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Final Report

Survey of Electors following the December 3, 2018, By-election in Leeds–Grenville–Thousand Islands and Rideau Lakes (Ontario)

December 2018

Prepared for:
Elections Canada

Submitted by:



For more information on this report, contact Elections Canada at: rop-por@elections.ca

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**Survey of Electors following the December 3, 2018, By-election in
Leeds–Grenville–Thousand Islands and Rideau Lakes (Ontario)**

Final Report

Prepared for Elections Canada
Supplier name: Phoenix Strategic Perspectives Inc.
March 2019

This public opinion research report presents the results of a telephone survey conducted to help evaluate the December 3, 2018, federal by-election in the electoral district of Leeds–Grenville–Thousand Islands and Rideau Lakes, Ontario.

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Executive Summary

Elections Canada commissioned Phoenix Strategic Perspectives Inc. (Phoenix SPI) to conduct research to help evaluate the December 3, 2018, federal by-election in the electoral district of Leeds–Grenville–Thousand Islands and Rideau Lakes, Ontario.

Background and Objectives

Elections Canada (EC) is an independent, non-partisan agency that reports directly to Parliament. The agency is mandated to conduct federal general elections, by-elections and referendums, administer the political financing provisions of the *Canada Elections Act* (CEA) and monitor compliance with enforce electoral legislation.

As part of its evaluation program, the agency wanted to conduct a survey of eligible electors in the electoral district of Leeds–Grenville–Thousand Islands and Rideau Lakes, Ontario, where a by-election was held on December 3, 2018. The purpose of the survey was to obtain reliable survey data to evaluate electors' opinions, attitudes and knowledge of the agency's services and various aspects of their experience.

The research objectives were to measure electors' opinions on various election-related issues. More specifically, the survey aimed to assess the following aspects:

- awareness of the by-election and of the different methods of voting
- sources of information about the election
- experiences with registration, including the voter information card
- experiences with communications from EC
- experiences with voting in the by-election
- attitudes towards Elections Canada and election results

The results will be used to assist in evaluating and refining Elections Canada's programs and services to the electorate. They may also help in developing the Chief Electoral Officer's reports to Parliament.

Methodology

A 12-minute random digit dial telephone survey was conducted with 400 eligible electors. Eligible electors were Canadian citizens, at least 18 years of age on polling day (December 3, 2018), who were residents of the electoral district (i.e., had an address of ordinary residence in the electoral district) from the first day of the by-election period until election day.

An overlapping dual-frame (landline and cell phone) sample was used to minimize coverage error, with 80% of dialling done on cell phone numbers and 20% of dialling done on landline phones. Those who declined to participate in the survey when contacted by telephone were offered the possibility of completing the survey through an online self-administered questionnaire instead of a phone interview. Five respondents chose to participate using the online questionnaire, however, none of these respondents completed the online survey. As a result, all completed surveys were conducted over the phone.

The survey data was weighted to accurately reflect the age and gender distribution of eligible electors. The data collection was conducted December 4 to 18, 2018. Based on a sample of this size, the results can be considered accurate to within $\pm 4.9\%$, 19 times out of 20. *For a more complete description of the methodology, refer to Annex 1.*

Key Findings

I. Awareness of By-election and Voter Information

- The vast majority of respondents (94%) said they were aware of the December 3, 2018, federal by-election that took place in their riding of Leeds–Grenville–Thousand Islands and Rideau Lakes, Ontario.
- In order to improve data about recall of EC advertising, a split sample technique was used to test a new question about recall. The first half of respondents were asked the traditional question about whether or not they recalled any advertising or communications from Elections Canada about when, where and the ways to vote. The other half was first asked about recall of political advertising and media coverage of the by-election, before being asked whether they recalled EC advertising. In both samples, a majority of electors recalled advertisements (56% and 63%, respectively). However, the second formulation resulted in a higher proportion of respondents expressing recall.
- Those who recalled advertisements or communications about the by-election were most likely to recall one in a newspaper (30%) or on the radio (23%), or recall receiving their voter information card (23%).
- A majority of respondents (86%) felt informed about when, where and the ways to vote for the December 3, 2018, by-election, with nearly three-quarters (72%) saying they felt *very* informed.
- Just over 1 in 10 respondents (12%) said they visited the Elections Canada website during the campaign and few (4%) said they contacted Elections Canada during the campaign.
- Among those who contacted EC there was widespread satisfaction with the information they received: 90% were satisfied with the information they received from the Elections Canada website and 86% were satisfied with the information they received when they contacted Elections Canada.

II. Voter Information Card (VIC) and Registration

- Eighty-seven percent of electors received their VIC and 91% of those who received their VIC brought it to the polling station.
- Virtually all electors who received a VIC reported it had the correct name (98%) and address (96%).
- Three-quarters of electors knew that voters need to be registered to vote in the federal by-election.
- 7 in 10 electors surveyed were aware that electors can register at the polling place and then vote immediately after.
- A split sample technique was used to confirm the impact of question formulation on measures of awareness of online registration, as has been done since October 2017.

Half of respondents were asked the question as it was formulated in previous surveys, and the other half was asked a simplified version of the question. The simplified formulation resulted in a higher proportion of respondents who said they are aware of online registration (63%) compared to the original formulation (51%).

III. Voting and Voter Participation

- Two-thirds (66%) of those who were aware of the by-election reported voting in it.
- Among respondents who did not vote in the election, nearly half (47%) said they did not vote due to everyday life and health reasons. One-quarter (25%) did not vote due to political reasons and 7% did not vote due to electoral process-related reasons.
- Over two-thirds (69%) of respondents who voted in the by-election reported voting at a polling station on election day.
- When it came to voting methods available for voters, the vast majority of electors (93%) were aware they can vote at an advance polling station. Most (60%) were aware they could vote at a local Elections Canada office, and one-third (33%) were aware they could vote by mail.

IV. Voter Identification

- Similar to findings from previous post-electoral surveys, a question about voter identification found that virtually all respondents (98%) were aware that voters had to provide proof of identity; however, a smaller proportion (93%) were aware that voters had to provide proof of address.
- In a split sample experiment, a second approach was tested and found lower numbers of respondents who were fully aware of identification requirements: 86% of respondents correctly answered that electors must provide proof of both identity and address to vote at a federal election; 13.9% answered incorrectly or did not know.
- Virtually all respondents (99%) found it easy to meet the identification requirements, with 94% saying it was *very easy*.

V. Voter Experience

- Virtually all those who voted during the December 3, 2018, federal by-election (97%) reported that it was easy to vote, with 88% saying it was *very easy*.
- The same proportion of voters (97%) was satisfied with the services provided by Elections Canada staff when they voted, with 93% saying they were *very satisfied*.
- Virtually all those who voted (98%) were satisfied with their overall voting experience, with 85% saying they were *very satisfied*.

VI. Fairness and Trust

- Two variations on a question about electors' perception of the fairness of election administration by Elections Canada were asked to respondents. Half of the respondents were asked specifically about the December 3, 2018, *federal by-election*, while the other half were asked about federal by-elections in general. The general formulation resulted in a more substantial majority (91%) saying that Elections Canada runs elections fairly, compared to 82% of respondents who were asked the more

specific formulation. The general formulation also led to a smaller proportion of “don’t know” answers (3%), compared to the specific question (16%).

- A split sample approach was also used to survey respondents about trust in the accuracy of the by-election results. As in previous by-election surveys, respondents were asked about their level of trust in the accuracy of the election results in their riding. Before answering the question, half of respondents (n=198) was read the following preamble: “*At the end of a federal election, poll workers in each riding count ballots by hand and report the results to Elections Canada.*” Both formulations yielded similar overall results, with 88% of respondents expressing very or somewhat high trust in the accuracy of results in both cases.

Notes to Readers

- For editorial purposes, the terms “electors” and “respondents” are used interchangeably to denote survey participants. The term “voters” denotes survey participants who reported having voted.
- All results in the report are expressed as percentages, unless otherwise noted. Percentages may not always add to 100% due to rounding or multiple mentions.
- The number of respondents changes throughout the report because questions were often asked to subsamples of the survey population. Accordingly, readers should be aware of this and exercise caution when interpreting results based on smaller numbers of respondents.
- Demographic and other 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=15 are discussed in the report.

The contract value was \$35,627.88 (including HST).

I hereby certify as a Senior Officer of Phoenix SPI that the deliverables fully comply with the Government of Canada political neutrality requirements outlined in the *Communications Policy* of the Government of Canada and the *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.



Alethea Woods
President
Phoenix Strategic Perspectives Inc.

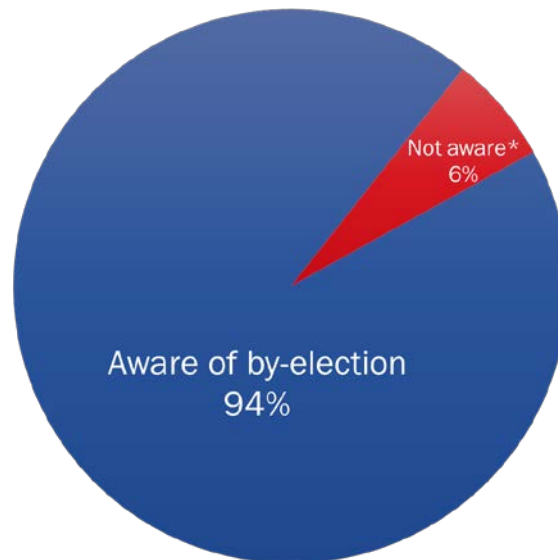
Detailed Findings

I. Awareness of the By-election and Voter Information

Widespread awareness of December 3, 2018, federal by-election

Ninety-four percent of electors surveyed said they were aware that a federal by-election took place on December 3, 2018, in their riding of Leeds–Grenville–Thousand Islands and Rideau Lakes, Ontario.

Figure 1: Awareness of By-election



Q1: Did you know that a federal by-election took place on December 3, 2018, in your riding? Base: n=400; all respondents
*Includes those respondents—1%—who said, “don’t know”.

Awareness of the by-election was higher among:

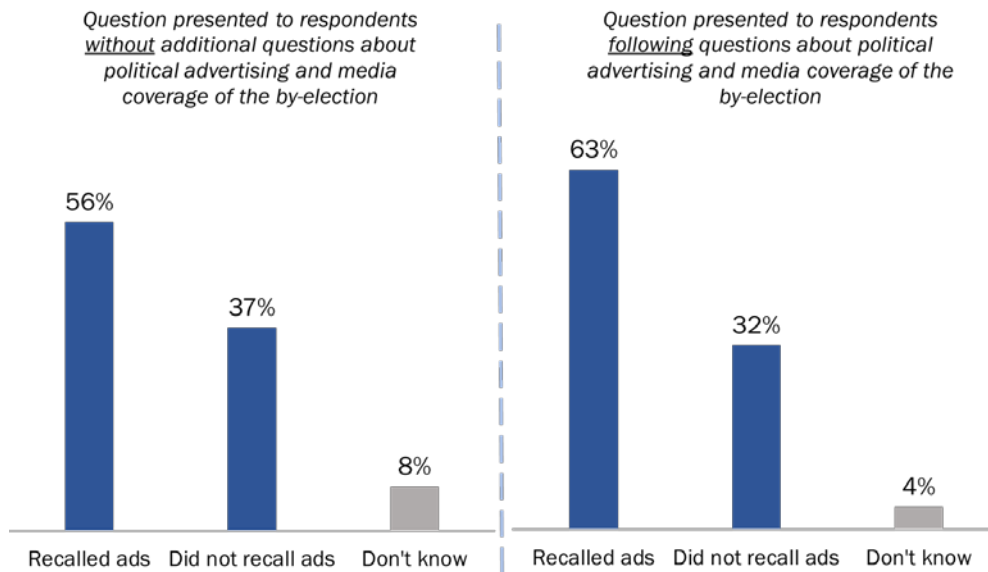
- Electors aged 35 and older compared to younger electors. Specifically, those aged 55 and older were more likely (98%) than electors aged 18 to 24 (78%) and aged 25 to 34 (83%) to have been aware of the by-election. Electors aged 35 to 54 were more apt to be aware (95%) than those aged 25 to 34 (83%).
- University graduates (98%) compared to those with high school or less education (93%) and those with some post-secondary education (92%).
- Those who never or sometimes have to limit their daily activities due to a physical condition, to pain or to a mental health issue (95%) compared to those who often or always do (86%).
- Those who have high trust in the accuracy of the election results (96%) compared to those who have low trust (81%).

Moderate recall of Elections Canada advertising

A split sample was used to test recall of Elections Canada advertisements for the December 3, 2018, federal by-election. One subset of respondents (n=208) was asked if they recalled any advertising or communications from Elections Canada about when, where and the ways to vote, a question used in previous post-electoral phone surveys. The other subset (n=192) was asked the same question, *after* they were asked about recall of political advertising by candidates or parties and media coverage of the by-election.

In both samples, a majority of electors recalled advertisements (56% and 63%, respectively). However, the second formulation resulted in a higher proportion of respondents expressing recall.

Figure 2: Recall of Elections Canada Advertisements



Q29a. During the election period, did you see, hear or read any advertising or communications from Elections Canada about how, when and where to vote in the by-election on December 3? Base: n=208; all respondents. SPLIT SAMPLE.
 Q29d. Have you seen or heard communications from Elections Canada about how, when and where to vote in the by-election? Base: n=192; all respondents. SPLIT SAMPLE.

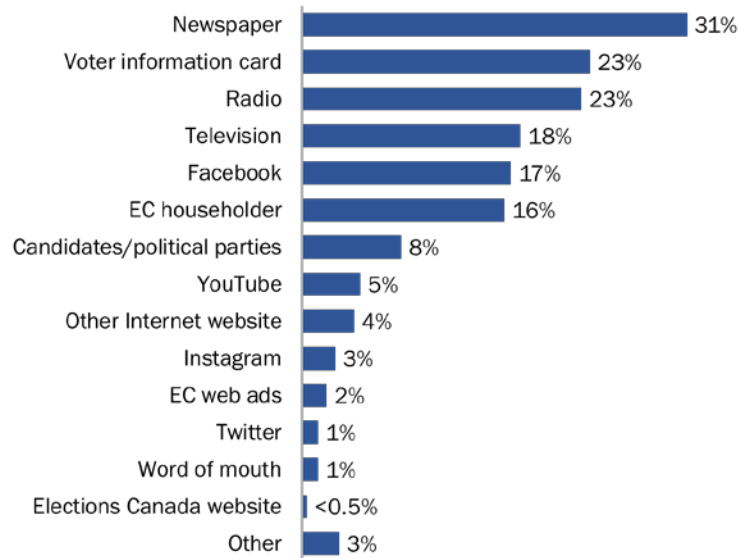
Traditional media and VIC were main sources of recall

Electors mostly recalled the following kinds of advertising or communications from Elections Canada about the December 3, 2018, by-election:

- newspaper (31%)
- VIC (23%)
- radio (23%)
- Facebook (17%)
- EC householder (16%)

Eight percent mentioned candidates and political parties. Other sources were identified infrequently (5% or less) and included YouTube, other websites, Instagram, EC web ads, Twitter, word of mouth, and the Elections Canada website.

Figure 3: Source of Recall of Elections Canada Advertising



Q30. Where did you see, hear or read advertising from Elections Canada? Base: n=234; respondents who recalled communications from EC [Dk/nr: 4%]. (Multiple responses accepted.) Note: 18% of respondents mentioned television ads, but EC did not run any television ads in this by-election.

As in previous by-election surveys, a number of respondents said they recalled seeing EC ads on television when there were no such ads during the by-election. This recall could be due to several factors, including confusion with other electoral communications, such as partisan advertising or news reports about the by-election.

Notable subgroup differences include the following:

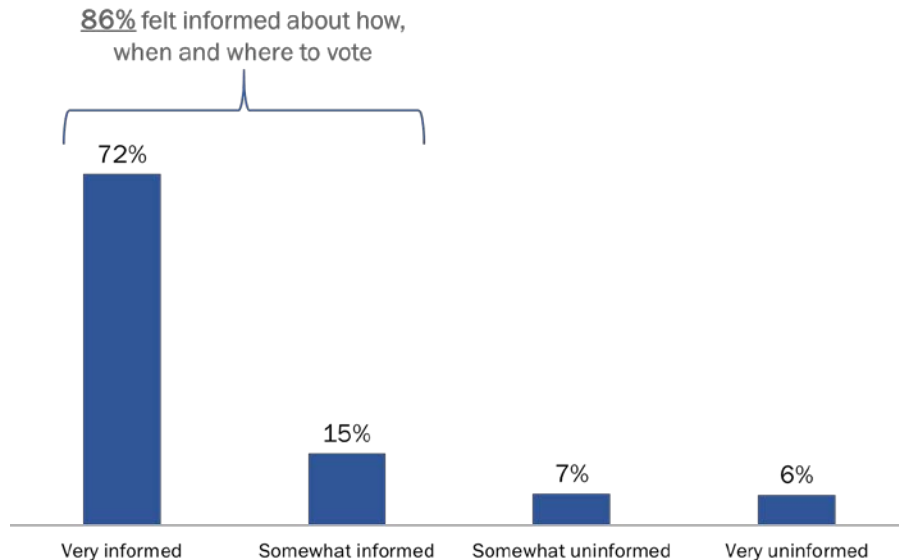
- Women (25%) were more likely than men (8%) to say they recalled advertisements or communication about the federal by-election via Facebook.
- Electors aged 55+ (41%) were more likely to have read about the by-election in a newspaper compared to younger electors (7% of those 18–24, 9% of those 25–34 and 24% of those 35–54).

- Electors aged 55+ (10%) were less likely to say they recalled advertisements or communication about the federal by-election via Facebook than younger electors (44% of those 18–24, 18% of those 25–34 and 22% of those 35–54).
- Those who are employed were more likely to:
 - have heard about the federal by-election on the radio than those who are retired (29% compared to 16%)
 - have recalled advertisements or communication about the federal by-election via Facebook than those who are retired (21% compared to 9%)

Strong majority felt informed about how, when and where to vote

A substantial majority of respondents aware of the by-election (86%) felt informed about how, when and where to vote for the December 3, 2018, federal by-election, with nearly three-quarters (72%) saying they felt very informed.

Figure 4: Knowledge of How, When and Where to Vote



Q28. Overall, how well informed do you feel you were about how, when and where to vote? Base: n=378; those aware of the by-election [Dk/nr: <0.5%].

*Percentages may not add to 100% due to rounding.

Notable subgroup differences include the following:

- Those who voted in the by-election (97%) and those who received their VIC (95%) were more likely to feel informed about the federal by-election than those who did not vote (65%) and who did not receive their VIC (27%).
- Those who have a high level of trust in the election outcome (90%) were more likely to feel informed than those who have a low level of trust (50%).

In addition, the following respondents were more likely to feel very informed:

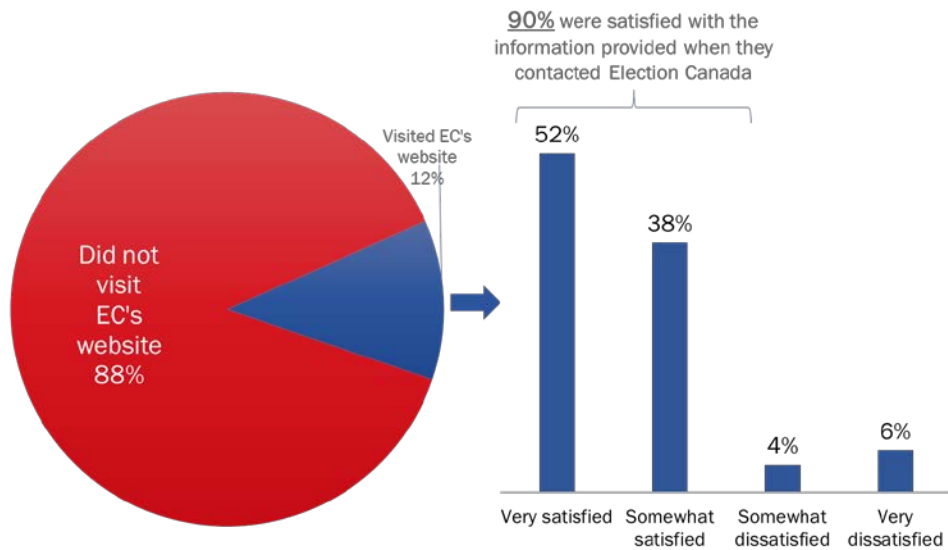
- women (77%) compared to men (66%)

- electors aged 55+ (80%) compared to those between the ages of 18 and 24 (46%), 25 and 34 (55%) and those between the ages of 35 and 54 (69%)

Few used EC’s website, but those who did were satisfied with the information

Just over 1 in 10 electors who were aware of the by-election (12%) said they visited the Elections Canada website during the campaign. Of those who visited Elections Canada’s website, 9 in 10 were satisfied with the information provided on the website, with just over half saying they were very satisfied. By contrast, 1 in 10 who visited the site expressed some level of dissatisfaction with the information on it.

Figure 5: Elections Canada Website



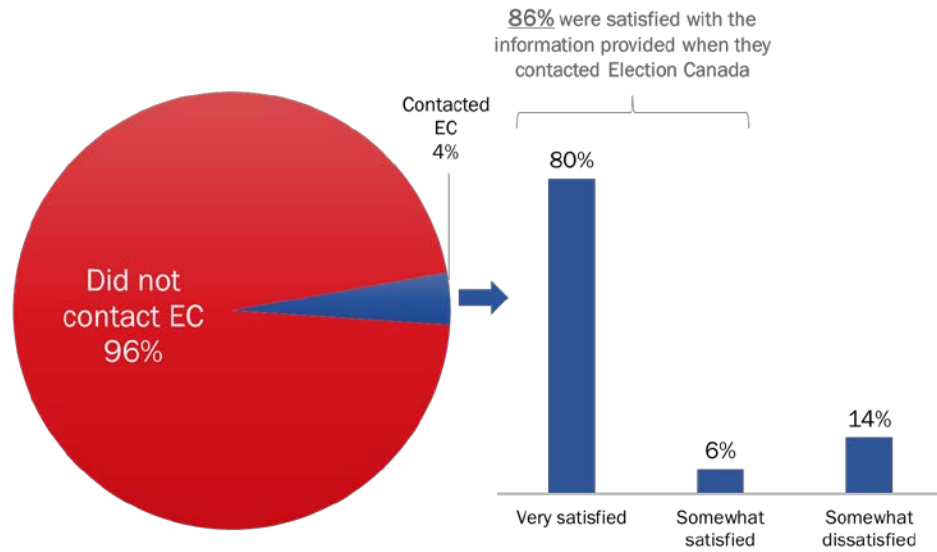
Q31 [LEFT]. Did you visit Elections Canada’s website during the campaign? Base: n=400; all respondents [Dk/nr: <0.5%].
 Q32 [RIGHT]. Overall, how satisfied were you with the information on Elections Canada’s website? Would you say...? Base: n=45; all who visited the site.

Respondents who have a high level of trust in the election outcome (13%) were more likely to visit Election’s Canada website than those who have a low level of trust (4%).

Few contacted EC, but majority of those who did were satisfied with the information

Few of the electors aware of the by-election (4%) said they contacted Elections Canada during the campaign. Most of those who did (86%) were satisfied with the information they received. Caution should be exercised in interpreting these results due to the small number of respondents (n=15).

Figure 6: Contact with Elections Canada



Q33 [LEFT]. Did you contact Elections Canada during the campaign? Base: n=400; all respondents [Dk/nr: <0.5%].

Q34 [RIGHT]. Overall, how satisfied were you with the information provided when you contacted Elections Canada? Would you say...? Base: n=15; respondents who contacted EC.

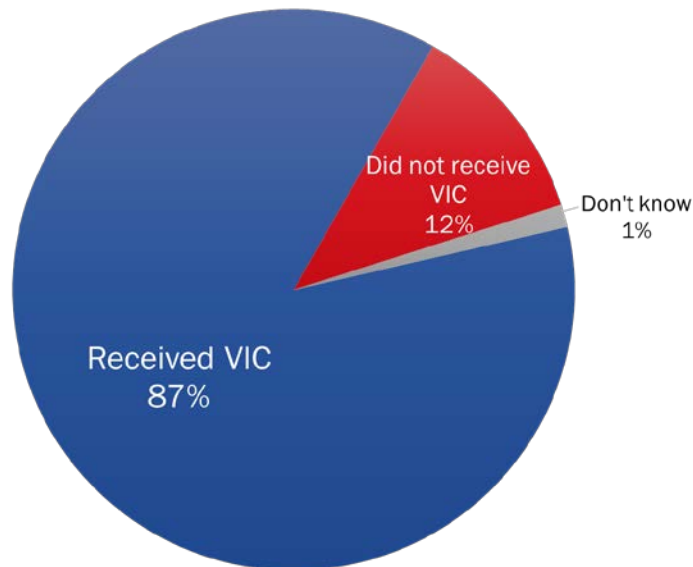
Electors who voted at an advance polling station (11%) were more likely to contact Elections Canada during the campaign than those who voted on election day (2%).

II. Voter Information Card and Registration

Majority received a Voter Information Card

A substantial majority of those who were aware of the federal by-election (87%) said they received their voter information card.

Figure 7: Receipt of Voter Information Card



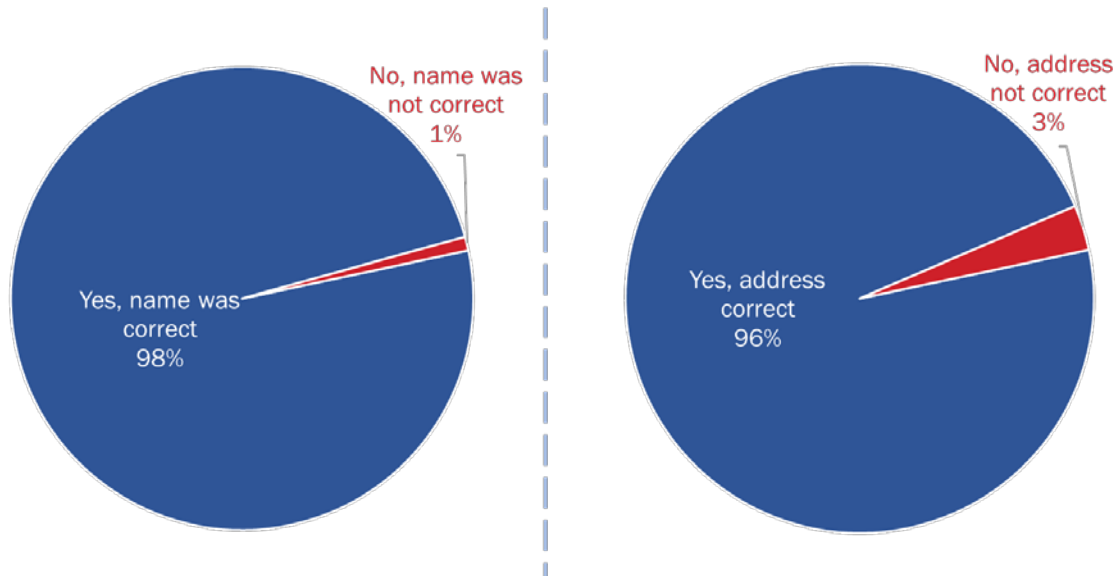
Q4. During the campaign, did you receive a voter information card addressed to you personally and telling you where and when to vote? Base: n=378; those who said they were aware of the by-election.

The likelihood of saying they received a VIC was higher among:

- respondents aged 55+ (93%) compared to respondents between 25 and 34 years of age (70%) and 35 to 54 years of age (83%)
- electors who completed university (91%) compared to those with high school or less education (81%)
- those who voted in the by-election (96%) compared to those who did not (69%)
- those who felt informed (95%) compared to those who did feel uninformed (27%)
- those who have a high level of trust in the election outcome (89%) compared to those who do not (66%)
- electors who voted in the 2015 federal general election (90%) compared to those who did not (63%)

Nearly all electors who received a VIC reported it had the correct name (98%) and address (96%).

Figure 8: Voter Information Card – Accuracy



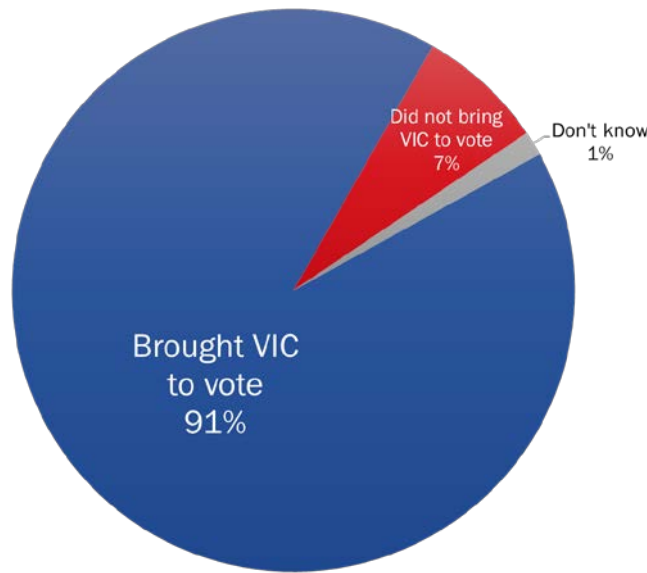
Q5 [LEFT]. Was your name correct on the card you received? Base: n=329; respondents who received their voter information card [Dk/nr: <1%].

Q6 [RIGHT]. Was your address correct on the card? Base: n=329; respondents who received their voter information card [Dk/nr: <1%].

9 in 10 brought their VIC to Vote

9 in 10 electors (91%) who voted at an Elections Canada office, advance poll, or polling station on election day said they brought their VIC with them.

Figure 9: Voter Information Card – Brought to Vote

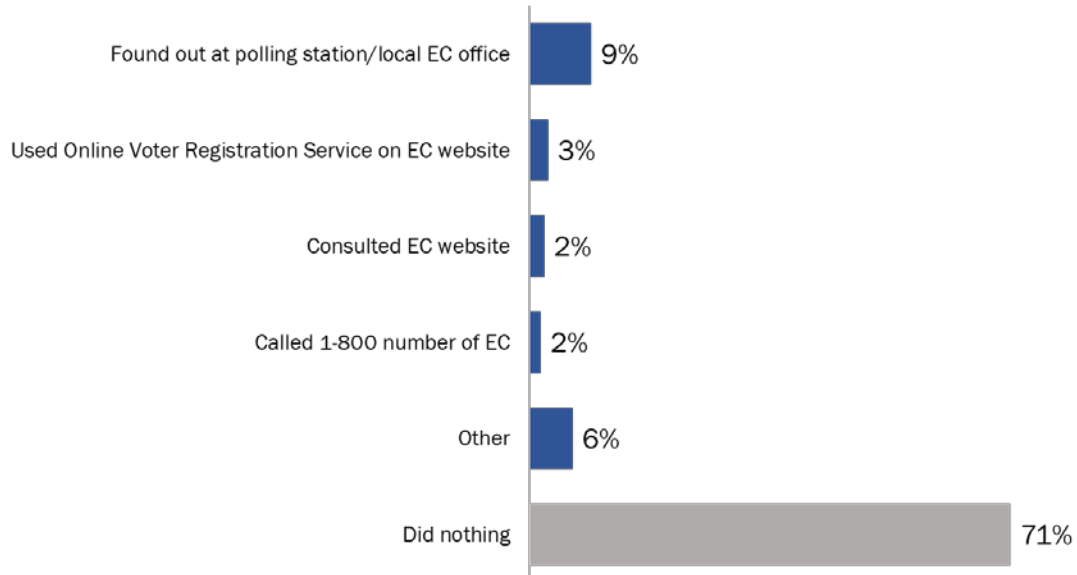


Q21. Did you bring your voter information card with you to the polling station/advance polling station/local Elections Canada office? Base: n=236; respondents who voted at an advance poll, at a polling station on election day or an EC office.

7 in 10 electors who did not receive a VIC did nothing to find out if registered

7 in 10 electors who did not receive a VIC during the campaign (71%) did nothing to find out whether they were registered to vote in the federal by-election. Most people who took action to find out if they were registered did so at the polling station or the local Elections Canada Office (9%). A small number of electors used the Online Voter Registration Service on the Elections Canada website (3%), consulted the Elections Canada website (2%) or called the 1-800 Elections Canada phone number (2%) to find out if they were registered to vote.

Figure 10: Steps Taken to Find Out if Registered to Vote



Q7: What did you do to find out whether you were registered to vote in this by-election? Base: n=49; respondents who did not receive a VIC [Dk/nr: 8%].

*Percentages may not add to 100% due to rounding.

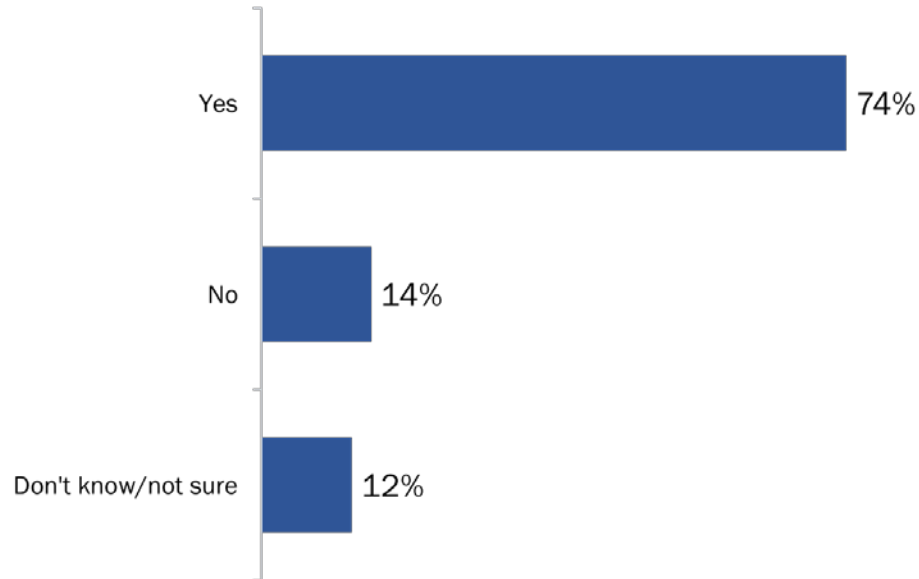
Notable subgroup differences include the following:

- Electors between the ages of 35 and 54 were more likely to do nothing to find out if they were registered to vote (86%) than those between the ages of 25 and 34 (40%).
- Electors who felt uninformed about **when**, **where** and the **ways** to vote were more likely to do nothing to find out if they were registered (85%) than those who felt informed (39%).

Three-quarters of electors know they need to be registered to in order to vote

Three-quarters of electors (74%) said they knew that they need to be registered in order to vote in a Canadian federal election. Fourteen percent said they did not need to be registered and twelve percent were unsure.

Figure 11: Awareness of Registration to Vote



Q8. To the best of your knowledge, do electors need to be registered on the list of electors to vote in a Canadian federal election? Base: n=400; all respondents.

The likelihood of knowing that electors need to be registered on the list of electors to vote in a Canadian federal election was higher among:

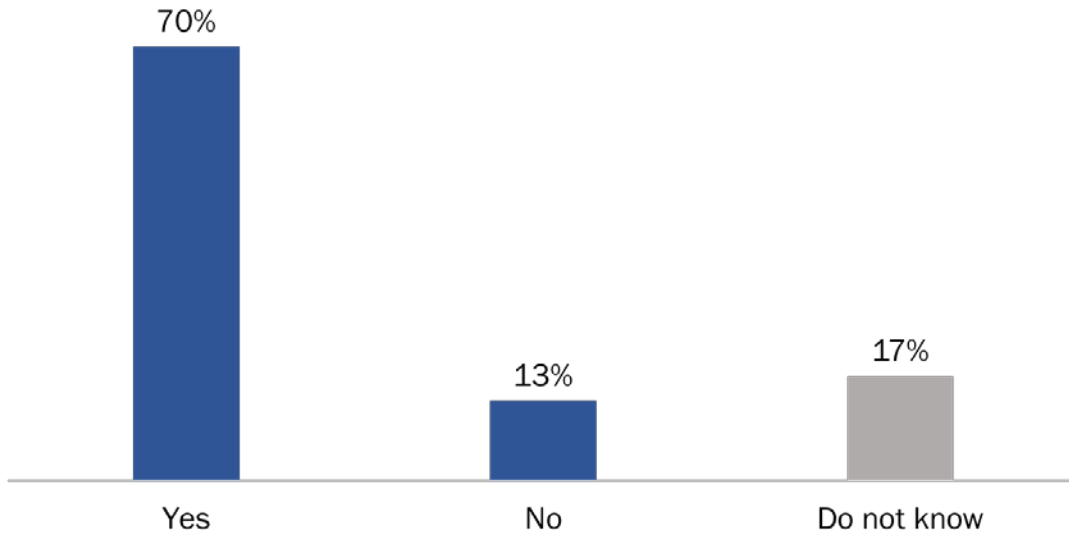
- electors aged 55+ (80%) compared to electors between the ages of 25 and 34 (63%)
- those who have a high level of trust (76%) in the results compared to those who are unsure about their level of trust in the results (45%)

Further, electors who completed university were more likely to incorrectly answer “No” to this question (23%), compared to electors with a high school degree or less (8%) and electors with some post-secondary or college (13%).

7 in 10 were aware they can register at the polling place and vote immediately

7 in 10 (70%) were aware that electors can register at the polling place and then vote immediately after.

Figure 12: Election Day Registration



Q9AB. Electors must be registered to vote in a federal election. If an elector is not registered on election day and wants to vote, can they register at the polling place and then vote immediately after? Base: n=400; all respondents.

Notable subgroup differences include the following:

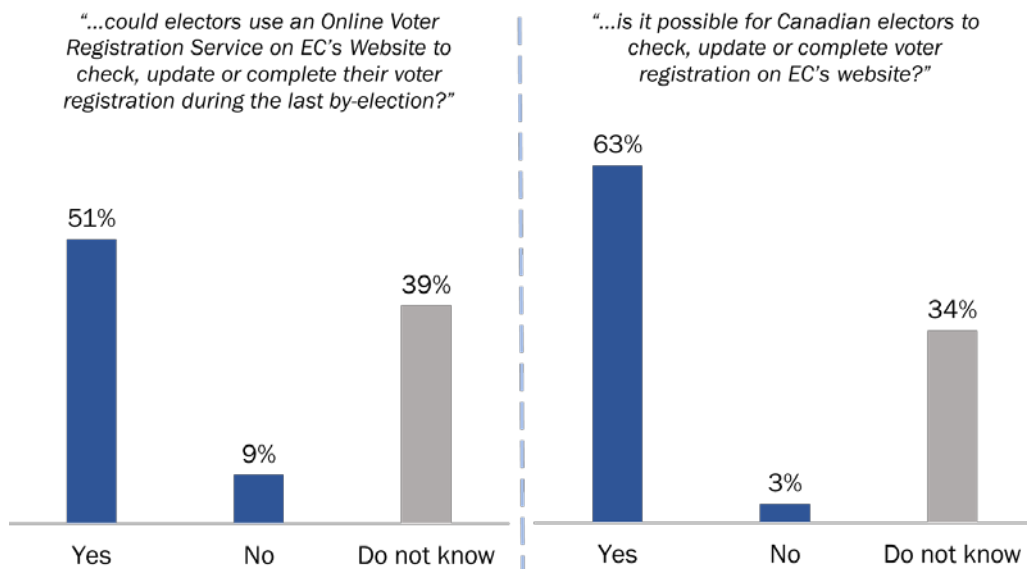
- Those between the ages of 18 and 24 (90%) were more likely to be aware that electors can register at the polling place and vote immediately compared to those between the ages of 25 and 34 (60%), 35 and 54 (70%) and electors aged 55+ (68%).
- Electors with a high level of trust in the accuracy of the election outcome (73%) were more likely to correctly answer yes than those who have a low level of trust (50%) and those who were unsure about their level of trust in the election outcome (38%).
- Those who voted at the 2015 federal general election were more likely to correctly answer yes (73%) than those who did not vote (58%).

Most Canadians aware of the Online Voter Registration Service

A split sample was used to test awareness of online registration.¹ Half the respondents (n=183) were asked if electors could use an “online voter registration service on EC’s website,” a question previously used in post-electoral phone surveys. As this question has always yielded a high proportion of “don’t know” answers, a simplified formulation was developed and asked to the other half (n=217) of the sample (see precise wording of questions in the graph below).

While a majority of electors expressed awareness of this option regardless of the formulation of the question, the size of the majority varied. As the graph below indicates, a bare majority (51%) claimed to be aware when asked, “*To the best of your knowledge could electors use an online voter registration service on Elections Canada’s website to check, update or complete their voter registration during the last by-election?*” By contrast close to two-thirds (63%) claimed to be aware when asked, “*To the best of your knowledge is it possible for Canadian electors to check, update or complete their voter registration on Elections Canada’s website?*”

Figure 13: Awareness of Online Voter Registration



Q10A. [LEFT] To the best of your knowledge, **could electors use** an online voter registration service on Elections Canada’s website to check, update or complete their voter registration during the last by-election? Base: n=183; all respondents. SPLIT SAMPLE.

Q10B. [RIGHT] To the best of your knowledge, **is it possible** for Canadian electors to check, update or complete their voter registration on Elections Canada’s website? Base: n=217; SPLIT SAMPLE.

The results of this split sample test confirm that the second formulation of the question is easier to understand, as it resulted in a smaller proportion of respondents who indicated they did not know. The effect of question wording was less pronounced in this survey than in other instances.

¹ Post-election surveys following the three previous by-elections (October 23, 2017, December 11, 2017 and June 18, 2018) also included this split sample test.

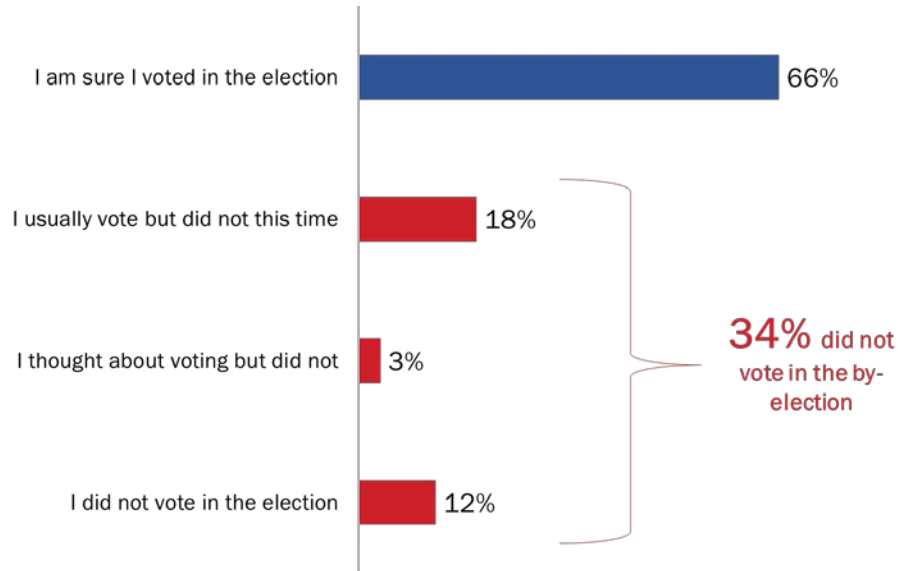
Regardless of question formulation, respondents aged 55+ were more likely to say they did not know the answer to this question (41% for combined questions, 45% for the standard question and 37% for the simplified wording) compared to respondents between the ages of 18 and 24 (11% for combined questions, 11% for the standard question and 10% for the simplified wording).

III. Voting and Voter Participation

Two-thirds of electors reported voting in the by-election

Two-thirds of electors who were aware of the by-election said they voted in it.

Figure 14: Voter Participation in December 3, 2018, By-election



Q2: Many people don't or can't vote for a variety of reasons. Which of the following statements describes you? Base: n=378; those who said they were aware of the by-election [Dk/nr: <0.5%].
*Percentages may not add to 100% due to rounding.

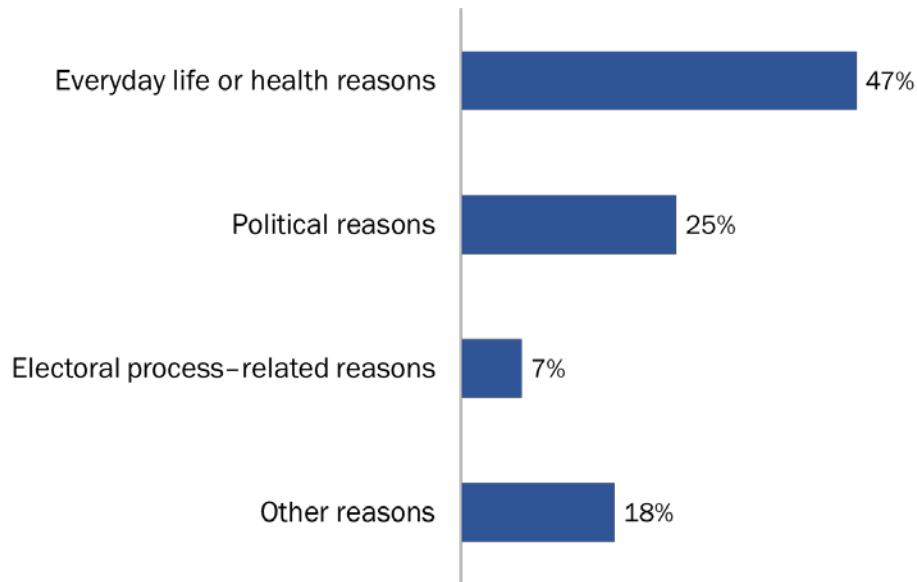
The likelihood of voting was higher among:

- electors aged 55+ (77%), compared to electors aged 18 to 24 (49%), electors aged 25 to 34 (39%) and electors aged 35 to 54 (59%)
- electors who completed university (73%) than electors with high school or less education (60%)
- electors who felt they were informed about **when**, **where** and the **ways** to vote (74%) compared to electors who felt they were uninformed (11%)
- those who received their VIC (73%) compared to those who did not (19%)
- those who had a high level of trust in the accuracy of the election outcome (69%), compared to those who do not (31%)
- those who voted in the 2015 federal general election (72%) compared to those who did not vote (28%)

Everyday life or health reasons are main reasons for not voting in the election

Among respondents who said they did not vote in the by-election (n=125), nearly half (47%) said they did not vote due to everyday life and health reasons. In addition, one-quarter reported not voting due to political reasons and 7% for reasons related to the electoral process. The “Other reasons” category included forgetting to vote, religious reasons and not wanting to vote, among others.

Figure 15: Main Reasons for not Voting – Themes



Q3: What is the main reason you did not vote? Base: n=125 respondents who did not vote [Dk/nr: 3%].

Notable subgroup differences include:

- Electors who received their voter information card were less likely to cite reasons related to the electoral process (1%) and more likely to cite political reasons as a reason for not voting (27%), compared to those who did not receive their VIC (12% cited political reasons, and 24% cited reasons related to the electoral process).
- Electors who felt informed about **when**, **where** and the **ways** to vote were less likely to cite reasons related to the electoral process (3%) compared to those who did not feel informed (17%).

The table below provides a detailed breakdown of the reasons why respondents did not vote during the December 3, 2018, federal by-election.

Figure 16: Main Reasons for not Voting – Breakdown

Reasons for Not Voting	%
Everyday life or health reasons	47%
Too busy	22%
Illness or disability	14%
Out of town	11%
Political reasons	25%
Did not like candidates/parties/campaign	10%
Not interested in politics	7%
Felt voting would not make a difference	4%
Lack of information about campaign issues and parties' positions	3%
Did not know who to vote for	2%
Electoral process–related reasons	7%
Lack of information about voting process (e.g. when/where to vote)	4%
Not on voters list	3%
Transportation problem/polling station too far	Less than 1%
Other reasons	18%
Forgot to vote	10%
Religious or other beliefs	1%
Other reasons	7%

[Dk/nr: 3%]

Notable subgroup differences include:

- Electors aged 55+ were more likely not to vote due to illness or disability (23%) compared to of electors aged 25 to 34 (5%).
- Electors who are currently employed were more likely to say they were too busy to vote compared to electors who are retired (31% compared to 5%).
- Electors who felt very informed about when, where and ways to vote were more likely to forget to vote (14%) compared to those who did not feel informed (3%).

Nearly half of the respondents who said they were out of town (n=12)² during the election were away due to work commitments (45%), while the other half (55%) were away for personal reasons. Further, most respondents who said they were out of town were away due to personal reasons or due to work. Additionally, most of those who were out of town during the election (78%) had previously planned their trip.

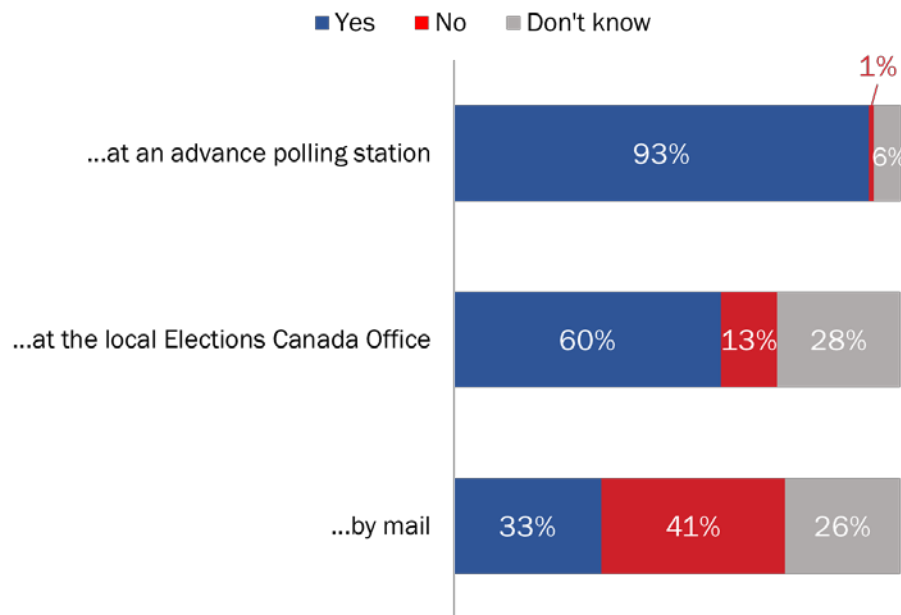
² Exercise caution interpreting these results due to the small sample size.

Of the respondents who were too busy to vote (n=28)³, exactly half said they simply had other priorities that day. One-quarter said they do not have time in their daily schedule to vote, and the rest (18%) had unexpected plans which deterred them from voting.

Electors are aware of various voting methods

More than 9 in 10 respondents (93%) said they were aware that electors could vote at advance polling stations. Awareness that it is possible to vote at the local Elections Canada office was less widespread (60%). Only one-third (33%) were aware that electors can vote by mail, with a substantial minority (41%) under the impression that this is not possible.

Figure 17: Knowledge of Voting Methods



Q11A. At federal elections, is it possible for Canadian electors to vote ... at the advance polling station? Base: n=400; all respondents.
 Q11B. At federal elections, is it possible for Canadian electors to vote ... at the local Elections Canada office? Base: n=400; all respondents.
 Q11C. At federal elections, is it possible for Canadian electors to vote ... by mail? Base: n=400; all respondents.
 *Percentages may not add to 100% due to rounding.

Notable subgroup difference includes the following:

- Awareness of the possibility of voting at an advance polling station was higher among:
 - men (96%) than women (90%)
 - electors who completed university (98%) compared to electors with high school or less education (89%) and electors with some post-secondary education (93%)
 - those who were aware of the by-election (94%) compared to those who were not (34%)
 - electors who received their VIC (96%) compared to those who did not (82%)

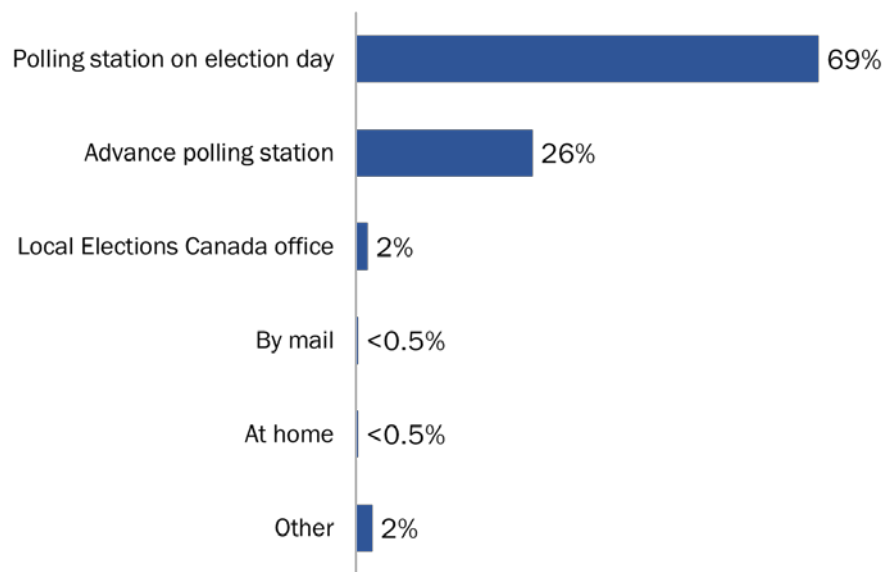
³ Exercise caution interpreting due to the small sample size.

- electors who felt they were informed about the by-election (96%) compared to those who did not (83%)
 - those with a high level of trust in the outcome of the election (95%), compared to those who have a low level of trust (77%)
 - electors who voted in the 2015 federal general election (96% compared to 86% of those who did not)
- Awareness of the possibility of voting by mail was higher among electors between the ages of 18 and 24 (62%) compared to electors between the ages of 25 and 34 (33%), electors between the ages of 35 and 54 (30%) and electors aged 55+ (28%).

Over two-thirds of electors voted at a polling station on election day

Over two-thirds (69%) of electors who said they voted in the by-election reported doing so at a polling station on election day, while over one-quarter (26%) reported going to an advance polling station to vote. Few (2%) reported voting at a local Elections Canada office.

Figure 18: Methods Used to Vote



Q12: Which method did you use to vote? Was it... Base: n=251; all respondents who voted.

Electors who voted on election day were more likely to:

- be between the ages of 35 and 54 (82%) than aged 55+ (66%)
- have high school or less education (76%) or some post-secondary or college education (74%) than to have completed university (56%)
- be living alone (79%) or from a three-person household (76%) than those living in a two-person household (61%)

Electors who voted at an advance polling station were more likely to be:

- aged 55+ (31%) than 35 to 54 years of age (13%)
- university graduates (43%) than to have high school or less education (19%) or some post-secondary or college education (19%)
- living in a two-person household (35%) than living alone (19%) or living in a three-person household (20%)

IV. Voter Identification

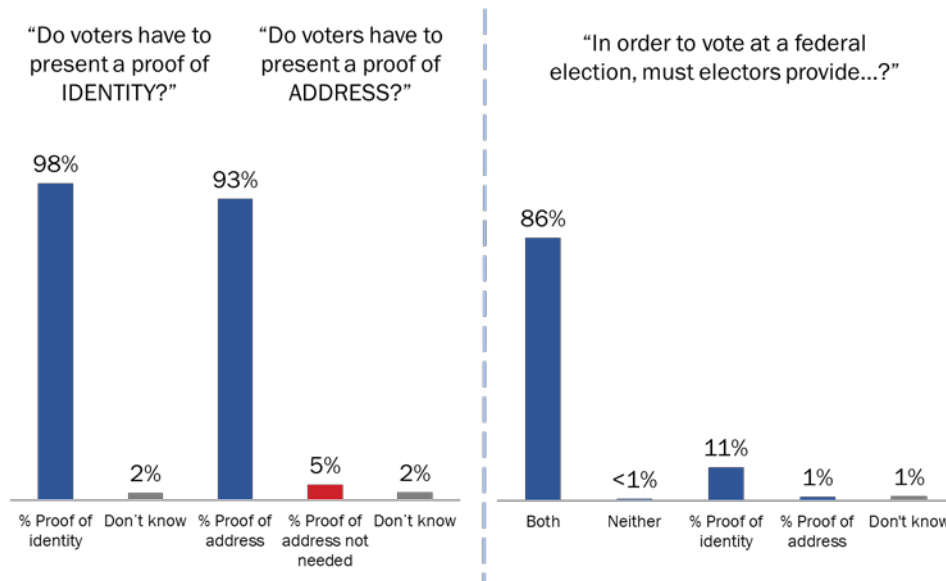
Widespread awareness of identification requirements

A split sample approach was used to enquire about awareness of identification requirements. Traditionally, post-electoral surveys ask respondents whether or not they need a proof of identity to vote, and then the question is repeated for proof of address. In previous post-electoral surveys, this formulation resulted in very high awareness levels for both requirements. However, survey pre-tests suggested that some respondents did not perceive a difference between the two (i.e., between proof of address and proof of identity). Thus, a second version of this question was developed, asking respondents whether, to the best of their knowledge, electors need proof of identity, proof of address, both, or none. The two formulations were compared using the aforementioned split sample experiment.

As has been the case with previous surveys, the first formulation found that virtually all respondents think that electors have to present a proof of identity (98%) or a proof of address (93%) in order to vote in a Canadian election (in both cases, with 2% saying they do not know).

Of those asked the second formulation, 86% correctly responded that both proof of identity and address are required to vote in a Canadian federal election. 1 in 10 (11%) indicated that only proof of identity was needed, 1% that only proof of address was needed, and less than 1% that neither was needed.

Figure 19: Awareness of Voter Identification Requirements



Q14B [LEFT]. Do voters have to present a proof of IDENTITY in order to vote in a Canadian federal election? SPLIT SAMPLE: n=86.

Q15 [LEFT]. Do voters have to present a proof of ADDRESS in order to vote in a Canadian federal election? SPLIT SAMPLE: n=190.

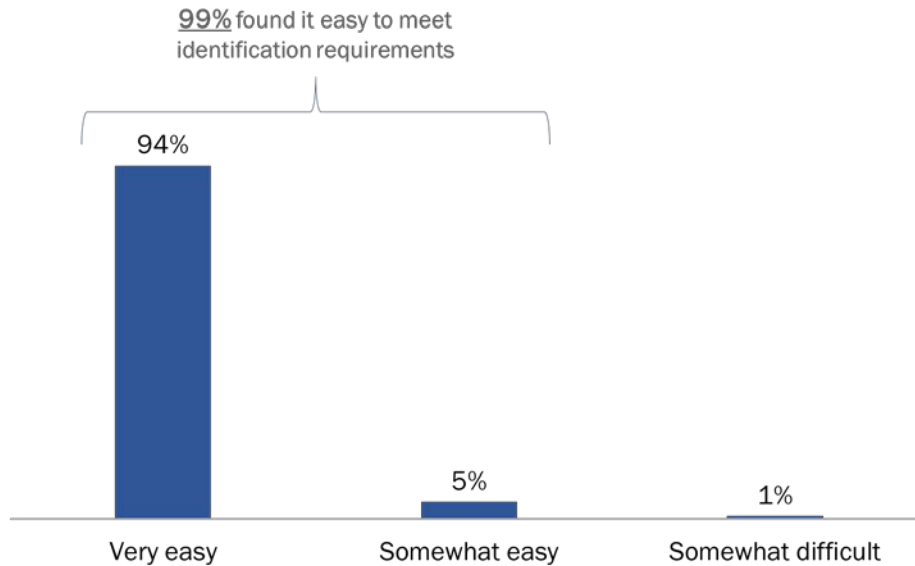
Q14A [RIGHT]. In order to vote in a Canadian federal election, must electors provide...? SPLIT SAMPLE: n=210.

The results of this split sample test confirm those of the three previous by-election survey results.⁴ Furthermore, these results suggest that the new formulation leads to results that better reflect respondents' grasp of identification requirements.

Virtually all voters found it easy to meet the identification requirements

Virtually all respondents who voted in the by-election found it easy to meet the identification requirements, with the vast majority (94%) describing it as *very easy*.

Figure 20: Ease of Meeting Voter Identification Requirements



Q16. Overall, how easy was it to meet the identification requirements? Would you say that it was...? Base: n=245; respondents who voted at an advance poll, at a polling station on election day or an EC office.

*Percentages may not add to 100% due to rounding.

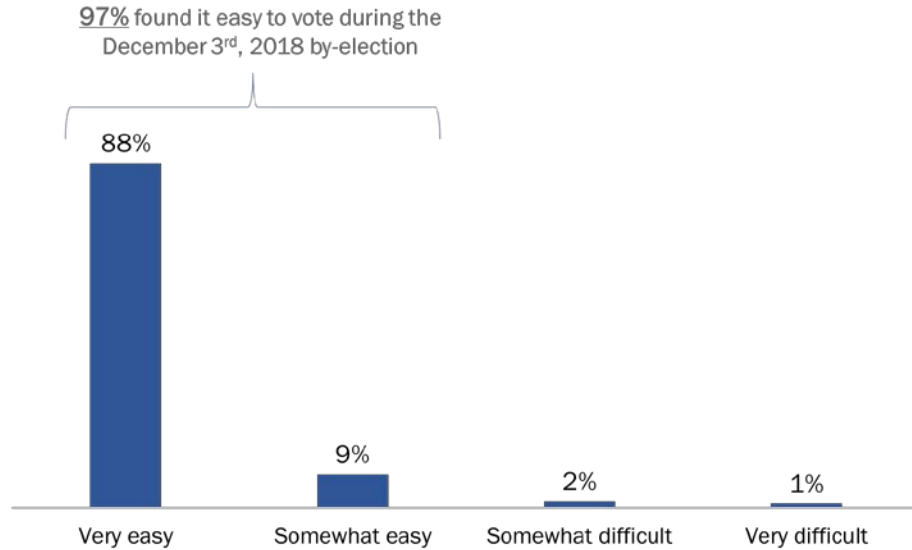
⁴ By-election surveys were conducted following by-elections held on October 23, 2017, December 11, 2017 and June 18, 2018.

V. Voter Experience

Virtually all voters found it easy to vote

Nearly all respondents who voted in the by-election (97%) claimed it was at least somewhat easy to vote, with a substantial majority (88%) saying it was *very easy*.

Figure 21: Ease of Voting



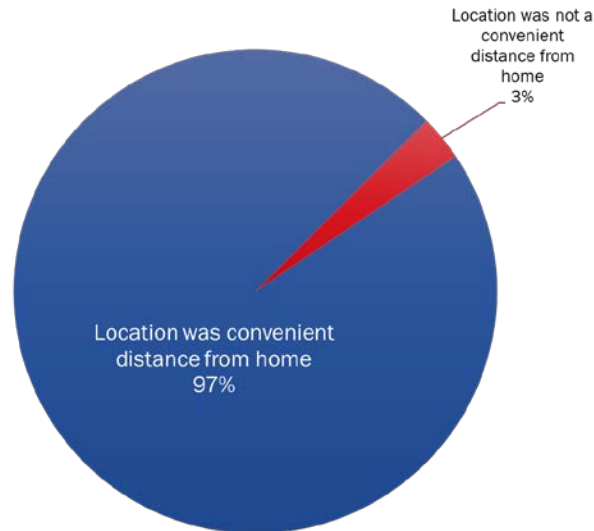
Q13. Overall, how easy was it to vote? Would you say it was...? Base: n=251; respondents who voted and identified a voting method.

*Percentages may not add to 100% due to rounding.

Virtually all agree that facilities were suitable and had enough signs

Nearly all respondents who voted in the by-election (97%) said the polling station, advance polling station or Elections Canada office was a convenient distance from their home.

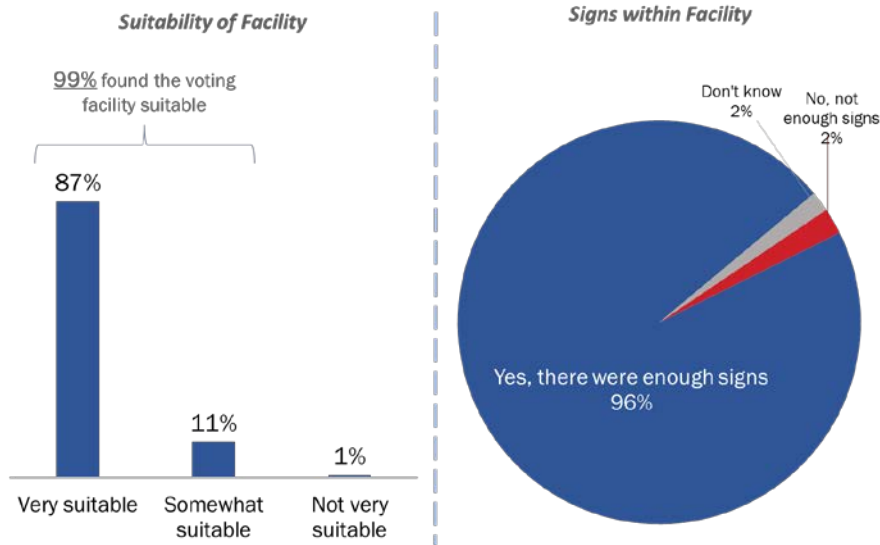
Figure 22: Voting Facilities – Distance from Home



Q17. Was the polling station/advance poll/EC office at a convenient distance from your home? Base: n=245; respondents who voted at an advance poll, at a polling station on election day or an EC office.

Similarly, virtually all respondents who voted in the by-election (99%) said the building where they voted was at least somewhat suitable, with 87% saying it was very suitable. In addition, nearly all those who voted (96%) said there were enough signs within the facility to help them find where to go for voting.

Figure 23: Voting Facilities – Suitability and Signage



Q19 [LEFT]. Would you say that the building where you voted was...? Base: n=245; respondents who voted at an advance poll, at a polling station on election day or at an EC office.

Q20 [RIGHT]. Once inside, were there enough signs to help you find where to go for voting? Base: n=245; respondents who voted at an advance poll, at a polling station on election day or at an EC office.

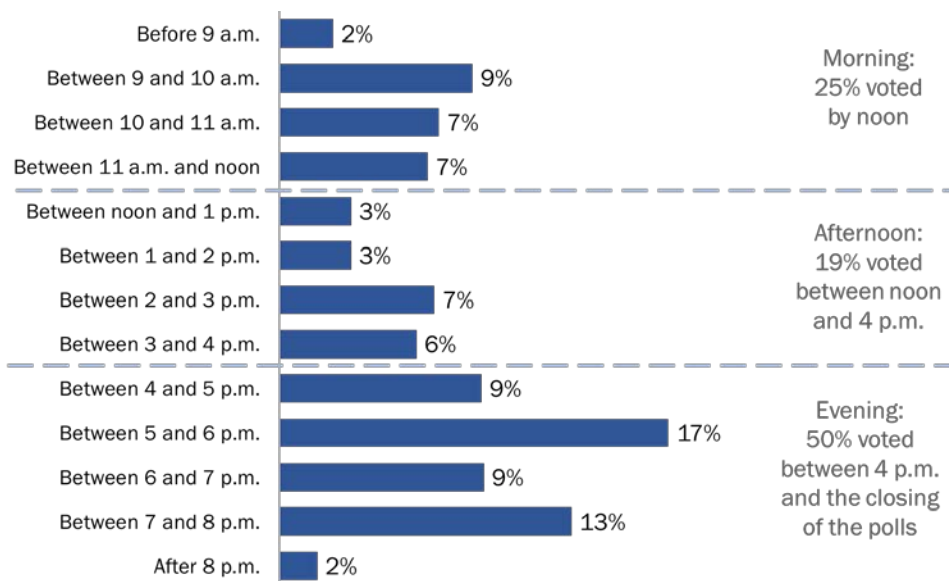
*Percentages may not add to 100% due to rounding.

Voters were most likely to vote during the evening

Half of **all voters** surveyed, n=241, reported voting between 4 p.m. and 8:30 p.m.

Of the voters who voted on **election day** (n=175), one-quarter reported doing so in the morning (from the opening of the polls at 8:30 a.m. until noon), 19% said they voted in the afternoon (between noon and 4 p.m.), and exactly half claimed to have voted in the evening (from 4 p.m. until the closing of the polls at 8:30 p.m.).

Figure 24: Time of Day Voted – Election Day



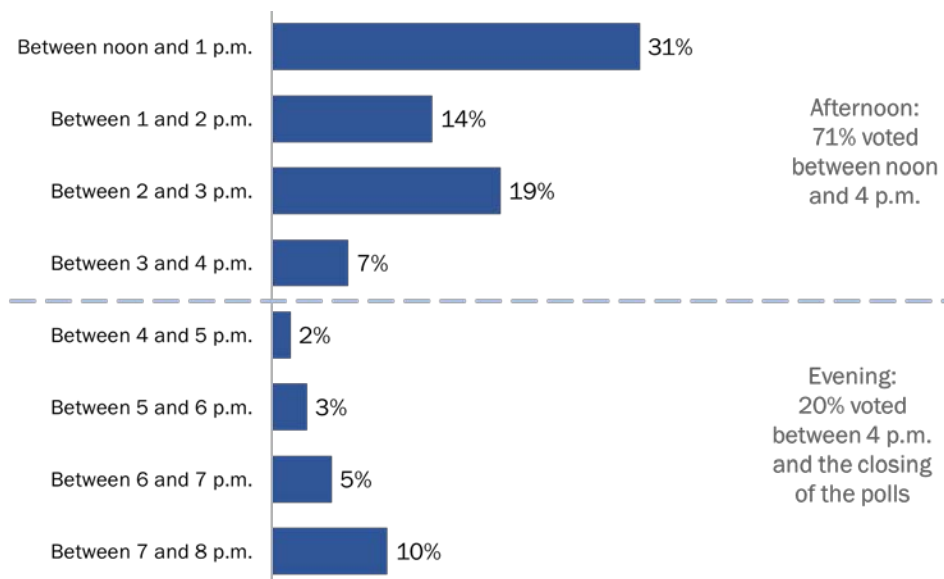
Q22. Do you remember approximately what time it was when you went to vote? Base: n=175; respondents who voted on election day [Dk/nr: 6%].

*Election day polls hours: 8:30 a.m. to 8:30 p.m.

**Percentages may not add to 100% due to rounding.

Nearly three-quarters (71%) of those who voted at an **advance polling station** (n=66) on November 23 to 26, 2018, reported doing so in the afternoon (between noon and 4 p.m.).

Figure 25: Time of Day Voted – Advance Polling



Q22. Do you remember approximately what time it was when you went to vote? Base: n=66; respondents who voted at an advanced poll [Dk/nr: 10%].

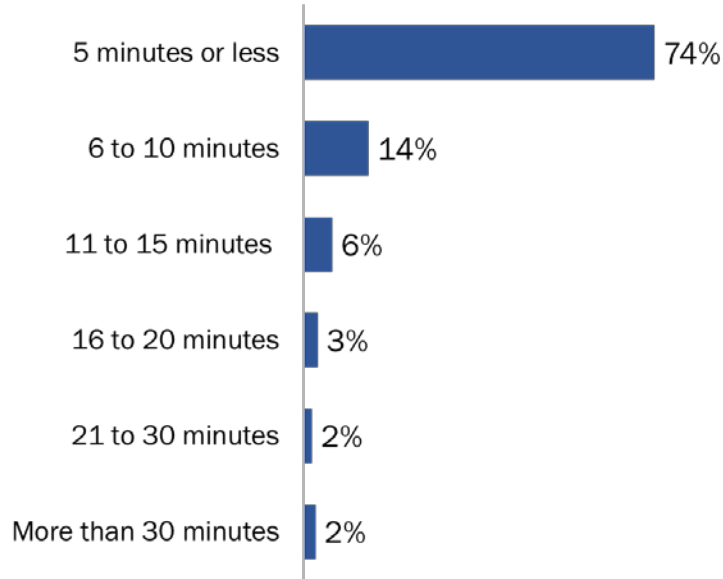
*Advance Polling Stations were open from 12 p.m. to 8 p.m. on November 23 to 26, 2018.

**Percentages may not add to 100% due to rounding.

Majority of voters took five minutes or less to vote

Approximately three-quarters (74%) of all respondents who voted in the by-election said voting took them five minutes or less, with most of the rest saying it took them somewhere between 6 and 15 minutes.

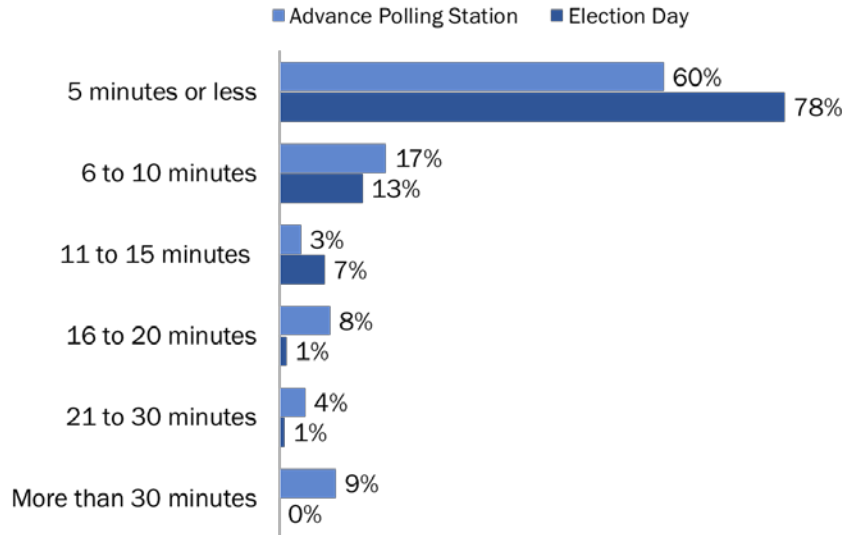
Figure 26: Length of Time to Vote [ALL]



Q23. To the best of your knowledge, how long did it take you to vote at the polling station/advance polling station/local Elections Canada office? This does not include travel time. Base: n= 245; respondents who voted at an advance poll, at a polling station on election day or an EC office.

Among those who voted at an **advance polling station**, 60% said it took them less than five minutes to vote. In comparison, 78% of those who voted **on election day** indicated that it took them less than five minutes to vote.

Figure 27: Length of Time to Vote – Election Day vs. Advance Polling Station



Q23. How long did it take you to vote at the polling station? This does not include travel time. Base: n=66; respondents who voted at an advance polling station.

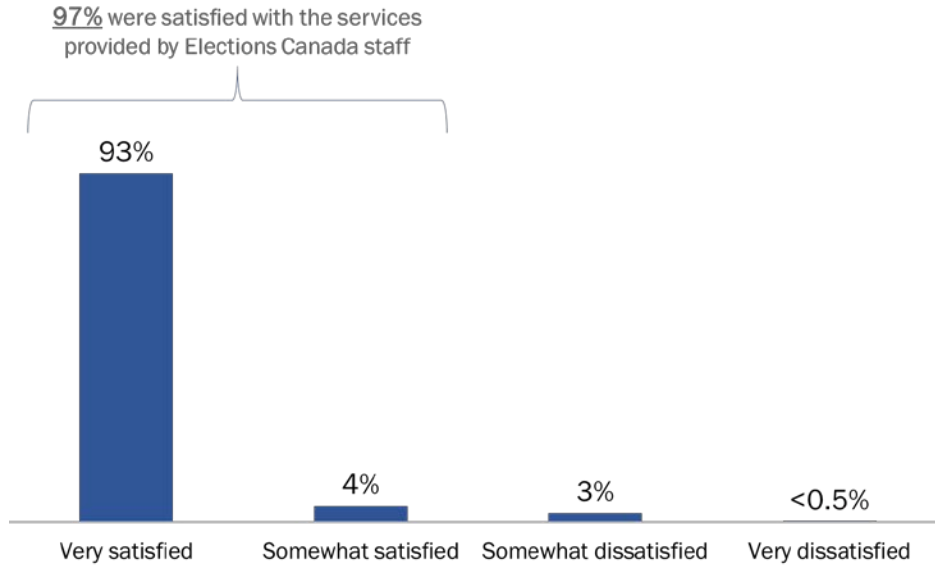
Q23. How long did it take you to vote at the polling station? This does not include travel time. Base: n=175; respondents who voted on election day.

Ninety-five percent (95%) of voters found the time taken to vote to be reasonable. Those who voted on election day were more likely to say that the time it took them to vote was reasonable (98%) compared to those who voted at an advance poll (87%).

Virtually all voters were satisfied with Elections Canada staff

Nearly all respondents who voted in the by-election (97%) were satisfied with the services provided by Elections Canada staff (with 93% saying they were very satisfied).

Figure 28: Satisfaction with Elections Canada Staff



Q27. Overall, how satisfied were you with the services provided by Elections Canada staff when you voted? Would you say...? Base: n= 245; respondents who voted at an advance poll, at a polling station on election day or an EC office. *Percentages may not add to 100% due to rounding.

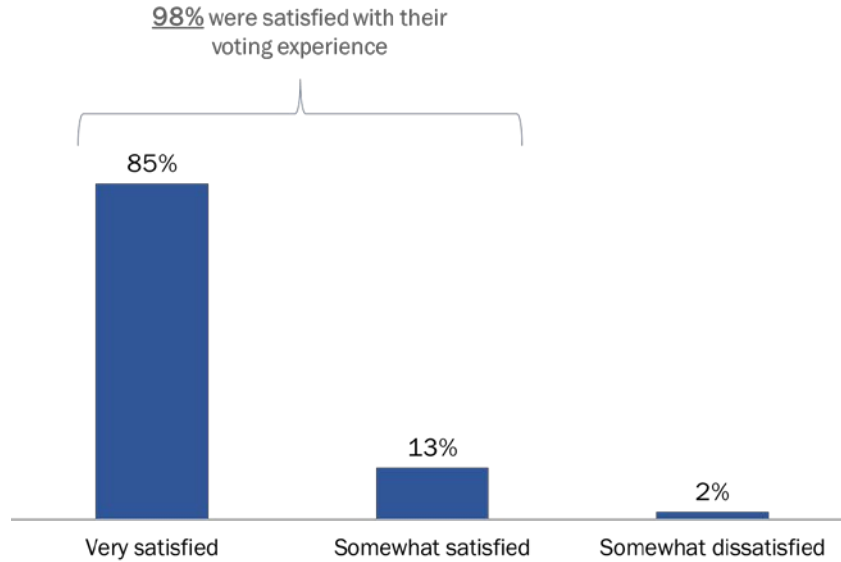
Reasons given for low satisfaction with services had to do with the perception of an inefficient system for processing voters, the lack of bilingual services, services perceived as being overly strict, and having to wait for a senior staff member to get answers.

All voters were satisfied with the service they received in their chosen official language.

Virtually all were satisfied with their voting experience

Nearly all respondents who voted in the by-election (98%) were satisfied with their overall voting experience (with 85% saying they were very satisfied).

Figure 29: Satisfaction with Overall Voting Experience



Q35. Overall, how satisfied were you with your voting experience? Would you say...? Base: n=251; all respondents who voted.

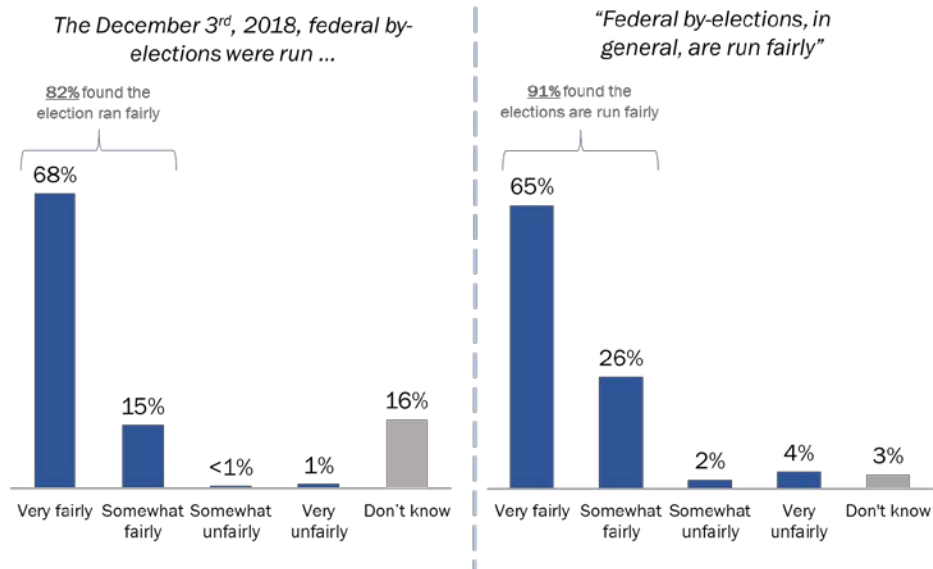
*Percentages may not add to 100% due to rounding.

VI. Fairness and Trust

Most perceive Elections Canada ran the by-election fairly

Two variations of a question about the fairness of how Elections Canada runs federal by-elections were asked to respondents. Half of the respondents were asked the following question: “Thinking about the *December 3, 2018*, federal by-election, would you say that Elections Canada ran the election...?” The other half was asked, “Thinking about federal by-elections *in general*, would you say that Elections Canada runs elections...?”

Figure 30: Perceptions of Elections Canada’s Fairness



Q36a. [LEFT] Thinking about the December 3, 2018, federal by-election, would you say that Elections Canada ran the election...? Base: n=200. SPLIT SAMPLE.

Q36b. [RIGHT] Thinking about federal by-elections in general, would you say that Elections Canada runs elections...? Base: n=200. SPLIT SAMPLE.

*Percentages may not add to 100% due to rounding.

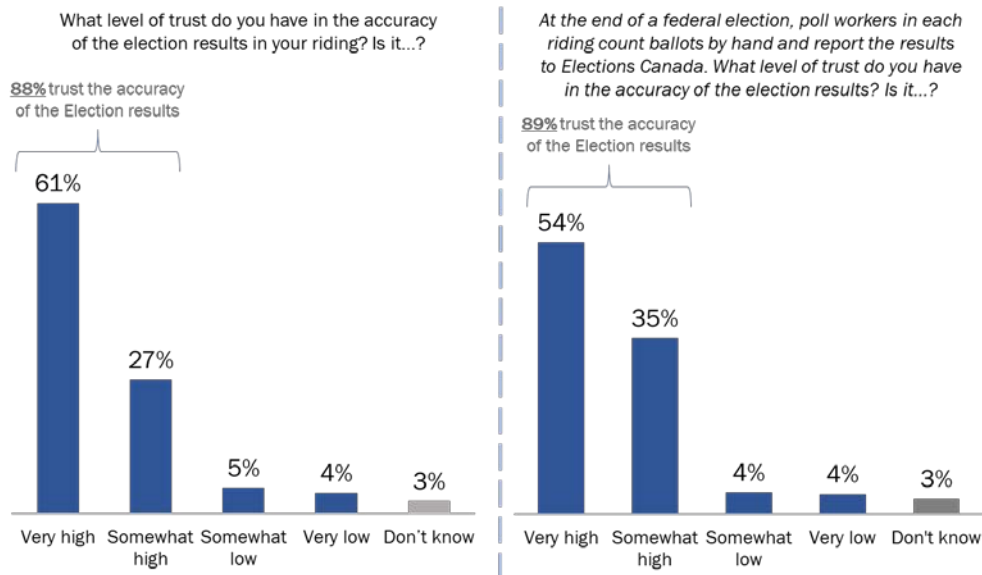
The more specific formulation (i.e. focusing on the specific by-election) found a substantial majority of respondents (82%) thinking that Elections Canada ran the election fairly (with 68% saying *very fairly*), and a fairly high proportion of respondents who did not know (16%). The more general formulation resulted in a larger majority (91%) saying that Elections Canada runs elections fairly (65% saying *very fairly*). The results of the more general formulation also yielded a noticeably lower proportion of electors saying they did not know (3%).

Majority trusts the accuracy of by-election results

A split sample approach was also used to survey respondents about trust in the accuracy of the by-election results. As in previous waves of the survey, respondents were asked, “What level of trust do you have in the accuracy of the election results in your riding?” In the current wave of the survey, a subset of respondents (n=198) was asked a similar question, “What level of trust do you have in the accuracy of the election results?” but it was prefaced by the following preamble: “At the end of a federal election, poll workers in each riding count ballots by hand and report the results to Elections Canada.”

As the accompanying graph indicates, both formulations of the question yielded similar overall results. However, respondents who were asked the question without the preamble, and with “your riding” explicitly identified, were more likely to express a very high level of trust (61%) than those who were asked the version prefaced by the preamble but without “your riding” explicitly identified (54%).

Figure 31: Trust in Accuracy of Results



Q37a. [LEFT] What level of trust do you have in the accuracy of the election results in your riding? Is it...? Base: n=202; all respondents. SPLIT SAMPLE.

Q37b. [RIGHT] At the end of a federal election, poll workers in each riding count ballots by hand and report the results to Elections Canada. What level of trust do you have in the accuracy of the election results? Is it...? Base: n=198. SPLIT SAMPLE.

*Percentages may not add to 100% due to rounding.

Profile of Survey Respondents

Age	Weighted		Unweighted	
	n	%	n	%
<i>18–34</i>	79	20	60	16
<i>35–54</i>	113	28	118	32
<i>55+</i>	198	50	211	49
<i>Refusal</i>	10	2	11	3

Gender	Weighted		Unweighted	
	n	%	n	%
<i>Male</i>	193	48	211	53
<i>Female</i>	207	52	189	47

Employment Status	Weighted		Unweighted	
	n	%	n	%
<i>Employed</i>	207	52	206	52
<i>Unemployed/Currently looking for work</i>	11	3	11	3
<i>Homemaker</i>	8	2	7	2
<i>Student</i>	15	4	11	3
<i>Retired</i>	124	31	130	33
<i>Other</i>	35	9	35	9

Education	Weighted		Unweighted	
	n	%	n	%
<i>Some high school</i>	27	7	28	7
<i>Completed high school</i>	95	24	93	23
<i>Some college</i>	31	8	32	8
<i>Completed college</i>	114	29	112	28
<i>Some university</i>	22	6	20	5
<i>Completed university</i>	69	17	71	18
<i>Post-graduate university</i>	37	9	39	10
<i>Other</i>	0	0	0	0
<i>Don't know</i>	1	<0.5	1	<0.5
<i>Refusal</i>	4	1	4	1

<i>Household Income</i>	<i>Weighted</i>		<i>Unweighted</i>	
	<i>n</i>	<i>%</i>	<i>n</i>	<i>%</i>
<i>Below \$30,000</i>	77	19	77	19
<i>\$30,000 to just under \$60,000</i>	106	26	104	26
<i>\$60,000 to just under \$90,000</i>	71	18	72	18
<i>\$90,000 to just under \$110,000</i>	29	7	29	7
<i>\$110,000 and over</i>	70	18	71	18
<i>Don't know</i>	11	3	10	3
<i>Refusal</i>	36	9	37	9

Appendix

Annex 1: Methodological Details

Sampling

Probability sampling was undertaken using random digit dialling (RDD). To ensure that the sample was representative, and that the results reflected the distribution of electors by age and gender, the sample frame was based on Statistics Canada census data. Respondents were randomly selected using cell phone and landline samples. The sample frame was composed of 80% cell phone numbers and 20% landline numbers in an effort to reach younger electors and to ensure cell phone-only households were included in the sampling frame. The landline sample was supplied by ASDE. The cell phone sample was supplied by Advanis (the firm responsible for data collection for this survey under subcontract to Phoenix SPI).

The same random selection process was used for both the landline and cell phone sample. In terms of the specific respondent in the household, interviewers asked to speak to an individual, 18 years of age and older or a person in the household who had the most recent birthday. If that was not the initial individual answering the telephone, but another in the household, interviewers asked to speak to the eligible respondent. No selection procedures were used for the cell phone sample.

Once an appropriate adult was reached, voter eligibility was verified by the interviewer. To be eligible for the survey, respondents had to be Canadian citizens of at least 18 years of age on polling day, and to have had an address of ordinary residence in the electoral district from the first day of revision period until election day.

A quota protocol approach to sampling was used for this survey to ensure that the younger age segments were as close as possible to the census representation for the 18 to 24 and 25- to 34-year-old population in Leeds–Grenville–Thousand Islands and Rideau Lakes, Ontario.

	Target	Interviews Completed
18 to 24	36	20
25 to 34	44	41
35 to 54	120	118
55 or older	200	211

The quota protocol came into effect on day 11 of two-week field period. In total, 342 interviews were completed before interviewers began screening for specific age groups. The rest—58 interviews—were completed with the quota protocol in place. The following table provides a breakdown of the number of interviews completed before and after the quota protocol by age segment:

	Interviews completed prior to sample quotas	Interviews completed with sample quotas
18 to 24	15	5
25 to 34	25	16
35 to 44	34	37
45 to 64	148	0
65 or older	120	0

Pre-test

To pre-test the questionnaire, respondents were first administered the survey and then asked a series of short follow-up questions. The debrief 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, 15 pre-test interviews were conducted by telephone on December 4, 2018. Respondents had the choice of participating in the official language of their choice. All interviews were completed in English. The pre-test interviews were digitally recorded and reviewed by Phoenix SPI team members and Elections Canada officials.

Overall, the questionnaire worked well. There were no problems in terms of design or respondents' comprehension of the questions. As a result, only minor changes to the programming instructions were made and notes were shared with the interviewers to improve the flow of the interview.

Data Collection

All fieldwork was conducted using computer-assisted telephone interviewing (CATI) technology. In an effort to minimize non-response bias, those who declined to complete the survey over the telephone were given the option to complete the survey online. Five respondents agreed to complete the survey online after having voter eligibility verified by the interviewer. However none of them completed the online version. In total, 400 electors were interviewed by telephone. Based on a sample of this size, the results for the electoral district can be considered accurate to within $\pm 4.9\%$, 19 times out of 20.

The following specifications applied:

- The phone and online surveys were programmed in both French and English. Calls were made in English, and respondents were offered the option to complete the survey in the official language of their choice. All 400 respondents chose to complete the survey in English.
- Interviews averaged 12 minutes in length.
- All survey participants were informed that their participation is voluntary, and that information collected is protected under the authority of the *Privacy Act*. They were also 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 was conducted December 4 to 18, 2018.

The data collection was conducted in accordance with the standards set out by the Marketing Research and Intelligence Association as well as applicable federal legislation, including the *Personal Information Protection and Electronic Documents Act* (PIPEDA), 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:

	Landline	Cell	Total
Total Numbers Attempted	1,995	7,995	9,990
Out-of-scope - Invalid	497	220	717
Unresolved (U)	663	6,269	6,932
<i>No answer/Answering machine</i>	663	6,269	6,932
In-scope - Non-responding (IS)	590	1,033	1,623
<i>Language barrier/illness/incapable</i>	6	9	15
<i>Call-back (Respondent not available)</i>	3	2	5
<i>Refusal (Household)</i>	433	731	1,164
<i>Refusal (Respondent)</i>	148	290	438
<i>Termination/break-off/partial complete</i>	0	1	1
In-scope - Responding units (R)	245	473	718
<i>Completed Interview</i>	145	255	400
<i>NQ - Quota Full</i>	5	5	10
<i>NQ - Does not qualify</i>	82	143	225
<i>NQ - Citizenship</i>	1	1	2
<i>NQ - Age</i>	0	2	2
<i>NQ - Not in riding</i>	12	67	79
Response Rate	16.36%	6.08%	7.74%

The response rate formula is 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 and Non-response Bias

To produce population estimates, the survey data were weighted to accurately reflect the age and gender distribution of eligible electors in the federal riding of Leeds–Grenville–Thousand Islands and Rideau Lakes, Ontario. Specifically, the nested census populations of men and women residing in the federal electoral district who were 18–24, 25–34, 35–44, 45–64, and 65 or older (at the time of the research) were compiled as the weighting frame. The survey results were then compared to the same age and gender proportions to generate the survey weights. Any respondents who refused to provide their age were given a neutral weight so as not to skew the weighting proportions. Weights were based on 2016 Statistics Canada census data.

The table below shows the unweighted and weighted proportions for the variables used to create the weights:

Base	Unweighted n=400	Weighted n=400
Gender		
Male	53%	48%
Female	47%	52%
Age		
18 to 24	5%	9%
25 to 34	10%	11%
35 to 44	13%	13%
45 to 64	42%	39%
65 or older	30%	28%

Telephone surveys of the Canadian public often under-represent younger Canadians and over-represent older Canadians. Previous by-election surveys have resulted in few 18- to 34-year-old electors in the final survey sample. As a result, the post-stratification weights have been very high for these strata of the population. To address this, a quota protocol approach to sampling was used to ensure that the younger age segments were as close as possible to the census representation for 18- to 34-year-olds in the federal riding of Leeds–Grenville–Thousand Islands and Rideau Lakes, Ontario. As the table shows, the distribution of interviews by age segment very closely matches the actual distribution of electors by age in the federal riding.

Annex 2: Survey Questionnaire

PINTRO

PHONE INTRO

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

[IF ASKED]: The survey will take about 12 minutes to complete.

[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 613-260-1700, ext. 223.

[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).

A. LANDLINE PROTOCOL

I would like to speak to the person in your household who is a Canadian citizen, is at least 18 years old, and who has had the most recent birthday. Would that be you?

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

IF PERSON SELECTED IS NOT AVAILABLE OVER INTERVIEW PERIOD, ASK FOR PERSON WITH NEXT MOST RECENT BIRTHDAY AND GO TO SCR1.

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

PRIV

Please note that this call may be recorded for quality control or training purposes and all personal information collected will be held in strict confidence. Responses are used only for research and statistical purposes. The anonymized database of all responses may be shared with researchers who collaborate with Elections Canada.

SCR1

May I confirm that you are a Canadian citizen?

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

- 01 Yes
- 02 No GO TO THNK2

SCR2

May I confirm that you were at least 18 years old on December 3, 2018?

IF NO: This survey must be completed by Canadian citizens who were at least 18 years old on December 3, 2018. Would there be someone in your household who was at least 18 years old on December 3, 2018? IF YES ASK TO SPEAK TO THAT PERSON.

- 01 Yes
- 02 No GO TO THNK2

SCR3 AGE

In what year were you born?

- 01 _____
- 00 Don't know/Refusal

SCR3B CHECK ELIGIBILITY 2015

SCR3 IS 1997

In what month and on what day were you born?

IF ASKED WHY: This is to verify whether you had been eligible to vote in a federal election prior to the December 3, 2018, by-election.

RECORD THE TWO ANSWERS

- SCR3 = Month: _____
- SCR3A = Day: _____
- 00 Don't know/Refusal

SCR4 RESIDENCE

Between October 31 and December 3 2018, did you live in the federal riding of Leeds–Grenville–Thousand Islands and Rideau* Lakes? [PRONOUNCED: REE-DOE]

IF NO: Unfortunately, this survey must be completed by Canadian citizens who lived in this riding and were eligible to vote in the December 3, 2018, by-election. THANK AND DISCONTINUE.

IF ANSWERS SPONTANEOUSLY THAT LIVED IN RIDING FOR ONLY PART OF REVISION PERIOD: Unfortunately, this survey must be completed by Canadian citizens who lived in this riding for the entire revision period (October 31, 2018, through December 3, 2018), and were eligible to vote in the December 3, 2018, by-election. THANK AND DISCONTINUE.

IF UNSURE: REVIEW LIST OF COMMUNITIES IN THE RIDING WITH RESPONDENT TO DETERMINE IF HE/SHE WAS A RESIDENT OF THE RIDING. IF SO, CONTINUE. IF NOT, DISCONTINUE USING LANGUAGE IN CODE 02. LIST OF COMMUNITIES ATTACHED.

IF UNSURE (2): INTERVIEWER TO USE ELECTIONS CANADA'S ONLINE *VOTER INFORMATION SERVICE* TO VERIFY RIDING BY POSTAL CODE (<http://www.elections.ca/scripts/vis/finded>).

01 Yes
02 No GO TO THNK2

B. CELL PROTOCOL

I would like to speak to someone who is a Canadian citizen and is at least 18 years old. Does that describe you?

IF PERSON IS NOT AVAILABLE, ARRANGE FOR CALL BACK.

IF PERSON IS NOT AVAILABLE OVER INTERVIEW PERIOD, THANK AND DISCONTINUE.

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

PRIV

Thank you. Please note that this call may be recorded for quality control or training purposes and all personal information collected will be held in strict confidence. Responses are used only for statistical purposes.

SCR1

May I confirm that you are a Canadian citizen?

IF NO: This survey must be completed by Canadian citizens. THANK AND DISCONTINUE.

- 01 Yes
- 02 No GO TO THINK2

SCR2

May I confirm that you were at least 18 years old on December 3, 2018?

IF NO: This survey must be completed by Canadian citizens who were at least 18 years old on December 3, 2018. THANK AND DISCONTINUE.

- 01 Yes
- 02 No GO TO THINK2

SCR3 AGE

In what year were you born?

- 01 _____
- 00 Don't know/Refusal

SCR3B CHECK ELIGIBILITY 2015

SCR3 IS 1997

In what month and on what day were you born?

IF ASKED WHY: This is to verify whether you had been eligible to vote in a federal election prior to the December 3, 2018, by-election.

RECORD THE TWO ANSWERS

- SCR3 = Month: _____
- SCR3A = Day: _____
- 00 Don't know/Refusal

SCR4 RESIDENCE

Between October 31 and December 3 2018, did you live in the federal riding of Leeds–Grenville–Thousand Islands and Rideau Lakes?

IF NO: Unfortunately, this survey must be completed by Canadian citizens who lived in this riding and were eligible to vote in the December 3, 2018, by-election. THANK AND DISCONTINUE.

IF ANSWERS SPONTANEOUSLY THAT LIVED IN RIDING FOR ONLY PART OF REVISION PERIOD: Unfortunately, this survey must be completed by Canadian citizens who lived in this riding for the entire revision period (October 31, 2018, through December 3, 2018), and were eligible to vote in the December 3, 2018, by-election. THANK AND DISCONTINUE.

IF UNSURE: REVIEW LIST OF COMMUNITIES IN THE RIDING WITH RESPONDENT TO DETERMINE IF HE/SHE WAS A RESIDENT OF THE RIDING. IF SO, CONTINUE. IF NOT, DISCONTINUE USING LANGUAGE IN CODE 02. LIST OF COMMUNITIES ATTACHED.

IF UNSURE (2): INTERVIEWER TO USE ELECTIONS CANADA'S ONLINE *VOTER INFORMATION SERVICE* TO VERIFY RIDING BY POSTAL CODE (<http://www.elections.ca/scripts/vis/finded>).

- 01 Yes
- 02 No GO TO THNK2

Q1 KNOW ELECTION

Did you know that a federal by-election took place on December 3, 2018, in your riding?

DO NOT READ

IF NO: confirm once again if the respondent was living in the federal district (i.e.: not just the city), using the geographic boundary description provided (“map”)

- 01 Yes
- 02 No GO TO Q8
- 98 Don't know GO TO Q8
- 99 Refusal GO TO Q8

Q2 VOTED OR NOT

Many people don't or can't vote for a variety of reasons. This is particularly true for by-elections, where voter turnout is often much lower than in general elections. Which of the following statement describes you?

- 01 I did not vote in the election
- 02 I thought about voting this time but didn't vote
- 03 I usually vote but didn't this time
- 04 I am sure I voted in the election

DO NOT READ

- 98 Don't know
- 99 Refusal

Q3 REASON NO VOTE

Q2 IS 01 or 02 or 03

What is the main reason you did not vote?

DO NOT READ – CODE 1 ANSWER

Everyday life or health reasons

- 01 Too busy
- 02 Out of town
- 03 Illness or disability

Political reasons

- 04 Not interested in politics
- 05 Lack of information about campaign issues and parties' positions
- 06 Did not like candidates / parties / campaign
- 07 Felt voting would not make a difference
- 08 Did not know who to vote for

Electoral process-related reasons

- 09 Could not prove identity or address
- 10 Not on voters list
- 11 Transportation problem / polling station too far
- 12 Lack of information about the voting process (e.g. when/where to vote)

- 13 Lineups were too long
- 14 Issues with the voter information card

All other reasons

- 15 Forgot to vote
- 16 Religious or other beliefs
- 17 Other reason (specify)
- 98 Don't know
- 99 Refusal

Q3A MISSING ID

Q3 IS 09 (Failed ID Requirements)

Which pieces of identification or documentation were you missing?

READ IF NECESSARY – CODE UP TO 3 ANSWERS

- 01 Document with your photo
- 02 Document with your name
- 03 Document with your address
- 04 No identification pieces
- 77 Other (specify)
- DO NOT READ
- 98 Don't know
- 99 Refusal

Q3B OUT OF TOWN

Q3 IS 02 (Out of town)

Were you out of town for work or personal reasons?

- 01 Work
- 02 Personal reasons
- 03 Other (specify)
- DO NOT READ
- 99 Refusal

IF RESPONDENT ASKS WHY

Elections Canada is working to improve its services for electors who are out of town on voting days.

Q3C UNPLANNED

Q3 IS 02 (out of town)

Would you say that your travel was planned or unplanned?

- 01 Planned
- 02 Unplanned
- DO NOT READ
- 99 Refusal

IF RESPONDENT ASKS WHAT IS MEANT BY UNPLANNED

This means that the trip was not planned in advance—for example, you knew that you were leaving less than a week before you left.

IF RESPONDENT ASKS WHY WE WANT TO KNOW

Elections Canada is working to improve its services for electors who are out of town on voting days.

Q3D TOO BUSY FORCED CHOICE

IF Q3 IS 01

I noted that you were too busy to vote. If you had to choose, which of the following most closely reflects your situation? Would it be...

READ; ROTATE ITEMS

- 01 There isn't time in my normal daily schedule to vote
 - 02 Something unexpected came up and I had to change my plans
 - 03 I had other priorities that day
 - 04 Other [open-ended]
- DO NOT READ
- 99 Refusal

PQ4

I would like to ask a few questions about the information you may have received in advance of the by-election.

Q4 VIC

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

DO NOT READ

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

Q5 NAME ON VIC

Q4 IS 01

Was your name correct on the card you received?

DO NOT READ

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

Q6 ADDRESS ON VIC

Q4 IS 01

And was your address correct on the card?

DO NOT READ

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

Q7 ENSURE REGISTRATION

Q4 IS 02 OR 98 OR 99

What did you do to find out whether you were registered to vote in this by-election?

DO NOT READ. CODE UP TO 3 ANSWERS

INTERVIEWERS: IF RESPONDENT SAYS HE/SHE WENT ONLINE / CHECKED WEBSITE (CODE 04), ALSO PROBE FOR USE OF ONLINE VOTER REGISTRATION SERVICE (CODE 06).

- 01 Did nothing
- 02 Found out at the polling station/local Elections Canada Office
- 03 Called 1 800 number of Elections Canada
- 04 Consulted the Elections Canada website
- 05 Informed the revising agent who came to my home
- 06 Used Online Voter Registration Service on Elections Canada website
- 07 Learned from revising agent who came to my home
- 08 Learned from my voter information card
- 77 Other (specify): _____
- 98 Don't know
- 99 Refusal

PQ8

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

Q8 NEED TO BE REGISTERED

To the best of your knowledge, do electors need to be registered on the list of electors to vote in a Canadian federal election?

IF ASKED: This means that your name is on the list of electors.

DO NOT READ

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

Q9A ELECTION DAY REGISTRATION

IF Q8 IS 01

You are right, electors must be registered to vote in a federal election. If an elector is not registered on election day and wants to vote, can they register at the polling place and then vote immediately after?

DO NOT READ

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

Q9B ELECTION DAY REGISTRATION

IF Q8 IS 02 (No), 98 (Don't know) OR 99 (Refusal)

Actually, electors do need to be registered to vote in a federal election. If an elector is not registered on election day and wants to vote, can they register at the polling place and then vote immediately after?

DO NOT READ

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

Q10

SPLIT SAMPLE 50/50

Q10A REGISTER ONLINE A

To the best of your knowledge, could electors use an online voter registration service on Elections Canada's website to check, update or complete their voter registration during the last by-election?

DO NOT READ

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

Q10B REGISTER ONLINE B

To the best of your knowledge, is it possible for Canadian electors to check, update or complete their voter registration on Elections Canada's website?

DO NOT READ

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

Q11 POSSIBLE PLACES TO VOTE

At federal elections, is it possible for Canadian electors to vote... [READ ALL]

- A At the advance polling station
- B At the local Elections Canada office before election day
- C By mail

DO NOT READ

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

IF RESPONDENT ASKS FOR CLARIFICATION REGARDING ANSWER B "AT THE LOCAL ELECTIONS CANADA OFFICE"

Whenever there is an election, the official in charge of conducting the election in a riding opens an office. That office is open to the public for the duration of the campaign. Is it possible to vote there?

Q12 WHERE DID YOU VOTE

Q2 IS 04

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

READ IN ORDER UNTIL RESPONDENT PROVIDES A RESPONSE – CODE ONE ANSWER ONLY

- 01 At the polling station on election day on December 3, 2018?
- 02 At the advance polling station (on November 23, 24, 25 or 26, 2018)?
- 03 At the local Elections Canada office before election day?
- 04 By mail?
- 05 At home (if disabled)

DO NOT READ

- 77 Other (specify)
- 98 Don't know
- 99 Refusal

IF RESPONDENT ASKS FOR CLARIFICATION AT ANSWER 03 "AT THE LOCAL ELECTIONS CANADA OFFICE"

Whenever there is an election, the official in charge of conducting the election in a riding opens an office. That office is open to the public for the duration of the campaign. Did you vote there before election day?

IF RESPONDENTS SAY THEY VOTED ONLINE, ASK FOR CLARIFICATION. VOTERS WITH A DISABILITY CAN REGISTER ONLINE TO RECEIVE A BALLOT IN THE MAIL WHICH CAN BE COMPLETED IN THEIR HOME AND MAILED IN. THESE MENTIONS SHOULD BE CODED AS: 05 – AT HOME.

Q13 EASY TO VOTE

Q2 IS 04

Q12 IS NOT 98 or 99

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

READ

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

DO NOT READ

- 98 Don't know
- 99 Refusal

Q14

SPLIT SAMPLE 50/50 BETWEEN Q14A and Q14B+Q15

Q14A PROOF ID ADDRESS

In order to vote at a federal election, must electors provide...

- 01 A proof of identity
- 02 A proof of address
- 03 Both
- 04 Neither

DO NOT READ

- 98 Don't know
- 99 Refusal

Q14B PROOF ID

RANDOM ROTATE Q14B WITH Q15 – PLEASE USE A FLAG VARIABLE FOR IDENTIFICATION OF 1st AND 2nd

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

DO NOT READ

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

Q15 PROOF ADDRESS

RANDOM ROTATE Q15 WITH Q14B – PLEASE USE A FLAG VARIABLE FOR IDENTIFICATION OF 1st AND 2nd

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

DO NOT READ

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

Q1 IS 02 OR 98 OR 99; GO TO PS1 (SOCIO-DEMOGRAPHIC)

Q12 IS 04, 05, 77, 98 OR 99; GO TO PQ28

Q2 IS 01 or 02 or 03; GO TO PQ28

Q2 IS 04

Q16 EASY PROOF ID

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

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

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

Q17 DISTANCE TO POLL

Was the (answer underline at Q12: 01 polling station, 02 advance polls, 03 local Elections Canada office) **at a convenient distance from your home?**

DO NOT READ

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

Q18 DIFFICULTY REACHING BUILDING

INSERT BASED ON Q12 RESPONSE OF 1, 2 OR 3

1 = polling station

2 = advance polling stations

3 = local Elections Canada office

Did you have any difficulty reaching the _____?

DO NOT READ. QUESTION REFERS TO DIFFICULTY GETTING TO THE BUILDING.

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

Q18B WHAT WAS DIFFICULT

Q18 IS 01

Could you briefly describe the main difficulty in reaching the (answers underlined at Q12: 01 polling station, 02 advance polling station or 03 local Elections Canada office)?

DO NOT READ – CODE UP TO 3 ANSWERS

- 01 Physical accessibility
- 02 Polling station address difficult to find
- 03 Room inside the building difficult to find
- 04 Not enough parking
- 05 Wrong information on my voter information card (i.e., wrong polling station address)
- 06 Imprecise signage (interior / exterior)
- 77 Other (specify)
- 98 Don't know
- 99 Refusal

Q19 BUILDING ADEQUATE

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

READ SCALE

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

DO NOT READ

- 98 Don't know
- 99 Refusal

Q20 SIGNAGE

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

DO NOT READ

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

Q21 BRING VIC

IF Q4 IS 01

Did you bring your voter information card with you to the (answer underlined at Q12: 01 polling station, 02 advance polling station or 03 local Elections Canada office)?

DO NOT READ. CODE ONE ANSWER ONLY

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

Q22 VOTE SCHEDULE

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

DO NOT READ

IF Q12 = 01 election day

READ ONLY IF NECESSARY; CODE ONLY ONE RESPONSE

- 01 NA: Opening hours start at 8:30 a.m.
- 02 Between 8:30 and 9 a.m.
- 03 Between 9 and 10 a.m.
- 04 Between 10 and 11 a.m.
- 05 Between 11 and noon
- 06 Between noon and 1 p.m.
- 07 Between 1 and 2 p.m.
- 08 Between 2 and 3 p.m.
- 09 Between 3 and 4 p.m.
- 10 Between 4 and 5 p.m.
- 11 Between 5 and 6 p.m.
- 12 Between 6 and 7 p.m.
- 13 Between 7 and 8 p.m.
- 14 Between 8 and 8:30 p.m.
- 15 NA: Closing of the polls is at 8:30 p.m.
- 98 Don't know
- 99 Refusal

IF Q12 = 02 Advance polls

READ ONLY IF NECESSARY; CODE ONLY ONE RESPONSE

- 01 NA: Opening hours start at 12 p.m.
- 02 NA: Opening hours start at 12 p.m.
- 03 NA: Opening hours start at 12 p.m.
- 04 NA: Opening hours start at 12 p.m.
- 05 NA: Opening hours start at 12 p.m.
- 06 Between noon and 1 p.m.
- 07 Between 1 and 2 p.m.
- 08 Between 2 and 3 p.m.
- 09 Between 3 and 4 p.m.
- 10 Between 4 and 5 p.m.
- 11 Between 5 and 6 p.m.
- 12 Between 6 and 7 p.m.
- 13 Between 7 and 8 p.m. inclusively
- 14 NA: Closing of the polls is at 8 p.m.
- 15 NA: Closing of the polls is at 8 p.m.
- 98 Don't know
- 99 Refusal

Q22A WEEKDAY OR WEEKEND

IF Q12 = 03 (Local EC Office)

The local Elections Canada offices have different schedules on different days. Do you remember if you voted on a weekday or on a weekend?

DO NOT READ

- 01 Weekday
- 02 Weekend
- 99 Refusal

IF RESPONDENT DOES NOT REMEMBER, CODE UNDER WEEKDAY.

IF Q22A = 01 or 99 (Weekday or Refusal)

READ ONLY IF NECESSARY; CODE ONLY ONE RESPONSE

- 01 NA: Opening hours start at 9 a.m.
- 02 NA: Opening hours start at 9 a.m.
- 03 Between 9 and 10 a.m.
- 04 Between 10 and 11 a.m.
- 05 Between 11 and noon
- 06 Between noon and 1 p.m.
- 07 Between 1 and 2 p.m.
- 08 Between 2 and 3 p.m.
- 09 Between 3 and 4 p.m.
- 10 Between 4 and 5 p.m.
- 11 Between 5 and 6 p.m.
- 12 Between 6 and 7 p.m.
- 13 Between 7 and 8 p.m.

- 14 Between 8 and 9 p.m.
- 15 NA: Closing of the polls is at 9 p.m.
- 98 Don't know
- 99 Refusal

IF Q22A = 02 Weekend

READ ONLY IF NECESSARY; CODE ONLY ONE RESPONSE

- 01 NA: Opening hours start at 9 a.m.
- 02 NA: Opening hours start at 9 a.m.
- 03 Between 9 and 10 a.m.
- 04 Between 10 and 11 a.m.
- 05 Between 11 and noon
- 06 Between noon and 1 p.m.
- 07 Between 1 and 2 p.m.
- 08 Between 2 and 3 p.m.
- 09 Between 3 and 4 p.m.
- 10 Between 4 and 5 p.m.
- 11 Between 5 and 6 p.m.
- 12 NA: Closing of the polls is at 6 p.m.
- 13 NA: Closing of the polls is at 6 p.m.
- 14 NA: Closing of the polls is at 6 p.m.
- 15 NA: Closing of the polls is at 6 p.m.
- 98 Don't know
- 99 Refusal

Q23 VOTE DURATION

To the best of your knowledge, how long did it take you to vote AT

THE...Q12: 01 polling station, 02 advance polling station or 03 local Elections Canada office? This does not include travel time.

DO NOT READ; RECORD TIME IN MINUTES

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

Q24 REASONABLE TIME

Would you say that this was a reasonable amount of time?

DO NOT READ. QUESTION REFERS TO TIME SPENT TO VOTE

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

Q25 OFFICIAL LANGUAGE

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

DO NOT READ. CODE ONE ANSWER ONLY

- 01 English
- 02 French
- 03 In both official languages (English and French)
- 04 Other (specify)
- 98 Don't know
- 99 Refusal

Q26 SATISFIED LANGUAGE

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

DO NOT READ

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

Q27 SATISFIED SERVICES

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

READ. QUESTION REFERS TO SERVICES PROVIDED BY ELECTIONS CANADA STAFF PRESENT AT THE Q12: 01 polling station, 02 advance polling station or 03 local Elections Canada office

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

Q27B – WHY DISSATISFIED

IF Q27 IS 03 OR 04

Is there a specific reason why you were not satisfied with the services provided by Elections Canada staff?

[open-ended]

[IF ASKED ABOUT COMPLAINTS MECHANISMS]: If you would like to lodge a complaint with 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 use the contact form on their website, at www.elections.ca and click on Contact us on the right-hand corner.

PQ28

I would now like to ask you some questions about the level of information that you received during this by-election...

Q28 WELL INFORMED

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

READ SCALE

- 01 Very informed
- 02 Somewhat informed
- 03 Somewhat uninformed
- 04 Very uninformed

DO NOT READ

- 98 Don't know
- 99 Refusal

Q29 SPLIT SAMPLE 50/50 BETWEEN Q29A and Q29B to Q29D

Q29A EC ADVERTISING

During the election period, did you see, hear or read any advertising or communications from Elections Canada about how, when and where to vote in the by-election on December 3, 2018?

DO NOT READ

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

Q29B TO D ADVERTISING ALTERNATIVE

Please tell me if you have seen or heard any of the following during the by-election campaign.

Q29B

Communications by political parties and candidates, for example outdoor signs, radio or TV commercials.

DO NOT READ

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

Q29C

Media coverage of the by-election, for example reports on the news or interviews with candidates.

DO NOT READ

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

Q29D

I would now like to ask specifically about advertising from Elections Canada. Have you seen or heard communications from Elections Canada about how, when and where to vote in the by-election?

DO NOT READ

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

Q30 WHERE ADVERTISING

Q29A IS 01 OR Q29D IS 01

Where did you see, hear or read advertising from Elections Canada?

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

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

99 Refusal

Q31 EC WEBSITE

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

DO NOT READ

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

Q32 SATISFIED EC WEBSITE

Q31 IS 01

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

READ SCALE

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

Q33 CONTACT EC

Did you contact Elections Canada during the campaign?

DO NOT READ

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

Q34 SATISFIED CONTACT EC

Q33 IS 01

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

READ SCALE

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

Q35 SATISFIED VOTING

Q2 IS 04

SPLIT SAMPLE RANDOM ROTATE Q35A AND Q35B – PLEASE USE A FLAG VARIABLE FOR IDENTIFICATION OF 1st AND 2nd

Q35A BIPOLAR

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

READ SCALE

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

Q35B UNIPOLAR

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

READ SCALE

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

SPLIT SAMPLE 50/50 AS FOLLOWS:

1. Split sample Q36A and Q36B
2. Split sample Q37A and Q37B
3. Randomize the order of those two questions; half get Q36 first and half get Q37 first

PLEASE USE A FLAG VARIABLE FOR IDENTIFICATION OF THE SPLIT AND THE ORDER OF THE SPLIT (Q36 FIRST OR Q37 FIRST).

Q36A RAN FAIRLY THIS BY-ELECTION

Thinking about the December 3, 2018, federal by-election, would you say that Elections Canada ran the election...?

EMPHASIZE "ELECTIONS CANADA"

READ SCALE

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

DO NOT READ

- 98 Don't know
- 99 Refusal

Q36B RAN FAIRLY GENERAL

Thinking about federal by-elections in general, would you say that Elections Canada runs elections...?

EMPHASIZE "ELECTIONS CANADA"

READ SCALE

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

DO NOT READ

- 98 Don't know
- 99 Refusal

Q36C WHY NOT TRUST

Q36A or 36B IS 03 or 04

Is there a specific reason as to why you think Elections Canada runs the election unfairly?

DO NOT READ

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

Q37A TRUST RESULTS

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

READ SCALE

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

DO NOT READ

- 98 Don't know
- 99 Refusal

Q37 B TRUST RESULTS WITH INTRO

At the end of a federal election, poll workers in each riding count ballots by hand and report the results to Elections Canada. What level of trust do you have in the accuracy of the election results? Is it...?

READ SCALE

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

Q37C WHY NOT TRUST

Q37A or Q37B IS 03 or 04

Is there a specific reason as to why your level of trust is low when it comes to the accuracy of the election results in your riding?

DO NOT READ

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

PS1

Before ending, I would like to ask you a few questions about you and your household for statistical purposes only. Please be assured that your answers will remain completely confidential.

S1 GENDER

For the purposes of this survey, could you please indicate your gender?

DO NOT READ.

- 01 Male
- 02 Female
- 97 Other (specify)
- 98 Don't know
- 99 Refusal

S2 LANGUAGE

What language do you speak most often at home? READ LIST.

- 01 English
- 02 French
- 77 Other: _____
- 98 Don't know
- 99 Refusal

S3 ETHNIC

Could you please tell me your ethnic background? For example, White / Caucasian, Asian, African, Latin American, etc.

DO NOT READ. ACCEPT ONLY ONE REPLY; USE 97 FOR MIXED / MULTIPLE ETHNICITIES.

Group	<i>Includes</i>
01 White / Caucasian	English-Canadian, French-Canadian, Quebecois and non-visible minority (includes English, Irish, Scottish, German, French, Italian)
02 Chinese	China, Hong Kong, Taiwan
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, Burkinabe, Burundian, Cameroonian, Cape Verde Islands, Cayman Islands, Central African, Chadian, Comoros Islands, Congolais, Dominican, Equatorial Guinean, Ethiopian, Gabonese, Gambian, Ghanaian, Grenadian, Guadeloupien, Guinean, Guinea-Bissauan, Guyanese, Haitian, Ivorian, Jamaican, Kenyan, Lesothan, Liberian, Malagasy, Malawian, Malian, Martinican / French Guiana, Montserratian, Mozambican, Namibian, Nevisitian, Nigerois, Nigerian, Rwandan, Vicentian / Grenadines, Saint Lucian, Senegalese, Trinidadian, Tobagonian, West Indian, other Caribbean, other African
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
11 Indigenous	First Nations / Métis / Inuit

Group	Includes
97 Other visible minorities or mixed ethnicity, please specify	RECORD _____
98 Don't know	
99 Refusal	

SPLIT SAMPLE 50/50

S4A VISIBLE MINORITY A

Are you a member of a visible minority group?

DO NOT READ

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

IF THE RESPONDENT DOESN'T KNOW WHAT THAT MEANS: Under the *Employment Equity Act*, visible minorities are people, other than Indigenous peoples, who are not white or Caucasian.

S4B VISIBLE MINORITY B

Do you consider yourself to be a member of a visible minority group?

DO NOT READ

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

S5 COUNTRY BIRTH

In what country were you born?

INTERVIEWER: Specify place of birth according to current boundaries.

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

DO NOT READ – ONE ANSWER ONLY

- 01 Canada GO TO S6
- 02 China
- 03 Germany
- 04 India
- 05 Italy
- 06 Philippines
- 07 Poland
- 08 Portugal
- 09 United Kingdom

- 10 United States
- 11 Vietnam
- 97 Other (SPECIFY: _____)
- 98 Don't know GO TO S6
- 99 Refusal GO TO S6

S6 YEAR ARRIVED CANADA

S5 IS NOT 01 CANADA

In what year did you come to live in Canada?

RECORD 4-DIGIT YEAR

DO NOT READ

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

S7 DEMOCRACY IN HOME COUNTRY

S5 IS NOT 01 CANADA

Thinking about your country of origin at the time that you left, would you say that this country was... READ LIST

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

- 98 Don't know
- 99 Refusal

S8 EDUCATION

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

DO NOT READ – CODE ONE ONLY

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

S9 OCCUPATION

How would you describe your current employment status?

IF RESPONDENT IS UNCLEAR ABOUT THE QUESTION

Are you, for example, employed, retired, in school, unable to work? This includes part-time and temporary occupations.

DO NOT READ SCALE, CODE UP TO 2 RESPONSES

PROBE AS NEEDED TO CONFIRM WHETHER THE RESPONDENT IS EMPLOYED OR SELF-EMPLOYED.

- 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 (long-term disability)
- 10 Temporarily not working [includes absence due to illness, parental leave, short-term disability, vacation or labour dispute]
- 11 A homemaker or caregiver
- 12 Other

S10 DISABILITY FUNCTIONAL

How often do you have to limit your daily activities due to a physical condition, to pain or to a mental health issue? READ LIST

- 01 Never
- 02 Sometimes
- 03 Often
- 04 Always

- 98 Don't know
- 99 Refusal

S11 DISABILITY ID

Do you identify as having a disability?

DO NOT READ

- 01 Yes
- 02 No

- 98 Don't know
- 99 Refusal

S12 MARITAL

What is your marital status? Are you...

READ IN ORDER UNTIL RESPONDENT PROVIDES A RESPONSE – CODE ONE ANSWER ONLY

- 01 Married
- 02 Living common-law
- 03 Widowed
- 04 Separated
- 05 Divorced
- 06 Single, never married
- DO NOT READ
- 98 Don't know
- 99 Refusal

S13 HOUSEHOLD SIZE

Including yourself, how many people usually live in your household?

DO NOT READ

- 01 _____
- 98 Don't know
- 99 Refusal

S14 KIDS

S13 IS 2 OR MORE

Are you the parent or guardian of any child under 5 years of age living at home with you?

DO NOT READ

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

S15 INCOME

Which of the following categories best corresponds to the total annual family income, before taxes, of all members in your household, for 2017?

EMPHASIZE FOCUS ON TOTAL HOUSEHOLD INCOME.

READ IN SEQUENCE – CODE ONE ONLY

- 01 Below \$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 and over
- DO NOT READ
- 98 Don't know
- 99 Refusal

S16 VOTE 2015

SCR3 IS MORE THAN 1900 AND LESS THAN 1997 OR SCR3 IS 1997 AND SCR3B IS LESS OR EQUAL TO October 19, 2015 OR SCR3 IS 00 OR SCR3B IS 00

Finally, we would like to know if you voted in the October 19, 2015, federal general election?

DO NOT READ

- 01 YES
- 02 No
- 77 Other (specify)
- 98 Don't know
- 99 Refusal

S17 POSTAL CODE

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

PROBE FOR FIRST THREE DIGITS IF REFUSAL

- 01 _____
- 98 Don't know
- 99 Refusal

THNK

That completes the survey. Thank you for taking part. Your participation is appreciated.

THNK2

NOT ELIGIBLE TO COMPLETE SURVEY

Thank you for your cooperation! Based on the information you have provided, unfortunately you are not eligible to complete the remainder of this survey.