



***Survey of Election Officers
Following the 43rd Federal General Election***

Final Report

Prepared for Elections Canada

June 2020

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Survey of Election Officers Following the 43rd Federal General Election

Final Report

Prepared for Elections Canada

Supplier name: Phoenix Strategic Perspectives Inc.

June 2020

This public opinion research report presents the results of a survey conducted with election officers following the 43rd federal general election.

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Table of Contents

Executive Summary	1
Introduction	4
1. Background and Objectives	4
2. Methodology	4
3. Notes to Readers	5
Detailed Findings.....	6
1. Recruitment Process and Tools	6
2. Profile of Election Officers	15
3. Training and Preparedness	20
4. Experience Working at the Polls.....	23
5. Satisfaction with Election Materials	40
6. Voter Identification Requirements.....	45
7. Poll Workers' Absenteeism.....	52
8. Working Conditions	55
9. Use of Technology and Views on Introducing Electronic Methods.....	62
Appendix	65
1. Methodological Notes	65
2. Survey Questionnaire	69
3. Political Neutrality Certification	94

List of Figures

Figure 1: Awareness of Opportunity to Work in the Federal Election	6
Figure 2: Ease of Recruiting Individuals to Work at the Polls	7
Figure 3: Reasons for Disinterest in Working at a Polling Station	8
Figure 4: Need to Hire Bilingual Poll Staff.....	9
Figure 5: Difficulty Hiring Bilingual Poll Staff	9
Figure 6: Lists of Names Provided by Candidates.....	10
Figure 7: Suitability of the Lists of Names Provided by Candidates	11
Figure 8: Special Accommodations for Applicants Experiencing Mental or Physical Barriers	11
Figure 9: Level of Satisfaction with the Recruitment Management System	12
Figure 10: Reasons for Dissatisfaction with RMS	13
Figure 11: Use of Services to Fill Positions at the Polls.....	13
Figure 12: Use of the Field Support Network	14
Figure 13: Previous Experience as an Election Officer.....	15
Figure 14: Gender	15
Figure 15: Age	16
Figure 16: Employment Status.....	16
Figure 17: Highest Level of Education Reached.....	17
Figure 18: Annual Household Income.....	17
Figure 19: Disability Status	18
Figure 20: Language Spoken at Home	18
Figure 21: Ethnic and Cultural Background	19
Figure 22: Level of Satisfaction with Training.....	20
Figure 23: Unsatisfactory Aspects of Training	21
Figure 24: Perceived Level of Preparedness Following Training	22
Figure 25: Overall Satisfaction with Federal Election	23
Figure 26: Extent to Which the Voting Process Went Smoothly	24
Figure 27: Problems Encountered at the Polling Station.....	24
Figure 28: Types of Difficulties Opening and Closing Polling Station	25
Figure 29: Suitability of Workplace.....	26
Figure 30: Reasons Location of Polling Station Was Not Suitable	27
Figure 31: Ease of Registering Electors.....	28
Figure 32: Exceptional Cases	29
Figure 33: Reasons for Difficulties Accommodating Exceptional Cases	30
Figure 34: Flow of Electors at the Polls.....	31
Figure 35: Reasons the Flow of Electors at the Polls Went Poorly.....	32
Figure 36: Frequency of Certain Problems at the Polls	33
Figure 37: Candidates' Representatives	34
Figure 38: Types of Issues with Candidates' Representatives	35
Figure 39: Privacy in Voting Booths.....	35
Figure 40: Preparedness to Provide Services to Electors with Disabilities.....	36
Figure 41: Suitability of Tools and Services for Electors with Disabilities	37
Figure 42: Electors with Disabilities.....	37
Figure 43: Frequency of Electors with Disabilities Having Difficulties Completing Their Ballot.....	38
Figure 44: Difficulties Providing Services to Electors in Official Languages.....	39
Figure 45: Level of Satisfaction with Election Materials Provided	40
Figure 46: Unsatisfactory Election Materials.....	41
Figure 47: Perceived Usefulness of the Guidebook.....	42
Figure 48: Level of Difficulty Completing the Various Forms Provided	42
Figure 49: Types of Forms That Were Difficult to Use.....	43
Figure 50: Complexity of Election Instructions.....	44

Survey of Election Officers Following the 43rd Federal General Election

Figure 51: Ease of Identification of Electors45
Figure 52: Ability to Apply the Voter Identification Requirements46
Figure 53: Preparedness of Electors to Meet Voter Identification Requirements46
Figure 54: Difficulties Proving Address or Identity47
Figure 55: Types of Difficulties Electors Had Proving Their Address or Identity48
Figure 56: Difficulties Completing Required Procedures at the Polls.....49
Figure 57: Ease of Identification with Voter Information Card50
Figure 58: Frequency of Electors' Identity Being Challenged50
Figure 59: Shift Attendance52
Figure 60: Reasons for Absence During Scheduled Shifts53
Figure 61: Backfilling Positions53
Figure 62: Impact of Absent Poll Staff54
Figure 63: Experience with Working Conditions55
Figure 64: Reasons Working Conditions Were Viewed as Poor56
Figure 65: Potential Changes to Make It Easier for Staff to Do Their Work56
Figure 66: Harassment in the Workplace57
Figure 67: Harassment in the Workplace (from Whom)58
Figure 68: Satisfaction with Hourly Rate of Pay58
Figure 69: Receipt of Paycheque59
Figure 70: Satisfaction with Time It Took to Receive Paycheque60
Figure 71: Satisfaction with Time It Is Taking to Receive Paycheque.....61
Figure 72: Use of Technology for Personal Purposes62
Figure 73: Ability to Learn New Technology.....62
Figure 74: Preferred Method of Counting Votes.....63
Figure 75: Level of Comfortability with Electronic Lists of Electors64

Executive Summary

Elections Canada commissioned Phoenix SPI to conduct a telephone survey with election officers following the 43rd general election held on October 21st, 2019. Similar to surveys following past general elections, the purpose of this survey was to measure election officers' opinions on various election-related issues and on the quality of services they received from the agency. This year, however, the questionnaire was updated to reflect the development of new products and services, the inclusion of issues such as absenteeism and harassment in the workplace, and the addition of recruitment officers to the study population. The questionnaire also included an enhanced set of background questions to offer a new look at the socio-demographic characteristics of election officers. Where relevant and possible, the results from this survey are compared with the results from the Survey of Election Officers following the 40th, 41st and 42nd federal general elections.

A 20-minute telephone survey was conducted with a stratified random sample of 4,251 election officers between December 14th, 2019 and January 12th, 2020. The survey data were weighted to accurately reflect the distribution of election officers by region, type of position, type of poll and type of polling station. Based on a sample of this size, the overall results can be considered accurate to within $\pm 1.5\%$, 19 times out of 20.

Recruitment Process and Tools

Election officers were most likely to have become aware of the opportunity to work at the 2019 federal election because they worked in a previous election (38%) or through word of mouth from friends, relatives or colleagues (38%). Fewer became aware of the opportunity to work in the federal election through Elections Canada's website (11%) or through non-Elections Canada websites (8%).

Just over half of the recruitment officers and assistant recruitment officers said it was easy to recruit individuals to work at the polls on election day (57%) and for advanced polling days (57%). While recruitment was generally viewed as easy, 59% of recruitment officers and assistant recruitment officers were not satisfied with the Recruitment Management System (RMS). Of those not satisfied with the RMS, limited functionality was the main reason offered in explanation (59%).

About two-thirds (68%) of the recruitment officers and assistant recruitment officers said that they needed to hire poll staff who were bilingual or who spoke the minority language in their electoral district. Three in 10 (31%) had difficulties doing so. Approximately one-third (34%) of these officers provided accommodations for an applicant experiencing mental or physical barriers to be able to participate in the interview or the training.

Training and Preparedness

More than eight in 10 poll workers (83%) were very or somewhat satisfied with the training session. Over the last decade, satisfaction with the training remains virtually unchanged: 86% in 2008, 83% in 2011 and 84% in 2015. Approximately one-third of each of those not satisfied with the training pointed to the quality of training (34%) and to their perception that the training session did not provide enough information (32%) to explain why.

Eighty-eight percent (88%) of poll workers who worked at least one of their scheduled shifts said the training they received prepared them somewhat or very well to undertake their tasks during the last federal election. At 88%, the overall level of preparedness of poll workers has decreased from the high of 96% reported in 2015. Of note, the decline from 2015 to 2019 is particularly

acute in the proportion of poll workers who said they were very well prepared to undertake their tasks, which dropped from 63% in 2015 to 39% in 2019.

Experience Working at the Polls

Nine in 10 (90%) poll workers expressed satisfaction with the way the last federal election went, including 53% who were very satisfied. In 2019, the level of satisfaction with the way the last federal election went is identical to 2015, when 90% of poll workers also expressed satisfaction. Overall satisfaction, however, remains slightly lower than the 93% reported in 2011.

Nine in 10 (91%; up four percentage points since 2015) poll staff said that the building where they worked was suitable for holding an election. In addition, 90% of central poll supervisors, deputy returning officers, and registration officers said it was easy to register electors, with 63% saying it was very easy. Perceptions of the ease of registering electors have improved since 2015, when 86% of central poll supervisors, deputy returning officers, and registration officers said this was easy.

Not only did poll workers find it easy to register electors, but most said the flow of electors at the polls went smoothly; 71% said the flow went very smoothly, while 25% said it went somewhat smoothly. Satisfaction with the flow of electors (95%) is similar to previous election years: 94% in 2008, 95% in 2011, and 93% in 2015.

Satisfaction with Election Materials

Nine in 10 (92%) poll staff reported being satisfied with the election materials that were provided to them, including 61% who were very satisfied. Satisfaction levels are consistent with previous results: 89% were satisfied in 2015 and 90% in 2011. What is noteworthy, however, is that the proportion of poll workers very satisfied with these materials has increased significantly, from 52% in 2015 to 61% in 2019. Of those who were not satisfied with the election materials provided, 33% were unsatisfied with the guidebook, and 22% were not satisfied with the instructions for closing the polls.

Voter Identification Requirements

Virtually everyone said the identification of electors at their polling station went well, either somewhat (20%) or very (79%) well. Compared to 2015, a greater proportion of poll workers said the identification process went very well (79% in 2019 compared to 68% in 2015). Ninety-six percent of poll workers said the voter information card facilitated the identification of electors. Ninety-eight percent of registration officers and deputy returning officers said they were somewhat (20%) or very (78%) well prepared to apply the voter identification requirements. This is similar to 2015, when 97% of registration officers and deputy returning officers said they were prepared to apply the voter identification requirements.

Poll Workers' Absenteeism

Ninety-five percent (95%) of poll staff reported having worked all their scheduled shifts. Three percent (3%) were absent for all their scheduled shifts, and 2% were absent for at least one of their shifts. Among poll workers who were absent for at least part of one shift, 39% attributed their absence to a physical illness or musculoskeletal injury. This is followed by 22% who said their shift presented a conflict with their regular job, school or another responsibility, and 11% who had a family emergency.

Approximately eight in 10 (82%) recruitment and assistant recruitment officers needed to backfill positions due to poll staff not showing up for their shifts. Three in four poll workers (75%) who

said fellow poll staff were absent for part of, or all, of their shifts indicated that absenteeism had no impact (38%) or only a minor impact (37%).

Working Conditions

More than half (54%) said the working conditions they experienced were very good, while an additional 38% said the conditions were fairly good. In total, therefore, 92% of election workers offered a positive assessment of the working conditions. Satisfaction with working conditions is virtually unchanged since 2015 (94% in 2015 versus 92% in 2019). What has changed is the proportion of poll workers describing the working conditions as very good. This has declined since 2015: 63% in 2015 compared to 54% in 2019.

Eighty percent (80%) of poll workers expressed modest or strong satisfaction with the hourly rate of pay. This is virtually unchanged since 2015, when 81% were somewhat or very satisfied with their pay.

Introduction

Elections Canada, an independent, non-partisan agency that reports directly to Parliament, is responsible for conducting federal elections in Canada. Following the last general elections, Elections Canada (EC) conducted a survey of election officers to evaluate the quality of services they received from EC, and to collect opinions on various election-related issues. Phoenix Strategic Perspectives (Phoenix SPI) was commissioned by EC to survey election officers following the 43rd general election.

1. Background and Objectives

The mandate of EC is to:

- be prepared to conduct a federal general election, by-election or referendum;
- administer the political financing provisions of the *Canada Elections Act*;
- monitor compliance with electoral legislation;
- conduct public information campaigns on voter registration, voting and becoming a candidate;
- conduct education programs for students on the electoral process;
- provide support to the independent commissions in charge of adjusting the boundaries of federal electoral districts following each decennial census;
- carry out studies on alternative voting methods and, with the approval of parliamentarians, test alternative voting processes for future use during electoral events; and
- provide assistance and cooperation in electoral matters to electoral agencies in other countries or to international organizations.

As part of Elections Canada's research program, the agency commissioned a survey of election officers who worked during the 43rd federal general election. This included poll workers (central poll supervisor, information officer, registration officer, deputy returning officer, poll clerk) and was extended this year to recruitment officers and assistant recruitment officers who are hired by returning officers for each electoral district. The purpose of the survey was to obtain election officers' viewpoints on various election-related issues, as well as their working experience during the 43rd federal general election. In particular, the objectives of this survey were to assess election officers' views regarding:

- recruitment and remuneration;
- level of preparation, including training;
- Elections Canada's services, products and tools; and
- their overall experience working at the polls.

The results will be used to assess the quality of the programs and services provided during the 43rd federal general election. Similar surveys were conducted following the 40th, 41st, and 42nd federal general elections.¹

2. Methodology

A 20-minute telephone survey was conducted with a stratified random sample of 4,251 election officers between December 14th, 2019 and January 12th, 2020. To ensure adequate sample sizes for subgroup analyses, several groups of officers were oversampled: specifically, recruitment officers and assistant recruitment officers, as well as officers who worked at mobile polls or polling stations in First Nations communities, on student campuses, or in retirement residences and long-term care facilities. The survey data were weighted to accurately reflect the distribution

¹ This year, the questionnaire was updated to reflect the development of new products and services, the inclusion of issues such as absenteeism and harassment in the workplace, and the addition of recruitment officers to the study population.

of election officers by region, type of position, type of poll and type of polling station. Based on a sample of this size, the overall results can be considered accurate to within $\pm 1.5\%$, 19 times out of 20. For a more complete description of the methodology, refer to the Appendix.

3. Notes to Readers

- All results in the report are expressed as percentages, rounded to the nearest whole number unless otherwise noted. Percentages may not always add to 100% due to rounding or multiple response questions. In addition, when percentages are aggregated (i.e., ratings of 4 and 5 on a five-point scale are summed), unrounded values are used.
- The terms “poll workers” or “poll staff” are used in the report to refer to those who held positions at the polling stations: central poll supervisors, information officers, registration officers, deputy returning officers or poll clerks. The term “election officers” includes poll workers, recruitment officers and assistant recruitment officers.
- The number of respondents changes throughout the report because questions were often asked to sub-samples of the survey sample. Accordingly, readers should be aware of this and exercise caution when interpreting results based on smaller numbers of respondents.
- Subgroup differences are identified in the report. When reporting subgroup variations, only differences that are significant at the 95% confidence level and that pertain to a subgroup sample size of more than $n=30$ are discussed in the report.
- If one or more categories in a subgroup are not mentioned in a discussion of subgroup differences (for example, if two out of eight regions are compared), it can be assumed that significant differences were found only among the categories reported.
- Similar surveys were conducted in 2008, 2011 and 2015; where appropriate, reference is made to previous results.
- Even if previous election surveys do not include recruitment officers in the study population, the comparisons made are still valid, since recruitment and assistant recruitment officers account for only 0.4% of the weighted sample.

Detailed Findings

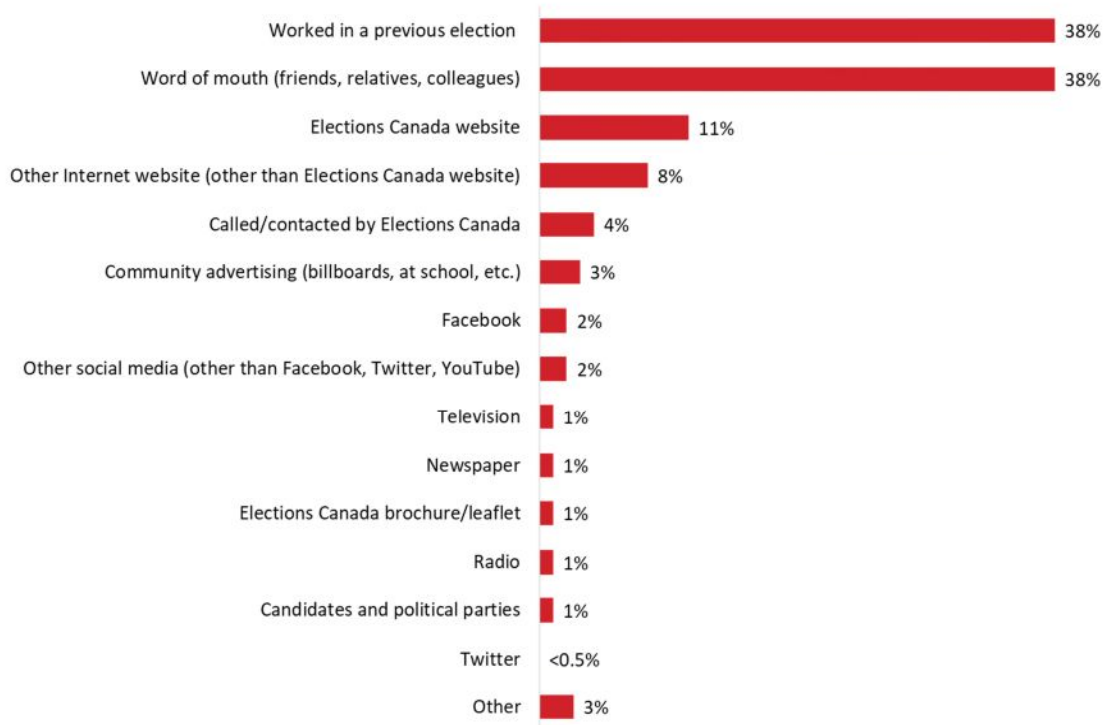
1. Recruitment Process and Tools

This section presents insights on how election officers became aware of the job opportunity and discusses findings pertaining to the experiences of recruitment and assistant recruitment officers.²

Many say they became aware of the opportunity to work in the election through previous election experience, or through word of mouth

Election officers were most likely to have become aware of the opportunity to work at the 2019 federal election because they worked in a previous election (38%) or through word of mouth from friends, relatives or colleagues (38%). Fewer became aware of the opportunity to work in the federal election through Elections Canada’s website (11%) or through non-Elections Canada websites (8%). The full range of responses is depicted below in Figure 1.

Figure 1: Awareness of Opportunity to Work in the Federal Election



Q1. How did you become aware of the opportunity to work at the 2019 federal election? [Multiple responses accepted]. Base: n=4,251; all respondents. [DK/NR: <1%].

Election officers from Saskatchewan (46%) were more likely than those from Ontario (38%), British Columbia (36%), Alberta (36%) and Manitoba (32%) to have heard of the opportunity to work in the federal election through word of mouth. Awareness of the opportunity to work in the federal election by working in a previous election was higher in Quebec (45%) and Manitoba (45%).

Recruitment and assistant recruitment officers (23%) and central poll supervisors (25%) were less likely than officers working in other positions to have learned of the opportunity to work in the

² In total, 101 recruitment and assistant recruitment officers responded to the survey. Subgroup differences are not discussed for questions asked only of this sub-population due to small sample sizes.

federal election through word of mouth. Recruitment and assistant recruitment officers (63%), followed by central poll supervisors (55%), were more likely to have become aware of the opportunity because they worked in a previous election.

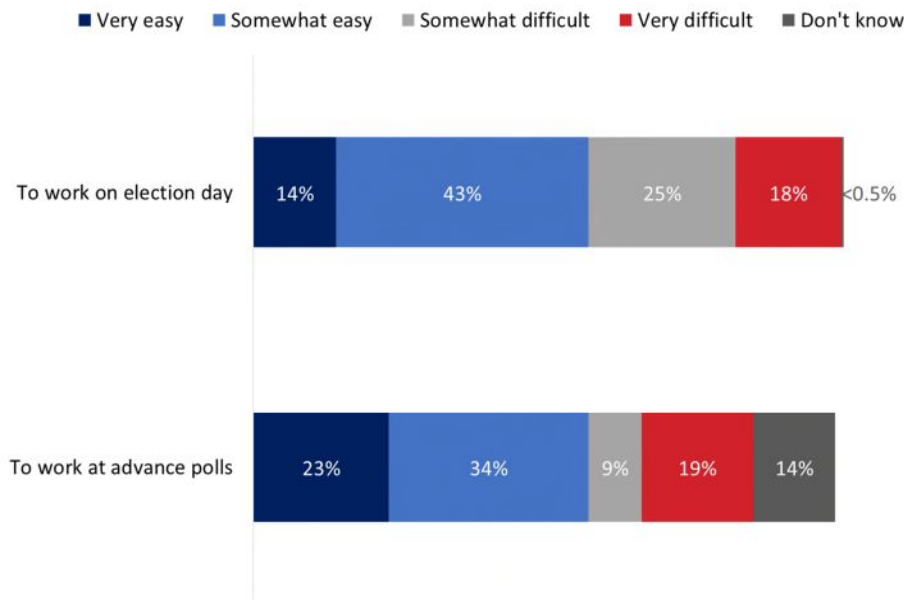
Those working at polling stations in First Nations communities (60%) were more likely than election officers working at regular polling stations (37%), student campuses (39%) and seniors' residences or long-term care facilities (41%) to have learned of the opportunity through word of mouth. They were also less likely to have become aware of the opportunity by working in a previous election (21% compared to 38% of officers working at a regular polling station, 40% working at a student campus poll and 41% working at seniors' residences or long-term care facilities).

The likelihood of becoming aware of the opportunity through word of mouth was highest among 16 to 24 year olds (61%) and lowest among those aged 75 and older (20%). Conversely, the likelihood of having learned of the opportunity by working in a previous election generally increased with age, from 10% of 16 to 24 year olds to 61% of those aged 75 and older.

Just over half of recruitment officers say it was easy to recruit individuals to work at the polls

Fifty-seven percent (57%) of recruitment officers and assistant recruitment officers found it easy to recruit individuals to work at the polls on election day and at advance polls. Recruitment officers and assistant recruitment officers were also more likely to say that it was difficult recruiting staff to work at polling stations on election day (43%) than to work at advance polls (28%).

Figure 2: Ease of Recruiting Individuals to Work at the Polls..



Q9. Was the process of recruiting individuals to work at advance polls very easy, somewhat easy, somewhat difficult or very difficult? Base: n=101; recruitment officers and assistant recruitment officers only. / Q10. Was the process of recruiting individuals to work at polling stations on election day very easy, somewhat easy, somewhat difficult or very difficult? Base: n=101; recruitment officers and assistant recruitment officers only.

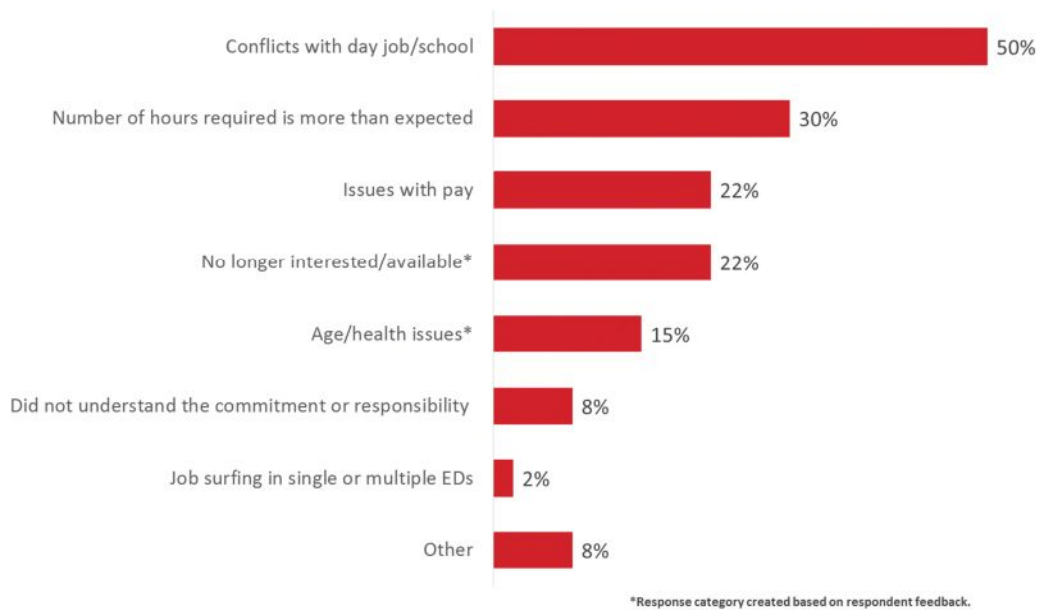
Many who turned down a position to work at a polling station did so due to conflicts with their day job or school

Half (50%) of the recruitment officers and assistant recruitment officers surveyed said the reason individuals gave for no longer being interested in working as a poll worker was scheduling conflicts—that is, working at the polls conflicted with a day job or school.

Other reasons included the number of hours required, which was more than some applicants expected (30%), issues with compensation (22%), loss of interest or lack of availability (22%), and age or health-related issues (15%).

Smaller proportions mentioned other reasons: not understanding the commitment or responsibility (8%) or that the applicant had been looking for positions in one or more electoral districts (2%).

Figure 3: Reasons for Disinterest in Working at a Polling Station

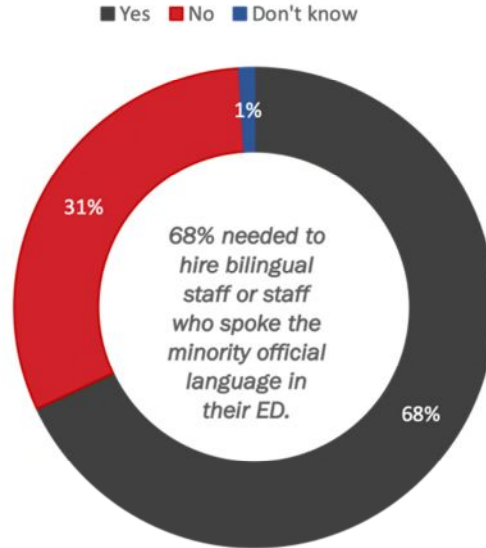


Q11. When you contacted individuals to offer them a position to work at a polling station, what were the reasons given for individuals who were no longer interested? [Multiple responses accepted]. Base: n=101; recruitment officers and assistant recruitment officers only. [DK/NR: 2%].

Many needed to hire poll staff who were bilingual or who spoke the minority language in their electoral district

About two-thirds (68%) of the recruitment officers and assistant recruitment officers surveyed needed to hire poll staff who were bilingual or who spoke the minority language in their electoral district. Thirty-one percent (31%) did not need to hire such poll staff, while one percent did not know or could not recall.

Figure 4: Need to Hire Bilingual Poll Staff

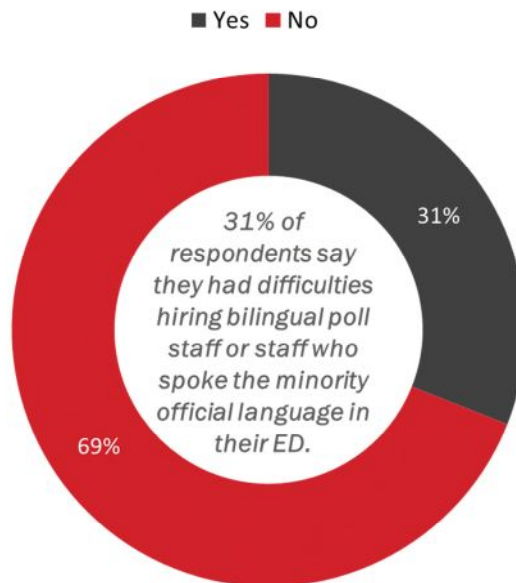


Q21. Did you need to hire poll staff who were bilingual or who spoke the minority official language in your electoral district?
Base: n=101; recruitment officers and assistant recruitment officers only.

Three in 10 had difficulty hiring bilingual poll staff or staff who spoke the minority official language in their electoral district

Three in 10 (31%) recruitment officers and assistant recruitment officers who needed to hire bilingual poll staff or staff who spoke the minority official language in their riding (n=70) had difficulties doing so. The majority (69%) did not experience any difficulties.

Figure 5: Difficulty Hiring Bilingual Poll Staff



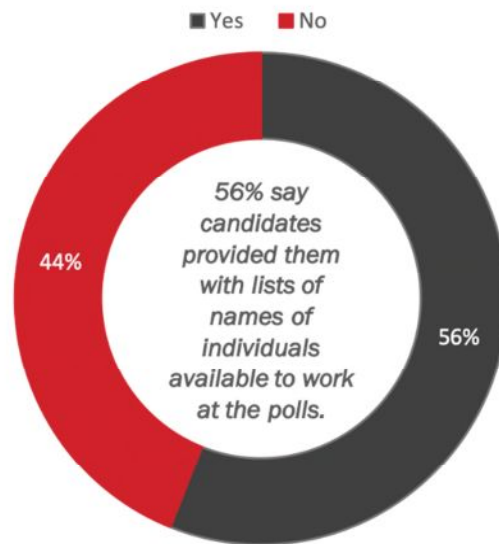
Q22. Did you experience difficulties hiring poll staff who were either bilingual or spoke the minority official language in your riding?
Base: n=70; recruitment officers and assistant recruitment officers who needed to hire bilingual poll staff or staff who spoke the minority official language in their electoral district. [DK/NR: <1%].

Of the recruitment and assistant recruitment officers who experienced difficulties hiring bilingual poll staff or staff who spoke the minority official language in their riding (n=15),³ the majority were unable to find competent and/or interested individuals who spoke the second official language. Other difficulties mentioned include the fact that they found individuals who were interested and available, but not eligible, and that they did not have enough time to hire bilingual poll staff or staff who spoke the minority official language in their riding.

More than half recruitment officers received lists of names of individuals available to work from candidates

More than half (56%) of the recruitment and assistance recruitment officers surveyed received lists of names of individuals available to work at the polls from candidates. The rest—44%—did not receive any such lists from candidates.

Figure 6: Lists of Names Provided by Candidates



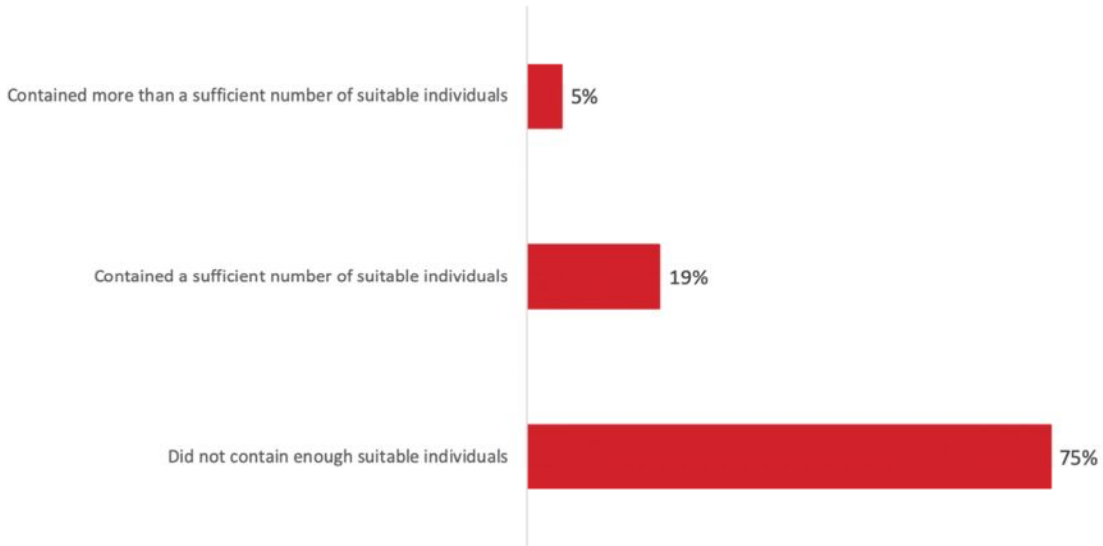
Q15. Did you receive from any candidates lists of names of individuals available to work at the polls? Base: n=101; recruitment officers and assistant recruitment officers only. [DK/NR: 0%].

Three-quarters say the lists of names did not contain enough suitable individuals

Those who received lists of names of individuals available to work at the polls from candidates (n=68) were asked about the completeness of these lists. Three-quarters (75%) reported that the lists did not contain enough suitable individuals. Significantly fewer (19%) said the lists contained a sufficient number of individuals to fill positions in their electoral district. Few (5%) found that the lists they received contained more than enough suitable individuals to work at the polls.

³ Q23. What type of difficulties did you have? Base: n=15; recruitment officers and assistant recruitment officers who needed to hire bilingual poll staff or staff who spoke the minority official language in their electoral district.

Figure 7: Suitability of the Lists of Names Provided by Candidates

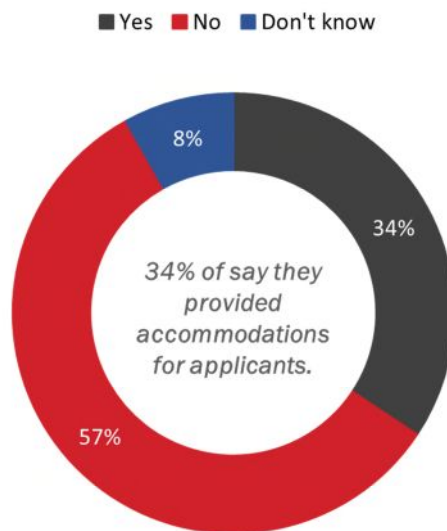


Q16. How complete were these lists? Would you say they were ...? Base: n=68; recruitment officers and assistant recruitment officers who received lists of names from candidates. [DK/NR: 1%].

One-third of recruitment officers needed to provide special accommodations for applicants experiencing mental or physical barriers

Approximately one-third (34%) of recruitment officers and assistant recruitment officers provided accommodations for an applicant experiencing mental or physical barriers to be able to participate in the interview or the training. More than half (57%) did not and 8% did not know or could not recall whether accommodations were provided for any applicants.

Figure 8: Special Accommodations for Applicants Experiencing Mental or Physical Barriers



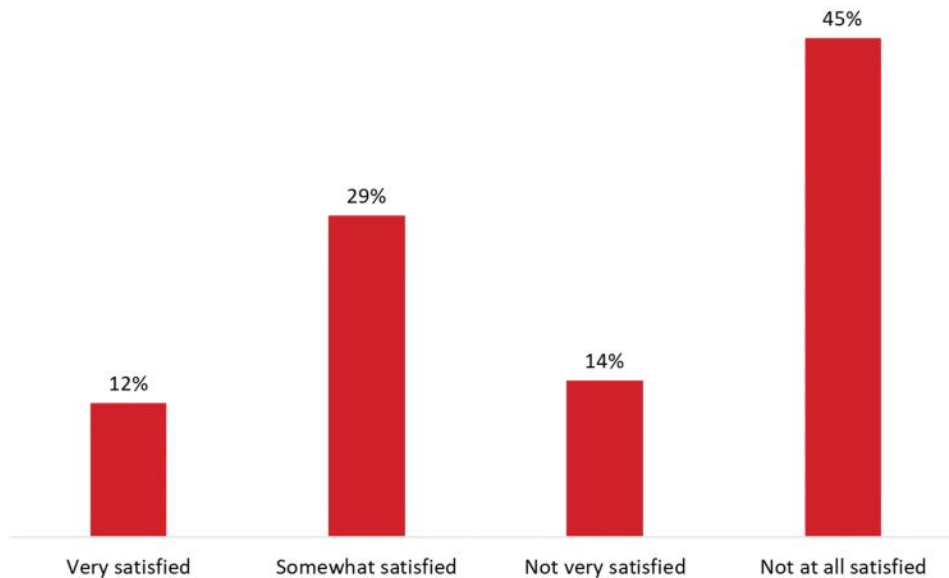
Q24. Did you need to provide accommodations for a candidate experiencing mental or physical barriers to be able to participate in the interview or the training? Base: n=101; recruitment officers and assistant recruitment officers only.

Among the recruitment and assistant recruitment officers who needed to provide special accommodations for applicants (n=37⁴), most provided accommodations to overcome physical barriers. Very few provided other types of accommodations.

Approximately six in 10 recruitment officers were not satisfied with the Recruitment Management System

Approximately six in 10 (59%) recruitment and assistant recruitment officers were not satisfied with the Recruitment Management System (RMS), including 45% who were not at all satisfied. Just over one in ten (12%) were very satisfied, while 29% were somewhat satisfied with the RMS.

Figure 9: Level of Satisfaction with the Recruitment Management System



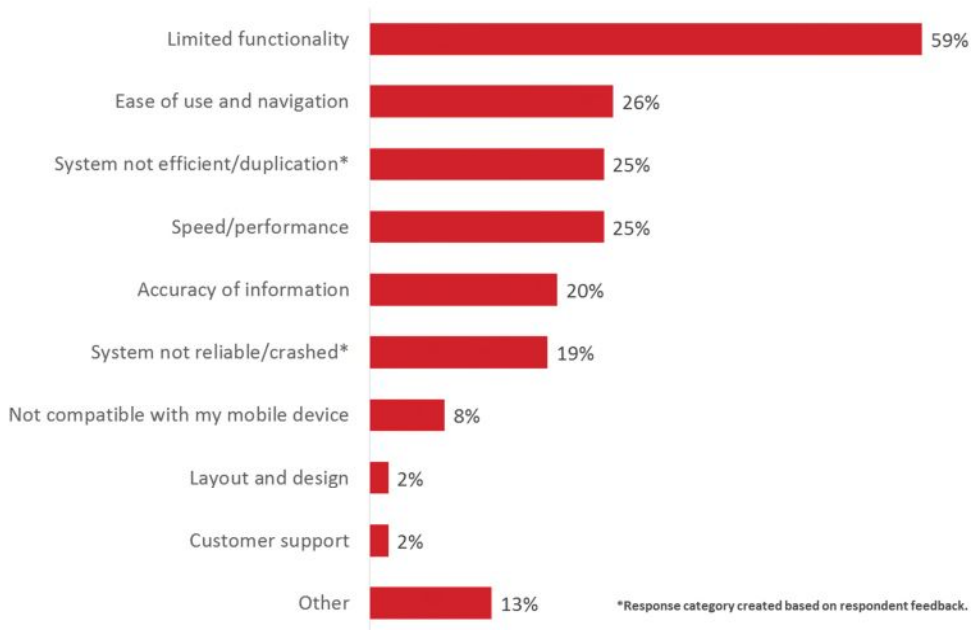
Q13. How satisfied were you with the Recruitment Management System (RMS)? Are you ...? Base: n=101; recruitment officers and assistant recruitment officers only. [DK/NR: <1%].

Limited functionality is the top reason for dissatisfaction

More than half (59%) of those not satisfied with the RMS (n=60) attributed their dissatisfaction to the system’s limited functionality. Other reasons frequently cited were the RMS’ lack of ease of use and navigation (26%), its lack of efficiency and duplication (25%), and its speed/performance (25%). Approximately one in five said the RMS lacks accuracy of information (20%) and that the system is not reliable or crashed (19%). The full range of responses is depicted below in Figure 10.

⁴ Q25. What type of special accommodations did you provide? Base: n=37; recruitment officers and assistant recruitment officers who provided special accommodations for applicants.

Figure 10: Reasons for Dissatisfaction with RMS

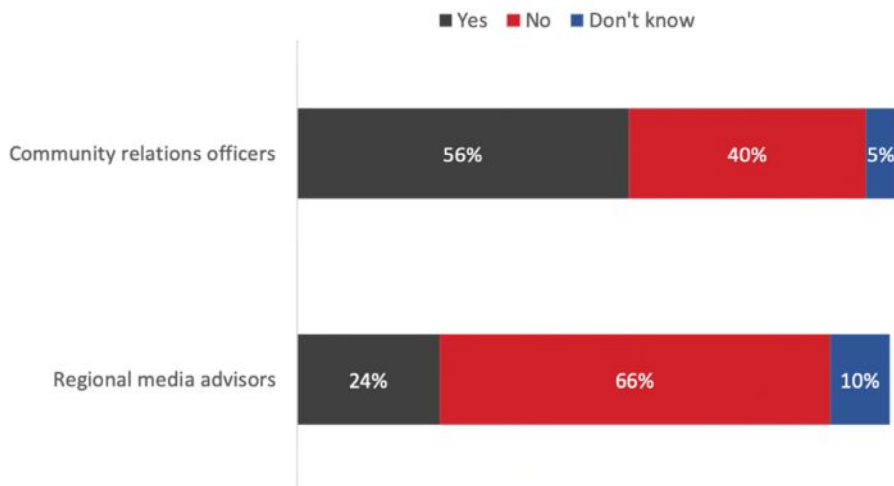


Q14. Why were you not satisfied with the Recruitment Management System (RMS)? [Up to three responses accepted]. Base: n=60; recruitment officers and assistant recruitment officers dissatisfied with the RMS. [DK/NR: <1%].

More recruitment officers used the services of community relations officers than regional media advisors to assist them in filling positions

Just over half (56%) of the recruitment officers and assistant recruitment officers surveyed used the services of community relations officers to fill positions at the polls in their electoral district. In contrast, approximately one-quarter (24%) used regional media advisors to fill positions.

Figure 11: Use of Services to Fill Positions at the Polls



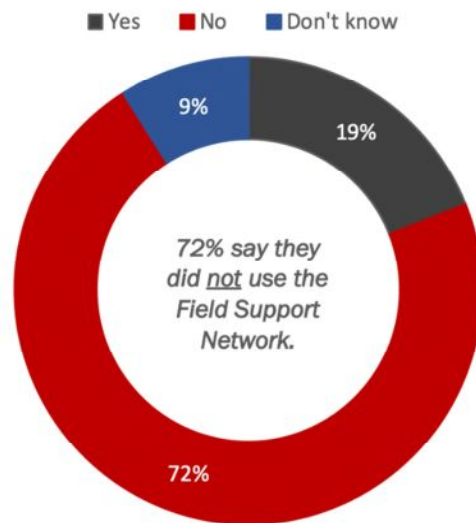
Q17. Did you use the services of either of the following to fill positions at the polls in your electoral district? Base: n=101; recruitment officers and assistant recruitment officers only.

Most of those who used regional media advisors or community relations officers to fill positions in their electoral district were somewhat or very satisfied with the service they received from these individuals.⁵

Seven in 10 recruitment officers did not use the Field Support Network

Seven in 10 (72%) recruitment and assistant recruitment officers said that they did not use the Field Support Network (FSN). Approximately one in five (19%) reported that they did use the FSN, while 9% did not know or could not recall. Most of the officers who used the FSN (n=27)⁶ were somewhat or very satisfied with the network.

Figure 12: Use of the Field Support Network



Q19. Did you use the Field Support Network (FSN)? Base: n=101; recruitment officers and assistant recruitment officers only.

⁵ Q18. How satisfied were you with the services obtained from the regional media advisors/community relations officers? Were you....? Recruitment officers and assistant recruitment officers who used the regional media advisors (n=14) or community relations officers (n=36).

⁶ Q20. How satisfied were you with the Field Support Network (FSN)? Were you...? Base: n=27; recruitment officers and assistant recruitment officers who used the Field Support Network.

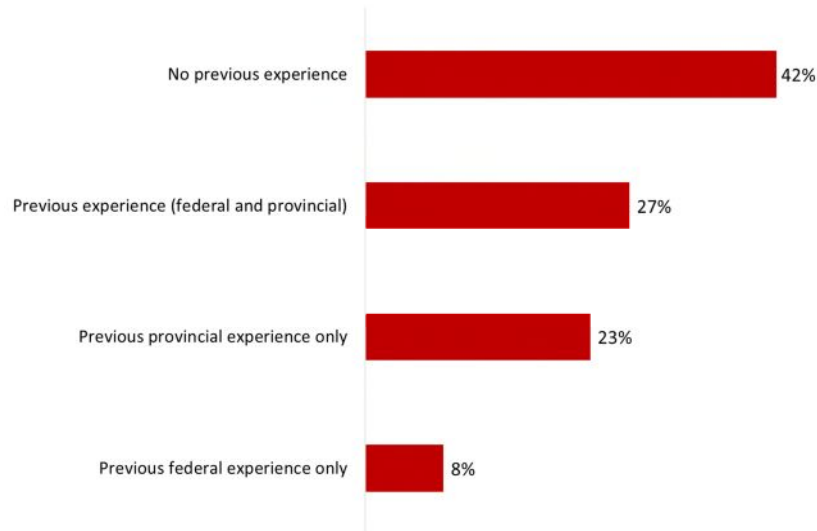
2. Profile of Election Officers

This section provides information about some characteristics of the election officers who participated in the survey.

Two in five had no previous experience working as an election officer

Forty-two percent (42%) of election officers had no previous experience working as an election officer in a federal or provincial election. In contrast, 27% said they previously worked in a federal or provincial election, 23% in only a provincial election, and 8% in only a federal election.

Figure 13: Previous Experience as an Election Officer

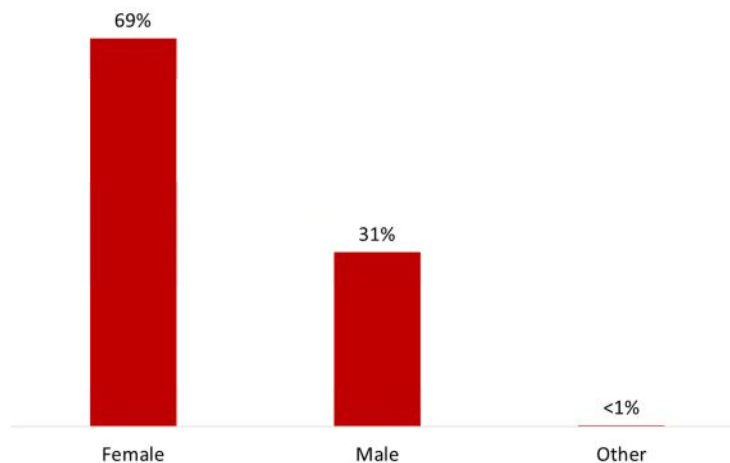


Data derived from sample information and Q73. Base: n=4,251; all respondents.

Majority of election officers are female

The majority of election officers identify as female (69%), while approximately one-third (31%) are male.

Figure 14: Gender

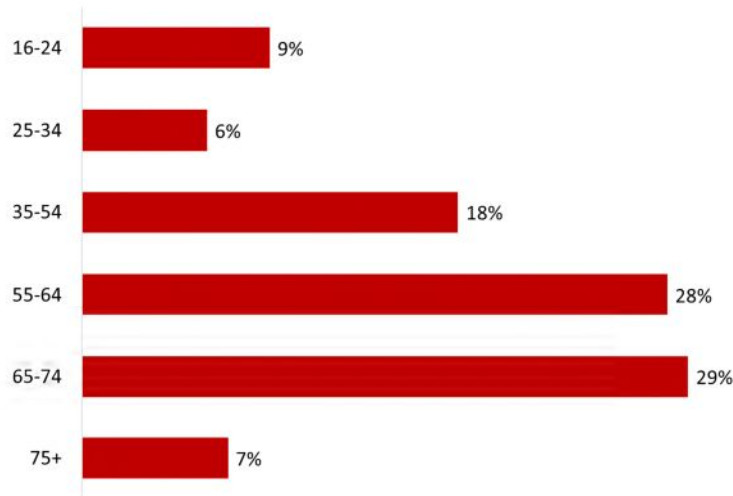


Q74. What is your gender? Base: n=4,251; all respondents.

Many election officers were between the ages of 55 and 74

Fifty-seven percent (57%) of election officers fall between the ages of 55 and 74 (28% are between 55 and 64, while 29% are 65 to 74). One-third (33%) are under 55 years of age and few are aged 75 or older (7%).

Figure 15: Age

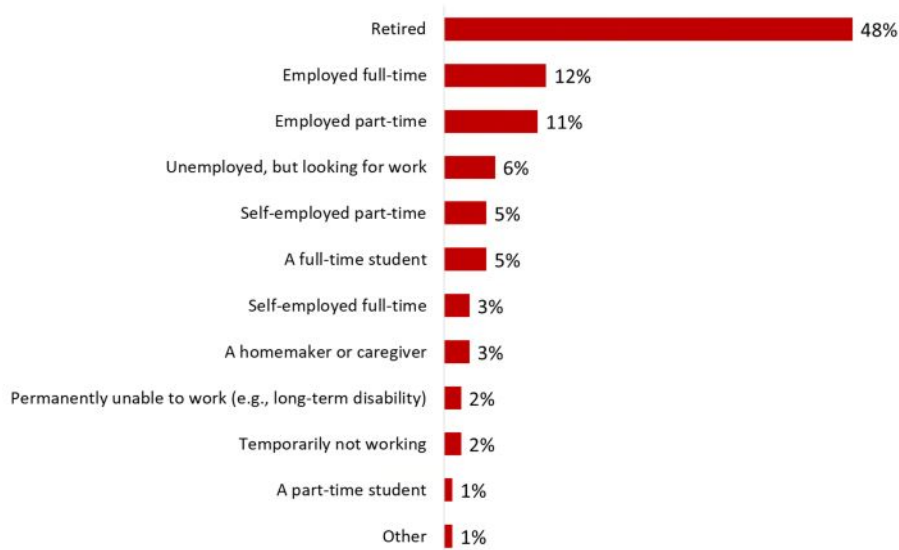


Q75. What is your year of birth? Base: n=4,251; all respondents [NR: 2%].

Nearly half are retired

Approximately half (48%) the election officers surveyed said they are retired. Following this, 12% are employed full-time, and 11% are employed part-time.

Figure 16: Employment Status

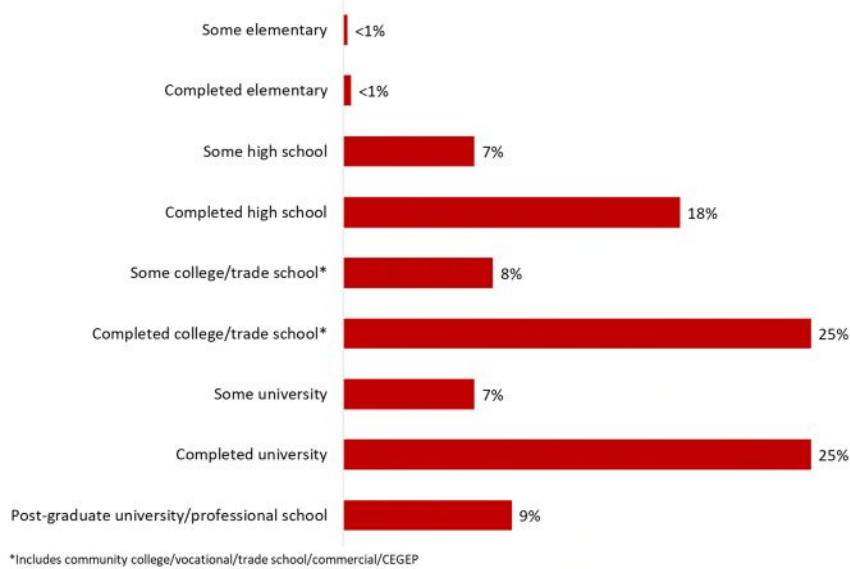


Q76. What best describes your current employment status? Base: n=4,251; all respondents [NR: <1%].

Many have completed post-secondary studies

Many election officers have completed post-secondary studies: 25% completed college, 25% university, and 9% completed a post-graduate university degree. Fifteen percent (15%) have completed some post-secondary studies, while 18% have completed high school and 7% have not completed high school.

Figure 17: Highest Level of Education Reached

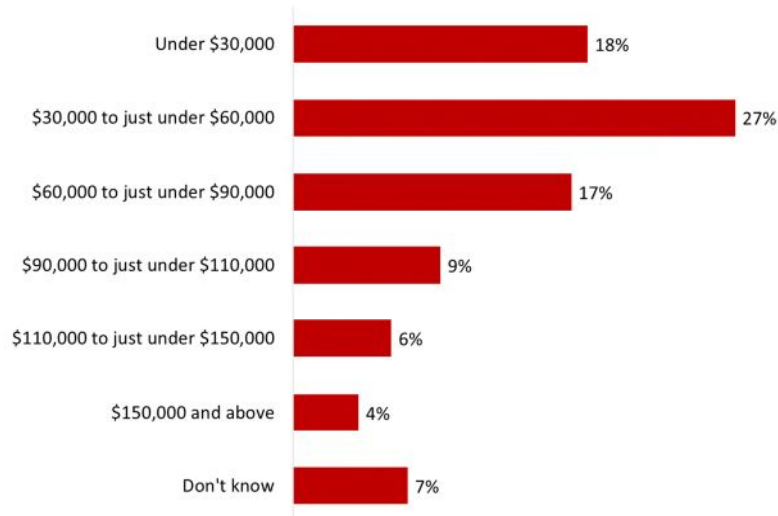


Q77. What is the highest level of education that you have reached? Base: n=4,251; all respondents [DK/NR: <1%].

Household incomes varies, but the plurality report incomes between \$30,000 and \$59,999

Forty-five percent (45%) of election officers reported household incomes of under \$60,000 a year, including 27% with annual incomes between \$30,000 and \$59,999. A little over one-third (36%) of officers reported annual household incomes of \$60,000 or more.

Figure 18: Annual Household Income

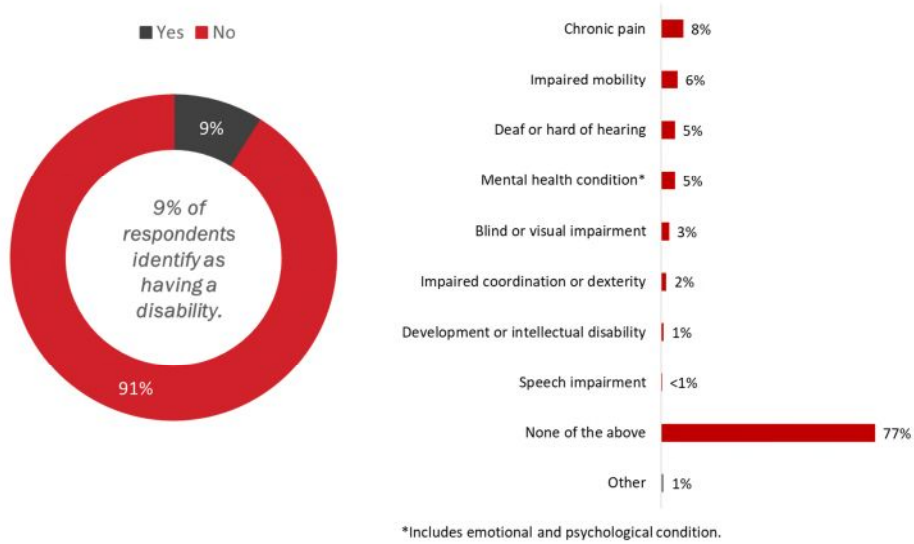


Q80. What was the total annual income of all members of your household combined, before taxes in 2018? Base: n=4,251; all respondents.

Majority of election officers do not identify as having a disability

A split sample was used to test question wording. When asked whether they identify as having a disability, 9% of election officers in the first sample said they do not. When the second sample was, instead, asked whether they experience a number of conditions, 23% identified at least one of the conditions. The full range of conditions can be found in Figure 19.

Figure 19: Disability Status



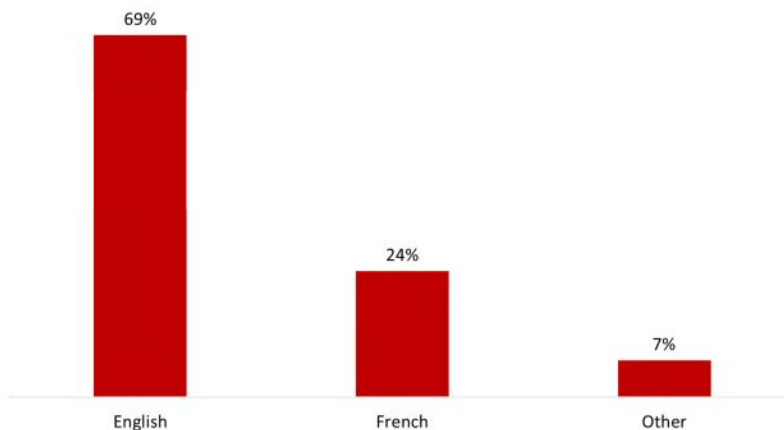
Q78. Do you identify as having a disability? Base: n=2,129; SPLIT SAMPLE all respondents [DK/NR: <1%].

Q79. Would you please indicate whether you have any of the following conditions? Base: 2,129; SPLIT SAMPLE all respondents [DK/NR: <1%].

Most speak English most often

A majority of election officers (69%) speak English most often at home. Approximately one-quarter (24%) speak French, while 7% speak a language other than English or French.

Figure 20: Language Spoken at Home



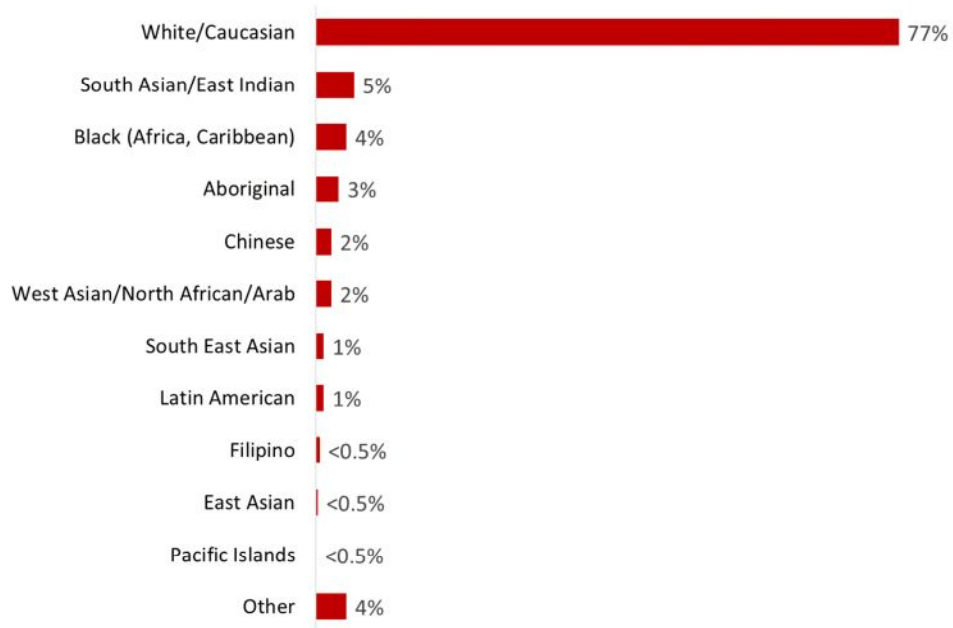
Q81. What language do you speak most often at home? Base: n=4,251; all respondents [DK/NR: <1%].

Four in five born in Canada; three-quarters identify as Caucasian

Four in five election officers (81%) were born in Canada, while an additional 3% were born a Canadians citizen, but outside of the country. Eighteen percent (18%) were born outside of Canada.

When asked about their ethnic or cultural background, more than three-quarters (77%) characterized themselves as white or Caucasian. The full range of backgrounds can be found in Figure 21.

Figure 21: Ethnic and Cultural Background



Q84. Could you please tell me your ethnic or cultural background? Base: n=4,251; all respondents [DK/NR: 3%].

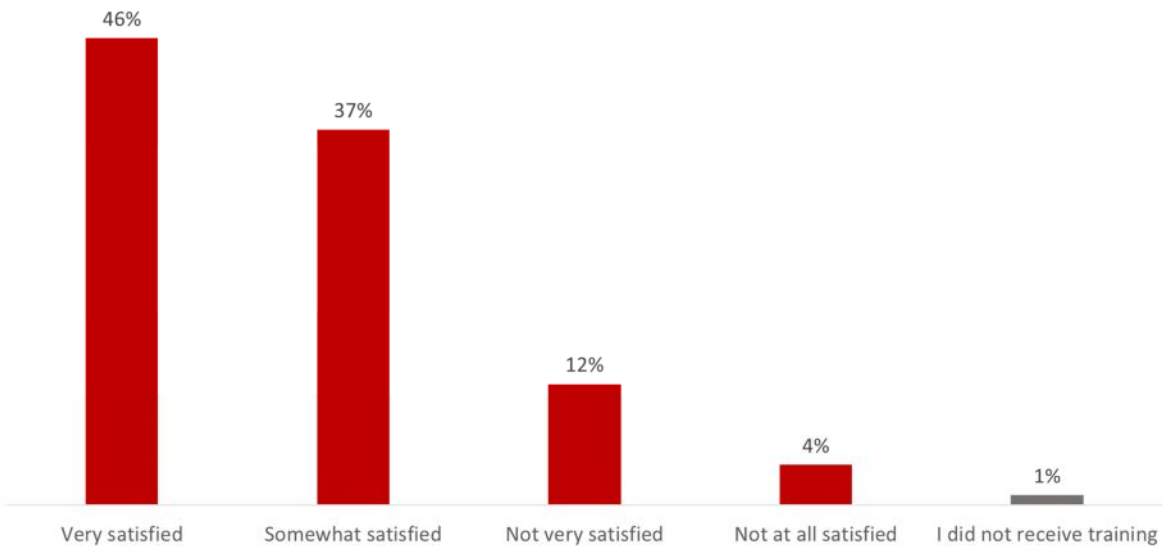
3. Training and Preparedness

This section discusses poll workers' satisfaction with the training they received, as well as their perceived level of preparedness to undertake their tasks during the federal election following their training.

Nearly half "very satisfied" with the training session

More than eight in 10 poll workers (83%) were somewhat or very satisfied with the training session. Over the last decade, satisfaction with the training remains virtually unchanged: 86% in 2008, 83% in 2011 and 84% in 2015.

Figure 22: Level of Satisfaction with Training



Q6. As you know, all election officers receive training. How satisfied were you with the training session? Were you...? Base: n=4,150; poll staff only. [DK/NR: <1%].

Poll workers in Manitoba (90%) and Alberta (88%) were more likely than those in other regions of the country to be somewhat or very satisfied with the training session (80% of poll workers in the Atlantic region, 81% in British Columbia, 82% in Quebec and Saskatchewan, and 83% in Ontario).

Information officers (87%) were more likely to be somewhat or very satisfied with the training they received than central poll supervisors (78%), registration officers (82%) and deputy returning officers (83%).

When it comes to the type of poll, poll workers who worked on election day at a regular poll (85%) or at a mobile poll (83%) were more likely to be satisfied with the training session than officers who worked at an advance poll (75%).

Poll workers between the ages of 16 and 24 (90%) were the most likely to report being satisfied with the training session. Together with 35 to 54 year olds (52%) and those aged 75 and older (51%), 16 to 24 year olds (56%) also were more likely to be very satisfied with the training they received.

One-third of those dissatisfied with the training say the quality and content was not satisfactory

Poll workers not satisfied with the training session (n=677) were asked to identify which aspects of the training they were not satisfied with. Approximately one-third each pointed to the quality of training (34%) and to their perception that the training session did not provide enough information (32%). Other aspects of the training with which poll workers were not satisfied included the staff/trainers (29%), the clarity of the information (25%), the length of the training session (it was too short) (23%), and practical/hands-on aspect of the training (there was not enough) (16%). The full range of responses is depicted below in Figure 23.

Figure 23: Unsatisfactory Aspects of Training



Q7. What aspects of the training were you not satisfied with? [Up to three responses accepted]. Base: n=677; respondents who were not satisfied with training. [DK/NR: <1%].

There are no noteworthy subgroup differences to report.

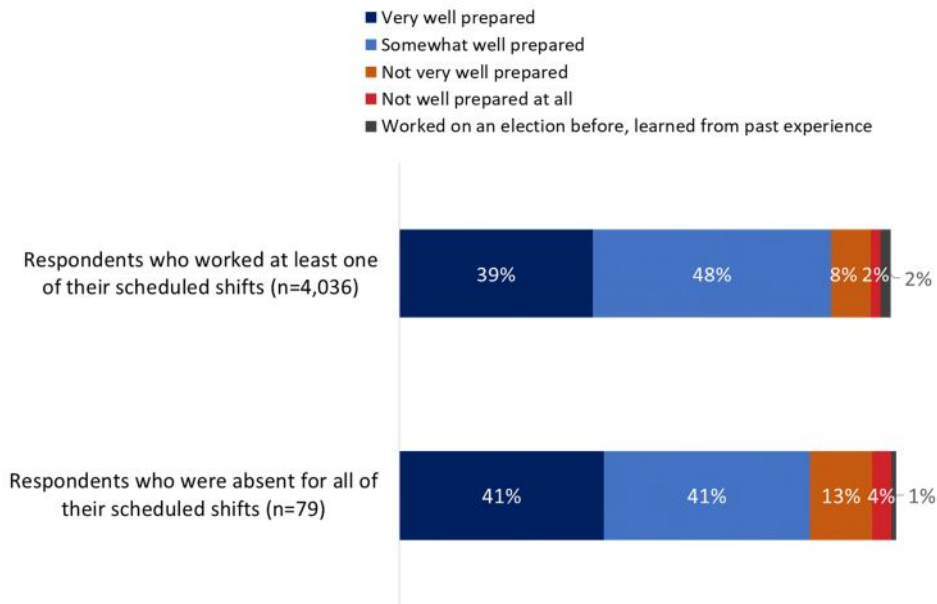
Majority say training prepared them to undertake their tasks during the federal election

Almost nine in 10 (88%) poll workers who worked at least one of their scheduled shifts said the training they received prepared them somewhat or very well to undertake their tasks during the last federal election. At 88%,⁷ the overall level of preparedness of poll workers has decreased from the high of 96% reported in 2015 (89% in 2011). Of note, the decline from 2015 to 2019 is particularly acute in the proportion of poll workers who said they were very well prepared to undertake their tasks, which dropped from 63% in 2015 to 39% in 2019.

Poll workers who were absent for all their scheduled shifts were asked how well prepared they felt following their training. More than eight in 10 (83%) said they felt prepared, with 41% saying they were very well prepared. Sixteen percent (16%) said they did not feel prepared to undertake their tasks following training, with 4% among them saying they were not well prepared at all.

⁷ The overall level of preparedness of poll workers is 88% due to rounding.

Figure 24: Perceived Level of Preparedness Following Training



Q8. Generally speaking, how well did the training prepare you to undertake your tasks during the last federal election? [DK/NR: <1%].

Among the poll workers who were present for at least one of their scheduled shifts, those in Ontario (89%) were more likely than their counterparts in the Atlantic provinces (84%) to feel somewhat or very prepared. Information officers were significantly more likely to feel prepared than those working in other positions (94% say they were somewhat or very well prepared compared to 86% of registration officers, 87% of poll clerks and deputy returning officers, and 88% of central poll supervisors). There were no significant differences in level of preparedness by type of poll.

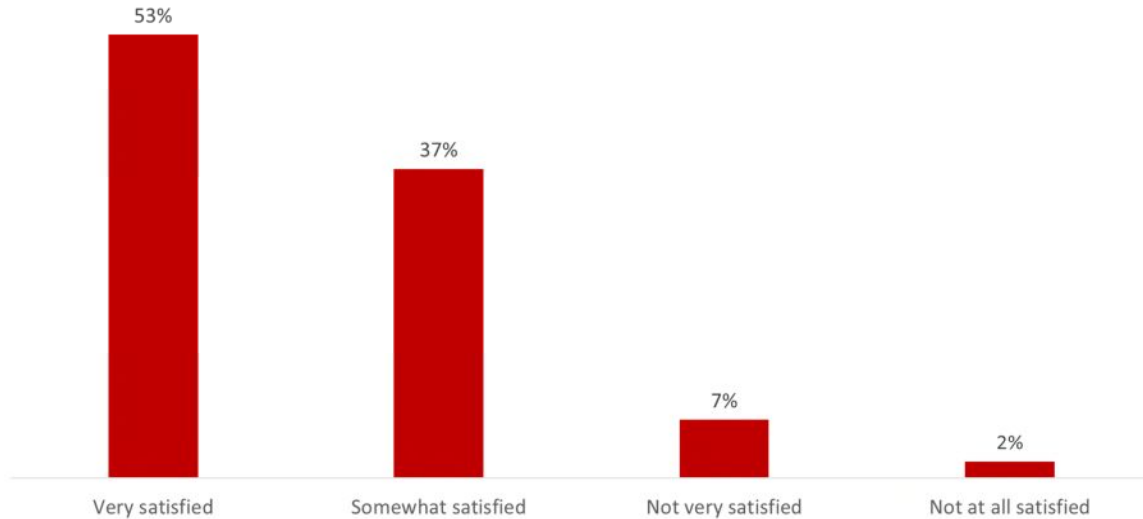
4. Experience Working at the Polls

This section presents findings related to poll workers' experiences working at their polling station.

Satisfaction is strong and widespread among poll workers

Nine in 10 (90%) expressed satisfaction with the way the last federal election went, including 53% who were very satisfied. In 2019, the level of satisfaction with the way the last federal election went is identical to 2015, when 90% of poll workers also expressed satisfaction. Overall satisfaction, however, remains slightly lower than the 93% reported in 2011.

Figure 25: Overall Satisfaction with Federal Election



Q5. As a/an (INSERT ACCORDINGLY), how would you rate your overall level of satisfaction with the way the last federal election went?
Base: n=4,056; poll staff who worked at least one shift [DK/NR: 1%].

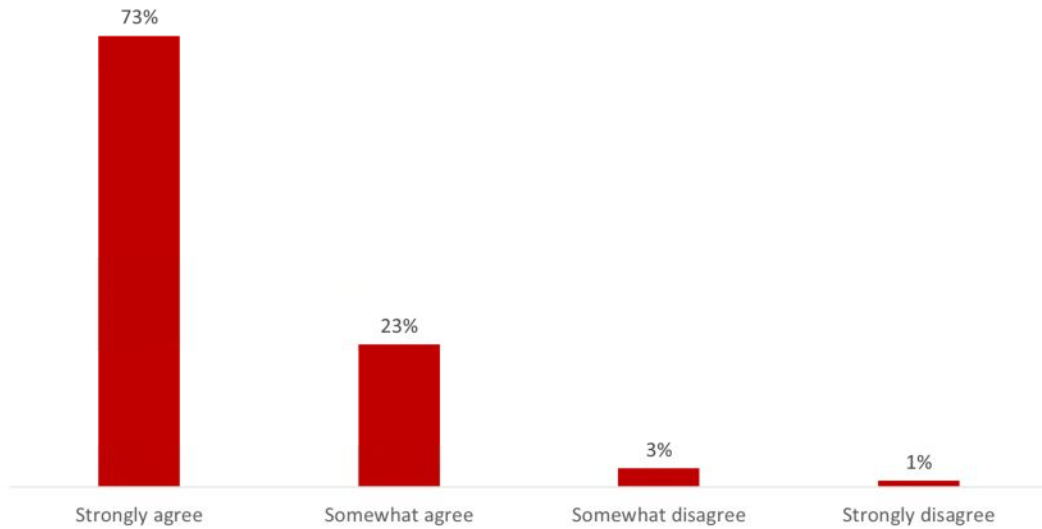
Compared to Quebec (87%), higher proportions of poll workers in the Atlantic provinces (93%) and Saskatchewan (93%) reported being satisfied with the way the last federal election went. Satisfaction is higher and stronger among information officers than among deputy returning officers; specifically, 93% of information officers said they were satisfied, including 66% who were very satisfied with the way the last federal election went. In contrast, 89% of deputy returning officers were satisfied, including 51% who were very satisfied overall. Satisfaction levels did not differ in any significant way by type of poll.

Poll workers between the ages of 16 and 24 (97%) were the most likely to report being satisfied with the way the last federal election went.

Large majority say the voting process went smoothly at their polling station

Ninety-six percent (96%) of the poll staff surveyed agreed strongly (73%) or somewhat (23%) that the voting process at their polling location went smoothly. Very few (4%) said the voting process did not go smoothly at their polling station.

Figure 26: Extent to Which the Voting Process Went Smoothly



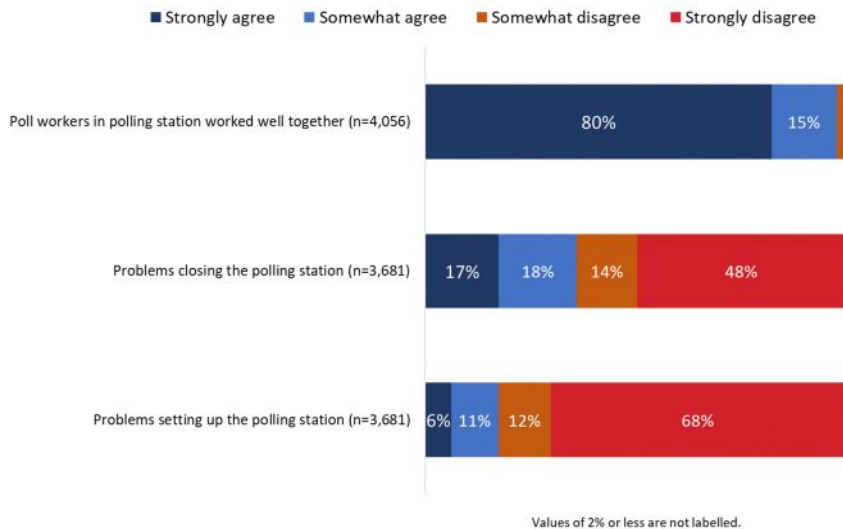
Q47. Overall, how strongly do you agree or disagree that the voting process went smoothly at your polling station? Base: n=4,056; poll staff only. [DK/NR: <1%].

Poll workers in Manitoba (80%), followed by Atlantic Canada (78%), were more likely to strongly agree that the voting process went smoothly at their polling station. Those who worked at a regular polling station (73%) were more likely to strongly agree that the voting process went smoothly than those who worked at a seniors’ residence or long-term care facility (66%). There were no noteworthy differences in perceptions by position.

Most say the poll workers at their polling station worked well together; few note problems

More than nine in 10 poll workers (95%) agreed that poll workers in polling stations worked well together, including 80% who strongly agreed. In addition, most did not experience problems setting up or closing the polling station.

Figure 27: Problems Encountered at the Polling Station



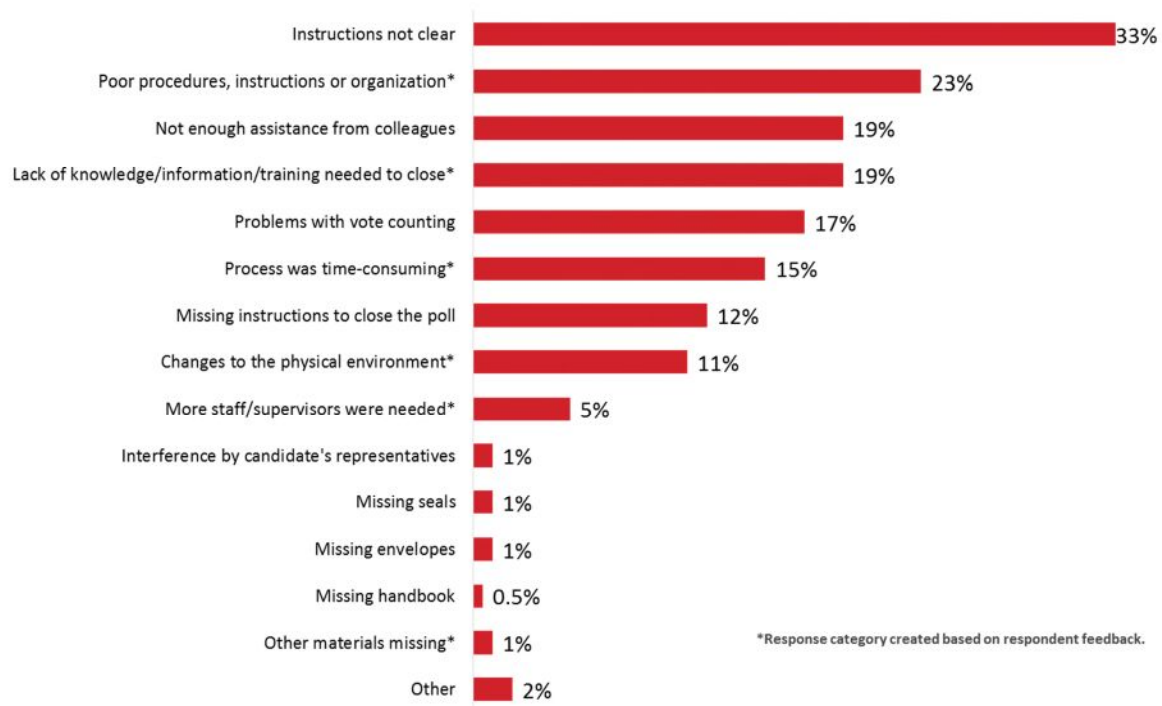
Q56. Thinking about your experience during the 2019 federal election, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements? [DK/NR: ranged from <1% to 3%].

One-third of poll workers found instructions for opening and closing the polling station unclear

Poll workers who agreed there were difficulties opening and/or closing the polling station (n=1,525) were asked to identify the types of difficulties they encountered. One-third (33%) said that instructions were not clear, while nearly one in four (23%) said the procedures, instructions and organization were poor. Following this, approximately one in five said there was either not enough assistance from colleagues (19%) or that there was a lack of knowledge, information, or training needed to close (19%). Seventeen percent (17%) reported problems with vote counting and 15% found the process of opening and/or closing the polling station time-consuming. The full range of responses is depicted in Figure 28.

The proportion of poll workers who said the instructions for closing the poll were not clear has increased significantly since 2015—21% said closing the polls did not go well due to unclear instructions in 2015 compared to 33% in 2019 (a 12 percentage point increase).

Figure 28: Types of Difficulties Opening and Closing Polling Station



Q57. Why did you say there were problem opening and/or closing the polling station? [Up to three responses accepted]. Base: n=1,525; central poll supervisors, information officers, deputy returning officers, and poll clerks who said there were difficulties opening and/or closing polling station. [DK/NR: ranged from 1%].

Poll workers in Quebec were significantly more likely to say there were problems opening and/or closing the polling station due to missing instructions for closing the polls (22%). Meanwhile, officers in Ontario were more likely to say that there were problems opening/closing the polls due to problems with vote counting (22%).

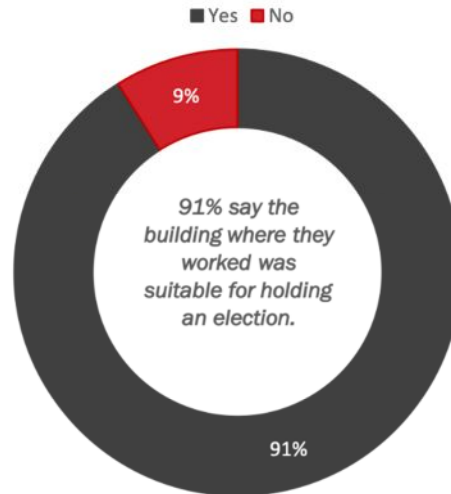
Poll clerks and deputy returning officers were more likely to report that there were problems opening and/or closing polls because instructions were not clear (37% and 32% respectively). Additionally, poll clerks and deputy returning officers are also more likely to characterize the process of opening and/or closing the polling station as time-consuming (16% and 17% respectively).

The differences based on type of polling station were not noteworthy.

Vast majority say the building where they worked was suitable for holding an election

Nine in 10 (91%; up four percentage points since 2015) poll staff said that the building where they worked was suitable for holding an election.

Figure 29: Suitability of Workplace



Q31. Would you say the building where you worked was suitable for holding an election? Base: n=4,056; all poll workers. [DK/NR: 1%].

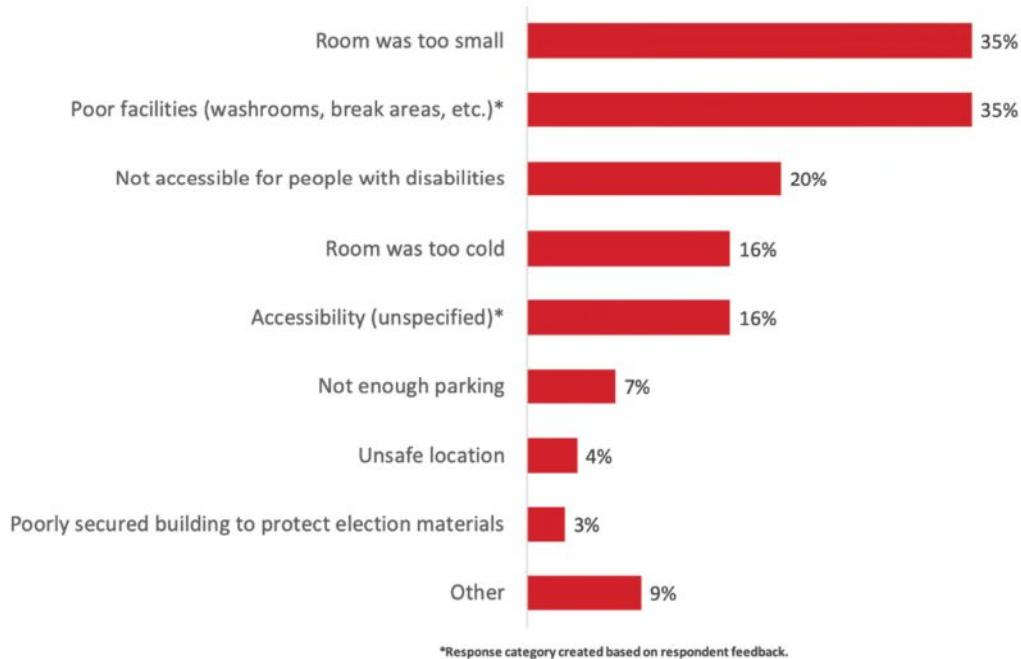
Poll workers in Saskatchewan (95%) were more likely than those in Ontario (90%) or Quebec (90%) to say the building where they worked was suitable for holding an election. There were no noteworthy differences based on type of position. When it comes to type of polling station, those working at regular stations (91%) were more likely than those working at a seniors’ residence or long-term care facility (85%) to say the building where they worked was suitable for holding an election.

Those who said the building where they worked was not suitable pointed to room size or poor facilities in general

Poll workers who said the building where they worked was not suitable for holding an election (n=373) were asked which aspects were unsuitable. More than one-third each said the room where they worked was too small (35%) or the building had poor facilities (35%) (washrooms, break areas, etc.). Approximately one in five reported that the building was not accessible for people with disabilities (20%), and 16% each mentioned that the room was too cold, or that there were issues with accessibility (general). The full range of responses is depicted in Figure 30.

Consistent with 2015, the size of the rooms remains the most common complaint regarding the buildings. In 2015, among those who said the building where they worked was not suitable for holding an election, 36% said that there was not enough room (compared to 35% in 2019). Additionally, there is little fluctuation in the proportion of poll workers who said the building was not accessible for people with disabilities; specifically, in 2015, 18% said the building was not accessible for people with disabilities compared to 20% in 2019. Finally, the proportion of poll workers who said the building was too cold has decreased, from 29% in 2015 to 16% in 2019.

Figure 30: Reasons Location of Polling Station Was Not Suitable



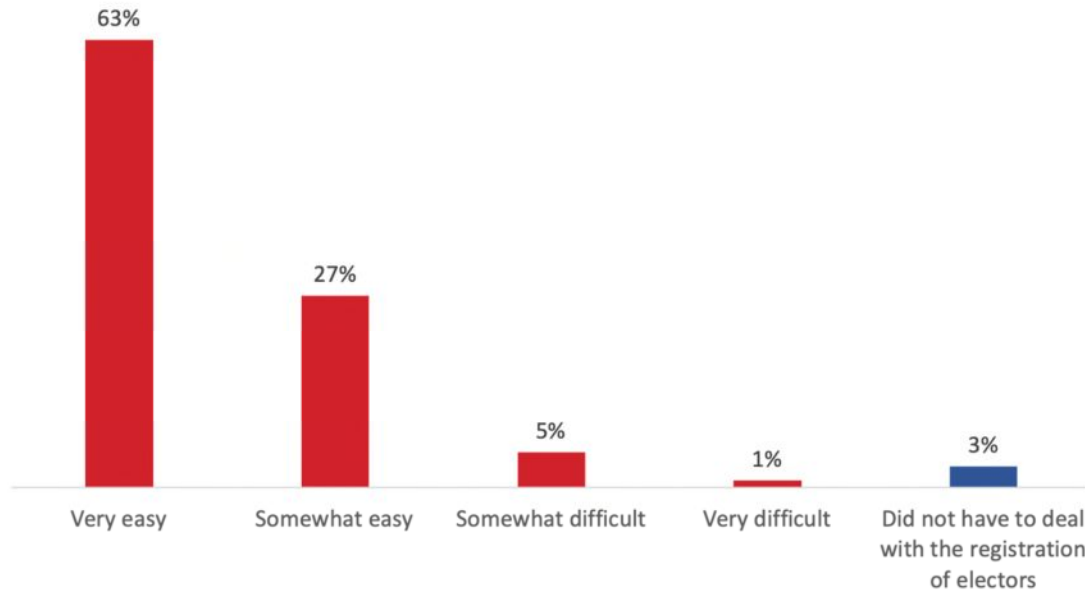
Q32. Why do you say that? [Up to three responses accepted]. Base: n=373; poll staff who said the building was not suitable to hold an election.

Poll workers in Alberta (47%) were significantly more likely than those in British Columbia (20%), Manitoba (16%), Ontario (18%) and Quebec (10%) to say the building was not accessible for people with disabilities. Information officers (37%) were more likely to point to lack of accessibility for people with disabilities than deputy returning officers (18%), poll clerks (15%) and registration officers (15%). More than half (56%) of those who worked at a polling station in a seniors' residence or long-term care facility during the election said the building was not suitable for holding an election because the room was too small (compared to 34% of those who worked at a regular polling station).

Nine in 10 say the process of registering electors was easy

Nine in 10 (90%) central poll supervisors, deputy returning officers, and registration officers said it was easy to register electors, with 63% saying it was very easy. Perceptions of the ease of registering electors have improved since 2015, when 86% of central poll supervisors, deputy returning officers, and registration officers said this was easy. Most notably, the proportion of these officers saying it was very easy to register electors has increased significantly, from 47% in 2015 to 63% in 2019.

Figure 31: Ease of Registering Electors



Q33. How easy or difficult was it to register electors? Was it...? Base: n=2,230; central poll supervisors, deputy returning officers and registration officers. [DK/NR: 1%].

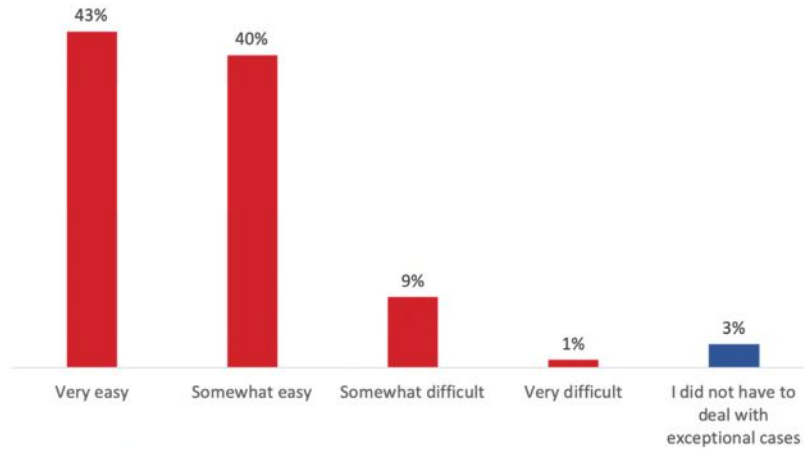
Central poll supervisors, deputy returning officers, and registration officers in Ontario (68%) and Quebec (63%) were significantly more likely than officers in Alberta (53%) to say it was very easy to register electors. The likelihood of saying it was very easy to register electors was higher among those working at regular polling stations (64%) than among those working a seniors’ residence or long-term care facility (55%).

There were no noteworthy differences based on position; however, first-time officers (91%) were more likely than those with previous federal experience (87%) to have said it was easy to register electors. There were very few differences based on age. Of note, 35 to 54 year olds (93%) were more likely than 65 to 74 year olds (88%) to have found it easy to register electors.

Majority say dealing with exceptional cases was easy

More than eight in 10 (83%) central poll supervisors, deputy returning officers, registration officers, and poll clerks said it was easy to deal with exceptional cases, such as completing various certificates or administering oaths, including 43% who said it was very easy to accommodate these cases. The proportion of these officers who found it easy to deal with exceptional cases is virtually identical to 2015 when 84% of specified officers found dealing with exceptional cases to be somewhat or very easy.

Figure 32: Exceptional Cases



Q34. How easy or difficult was it to deal with exceptional cases, for example: completing various certificates or administering oaths? Base: n=3,611; central poll supervisors, deputy returning officers, registration officers, and poll clerks. [DK/NR: 4%].

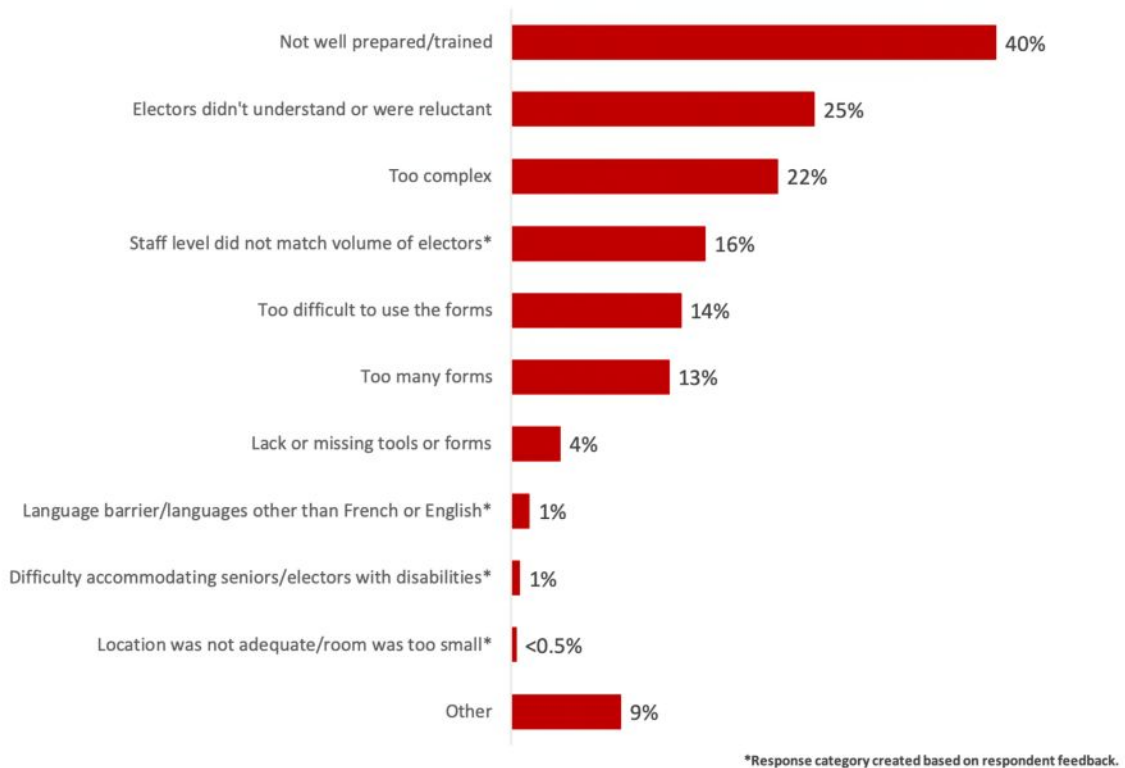
Central poll supervisors, deputy returning officers, registration officers, and poll clerks working in Quebec were less likely to find this aspect of their job very easy (34% compared to 40% to 48% of these officers in other regions). Those working in regular polling stations (43%) were more likely than those working at seniors’ residences or long-term care facilities (35%) to say it was very easy to deal with exceptional cases.

In addition, those with previous federal experience (48%) were more likely than first-time officers (40%) to have found dealing with exceptional cases to be very easy. Finally, when it came to age, 35 to 54 year olds (50%) were more likely to have found this aspect of their job very easy as compared to 16 to 24 year olds (41%) and 55 to 74 year olds (41%).

Those who had difficulties accommodating exceptional cases were not well prepared or trained

Central poll supervisors, deputy returning officers, registration officers, and poll clerks who said accommodating exceptional cases was difficult (n=353) were asked the reason(s) for which it was difficult to accommodate these requests. Four in 10 (40%; up from 31% in 2015) said they were not well prepared or trained to do so. In addition, similar proportions found it difficult to accommodate these cases because electors did not understand or were reluctant (25%; down from 34% in 2015) or because it was too complex (22%; down from 26% in 2015). The full range of responses is depicted in Figure 33.

Figure 33: Reasons for Difficulties Accommodating Exceptional Cases



Q35. Why do you say that? [Up to three responses accepted]. Base: n=353; central poll supervisors, deputy returning officers, registration officers, and poll clerks who said it was difficult to accommodate exceptional cases. [DK/NR: 1%].

Those in Alberta who said it was difficult to accommodate exceptional cases were more likely to attribute this to not being well prepared/trained (55% compared to 31% of those in Quebec). Those in Ontario were, instead, more likely to say that accommodating exceptional cases was difficult because the forms they were provided were difficult to use (22% compared to 7% of those in British Columbia and 2% of those in Alberta).

Noteworthy differences by staff position include the following:

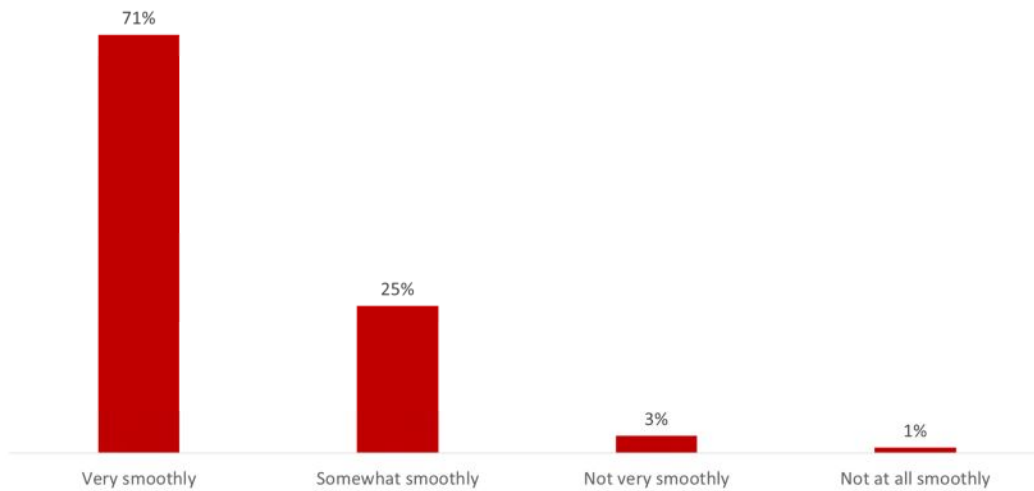
- Central poll supervisors (14%) were more likely than poll clerks (1%) to attribute this difficulty to a lack of or missing tools or forms.
- Deputy returning officers (27%) were more likely than poll clerks (5%) and registration officers (2%) to have said that the forms are difficult to use.
- Registration officers were among those most likely to say that accommodating exceptional cases was difficult because electors did not understand or were reluctant (45% compared to 18% of central poll supervisors, 22% of deputy returning officers, and 24% of poll clerks).

The likelihood of saying that electors did not understand was higher among those working in seniors' residences or long-term care facilities (42%) than those working at regular polling stations (24%).

Poll staff said the flow of electors at the polls went smoothly

Ninety-five percent (95%)⁸ of poll staff said the flow of electors at the polls went smoothly; slightly more than seven in 10 (71%) said the flow went very smoothly, while one-quarter (25%) said it went somewhat smoothly. Satisfaction with the flow of electors is similar to previous election years, and up two percentage points since 2015; specifically, 94% said the flow of electors went smoothly in 2008, 95% in 2011, and 93% in 2015 compared to 95% in 2019.

Figure 34: Flow of Electors at the Polls



Q36. Overall, would you say that during your working hours the flow of electors at the polls went...? Base: 4,056; poll staff only. [DK/NR: <1%].

Poll workers in Quebec (81%) were among those most likely to say that during their working hours, the flow of electors went very smoothly at the polls. Compared to central poll supervisors (66%) and registration officers (67%), information officers (74%) were more likely to say the flow of electors went very smoothly.

Poll workers working in polling stations in First Nations communities (75%) and at regular stations (71%) were more likely than officers working at seniors' residences or long-term care facilities (64%) or on student campuses (62%) to say the flow of electors went very smoothly during working hours.

The likelihood of saying that the flow of electors went very smoothly generally increased with age, from 55% of poll staff between the ages of 16 and 24 year olds to 74% of staff 55 to 64, 75% of staff 65 to 74, and 76% of staff aged 75 and older. In addition, those who worked all their scheduled shifts (96%) were more likely than those who worked only some of their shifts (85%) to have said that the flow of electors went smoothly.

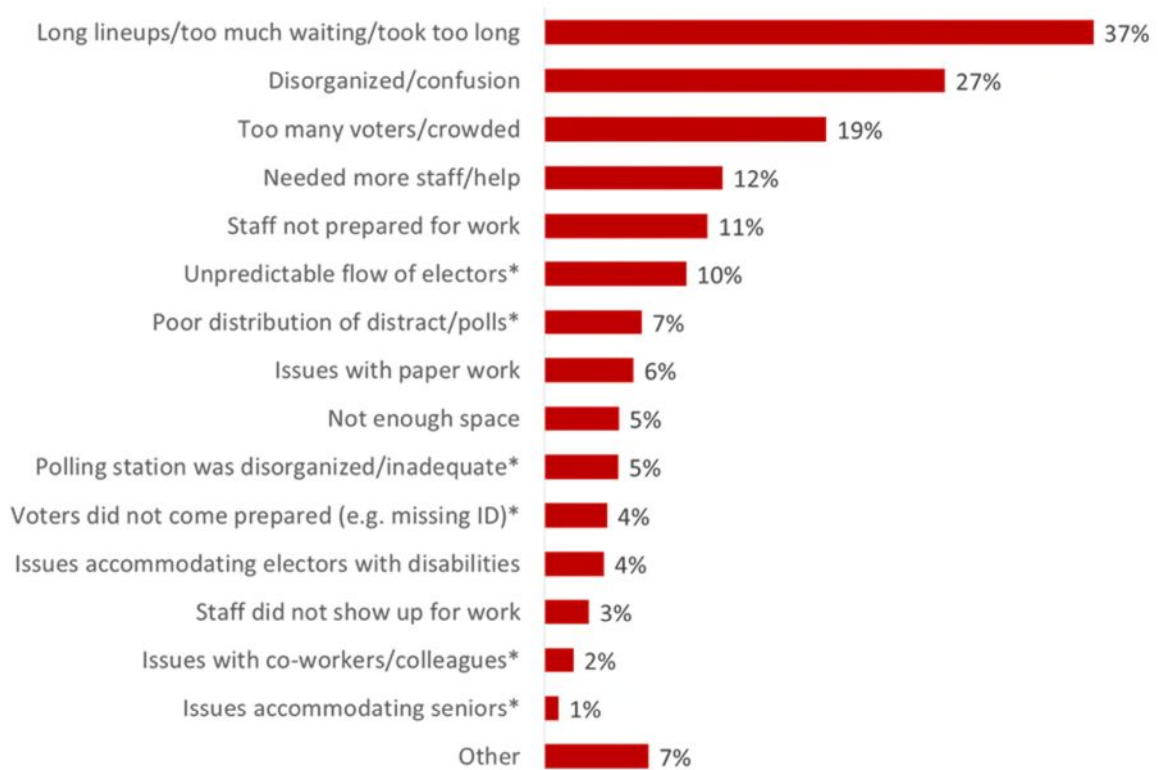
⁸ The percentage of poll staff who said the flow of electors at the polls went smoothly differs from Figure 34 due to rounding.

Nearly one in four of those who said the flow of electors went poorly said it was due to long lineups and wait times

Poll staff who said the flow of electors at the polls went poorly (n=185) were asked to identify the reason(s). Nearly one in four (37%) said it was due to long lineups and wait times. Additionally, poll staff noted that the flow of electors was impacted by the following: disorganization or confusion (27%), too many voters/crowds (19%), the need for more staff/help (12%), staff lack of preparedness to work (11%), and unpredictability (10%). The full range of responses is depicted in Figure 35.

Long lineups and wait times remain the most common reason poll staff offered to explain why the flow of electors was not smooth. However, the proportion pointing to lineups and wait times has increased considerably since 2015: 19% in 2015 compared to 37% in 2019. Moreover, disorganization and confusion also remain among the top reasons offered, but again, the proportion attributing problems to this has increased since 2015: 19% in 2015 compared to 27% in 2019.

Figure 35: Reasons the Flow of Electors at the Polls Went Poorly



Q37. Why do you say that? [Up to three responses accepted]. Base: n=185; poll staff who said the flow of electors at the polls did not go smoothly. [DK/NR: 2%].

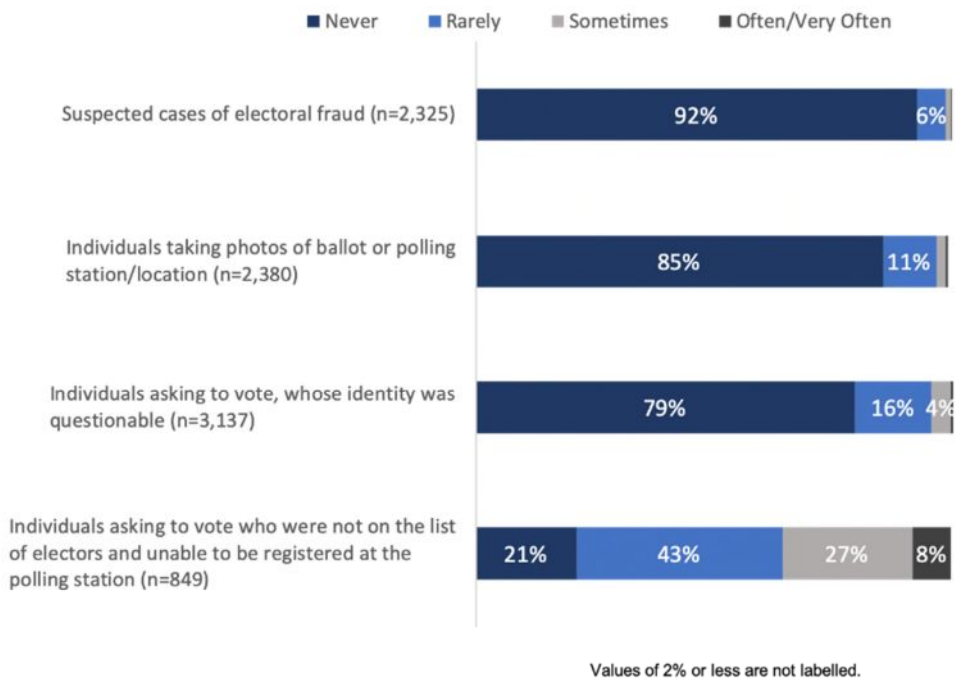
The sample size is too small to discuss differences by subgroups.

One third say they sometimes or often saw individuals asking to vote who were not on the list of electors and who were unable to register at the polling station

The vast majority of poll staff never or rarely experienced suspected cases of electoral fraud (97%), of individuals taking photos of ballots or polling station locations (96%), or of individuals asking to vote whose identity was questionable (95%). In contrast, 35% of poll staff said they

sometimes or often encountered individuals asking to vote who were not on the list of electors and who were unable to be registered at the polling station.

Figure 36: Frequency of Certain Problems at the Polls



Q38. How often did your polling station experience any of the following? Did this happen...? Poll staff only. [DK/NR: ranged from 1% to 2%].

Poll workers in Saskatchewan (98%), followed by British Columbia (95%) and Atlantic Canada (94%) were among those most likely to say they never experienced suspected cases of electoral fraud. Additionally, poll clerks (94%) and deputy returning officers (93%) were more likely than other officers to say they never experienced suspected cases of electoral fraud.

The likelihood of never experiencing individuals taking photos of ballots or polling stations was higher among the following:

- Poll workers in Atlantic Canada (94%), Manitoba (89%), and Alberta (89%) compared to Ontario (82%).
- Poll clerks (88%), deputy returning officers (86%), and registration officers (85%) compared to information officers (76%).
- Those working at seniors’ residences/long-term care facilities (92%) compared to those working at regular polling stations (85%).

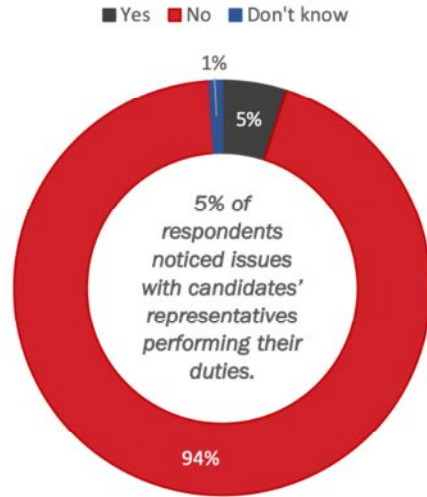
Deputy returning officers (80%) and poll clerks (79%) were more likely than other officers to say they never experienced individuals asking to vote whose identity was questionable.

Poll workers who worked at polling stations in First Nations communities (20%) were significantly more likely to say they often experienced individuals asking to vote who were not on the list of electors.

Very few noticed any issues with candidates’ representatives performing their duties

Ninety-four percent (94%) of poll workers did not notice any issues with candidates’ representatives performing their duties. The proportion of poll workers that witnessed issues with candidates’ representatives performing their duties—5%—is unchanged since 2015 when 6% noted such issues.

Figure 37: Candidates’ Representatives



Q45. Did you notice any issues with candidates’ representatives performing their duties? Base: n=4,056; poll staff only.

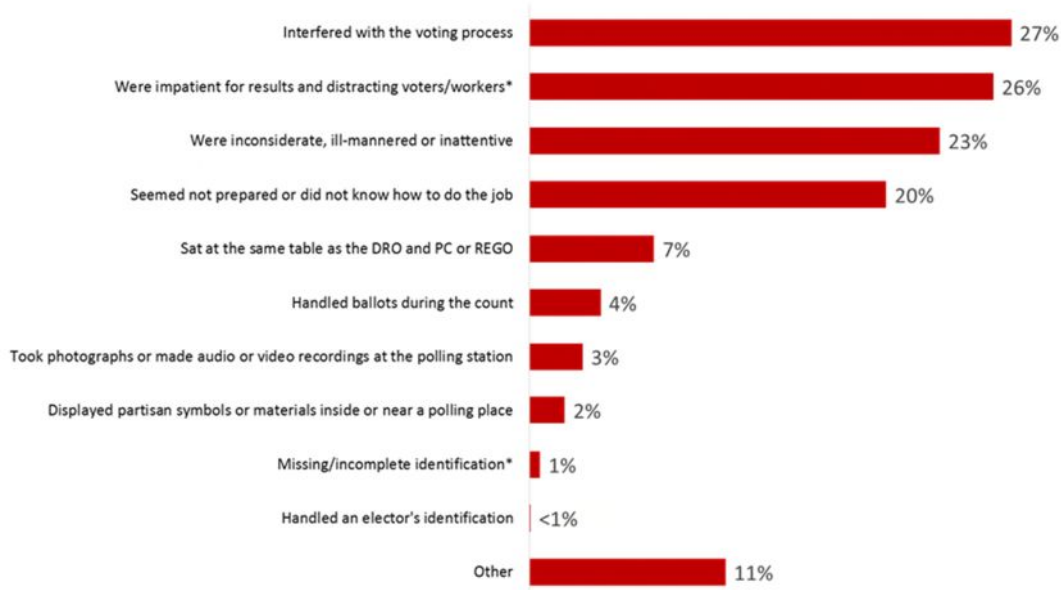
Poll workers in British Columbia were among the most likely to say they noticed issues with candidates’ representatives performing their duties; specifically, 9% noticed issues with candidates’ representatives. Central poll supervisors (10%) were also more likely to say they noticed issues with candidates’ representatives performing their duties as compared to all other staffing positions.

Candidates’ representatives interfering with the voting process is the biggest issue reported

Poll staff who said they noticed issues with candidates’ representatives performing their duties (n=204) were asked the nature of these issues. Approximately one in four noticed candidates’ representatives interfering with the voting process (27%) or being impatient for results and distracting voters/workers (26%). Following this, 23% witnessed candidates’ representatives being inconsiderate/ill-mannered/or inattentive and 20% found these representatives to be unprepared or not knowledgeable about how to do the job. The full range of responses is depicted in Figure 38.

The most commonly reported problem with candidates’ representatives performing their duties remains the same as was reported in 2015. In 2015, 30% of poll workers witnessed a candidate’s representative interfering with the voting process, while in 2019, 27% said the same. The proportion of poll staff who said that candidates’ representatives were inconsiderate/ill-mannered/inattentive has increased 12 percentage points since 2015 (from 11% in 2015 to 23% in 2019), while the proportion saying that candidates’ representatives were not properly prepared/did not know how to do the job has increased slightly since 2015—17% mentioned this as a concern in 2015, while 20% in 2019 said the same.

Figure 38: Types of Issues with Candidates' Representatives



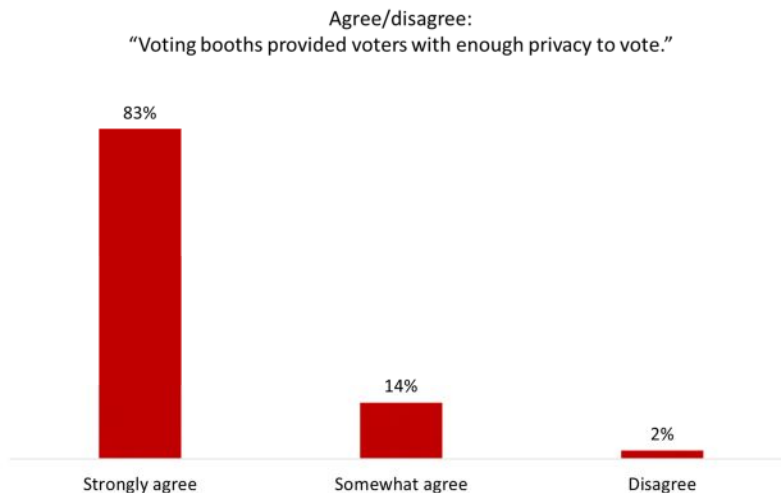
Q46. Could you tell us the nature of the issues with candidates' representatives? [Up to three responses accepted]. Base: n=204; poll staff who noticed issues with candidates' representatives performing their duties. [DK/NR: 4%].

Poll workers in Ontario (34%) were more likely than those from British Columbia (15%) to say that candidates' representatives were impatient for results/distracting voters and workers. Differences by position and type of polling station were not significant.

Strong and widespread agreement that voting booths provided enough privacy to vote

Ninety-seven percent (97%) of poll staff agreed that voting booths provided voters with enough privacy to vote, including 83% who strongly agree.

Figure 39: Privacy in Voting Booths



Q39. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that voting booths provided voters with enough privacy to vote? Base: 4,056; poll staff only. [DK/NR: <1%].

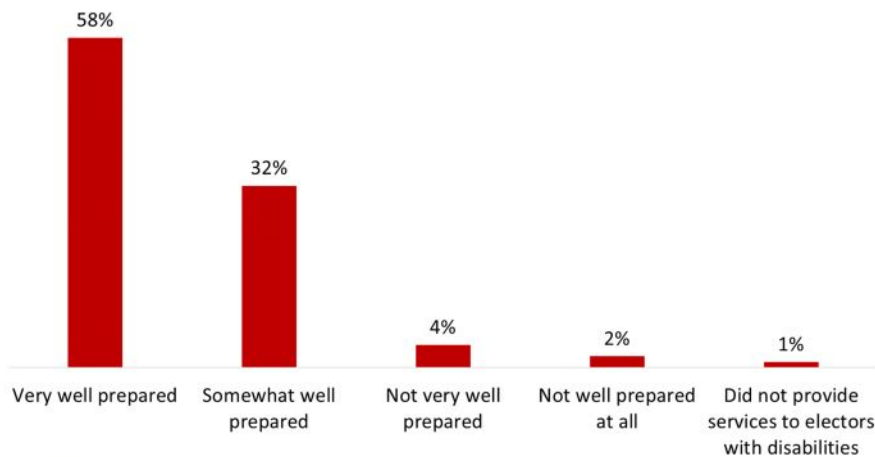
The likelihood of strongly agreeing that voting booths provided voters with sufficient privacy was higher among:

- Poll staff in Saskatchewan (93%) compared to all other regions except Manitoba, where 90% of staff strongly agreed.
- Central poll supervisors (90%) and information officers (86%).
- Staff working at polling stations in First Nations communities (91%).

Large majority of officers felt prepared to provide services to electors with disabilities

Nine in 10 (91%; unchanged from 92% in 2015⁹) poll staff said that the training they received prepared them somewhat or very well to provide services to electors with disabilities. While the proportion of poll workers who said they were prepared to provide services to electors with disabilities is virtually unchanged since 2015, fewer staff characterized themselves as very well prepared in 2019 (58%) compared to 2015 (67%).

Figure 40: Preparedness to Provide Services to Electors with Disabilities



Q40. How well did the training prepare you to provide services to electors with disabilities? Base: n=2,365; SPLIT SAMPLE: poll staff only. [DK/NR: 2%].

Poll staff in Manitoba (97%) were more likely than staff in other regions to view themselves as somewhat or very well prepared to provide services to electors with disabilities. Central poll supervisors (73%) were most likely to say they were very well prepared to provide such services. In addition, poll workers who worked at polling stations in First Nations communities (69%) were more likely than those who worked in seniors’ residences/long-term care facilities (52%) to have said they were very well prepared to provide services to electors with disabilities.

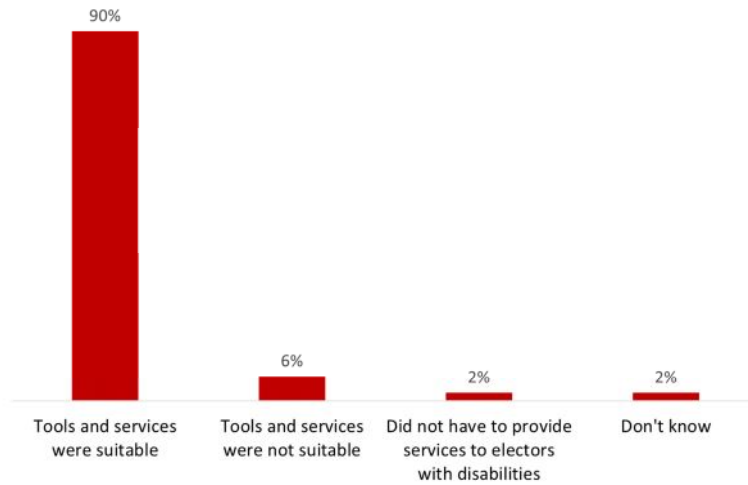
Poll staff between the ages of 16 and 24 (46%) were less likely than poll staff aged 35 and older (60% of 35 to 54 year olds, 57% of 55 to 64 year olds, 60% of 65 to 74 year olds, and 69% of those aged 75 and older) to have felt the training prepared them very well to provide services to electors with disabilities.

⁹ The question was worded differently in 2015: “In terms of providing services to electors with disabilities, would you say that you were...?” Caution should be exercised in comparing results over time.

Nine in 10 said the tools and services for electors with disabilities were suitable

The majority of poll staff surveyed (90%; compared to 91% in 2015) said the tools and services for electors with disabilities at their polling station were suitable.

Figure 41: Suitability of Tools and Services for Electors with Disabilities



Q41. Were the tools and services for electors with disabilities at your polling station suitable? Base: n=2,332; SPLIT SAMPLE: poll staff only.

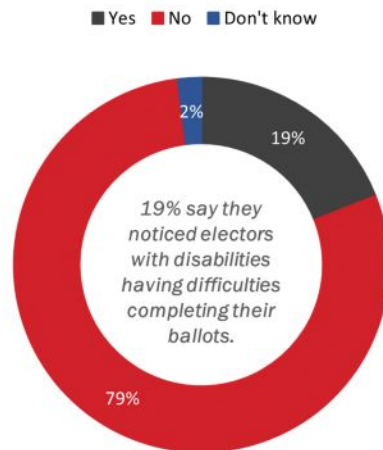
The likelihood of finding the tools and services for electors with disabilities at their polling station suitable was higher among:

- Poll workers in Saskatchewan (96%), followed by Manitoba (95%) and Ontario (92%).
- Central poll supervisors (97%).
- Poll staff who worked in a seniors’ residence/long-term care facility (93%) compared to those who worked on a student campus (82%).

One in five had noticed electors with disabilities having difficulty completing their ballot

Approximately one in five (19%) poll staff had noticed electors with disabilities having difficulty completing their ballots. The majority—79%—had not.

Figure 42: Electors with Disabilities



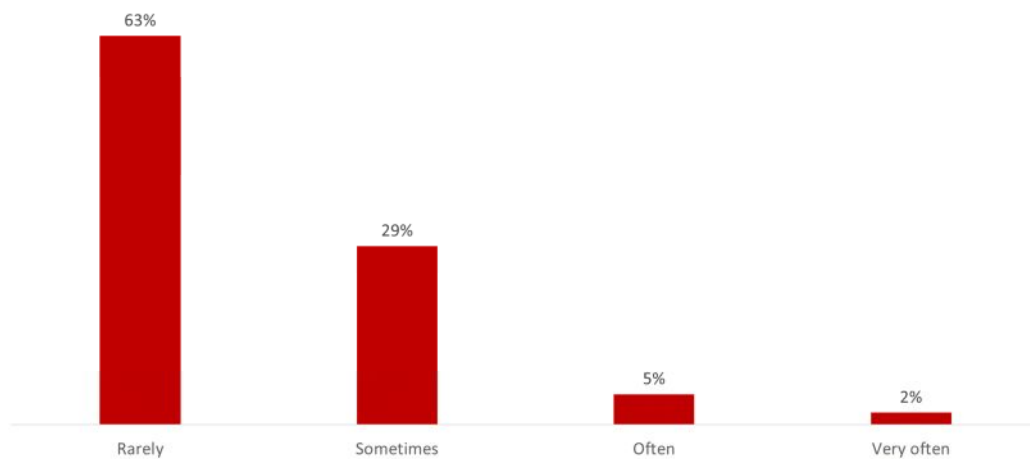
Q42. Did you notice any electors with disabilities having difficulties completing their ballot? Base: n=4,014; poll staff only.

Poll workers in Ontario (22%) were more likely than those in Alberta (16%) and Quebec (16%) to have noticed electors with disabilities having difficulty completing their ballot. Registration officers (13%) were least likely to say they noticed electors with disabilities having difficulty completing their ballot. In addition, poll staff working at polling stations at seniors’ residences or long-term care facilities (51%) were most likely to notice electors with disabilities having difficulty.

Poll staff had rarely noticed electors with disabilities having difficulties completing their ballot

Poll staff who noticed electors with disabilities having difficulties completing their ballot (n=978) were asked how often they noticed this. Sixty-three percent (63%) said they rarely noticed electors with disabilities having difficulties completing their ballots, while 29% said that this happened sometimes.

Figure 43: Frequency of Electors with Disabilities Having Difficulties Completing Their Ballot



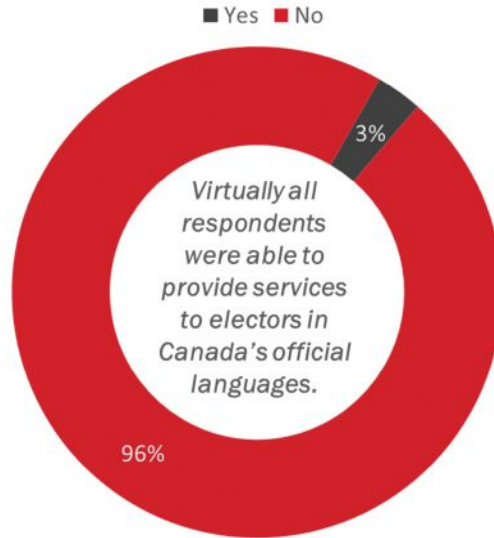
Q43. How often did you notice electors with disabilities having difficulties completing their ballot? Base: n=978; poll staff who noticed electors with disabilities having difficulties completing their ballot. [DK/NR: 1%].

Poll workers in Quebec (50%) and Atlantic Canada (40%) were more likely to sometimes notice electors with disabilities having difficulty completing their ballot. Information officers (74%) and deputy returning officers (68%) were significantly more likely than poll clerks (55%) to rarely have noticed electors with disabilities having difficulty. In contrast, poll workers working at polling stations at seniors’ residences or long-term care facilities (28%) were most likely to often or very often notice electors with disabilities having difficulty completing their ballot.

Virtually everyone was able to provide services to electors in Canada’s official languages

Ninety-six percent (96%) of poll staff did not encounter any difficulties providing services to electors in either official language. Three percent (3%; up from 1% in 2015) did experience difficulties providing services to electors in English or French.

Figure 44: Difficulties Providing Services to Electors in Official Languages



Q44. Did you encounter any difficulties in providing services to electors in the official language, English or French, of their choice?
Base: n=4,056; poll staff only. [DK/NR: <1%].

There are no noteworthy subgroup differences to report.

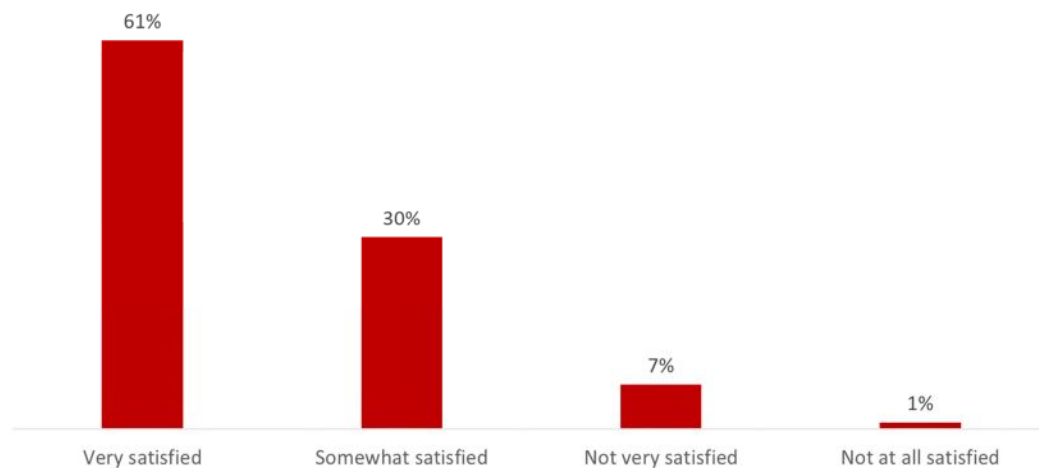
5. Satisfaction with Election Materials

This section presents results related to poll workers' satisfaction with the election materials provided to them.

Widespread and strong satisfaction with election materials

Of the poll staff surveyed, nine in 10 (92%)¹⁰ reported being satisfied with the election materials that were provided to them, including 61% who were very satisfied. Very few (8%) were not very or not at all satisfied with the election materials. Satisfaction levels are consistent with previous results: 89% were satisfied in 2015 and 90% in 2011. What is noteworthy, however, is that the proportion of poll workers very satisfied with these materials has increased significantly, from 52% in 2015 to 61% in 2019.

Figure 45: Level of Satisfaction with Election Materials Provided



Q26. Overall, how satisfied were you with the election materials that were provided to you? Were you...? Base: n=4,054; all poll workers. [DK/NR: <1%].

Poll workers in Atlantic Canada (67%), Manitoba (67%), and Ontario (65%) were more likely than poll workers in Quebec (55%) to be very satisfied with the election materials. Information officers (69%), followed by poll clerks (63%) and deputy returning officers (62%), were more likely than registration officers (55%) and central poll supervisors (50%) to be very satisfied with these materials. There were no significant differences based on the type of polling station officers had worked at during the election nor shift attendance (whether they had attended some or all of their scheduled shifts).

Age-related differences were pronounced, with poll workers between the ages of 16 and 24 (74%) more likely to be very satisfied with the election materials than older workers (64% of 35 to 54 year olds, 57% of 55 to 64 year olds, 60% of 65 to 74 year olds and 61% of staff aged 75 and older).

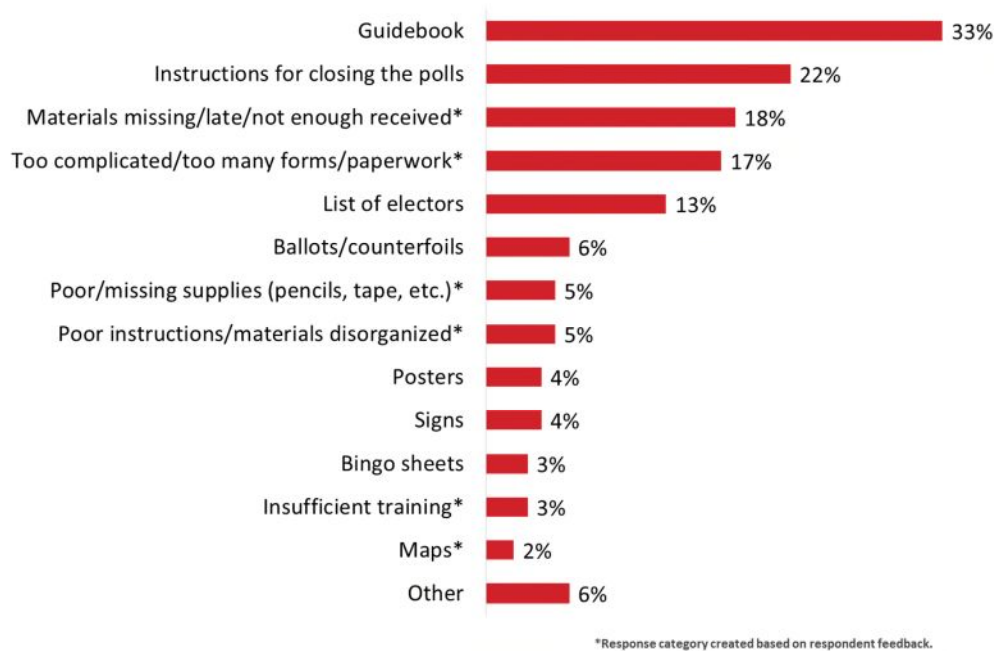
The guidebook was top among the election materials that poll workers were not satisfied with

Poll workers who were not satisfied with the election materials they were provided (n=326) were asked which materials were unsatisfactory. One-third (33%) were not satisfied with the guidebook (up from 26% in 2015). The guidebook was followed, at a distance, by the instructions for closing the polls (22%), missing or insufficient quantities of materials (18%), and the opinion that the materials themselves were overly complicated (17%), including the view that there were too

¹⁰ The percentage of poll staff who reported being satisfied with the election materials is 92% due to rounding.

many forms and paperwork. Thirteen percent (13%) were not satisfied with the lists of electors. The full range of responses is depicted in Figure 46.

Figure 46: Unsatisfactory Election Materials



Q27. Could you tell us which materials you were not satisfied with? [Multiple responses accepted]. Base: n=326; poll workers who said they were not satisfied with elections materials provided. [DK/NR: 3%].

There were no significant differences based on region. That said, noteworthy differences by staff position included the following:

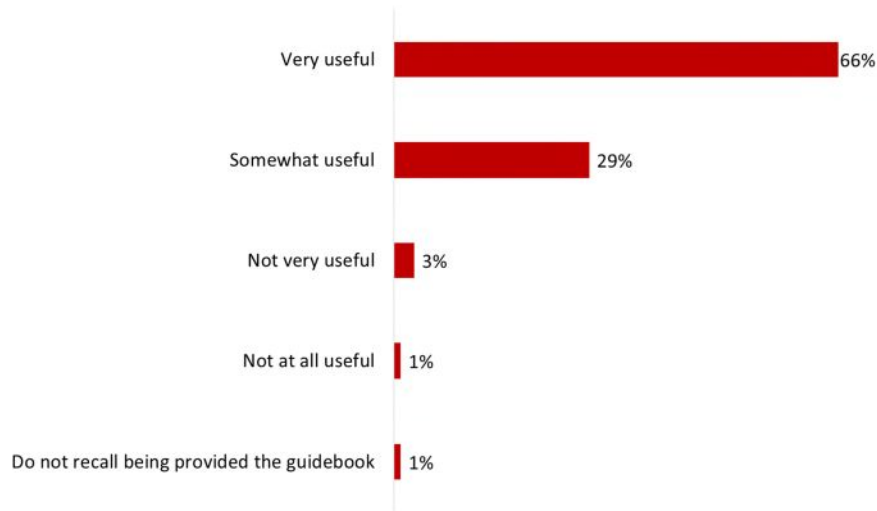
- Poll clerks (32%) were more likely than deputy returning officers (14%), information officers (9%), and registration officers (9%) to be not satisfied with the instructions for closing the polls.
- Deputy returning officers (26%) were more likely than poll clerks (11%) to be not satisfied with paperwork generally, indicating that the forms are too complicated or that there are too many forms.

There were no significant differences based on the type of polling station officers worked at during the election nor shift attendance.

Two-thirds say the guidebook was “very useful”

There was widespread agreement among poll workers that the guidebook was useful, with 95% of poll workers saying that it was somewhat (29%) or very (66%) useful. While the overall perceived usefulness of the guidebook is unchanged since 2015 (95% in 2015 and 2019), the proportion of poll workers who rated the guidebook as very useful has increased significantly compared to 2015 (from 59% in 2015 to 66% in 2019).

Figure 47: Perceived Usefulness of the Guidebook



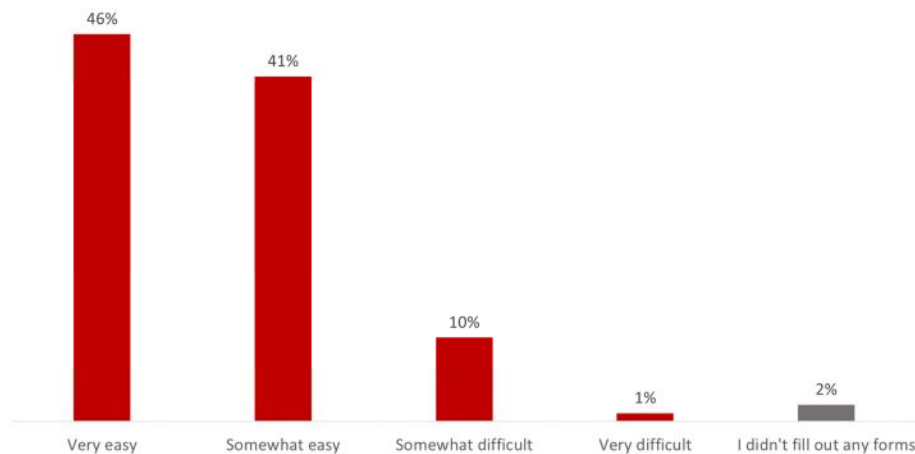
Q28. Would you say that the guidebook was...? Base: n=4,056; all poll workers. [DK/NR: <1%].

The likelihood of viewing the guidebook as very useful was higher in Atlantic Canada (73%), Ontario (71%), Manitoba (70%), Saskatchewan (67%), and British Columbia (67%) than it was in Alberta (63%) and Quebec (57%). Deputy returning officers (71%), followed by information officers (68%), were more likely to rate the guidebook as very useful. There were no significant differences based on the type of polling station officers worked at during the election. Poll workers who did not miss a shift (95%) were more likely than those who were absent for at least one shift (83%) to view the guidebook as useful. In addition, the likelihood of viewing the guidebook as very useful was higher among 25 to 34 year olds (74%), 16 to 24 year olds (72%), those aged 75+ (71%), and 35 to 54 year olds (70%) compared to poll works aged 55 to 64 (62%).

Majority found the various forms easy to complete

Eighty-seven percent (87%; up from 85% in 2015) of poll workers found the various forms provided easy to complete, including 46% who found them very easy to complete.

Figure 48: Level of Difficulty Completing the Various Forms Provided



Q29. How easy or difficult was it to complete the various forms that you were provided? Was it... Base: n=4,056; all poll workers. [DK/NR: <1%].

Poll workers in Ontario (51%) and Alberta (50%) were significantly more likely than poll workers in Saskatchewan (39%) and Quebec (35%) to say the forms were very easy to complete. Poll workers in Manitoba (50%), the Atlantic region (49%) and British Columbia (47%) also were more likely than their counterparts in Quebec (35%) to view the forms as very easy to complete. Registration officers (58%) and information officers (54%) were most likely to say the various forms were very easy to complete.

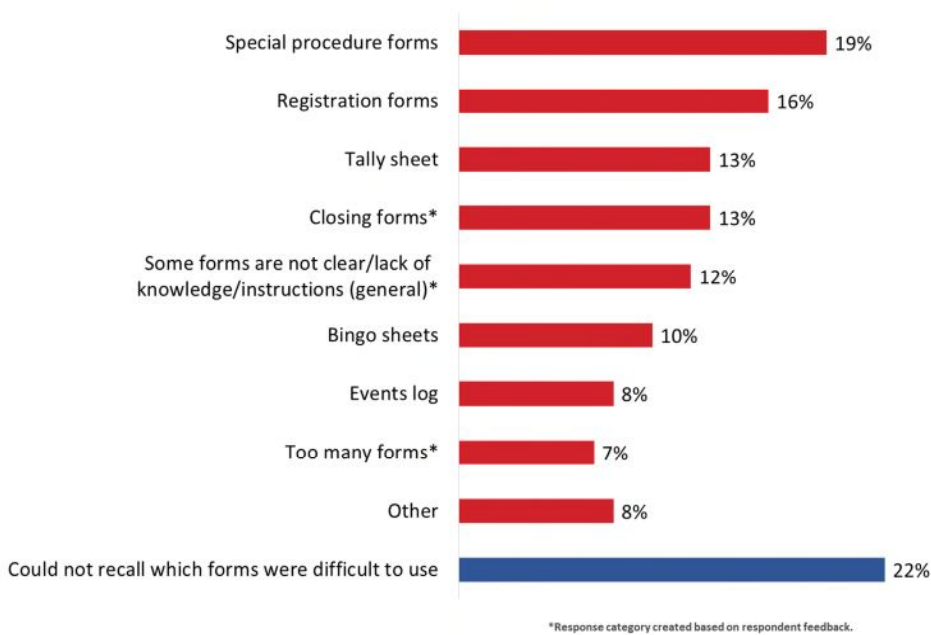
There were no significant differences based on the type of polling station officers worked at during the election nor shift attendance.

The likelihood of saying the various forms were very easy to complete was generally higher among younger staff: 56% of 35 to 54 year olds, 54% of 25 to 34 year olds, and 52% of 16 to 24 year olds compared to 43% of 55 to 64 year olds and 41% of 65 to 74 year olds.

One in five say the special procedure forms were most difficult to complete

Among the poll workers who had difficulty completing the various forms (n=456), approximately one in five (19%) said the special procedure forms were not easy to use and 16% said this about the registration forms. In addition, 13% found the tally sheets difficult to use, 13% said the closing forms were difficult to use, and 12% pointed to the forms in general, that they were not clear, that they did not have the knowledge needed to complete the forms, or that the forms required more instructions. The full range of responses is depicted in Figure 49.

Figure 49: Types of Forms That Were Difficult to Use



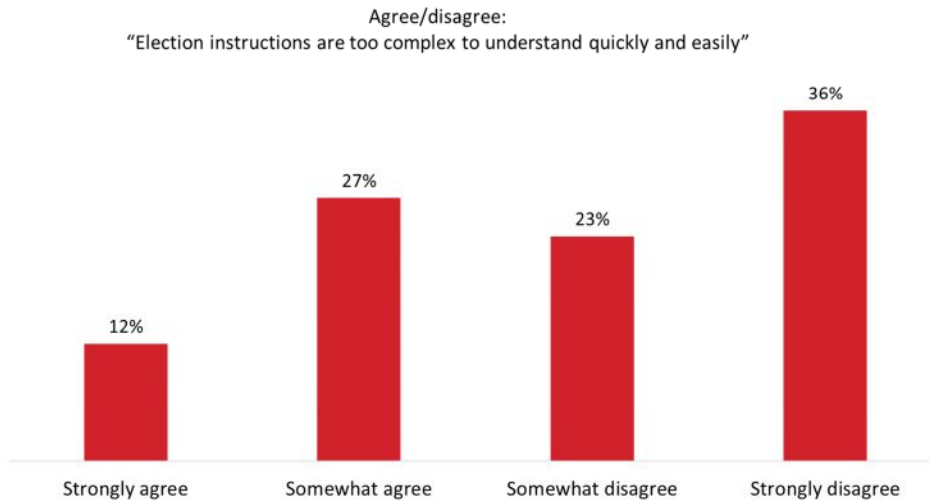
Q30. Which forms were not easy to use? [Multiple responses accepted.] Base: n=456; poll workers who said that they had had difficulty completing the various forms provided.

The likelihood of saying that the special procedure forms (36%) and events log (19%) were difficult to use was higher among poll workers in Quebec. There were no noteworthy differences based on position, type of polling station, shift attendance, nor age of poll worker.

Four in 10 found election instructions too complex

Poll workers were asked to what extent they agreed or disagreed that election instructions are too complex to understand quickly and easily. In response, four in 10 (39%) agreed that this was a problem. The majority (59%) did not.

Figure 50: Complexity of Election Instructions



Q56a. Thinking about your experience during the 2019 federal election, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following ...? Base: n=4,056; poll staff only. [DK/NR: 1%].

The likelihood of strongly agreeing that election instructions are too complex to understand quickly and easily was higher among:

- Poll workers in Atlantic Canada (15%) and Quebec (15%) compared to those in Alberta (10%).
- Central Poll Supervisor (17%) and Poll Clerk (14%) compared to Deputy Returning Officers (10%), and registration officers (7%).
- Staff aged 55 and older (13% of 55 to 64 year olds, 14% of 65 to 74 year olds and 18% of those aged 75 and older) compared to those 16 to 24 years of age (7%) and 25 to 34 years of age (6%).

There were no noteworthy differences based on type of polling station or shift attendance.

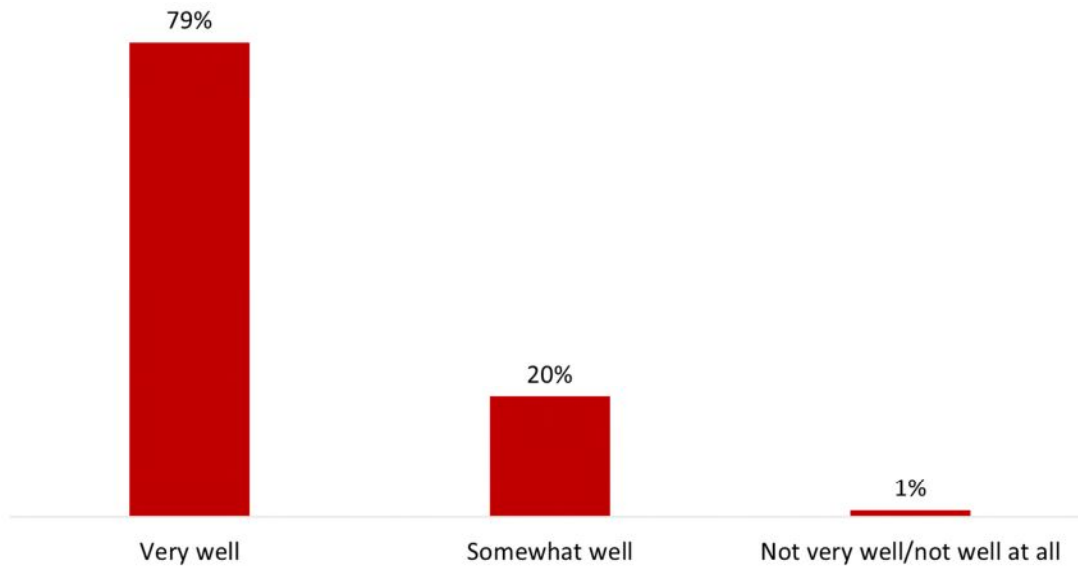
6. Voter Identification Requirements

This section reports poll staff feedback on the voter identification requirements.

Virtually everyone felt the identification of electors at their polling station went well

Ninety-nine percent (99%) of poll staff said the identification of electors at their polling station went somewhat (20%) or very (79%) well. Compared to 2015, a greater proportion of poll workers said the identification process went very well (79% in 2019 compared to 68% in 2015).

Figure 51: Ease of Identification of Electors



Q48. Overall, how well did the identification of electors proceed at your polling location? Base: n=2,400; SPLIT SAMPLE: poll staff only. [DK/NR: <1%].

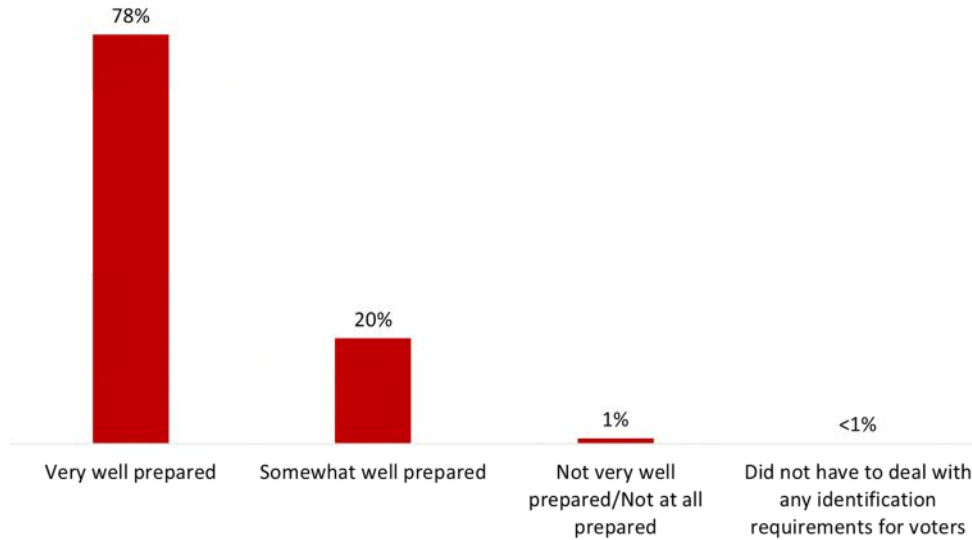
The likelihood of saying the identification of electors went very well at their polling location was higher among:

- Poll workers in British Columbia, as well as in Ontario (83% and 82% respectively).
- Deputy returning officers (83%) and poll clerks (79%).
- Those aged 65 to 74 (82%) and aged 75+ (84%) compared to poll workers 35 to 54 (76%).
- Those who worked at a regular polling station (79%) compared to officers who worked at a polling station in a seniors' residence or long-term care facility (71%).

Most say they were well prepared to apply the voter identification requirements

Registration officers and deputy returning officers (n=1,756) were asked how well prepared they were to apply the voter identification requirements. Similar to 2015, 98% of these officers said they were somewhat (20%) or very (78%) well prepared to apply the voter ID requirements. In 2015, 97% of registration officers and deputy returning officers said they were very (72%) or somewhat (25%) prepared to apply the voter identification requirements.

Figure 52: Ability to Apply the Voter Identification Requirements



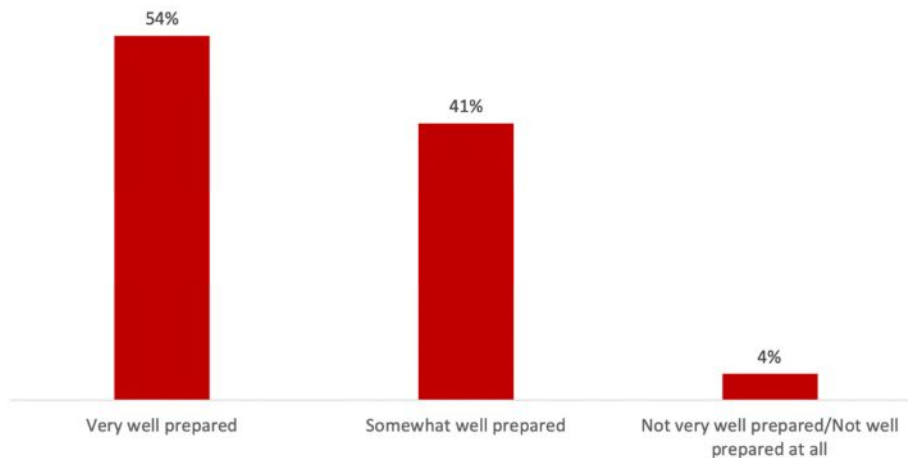
Q49. How well prepared were you to apply the voter identification requirements? Base: n=1,756; registration officers and deputy returning officers only. [DK/NR: <1%].

Registration officers and deputy returning officers in Alberta (62%) were among those least likely to say they were very well prepared to apply the voter identification requirements. Compared to registration officers (66%), deputy returning officers (82%) were more likely to consider themselves very well prepared to apply the identification requirements. Those who worked at a regular polling station (79%) were most likely to say they were very well prepared to apply the identification requirements. In addition, those under 35 years of age (100%) were more apt to say they were prepared compared to those 35 to 54 (97%), 55 to 64 (98%) and 65 to 74 (98%).

More than nine in 10 say electors were well prepared to meet the voter ID requirements

Similar to 2015 (91%), 95% of poll workers said electors were somewhat (41%) or very (54%) well prepared to apply the voter identification requirements. What has changed since 2015 is the proportion of poll workers who felt electors were very well prepared to meet the ID requirements. In 2015, 43% of poll workers said that electors were very well prepared compared to 54% in 2019 (an 11 percentage point increase).

Figure 53: Preparedness of Electors to Meet Voter Identification Requirements



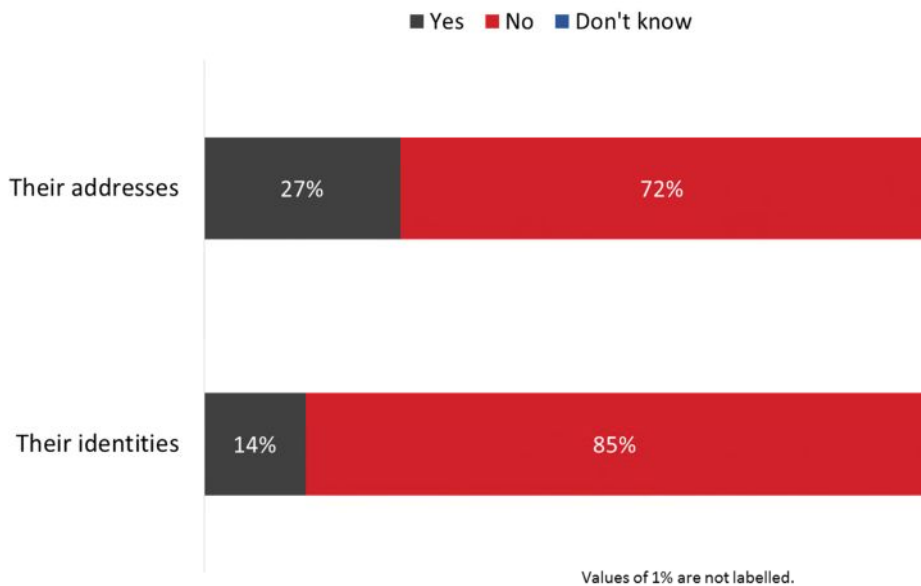
Q50. How well prepared did electors seem to meet the voter identification requirements? Would you say they were...? Base: n=2,305; SPLIT SAMPLE poll staff only. [DK/NR: 1%].

Information officers (45%) and registration officers (37%) were among those least likely to say that electors seemed very well prepared to meet the voter identification requirements. Regional differences were not pronounced and there were no significant differences by type of polling station. Poll staff aged 75 and older (64%) were more likely than most younger staff (50% of 16 to 24 year olds, 44% of 25 to 34 year olds, 52% of 55 to 64 year olds, and 53% of 65 to 74 year olds) to report that electors seemed very well prepared.

More electors had difficulties proving their address than their identity

Information officers, registration officers, deputy returning officers, and poll clerks (n=3,582) were asked if they noticed electors having difficulties proving their address or identity. Twenty-seven percent (27%) noticed electors having difficulties proving their address, while 14% noticed electors having difficulties proving their identity.

Figure 54: Difficulties Proving Address or Identity



Q51. Did you notice electors having any difficulties proving...? Base: n=3,582; information officers, registration officers, deputy returning officers, and poll clerks.

Information officers, registration officers, deputy returning officers, and poll clerks in Saskatchewan (40%) and Alberta (38%) were most likely to have noticed electors having difficulties proving their address. Registration officers, followed by information officers, were among those most likely to have noticed electors having difficulties proving their address (44% and 33%, respectively) and their identity (23% and 19%, respectively). There were no significant differences by type of polling station.

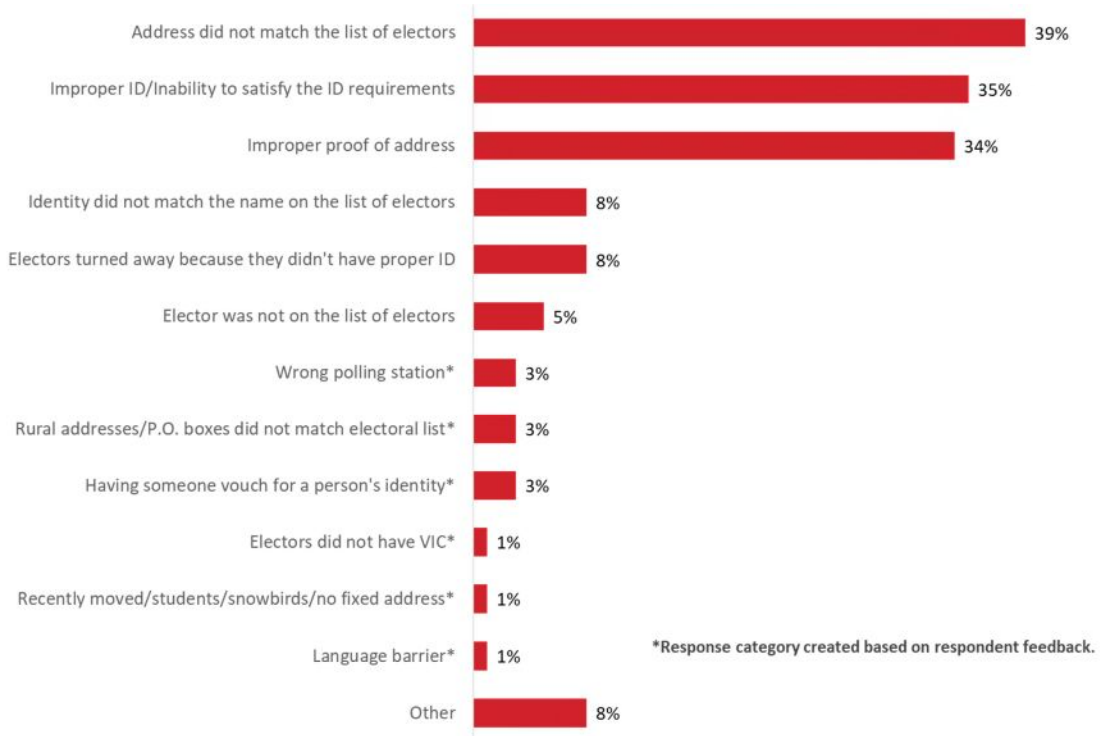
When it came to age-related differences, those aged 75 and older were less likely to have noticed electors having difficulties proving their address (20% compared to 32% of 16 to 24 year olds, 29% of 35 to 54 year olds, and 28% of 55 to 64 year olds) and their identity (10% compared to 16% of 35 to 54 year olds and 15% of 55 to 64 year olds).

Addresses not matching the list of electors and improper ID are the most common types of difficulties

Poll staff who noticed electors having difficulties proving their address or identity (n=1,110) were asked to describe the types of difficulties electors were having. As in 2015, addresses that did not match the list of electors is the most common type of difficulty electors had when proving their

address. Approximately four in 10 (39%; down from 44% in 2015) noticed electors whose address did not match the list of electors, while nearly identical proportions noticed electors who had improper ID/inability to satisfy the ID requirements (35%) or improper proof of address (34%). The full range of responses are depicted in figure 55.

Figure 55: Types of Difficulties Electors Had Proving Their Address or Identity



Q52. Could you briefly describe the difficulties electors had providing their address or identity? [Up to three responses accepted]. Base: n=1,110; information officers, registration officers, deputy returning officers, poll clerks who noticed electors having difficulties proving their address or identity. [DK/NR: 2%].

Information officers, registration officers, deputy returning officers, and poll clerks in Quebec (15%) were most likely to notice that electors were not on the list of electors, while improper proof of address was more likely to have been noticed by those in Saskatchewan (50%) and Alberta (45%). Differences in reported difficulties based on staff position and type of poll were not noteworthy.

The following age-related differences are noteworthy:

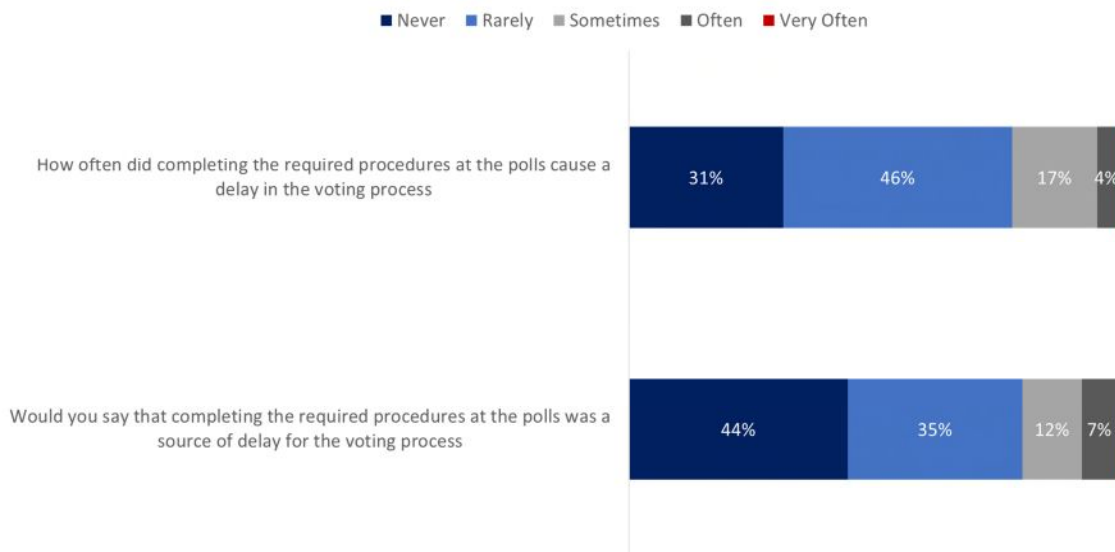
- 55 to 64 year olds were more likely to notice improper ID/inability to satisfy the ID requirements (42% compared to 31% of 35 to 54 year olds, 33% of 65 to 74 year olds, and 20% of staff aged 75 and older).
- 25 to 34 year olds were less likely to notice improper proof of address (22% compared to 38% of 16 to 24 year olds, 36% of 35 to 54 year olds and 38% of 65 to 74 year olds).
- 35 to 54 year olds were more likely to notice that an address did not match the list of electors (44%) compared to 34% of 55 to 64 year olds.

Few say that completing the required procedures at the polls was a source of delay for the voting process

A split sample was used to test two different question formulations. The first sample of registration officers and deputy returning officers was asked whether completing the required procedures at the polls was a source of delay for the voting process. More than four in ten (44%) said that completing the required procedures at the polls was never a source of delay, while 35% say it rarely caused delays. In contrast, 12% said it sometimes caused delays, 7% say it was often a cause of delay, and 2% say it caused delays very often.

The second sample was, instead, asked how often completing the required procedures at the polls caused a delay in the voting process. In this case, 31% of respondents said completing the required procedures never caused a delay, while 46% say it rarely caused delays. In contrast, 17% said the required procedures sometimes cause caused delays, 4% say it often caused delays, and lastly, 1% say the required procedures very often caused delays.

Figure 56: Difficulties Completing Required Procedures at the Polls



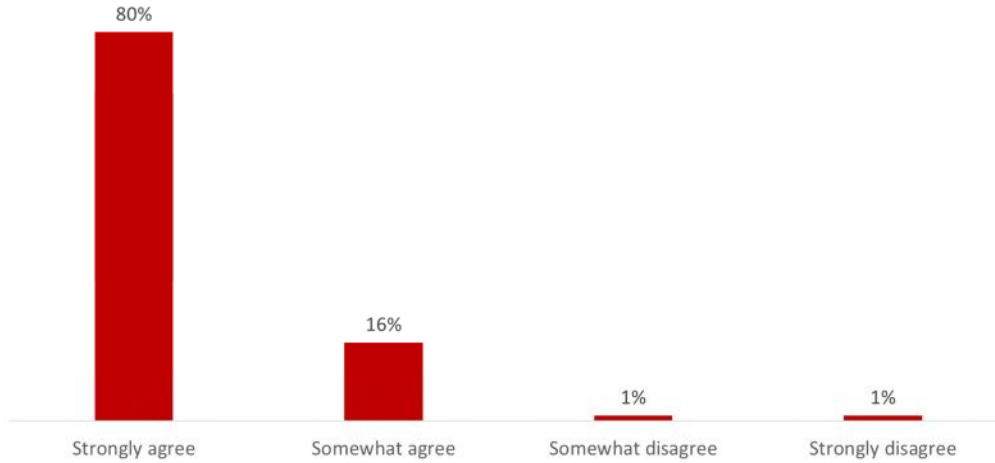
Q53a [recoded]. On a scale of 1 to 10, where 1 means there were no difficulties and 10 means there were many difficulties, would you say that completing the required procedures at the polls was a source of delay for the voting process? Base: n=877 SPLIT SAMPLE registration officers or deputy returning officers only / Q53b. How often, if at all, did completing the required procedures at the polls cause a delay in the voting process? Base: n=879 SPLIT SAMPLE registration officers or deputy returning officers only.

Regardless of question formulation, registration officers and deputy returning officers in Quebec were more likely to say this was never a source of delay for the voting process (66% for Q53a and 47% for Q53b). Differences based on staff position and type of poll were not noteworthy. Officers under the age of 55 were less likely than officers aged 55 and older to say this was never a source of delay.

Most say the voter information card facilitated the identification of electors

Most poll staff (96%) agreed that the voter information card facilitated the identification of electors, including 80% who strongly agreed that this was the case.

Figure 57: Ease of Identification with Voter Information Card



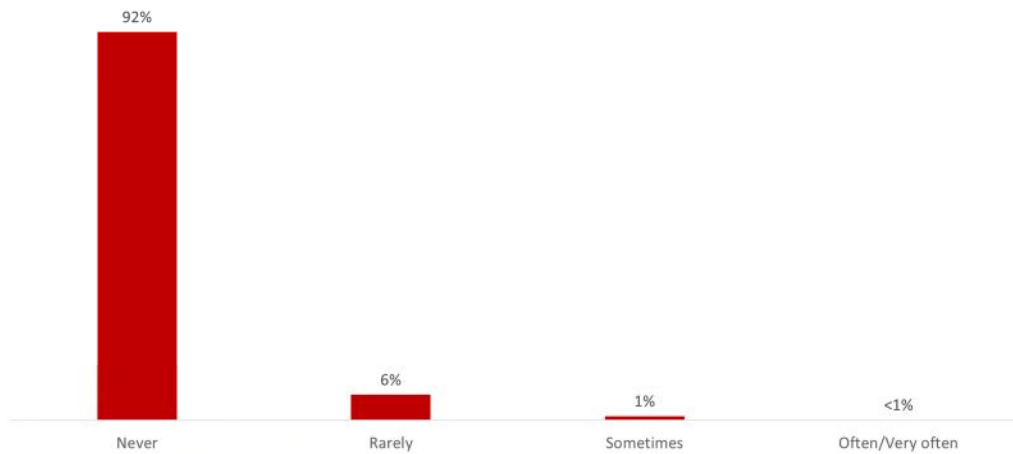
Q54. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that the voter information card facilitated the identification of electors? Base: n=2,306; SPLIT SAMPLE: poll staff only. [DK/NR: 1%].

Poll staff who worked in British Columbia (85%), as well as those who worked in Ontario (84%), were more likely to strongly agree that the voter information card facilitated the identification of electors. Differences based on staff position, type of poll and age of staff were not noteworthy.

The majority of poll staff never witnessed an elector’s identity being challenged by a candidate or their representatives

The majority of poll staff (92%; down from 95% in 2015¹¹) never witnessed an elector’s identity being challenged by a candidate or their representatives.

Figure 58: Frequency of Electors' Identity Being Challenged



Q55. How often, if at all, did you witness an elector’s identity being challenged by a candidate or a candidate’s representative? Base: n=2,399; SPLIT SAMPLE poll staff only. [DK/NR: 1%].

¹¹ Please note that question wording and response categories were changed in 2019.

The following groups were more likely to say they never witnessed an elector's identity being challenged by a candidate or a candidate's representative:

- Poll workers in Saskatchewan (96%), British Columbia (95%), and Atlantic Canada (94%).
- Deputy returning officers and central poll supervisors (94%), registration officers (93%), and poll clerks (90%).
- Poll staff 65 to 74 years of age (94%) and aged 75+ (96%) compared to staff 35 to 54 (90%) and 55 to 64 years of age (89%).

There were no noteworthy differences based on type of poll.

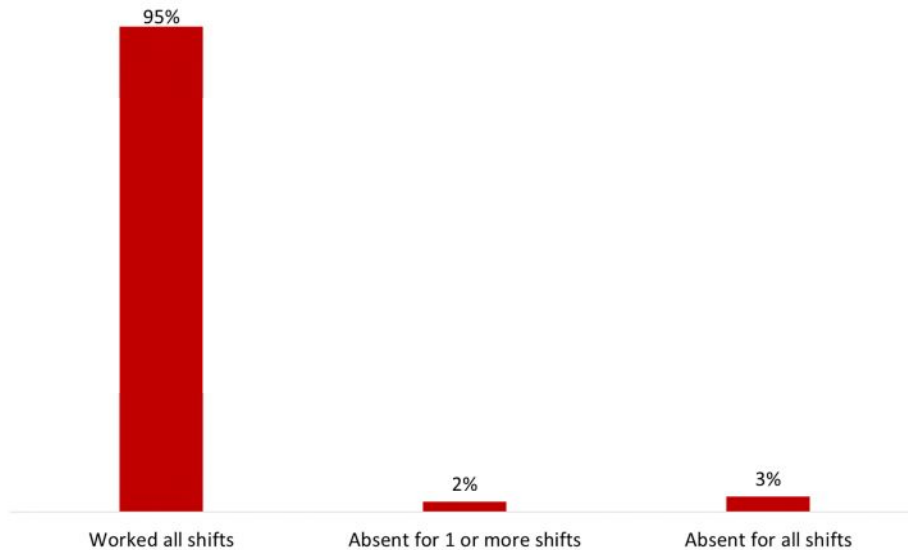
7. Poll Workers' Absenteeism

This section presents findings on poll workers' absenteeism and the impact this had on the work of their colleagues and recruitment officers.

Vast majority of poll staff claimed to work all their scheduled shifts

Ninety-five percent (95%) of poll staff reported having worked all their scheduled shifts. Three percent (3%) were absent for all their scheduled shifts, and 2% were absent for at least one of their shifts.

Figure 59: Shift Attendance



Q2. Some people were unable or decided not to show up for all of their scheduled shifts for a variety of reasons. Which of the following describes you? Base: n=4,150; respondents who were a central poll supervisor, information officer, registration officer, deputy returning officer, or poll clerk. [DK/NR: <1%].

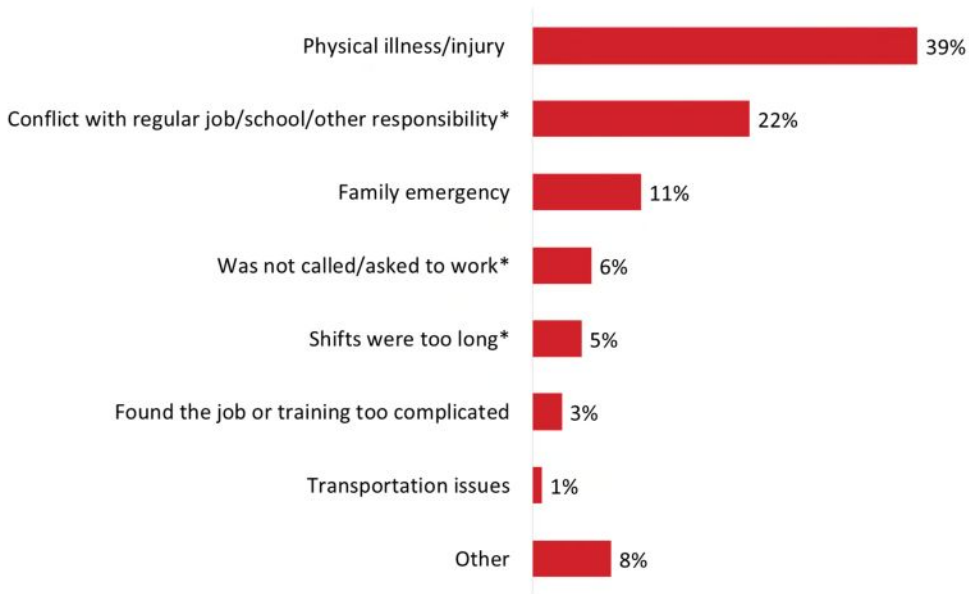
With 91% reporting full attendance, polls workers in Quebec were less likely to have worked all their scheduled shifts. In addition, deputy returning officers (97%) were more likely to have been present for all their scheduled shifts as compared to central poll supervisors (94%), information officers (93%), and poll clerks (93%). Differences based on staff age were not noteworthy.

Notably, 80% of those who worked *some* of their scheduled shifts and 83% who worked *none* of their scheduled shift said they felt prepared after training. In contrast, a greater proportion (88%) of those who worked all their scheduled shifts reported feeling prepared to undertake the tasks of their position.

More than one-third who were absent for at least one shift say it was due to physical illness

Among poll workers who were absent for a least part of one shift (n=139), 39% attributed their absence to a physical illness or musculoskeletal injury. This is followed by 22% who said their shift presented a conflict with their regular job, school or another responsibility, and 11% who had a family emergency. In addition, 6% said that they were not called or asked to work, 5% that the shifts were too long, and 5% that the job or training was too complicated. One percent of absentee workers attributed this to transportation issues, such as car trouble, an accident, a flat tire, traffic, or lack of public transit.

Figure 60: Reasons for Absence During Scheduled Shifts



*Response category created based on respondent feedback.

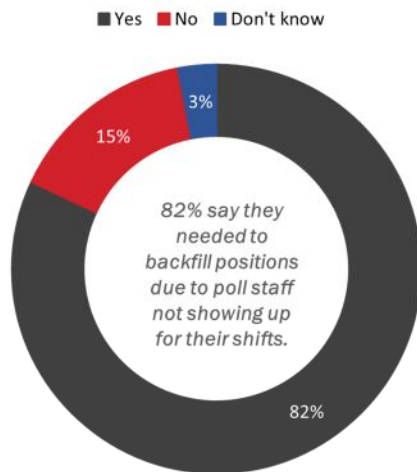
Q3. What was the reason you were absent for [one/some of/all of your] shifts? [Multiple responses accepted] Base: n=139; poll workers who were absent for at least part of one of their scheduled shifts. [DK/NR: 5%].

The sample size is too small to discuss differences by subgroups.

Majority of the recruitment and assistant recruitment officers say they needed to backfill positions due to absent poll staff

Approximately eight in 10 (82%) recruitment and assistant recruitment officers needed to backfill positions due to poll staff not showing up for their shifts. Fifteen percent (15%) did not need to do so, while 3% did not know or could not recall whether this was an issue.

Figure 61: Backfilling Positions



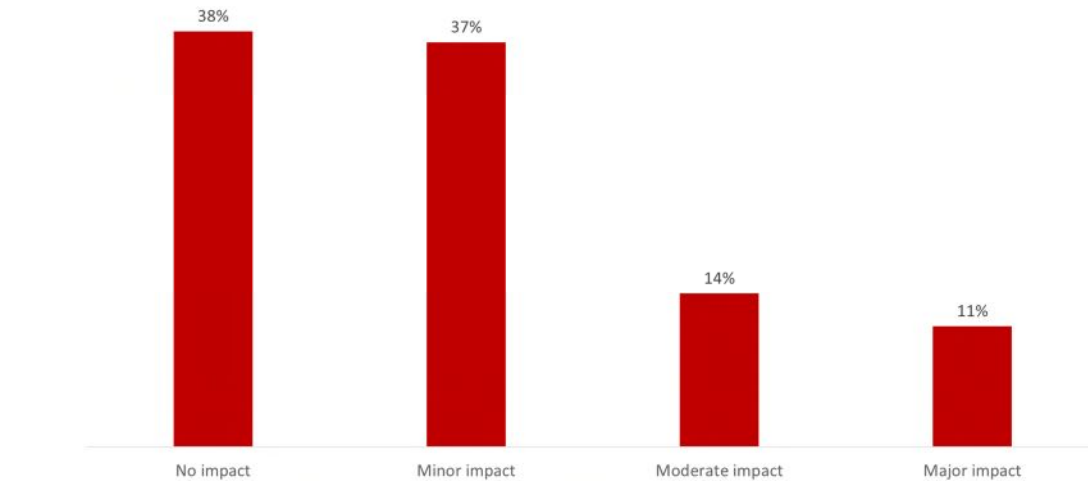
Q12. Did you need to backfill positions due to poll staff not showing up for their shifts? Base: n=101; recruitment officers and assistant recruitment officers only.

The sample size is too small to discuss differences by subgroups.

Most say absent poll staff had no, or only a minor, impact on their work

Poll workers who said fellow poll staff were absent for part of, or all, of their shifts (n=600) were asked the level of impact this had on their work. Three in four officers (75%) said this had no impact (38%) or only a minor impact (37%). In contrast, one-quarter (25%) believe this had a moderate or major impact on their work.

Figure 62: Impact of Absent Poll Staff



Q65. Would you say this had no impact, a minor impact, a moderate impact or a major impact on your work? Base: n=600; respondents who said there were poll staff who were absent for part or all of their shift at their polling station. [DK/NR: 1%].

Registration officers (85%) were more likely than deputy returning officers (68%) to say absenteeism had no impact or only a minor impact. Compared to officers working at polls on student campuses (47%), those working at regular stations (75%) were more likely to say absent staff had no impact or only a minor impact. Regional differences were not noteworthy. Staff between the ages of 16 and 24 (86%) were more likely than those 35 to 54 (68%) and 55 to 64 (70%) to say that absenteeism had no impact or only a minor impact.

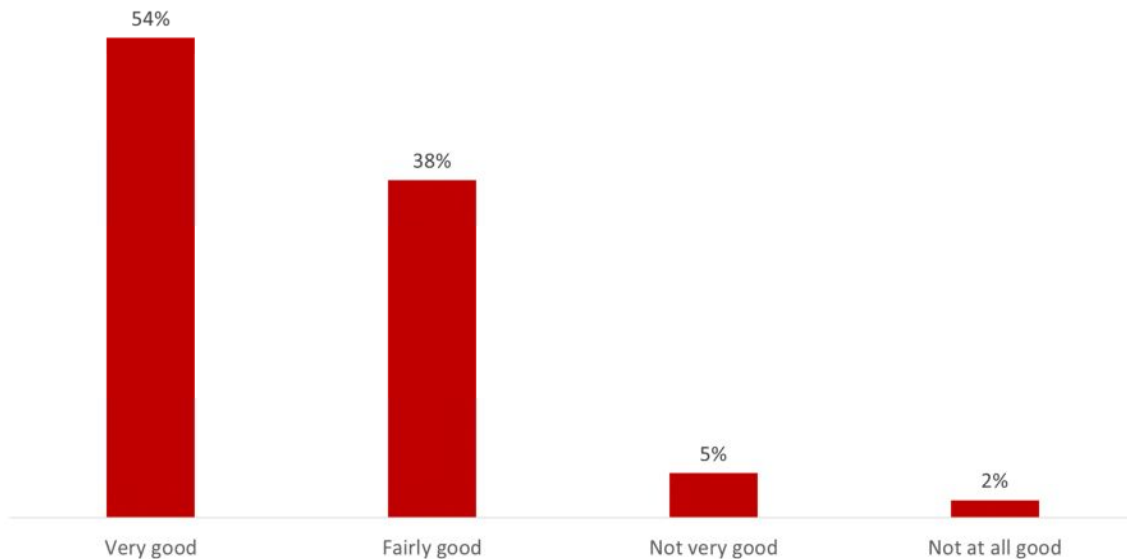
8. Working Conditions

This section presents findings on poll workers’ overall evaluation of working conditions.

More than half said the working conditions they experienced were “very good”

More than half (54%) said the working conditions they experienced were very good, while an additional 38% said the conditions were fairly good. In total, 92% of poll workers offered a positive assessment of the working conditions. Satisfaction with working conditions is virtually unchanged since 2015 (94% in 2015 versus 92% in 2019). What has changed is the proportion of poll workers describing the working conditions as very good. This has declined since 2015: 63% in 2015 compared to 54% in 2019.

Figure 63: Experience with Working Conditions



Q62. Overall, would you say that the working conditions you experienced were...? Base: n=4,056; poll workers who worked at least one shift. [DK/NR: <1%].

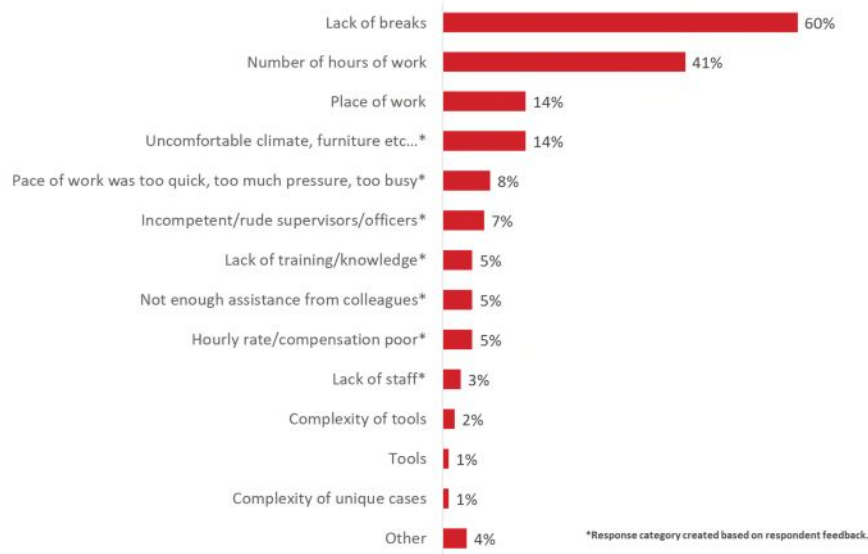
Poll workers in British Columbia (88%) were less likely to assess their working conditions as fairly or very good compared to officers in Manitoba (96%), Quebec (95%), Atlantic Canada (94%), Alberta (93%) and Ontario (92%). Differences based on position and type of poll are not noteworthy.

Staff between the ages of 16 and 24 years were more likely than older staff to view the working conditions as fairly or very good (98% compared to 92% of 25 to 34 year olds, 93% of 35 to 54 year olds, 91% of 55 to 64 year olds, and 93% of 65 to 74 year olds).

Lack of breaks is the biggest concern among those not satisfied with the working conditions

Among poll workers who said the working conditions were poor (n=298), more than half (60%; up from 29% in 2015) pointed to a lack of breaks to explain why. Following this, 41% (up from 22% in 2015) said the number of hours of work required were too long. The full range of responses is depicted in Figure 64.

Figure 64: Reasons Working Conditions Were Viewed as Poor



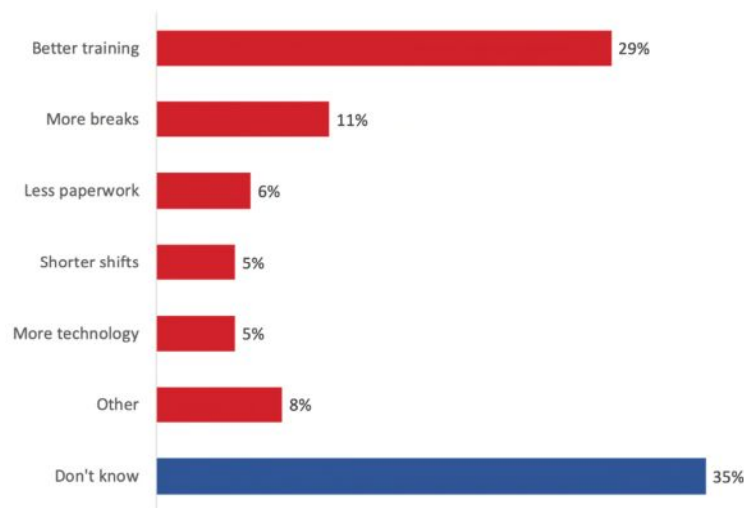
Q63. Why do you say that? [Up to three responses accepted]. Base: n=298; poll workers who said working conditions were poor.

With the exception of age, there are no noteworthy subgroup differences to report. In terms of age-related differences, 35 to 54 year olds were more likely to mention lack of breaks (88% compared to 60% of 55 to 64 year olds and 47% of 65 to 74 year olds).

Many say better training would make it easier for staff to do their work

When asked what they would change to make it easier for them to do their work, approximately one in three (29%) poll workers mentioned better training. As in 2015, better training is the top suggestion among poll workers; however, the proportion mentioning this in 2019 has increased significantly, from 17% in 2015 to 29% in 2019. The full range of responses is depicted in Figure 65.

Figure 65: Potential Changes to Make It Easier for Staff to Do Their Work



Q66. What would be the first thing you would change, if anything, to make it easier for you to do your work? Base: n=4,056; poll workers who worked at least one shift. [DK/NR: 1%].

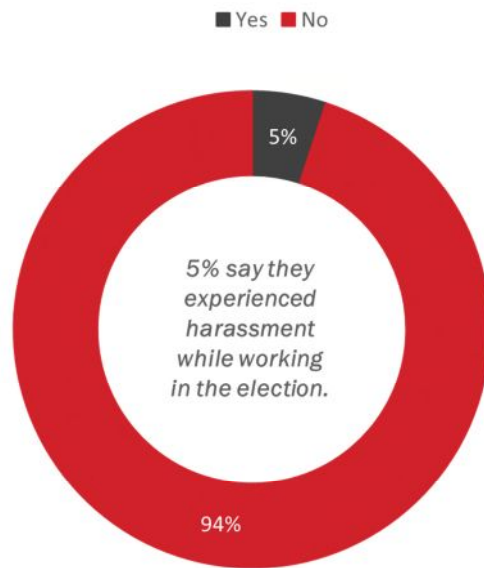
The single largest proportion (35%) did not know what they would change to make it easier for them to do their work.

Poll workers in all regions outside of Quebec and central poll supervisors (47%) were more likely to suggest better training. Those 35 to 54 (33%) and 55 to 64 (33%) were also more likely than 16 to 24 year olds (21%) and those aged 75 and older (23%) to mention better training as the first thing they would change to make it easier to do their job.

Vast majority did not experience harassment while working in the election

The vast majority of poll workers (94%) said they did not experience harassment while working in the election. Five percent (5%) did experience harassment in the workplace during the last federal election.

Figure 66: Harassment in the Workplace



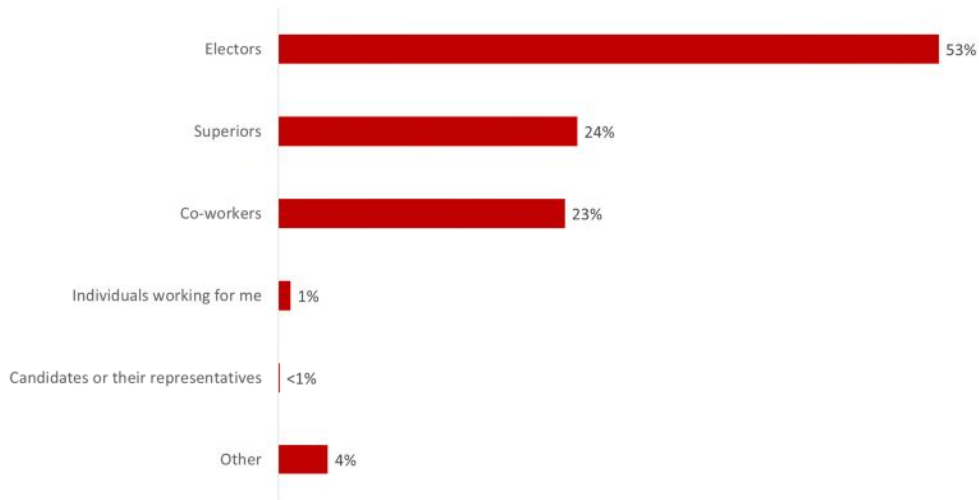
Q67. Did you experience harassment while working in the election Base: n=4,056; poll workers who worked at least one shift. [DK/NR: <1%].

Regionally, poll workers in British Columbia (7%), Alberta (7%) and Ontario (6%) were more likely to have experienced harassment. The likelihood of experiencing harassment was higher among central poll supervisors (10%) and information officers (9%) than among deputy returning officers (5%) and poll clerks (4%). Differences by type of polling station and age were not noteworthy.

Half who experienced harassment while working were harassed by electors

Among those who experienced harassment while working in the federal election (n=220), more than half (53%) said that they experienced harassment from electors. Following this, nearly one-quarter (24%) experienced harassment from a superior, and 23% said they were harassed by a co-worker while working during the election.

Figure 67: Harassment in the Workplace (from Whom)



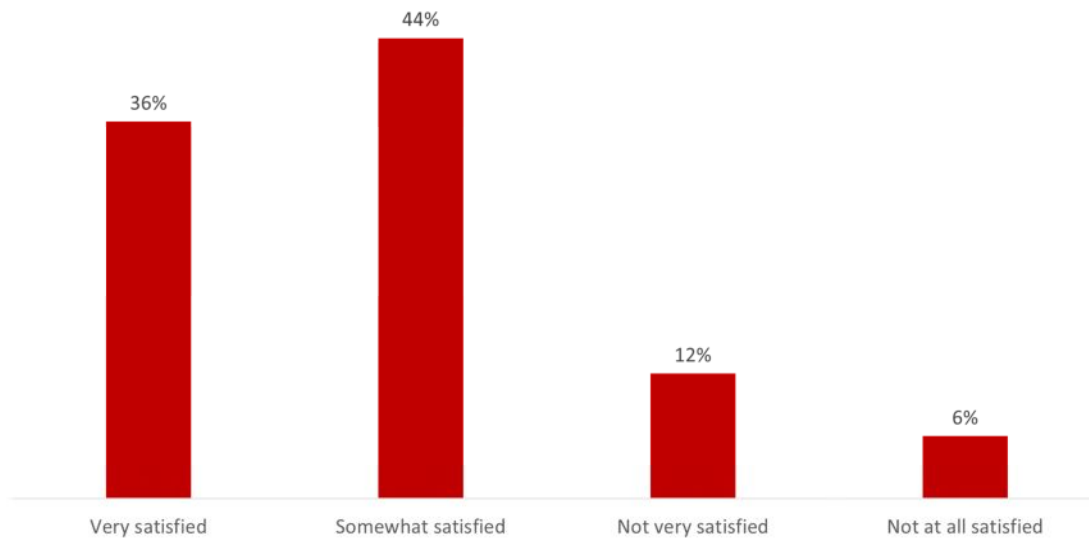
Q68. From whom did you experience harassment while working during the election? [Multiple responses accepted]. Base: n=212; poll workers who experienced harassment while working in the election.

Poll workers from Quebec (50%) were more likely than their counterparts in other regions to report having been harassed by a co-worker. Differences by type of polling station, position, and age were not noteworthy.

Many were satisfied with their hourly rate of pay

Approximately one-third (36%) of poll workers were very satisfied with the hourly rate of pay, while 44% were somewhat satisfied with their pay. In total, therefore, 80% expressed modest or strong satisfaction with the hourly rate of pay. This is virtually unchanged since 2015, when 81% were somewhat or very satisfied with their pay.

Figure 68: Satisfaction with Hourly Rate of Pay



Q58. How satisfied are you with your hourly rate of pay? Base: n=4,056; poll workers who worked at least one shift. [DK/NR: 2%].

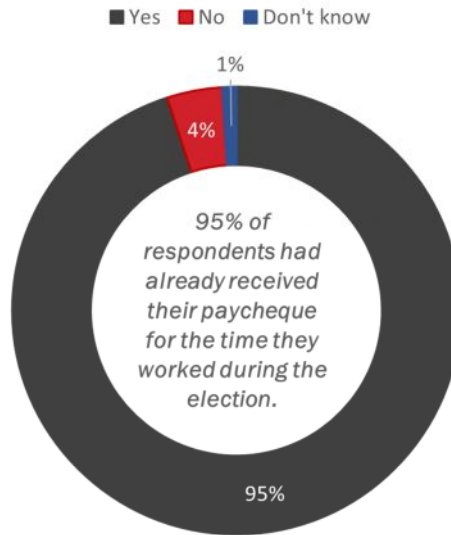
Respondents in Atlantic Canada (43%), Manitoba (40%), Quebec (38%), and Ontario (36%) were among those most likely to say they were very satisfied with their hourly rate of pay. Poll clerks

(22%) are more likely to express dissatisfaction with their hourly rate of pays than central poll supervisors (14%), deputy returning officers (17%) and registration officers (14%). Differences based on type of polling station were not noteworthy. Those between the ages of 16 and 24 (52%) were most likely to be very satisfied with their hourly pay.

Majority received their paycheque

At the time of the survey, 95% of poll workers had received their paycheque for the time they worked during the election.

Figure 69: Receipt of Paycheque



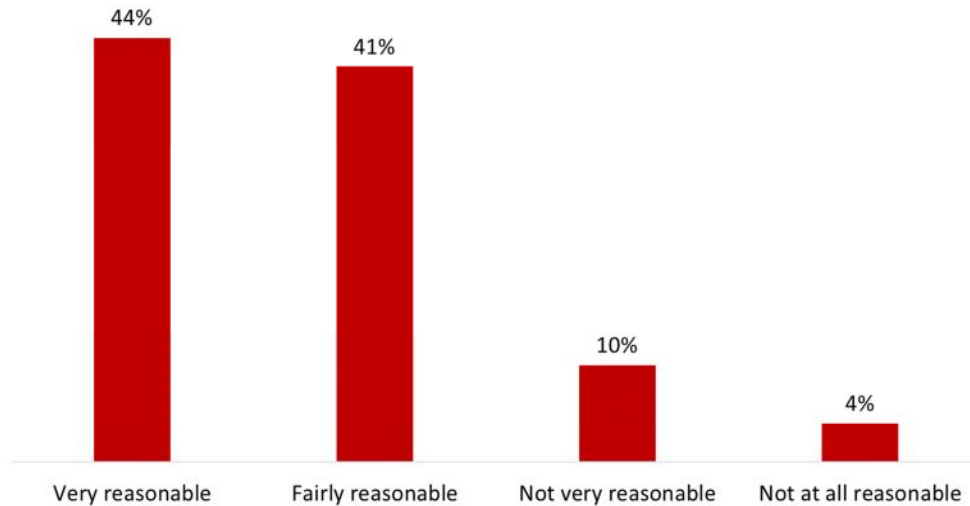
Q59. Have you received your paycheque for the time you worked during the election? Base: n=4,056; poll workers who worked at least one shift.

There were no noteworthy differences based on the position held at the polls. Those who worked at a polling station in a First Nations community (98%) were more likely than those who worked at a station in a seniors' residence/long-term care facility (92%) to have received their paycheque. Differences based on region and age were not noteworthy.

Those who had received their pay cheque were satisfied with the time it took to receive their pay

Poll workers who said they received their paycheque (n=3,948) felt that the time it took to receive their pay was very (44%) or fairly (41%) reasonable. Views on timeliness are identical to 2015 when 86% felt the time it took to receive their cheque was reasonable.

Figure 70: Satisfaction with Time It Took to Receive Paycheque



Q60. Was the time it took to receive your pay cheque...? Base: n=3,848 poll workers who said they received their paycheque. [DK/NR: <1%].

Poll workers in British Columbia (20%), Manitoba (20%) and Alberta (17%) were among the most likely to say the time it took to receive their pay was not reasonable. Conversely, those in Quebec (90%), Atlantic Canada (89%), Saskatchewan (87%), and Ontario (86%) were among those most likely to say the time it took to receive their pay for their work during the federal election was reasonable.

Information officers (20%), followed by registration officers (18%), were most likely to say the length of time was unreasonable.

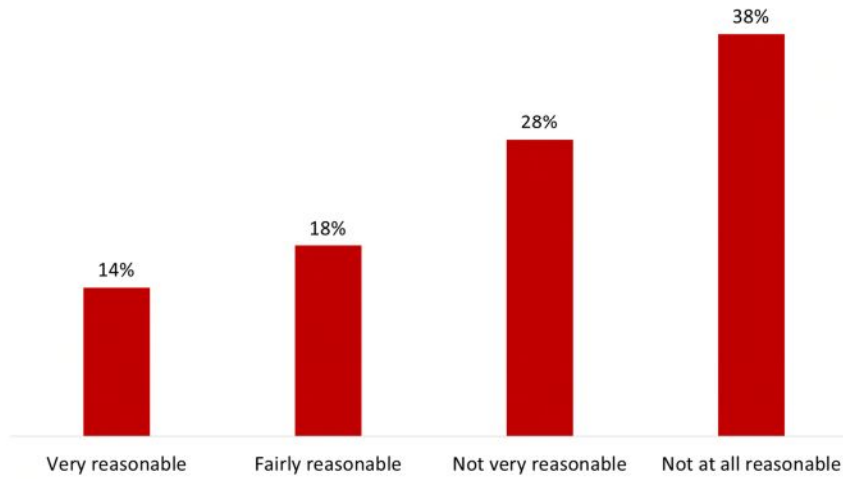
Poll workers who worked at polling stations in First Nations communities (26%) were most likely to say the amount of time it took to receive their pay was unreasonable.

Younger staff were generally less likely to say the time it took to receive their pay was reasonable; specifically, 73% of 25 to 34 year olds followed by 80% of 16 to 24 year olds said the wait time was reasonable compared to 84% of 35 to 54 year olds, 87% of 55 to 64 year olds, 90% of 65 to 74 year olds and 85% of staff aged 75 and older.

Many who have not yet received their paycheque said the time it was taking was unreasonable

Two-thirds (67%) of poll workers who had not yet received their paycheque (n=141) said the time it was taking was not very (28%) or not at all (38%) reasonable.

Figure 71: Satisfaction with Time It Is Taking to Receive Paycheque



Q61. Is the time it is taking to receive your paycheque...? Base: n=141; respondents who said they have not received their paycheque. [DK/NR: 2%].

There are no noteworthy subgroup differences to report.

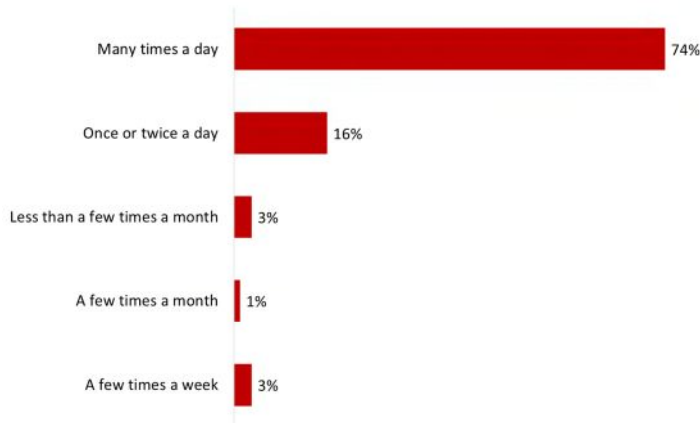
9. Use of Technology and Views on Introducing Electronic Methods

This section presents election officers' use of technology and views on introducing electronic methods for vote counting. The questions in this section were asked of all election officers (n=4,251).

Three-quarters use technology for personal purposes multiple times a day

Approximately three-quarters (74%) of election officers said they use a computer, tablet or smartphone for personal purposes multiple times a day, with an additional 16% doing so once or twice a day. Few use these technologies for personal purposes less frequently.

Figure 72: Use of Technology for Personal Purposes



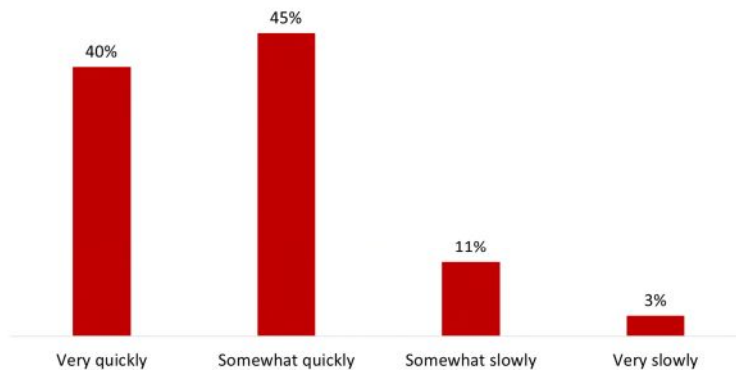
Q69. How often do you use a computer, tablet or smartphone for personal purposes? Base: n=4,251; all respondents. [DK/NR:2%].

Use of a computer, tablet or smartphone for personal purposes many times a day or once or twice a day was lowest among those aged 75 and older (78%) and highest among 16 to 34 year olds (99%).

Majority said they learn new technology quickly

A majority of election officers (85%) said that they learn new technology quickly, including 40% who claim to learn very quickly. In contrast, 14% said they learn new technology somewhat or very slowly.

Figure 73: Ability to Learn New Technology



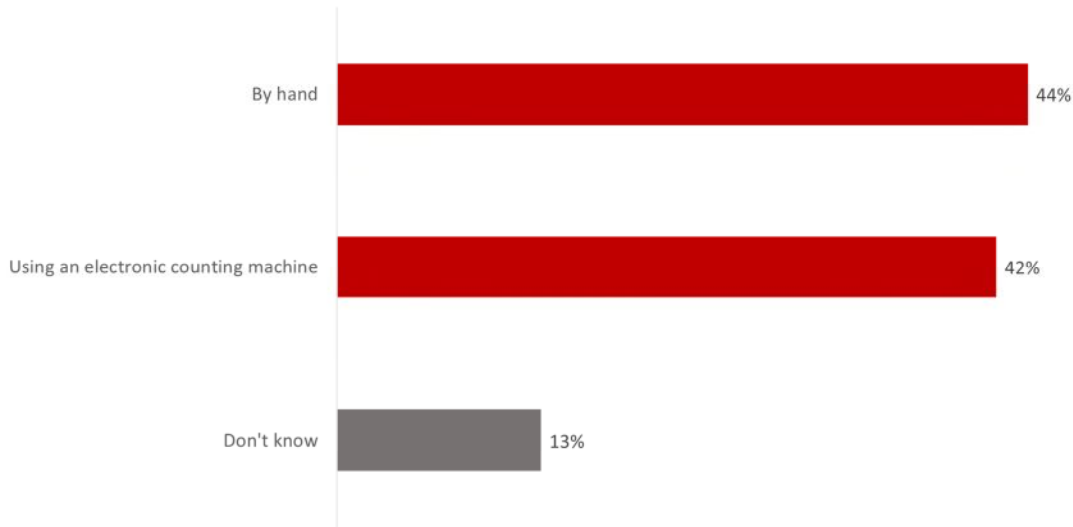
Q70. Generally speaking, how quickly do you learn to use new technology? Do you learn...? Base: n=4,251; all respondents. [DK/NR: 1%].

Respondents aged 75 and older were least likely to say they learn to use new technology quickly and those under 35 years of age were most likely to say this: 63% compared to 99% of 16 to 24 year olds and 97% of 25 to 34 year olds.

Election officers are split on preferred method of counting votes

Election officers are split on their preferred method of counting votes. Forty-four percent (44%) believe counting votes by hand is more accurate, while 42% believe doing so electronically is more accurate.

Figure 74: Preferred Method of Counting Votes



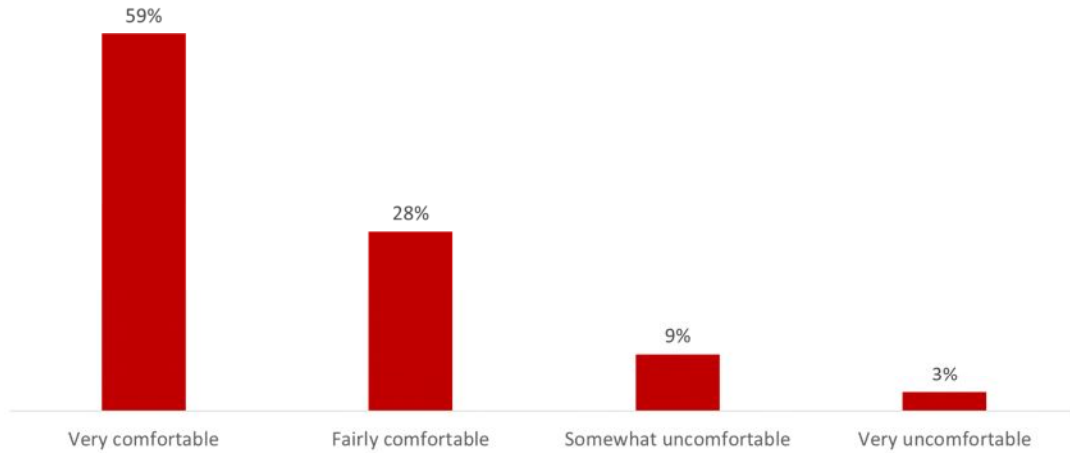
Q71. In your opinion, which is more accurate? Base: n=2,529; SPLIT SAMPLE: all respondents.
The following subgroup differences are noteworthy:

- The likelihood of saying that counting votes by hand is more accurate was higher among election officers in Quebec (58%) and Atlantic Canada (54%).
- Election officers in Ontario (51%) were the most likely to say that counting votes using an electronic counting machine is more accurate.
- Registration officers and central poll supervisors (49% each) were more likely than deputy returning officers (39%) to believe that electronic counting is more accurate.
- Election officers who worked at polling stations in First Nations communities were most likely to believe counting votes by hand is more accurate (67%).
- 16 to 24 year olds (49%) were more likely than 35 to 54 year olds (39%) to believe that electronic counting is more accurate.

Nearly nine in 10 would be comfortable working with electronic lists of electors

Nearly nine in 10 (86%)¹² election officers said they would be comfortable working with electronic lists of electors rather than paper lists; specifically, more than half (59%) would be very comfortable doing so and 28% would be fairly comfortable working with electronic lists. Few (12%) would be somewhat or very uncomfortable.

Figure 75: Level of Comfortability with Electronic Lists of Electors



Q72. How comfortable would you be working with electronic lists of electors, rather than paper lists? Base: n=2,391; SPLIT SAMPLE: all respondents. [DK/NR: 1%]

The following subgroups were more likely to have said they would be comfortable (fairly or very) working with electronic lists of electors:

- Election officers in Ontario (90%), as well as those in British Columbia (89%), compared to officers in Saskatchewan (78%), and officers in Ontario compared to their counterparts in Quebec (84%) and Atlantic Canada (83%).
- Central poll supervisors (91%), registration officers (89%), and deputy returning officers (87%) compared to information officers (80%).
- Election officers who worked at polling stations on student campuses (90%) and regular polling stations (87%) compared to those who worked at polling stations in First Nations communities (71%).

In addition, respondents aged 75 and older (69%) were least likely to say they would be comfortable working with electronic lists of electors, while 25 to 34 year olds (83%) were most likely to be very comfortable using such lists.

¹² The percentage of election officers who said they would be comfortable working with electronic lists of electors differs from Figure 75 due to rounding.

Appendix

1. Methodological Notes

Sample and Sampling

The sample for this survey was provided by Elections Canada. It was based on the EC's database of election officers who worked during the 43rd federal general election. The total number of unique records in the database was 224,985. A sampling frame was developed based on the proportions in the database. The sampling frame included oversamples for targeted subgroups of the population to ensure adequate sample sizes for analysis. The tables below present the target sample sizes by characteristics of the population.

Region	Population (N)	Proportional Sample Size (n)	Target Sample Size (n)
Alberta	23,038	410	410
British Columbia	27,670	492	492
Saskatchewan	7,631	136	136
Manitoba	8,550	152	152
Ontario	84,610	1,504	1,504
Quebec	54,068	961	961
Atlantic provinces	18,619	331	331
Territories	799	14	14
Total	224,985	4,000	4,000

Staff Position	Population (N)	Proportional Sample Size (n)	Target Sample Size (n)
Central Poll Supervisor	25,021	445	445
Deputy Returning Officer	77,117	1,371	1,320
Information Officer	26,786	476	475
Poll Clerk	74,990	1,333	1,305
Assistant/Recruitment Officer	926	16	100
Registration Officer	20,145	359	355
Total	224,985	4,000	4,000

Type of Poll	Population (N)	Proportional Sample Size (n)	Target Sample Size (n)
Advance Poll	29,835	530	400
Mobile Poll	3,939	70	400
Polling Day	190,285	3,400	3,200
Total	224,059	4,000	4,000

Type of Polling Station	Population (N)	Proportional Sample Size (n)	Target Sample Size (n)
First Nations community	2,181	39	200
Student campus	2,188	39	200
Seniors'/Long-term care facility	7,544	134	750
Regular polling station	213,072	3,788	2,850
Total	224,059	4,000	4,000

Pre-test

To pre-test the questionnaire, respondents were first administered the survey and then asked a series of short, follow-up questions. The debriefing following the survey provided an opportunity for respondents to offer feedback on the questionnaire. The follow-up questions were:

- What’s your overall impression of the survey ... was it clear and easy to understand? If not, why not?
- Did the survey appear to be well organized? If not, why not?
- Did any of the questions in the survey cause confusion? If so, which ones and why?
- Could any of the questions be worded more clearly? If so, which ones and why? Do you have any suggestions to improve the way the question(s) is/are asked?
- Do you have any other comments about the survey?

In total, 22 pre-test interviews were conducted by telephone. Respondents had the choice of participating in the official language of their choice. Twelve interviews were in completed in English on December 11th, 2019, and 10 were completed in French on December 12th, 2019. The pre-test interviews were digitally recorded and reviewed by Phoenix SPI team members and Elections Canada officials.

There were no significant problems in terms of design or respondents’ comprehension of the questions. As a result, only minor changes were made to the questionnaire and programming instructions.

Data Collection

All fieldwork was conducted using computer-assisted telephone interviewing technology.¹³ In total, a stratified random sample of 4,251 election officers was interviewed by telephone between December 14th, 2019 and January 12th, 2020. Based on a sample of this size, the overall results can be considered accurate to within $\pm 1.5\%$, 19 times out of 20. That margins of error for sub-samples discussed in the report are larger.

The following specifications applied:

- Interviews averaged 20 minutes in length.
- Seventy-six percent (76%) of the interviews were completed in English and 24% in French.
- All survey respondents were informed that their participation was voluntary, and that information collected was protected under the authority of the *Privacy Act*. They were also

¹³ The questionnaire was available for completion online as well; however, this mode was not used as part of the data collection. With the small population sub-samples, it was more effective and efficient to maintain telephone interviewing throughout the entire data collection period.

informed that *the anonymized database of all responses could be shared with researchers who collaborate with Elections Canada.*

- Calling was conducted at different times of the day and the week to maximize the opportunity to establish contact.
- Up to eight call-backs were attempted to reach potential respondents before a sample record was retired.
- Interviewers mentioned in their introduction that the study was sponsored by Elections Canada.
- The fieldwork started in English on December 14th, 2019, and in French on December 16th, 2019. There was no calling between December 23rd and 26th, 2019 and between December 31st, 2019, and January 2nd, 2020.

The data collection was conducted in accordance with the standards set out by industry associations as well as applicable federal legislation, including the *Personal Information Protection and Electronic Documents Act*, Canada’s private-sector privacy law.

Response Rate

The following table presents information about the final call dispositions for this survey and calculation of the response rate:

	Total
Total numbers attempted	17,927
Out of scope – Invalid	953
Unresolved (U)	10,130
No answer/answering machine	10,130
In scope – non-responding (IS)	2,491
Language barrier/illness/incapable	35
Selected respondent not available	34
Qualified respondent break-off/partial complete	35
Refusal (household)	1,072
Refusal (respondent)	1,315
In scope – responding units (R)	4,353
Completed interview	4,251
Terminate (quota filled)	0
Terminate (does not qualify)	102
Response rate	25.6%

The response rate formula is calculated as follows: $[R=R/(U+IS+R)]$. This means that the response rate is calculated as the number of responding units [R] divided by the number of unresolved [U] numbers plus in-scope [IS] non-responding households and individuals plus responding units [R].

Survey Weighting

The survey data were weighted to accurately reflect the distribution of election officers by region, type of position, type of poll and type of polling station. The table below shows the unweighted and weighted proportions for the variables used to create the weights:

Survey of Election Officers Following the 43rd Federal General Election

	Unweighted	Weighted
Alberta	433	424
British Columbia	528	527
Manitoba	181	167
Saskatchewan	156	151
Ontario	1,600	1,598
Quebec	980	1,023
Atlantic provinces	357	348
Territories	16	12
Central poll supervisor	483	473
Deputy returning officer	1,402	1,457
Information officer	461	506
Poll clerk	1,421	1,417
Recruitment officer	44	8
Assistant recruitment officer	57	10
Registration officer	383	381
Advance poll	471	643
Mobile poll	343	74
Polling day	3,336	3,516
Officer staff (non-poll staff)	101	17
First Nations community	152	41
Student campus	204	36
Seniors'/long-term care facility	723	148
Regular polling station	3,172	4,026

2. Survey Questionnaire

- A)** Hello, may I please speak with [INSERT NAME FROM SAMPLE]?
Yes, I'll get this person ... CONTINUE
Yes, it's me CONTINUE
No ... THANK/DISCONTINUE

INTERVIEWER NOTE: If in doubt, confirm whether respondent would like to be interviewed in English or French.

My name is _____, and I am calling on behalf of Elections Canada from Phoenix Strategic Perspectives. We are doing an important study about the federal election. You may have heard from your respective returning officer that Elections Canada would be contacting election officers to get a better understanding of their satisfaction with working in the election. Feedback from this survey is very valuable and will help us identify potential improvements for future elections.

- B)** Please be assured that I am not selling anything and that we are not inquiring about your political opinions. Your survey participation is voluntary, and your answers will be kept entirely confidential.

INTERVIEWER NOTES:

- [IF ASKED HOW WE GOT THEIR INFORMATION]: Elections Canada shared with PHOENIX the contact information solely as a part of this research. The information was extracted from Elections Canada's financial services system (ROPAY). 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.
- [IF ASKED 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 Alethea Woods, from Phoenix Strategic Perspectives, at 1-844-960-1700, ext. 223. Phoenix Strategic Perspectives is conducting this study with Advanis on behalf of Elections Canada.
- [IF ASKED ABOUT THE NATIONAL DO NOT CALL LIST]: Calls made for the purpose of market research, polls or surveys are not considered telemarketing calls. Organizations making these types of calls are not required to register with the National Do Not Call List. The National Do Not Call List toll-free telephone number is 1-866-580-3625.
- [IF ASKED ABOUT ELECTIONS CANADA]: The toll-free telephone number for Elections Canada is 1-800-463-6868. Their hours of operation are Monday to Friday, from 9:00 a.m. to 5:00 p.m. (Eastern Time).
- [IF 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 that 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: 1-800-282-1376
TTY: (819) 994-6591
Web: Go to www.priv.gc.ca and click "Report a concern"
- FOCUS ON RECENT FEDERAL ELECTION: The focus of this survey is on the most recent federal election, held on October 21, 2019. It is not on any other election. This should be reiterated to respondents, as needed (i.e., the focus is not on any previous elections the respondent may have worked in).
- SCALE INSTRUCTIONS: Response categories/instructions for some of the scale questions are repetitive. Adjust the frequency of repeating the instructions to ensure clarity but avoid boredom.

C) PHONE INTERVIEW: We are conducting a survey of individuals who worked as election officers in the last general election. The survey takes about 15 minutes to complete. Are you willing to take part? We can do it now or at a time more convenient for you.

- Yes, now.....PROCEED WITH SURVEY 1
- Yes, but call later....SPECIFY DATE/TIME 2
- REFUSE.....GO TO WEB REQUEST..... 3

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 strict condition that no personal information is ever distributed or made public.

D) [REFUSAL CONVERSION] WEB REQUEST: You may also complete this survey online. Do you have access to a computer, tablet or phone connected to the Internet at home or elsewhere that you could use to complete the survey?

- Yes.....CONTINUE 1
- No.....THANK/DISCONTINUE 2

IF YES: We would send you an email or text message with a link to the survey to complete when you have time. Are you willing to take part?

IF YES, ASK: Would you prefer a text message or an email?

- Yes, send SMS/text message to this mobile number RECORD NUMBER 1
- Yes, send me an email.....RECORD EMAIL..... 2
- REFUSED.....THANK/DISCONTINUE 3

SMS: What mobile phone number would you like us to send the survey link to?

EMAIL: Could you please confirm your email address for me?

ENDSMS: Thank you for agreeing to participate. We will send you a text message with the survey link shortly.

ENDEMAIL: Thank you for agreeing to participate. We will send you an email with the survey link shortly.

SECTION 1: GENERAL

ALL ELECTION OFFICERS

Let's begin with a general question:

1. How did you become aware of the opportunity to work at the 2019 federal election?

[PHONE] (DO NOT READ. RECORD ALL MENTIONS. DO NOT PROBE)

[WEB] (SELECT ALL THAT APPLY; ROTATE OPTIONS)

PRE-CODED RESPONSES

01. Elections Canada brochure/leaflet
02. Radio
03. Television
04. Newspaper
05. Elections Canada website
06. Word of mouth (friends, relatives, colleagues)
07. Facebook
08. Twitter
09. YouTube
10. Other social media (other than Facebook, Twitter, YouTube)
11. Other Internet website (other than Elections Canada website)
12. Candidates and political parties
13. Worked in a previous election
97. Other. Please specify: [TEXT]
98. Don't know
99. Prefer not to say

2. (ONLY ASK IF STAFFING POSITION IN DATABASE = 01–05: CPS, IO, REGO, DRO, PC) Some people were unable or decided not to show up for all of their scheduled shifts for a variety of reasons. Which of the following describes you? [READ ALL]

01. I was **absent for at least one** of my scheduled shifts
02. I was **absent for all** my scheduled shifts (ASK Q3,Q6,Q7,Q8b AND THEN GO TO Q69)
03. I was **present for all** my scheduled shifts
04. (DO NOT READ) Don't know
05. (DO NOT READ) Prefer not to say

3. (IF Q.2 = 1 OR 2) What was the reason you were absent for (IF Q.2 = 1 "one/some of") (if Q.2 = 2 "all of") your shift(s)?

[PHONE] (DO NOT READ. RECORD ALL MENTIONS. DO NOT PROBE)

[WEB] (SELECT ALL THAT APPLY; ROTATE OPTIONS)

PRE-CODED RESPONSES

01. Physical illness (cough, cold, flu)
02. Mental illness (stress, anxiety, depression)
03. Musculoskeletal injury (back, neck, hip problems)
04. Family emergency
05. Transportation issues (car trouble, accident, flat tire, traffic, lack of public transit)
06. Low salary
07. Found the job too complicated
08. Found the training too complicated
09. Didn't understand the commitment of the job
10. Conflict with regular job/school
11. Fatigue after advanced polls
12. Harassment in the workplace

13. Did not know where I was supposed to go
97. Other: [TEXT] ____
98. Don't know
99. Prefer not to say

- 4. (ONLY ASK IF STAFFING POSITION IN DATABASE = 01–05: CPS, IO, REGO, DRO, PC) Which type of polling station did you work at:**
[READ LIST; ACCEPT MULTIPLE RESPONSES, BUT DO NOT ACCEPT 02 AND 03 TOGETHER. ASK FOR CLARIFICATION AND CODE AS 03 IF BOTH 02 AND 03]

01. Advance poll
02. Polling day
03. Mobile poll (on polling day)
04. [DO NOT READ] I did the training, but did not work at the polling stations [ASK Q6,Q7 AND THEN GO TO Q69; ALSO ASK Q8b if Q2 = 01, 03 or 04 BEFORE GOING TO Q69]
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

INTERVIEWER NOTE: Mobile poll refers to any poll that takes place on polling day where election workers travel between two or more locations to serve electors who are unable to travel to their ordinary polling place.

- 5. As a/an (INSERT ACCORDINGLY – USE FULL LABEL BELOW: CPS, IO, REGO, DRO, PC, RECO, ARECO), how would you rate your overall level of satisfaction with the way the last federal election went (CPS, IO, REGO, DRO, PC: at your polling place)? Are you ...? [READ LIST]**

01. Very satisfied
02. Somewhat satisfied
03. Not very satisfied
04. Not at all satisfied
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

- CPS = Central poll supervisor
- IO = Information officer
- REGO = Registration officer
- DRO = Deputy returning officer
- PC = Poll clerk
- RECO = Recruitment officer
- ARECO = Assistant recruitment officer

SECTION 2: TRAINING

ALL ELECTION OFFICERS

- 6. As you know, all election officers receive training. How satisfied were you with the training session? Were you ...? [READ ALL]**

01. Very satisfied
02. Somewhat satisfied
03. Not very satisfied
04. Not at all satisfied
05. [DO NOT READ] I did not receive training
98. [DO NOT READ] Don't know

99. [DO NOT READ] Prefer not to say

- 7. (If Q.6 = 03 or 04) What aspects of the training were you not satisfied with?**
[PHONE] (DO NOT READ) (RECORD UP TO THREE MENTIONS – DO NOT PROBE)
[WEB] (OPEN QUESTION)

PRE-CODED RESPONSES

01. Quality of training
02. Length of time (too short)
03. Length of time (too long)
04. Not enough information
05. Too much information
06. Staff/trainers
07. Videos
08. Not enough hands-on/practical training
09. Information was not clear
10. The information was too complex
11. Location/venue
97. Other. Please specify: [TEXT]
98. Don't know
99. Prefer not to say

- 8a) (IF Q.2 = 01, 03, 05) Generally speaking, how well did the training prepare you to undertake your tasks during the last federal election? Would you say you were ...? [READ LIST]**

01. Very well prepared
02. Somewhat well prepared
03. Not very well prepared
04. Not well prepared at all
05. [DO NOT READ] Worked on an election before, learned from past experience
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

- 8b) (IF Q.2 = 02) Generally speaking, how well prepared did you feel after the training?**

01. Very well prepared
02. Somewhat well prepared
03. Not very well prepared
04. Not well prepared at all
05. [DO NOT READ] Worked on an election before, learned from past experience
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

SECTION 3: RECRUITMENT

(RECRUITMENT OFFICERS AND ASSISTANT RECRUITMENT OFFICERS ONLY)

SKIP SECTION 3 UNLESS STAFFING POSITION IN DATABASE = 06 (RECO) OR 07 (ARECO)

9. [PHONE] Was the process of recruiting individuals to work at advance polls very easy, somewhat easy, somewhat difficult or very difficult?
[WEB] How easy or difficult was the process of recruiting individuals for advance polls?
[DO NOT READ]

- 01. Very easy
- 02. Somewhat easy
- 03. Somewhat difficult
- 04. Very difficult
- 98. Don't know
- 99. Prefer not to say

10. [PHONE] Was the process of recruiting individuals to work at polling stations on election day very easy, somewhat easy, somewhat difficult or very difficult?
[WEB] How easy or difficult was the process of recruiting individuals for polling day? [DO NOT READ]

- 01. Very easy
- 02. Somewhat easy
- 03. Somewhat difficult
- 04. Very difficult
- 98. Don't know
- 99. Prefer not to say

11. When you contacted individuals to offer them a position to work at a polling station, what were the reasons given for individuals who were no longer interested?

[PHONE] (DO NOT READ; ACCEPT MULTIPLE RESPONSES)

[WEB] (OPEN QUESTION)

PRE-CODED RESPONSES

- 01. Did not understand the commitment or responsibility
- 02. Conflicts with day job/school
- 03. Number of hours required was more than expected
- 04. Issues with pay
- 05. Job surfing in single or multiple EDs
- 06. [EXCLUSIVE] Does not apply; no one recruited; declined the offer
- 97. Other. Please specify: [TEXT]

12. Did you need to backfill positions due to poll staff not showing up for their shifts?

- 01. Yes
- 02. No
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Refusal

13. How satisfied were you with the Recruitment Management System (RMS)? Were you ...?

[READ ALL]

[PHONE] [IF ASKED] The Recruitment Management System was designed to support the activities of recruitment officers by allowing them to select web applicants for an election

officer's position.

[WEB: use a mouse-over/hyperlink]

- 01. Very satisfied
- 02. Somewhat satisfied
- 03. Not very satisfied
- 04. Not at all satisfied
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

14. (If Q.13 = 03 or 04) Why were you not satisfied with the Recruitment Management System?

[PHONE] (DO NOT READ. RECORD UP TO THREE MENTIONS – DO NOT PROBE)

[WEB] (OPEN QUESTION)

PRE-CODED RESPONSES

- 01. Limited functionality
- 02. Layout and design
- 03. Ease of use and navigation
- 04. Not compatible with my mobile device
- 05. Accuracy of information
- 06. Customer support
- 07. Speed/performance
- 08. Other. Please specify: [TEXT]
- 98. Don't know
- 99. Prefer not to say

15. Did you receive from any candidates' lists of names of individuals available to work at the polls? [DO NOT READ]

- 01. Yes
- 02. No
- 98. Don't know
- 99. Prefer not to say

16. (If Q.15 = 01) How complete were these lists? Would you say they ...? [READ ALL]

- 01. contained a sufficient number of suitable individuals to fill positions in your electoral district,
- 02. contained more than a sufficient number of suitable individuals, or
- 03. not enough suitable individuals?
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

17. Did you use the services of either of the following to fill positions at the polls in your electoral district? [READ ITEMS]

- a. Regional media advisors
- b. Community relations officers

- 01. Yes
- 02. No
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

18. (If Q.17a and/or Q17b = 01) How satisfied were you with the services obtained from the <Q17a: regional media advisors/Q17b: community relations officers>? Were you ...?
[READ ALL]

- 01. Very satisfied
- 02. Somewhat satisfied
- 03. Not very satisfied
- 04. Not at all satisfied
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

19. Did you use the Field Support Network (FSN)? [DO NOT READ]
[PHONE] [IF ASKED] The Field Support Network is a call centre dedicated to helping field staff. Recruitment officers could reach agents dedicated specifically to supporting them.
[WEB: use a mouse-over/hyperlink]

- 01. Yes
- 02. No
- 98. Don't know
- 99. Prefer not to say

20. (If Q.19 = 01) How satisfied were you with the Field Support Network? Were you ...?
[READ ALL]

- 01. Very satisfied
- 02. Somewhat satisfied
- 03. Not very satisfied
- 04. Not at all satisfied
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

21. Did you need to hire poll staff who were bilingual or who spoke the minority official language in your electoral district? [DO NOT READ]

- 01. Yes
- 02. No
- 98. Don't know
- 99. Prefer not to say

22. (IF Q.21 = 01) Did you experience difficulties hiring poll staff who were either bilingual or spoke the minority official language in your riding? [DO NOT READ]

- 01. Yes
- 02. No
- 98. Don't know
- 99. Prefer not to say

23. (If Q.22 = 01) What type of difficulties did you experience?
[PHONE] (DO NOT READ. RECORD UP TO THREE MENTIONS – DO NOT PROBE)
[WEB] (OPEN QUESTION)

PRE-CODED RESPONSES

- 01. Not enough time to find individuals who speak the second official language
- 02. Unable to find interested/competent individuals who speak the second official language
- 03. Unable to find competent individuals who speak the second official language

- 04. Some interested/available individuals were not eligible
- 97. Other. Please specify: [TEXT]
- 98. Don't know
- 99. Prefer not to say

24. Did you need to provide accommodations for a candidate experiencing mental or physical barriers to be able to participate in the interview or the training? [DO NOT READ]

- 01. Yes
- 02. No
- 98. Don't know
- 99. Prefer not to say

25. (If Q.24 = 01) What type of accommodations did you provide? [OPEN-END]
[VERBATIM RESPONSE]

- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

SECTION 4: ELECTION MATERIALS

ALL POLL STAFF; DO NOT ASK ARECO AND RECO.

26. Overall, how satisfied were you with the election materials that were provided to you? Were you ...? [READ ALL]

[PHONE] [IF ASKED] Election materials are items such as posters, signs, guidebook, instructions for closing the polls, ballots, etc.
[WEB: use a mouse-over/hyperlink]

- 01. Very satisfied
- 02. Somewhat satisfied
- 03. Not very satisfied
- 04. Not at all satisfied
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

27. (If Q.26 = 03 or 04) Could you tell us which materials you were not satisfied with?

[PHONE] (DO NOT READ, RECORD ALL MENTIONS, ROTATE OPTIONS)

[WEB] (SELECT ALL THAT APPLY; ROTATE OPTIONS)

PRE-CODED RESPONSES

- 01. Posters
- 02. Signs
- 03. Guidebook
- 04. Instructions for closing the polls
- 05. List of electors
- 06. Bingo sheets (*Statement of electors who voted on polling day*)
- 07. Ballots/counterfoils
- 97. Other. Please specify: [TEXT]
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

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

- 01. Very useful
- 02. Somewhat useful
- 03. Not very useful
- 04. Not at all useful
- 05. [DO NOT READ] Do not recall being provided the guidebook
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

29. How easy or difficult was it to complete the various forms that you were provided? Was it ... [READ ALL]

[PHONE] [IF ASKED] Forms are documents such as registration forms, statement of electors who voted on polling day (commonly known as bingo sheets), special procedure forms, etc.
[WEB: use a mouse-over/hyperlink]

- 01. Very easy
- 02. Somewhat easy
- 03. Somewhat difficult
- 04. Very difficult
- 05. [DO NOT READ] I didn't fill out any forms
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

30. (If Q.29 = 03 or 04) Which forms were not easy to use?

[PHONE] (DO NOT READ, ROTATE OPTIONS. DO NOT PROBE)
[WEB] (SELECT ALL THAT APPLY; ROTATE OPTIONS)

PRE-CODED RESPONSES

- 01. Bingo sheets (*Statement of electors who voted on polling day*)
- 02. Registration forms
- 03. Special procedure forms
- 04. Events log
- 05. (ONLY SHOW/ACCEPT IF STAFFING POSITION (IN DATABASE) = 05 (PC) Tally sheet
- 06. Other. Please specify: [TEXT]
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

SECTION 5: POLLING PROCEEDINGS

POLL STAFF ONLY

SKIP SECTION 5 UNLESS STAFFING POSITION IN DATABASE = 01–05: CPS, IO, REGO, DRO, PC

31. Would you say that the building where you worked was suitable for holding an election? [DO NOT READ]

- 01. Yes
- 02. No
- 98. Don't know
- 99. Prefer not to say

32. (If Q.31 = 02) Why do you say that?

[PHONE] (DO NOT READ, RECORD UP TO THREE MENTIONS – DO NOT PROBE)

[WEB] (OPEN QUESTION)

PRE-CODED RESPONSES

01. Room was too small
02. Not accessible for people with disabilities
03. Room was too cold
04. Not enough parking
05. Unsafe location
06. Poorly secured building to protect election materials
07. Other. Please specify: [TEXT]
98. Don't know
99. Prefer not to say

33. (ONLY ASK IF STAFFING POSITION IN DATABASE = 01–03: CPS, REGO, DRO) How easy or difficult was it to register electors? Was it ...? [READ ALL]

01. Very easy
02. Somewhat easy
03. Somewhat difficult
04. Very difficult
97. [DO NOT READ] (ONLY SHOW/ACCEPT IF STAFFING POSITION IN DATABASE = 03: DRO) Did not have to deal with the registration of electors
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

34. (ONLY ASK IF STAFFING POSITION IN DATABASE = 01–03 OR 05: CPS, REGO, DRO, PC) How easy or difficult was it to deal with exceptional cases, for example: completing various certificates or administering oaths? [READ ALL]

01. Very easy
02. Somewhat easy
03. Somewhat difficult
04. Very difficult
97. [DO NOT READ] (ONLY SHOW/ACCEPT IF STAFFING POSITION IN DATABASE = 03: DRO) I did not have to deal with exceptional cases
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

35. (If Q34 = 03 or 04) Why do you say that?

[PHONE](DO NOT READ. RECORD UP TO THREE MENTIONS)

[WEB] (OPEN QUESTION)

PRE-CODED RESPONSES

01. Not well prepared/trained
02. Lack of or missing tools or forms
03. Too complex
04. Too many forms
05. Too difficult to use the forms
06. Electors didn't understand or were reluctant
07. Other. Please specify: [TEXT]
98. Don't know
99. Prefer not to say

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

- 01. Very smoothly
- 02. Somewhat smoothly
- 03. Not very smoothly
- 04. Not at all smoothly
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

37. (If Q36 = 03 or 04) Why do you say that?

[PHONE] (DO NOT READ. RECORD UP TO THREE MENTIONS)

[WEB] (OPEN QUESTION)

PRE-CODED RESPONSES

- 01. Long lineups/too much waiting/took too long
- 02. Disorganized/confusion
- 03. Too many voters/crowded
- 04. Not enough space
- 05. Staff not prepared for work
- 06. Needed more staff/help
- 07. Staff did not show up for work
- 08. Issues with paperwork
- 09. Issues accommodating electors with disabilities
- 10. Other. Please specify: [TEXT]
- 98. Don't know
- 99. Prefer not to say

38. How often did your polling station experience any of the following? [READ FIRST ITEM] Did this happen ... [READ SCALE]? How about [READ NEXT ITEM]? [DO NOT REPEAT SCALE UNLESS NEEDED]

- a) [SPLIT SAMPLE: ask 50% of respondents] Individuals taking photos of ballot/polling station/inside the polling location
- b) (ONLY ASK IF STAFFING POSITION IN DATABASE = 03: REGO, 04: DRO OR 05: PC) Individuals asking to vote, whose identity you were suspicious about
- c) (ONLY ASK IF STAFFING POSITION IN DATABASE = 01: CPS OR 03: REGO) Individuals asking to vote who were not on the list of electors and unable to be registered at the polling station for whatever reason
- d) [SPLIT SAMPLE: ask 50% of respondents] Suspected cases of electoral fraud

- 01. Never
- 02. Rarely
- 03. Sometimes
- 04. Often
- 05. Very often
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

39. [PHONE] Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that voting booths provided voters with enough privacy to vote?

[WEB] How strongly do you agree or disagree that voting booths provided voters with enough privacy to vote? [SHOW ONLINE]

- 01. Strongly agree
- 02. Somewhat agree
- 03. Somewhat disagree
- 04. Strongly disagree
- 98. Don't know
- 99. Prefer not to say

[50/50 SPLIT SAMPLE Q40 and Q41]

40. How well did the training prepare you to provide services to electors with disabilities? Would you say that you were ...? [READ ALL]

- 01. Very well prepared
- 02. Somewhat well prepared
- 03. Not very well prepared
- 04. Not at all prepared
- 97. [DO NOT READ] **(ONLY SHOW/ACCEPT IF STAFFING POSITION IN DATABASE = 03: DRO)**
I did not have to provide services to electors with disabilities **(Go to Q.44)**
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

41. Were the tools and services for electors with disabilities at your polling place suitable? [DO NOT READ]

- 01. Yes
- 02. No
- 97. **(ONLY SHOW/ACCEPT IF STAFFING POSITION IN DATABASE = 03: DRO)** I did not have to provide services to any electors with disabilities
- 98. Don't know
- 99. Prefer not to say

42. Did you notice any electors with disabilities having difficulties completing their ballot? [DO NOT READ]

- 01. Yes
- 02. No
- 98. Don't know
- 99. Prefer not to say

43. (If Q.42 = 01) How often did you notice electors with disabilities having difficulties completing their ballot? [READ ALL]

- 01. Rarely
- 02. Sometimes
- 03. Often
- 04. Very often
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

44. Did you encounter any difficulties in providing services to electors in the official language, English or French, of their choice? [DO NOT READ]

- 01. Yes

- 02. No
- 98. Don't know
- 99. Prefer not to say

45. Did you notice any issues with candidates' representatives performing their duties?
[DO NOT READ]

- 01. Yes
- 02. No
- 98. Don't know
- 99. Prefer not to say

46. (If Q.45 = 01) Could you tell us the nature of the issues with candidates' representatives?
[PHONE] (DO NOT READ. RECORD UP TO 3 MENTIONS)
[WEB] (OPEN QUESTION)

PRE-CODED RESPONSES

- 01. Interfered with the voting process
- 02. Handled an elector's identification
- 03. Displayed partisan symbols or materials inside or near a polling place
- 04. Took photographs or made audio or video recordings at the polling station
- 05. Sat at the same table as the DRO and PC or REGO
- 06. Handled ballots during the count
- 07. Were inconsiderate, ill-mannered or inattentive
- 08. Seemed not prepared or did not know how to do the job
- 97. Other. Please specify: [TEXT]
- 98. Don't know
- 99. Prefer not to say

47. Overall, how strongly do you agree or disagree that the voting process went smoothly at your polling location? [READ ALL]

- 01. Strongly agree
- 02. Somewhat agree
- 03. Somewhat disagree
- 04. Strongly disagree
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

SECTION 6: IDENTIFICATION REQUIREMENTS

POLL STAFF ONLY

SKIP SECTION 6 UNLESS STAFFING POSITION IN DATABASE = 01-05; CPS, IO, REGO, DRO, PC

[PHONE] I'd now like to ask you some questions specifically on electors' identification at the polls.

[WEB] These next questions are about electors' identification at the polls.

[50/50 SPLIT SAMPLE Q48 and Q50]

48. Overall, how well did the identification of electors proceed at your polling location? Would you say it went ...? [READ ALL]

- 01. Very well
- 02. Somewhat well
- 03. Not very well
- 04. Not well at all
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

49. (ASK IF STAFFING POSITION IN DATABASE = 03/REGO OR 04/DRO) How well prepared were you to apply the voter identification requirements? [READ ALL]

- 01. Very well prepared
- 02. Somewhat well prepared
- 03. Not very well prepared
- 04. Not at all prepared
- 97. [DO NOT READ] Did not have to deal with any identification requirements for voters
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

50. How well prepared did electors seem to meet the voter identification requirements? Would you say that they were ...? [READ ALL]

- 01. Very well prepared
- 02. Somewhat well prepared
- 03. Not very well prepared
- 04. Not at all prepared
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

51. (ASK IF STAFFING POSITION IN DATABASE = 02: IO OR 03: REGO OR 04: DRO OR 05: PC) Did you notice electors having any difficulties proving:

- a) their addresses?
- b) their identities?

- 01. Yes
- 02. No
- 98. Don't know
- 99. Prefer not to say

52. (If Q.51a and/or Q.51b = 01) Could you briefly describe the difficulties electors had providing their address or identity?

[PHONE] (DO NOT READ. RECORD UP TO THREE MENTIONS)

[WEB] (OPEN QUESTION)

PRE-CODED REPOSSES

01. Improper ID/inability to satisfy the ID requirements
02. Improper proof of address
03. Address did not match the list of electors
04. Identity did not match the name on the list of electors
05. Elector was not on the list of electors
06. Electors were turned away from registering/voting because they did not have proper ID
97. Other. Please specify: [TEXT]
98. Don't know
99. Prefer not to say

53. (ASK IF STAFFING POSITION IN DATABASE = 03: REGO OR 04: DRO) SPLIT SAMPLE: 50% GET Q53A and 50% GET Q53B

A. On a scale of 1 to 10, where 1 means there were no difficulties and 10 means there were many difficulties, would you say that completing the required procedures at the polls was a source of delay for the voting process?

01. 1 – No difficulties
02. 2
03. 3
04. 4
05. 5
06. 6
07. 7
08. 8
09. 9
10. 10 – Many difficulties
98. Don't know
99. Prefer not to say

B. How often, if at all, did completing the required procedures at the polls cause a delay in the voting process? [READ ALL]

01. Never
02. Rarely
03. Sometimes
04. Often
05. Very often
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

[50/50 SPLIT SAMPLE Q54 and Q55]

54. Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree that the voter information card facilitated the identification of electors? [SHOW ONLINE]

01. Strongly agree
02. Somewhat agree

- 03. Somewhat disagree
- 04. Strongly disagree
- 98. Don't know
- 99. Prefer not to say

55. (ASK IF STAFFING POSITION IN DATABASE = 01–05: CPS, IO, REGO, DRO, PC) How often, if at all, did you witness an elector's identity being challenged by a candidate or a candidate's representative?

- 01. Never
- 02. Rarely
- 03. Sometimes
- 04. Often
- 05. Very often
- 98. Don't know
- 99. Prefer not to say

SECTION 7: WORKING IN THE 43rd GENERAL ELECTION

ALL ELECTION OFFICERS

**56. Thinking about your experience during the 2019 federal election, do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements:
[READ ITEM]**

- a) Election instructions are too complex to understand quickly and easily
- b) **(ASK IF STAFFING POSITION IN DATABASE = 01–05: CPS, IO, REGO, DRO, PC)** The poll workers in my polling station worked well together
- c) **(ASK IF STAFFING POSITION IN DATABASE = 01, 02, 04, 05: CPS, IO, DRO, PC)** There were problems setting up the polling station
- d) **(ASK IF STAFFING POSITION IN DATABASE = 01, 02, 04, 05: CPS, IO, DRO, PC)** There were problems closing the polling station
- e) **(ASK IF STAFFING POSITION IN DATABASE = 06 OR 07: RECO, ARECO)** There were problems staffing polling stations on advance polling days
- f) **(ASK IF STAFFING POSITION IN DATABASE = 06 OR 07: RECO, ARECO)** There were problems staffing polling stations on polling day

[SHOW ONLINE]

- 01. Strongly agree
- 02. Somewhat agree
- 03. Somewhat disagree
- 04. Strongly disagree
- 98. Don't know
- 99. Prefer not to say

57. (If Q.56c or Q.56d = 01 or 02) Why did you say there were problems opening and/or closing the polling station?

[PHONE] (DO NOT READ. RECORD UP TO THREE MENTIONS)

[WEB] (OPEN QUESTION)

PRE-CODED RESPONSES

- 01. Problems with vote counting

- 02. Interference by candidates' representatives
- 03. Instructions not clear
- 04. Missing instructions to close the poll
- 05. Missing seals
- 06. Missing envelopes
- 07. Missing handbook
- 08. Not enough assistance from colleagues
- 97. Other. Please specify: [TEXT]
- 98. Don't know
- 99. Prefer not to say

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

- 01. Very satisfied
- 02. Somewhat satisfied
- 03. Not very satisfied
- 04. Not at all satisfied
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

**59. Have you received your paycheque for the time you worked during the election?
[DO NOT READ]**

- 01. Yes
- 02. No
- 98. Don't know
- 99. Prefer not to say

60. (If Q.59 = 01) Was the time it took to receive your paycheque ...? [READ ALL]

- 01. Very reasonable
- 02. Fairly reasonable
- 03. Not very reasonable
- 04. Not at all reasonable
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

61. (IF Q.59 = 02) Is the time it is taking to receive your paycheque ...?

- 01. Very reasonable
- 02. Fairly reasonable
- 03. Not very reasonable
- 04. Not at all reasonable
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

62. Overall, would you say that the working conditions you experienced were ...? [READ ALL]

- 01. Very good
- 02. Fairly good
- 03. Not very good
- 04. Not at all good
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

63. (If Q.62 = 03 or 04) Why do you say that?

[PHONE] (DO NOT READ. RECORD UP TO THREE MENTIONS)

[WEB] (OPEN QUESTION)

PRE-CODED RESPONSES

01. Number of hours of work
02. Place of work
03. Lack of breaks
04. Tools
05. Complexity of tools
06. Complexity of unique cases
97. Other. Please specify: [TEXT]
98. Don't know
99. Prefer not to say

64. While you were working, were any fellow poll staff absent for part or all of their shifts?

01. Yes
02. No
98. Don't know
99. Prefer not to say

65. (IF Q.64 = 01) Would you say that this had no impact, a minor impact, a moderate impact or a major impact on your work?

01. No impact
02. Minor Impact
03. Moderate impact
04. Major impact
98. Don't know
99. Prefer not to say

66. What would be the first thing you would change, if anything, to make it easier for you to do your work (ASK IF STAFFING POSITION IN DATABASE = 01–05: “at the polling place” OR = 06–07: “as a recruitment officer”)?

[PHONE] (DO NOT READ. RECORD 1 MENTION ONLY)

[WEB] (OPEN QUESTION.)

PRE-CODED RESPONSES

01. Better training
02. More breaks
03. Less paperwork
04. Shorter shifts
05. More technology
97. Other. Please specify: [TEXT]
98. Do not know
99. Refusal

[PHONE] Now I will ask you some questions about harassment in the workplace.

[WEB] These next questions are about harassment in the workplace.

Harassment includes act(s), comment(s) or display(s) that demean, belittle, offend, or cause personal embarrassment, and any act of intimidation or threat. Harassment can be a series of incidents or one severe incident that has a lasting impact on an individual.

67. Did you experience harassment while working during the election? [DO NOT READ]

- 01. Yes
- 02. No
- 98. Don't know
- 99. Prefer not to say

68. (If Q.67 = 01) From whom did you experience harassment while working during the election? [PHONE] We're not looking for you to identify the person(s) by name. Elections Canada just wants to understand the type of individuals who harassed you. Please be assured that your anonymity and the confidentiality of your responses are protected. [DO NOT READ; ACCEPT MULTIPLE RESPONSES] [WEB: ROTATE OPTIONS]

- 01. Co-workers
- 02. Superiors
- 03. Individuals working for me
- 04. Candidates or their representative
- 05. Electors
- 06. Media members
- 97. Other. Please specify: [TEXT]
- 98. Don't know
- 99. Prefer not to say

SECTION 8: PERSONAL USE OF TECHNOLOGY

69. How often do you use a computer, tablet or smartphone for personal purposes? [READ ALL]

- 01. Many times a day
- 02. Once or twice a day
- 03. A few times a week
- 04. A few times a month
- 05. Less than a few times a month
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

70. Generally speaking, how quickly do you learn to use new technology? Do you learn ...? [READ ALL]

- 01. Very quickly
- 02. Somewhat quickly
- 03. Somewhat slowly
- 04. Very slowly
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

[50/50 SPLIT SAMPLE Q71 and Q72]

71. In your opinion, which is more accurate? (READ ALL. ROTATE)

- 01. Counting votes by hand
- 02. Counting votes using an electronic counting machine
- 98. [DO NOT READ] Don't know

99. [DO NOT READ] Prefer not to say

72. How comfortable would you be working with electronic lists of electors, rather than paper lists? [READ ALL]

- 01. Very comfortable
- 02. Fairly comfortable
- 03. Somewhat uncomfortable
- 04. Very uncomfortable
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

SECTION 9: SOCIO-DEMOGRAPHICS

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

[WEB] These last few questions are about you. Your answers will be used solely for statistical purposes, and participation in this study is completely confidential.

73. Have you ever worked as an election officer in a provincial election? [DO NOT READ]

- 01. Yes (Accept a referendum if mentioned)
- 02. No
- 98. Don't know
- 99. Prefer not to say

74. What is your gender? [READ ALL]

- 01. Female
- 02. Male
- 97. Other. Please specify: [TEXT]
- 99 [DO NOT READ] Prefer not to say

75. What is your year of birth?

- Record year of birth: _____
- 98. Don't know
 - 99. Prefer not to say

76. What best describes your current employment status? [READ ALL; STOP WHEN RESPONDENT PROVIDES AN ANSWER]

- 01. Employed full-time (35 or more hours per week)
- 02. Employed part-time (less than 35 hours per week)
- 03. Self-employed full-time (35 or more hours per week)
- 04. Self-employed part-time (less than 35 hours per week)
- 05. Retired
- 06. A full-time student
- 07. A part-time student
- 08. Unemployed, but looking for work (includes seasonal leave)
- 09. Permanently unable to work (e.g. long-term disability)

10. Temporarily not working (e.g. due to illness, parental leave, short-term disability, vacation or labour dispute)
11. A homemaker or caregiver
97. Other [specify]
99. Prefer not to answer

77. What is the highest level of education that you have reached? [DO NOT READ]

01. Some elementary
02. Completed elementary
03. Some high school
04. Completed high school
05. Some community college/vocational/trade school/commercial/CEGEP
06. Completed community college/vocational/trade school/ commercial/CEGEP
07. Some university (No degree or diploma obtained)
08. Completed university (Diploma or bachelor degree)
09. Post-graduate university/professional school (Master's, PhD or any professional degree)
97. Other. Please specify: [TEXT]
98. Don't know
99. Prefer not to say

Elections Canada wants to ensure that its workplaces are accessible to all its employees, including people who have difficulty doing some tasks or daily activities.

Q78/Q79: [Split sample. 50% get Q78 then Q79, and 50% get Q79 and then Q78. ADD FLAG VARIABLE TO NOTE ORDER]

78. Do you identify as having a disability?

01. Yes
02. No
99. Prefer not to say

79. Would you please indicate whether you have any of the following conditions?

[PHONE] (READ ALL, RECORD ALL MENTIONS, ROTATE OPTIONS)

[WEB] (SELECT ALL THAT APPLY; ROTATE OPTIONS)

01. Blind or visual impairment
02. Impaired coordination or dexterity
03. Deaf or hard of hearing
04. Impaired mobility
05. Speech impairment
06. Development or intellectual disability
07. Emotional/psychological/mental health condition
08. Chronic pain
97. Other. Please specify: [TEXT]
09. [DO NOT READ] None of the above
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

80. What was the total annual income of all members of your household combined, before taxes, in 2018? [READ ALL]

01. Under \$30,000
02. \$30,000 to just under \$60,000

- 03. \$60,000 to just under \$90,000
- 04. \$90,000 to just under \$110,000
- 05. \$110,000 to just under \$150,000
- 06. \$150,000 and above
- 98. [DO NOT READ] Don't know
- 99. [DO NOT READ] Prefer not to say

81. What language do you speak most often at home?

- 01. English
- 02. French
- 97. Other. Please specify: [TEXT]
- 99. [DO NOT READ] Prefer not to say

82. Were you born in Canada?

- 01. Yes
- 02. No
- 99. [DO NOT READ] Prefer not to say

83. (If Q.82 = 02) In what year did you become a citizen of Canada?

- 01. [DO NOT READ] I was born a Canadian citizen, but outside of the country
- 97. (Please specify year): [NUMBER]
- 98. Don't know/Don't remember
- 99. [DO NOT READ] Prefer not to say

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

DO NOT READ. IF MULTIPLE ETHNIC ORIGINS OFFERED, ASK FOR PRIMARY, BUT ACCEPT VISIBLE MINORITY FIRST OVER WHITE/CAUCASIAN. USE 97 FOR MIXED/MULTIPLE ETHNICITIES AND JEWISH.

Group	Includes
01. White / Caucasian	English-Canadian, French-Canadian and non-visible minority (includes English, Irish, Scottish, German, French, Italian)
02. Chinese	Chinese, Hongkongese, Taiwanese
03. East Asian	Japanese, Korean
04. South Asian/East Indian	Bangladeshi, Bengali, Bruneian, Gujarati, East Indian, Indo Pakistani, Mauritian, Mayotte, Mongolian, Pakistani, Punjabi, Singhalese, Sri Lankan, Tamil
05. South East Asian	Vietnamese, Cambodian, Malaysian, Laotian, Indonesian, Singaporean, Burmese, Kampuchean, Thai
06. Filipino	
07. Black (Africa, Caribbean)	Angolan, Anguillan, Antiguan, Aruba/Netherlands Antilles, Bahamian, Barbadian, Belizean, Beninese, Bermudan, Botswanan, Burkinan, Burundian, Cameroonian, Cape Verde Islands, Cayman Islands, Central African, Chadian, Comoros Islands, Congolese, Dominican, Equatorial Guinean, Ethiopian, Gabonese, Gambian, Ghanaian, Grenadian, Guadeloupian, Guinean, Guinea-Bissauan, Guyanese, Haitian, Ivorian,

Survey of Election Officers Following the 43rd Federal General Election

	Jamaican, Kenyan, Lesothan, Liberian, Malagasy, Malawian, Malian, Martinican/French Guianan, Montserratian, Mozambican, Namibian, Nevisian, Nigerian, Rwandan, Vincentian/Grenadines, Saint Lucian, Senegalese, Trinidadian, Tobagonian, West Indian, Other Caribbean, Other African
08. Latin American	All Central and South American countries, Mexico, Cuba, Puerto Rico
09. West Asian / North African / Arab	Afghan, Algerian, Armenian, Bahrain, Bhutanese, Egyptian, Iranian, Iraqi, Israeli, Jordanian, Kurdish, Kuwaiti, Lebanese, Libyan, Maghrebi origins, Mauritanian, Moroccan, Nepalese, Omani, Palestinian, Yemenite, Saudi Arabian, Syrian, Turk
10. Pacific Islands	Fijian, Melanesian, Micronesian, Polynesian, Tongan, Tuvaluan, Wake Island, Samoan, American Samoa, Coral Sea Islands Territory, Kiribatian, Nauruan, Norfolk Island, Northern Mariana Island, Tokelau, Pitcairn Islands, Trust Territory of the Pacific Islands, Vanuatuan, Wallis and Futuna Islands, Cook Islands, Johnston Atoll, Guam, Midway Islands, New Caledonian
96. Aboriginal	First Nations, Métis, Inuit
97. Other (Jewish, other visible minorities or mixed ethnicity), please specify	RECORD _____
98. Don't know	
99. Prefer not to say	

Elections Canada wants to ensure that its workforce is representative of the Canadian population and that its workers face no obstacles or barriers due to their religious or spiritual obligations.

85. What is your religion, if you have one? [DO NOT READ]

- 01. No religion/atheist
- 02. Buddhist
- 03. Anglican
- 04. Baptist
- 05. Catholic/Roman Catholic
- 06. Christian Orthodox
- 07. Lutheran
- 08. Pentecostal
- 09. Presbyterian
- 10. United Church
- 11. Hindu
- 12. Indigenous Spirituality
- 13. Jewish/Judaism
- 14. Muslim/Islam
- 15. Sikh
- 97. Other religion: [TEXT]
- 98. Don't know
- 99. Prefer not to say

86. [IF Q85 = 02 to 97] How important is your religion to the way you live your daily life?

- 01. Very important
- 02. Somewhat important
- 03. Not very important
- 04. Not important at all
- 98. Don't know

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

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

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

IF ASKED: Elections Canada has not indicated the exact date when the results would be published, but it should be at the beginning of the summer in 2020.

TERMINATE.

3. Political Neutrality Certification

I hereby certify, as a senior officer of Phoenix Strategic Perspectives, that the deliverables fully comply with the government of Canada's political neutrality requirements outlined in the Policy on Communications and Federal Identity of the government of Canada and Procedures for Planning and Contracting Public Opinion Research. Specifically, the deliverables do not contain any reference to electoral voting intentions, political party preferences, standings with the electorate or ratings of the performance of a political party or its leader.

Signed:

A handwritten signature in blue ink that reads "AWoods".

Alethea Woods, President
Phoenix Strategic Perspectives