



40th General Election

FIELD LIAISON OFFICER REGIONAL EVALUATION QUESTIONNAIRE

Summary of Responses

TABLE OF CONTENTS

Introduction

Part 1

Overall attitudes 1

Part 2

Work done by external organizations on behalf of Elections Canada 1

Part 3

Pre-event assignments, geography and SITES 3

Part 4

Staff recruitment and training 6

Part 5

Computer equipment and software 8

Part 6

Meetings with candidates / political parties and nominations 10

Part 7

Polling day activities 11

Part 8

Support available to Returning Officers and staff 12

Part 9

Assessment of Election Financing and Corporate Services Directorate services 14

Part 10

Event Management System (EMS) 15

Part 11

Communications and outreach activities – Community Relations Officers 15

Introduction

Returning officers were asked to complete a Report of Proceedings following the 2008 general election. Their responses will be collated in the next few weeks.

A questionnaire was sent to you earlier, relating to the Field Liaison Officer programme. This second questionnaire is addressed to you to enable Elections Canada to gain first-hand knowledge of how well the election proceeded in each FLO region, from an overall perspective. FLO backups should also complete this questionnaire as you were involved in helping other FLOs. You will find that the questions it contains are of a different nature than those contained in the first questionnaire. You are asked to complete these questions by indicating your perception of how events unfolded before and during the election period, within your region. It is not necessary to consult your returning officers as we will be receiving their responses separately. To answer the questions we ask that you rely on your knowledge and experience of the last election, as well as any feedback you may have received from your ROs.

If you are unable to assess the level of satisfaction for your ROs on a particular topic, please check Don't Know.

Once again, your help in completing this questionnaire will assist Elections Canada in its efforts to improve the administration of future electoral events. Your expertise and hands-on experience in the field are invaluable.

If you have questions, please contact the FLO support unit by telephone at 1 888 677-0301 (1-9) or by email at FLO_ADLR.

This questionnaire has 11 sections:

- The first section assesses your overall attitudes about the most recent election.
- The subsequent sections contain questions on Elections Canada's sectors. We want to measure the level of satisfaction, as you perceive it from the perspective of your ROs as well as your own, with the products and services that they received from Elections Canada.

How to fill out the questionnaire:

- Please use only a blue or black pen. We recommend that you read all questions within a given section before answering them.
- Please read each question carefully and answer by filling out or checking the appropriate box.
- If you prefer not to answer a question, simply leave it blank and go on to the next question.

A) *For the closed-ended questions*

- Respond by shading the appropriate number. (Note that only one response can be considered in the analysis of the results. Multiple responses will not be considered.)

B) *For open-ended questions*

- Please continue on a separate sheet, if the space provided is insufficient.

Part 1 – Overall attitudes

Please indicate whether you agree or disagree with each of the following statements, using a scale of 1 to 5, where 1 means you *strongly disagree* and 5 means you *strongly agree*.

Description: Overall, ...	1 = STRONGLY DISAGREE			5 = STRONGLY AGREE		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
1. The last election went smoothly for the returning officers in my region	1	1	10	14	2	1
2. The preparations before the issue of the writ went smoothly	1	0	6	18	3	1
3. The preparations before polling day went smoothly	1	0	9	16	3	0
4. Polling day went smoothly	1	0	5	18	4	1

Part 2 – Work done by external organizations on behalf of Elections Canada

Please indicate your satisfaction with the products or services provided on behalf of Elections Canada to the returning officers in your region (to the best of your knowledge), using the scale of 1 to 5, where 1 means you were *not at all satisfied* and 5 means you were *very satisfied*.

Description	1 = NOT AT ALL SATISFIED			5 = VERY SATISFIED		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
CANADA POST						
5. Services of Canada Post to deliver the election material	0	2	1	15	10	1
6. Services of Canada Post to deliver the computer equipment	0	0	2	13	10	4
7. Information regarding the estimated delivery date and time of computer equipment	0	0	6	11	7	5
8. Services of Canada Post to deliver the Voter Information Cards	0	3	5	16	5	0
9. Services of Canada Post to retrieve the election material after the election	0	0	3	13	6	7
10. Availability of local or regional representative of Canada Post	0	0	6	12	7	4
11. Quality of service provided by local or regional representatives of Canada Post	0	0	5	13	6	5
12. Overall services of Canada Post	0	1	1	21	6	0

FIELD LIAISON OFFICER REGIONAL EVALUATION QUESTIONNAIRE



IBM						
13. Services of IBM to install the computers	0	1	7	15	5	1
14. Support services offered by IBM	0	2	8	8	7	4
TELEPHONE SERVICES						
15. Installation service provided by the phone company	0	3	6	14	5	1
16. Support received from the phone company	2	1	6	14	4	2
17. Overall services of the phone company	0	2	5	14	4	4
UNDERSTANDING AND MANAGEMENT OF CALL VOLUME IN RO OFFICES						
18. Phone system to manage volume of calls in RO offices	0	2	2	18	6	1
19. Manual provided for staff training	1	4	6	9	2	7
20. Video for staff training	3	1	5	7	3	10
21. E-mail report of calls missed sent to ROs	1	1	5	10	4	8

Please evaluate the quantity of the following, using the scale of 1 to 5, where 1 means it was *much too low* and 5 means it was *much too high*.

Description	1 = MUCH TOO LOW			5 = MUCH TOO HIGH		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
TELEPHONE SERVICES						
22. Number of phone lines in RO offices	0	1	13	13	2	0

Please indicate your level of agreement with the following statements, using the scale of 1 to 5, where 1 means you *strongly disagree* and 5 means you *strongly agree*.

Description	1 = STRONGLY DISAGREE			5 = STRONGLY AGREE		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
MANAGEMENT OF CALL VOLUME IN RO OFFICES						
23. The phone system allowed ROs to provide a better service to electors	0	0	6	16	5	2
24. Call management went smoothly in RO offices	0	1	5	20	2	1

Part 3 – Pre-event assignments, geography and SITES

A) PRE-EVENT ASSIGNMENTS

Please indicate your level of agreement with the following statements, using the scale of 1 to 5, where 1 means you *strongly disagree* and 5 means you *strongly agree*.

Description	1 = STRONGLY DISAGREE			5 = STRONGLY AGREE		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
25. Pre-event assignments helped ROs prepare for the election	1	0	2	11	15	0
26. Instructions received were clear	0	0	9	17	3	0

Please evaluate the quantity of the following products or services provided to ROs by Elections Canada, using the scale of 1 to 5, where 1 means the quantity was *much too low* and 5 means it was *much too high*.

Description	1 = MUCH TOO LOW			5 = MUCH TOO HIGH		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
27. Quantity of instructions	0	1	13	9	2	4
28. Number of hours assigned to the various tasks	1	4	19	2	1	2

Please indicate your satisfaction with the products or services provided to ROs by Elections Canada, using the scale of 1 to 5, where 1 means you were *not at all satisfied* and 5 means you were *very satisfied*.

Description	1 = NOT AT ALL SATISFIED			5 = VERY SATISFIED		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
29. Structure of pre-event assignments	0	2	6	15	5	1
30. Cycles for pre-event assignments (frequency)	0	2	11	12	4	0
31. The effort required to perform the pre-event assignments compared to the results as far as the preparation of the election was concerned	1	0	8	14	3	3
32. Timetable for pre-event assignments	0	2	10	13	3	1

B) GEOGRAPHY

Please indicate your satisfaction with the products or services provided to ROs by Elections Canada, using the scale of 1 to 5, where 1 means you were *not at all satisfied* and 5 means you were *very satisfied*.

Description	1 = NOT AT ALL SATISFIED			5 = VERY SATISFIED		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
33. Large maps (overview, cells, municipalities / localities)	0	0	2	16	10	1
34. Small maps (8.5 by 11 inches)	0	0	4	13	9	3
35. Poll key content	0	3	5	14	6	1
36. Polling division descriptions content	0	2	4	12	8	3
37. Consistency of information between maps and documents	0	2	5	12	6	4
38. Local printing (by RO) of 8.5 by 11 inch maps and documents	0	0	5	10	7	7
39. Advance polling districts maps	0	0	3	7	19	0

Please evaluate the quantity of the following product or service provided by Elections Canada, using the scale of 1 to 5, where 1 means the quantity was *much too low* and 5 means it was *much too high*.

Description	1 = MUCH TOO LOW			5 = MUCH TOO HIGH		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
40. Quantity of maps and geography documents received by ROs	0	3	9	9	7	1

Please evaluate the usefulness of the following product or service provided by Elections Canada, using the scale of 1 to 5, where 1 means it was *not at all useful* and 5 means it was *very useful*.

Description	1 = NOT AT ALL USEFUL			5 = VERY USEFUL		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
41. Usefulness of maps and documents on CD-ROM (PDF) for ROs	3	2	5	9	5	5

C) SITES (Administration of polling stations)

Please evaluate the usefulness of the following product or service provided to ROs by Elections Canada, using the scale of 1 to 5, where 1 means it was *not at all useful* and 5 means it was *very useful*.

Description	1 = NOT AT ALL USEFUL			5 = VERY USEFUL		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
42. Tool for administering polling stations from home	0	0	4	12	8	5
43. Tool for administering polling stations at the office	0	0	5	14	7	3

Please indicate your level of agreement with the following statement, using the scale of 1 to 5, where 1 means you *strongly disagree* and 5 means you *strongly agree*.

Description	1 = STRONGLY DISAGREE			5 = STRONGLY AGREE		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
44. The home application was easy to use	0	0	4	10	6	9
45. The office application was easy to use	0	1	7	10	7	4

Please indicate your satisfaction with the products or services provided to ROs by Elections Canada, using the scale of 1 to 5, where 1 means you were *not at all satisfied* and 5 means you were *very satisfied*.

Description	1 = NOT AT ALL SATISFIED			5 = VERY SATISFIED		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
46. Access to SITES reports	0	1	7	15	6	0
47. Access to SITES forms	0	1	6	15	6	1
48. Production of camera-ready copy for Voter Information Cards	1	2	3	10	13	0
49. Technical support	1	3	2	9	11	3
50. Connectivity during election	4	3	8	9	5	0

Part 4 – Staff recruitment and training

Please evaluate the quantity of the following products or services provided to ROs by Elections Canada, using the scale of 1 to 5, where 1 means the quantity was *much too low* and 5 means it was *much too high*.

Description	1 = MUCH TOO LOW			5 = MUCH TOO HIGH		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
STAFFING AND RECRUITMENT						
51. Rates of pay for personnel	5	6	18	0	0	0
52. Number of staff ROs were allowed to hire	1	3	12	11	2	0
TRAINING						
53. Time allocated for training DROs, poll clerks	4	11	10	4	0	0
54. Time allocated for training central poll supervisors	1	8	15	4	1	0
55. Time allocated for training revision supervisors	2	3	16	6	0	2
56. Quality of training materials offered to election officers and to staff (manuals, videos, etc.)	7	11	9	2	0	0
57. Quality of training provided to the Automation Coordinator	0	1	14	10	2	2
58. Quantity of training available to an RO	2	6	14	6	1	0
59. Quantity of computer training available to an RO	5	10	14	0	0	0

FIELD LIAISON OFFICER REGIONAL EVALUATION QUESTIONNAIRE



Please indicate your level of agreement with the following statements, using the scale of 1 to 5, where 1 means you *strongly disagree* and 5 means you *strongly agree*.

Description	1 = STRONGLY DISAGREE			5 = STRONGLY AGREE		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
TRAINING						
60. The Orientation Guide for New Returning Officers helped ROs understand their role and responsibilities	0	2	4	15	7	1
61. The training enabled ROs to do their job	1	1	9	12	6	0
62. The training ROs received left them well prepared for the event	1	1	13	12	2	0
63. The new training approach using role-plays improves the quality of training of DROs and poll clerks	1	5	6	7	8	2
64. The simulation activity for the return of election materials by the DRO to the RO improved the quality of work carried out by election officers	2	3	5	12	5	2
65. Changing the order of training elements (starting with the statement of the vote) makes training more effective	2	2	1	13	9	2
66. The new educational tools (Quick Reference Guide, quiz, evaluations) are important assets to training	1	2	5	10	10	1

Please indicate your satisfaction with the products or services provided to ROs by Elections Canada, using the scale of 1 to 5, where 1 means you were *not at all satisfied* and 5 means you were *very satisfied*.

Description	1 = NOT AT ALL SATISFIED			5 = VERY SATISFIED		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
STAFFING AND RECRUITMENT						
67. Organization of RO offices	1	4	8	13	3	0
68. Rules governing partisan activities for election staff	0	1	1	7	20	0
TRAINING						
69. Quality of training available to RO staff	1	5	13	10	0	0
70. Quality of training and information available to an RO	1	1	12	15	0	0
71. Quality of training materials for election officers and staff (manuals, videos, DVDs etc.)	5	9	9	5	1	0
72. Quality of training offered to the automation coordinators	0	0	6	13	7	3
TRAINING KIT FOR CPSs, DROs and POLL CLERKS						
73. Lesson plan for Central Poll Supervisors	1	4	7	14	1	2
74. Ordinary poll – Manual for Central Poll Supervisors, EC 50355	2	6	7	11	0	3
75. Training videos, Part 2. Central Poll Supervisors	4	4	4	5	0	12
76. Lesson plan for DROs and Poll clerks	5	6	6	7	3	2
77. Ordinary poll - A Manual for Deputy Returning Officer and	9	7	6	5	1	1

FIELD LIAISON OFFICER REGIONAL EVALUATION QUESTIONNAIRE



Description	1 = NOT AT ALL SATISFIED			5 = VERY SATISFIED		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
Poll Clerks – EC 50340						
78. Ordinary poll – Self-directed training program for DROs and Poll Clerks – EC 50358	4	4	6	5	0	10
79. Training videos, part 1: DROs and Poll Clerks	7	6	3	3	0	10
TRAINING KIT FOR REVISION SUPERVISORS AND REVISING AGENTS						
80. Training Guide for Revision Supervisors - EC 40235	0	4	7	13	3	2
81. Manual for Revision Supervisors – EC 40231	0	5	6	13	4	1
82. Manual for Revising Agents Doing Targeted Revision - EC 40232	0	1	11	11	3	3
83. Manual for Revising Agents Using the REVISE System – EC 40230	0	0	11	11	3	4
84. Manual for Revising Agents Using Forms – EC 40233	0	0	9	11	3	6
85. Training Manual for Revising Agents – Lesson plan – Targeted revision - EC 40234	0	1	8	13	2	5
86. Training Manual for Revising Agents – Lesson plan – REVISE system – EC 40234	0	1	7	14	2	5
87. Training Manual for Revising Agents – Training plan – Revision using forms - EC 40234	0	1	7	14	2	5
88. Classroom Workbook for Revising Agents - EC 40290	0	0	7	9	5	8
89. Training video for Revising Agents and Supervisors	1	0	7	11	0	10
OTHER MANUALS						
90. EC DOCS – manuals on CD-ROM	0	0	1	12	15	1
91. RO Manual – EC 10470 (paper version)	0	4	4	7	13	1
92. Training Officer's Manual – EC 10510	2	7	7	9	2	2
93. Office Automation - Election or referendum - Guide for REVISE Users – EC 40238	0	0	6	14	3	6
94. Manual for Event Results System (ERS) Users – EC 40239	0	0	1	15	6	7
95. Office Automation – Election or Referendum – Procedure Manual for Automation Coordinators - EC 10500	0	0	3	13	5	8
96. User's Guide – Satellite Automation Workstation - EC 10503	2	0	1	5	0	21
97. Counting Local Special Ballots – Manual for Deputy Returning Officers – EC 78700	0	0	2	17	6	4
98. Special Ballot Coordinator's Manual – EC 78690	0	0	2	15	9	3
99. Returning Officer's Manual – Finances (Chapter 6, Chapter 7 section 4 and Chapter 9 section 6)	0	1	6	8	7	7
100. Procedures Manual for Financial Officers – EC 10495	0	0	5	15	3	6
101. ROPS/SITES User's Manual – EC 10237	0	0	3	18	5	3
102. Guide for Community Relations Officers – EC 10019	1	0	7	16	2	3

Part 5 – Computer equipment and software

Please indicate your satisfaction with the products or services provided to ROs by Elections Canada, using the scale of 1 to 5, where 1 means you were *not at all satisfied* and 5 means you were *very satisfied*.

Description	1 = NOT AT ALL SATISFIED			5 = VERY SATISFIED		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
GENERAL						
103. Overall, the software applications provided to the RO	0	2	4	19	4	0
104. Quality of computer equipment	0	1	4	15	9	0
105. The technical support ROs received for computer equipment and software applications	0	3	2	19	4	1
REVISION						
106. The procedures for targeted revision in high mobility areas	0	2	6	19	1	1
107. The procedures for targeted revision in new developments	0	1	6	20	1	1
108. The procedures for targeted revision in institutions	0	1	4	21	2	1
109. The procedures for the regular revision process	0	0	4	23	2	0
VOTER INFORMATION CARD (VIC)						
110. Voter Information Card	3	0	2	20	3	1

Please evaluate the quantity of the following products or services provided to ROs by Elections Canada, using the scale of 1 to 5, where 1 means the quantity was *much too low* and 5 means it was *much too high*.

Description	1 = MUCH TOO LOW			5 = MUCH TOO HIGH		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
111. Quantity of computers	0	1	8	15	5	0
112. Quality / speed of printers	2	0	9	14	4	0

FIELD LIAISON OFFICER REGIONAL EVALUATION QUESTIONNAIRE



Please indicate your level of agreement with the following statements, using the scale of 1 to 5, where 1 means you *strongly disagree* and 5 means you *strongly agree*.

Description	1=STRONGLY DISAGREE			5=STRONGLY AGREE		<input checked="" type="checkbox"/> DON'T KNOW
	①	②	③	④	⑤	
GENERAL						
113. RO offices received top quality computer equipment	0	1	2	19	7	0
114. ROs received prompt support for computer equipment and applications	0	0	7	15	6	1
LISTS OF ELECTORS						
115. Overall, the accuracy of the preliminary lists of electors met your expectations	0	1	6	17	4	1
116. The information ROs were provided from Elections Canada concerning the quality of the lists and the revision process was pertinent - The information contained in the Statement of Quality presented a realistic picture of the actual quality of the lists of electors.	0	3	7	15	2	2
117. The information ROs were provided from Elections Canada concerning the quality of the lists and the revision process was sufficient – The information in the Statement of Quality was adequate for the ROs' needs.	1	0	10	12	5	1
118. Use of an alphabetical list of electors by polling station improved the flow of electors at polling stations.	2	2	2	15	6	2
119. The alphabetical list of electors by polling station made it possible for registration officers to confirm to electors that they were already registered, which prevented unnecessary voter registration at polling stations.	2	1	1	19	6	0
REVISION – GENERAL						
120. The revision process made it possible to reduce the number of registrations on election day	4	3	5	13	4	0
121. Overall, I found that the revision process went smoothly in my region	1	0	7	20	1	0
SPECIAL VOTING RULES						
122. The process of special ballot voting went smoothly	0	0	1	19	9	0
123. Documents and forms relating to special ballot voting were clear and easily understood	0	0	4	18	7	0

Part 6 – Meetings with candidates / political parties and nominations

Please indicate your level of agreement with the following statements, using the scale of 1 to 5, where 1 means you *strongly disagree* and 5 means you *strongly agree*.

Description	1 = STRONGLY DISAGREE			5 = STRONGLY AGREE		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
MEETINGS WITH CANDIDATES/ POLITICAL PARTIES						
124. Returning officers understand the requirement to meet with candidates or their representatives during the election period	1	0	3	9	16	0
125. Returning officers appreciate the requirement to meet with candidates or their representatives during the election period	1	0	3	16	9	0
NOMINATIONS						
126. Returning officers understand the procedures for receiving and accepting nominations of candidates	1	0	4	12	12	0
127. Returning officers understand the procedures for the distribution of election material to candidates	0	1	3	11	14	0
128. Returning officers understand the procedures for the distribution of candidates' election expenses kits	0	0	3	14	12	0
129. The information in the RO's Manual about the nomination of candidates was clear and easy to understand	0	1	1	8	18	1

Part 7 – Polling day activities

Please indicate your satisfaction with the products or services provided to ROs by Elections Canada, using the scale of 1 to 5, where 1 means you were *not at all satisfied* and 5 means you were *very satisfied*.

Description	1=NOT AT ALL SATISFIED			5=VERY SATISFIED		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
130. Procedures for polling day registration	2	1	6	16	4	0
131. Procedures for validation of results	0	0	3	12	14	0
132. Procedures to indicate the opening of all polls	0	3	4	11	11	0
133. The contingency plan for advance polls	1	2	5	14	6	1
134. The contingency plan to ensure readiness for polling day	6	3	8	8	4	0

Please indicate your level of agreement with the following statements, using the scale of 1 to 5, where 1 means you *strongly disagree* and 5 means you *strongly agree*.

Description	1=STRONGLY DISAGREE			5=STRONGLY AGREE		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
135. Communication between ROs and the polling stations went well	0	1	5	17	5	1
136. Having security guards in RO offices on polling day was useful	3	3	12	4	6	1

Part 8 – Support available to returning officers and staff

ELECTIONS CANADA SUPPORT NETWORK (ECSN)

Please indicate your satisfaction with the products or services provided to ROs by Elections Canada, using the scale of 1 to 5, where 1 means you were *not at all satisfied* and 5 means you were *very satisfied*.

Description	1 = NOT AT ALL SATISFIED			5 = VERY SATISFIED		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
137. Structure (6 help desks, 6 possible menu selections)	0	0	0	16	12	1
138. General timeliness of answers provided by ECSN – Electoral Coordination	0	6	8	12	1	2
139. General accuracy of answers provided by ECSN – Electoral Coordination	3	6	11	7	1	1
140. General timeliness of answers provided by ECSN - Finance	0	0	6	12	8	3
141. General accuracy of answers provided by ECSN - Finance	0	1	6	12	7	3
142. General timeliness of answers provided by ECSN – Revision systems	0	1	9	14	2	3
143. General accuracy of answers provided by ECSN – Revision systems	0	1	6	16	3	3
144. General timeliness of answers provided by ECSN – Special Voting Rules	0	0	3	16	6	4
145. General accuracy of answers provided by ECSN – Special Voting Rules	0	0	3	19	4	3
146. General timeliness of answers provided by ECSN – Support Services	1	3	5	13	2	5
147. General accuracy of answers provided by ECSN – Support Services	2	3	6	11	3	4
148. General timeliness of answers provided by ECSN – Telephony Help Desk	0	4	2	13	5	5
149. General accuracy of answers provided by ECSN – Telephony Help Desk	0	4	3	15	2	5
150. Quality of service provided by ECSN	2	1	9	10	5	2
151. Courtesy of service provided by ECSN	0	0	7	7	11	4
152. Professionalism of advisors	2	1	6	11	7	2
153. Proper follow-up by advisors	3	1	10	8	5	2

FIELD LIAISON OFFICER REGIONAL EVALUATION QUESTIONNAIRE



Please indicate your level of agreement with the following statements, using the scale of 1 to 5, where 1 means you *strongly disagree* and 5 means you *strongly agree*.

Description	1=STRONGLY DISAGREE			5= STRONGLY AGREE		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
154. The support network for ROs and staff was useful during the election	0	2	4	12	9	2
155. Calls were transferred efficiently	2	1	5	16	2	3
156. Calls were transferred accurately	2	1	4	17	2	3
157. Support agents found answers to suit ROs' needs	2	2	9	14	1	1
158. Turnaround time was adequate	3	1	10	11	2	2

Part 9 – Assessment of Election Financing and Corporate Services Directorate services

Please indicate your level of agreement with the following statements, using the scale of 1 to 5, where 1 means you *strongly disagree* and 5 means you *strongly agree*.

Description	1 = STRONGLY DISAGREE			5 = STRONGLY AGREE		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
159. Use of the acquisition card as the preferred means of purchasing facilitated the acquisition of materials or services by ROs	0	0	1	14	14	0
160. Access to the Finance help desk was adequate	0	0	0	18	8	3
161. Procedures and rules surrounding the accountable advance for petty cash (receipt, management, replenishment, reconciliation, timeframe) were well understood by ROs and their staff	0	2	4	15	8	0
162. Procedures and rules surrounding the accountable advance for temporary staff (amount, management, reconciliation) were well understood by ROs	1	2	6	14	6	0
163. Reimbursement claims submitted to Elections Canada (for suppliers, employees or landlords) were dealt with quickly	0	2	1	14	5	7
164. Returning officers were adequately trained on how to manage their budgets	2	5	16	4	2	0
165. The Financial Officer's tasks were well understood	0	1	9	16	2	1
166. The tools made available to the Financial Officer were adequate	0	0	1	18	8	2
167. Financial Officers were well trained by the ROs in my region	2	5	7	8	4	3
168. ROs in my region used the ROPS application efficiently	1	1	9	13	4	1
169. The pre-load of worker information from the previous electoral event was useful to my ROs	1	2	4	7	12	3
170. Payments to employees were made in a reasonable amount of time.	0	0	1	14	11	3
171. The Aide-Mémoire for the Financial Officer helped ROs schedule their activities	1	0	1	13	10	4
172. The ROPS/SITES system was easy to understand, learn and use	0	0	7	17	5	0

Part 10 – Event Management System (EMS)

Please indicate your level of agreement with the following statements, using the scale of 1 to 5, where 1 means you *strongly disagree* and 5 means you *strongly agree*.

Description	1=STRONGLY DISAGREE			5=STRONGLY AGREE		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
173. Connectivity to EMS was consistent throughout the election period	3	4	13	9	0	0
174. EMS is a useful tool for ROs to identify problems	1	3	11	9	4	1
175. EMS feedback to ROs (via email) was useful	1	1	6	12	2	7
176. The frequency of EMS feedback to ROs was adequate	0	0	5	11	4	9
177. The EMS application was easy for ROs in my region to use	1	2	7	15	4	0
178. ROs were adequately trained on the use of EMS as a management tool	1	8	8	11	1	0
179. The EMS questions were clear	0	0	8	15	6	0
180. The EMS is useful	0	1	13	6	8	1
181. The EMS should continue to be used	0	1	11	5	10	2

Part 11– Communications and outreach activities – Community Relations Officers

Please indicate your level of agreement with the following statements, using the scale of 1 to 5, where 1 means you *strongly disagree* and 5 means you *strongly agree*.

Description	1=NOT AT ALL SATISFIED			5=VERY SATISFIED		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
182. National and regional advertising campaigns met the needs of the ROs in my region	0	0	11	13	3	2
183. Information provided by the 1 800 463-6868 line staff was accurate, based on the feedback you received	1	1	8	8	2	9
184. Overall, I felt that Elections Canada’s communications with electors– such as the voter information card, reminder card, advertisements and 1 800 463-6868 inquiries – were effective	0	0	3	22	4	0
185. Overall, I felt that Elections Canada’s communications with electors – such as the voter information card, reminder card, advertisements and 1 800 463-6868 inquiries – were efficient	0	0	3	19	5	2

FIELD LIAISON OFFICER REGIONAL EVALUATION QUESTIONNAIRE



Please indicate your level of agreement with the following statements, using the scale of 1 to 5, where 1 means you *strongly disagree* and 5 means you *strongly agree*.

Description	1=STRONGLY DISAGREE			5= STRONGLY AGREE		<input checked="" type="checkbox"/> Don't Know
	①	②	③	④	⑤	
186. Recruiting for the Aboriginal CRO position was straightforward in my region	4	3	7	6	2	7
187. Recruiting for the Ethnocultural CRO position was straightforward in my region	2	0	9	8	2	8
188. Recruiting for the Youth CRO position was straightforward in my region	1	4	9	13	1	1
189. Recruiting for the Homeless CRO position was straightforward in my region	1	1	5	9	2	11
190. Recruiting for the Aboriginal Elders and Youth Program (AEYP) was straightforward in my region	5	0	6	6	1	11