged 18 to 34;<sup>5</sup> and
- Older adults refer to respondents aged 35 and older.

Aboriginal respondents refer to those who self-identified as being of First Nations, Inuit or Métis descent. Aboriginal electors living on-reserve were compared with those living off-reserve to determine whether there was a significant difference. A few significant differences between the two groups were detected. These few differences between Aboriginal electors living on- and off-reserve are discussed in the report.

A more expansive definition of persons with disabilities, based on the Canadian Survey on Disability, was used in the 2015 survey.<sup>6</sup> Similarly, electors with a disability are respondents who self-identified as having one of a number of conditions, including:

- Blind or visual impairment;
- Impaired co-ordination or dexterity;
- Deaf or hard of hearing;
- Impaired mobility;
- Speech impairment;
- Developmental or intellectual disability;
- Emotional/psychological/mental health condition;
- Chronic pain; and

<sup>5</sup> As previously mentioned, previous surveys used the 18–24 range to define young adults.

<sup>6</sup> A survey by Statistics Canada. See [www5.statcan.gc.ca/olc-cel/olc.action?objId=89-654-X&objType=2&lang=en&limit=0](http://www5.statcan.gc.ca/olc-cel/olc.action?objId=89-654-X&objType=2&lang=en&limit=0).

- Any other conditions that respondents considered a disability.

Readers should note that tables may not add up to 100% due to rounding or due to respondents being able to provide more than one response.

Finally, comparison with the years 2008 and 2011 are supported by data from the Survey of Electors Following the 40<sup>th</sup> General Election report and the Survey of Electors Following the 41<sup>st</sup> General Election, both available on Elections Canada's website.<sup>7, 8</sup> These comparisons were made when possible.

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<sup>7</sup> Elections Canada, Survey of Electors Following the 40<sup>th</sup> General Election, March 2008;  
[www.elections.ca/res/rec/eval/40eval/survey-electors\\_e.pdf](http://www.elections.ca/res/rec/eval/40eval/survey-electors_e.pdf)

<sup>8</sup> Elections Canada, Survey of Electors Following the 41<sup>st</sup> General Election, October 2011;  
[www.elections.ca/res/rec/eval/pes2011/elsvy/src\\_e.pdf](http://www.elections.ca/res/rec/eval/pes2011/elsvy/src_e.pdf)

## 3. Elector Awareness

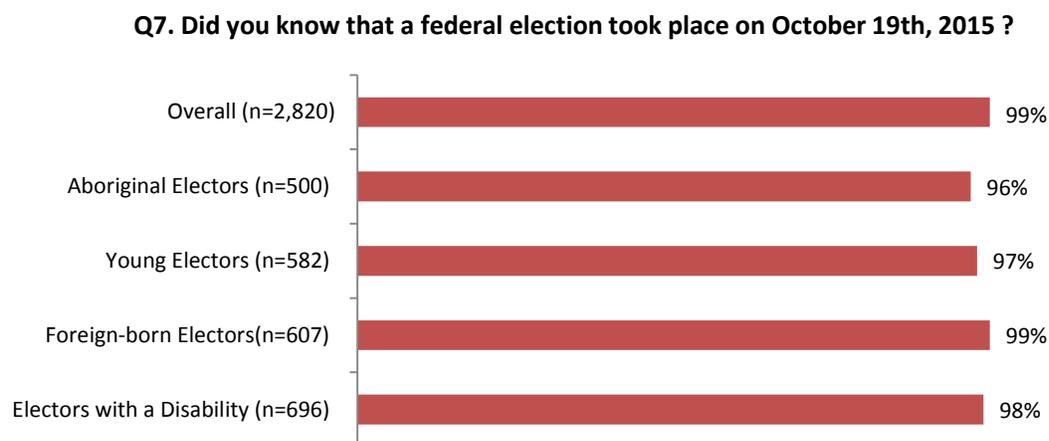


Awareness of the 42<sup>nd</sup> general election was extremely high among electors, with traditional media as the dominant sources of information about the election. A sizable majority of electors also expressed some degree of interest in politics.

### 3.1 Awareness of Election

Awareness of the election was extremely high, with ninety-nine percent (99%) of electors surveyed indicating that they were aware of the election that took place on October 19th, 2015. Awareness was also extremely high within each subgroup (Figure 3.1).

Figure 3.1: Awareness of the 42<sup>nd</sup> General Election



Base: All electors.

This level of awareness is in keeping with what has been observed in studies of previous elections. In 2008, ninety-nine percent (99%) of electors were aware of the election that took place, while in 2011 it was ninety-eight percent (98%) of electors.

- **Aboriginal electors:** The level of awareness of Aboriginal Canadians increased from the 2011 federal election, passing from eighty-nine percent (89%) to ninety-six percent (96%) in 2015.

Traditional media (i.e., television, radio and newspaper) were the most common sources of information on the election. Television was the most frequently cited, with seventy-seven percent (77%) of respondents identifying it as a source of information (Table 3.1).

**Table 3.1: Sources of Information on the Election**

Q8: From what sources do you recall hearing about the election?	Total (n=2,795)
Television	77%
Radio	43%
Newspaper	40%
Social media (including Facebook, Twitter, YouTube)	20%
Word of mouth (friends, relatives, colleagues)	20%
Other internet website (other than Elections Canada website)	17%
From candidates and political parties	9%
Voter information card (received in the mail)	7%
Signs, Posters, Billboards	7%
Elections Canada householder-brochure/leaflet (received in the mail)	3%
Elections Canada website	1%
Flyers/Pamphlets	1%
Other source, please specify	6%
<i>Don't know/Refusal</i>	1%

Note: Percentages may sum to more than 100%, since multiple responses were accepted.

Base: Electors aware of the 42<sup>nd</sup> general election.

In 2011, traditional media held the same position as the main source of information from which electors recall hearing about the election. However, the proportion of electors who recall hearing about the election from newspapers and television decreased from 2011 to 2015 (4% decrease for television, from 81% to 77%, and 10% decrease for newspaper, from 50% to 40%), while it remained the same for radio (43%). This may be the result of a shift in media consumption habits from traditional media to digital media. The proportions of electors who recall hearing about the election from websites other than Elections Canada increased from thirteen percent (13%) in 2011 to seventeen percent (17%) in 2015. Furthermore, social media (i.e., Facebook, Twitter and YouTube) now ranks fourth as the main source of information.

There were a number of significant variations among socio-demographic groups with regard to the sources of information that they used.

- **Aboriginal Electors:** Aboriginal electors were significantly less inclined to mention radio (32%, compared with 44% for non-Aboriginal electors) and newspapers (22%, compared with 44% for non-Aboriginal electors) as a source from which they heard about the election.
- **Age:** Traditional media (television, newspapers and radio) were less likely to be cited as sources of information on the election by young adults aged 18 to 34 (66% television; 22% newspapers; 30% radio) compared with adults aged 35 and older (82% television; 47% newspapers; 46% radio). Alternatively, older adults were less likely to cite social media (16%, compared with 35%

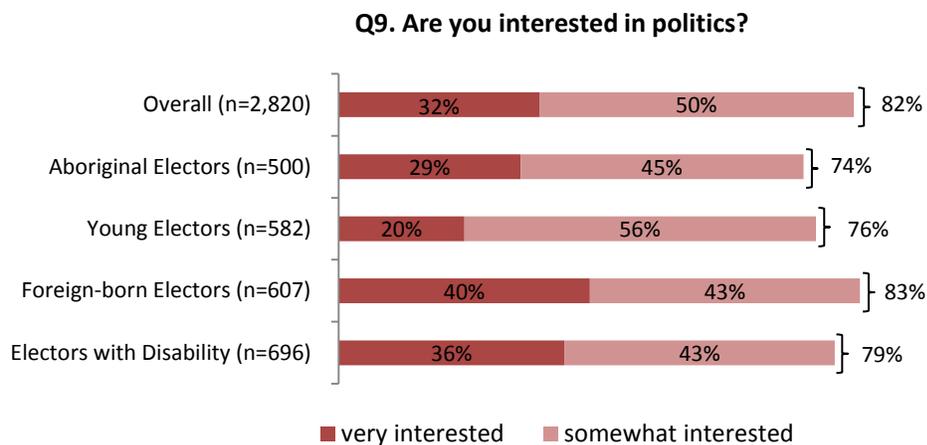
for young adults) or word of mouth (15%, compared with 33% for young adults) as a source of information.

- **Income:** Radio, newspapers and other internet websites correlated positively with household income, with more electors from higher-income (>\$80k) households citing them as sources of information about the election (49% radio; 44% newspapers; 23% other internet websites) compared with those from lower-income (<\$40k) households (34% radio; 31% newspapers; 7% other internet websites).
- **Foreign-born Electors:** Newspapers were more likely to be cited by foreign-born electors (50%) than by Canadian-born electors (39%).
- **Region:** Electors living in Québec were also likely to mention word of mouth (11%) and social media (12%) as a source of information about the election when compared with the rest of Canada (22% and 23% respectively).
- **Voting Behaviour:** Respondents who did not vote in the 2015 election were less likely to recall hearing about the election from television (68%), radio (28%) and newspapers (23%) when compared with respondents who voted (78% television; 45% radio; 42% newspapers). However, respondents who did not vote were also more likely to have heard about the election from word of mouth (30%) than respondents who did vote (19%).

### 3.2 Interest in Politics

Overall, electors reported high levels of interest in politics. Over four-fifths of respondents (82%) indicated that they were either very (32%) or somewhat (50%) interested in politics. Twelve percent (12%) of electors said that they were not very interested in politics, and only five percent (5%) said that they were not interested at all. Interest in politics varies greatly among subgroups (Figure 3.2).

Figure 3.2: Electors Interest in Politics



Base: All electors.

Interest in politics remains unchanged since the 2011 general election, with eighty-one percent (81%) of electors saying that they are interested in politics (29% very interested and 52% somewhat interested). In 2008, the proportion of electors who said that they are interested in politics (76%) was lower than

both subsequent elections (25% very interested and 51% somewhat interested). Since the 2008 general election, the proportion of electors with a strong interest in politics rose percentage points. The level of interest in politics tends to vary according to the demographic profile of electors.

- **Aboriginal Electors:** There was an increase in the likelihood of expressing interest in politics for Aboriginal electors. In 2015, the level of interest among the Aboriginal communities was higher (74%) than in both 2008 (62%) and 2011 (69%) elections.
- **Age:** Young respondents are less likely to report being interested in politics than older respondents (76%, compared with 84%). Indeed, a smaller proportion of young adults (aged 18 to 34) reported being very interested in politics (20%) than adults aged 35 or older (36%).
- **Gender:** Overall, male electors were more interested in politics than female electors (86% to 80%). Indeed, men were more likely than women to report being very interested in politics (37% to 28%). However, there was little to no difference between the proportion of men and women who reported being somewhat interested or not very interested in politics.
- **Income:** The large majority of respondents in all income brackets indicated that they were very or somewhat interested in politics. Nonetheless, a significantly higher proportion of respondents from higher-income (>\$80k) households said that they were very interested in politics (38%) compared with respondents from middle-income (\$40k–\$80k) or lower-income (<\$40k) households (29% and 26%, respectively).
- **Voting Behaviour:** The percentage of respondents who reported that they were not at all interested in politics was significantly higher among voters who did not vote (20%) than those who did vote (3%).



## 4. Elector Communication

While most respondents recalled seeing some form of official elections communications from Elections Canada, only a small minority contacted Elections Canada. Respondents were generally knowledgeable about the requirements to be registered, the means to prove identification, and the methods to cast a ballot. Respondents generally felt that they were well informed about the electoral process and its requirements, but they were less uniformly aware of Elections Canada's Online Voter Registration Service.

### 4.1 Observation of Official Elections Communications

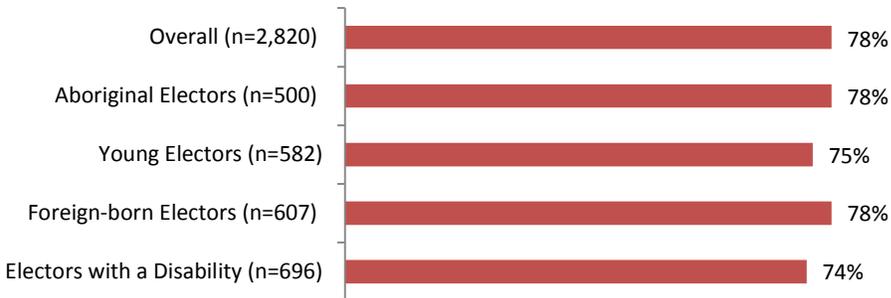
Just over three-quarters (78%) of respondents indicated that they saw, heard or read advertising related to how, when and where to vote in the election. There are no significant differences among the subgroups. However, electors with disabilities and young adults appear to be more likely to say no. (Figure 4.1) In 2011, four in ten electors (40%) said that they noticed an advertisement from Elections Canada.<sup>9</sup>

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<sup>9</sup> It is hazardous to compare the 2015 findings with previous studies because the measurement approach changed in 2015. In the 2011 survey, respondents were asked if they had noticed an Elections Canada ad during the campaign; there was no question on that subject in the 2008 survey. In the 2015 survey, respondents were asked if they had seen, heard or read any advertising or communication about how, when and where to vote in the Canadian federal election.

**Figure 4.1: Electors' Recall of Elections Canada Advertisement about the Election**

**Q20. Did you see, hear or read any advertising or communications about how, when and where to vote in the Canadian federal election?**



Base: All electors.

The top two sources of this information were traditional media (i.e., television and newspapers). Thirty percent (30%) of respondents cited their VIC (Table 4.1).

**Table 4.1: Sources of Information on How, When and Where to Vote**

Q21: Where did you see, hear or read about elections communications about how, when and where to vote?	Total (n=2,186)
Television	40%
Newspaper	33%
Voter information card (addressed to the elector)	30%
Radio	24%
Elections Canada householder-brochure/leaflet (received in the mail)	8%
Other internet website (other than Elections Canada website)	8%
Social media (including Facebook, Twitter, YouTube)	6%
Signs, posters, billboards	6%
Word of mouth (friends, relatives, colleagues)	5%
From candidates and political parties	5%
Elections Canada website	3%
Other source	2%
<i>Don't know/Refusal</i>	2%

Note: Percentages may sum to more than 100%, since multiple responses were accepted.

Base: Electors who saw, hear or read about how, when and where to vote.

Other factors that led to different perceptions of elector communication included:

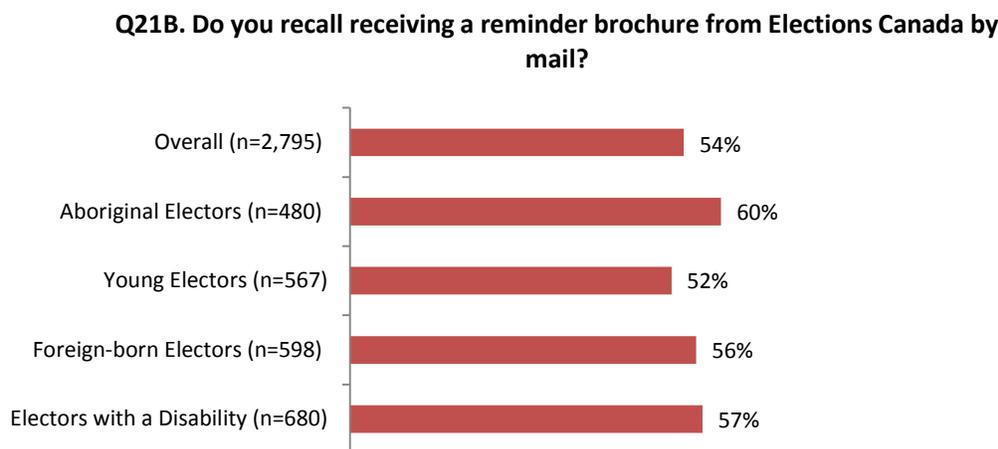
- **Aboriginal Electors:** Aboriginal respondents were less prone to cite the voter information card (21%) as a source from which they heard, saw or read about voting in the election than non-Aboriginal respondents (32%).
- **Age:** Age was again one of the main factors determining the source of information regarding how, when and where to vote. Young adults (aged 18 to 34) were significantly less likely to have

heard, read or seen these communications in newspapers (19%) and on VICs (17%) than adults aged 35 or older (39% newspapers; 34% VIC). However, young adults were also more likely to have recalled seeing these messages on signs, posters or billboards (14%) and on social media (16%) compared with adults aged 35 or older (4% and 6%).

- **Income:** Electors living in higher-income (>\$80k) households were almost twice as likely to have heard about voting in the election on the radio (30%) than electors living in lower-income (<\$40k) households (17%).
- **Region:** Electors living in Québec were significantly less likely to cite newspapers (23%) as a source about how, when and where to vote compared with the rest of Canada (35%). Conversely, electors living in Québec were almost as twice as likely to cite their VIC (43%) as a source of this information compared with the rest of Canada (26%). Electors from the Territories were more likely to cite radio (41%) and social media (25%) as sources of information about voting in the election when compared with other provinces (24% and 8% respectively). Finally, a larger proportion of electors living in the Territories saw election communications on signs, posters and billboards (18%) compared with other provinces (5%).
- **Voting Behaviour:** A higher proportion of voters saw, heard or read communications about voting in the election (79%) than non-voters (64%). Non-voters were significantly less likely to have seen, heard or read about how, when and where to vote in newspapers (28%) or on their VIC (18%) than voters (41% newspapers; 31% VIC).

Half of electors (54%) who were aware of the 42<sup>nd</sup> federal general election recalled receiving a reminder brochure from Elections Canada in the mail. There are no significant differences among subgroups. However, Aboriginal electors appeared to recall in a greater proportion the reminder brochure (Figure 4.2). This result shows an increase in the number of elector who recalled receiving a reminder brochure from Elections Canada over both the 2011 and 2008 general elections (34% and 48% respectively).

**Figure 4.2: Electors Who Received a Reminder Brochure from Elections Canada**



Base: All electors who were aware of the 42<sup>nd</sup> federal general election.

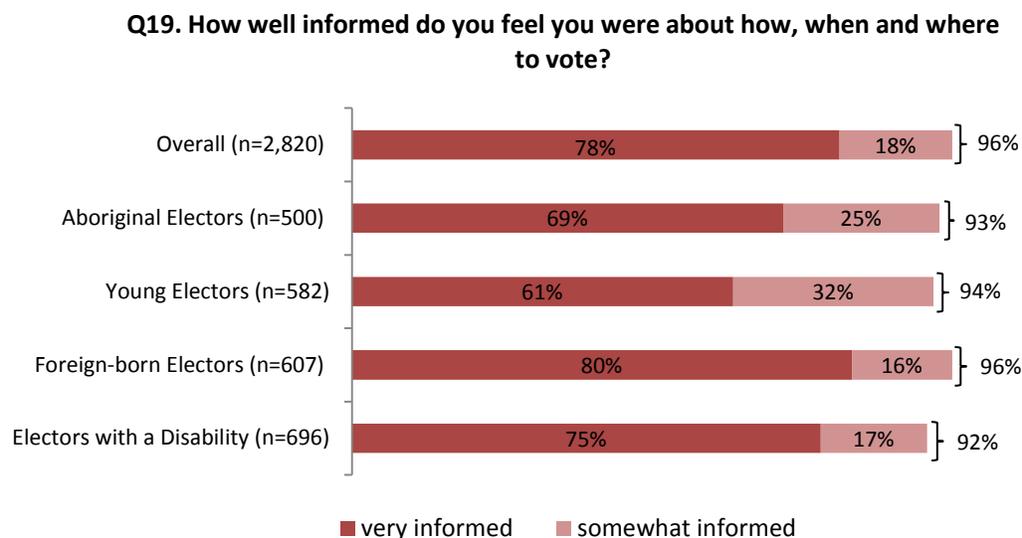
- **Aboriginal electors:** Aboriginal electors appear to be more likely to recall receiving a reminder brochure from Elections Canada by mail (60%) than non-Aboriginal electors (54%).

- **Income:** Just over half (54%) of respondents recalled receiving a reminder brochure from Elections Canada by mail, although respondents living in higher-income (>\$80k) households were less likely to recall receiving a reminder brochure from Elections Canada by mail compared with electors living in middle-income (\$40k–\$80k) households (50% to 62%). Lower-income (<\$40K) households were also more likely to recall receiving a reminder brochure (57%).
- **Region:** Electors living in Québec were more likely to recall having received a reminder brochure from Elections Canada (62%) when compared with the rest of Canada (52%).

## 4.2 Electors' Perception of Being Informed

Overall, almost all respondents (96%) indicated that they felt informed about how, when and where to vote. Just under four-fifths (78%) indicated that they felt very informed, and eighteen percent (18%) felt somewhat informed. Aboriginal electors and young adults were less likely to feel well informed about the election (Figure 4.3). Only three percent (3%) did not feel very informed, and one percent (1%) of respondents indicated that they did not feel at all informed. Significant differences emerge when sorting respondents demographically.

Figure 4.3: Electors' Perception of Being Informed



Base: All electors.

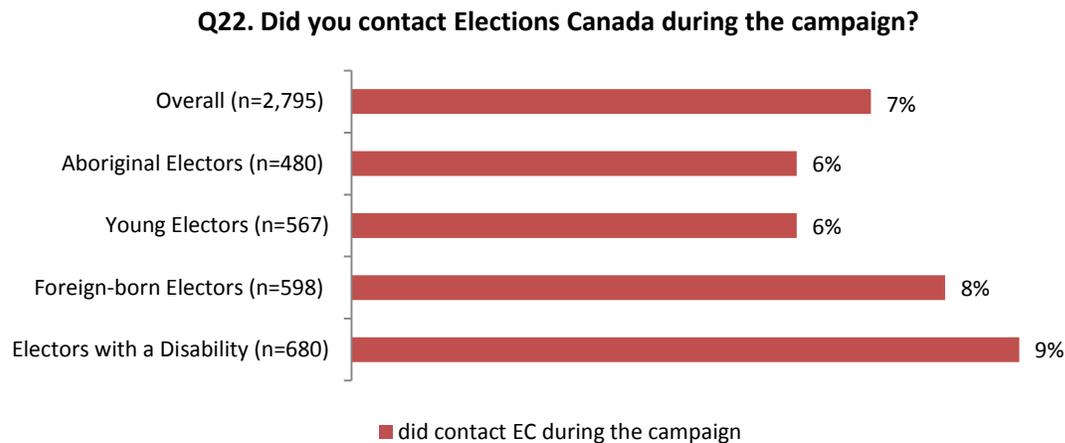
- **Aboriginal Electors:** Aboriginal electors appear to feel less informed. While over two-thirds (69%) of Aboriginal electors indicated that they felt very informed, with an additional one-quarter (25%) feeling somewhat informed, these were lower combined rates when compared with non-Aboriginal electors, with four-fifths (81%) of non-Aboriginal electors saying they felt very informed and sixteen percent (16%) saying they felt somewhat informed.
- **Age:** Young adults (aged 18 to 34) were less likely to report feeling very informed compared with adults aged 35 or older (61% versus 84%) and more likely to say that they felt somewhat informed (32% versus 13%).

- **Region:** The Territories had a significantly smaller number of electors who reported that they felt very informed (56%) compared with other provinces (78%). Nevertheless, there is little to no difference between the overall proportion of electors from the Territories and other provinces who felt informed (100% and 96% respectively).
- **Voting Behaviour:** Overall, electors who voted in the 2015 election felt more informed than non-voters (98% vs 82%). Non-voters were less likely to report that they felt very informed (50%) compared with voters (82%), but were significantly more likely to say they felt somewhat informed (32%, compared with 16% of voters).

### 4.3 Contact with Elections Canada

Only seven percent (7%) of respondents mentioned that they contacted Elections Canada. There are no significant differences among subgroups (Figure 4.4). These results represent a slight increase over 2011 (6%) and 2008 (4%).

**Figure 4.4: Electors who Contacted Elections Canada during the Campaign**

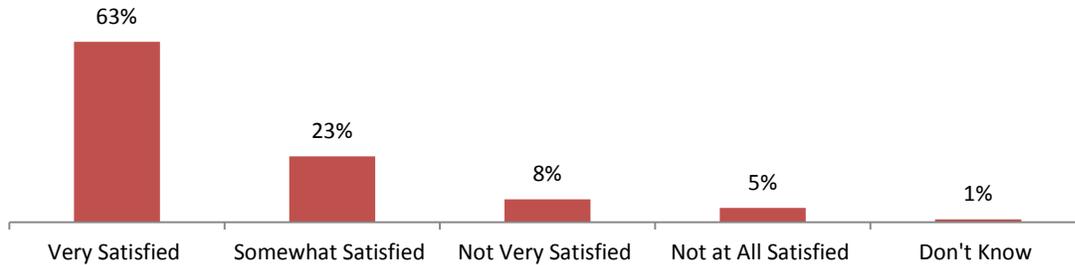


Base: All electors who were aware of the 42<sup>rd</sup> federal election.

Of those who did contact Elections Canada, over four-fifths (86%) said that they were satisfied (63% very and 23% somewhat satisfied) with the information provided to them, while only eight percent (8%) of respondents who contacted Elections Canada indicated that they were not very satisfied and five percent (5%) not at all satisfied. There are no significant differences among subgroups (Figure 4.5).

**Figure 4.5: Electors' Satisfaction with the Information provided by Elections Canada**

**Q23. How satisfied were you with the information provided when you contacted Election Canada?**

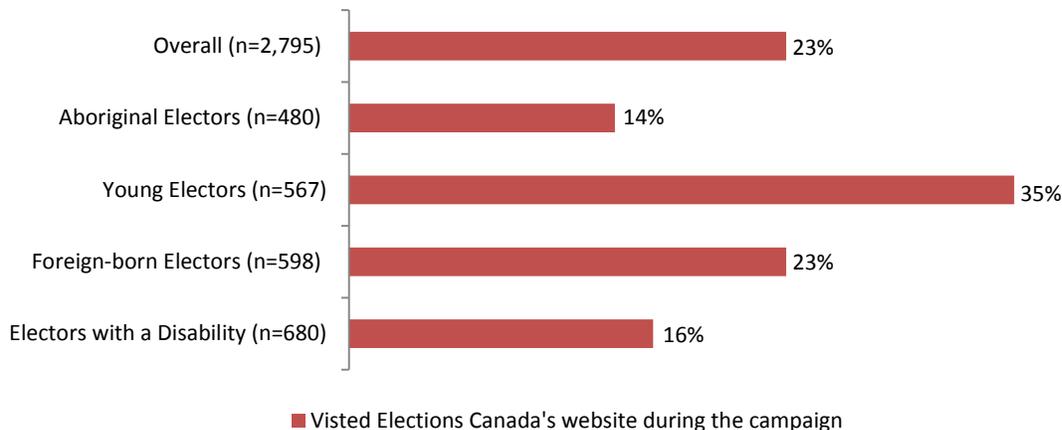


Base: Electors who contacted Elections Canada during the campaign (n=196).

Although few respondents contacted Elections Canada, a much larger number visited Elections Canada's website during the campaign (23%).<sup>10</sup> Differences were observed for Aboriginal electors, young adults and electors with a disability (Figure 4.6).

**Figure 4.6: Electors Who Visited Elections Canada's Website during the Campaign**

**Q24. Did you visit Election Canada's website during the campaign?**



Base: Electors aware of the 42<sup>th</sup> election.

- Aboriginal Electors:** Aboriginal electors were less likely to say they visited the Elections Canada website during the campaign compared with non-Aboriginal electors (14%, versus 20%).<sup>11</sup>

<sup>10</sup> This question was introduced in the survey on the 42<sup>nd</sup> election.

<sup>11</sup> Results of subgroup analysis are not weighted by age. This is the reason why the proportion of non-Aboriginal electors who say they visited Elections Canada's website is smaller than the proportion of the overall population.

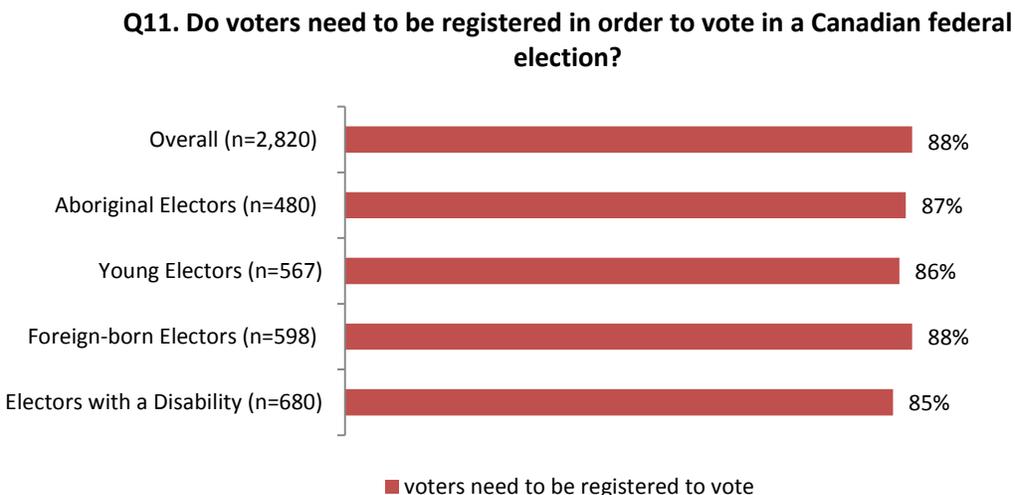
- **Age:** Young adults (aged 18 to 34) were more than twice as likely to say they visited the Elections Canada website during the campaign compared with adults aged 35 or older (35%, compared with 16%).
- **Electors with a Disability:** Electors with a disability were slightly less likely than electors with no disability to mention they visited the Elections Canada website during the campaign (16%, compared with 20%).
- **Region:** Electors living in Québec were less likely to have visited Elections Canada’s website during the campaign (14%) in comparison with electors living in the rest of Canada (25%).
- **Voting Behaviour:** Voters were more likely than non-voters to say they visited the Elections Canada website during the campaign (24% and 14%, respectively).

Of those respondents who visited the Elections Canada website, most reported either being very satisfied (59%) or somewhat satisfied (34%) with the information provided, for a total of ninety-three percent (93%). Only a small proportion of respondents reported being not very satisfied (4%), and even fewer being not at all satisfied (1%).

#### 4.4 Knowledge of Registration Requirements

Just under nine-tenths (88%) of respondents were aware that they needed to be registered to be able to vote in the federal election. Ten percent (10%) of respondents answered that voters did not need to be registered in order to vote, and only a small proportion (3%) were not able to recall whether voters need to be registered. There are no significant differences among subgroups (Figure 4.7).

Figure 4.7: Electors’ Awareness of Registration Requirements



Base: All electors.

Traditional media was an important source of information about registration requirements, with television again being the most frequently cited source (with 29% of respondents mentioning it) (Table 4.2). Radio and newspapers were cited approximately half as often as television (16% and 14% respectively). The VIC was also an important source of information: the second-most cited source and mentioned by one-quarter (25%) of respondents.

**Table 4.2: Sources of Information on Registration Requirement**

Q12: From what sources do you recall hearing about whether or not electors need to be registered to vote?	Total (n=2,745)
Television	29%
Voter information card (addressed to the elector)	25%
Radio	16%
I knew this from my past experience	15%
Newspaper	14%
Social media	5%
Facebook	3%
Twitter	1%
YouTube	< 1%
Other social media (other than Facebook, Twitter and YouTube)	1%
Word of mouth (friends, relatives, colleagues)	8%
Elections Canada householder-brochure / leaflet (received in the mail)	6%
Other internet website (other than Elections Canada website)	4%
When I voted	2%
Elections Canada website	2%
Tax forms	2%
School	2%
From candidates and political parties	1%
Elections Canada (revising agents, phone)	1%
General knowledge	1%
Other sources	8%
<i>Don't know/ Refusal</i>	8%

Note: Percentages may sum to more than 100%, since multiple responses were accepted.

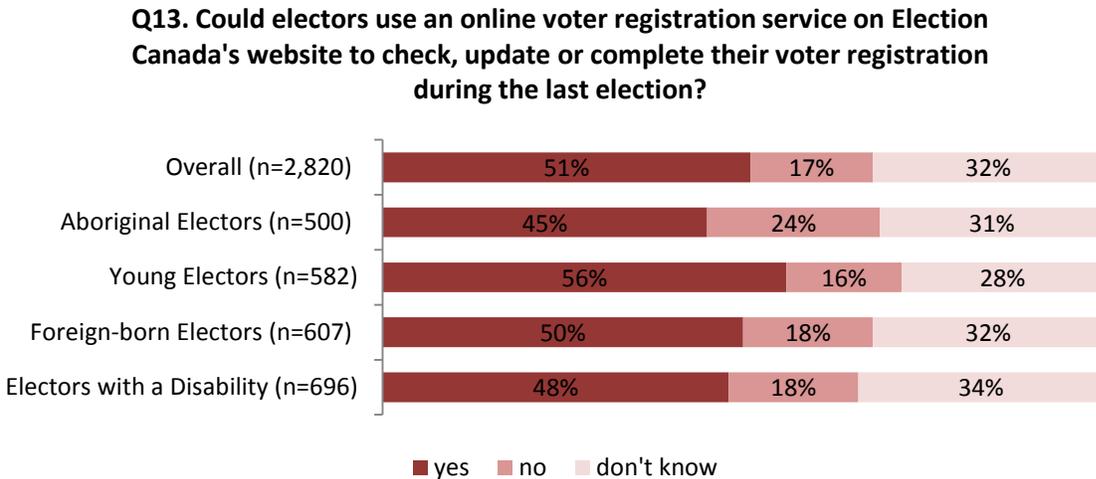
Base: All electors who were aware of the registration requirement.

- **Age:** Among the electors who were aware of the registration requirements, young adults (aged 18 to 34) were more likely to cite social media (18%) as a source from which they recall hearing about the registration requirement compared with adults aged 35 or older (8%). Young adults were less likely than older adults to cite television (19%, compared with 32%) and newspapers (3%, compared with 17%) as sources of information about registration requirements, instead relying more on word of mouth than did older adults (18%, compared with 4%).
- **Region:** Electors living in the province of Québec were more likely to recall hearing about the registration requirement from their VIC (33%) than did electors living in the rest of Canada (23%).

## 4.5 Knowledge of Online Voter Registration Service

Approximately half (51%) of the respondents surveyed thought that the Online Voter Registration Service on the Elections Canada website could be used to check, update or complete their voter registration during the election. Differences were observed for Aboriginal electors and younger adults (Figure 4.8). Significantly, thirty-two percent (32%) indicated that they did not know whether that could be done, suggesting a general lack of familiarity with the service.

**Figure 4.8: Electors' Awareness of Online Voter Registration Service on Election Canada's Website**



Base: All electors.

- **Aboriginal Electors:** Aboriginal electors were slightly less likely to be aware of the Online Voter Registration Service than non-Aboriginal electors (45%, compared with 49%).
- **Age:** Young voters were more likely to be aware of the Online Voter Registration Service than voters aged 35 or older (56%, compared with 47%).

Television was the most-cited place where respondents who knew about the Online Voter Registration Service had heard about it (30%). This proportion was double that of radio, the next-most-cited source, at fifteen percent (15%) (Table 4.3).

**Table 4.3: Sources of Information on Online Registration**

Q13A: From what sources do you recall hearing about online registration?	Total (n=1,437)
Television	30%
Radio	15%
Voter information card (addressed to the elector)	13%
Word of mouth (friends, relatives, colleagues)	12%
Newspaper	11%
Social media (including Facebook, Twitter, YouTube)	8%
Other internet website (other than Elections Canada website)	7%
Elections Canada householder-brochure/leaflet (received in the mail)	6%
Elections Canada website	6%
From candidates and political parties	1%
From working for Elections Canada	1%
From past experiences	1%
Other sources	7%
<i>Don't know</i>	13%

Note: Percentages may sum to more than 100%, since multiple responses were accepted.

Base: Electors who are aware of the Online Voter Registration Service on Elections Canada's website.

- **Age:** Again, young adults (aged 18 to 34) were less likely than adults aged 35 or older to have heard about the Online Voter Registration Service from television (20%, compared with 36%) and from newspapers (1%, compared with 17%). However, television was still the first source of information from which young adults were more likely to have heard about the Online Voter Registration Service.
- **Region:** Electors from Québec were significantly less likely to cite radio (7%) as a source from which they heard about the Online Voter Registration Service compared with electors in the rest of Canada (17%). Meanwhile, electors from Québec were more likely to cite the VIC (25%) as a source for this information than the rest of Canada (10%).

## 4.6 Knowledge of Voting Methods

Nine in ten (90%) respondents indicated that they thought one could vote in person at the polling station on election day, while just under two-thirds (64%) mentioned that one could vote at an advance polling station (Table 4.4). Thirteen percent (13%) of respondents also said that one could vote by mail (either within Canada or abroad). Eleven percent (11%) of respondents thought that one could cast their vote online, and 2% that they could vote by proxy, despite that not being the case at the federal level.

**Table 4.4: Recalled Voting Methods in Federal Elections**

Q14: To the best of your knowledge, what are the current ways that electors can vote in a federal election?	Total (n=2,820)
In person at a polling station on election day	90%
At an advance polling station	64%
By mail (either within Canada or outside Canada)	13%
Online [does not exist at the federal level]	11%
At a local Elections Canada office	3%
By proxy [does not exist at the federal level]	2%
Through a visiting Elections Canada officer	1%
By phone	1%
At home	1%
Other, please specify	4%
<i>Don't know/Refusal</i>	4%

Note: Percentages may sum to more than 100%, since multiple responses were accepted.

Base: All electors.

- **Aboriginal Electors:** Aboriginal respondents were less inclined to mention voting in person at a polling station (75%) or at an advance poll (42%) as a way to vote in a federal election than non-Aboriginal respondents (90% and 67%, respectively).
- **Age:** Young adults (aged 18 to 34) were less likely to cite advance polling stations (46%) as a way that electors can vote in a federal election compared with adults aged 35 or older (69%).
- **Electors with a Disability:** Electors with a disability were less likely than electors with no disability to mention the possibility of voting in person during election day (79%, compared with 92%) or at an advance poll (54%, versus 68%).
- **Income:** Household income is related to the degree of awareness of voting procedures, with electors from higher-income (>\$80k) households more aware of the option to vote in person at a polling station (94%) compared with voters from lower-income (<\$40k) households (84%). This relationship also shows up in voters' awareness that they can use an advance polling station, with nearly three-quarters (74%) of higher-income (>\$80k) respondents mentioning this option compared with lower citation rates for middle-income (\$40k–\$80k) and lower-income (<\$40k) electors (63% and 51%, respectively). This relationship between income brackets was still present for other voting options; however, the difference was not as pronounced as with the two options cited above.
- **Voting Behaviour:** Finally, respondents who did not vote in the 2015 federal election were less aware of the different voting options available to voters. Electors who did not vote were less aware of the option to vote in person during election day compared with voters (76% versus 92%), with an even greater disparity between the two groups when looking at the option of voting at an advance poll (39%, versus 68%).

Once again, television was the primary source of information for respondents regarding different available voting methods, with just under one-third (31%) mentioning it as a source (Table 4.5). The VIC was an important source for this information, being mentioned by twenty-one percent (21%) of

respondents, about as much as for radio (20%). The internet does not appear to be a major source of information on voting methods, as the top internet-based selections were other internet websites (other than Elections Canada) and social media, each of which were mentioned by only five percent (5%) of respondents. This was followed by the Elections Canada website, at three percent (3%).

**Table 4.5: Sources of Information on Voting Methods**

Q15: From what sources do you recall hearing about the different ways to vote?	Total (n=2,448)
Television	31%
Voter information card (addressed to the elector)	21%
Radio	20%
Newspaper	17%
I knew this from my past experience	13%
Word of mouth (friends, relatives, colleagues)	11%
Elections Canada householder-brochure/leaflet (received in the mail)	5%
Other internet website (other than Elections Canada website)	5%
Social media (including Facebook, Twitter, YouTube)	5%
Elections Canada website	3%
From candidates and political parties	2%
When I voted	1%
Other Sources	8%
<i>Don't know/Refusal</i>	7%

Note: Percentages may sum to more than 100%, since multiple responses were accepted.

Base: Electors who are aware of the current ways to vote in a federal election.

- **Age:** Television, word of mouth and newspapers correlated positively with age, with fewer young adults (aged 18 to 34) citing these sources (23% television; 7% newspapers) compared with adults aged 35 or older (37% television; 23% newspapers). Word of mouth was three times more likely to be cited by young adults as a source of information about the various ways to vote when compared with older adults (24% versus 7%).
- **Gender:** Women were more likely than men to mention the VIC as a source of information on how to vote in the election, with a higher proportion of female electors recalling reading about the different ways to vote from their VIC (27%) compared with male electors (17%).
- **Region:** Electors living in the Territories were significantly less likely to recall having heard about the different ways to vote from television (16%) and the VIC (6%) when compared with other provinces (34% and 23% respectively).<sup>12</sup>
- **Voting Behaviour:** Electors who did not vote were less likely than voters to cite television (35%, versus 24%) and more likely than voters to cite word of mouth (22%, compared with 11%) as a source from which they heard about the different ways to vote.

<sup>12</sup> Only thirty-six (36) respondents from the Territories answered this question. Results should be interpreted with caution.

## 4.7 Knowledge of Identification Requirements

Almost all respondents (97%) indicated that they were aware that electors had to present proof of identity in order to vote. This is unchanged since 2011, but it represents a three percentage point increase from 2008, when ninety-four percent (94%) of electors said they were aware of the proof-of-identity requirements.

Although the majority of respondents (88%) indicated that they were aware that electors had to present proof of address in order to vote in the election, the awareness level of the proof-of-address requirement is lower than for the proof of identity (Table 4.6). A small proportion (6%) of electors indicated that voters did not have to present a proof of address to vote and another six percent (6%) simply did not know whether voters had to show a proof of address. Again, the proportions of electors who are aware of the proof-of-address requirements remain almost unchanged since 2011 (89%), when it slightly surpassed the eighty-five percent (85%) observed in the 2008 general election.

**Table 4.6: Electors' Awareness of Identification Requirements**

Socio-demographic characteristics	Elector awareness of proof-of-identity-requirement (% aware)	Elector awareness of proof-of-address requirement (% aware)
Aboriginal Electors (n=480)	94%	89%
Young Electors (n=567)	96%	87%
Foreign-born Electors (n=598)	97%	83%
Electors with a Disability (n=680)	96%	87%
Low Income < \$40K (n=562)	96%	85%
Middle-Income \$40K - \$80K (n=759)	97%	90%
High Income > \$80K (n=1,090)	98%	89%
Non-voters (n=283)	91%	79%
<b>Overall (n=2,820)</b>	<b>97%</b>	<b>88%</b>

Source: Survey of the 42<sup>nd</sup> General Election – Questions 16 and 17.

Base: All electors.

- Aboriginal electors:** There was an increase in the awareness of the identification requirement among Aboriginal electors. Awareness of the identity requirement for Aboriginal electors increased from eighty-four percent (84%) in 2008 and eighty-seven percent (87%) in 2011 to ninety-four percent (94%) in 2015. The same can be said for the awareness of the proof-of-address requirement, which increased from seventy-one percent (71%) in 2008 and 79% in 2011 to eighty-nine percent (89%) in 2015.
- Voting Behaviour:** Non-voters were less aware of the proof-of-address requirement (79%) than voters (90%). This was also observed in 2008 (81% of non-voters, compared with 87% of voters) and in 2011 (78% of non-voters, compared with 91% of voters).

The most-cited source of this information was the VIC, which was mentioned by thirty-one percent (31%) of respondents (Table 4.7). Past experience was the second-most-cited source of information about the proof-of-identity and proof-of-address requirements, with twenty-two percent (22%) of respondent mentions. There has been a slight decrease in the proportion of electors who identified the VIC (41%) and experience (36%) as a source of information about the voter identification requirements since 2011 (42% and 38% respectively). However, the result of the 2015 survey still shows a higher proportion of electors who used these two sources of information than what was observed in 2008 (27%

for the VIC and 6% from past experience). The Elections Canada website was the most frequently mentioned online resource, at four percent (4%).

**Table 4.7: Sources of Information on Requirement of Proof of Identity and Address**

Q18: From what sources do you recall hearing about [the proof-of-identity and proof-of-address requirements]?	Total (n=2,768)
Voter information card (received in the mail)	31%
I knew this from my past experience	22%
Television	21%
Radio	13%
Newspaper	11%
When I voted	8%
Word of mouth (friends, relatives, colleagues)	7%
Elections Canada householder-brochure/leaflet (received in the mail)	7%
Elections Canada website	4%
Other internet website (other than Elections Canada website)	3%
Social media (including Facebook, Twitter, YouTube)	3%
From candidates and political parties	1%
Other source	8%
<i>Don't know/Refusal</i>	5%

Note: Percentages may sum to more than 100%, since multiple responses were accepted.

Base: Electors who are aware of proof-of-identity or proof-of-address requirements.

- Aboriginal Electors:** Aboriginal electors were found to be less likely to cite the VIC as a source of information about identification requirements for the 2015 election than non-Aboriginal electors (20% versus 32%).
- Age:** Television, word of mouth, and newspapers correlated positively with age. Fewer young adults (aged 18 to 34) cited these sources (10% television; 1% newspapers) than adults aged 35 or older (25% television; 16% newspapers). Word of mouth was more commonly cited by young adults as a source of information about identification requirements compared with older adults (16%, versus 4%).
- Gender:** Female electors were more likely than male electors to recall learning about the identification requirements from their VIC (37%, compared with 25%). However, the VIC was still the main source of information about identification requirements for both male and female electors.
- Region:** Electors living in the Territories were less likely to say that they recall learning about identification requirements from their VIC (15%, versus 31% for other provinces) and more likely to say they heard about the requirement from social media (14%, versus 3% for other provinces). Since the number of respondents from the Territories is small, these results should be interpreted with caution.
- Voting Behaviour:** Electors who did not vote during the past general election were less likely to mention the VIC (16%) as a source of information about identification requirements than voters (33%).

## 5. Registration

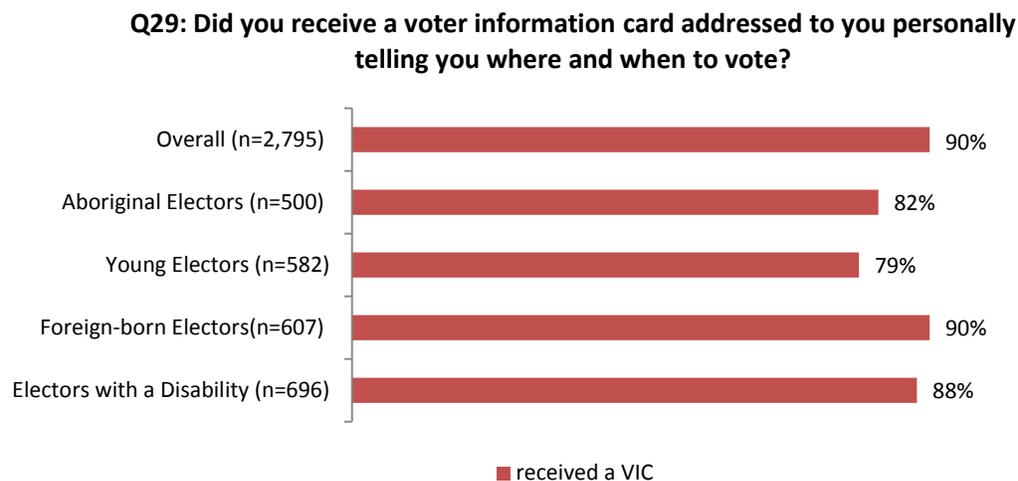


Electors were largely satisfied with the voting registration processes. A large majority received their VICs that showed accurate name and address information, which was also the main source that voters consulted to verify whether they were registered to vote. Those respondents who were not registered to vote largely registered at the polling station on election day prior to casting their ballot, while a minority took advantage of the Online Voter Registration Service.

### 5.1 Receipt and Accuracy of Voter Information Card

Nine-tenths (90%) of respondents indicated that they had received a VIC showing both when and where to vote that was addressed to them personally. Differences were observed for Aboriginal electors and younger adults (Figure 5.1). The percentage of electors who received a VIC remains almost unchanged since the 2011 (91%) and 2008 (89%) federal general elections. As detailed in Figure 5.1 below, some demographic subgroups were less likely to recall receiving a VIC.

Figure 5.1: Reception of the Voter Information Card



Base: Electors aware of the 42<sup>th</sup> election.

- **Aboriginal Electors:** Aboriginal electors were significantly less likely to have received a VIC addressed to them than non-Aboriginal electors (82%, compared with 92%).
- **Age:** Young adults (aged 18 to 34) were also significantly less likely than adults aged 35 or older to say that they received their VIC (79%, versus 93%), which may be a function of young adults

being more likely to change addresses than older adults; a larger percentage of young adults have moved over the past year (18%) than older adults (5%).

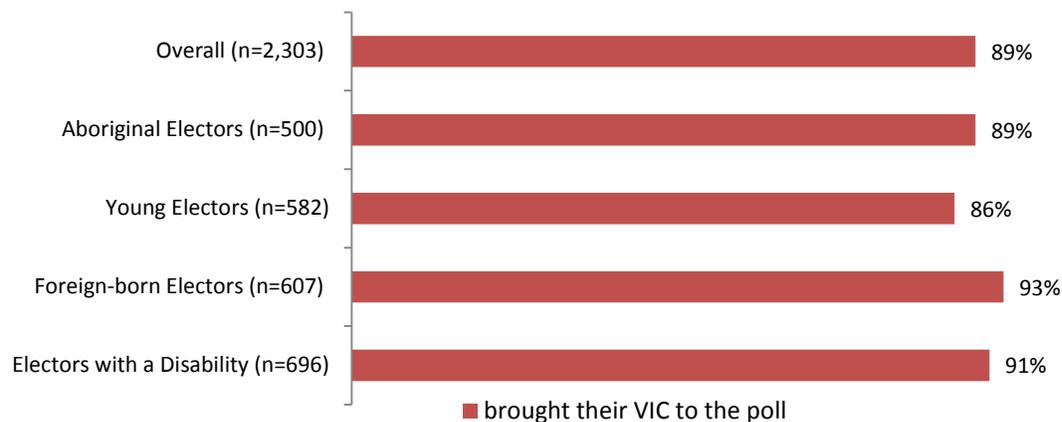
- **Region:** A smaller proportion of electors living in the Territories reported having received a VIC addressed to them (75%) than electors living in other provinces (90%).
- **Voting Behaviour:** Respondents who did not vote were significantly less likely to report having received their VIC (68%) than respondents who voted (92%).

Of those respondents who did receive a voter information card, almost all (97%) indicated that the name was correct. A similar number of respondents stated that their VIC showed the correct address (98%). Among respondents who received a VIC with either an incorrect name or address (or both), just over half (51%) took action to correct the error. The most popular way to correct the mistake was to do so at the poll when they voted. Only six respondents called the phone number indicated on their voter information card.<sup>13</sup> The proportion of electors who said that information regarding their name and address on the VIC was accurate is unchanged since the 2008 post-election survey results.

Of those respondents who voted, nearly nine-tenths (89%) of them brought their VIC to the polling location. There are no significant differences among subgroups (Figure 5.2). This proportion reflects an increase over both the 2011 and 2008 general elections, where eighty-three percent (83%) of voters brought their VIC to the polling location.

**Figure 5.2: Proportion of Electors who Brought their Voter Information Card to the Poll**

**Q52. Did you bring your voter information card with you to the poll?**



Base: Electors who received a VIC.

<sup>13</sup> Due to small sample size (n=40), percentages have been omitted.

## 5.2 Method of Registration

Only a small percentage (3%) of respondents had to register during the election. Of these respondents, more than half (58%) indicated that they registered on polling day. Others registered on an advance polling day or used the Online Voter Registration Service on the Elections Canada website.<sup>14</sup>

Nearly two-thirds (65%) of respondents indicated that they found out about whether they were registered to vote from their VIC (Table 5.1). A number of respondents (17%) stated that they did nothing to verify their registration.

**Table 5.1: Method of Confirming Registration Status**

Q27: What did you do to find out whether you were registered to vote in this election?	Total (n=2,795)
Learned from my voter information card	65%
Did nothing	17%
Consulted Elections Canada's website	6%
Found out at polling station/local Elections Canada office	4%
Used Online Voter Registration Service on Elections Canada's website	3%
Knew from past experience	2%
Had registered through tax forms	1%
Called 1-800 number of Elections Canada	1%
Learned from revising agent who was at my home	1%
Other	4%
<i>Don't know/Refusal</i>	1%

Note: Percentages may sum to more than 100%, since multiple responses were accepted.

Base: Electors aware of the 42<sup>th</sup> election.

- Aboriginal Electors:** Aboriginal electors were less likely to have learned about their registration status from their VIC than non-Aboriginal electors (47%, compared with 68%). This is not surprising, given that they were also less likely than non-Aboriginal electors to receive their VIC.
- Age:** Young adults (aged 18 to 34) were less likely to have learned about their registration status from their VIC than adults aged 35 or older (47%, compared with 71%). Again, this is not surprising given that they were less likely than older adults to receive their VIC. Young adults were also more likely to have registered on polling day (66%) than older adults (40%).
- Region:** Electors living in Québec were substantially more likely to report having learned about their registration status from their VIC (83%) than those in the rest of Canada (60%). Electors living in the Territories were more likely to answer that they found out whether they were registered at the polling station (21%, versus 4% for other provinces) and less likely to say that they found out from their VIC (41%, versus 65% for other provinces).
- Voting Behaviour:** Respondents who did not vote were less likely than voters to report having learned about their registration status from their VIC (40%, versus 68%) and more likely to report not having taken any action to verify their registration status (45%, versus 14%).

<sup>14</sup> Due to small sample size (n=90), percentages have been omitted.

### 5.3 Use of Online Voter Registration Service

Of the 89 respondents who had said that they used the Online Voter Registration Service during the last election, just over one-quarter indicated that they used the service to check that their name and address were correctly written on the voters list. Updating their address on the voters list was also mentioned by approximately one-tenth of the respondents.<sup>15</sup>

### 5.4 Satisfaction with Registration

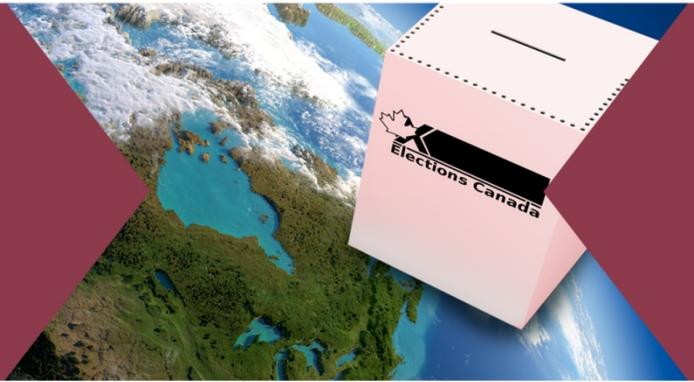
Overall, respondents were satisfied (88%) with the registration method they used, with sixty-three percent (63%) being very satisfied, twenty-five percent (25%) being somewhat satisfied, four percent (4%) not very satisfied and six percent (6%) being not satisfied at all with the way in which they registered.<sup>16</sup>

- **Aboriginal Electors:** Aboriginal electors seems to be less likely to be very satisfied with the way in which they registered than non-Aboriginal electors (43%, compared with 60%). However, the overall satisfaction with the registration experience appears to be higher for Aboriginal respondents than non-Aboriginal respondents (93%, versus 85%).

<sup>15</sup> Due to small sample size (n=89), percentages have been omitted.

<sup>16</sup> Satisfaction by means of registration could not be analyzed due to an insufficient number of cases by categories.

## 6. Voting in the General Election

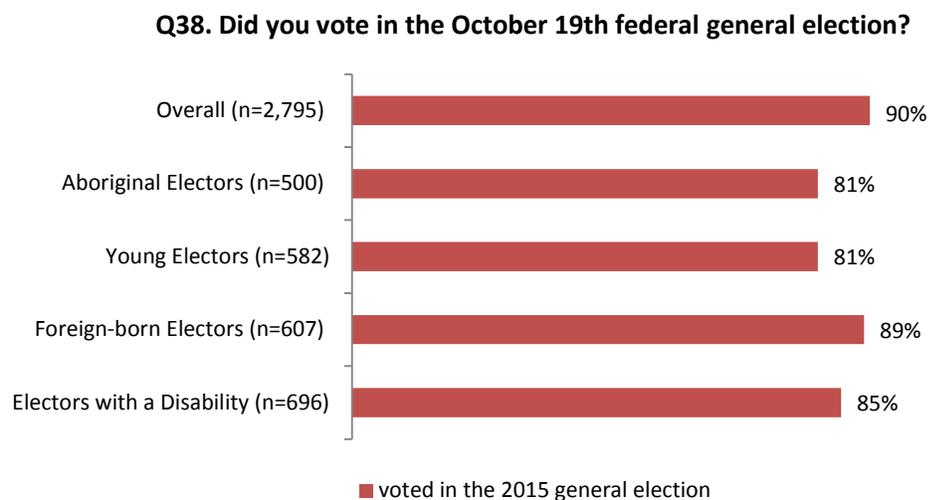


Most respondents reported that they voted in the general election, with all but a handful of voters having voted at polling stations either during an advance poll, or on election day. Of those respondents who did not vote, the most-cited reasons were either schedule conflicts or being away for travel.

### 6.1 Self-declared Voter Participation

Overall, nine-in-ten (90%) respondents stated that they had voted in the October 19, 2015, federal general election.<sup>17</sup> Differences were observed for Aboriginal electors, younger adults and electors with a disability (Figure 6.1). This result reflects an increase in reported voter turnout from the 2008 (80% voter turnout) and 2011 (84% voter turnout) general elections.

Figure 7.1: Voters' Turnout by Demographic Subgroups



Base: Electors aware of the 42<sup>nd</sup> federal general election.

- **Aboriginal Electors:** Aboriginal participation in the 2015 election was substantially lower (81%) than that for non-Aboriginal respondents (91%). However, it represents a strong improvement over the past elections. In 2008, only half (54%) of Aboriginal electors cast their ballots. This proportion grew in 2011, with sixty-seven percent (67%) of Aboriginal electors who voted.

<sup>17</sup> Please see comments regarding variations in self-reported voter turnout in section 2.3.

- **Age:** Although over four-fifths (81%) of young adults voted in the 2015 election, this rate was still lower than that for older adults (93%).
- **Electors with a Disability:** Electors with a disability were less likely than electors without a disability to vote in the 2015 election (85%, compared with 92%).
- **Income:** Household income was found to be linked to the propensity to vote. Lower-income (<\$40k) households reported a lower voting rate (82%), compared with respondents living in middle- (\$40k–\$80k) and higher-income (>\$80k) households (91% and 93%, respectively).

There was a high degree of correlation between voting in the 42<sup>nd</sup> general election and voting in the 41<sup>st</sup> general election, in 2011. In fact, more than three-quarters of respondents (77%) voted in both elections (Table 6.1). There were no significant differences among subgroups, except for young electors and Aboriginal electors living on a reserve.

**Table 7.1: Participation in the 2015 and 2011 Federal General Elections**

Q38: Did you vote in the October 19 federal election?	Q10: Did you vote in the previous federal general election?		Overall (n=2795)
	Yes	No	
Yes	77%	14%	90%
No	3%	7%	10%

Base: Electors aware of the 42<sup>nd</sup> federal general election.

- **Aboriginal Electors:** Aboriginal electors living on a reserve were less likely to state that they voted in the previous federal general election, in 2011, (56%) than Aboriginal electors living off-reserve (73%).
- **Age:** Young adults (aged 22 to 34) were significantly more likely to have reported that they did not vote in the 2011 general election than adults aged 35 or older (71%, versus 90%).<sup>18</sup>

## 6.2 Methods of Voting

Almost all respondents indicated that they had voted at a polling station, either on election day itself (73%) or at an advance poll on October 9, 10, 11 or 12 (25%) (Table 6.2). Since 2008, there has been a marked decrease in the proportion of voters who voted at a polling station on election day, passing from eighty-eight percent (88%) in 2008 to eighty percent (80%) in 2011. On the other hand, the proportion of voters who used an advance polling station increased by fourteen percentage points, going from eleven (11%) percent in 2008 to twenty-five percent (25%) in 2015. Use of the option of voting at the local Elections Canada office was similar in 2015 (1%) and 2011 (2%).

<sup>18</sup> Since one third of the respondents who identified themselves as young adults were not of voting age during the previous general election, this finding is based on young adults who were of voting age in 2011 (currently between 22 and 34 years old).

Table 7.2: Voting Method

Q40: Which method did you use to vote?	Total (n=2,511)
At the polling station on election day, October 19	73%
At the advance polling station (or advance polls) on October 9, 10, 11 or 12	25%
At a local Elections Canada office	1%
By mail	<1%
At home (for electors with disabilities)	<1%
Other	<1%
<i>Don't know/Refusal</i>	<1%

Base: Voters only.

- Aboriginal Electors:** Aboriginal voters living on a reserve were significantly more likely to report that they voted at the polling station on election day (90%) than Aboriginal voters who are not living on a reserve (75%). On the other hand, Aboriginal voters who are not living on a reserve were more likely to have voted at the advance polling station (24%) than those living on a reserve (8%).

### 6.3 Reasons for Not Voting

The 2015 survey reveals similar results, with forty-eight percent (48%) of respondents identifying a reason that can be categorized under everyday-life issues (Table 6.3). This includes one-quarter (25%) who said that it was because they were too busy, had family obligations, or had a conflict with work or another schedule. In 2008<sup>19</sup> and 2011, a similar proportion (48% and 52%, respectively) related everyday-life issues as a reason why they did not vote.<sup>20</sup>

In 2011 and 2015, political issues were mentioned by 37% of non-voters, the most-cited reason being that they were not interested in politics (9% for both years<sup>21</sup>). A similar proportion related to political issues was observed in 2008; 38% of non-voters' responses could be categorized in this group, and 10% cited lack of or no interest in politics/apathy as their main reason.

In 2015, administrative or electoral-process issues were mentioned by 11% of non-voters. This represents a slight but not statistically significant increase over 2008 (8%) and 2011 (7%). Problems related to proving identity were mentioned by only a handful of non-voting respondents, with one percent (1%) indicating that they were missing the identification needed to prove their identity when registering, and one percent (1%) indicating that they were missing the identification needed to prove their identity when voting. Similar proportions related to identification requirements when voting and registering were observed in 2008 (1% for both responses) and in 2011 (fewer than 1% of non-voters

<sup>19</sup> In the 2008 survey, respondents could provide multiple responses. To compare those results with 2011 and 2015, only the first mention was considered.

<sup>20</sup> Changes to the categories of reasons for not voting from the 2008 and 2011 survey results were made to reflect the new categorization created from 2015 responses. Therefore, those results are slightly different from those published in the 2008 and 2011 survey reports.

<sup>21</sup> In 2011, this reason was called "Lack of interest/Apathy."

mentioned having no identification documents when voting, and 1% mentioned not having identification documents when registering).<sup>22</sup>

**Table 7.3: Reasons for Not Voting**

Q39: What is the main reason you did not vote?	2015 (n=283)	2011 (n=493)	2008 (n=552)
<b>Everyday-life Issues</b>	<b>48%</b>	<b>52%</b>	<b>48%</b>
Too busy / Family obligations / Conflicting work or other schedule	25%	26%	21%
Out of town or away from home	15%	17%	16%
Own illness or disability	5%	7%	6%
Forgot to vote	1%	2%	1%
Other everyday-life issues <sup>23</sup>	<1%	<1%	2%
<b>Political Issues</b>	<b>37%</b>	<b>37%</b>	<b>38%</b>
Felt voting would not make a difference <sup>24</sup>	9%	7%	8%
Not interested in politics	9%	9%	10%
Didn't like candidates, party leaders, or campaign issues/didn't know who to vote for	10%	4% <sup>25</sup>	9%
Lack of information about campaign issues and parties' positions <sup>26</sup>	7%	7%	4%
Related to government, political parties, or politicians (in general)	2%	7%	2%
Political beliefs (including I don't vote/I don't want to vote)	1%	2%	4%
<b>Administrative or Electoral-process Issues</b>	<b>11%</b>	<b>7%</b>	<b>8%</b>
Not on voters list / Registration problems	3%	3%	1%
Transportation problems / Polling station too far from home	2%	2%	2%
Lines were too long	2%	-	-
Lack of information about the voting process (e.g., when/where to vote)	1%	1%	<1%
Problems with ID requirements (i.e., missing ID to prove identity when registering)	1%	<1%	1%
Problems with ID requirements (i.e., missing ID to prove identity when voting)	1%	1%	1%
No VIC/Lost VIC	1%	-	2%
Problems related to voting (including requirements and accessibility)	<1%	<1%	-
Moved/Changed address	-	-	1%
Other (including religious beliefs)	3%	3%	3%
<i>Don't know/Refusal</i>	<i>1%</i>	<i>1%</i>	<i>1%</i>

Note: Figures may not add up due to rounding.

Base: Electors who did not vote.

- **Age:** A significantly higher proportion of young adults (aged 18 to 34) mentioned being too busy as their main reason for not voting, compared with adults aged 35 or older (31%, compared with

<sup>22</sup> It is difficult to draw a comparison with the results of the 2011 or 2008 survey, since surveyors were presented with a different set of options to code respondents' answers.

<sup>23</sup> This reason included the following: 2008 (something came up/had other things to do and turned attention elsewhere), 2011 (turned attention elsewhere), and 2015 (personal reasons).

<sup>24</sup> This reason was coded as "meaningless of vote" and "cynicism" in 2008 and 2011.

<sup>25</sup> This reason was coded as "related to campaign issues, lack of competition and related to candidates" in 2011, but the same code was used in 2008 and 2015.

<sup>26</sup> This reason was coded as "lack of knowledge/information" in 2008 and "lack of information" in 2011.

17%). However, being too busy was still the reason most cited by older electors who did not vote.

- **Income:** Electors from higher-income (>\$80k) households were found to be more likely to mention being out of town or away from home (29%) as the main reason for not voting, compared with middle- (\$40k–\$80k) and lower-income (<\$40k) households (9% and 10%, respectively). The reason for not voting most cited by lower-income households was being too busy (28%).



## 7. Getting to the Poll



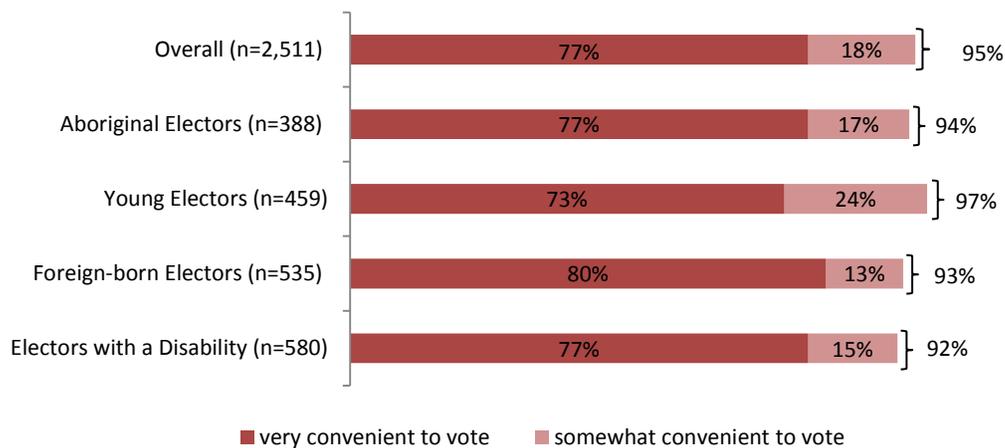
The vast majority of respondents felt that the timing and convenience of the place where they voted was acceptable. Most voters cast their ballot after 1pm, and most took a private vehicle to the polling station, the advance poll or the local office of Elections Canada. The vast majority of respondents also brought their VIC with them to vote.

### 7.1 Timing and Convenience

Almost all (95%) respondents indicated that it was convenient for them to vote (77% very convenient and 18% somewhat convenient).<sup>27</sup> There are no significant differences among subgroups. However, voters with a disability appear to be less likely to think it was convenient to vote (Figure 7.1). Only three percent (3%) of respondents said that it was not very convenient, and two percent (2%) indicated that it was not convenient at all. Almost all (97%) voters who voted at a polling station, advance poll or Elections Canada office indicated that they thought the location was a convenient distance from their home.

Figure 7.1: Convenience of the Voting Process

#### Q41. Overall, how convenient was it to vote?



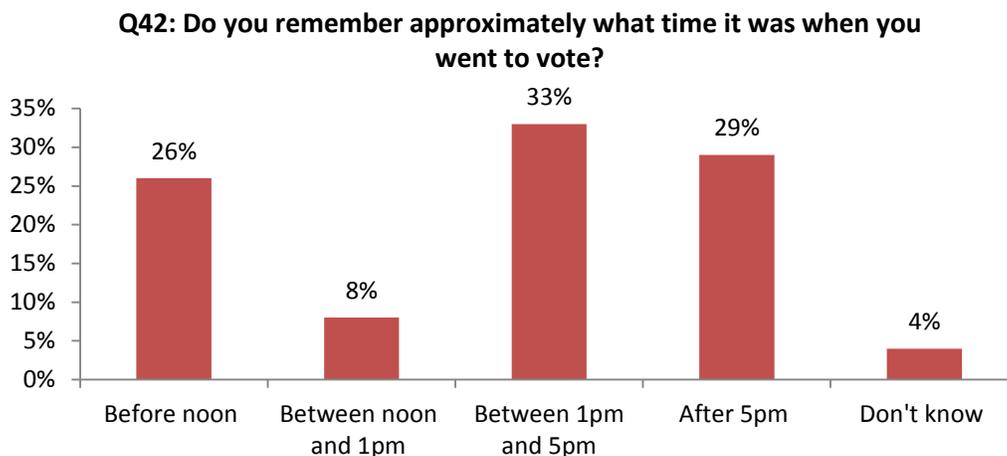
Base: Voters only.

<sup>27</sup> Any comparison with previous years is not possible due to how the question was written in the previous version of the survey.

As for the time of day, voters were fairly evenly split between casting their ballot in the morning, in the afternoon or in the evening. Just over one-quarter (26%) of respondents who voted at a polling station, advance poll or Elections Canada office indicated that they had voted before noon. One-third (33%) of these voters stated that they had voted between 1pm and 5pm, while almost one-third (29%) indicated that they had voted after 5pm (Figure 7.2).

Results of past elections show a decrease in the proportion of electors voting after 5pm, with forty-one percent (41%) in 2008 and thirty-seven percent (37%) in 2011. Consequently, the proportion of electors voting before noon (23% in 2008 and 21% in 2011) and between noon and 5pm (35% in 2008 and 38% in 2011) augmented in 2015.

Figure 7.2: Time of Day Ballot Was Cast



Base: Voters only.

- **Age:** Young adults were less likely to have voted before noon (20%) and more likely to have voted after 5pm (36%) than older electors, who were more likely to have voted before noon (30%) and less likely to have voted after 5pm (24%).
- **Electors with a Disability:** Voters with a disability were less likely to have voted after 5pm (17%) than electors with no disability (28%). Voters with a disability were more likely to have voted before noon (36%) than electors with no disability (27%).

## 7.2 Travel Method

Of the voters who travelled to the polling station, the advance poll or at the local office of Elections Canada, nearly three-quarters (74%) indicated that they took a private vehicle for travel to go to vote (Table 7.3). Conversely, almost one-quarter (24%) of voters walked to the place where they voted. Of those voters who used a private vehicle to get to their voting location, over nine-tenths (93%) did not experience any problems finding a parking space.

**Table 7.3: Means of Travel to Polling Station**

Q44: Which means of transport did you use to go to vote?	Total (n=2,485)
Private vehicle	74%
I walked	24%
Public transportation	1%
I biked	<1%
Other	<1%
<i>Don't know/Refusal</i>	<1%

Base: Voters only.

- Foreign-born Electors:** Foreign-born electors were less likely to have used a private vehicle to go to vote (65%) and more likely to have walked (33%) than Canadian-born electors (76% and 22%, respectively).



## 8. Service Experience

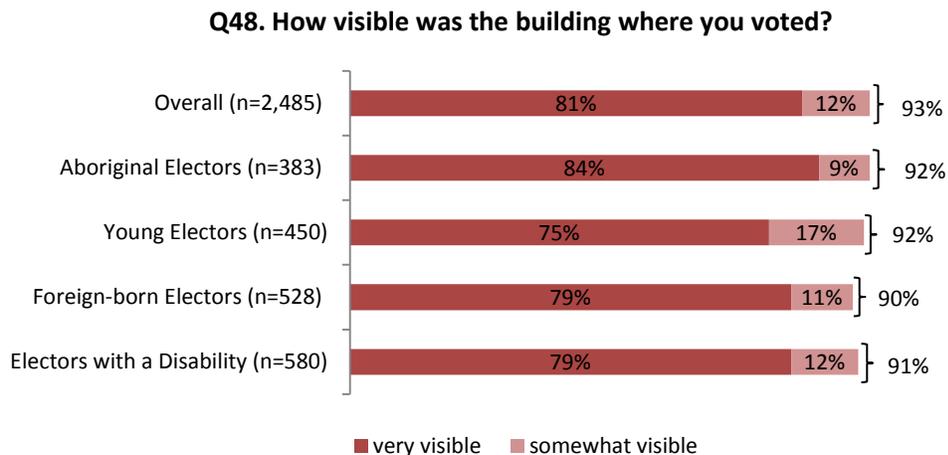


Overall, electors were very satisfied with the level of service provided to them by Elections Canada and with the voting experience in general. Polling stations at advance polls or on election day were almost unanimously deemed to be located in suitable buildings, and wait times were acceptable. Almost all respondents were also satisfied with the language in which they were served by staff.

### 8.1 Satisfaction with Polling Location

Overall, voters who went to a polling station to vote either at an advance poll or on election day felt that the building was visible and suitable. Eighty-one percent (81%) indicated that the polling station was very visible from the street, twelve percent (12%) indicated that it was somewhat visible, four percent (4%) indicated that it was not very visible, and two percent (2%) not at all visible from the street. There are no significant differences among subgroups (Figure 8.1).

Figure 8.1: Visibility of the Building Used as a Polling Station



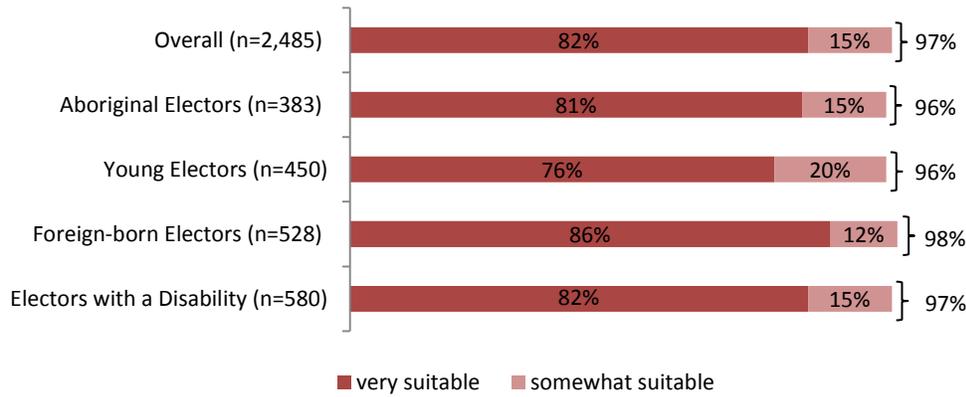
Base: Voters only.

Similarly, almost all (97%) voters who voted at a polling station felt that the building was a suitable location, with eighty-two percent (82%) indicating that it was very suitable and fifteen percent (15%) indicating that it was somewhat suitable (Figure 8.2). Only a small percentage of voters (3%) declared that the building was not very suitable (2%) or not suitable at all (1%). Of those who said that the building was not suitable, the two most-cited reasons were that the polling station was too crowded and

that there was an issue with physical accessibility.<sup>28</sup> No significant differences were observed among subgroups.

**Figure 8.2: Suitability of the Building Used as a Polling Station**

**Q49. Would you say that the building where you voted was suitable ?**

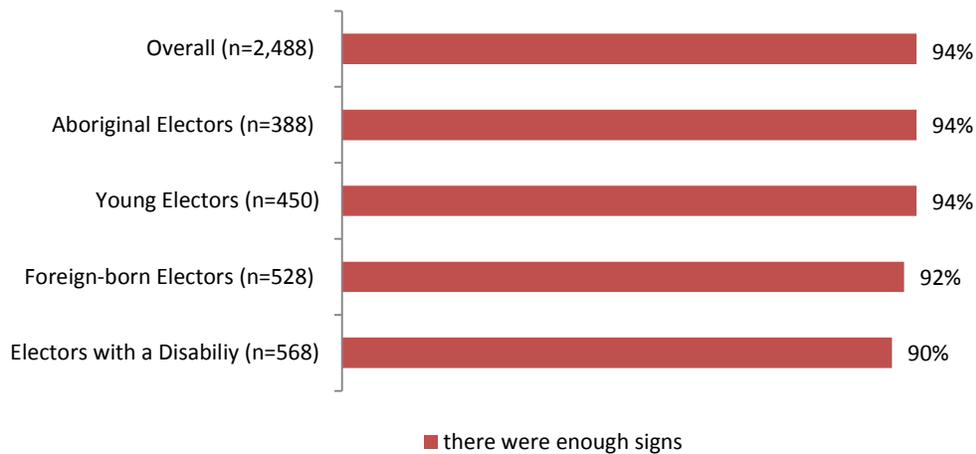


Base: Voters only.

Once inside the building, almost all (94%) voters felt that there were enough signs to help them find where to go for voting. There are no significant differences among subgroups (Figure 8.3).

**Figure 8.3: Electors' Perception of Sufficient Signage at Voting Place**

**Q51. Were there enough signs to help you find where to go voting?**



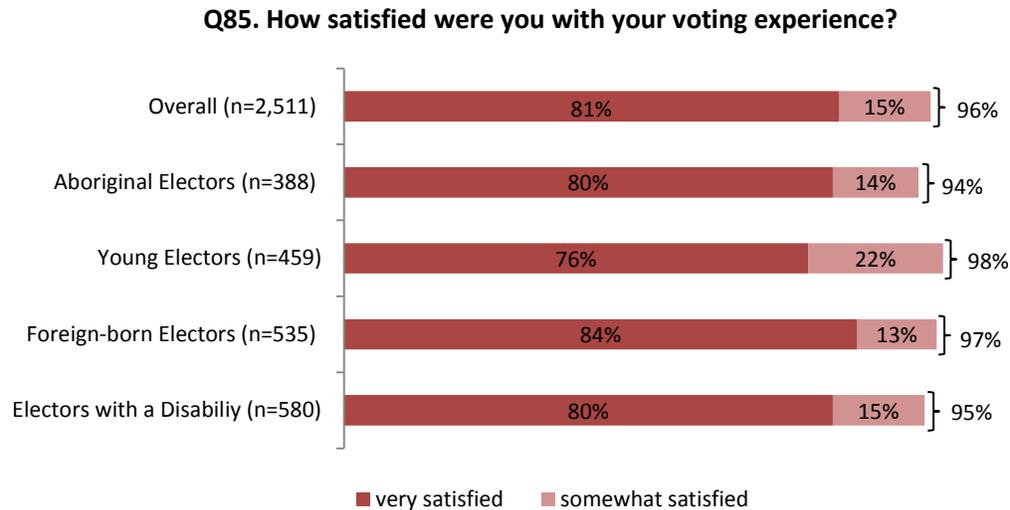
Base: Voters only.

<sup>28</sup> Due to small sample size (n=66), percentages have been omitted.

## 8.2 Satisfaction with the Voting Experience

In the end, almost all (96%) voters were satisfied with their voting experience, with just over four-fifths (81%) indicating that they were very satisfied and fifteen percent (15%) somewhat satisfied. Few voters reported being not very satisfied (2%) or not at all satisfied (1%). There are no significant differences among subgroups (Figure 8.4).

Figure 8.4: Satisfaction with the Voting Experience



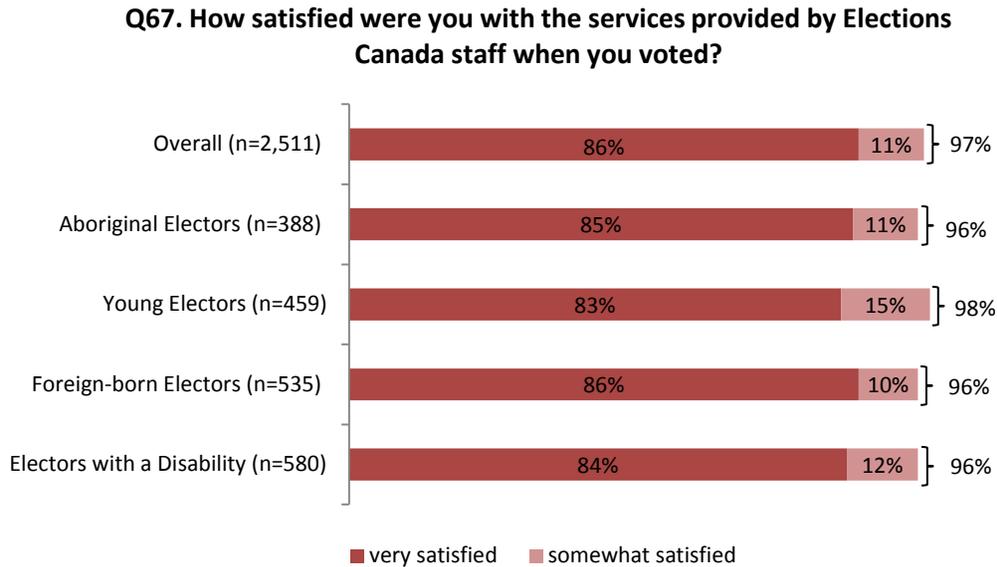
Base: Voters only.

Of those voters who went to a polling station to cast their ballot in an advance poll or on election day, over nine-tenths (92%) felt that the waiting time before voting was reasonable. The vast majority (97%) of voters indicated that they did not have a difficult time voting, with eighty-eight percent (88%) stating that they found it very easy and nine percent (9%) stating that they found it somewhat easy. A small proportion of voters said that it was somewhat difficult (2%) or very difficult (1%) to vote. When asked about why it was difficult to vote, respondents cited the waiting time (35%), the location of the polling station (29%) and the identification requirement (23%) as the main reasons. These results are similar to the 2011 electors survey, where ninety-two percent (92%) of voters found the voting process very easy and seven percent (7%) somewhat easy.

Overall, voters were almost unanimously (97%) satisfied with the services provided by Elections Canada staff, with eighty-six percent (86%) indicating that they were very satisfied and eleven percent (11%) indicating that they were somewhat satisfied. There are no significant differences among subgroups (Figure 8.5).

A small proportion of voters reported that they are not very satisfied (2%) or not at all satisfied (1%). Satisfaction levels with Elections Canada staff at the polling station are virtually unchanged since 2008, with eighty-seven percent (87%) of voters saying that they are very satisfied and eleven percent (11%) saying that they are somewhat satisfied. Interestingly, there was no significant variation in satisfaction with Elections Canada staff based on demographic group or whether the elector voted on election day, at an advance poll or at a local Elections Canada office.

Figure 8.5: Satisfaction with Elections Canada Staff at Polling Station



Base: Voters only.

### 8.3 Bilingual Service

Virtually all electors were satisfied with the official language in which they were served, with ninety-nine percent (99%) indicating that they were satisfied (Table 8.1). The satisfaction with the official language in which voters were served remains virtually unchanged since 2008, with ninety-nine percent (99%) indicating that they were satisfied. Almost four-fifths (78%) of electors were served in English, with just over one-fifth (21%) served in French. Only a small portion (7%) of voters living in Québec indicated that they were served in English and an even smaller one percent (1%) of electors living in the rest of Canada indicating that they were served in French.

While almost all electors whose mother tongue is English were served in English, a lower percentage (88%) of electors whose mother tongue is French were served in French. Despite this difference, there was no significant disparity in the level of satisfaction of electors based on mother tongue.

**Table 8.1: Bilingual Service and Satisfaction**

QS6. What is the first language that you learned and that you still understand?	Q65. In which language were you served?		Q66. Were you satisfied with the official language in which you were served?
	English (n=1,959)	French (n=540)	Satisfied (n=2,476)
English	99%	1%	100%
French	11%	88%	97%
Other	86%	13%	99%
Overall	78%	22%	99%

Base: All voters.

- Foreign-born Electors:** Foreign-born electors were more likely to have been served in English (91%) than Canadian-born electors (76%). This is not the case for foreign-born electors who are living in the province of Québec, since seventy percent (70%) of them were served in French and only twenty-five percent (25%) were served in English.



## 9. Accessibility



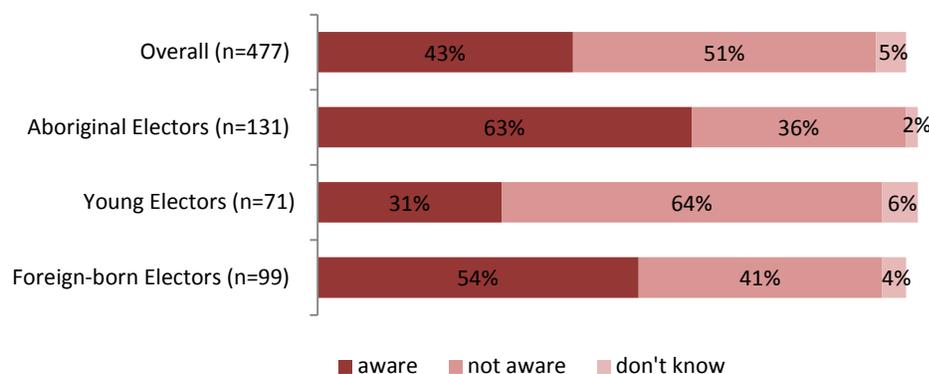
Overall, voters with disabilities were satisfied with the level of support they received from Elections Canada staff. Most electors with disabilities also had no issue with the accessibility of polling stations, advance polls, or Elections Canada offices themselves. Those who did encounter problems generally had issues with locating the polling station (either the address or the station itself within the building). However, there were a number of issues with the knowledge and awareness that electors with disabilities had of assistance and tools available from Elections Canada. This lack of awareness may partially account for how infrequently voters with disabilities took advantage of these tools and services.

### 9.1 Knowledge of Services and Tools Available

Of those respondents who indicated that they had a disability, less than half (43%) were aware of the services and tools offered by Elections Canada to voters with a disability. Young adults with disabilities were the least aware of services and tools offered to voters with a disability among the subgroups, while the Aboriginal electors with disabilities were the most aware (Figure 9.1). More precisely, nineteen percent (19%) were very aware and less than one-quarter (24%) were very aware of the services and tools that were offered to them. A similar proportion (24%) stated that they were not very aware. Finally, twenty-seven percent (27%) of respondents with a disability indicated that they were not at all aware of these services and tools.

**Figure 9.1: Awareness of Elections Canada's Services and Tools for Voters with a Disability**

**Q70. What is your level of awareness of services and tools offered to voters with a disability?**



Base: Electors with a disability.

- **Aboriginal Electors:** Overall, Aboriginal electors with a disability were more likely to be aware of the services and tools offered to voters with a disability (63%) than non-Aboriginal electors with a disability (42%). Thirty-four percent (34%) of Aboriginal electors with a disability reported being very aware, compared with twenty percent (21%) of non-Aboriginal electors.
- **Age:** Overall, young adults with a disability were less likely to be aware of the services and tools offered (31%) than those 35 years old and more (46%). Young adults (aged 18 to 34) with a disability were also significantly less aware, with over one-third (37%) reporting not being at all aware of these services, compared with twenty-four percent (24%) of adults with a disability aged 35 or older.
- **Income:** The level of awareness of services and tools offered to voters with disabilities varied significantly according to household income. The overall level of awareness was higher for electors from medium-income households (\$40k–\$80k, 55%) than for lower-income households (<\$40K, 42%) and higher-income households (>\$80k, 30%). Respondents from higher-income (>\$80k) households were more likely to say that they were not aware at all of service to voters with a disability (43%) than respondents from medium-income households (\$40k–\$80k, 20%) or lower-income households (<\$40K, 26%).
- **Voting Behaviour:** Electors with a disability who also voted were more likely to be aware of the services offered to voters with disabilities than electors with a disability who did not vote (47%, versus 24%).

Respondents with a disability and who were at least marginally familiar with the services offered by Elections Canada were unsure about the sources of information from which they learned about the services and tools available to them. Indeed, twenty-six percent (26%) of these respondents said they did not know how they knew about these services and tools (Table 9.1). Fifteen percent (15%) indicated that they knew about them due to traditional media, while word to mouth was cited by eleven percent (11%), and past experience was also cited by eleven percent (11%).

**Table 9.1: Sources of Information on Services and Tools for Voters with a Disability**

Q71A: How did you know about [the services and tools offered to voters with a disability]?	Total (n=322)
Traditional media (i.e., television, radio, newspaper)	15%
Word of mouth (family, friend or acquaintance)	11%
From past experience	11%
When I voted	10%
Voter information card (addressed to the elector)	6%
Familiar with the accessibility of the building	6%
Elections Canada's website	4%
I have worked for Elections Canada	3%
Other internet website (other than Elections Canada website)	3%
Elections Canada householder-brochure / leaflet (received in the mail)	2%
Social media (including Facebook, Twitter, YouTube)	2%
Learned from association	1%
Called the phone number indicated on the voter information card	<1%
My Voter's Guide	<1%
Revising agent who was at my home	<1%
Other	9%
<i>Don't know/ Refusal</i>	26%

Base: Electors with a disability who were aware of services and tools for voters with a disability.

For electors with a disability, the VIC was more commonly used than websites as a source of information on services and tools available to them. Just under two-thirds (63%) of voters with a disability indicated that their VIC was useful in checking the level of accessibility at their designated polling station, while fourteen percent (14%) of voters with a disability indicated that the VIC was not useful in that respect. Only a handful (5%) of electors with a disability indicated that they visited the Accessible Voting page on Elections Canada's website during the election, and even fewer (2%) indicated that they had used the Voter Information Service on the Elections Canada website to check the accessibility of their designated polling station.

## 9.2 Accessibility of Polling Place

Almost all voters (99%) who went to a polling station, advance polling station, or local Elections Canada office indicated that they did not have difficulty reaching the poll. This proportion remains high even for voters with a disability (96%). Of those thirty-two voters who reported that they had difficulty reaching the poll, the most common issues were finding the polling station itself, the physical accessibility of the polling station, and its imprecise signage.<sup>29</sup>

Of electors with a disability, nearly one-third (32%)<sup>30</sup> stated that the signs with a wheelchair symbol were not at all visible; furthermore, a significant portion (20%) did not know how to rate the visibility of these signs. For electors with a disability who took a private vehicle to travel to their voting location,

<sup>29</sup> Due to small sample size (n=32), percentages have been omitted.

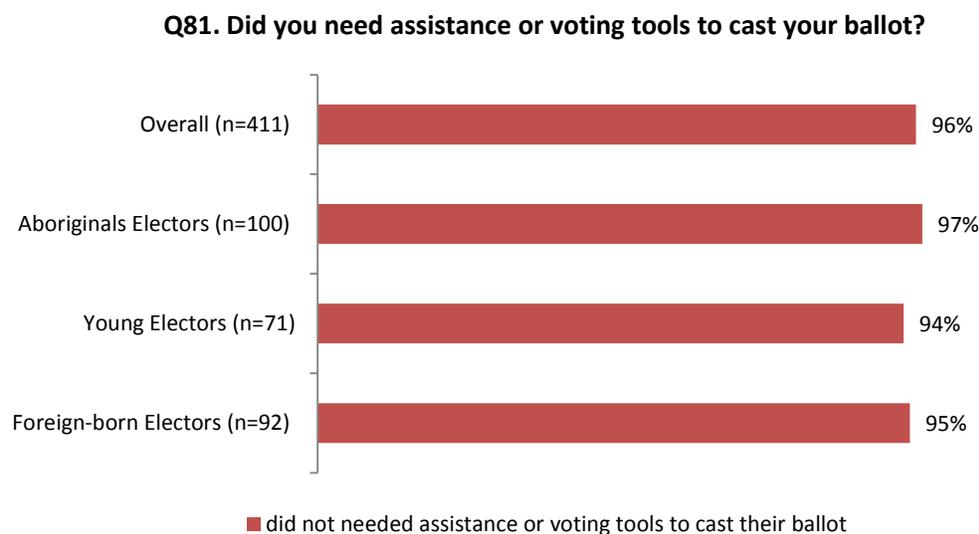
<sup>30</sup> This question was asked only of electors with a disability that was not related to blindness or visual impairment.

one-third (32%)<sup>31</sup> indicated that they were not able to find a parking space with a wheelchair symbol, while only seven percent (7%)<sup>32</sup> indicated that they needed the level access for a wheelchair. Of those twenty respondents who needed level access for a wheelchair, only two said they encountered difficulties with the access available.

### 9.3 Use of Assistance and Voting Tools

Nearly all (96%) voters who reported that they had a disability also indicated that they did not need any assistance or voting tools to cast their ballot. There are no significant differences among subgroups (Figure 9.2). Of those few who required assistance, the top two types of assistance that they required included assistance by poll staff and assistance in marking a ballot.<sup>33</sup>

**Figure 9.2: Proportion of Electors with a Disability Who did not Need Assistance to Cast Their Ballot**



Base: Electors with a disability.

The fourteen voters who required assistance from Elections Canada staff when voting were generally satisfied with the assistance they received.<sup>34</sup>

### 9.4 Satisfaction with Staff

Overall, the large majority (84%) of electors with a disability reported that Elections Canada staff were sensitive to their need when voting. There are no significant differences among subgroups. However,

<sup>31</sup> This question was asked only of electors with a disability who indicated that their disability was related to blindness or visual impairment, impaired co-ordination or dexterity, deaf or hard of hearing, impaired mobility, chronic pain, or any other condition they would consider a disability (aside from speech impairment, a developmental or intellectual disability, or an emotional/psychological/mental health condition).

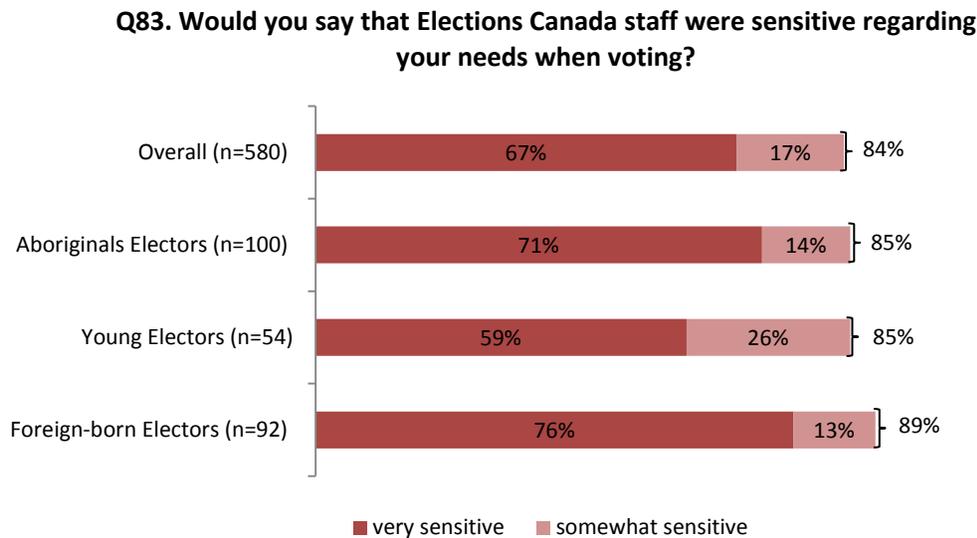
<sup>32</sup> This question was asked only of electors with a disability who indicated that their disability was related to blindness or visual impairment, impaired mobility, chronic pain, or any other condition they would consider a disability (aside from impaired co-ordination or dexterity, deaf or hard of hearing, speech impairment, a developmental or intellectual disability, or an emotional/psychological/mental health condition).

<sup>33</sup> Due to small sample size (n=14), percentages have been omitted.

<sup>34</sup> Due to small sample size (n=14), percentages have been omitted.

foreign-born electors with a disability appear to be more likely to think Elections Canada staff were sensitive to their needs when they voted (Figure 9.3). Two-thirds (67%) of electors indicated that they felt that Elections Canada staff were very sensitive regarding their needs when voting, with an additional seventeen percent (17%) indicating that they were somewhat sensitive to their needs. A small proportion of voters indicated that they felt that Elections Canada staff were not very sensitive (2%) or not at all sensitive (3%) regarding their needs when voting.

**Figure 9.3: Electors with a Disability’s Perception of Elections Canada Staff’s Sensitivity to their Voting Needs**



Base: Electors with a disability.

- Region:** Electors from Québec were less likely to say that Elections Canada staff were sensitive regarding their needs when voting (48%) than electors from the rest of Canada (70%). Overall, a smaller proportion of electors from Québec said that Election Canada staff were sensitive (75%) in comparison with the electors from other provinces (86%).



## 10. Identification at the Poll



Almost all voters found the identification requirements easy to meet, with the vast majority of voters using their driver's licence to meet their identification requirements. Attestation was used by only a handful of voters.

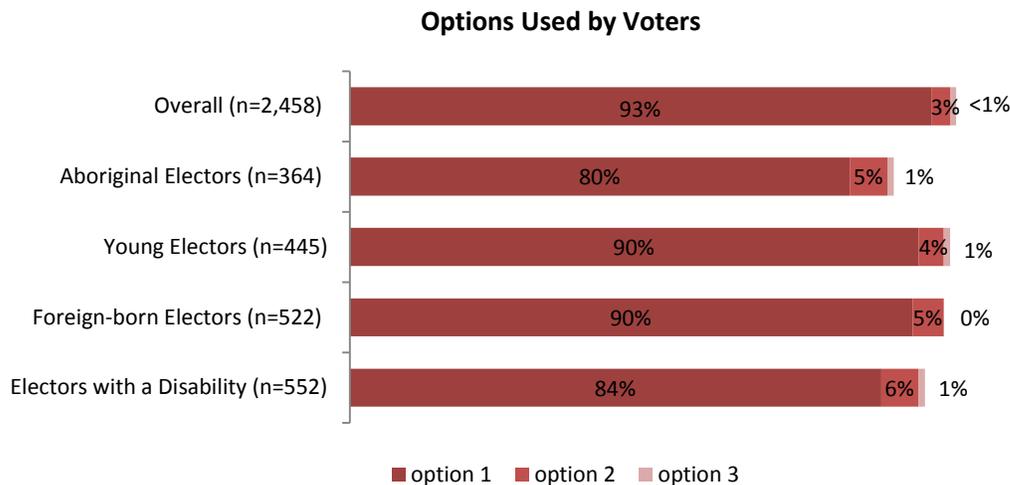
Virtually all voters (99%) had the required identification documents with them when they went to vote, a proportion essentially identical to both the 2008 (98%) and 2011 (99%) general elections.

Electors could prove their identity and address by using the following combinations of documents:

- **Option 1:** Use one document that is self-sufficient with name, address and photo (i.e., driver's licence, provincial ID card or service card from British Columbia).
- **Option 2:** One document that proves identity and one document that proves identity and address (health card of MB or YK, utility bill, bank statement, etc.), or two documents that prove identity and address.
- **Option 3:** Two documents that prove identity (health card, Canadian passport, birth certificate, etc.) and have someone else attest to their address.

Ninety-three percent (93%) of voters used option 1, and three percent (3%) used option 2 (Figure 10.1). Options 3 was rarely used; fewer than one percent of surveyed voters indicating that they relied on this option. According to the data collected, the remaining four percent (4%) of voters either didn't remember or mentioned an invalid combination of identification documents. Significant differences were observed for Aboriginal electors and electors with a disability.

**Figure 10.1: Identification Options Used by Voters**



Source: Survey of the 42<sup>nd</sup> General Election – Question 57.

Base: Voters who had the required identification documents when they voted.

- Aboriginal Electors:** Aboriginal voters were less prone to have chosen option 1 to prove their identity and address in order to vote (80%) than non-Aboriginal voters (93%). Aboriginal voters were more likely to use option 2 in order to vote than non-Aboriginal voters (5%, versus 3%).
- Electors with a Disability:** A smaller proportion (84%) of voters with a disability used a document from option 1 to vote than voters who did not have a disability (94%). Voters with a disability appear to be more likely to have used option 2 in order to vote than voters without disability (6%, versus 2%). (Results on identification options were not significant statistically.)
- Income:** Voters from lower-income households were less likely to say they chose option 1 to prove their identity and address in order to vote (83%) than voters from middle-income (95%) and higher-income households (97%). Voters from lower-income households were significantly more likely to mention opting for option 2 (8%) than voters from middle-income (2%) and higher-income households (1%).

Just over nine in ten (91%) used their driver's licence to meet the identification requirements. A provincial health card from a province that showed only the name on the card<sup>35</sup> was used by thirteen percent (13%) of respondents, while another one percent (1%) used a health card from Manitoba or Yukon as proof of identity and address (Table 10.1). Five percent (5%) of voters said that they used their

<sup>35</sup> These provinces are: Alberta, Prince Edward Island, New Brunswick, Nova Scotia, Nunavut, Ontario, Québec, Saskatchewan, Newfoundland, or the Northwest Territories.

Canadian passport as proof of identity, while three percent (3%) mentioned using their utility bill as proof of address. The birth certificate was cited as proof of identity by 2% of respondents.

While the VIC was not an acceptable proof of identity and residence, eleven percent (11%) indicated that they used their VIC.<sup>36</sup> However, of those most (90%) indicated having proven their identification using one of the three options.

These results are quite similar to what was observed in the 2011 elector survey, following the same order in terms of most-used documents to prove identity and address. The vast majority (90%) of electors said they use their driver's licence. The other types of documents mentioned in the 2011 survey were a health card (16%), the voter information card (14%), a Canadian passport (6%) or a utility bill (4%). When compared with the 2008 elector survey, the only significant difference is the proportion of electors who used the VIC (3%), which fell from third to fourth rank in most-used documents to prove identity and address.

**Table 10.1: Documentation Used to Prove Identity and Address**

Q57: What one or two documents did you use to prove your identity and address? Most-mentioned pieces of identification	Total (n=2,480)
Driver's licence	91%
Health card of AB, PE, NB, NS, NU, ON, QC, SK, NL or NT	13%
Voter information card (VIC)	11%
Canadian passport	5%
Utility bill	3%
Birth certificate	2%

Notes: 1) Answers with 1% or less were excluded from this table.

2) The VIC was not accepted as a piece of identification in 2015.

Base: Voters only.

The identification provided did differ significantly between socio-demographic groups:

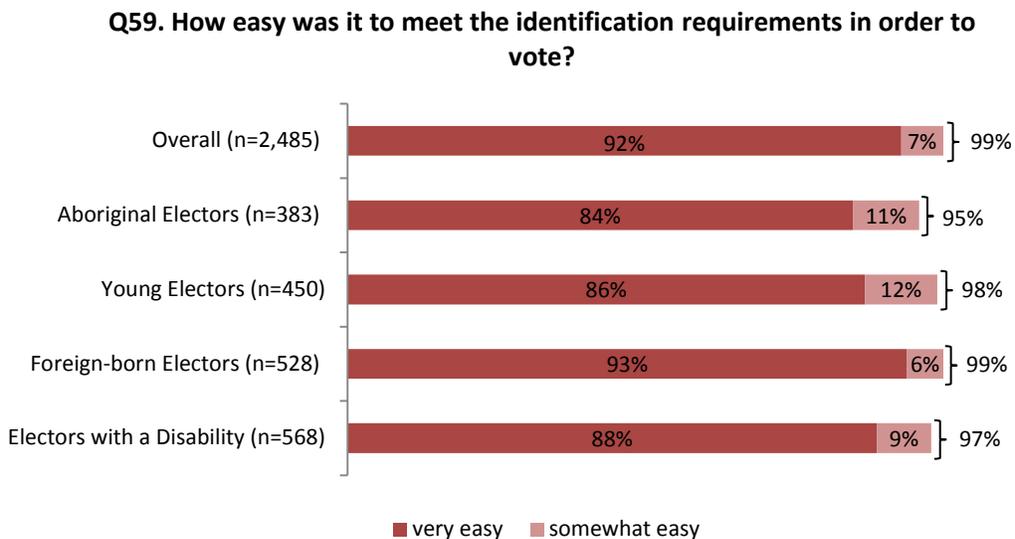
- **Aboriginal Electors:** Aboriginal electors were less likely than non-Aboriginal electors to use a driver's licence as identification to vote (75%, versus 91%). Fourteen percent (14%) of Aboriginal electors said that they used their Indian status card as proof of identity.
- **Electors with a Disability:** Electors with a disability were less likely than electors with no disability to use a driver's licence (79% versus 93%).

<sup>36</sup> For the 2011 general election, Elections Canada accepted in all electoral districts the voter information card (VIC) for identification purposes at polling sites serving seniors' residences, long-term care facilities, Aboriginal reserves and on-campus student residences. Changes brought by Bill C-23 prohibited the use of the VIC for identification purposes in 2015. The VIC was also not an accepted piece of identification in 2008.

- **Income:** Voters from higher- and medium-income households were more likely to use their driver’s licence as identification (96% and 94%, respectively) than voters from lower-income households (80%).
- **Region:** Voters from Québec were more likely to have used their health card (29%) than voters from the rest of Canada (8%).

Overall, almost all (99%) voters felt that meeting the identification requirements was a simple process, with ninety-two percent (92%) of respondents indicating that it was very easy and seven percent (7%) indicating that it was somewhat easy to meet the requirements.<sup>37</sup> There are no significant differences among subgroups (Figure 10.2). Compared with the 2011 and 2008 general elections, there is a decrease in the perception of the ease with which voters could meet the identification requirement (97% and 98%, respectively).

**Figure 10.2: Perceived Ease with Which Electors Were Able to Meet the Identification Requirements**



Base: Voters only.

- **Region:** Voters living in the Territories were significantly less likely to say that meeting the identification requirement was very easy (76%) than in other provinces (92%). Nevertheless, there was not a definite difference between voters from the Territories and those from other provinces when the proportion of voters who thought it was very and somewhat easy to meet the identification requirement were combined (95%, versus 99% for the other provinces).

<sup>37</sup> The order in which this question was asked varied, with half of respondents being asked about the difficulty of meeting identification requirements prior to being asked about the specific identification used, and half being asked after the question about the specific identification used. No difference was found based on when respondents were asked this question.

# 11. Trust in the Accuracy of the Election Results



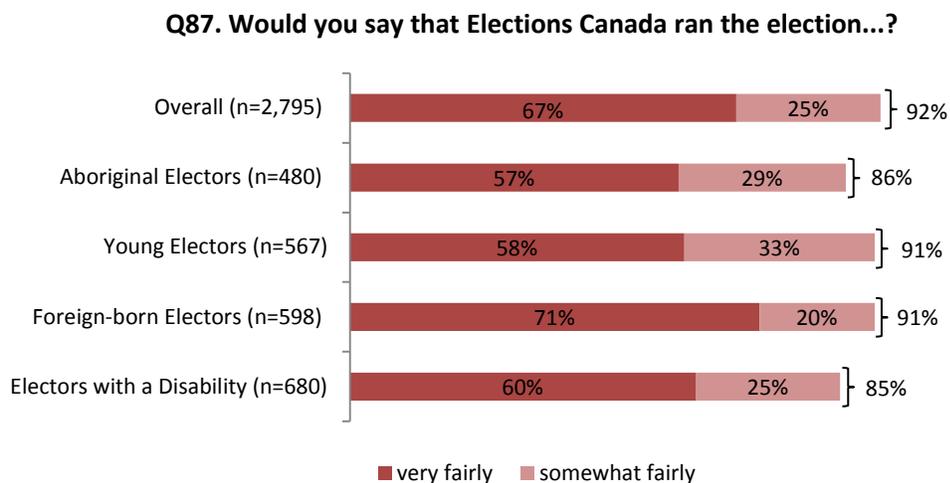
Generally, electors felt that the election was run in a fair manner by Elections Canada, and they had a high degree of trust in the accuracy of the results in their riding.

## 11.1 Fairness of the Election

Generally, most (92%) respondents felt that Elections Canada ran the election fairly, with just over two-thirds (67%) indicating that they felt it was run very fairly, and an additional quarter (25%) stating that they felt it was run somewhat fairly. Aboriginal electors and younger adults were less likely to say that the election was run fairly by Elections Canada (Figure 11.1). Only two percent (2%) of electors said that the election was run somewhat unfairly, and one percent (1%) felt it was run very unfairly. A small proportion of electors (5%) was unsure or did not venture an opinion.

These results are quite similar to what was observed in the 2011 general election, with sixty-five percent (65%) of electors answering that they felt that the election was run very fairly, twenty-five percent (25%) somewhat fairly, two percent (2%) somewhat unfairly, and one percent (1%) very unfairly.

**Figure 11.1: Electors' Perception of the Fairness with which Elections Canada Ran the Election**



Base: Voters only.

- Aboriginal Electors:** There was little to no difference in the perception that the general election was conducted by Elections Canada in a fair manner among Aboriginal electors between 2011

and 2015 (84% and 86%, respectively). Aboriginal electors were less inclined to say that Elections Canada ran the election very fairly (57%) compared with non-Aboriginal electors (68%).

- **Age:** Young adults (aged 18 to 34) were also less likely to say that Elections Canada ran the election very fairly compared with adults aged 35 or older (58% to 70%). However, young adults were more likely to say that Elections Canada ran the election somewhat fairly compared with older electors (33% to 21%).
- **Income:** The majority of respondents in all income brackets indicated they felt the election was run fairly; however middle- (\$40k–\$80k) and higher-income (>\$80k) respondents were more likely to answer very fairly (69% and 72%, respectively) than lower-income (<\$40k) respondents (59%).
- **Voting Behaviour:** Respondents who voted were also more inclined than non-voters to say that the election was run very fairly (70%, versus 36%). One-fifth of non-voters (20%) answered that they did not know whether Elections Canada ran the election fairly.

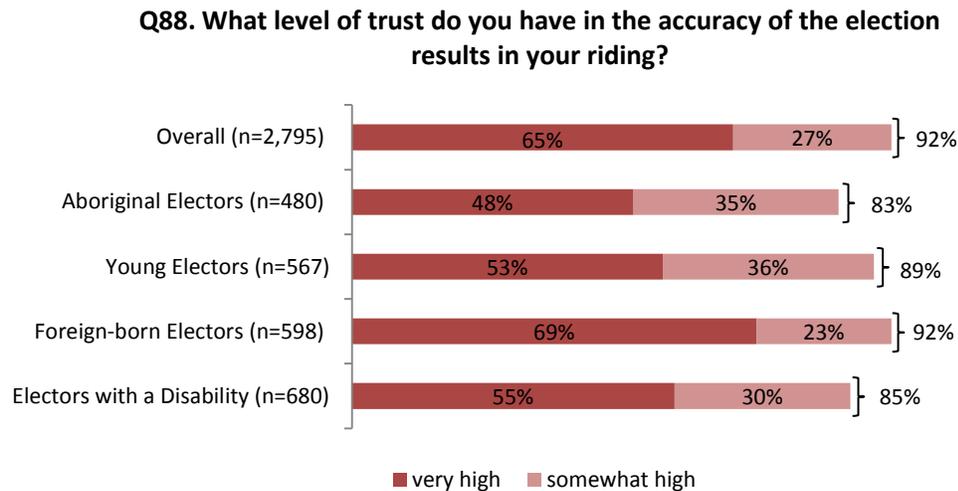
## 11.2 Accuracy of Results in Ridings

For the results within their ridings, most (92%) respondents also had a high level of trust in the accuracy of the results, with just under two-thirds (65%) stating that they had a very high level of trust in the results, and just over a quarter (27%) stating that they had a somewhat high level of trust (Figure 11.2). The proportion of electors who reported a low level of trust in the accuracy of the election results was modest, with three percent (3%) having a somewhat low and two percent (2%) very low level of trust in the accuracy of the election. Aboriginal electors, younger adults and electors with a disability were less likely to trust the accuracy of results in their ridings.

The overall level of trust in the accuracy of the election result is higher than what was observed in the 2011 general election. In 2011, fifty-seven percent (57%) said that their level of trust was very high and thirty percent (30%) somewhat high. At the opposite, five percent (5%) said that their level of trust was somewhat low and two percent (2%) very low.<sup>38</sup>

<sup>38</sup> An indicator about trust in the election was also added in the 2011 survey of electors.

Figure 11.2: Trust in the Accuracy of the Election Results



Base: All voters.

- Aboriginal Electors:** The likelihood of trusting the accuracy of election results among Aboriginal electors improved from the 2011 election. In 2011, sixty-six percent (66%) of Aboriginal electors expressed trust in the accuracy of election results. The proportion of Aboriginal electors who trust the accuracy of election results increased to eighty-three percent (83%) in 2015. Aboriginal electors were significantly less likely to report having very high level of trust (48%) compared with non-Aboriginal electors (67%).
- Age:** While the majority of electors have trust in the accuracy of the election results, young adults (aged 18 to 34) were less likely to report having very high trust (53%, compared with 68% for adults aged 35 or older).
- Electors with a Disability:** Electors with a disability were also less likely to say that they have a very high level of trust in the accuracy of election result (55%) compared with electors without any disability (68%).
- Income:** Household income was also correlated with the level of trust in the election result. Electors from lower-income (<\$40k) households were less likely to say that their level of trust is very high (53%) compared with electors from medium-income (\$40k–\$80k) households (66%) and higher-income (>\$80k) households (74%).
- Region:** A higher proportion of electors living in Québec (57%) were less inclined to have a very high level of trust in the accuracy of the election results compared with electors in the rest of Canada (67%). Conversely, electors from the rest of Canada were less likely to say that they have a somewhat high level of trust in the accuracy of the election results (25%) when compared with Québec (35%). Therefore, the overall level of trust in the accuracy of the election results between Québec and the rest of Canada is not different (92% for both). The same can be said about electors living in the Territories, who were less likely to report having a very high level of trust in the accuracy of the election result (50%) when compared with other provinces (65%). There was not a sharp difference in the overall level of trust in the accuracy of the election

between electors living in the Territories and those living in other provinces (88% and 92%, respectively).

- **Voting Behaviour:** Voters were more likely to say that they have very high levels of trust in the accuracy of the election results (69%) than non-voters (33%).

## **APPENDIX A: Questionnaire**

## INTRODUCTION

Good afternoon/evening. My name is ... and I am calling on behalf of Elections Canada from Malatest & Associates, a public opinion research company. Today we are conducting a study on the services Elections Canada provides. Please be assured that we are not selling or soliciting anything.

I would like to speak to the youngest person in your household who was at least 18 years of age on October 19th, 2015, and is a Canadian citizen. Would that be you?

**IF NO – ASK FOR THIS PERSON AND REPEAT INTRO**

**IF YES – *Would you like to complete the survey with me now? It should take no more than 20 minutes to complete.***

[IF ASKED ABOUT LENGTH]: The survey will take about 20 minutes to complete.

[IF ASKED ABOUT PURPOSE]: The purpose of the study is to measure public attitudes and knowledge about Elections Canada's services, as well as to obtain electors' opinions about their experiences during the last federal election.

[IF ASKED ABOUT ELIGIBILITY]: An elector is anyone who is eligible to vote in a Canadian federal election, that is a person who is a Canadian citizen and 18 years old on polling day.

[IF ASKED NATIONAL SURVEY REGISTRATION SYSTEM]: The registration system has been created by the Canadian survey research industry to allow the public to verify that a survey is legitimate, get information about the survey industry or register a complaint. The registration system toll-free telephone number is 1-888-602-6742 ext. 8728.

[IF ASKED ABOUT THE NATIONAL DO NOT CALL LIST]: Calls made for the purpose of market research, polls or surveys are not considered telemarketing calls. Organizations making these types of calls are not required to register with the National Do Not Call List. The National Do Not Call List toll-free telephone number is 1-866-580-3625.

[IF ASKED ABOUT ELECTIONS CANADA]: You may contact Elections Canada by phone. The toll-free telephone number for Elections Canada is 1-800-463-6868. Their hours of operation are Monday to Friday, from 9:00 a.m. to 5:00 p.m. (Eastern Time).

**IF PERSON SELECTED IS NOT AVAILABLE, ARRANGE FOR CALL-BACK.**

**IF PERSON SELECTED IS NOT AVAILABLE OVER INTERVIEW PERIOD, ASK FOR ANOTHER PERSON 18 YEARS OF AGE OR OLDER AND REPEAT INTRO.**

**IF IN DOUBT, CONFIRM WHETHER RESPONDENT WOULD LIKE TO BE INTERVIEWED IN ENGLISH OR FRENCH.**

## READ TO ALL:

- **Yes I would like to complete the survey – “READ: Thank you. Please remember there are no right or wrong answers to our questions. Responses are used only for statistical purposes. All information collected through the survey will be held in strict confidence and is subject to the *Personal Information Protection and Electronic Documents Act* regarding access to and the protection of personal information. Please note that this call may be recorded for training purposes.”**
- **No – arrange for call-back**

## SCREENING QUESTIONS

**SCR1.** May I confirm that you are a Canadian citizen?

IF NO: This survey must be completed by Canadian citizens. Would there be someone in your household who is a Canadian citizen? IF YES ASK TO SPEAK TO THAT PERSON.

01 Yes

02 No (End of questionnaire; code as non-qualifier)

**SCR2.** May I confirm that you were at least 18 years old on October 19, 2015?

IF NO: This survey must be completed by Canadian citizens who were at least 18 years old on October 19th, 2015. Would there be someone in your household who was at least 18 years old on October 19th, 2015? IF YES ASK TO SPEAK TO THAT PERSON.

01 Yes

02 No (End of questionnaire; code as non-qualifier)

**SCR3. In what year were you born?**

01 [Open-ended reply; must enter four-digit year]

99 Refusal (End of questionnaire; code as non-qualifier)

IF SCR3= 1997 OR LATER, ASK Y1

Y1. You mentioned that you were born in [SCR3]. In order for us to determine when you became eligible to vote, we would like to know your date of birth

IF ASKED WHY: “This is to verify when you became eligible to vote”

RECORD THE TWO ANSWERS

Y1A \_\_\_\_ <MONTH 01 TO 12>

98 Don't know (End of questionnaire; code as non-qualifier)

99 Refusal (End of questionnaire; code as non-qualifier)

Y1B \_\_\_\_ <DAY 01 TO 31>

98 Don't know (End of questionnaire; code as non-qualifier)

99 Refusal (End of questionnaire; code as non-qualifier)

Notes for programming:

IF < 18 YEARS on October 19, 2015 - End survey; code as non-qualifier

SCR3B. Unfortunately you do not qualify for the survey at this time. Thank you for your time.

01 End Survey, Code as Non-Qualifier

IF > 18 YEARS on October 19, 2015, continue survey.

IF SCR=1980, ASK Y2

Y2. You mentioned you were born in [SCR3]. In order for us to determine whether you fall into our youth category, we would like to know your date of birth."IF ASK WHY: "We are studying for differences between youth electors (those aged 18-34) and the rest of the electorate."

RECORD THE TWO ANSWERS

Y2A \_\_\_\_ <MONTH 01 TO 12>

98 Don't know

99 Refusal

Y2B \_\_\_\_ <DAY 01 TO 31>

98 Don't know

99 Refusal

Notes for programming:

IF > 18 YEARS on October 19, 2015 and < 35 years on October 19, 2015, code YOUTH=01 ("Aged 18-34").

IF ≥ 35 YEARS on October 19, 2015, code YOUTH=02 ("25 and older").

IF respondent refuses to provide date of birth for Y2, code YOUTH=99 ("Refusal").

\*Note for programming: We are going to apply a consistent set of screening rules for both oversample batches. If batch=3 or 4, respondent must either be Aboriginal, youth, or foreign-born. We are taking this approach to maximize completions from the oversample.\*

-IF BATCH=03 (Aboriginal oversample) or BATCH=04 (Foreign-born oversample), ASK:

**SCR4.** Were you born in Canada or another country?"

NOTE: IF THEY REFUSE, CODE CASE AS NON-QUALIFIER

01 Born in another country

02 Born in Canada

99 Refusal

Note for programming: IF SCR4=01, code FOREIGN\_BORN=01 ("Born outside of Canada"). IF SCR4=02, code FOREIGN\_BORN=02 ("Born in Canada"). IF SCR4=99, code FOREIGN\_BORN=99 ("Refusal").

## Section 1: General

1. Just to confirm, based on your citizenship and age, you were eligible to vote in Canadian elections as of October 19, 2015.

DO NOT READ

- 01 Yes
- 02 No (End questionnaire; code as non-qualifier)

2. In which province or territory do you reside?

DO NOT READ; SINGLE MENTION ONLY.

- 01 Alberta
- 02 British Columbia
- 03 Manitoba
- 04 New Brunswick
- 05 Newfoundland and Labrador
- 06 Northwest Territories
- 07 Nova Scotia
- 08 Nunavut
- 09 Ontario
- 10 Prince Edward Island
- 11 Québec
- 12 Saskatchewan
- 13 Yukon
- 14 Outside of Canada

3. Would you identify yourself as Aboriginal, that is, are you of First Nations, Inuit, or Métis descent?

DO NOT READ – CODE ONE ONLY

- 01 No GO TO Q6
- 02 First Nation
- 03 Métis
- 04 Inuit
- 98 Don't know GO TO Q6
- 99 Refusal GO TO Q6

Note for programming: if any of Q3 options 02 through 04 are selected, code case as ABORIGINAL=01 (“First Nation, Métis, or Inuit”). OTHERWISE, ABORIGINAL=02 (“Non-Aboriginal”).

IF (BATCH=03 OR BATCH=04) and [(YOUTH=02 OR 99) and/or (FOREIGN\_BORN=02 OR 99) and/or (ABORIGINAL=02)], read 3b and code as non-qualifier.

3b. Based on demographic criteria, unfortunately you do not qualify for the survey at this time. Thank you for your time.”

[IF ASKED WHY, READ: “Elections Canada has set completion targets for electors between the ages of 18-34, who identify as Aboriginal, or were born in another country. If anyone else in your household matches at least one of those criteria we could complete the survey with them. If not, we thank you for your time and understanding.”]

01 End survey, code as **“Special code: Oversample non-qualifier”**

ASK IF Q3 = 02

4. Is your primary residence located on a reserve?

DO NOT READ

- 01 Yes
- 02 No GO TO Q6
- 98 Don’t know GO TO Q6
- 99 Refusal GO TO Q6

Note for programming: IF Q4=01, code RESERVE=01 (“Living on-reserve”). Otherwise, code RESERVE=02 (“Living off-reserve”).

ASK IF Q4 = 01

5. Was there a polling station on your reserve?

DO NOT READ

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

6. Elections Canada is committed to accommodating the needs of Canadians. For the purposes of this survey only, would you please tell me whether you have any of the following conditions?

[IF ASKED WHY WE ARE INTERESTED: Elections Canada has an accessibility policy and service offering for people with disabilities to make voting accessible to these electors. If you have any of these conditions, we will ask you a few questions about these services later in the survey. Your answers will help Elections Canada do its best job.]

READ LIST; SELECT ALL THAT APPLY. (MULTIPLE MENTIONS)

- 01 Blind or visual impairment
  - 02 Impaired co-ordination or dexterity
  - 03 Deaf or hard of hearing
  - 04 Impaired mobility
  - 05 Speech impairment
  - 06 Developmental or intellectual disability
  - 07 Emotional/psychological/mental health condition
  - 08 Chronic pain
  - 96 Any other condition you would consider a disability (Please specify) [Open-ended reply]
  - 97 No disability
- DO NOT READ
- 98 Don't know
  - 99 Refusal

Note for programming: if any of Q6 options 01 through 08 or 96 are selected, code case as DISABILITY=01 ("Person with disability"). Q6=97, 98, or 99, DISABILITY=02 ("Person without disability").

## Section 2: Awareness of Election

(All respondents)

7. Did you know that a federal election took place on October 19th, 2015?

DO NOT READ

- 01 Yes
- 02 No GO TO Q9
- 98 Don't know GO TO Q9
- 99 Refusal GO TO Q9

Programming: If Q7=01, AWARENESS=01 ("Aware"); else, AWARENESS=02 ("Unaware").

ASK IF Q7 = 01

8. From what sources do you recall hearing about the election?

– DO NOT READ LIST. SELECT ALL THAT APPLY (MULTIPLE MENTIONS). IF RESPONDENT SAYS "INTERNET," PROBE FOR SPECIFIC WEBSITES OR SOCIAL MEDIA.

- 01 EC householder – brochure / leaflet (received in the mail)
- 02 Voter information card (addressed to the elector)
- 03 Radio
- 04 Television
- 05 Newspaper
- 06 Elections Canada website
- 07 Word of mouth (friends, relatives, colleagues)
- 08 Facebook
- 09 Twitter
- 10 YouTube
- 11 Other social media (other than Facebook, Twitter, YouTube)
- 12 Other internet website (other than Elections Canada website)
- 13 From candidates and political parties
- 97 Other source, please specify
- 98 Don't know
- 99 Refusal

9. In general, would you say you are very interested in politics, somewhat interested, not very interested, or not at all interested?

- 01 Very interested
  - 02 Somewhat interested
  - 03 Not very interested
  - 04 Not at all interested
- DO NOT READ
- 98 Don't know
  - 99 Refusal

10. Did you vote in the previous federal general election in 2011?  
DO NOT READ – PROBE IF NEEDED “It was held on May 2nd, 2011”

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

### Section 3: Knowledge of Registration Requirements, Voting and Voter Identification

(All respondents)

*Now, I would like to ask you a few questions about voting in the election...*

11. To the best of your knowledge, do voters need to be registered in order to vote in a Canadian federal election?

IF ASKED: This means to have their name on the lists of electors.

DO NOT READ

- 01 Yes
- 02 No
- 97 Don't know GO TO Q13
- 98 Refusal GO TO Q13

12. From what sources do you recall hearing about whether or not electors need to be registered to vote??

DO NOT READ LIST. SELECT ALL THAT APPLY (MULTIPLE MENTIONS). IF RESPONDENT SAYS "INTERNET," PROBE FOR SPECIFIC WEBSITES OR SOCIAL MEDIA.

- 01 EC householder – brochure / leaflet (received in the mail)
- 02 Voter information card (addressed to the elector)
- 03 Radio
- 04 Television
- 05 Newspaper
- 06 Elections Canada website
- 07 Word of mouth (friends, relatives, colleagues)
- 08 Facebook
- 09 Twitter
- 10 YouTube
- 11 Other social media (other than Facebook, Twitter, YouTube)
- 12 Other Internet website (other than Elections Canada website)
- 13 From candidates and political parties
- 14 I knew this from my past experience
- 15 When I voted
- 97 Other source, please specify
- 98 Don't know
- 99 Refusal

13. To the best of your knowledge, could electors use an Online Voter Registration Service on Elections Canada's website to check, update or complete their voter registration during the last election? DO NOT READ

- 01 Yes
- 02 No

- 98 Don't know
- 99 Refusal

ASK IF Q13=01

13A. From what sources do you recall hearing about it?

DO NOT READ. SELECT ALL THAT APPLY (MULTIPLE MENTIONS). IF RESPONDENT SAYS "INTERNET," PROBE FOR SPECIFIC WEBSITES OR SOCIAL MEDIA.

- 01 EC householder – brochure / leaflet (received in the mail)
- 02 Voter information card (addressed to the elector)
- 03 Radio
- 04 Television
- 05 Newspaper
- 06 Elections Canada website
- 07 Word of mouth (friends, relatives, colleagues)
- 08 Facebook
- 09 Twitter
- 10 YouTube
- 11 Other social media (other than Facebook, Twitter, YouTube)
- 12 Other Internet website (other than Elections Canada website)
- 13 From candidates and political parties
- 97 Other source, please specify
- 98 Don't know
- 99 Refusal

14. To the best of your knowledge, what are the current ways that electors can vote in a federal election?

DO NOT READ – SELECT ALL THAT APPLY (MULTIPLE MENTIONS).

[IF RESPONDENT SIMPLY SAYS "POLLING STATION," PROBE "Could you please be more specific?" Avoid suggesting answers which would give away the list.]

DO NOT READ: IF RESPONDENT SAYS PRIOR ELECTION DAY, ASK FOR CLARIFICATION  
AS 02, 03 and 04 CAN BE PRIOR TO ELECTION DAY

- 01 In person at a polling station on election day
- 02 At an advance polling station
- 03 By mail (either within Canada or outside Canada)
- 04 At a local Elections Canada office
- 05 At home
- 97 Other, please specify
- 98 Don't know
- 99 Refusal

ASK IF Q14 = 01, 02, 03, 04

15. From what sources do you recall hearing about the different ways to vote?

DO NOT READ. SELECT ALL THAT APPLY (MULTIPLE MENTIONS). IF RESPONDENT SAYS "INTERNET," PROBE FOR SPECIFIC WEBSITES OR SOCIAL MEDIA.

- 01 EC householder – brochure / leaflet (received in the mail)
- 02 Voter information card (addressed to the elector)
- 03 Radio
- 04 Television
- 05 Newspaper
- 06 Elections Canada website
- 07 Word of mouth (friends, relatives, colleagues)
- 08 Facebook
- 09 Twitter
- 10 YouTube
- 11 Other social media (other than Facebook, Twitter, YouTube)
- 12 Other Internet website (other than Elections Canada website)
- 13 From candidates and political parties
- 14 I knew this from my past experience
- 15 When I voted
- 97 Other source, please specify
- 98 Don't know
- 99 Refusal

16. To the best of your knowledge, do voters have to present proof of IDENTITY in order to vote in a Canadian federal election?

DO NOT READ

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

17. To the best of your knowledge, do voters have to present proof of ADDRESS in order to vote in a Canadian federal election?

DO NOT READ

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

ASK Q18 IF EITHER Q16=01 AND/OR Q17=01.

18. From what sources do you recall hearing about this?

DO NOT READ. SELECT ALL THAT APPLY (MULTIPLE MENTIONS). IF RESPONDENT SAYS "INTERNET," PROBE FOR SPECIFIC WEBSITES OR SOCIAL MEDIA.

- 01 EC householder – brochure / leaflet (received in the mail)
- 02 Voter information card (addressed to the elector)
- 03 Radio
- 04 Television
- 05 Newspaper
- 06 Elections Canada website
- 07 Word of mouth (friends, relatives, colleagues)
- 08 Facebook
- 09 Twitter
- 10 YouTube
- 11 Other social media (other than Facebook, Twitter, YouTube)
- 12 Other Internet website (other than Elections Canada website)
- 13 From candidates and political parties
- 14 I knew this from my past experience
- 97 Other source, please specify
- 98 Don't know
- 99 Refusal

19. Overall, how well informed do you feel you were about how, when and where to vote? Would you say...?

READ SCALE

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

DO NOT READ

- 98 Don't know
- 99 Refusal

## Section 4: EC Communications about How, When and Where to Vote (All respondents)

20. [IF AWARENESS=02, ADD THIS PRE-TEXT: “The last federal election was held on October 19, 2015. The election period ran from August 2 until October 19.”] During the election period, did you see, hear or read any advertising or communications about how, when and where to vote in the Canadian federal election on October 19th?

DO NOT READ

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

ASK IF Q20 = 01

21. And where did you see, hear or read about it?

DO NOT READ. SELECT ALL THAT APPLY (MULTIPLE MENTIONS). IF RESPONDENT SAYS “INTERNET,” PROBE FOR SPECIFIC WEBSITES OR SOCIAL MEDIA.

- 01 EC householder – brochure / leaflet (received in the mail)
- 02 Voter information card (addressed to the elector)
- 03 Radio
- 04 Television
- 05 Newspaper
- 06 Elections Canada website
- 07 Word of mouth (friends, relatives, colleagues)
- 08 Facebook
- 09 Twitter
- 10 YouTube
- 11 Other social media (other than Facebook, Twitter, YouTube)
- 12 Other Internet website (other than Elections Canada website)
- 13 From candidates and political parties
- 97 Other source, please specify
- 98 Don't know
- 99 Refusal

PROGRAMMING NOTE: IF AWARENESS=02, SKIP TO SECTION S (S1).

21B. During the campaign, do you recall receiving a reminder brochure from Elections Canada by mail?

DO NOT READ

IF ASKED: The reminder brochure is sent to each household.

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

22. Did you contact Elections Canada during the campaign?

DO NOT READ

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

ASK IF Q22 = 01

23. Overall, how satisfied were you with the information provided when you contacted Elections Canada? Would you say...?

READ SCALE

- 01 Very satisfied
  - 02 Somewhat satisfied
  - 03 Not very satisfied
  - 04 Not at all satisfied
- DO NOT READ
- 98 Don't know
  - 99 Refusal

24. Did you visit Elections Canada's website during the campaign?

DO NOT READ

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

ASK IF Q24= 01

25. Overall, how satisfied were you with the information on Elections Canada's website? Would you say...?

READ SCALE

- 01 Very satisfied
  - 02 Somewhat satisfied
  - 03 Not very satisfied
  - 04 Not at all satisfied
- DO NOT READ
- 98 Don't know
  - 99 Refusal

Programming note: There is no Question 26.

26. SKIP TO Q27

## Section 5: Registration and Voter Information Card (VIC)

(Respondents aware of election)

27. What did you do to find out whether you were registered to vote in this election? DO NOT READ – CODE UP TO 3 ANSWERS

SURVEYORS: IF RESPONDENT SAYS THEY WENT ONLINE / CHECKED WEBSITE, CODE 04, AND ALSO PROBE FOR USE OF ONLINE VOTER REGISTRATION SERVICE (CODE 05).

- 01 Did nothing
- 02 Found out at polling station/local Elections Canada office
- 03 Called 1-800 number of Elections Canada
- 04 Consulted Elections Canada's website
- 05 Used Online Voter Registration Service on Elections Canada's website
- 06 Learned from revising agent who was at my home
- 07 Learned from my voter information card
- 97 Other (SPECIFY)
- 98 Don't know
- 99 Refusal

ASK IF Q27=05

28. You said that you used the Online Voter Registration Service during the last election to check if you were registered. Can you tell me exactly what you did?

DO NOT READ. CODE MULTIPLE RESPONSES

- 01 Checked that my name and address were correctly written on the voters list
- 02 Corrected my name on the voters list
- 03 Updated my address on the voters list
- 04 Completed my registration
- 05 Completed my registration and printed my registration certificate
- 97 Other, please specify
- 98 Don't know
- 99 Refusal

29. During the campaign, did you receive a voter information card addressed to you personally telling you where and when to vote?

DO NOT READ

- 01 Yes
- 02 No GO TO Q34
- 98 Don't know GO TO Q34
- 99 Refusal GO TO Q34

30. Was your NAME correct on the card you received?

DO NOT READ

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

31. And was your ADDRESS correct on the card?

DO NOT READ

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

ASK IF Q30=02 AND/OR Q31=02

32. Did you do anything to make corrections to incorrect information on the card you received?

DO NOT READ

- 01 Yes
- 02 No GO TO Q34
- 98 Don't know GO TO Q34
- 99 Refusal GO TO Q34

33. What did you do, precisely? Did you...?

READ; ALLOW MULTIPLE RESPONSES

- 01 Call the phone number indicated on the voter information card
- 02 Call Elections Canada's 1-800 number
- 03 Use the Online Voter Registration Service on Elections Canada's website
- 04 Inform the revising agent who was at your home
- 05 Make the correction at the poll when you went to vote
- 06 Contact the local Elections Canada office

DO NOT READ

- 97 Other, please specify
- 98 Don't know
- 99 Refusal

DO NOT ASK IF Q28=04 OR 05, OR IF Q29=01

(ANALYSIS NOTE, IMPUTE RESPONSES FOR THOSE AWARE BY SKIPPED)

34. Did you have to register during the election in order to vote?

DO NOT READ

- 01 Yes, I did
- 02 No GO TO Q38
- 98 Don't know GO TO Q38
- 99 Refusal GO TO Q38

ASK IF Q34=01

35. What did you do, precisely? Did you...?

READ

- 01 Register on polling day
- 02 Register on an advance polling day
- 03 Register through the revising agent who was at your home
- 04 Register through the Online Voter Registration Service on Elections Canada's website

DO NOT READ

- 97 Other, please specify
- 98 Don't know GO TO Q38
- 99 Refusal GO TO Q38

ASK IF Q28=04 OR 05 OR Q34=01.

36. Overall, how satisfied were you with the way you registered? Would you say...?

READ SCALE

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

DO NOT READ

- 98 Don't know
- 99 Refusal

Programming note: There is no Question 37.

Q37 = GO TO Q38

## Section 6: Voting

38. Many people don't or can't vote for a variety of reasons. Did you vote in the October 19 federal election?

DO NOT READ

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

ASK IF Q38 = 02

39. What is the main reason you did not vote?

DO NOT READ – CODE 1 ANSWER

- 01 Not interested in politics
- 02 Lack of information about campaign issues and parties' positions
- 03 Didn't like candidates, party leaders, or campaign issues
- 04 Felt voting would not make a difference
- 05 Not on voters list / Registration problems
- 06 Lack of information about the voting process (e.g. when/where to vote)
- 07 Transportation problems / Polling station too far from home
- 08 Problems physically accessing the polling station/building
- 09 Problems with ID requirements (i.e. missing ID to prove IDENTITY when voting)
- 10 Problems with ID requirements (i.e. missing ID to prove ADDRESS when voting)
- 11 Problems with ID requirements (i.e. missing ID to prove IDENTITY when registering)
- 12 Problems with ID requirements (i.e. missing ID to prove ADDRESS when registering)
- 13 Lines were too long
- 14 Own illness or disability
- 15 Out of town or away from home
- 16 Too busy / Family obligations / Conflicting work or other schedule
- 17 Forgot to vote
- 18 Religious beliefs
- 19 Weather conditions
- 97 Other – Specify:
- 98 Don't know
- 99 Refusal

ASK IF Q38=01

40. Which method did you use to vote? Was it...?

READ IN ORDER – CODE ONE ANSWER ONLY

01 At the polling station on election day, October 19

02 At the advance polling station (or advance polls) on October 9, 10, 11 or 12

03 At a local Elections Canada office

04 By mail

IF [DISABILITY=01] READ

05 At home

DO NOT READ

97 Other (PROBE/SPECIFY: \_\_\_\_\_).

98 Don't know

99 Refusal

ASK IF Q38=01

41. Overall, how convenient was it to vote? Would you say that it was...?

READ SCALE

01 Very convenient

02 Somewhat convenient

03 Not very convenient

04 Not at all convenient

DO NOT READ

98 Don't know

99 Refusal

IF Q40=04 (VOTE BY MAIL) OR 05 (VOTE AT HOME), ASK Q41A.

Q41A. Overall, how easy was it to meet the identification requirements? Would you say that it was...?

READ SCALE. NOTE: THIS QUESTION REFERS TO RESPONDENT'S OWN EXPERIENCE

01 Very easy

02 Somewhat easy

03 Somewhat difficult

04 Very difficult

DO NOT READ

98 Don't know

99 Refusal

Programming note: Skip patterns based on voting (q38), mode of vote (Q40) and disability status (DISABILITY).

\*Voted at a polling place, either on election day, advance poll, or EC office, continue to next question:  
IF Q38 = 01 AND Q40=01, 02, OR 03, PROCEED TO SECTION 7 (Q42).

\*Voted either at home, by mail, or another method, skip over 'getting to the poll' and 'identification' and proceed to the voting experience section.  
IF Q38 = 01 AND Q40=04, 05, 97, 98 OR 99 SKIP TO SECTION 9 (Q62).

\*Did not vote, or unsure/refused, but has a disability, skip to the accessibility section.  
IF Q38 = 02, 98, OR 99 AND DISABILITY =01, SKIP TO SECTION 10 (Q70).

\*Did not vote, or unsure/refused, and does not have a disability, skip to the final questions on fairness and accuracy.  
IF Q38 = 02, 98, or 99 AND DISABILTY = 02, SKIP TO Q87.

## Section 7: Getting to the Poll

(Respondents who say they voted)

PROGRAMMING NOTE FOR THIS SECTION: ASK ONLY IF Q40 = 01, 02, 03

42. Do you remember approximately what time it was when you went to vote?

READ ONLY IF NECESSARY; CODE ONLY ONE RESPONSE

- 01 Before 8 a.m.
- 02 Between 8 and 9 a.m.
- 03 Between 9 and 10 a.m.
- 04 Between 10 and 11 a.m.
- 05 Between 11 and noon
- 06 Between noon and 1 p.m.
- 07 Between 1 and 2 p.m.
- 08 Between 2 and 3 p.m.
- 09 Between 3 and 4 p.m.
- 10 Between 4 and 5 p.m.
- 11 Between 5 and 6 p.m.
- 12 Between 6 and 7 p.m.
- 13 Between 7 and 8 p.m.
- 14 Between 8 and 9 p.m.
- 15 After 9 p.m.
- 98 Don't know
- 99 Refusal

43. Was the (answer underlined at Q40: 01-polling station, 02-advance polling station or 03-local Elections Canada office) at a convenient distance from your home?)

DO NOT READ

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

44. Which means of transport did you use to go to vote?

DO NOT READ

- 01 Private vehicle
- 02 Taxi GO TO Q46
- 03 Public transportation GO TO Q46
- 04 I biked GO TO Q46
- 05 I walked GO TO Q46
- 97 Other, please specify GO TO Q46
- 98 Don't know
- 99 Refusal

ASK IF Q44 = 01;

45. Did you experience any problems finding a parking space?

DO NOT READ

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

46. Did you have any difficulty reaching the (answer underlined at Q40: 01-polling station, 02-advance polling station or 03-local Elections Canada office)?

DO NOT READ

- 01 Yes
- 02 No GO TO Q48
- 98 Don't know GO TO Q48
- 99 Refusal GO TO Q48

ASK IF Q46 = 01

47. Could you briefly describe the main difficulty in reaching the (answer underlined at Q40: 01-polling station, 02-advance polling station or 03-local Elections Canada office)?

DO NOT READ – ALLOW FOR MULTIPLE RESPONSES

- 01 Physical accessibility
- 02 Polling station address difficult to find
- 03 Room inside the building difficult to find
- 04 Wrong information on my voter information card
- 05 Imprecise signage (interior/exterior)
- 97 Other, please specify
- 98 Don't know
- 99 Refusal

48. From the street, how visible was the building where you voted? Would you say it was...?

READ SCALE

- 01 Very visible from the street
- 02 Somewhat visible from the street
- 03 Not very visible from the street
- 04 Not at all visible from the street

DO NOT READ

- 98 Don't know
- 99 Refusal

49. Would you say that the building where you voted was...?

READ SCALE

- 01 Very suitable GO TO Q51
  - 02 Somewhat suitable GO TO Q51
  - 03 Not very suitable
  - 04 Not suitable at all
- DO NOT READ
- 98 Don't know GO TO Q51
  - 99 Refusal GO TO Q51

ASK IF Q49 = 03 OR 04

50. Could you briefly describe what made the building not suitable?

DO NOT READ –ALLOW FOR MULTIPLE RESPONSES

- 01 Physical accessibility
- 02 Polling station address difficult to find
- 03 Room inside the building difficult to find
- 04 Wrong information on my voter information card
- 05 Imprecise signage (interior/exterior)
- 97 Other, please specify
- 98 Don't know
- 99 Refusal

51. Once inside, were there enough signs to help you find where to go for voting?

DO NOT READ

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

ASK IF Q29 = 01

52. Did you bring your voter information card with you to the (answer underlined at Q40: 01-polling station, 02-advance polling station or 03-local Elections Canada office)?

DO NOT READ

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

## Section 8: Voter Identification

PROGRAMMING NOTE FOR THIS SECTION: ASK ONLY IF Q40 = 01, 02, 03

Programming note: We are testing the effect of timing for the question, “Overall, how easy was it to meet the identification requirements?” This will be done by asking half of respondents the question at the start of this section (Q53), and half towards the end of this section (Q59). When we provide the sample, we shall have randomly assigned a value of 01 or 02 to a variable called ID\_FAIRNESS to determine this.

ASK Q53 ONLY IF ID\_FAIRNESS=01

53. Overall, how easy was it to meet the identification requirements to vote? Would you say that it was...?  
READ SCALE. NOTE: THIS QUESTION REFERS TO RESPONDENT'S OWN EXPERIENCE

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

DO NOT READ

- 98 Don't know
- 99 Refusal

54. Did you have the required identification documents with you, when you went to vote?  
DO NOT READ

- 01 Yes GO TO Q57
- 02 No
- 98 Don't know GO TO Q62
- 99 Refusal GO TO Q62

ASK IF Q54 = 02

55. Which pieces of identification or documentation were you missing?  
CODE ONLY ONE REPLY

- 01 Document with identity
- 02 Document with address
- 03 Had no identification pieces
- 98 Don't know GO TO Q62
- 99 Refusal GO TO Q62

ASK IF Q55= 01, 02, 03

56. What did you do about it?  
READ IF NECESSARY; SELECT ALL THAT APPLY.

- 01 Went to find missing document(s) with my identity and came back
- 02 Went to find missing document(s) with my address and came back
- 03 Had someone else attest to my address (Surveyor note: Only select this option if they had documents with their identity. Do not select if they had documents with their address).

- 97 Other [SPECIFY]
- 98 Don't know
- 99 Refusal

ASK Q57 IF Q54=01 OR Q56=01, 02 or 03

57. What one or two documents did you use to prove your identity and address?

**SURVEYOR NOTES:**

Electors can vote using the following combinations

- One document from **List A; Update Nov 18 - If a respondent says they used their drivers' licence do not probe for any other documents.**
- One document from **List B** and one document from **List C**;
- Two documents from **List C**, or,
- Two documents from **List B** and had someone else attest to their address

Of only one document is mentioned and that it is under List A DO NOT ask for a second document.

It is possible answers may not match those combinations. Use List D to capture invalid documents, including the voter information card, and any document not found in lists A, B or C. Use List E to capture don't know or refusal.

Note regarding option C20: The designated establishments are 1) Student residence; 2) Seniors' residence; 3) Long-term care facility; 4) Shelter; or, 5) Soup kitchen.

Note regarding D02: If you select the "Other" option (D02), you will be prompted to record that answer in a follow-up question (Q57D).

<b>List A: Documents that are sufficient by themselves (Accept only <u>one</u>)</b>	<b>List B: Proof of identity (Accept up to two if none from list C)</b>	<b>List C: Proof of identity <u>and</u> address (Accept <u>up to two</u> if none from list B)</b>	<b>List D: Invalid documents (Accept all that apply)</b>	<b>List E: Additional responses (Accept only <u>one</u>)</b>
A01 Driver's licence	B01 Health card of AB, PE, NB, NS, NU, ON, QC, SK, NL or NT	C01 Health card of MB or YK	D01 Voter information card (VIC)	E01 Don't know
A02 Provincial or territorial ID card	B02 Canadian passport	C02 Utility bill (electricity; water; telecommunications services including telephone, cable or satellite) C03 Bank statement	D02 Other (Record answer in Q57D).	E02 Refusal
A03 Service card from British Columbia	B03 Birth certificate  B04 Certificate of Canadian citizenship B05 Citizenship card B06 Social insurance number card	C04 Credit union statement  C05 Credit card statement C06 Personal cheque		

List A: Documents that are sufficient by themselves (Accept only <u>one</u> )	List B: Proof of identity (Accept up to two if none from list C)	List C: Proof of identity <u>and</u> address (Accept <u>up to two</u> if none from list B)	List D: Invalid documents (Accept all that apply)	List E: Additional responses (Accept only <u>one</u> )
	B07 Indian status card	C07 Government statement of benefits		
	B08 Band membership card	C08 Government cheque or cheque stub		
	B09 Métis card	C09 Pension plan statement		
	B10 Card issued by an Inuit local authority	C10 Residential lease or sub-lease		
	B11 Canadian Forces identity card	C11 Mortgage contract or statement		
	B12 Veterans Affairs health card	C12 Income tax statement		
	B13 Old age security card	C13 Property tax assessment or evaluation		
	B14 Hospital card	C14 Vehicle ownership		
	B15 Medical clinic card	C15 Insurance certificate, policy or statement		
	B16 Label on a prescription container	C16 Correspondence issued by a school, college, or university		
	B17 Identity bracelet issued by a hospital or long-term care facility	C17 Letter from a public curator, public guardian or public trustee		
	B18 Blood donor card	C18 Targeted revision form from Elections Canada to residents of long-term care facilities		
	B19 Canadian National Institute for the Blind (CNIB) card	C19 Letter of confirmation of residence from a First Nations band or reserve, or an Inuit local authority		
	B20 Credit card	C20 Letter of confirmation of residence, letter of stay, admission form or statement of benefits from a designated establishment		
	B21 Debit card			
	B22 Employee card			
	B23 Student identity card			
	B24 Public transportation card			
	B25 Library card			
	B26 Liquor identity card			
	B27 Parolee card			
	B28 Firearms licence			

List A: Documents that are sufficient by themselves (Accept only <u>one</u> )	List B: Proof of identity (Accept up to two if none from list C)	List C: Proof of identity <u>and</u> address (Accept <u>up to two if none from list B</u> )	List D: Invalid documents (Accept all that apply)	List E: Additional responses (Accept only <u>one</u> )
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B29 Licence or card issued for fishing, trapping or hunting

Programming note: If E01 (Don't know) or E02 (Refuse to answer) were selected, do not ask any of the Q57 follow-up questions.

Q57 follow-up questions (Q57A through Q57F)

Ask Q57A if respondent only provided a List B answer (excluding B08, B09, or B10) but no List C answers.

57A. You mentioned a document you used to prove your identity. Did you also use any other document to prove your identity or your address?

DO NOT READ

- 01 [Open-ended reply]
- 02 Did not use any other document
- 98 Don't know
- 99 Refusal

Ask Q57B if respondent provided only one List C answer and no List B answers.

57B. You mentioned one document you used to prove your identity and address. Did you also use a second document to prove your identity or your address?

DO NOT READ

- 01 [Open-ended reply]
- 02 Did not use any other document
- 98 Don't know
- 99 Refusal

Ask Q57C if only D01 (Voter information card) was selected (no other answers).

57C. You mentioned you used your voter information card to prove your identity and address. Did you use any other documents to prove your identity or your address?

DO NOT READ

- 01 [Open-ended reply]
- 02 Did not use any other document
- 98 Don't know
- 99 Refusal

Ask Q57D if D02 (Other) was selected.

57D. What other documents did you use?

DO NOT READ

01 [Open-ended reply]

98 Don't know

99 Refusal

Ask Q57E if two documents from List B were selected., and no other documents from Lists A or C.

57E. Did you take an oath and have someone else attest to your address?

01 Yes

02 No

98 Don't know

99 Refusal

Ask Q57F if B08, B09, or B10 were selected and no other documents from Lists A, B or C.

Q57F. You mentioned you used your [Enter either B08, B09, or B10] to prove your identity and address.

Did you use any other documents to prove your identity or your address?

01 [Open-ended reply]

02 Did not use any other document

98 Don't know

99 Refuse

Ask Q58 if C19 or C20 were selected.

Q58. Was the letter from a ...?

01 First Nations band or reserve

02 Inuit local authority

03 Student residence

04 Seniors' residence

05 Long-term care facility

06 Shelter

07 Soup kitchen

DO NOT READ

97 Other, please specify

98 Don't know

99 Refusal

Programming note: We are testing the effect of timing for the question, "Overall, how easy was it to meet the identification requirements?" This will be done by asking half of respondents the question at the start of this section (Q53), and half towards the end of this section (Q59). When we provide the sample, we shall have randomly assigned a value of 01 or 02 to a variable called ID\_FAIRNESS to determine this.

ASK Q59 ONLY IF ID\_FAIRNESS=02.

59. Overall, how easy was it to meet the identification requirements to vote? Would you say that it was...?  
 READ SCALE. NOTE: THIS QUESTION REFERS TO RESPONDENT'S OWN EXPERIENCE

- 01 Very easy
- 02 Somewhat easy
- 03 Somewhat difficult
- 04 Very difficult
- DO NOT READ
- 98 Don't know
- 99 Refusal

ALL CASES SKIP TO SECTION 9 (Q62), Q60 & Q61 ARE NO LONGER ASKED60. Did a candidate's representative request to examine your pieces of identification?

IF ASKED: A candidate may designate a representative to represent him or her at a polling station. While the role of election officers is to serve electors as they come to vote. The role of a candidate's representative is to observe the election proceedings.

DO NOT READ

- 01 Yes
- 02 No GO TO Q62
- 98 Don't know GO TO Q62
- 99 Refusal GO TO Q62

ASK IF Q60 = 01

61. Did you agree to show your pieces of identification to a candidate's representative? DO NOT READ

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

## Section 9: Voting Experience

Programming note: These questions should be asked of anyone who indicated they voted (Q38=01).

62. To the best of your knowledge, how long did it take you to vote?

[ADD THIS TEXT IF Q40=01, 02, OR 03]This would be the amount of time you spent at the (answer underlined at Q40: 01-polling station, 02-advance polling station or 03-local Elections Canada office).

[ADD THIS TEXT IF Q40=04]This would be the amount of time it took you to complete your special ballot voting kit.

[ADD THIS TEXT IF Q40=05]This would be the amount of time Elections Canada staff was at your home.

[ADD THIS TEXT IF Q40=97] This would be the amount of time you spent voting, and exclude any travel time.

[IF ASKED – THIS DOES NOT INCLUDE TRAVEL TIME]

DO NOT READ; RECORD TIME IN MINUTES

01 [Open-ended question]

98 Don't know

99 Refusal

ASK ONLY IF Q40=01, 02 or 03

63. Would you say that the waiting time before voting was reasonable?

DO NOT READ

01 Yes GO TO Q65

02 No

98 Don't know GO TO Q65

99 Refusal GO TO Q65

IF Q63 = 02

64. What was the main reason for the delay?

DO NOT READ

01 [Open-ended question]

98 Don't know

99 Refusal

65. Voters can choose to be served in either official language, English or French. In which official language were you served?

DO NOT READ

01 English

02 French

98 Don't know GO TO Q67

99 Refusal GO TO Q67

ASK IF Q65 = 01 OR 02

66. Were you satisfied with the official language in which you were served?

DO NOT READ

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

67. Overall, how satisfied were you with the services provided by Elections Canada staff when you voted? Would you say...?

READ

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

DO NOT READ

- 98 Don't know
- 99 Refusal

68. Overall, how easy was it to vote? Would you say that it was...?

READ. NOTE: THIS QUESTION REFERS TO RESPONDENT'S OWN EXPERIENCE

- 01 Very easy GO TO Q70
- 02 Somewhat easy GO TO Q70
- 03 Somewhat difficult
- 04 Very difficult

DO NOT READ

- 98 Don't know GO TO Q70
- 99 Refusal GO TO Q70

IF Q68 = 03 OR 04

69. Can you tell us why it was difficult to vote?

DO NOT READ

- 01 [Open-ended question]
- 98 Don't know
- 99 Refusal

## Section 10: Accessibility for Electors with Disabilities

(All respondents with a disability [DISABILITY=01] are asked these questions; those without disabilities GO TO Section 11, Q85. Programming please note that questions Q76 through Q80 are only asked of some respondents with disabilities based on the nature of their disability [determined by Q6].)

AND ASK IF [DISABILITY=01]. OTHERWISE, GO TO SECTION 11.

70. Overall, what is your level of awareness of services and tools offered to voters with a disability?

Would you say...?

READ

- 01 Very aware
- 02 Somewhat aware
- 03 Not very aware
- 04 Not at all aware GO TO Q72

DO NOT READ

- 98 Don't know GO TO Q72
- 99 Refusal GO TO Q72

71A. How did you know about it?

DO NOT READ. SELECT ALL THAT APPLY (MULTIPLE MENTIONS). IF RESPONDENT SAYS "INTERNET," PROBE FOR SPECIFIC WEBSITES OR SOCIAL MEDIA.

- 01 Voter information card (VIC) (addressed to the elector)
- 02 EC householder – brochure / leaflet (received in the mail)
- 03 Called the phone number indicated on the voter information card
- 04 Called 1-800 number of Elections Canada
- 05 Elections Canada's website
- 06 Revising agent who was at my home
- 07 Facebook
- 08 Twitter
- 09 YouTube
- 10 Other social media (other than Facebook, Twitter, YouTube)
- 11 Other Internet website (other than Elections Canada website)
- 12 My Voter's Guide
- 13 Learned from association
- 97 Other, please specify
- 98 Don't know
- 99 Refusal

ASK IF 71A=13

71B. Please specify from which association you learned about assistance and tools for electors.

DO NOT READ LIST

- 01 Canadian National Institute for the Blind (CNIB)
- 02 People First of Canada
- 03 Council of Canadians with Disabilities
- 04 Easter Seals Canada
- 05 Brain Injury Association of Canada
- 06 Confédération des organismes de personnes handicapées du Québec (COPHAN)
- 07 Canadian Association for Community Living
- 08 Neil Squire Society
- 09 Canadian Association of Retired Persons (CARP)
- 10 Accessible Media Inc. (AMI)
- 11 Canadian Association of the Deaf
- 12 Alliance for Equality of Blind Canadians
- 13 Canadian Mental Health Association
- 97 Other [SPECIFY]
- 98 Don't know
- 99 Refusal

IF Q29=01

72. Was your voter information card useful to check the level of accessibility of your designated polling station?

DO NOT READ

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

73. Did you visit the Accessible Voting page on Elections Canada's website during the election?

DO NOT READ

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

74. Did you use the Voter Information Service on Elections Canada's website to check the accessibility of your designated polling station?

DO NOT READ

- 01 Yes
- 02 No

- 98 Don't know
- 99 Refusal

ASK Q75 TO Q84 IF Q38=01

ASK IF Q73 = 01

75A. How helpful was the information on the Accessible Voting Page when it was time to go vote?  
Would you say...?

READ

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

DO NOT READ

- 98 Don't know
- 99 Refusal

ASK IF Q74 = 01

75B. How helpful was the Voter Information Service when it was time to go vote? Would you say...?

READ

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

DO NOT READ

- 98 Don't know
- 99 Refusal

ASK IF NATURE OF DISABILITY (Q6) INCLUDED 02, 03, 04, 05, 06, 07, 08 OR 96.

76. How would you rate the visibility of the signs with a wheelchair symbol? Were they...?

READ

- 01 Highly visible
- 02 Somewhat visible
- 03 Not very visible
- 04 Did not see any signs with a wheelchair symbol

DO NOT READ

- 98 Don't know
- 99 Refusal

ASK IF Q44=01 AND IF NATURE OF DISABILITY (Q6) INCLUDED 01, 02, 03, 04, 08 OR 96.

77. Did you find a parking space with a wheelchair symbol?

DO NOT READ

- 01 Yes

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

ASK IF NATURE OF DISABILITY (Q6) INCLUDES 01, 04, 08, or 96.

78. Did you need level access for a wheelchair?

DO NOT READ

- 01 Yes
- 02 No GO TO Q81
- 98 Don't know GO TO Q81
- 99 Refusal GO TO Q81

ASK IF Q78 = 01

79. Did you encounter any difficulties with the level access for wheelchairs?

DO NOT READ

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

ASK IF Q79=1

80. What was the difficulty that you encountered?

DO NOT READ - SELECT ALL THAT APPLY (MULTIPLE MENTIONS).

- 01 The sign indicating the wheelchair-accessible door was not visible
- 02 The polling place did not have an automatic door opener
- 03 There was no election worker at the door to provide assistance
- 97 Other, please specify
- 98 Don't know
- 99 Refusal

81. Did you need assistance or voting tools to cast your ballot?

DO NOT READ

- 01 Yes
- 02 No GO TO Q83
- 98 Don't know GO TO Q83
- 99 Refusal GO TO Q83

ASK IF Q81 = 01

82. What kind of assistance or voting tools did you need?

DO NOT READ – CODE ALL ANSWERS

- 01 Assistance by family/friend
- 02 Assistance by poll staff
- 03 Language or sign language interpretation
- 04 Assistance in marking a ballot
- 05 Tactile and Braille voting template that fits on top of a ballot
- 06 Magnifier with light
- 07 Large-print list of candidates
- 08 Braille list of candidates
- 09 Improved voting screen that let in more light
- 10 Smartphone photo of ballot for verification
- 97 Other, please specify
- 98 Don't know
- 99 Refusal

83. Overall, would you say that Elections Canada staff were sensitive regarding your needs when voting?  
Would you say EC staff were...?

READ SCALE

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

DO NOT READ

- 98 Don't know
- 99 Refusal

ASK IF Q81=01.

84. How satisfied were you with the assistance provided by Elections Canada staff when voting?

READ

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

DO NOT READ

- 98 Don't know
- 99 Refusal

## Section 11: Overall Satisfaction with Experience

PROGRAMMING NOTE: IF AWARENESS=02, SKIP TO SECTION S (S1).

IF Q38=01

85. Overall, how satisfied were you with your voting experience? Would you say...?

READ SCALE

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

DO NOT READ

- 98 Don't know
- 99 Refusal

ASK IF Q85= 03 OR 04

86. Can you explain the main reason why?

- 01 [Open-ended question]
- 98 Don't know
- 99 Refusal

ASK ALL RESPONDENTS

87. Thinking about the federal general election, would you say that Elections Canada ran the election...?

IF ASKED: Elections Canada, is an independent, non-partisan agency that reports directly to Parliament.

It ensures that Canadians can exercise their democratic rights to vote and be a candidate.

READ SCALE

- 01 Very fairly
- 02 Somewhat fairly
- 03 Somewhat unfairly
- 04 Very unfairly

DO NOT READ

- 98 Don't know
- 99 Refusal

88. What level of trust do you have in the accuracy of the election results in your riding? Is it...?

READ SCALE

- 01 Very high
- 02 Somewhat high
- 03 Somewhat low
- 04 Very low

DO NOT READ

98 Don't know

99 Refusal

## Section S: Socio-demographics

(All respondents)

S1. For the purposes of the survey, could you confirm your gender?

DO NOT READ.

01 Male

02 Female

97 Other (Specify)

98 Don't know

99 Refusal

S2. Are you...?

READ SCALE

• 01 Employed

02 A homemaker

03 A student

04 Retired

05 Unemployed/currently looking for work

06 Self-employed

97 Other (Specify)

DO NOT READ

98 Don't know

99 Refusal

S3. IF Q3 = 01, 98 or 99. Could you please tell me your ethnic background? [If necessary specify: “For example, Caucasian, Asian, African, Latin American, etc.”]

DO NOT READ. ACCEPT ONLY ONE REPLY; USE Q97 FOR MIXED / MULTIPLE ETHNICITIES.

Group	<i>Includes</i>
<b>01 White / Caucasian</b>	English-Canadian, French-Canadian and non-visible minority (includes English, Irish, Scottish, German, French, Italian)
<b>02 Chinese</b>	China, Hong Kong, Taiwan
<b>03 East Asian</b>	Japanese, Korean
<b>04 South Asian / East Indian</b>	Bangladeshi, Bengali, Bruneian, Gujarati, East Indian, Indo Pakistani, Mauritian, Mayotte, Mongolian, Pakistani, Punjabi, Singhalese, Sri Lankan, Tamil
<b>05 South East Asian</b>	Vietnamese, Cambodian, Malaysian, Laotian, Indonesian, Singaporean, Burmese, Kampuchean, Thai
<b>06 Filipino</b>	
<b>07 Black (Africa, Caribbean)</b>	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, Congolais, Dominican, Equatorial Guinean, Ethiopian, Gabonese, Gambian, Ghanaian, Grenadian, Guadeloupian, Guinean, Guinea-Bissauan, Guyanese, Haitian, Ivorian, Jamaican, Kenyan, Lesothan, Liberian, Malagasy, Malawian, Malian, Martinican / French Guiana, Montserratian, Mozambican, Namibian, Nevisitian, Nigerois, Nigerian, Rwandan, Vicentian / Grenadines, Saint Lucian, Senegalese, Trinidadian, Tobagonian, West Indian, other Caribbean, other African
<b>08 Latin American</b>	All Central and South American countries, Mexico, Cuba, Puerto Rico.
<b>09 West Asian / North African / Arab</b>	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
<b>10 Pacific Islands</b>	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
97 Other visible minorities or mixed ethnicity, please specify	RECORD _____
98 Don't know	
99 Refusal	

S4. In what country were you born?

INTERVIEWER: Specify place of birth according to current boundaries.

United Kingdom includes England, Scotland, Wales, the Isle of Man, the Channel Islands and Northern Ireland

DO NOT READ – ONE ANSWER ONLY

- |    |                        |          |
|----|------------------------|----------|
| 01 | Canada                 | GO TO S6 |
| 02 | China                  |          |
| 03 | Germany                |          |
| 04 | India                  |          |
| 05 | Italy                  |          |
| 06 | Philippines            |          |
| 07 | Poland                 |          |
| 08 | Portugal               |          |
| 09 | United Kingdom         |          |
| 10 | United States          |          |
| 11 | Vietnam                |          |
| 97 | Other (SPECIFY: _____) |          |
| 98 | Don't know             | GO TO S6 |
| 99 | Refusal                | GO TO S6 |

S5. In what year did you come to live in Canada?

RECORD 4-DIGIT YEAR

DO NOT READ

- |    |             |
|----|-------------|
| 01 | _____<YEAR> |
| 98 | Don't know  |
| 99 | Refusal     |

S6. What is the first language that you learned and that you still understand?

DO NOT READ – CODE ONE ONLY

- 01 English
- 02 French
- 03 Arabic
- 04 Cantonese
- 05 Cree
- 06 Dene
- 07 German
- 08 Innu-Montagnais
- 09 Inuktitut
- 10 Italian
- 11 Mandarin
- 12 Oji-Cree
- 13 Ojibway
- 14 Polish
- 15 Portuguese
- 16 Punjabi
- 17 Spanish
- 18 Tagalog (Filipino)
- 97 Other (SPECIFY)
- 98 Don't know
- 99 Refusal

S7. Which of the following best describes the place where you lived on October 19th, 2015? Was it a...?

READ

- 01 House
- 02 Townhouse
- 03 Condominium
- 04 Apartment
- 05 Long-term care centre
- 06 Student residence
- 07 Seniors' residence
- 08 Hospital
- 09 Residence or institution for persons with a disability

DO NOT READ

- 97 Other (SPECIFY: \_\_\_\_\_)
- 98 Don't know
- 99 Refusal

S8. Are you living in a rural or urban area?

DO NOT READ

- 01 Urban
- 02 Rural
- 98 Don't know
- 99 Refusal

S9. Have you moved over the past year?

- 01 Yes
- 02 No GO TO S11
- 99 Refusal GO TO S11

ASK IF S9 = 01

S10. How long ago did you move?

READ

- 01 Past 3 months
- 02 Past 6 months
- 03 Past 12 months

DO NOT READ

- 98 Don't know
- 99 Refusal

S11. What is the highest level of education that you have reached?

DO NOT READ – CODE ONE ONLY

- 01 Some elementary
- 02 Completed elementary
- 03 Some high school
- 04 Completed high school
- 05 Some community college/vocational/trade school/commercial/ CEGEP
- 06 Completed community college/vocational/trade school/commercial/ CEGEP
- 07 Some university (No degree or diploma obtained)
- 08 Completed university (Diploma or bachelor degree)
- 09 Post-graduate university/professional school (Master's, PhD, or any professional degree)
- 97 Other (SPECIFY: \_\_\_\_\_)
- 98 Don't know
- 99 Refusal

S12. Which of the following categories best corresponds to the total annual income, before taxes, of all members in your household for 2014?

EMPHASIZE FOCUS ON HOUSEHOLD INCOME

READ IN SEQUENCE – CODE ONE ONLY

- 01 Under \$20,000
- 02 \$20,000 to just under \$40,000
- 03 \$40,000 to just under \$60,000

- 04 \$60,000 to just under \$80,000
- 05 \$80,000 to just under \$100,000
- 06 \$100,000 and over

DO NOT READ

- 98 Don't know
- 99 Refusal

S13. And to better understand how results vary by region, may I have your postal code?

PROBE FOR FIRST THREE DIGITS IF REFUSAL

[RECORD 3 OR 6 DIGITS]

DO NOT READ

- 01 [Open-ended question, maximum of six characters]
- 98 Don't know
- 99 Refusal

S14. That completes the survey. Thank you for taking part.

DO NOT READ

- 01 Submit survey

## **Section X: Other Variables**

(Not asked; automatically indicated by survey answers and sample data)

### X1. Language of interview

English

French

### X2. Sample source

- General population sample of landlines
- General population sample of cell phones
- National RDD sample
- Aboriginal oversample (not in national sample)

### X3. Date of interview