



# Survey of Candidates of the 43rd Federal General Election

*Narrative Report*

## **Prepared for Elections Canada**

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This public opinion research report presents the results of a survey conducted to measure candidates' levels of satisfaction with Elections Canada's services during the 43rd general election and learn about their experiences with the electoral process in general.

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# EXECUTIVE SUMMARY

## A. BACKGROUND AND OBJECTIVES

Headed by the Chief Electoral Officer of Canada, Elections Canada (EC) is an independent, non-partisan agency that reports directly to Parliament. Elections Canada periodically commissions public opinion research to evaluate its performance during electoral events.

On October 21, 2019, the 43rd general election was held in Canada. Elections Canada commissioned EKOS Research Associates to conduct a census survey of candidates who ran in the election. The research objectives were to measure candidates' levels of satisfaction with Elections Canada's services during the 43rd general election and to learn about their experiences with the electoral process in general, particularly in light of the recent changes to the *Canada Elections Act*. The questionnaire has also been updated from 2015 to reflect the development of new products and services, as well as emerging issues related to the administration of elections. Where relevant and possible, the results from this survey are compared with the results from the Survey of Candidates following the 42nd federal general election.

## B. METHODOLOGY

A hybrid telephone-online survey was conducted using a list of the 2,146 running candidates provided by Elections Canada. A total of 1,172 interviews were completed (396 by phone and 776 online).

A few weeks prior to the survey collection, candidates were sent an information letter from the Chief Electoral Officer informing them about the objectives and timing of the survey. This letter appears in Appendix A.

The questionnaire was first tested in both English and French with a total of 26 candidates. The test included a review of the results and a thorough vetting of the audio recordings of the interviews, resulting in some minor modifications to the questionnaire. The pretest report appears in Appendix B.

The interview was administered by trained, bilingual interviewers and required an average of 27 minutes to complete. The final questionnaire appears in Appendix C.

The survey was fielded from October 25 to November 27, 2019. Out of 2,146 cases attempted, 2,109 were found to be valid. Cases were found to be invalid if the phone number was incorrect and the correct number could not be found. A response rate of 55.6% was obtained on the 2,109 valid cases in the population, with 1,172 completing the survey either by telephone or online. Details of the methods used to collect the survey appear in Appendix D.

Survey results were weighted by candidate age and party, as well as whether the candidate was an incumbent and whether or not they were elected, to reflect population characteristics of all candidates. No segment of the population was undersampled by more than three percent relative to the population. Open-ended responses were reviewed and coded and banner tables were created to explore results by key characteristics (e.g. region, age, gender, language, parties represented in the House of Commons versus those not represented, election outcome, and incumbency status).

## **C. KEY FINDINGS**

### ***Overall Experiences***

Overall satisfaction with the administration of the 43rd general election was high among candidates at 74% (69% in 2015). Satisfaction with the overall quality of service received from Elections Canada increased from 74% in 2015 to 82% in 2019. Satisfaction with the way the returning officer ran the election was high at 83%, compared to 78% in 2015. Satisfaction with interactions with the returning officer was also high at 85% (84% in 2015). This includes 72% who were very satisfied (62% in 2015).

Most candidates perceived Elections Canada to have run the federal election fairly (81%), and have a high level of trust in the accuracy of the election results (86%).

### ***Nomination Process and Sources of Difficulty***

Four in five candidates (78%) felt it was easy to comply with the nomination requirements (80% in 2015). The main reasons cited for difficulties include issues with the requirement for a specific volume of signatures, the level of paperwork, its complexity, and that procedures were not clearly explained. Satisfaction with the timeliness of processing the nomination papers was at 88% (89% in 2015). Nine in ten candidates felt informed about Elections Canada's nomination process.

## ***The Portal***

In 2019, Elections Canada introduced the Political Entities Service Centre (PESC), commonly known as the portal, providing candidates the opportunity to file their nomination papers and financial reports electronically. Less than half of the candidates said that they used the portal, either personally, through their official agent, or their delegate. Overall, satisfaction with the portal was moderately high at 65%. Over half of the candidates who reportedly used the portal said that they primarily used it to download election materials. Other uses included submitting nomination papers electronically, accessing post-election results or materials, or maintaining the account and contact profile. Most candidates (over four in five) who said that they used the portal agreed that it contained useful information, made submitting nomination papers convenient or that it was easy to create an account. About three in four candidates agreed that the portal made it easy to access documents.

## ***Elections Canada Products and Services***

Most candidates found Elections Canada's products to be useful in running their campaign. Over half found the products somewhat useful, and three in ten found the products very useful. Of the products offered by Elections Canada, candidates primarily used the maps of polling place service areas, the lists of polling stations, and the Political Financing Handbook for Candidates and Official Agents. Almost half of the candidates stated that having both formats (paper and electronic) of the polling station lists was useful for them (up from 32% in 2015). In considering the quality of the list of electors, satisfaction was modest at 48% (down from 58% in 2015). Satisfaction with the Event Map Viewer was moderately high at 48%. Of the tools to communicate with electors, over two in five candidates found the Guide to the Federal Election (also known as the Booklet) most useful.

Returning officers organized an all candidates briefing in their riding before the 43rd general election. Three in four candidates attended the briefing or sent someone else to attend (up from 62% in 2015). Just less than half of candidates indicated that they personally attended the briefing, while others had a campaign delegate, manager, or official agent attend. Of those attending or represented at the briefing, four in five found it useful.

There was moderate use reported for the 1-800 support line for candidates, with 39% candidates reporting that they or their representatives contacted Elections Canada using this method (42% in 2015). Among those who used the support line, satisfaction was moderately high at 74%. Most candidates, or their representatives, contacted or visited their local Elections



Canada office during the election (86% in 2019, up from 80% in 2015). Satisfaction was high at 88% when considering services provided by the local Elections Canada office.

### ***The Campaign***

One in five candidates reported that they provided the returning officer with a list of names of election staff to work at polling stations. The majority (60%) did not, with nearly half of those candidates stating that they did not have anyone interested or available to work at the polling stations.

Of those who reported that they used a voters list (72% of the candidates), 94% said that they took measures to ensure the protection of personal information contained in it. Two in five candidates said they took measures to ensure that their campaign's materials, events or website were accessible to electors with a disability. These measures mainly included (by about one in five) wheelchair-accessible venues, campaign offices that were accessible to those with mobility issues, or websites that were accessible to electors using a screen reader.

The financial incentives provided by the *Canada Elections Act* were not well known, with just over one-third of candidates stating they were aware the Act provides for partial reimbursement of elections expenses as well as some personal expenses like childcare costs and expenses related to a disability. For candidates aware of these incentives, most said they had no impact at all on their decision to run in the last federal general election.

### ***Voting Process***

Nearly two in three candidates (64%) were satisfied with how the voting process went at advance polls or election day (up from 56% in 2015). One-quarter of those who said they were dissatisfied listed inadequately trained staff as the reason.

Candidates reported moderate satisfaction with the location of polling sites at 64% (the same proportion as in 2015). Of those dissatisfied, main reasons included that the polling locations were too far, problems with accessibility, or that there was insufficient space at the locations. Among the candidates who were present or had staff present at the polling location, four in five candidates said neither they nor their representatives witnessed any problems related to the voter identification requirements (up from 72% in 2015). The majority (84%) of candidates, or their representatives, did not witness any problems related to the use of the voter information card (VIC) as a piece of identification.

## ***Technology and Elections***

Based on what candidates had recently heard, nearly two in three felt that there was a problem in this election with the spread of false information online. Over two in five felt that foreign countries or groups were using social media and other means to influence the political opinions of Canadians. Relatively few (8%) perceived that there was hacking by foreign countries or groups into the computer systems that supported this election. Among those who perceived that the spread of false information was a problem during the election, 30% perceived that it had a major impact on the outcome of the election. The proportion was slightly lower (21%) among those who expressed concern about foreign countries or groups using social media and other means to influence the political opinions of Canadians.

When asked whether they prefer that poll workers use paper or computer lists to find a voter's name and keep track of those who voted, 41% of candidates indicated a preference for paper lists, while 33% preferred computer lists. When it came to the method for counting ballots, just less than half (46%) of candidates indicated a preference for hand counting, while 31% preferred machine counting.

Support for online voting among candidates was low, with just over one-third believing that electors should be able to vote by using the Internet (down from 54% in 2015); the majority of candidates felt that voting online is risky.

## ***Canadian Democracy***

Satisfaction with the way that democracy works in Canada was 50%. The two most frequently cited reasons for dissatisfaction in the way democracy works in Canada include the lack of proportional representation and that the first-past-the-post system does not reflect voters' preferences.

Just less than half of the candidates (46%) agreed that the voting age in the federal election should be lowered from 18 to 16 years old. Candidates' opinions were also divided on whether and how women's participation in politics should be encouraged, with 47% agreeing that political parties should be required to have more women candidates and 36% thinking that political parties should receive a financial incentive for having more women candidates.

## **D. NOTE TO READERS**

Overall results are presented in text, charts and tables. Bulleted text is used to describe specific segments of the sample if they are statistically and substantively different from the overall results for the entire sample. If differences are not noted in the report, it can be assumed that they are either not statistically significant in their variation from the overall result at the .05 level or that the difference was deemed to be substantively too small (i.e., 5% or less) to be noteworthy.

Results for the proportion of respondents in the sample who either said “don’t know” or did not provide a response are typically not presented in the chart or table of results, but described with the base of responses below the chart/table. Results may also not total to 100 percent due to rounding.

When relevant and possible, the results from this survey are compared with previous results from the 42nd general election, as a point of reference.

## **E. POLITICAL NEUTRALITY CERTIFICATION**

I hereby certify as Senior Officer of EKOS Research Associates Inc. that the deliverables fully comply with the Government of Canada political neutrality requirements outlined in the Communications Policy of the Government of Canada and Procedures for Planning and Contracting Public Opinion Research.

Specifically, the deliverables do not include information on electoral voting intentions, political party preferences, standings with the electorate, or ratings of the performance of a political party or its leaders.

Signed by:



Susan Galley (Vice President)

# DETAILED FINDINGS

## A. OVERALL EXPERIENCES

### **Overview:**

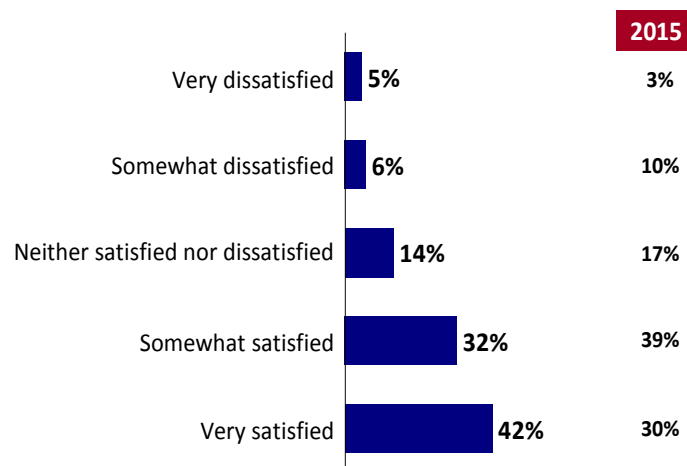
Overall satisfaction with the administration of the 43rd general election was high among candidates at 74% (69% in 2015). Satisfaction with the overall quality of service received from Elections Canada increased from 74% in 2015 to 82% in 2019. Satisfaction with the way returning officers ran the election was high at 83%, compared to 78% in 2015. Satisfaction with interactions with returning officers was also high at 85% (84% in 2015). This includes 72% who were very satisfied (62% in 2015).

Most candidates perceived Elections Canada to have run the federal election fairly (81%), and have a high level of trust in the accuracy of the election results (86%).

## *Satisfaction with Overall Administration of Election*

Overall satisfaction with the administration of the 43rd general election was high among candidates at 74%. In fact, 42% said they were very satisfied, and another 32% said they were somewhat satisfied. Only 11% expressed dissatisfaction, including 5% saying they were very dissatisfied. Results are similar; perhaps marginally more positive than in 2015 when 69% were satisfied.

**Chart 1: Satisfaction with Administration of Election**



**Q1ax.** Overall, how satisfied were you with the way the federal election was administered by Elections Canada in your riding?

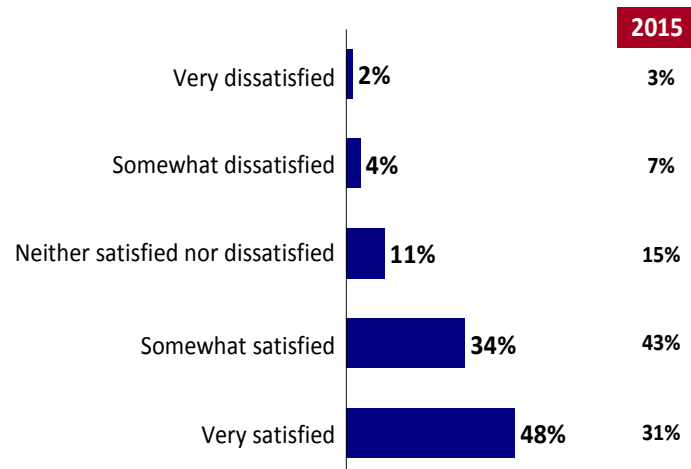
**Base:** n=561: all respondents (split sample). \*Includes those respondents – 1% – who said “Don’t know”.

- Satisfaction was marginally lower in the Atlantic (60%) and British Columbia (64%) compared with other regions where it was 75% to 82%. Satisfaction was also marginally lower among women (68%) compared with men (76%).

## Overall Satisfaction with EC Services

Satisfaction with overall quality of services received from EC was also very high at 82%, with half of candidates (48%) saying they were very satisfied. Only 6% indicated dissatisfaction, with only 2% saying they were very dissatisfied. Satisfaction increased from 74% in 2015.

**Chart 2: Satisfaction with Quality of EC Services**



**Q47ax.** All things considered, how satisfied were you with the overall quality of service you received from Elections Canada in the most recent federal election?

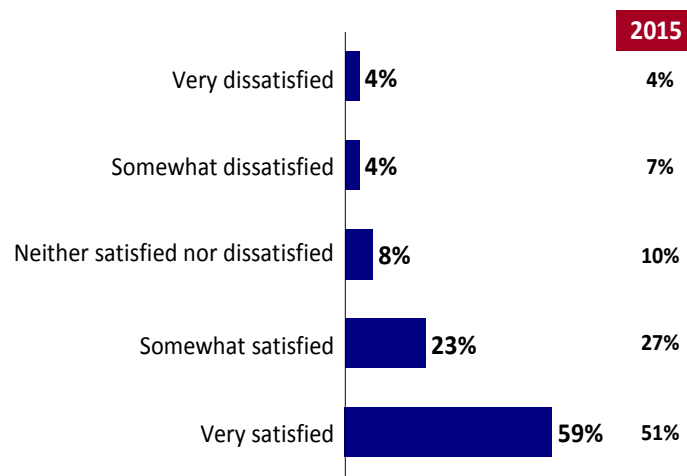
**Base:** n=561: all respondents (split sample). \*Includes those respondents – 1% – who said “Don’t know.”

- Those who were elected (91%), or the incumbent (92%) were more likely than those not elected or the incumbent (80% in each case) to indicate satisfaction.
- This is also the case among men (85%) compared with women (75%), and among candidates in Quebec (87%) compared with those in other regions.
- Satisfaction is lowest in British Columbia (67%) and the Atlantic (70%).

### *Satisfaction with Returning Officer*

Satisfaction with the returning officers' performance was high at 83%,<sup>1</sup> including 59% who said they were very satisfied and another 23% who were somewhat satisfied. Only 8% expressed dissatisfaction. Satisfaction was similar, if not marginally higher than in 2015 when 78% expressed satisfaction.

**Chart 3: Satisfaction with Returning Officers' Performance**



**Q2ax.** How satisfied were you with the way the returning officer ran it in your riding?

**Base:** n=561: all respondents (split sample). \*Includes those respondents – 2% – who said “Don’t know.”

- Satisfaction was also marginally higher among men (87%) compared with 75% among women.
- Regionally, it was lowest in the Atlantic (71%) compared with 79% to 89% in other regions.

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<sup>1</sup> Satisfaction based on pooling of very and somewhat satisfied is 83% due to rounding.

Among the 8% dissatisfied with the way the returning officer ran the election, partisanship (27%) and access issues were noted as reasons, including difficulties getting questions answered (23%), general lack of access or support (22%), getting election materials (19%), or unfairness in the process (11%).

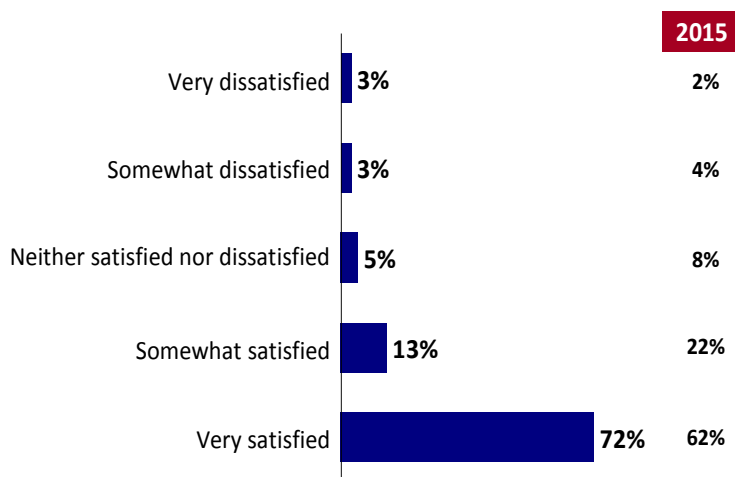
**Table 1: Reasons for Dissatisfaction with Returning Officer's Performance**

<i>Q3. Why were you dissatisfied with the way the returning officer ran the election in your riding? (Multiple responses accepted)</i>	<b>Total</b>
<i>n= (Candidates dissatisfied with the returning officer)</i>	90
I felt that the returning officer/election staff/polling station was partisan	27%
I had difficulties getting answers to my questions	23%
Lack of access to/support	22%
I had difficulties getting election materials or information from the returning officer	19%
Unfairness in the process	11%
Other	9%
Do not know/No response	20%



Satisfaction with interactions with the returning officer was very high at 85%, including 72% who were very satisfied. Only 6% indicated dissatisfaction, of which only half said they were very dissatisfied. The satisfaction rate is comparable to the one observed in 2015 (84%), but more candidates were very satisfied in 2019 (72% compared to 62% in 2015).

**Chart 4: Satisfaction with Interactions with the Returning Officer**



**Q46ax.** Overall, how satisfied were you with your interactions with the returning officer?

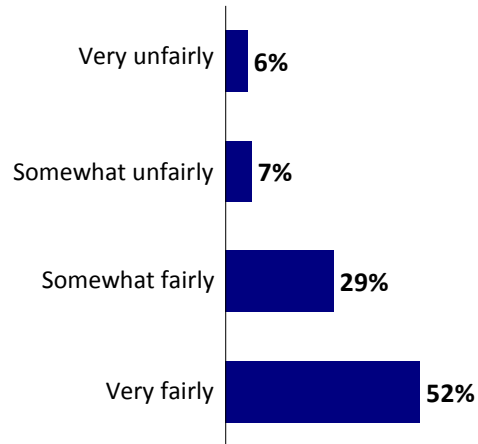
**Base:** n=561: all respondents (split sample). \*Includes those respondents – 3% – who said “Does not apply” and those respondents – 1% -- who said “Don’t know.”

- Satisfaction was higher among men (90%) compared with 77% among women.
- Regionally, it was lowest in the Atlantic (71%) compared with 84% to 90% in other regions.

### *Perceived Fairness of the election*

Most candidates (81%) perceived Elections Canada to have run the federal election fairly, with 29% indicating somewhat fairly, and 52% saying the election was run very fairly. Still, 13% said the election was run unfairly.<sup>2</sup>

**Chart 5: Perceived Fairness**



Q44. Thinking about the October 21, federal election, would you say that Elections Canada ran the election...?

**Base:** n=1172: all respondents. \*Includes those respondents – 6% – who said “Don’t know.”

- Candidates who were elected (95% vs. 78% of those who were not elected), incumbents (92% vs. 79% of non-incumbents), or from a party represented in the House of Commons (84% vs. 69% of those from a party not represented in the House of Commons) were more likely to perceive the election was run fairly.
- Candidates in Quebec (86%) were more likely to say the election was run fairly, compared with 75% to 81% of candidates in other regions.

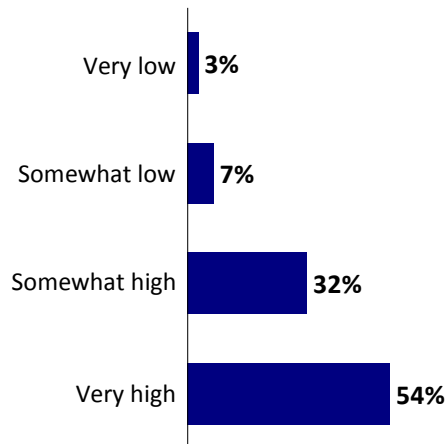
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<sup>2</sup> This is the first time this question has been asked to candidates.

### *Level of Trust in the Accuracy of the Election Results*

Most candidates reported a high level of trust in the accuracy of the election results. One-third (32%) said they have somewhat high trust, and over half indicated they have very high trust in the accuracy of results. There were 10% of candidates who declared low trust in the results.<sup>3</sup>

**Chart 6: Perceived Trust**



**Q45.** What level of trust do you have in the accuracy of the election results in your riding? Is it...?

**Base:** n=1172: all respondents. \*Includes those respondents – 4% – who said “Don’t know.”

- Candidates who were elected (96%), or from a party represented in the House of Commons (88%) were more likely than candidates who were not elected (84%) or those not from a party represented in the House of Commons (77%) to have trust in the accuracy of election results.
- Candidates born in Canada (88%) were more likely than those born outside of Canada (77%) to have trust in the accuracy of election results.

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<sup>3</sup> This is the first time this question has been asked to candidates.

## B. NOMINATION PROCESS AND SOURCES OF DIFFICULTY

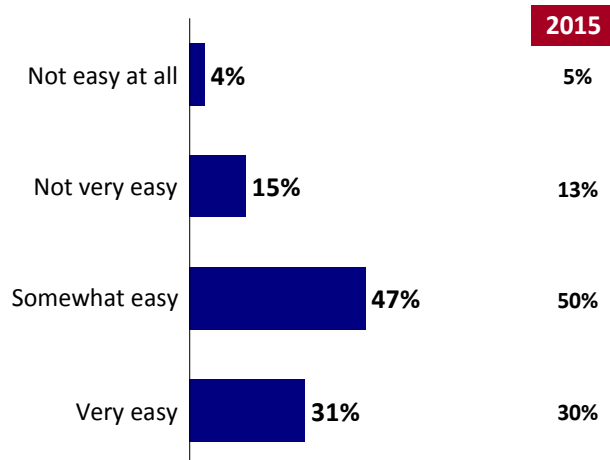
### **Overview:**

Four in five candidates (78%) felt it was easy to comply with the nomination requirements (80% in 2015). Main reasons cited for difficulties include issues with the requirement for a specific volume of signatures, the level of paperwork, its complexity, and that procedures were not clearly explained. Satisfaction with the timeliness of processing the nomination papers was at 88% (89% in 2015); including 74% who said they were very satisfied (73% in 2015). About one in six candidates reported difficulties in finding an official agent or auditor. Most candidates felt at least somewhat informed about Elections Canada's nomination process; nearly half said they felt somewhat well informed and another 38% said they were very well informed.

### *Ease of Complying with Nomination Requirements*

As in 2015, nearly one-third (31%) of candidates felt it was very easy to comply with the nomination requirements. Almost half (47%) said it was somewhat easy, and 15% indicated that it was not very easy to comply with the nomination requirements.

**Chart 7: Ease of Complying with Nomination Requirements**



**Q4.** How easy was it to comply with the nomination requirements? Would you say this was...?

**Base:** n=1172: all respondents. \*Includes those respondents – 2% – who said “Don’t know.”

- Candidates who were the incumbent (50%), elected (50%) or from a party represented in the House of Commons (33%) were more likely to say the process was very easy compared to candidates in their first election (27%), candidates who were not elected (28%), or not from a party represented in the House of Commons (25%).
- Candidates in their first election (18%) were more likely than those not in their first election (10%) to indicate it was not very easy to comply with the nomination requirements.

Reasons for difficulties include issues with obtaining the required number of signatures (39%), the level or complexity of the paperwork (24%) and that procedures were not clearly explained (20%). Others spoke of difficulties meeting deadlines (15%) or described a range of challenges faced by small parties and independent candidates (14%). A sentiment that obtaining signatures should not be a requirement (10%) and inconsistency or lack of clarity were also described (9%). Compared with 2015, there is less concern in 2019 about too much paperwork (32% in 2015), but increased difficulty meeting the deadline (3% in 2015).

**Table 2: Reasons Compliance Was Not Easy**

<i>Q5. Why was this not easy? (Multiple responses accepted)</i>	<b>Total 2019</b>	<b>Total 2015</b>
<i>n= (Candidates finding it difficult to comply)</i>	<i>223</i>	<i>174</i>
Difficult to get required number of signatures	39%	45%
Too much paperwork/bureaucracy/complexity	24%	32%
Procedures/requirements not explained	20%	16%
Difficult to meet the deadline	15%	3%
Difficulties as independent candidate/small party/new party	14%	17%
Signatures an unnecessary/unreasonable requirement	10%	--
Unclear/inconsistent information process	9%	--
Other	3%	5%
Do not know/No response	4%	2%

- Women were more likely than men to point to too much paperwork (36% vs. 19%). Those born outside of Canada (38%) were more likely than those born in Canada (16%) to say it was not well explained.<sup>4</sup>

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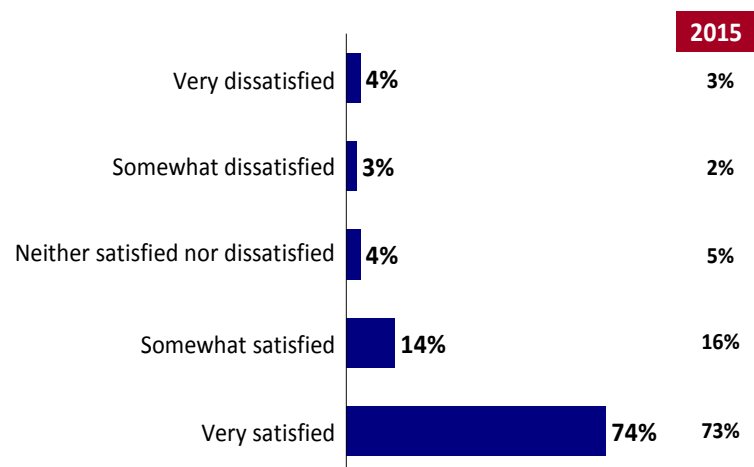
<sup>4</sup> Caution should be used in interpreting this result because of the small cell size of those born outside of Canada saying this (n=13).

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### *Satisfaction with the Timeliness of Processing the Nomination Papers*

Satisfaction with the timeliness of processing the nomination papers was at 88%, including 74% who said they were very satisfied and another 14% who were somewhat satisfied. Only 7% expressed dissatisfaction (3% somewhat and 4% very dissatisfied). Results are similar to those found in 2015 when 89% expressed satisfaction.

**Chart 8: Satisfaction with Timeliness of Processing Nomination Papers**



**Q6ax.** How satisfied were you with the returning officer's timeliness in processing your nomination?

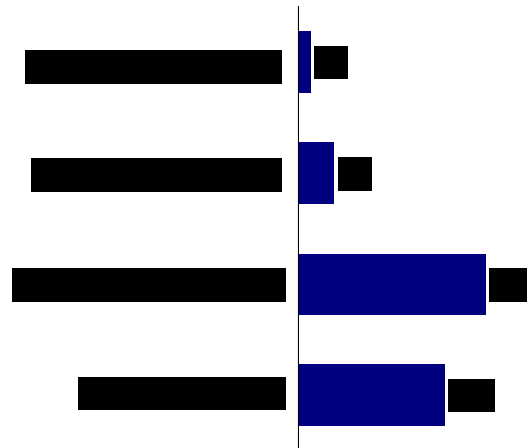
**Base:** n=561: all respondents (split sample). \*Includes those respondents – 1% – who said “Don’t know.”

- Satisfaction was higher among men (90%) compared with women (83%) and also among candidates under 35 (97%), compared with older candidates. Those 60 or older were least likely to express satisfaction (81%).

### *Level of Information about EC's Nomination Process*

Most candidates (87%) felt informed about Elections Canada's nomination process. Nearly half (49%) said they felt somewhat well informed and another 38% said they were very well informed. Only 12% said they did not feel well informed.

**Chart 9: How Informed Candidates Felt About EC Nomination Process**



**Q9.** Overall, how well informed did you feel about Elections Canada's nomination process? Would you say that you were...?

**Base:** n=1172: all respondents. \*Includes those respondents – 2% – who said “Don’t know.”

- The feeling of being informed was higher among candidates who were elected (93% vs. 85% of those who were not elected), the incumbents (92% vs. 86% of non-incumbents), and those not in their first election (91% vs. 85% of those in their first election).



### **Difficulties Finding Official Agent**

Four in five (79%) respondents said they did not encounter any difficulties in finding an official agent. Of the one in five (19%) candidates who did, the difficulties included that it was hard to find someone willing and available (67%), or qualified to be an official agent (46%). About one-quarter (26%) said it was difficult to find an official agent because it is a hard job with too many responsibilities. Incidence of difficulties is similar to the 17% reported in 2015. Difficulties finding someone qualified was reported more often in 2019 than in 2015 (46% vs. 27%).

**Table 3: Difficulties Finding an Official Agent**

--	<b>Total 2019</b>	<b>Total 2015</b>
<i>Q7a. Did you encounter any difficulties in finding an official agent?</i>		
<i>n= (Randomly selected half of candidates in 2019; all candidates in 2015)</i>	561	916
Yes	19%	17%
No	79%	80%
Do not know/No response	2%	3%
<i>Q8a. What were they? (Multiple responses accepted)</i>		
<i>n= (Candidates reporting a difficulty finding an agent)</i>	105	161
Hard to find someone willing/available	67%	68%
Difficult to find someone qualified	46%	27%
Hard job/too many responsibilities	26%	24%
Don't know/No response	2%	0%

- Candidates who were not elected (22%), those who were not the incumbent (21%) and candidates in their first election (21%) were considerably more likely than others to report difficulties. This was also true of women (23%) compared to men (16%).
- Among those reporting difficulties, women were more likely than men to say it was hard to find someone willing or available (79% vs. 59% among men).

## Difficulties Finding an Auditor

Among the candidates who said that they needed an auditor (61% of the candidates), 90% indicated they did not have any difficulties in finding one. Only 14% reported difficulties; these included that it was hard to find someone willing or available (47%), or qualified (38%). About one-third (32%) said the fees were too high to find an auditor. The incidence of difficulties is marginally higher than reported of candidates in 2015 (10%), and fewer in 2015 reported issues related to cost (13%).

**Table 4: Difficulties Finding an Auditor**

--	<b>Total 2019</b>	<b>Total 2015*</b>
<i>Q7b. Did you encounter any difficulties in finding an auditor?</i>		
<i>n= (Those who said they needed an auditor in a randomly selected half of candidates in 2019; all candidates in 2015)</i>	370	879
Yes	14%	10%
No	86%	90%
<i>Q8b. What were they? (Multiple responses accepted)</i>		
<i>n= (Candidates reporting a difficulty finding an auditor)</i>	50	91
Hard to find someone willing/available	47%	51%
Difficult to find someone qualified	38%	39%
Fees were too high/could not afford it	32%	13%
Do not know/No response	9%	3%

\* The 2015 results presented in Table 4 may differ from those reported in the 2015 Survey of Candidates report because they have been recalculated for comparability with 2019 data.

- Candidates in Quebec (20%), along with francophones (21%), were more likely than candidates in other regions (6%–17%), along with anglophones (11%) to report difficulties.

## C. THE PORTAL

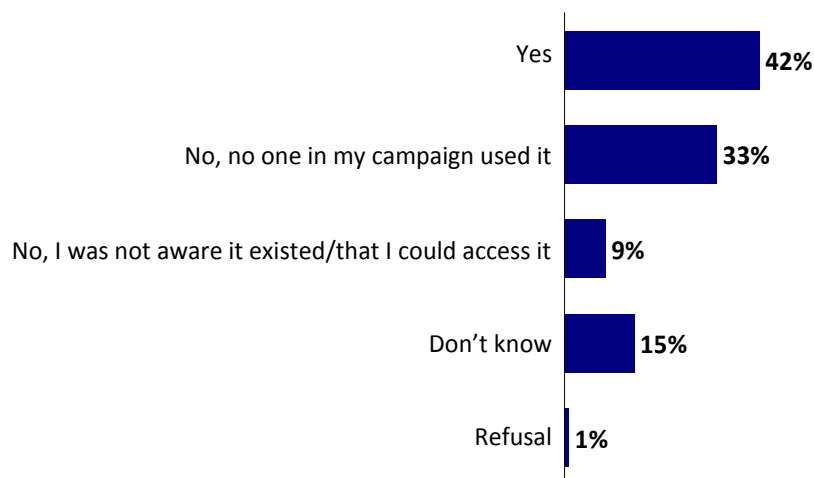
**Overview:**

Just over four in ten candidates (42%) said that they or someone else on their team used Elections Canada's portal. Among those, two in three were satisfied with the portal. Over half of the candidates reported that they primarily used the portal to download election materials. Other uses included submitting nomination papers electronically, accessing post-election results or materials, or maintaining the account and contact profile. Most candidates (four in five) who said that they used the portal agreed that it made submitting the nomination papers convenient or contained useful information, or was easy to create an account. Three in four candidates agreed that the portal provided an easy access to documents.

## Use of the Portal

In 2019, Elections Canada introduced the Political Entities Service Centre (PESC), commonly known as the portal, providing candidates the opportunity to file their nomination papers and financial reports electronically. The portal was reportedly used by 42% of candidates, including those who used it personally, or had someone on their team used it. One-third (33%) said that no one in their campaign used the portal. Nearly one in ten (9%) were not aware the portal existed or that they could access it, and 16% did not know if the portal was accessed or did not provide a response.

**Chart 10: Use of the Portal**



**Q10.** Did you, or any of your representative, use the portal?

**Base:** n=1172: all respondents

- Those who were the incumbent were more likely to use the portal (51% vs. 40% among those not the incumbent). Similarly, 50% of those elected used it compared with 40% among those not elected.
- This is also true of candidates born outside of Canada (49% versus 40% among those born in Canada).

Candidates said they used the portal primarily to download election materials (56%). Other uses included submitting a nomination electronically (30%), accessing post-election results or materials (28%), or maintaining the account and contact profile (27%).

**Table 5: Reasons for Using the Portal**

<i>Q11. What did you, or your representative, use the portal for? (Multiple responses accepted)</i>	<b>Total</b>
<i>n= (Candidates using the portal)</i>	<i>478</i>
Download election materials	56%
Submit nomination electronically	30%
Access post-election results or materials	28%
Maintain account and contact profile	27%
General information	4%
Comment on difficulties experienced	4%
Submit expenses/finances	3%
Other	1%
Do not know/No response	15%

- Candidates in Quebec were more likely to have accessed the portal for post-election results (34%) compared with candidates in other regions (26% to 29%). Those between the ages of 50 and 59 (69%) were the most likely age cohort to have used it to download election materials.

Of those who did not use the portal, nearly one in five said their campaign was limited (small budget), or there was no need to use it for some other reason (19%). About one in ten ended up not using it because they felt it was not easy to use (11%), preferred dealing with EC in person (10%), preferred working with paper (9%) or did not know about the portal or how to use it (9%).

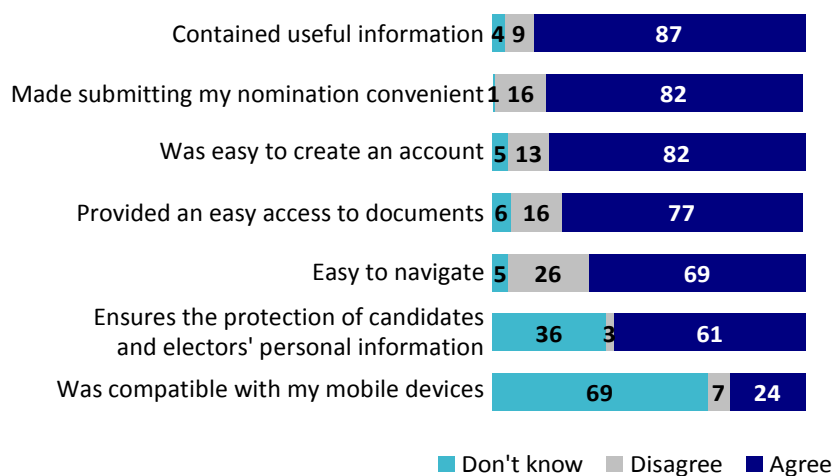
**Table 6: Reasons for Not Using the Portal**

<i>Q14. Why did you not use the portal? (Multiple responses accepted)</i>	<b>Total</b>
<i>n= (Candidates not using the portal)</i>	<i>584</i>
Limited campaign/no need	19%
Not easy to use/complex	11%
Prefer dealing face to face with EC	10%
Prefer working with paper	9%
Did not know about/Not told how to use it	9%
No time, too busy	7%
Advised there were problems with it	2%
Technical issues/Not comfortable using technology	5%
Other	4%
Do not know/No response	33%

## Experiences with the Portal

Most candidates who used the portal agreed that it contained useful information (87%), that it made submitting their nomination convenient (82%), or that it was very easy to create an account (82%). Three in four candidates agreed that the portal provided an easy access to documents (77%). Two in three candidates agreed that the portal was easy to navigate (69%), or felt that the portal ensures the protection of candidates and electors' personal information (61%). One-quarter (24%) agreed that the portal was compatible with their mobile devices.

**Chart 11: Experiences with the Portal (%)**



**Q12a-g.** How strongly do you agree or disagree with the following statements?

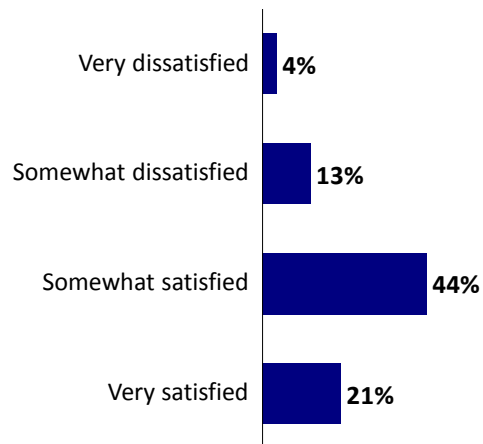
**Base:** n=242; candidates who used the portal personally, \*Includes those respondents – 1%-69%– who said “Don’t know.”

- Women were more likely to find the portal easy to navigate (82% compared with 65% among men).
- Candidates under 35 were more likely than older candidates to see the personal information as protected (73% disagreed compared with 46% to 63% in other age groups).
- Candidates in Quebec (34%) were more likely than candidates in other regions (27% or less) to agree the portal was compatible with mobile devices.
- Those in their first election (87%) were more likely to find it was easy to create an account compared with those who had run previously (67%).

### *Satisfaction with the Portal*

Among those who reported having used the portal, satisfaction was moderately high at 65%, although only 21% of them said they were very satisfied. The largest proportion indicated only moderate satisfaction. Seventeen percent said they were dissatisfied, although only 4% were very dissatisfied.

**Chart 12: Satisfaction with the Portal**



**Q13.** How satisfied were you, or your representative, with the overall user experience of the portal? Were you...?

**Base:** n=480: respondents who used the portal. \*Includes those respondents – 18% – who said “Don’t know.”

- Dissatisfaction was higher among men (19%) than among women (10%).



## D. ELECTIONS CANADA PRODUCTS AND SERVICES

### **Overview:**

Most candidates found Elections Canada's products to be useful in running their campaign. Over half found the products somewhat useful, and three in ten found the products very useful. Of the products offered by Elections Canada, candidates primarily used the maps of polling place service areas, the lists of polling stations, and the Political Financing Handbook for Candidates and Official Agents. Almost half of the candidates stated that having both formats (paper and electronic) of the polling station lists was useful for them (up from 32% in 2015). In considering the quality of the list of electors, satisfaction was modest at 48% (down from 58% in 2015). Satisfaction with the Event Map Viewer was moderately high at 48%. Of the tools to communicate with electors, over two in five candidates found the Guide to the Federal Election (also known as the Booklet) most useful.

Returning officers organized an all candidates briefing in their riding before the 43rd general election. Three in four candidates attended the briefing or sent someone else to attend (up from 62% in 2015). Just less than half of candidates indicated that they personally attended the briefing, while others had a campaign delegate, manager, or official agent attend. Of those attending or represented at the briefing, four in five found it useful.

There was moderate use reported for the 1-800 support line for candidates, with 39% candidates reporting that they or their representatives contacted Elections Canada using this method (42% in 2015). Among those who used the support line, satisfaction was moderately high at 74%. Most candidates, or their representatives, contacted or visited their local Elections Canada office during the election (86% in 2019, up from 80% in 2015). Satisfaction was high at 88% when considering services provided by the local Elections Canada office.

## Elections Canada Products Used

Candidates used a number of Elections Canada products; most predominantly maps of polling place service areas (70%), lists of polling stations (68%), and the Political Financing Handbook for Candidates and Official Agents (64%). Over half (57%) used the Elections Canada lists of electors, including the preliminary lists, the revised lists and the official lists. The statement of electors who voted on polling day (also called a bingo sheet) was used by 41% of candidates, while Elections Canada's tools to communicate with electors were used by 18% of them.

**Table 7: Elections Canada Products and Services Used**

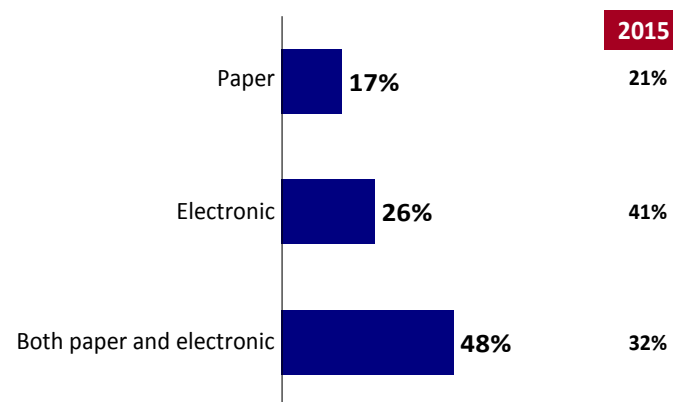
<i>Q15. Which of the following Elections Canada products did you use? Did you use...? (Multiple responses accepted)</i>	<b>Total</b>
<i>n= (All candidates)</i>	<i>1172</i>
Maps of polling place service areas	70%
Lists of polling stations	68%
Political Financing Handbook for Candidates and Official Agents	64%
Lists of electors, including the preliminary lists, the revised lists and the official lists	57%
Statement of electors who voted on polling day, also called a bingo sheet	41%
EC's tools to communicate with electors	18%
Don't know/I did not use any of EC's products/No response	13%

- Candidates who were elected (66%), incumbents (60%), those not running for the first time (41%) or in a party represented in the House of Commons (35%) were more likely than other their counterparts (23% to 26%) to have used five or six of the six types of products listed.
- Women (46%) were more likely to use bingo sheets than men (38%).

### ***Most Useful Format of Polling Station Lists***

Nearly half (48%) of candidates said the availability of both the paper and electronic formats of updated lists of polling stations was most useful. About one-quarter (26%) preferred the electronic format, while 17% said the paper format was most useful. Compared with 2015, preference for a single format seems to have decreased for both paper and electronic.

**Chart 13: Most Useful Format of Polling Station Lists**



**Q16.** In your opinion, which format of the updated lists of polling stations was most useful?

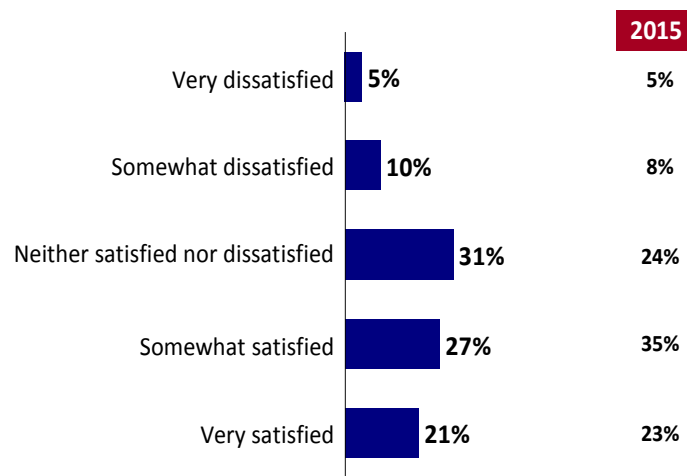
**Base:** n=790: respondents who used lists of polling stations. \*Includes those respondents – 9% – who said “Don’t know.”

- Those who were the incumbent (56%), elected (62%) or from a party represented in the House of Commons (51%) were more likely to have found both paper and electronic were most useful. Those who were not the incumbent (19%), not elected (20%), or not from of a party represented in the House of Commons (31%) were more likely to have found paper updated lists most useful.
- Candidates who are 60 years of age or older (22%) were more likely than younger candidates to have found paper updated lists more useful, while candidates under the age of 35 (36%) were more likely than older candidates to find electronic lists more useful.

### *Satisfaction with the Quality of List of Electors*

Satisfaction with the quality of the list of electors was modest at 48%, and only 21% were very satisfied. Fifteen percent indicated dissatisfaction, although only 5% said they were very dissatisfied. Results are less positive than in 2015 when 58% were satisfied, although a similar proportion were very satisfied (23%).

**Chart 14: Satisfaction with Quality of List of Electors**



**Q17ax.** How satisfied were you with the overall quality of the list of electors?

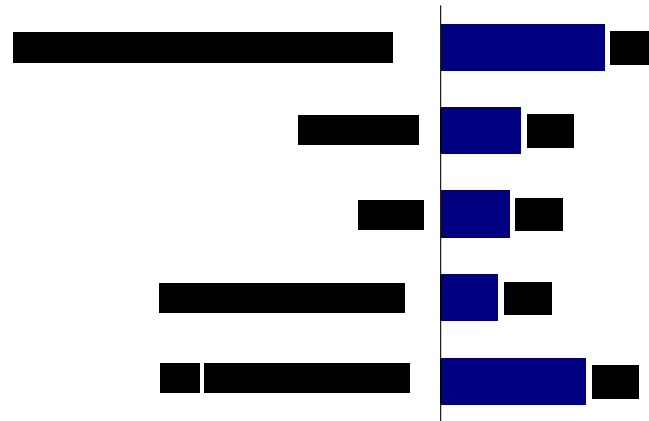
**Base:** n=300: respondents who used a list of electors (split sample). \*Includes those respondents – 6% – who said “Don’t know.”

- Satisfaction was marginally higher among men (53%) than among women (40%).

### Most Useful EC Tools

Over two in five (43%) candidates found the Guide to the Federal Election (also known as the Booklet) most useful to communicate with electors, followed by the infographics (21%), the videos (18%) and the banners for their website (15%).

**Chart 15: Useful Communication Tools**



**Q18.** Which of the following EC's tools to communicate with electors were the most useful for your campaign?

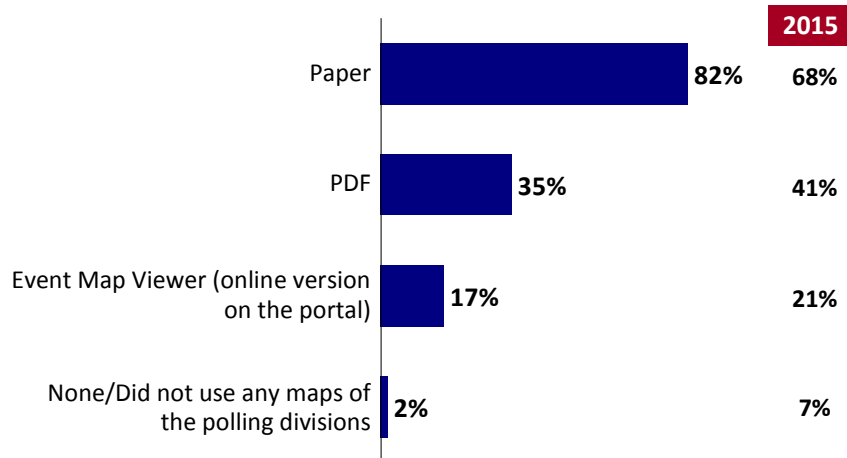
**Base:** n=206: respondents who used Elections Canada's tools to communicate with electors. Multiple responses accepted

- Candidates who were elected (36%) were more likely than those not elected (18%) to have found the infographics useful. Those born outside of Canada (33%) were more likely than those born in Canada (14%) to see the videos as useful. Caution should be used in interpreting each of these differences, however, since they are based on less than 15 candidates in each case.

## Maps of Polling Service Areas

Most candidates (82%) used the paper format of the maps of polling place services areas. Over one in three (35%) used the PDF format, while 17% used the Event Map Viewer. Use of paper has increased from 68% in 2015.

**Chart 16: Format of Polling Place Maps**



**Q19.** Which format of the maps of polling place service areas did you use? Did you use...?

**Base:** n=808: respondents who used maps of polling place service areas.

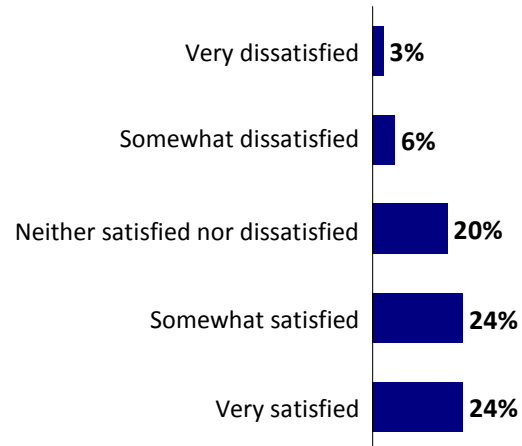
\*Includes those respondents – 6% – who said “Don’t know.” (Multiple responses accepted)

- Those who were the incumbent or elected were more likely to have used the PDF format (44% and 48% respectively vs. 33% of non-incumbents and 31% of candidates who were not elected) or the Event Map Viewer (31% and 30% respectively, compared to 14% and 13%).

### *Satisfaction with the Event Map Viewer*

Satisfaction with the Event Map Viewer was moderately high at 48% satisfied (24% very satisfied), although many candidates said that they do not know or did not provide a response (24%). Only 9% indicated dissatisfaction (6% somewhat and 23% very dissatisfied).

**Chart 17: Satisfaction with the Event Map Viewer**



Q20ax. How satisfied were you with the Event Map Viewer?

Base: n=60: respondents who used the Event Map Viewer (split sample).

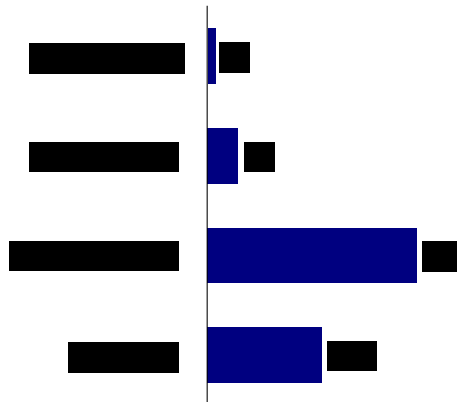
\*Includes those respondents – 24% – who said “Don’t know.”

- The sample size for this question is too small to discuss differences by subgroups.

## Overall Usefulness of Products

Most candidates (85%) found Elections Canada's products to be useful in running their campaign. Over half (55%) found the products somewhat useful, and 30% found the products very useful. One in ten said the Elections Canada products were not useful.

**Chart 18: Usefulness of Elections Canada Products in the Campaign**



**Q22.** Thinking about what you needed to run your campaign, how useful were Elections Canada's products? Were they...?

**Base:** n=1015: all respondents. \*Includes those respondents – 4% – who said “Don’t know.”

- Candidates who were elected (92%) were more likely than candidates who were not elected (84%) to say the products were useful. This was also the case among those who are from a party represented in the House of Commons (87%) compared to those who are not from a represented party (81%).



Of those who did not find Elections Canada's products useful (10% of the candidates), one-third of candidates listed as products that were not useful: bingo sheets (30%), tools to communicate with electors (30%), and lists of electors (29%). Other products mentioned to a lesser extent include polling place service area maps (16%) and lists of polling stations (12%). One in five provided a variety of responses with no central theme.

**Table 8: Products not Useful**

<i>Q23. Which Elections Canada's products did you think were not useful? (Multiple responses accepted)</i>	<b>Total</b>
<i>n= (Candidates not finding EC products useful)</i>	<i>103</i>
Bingo sheets	30%
Tools to communicate with electors	30%
List of electors	29%
Polling place service area maps	16%
List of polling stations	12%
Other	22%
Do not know/No response	27%

## All Candidates Briefing

In total, 75% of candidates attended the briefing or sent someone else to attend, up from 62% in 2015, although 22% said they did not know in 2015. Among the 75% where there was attendance, 47% of the time it was the candidate themselves who attended, from 40% attendance 2015. In 37% of the cases, candidates assigned their campaign manager to attend (either with them or on their own), down from 45% in 2015. The official agent attended (either with them or on their own) about one-fifth of the time (19%), up from 16% in 2015.

Of those who attended or had a representative attend, most found the briefing somewhat (45%) or very (35%) useful. Only 12% found the briefing not to be useful. Overall, the 80% indicating usefulness is on par with 81% in 2015, although more candidates found it very useful in 2019, compared with 28% in 2015.

**Table 9: All Candidates Briefing**

--	Total 2019	Total 2015
<i>Q24. The returning officer in your riding organized an "all candidates briefing" for the general election. Could you tell us if...? (Multiple responses accepted)</i>		
<i>n= (All candidates)</i>	1170	916
You personally attended	47%	40%
Your campaign delegate/manager attended	37%	45%
Your official agent attended	19%	13%
No one attended	21%	16%
Do not know/No response	4%	22%
<i>Q25. How useful was the briefing? Was it...?</i>		
<i>n= (Candidates with some attendance at briefing)</i>	882	712
Very useful	35%	28%
Somewhat useful	45%	53%
Not very useful	9%	10%
Not useful at all	3%	3%
Do not know/No response	8%	6%

- Candidates who were in their first election (52% vs. 38% of those not in their first election), not incumbents (50% vs. 34% of incumbents), and not elected (50% vs. 33% of those

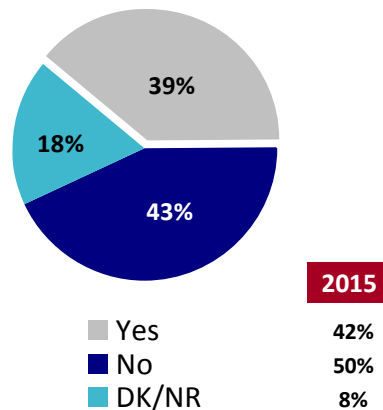
elected) were more likely to have personally attended the briefing, while other candidates were comparatively more likely to have their official agent or manager/delegate.

- Personal attendance by a candidate is highest in Quebec (58%) and lowest in Ontario (41%).
- Candidates under 35 years of age (30%) were more likely than older candidates (17% to 20%) to report that no one attended the briefing.

### Contact with Elections Canada

There was moderate use reported for the 1-800 support line for candidates. Nearly two in five (39%) candidates said that they or their representatives contacted Elections Canada with the 1-800 support line, while 43% did not and 18% said they were unsure. This compared with 42% indicating use in 2015.

**Chart 19: Use of 1-800 Support Line**



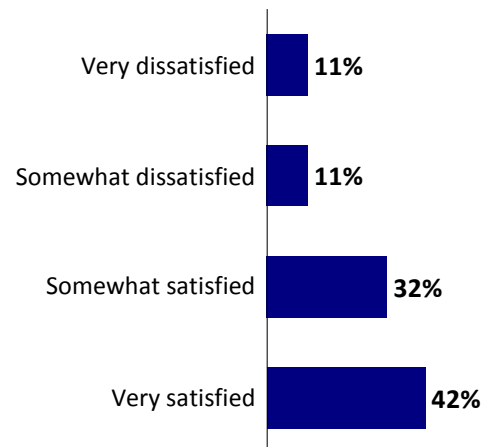
**Q26a.** During the election, did you, or any of your representatives, contact Elections Canada with the 1-800 support line for candidates?

**Base:** n=561: all respondents (split sample)

- Those in Atlantic Canada (53%) were more likely than those in other regions to call the 1-800 line, compared with 31% to 42% elsewhere in the country.

Satisfaction with services received from the 1-800 support line was moderately high at 74%, with 42% indicating they were very satisfied. Another 21%, however, indicated dissatisfaction (11% very dissatisfied).

**Chart 20: Satisfaction with the 1-800 Support Line**

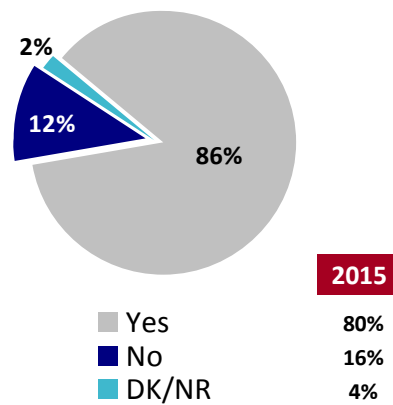


**Q27ax.** How satisfied were you, or your representative, with the services you received from the 1-800 support line for candidates?

**Base:** n=185: respondents who said they used the 1-800 support line for candidates. \*Includes those respondents – 5% – who said “Don’t know.”

Most (86%) candidates, or their representatives, contacted or visited their local Elections Canada office during the election. This compares to 80% in 2015.

**Chart 21: Contacted or Visited an Elections Canada Local Office**

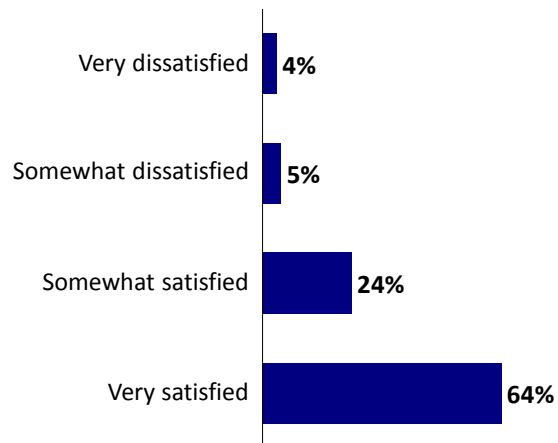


**Q26b.** During the election, did you, or any of your representatives, contact or visit the local Elections Canada office?

**Base:** n=611: all respondents (split sample).

In terms of services provided by the local office, satisfaction was higher at 88% (64% very satisfied and 24% somewhat satisfied), compared with the services provided by the 1-800 line (74%). Only 9% said they were dissatisfied (4% very dissatisfied).

**Chart 22: Satisfaction with Local Office**



**Q27dx.** How satisfied were you, or your representative, with the services you received from the local Elections Canada office?

**Base:** n=522: respondents who said they contacted or visited the local EC office. \*Includes those respondents – 2% – who said “Don’t know.”

## E. THE CAMPAIGN

### **Overview:**

One in five candidates reported that they provided the returning officer with a list of names of election staff to work at polling stations. Of those who reported that they used a voters list (72% of the candidates), 94% said that they took measures to ensure the protection of personal information contained in it.

Four in ten of candidates reported taking measures to ensure their campaign materials were accessible to electors with a disability.

The financial incentives provided by the *Canada Elections Act* were not well known, with just over one-third of candidates (36%) reporting awareness that the Act provides for partial reimbursement of elections expenses as well as some personal expenses like childcare costs and expenses related to a disability.



## List of Election Staff

One in five (21%) candidates provided the returning officer with a list of names of election staff to work at polling stations. The majority (60%) did not, and a further 9% did not know they could provide one. Another 10% of the candidates did not know if they provided a list of election staff to the returning officer (or did not answer the question).

Of those who did not provide a list, nearly half (46%) said that they did not have anyone interested, available or competent to work at the polling stations. About one in ten said that there was not enough time to find people (10%), or that there were difficulties in finding someone because they were independent candidates or running for a small or new party (8%).

**Table 10: Provision of List of Election Staff**

<i>Q28. Did you provide a list of names of election staff to work at the polling stations to the returning officer?</i>	<b>Total</b>
<i>n= (All candidates)</i>	1172
Yes	21%
No	60%
Did not know I could provide one	9%
Do not know/No response	10%
<i>Q29. Why did you not provide a list of names?</i>	<b>Total</b>
<i>n= (Candidates who did not provide a list)</i>	724
Did not have anyone/unable to find people interested or available/unable to find competent people	46%
Not enough time to find people	10%
Difficulties as independent candidate/small party/new party	8%
I did not want to provide a list	5%
Elections Canada/returning officer should do this	4%
Procedures not explained	4%
Returning officers did not request such a list	4%
No need to provide a list	3%
Other	2%
Do not know/no response	22%

- Candidates who were more likely to have provided a list of names were the incumbent (53% vs. 16% who were not the incumbent), elected (49% vs. 16% of those not elected), not in their first election (32% vs. 16% in their first election) or from of a party represented in the House of Commons (24% vs. 8% not from a party represented in the House of Commons).
- Those in Quebec (32%) and Atlantic Canada (34%) were more likely to indicate they provided a list of names compared with candidates in other provinces. Candidates in Alberta and Northwest Territories (11%) were less likely to do so.

## Protection of Personal Information

One in five candidates reported not using the voters' lists. Among those who did, 94% of candidates said they took measures to ensure the protection of personal information contained in the lists they received. Only 6% did not take any measures to protect personal information.

Of those who took measures to ensure the protection of personal information, almost two in five said they ensured limited access to lists to themselves or their campaign manager or agent (38%), or they kept lists in a secure or locked place (36%). One-quarter (24%) stated that they ensured the destruction of voters lists at the end of the election, while 14% ensured limited access in general.

**Table 11: Protection of Personal Information**

<i>Q30. Did you take any measures to ensure the protection of personal information contained in the voters' lists that you received?</i>	<b>Total</b>
<i>n= (Candidates who used voters' lists)</i>	848
Yes	94%
No	6%
<i>Q31. What measures did you take to ensure the protection of personal information? (Multiple responses accepted)</i>	<b>Total</b>
<i>n= (Candidates who took protection measures)</i>	789
Ensured limited access to lists to self/campaign manager/agent	38%
Kept lists in secure place/Kept locked away	36%
Ensured the destruction of voters lists at end of the election	24%
Ensured limited access in general	14%
Issued instructions regarding use of voters lists	8%
Encrypted the lists	4%
Brought voters lists back to returning officer	3%
Issued procedures to re-collect copies of voters lists after event	2%
Kept at home/office	2%
Do not know/no response	15%

- Candidates who were from a party represented in the House of Commons (96% vs. 84% of those not from a party represented in the House of Commons) were more likely to have taken measures to protect personal information.

## Accessibility Measures

Two in five (39%) candidates said they took measures to ensure that their campaign's materials, events or website were accessible to electors with a disability. There were 27% who did not, and a further 33% did not provide a response or did not recall.

Wheelchair-accessible venues were provided by 27% of candidates who took some measures. About two in five had campaign offices that were accessible to those with mobility issues (22%) or developed websites that were accessible to electors using a screen reader (20%). Fifteen percent said they conducted personal outreach to those in need of options or those who are marginalized.

**Table 12: Accessibility Measures**

<i>Q32. Did you take any measures to ensure that your campaign's materials, events or website were accessible to electors with a disability?</i>	<b>Total</b>
<i>n= (All candidates)</i>	1172
Yes	39%
No	27%
Do not know/no response	33%
<i>Q33. Which measures did you take to make your campaign accessible? (Multiple responses accepted)</i>	<b>Total</b>
<i>n= (Candidates who took measures)</i>	443
Venues were wheelchair accessible	27%
Campaign office was accessible to mobility issues	22%
Website was accessible to electors with a screen reader	20%
Personal outreach to those in need of access options/marginalized	15%
General mention of accommodation	9%
Social media content was accessible to electors with a screen reader	7%
Large print materials were available	6%
Videos/Audio with closed captioning	5%
Asking electors with a disability about accessibility needs	4%
Braille/ESL materials were available	3%
Offered transport to the polling station	4%
Other	6%
Do not know/no response	17%

- Candidates who were the incumbent (63% vs. 35% of non-incumbents), elected (58% vs. 36% of those not elected), those who were not in their first election (46% vs. 36% who were in their first election) or those from of a party represented in the House of Commons (41% vs. 31% not from a party represented in the House of Commons) were more likely to have taken accessibility measures. Most often, the measure taken for these candidates was to have a campaign office that was accessible to mobility issues.
- Candidates in Atlantic Canada (54%), or Ontario (44%) were more likely than others across the country to take measures to ensure accessibility. Those in Quebec (29%) were least likely to do so.

### ***Financial Incentives Provided by the Canada Elections Act***

The financial incentives provided by the *Canada Elections Act* were not well known. Just over one-third (36%) of candidates said they were aware that the Act provides for partial reimbursement of elections expenses as well as some personal expenses like childcare costs and expenses related to a disability.

Among candidates aware of these incentives, most (74%) said they had no impact at all on their decision to run in the last federal general election. For those who were influenced by the incentives, 7% said it had a moderate impact, and 6% said it had a major impact on their decision to run.

**Table 13: Awareness and Impact of Financial Incentives**

<i>Q34. The Canada Elections Act provides for partial reimbursement of elections expenses as well as some personal expenses like childcare costs and expenses related to a disability. When deciding to run as a candidate, were you aware of these financial incentives?</i>	<b>Total</b>
<i>n= (All candidates)</i>	1172
Yes	36%
No	61%
Do not know/no response	2%
<i>Q35. What impact, if any, did these financial incentives have on your decision to run in the last general election? Did they have a...?</i>	<b>Total</b>
<i>n= (Candidates aware of financial incentives)</i>	411
Major impact	6%
Moderate impact	7%
Minor impact	12%

No impact at all	74%
Don't know/no response	2%

- Candidates who were incumbents (67% vs. 31% of non-incumbents), elected (63% vs. 31% of those not elected), not in their first election (55% vs. 28% of those in their first election), or those from of a party represented in the House of Commons (38% vs. 29% of those not from a party represented in the House of Commons) were more likely to have been aware of the incentives.

## F. VOTING PROCESS

### **Overview:**

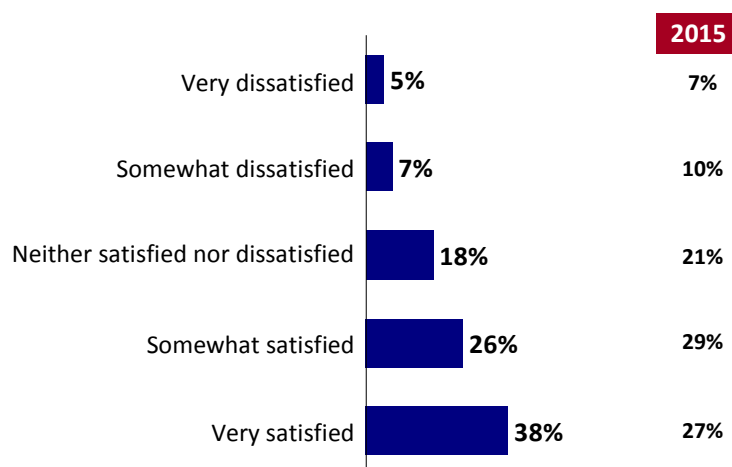
Two in three candidates (64%) were satisfied with how the voting process went on advance polls or election day (up from 56% in 2015). One-quarter of those who said they were dissatisfied listed inadequately trained staff as the reason.

Candidates reported similar satisfaction with the location of polling sites (64%, the same proportion as 2015). Dissatisfaction with the sites included that the polling locations were too far, problems with accessibility, or insufficient space at the polling location. Among the candidates who were present or had staff present at the polling location, four in five didn't witness any problem related to the voter identification requirements (up from 72% in 2015) or with the use of the voter information card (VIC) as a piece of identification.

## Overall Satisfaction with the Voting Process

Satisfaction with the way the voting process went on advance polls and election day was moderately high at 64%, with 38% who were very satisfied. Thirteen percent<sup>5</sup> indicated dissatisfaction, although only 5% were very dissatisfied. Satisfaction with the way voting process went on advance polls and election day was lower in 2015 (56%).

**Chart 23: Satisfaction with Voting Process**



**Q38ax.** What was your level of satisfaction with the way the voting process went on advance polls and election day?

**Base:** n=561: all respondents (split sample). \*Includes those respondents – 6% – who said “Don’t know.”

- Satisfaction with the voting process was marginally lower among those in their first election (61%) compared with those not in their first election (70%). It was also lower in the Atlantic (49%) and British Columbia (55%) compared with 66% to 72% in other regions.
- Satisfaction was higher among men (70%) compared to women where it was 53%.

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<sup>5</sup> Dissatisfaction is 13% due to rounding.

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About one-quarter (24%) of candidates dissatisfied with the voting process mentioned that the staff was inadequately trained or prepared. Other reasons cited by more than one in ten include inappropriate handling or storage of ballots or staff not following procedures (20%), too few stations or long lineups (15%), and deliberate influencing of voters or mistrust in counting (15%).

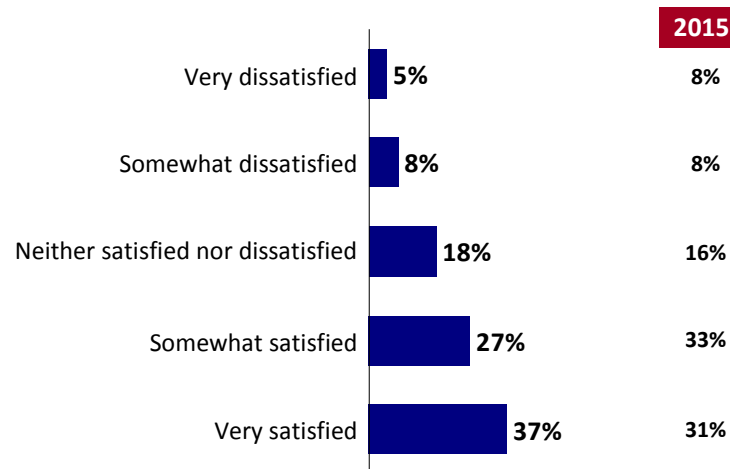
**Table 14: Reasons for Dissatisfaction with the Voting Process**

<i>Q39. Why were you dissatisfied with the voting process? (Multiple responses accepted)</i>	<b>Total</b>
<i>n= (Candidates dissatisfied with the voting process)</i>	<i>130</i>
Staff inadequately trained/prepared	24%
Inappropriate handling/storage of ballots, irregularities, staff not following procedures	20%
Too few stations/long line ups	15%
Fraudulent/Deliberately influencing voters/Mistrust in counting	15%
Delays/early closures at stations on certain polls did not open	10%
Inadequate ID/voter requirements	9%
Use of pencil, ballots susceptible to tampering	9%
Other	2%
Do not know/no response	16%

### *Satisfaction with the Location of Polling Sites*

Satisfaction with the location of polling sites was moderately high at 64%, with 37% who were very satisfied. One in ten (12%<sup>6</sup>) indicated dissatisfaction, but only 5% were very dissatisfied. Results are similar to those in 2015.

**Chart 24: Satisfaction with Location of Polling Sites**



**Q36ax.** What was your level of satisfaction with the locations chosen as polling sites for advance polls and election day?

**Base:** n=561 all respondents (split sample). \*Includes those respondents – 5% – who said “Don’t know.”

- Satisfaction with the location of polling sites was marginally lower among the candidates in their first election (61%) compared with the candidates not in their first election (71%).
- It is also higher among men (70%), compared to women (54%).

---

<sup>6</sup> 12% dissatisfaction is due to rounding.

---

Candidates who were dissatisfied with the location of the polling sites cited a variety of reasons, including: that polling stations were too far (33%), problems with accessibility of polling stations (20%) or insufficient space at the polling stations (19%). About one in ten said that the polling stations were inappropriate (12%), far from public transit or had insufficient parking (10%), that it was hard to find the polling stations (9%), or that there were not enough polling stations or outreach to marginalized individuals (9%).

**Table 15: Reasons for Dissatisfaction with Polling Site Locations**

<i>Q37. Why were you dissatisfied with the location of the polling sites? (Multiple responses accepted)</i>	<b>Total 2019</b>
<i>n= (Candidates dissatisfied with polling site locations)</i>	<i>111</i>
Polling stations on election day located too far/Advance polling stations located too far	33%
Problems with accessibility of polling stations	20%
Poor/insufficient space at polling stations	19%
Inappropriate polling stations	12%
Polling stations far from public transit/insufficient parking	10%
Hard to find polling station	9%
Lack of polling stations/outreach to marginalized	9%
Other	9%
Do not know/no response	14%

## ***Voter Identification Requirements***

Among the candidates who said they were present or represented at the polling location, 20% said they witnessed problems related to the voter identification requirements, while 80% did not. This is lower than the 28% reporting problems in 2015.<sup>7</sup> Problems related to the voter identification requirements were mostly attributed to inadequately trained staff, inconsistencies in identification requirements, and electors having problems proving their identity, with only small numbers of candidates reporting each type of issue.

**Table 16: Voter Identification Requirements**

<i>Q40a. Did you, or your representative, witness any problems related to the voter identification requirements?</i>	<b>Total</b>
<i>n= (Candidates who were or had a representative present at the polling location, on a randomly selected half of candidates)</i>	415
Yes	20%
No	80%

- Those who were elected (28% vs. 12% of those not elected) or incumbents (25% vs. 13% of non-incumbents) were more likely to report witnessing issues. This was also higher in Atlantic Canada (31%) than in other regions.

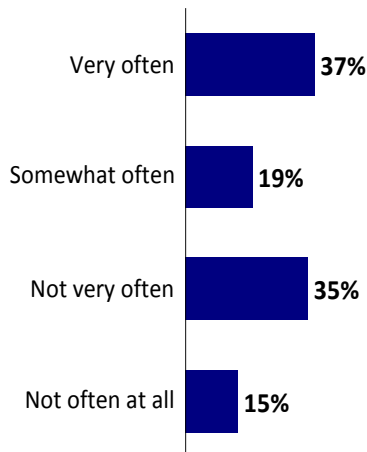
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<sup>7</sup> The 2015 results may differ from those reported in the 2015 Survey of Candidates report because they have been recalculated for comparability with 2019 data.

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Among the 20% of candidates reporting problems with the voter identification requirements, 37% said this occurred very often, and another 19% said it occurred somewhat often, while 35% said it did not occur very often and 15% not often at all.

**Chart 25: Frequency of Problems with Voter Identification Requirements**



**Q43.** How often did you observe those problems?

**Base:** n=68: respondents who observed problems with voter identification requirements. \*Includes 14% – who said “Don’t know.”

### ***Voter Information Card (VIC)***

Among the candidates who said they were present or represented at the polling location, 16% witnessed a problem related to the use of the voter information card (VIC) as a piece of identification, although the majority (84%) did not witness any problems. The majority of the VIC-related problems reported are related to the management of the VIC. This included inappropriate receipt of VICs (non-eligibility), the VIC not being received, or electors having problems proving their identity. Each type of concern was reported by a small number of candidates.

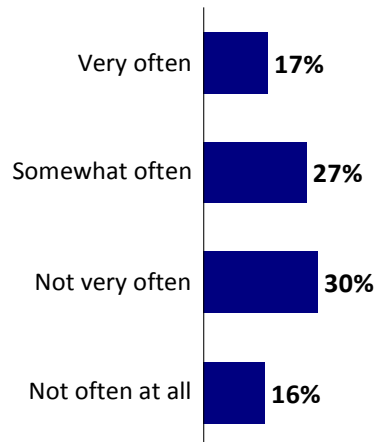
**Table 17: Voter Information Card**

<i>Q40b. Did you, or your representative, witness any problems related to the use of the voter information card (VIC) as a piece of identification?</i>	<b>Total</b>
<i>n= (Candidates who were or had a representative present at the polling location, on a randomly selected half of candidates)</i>	<i>457</i>
Yes	16%
No	84%

- Those who were elected or incumbents (21% in each case) were more likely than those who were not elected or non-incumbents (10% in each case) to report problems related to use of the VIC as identification.

Among the 16% of candidates reporting problems with the use of the VIC as a piece of identification, 17% said this occurred very often and another 27% said it occurred somewhat often. Just under half said it did not occur very often (30%) or often at all (16%).

**Chart 26: Frequency of Problems with Voter Information Card**



**Q43.** How often did you observe those problems?

**Base:** n=146: respondents who reported observing problems with voter identification requirements. \*Includes those respondents – 10% – who said “Don’t know.”

### ***Suggested Improvements to Elections Canada Services***

Candidates were asked for their suggestions on how to improve the services they received from Elections Canada. Although 46% did not provide a response, 54% provided one or more suggestions. As in 2015, top responses related to more timely or accessible information (12%), or more training for staff (10%). A general increase in the level of service (8%) was also suggested as well as improved access or user experience (e.g. better navigation) on the portal (7%). Increased accuracy of the voter lists was also noted (4%), as was less use of paper (3%) and equal treatment for independent candidates (3%). Results are generally similar for 2015.

Increasing voter turnout, while not a service provided to candidates, was also suggested as an important area for focus among six percent, and five percent spoke of better enforcement of the rules and regulations at polling stations. Better or timelier access to information for voters was also put forward (4%). Other suggestions, noted by 2% or fewer candidates, are indicated in the following table. Results are similar for 2015.

**Table 18: Suggestions for Improvements to EC Services**

<i>Q48. Thinking about the services you received from Elections Canada during the election, what is your main suggestion, if anything, to improve those services? (Multiple responses accepted)</i>	<b>Total 2019</b>	<b>Total 2015</b>
<i>n= (All candidates)</i>	1172	916
More timely/accessible information	12%	10%
More training for staff	10%	9%
Improve service levels	8%	7%
Better access/user experience on portal	7%	--
Increase voter turn out	6%	4%
Enforce rules and regulations	5%	3%
More accurate voter lists/boundaries/maps	4%	7%
Better access/more timely information for voters	4%	4%
Less paper waste (more use of electronics)	3%	2%
Equal treatment/rules for independents	3%	--
Better voting process	2%	--
Better prepared for advance voter turnouts	2%	4%
Simplify processing/qualification requirements for candidates	2%	--
Better access at/to polling stations	1%	--
Other	7%	5%
Do not know/No response	46%	24%

\*2% or higher shown in table



- Candidates who were elected as well as incumbents were more likely than other candidates to point to more training for staff (19% in each segment) and increasing voter turnout (14%–15%).

## G. TECHNOLOGY AND ELECTIONS

### **Overview:**

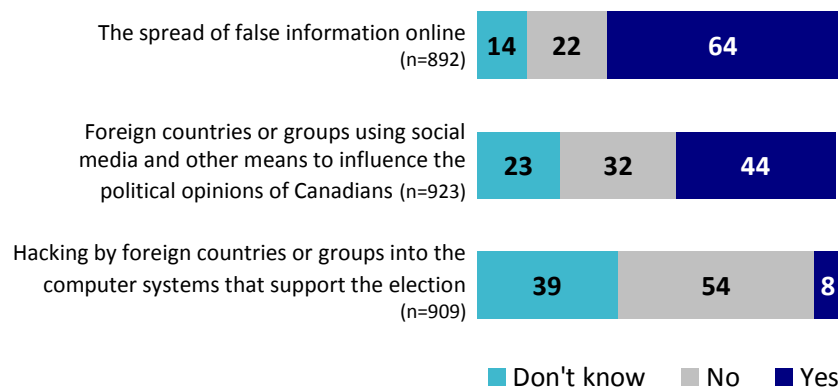
Based on what candidates had recently heard, nearly two in three felt that there was a problem in this election with the spread of false information online. Over two in five felt that foreign countries or groups were using social media and other means to influence the political opinions of Canadians. Relatively few (8%) perceived that there was hacking by foreign countries or groups into the computer systems that supported this election. Among those who perceived that the spread of false information was a problem during the election, 30% perceived that it had a major impact on the outcome of the election. The proportion was slightly lower (21%) among those who expressed concern about foreign countries or groups using social media and other means to influence the political opinions of Canadians.

Support for online voting among candidates was low, with just over one-third believing that electors should be able to vote by using the Internet (down from 54% in 2015); the majority of candidates felt that voting online is risky.

## False Information, Foreign Influence and Foreign Interference

Based on what candidates had recently heard, nearly two in three (64%) felt that there was a problem in this election with the spread of false information online. Over two in five (44%), said that there was a problem with foreign countries or groups using social media and other means to influence the political opinions of Canadians. Relatively few (8%) perceived that there was a problem with hacking by foreign countries or groups into the computer systems that support the election.

**Chart 27: Perceived Spread of False Information, Foreign Influence and Interference (%)**



**Q49a-c.** Based on what you have heard recently, do you think.....was a problem in this election?

**Base:** All respondents (split sample).

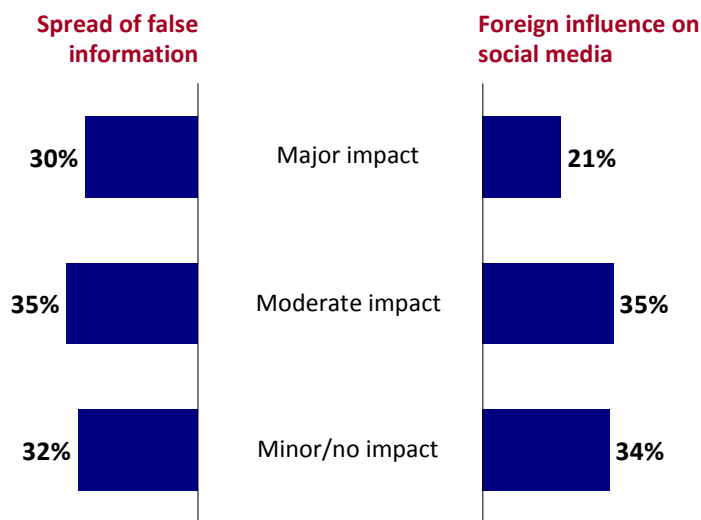
- Candidates from a party represented in the House of Commons (67% vs. 47% of those from a party not represented in the House of Commons), along with candidates under the age of 35 (76%), were generally more likely than their counterparts to perceive that there was a spread of false information online.
- Candidates in Alberta were more likely than those in other regions to feel there was a problem with both general spread of false information online (80%), and foreign countries using social media to influence political opinions (57%, also more prominent in British Columbia at 54%). Those in Quebec were least likely (44% and 29% respectively) to say this.
- Men (57%) were also more likely than women (47%) to believe that hacking by foreign countries or groups into the computer systems that support the election was not a problem during the election.

Among the candidates who perceived that the spread of false information was a problem during the election (64%), 65% stated that it has had an impact on the outcome of the election (30% perceived a major impact).

Among the candidates who perceived that the use of social media by foreign countries or groups to influence political opinions was a problem during the election (44%), 56% stated that it had an impact on the outcome of the election (21% perceived a major impact).

Considering the small proportion of candidates who perceived that there was a problem with hacking by foreign countries or groups into the computer systems that support the election, it is not possible to report on the impact they think this might have had on the outcome of the election.

**Chart 28: Impact of Perceived Spread of False Information and Foreign Influence**



**Q50.** What impact, if any, do you think this had on the outcome of the election?

**Base:** Social Media: n=108, DK/NR - 4% / Foreign Influence n=275, DK/NR - 10%

- The sample size for this series of follow-up questions is too small to discuss differences by subgroups.

## Use of Technology in Elections

When asked whether they prefer that poll workers use paper or computer lists to find a voter's name and keep track of who voted, 41% of candidates indicated a preference for paper lists, with 33% preferring computer lists. One in five (21%) did not have a preference.

Regarding the ballot counting method, just less than half (46%) of candidates indicated a preference for hand counting and 31% preferred machine counting. Nearly one in five (16%) said they had no preference.

**Table 19: Computer Lists and Machine Counting**

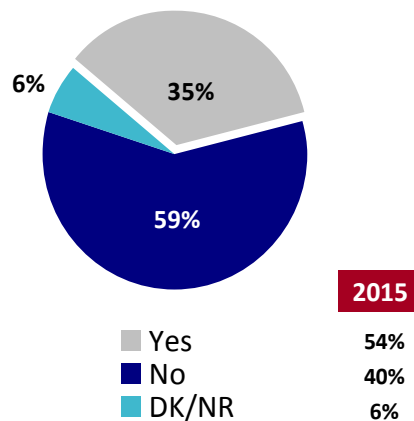
<i>Q51a. In a Canadian federal election, workers at the polls use paper lists to find a voter's name and keep track of who voted. In some provincial elections, poll workers use computers or tablets to do this electronically. Which method do you prefer?</i>	<b>Total</b>
<i>n= (Randomly selected half of candidates)</i>	561
Paper lists	41%
Computer lists	33%
No preference	21%
Do not know/no response	5%
<i>Q51b. In Canadian federal elections, each paper ballot is counted by hand. In some provincial elections, paper ballots are scanned into a machine that counts the votes. Which vote counting method do you prefer?</i>	<b>Total</b>
<i>n= (Randomly selected half of candidates)</i>	611
Hand counting	46%
Machine counting	31%
No preference	16%
Do not know/no response	7%

- Candidates 60 years of age or older (52%), as well as candidates in British Columbia (51%) were more likely than their counterparts to have a greater preference for paper.
- Candidates born outside of Canada (45% vs. 31% of those born in Canada), those in their first election (37% vs. 25% of those not in their first election) and those from a party represented in the House of Commons (35% vs. 25% of those not from a party represented in the House of Commons) were relatively more likely to prefer computer lists.
- Candidates in Ontario were more likely (43% vs. 25% of the candidates in Quebec and 19% respectively of those in other regions) to prefer machine counting of ballots.

- Those born outside of Canada were more likely (41%) than those born in Canada (29%) to show a preference for both machine counting of ballots than other candidates.

Over one-third (35%) of candidates think that electors should be able to vote using the Internet, down considerably from 54% in 2015. Six in ten (59%) do not, and another 6% were not sure or did not provide a response.

**Chart 29: Online Voting**



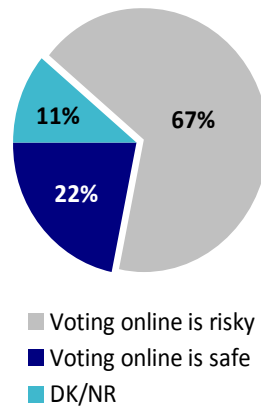
**Q52a.** Do you think that electors should be able to vote by using the Internet?

**Base:** n=561: all respondents (split sample).

- Candidates who were the incumbent (81% vs. 56% of non-incumbents) or elected (84% vs. 55% of those not elected) were more likely than others to say electors should **not** be able to vote online.

The majority (67%) of candidates believe that voting online is risky, while just over one in five (22%) said that voting online is safe.

**Chart 30: Perceived Risk of Online Voting**



**Q52b.** Which statement comes closest to your own view?

**Base:** n=611: all respondents (split sample).

- Candidates in their first election (25% vs. 12% of those not in their first election), along with francophones (30% vs. 19% of anglophones), and Quebec candidates (27%) were more likely than other candidates to say voting online is safe.

## H. CANADIAN DEMOCRACY

**Overview:**

Half of candidates were satisfied with the way that democracy works in Canada. The two most frequently cited reasons for dissatisfaction in the way democracy works in Canada include the lack of proportional representation and that the first-past-the-post system does not reflect voters' preferences.

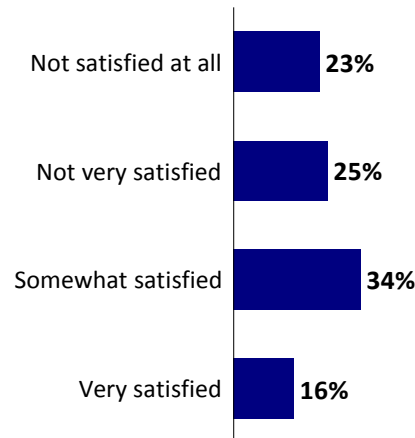
Just under half of the candidates (46%) agreed that the voting age in the federal election should be lowered from 18 to 16 years old. Candidates' opinions were divided on whether and how women's participation in politics should be encouraged, with 47% agreeing that political parties should be required to have more women candidates and 36% thinking that political parties should receive a financial incentive for having more women candidates.



### *Satisfaction with Canadian Democracy*

Fifty percent of the candidates said that they were satisfied with the way democracy works in Canada (16% were very satisfied). A proportion of 23% of the candidates said they were very dissatisfied with the way that democracy works in Canada.

**Chart 31: Satisfaction with Democracy in Canada**



**Q53.** Overall, how satisfied are you with the way democracy works in Canada? Are you...?

**Base:** n=1172: all respondents. \*Includes those respondents – 1% – who said “Don’t know.”

- Dissatisfaction stands out most prominently among candidates from a party not represented in the House of Commons (68% vs. 43% of those from a party represented in the House of Commons), followed by those who were not elected (56% vs. 7% of those who were elected), and those who were not incumbents (54% vs. 12% of incumbents).
- Dissatisfaction was also more prominent in Ontario (53%), as well as among those under 35 (55%) compared with other candidates. Conversely, satisfaction was highest among candidates in Quebec (60%) and those between the ages of 50 and 59 (56%).

The two most frequently cited reasons for dissatisfaction in the way democracy works in Canada include the lack of proportional representation (36%) and that the first-past-the-post system does not reflect voters' preferences (27%). Over one in ten (12%) were dissatisfied with the influence or bias of media on democracy.

**Table 20: Reasons for Dissatisfaction with the Way Democracy Works**

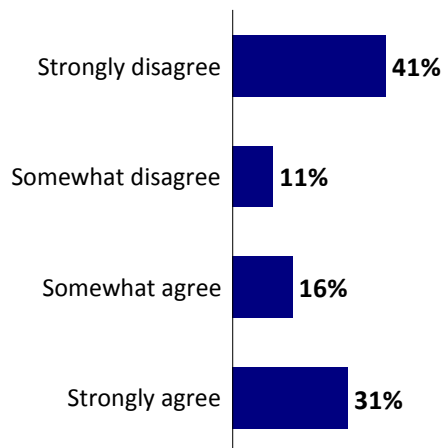
<i>Q54. Is there a specific reason why you are dissatisfied with the way democracy works in Canada? (Multiple responses accepted)</i>	<b>Total</b>
<i>n= (Candidates dissatisfied with democracy in Canada)</i>	573
Lack of proportional representation	36%
First-past-the-post does not reflect voters' preferences	27%
Media influence/bias	12%
Needs electoral reform (general mention)	6%
Difficulties as independent candidate/small party/new party	4%
The role of money in politics is increasing	4%
Two party focus/unfair bias toward large parties	4%
Negative/toxic messaging/social media campaign	3%
Foreign/corporate influence/meddling	2%
Limitation on freedom of speech	2%
Other	7%
Do not know/no response	5%

- Those from a party represented in the House of Commons were more likely than the candidates not from a party represented in the House of Commons to be dissatisfied with the way democracy works in Canada because of lack of proportional representation (39% vs. 29%) and the first-past-the-post system (31% vs. 20%).
- Candidates under 35 years of age were also more likely to point to the first-past-the-post system (36%) compared with 20% to 27% among older candidates.
- The first-past-the-post system was also more likely to be a source of dissatisfaction in Atlantic Canada (44%) compared with candidates in other parts of the country, but least so in Quebec (11%).
- Lack of proportional representation was noted more often among Alberta candidates (51%) than other candidates.
- Media influence was noted more among candidates who are 60 years of age or older (19%) than in other age groups (7% to 15%), as well as among those born outside of Canada (23% vs. 10% among those born in Canada).

## Voting Age

Over half (52%) of candidates disagree (41% strongly disagree) that the voting age in the federal election should be lowered from 18 to 16 years old, while 46% agree (31% strongly agree).

**Chart 32: Lowering the Voting Age**



**Q55.** How strongly do you agree or disagree that the voting age in the federal election should be lowered from 18 to 16?

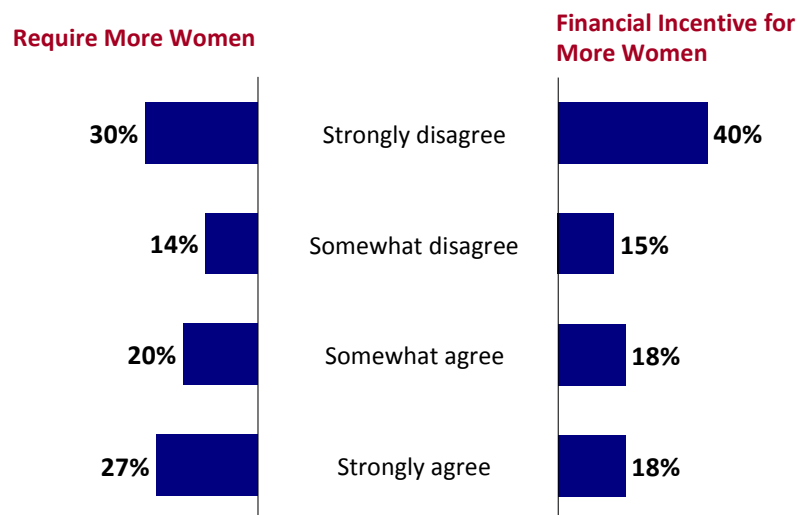
**Base:** n=1172, \*Includes those respondents – 1% – who said “Don’t know.”

- Agreement regarding lowering of the voting age is more likely to be favoured by candidates under 35 (61%), followed by candidates between the ages of 35 and 49, those in Ontario, and women (51% in each case) compared with other candidates. Agreement is lowest in Quebec (40%).
- Non-elected candidates are more likely than elected candidates to agree on lowering the voting age (49% vs. 32%). The same is true among candidates who are not the incumbents (48% vs 35% of incumbents).

## Greater Participation Among and Financial Incentives for Women

Candidates were divided on whether and how the participation of women in elections should be encouraged with 47% of candidates agreeing that political parties should be required to have more women candidates, and 36% agreeing political parties should receive a financial incentive for having more women candidates.

**Chart 33: Including More Women**



**Q56a.** How strongly do you agree or disagree that political parties should be required to have more women candidates?

**Q56b.** How strongly do you agree or disagree that political parties should receive a financial incentive for having more women candidates?

**Base:** n=561-611 split sample, \*Includes those respondents – 9% – who said “Don’t know.”

- Candidates most likely to agree regarding increased representation of women were women (69%), candidates under 50 (60% among those under 35 and 55% among those 35 to 49), Quebec candidates (59%), and francophones (62%), as well as those from a party represented in the House of Commons (49%) compared with their counterparts.
- Support for financial incentives for greater female representation is higher among women (53%), candidates in the Prairies (49%) and those from a party represented by the House of Commons (38%) were more likely to agree than other candidates.

## I. SAMPLE CHARACTERISTICS

Following are the characteristics of the sample of the 1,172 candidates included in the survey. Results are presented in terms of weighted percentage distributions, with the exception of results for age and whether they were an incumbent, and whether they were elected, for which unweighted distributions are presented in the table.

**Table 21: Key Sample Characteristics**

--	Total
<i>Province</i>	
<i>n= (All candidates)</i>	1172
Newfoundland and Labrador	2%
Prince Edward Island	1%
Nova Scotia	3%
New Brunswick	3%
Quebec	27%
Ontario	34%
Manitoba	3%
Saskatchewan	4%
Alberta	10%
British Columbia	13%
Nunavut/Northwest Territories/Yukon	0%
<i>Gender</i>	
<i>n= (All candidates)</i>	1172
Male	64%
Female	36%
<i>Age (unweighted results)</i>	
<i>n= (All candidates)</i>	1172
<35	16%
35-54	41%
55-64	27%
65+	16%

--	<b>Total</b>
<b>Language most spoken at home</b>	
<i>n= (All candidates)</i>	<b>1172</b>
English	72%
French	23%
Other	4%
Refusal	1%
<b>Disability</b>	
<i>n= (All candidates)</i>	<b>1172</b>
Yes	9%
No	89%
Refusal	1%
<b>Do you have any of the following conditions?</b>	
<i>n= (Candidates reporting a disability)</i>	<b>109</b>
Impaired mobility	41%
Chronic pain/disease	43%
Emotional/psychological/mental health condition	27%
Impaired coordination or dexterity	20%
Deaf or hard of hearing	13%
Developmental or intellectual disability	14%
Any other condition you would consider a disability	8%
Refusal	7%
<b>Born in Canada</b>	
<i>n= (All candidates)</i>	<b>1172</b>
Yes	82%
No	17%
Don't know	1%
<b>Year of becoming a citizen of Canada</b>	
<i>n= (Candidates born outside of Canada)</i>	<b>198</b>
<1980	18%
1980 – 1989	14%
1990 – 1999	18%
2000 – 2009	15%
2010 or later	11%
I was born a Canadian citizen, but outside of the country	8%

--	<b>Total</b>
Do not know/Do not remember	12%
<i>Ethnic or cultural background</i>	
<i>n= (All candidates)</i>	<i>1172</i>
White / Caucasian	69%
Indigenous (First Nations, Métis, Inuit)	4%
South Asian / East Indian	3%
Canadian	3%
European	3%
Black (Africa, Caribbean)	3%
West Asian / North African / Arab	2%
Chinese (Chinese, Hong Kongese, Taiwanese)	2%
South East Asian	1%
Latin American (All Central and South American countries, Mexico, Cuba, Puerto Rico)	1%
Do not know	1%
Refusal	6%
<i>Highest level of education reached</i>	
<i>n= (All candidates)</i>	<i>1172</i>
High school	8%
Completed community college/vocational/trade school/commercial/CEGEP	14%
Some university (No degree or diploma obtained)	10%
Completed university (Diploma or Bachelor's degree)	33%
Post-graduate university/professional school (Master's, PhD, or any professional degree)	33%
Refusal	2%
<i>Total annual income of household before taxes in 2018</i>	
<i>n= (All candidates)</i>	<i>1172</i>
Under \$30,000	10%
\$30,000 to just under \$60,000	16%
\$60,000 to just under \$90,000	14%
\$90,000 to just under \$110,000	10%
\$110,000 to just under \$150,000	10%
\$150,000 to just under \$200,000	12%
\$200,000 to just under \$250,000	6%

--	<b>Total</b>
\$250,000 and above	9%
Do not know	2%
Refusal	10%
<i>Including the October 2019 election, how many times have you run as a candidate at the federal level?</i>	
<i>n= (All candidates)</i>	<i>1172</i>
1	69%
2	18%
3+	12%
Don't know	1%
<i>Incumbent</i>	
<i>n= (All candidates)</i>	<i>1172</i>
Yes	11%
No	89%
<i>Elected</i>	
<i>n= (All candidates)</i>	<i>1172</i>
Yes	13%
No	87%
<i>Candidate from a party represented in the House of Commons</i>	
<i>n= (All candidates)</i>	<i>1172</i>
Yes	13%
No	87%



# APPENDICES

## A. LETTER FROM THE CEO TO THE CANDIDATES

Our file: 2019100354

October 9, 2019

Candidate in the 43rd general election

Dear candidate:

As in previous general elections, we are surveying all candidates to get their feedback. This survey is conducted as part of our evaluation of the 43rd general election and in keeping with our commitment to collaborate with parliamentarians, political parties and other stakeholders.

Elections Canada has commissioned Ekos Research Associates, an independent research company, to carry out this study. During the next few weeks, a representative of Ekos will be contacting you by telephone at the number you provided on your nomination paper to invite you to take part in a brief, 20-minute telephone interview. If you want, you can contact Ekos to schedule an interview at a time that is convenient for you by calling 1-800-388-2873 (toll free) or by contacting them by email at [candidates@ekos.com](mailto:candidates@ekos.com)

This study is mainly about the following topics:

- your perceptions of the conduct and administration of the 43rd general election;
- Elections Canada services and products provided to candidates and their campaign managers and official agents, including the new Political Entities Service Centre (online portal);
- your experience with various aspects of the electoral process (nomination, voter registration, voting, voter identification, the nomination process of election staff and lists of electors);
- your opinion about select policy issues, like the use of technology in the polls.

Please be assured that all information provided will be treated in strict confidence. Ekos Research will send Elections Canada only an electronic file without any personal identifiers, including party affiliation, or information that would allow responses to be linked to a candidate's identity. Each participant will be informed when the study is published on Elections Canada's website.

I wish to thank you in advance for the valuable time that you will devote to this initiative. Your feedback will help us to improve the overall conduct of elections and our services to both electors and political entities.

Yours truly,  
Stéphane Perrault  
Chief Electoral Officer

## **B. PRETEST REPORT**



# Survey of Candidates Following the 43rd Federal General Election

## **Pretest Report**

Submitted to:

Evelyne Morrissette  
Research Analyst  
Policy, Planning and Public Affairs  
Elections Canada  
30 Victoria Street  
Gatineau, Quebec  
K1A 0M6

**EKOS RESEARCH ASSOCIATES INC.**

October 30, 2019

## EKOS RESEARCH ASSOCIATES

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The project began with a thorough review of the draft survey instrument provided by Elections Canada in October 2019. EKOS Research provided input on possible changes using the draft questionnaire. As a result, the survey was programmed and thoroughly reviewed with minor additional changes made to programming and branching logic. Test interviews were conducted on October 22, when 26 interviews (13 in French and 13 in English) were completed at an average time of 26.5 minutes overall excluding several lengthy outliers (24 minutes on average in English and 27 minutes on average in French). Two cases were also completed online at roughly the same average length.

The project manager carefully reviewed the survey data collected from the test for data quality and appropriate branching logic, and also reviewed a sample of the audio recordings in order to assess the need for further changes to the questionnaire. The project manager and client representatives each listened to a sample of recorded interviews and discussed a number of changes to the questionnaire. Several instructions for interviewers were clarified as a result of discussions about the results. A number of changes were also suggested to increase clarity and provide additional instructions to interviewers. Given the length of the initial pretest interviews, wording was streamlined in a few instances. Changes were made to the survey instrument and implemented in the programming. Call disposition results from the test were as follows:

<b>Call Outcome</b>	<b>Count</b>
Invalid Number	2
Callback	180
Appointment	17
Incomplete Refusals	0
Refusal	4
Preference to complete online	4
Complete	26
<b>Total</b>	<b>233</b>

The revised questionnaires are provided in Appendix C. The survey collection began on October 25. Based on the length of the survey (averaging 25 minutes on the telephone and online), the decision was also made to emphasize the availability of the online version as much as possible to increase the efficiency of the survey collection and maximize flexibility for survey respondents. On October 28, there was a careful review of the overall frequencies of responses and a comparison of the responses obtained online versus those recorded by telephone. In several questions, added instructions were applied to the telephone version in an effort to increase consistency of results between the two modes. It was also noted that in a number of instances (typically when a satisfaction scale was used), results were more positive during a telephone interview than when respondents used the online survey. Full analysis of the survey results will be thoroughly reviewed in terms of a comparison by mode to examine sample and mode effects. The pretest cases will be included in the final sample for analysis, with some minor adjustments based on changes as a result of the test.

## C. QUESTIONNAIRE

### WINTRO

#### Web Intro

Elections Canada has commissioned Ekos Research Associates, an independent public opinion research company, to conduct a survey with candidates who ran in the October 21st, 2019 federal election. The purpose of this survey is to explore your experiences during the election, including your perceptions of the services provided by Elections Canada. This survey is registered with the national survey registration system and will take about 15 to 20 minutes to complete.

Please be assured that all information provided will be treated in strict confidence. Ekos Research will send Elections Canada only an electronic file without any personal identifiers, including party affiliation, or information that would allow responses to be linked to a candidate's identity. Each participant will be informed when the study is published on Elections Canada's website.

A few reminders before beginning:

- Please consider the questions and your answers carefully.
- Definitions to some terms are provided. Hover your mouse over the underlined terms as you move through the survey in order to see the definition.
- On each screen, after selecting your answer, click on the "Next" button at the bottom of the screen to move forward in the questionnaire.
- If you leave the survey before completing it, you can return to the survey URL later, and you will be returned to the page where you left off. Your answers up to that point in the survey will be saved.
- If you have any questions about how to complete the survey, please call EKOS-800-388-2873 or send an email [candidates@ekos.com](mailto:candidates@ekos.com).

Thank you in advance for your participation.

### PINTRO

Hello, my name is \_\_\_\_\_. I'm calling on behalf of Ekos Research Associates, a public opinion research company. We have been commissioned by Elections Canada to conduct a survey with candidates who ran in the October 21st, 2019 federal election.

IF ASKED: The purpose of this survey is to explore the candidate's experiences during the election, including their perceptions of the services and products provided by Elections Canada.

The Chief Electoral Officer of Canada, Stéphane Perrault [pronounce: PERRO], recently sent a letter to each candidate about this initiative.

May I please speak with \_\_\_\_\_?

Yes.....REPEAT INTRO IF NEW PERSON

No.....SELECT "REFUSE" OR, IF RESPONDENT/GATEKEEPER QUESTIONS PROJECT VALIDITY : "May I re-send you the letter sent by Elections Canada that provides background information about this study?"

Your participation in the survey is voluntary and all responses will be kept strictly confidential. The interview takes about 15 to 20 minutes. Are you willing to take part? We can send you an invitation to complete the survey online, or we can do it over the phone, either now or at a more convenient time. (SCHEDULE TIME OR PROCEED)

(IF ASKED HOW WE GOT THEIR INFORMATION): Elections Canada shared with EKOS the contact information solely as a part of this research. The information was extracted from the candidates' nomination papers provided to the returning officers. This use of personal information is consistent with the purpose for which it was obtained by Elections Canada, and is also consistent with the Privacy Act.

Yes, now.....PROCEED WITH SURVEY 1  
 I did not receive the letter from Elections Canada/Send Elections Canada letter 3  
 Leaving voicemail (CLICK NEXT) 5  
 REFUSE 4  
 Prefer to complete online 6

## P1A

### Leaving voicemail

This is a message for \_\_\_\_\_ from Ekos Research Associates, a public opinion research company, commissioned by Elections Canada to conduct a survey with candidates in the 2019 federal election about their experiences during the election, as outlined in a letter sent to you by Elections Canada. Your participation in the survey is voluntary and completely confidential. The interview takes between 15 and 20 minutes, and you can participate online or by telephone.

<[HAVE EMAIL ]Since we have not connected with you by telephone, we will send you an email invitation with a personalized link to the survey so that you may complete it online at your convenience

If you prefer, you can call us back at 800-388-2873 to set up an appointment or complete the interview.

If you have not had a chance to complete the survey online and we haven't heard from you in a couple of days, we will try to reach you again. Good bye.[ELSE]You can reach us at 800-388-2873 to receive a link to complete online, set up an appointment or complete the interview. Good bye.>

Primary Email : <EMAIL>

Sending invitation / enter email address (CLICK "CONTINUE" TO SEND INVITATION

/ RETURN TO INTRODUCTION / CODE "OR Link Resent No Contact made") 1

No invitationsent (CLICK "CONTINUE" TO RETURN TO INTRODUCTION) 2

## P1

### Letter PINTRO

(INTERVIEWER, IF RESPONDENT DID NOT RECEIVE LETTER : I'm sorry that you did not receive the letter.) I have a copy of it right here, which I can send to you, while we are on the phone, just verify your email address.

Primary email : <EMAIL>

Email letter (Enter email address): 1

REFUSE 4

## PINTRO3

The letter will be sent shortly. The interview takes about 15 to 20 minutes. We can continue the interview and you can stop to have a look when you receive it or I can call you back and give you a chance to read the letter. Which would you prefer? (SCHEDULE TIME OR PROCEED)

Yes, now.....PROCEED WITH SURVEY 1

Yes, but call later....SPECIFY DATE/TIME 2

REFUSE 4



## P2

<[PINTRO =6][ELSE]Would you like me to give you a 1800 number that can be called to schedule an interview at your convenience?

Yes.....PROVIDE 1800 NUMBER

o.....CONTINUE

If more convenient, the survey could also be completed online.> In this case, I will send you an email with a link to the questionnaire.

(IF STILL UNSURE ABOUT THE LEGITIMACY OF THE SURVEY): If you would like to ensure that this survey is run by Elections Canada, you can call their toll free number at 1-800-463-6868. Their hours of operation are Monday to Friday, from 9:00 a.m. to 5:00 p.m. (Eastern Time). You can also contact Susan Galley, from Ekos Research Associates, at 613-572-1515 extension #123. Ekos is conducting this study on behalf of Elections Canada. PINTRO not = 6

Yes.....PROVIDE 1-800 NUMBER (CLICK "CONTINUE" TO RETURN TO INTRODUCTION)

Prefer to complete it online (Enter email address / CODE "ON Agreed to Online Contact made") :

REFUSED.....THANK/DISCONTINUE

1

2

3

## P3

An invitation email has been sent, it should be received shortly. Thank you for your time and cooperation.

CLICK "CONTINUE" TO RETURN TO INTRODUCTION

1

## PRIV

Please note that this call may be recorded for quality control or training purposes. Any personal information collected is subject to the ~~federal~~ Privacy Act and will be held in strict confidence. By taking part in this survey, you consent to the use of your answers for research and statistical purposes. The anonymous database of all responses may be shared with external researchers under the condition that no personal information is ever distributed or made public.

(IF ASKED ABOUT PRIVACY): Any personal information collected is subject to the federal Privacy Act and will be held in strict confidence. If you have any reason to believe your personal information has not been handled in accordance with the Privacy Act, you have a right to complain to the Privacy Commissioner of Canada. Would you like me to give you the contact information?

(IF ASKED)

Toll-free: 1800-282-1376

TTY: (819)994-6591

Web: Go to [www.priv.gc.ca](http://www.priv.gc.ca) and click "Report a concern"

## CALCTRACK

*Calculation, Track A or B*

Track A

Track B

1

2

## CALCTRACKB

*Calculation, Track A or B*

\_\_\_\_\_

Track B pos > neg	1
Track B neg > pos	2

-S1

To begin, < [PHONE]I'd[ELSE]we would like to ask you some general questions about the recent federal election.

## Q1A

### Track A

Overall, how satisfied were you with the way the federal election was administered by Elections Canada in your riding? <[PHONE]Please use a 5 point scale, where '1' is very dissatisfied, '5' is very satisfied, and '3' is neither satisfied nor dissatisfied.>

1 Very dissatisfied	1
2	2
3 Neither satisfied nor dissatisfied	3
4	4
5 Very satisfied	5
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q1BA

### Track B, pos > neg

Overall, how satisfied were you with the way the federal election was administered by Elections Canada in your riding? Were you... <[PHONE](read list)>

Very satisfied	1
Somewhat satisfied	2
Somewhat dissatisfied	3
Very dissatisfied	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q1BB

### Track B, neg > pos

Overall, how satisfied were you with the way the federal election was administered by Elections Canada in your riding? Were you... <[PHONE](read list)>

Very dissatisfied	4
Somewhat dissatisfied	3
Somewhat satisfied	2
Very satisfied	1
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q2A

### Track A

How satisfied were you with the way the returning officer ran it in your riding? <[PHONE]Please use the same 5point scale (IF ASKED: '1' is very dissatisfied, '5' is very satisfied, and '3' is neither satisfied nor dissatisfied).>

1 Very dissatisfied	1
2	2
3 Neither satisfied nor dissatisfied	3
4	4

5 Very satisfied	5
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q2BA

### Track B, pos > neg

How satisfied were you with the way the returning officer ran it in your riding? Would you say that you were... <[PHONE](read list)>

Very satisfied	1
Somewhat satisfied	2
Somewhat dissatisfied	3
Very dissatisfied	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q2BB

### Track B, neg > pos

How satisfied were you with the way the returning officer ran it in your riding? Would you say that you were... <[PHONE](read list)>

Very dissatisfied	4
Somewhat dissatisfied	3
Somewhat satisfied	2
Very satisfied	1
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q3 [1,3]

Why were you dissatisfied with the way the returning officer ran the election in your riding?

<[PHONE](DO NOT READ. ACCEPT UP TO THREE RESPONSES. DO NOT PROBE FOR MORE RESPONSES.)>

PHONE	
I had difficulties getting in touch with the RO	1
PHONE	
I had difficulties getting election materials or information from the RO	2
PHONE	
I had difficulties getting answers to my questions	3
PHONE	
The nomination paper wasn't processed in time/took too long to process	4
PHONE	
I felt that the RO/election staff/polling station was partisan	5
PHONE	
I had difficulties getting in touch with ECHQ	6
PHONE	
I felt the nomination process was not fair	7
PHONE	
I felt the voting process was not fair	8
PHONE	
I didn't feel supported by EC or the RO	9
PHONE	
Difficulties as independent candidate/small party/new party	10
<[PHONE]Other, specify:[ELSE]Please specify:>	77

Do not know	98
<[PHONE]Refusal[ELSE]No response>	99

## S2

<[PHONE]I'd[ELSE]We would> now like to ask you some questions about your experience with the nomination process with Elections Canada during the recent federal election.

## Q4

How easy was it to comply with the <hover='This refers to the Elections Canada nomination process with the returning officer (RO) for any eligible candidate wishing to run in the 43rd general election, either as an independent candidate or as a candidate endorsed by a political party.'>nomination requirements>? Would you say this was... <[PHONE](read list)>

<[PHONE]IF ASKED: This refers to the Elections Canada nomination process with the returning officer (RO) for any eligible candidate wishing to run in the 43rd general election, either as an independent candidate or as a candidate endorsed by a political party.>

Very easy	1
Somewhat easy	2
Not very easy	3
Not easy at all	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q5 [1,3]

### *Not easy Q4*

Why was this not easy?

<[PHONE](DO NOT READ. ACCEPT UP TO THREE RESPONSES. DO NOT PROBE FOR MORE RESPONSES.)>

PHONE	
Difficult to get required number of signatures	1
PHONE	
Difficult to provide proof of identity	2
PHONE	
Difficult to meet the deadline	3
PHONE	
Difficult to appoint official agent	4
PHONE	
Difficult to deal with the RO	5
PHONE	
Too much paperwork/bureaucracy	6
PHONE	
Procedures/requirements not explained	7
PHONE	
Difficulties as independent candidate/small party/new party	8
PHONE	
Difficulties with the Political Entity Services Centre (PESC) portal	9
<[PHONE]Other, specify:[ELSE]Please specify:>	77
Do not know	98
<[PHONE]Refusal[ELSE]No response>	99

## Q6A

### *Track A*

How satisfied were you with the returning officer's timeliness in processing your nomination?  
 <[PHONE]Please use a 5-point scale, where '1' is very dissatisfied, '5' is very satisfied, and '3' is neither satisfied nor dissatisfied.>

1 Very dissatisfied	1
2	2
3 Neither satisfied nor dissatisfied	3
4	4
5 Very satisfied	5
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q6BA

### Track B , pos > neg

How satisfied were you with the returning officer's timeliness in processing your nomination? Would you say that you were... <[PHONE](read list)>

Very satisfied	1
Somewhat satisfied	2
Somewhat dissatisfied	3
Very dissatisfied	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q6BB

### Track B, neg > pos

How satisfied were you with the returning officer's timeliness in processing your nomination? Would you say that you were... <[PHONE](read list)>

Very dissatisfied	4
Somewhat dissatisfied	3
Somewhat satisfied	2
Very satisfied	1
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q7A

### Track A

Did you encounter any difficulties in finding an official agent?

Yes	1
No	2
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q8A [1,3]

### Track A

What were they?

<[PHONE](DO NOT READ. ACCEPT UP TO THREE RESPONSES. DO NOT PROBE FOR MORE RESPONSES.)>

PHONE

Difficult to find someone qualified	1
-------------------------------------	---

PHONE	
Time frame too short	2
PHONE	
Hard to find someone willing/available	3
PHONE	
Hard job/too many responsibilities	4
PHONE	
Unsure about agent's role	5
PHONE	
Too much paperwork/bureaucracy	6
PHONE	
Difficulties as independent candidate/small party/new party	7
PHONE	
Fees were too high/could not afford it	8
<[PHONE]Other, specify:[ELSE]Please specify:>	77
Do not know	98
<[PHONE]Refusal[ELSE]No response>	99

## Q7B

### Track B

Did you encounter any difficulties in finding an auditor?

Yes	1
No	2
<[PHONE](DO NOT READ)> I did not require one	97
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q8B [1,3]

### Track B

What were they?

<[PHONE](DO NOT READ. ACCEPT UP TO THREE RESPONSES. DO NOT PROBE FOR MORE RESPONSES.)>

PHONE	
Difficult to find someone qualified	1
PHONE	
Time frame too short	2
PHONE	
Hard to find someone willing/available	3
PHONE	
Hard job/too many responsibilities	4
PHONE	
Unsure about auditor's role	5
PHONE	
Too much paperwork/bureaucracy	6
PHONE	
Difficulties as independent candidate/small party/new party	7
PHONE	
Fees were too high/could not afford it	8
<[PHONE]Other, specify:[ELSE]Please specify:>	77
Do not know	98
<[PHONE]Refusal[ELSE]No response>	99

### Q9

Overall, how well informed did you feel about Elections Canada's nomination process with the returning officer (RO) for any eligible candidate wishing to run in the 43rd general election, either as an independent candidate or as a candidate endorsed by a political party? Would you say that you were... <[PHONE](read list)>

<[PHONE]IF ASKED: This refers to the Elections Canada nomination process with the returning officer (RO) for any eligible candidate wishing to run in the 43rd general election, either as an independent candidate or as a candidate endorsed by a political party.>

Very well informed	1
Somewhat well informed	2
Not very well informed	3
Not well informed at all	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### S3

In 2019, Elections Canada introduced the Political Entities Service Centre (PESC), commonly known as the portal, providing candidates the opportunity to file electronically their nomination and financial reports.

### Q10 [1,3]

Did you, or any of your representative, use the portal?

<[PHONE]READ LIST, SELECT ALL THAT APPLY[ELSE](Select all that apply)>	
Yes, I personally used it	1
Yes, my official agent used it	2
Yes, my candidate delegate used it	3
No, no one in my campaign used it	4
No, I was not aware it existed/that I could access it	5
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q11 [1,7]

What did you, or your representative, use the portal for?

<[PHONE]READ LIST, SELECT ALL THAT APPLY[ELSE](Select all that apply)>	
Submit nomination electronically	1
Download election materials	2
Access postelection results or materials	3
Maintain account and contact profile	4
Other, specify:	77
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q12A

<[PHONE]Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements about the portal? (NOT READ ITEMS; ONLY IF NEEDED)[ELSE]How strongly do you agree or disagree with the following statements?>

It was easy to navigate?	
Strongly agree	1
Somewhat agree	2
Somewhat disagree	3

Strongly disagree	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q12B

<[PHONE]Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements about the portal? (DO NOT READ ITEMS; ONLY IF NEEDED)[ELSE]How strongly do you agree or disagree with the following statements?>

It contained useful information?	
Strongly agree	1
Somewhat agree	2
Somewhat disagree	3
Strongly disagree	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q12C

<[PHONE]Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements about the portal? (DO NOT READ ITEMS; ONLY IF NEEDED)[ELSE]How strongly do you agree or disagree with the following statements?>

It ensures the protection of candidates and electors' personal information?	
Strongly agree	1
Somewhat agree	2
Somewhat disagree	3
Strongly disagree	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q12D

<[PHONE]Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements about the portal? (DO NOT READ ITEMS; ONLY IF NEEDED)[ELSE]How strongly do you agree or disagree with the following statements?>

It provided an easy access to documents?	
Strongly agree	1
Somewhat agree	2
Somewhat disagree	3
Strongly disagree	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q12E

<[PHONE]Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements about the portal? (DO NOT READ ITEMS; ONLY IF NEEDED)[ELSE]How strongly do you agree or disagree with the following statements?>

It was compatible with my mobile devices?	
Strongly agree	1
Somewhat agree	2
Somewhat disagree	3
Strongly disagree	4



<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q12F

<[PHONE]Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements about the portal? (DO NOT READ ITEMS; ONLY IF NEEDED)[ELSE]How strongly do you agree or disagree with the following statements?>

It was easy to create an account?	
Strongly agree	1
Somewhat agree	2
Somewhat disagree	3
Strongly disagree	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q12G

<[PHONE]Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements about the portal? (DO NOT READ ITEMS; ONLY IF NEEDED)[ELSE]How strongly do you agree or disagree with the following statements?>

It made submitting my nomination convenient?	
Strongly agree	1
Somewhat agree	2
Somewhat disagree	3
Strongly disagree	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q13

How satisfied were you, or your representative, with the overall user experience of the portal? Were you... <[PHONE](read list)>

<[PHONE]IF THE CANDIDATE DID NOT USE IT PERSONNALLY: How satisfied was your representative with the overall user experience of the portal? Was he or she...>

Very satisfied	1
Somewhat satisfied	2
Somewhat dissatisfied	3
Very dissatisfied	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q14 [1,3]

**No/DK/NR Q10**

Why did you not use the portal?

<[PHONE](DO NOT READ. ACCEPT UP TO THREE RESPONSES. DO NOT PROBE FOR MORE RESPONSES.)>

PHONE	
Difficulties in opening an account	1
PHONE	
Uncomfortable using computers/mobile devices	2
PHONE	
Prefer working with paper	3

PHONE	
Not easy to use/complex	4
PHONE	
Issues with Internet connectivity	5
PHONE	
Prefer dealing face to face with EC	6
<[PHONE]Other, specify:[ELSE]Please specify:>	77
Do not know	98
<[PHONE]Refusal[ELSE]No response>	99

#### S4

<[PHONE]I'd[ELSE]We would> now like to ask you some questions about the products and services provided by Elections Canada during the election.

#### Q15 [1,6]

Which of the following Elections Canada products did you use? Did you use...

<[PHONE]READ LIST AND SELECT ALL THAT APPLY[ELSE]Select all that apply> <[PHONE]

(IF ASKED: A "Statement of the electors who voted on polling day", also called the "bingo sheet", was made available to candidates and their representatives. This form was used to record the identifier number of electors who came to vote. It was provided on a regular basis on Election Day and at the end of advance voting days.)

(IF ASKED: Under the "Spread the Word" initiative, Elections Canada provided various tools, including booklets, infographics, videos, informational flyers, icons for websites and advertising, on voting and registration, for the general population, youth and electors with a disability.)

(IF ASKED: The *Maps of Polling Place Service Areas* included maps of the polling sites, the advance polling districts, and electoral geography documents.)>

Lists of polling stations	1
Lists of electors, including the preliminary lists, the revised lists and the official lists	2
Statement of electors who voted on polling day, also called "bingo sheets"	3
EC's tools to communicate with electors	4
Political financing handbook for candidates and official agents	5
Maps of polling place service areas	6
Don't know/I did not use any of EC's products	98
<[PHONE]Refusal[ELSE]No response>	99

#### Q16

##### *Lists of polling stations Q15*

In your opinion, which format of the updated lists of polling stations was most useful?

<[PHONE](read list)>	
Paper	1
Electronic	2
Both paper and electronic	3
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q17A

### *Lists of electors Q15, Track A*

How satisfied were you with the overall quality of the list of electors? <[PHONE]Please use a 5 scale, where '1' is very dissatisfied, '5' is very satisfied, and '3' is neither satisfied nor dissatisfied.>

1 Very dissatisfied	1
2	2
3 Neither satisfied nor dissatisfied	3
4	4
5 Very satisfied	5
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q17BA

### *Lists of electors Q15, Track B, pos > neg*

How satisfied were you with the overall quality of the lists? Would you say that you were...  
<[PHONE](read list)>

Very satisfied	1
Somewhat satisfied	2
Somewhat dissatisfied	3
Very dissatisfied	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q17BB

### *Lists of electors Q15, Track B, neg > pos*

How satisfied were you with the overall quality of the lists? Would you say that you were...  
<[PHONE](read list)>

Very dissatisfied	4
Somewhat dissatisfied	3
Somewhat satisfied	2
Very satisfied	1
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q18 [1,4]

### *Most useful tools to communicate with electors*

Which of the following EC's tools to communicate with electors were the most useful for your campaign?

<[PHONE]READ LIST AND SELECT ALL THAT APPLY[ELSE]Select all that apply>	
Infographics	1
Guide to the federal election / Booklet	2
Bannersfor your website	3
Videos	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q19 [1,3]

Which format of the maps of polling place service areas did you use? Did you use...

<[PHONE]CHECK ALL THAT APPLY.[ELSE]Check all that apply.> <[PHONE]	
(IF ASKED: The Event Map Viewer is the interactive online version of the polling place service areas which allows candidates to view geographic elements including polling divisions, polling districts and municipalities as well as print polling division maps.)>	
Paper	1
PDF	2
Event Map Viewer (online version on the portal)	3
<[PHONE](DO NOT READ)> None/Did not use any maps of the polling divisions	97
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q20A

### Event Map Viewer Q19, Track A

How satisfied were you with the Event Map Viewer? <[PHONE]Please use a 5-point scale, where '1' is very dissatisfied, '5' is very satisfied, and '3' is neither satisfied nor dissatisfied>

1 Very dissatisfied	1
2	2
3 Neither satisfied nor dissatisfied	3
4	4
5 Very satisfied	5
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q20BA

### Event Map Viewer Q19, Track B, pos > neg

How satisfied were you with the Event Map Viewer? Were you... <[PHONE](read list)>

Very satisfied	1
Somewhat satisfied	2
Somewhat dissatisfied	3
Very dissatisfied	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q20BB

### Event Map Viewer Q19, Track B, neg > pos

How satisfied were you with the Event Map Viewer? Were you... <[PHONE](read list)>

Very dissatisfied	4
Somewhat dissatisfied	3
Somewhat satisfied	2
Very satisfied	1
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q21 [1,3]

### *Dissatisfied Q20*

Is there a specific reason why you were dissatisfied?

<[PHONE](DO NOT READ. ACCEPT UP TO THREE RESPONSES. DO NOT PROBE FOR MORE RESPONSES.)>

PHONE

Difficult to search for an address 1

PHONE

Difficult to verify where to place a sign 2

PHONE

Difficult to verify boundaries 3

PHONE

Difficult to print polling division maps 4

PHONE

Problems with the software 5

PHONE

Issue with Internet connectivity 6

<[PHONE]Other, specify:[ELSE]Please specify:> 77

Do not know 98

<[PHONE]Refusal[ELSE]No response> 99

## Q22

Thinking about what you needed to run your campaign, how useful were Elections Canada's products? Were they... <[PHONE](read list)>

Very useful 1

Somewhat useful 2

Not very useful 3

Not useful at all 4

<[PHONE](DO NOT READ)> Do not know 98

<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response> 99

## Q23 [1,9]

### *Not useful Q22*

Which Elections Canada's products did you think were not useful?

<[PHONE]DO NOT READ. DO NOT PROBE FOR MORE RESPONSES.[ELSE]Select all that apply>

List of polling stations 1

List of electors 2

Bingo sheets 3

Tools to communicate with electors 4

Political financing handbook 5

Polling place service area maps 6

Other, specify: 77

Do not know 98

<[PHONE]Refusal[ELSE]No response> 99

## Q24 [1,6]

The returning officer in your riding organized an "all candidates briefing" for the general election. Could you tell us if:

<[PHONE]READ LIST AND SELECT ALL THAT APPLY[ELSE]Select all that apply>	
You personally attended	1
Your official agent attended	2
Your campaign delegate/manager attended	3
No one attended	5
Other, specify:	77
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> No response	99

## Q25

### Attended Q24

How useful was the briefing? Was it... <[PHONE](read) is

Very useful	1
Somewhat useful	2
Not very useful	3
Not useful at all	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q26A

### Track A

During the election, did you, or any of your representatives, contact Elections Canada with the 800 support line for candidates?

Yes	1
No	2
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q26B

### Track B

During the election, did you, or any of your representatives, contact the local Elections Canada office?

Yes	1
No	2
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q27A

### Yes Q26A, Track A

How satisfied were you, or your representative, with the services you received from the 1800 support line for candidates? <[PHONE]Please use a point scale, where '1' is very dissatisfied, '5' is very satisfied, and '3' is neither satisfied nor dissatisfied.>

1 Very dissatisfied	1
2	2
3 Neither satisfied nor dissatisfied	3

4	4
5 Very satisfied	5
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q27BA

*Yes Q26A, Track B, pos > neg*

How satisfied were you, or your representative, with the services you received from the support line for candidates? Were you... <[PHONE](read list)>

Very satisfied	1
Somewhat satisfied	2
Somewhat dissatisfied	3
Very dissatisfied	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q27BB

*Yes Q26A, Track B, neg > pos*

How satisfied were you, or your representative, with the services you received from the support line for candidates? Were you... <[PHONE](read list)>

Very dissatisfied	4
Somewhat dissatisfied	3
Somewhat satisfied	2
Very satisfied	1
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q27DA

*Yes Q26B, Track B, pos > neg*

How satisfied were you, or your representative, with the services you received from the local Elections Canada office? Were you... <[PHONE](read list)>

Very satisfied	1
Somewhat satisfied	2
Somewhat dissatisfied	3
Very dissatisfied	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q27DB

*Yes Q26B, Track B, neg > pos*

How satisfied were you, or your representative, with the services you received from the local Elections Canada office? Were you... <[PHONE](read list)>

Very dissatisfied	4
Somewhat dissatisfied	3
Somewhat satisfied	2
Very satisfied	1
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## S5

<[PHONE]I'd[ELSE]We would> now like to ask you some questions about some dimensions of your electoral campaign.

## Q28

Did you provide a <hover="The list concerns individuals that the candidate proposes to the returning officer to be hired to work at advance polling stations and at polling stations on Election Day. This does not include candidates' campaign staff members">list of names of election staff> to work at the poll stations to the returning officer?

<[PHONE]IF ASKED: The list concerns individuals that the candidate proposes to the returning officer to be hired to work at advance polling stations and at polling stations on Election Day. This does not include the candidates' campaign staff members>

Yes	1
No	2
<[PHONE](DO NOT READ)> Did not know I could provide one	97
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q29 [1,3]

### No Q28

Why did you not provide a list of names?

<[PHONE](DO NOT READ. ACCEPT UP TO THREE RESPONSES. DO NOT PROBE FOR MORE RESPONSES.)>

PHONE	
Not enough time to find people	1
PHONE	
Did not have anyone/ unable to find people interested/available	2
PHONE	
Did not have anyone/unable to find competent people	3
PHONE	
List was provided too late	4
PHONE	
Some people on list were not eligible/not allowed/disqualified	5
PHONE	
Difficulties as independent candidate/small party/new party	6
PHONE	
Procedures not explained	7
PHONE	
Returning officers did not request such a list	8
PHONE	
Too much paperwork/bureaucracy	9
PHONE	
I did not want to provide a list	10
<[PHONE]Other, specify:[ELSE]Please specify:>	77
Do not know	98
<[PHONE]Refusal[ELSE]No response>	99

## Q30

Did you take any measures to ensure the protection of personal information contained in the voters' lists that you received?



Yes	1
No	2
<[PHONE](DO NOT READ)> I did not use the lists	97
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q31 [1,3]

**Yes Q30**

What measures did you take to ensure the protection of personal information?

<[PHONE](DO NOT READ. ACCEPT UP TO THREE RESPONSES. DO NOT PROBE FOR MORE RESPONSES.)>

PHONE

Issued instructions regarding use of voters lists	1
---	---

PHONE

Issued procedures to collect copies of voters lists after event	2
---	---

PHONE

Ensured the destruction of voters lists at end of the election	3
--	---

PHONE

Brought voters lists back to returning officer	4
--	---

PHONE

Kept lists in secure place / Kept locked away	5
---	---

PHONE

Ensured limited access to lists to self/campaign manager/agent	6
--	---

PHONE

Ensured limited access in general	7
-----------------------------------	---

PHONE

Encrypted the lists	8
---------------------	---

<[PHONE]Other, specify:[ELSE]Please specify:>	77
---	----

Do not know	98
-------------	----

<[PHONE]Refusal[ELSE]No response>	99
-----------------------------------	----

### Q32

Did you take any measures to ensure that your campaign's materials, events or website were accessible to electors with a disability?

Yes	1
-----	---

No	2
----	---

<[PHONE](DO NOT READ)> Do not know	98
------------------------------------	----

<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99
--	----

### Q33 [1,3]

Yes Q32

Which measures did you take to make your campaign accessible?

<[PHONE](DO NOT READ. ACCEPT UP TO THREE RESPONSES. DO NOT PROBE FOR MORE RESPONSES.)>

PHONE

Website was accessible to electors with a screen reader 1

PHONE

Social media content was accessible to electors with a screen reader 2

PHONE

Braille materials were available 3

PHONE

Large print materials were available 4

PHONE

Use of plain language 5

PHONE

Sign language translation was provided during local events 6

PHONE

Asking electors with a disability about accessibility needs 7

PHONE

Venues were wheelchair accessible 8

PHONE

Use of various communication channels 9

PHONE

Offered transport to the polling station 10

<[PHONE]Other, specify:[ELSE]Please specify:> 77

Do not know 98

<[PHONE]Refusal[ELSE]No response> 99

### Q34

The *Canada Elections Act* provides for partial reimbursement of elections expenses as well as some personal expenses like childcare costs and expenses related to a disability.

When deciding to run as a candidate, were you aware of these financial incentives?

Yes 1

No 2

<[PHONE](DO NOT READ)> Do not know 98

<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response> 99

### Q35

Yes Q34

What impact, if any, did these financial incentives have on your decision to run in the last General Election? Did they have a... <[PHONE](do list)>

Major impact 1

Moderate impact 2

Minor impact 3

No impact at all 4

<[PHONE](DO NOT READ)> Do not know 98

<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response> 99

## S6

<[PHONE]I'd[ELSE]We would>now like to ask you some questions about your experience with the voting process during the 43rd General Election. <[PHONE]

(NOTE: CANDIDATE MAY HAVE DIFFERENT VIEWS ABOUT SOME OF THE OPTIONS AVAILABLE FOR VOTING AND THEREFORE BE UNSURE OF AN OVERALL RATING.)>

### Q36A

#### Track A

What was your level of satisfaction with the locations chosen as polling sites for advance polls and Election Day? <[PHONE]Please use a point scale, where '1' is very dissatisfied, '5' is very satisfied, and '3' is neither satisfied nor dissatisfied.>

1 Very dissatisfied	1
2	2
3 Neither satisfied nor dissatisfied	3
4	4
5 Very satisfied	5
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q36BA

#### Track B, pos > neg

How satisfied were you with the locations chosen as polling sites for advance polls and Election Day? Were you... <[PHONE](read list)>

Very satisfied	1
Somewhat satisfied	2
Somewhat dissatisfied	3
Very dissatisfied	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q36BB

#### Track B, neg > pos

How satisfied were you with the locations chosen as polling sites for advance polls and Election Day? Were you... <[PHONE](read list)>

Very dissatisfied	4
Somewhat dissatisfied	3
Somewhat satisfied	2
Very satisfied	1
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q37 [1,3]

#### Dissatisfied Q36

Why were you dissatisfied with the location of the polling sites?

<[PHONE](DO NOT READ. ACCEPT UP TO THREE RESPONSES. DO NOT PROBE FOR MORE RESPONSES.)>

PHONE

Advance polling stations hard to find/in an unfamiliar building	1
---	---

PHONE	
Polling stations on Election Day hard to find/in an unfamiliar building	2
PHONE	
Problems related to space in advance polling stations	3
PHONE	
Problems related to space in polling stations on Election Day	4
PHONE	
Not enough advance polling stations	5
PHONE	
Not enough polling stations on polling day	6
PHONE	
Problems related to accessibility of advance polling stations	7
PHONE	
Problems related to accessibility of polling stations on Election Day	8
PHONE	
Inappropriate polling stations	9
PHONE	
Electors unsure about which polling station to go to	10
PHONE	
Advance polling stations located too far	11
PHONE	
Polling stations on Election Day located too far	12
PHONE	
Advance polling stations was far from a public transit stop	13
PHONE	
Polling stations on Election Day was far from a public transit stop	14
PHONE	
Lack of/not enough parking spaces at advance polling stations	15
PHONE	
Lack of/not enough parking spaces at polling stations on Election Day	16
PHONE	
Lack of security (polling station felt unsafe)	17
PHONE	
Issue with Internet/cell phone connectivity	18
<[PHONE]Other, specify:[ELSE]Please specify:>	77
Do not know	98
<[PHONE]Refusal[ELSE]No response>	99

## Q38A

### Track A

What was your level of satisfaction with the way the voting process went on advance polls and Election Day? <[PHONE]Please use a 5-point scale, where '1' is very dissatisfied, '5' is very satisfied, and '3' is neither satisfied nor dissatisfied.>

1 Very dissatisfied	1
2	2
3 Neither satisfied nor dissatisfied	3
4	4
5 Very satisfied	5
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q38BA

#### Track B, pos > neg

How satisfied were you with the way the voting process went on advance polls and Election Day? Were you... <[PHONE](read list)>

Very satisfied	1
Somewhat satisfied	2
Somewhat dissatisfied	3
Very dissatisfied	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q38BB

#### Track B, neg > pos

How satisfied were you with the way the voting process went on advance polls and Election Day? Were you... <[PHONE](read list)>

Very dissatisfied	4
Somewhat dissatisfied	3
Somewhat satisfied	2
Very satisfied	1
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q39 [1,3]

#### Dissatisfied Q38

Why were you dissatisfied with the voting process?

<[PHONE](DO NOT READ. ACCEPT UP TO THREE RESPONSES. DO NOT PROBE FOR MORE RESPONSES.)>

PHONE

Electors were not aware of the voter ID requirements 1

PHONE

Problems with the "Statement of the electors who voted on polling day" (also called the "bingo sheet") 2

PHONE

Was not able to take a photo of bingo sheets ~~done~~ on polling day 3

PHONE

Too few polling locations on advance polling days 4

PHONE

Too few polling locations on polling day 5

PHONE

Electors did not know where to vote 6

PHONE

No online/email voting methods used 7

PHONE

Long line-ups at advance polls 8

PHONE

Long line-ups on polling day 9

PHONE

Scrutineers were not allowed to examine elector's identification 10

PHONE

Problems related to the use of the Voter Information Card as identification 11

<[PHONE]Other, specify:[ELSE]Please specify:> 77

Do not know	98
<[PHONE]Refusal[ELSE]No response>	99

## Q40A

### Track A

Did you, or your representative, witness any problems related to the voter identification requirements?

<[PHONE](IF ASKED: This question is about voter identification at the polls, when the election officer is verifying the proof of identity and residence of an elector.)

(NOTE TO INTERVIEWER: Please select the option 'was/were not there' if a candidate's response is similar to 'I don't know, I wasn't present/there')>

Yes	1
No	2
<[PHONE](DO NOT READ)> Was/Were not there	3
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q41 [1,3]

### Q40A Yes, Track A

What problems were witnessed?

<[PHONE](DO NOT READ. ACCEPT UP TO THREE RESPONSES. DO NOT PROBE FOR MORE RESPONSES.)>

PHONE

Address on piece of identification did not match address on the list of electors

PHONE

Electors not having proper identification: not able to register on polling day

PHONE

Electors not having proper identification: not able to vote on polling day

PHONE

Long lineups due to identification requirements

PHONE

Electors having problems proving their identity

PHONE

Electors having problems proving their address

PHONE

Uneven interpretation of the rules by election officers

PHONE

Electors uncertain about ID needed

PHONE

Scrutineers were not allowed to examine electors' identification

<[PHONE]Other, specify:[ELSE]Please specify:>

Do not know

<[PHONE]Refusal[ELSE]No response>

## Q40B

### Track B

Did you, or your representative, witness any problems related to the use of the Voter Information Card (VIC) as a piece of identification?

<[PHONE](IF ASKED: This question is about voter identification at the polls, when the election officer is verifying the proof of identity and residence of an elector.)

(NOTE TO INTERVIEWER: Please select the option 'was/were not there' if a candidate's response is similar to 'I don't know, I wasn't present/there')>

Yes	1
No	2
<[PHONE](DO NOT READ)> Was/Were not there	3
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q42 [1,3]

### Yes Q40B, Track B

What problems did you witness regarding the use of the VIC (voter information card) as a piece of identification?

<[PHONE](DO NOT READ. ACCEPT UP TO THREE RESPONSES. DO NOT PROBE FOR MORE RESPONSES.)>

PHONE

Electors only showed the VIC (no other piece of identification) 1

PHONE

VIC address did not match address on the list of electors 2

PHONE

VIC was not addressed personally or in the name of the elector 3

PHONE

Election officer did not accept the VIC as a piece of identification 4

PHONE

Electors not having proper identification: not able to register on polling day 5

PHONE

Electors not having proper identification: not able to vote on polling day 6

PHONE

Long lineups due to identification requirements 7

PHONE

Electors having problems proving their identity 8

PHONE

Electors having problems proving their address 9

PHONE

Uneven interpretation of the rules by election officers 10

PHONE

Electors uncertain about ID needed 11

PHONE

Scrutineers were not allowed to examine electors' identification 12

<[PHONE]Other, specify:[ELSE]Please specify:> 77

Do not know 98

<[PHONE]Refusal[ELSE]No response> 99

## Q43

### Yes Q40A/B

How often did you observe those problems? <[PHONE](read list)>

Very often 1

Somewhat often 2

Not very often 3

Not often at all 4

<[PHONE](DO NOT READ)> Do not know 98

<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response> 99

#### Q44

Thinking about the October 21, federal election, would you say that Elections Canada ran the election...?  
<[PHONE](read list)>

<[PHONE](EMPHASIZE "ELECTIONS CANADA")>

Very fairly	1
Somewhat fairly	2
Somewhat unfairly	3
Very unfairly	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

#### Q45

What level of trust do you have in the accuracy of the election results in your riding? Is it...?  
<[PHONE](read list)>

Very high	1
Somewhat high	2
Somewhat low	3
Very low	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

#### Q46A

##### Track A

Overall, how satisfied were you with your interactions with the returning officer? <[PHONE]Please use a 5-point scale, where '1' is very dissatisfied, '5' is very satisfied, and '3' is neither satisfied nor dissatisfied.>

<[PHONE]

(ACCEPT 'DOES NOT APPLY' IF CANDIDATE HAD NO INTERACTIONS WITH RETURNING

OFFICER)[ELSE](If you have had no interactions with the returning officer, please select 'Does not apply'.)>

1 Very dissatisfied	1
2	2
3 Neither satisfied nor dissatisfied	3
4	4
5 Very satisfied	5
<[PHONE](DO NOT READ)> Does not apply	97
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

#### Q46BA

##### Track B, pos > neg

Overall, how satisfied were you with your interactions with the returning officer? Were you...  
<[PHONE](read list)>

<[PHONE]

(ACCEPT 'DOES NOT APPLY' IF CANDIDATE HAD NO INTERACTIONS WITH RETURNING

OFFICER)[ELSE](If you have had no interactions with the returning officer, please select 'Does not apply'.)>

Very satisfied	1
Somewhat satisfied	2
Somewhat dissatisfied	3
Very dissatisfied	4
<[PHONE](DO NOT READ)> Does not apply	97
<[PHONE](DO NOT READ)> Do not know	98



<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response> 99

#### Q46BB

##### *Track B, neg > pos*

Overall, how satisfied were you with your interactions with the returning officer? Were you...

<[PHONE](read list)>

<[PHONE]

(ACCEPT 'DOES NOT APPLY' IF CANDIDATE HAD NO INTERACTIONS WITH RETURNING

OFFICER)[ELSE](If you have had no interactions with the returning officer, please select 'Does not apply'.)>

Very dissatisfied 4

Somewhat dissatisfied 3

Somewhat satisfied 2

Very satisfied 1

<[PHONE](DO NOT READ)> Does not apply 97

<[PHONE](DO NOT READ)> Do not know 98

<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response> 99

#### Q47A

##### *Track A*

All things considered, how satisfied were you with the overall quality of service you received from

Elections Canada in the most recent federal election? <[PHONE]Please use the same scale (IF

ASKED: '1' is very dissatisfied, '5' is very satisfied, and '3' is neither satisfied nor dissatisfied).>

1 Very dissatisfied 1

2 2

3 Neither satisfied nor dissatisfied 3

4 4

5 Very satisfied 5

<[PHONE](DO NOT READ)> Do not know 98

<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response> 99

#### Q47BA

##### *Track B, pos > neg*

How satisfied were you with the overall quality of service you received from Elections Canada in the

most recent federal election? Were you... <[PHONE](read list)>

Very satisfied 1

Somewhat satisfied 2

Somewhat dissatisfied 3

Very dissatisfied 4

<[PHONE](DO NOT READ)> Do not know 98

<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response> 99

#### Q47BB

##### *Track B, neg > pos*

How satisfied were you with the overall quality of service you received from Elections Canada in the

most recent federal election? Were you... <[PHONE](read list)>

Very dissatisfied 4

Somewhat dissatisfied 3

Somewhat satisfied 2

Very satisfied 1

<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q48 [1,3]

Thinking about the services you received from Elections Canada during the election, what is your main suggestion, if anything, to improve those services?

<[PHONE](DO NOT READ. ACCEPT UP TO THREE RESPONSES. DO NOT PROBE FOR MORE RESPONSES.)>

PHONE

More timely/accessible information	1
------------------------------------	---

PHONE

More training for the staff	2
-----------------------------	---

PHONE

More accurate voting lists/boundaries/maps	3
--	---

PHONE

Improve level of service	4
--------------------------	---

PHONE

Better access/timely/accurate information for voters	5
--	---

PHONE

Voting electronically	6
-----------------------	---

PHONE

Increase voter turnout	7
------------------------	---

PHONE

Better prepared for advanced voting turnouts	8
--	---

PHONE

Enforce rules/regulations	9
---------------------------	---

PHONE

Simplify/more accessible identification requirements	10
--	----

PHONE

Less paper waste (more use of electronics)	11
--	----

PHONE

Ensure followup regarding complaints filed over the electoral period	12
--	----

PHONE

Provide more information about available products or tools that are available to candidates

<[PHONE]Other, specify:[ELSE]Please specify:>	77
---	----

Do not know/None	98
------------------	----

<[PHONE]Refusal[ELSE]No response>	99
-----------------------------------	----

### CALCQ49

*Calculation, Q49A/B/C*

Q49A	1
------	---

Q49B	2
------	---

Q49C	3
------	---

### S8

The next questions are about technology and the way federal elections are conducted.

### Q49A

Based on what you have seen or heard recently, do you think [PHONE](READ STATEMENT) was[ELSE]any of the following were> a problem in this election?

Hacking by foreign countries or groups into the computer systems that support the election.

Yes	1
-----	---

No	2
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q49B

Based on what you have seen or heard recently, do you think <[PHONE](READ STATEMENT) was[ELSE]any of the following were> a problem in this election?

Foreign countries or groups using social media and other means to influence the political opinions of Canadians.

Yes	1
No	2
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q49C

Based on what you have seen or heard recently, do you think <[PHONE](READ STATEMENT) was[ELSE]any of the following were> a problem in this election?

The spread of false information online.

Yes	1
No	2
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q50

**Yes Q49A/B/C**

What impact, if any, do you think this had on the outcome of the election? <[PHONE](read list)>

Major impact	1
Moderate impact	2
Minor impact	3
No impact at all	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q51A

**Track A**

In a Canadian federal election, workers at the polls use paper <hover="This refers to lists used by poll staff during the voter identification process, not the format of the lists of electors that are provided to candidates.">lists> to find a voter's name and keep track of who voted. In some provincial elections, poll workers use computers or tablets to do this electronically. Which method do you prefer?

<[PHONE]IF ASKED: This refers to lists used by poll staff during the voter identification process, not the format of the lists of electors that are provided to candidates.>

Paper lists	1
Computer lists	2
<[PHONE](DO NOT READ)> No preference	97
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q51B

### Track B

In Canadian federal elections, each paper ballot is counted by hand. In some provincial elections, paper ballots are scanned into a machine that counts the votes. Which vote counting method do you prefer?

Hand counting	1
Machine counting	2
<[PHONE](DO NOT READ)> No preference	97
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q52A

### Track A

Do you think that electors should be able to vote by using the Internet?

Yes	1
No	2
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q52B

### Track B

Which statement comes closest to your own view? <[PHONE](read list)>

Voting online is risky	1
Voting online is safe	2
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## S9

Now we'll move on to some questions about Canadian democracy.

## Q53

Overall, how satisfied are you with the way democracy works in Canada? Are you... <[PHONE](read list)>

Very satisfied	1
Somewhat satisfied	2
Not very satisfied	3
Not satisfied at all	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q54 [1,3]

### Dissatisfied Q53

Is there a specific reason why you are dissatisfied with the way democracy works in Canada?

<[PHONE](DO NOT READ. ACCEPT UP TO THREE RESPONSES. DO NOT PROBE FOR MORE RESPONSES.)>

PHONE

First-past-the-post does not reflect voters' preferences 1

PHONE

Lack of proportional representation 2

PHONE	
The role of money in politics is increasing	3
PHONE	
Too many political financing requirements	4
PHONE	
Too little political financing requirements	5
PHONE	
Electors' disengagement / Low turnout	6
PHONE	
Difficulties as independent candidate/small party/new party	7
PHONE	
Lack of representation of minority groups	8
PHONE	
Lack of representation of women	9
PHONE	
I did not get elected	10
PHONE	
Concern about the constitution	11
PHONE	
Polarization of Canadians as a result of the division between political parties	12
PHONE	
Lack of contact between political elites and electors	13
PHONE	
Lack of political elites' accountability towards electors	14
<[PHONE]Other, specify:[ELSE]Please specify:>	77
Do not know	98
<[PHONE]Refusal[ELSE]No response>	99

## Q55

<[PHONE]Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that the voting age in a federal election should be lowered from 18 to 16 years old? (DO NOT READ ITEMS.)[ELSE]How strongly do you agree or disagree that the voting age in a federal election should be lowered from 18 to 16 years old?>

Strongly agree	1
Somewhat agree	2
Somewhat disagree	3
Strongly disagree	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## PQ56

In some countries, there are rules or incentives in place to ensure political parties run candidates from certain groups.

## Q56A

### Track A

<[PHONE]Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that ... (DO NOT READ ITEMS.)

[ELSE]How strongly do you agree or disagree that...

> political parties should be <hover="In some countries, there are rules or incentives in place to ensure political parties run candidates from certain groups.">required> to have more women candidates?

<[PHONE]IF ASKED: In some countries, there are rules or incentives in place to ensure political parties run candidates from certain groups.>

Strongly agree	1
Somewhat agree	2
Somewhat disagree	3
Strongly disagree	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## Q56B

### Track B

<[PHONE]Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that ... (DO NOT READ ITEMS.)

[ELSE]How strongly do you agree or disagree that...

> political parties should ~~never~~="In some countries, there are rules or incentives in place to ensure political parties run candidates from certain groups.">receive a financial incentive for having more women candidates?

<[PHONE]IF ASKED: In some countries, there are rules or incentives in place to ensure political parties run candidates from certain groups.>

Strongly agree	1
Somewhat agree	2
Somewhat disagree	3
Strongly disagree	4
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

## S10

The last few questions are for classification purposes only. Please be assured that your answers will remain completely confidential.

## Q57

Including the October 2019 election, how many times have you run as a candidate at the federal level?

<[PHONE](DO NOT READ. ACCEPT ABSOLUTE NUMBER ONLY; NOT A RANGE. IF ASKED, INCLUDE FEDERAL GENERAL ELECTIONS AND BY -ELECTIONS)[ELSE](This includes federal general elections and by-elections)>

Record number of times as candidate:	77
Do not know	98
<[PHONE]Refusal[ELSE]No response>	99

## Q58

What language do you speak most often at home?

English	1
French	2
Other, specify:	77
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q59

For the purposes of this survey only, do you identify as having a disability?

Yes	1
No	2
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q60 [1,11]

**Yes Q59**

Would you please provide whether you have any of the following conditions?

(Select all that apply.)

Blind or visual impairment	1
Impaired coordination or dexterity	2
Deaf or hard of hearing	3
Impaired mobility	4
Speech impairment	5
Developmental or intellectual disability	6
Emotional/psychological/mental health condition	7
Chronic pain	8
Any other condition you would consider a disability: (please specify)	77
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q61

Were you born in Canada?

Yes	1
No	2
<[PHONE](DO NOT READ)> Do not know	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q62

**No Q61**

In what year did you become a citizen of Canada?

<[PHONE](DO NOT READ)> I was born a Canadian citizen, but <del>outside</del> of the country1	
(Please specify year):	77
<[PHONE](DO NOT READ)> Do not know/Do not remember	98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response>	99

### Q63

What is your ethnic or cultural background?

<[PHONE]DO NOT READ. ACCEPT ONLY ONE REPL Y; USE "Other" FOR MIXED / MULTIPLE ETHNICITIES AND JEWISH.>	
<hover="English-Canadian, French Canadian, Quebecois and visible minority (includes English, Irish, Scottish, German, French, Italian)"> White / Caucasian	1
Chinese (Chinese, Hong Kongese, Taiwanese)	2
East Asian (Japanese, Korean)	3
<hover="Bangladeshi, Bengali, Bruneian, Gujarati, East Indian, Indo Pakistani, Mauritian, Mayotte, Mongolian, Pakistani, Punjabi, Singhalese, Sri Lankan, Tamil"> South Asian / East Indian	4

<hover="Vietnamese, Cambodian, Malaysian, Laotian, Indonesian, Singaporean, Burmese, Kampuchean, Thai"> South East Asian 5  
 Filipino 6  
 <hover="Angolan, Anguillan, Antiguan, Aruba/Netherlands Antilles, Bahamian, Barbadian, Belizean, Beninese, Bermudan, Botswanan, Burkinabe, Burundian, Cameroonian, Cape Verde Islands, Cayman Islands, Central African, Chadian, Comoros Islands, Congolais, Dominican, Equatorial Guinean, Ethiopian, Gabonese, Gambian, Ghanaian, Grenadian, Guadeloupian, Guinean, Guinean-Bissau, Guyanese, Haitian, Ivorian, Jamaican, Kenyan, Lesothan, Liberian, Malagasy, Malawian, Malian, Martinican / French Guiana, Montserratian, Mozambican, Namibian, Nevisian, Nigerois, Nigerian, Rwandan, Vicentian / Grenadines, Saint Lucian, Senegalese, Trinidadian, Tobagonian, West Indian, other Caribbean, other African"> Black (Africa, Caribbean) 7  
 Latin American (All Central and South American countries, Mexico, Cuba, Puerto Rico) 8  
 <hover="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"> West Asian / North African / Arab 9  
 <hover="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, Territory of the Pacific Islands, Vanuatuan, Wallis and Futuna Islands, Cook Islands, Johnston Atoll, Guam, Midway Islands, New Caledonian"> Pacific Islands 10  
 Indigenous (First Nations, Métis, Inuit) 11  
 Other visible minorities or mixed ethnicity (including Jewish), please specify : 97  
 <[PHONE](DO NOT READ)> Do not know 98  
 <[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response> 99

## Q64

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

<[PHONE](DO NOT READ – CODE ONE ONLY)>  
 Some elementary 1  
 Completed elementary 2  
 Some high school 3  
 Completed high school 4  
 Some community college/vocational/trade school/commercial/CEGEP 5  
 Completed community college/vocational/trade school/commercial/CEGEP 6  
 Some university (No degree or diploma obtained) 7  
 Completed university (Diploma or bachelor degree) 8  
 Post-graduate university/professional school (Master's, PhD, or any professional degree) 9  
 Other (specify) : 77  
 <[PHONE](DO NOT READ)> Do not know 98  
 <[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response> 99

## Q65

What was the total annual income of all members of your household combined, before taxes, in 2018?

Under \$30,000 1  
 \$30,000 to just under \$60,000 2  
 \$60,000 to just under \$90,000 3  
 \$90,000 to just under \$110,000 4  
 \$110,000 to just under \$150,000 5  
 \$150,000 to just under \$200,000 6  
 \$200,000 to just under \$250,000 7  
 \$250,000 and above 8



<[PHONE](DO NOT READ)> Do not know 98  
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response> 99

## **CANDIDATEEMAIL2 [0,1]**

This concludes the survey. If you wish, we can inform you once the study is published on Elections Canada and Library and Archives' websites in 2020.

<[PHONE]IF INTERESTED: > In this case, could you provide us with ~~an~~ email address where we can send the notice?

<[PHONE]

NO EMAIL ADD RESS: Elections Canada will publish a report on its website once completed. You will be able to access the report there.

IF ASKED: Their website address is [www.elections.ca](http://www.elections.ca)

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

Email Address:

1

No

2

## **THNK**

Thank you for your time and feedback.

## D. METHODOLOGY DETAILS – RESPONSE RATE

The research conducted for the *Survey of the Candidates of the 43rd Federal General Election* consisted of an attempted census of candidates registered for that election, using a dual-mode telephone-online survey.

First attempts to reach candidates were by telephone. When there was no response, voice messages were left when possible explaining the study and email invitations were automatically sent with the link to the survey. In cases where candidates expressed a preference for answering the survey online, email invitations were also sent and participation was monitored. When there was no online response within one week, subsequent calls and emails were initiated. In total, 1,172 interviews were completed, with 396 interviews completed by phone, and 776 interviews completed online.

The population of 2,146 candidates was provided by Elections Canada. Information included in the sample included: full name, address, phone numbers, email address, party affiliation, gender, federal electoral district, whether the candidate won, incumbency status.

Before any fieldwork commenced, Elections Canada sent a letter from the Chief Electoral Officer, Stéphane Perrault, to all candidates. The purpose of the letter was to:

- introduce the study and explain the objectives and purpose of the research
- indicate that EKOS Research Associates was retained to conduct the study
- state that responses by participants in the study are confidential
- provide contact information for Elections Canada and EKOS

A 1-800 number was provided to candidates to schedule an interview at a time that was convenient for them, if desired.

Elections Canada provided a revised questionnaire based on the one used for the 2015 Candidates' Survey. The survey was programmed and EKOS Research Associates conducted a thorough review, provided written comments, and feedback to Elections Canada. Test interviews were conducted between October 22 and 23, with 26 interviews completed (13 in French and 13 in English) at an average time of 26.5 minutes per interview. The survey data and audio recordings were carefully reviewed and a few minor changes were implemented. Some changes were made to increase clarity and provide additional instructions to interviewers.

Wording was streamlined in a few questions. The survey was launched on October 25, 2019. The pretest cases were included in the final sample with some minor adjustments based on changes as a result of the test.

All candidates with telephone numbers were contacted initially by phone. Cases with a missing telephone number were individually researched online, using a general search engine. Records where a telephone number was found to be invalid (i.e. not the correct number or a number no longer in service) were also subsequently researched online. When it was not possible to obtain a viable telephone number but a valid email address was available, email invitations to the survey (including the survey link) were sent. All candidates from one party (n=8) were listed with a common telephone number and email address for the party office. In those cases, the party office was contacted a number of times with no contact made. In a few cases no telephone number was available, but an email address was available. Email invitations were sent in all those cases.

Interviews were recorded to ensure data quality. Callback times were made at various times of the day and appointments scheduled throughout the day and evening, across the week to ensure a greater chance of successfully contacting candidates. Up to 10 contacts per candidate were made, including both telephone contact and email invitations/reminder invitations. Candidates contacted by telephone who declined to take part in the research were offered the opportunity to complete the survey online. Further, multiple email invitations were sent to candidates who did not complete the survey over the telephone, including those not reached and those whose telephone numbers were found to be missing or invalid. This was also the case with those who agreed to participate online and subsequently did not. Candidates were informed of the sponsor of the survey and provided with the opportunity to leave an email address to be informed once the results of the survey are released.

The survey collection period spanned October 25 to November 27, 2019. Throughout the course of fieldwork, EKOS provided Elections Canada with weekly updates on data collection progress with details of the numbers of calls made and interviews completed, as well as procedures used to contact candidates, along with response rates.

The survey was registered with the National Survey Registration System and the study sponsor was provided in all contact attempts. Copies of the Elections Canada advance letter were also offered by email or fax to anyone wanting to receive it. The response rate for the survey based on the complete sample out of the remaining valid sample (2,109) is 55.6%. Following are the call results at the end of the fieldwork, on November 27:

<b>Disposition</b>	<b>Total</b>
Invalid number, no viable email address	20
Fax/unmanned riding office, no viable email address	11
Unavailable for survey period	6
<b>Remaining valid sample</b>	<b>2,109</b>
Answering machine – multiple messages left, emails sent	27
General callback – multiple calls made, emails sent	8
Incomplete refusal	1
Refusal	190
Contact made, agreed to go online – multiple calls made, emails sent	711
<b>Complete</b>	<b>1,172</b>
<b>Total</b>	<b>2,146</b>

Over the course of the survey collection, open-ended responses were reviewed and assigned to existing or new category codes. Data quality was also closely monitored through the collection period, starting with a close review of the results from each round of the pretest, and the first day after the survey launch. A database was created with full variable and value labels, and the non-response rate was assessed based on administrative information in the initial list of candidates provided. The final data was weighted by party, age, incumbent/not, and elected/not. No segment was more than three percent lower than the population distribution in the same segment. Data tables were produced providing results overall and by region, age, gender, language, and whether the candidate was born in Canada or not, and whether their party is represented in the House of Commons, whether they were running for the first time or not, elected or not, and as an incumbent or not.

## E. NEW 4-POINT SATISFACTION SCALE QUESTIONS

Half of the sample was offered satisfaction questions with five levels of satisfaction (as reported in this report and in 2015). The other half were offered four levels of satisfaction for comparability with the future iterations of the Survey of Candidates, which will transition to 4-point scale questions to align with other surveys (National Electors Study, Survey of Election Officers, etc.). Results of the 4-points scale are presented here for each applicable question.

**Table 22: Satisfaction (4 Points)**

<i>Q1BX. Overall, how satisfied were you with the way the federal election was administered by Elections Canada in your riding?</i>	<b>Total</b>
<i>n=</i>	611
Very satisfied	48%
Somewhat satisfied	37%
Somewhat dissatisfied	9%
Very dissatisfied	5%
<i>Q2BX. How satisfied were you with the way the returning officer ran it in your riding?</i>	<b>Total</b>
<i>n=</i>	611
Very satisfied	65%
Somewhat satisfied	25%
Somewhat dissatisfied	6%
Very dissatisfied	2%
<i>Q6BX. How satisfied were you with the returning officer's timeliness in processing your nomination?</i>	<b>Total</b>
<i>n=</i>	611
Very satisfied	80%
Somewhat satisfied	12%
Somewhat dissatisfied	3%
Very dissatisfied	4%

<i>Q17BX. How satisfied were you with the overall quality of the lists?</i>	<b>Total</b>
<i>n=</i>	355
Very satisfied	27%
Somewhat satisfied	52%
Somewhat dissatisfied	8%
Very dissatisfied	3%
<i>Q20B. How satisfied were you with the Event Map Viewer?</i>	<b>Total</b>
<i>n=</i>	69
Very satisfied	27%
Somewhat satisfied	49%
Somewhat dissatisfied	8%
Very dissatisfied	0%
<i>Q27B. How satisfied were you or your representatives with the services you received from the 1-800 support line for candidates?</i>	<b>Total</b>
<i>n=</i>	185
Very satisfied	42%
Somewhat satisfied	32%
Somewhat dissatisfied	11%
Very dissatisfied	11%
<i>Q36BX. How satisfied were you with the locations chosen as polling sites for advance polls and Election Day?</i>	<b>Total</b>
<i>n=</i>	611
Very satisfied	44%
Somewhat satisfied	40%
Somewhat dissatisfied	6%
Very dissatisfied	3%
<i>Q38BX. How satisfied were you with the way the voting process went on advance polls and Election Day?</i>	<b>Total</b>
<i>n=</i>	611
Very satisfied	45%
Somewhat satisfied	36%
Somewhat dissatisfied	8%
Very dissatisfied	3%
<i>Q46BX. Overall, how satisfied were you with your interactions with the returning officer?</i>	<b>Total</b>

<i>n=</i>	<i>611</i>
Very satisfied	70%
Somewhat satisfied	19%
Somewhat dissatisfied	3%
Very dissatisfied	3%
<i>Q47BX. How satisfied were you with the overall quality of service you received from Elections Canada in the most recent federal election?</i>	<b>Total</b>
<i>n=</i>	<i>611</i>
Very satisfied	51%
Somewhat satisfied	38%
Somewhat dissatisfied	6%
Very dissatisfied	2%