Survey of Candidates of the 43rd Federal General Election

Narrative Report

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

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EXECUTIVE SUMMARY

A. BACKGROUND AND OBJECTIVES

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

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

B. METHODOLOGY

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

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

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

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

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

C. **Key Findings**

**Overall Experiences**

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

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

**Nomination Process and Sources of Difficulty**

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


**The Portal**

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

**Elections Canada Products and Services**

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

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

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

**The Campaign**

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

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

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

**Voting Process**

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

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

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

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

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

Canadian Democracy

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

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

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

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

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

E. **POLITICAL NEUTRALITY CERTIFICATION**

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

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

Signed by: ____________________________

Susan Galley (Vice President)
**DetaIed Findings**

**A. Overall Experiences**

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

Most candidates perceived Elections Canada to have run the federal election fairly (81%), and have a high level of trust in the accuracy of the election results (86%).
Overall satisfaction with the administration of the 43rd general election was high among candidates at 74%. In fact, 42% said they were very satisfied, and another 32% said they were somewhat satisfied. Only 11% expressed dissatisfaction, including 5% saying they were very dissatisfied. Results are similar; perhaps marginally more positive than in 2015 when 69% were satisfied.

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

- Very dissatisfied: 5% (2015: 3%)
- Somewhat dissatisfied: 6% (2015: 10%)
- Neither satisfied nor dissatisfied: 14% (2015: 17%)
- Somewhat satisfied: 32% (2015: 39%)
- Very satisfied: 42% (2015: 30%)

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

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

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

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

*Chart 2: Satisfaction with Quality of EC Services*

- **Very satisfied**: 48% (2015: 31%)
- **Somewhat satisfied**: 34% (2015: 43%)
- **Neither satisfied nor dissatisfied**: 11% (2015: 15%)
- **Somewhat dissatisfied**: 4% (2015: 7%)
- **Very dissatisfied**: 2% (2015: 3%)

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

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

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

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

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

- **Very satisfied**: 59% (2015: 51%)
- **Somewhat satisfied**: 23% (2015: 27%)
- **Neither satisfied nor dissatisfied**: 8% (2015: 10%)
- **Somewhat dissatisfied**: 4% (2015: 7%)
- **Very dissatisfied**: 4% (2015: 4%)

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

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

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

---

1 Satisfaction based on pooling of very and somewhat satisfied is 83% due to rounding.
Among the 8% dissatisfied with the way the returning officer ran the election, partisanship (27%) and access issues were noted as reasons, including difficulties getting questions answered (23%), general lack of access or support (22%), getting election materials (19%), or unfairness in the process (11%).

### Table 1: Reasons for Dissatisfaction with Returning Officer’s Performance

<table>
<thead>
<tr>
<th>Q3. Why were you dissatisfied with the way the returning officer ran the election in your riding? (Multiple responses accepted)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>n= (Candidates dissatisfied with the returning officer)</td>
<td>90</td>
</tr>
<tr>
<td>I felt that the returning officer/election staff/polling station was partisan</td>
<td>27%</td>
</tr>
<tr>
<td>I had difficulties getting answers to my questions</td>
<td>23%</td>
</tr>
<tr>
<td>Lack of access to/support</td>
<td>22%</td>
</tr>
<tr>
<td>I had difficulties getting election materials or information from the returning officer</td>
<td>19%</td>
</tr>
<tr>
<td>Unfairness in the process</td>
<td>11%</td>
</tr>
<tr>
<td>Other</td>
<td>9%</td>
</tr>
<tr>
<td>Do not know/No response</td>
<td>20%</td>
</tr>
</tbody>
</table>
Satisfaction with interactions with the returning officer was very high at 85%, including 72% who were very satisfied. Only 6% indicated dissatisfaction, of which only half said they were very dissatisfied. The satisfaction rate is comparable to the one observed in 2015 (84%), but more candidates were very satisfied in 2019 (72% compared to 62% in 2015).

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

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very dissatisfied</td>
<td>3%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>3%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>5%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>13%</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>72%</td>
</tr>
</tbody>
</table>

Q46ax. Overall, how satisfied were you with your interactions with the returning officer?  
**Base:** n=561: all respondents (split sample). *Includes those respondents – 3% – who said “Does not apply” and those respondents – 1% -- who said “Don’t know.”

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

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

Chart 5: Perceived Fairness

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very unfairly</td>
<td>6%</td>
</tr>
<tr>
<td>Somewhat unfairly</td>
<td>7%</td>
</tr>
<tr>
<td>Somewhat fairly</td>
<td>29%</td>
</tr>
<tr>
<td>Very fairly</td>
<td>52%</td>
</tr>
</tbody>
</table>

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

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

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

\(^2\) This is the first time this question has been asked to candidates.
Level of Trust in the Accuracy of the Election Results

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

**Chart 6: Perceived Trust**

<table>
<thead>
<tr>
<th>Level of Trust</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very low</td>
<td>3%</td>
</tr>
<tr>
<td>Somewhat low</td>
<td>7%</td>
</tr>
<tr>
<td>Somewhat high</td>
<td>32%</td>
</tr>
<tr>
<td>Very high</td>
<td>54%</td>
</tr>
</tbody>
</table>

**Q45.** What level of trust do you have in the accuracy of the election results in your riding? Is it...?  
**Base:** n=1172: all respondents. *Includes those respondents – 4% – who said “Don’t know.”

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

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\(^3\) This is the first time this question has been asked to candidates.
B. NOMINATION PROCESS AND SOURCES OF DIFFICULTY

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

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

Chart 7: Ease of Complying with Nomination Requirements

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not easy at all</td>
<td>4%</td>
</tr>
<tr>
<td>Not very easy</td>
<td>15%</td>
</tr>
<tr>
<td>Somewhat easy</td>
<td>47%</td>
</tr>
<tr>
<td>Very easy</td>
<td>31%</td>
</tr>
</tbody>
</table>

Q4. How easy was it to comply with the nomination requirements? Would you say this was...?
Base: n=1172: all respondents. *Includes those respondents – 2% – who said “Don’t know.”

- Candidates who were the incumbent (50%), elected (50%) or from a party represented in the House of Commons (33%) were more likely to say the process was very easy compared to candidates in their first election (27%), candidates who were not elected (28%), or not from a party represented in the House of Commons (25%).
- Candidates in their first election (18%) were more likely than those not in their first election (10%) to indicate it was not very easy to comply with the nomination requirements.
Reasons for difficulties include issues with obtaining the required number of signatures (39%), the level or complexity of the paperwork (24%) and that procedures were not clearly explained (20%). Others spoke of difficulties meeting deadlines (15%) or described a range of challenges faced by small parties and independent candidates (14%). A sentiment that obtaining signatures should not be a requirement (10%) and inconsistency or lack of clarity were also described (9%). Compared with 2015, there is less concern in 2019 about too much paperwork (32% in 2015), but increased difficulty meeting the deadline (3% in 2015).

Table 2: Reasons Compliance Was Not Easy

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

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

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⁴ Caution should be used in interpreting this result because of the small cell size of those born outside of Canada saying this (n=13).
Satisfaction with the Timeliness of Processing the Nomination Papers

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

Chart 8: Satisfaction with Timeliness of Processing Nomination Papers

Q6ax. How satisfied were you with the returning officer’s timeliness in processing your nomination?
Base: n=561: all respondents (split sample). *Includes those respondents – 1% – who said “Don’t know.”

- Satisfaction was higher among men (90%) compared with women (83%) and also among candidates under 35 (97%), compared with older candidates. Those 60 or older where least likely to express satisfaction (81%).
Level of Information about EC’s Nomination Process

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

Chart 9: How Informed Candidates Felt About EC Nomination Process

Q9. Overall, how well informed did you feel about Elections Canada’s nomination process? Would you say that you were...?
Base: n=1172: all respondents. *Includes those respondents – 2% – who said “Don’t know.”

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

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

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

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

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

<table>
<thead>
<tr>
<th>Q7b. Did you encounter any difficulties in finding an auditor?</th>
<th>Total 2019</th>
<th>Total 2015*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>14%</td>
<td>10%</td>
</tr>
<tr>
<td>No</td>
<td>86%</td>
<td>90%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q8b. What were they? (Multiple responses accepted)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hard to find someone willing/available</td>
</tr>
<tr>
<td>Difficult to find someone qualified</td>
</tr>
<tr>
<td>Fees were too high/could not afford it</td>
</tr>
<tr>
<td>Do not know/No response</td>
</tr>
</tbody>
</table>

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

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

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

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

Q10. Did you, or any of your representative, use the portal?
Base: n=1172: all respondents

- Those who were the incumbent were more likely to use the portal (51% vs. 40% among those not the incumbent). Similarly, 50% of those elected used it compared with 40% among those not elected.
- This is also true of candidates born outside of Canada (49% versus 40% among those born in Canada).
Candidates said they used the portal primarily to download election materials (56%). Other uses included submitting a nomination electronically (30%), accessing post-election results or materials (28%), or maintaining the account and contact profile (27%).

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

- Candidates in Quebec were more likely to have accessed the portal for post-election results (34%) compared with candidates in other regions (26% to 29%). Those between the ages of 50 and 59 (69%) were the most likely age cohort to have used it to download election materials.
Of those who did not use the portal, nearly one in five said their campaign was limited (small budget), or there was no need to use it for some other reason (19%). About one in ten ended up not using it because they felt it was not easy to use (11%), preferred dealing with EC in person (10%), preferred working with paper (9%) or did not know about the portal or how to use it (9%).

Table 6: Reasons for Not Using the Portal

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

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

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

<table>
<thead>
<tr>
<th>Experience</th>
<th>Don't know</th>
<th>Disagree</th>
<th>Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contained useful information</td>
<td></td>
<td>49</td>
<td>87</td>
</tr>
<tr>
<td>Made submitting my nomination convenient</td>
<td></td>
<td>16</td>
<td>82</td>
</tr>
<tr>
<td>Was easy to create an account</td>
<td></td>
<td>5</td>
<td>13</td>
</tr>
<tr>
<td>Provided an easy access to documents</td>
<td></td>
<td>6</td>
<td>16</td>
</tr>
<tr>
<td>Easy to navigate</td>
<td></td>
<td>5</td>
<td>26</td>
</tr>
<tr>
<td>Ensures the protection of candidates and electors’ personal information</td>
<td></td>
<td>36</td>
<td>3</td>
</tr>
<tr>
<td>Was compatible with my mobile devices</td>
<td></td>
<td>69</td>
<td>7</td>
</tr>
</tbody>
</table>

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

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

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

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

**Chart 12: Satisfaction with the Portal**

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>21%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>44%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>13%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>4%</td>
</tr>
</tbody>
</table>

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

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

- Dissatisfaction was higher among men (19%) than among women (10%).
D. **Elections Canada Products and Services**

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

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

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

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

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

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

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

![Chart 13: Most Useful Format of Polling Station Lists](image)

**Q16.** In your opinion, which format of the updated lists of polling stations was most useful?  
**Base:** n=790, respondents who used lists of polling stations. *Includes those respondents – 9% – who said “Don’t know.”

- Those who were the incumbent (56%), elected (62%) or from a party represented in the House of Commons (51%) were more likely to have found both paper and electronic were most useful. Those who were not the incumbent (19%), not elected (20%), or not from of a party represented in the House of Commons (31%) were more likely to have found paper updated lists most useful.
- Candidates who are 60 years of age or older (22%) were more likely than younger candidates to have found paper updated lists more useful, while candidates under the age of 35 (36%) were more likely than older candidates to find electronic lists more useful.
Satisfaction with the quality of the list of electors was modest at 48%, and only 21% were very satisfied. Fifteen percent indicated dissatisfaction, although only 5% said they were very dissatisfied. Results are less positive than in 2015 when 58% were satisfied, although a similar proportion were very satisfied (23%).

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

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very dissatisfied</td>
<td>5%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>10%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>31%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>27%</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>21%</td>
</tr>
</tbody>
</table>

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

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

- Satisfaction was marginally higher among men (53%) than among women (40%).
**Most Useful EC Tools**

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

**Chart 15: Useful Communication Tools**

<table>
<thead>
<tr>
<th>Tool</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guide to the Federal Election</td>
<td>43%</td>
</tr>
<tr>
<td>Infographics</td>
<td>21%</td>
</tr>
<tr>
<td>Videos</td>
<td>18%</td>
</tr>
<tr>
<td>Banners for your website</td>
<td>15%</td>
</tr>
<tr>
<td>Don’t know/No response</td>
<td>38%</td>
</tr>
</tbody>
</table>

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

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

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

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

Chart 16: Format of Polling Place Maps

Q19. Which format of the maps of polling place service areas did you use? Did you use...?
Base: n=808: respondents who used maps of polling place service areas.
*Includes those respondents – 6% – who said “Don’t know.” (Multiple responses accepted)

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

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

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

<table>
<thead>
<tr>
<th>Satisfactory Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>24%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>24%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>20%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>6%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>3%</td>
</tr>
</tbody>
</table>

Q20ax. How satisfied were you with the Event Map Viewer?
Base: n=60: respondents who used the Event Map Viewer (split sample).
*Includes those respondents – 24% – who said “Don’t know.”

- The sample size for this question is too small to discuss differences by subgroups.
### Overall Usefulness of Products

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

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

<table>
<thead>
<tr>
<th>Very useful</th>
<th>Somewhat useful</th>
<th>Not very useful</th>
<th>Not useful at all</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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

- Candidates who were elected (92%) were more likely than candidates who were not elected (84%) to say the products were useful. This was also the case among those who are from a party represented in the House of Commons (87%) compared to those who are not from a represented party (81%).
Of those who did not find Elections Canada’s products useful (10% of the candidates), one-third of candidates listed as products that were not useful: bingo sheets (30%), tools to communicate with electors (30%), and lists of electors (29%). Other products mentioned to a lesser extent include polling place service area maps (16%) and lists of polling stations (12%). One in five provided a variety of responses with no central theme.

Table 8: Products not Useful

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

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

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

<table>
<thead>
<tr>
<th>Q24. The returning officer in your riding organized an “all candidates briefing” for the general election. Could you tell us if...? (Multiple responses accepted)</th>
<th>Total 2019</th>
<th>Total 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>n= (All candidates)</td>
<td>1170</td>
<td>916</td>
</tr>
<tr>
<td>You personally attended</td>
<td>47%</td>
<td>40%</td>
</tr>
<tr>
<td>Your campaign delegate/manager attended</td>
<td>37%</td>
<td>45%</td>
</tr>
<tr>
<td>Your official agent attended</td>
<td>19%</td>
<td>13%</td>
</tr>
<tr>
<td>No one attended</td>
<td>21%</td>
<td>16%</td>
</tr>
<tr>
<td>Do not know/No response</td>
<td>4%</td>
<td>22%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q25. How useful was the briefing? Was it...?</th>
<th>Total 2019</th>
<th>Total 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>n= (Candidates with some attendance at briefing)</td>
<td>882</td>
<td>712</td>
</tr>
<tr>
<td>Very useful</td>
<td>35%</td>
<td>28%</td>
</tr>
<tr>
<td>Somewhat useful</td>
<td>45%</td>
<td>53%</td>
</tr>
<tr>
<td>Not very useful</td>
<td>9%</td>
<td>10%</td>
</tr>
<tr>
<td>Not useful at all</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Do not know/No response</td>
<td>8%</td>
<td>6%</td>
</tr>
</tbody>
</table>

- Candidates who were in their first election (52% vs. 38% of those not in their first election), not incumbents (50% vs. 34% of incumbents), and not elected (50% vs. 33% of those
elected) were more likely to have personally attended the briefing, while other candidates were comparatively more likely to have their official agent or manager/delegate.

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

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

Chart 19: Use of 1-800 Support Line

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

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

- Those in Atlantic Canada (53%) were more likely than those in other regions to call the 1-800 line, compared with 31% to 42% elsewhere in the country.
Satisfaction with services received from the 1-800 support line was moderately high at 74%, with 42% indicating they were very satisfied. Another 21%, however, indicated dissatisfaction (11% very dissatisfied).

Chart 20: Satisfaction with the 1-800 Support Line

Q27ax. How satisfied were you, or your representative, with the services you received from the 1-800 support line for candidates?
Base: n=185: respondents who said they used the 1-800 support line for candidates. *Includes those respondents – 5% – who said “Don’t know.”
Most (86%) candidates, or their representatives, contacted or visited their local Elections Canada office during the election. This compares to 80% in 2015.

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

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

**Base:** n=611: all respondents (split sample).
In terms of services provided by the local office, satisfaction was higher at 88% (64% very satisfied and 24% somewhat satisfied), compared with the services provided by the 1-800 line (74%). Only 9% said they were dissatisfied (4% very dissatisfied).

**Chart 22: Satisfaction with Local Office**

- **Very satisfied**: 64%
- **Somewhat satisfied**: 24%
- **Somewhat dissatisfied**: 5%
- **Very dissatisfied**: 4%

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

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

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

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

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

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

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

<table>
<thead>
<tr>
<th>Q28. Did you provide a list of names of election staff to work at the polling stations to the returning officer?</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>n= (All candidates)</td>
<td>1172</td>
</tr>
<tr>
<td>Yes</td>
<td>21%</td>
</tr>
<tr>
<td>No</td>
<td>60%</td>
</tr>
<tr>
<td>Did not know I could provide one</td>
<td>9%</td>
</tr>
<tr>
<td>Do not know/No response</td>
<td>10%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q29. Why did you not provide a list of names?</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>n= (Candidates who did not provide a list)</td>
<td>724</td>
</tr>
<tr>
<td>Did not have anyone/unable to find people interested or available/unable to find competent people</td>
<td>46%</td>
</tr>
<tr>
<td>Not enough time to find people</td>
<td>10%</td>
</tr>
<tr>
<td>Difficulties as independent candidate/small party/new party</td>
<td>8%</td>
</tr>
<tr>
<td>I did not want to provide a list</td>
<td>5%</td>
</tr>
<tr>
<td>Elections Canada/returning officer should do this</td>
<td>4%</td>
</tr>
<tr>
<td>Procedures not explained</td>
<td>4%</td>
</tr>
<tr>
<td>Returning officers did not request such a list</td>
<td>4%</td>
</tr>
<tr>
<td>No need to provide a list</td>
<td>3%</td>
</tr>
<tr>
<td>Other</td>
<td>2%</td>
</tr>
<tr>
<td>Do not know/no response</td>
<td>22%</td>
</tr>
</tbody>
</table>
• Candidates who were more likely to have provided a list of names were the incumbent (53% vs. 16% who were not the incumbent), elected (49% vs. 16% of those not elected), not in their first election (32% vs. 16% in their first election) or from of a party represented in the House of Commons (24% vs. 8% not from a party represented in the House of Commons).

• Those in Quebec (32%) and Atlantic Canada (34%) were more likely to indicate they provided a list of names compared with candidates in other provinces. Candidates in Alberta and Northwest Territories (11%) were less likely to do so.
Protection of Personal Information

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

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

Table 11: Protection of Personal Information

<table>
<thead>
<tr>
<th>Q30. Did you take any measures to ensure the protection of personal information contained in the voters’ lists that you received?</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>n= (Candidates who used voters’ lists)</td>
<td>848</td>
</tr>
<tr>
<td>Yes</td>
<td>94%</td>
</tr>
<tr>
<td>No</td>
<td>6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q31. What measures did you take to ensure the protection of personal information? (Multiple responses accepted)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>n= (Candidates who took protection measures)</td>
<td>789</td>
</tr>
<tr>
<td>Ensured limited access to lists to self/campaign manager/agent</td>
<td>38%</td>
</tr>
<tr>
<td>Kept lists in secure place/Kept locked away</td>
<td>36%</td>
</tr>
<tr>
<td>Ensured the destruction of voters lists at end of the election</td>
<td>24%</td>
</tr>
<tr>
<td>Ensured limited access in general</td>
<td>14%</td>
</tr>
<tr>
<td>Issued instructions regarding use of voters lists</td>
<td>8%</td>
</tr>
<tr>
<td>Encrypted the lists</td>
<td>4%</td>
</tr>
<tr>
<td>Brought voters lists back to returning officer</td>
<td>3%</td>
</tr>
<tr>
<td>Issued procedures to re-collect copies of voters lists after event</td>
<td>2%</td>
</tr>
<tr>
<td>Kept at home/office</td>
<td>2%</td>
</tr>
<tr>
<td>Do not know/no response</td>
<td>15%</td>
</tr>
</tbody>
</table>

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

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

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

Table 12: Accessibility Measures

<table>
<thead>
<tr>
<th>Q32. Did you take any measures to ensure that your campaign’s materials, events or website were accessible to electors with a disability?</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>n= (All candidates)</td>
<td>1172</td>
</tr>
<tr>
<td>Yes</td>
<td>39%</td>
</tr>
<tr>
<td>No</td>
<td>27%</td>
</tr>
<tr>
<td>Do not know/no response</td>
<td>33%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q33. Which measures did you take to make your campaign accessible? (Multiple responses accepted)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>n= (Candidates who took measures)</td>
<td>443</td>
</tr>
<tr>
<td>Venues were wheelchair accessible</td>
<td>27%</td>
</tr>
<tr>
<td>Campaign office was accessible to mobility issues</td>
<td>22%</td>
</tr>
<tr>
<td>Website was accessible to electors using a screen reader</td>
<td>20%</td>
</tr>
<tr>
<td>Personal outreach to those in need of access options/marginalized</td>
<td>15%</td>
</tr>
<tr>
<td>General mention of accommodation</td>
<td>9%</td>
</tr>
<tr>
<td>Social media content was accessible to electors using a screen reader</td>
<td>7%</td>
</tr>
<tr>
<td>Large print materials were available</td>
<td>6%</td>
</tr>
<tr>
<td>Videos/Audio with closed captioning</td>
<td>5%</td>
</tr>
<tr>
<td>Asking electors with a disability about accessibility needs</td>
<td>4%</td>
</tr>
<tr>
<td>Braille/ESL materials were available</td>
<td>3%</td>
</tr>
<tr>
<td>Offered transport to the polling station</td>
<td>4%</td>
</tr>
<tr>
<td>Other</td>
<td>6%</td>
</tr>
<tr>
<td>Do not know/no response</td>
<td>17%</td>
</tr>
</tbody>
</table>
• Candidates who were the incumbent (63% vs. 35% of non-incumbents), elected (58% vs. 36% of those not elected), those who were not in their first election (46% vs. 36% who were in their first election) or those from of a party represented in the House of Commons (41% vs. 31% not from a party represented in the House of Commons) were more likely to have taken accessibility measures. Most often, the measure taken for these candidates was to have a campaign office that was accessible to mobility issues.

• Candidates in Atlantic Canada (54%), or Ontario (44%) were more likely than others across the country to take measures to ensure accessibility. Those in Quebec (29%) were least likely to do so.

Financial Incentives Provided by the Canada Elections Act

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

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

Table 13: Awareness and Impact of Financial Incentives

| Q34. The Canada Elections Act provides for partial reimbursement of elections expenses as well as some personal expenses like childcare costs and expenses related to a disability. When deciding to run as a candidate, were you aware of these financial incentives? |
|---|---|
| n= (All candidates) | 1172 |
| Yes | 36% |
| No | 61% |
| Do not know/no response | 2% |

<p>| Q35. What impact, if any, did these financial incentives have on your decision to run in the last general election? Did they have a...? |
|---|---|
| n= (Candidates aware of financial incentives) | 411 |
| Major impact | 6% |
| Moderate impact | 7% |
| Minor impact | 12% |</p>
<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>No impact at all</td>
<td>74%</td>
</tr>
<tr>
<td>Don’t know/no response</td>
<td>2%</td>
</tr>
</tbody>
</table>

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

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

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

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

**Chart 23: Satisfaction with Voting Process**

- **Very dissatisfied**: 7% (2015) vs. 5%
- **Somewhat dissatisfied**: 10% (2015) vs. 7%
- **Neither satisfied nor dissatisfied**: 21% (2015) vs. 18%
- **Somewhat satisfied**: 29% (2015) vs. 26%
- **Very satisfied**: 27% (2015) vs. 38%

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

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

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

---

5 Dissatisfaction is 13% due to rounding.
About one-quarter (24%) of candidates dissatisfied with the voting process mentioned that the staff was inadequately trained or prepared. Other reasons cited by more than one in ten include inappropriate handling or storage of ballots or staff not following procedures (20%), too few stations or long lineups (15%), and deliberate influencing of voters or mistrust in counting (15%).

Table 14: Reasons for Dissatisfaction with the Voting Process

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

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

Q36a. What was your level of satisfaction with the locations chosen as polling sites for advance polls and election day?
Base: n=561 all respondents (split sample). *Includes those respondents – 5% – who said “Don’t know.”

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

---

6 12% dissatisfaction is due to rounding.
Candidates who were dissatisfied with the location of the polling sites cited a variety of reasons, including: that polling stations were too far (33%), problems with accessibility of polling stations (20%) or insufficient space at the polling stations (19%). About one in ten said that the polling stations were inappropriate (12%), far from public transit or had insufficient parking (10%), that it was hard to find the polling stations (9%), or that there were not enough polling stations or outreach to marginalized individuals (9%).

Table 15: Reasons for Dissatisfaction with Polling Site Locations

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

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

![Table 16: Voter Identification Requirements](image)

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

---

7 The 2015 results may differ from those reported in the 2015 Survey of Candidates report because they have been recalculated for comparability with 2019 data.
Among the 20% of candidates reporting problems with the voter identification requirements, 37% said this occurred very often, and another 19% said it occurred somewhat often, while 35% said it did not occur very often and 15% not often at all.

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

- Very often: 37%
- Somewhat often: 19%
- Not very often: 35%
- Not often at all: 15%

**Q43.** How often did you observe those problems?
**Base:** n=68: respondents who observed problems with voter identification requirements. *Includes 14% – who said “Don’t know.”
**Voter Information Card (VIC)**

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

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

- Those who were elected or incumbents (21% in each case) were more likely than those who were not elected or non-incumbents (10% in each case) to report problems related to use of the VIC as identification.
Among the 16% of candidates reporting problems with the use of the V/C as a piece of identification, 17% said this occurred very often and another 27% said it occurred somewhat often. Just under half said it did not occur very often (30%) or often at all (16%).

Chart 26: Frequency of Problems with Voter Information Card

Q43. How often did you observe those problems?
Base: n=146: respondents who reported observing problems with voter identification requirements. *Includes those respondents – 10% – who said “Don’t know.”
Suggested Improvements to Elections Canada Services

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

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

Table 18: Suggestions for Improvements to EC Services

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

*2% or higher shown in table*
• Candidates who were elected as well as incumbents were more likely than other candidates to point to more training for staff (19% in each segment) and increasing voter turnout (14%–15%).
G. TECHNOLOGY AND ELECTIONS

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

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

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

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

<table>
<thead>
<tr>
<th>Issue</th>
<th>Don't know</th>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>The spread of false information online (n=892)</td>
<td>14</td>
<td>22</td>
<td>64</td>
</tr>
<tr>
<td>Foreign countries or groups using social media and other means to influence the political opinions of Canadians (n=923)</td>
<td>23</td>
<td>32</td>
<td>44</td>
</tr>
<tr>
<td>Hacking by foreign countries or groups into the computer systems that support the election (n=909)</td>
<td>39</td>
<td>54</td>
<td>8</td>
</tr>
</tbody>
</table>

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

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

- Candidates from a party represented in the House of Commons (67% vs. 47% of those from a party not represented in the House of Commons), along with candidates under the age of 35 (76%), were generally more likely than their counterparts to perceive that there was a spread of false information online.
- Candidates in Alberta were more likely than those in other regions to feel there was a problem with both general spread of false information online (80%), and foreign countries using social media to influence political opinions (57%, also more prominent in British Columbia at 54%). Those in Quebec were least likely (44% and 29% respectively) to say this.
- Men (57%) were also more likely than women (47%) to believe that hacking by foreign countries or groups into the computer systems that support the election was not a problem during the election.
Among the candidates who perceived that the spread of false information was a problem during the election (64%), 65% stated that it has had an impact on the outcome of the election (30% perceived a major impact).

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

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

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

<table>
<thead>
<tr>
<th>Spread of false information</th>
<th>Foreign influence on social media</th>
</tr>
</thead>
<tbody>
<tr>
<td>30% 35% 32%</td>
<td>21% 35% 34%</td>
</tr>
<tr>
<td>Major impact</td>
<td>Minor/no impact</td>
</tr>
</tbody>
</table>

**Q50.** What impact, if any, do you think this had on the outcome of the election?  
**Base:** Social Media: n=108, DK/NR - 4% / Foreign Influence n=275, DK/NR - 10%

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

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

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

Table 19: Computer Lists and Machine Counting

<table>
<thead>
<tr>
<th>Q51a. In a Canadian federal election, workers at the polls use paper lists to find a voter's name and keep track of who voted. In some provincial elections, poll workers use computers or tablets to do this electronically. Which method do you prefer?</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>n= (Randomly selected half of candidates)</td>
<td>561</td>
</tr>
<tr>
<td>Paper lists</td>
<td>41%</td>
</tr>
<tr>
<td>Computer lists</td>
<td>33%</td>
</tr>
<tr>
<td>No preference</td>
<td>21%</td>
</tr>
<tr>
<td>Do not know/no response</td>
<td>5%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q51b. In Canadian federal elections, each paper ballot is counted by hand. In some provincial elections, paper ballots are scanned into a machine that counts the votes. Which vote counting method do you prefer?</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>n= (Randomly selected half of candidates)</td>
<td>611</td>
</tr>
<tr>
<td>Hand counting</td>
<td>46%</td>
</tr>
<tr>
<td>Machine counting</td>
<td>31%</td>
</tr>
<tr>
<td>No preference</td>
<td>16%</td>
</tr>
<tr>
<td>Do not know/no response</td>
<td>7%</td>
</tr>
</tbody>
</table>

- Candidates 60 years of age or older (52%), as well as candidates in British Columbia (51%) were more likely than their counterparts to have a greater preference for paper.
- Candidates born outside of Canada (45% vs. 31% of those born in Canada), those in their first election (37% vs. 25% of those not in their first election) and those from a party represented in the House of Commons (35% vs. 25% of those not from a party represented in the House of Commons) were relatively more likely to prefer computer lists.
- Candidates in Ontario were more likely (43% vs. 25% of the candidates in Quebec and 19% respectively of those in other regions) to prefer machine counting of ballots.
• Those born outside of Canada were more likely (41%) than those born in Canada (29%) to show a preference for both machine counting of ballots than other candidates.

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

**Chart 29: Online Voting**

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>DK/NR</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>54%</td>
<td>40%</td>
<td>6%</td>
</tr>
</tbody>
</table>

**Q52a.** Do you think that electors should be able to vote by using the Internet?
**Base:** n=561: all respondents (split sample).

• Candidates who were the incumbent (81% vs. 56% of non-incumbents) or elected (84% vs. 55% of those not elected) were more likely than others to say electors should **not** be able to vote online.
The majority (67%) of candidates believe that voting online is risky, while just over one in five (22%) said that voting online is safe.

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

Q52b. Which statement comes closest to your own view?
**Base:** n=611: all respondents (split sample).

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

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

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

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

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

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not satisfied at all</td>
<td>23%</td>
</tr>
<tr>
<td>Not very satisfied</td>
<td>25%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>34%</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>16%</td>
</tr>
</tbody>
</table>

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

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

- Dissatisfaction stands out most prominently among candidates from a party not represented in the House of Commons (68% vs. 43% of those from a party represented in the House of Commons), followed by those who were not elected (56% vs. 7% of those who were elected), and those who were not incumbents (54% vs. 12% of incumbents).
- Dissatisfaction was also more prominent in Ontario (53%), as well as among those under 35 (55%) compared with other candidates. Conversely, satisfaction was highest among candidates in Quebec (60%) and those between the ages of 50 and 59 (56%).
The two most frequently cited reasons for dissatisfaction in the way democracy works in Canada include the lack of proportional representation (36%) and that the first-past-the-post system does not reflect voters’ preferences (27%). Over one in ten (12%) were dissatisfied with the influence or bias of media on democracy.

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

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

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

**Chart 32: Lowering the Voting Age**

- **Strongly disagree**: 41%
- **Somewhat disagree**: 11%
- **Somewhat agree**: 16%
- **Strongly agree**: 31%

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

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

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

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

Chart 33: Including More Women

<table>
<thead>
<tr>
<th>Require More Women</th>
<th>Financial Incentive for More Women</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly disagree</td>
<td>Strongly agree</td>
</tr>
<tr>
<td>30%</td>
<td>40%</td>
</tr>
<tr>
<td>Somewhat disagree</td>
<td></td>
</tr>
<tr>
<td>14%</td>
<td>15%</td>
</tr>
<tr>
<td>Somewhat agree</td>
<td></td>
</tr>
<tr>
<td>20%</td>
<td>18%</td>
</tr>
<tr>
<td>Strongly agree</td>
<td></td>
</tr>
<tr>
<td>27%</td>
<td>18%</td>
</tr>
</tbody>
</table>

Q56a. How strongly do you agree or disagree that political parties should be required to have more women candidates?
Q56b. How strongly do you agree or disagree that political parties should receive a financial incentive for having more women candidates?

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

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

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

<table>
<thead>
<tr>
<th><strong>Table 21: Key Sample Characteristics</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Province</strong></td>
</tr>
<tr>
<td><strong>n= (All candidates)</strong></td>
</tr>
<tr>
<td>Newfoundland and Labrador</td>
</tr>
<tr>
<td>Prince Edward Island</td>
</tr>
<tr>
<td>Nova Scotia</td>
</tr>
<tr>
<td>New Brunswick</td>
</tr>
<tr>
<td>Quebec</td>
</tr>
<tr>
<td>Ontario</td>
</tr>
<tr>
<td>Manitoba</td>
</tr>
<tr>
<td>Saskatchewan</td>
</tr>
<tr>
<td>Alberta</td>
</tr>
<tr>
<td>British Columbia</td>
</tr>
<tr>
<td>Nunavut/Northwest Territories/Yukon</td>
</tr>
<tr>
<td><strong>Gender</strong></td>
</tr>
<tr>
<td><strong>n= (All candidates)</strong></td>
</tr>
<tr>
<td>Male</td>
</tr>
<tr>
<td>Female</td>
</tr>
<tr>
<td><strong>Age (unweighted results)</strong></td>
</tr>
<tr>
<td><strong>n= (All candidates)</strong></td>
</tr>
<tr>
<td>&lt;35</td>
</tr>
<tr>
<td>35-54</td>
</tr>
<tr>
<td>55-64</td>
</tr>
<tr>
<td>65+</td>
</tr>
<tr>
<td>Language most spoken at home</td>
</tr>
<tr>
<td>-----------------------------</td>
</tr>
<tr>
<td>n= (All candidates)</td>
</tr>
<tr>
<td>English</td>
</tr>
<tr>
<td>French</td>
</tr>
<tr>
<td>Other</td>
</tr>
<tr>
<td>Refusal</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Disability</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>n= (All candidates)</td>
<td>1172</td>
</tr>
<tr>
<td>Yes</td>
<td>9%</td>
</tr>
<tr>
<td>No</td>
<td>89%</td>
</tr>
<tr>
<td>Refusal</td>
<td>1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Do you have any of the following conditions?</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>n= (Candidates reporting a disability)</td>
<td>109</td>
</tr>
<tr>
<td>Impaired mobility</td>
<td>41%</td>
</tr>
<tr>
<td>Chronic pain/disease</td>
<td>43%</td>
</tr>
<tr>
<td>Emotional/psychological/mental health condition</td>
<td>27%</td>
</tr>
<tr>
<td>Impaired coordination or dexterity</td>
<td>20%</td>
</tr>
<tr>
<td>Deaf or hard of hearing</td>
<td>13%</td>
</tr>
<tr>
<td>Developmental or intellectual disability</td>
<td>14%</td>
</tr>
<tr>
<td>Any other condition you would consider a disability</td>
<td>8%</td>
</tr>
<tr>
<td>Refusal</td>
<td>7%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Born in Canada</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>n= (All candidates)</td>
<td>1172</td>
</tr>
<tr>
<td>Yes</td>
<td>82%</td>
</tr>
<tr>
<td>No</td>
<td>17%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year of becoming a citizen of Canada</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>n= (Candidates born outside of Canada)</td>
<td>198</td>
</tr>
<tr>
<td>&lt;1980</td>
<td>18%</td>
</tr>
<tr>
<td>1980 – 1989</td>
<td>14%</td>
</tr>
<tr>
<td>1990 – 1999</td>
<td>18%</td>
</tr>
<tr>
<td>2000 – 2009</td>
<td>15%</td>
</tr>
<tr>
<td>2010 or later</td>
<td>11%</td>
</tr>
<tr>
<td>I was born a Canadian citizen, but outside of the country</td>
<td>8%</td>
</tr>
<tr>
<td><strong>Ethnic or cultural background</strong></td>
<td><strong>Total</strong></td>
</tr>
<tr>
<td>----------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>Do not know/Do not remember</td>
<td>12%</td>
</tr>
<tr>
<td><em>n= (All candidates)</em></td>
<td>1172</td>
</tr>
<tr>
<td>White / Caucasian</td>
<td>69%</td>
</tr>
<tr>
<td>Indigenous (First Nations, Métis, Inuit)</td>
<td>4%</td>
</tr>
<tr>
<td>South Asian / East Indian</td>
<td>3%</td>
</tr>
<tr>
<td>Canadian</td>
<td>3%</td>
</tr>
<tr>
<td>European</td>
<td>3%</td>
</tr>
<tr>
<td>Black (Africa, Caribbean)</td>
<td>3%</td>
</tr>
<tr>
<td>West Asian / North African / Arab</td>
<td>2%</td>
</tr>
<tr>
<td>Chinese (Chinese, Hong Kongese, Taiwanese)</td>
<td>2%</td>
</tr>
<tr>
<td>South East Asian</td>
<td>1%</td>
</tr>
<tr>
<td>Latin American (All Central and South American countries, Mexico, Cuba, Puerto Rico)</td>
<td>1%</td>
</tr>
<tr>
<td>Do not know</td>
<td>1%</td>
</tr>
<tr>
<td>Refusal</td>
<td>6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Highest level of education reached</strong></th>
<th><strong>Total</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><em>n= (All candidates)</em></td>
<td>1172</td>
</tr>
<tr>
<td>High school</td>
<td>8%</td>
</tr>
<tr>
<td>Completed community college/vocational/trade school/commercial/CEGEP</td>
<td>14%</td>
</tr>
<tr>
<td>Some university (No degree or diploma obtained)</td>
<td>10%</td>
</tr>
<tr>
<td>Completed university (Diploma or Bachelor’s degree)</td>
<td>33%</td>
</tr>
<tr>
<td>Post-graduate university/professional school (Master’s, PhD, or any professional degree)</td>
<td>33%</td>
</tr>
<tr>
<td>Refusal</td>
<td>2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Total annual income of household before taxes in 2018</strong></th>
<th><strong>Total</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><em>n= (All candidates)</em></td>
<td>1172</td>
</tr>
<tr>
<td>Under $30,000</td>
<td>10%</td>
</tr>
<tr>
<td>$30,000 to just under $60,000</td>
<td>16%</td>
</tr>
<tr>
<td>$60,000 to just under $90,000</td>
<td>14%</td>
</tr>
<tr>
<td>$90,000 to just under $110,000</td>
<td>10%</td>
</tr>
<tr>
<td>$110,000 to just under $150,000</td>
<td>10%</td>
</tr>
<tr>
<td>$150,000 to just under $200,000</td>
<td>12%</td>
</tr>
<tr>
<td>$200,000 to just under $250,000</td>
<td>6%</td>
</tr>
<tr>
<td>Category</td>
<td>Total</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>-------</td>
</tr>
<tr>
<td>$250,000 and above</td>
<td>9%</td>
</tr>
<tr>
<td>Do not know</td>
<td>2%</td>
</tr>
<tr>
<td>Refusal</td>
<td>10%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Times</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1172</td>
<td>69%</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>18%</td>
</tr>
<tr>
<td>3+</td>
<td></td>
<td>12%</td>
</tr>
<tr>
<td>Don’t know</td>
<td></td>
<td>1%</td>
</tr>
</tbody>
</table>

*Incumbent*

<table>
<thead>
<tr>
<th>Incumbent</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1172</td>
<td>11%</td>
</tr>
<tr>
<td>No</td>
<td></td>
<td>89%</td>
</tr>
</tbody>
</table>

*Elected*

<table>
<thead>
<tr>
<th>Elected</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1172</td>
<td>13%</td>
</tr>
<tr>
<td>No</td>
<td></td>
<td>87%</td>
</tr>
</tbody>
</table>

*Candidate from a party represented in the House of Commons*

<table>
<thead>
<tr>
<th>Candidate from a party represented in the House of Commons</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1172</td>
<td>13%</td>
</tr>
<tr>
<td>No</td>
<td></td>
<td>87%</td>
</tr>
</tbody>
</table>
Candidate in the 43rd general election
Dear candidate:

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

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

This study is mainly about the following topics:

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

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

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

Yours truly,
Stéphane Perrault
Chief Electoral Officer
Survey of Candidates Following the 43rd Federal General Election

Pretest Report

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

EKOS RESEARCH ASSOCIATES INC.
October 30, 2019
The project began with a thorough review of the draft survey instrument provided by Elections Canada in October 2019. EKOS Research provided input on possible changes using the draft questionnaire. As a result, the survey was programmed and thoroughly reviewed with minor additional changes made to programming and branching logic. Test interviews were conducted on October 22, when 26 interviews (13 in French and 13 in English) were completed at an average time of 26.5 minutes overall excluding several lengthy outliers (24 minutes on average in English and 27 minutes on average in French). Two cases were also completed online at roughly the same average length.

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

<table>
<thead>
<tr>
<th>Call Outcome</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid Number</td>
<td>2</td>
</tr>
<tr>
<td>Callback</td>
<td>180</td>
</tr>
<tr>
<td>Appointment</td>
<td>17</td>
</tr>
<tr>
<td>Incomplete Refusals</td>
<td>0</td>
</tr>
<tr>
<td>Refusal</td>
<td>4</td>
</tr>
<tr>
<td>Preference to complete online</td>
<td>4</td>
</tr>
<tr>
<td>Complete</td>
<td>26</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>233</strong></td>
</tr>
</tbody>
</table>
The revised questionnaires are provided in Appendix C. The survey collection began on October 25. Based on the length of the survey (averaging 25 minutes on the telephone and online), the decision was also made to emphasize the availability of the online version as much as possible to increase the efficiency of the survey collection and maximize flexibility for survey respondents. On October 28, there was a careful review of the overall frequencies of responses and a comparison of the responses obtained online versus those recorded by telephone. In several questions, added instructions were applied to the telephone version in an effort to increase consistency of results between the two modes. It was also noted that in a number of instances (typically when a satisfaction scale was used), results were more positive during a telephone interview than when respondents used the online survey. Full analysis of the survey results will be thoroughly reviewed in terms of a comparison by mode to examine sample and mode effects. The pretest cases will be included in the final sample for analysis, with some minor adjustments based on changes as a result of the test.
C. QUESTIONNAIRE

WINTRO

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

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

A few reminders before beginning:

- Please consider the questions and your answers carefully
- Definitions to some terms are provided. Hover your mouse over the underlined terms as you move through the survey in order to see the definition.
- On each screen, after selecting your answer, click on the "Next" button at the bottom of the screen to move forward in the questionnaire.
- If you leave the survey before completing it, you can return to the survey URL later, and you will be returned to the page where you left off. Your answers up to that point in the survey will be saved.
- If you have any questions about how to complete the survey, please call EKOS at 1-800-388-2873 or send an email to candidates@ekos.com.

Thank you in advance for your participation.

PINTRO

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

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

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

May I please speak with_____?

Yes........REPEAT INTRO IF NEW PERSON

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

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

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

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

P1A
Leaving voicemail
This is a message for __________ from Ekos Research Associates, a public opinion research company, commissioned by Elections Canada to conduct a survey with candidates in the 2019 federal election about their experiences during the election, as outlined in a letter sent to you by Elections Canada. Your participation in the survey is voluntary and completely confidential. The interview takes between 15 and 20 minutes, and you can participate online or by telephone.

<[HAVE EMAIL] Since we have not connected with you by telephone, we will send you an email invitation with a personalized link to the survey so that you may complete it online at your convenience. If you prefer, you can call us back at 1-800-388-2873 to set up an appointment or complete the interview. If you have not had a chance to complete the survey online and we haven’t heard from you in a couple of days, we will try to reach you again. Good bye.[ELSE] You can reach us at 1-800-388-2873 to receive a link to complete online, set up an appointment or complete the interview. Good bye.>

Primary Email : <EMAIL>
Sending invitation / enter email address (CLICK "CONTINUE" TO SEND INVITATION / RETURN TO INTRODUCTION / CODE "OR Link Resent No Contact made") 1
No invitation sent (CLICK "CONTINUE" TO RETURN TO INTRODUCTION) 2

P1
Letter PINTRO
(Interviewer, if respondent did not receive letter: I’m sorry that you did not receive the letter.) I have a copy of it right here, which I can send to you, while we are on the phone just verify your email address.

Primary email : <EMAIL>
Email letter (Enter email address): 1
REFUSE 4

PINTRO3
The letter will be sent shortly. The interview takes about 15 to 20 minutes. We can continue the interview and you can stop to have a look when you receive it or I can call you back and give you a chance to read the letter. Which would you prefer? (SCHEDULE TIME OR PROCEED)

Yes, now.............PROCEED WITH SURVEY 1
Yes, but call later.....SPECIFY DATE/TIME 2
REFUSE 4
Would you like me to give you a 1-800 number that can be called to schedule an interview at your convenience?

Yes............PROVIDE 1-800 NUMBER

0............CONTINUE

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

(IF STILL UNSURE ABOUT THE LEGITIMACY OF THE SURVEY): If you would like to ensure that this survey is run by Elections Canada, you can call their toll-free number at 1-800-463-6868. Their hours of operation are Monday to Friday, from 9:00 a.m. to 5:00 p.m. (Eastern Time). You can also contact Susan Galley, from Ekos Research Associates, at 613-235-7215 extension #123. Ekos is conducting this study on behalf of Elections Canada.

PINTRO not = 6

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

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

REFUSED.......THANK/DISCONTINUE

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

CLICK "CONTINUE" TO RETURN TO INTRODUCTION

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

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

(TOLL-FREE)

1-800-282-1376

TTY: (819) 994-6591

Web: Go to www.priv.gc.ca and click "Report a concern"

**CALCTRACK**

*Calculation, Track A or B*

Track A

Track B

**CALCTRACK B**

*Calculation, Track A or B*
To begin, [PHONE]I'd[ELSE]we would like to ask you some general questions about the recent federal election.

**Q1A**

*Track A*

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

<table>
<thead>
<tr>
<th>Option</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very dissatisfied</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>3</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>5</td>
</tr>
</tbody>
</table>

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

**Q1BA**

*Track B, pos > neg*

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

<table>
<thead>
<tr>
<th>Option</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>1</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>2</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>3</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>4</td>
</tr>
</tbody>
</table>

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

**Q1BB**

*Track B, neg > pos*

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

<table>
<thead>
<tr>
<th>Option</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very dissatisfied</td>
<td>4</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>3</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>2</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>1</td>
</tr>
</tbody>
</table>

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

**Q2A**

*Track A*

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

<table>
<thead>
<tr>
<th>Option</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very dissatisfied</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>4</td>
</tr>
</tbody>
</table>
5 Very satisfied
<PHONE>(DO NOT READ)> Do not know  98
<PHONE>(DO NOT READ)> <PHONE>Refusal[ELSE]No response>  99

Q2BA

Track B, pos > neg
How satisfied were you with the way the returning officer ran it in your riding? Would you say that you were...

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

Q2BB

Track B, neg > pos
How satisfied were you with the way the returning officer ran it in your riding? Would you say that you were...

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

Q3 [1,3]

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

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

PHONE
I had difficulties getting in touch with the RO  1
PHONE
I had difficulties getting election materials or information from the RO  2
PHONE
I had difficulties getting answers to my questions  3
PHONE
The nomination paper wasn't processed in time/took too long  4
PHONE
I felt that the RO/election staff/polling station was partisan  5
PHONE
I had difficulties getting in touch with ECHQ  6
PHONE
I felt the nomination process was not fair  7
PHONE
I felt the voting process was not fair  8
PHONE
I didn't feel supported by EC or the RO  9
PHONE
Difficulties as independent candidate/small party/new party  10
<PHONE>Other, specify:[ELSE]Please specify:>  77
Do not know 98
<PHONE>Refusal[ELSE]No response> 99

S2
<PHONE>I'd[ELSE]We would> now like to ask you some questions about your experience with the nomination process with Elections Canada during the recent federal election.

Q4
How easy was it to comply with the nomination requirements? Would you say this was...
<PHONE>(read list)>
<PHONE>IF ASKED: This refers to the Elections Canada nomination process with the returning officer (RO) for any eligible candidate wishing to run in the 43rd general election, either as an independent candidate or as a candidate endorsed by a political party.>
Very easy 1
Somewhat easy 2
Not very easy 3
Not easy at all 4
<PHONE>(DO NOT READ) Do not know 98
<PHONE>(DO NOT READ) <PHONE>Refusal[ELSE]No response> 99

Q5 [1,3] Not easy Q4
Why was this not easy?
<PHONE>(DO NOT READ. ACCEPT UP TO THREE RESPONSES. DO NOT PROBE FOR MORE RESPONSES.)>
PHONE
Difficult to get required number of signatures 1
PHONE
Difficult to provide proof of identity 2
PHONE
Difficult to meet the deadline 3
PHONE
Difficult to appoint official agent 4
PHONE
Difficult to deal with the RO 5
PHONE
Too much paperwork/bureaucracy 6
PHONE
Procedures/requirements not explained 7
PHONE
Difficulties as independent candidate/small party/new party 8
PHONE
Difficulties with the Political Entity Services Centre (PESC) portal 9
PHONE
Other, specify:[ELSE]Please specify:] 77
Do not know 98
<PHONE>Refusal[ELSE]No response> 99

Q6A
Track A
How satisfied were you with the returning officer's timeliness in processing your nomination?

Please use a 5-point scale, where '1' is very dissatisfied, '5' is very satisfied, and '3' is neither satisfied nor dissatisfied.

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

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

Q6BA

Track B, pos > neg

How satisfied were you with the returning officer's timeliness in processing your nomination? Would you say that you were...

[PHONE](read list)

Very satisfied 1
Somewhat satisfied 2
Somewhat dissatisfied 3
Very dissatisfied 4

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

Q6BB

Track B, neg > pos

How satisfied were you with the returning officer's timeliness in processing your nomination? Would you say that you were...

[PHONE](read list)

Very dissatisfied 4
Somewhat dissatisfied 3
Somewhat satisfied 2
Very satisfied 1

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

Q7A

Track A

Did you encounter any difficulties in finding an official agent?

Yes 1
No 2

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

Q8A [1,3]

Track A

What were they?

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

PHONE

Difficult to find someone qualified 1
Q7B

Track B
Did you encounter any difficulties in finding an auditor?

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

Q8B [1,3]

Track B
What were they?

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

Phone
Difficult to find someone qualified 1
Phone
Time frame too short 2
Phone
Hard to find someone willing/available 3
Phone
Hard job/too many responsibilities 4
Phone
Unsure about auditor's role 5
Phone
Too much paperwork/bureaucracy 6
Phone
Difficulties as independent candidate/small party/new party 7
Phone
Fees were too high/could not afford it 8
<[PHONE]Other, specify:[ELSE]Please specify:> 77
Do not know 98
<[PHONE]Refusal[ELSE]No response> 99
Q9
Overall, how well informed did you feel about Elections Canada's nomination process with the returning officer (RO) for any eligible candidate wishing to run in the 43rd general election, either as an independent candidate or as a candidate endorsed by a political party? Would you say that you were...

<table>
<thead>
<tr>
<th>Answer</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very well informed</td>
<td>1</td>
</tr>
<tr>
<td>Somewhat well informed</td>
<td>2</td>
</tr>
<tr>
<td>Not very well informed</td>
<td>3</td>
</tr>
<tr>
<td>Not well informed at all</td>
<td>4</td>
</tr>
<tr>
<td>Do not know</td>
<td>98</td>
</tr>
<tr>
<td>Refusal</td>
<td>99</td>
</tr>
</tbody>
</table>

S3
In 2019, Elections Canada introduced the Political Entities Service Centre (PESC), commonly known as the portal, providing candidates the opportunity to file electronic nomination and financial reports.

Q10 [1,3]
Did you, or any of your representative, use the portal?

<table>
<thead>
<tr>
<th>Answer</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, I personally used it</td>
<td>1</td>
</tr>
<tr>
<td>Yes, my official agent used it</td>
<td>2</td>
</tr>
<tr>
<td>Yes, my candidate delegate used it</td>
<td>3</td>
</tr>
<tr>
<td>No, no one in my campaign used it</td>
<td>4</td>
</tr>
<tr>
<td>No, I was not aware it existed/that I could access it</td>
<td>5</td>
</tr>
<tr>
<td>Do not know</td>
<td>98</td>
</tr>
<tr>
<td>Refusal</td>
<td>99</td>
</tr>
</tbody>
</table>

Q11 [1,7]
What did you, or your representative, use the portal for?

<table>
<thead>
<tr>
<th>Activity</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit nomination electronically</td>
<td>1</td>
</tr>
<tr>
<td>Download election materials</td>
<td>2</td>
</tr>
<tr>
<td>Access post-election results or materials</td>
<td>3</td>
</tr>
<tr>
<td>Maintain account and contact profile</td>
<td>4</td>
</tr>
<tr>
<td>Other, specify</td>
<td>77</td>
</tr>
<tr>
<td>Do not know</td>
<td>98</td>
</tr>
<tr>
<td>Refusal</td>
<td>99</td>
</tr>
</tbody>
</table>

Q12A
Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements about the portal?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>It was easy to navigate</td>
<td>1</td>
</tr>
<tr>
<td>Strongly agree</td>
<td>1</td>
</tr>
<tr>
<td>Somewhat agree</td>
<td>2</td>
</tr>
<tr>
<td>Somewhat disagree</td>
<td>3</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>4</td>
</tr>
</tbody>
</table>
Q12B
<PHONE>Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements about the portal? (DO NOT READ ITEMS; ONLY IF NEEDED)[ELSE]How strongly do you agree or disagree with the following statements?>

It contained useful information?
- Strongly agree: 1
- Somewhat agree: 2
- Somewhat disagree: 3
- Strongly disagree: 4

Q12C
<PHONE>Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements about the portal? (DO NOT READ ITEMS; ONLY IF NEEDED)[ELSE]How strongly do you agree or disagree with the following statements?>

It ensures the protection of candidates and electors' personal information?
- Strongly agree: 1
- Somewhat agree: 2
- Somewhat disagree: 3
- Strongly disagree: 4

Q12D
<PHONE>Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements about the portal? (DO NOT READ ITEMS; ONLY IF NEEDED)[ELSE]How strongly do you agree or disagree with the following statements?>

It provided an easy access to documents?
- Strongly agree: 1
- Somewhat agree: 2
- Somewhat disagree: 3
- Strongly disagree: 4

Q12E
<PHONE>Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements about the portal? (DO NOT READ ITEMS; ONLY IF NEEDED)[ELSE]How strongly do you agree or disagree with the following statements?>

It was compatible with my mobile devices?
- Strongly agree: 1
- Somewhat agree: 2
- Somewhat disagree: 3
- Strongly disagree: 4
Q12F

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

It was easy to create an account?
- Strongly agree 1
- Somewhat agree 2
- Somewhat disagree 3
- Strongly disagree 4

Q12G

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

It made submitting my nomination convenient?
- Strongly agree 1
- Somewhat agree 2
- Somewhat disagree 3
- Strongly disagree 4

Q13

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

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

- Very satisfied 1
- Somewhat satisfied 2
- Somewhat dissatisfied 3
- Very dissatisfied 4

Q14 [1,3]

No/DK/NR Q10

Why did you not use the portal?

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

- Difficulties in opening account 1
- Uncomfortable using computers/mobile devices 2
- Prefer working with paper 3
PHONE
Not easy to use/complex 4
PHONE
Issues with Internet connectivity 5
PHONE
Prefer dealing face to face with EC 6
<[PHONE]Other, specify:[ELSE]Please specify:> 77
Do not know 98
<[PHONE]Refusal[ELSE]No response> 99

S4
<[PHONE]I'd[ELSE]We would> now like to ask you some questions about the products and services provided by Elections Canada during the election.

Q15 [1,6]
Which of the following Elections Canada products did you use? Did you use...
<[PHONE]READ LIST AND SELECT ALL THAT APPLY[ELSE]Select all that apply> <[PHONE]

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

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

(If asked: The Maps of Polling Place Service Areas included maps of the polling sites, the advance polling districts, and electoral geography documents.)

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

Q16
Lists of polling stations Q15
In your opinion, which format of the updated lists of polling stations was most useful?

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

_______________________________________
Q17A

*Lists of electors Q15, Track A*

How satisfied were you with the overall quality of the list of electors? *Please use a 5-point scale, where '1' is very dissatisfied, '5' is very satisfied, and '3' is neither satisfied nor dissatisfied.*

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

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

Q17BA

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

How satisfied were you with the overall quality of the lists? Would you say that you were...

*<PHONE>(read list)>*

Very satisfied 1
Somewhat satisfied 2
Somewhat dissatisfied 3
Very dissatisfied 4

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

Q17BB

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

How satisfied were you with the overall quality of the lists? Would you say that you were...

*<PHONE>(read list)>*

Very dissatisfied 4
Somewhat dissatisfied 3
Somewhat satisfied 2
Very satisfied 1

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

Q18 [1,4]

*Most useful tools to communicate with electors*

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

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

Infographics 1
Guide to the federal election / Booklet 2
Banners for your website 3
Videos 4

*<PHONE>(DO NOT READ)> Do not know* 98
*<PHONE>(DO NOT READ)> <PHONE>Refusal[ELSE]No response* 99
Q19 [1,3]
Which format of the maps of polling place service areas did you use? Did you use...

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

Q20A
Event Map Viewer Q19, Track A
How satisfied were you with the Event Map Viewer? < [PHONE] Please use a 5-point scale, where '1' is very dissatisfied, '5' is very satisfied, and '3' is neither satisfied nor dissatisfied>
1 Very dissatisfied 1
2 2
3 Neither satisfied nor dissatisfied 3
4 4
5 Very satisfied 5
< [PHONE] (DO NOT READ) > Do not know 98
< [PHONE] (DO NOT READ) > < [PHONE] Refusal [ELSE] No response > 99

Q20BA
Event Map Viewer Q19, Track B, pos > neg
How satisfied were you with the Event Map Viewer? Were you... < [PHONE] (read list) >
Very satisfied 1
Somewhat satisfied 2
Somewhat dissatisfied 3
Very dissatisfied 4
< [PHONE] (DO NOT READ) > Do not know 98
< [PHONE] (DO NOT READ) > < [PHONE] Refusal [ELSE] No response > 99

Q20BB
Event Map Viewer Q19, Track B, neg > pos
How satisfied were you with the Event Map Viewer? Were you... < [PHONE] (read list) >
Very dissatisfied 4
Somewhat dissatisfied 3
Somewhat satisfied 2
Very satisfied 1
< [PHONE] (DO NOT READ) > Do not know 98
< [PHONE] (DO NOT READ) > < [PHONE] Refusal [ELSE] No response > 99
Q21 [1,3]

**Dissatisfied Q20**

Is there a specific reason why you were dissatisfied?

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

1. Difficult to search for an address
2. Difficult to verify where to place a sign
3. Difficult to verify boundaries
4. Difficult to print polling division maps
5. Problems with the software
6. Issue with Internet connectivity

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

Do not know
98

<PHONE>Refusal[ELSE]No response>
99

Q22

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

<PHONE>(read list)>

1. Very useful
2. Somewhat useful
3. Not very useful
4. Not useful at all

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

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

Q23 [1,9]

**Not useful Q22**

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

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

1. List of polling stations
2. List of electors
3. Bingo sheets
4. Tools to communicate with electors
5. Political financing handbook
6. Polling place service area maps

<PHONE>Other, specify:>
77

Do not know
98

<PHONE>Refusal[ELSE]No response>
99
Q24 [1,6]
The returning officer in your riding organized an "all candidates briefing" for the general election. Could you tell us if:

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

Q25
Attended Q24
How useful was the briefing? Was it...

<PHONE>(read list)

Very useful  
Somewhat useful  
Not very useful  
Not useful at all  
<PHONE>(DO NOT READ)> Do not know  
<PHONE>(DO NOT READ)> No response

Q26A
Track A
During the election, did you, or any of your representatives, contact Elections Canada with the 1-800 support line for candidates?

Yes  
No  
<PHONE>(DO NOT READ)> Do not know  
<PHONE>(DO NOT READ)> No response

Q26B
Track B
During the election, did you, or any of your representatives, contact the local Elections Canada office?

Yes  
No  
<PHONE>(DO NOT READ)> Do not know  
<PHONE>(DO NOT READ)> No response

Q27A
Yes Q26A, Track A
How satisfied were you, or your representative, with the services you received from the 1-800 support line for candidates? 

<PHONE>Use a 5-point scale, where '1' is very dissatisfied, '5' is very satisfied, and '3' is neither satisfied nor dissatisfied.>

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

_______________________________________
102 • EKOS RESEARCH ASSOCIATES, 2020
Very satisfied
5
<[PHONE](DO NOT READ)> Do not know 98
<[PHONE](DO NOT READ)> <[PHONE]Refusal[ELSE]No response> 99

Q27BA
Yes Q26A, Track B, pos > neg
How satisfied were you, or your representative, with the services you received from the 1-800 support line for candidates? Were you... <[PHONE](read list)>

<table>
<thead>
<tr>
<th>Rating</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>1</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>2</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>3</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>4</td>
</tr>
<tr>
<td>&lt;[PHONE](DO NOT READ)&gt; Do not know</td>
<td>98</td>
</tr>
<tr>
<td>&lt;[PHONE](DO NOT READ)&gt; &lt;[PHONE]Refusal[ELSE]No response&gt;</td>
<td>99</td>
</tr>
</tbody>
</table>

Q27BB
Yes Q26A, Track B, neg > pos
How satisfied were you, or your representative, with the services you received from the 1-800 support line for candidates? Were you... <[PHONE](read list)>

<table>
<thead>
<tr>
<th>Rating</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very dissatisfied</td>
<td>4</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>3</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>2</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>1</td>
</tr>
<tr>
<td>&lt;[PHONE](DO NOT READ)&gt; Do not know</td>
<td>98</td>
</tr>
<tr>
<td>&lt;[PHONE](DO NOT READ)&gt; &lt;[PHONE]Refusal[ELSE]No response&gt;</td>
<td>99</td>
</tr>
</tbody>
</table>

Q27DA
Yes Q26B, Track B, pos > neg
How satisfied were you, or your representative, with the services you received from the local Elections Canada office? Were you... <[PHONE](read list)>

<table>
<thead>
<tr>
<th>Rating</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>1</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>2</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>3</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>4</td>
</tr>
<tr>
<td>&lt;[PHONE](DO NOT READ)&gt; Do not know</td>
<td>98</td>
</tr>
<tr>
<td>&lt;[PHONE](DO NOT READ)&gt; &lt;[PHONE]Refusal[ELSE]No response&gt;</td>
<td>99</td>
</tr>
</tbody>
</table>

Q27DB
Yes Q26B, Track B, neg > pos
How satisfied were you, or your representative, with the services you received from the local Elections Canada office? Were you... <[PHONE](read list)>

<table>
<thead>
<tr>
<th>Rating</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very dissatisfied</td>
<td>4</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>3</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>2</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>1</td>
</tr>
<tr>
<td>&lt;[PHONE](DO NOT READ)&gt; Do not know</td>
<td>98</td>
</tr>
<tr>
<td>&lt;[PHONE](DO NOT READ)&gt; &lt;[PHONE]Refusal[ELSE]No response&gt;</td>
<td>99</td>
</tr>
</tbody>
</table>
S5

We would now like to ask you some questions about some dimensions of your electoral campaign.

Q28

Did you provide a list of names of election staff to work at the polling stations to the returning officer?

Yes
No

Did not know I could provide one
Do not know
Refusal/No response

Q29 [1,3]

No Q28

Why did you not provide a list of names?

Not enough time to find people
Did not have anyone/ unable to find people interested/available
Did not have anyone/unable to find competent people
List was provided too late
Some people on list were not eligible/not allowed/disqualified
Difficulties as independent candidate/small party/new party
Procedures not explained
Returning officers did not request such a list
Too much paperwork/bureaucracy
I did not want to provide a list
Other, specify:
Refusal/No response

Q30

Did you take any measures to ensure the protection of personal information contained in the voters' lists that you received?
**Yes Q30**

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

- I did not use the lists 1
- Do not know 2
- Refusal 97

**Q31 [1,3]**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
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</tbody>
</table>

- Issued instructions regarding use of voters lists 1
- Issued procedures to collect copies of voters lists after event 2
- Ensured the destruction of voters lists at end of the election 3
- Brought voters lists back to returning officer 4
- Kept lists in secure place / Kept locked away 5
- Ensured limited access to lists to self/campaign manager/agent 6
- Ensured limited access in general 7
- Encrypted the lists 8
- Other, specify: 77
- Do not know 98
- Refusal 99

**Q32**

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

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHONE</td>
<td>PHONE</td>
</tr>
<tr>
<td>PHONE</td>
<td>PHONE</td>
</tr>
</tbody>
</table>

- Do not know 98
- Refusal 99
Q33 [1, 3]
Yes Q32
Which measures did you take to make your campaign accessible?

<[[PHONE] (DO NOT READ. ACCEPT UP TO THREE RESPONSES. DO NOT PROBE FOR MORE RESPONSES.)]>
PHONE
Website was accessible to electors with a screen reader 1
PHONE
Social media content was accessible to electors with a screen reader 2
PHONE
Braille materials were available 3
PHONE
Large print materials were available 4
PHONE
Use of plain language 5
PHONE
Sign language translation was provided during local events 6
PHONE
Asking electors with a disability about accessibility needs 7
PHONE
Venues were wheelchair accessible 8
PHONE
Use of various communication channels 9
PHONE
Offered transport to the polling station 10
<[[PHONE] Other, specify:[ELSE] Please specify:]> 77
Do not know 98
<[[PHONE] Refusal][ELSE] No response> 99

Q34
The Canada Elections Act provides for partial reimbursement of elections expenses as well as some personal expenses like childcare costs and expenses related to a disability.

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

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

Q35
Yes Q34
What impact, if any, did these financial incentives have on your decision to run in the last General Election? Did they have a...

<[[PHONE] (DO NOT READ)]>
Major impact 1
Moderate impact 2
Minor impact 3
No impact at all 4
<[[PHONE] (DO NOT READ)]> Do not know 98
<[[PHONE] (DO NOT READ)]> <[[PHONE] Refusal][ELSE] No response> 99
S6

We would now like to ask you some questions about your experience with the voting process during the 43rd General Election. (NOTE: CANDIDATE MAY HAVE DIFFERENT VIEWS ABOUT SOME OF THE OPTIONS AVAILABLE FOR VOTING AND THEREFORE BE UNSURE OF AN OVERALL RATING.)

Q36A

Track A

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

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

Do not know

Do not read

Refusal

No response

Q36BA

Track B, pos > neg

How satisfied were you with the locations chosen as polling sites for advance polls and Election Day? Were you...

Very satisfied
Somewhat satisfied
Somewhat dissatisfied
Very dissatisfied

Do not know

Refusal

No response

Q36BB

Track B, neg > pos

How satisfied were you with the locations chosen as polling sites for advance polls and Election Day? Were you...

Very dissatisfied
Somewhat dissatisfied
Somewhat satisfied
Very satisfied

Do not know

Refusal

No response

Q37 [1,3]

Dissatisfied Q36

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

Accept up to three responses. Do not probe for more responses.

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

Q38A

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

1 Very dissatisfied 1
2 2
3 Neither satisfied nor dissatisfied 3
4 4
5 Very satisfied 5
<PHONE>(DO NOT READ)> Do not know 98
<PHONE>(DO NOT READ)><PHONE>Refusal[ELSE]No response> 99
Q38BA
Track B, pos > neg
How satisfied were you with the way the voting process went on advance polls and Election Day? Were you... <[PHONE](read list)>

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

Q38BB
Track B, neg > pos
How satisfied were you with the way the voting process went on advance polls and Election Day? Were you... <[PHONE](read list)>

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

Q39 [1,3] Dissatisfied Q38
Why were you dissatisfied with the voting process?

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

PHONE
Elector were not aware of the voter ID requirements 1
PHONE
Problems with the "Statement of the electors who voted on polling day" (also called the "bingo sheet") 2
PHONE
Was not able to take a photo of bingo sheets during polling day 3
PHONE
Too few polling locations on advance polling days 4
PHONE
Too few polling locations on polling day 5
PHONE
Elector did not know where to vote 6
PHONE
No online/email voting methods used 7
PHONE
Long line-ups at advance polls 8
PHONE
Long line-ups on polling day 9
PHONE
Scrutineers were not allowed to examine elector's identification 10
PHONE
Problems related to the use of the Voter Information Card as identification 11
<[PHONE]Other, specify:[ELSE]Please specify:>} 77
Q40A

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

<PHONE>(IF ASKED: This question is about voter identification at the polls, when the election officer is verifying the proof of identity and residence of an elector.)
(NOTE TO INTERVIEWER: Please select the option 'was/were not there' if a candidate's response is similar to 'I don't know, I wasn't present/there')>
Yes 1
No 2
<PHONE>(DO NOT READ) > Was/Were not there 3
<PHONE>(DO NOT READ) > Do not know 98
<PHONE>(DO NOT READ) > <PHONE>Refusal[ELSE]No response> 99

Q41 [1,3]

Q40A Yes, Track A
What problems were witnessed?

<PHONE>(DO NOT READ. ACCEPT UP TO THREE RESPONSES. DO NOT PROBE FOR MORE RESPONSES.)>
PHONE
Address on piece of identification did not match address on the list of electors 1
PHONE
Electors not having proper identification: not able to register on polling day 2
PHONE
Electors not having proper identification: not able to vote on polling day 3
PHONE
Long lineups due to identification requirements 4
PHONE
Electors having problems proving their identity 5
PHONE
Electors having problems proving their address 6
PHONE
Uneven interpretation of the rules by election officers 7
PHONE
Electors uncertain about ID needed 8
PHONE
Scrutineers were not allowed to examine electors' identification 9
<PHONE>Other, specify:[ELSE]Please specify:>
PHONE
Do not know 98
<PHONE>Refusal[ELSE]No response> 99

Q40B

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

<PHONE>(IF ASKED: This question is about voter identification at the polls, when the election officer is verifying the proof of identity and residence of an elector.)
(NOTE TO INTERVIEWER: Please select the option 'was/were not there' if a candidate's response is similar to 'I don't know, I wasn't present/there')>
Yes Q40B, Track B
What problems did you witness regarding the use of the VIC (voter information card) as a piece of identification?

PHONE
Elector only showed the VIC (no other piece of identification) 1
PHONE
VIC address did not match address on the list of electors 2
PHONE
VIC was not addressed personally or in the name of the elector 3
PHONE
Election officer did not accept the VIC as a piece of identification 4
PHONE
Elector not having proper identification: not able to register on polling day 5
PHONE
Elector not having proper identification: not able to vote on polling day 6
PHONE
Long lineups due to identification requirements 7
PHONE
Electors having problems proving their identity 8
PHONE
Electors having problems proving their address 9
PHONE
Uneven interpretation of the rules by election officers 10
PHONE
Electors uncertain about ID needed 11
PHONE
Scrutineers were not allowed to examine electors' identification 12
PHONE
Other, specify:[ELSE]Please specify: Please specify: 77

Q43
Yes Q40A/B
How often did you observe those problems? [PHONE](read list)

Very often 1
Somewhat often 2
Not very often 3
Not often at all 4
PHONE
Do not know 98
PHONE
Refusal[ELSE]No response 99
Q44
Thinking about the October 21, federal election...? <[PHONE](read list)>

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

Q45
What level of trust do you have in the accuracy of the election results in your riding? Is it...? <[PHONE](read list)>

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

Q46A
Track A  
Overall, how satisfied were you with your interactions with the returning officer? <[PHONE]Please use a 5-point scale, where '1' is very dissatisfied, '5' is very satisfied, and '3' is neither satisfied nor dissatisfied.> <[PHONE] 
(ACCEPT 'DOES NOT APPLY' IF CANDIDATE HAD NO INTERACTIONS WITH RETURNING OFFICER)[ELSE](If you have had no interactions with the returning officer, please select 'Does not apply'.)>

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

Q46BA
Track B, pos > neg  
Overall, how satisfied were you with your interactions with the returning officer? Were you... <[PHONE](read list)>

<[PHONE] 
(ACCEPT 'DOES NOT APPLY' IF CANDIDATE HAD NO INTERACTIONS WITH RETURNING OFFICER)[ELSE](If you have had no interactions with the returning officer, please select 'Does not apply'.)>

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

__________________________
Q46BB

Track B, neg > pos

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

<PHONE>(read list)>

<PHONE>

(ACCEPT 'DOES NOT APPLY' IF CANDIDATE HAD NO INTERACTIONS WITH RETURNING OFFICER) [ELSE] (If you have had no interactions with the returning officer, please select 'Does not apply').>

Very dissatisfied 4
Somewhat dissatisfied 3
Somewhat satisfied 2
Very satisfied 1

<PHONE> (DO NOT READ) > Does not apply 97
<PHONE> (DO NOT READ) > Do not know 98
<PHONE> (DO NOT READ) > <PHONE> Refusal[ELSE] No response 99

Q47A

Track A

All things considered, how satisfied were you with the overall quality of service you received from Elections Canada in the most recent federal election? <PHONE> Please use the value scale (IF ASKED: '1' is very dissatisfied, '5' is very satisfied, and '3' is neither satisfied nor dissatisfied).>

1 Very dissatisfied 1
2 2
3 Neither satisfied nor dissatisfied 3
4 4
5 Very satisfied 5

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

Q47BA

Track B, pos > neg

How satisfied were you with the overall quality of service you received from Elections Canada in the most recent federal election? Were you...

<PHONE> (read list)>

Very satisfied 1
Somewhat satisfied 2
Somewhat dissatisfied 3
Very dissatisfied 4

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

Q47BB

Track B, neg > pos

How satisfied were you with the overall quality of service you received from Elections Canada in the most recent federal election? Were you...

<PHONE> (read list)>

Very dissatisfied 4
Somewhat dissatisfied 3
Somewhat satisfied 2
Very satisfied 1

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Q48 [1,3]
Thinking about the services you received from Elections Canada during the election, what is your main suggestion, if anything, to improve those services?

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

PHONE
More timely/accessible information
PHONE
More training for the staff
PHONE
More accurate voting lists/boundaries/maps
PHONE
Improve level of service
PHONE
Better access/timely/accurate information for voters
PHONE
Voting electronically
PHONE
Increase voter turnout
PHONE
Better prepared for advanced voting turnouts
PHONE
Enforce rules/regulations
PHONE
Simplify/more accessible identification requirements
PHONE
Less paper waste (more use of electronics)
PHONE
Ensure followup regarding complaints filed over the electoral period
PHONE
Provide more information about available products or tools that are available to candidates

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

77
Do not know/None
98
<[PHONE]Refusal[ELSE]No response>
99

CALCQ49
Calculation, Q49A/B/C
Q49A 1
Q49B 2
Q49C 3

S8
The next questions are about technology and the way federal elections are conducted.

Q49A
Based on what you have seen or heard recently, do you [PHONE](READ STATEMENT) was[ELSE]any of the following were> a problem in this election?

Hacking by foreign countries or groups into the computer systems that support the election.
Yes 1

_____________________________
Q49B
Based on what you have seen or heard recently, do you think [PHONE](READ STATEMENT) was any of the following were a problem in this election?
Foreign countries or groups using social media and other means to influence the political opinions of Canadians.
Yes 1
No 2
[PHONE](DO NOT READ) Do not know 98
[PHONE](DO NOT READ) [PHONE]Refusal[ELSE]No response 99

Q49C
Based on what you have seen or heard recently, do you think [PHONE](READ STATEMENT) was any of the following were a problem in this election?
The spread of false information online.
Yes 1
No 2
[PHONE](DO NOT READ) Do not know 98
[PHONE](DO NOT READ) [PHONE]Refusal[ELSE]No response 99

Q50
Yes Q49A/B/C
What impact, if any, do you think this had on the outcome of the election? [PHONE](read list)
Major impact 1
Moderate impact 2
Minor impact 3
No impact at all 4
[PHONE](DO NOT READ) Do not know 98
[PHONE](DO NOT READ) [PHONE]Refusal[ELSE]No response 99

Q51A
Track A
In a Canadian federal election, workers at the polls use paper [hover="This refers to lists used by poll staff during the voter identification process, not the format of the lists of electors that are provided to candidates."] lists to find a voter's name and keep track of who voted. In some provincial elections, poll workers use computers or tablets to do this electronically. Which method do you prefer?
[PHONE]IF ASKED: This refers to lists used by poll staff during the voter identification process, not the format of the lists of electors that are provided to candidates.
Paper lists 1
Computer lists 2
[PHONE](DO NOT READ) No preference 97
[PHONE](DO NOT READ) Do not know 98
[PHONE](DO NOT READ) [PHONE]Refusal[ELSE]No response 99
Q51B

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

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

Q52A

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

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

Q52B

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

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

S9
Now we’ll move on to some questions about Canadian democracy.

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

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

Q54 [1,3]

Dissatisfied Q53
Is there a specific reason why you are dissatisfied the way democracy works in Canada?

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

PHONE
First-past-the-post does not reflect voters' preferences 1
PHONE
Lack of proportional representation 2
The role of money in politics is increasing
Too many political financing requirements
Too little political financing requirements
Elector's disengagement / Low turnout
Difficulties as independent candidate/small party/new party
Lack of representation of minority groups
Lack of representation of women
I did not get elected
Concern about the constitution
Polarization of Canadians as a result of the division between political parties
Lack of contact between political elites and electors
Lack of political elites' accountability towards electors
Other, specify:

Q55
Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that the voting age in a federal election should be lowered from 18 to 16 years old? (DO NOT READ ITEMS.)

Strongly agree
Somewhat agree
Somewhat disagree
Strongly disagree
Do not know

PQ56
In some countries, there are rules or incentives in place to ensure political parties run candidates from certain groups.

Q56A
Track A
Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that... (DO NOT READ ITEMS.)

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

**Q56B**

Track B

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

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

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

**S10**

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

**Q57**

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

Record number of times as candidate: 77

Do not know 98

**Q58**

What language do you speak most often at home?

English 1

French 2

Other, specify: 77

Do not know 98
Q59
For the purposes of this survey only, do you identify as having a disability?

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

Q60 [1,11]
Yes Q59
Would you please provide whether you have any of the following conditions?

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

Q61
Were you born in Canada?

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

Q62
No Q61
In what year did you become a citizen of Canada?

<PHONE>(DO NOT READ)> I was born a Canadian citizen, outside of the country 1
(Please specify year): 77
<PHONE>(DO NOT READ)> Do not know/Do not remember 98
<PHONE>(DO NOT READ)> <PHONE>Refusal[ELSE]No response> 99

Q63
What is your ethnic or cultural background?

<PHONE>DO NOT READ. ACCEPT ONLY ONE RESPONSE; USE "Other" FOR MIXED / MULTIPLE ETHNICITIES AND JEWISH.>

<hover="English-Canadian, French-Canadian, Quebecois and non-visible minority (includes English, Irish, Scottish, German, French, Italian)"> White / Caucasian 1
Chinese (Chinese, Hong Kongese, Taiwanese) 2
East Asian (Japanese, Korean) 3
<hover="Bangladeshi, Bengali, Bruneian, Gujarati, East Indian, Indo Pakistani, Mauritian, Mayotte, Mongolian, Pakistani, Punjabi, Singhalese, Sri Lankan, Tamil"> South Asian / East Indian 4

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Q64
What is the highest level of education that you have reached?

Some elementary
Completed elementary
Some high school
Completed high school
Some community college/vocational/trade school/commercial/CEGEP
Completed community college/vocational/trade school/commercial/CEGEP
Some university (No degree or diploma obtained)
Completed university (Diploma or bachelor degree)
Post-graduate university/professional school (Master's, PhD, or any professional degree)
Other (specify):  

Q65
What was the total annual income of all members of your household combined, before taxes, in 2018?

Under $30,000
$30,000 to just under $60,000
$60,000 to just under $90,000
$90,000 to just under $110,000
$110,000 to just under $150,000
$150,000 to just under $200,000
$200,000 to just under $250,000
$250,000 and above
CANDIDATEEMAIL2 [0,1]
This concludes the survey. If you wish, we can inform you once the study is published on Elections Canada and Library and Archives' websites in 2020.

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

NO EMAIL ADDRESS: Elections Canada will publish a report on its website once completed. You will be able to access the report there.
IF ASKED: Their website address is www.elections.ca
IF ASKED: Elections Canada did not indicate the exact date when the results would be published.

Email Address: 1
No 2

THNK
Thank you for your time and feedback.
D. Methodology Details – Response Rate

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

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

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

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

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

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

Elections Canada provided a revised questionnaire based on the one used for the 2015 Candidates’ Survey. The survey was programmed and EKOS Research Associates conducted a thorough review, provided written comments, and feedback to Elections Canada. Test interviews were conducted between October 22 and 23, with 26 interviews completed (13 in French and 13 in English) at an average time of 26.5 minutes per interview. The survey data and audio recordings were carefully reviewed and a few minor changes were implemented. Some changes were made to increase clarity and provide additional instructions to interviewers.
Wording was streamlined in a few questions. The survey was launched on October 25, 2019. The pretest cases were included in the final sample with some minor adjustments based on changes as a result of the test.

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

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

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

The survey was registered with the National Survey Registration System and the study sponsor was provided in all contact attempts. Copies of the Elections Canada advance letter were also offered by email or fax to anyone wanting to receive it. The response rate for the survey based on the complete sample out of the remaining valid sample (2,109) is 55.6%. Following are the call results at the end of the fieldwork, on November 27:
<table>
<thead>
<tr>
<th>Disposition</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid number, no viable email address</td>
<td>20</td>
</tr>
<tr>
<td>Fax/unmanned riding office, no viable email address</td>
<td>11</td>
</tr>
<tr>
<td>Unavailable for survey period</td>
<td>6</td>
</tr>
<tr>
<td>Remaining valid sample</td>
<td>2,109</td>
</tr>
<tr>
<td>Answering machine – multiple messages left, emails sent</td>
<td>27</td>
</tr>
<tr>
<td>General callback – multiple calls made, emails sent</td>
<td>8</td>
</tr>
<tr>
<td>Incomplete refusal</td>
<td>1</td>
</tr>
<tr>
<td>Refusal</td>
<td>190</td>
</tr>
<tr>
<td>Contact made, agreed to go online – multiple calls made, emails sent</td>
<td>711</td>
</tr>
<tr>
<td><strong>Complete</strong></td>
<td><strong>1,172</strong></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2,146</strong></td>
</tr>
</tbody>
</table>

Over the course of the survey collection, open-ended responses were reviewed and assigned to existing or new category codes. Data quality was also closely monitored through the collection period, starting with a close review of the results from each round of the pretest, and the first day after the survey launch. A database was created with full variable and value labels, and the non-response rate was assessed based on administrative information in the initial list of candidates provided. The final data was weighted by party, age, incumbent/not, and elected/not. No segment was more than three percent lower than the population distribution in the same segment. Data tables were produced providing results overall and by region, age, gender, language, and whether the candidate was born in Canada or not, and whether their party is represented in the House of Commons, whether they were running for the first time or not, elected or not, and as an incumbent or not.
E. NEW 4-POINT SATISFACTION SCALE QUESTIONS

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

<table>
<thead>
<tr>
<th>Table 22: Satisfaction (4 Points)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Q1BX. Overall, how satisfied were you with the way the federal election was administered by Elections Canada in your riding?</strong></td>
</tr>
<tr>
<td><strong>Total</strong></td>
</tr>
<tr>
<td>n=</td>
</tr>
<tr>
<td>Very satisfied</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
</tr>
<tr>
<td>Very dissatisfied</td>
</tr>
<tr>
<td><strong>Q2BX. How satisfied were you with the way the returning officer ran it in your riding?</strong></td>
</tr>
<tr>
<td><strong>Total</strong></td>
</tr>
<tr>
<td>n=</td>
</tr>
<tr>
<td>Very satisfied</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
</tr>
<tr>
<td>Very dissatisfied</td>
</tr>
<tr>
<td><strong>Q6BX. How satisfied were you with the returning officer's timeliness in processing your nomination?</strong></td>
</tr>
<tr>
<td><strong>Total</strong></td>
</tr>
<tr>
<td>n=</td>
</tr>
<tr>
<td>Very satisfied</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
</tr>
<tr>
<td>Very dissatisfied</td>
</tr>
<tr>
<td>Question</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Q17BX. How satisfied were you with the overall quality of the lists?</strong></td>
</tr>
<tr>
<td><strong>Q20B. How satisfied were you with the Event Map Viewer?</strong></td>
</tr>
<tr>
<td><strong>Q27B. How satisfied were you or your representatives with the services you received from the 1-800 support line for candidates?</strong></td>
</tr>
<tr>
<td><strong>Q36BX. How satisfied were you with the locations chosen as polling sites for advance polls and Election Day?</strong></td>
</tr>
<tr>
<td><strong>Q38BX. How satisfied were you with the way the voting process went on advance polls and Election Day?</strong></td>
</tr>
<tr>
<td><strong>Q46BX. Overall, how satisfied were you with your interactions with the returning officer?</strong></td>
</tr>
</tbody>
</table>
**Q47BX. How satisfied were you with the overall quality of service you received from Elections Canada in the most recent federal election?**

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>70%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>19%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>3%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>3%</td>
</tr>
</tbody>
</table>

*n= 611*