



Survey of Electors Following the October 26, 2020, By-election in Toronto Centre and York Centre (Ontario)

Final Report

Prepared for Elections Canada

Supplier Name: Phoenix SPI
Contract Number: 05005-200410-001-CY
Contract Value: \$54,821.93 (including HST)
Award Date: 2020-10-14
Delivery Date: 2020-12-21

Registration Number: POR 047-20

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

Ce rapport est aussi disponible en français.

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Supplier name: Phoenix Strategic Perspectives Inc.
December 2020

This public opinion research report presents the results of a telephone survey conducted to help evaluate the October 26, 2020, federal by-elections in the electoral districts of Toronto Centre and York Centre (Ontario).

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Catalogue number: SE3-118/2021E-PDF

International Standard Book Number (ISBN): 978-0-660-37222-8

Related publications (registration number): POR 047-20

Catalogue number : SE3-118/2021F-PDF

Numéro international normalisé du livre (ISBN) : 978-0-660-37223-5

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Cette publication est aussi disponible en français sous le titre : *Sondage auprès des électeurs à la suite de l'élection partielle du 26 octobre 2020 à Toronto-Centre et York-Centre (Ontario)*

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Executive Summary

Elections Canada (EC) commissioned Phoenix Strategic Perspectives Inc. (Phoenix SPI) to conduct research to help evaluate the October 26, 2020, federal by-election in the electoral districts of Toronto Centre and York Centre (Ontario).

1. Background and Objectives

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

As part of its evaluation program, Elections Canada seeks to obtain reliable survey data to evaluate electors' opinions, attitudes, and knowledge of the agency's services and electors' experience with the electoral process for the federal by-elections held on October 26, 2020, in Toronto Centre and York Centre (Ontario).

The objectives of this research were to measure public opinions on various election-related issues and to assist in evaluating and refining Elections Canada's programs and services to the electorate. More specifically, the survey aims to assess the following aspects:

- Awareness of the election and the different methods of voting.
- Sources of information about the election.
- Experiences with registration, including the voter information card (VIC).
- Experiences with communications from Elections Canada.
- Experiences with voting in the federal general election.
- Attitudes towards Elections Canada and trust in election results.

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

2. Methodology

A 15-minute, dual-frame random-digit dialling telephone survey was conducted with 804 eligible electors. The sample frames used were as follows:

- Toronto Centre: 50:50 split, with approximately 50% of the numbers being cell phones and 50% being landlines.
- York Centre: 25:75 split, with approximately 25% of the numbers being cell phones and 75% being landlines.

Eligible electors were Canadian citizens, at least 18 years of age on polling day (October 26, 2020), who were residents of one of the two electoral districts – that is, they had an address of ordinary residence in the electoral district – from the first day of the by-election period until election day. For the landline sample, interviewers asked to speak to the youngest person in the household who was eligible to vote in the recent by-election, in order to help maximize the representation of younger electors in the survey sample. No selection procedures were used for the cell phone sample.

Those who declined to participate in the survey when contacted by telephone were offered the possibility of completing the survey through an online, self-administered questionnaire instead of a telephone interview. Those who opted to complete the survey online were sent a password-protected link via email or text message in order to complete the self-administered questionnaire.

The survey data were weighted in order to reflect the distribution of electors by age and gender according to Statistics Canada 2016 census data for each riding. The data collection was conducted from October 27 to November 9, 2020. Based on a sample of this size, the overall results can be considered accurate to within $\pm 3.5\%$, 19 times out of 20. The results for each of the electoral districts can be considered accurate to within $\pm 4.9\%$, 19 times out of 20.

For a more detailed discussion of the methodology, refer to the [Methodological Details](#).

3. Key Findings

Awareness of the By-election and Voter Information

- A majority (89%) of electors surveyed were aware that a federal by-election took place in their riding on October 26, 2020. Awareness among electors in the York Centre riding (93%) was higher than awareness in the Toronto Centre riding (85%).
- Nine in 10 (91%) electors recalled some form of Elections Canada advertising during the by-election campaign. Fewer, but still a strong majority at 85%, recalled Elections Canada COVID-19-specific advertising.
- Most electors were at least *somewhat* informed (88%) about how, when, and where to vote in the by-election, including two-thirds (66%) who said they were *very* informed.
- One in five (20%) electors visited EC's website during the campaign. Among those who did, the majority (92%) were satisfied with the information found on the site.
- Few (5%) electors contacted Elections Canada during the campaign. More than eight in 10 (84%) of those who did were satisfied with the information provided to them.

Voter Information Card and Voter Registration

- Most electors (88%) aware of the federal by-election said they received their VIC, and 95% of those who received their VIC brought it to the polling station. Electors in the York Centre riding (93%) were significantly more likely to report receiving a VIC than electors in the Toronto Centre riding (83%).
- Virtually everyone who received a VIC reported that their name (97%) and address (100%) on the card were correct.
- Approximately seven in 10 (69%) electors knew that voters must first register in order to vote in a Canadian federal election. Slightly more (74%) were aware that electors can register at the polling place and vote immediately after. Electors in the Toronto Centre riding (83%) were significantly more likely than those in York Centre (66%) to know that eligible voters can register at the polling place.
- Six in 10 (62%) electors said they were aware that voter registration can be checked, updated, or completed on Elections Canada's website.

Voting and Voter Participation

- Seven in 10 (70%) of those who were aware of the by-election reported voting in it.¹
- Among respondents who did not vote in the election, one-third (34%) said they did not vote due to everyday life and health reasons. Nearly one-quarter (23%) did not vote due to political reasons, and 17% did not vote due to electoral process-related reasons. Fifteen percent (15%) did not vote due to pandemic-related reasons.
- A split sample was used to test questions designed to measure electors' knowledge of current voting methods. One sample of respondents (n=394) was asked, in an open-ended manner, to identify the current ways that electors can vote in a federal election. The other sample (n=406) was asked a set of two questions. First, they were asked how someone can vote in a federal election, and then they were asked if there are ways electors can cast a vote ahead of time. Both formulations yielded similar results. When the split samples are merged, the majority of electors were aware they could vote in person on polling day (86%) and at an advance polling station (61%). Forty-one percent (41%) were aware they could vote by mail and 5% were aware they could vote at a local Elections Canada office.
- Over half (55%) of respondents who voted in the by-election reported voting at a polling station on election day.

Voter Identification

- Similar to findings from previous post-electoral surveys, a question about voter identification found that 96% of respondents were aware that voters have to provide proof of identity, and 89% were aware that voters have to provide proof of address.
- In a split sample experiment, a second approach was tested. This approach found fewer respondents who were fully aware of voter identification requirements: 84% correctly answered that electors must provide proof of both identity and address to vote at a federal election and 16% answered incorrectly or did not know.
- Virtually all (99%) respondents found it easy to meet the identification requirements, with 94% saying it was *very easy*.

Voter Experience

Results were very positive and consistent when it came to the experience of those who voted during the during the October 26, 2020, federal by-election:

- 98% found it easy to vote, with 89% saying it was *very easy*.
- 97% were satisfied with the services provided by Elections Canada staff, with 88% saying they were *very satisfied*.
- 97% were satisfied with their overall voting experience, including 81% who said they were *very satisfied*.
- 98% of those who voted at a polling station or at a local Elections Canada office said the

¹ The official turnout rate was 25.6% in York Centre and 30.9% in Toronto Centre. There is often a discrepancy between the official turnout rate and the self-reported rate in post-election surveys. Two factors may be responsible for the over-representation of voters: 1) people who vote may be more likely than non-voters to participate in a study about voting (response bias); and 2) people who did not vote may report doing so because they think to present themselves in a more positive light (social desirability bias).

COVID-19 safety measures in place made them feel safe, with 78% saying the measures in place made them feel *very* safe.

Fairness and Trust

- A split sample method was used to test two variations of a question about the fairness with which Elections Canada runs federal by-elections. Half of survey respondents (n=408) were asked the following question: “Thinking about the *October 26, 2020*, federal by-election, would you say that Elections Canada ran the election ...?” The other half (n=396) was asked, “Thinking about federal by-elections *in general*, would you say that Elections Canada runs elections ...?” The general formulation resulted in a larger majority (93%) saying that Elections Canada runs elections fairly, compared to 82% of respondents who were asked the more specific formulation. The general formulation also led to a smaller proportion of “Don’t know” answers (4%) compared to the specific question (12%). This result is consistent with the findings from the surveys administered after the by-elections held on December 3, 2018, and February 25, 2019.²
- A split-sample approach was also used to survey electors about trust in the accuracy of the by-election results. As in previous waves of the survey, half of survey respondents (n=397) were asked, “What level of trust do you have in the accuracy of the election results in your riding?” The other half of survey respondents (n=407) was asked a similar question: “What level of trust do you have in the accuracy of the election results?” but it was prefaced by the following preamble: “At the end of a federal election, poll workers in each riding count ballots by hand and report the results to Elections Canada.” In previous waves of the survey, respondents who were asked the second formulation of the question yielded higher proportions saying they have a *very* high level of trust in the elections results. However, this wave of the post by-election survey yielded similar results regardless of the question’s formulation.

4. Notes to Readers

- This research relies on self-reported voter turnout, which historically is over-reported in public opinion surveys: In this survey, self-reported turnout was 70% (75% among residents of York Centre and 65% among residents of Toronto Centre), while the official turnout rate was 25.6% in York Centre and 30.9% in Toronto Centre. A limitation of this current research, therefore, is that it over-represents voters in the survey sample. Two factors may be responsible for the over-representation of voters: 1) people who vote may be more likely than non-voters to participate in a study about voting (response bias); and 2) people who did not vote may report doing so because they think to present themselves in a more positive light (social desirability bias).
- For editorial purposes, the terms *electors* and *respondents* are used interchangeably to denote survey participants. The term *voters* denotes survey participants who reported having voted.
- All results in the report are expressed as percentages, unless otherwise noted. Percentages may not always add up to 100% due to rounding or multiple mentions.

² This test was also included in the survey conducted following the by-election held on May 6, 2019. The finding from this test differed from the previous and current survey findings. With the general formulation, fewer respondents reported that Elections Canada runs elections *very* fairly as compared to the specific formulation.

- The number of respondents changes throughout the report because questions were often asked of sub-samples of the survey population. Readers should be aware of this and exercise caution when interpreting results based on smaller numbers of respondents.
- Demographic and other subgroup differences are identified in the report. When reporting subgroup variations, only differences that are significant at the 95% confidence level and that pertain to a subgroup sample size of more than $n=30$ are discussed.
- If one or more categories in a subgroup are not mentioned in a discussion of subgroup differences (e.g. if one out of three age segments are compared), it can be assumed that significant differences were found only among the categories reported.

5. Political Neutrality Certification

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

Signed:



Alethea Woods, President
Phoenix Strategic Perspectives

The contract value was: \$54,821.93 (including HST).

Detailed Findings

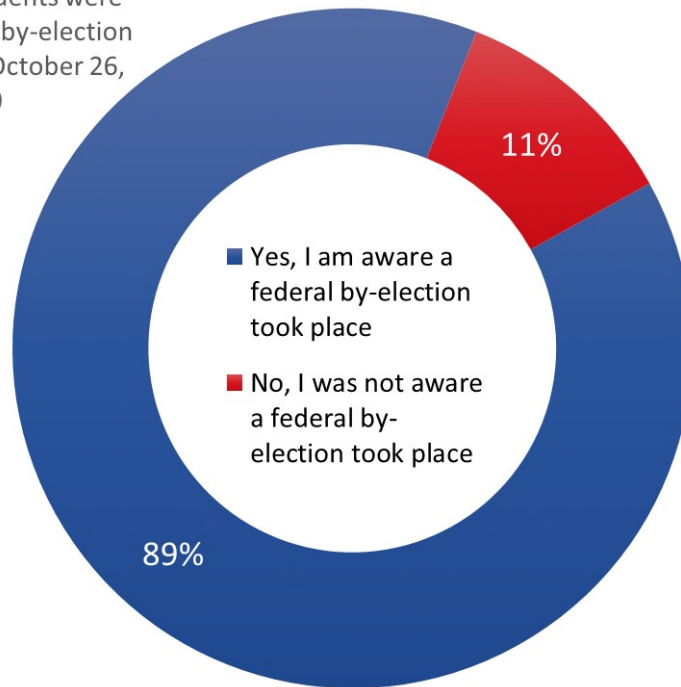
1. Awareness of the By-election and Voter Information

Majority were aware a federal by-election took place on October 26, 2020

Eighty-nine percent (89%) of electors surveyed said that they were aware that a federal by-election took place on October 26, 2020, in their riding.

Figure 1: Awareness of By-election

89% of respondents were aware a federal by-election took place on October 26, 2020



Q1. Did you know that a federal by-election took place on October 26, 2020, in your riding? Base: n=804; all respondents.

Awareness of the October 26, 2020, federal by-election was higher among the following subgroups:

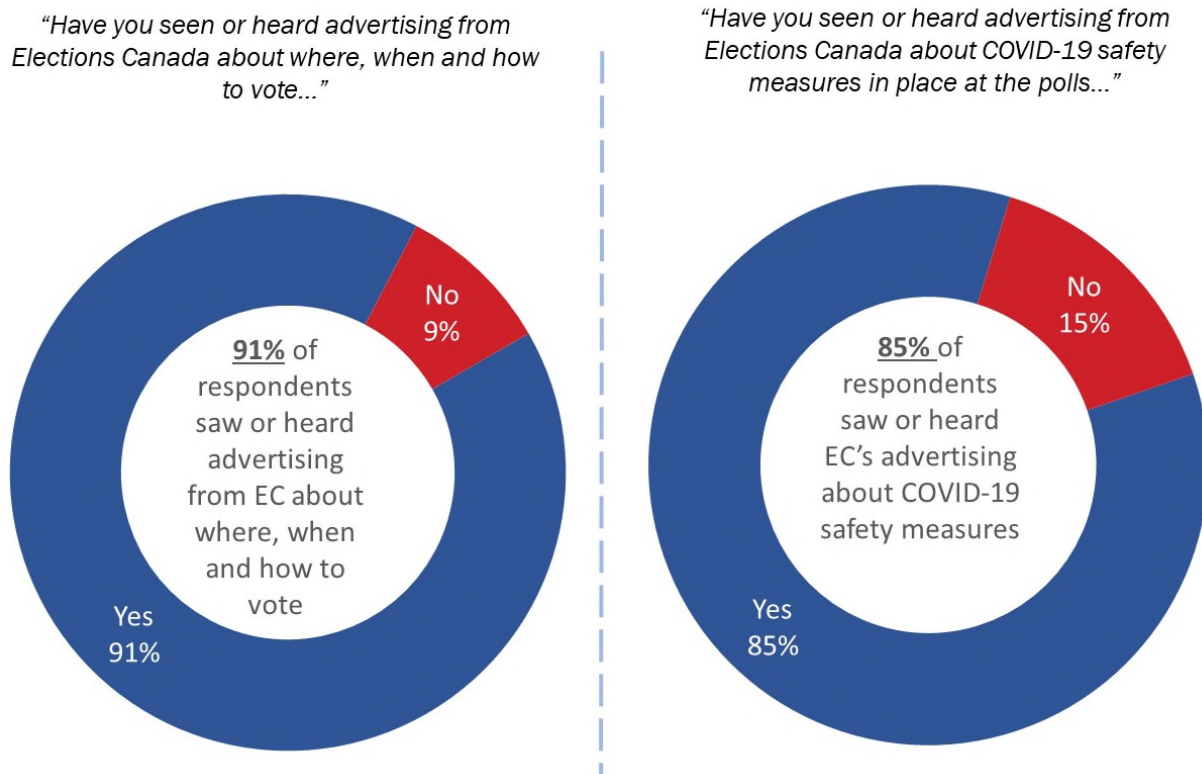
- Electors in the York Centre riding (93%), as opposed to 85% of those in Toronto Centre.
- Those aged 55 and over (95%), as opposed to younger electors aged 18 to 24 (82%), 25 to 34 (84%), or 35 to 54 (88%).
- Electors with some post-secondary education or who have completed college (94%), as compared to those who completed university (88%).
- Students (98%) and retired electors (95%), as opposed to respondents who are employed (87%).
- Those who voted in the 2019 federal election (91%), versus 71% of those who did not vote in the 2019 election.

Widespread recall of Elections Canada advertising

A split sample was used to test electors' recall of Elections Canada advertisements for the October 26, 2020, federal by-election. One subset of respondents (n=395) was asked whether they recalled any advertising or communications from Elections Canada about how, when, and where to vote, a standard question used in previous post-electoral surveys. The other subset (n=409) was asked whether they recalled any advertising from Elections Canada about COVID-19 safety measures in place at the polls.

Ninety-one percent (91%) of electors recalled advertising from Elections Canada informing them where, when, and how to vote. Fewer (85%), but still a strong majority, recalled Elections Canada advertising about COVID-19 safety measures at the polls.

Figure 2: Recall of Elections Canada Advertisements



[LEFT] Q30. During the by-election campaign, have you seen or heard advertising from Elections Canada about where, when, and how to vote? Base: n=395. SPLIT SAMPLE.

[RIGHT] Q31. During the by-election campaign, have you seen or heard advertising from Elections Canada about COVID-19 safety measures in place at the polls? Base: n=409; all respondents. SPLIT SAMPLE.

The likelihood of recalling *any* advertising or communications from Elections Canada was higher among electors in the York Centre riding (95%) compared to those in the Toronto Centre riding (88%).

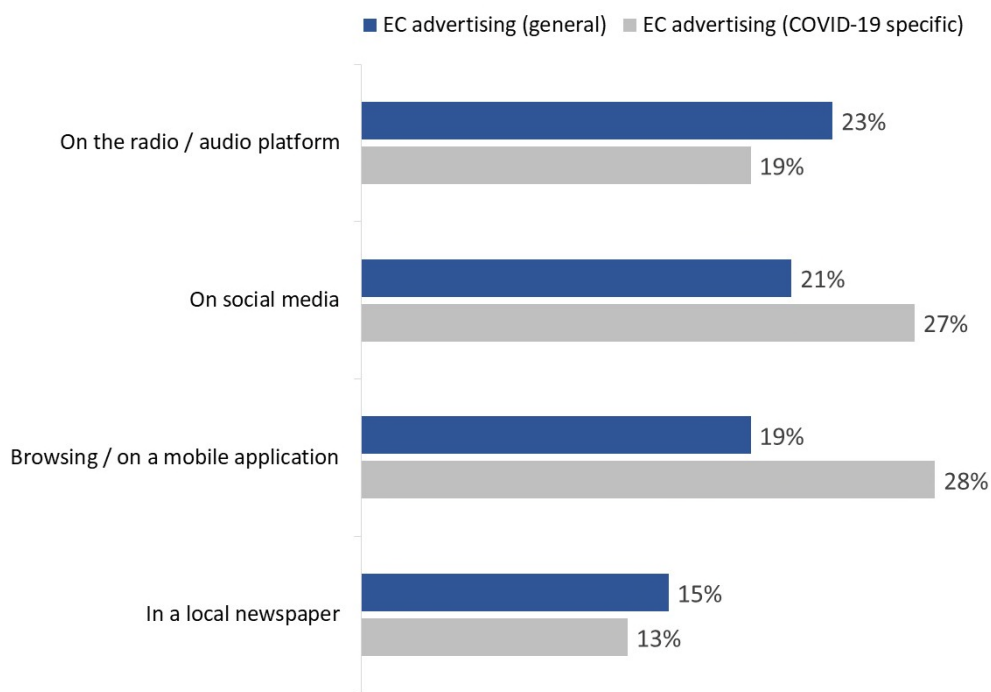
Those who voted at an advance polling station (92%) were more likely to recall having seen or heard advertising from Elections Canada about COVID-19 safety measures compared to those who voted at a polling station on election day (82%).

Source of advertising recall is varied

The same split sample was used to determine electors' source of recall of Elections Canada advertising during the campaign. Nearly one-quarter (23%) recalled hearing advertising from Elections Canada about where, when, and how to vote on the radio or an audio platform such as Spotify. This was followed closely by social media (21%) and browsing online or on a mobile application (19%). Fifteen percent (15%) reported seeing ads about where, when, and how to vote in a local newspaper.

More than one-quarter of respondents said they saw Elections Canada's advertising about COVID-19 safety measures at the polls while browsing or on a mobile application (28%) or on social media (27%). Fewer than one in five (19%) recalled hearing EC's advertising about COVID-19 safety measures on the radio or an audio platform. Thirteen percent (13%) reported seeing these ads in a local newspaper.

Figure 3: Recall of Elections Canada Advertising: By Source



Q30A-D. During the by-election campaign, have you seen or heard advertising from Elections Canada about where, when, and how to vote...? Base: n=395; all respondents. SPLIT SAMPLE. [DK/NR: 6% - 9%.]

Q31A-D. During the by-election campaign, have you seen or heard advertising from Elections Canada about COVID-19 safety measures in place at the polls...? Base: 409. SPLIT SAMPLE. [DK/NR: 0% - 8%.]

Notable subgroup differences regarding the source of recall for Elections Canada's general advertising during the campaign include the following:

- Those who were aware of the by-election were more likely than those not aware to recall seeing or hearing ads on social media (22% versus 8%) and when browsing or on a mobile application (21% versus 5%).
- Those who felt informed about the by-election were more likely than those who did not to recall seeing or hearing ads on social media (24% versus 5% of those who did not feel informed) and when browsing or on a mobile application (22% versus 8%).

- Voters were more likely than non-voters to report seeing this advertising when browsing or on a mobile application (24% versus 13% of non-voters) and hearing it on the radio or an audio platform (27% versus 13%).
- Electors from York Centre (29%) were more likely than those from Toronto Centre (16%) to mention radio or an audio platform as the source of their recall.
- One-quarter (25%) of electors aged 55 and older recalled seeing EC advertising in a local newspaper compared to 12% of respondents between the ages of 35 and 54 and 5% of those aged 25 to 34.

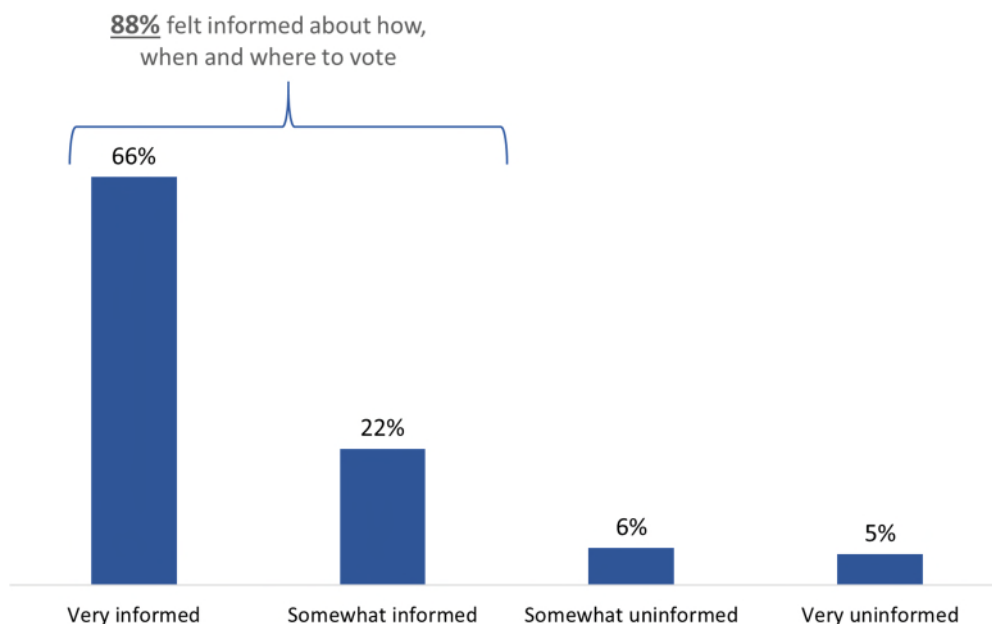
Notable subgroup differences regarding the source of recall for Elections Canada’s COVID-19 safety measures advertising include the following:

- Those who received their VIC (23%) were more likely than those who did not (7%) to report having heard Elections Canada advertising about COVID-19 safety measures on the radio or an audio platform.
- Those who felt informed about the federal by-election (15%) were more likely than those who did not (1%) to have seen EC’s advertising in a local newspaper.
- One in five (20%) electors aged 55 and older recalled seeing EC advertising in a local newspaper compared to 9% of respondents between the ages of 35 and 54 and 9% of those aged 25 to 34.

Majority felt informed about the voting process

Nearly nine in 10 (88%) electors aware of the by-election felt at least *somewhat* informed about how, when, and where to vote in the October 26, 2020, by-election, including two-thirds (66%) who said they felt *very* informed.

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



Q29. Overall, how well-informed do you feel you were about how, when, and where to vote? Base: n=737; those aware of the by-election [DK/NR: 1%.]

The likelihood of feeling *somewhat* or *very* informed about how, when, and where to vote was higher among:

- Those who voted in the by-election (94% versus 73% of those who did not vote).
- Those who received a VIC addressed to them personally (94% versus 44% of those who did not).
- Those with persons under 18 years of age living in their home (94% versus 86% of those who do not).

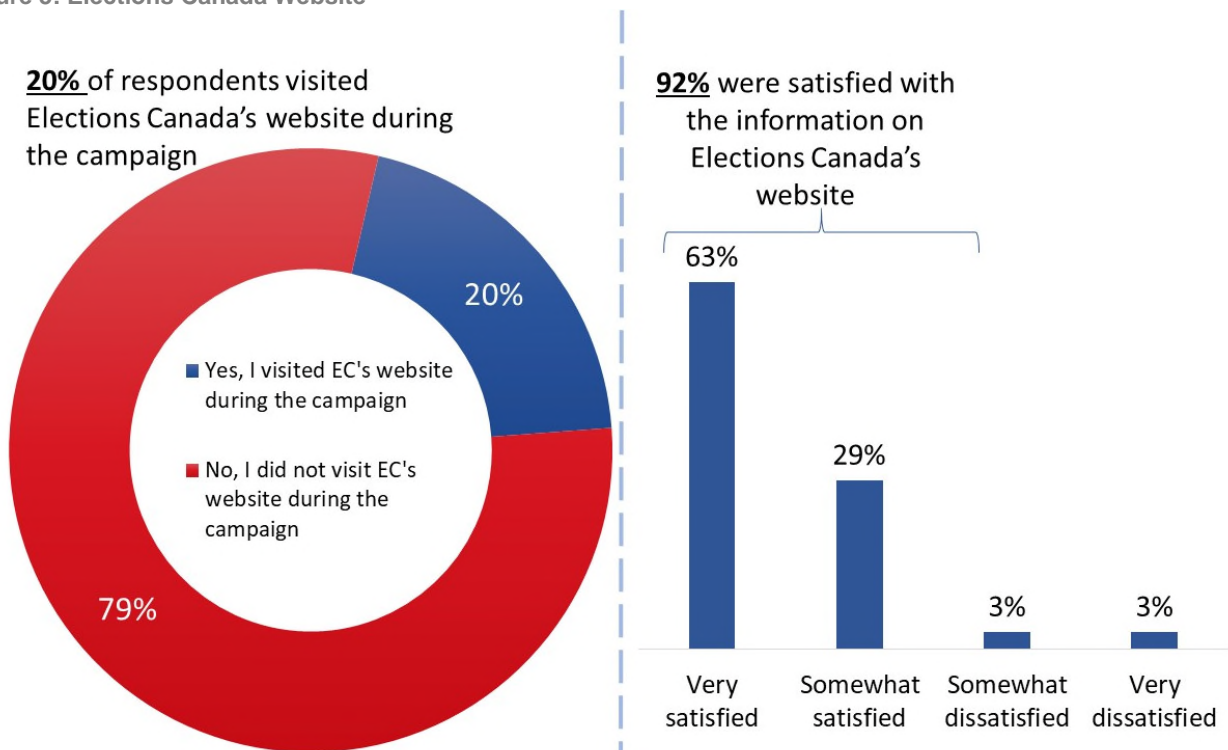
In addition, the following respondents were more likely to feel *very* informed:

- Electors aged 35 to 54 (72%) and aged 55+ (74%) compared to those between the ages of 25 and 34 (52%).
- Electors who completed high school or less (76%) compared to those who completed college or some university (61%).

One in five visited EC’s website; majority were satisfied with their experience

One in five (20%) electors visited Elections Canada’s website during the campaign. Among those who visited the website, more than nine in 10 (92%) were satisfied with the information it provided, including nearly two-thirds (63%) who said they were *very* satisfied.

Figure 5: Elections Canada Website



Q32 [LEFT]. Did you visit Elections Canada’s website during the campaign? Base: n=804; all respondents. [DK/NR: 1%]

Q33 [RIGHT]. Overall, how satisfied were you with the information on Elections Canada’s website? Would you say that you were ...? Base: n=141; respondents who visited EC’s website. [DK/NR: 2%.]

The likelihood of visiting Elections Canada’s website during the campaign was higher among the following subgroups:

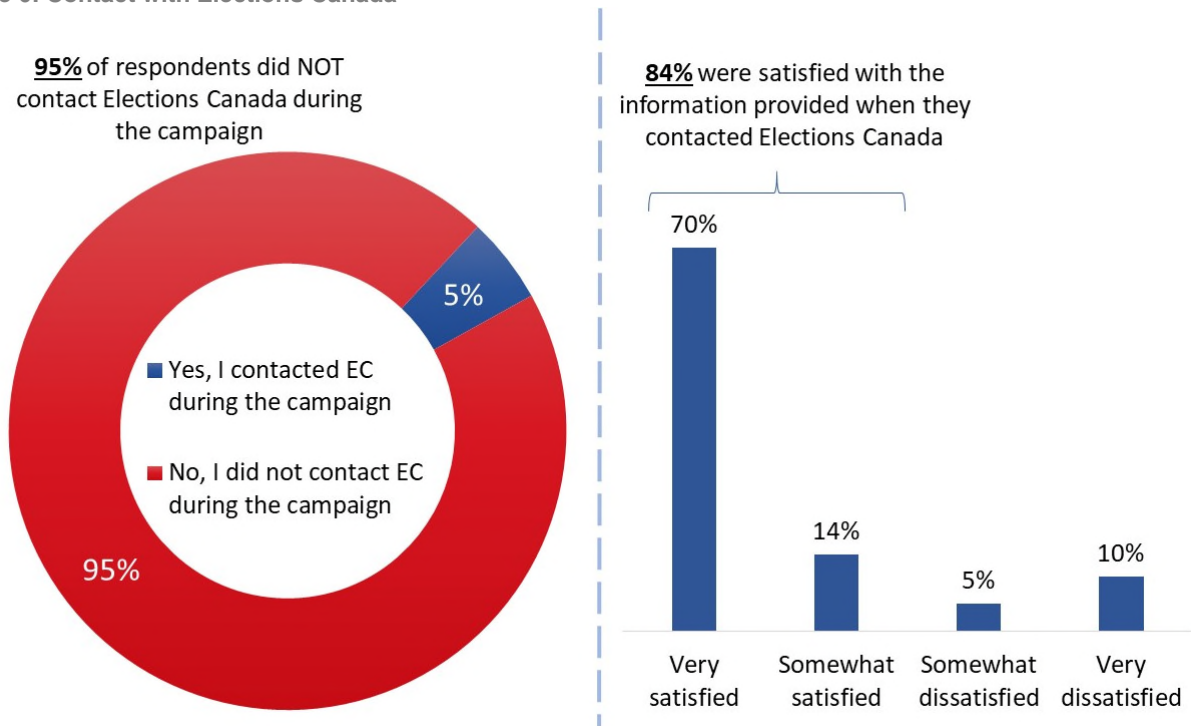
- Men (25% versus 16% of women).
- Electors aged 25 to 34 (30%) compared to those aged 35 to 54 (18%) and aged 55+ (15%).
- Electors who completed university (23%) compared to those who completed high school or less (14%).
- Unemployed electors (34%) compared to retired electors (14%).

Electors’ satisfaction with the information provided on Elections Canada’s website was widespread – there are no notable subgroup differences to report.

Very few contacted Elections Canada, but many of those who did were satisfied with the information

Five percent (5%) of electors aware of the by-election said they contacted Elections Canada during the campaign. Among those who contacted EC, 84% were satisfied with the information they were provided, including 70% who were very satisfied.

Figure 6: Contact with Elections Canada



Q34 [LEFT]. Did you contact Elections Canada during the campaign? Base: n=804; all respondents.
 Q35 [RIGHT]. Overall, how satisfied were you with the information provided when you contacted Elections Canada?
 Base: n=41; respondents who contacted EC. [DK/NR: 1%.]

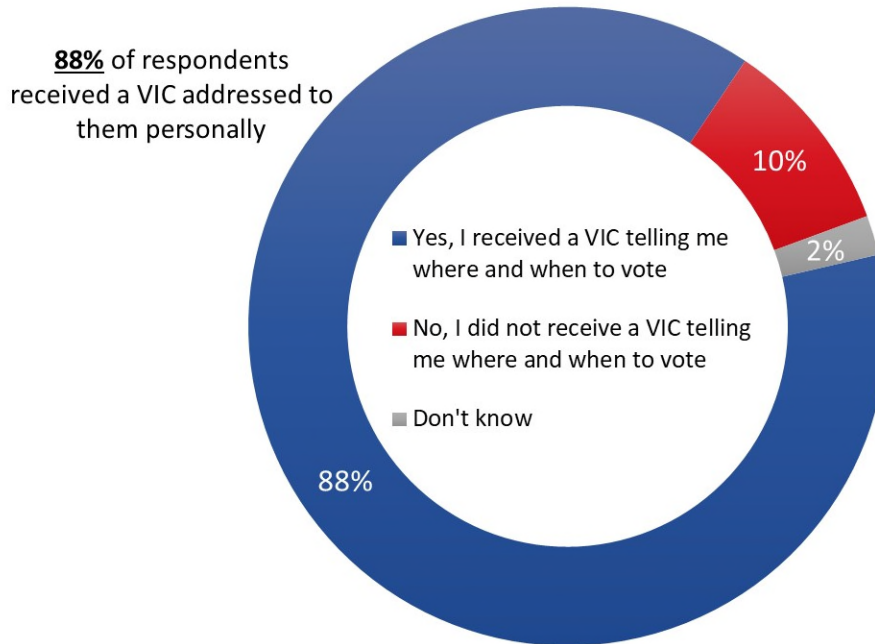
There are no significant subgroup differences to report.

2. Voter Information Card and Voter Registration

Many electors received a VIC

Nearly nine in 10 (88%) electors received a Voter Information Card, or VIC, addressed to them personally, telling them where and when to vote.

Figure 7: Receipt of Voter Information Card



Q4. During the campaign, did you receive a voter information card addressed to you personally and telling you where and when to vote? Base: n=737; those who said they were aware of the by-election.

The following groups of electors were more likely to say they received a VIC:

- Electors in the York Centre riding (93%) compared to those in Toronto Centre (83%).
- Electors aged 35+ (94% versus 81% of those 25 to 34 years of age).
- Those who voted in the by-election (95% versus 72% of non-voters).
- Those who felt informed about the by-election (94% versus 44% of those who did not).

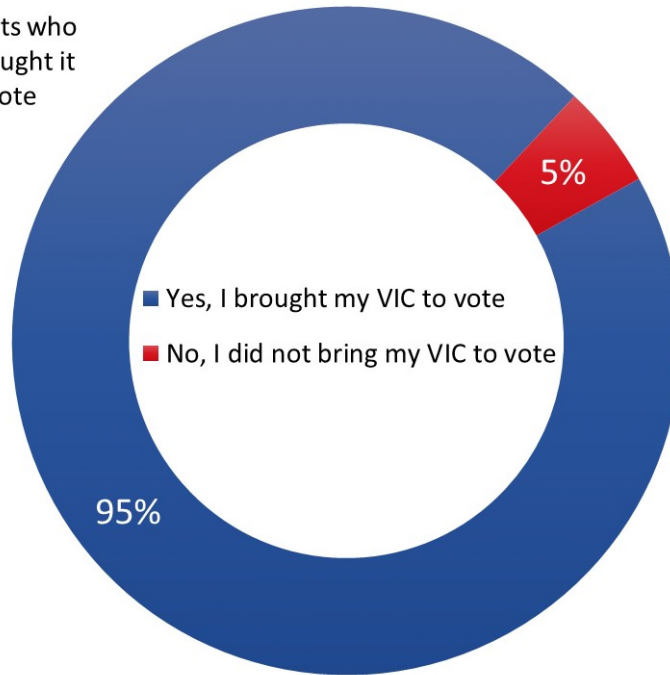
Nearly all electors (97%) who received a VIC reported it had the correct name and everyone (100%) indicated that it included the correct address. There are no subgroup differences to report.

Vast majority who received a VIC brought it with them to the polling place

More than nine in 10 (95%) electors who voted at an Elections Canada office, advance poll, or polling station on election day said they brought their VIC with them.

Figure 8: Voter Information Card – Brought to Vote

95% of respondents who received a VIC brought it with them to vote



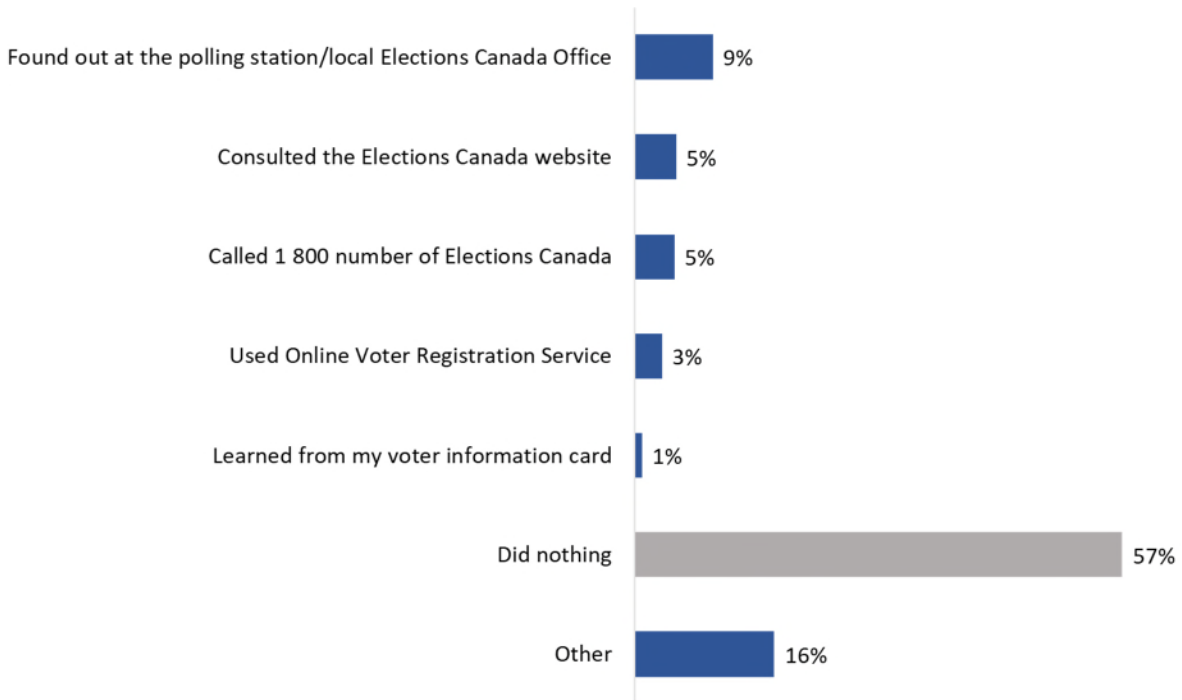
Q22. Did you bring your voter information card with you to the polling station/advance polling station/local Elections Canada office?
Base: n=508; respondents who received their VIC and voted in person.

There are no subgroup differences to report.

Almost six in 10 who did not receive a VIC did nothing to find out if they were registered

Nearly six in 10 (57%) electors who did not receive a VIC during the campaign did nothing to find out whether they were registered to vote in the by-election. Most people who took action consulted the Elections Canada website (5%) or called the 1-800 Elections Canada phone number (5%). Approximately one in 10 (9%) checked their registration status at the polling station or a local Elections Canada office. Very few took other steps.

Figure 9: Steps Taken to Find Out Whether Registered to Vote



Q7. What did you do to find out whether you were registered to vote in this by-election? Base: n=65; respondents who did not receive a VIC. [DK/NR: 5%.]

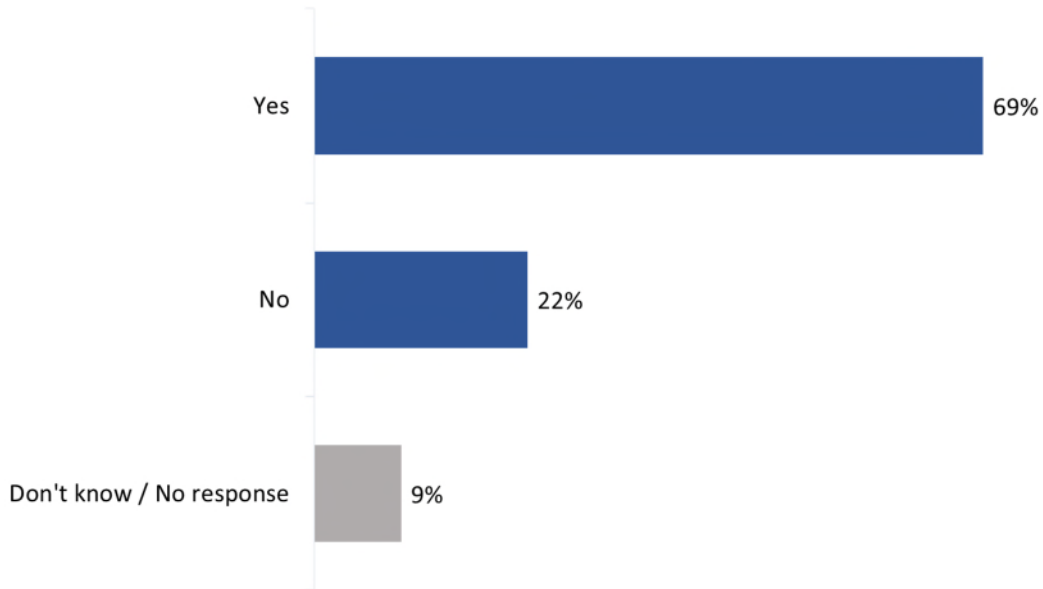
The likelihood of doing nothing was higher among those who felt uninformed about the by-election (72% versus 39% of those who felt informed) and those who did not vote in the by-election (72% versus 24% of voters).

Seven in 10 knew electors need to be registered to vote

Approximately seven in 10 (69%) electors knew that they must first be registered on the list of electors to vote in a Canadian federal election. Just over one in five (22%) said they do not need to be registered to vote, and 9% were unsure.

Figure 10: Awareness of Registration Requirement to Vote

“Do electors need to be registered on the list of electors to vote in a Canadian federal election?”



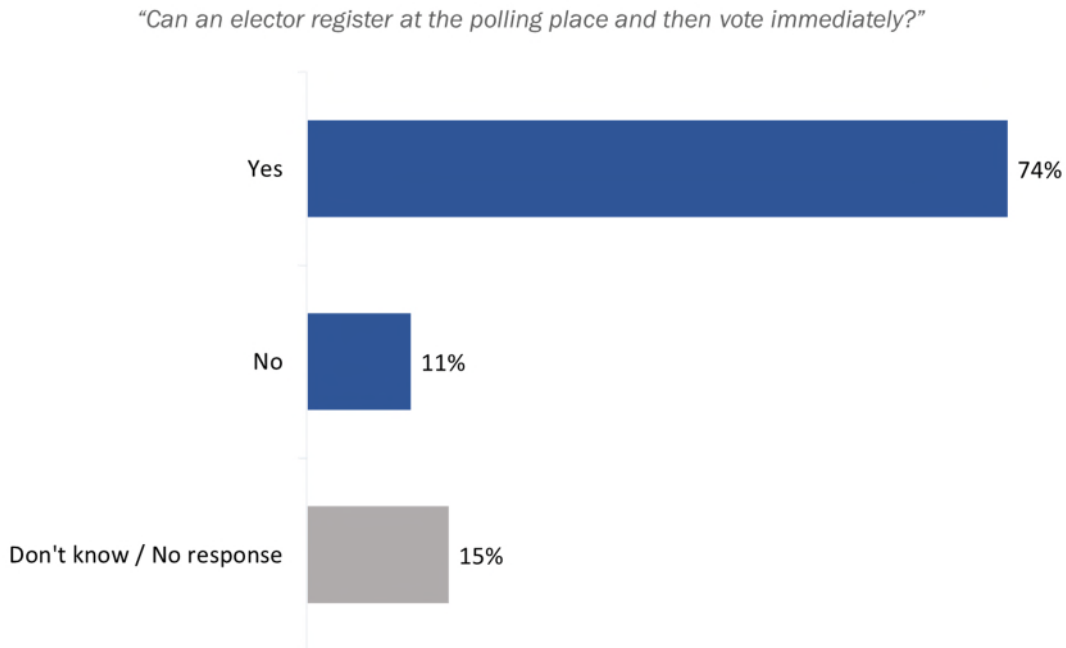
Q8. To the best of your knowledge, do electors need to be registered on the list of electors to vote in a Canadian federal election?
Base: n=804; all respondents.

Electors with high school or less (78%) and those with some post-secondary education or who completed college (75%) were more likely than university graduates (65%) to report that eligible voters need to be registered on the list of electors to vote in a Canadian federal election. In addition, those who did not vote in the 2019 federal election (86%) were more likely than those who did vote (66%) to know that electors need to be registered to vote.

Three-quarters were aware electors can register at the polling place and vote

Nearly three-quarters of respondents (74%) were aware that electors can register at the polling place and then vote immediately after. In contrast, 11% were not aware that this is possible, and 15% said they did not know one way or the other.

Figure 11: Election Day Registration



Q9_merged. If an elector is not registered on election day and wants to vote, can they register at the polling place and then vote immediately after?
 Base: n=804; all respondents.

The following subgroups were more likely to report that electors can register at the polling place and vote immediately after:

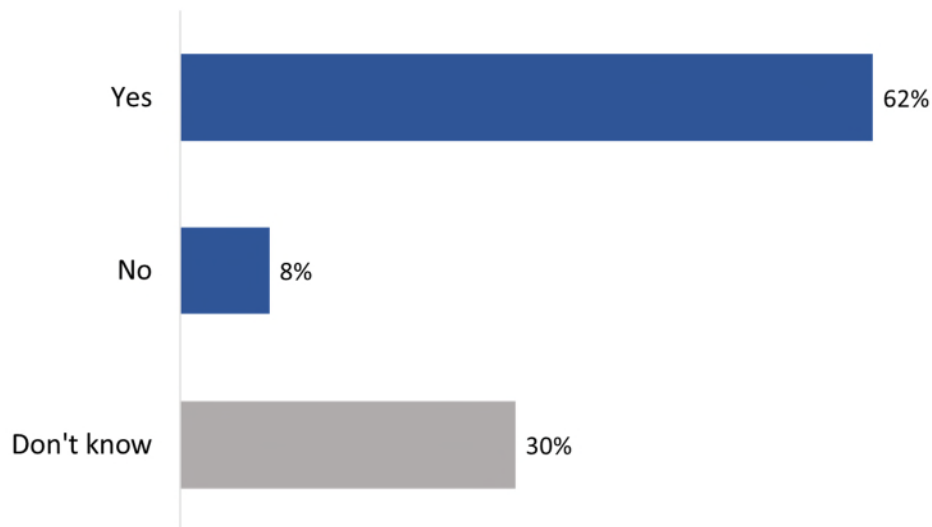
- Those in the Toronto Centre riding (83%) compared to those in York Centre (66%).
- Electors aged 25 to 34 (86%) compared to those aged 35 to 54 (73%) and 55+ (67%).
- Electors who have completed university (78%) versus those with a high school education or less (64%).
- Electors who are unemployed (84%) or employed (77%) compared to retired electors (63%).

Six in 10 say electors can check, update, or complete their registration online

Slightly more than six in 10 (62%) said that an elector can check, update, or complete their voter registration on Elections Canada’s website; fewer (8%) said electors cannot do so. In contrast, a significant minority (30%) said they don’t know if an elector can check, update, or complete their registration on Elections Canada’s website.

Figure 12: Awareness of Online Voter Registration

“Can an elector check, update or complete their voter registration on Elections Canada’s website?”



Q10. To the best of your knowledge, is it possible for Canadian electors to check, update, or complete their voter registration on Elections Canada’s website? Base: n=804; all respondents.

The following subgroups were more likely to report that electors can check, update, or complete their voter registration on Elections Canada’s website:

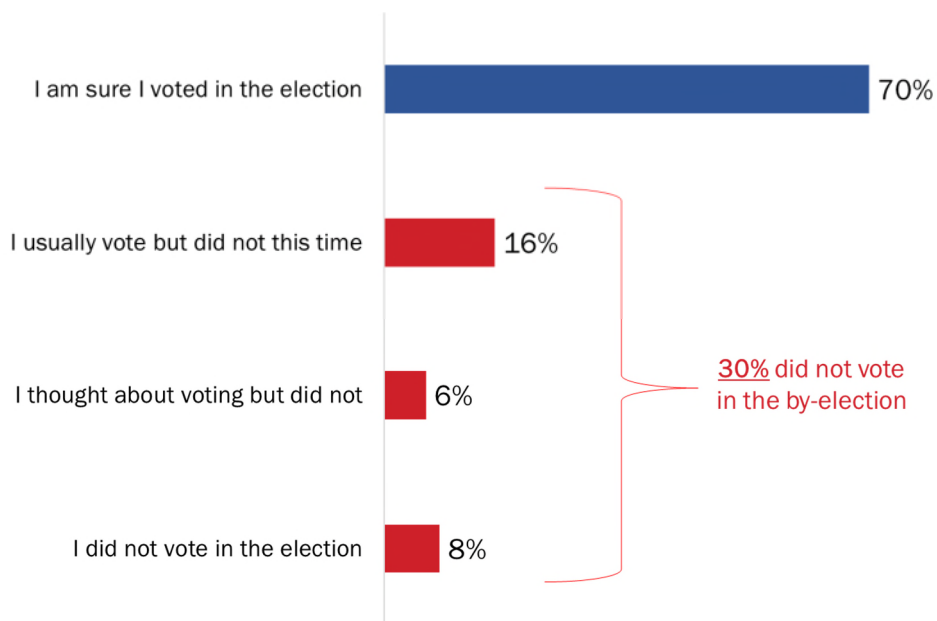
- Electors in the Toronto Centre riding (66%) as opposed to those in York Centre (58%).
- Younger electors (77% of those 18 to 24 and 71% of those 25 to 34) versus 56% of respondents aged 55+.
- Electors who have completed university (65%) compared to those with a high school education or less (51%).
- Electors who are employed (63%) compared to retirees (54%).

3. Voting and Voter Participation

Seven in 10 say they voted in the federal by-election

Seven in 10 electors (70%) who were aware of the by-election held on October 26, 2020, in their riding said they voted in it.³

Figure 13: By-election Voter Participation



Q2. Which of the following statements describes you? Base: n=737; those who said they were aware of the by-election.

The likelihood of voting was higher among:

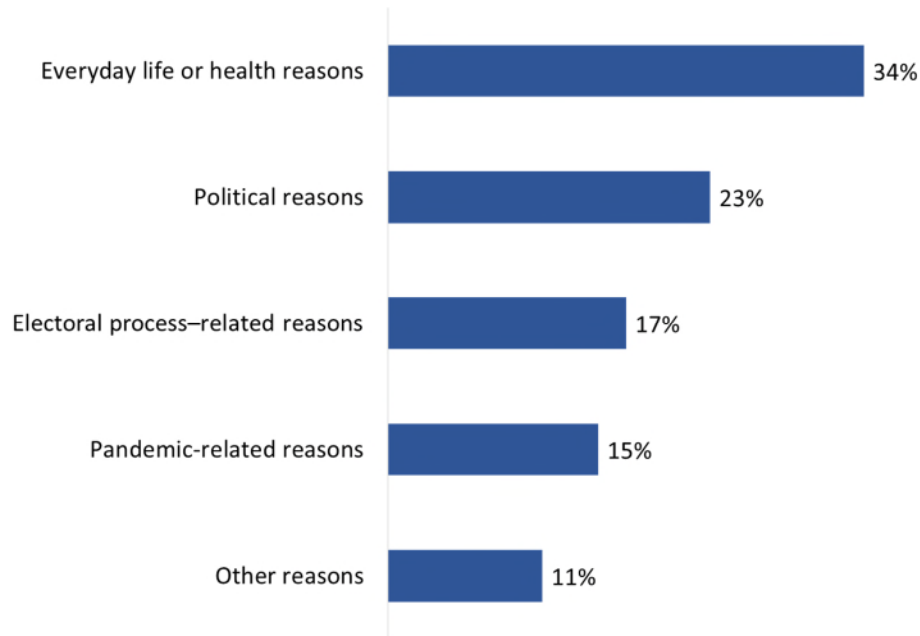
- Those in the York Centre riding (75%) compared to those in Toronto Centre (65%).
- Electors aged 55 and older (76%) compared to those aged 25 to 34 (60%).
- Those who do not have people under the age of 18 living in their household (72%) compared to those who do (62%).
- Those who received a VIC (75%) compared to those who did not (26%).
- Respondents who reported feeling informed about the by-election (75%) compared to those who felt uninformed (31%).
- Electors who voted in the 2019 federal election (73%) compared to non-voters (32%).

³ The official turnout rate was 25.6% in York Centre and 30.9% in Toronto Centre. There is often a discrepancy between the official turnout rate and the self-reported rate in post-election surveys. Two factors may be responsible for the over-representation of voters: 1) people who vote may be more likely than non-voters to participate in a study about voting (response bias); and 2) people who did not vote may report doing so because they think to present themselves in a more positive light (social desirability bias).

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

Among respondents who said they did not vote in the by-election (n=199), one-third (34%) said they did not do so due to everyday life or health reasons. Nearly a quarter (23%) did not vote due to political reasons. Respondents also mentioned reasons related to the electoral process (17%) and reasons related to the pandemic (15%). Other reasons (11%) for not voting in the by-election included moving in or out of the riding and unhappiness with the performance of the government, among other reasons cited.

Figure 14: Main Reasons for Not Voting – Themes



Q3. What is the main reason you did not vote? Base: n=199; respondents who did not vote. DK/NR: <0.5%.

The likelihood of not voting due to reasons related to the electoral process was higher among those who felt uninformed (33% versus 11% of those who felt informed) and those who did not receive their VIC (41% versus 9% of those who did).

Figure 15 provides a detailed breakdown of the reasons why electors did not vote in the October 26, 2020, federal by-election.

Figure 15: Main Reasons for Not Voting – Breakdown

Reasons for Not Voting in October 26 By-election	%
Everyday life or health reasons	34
Too busy	24
Illness or disability	6
Out of town	4
Political reasons	23
Lack of information about campaign issues and parties' positions	8
Did not like candidates/parties/campaign	7
Felt voting would not make a difference	4
Not interested in politics	3
Did not know whom to vote for	<0.5
Electoral process–related reasons	17
Lack of information about voting process (e.g. when/where to vote)	10
Transportation problem/polling station too far	3
Could not prove identity or address	2
Not on voters list	1
Issues with VIC	1
Pandemic-related reasons	15
Did not feel safe/comfortable going to vote due to COVID-19	15
Did not believe an election should have taken place during the pandemic	<1
Other reasons	11
Forgot to vote	5
Other reasons	5

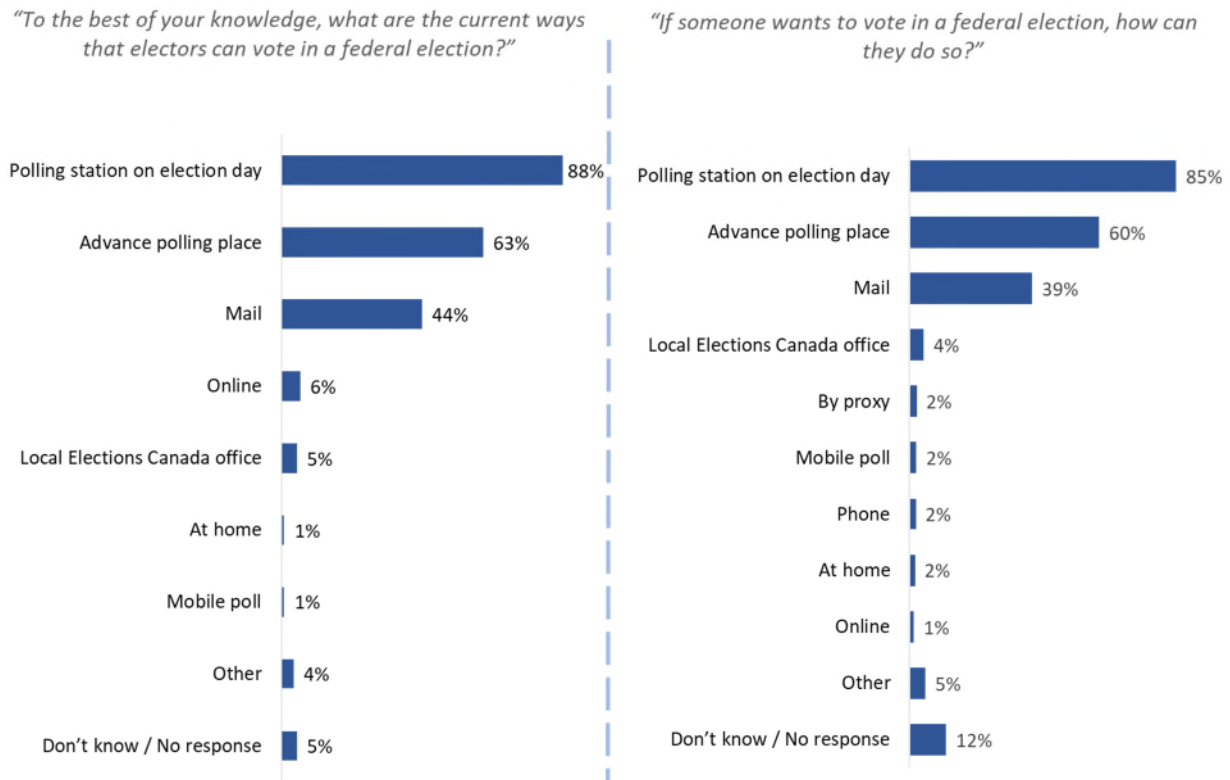
Electors are aware of common voting methods

A split sample was used to test questions designed to measure electors' knowledge of current voting methods. One sample of respondents (n=394) was asked to identify the current ways that electors can vote in a federal election. The other sample (n=406) was asked a set of two questions. First, they were asked how someone can vote in a federal election, and then they were asked if there are ways electors can cast a vote ahead of time.⁴

⁴ This test was also included in the survey conducted following the by-elections held on February 25, 2019, and on May 6, 2019. These current results are consistent with those of the previous by-election surveys.

As the graphs in Figure 16 depict, both formulations yielded similar results. The one noteworthy difference is that the second formulation resulted in a higher proportion of respondents saying they do not know (specifically, 12% responded this way to the second question in the set and 5% to the first question).

Figure 16: Knowledge of Voting Methods



[LEFT] Q11. To the best of your knowledge, what are the current ways that electors can vote in a federal election? (Multiple responses accepted.)

Base: n=394. SPLIT SAMPLE.

[RIGHT] Q11b/11c. If someone wants to vote in a federal election, how can they do so? (Multiple responses accepted.) Base: n=406. SPLIT SAMPLE.

Notable subgroup differences include the following:

- Awareness of the possibility of voting at a polling station on election day was higher among:⁵
 - Respondents who live in the Toronto Centre riding (90% versus 83% of those living in the York Centre riding).
 - Those who completed university (91% compared to 82% of respondents who have some post-secondary education or who completed college and 75% of respondents with high school or less education).
 - Students (93%) and those who are employed (89%) compared to those who are retired (75%).
- Awareness of the possibility of voting at an advanced polling station was higher among:

⁵ Subgroup reporting is based on the aggregate variable, a computed variable that merges the split samples.

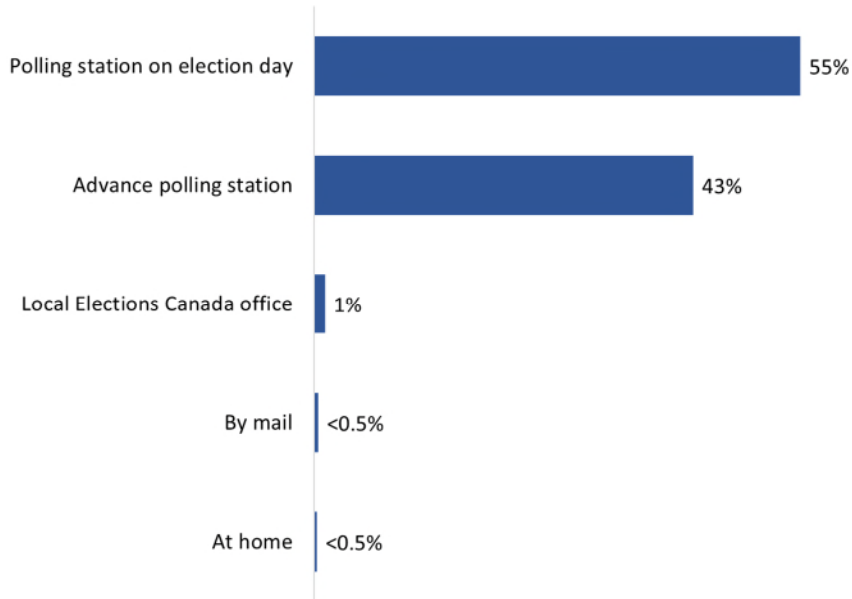
- Those who completed university (66% compared to 46% of respondents with high school or less education).
- Those who were aware of the federal by-election on October 26 (65% versus 34% of respondents who were not aware), those who voted in the by-election (72% versus 48% of non-voters), and those who felt informed about the by-election (67% versus 46% who felt uninformed).
- Those who voted in the 2019 federal general election (64% versus 44% who did not vote).
- Awareness of the possibility of voting by mail was higher among:
 - Respondents living in the Toronto Centre riding (49% versus 35% of those living in the York Centre riding).
 - Electors aged 25 to 34 (63% versus 39% of 35 to 54-year-olds and 32% of those aged 55+).
 - University graduates (48%) and those who completed some post-secondary or college (33%) compared to electors who completed high school or less (19%).

In addition, those with a functional disability were less likely to be aware that electors can vote at advance polls or by mail: 48% of respondents with a functional disability knew about advance polls versus 63% of those without a functional disability, and 30% knew electors can vote by mail, versus 43% of those who do not have a functional disability.

Voting on election day and at advance polling station remain popular voting methods

Electors who said they voted were most likely to have reported doing so at a polling station on election day (55%) or at an advance polling station (43%).⁶ Very few reported voting at a local Elections Canada office (1%), by mail (0.4%), or at home (0.3%).

Figure 17: Methods Used to Vote



Q12. Which method did you use to vote? Base: n=536; respondents who voted. [DK/NR: 1%.]

Electors who voted at a polling station on election day were more likely to identify as female (60%) than male (50%), between the ages of 35 and 54 (63%) rather than 55+ (47%), and employed (59%) rather than retired (54%).

Electors who voted at the advance polling station were more likely to be aged 55+ (50%) than between the ages of 35 and 54 (34%) and retired (53%) as opposed to employed (39%).

⁶ The proportion of electors voting at an advance polling station is significantly higher than what is typically reported in by-election surveys. This may be the result of the pandemic.

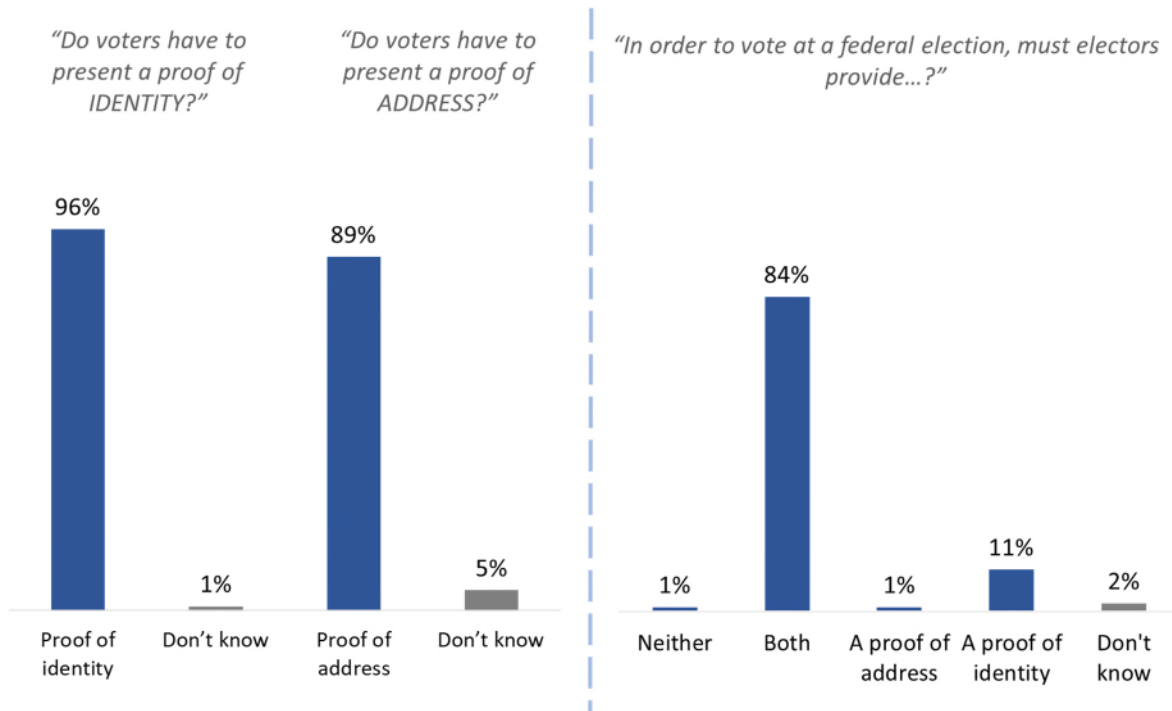
4. Voter Identification

Widespread awareness of identification requirements

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

As has been the case with previous surveys, the first formulation found that the vast majority of respondents think that electors have to present proof of identity (96%) or proof of address (89%) in order to vote in a Canadian election. Of those asked the second formulation, 84% correctly responded that both proof of both identity and address are required to vote in a Canadian federal election. Eleven percent indicated that only proof of identity was needed and 1% that neither was needed.

Figure 18: Awareness of Voter Identification Requirements



[LEFT] Q14B_merged. Do voters have to present a proof of IDENTITY in order to vote in a Canadian federal election? SPLIT SAMPLE: n=415.
 [LEFT] Q15. Do voters have to present a proof of ADDRESS in order to vote in a Canadian federal election? SPLIT SAMPLE: n=415.
 [RIGHT] Q14A. In order to vote at a federal election, must electors provide ...? Base: n=388. SPLIT SAMPLE. [DK/NR: 2%.]

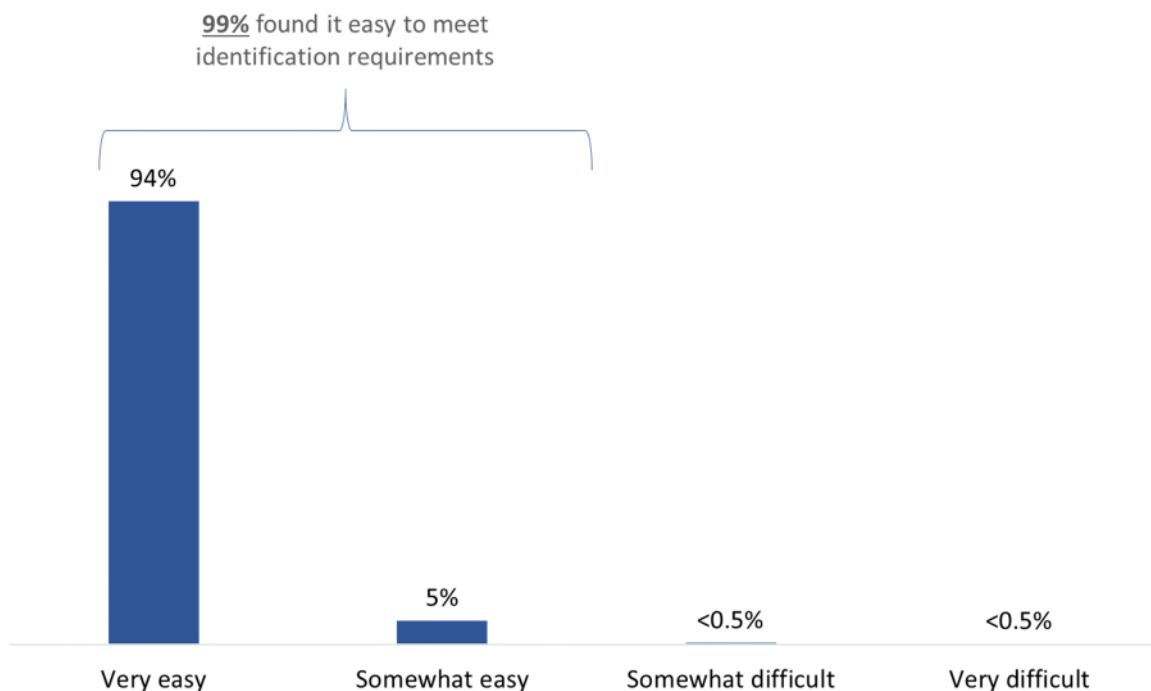
The results of this split-sample test confirm the results of the six previous by-election surveys⁷ and that the new formulation leads to results that better reflect respondents' grasp of voter identification requirements.

There are no subgroup differences to report.

Virtually all voters found it easy to meet the identification requirements

Virtually all (99%) respondents who voted in the by-election held on October 26, 2020, found it easy to meet the identification requirements, with the vast majority (94%) describing it as *very easy*.

Figure 19: Ease of Meeting Voter Identification Requirements



Q16. Overall, how easy was it to meet the identification requirements? Base: n=528; respondents who voted at an advance poll, at a polling station on election day, or at an EC office. [DK/NR: <0.5%.]

The likelihood of saying that it was *very easy* to meet the identification requirements was higher among women (97% versus 92% of men), those who completed university (96% versus 87% of those with high school or less education), and those who are employed (97% versus 82% of unemployed voters).

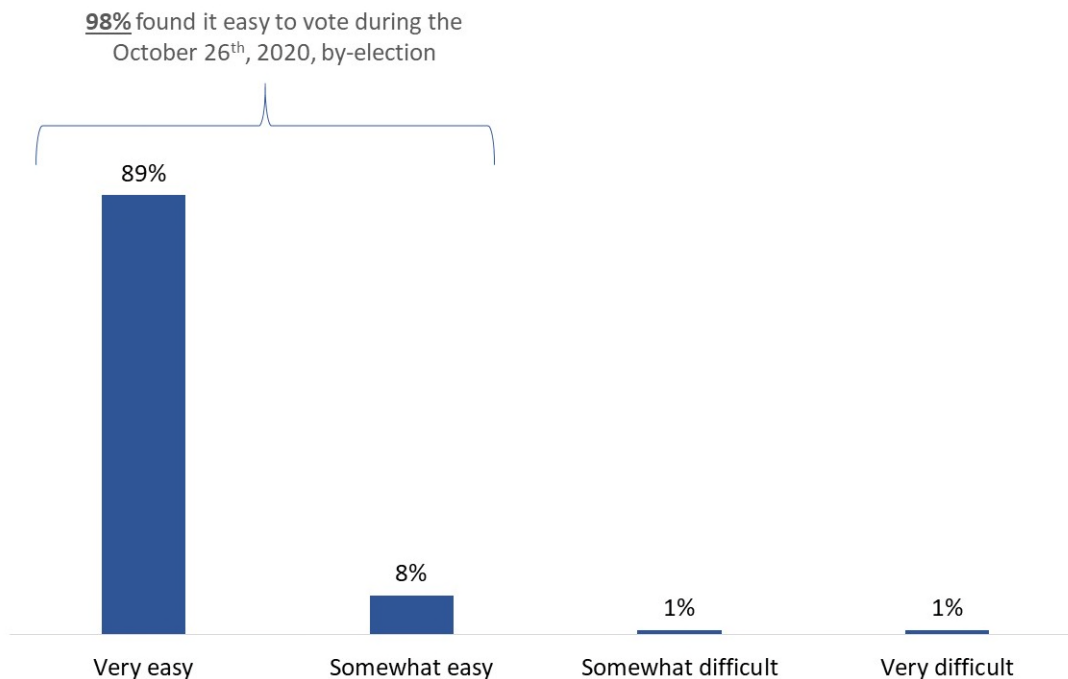
⁷ By-election surveys were conducted following by-elections held on October 23, 2017; December 11, 2017; June 18, 2018; December 3, 2018; February 25, 2019; and May 6, 2019.

5. Voter Experience

Vast majority of voters found it easy to vote

Ninety-eight percent of respondents who voted in the October 26, 2020, federal by-election found it easy to vote, with 89% saying it was *very easy* to vote.

Figure 20: Ease of Voting



Q13. Overall, how easy was it to vote? Would you say it was ...? Base: n=533; respondents who voted and identified a voting method. [DK/NR: 1%.]

There are no subgroup differences to report.

Virtually all agreed that voting facilities were convenient to access, suitable, and had enough signs

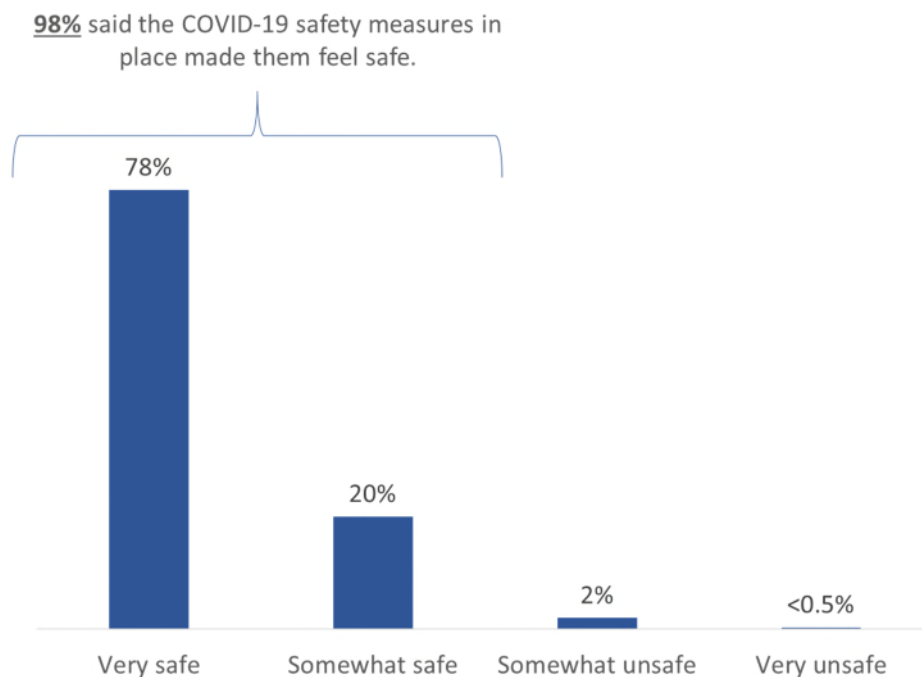
As is the case with previous by-election surveys, nearly everyone surveyed who voted in the by-election said the polling station, advance polling station, or Elections Canada office was a convenient distance from their home (92%) and that the facility was suitable (97%). Additionally, respondents who voted at a polling station or at a local Elections Canada office said there were enough signs in the facility to help them find where to go to vote (93%).

The likelihood of saying that the building where electors voted was *very suitable* was higher among women (90% than 78% of men) and those who have high school or less education and those who completed university (93% and 86%, respectively, compared to 75% of those who have some post-secondary education or who completed college).

Almost everyone said COVID-19 safety measures made them feel safe

Ninety-eight percent (98%) of voters who voted at a polling station or at a local Elections Canada office said the COVID-19 safety measures in place made them feel safe, with 78% saying the measures made them feel very safe.

Figure 21: COVID-19 Safety Measures



Q20. When thinking about the safety measures in place at the (place voted) in response to the COVID-19 pandemic, would you say that they made you feel...Base: n=528; respondents who voted at an advance poll, at a polling station on election day or at a local Elections Canada office. [DK/NR: <0.5%.]

Voters who said that the safety measures made them feel *very safe* were more likely to:

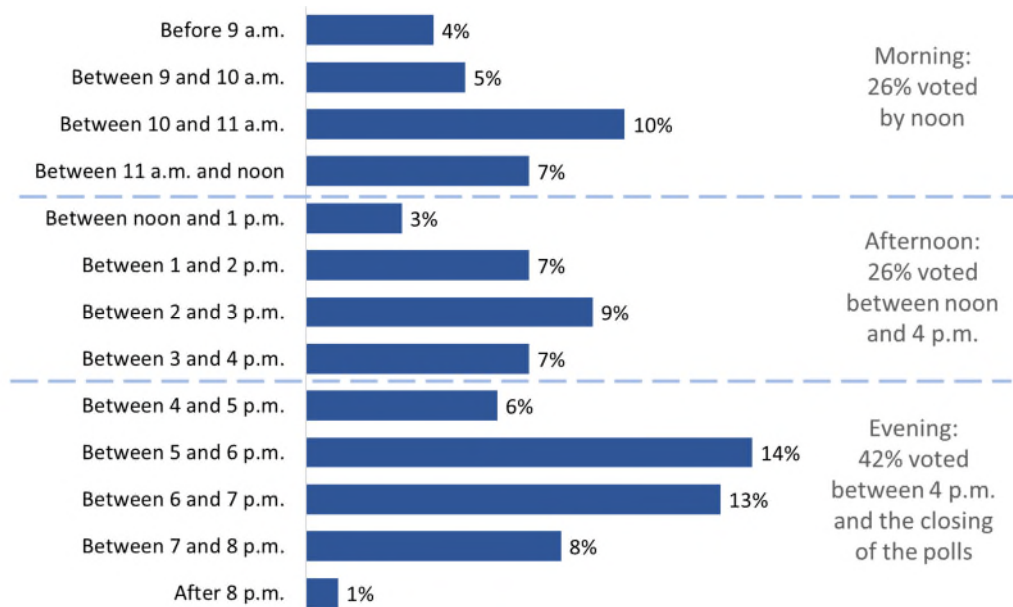
- Reside in the Toronto Centre riding (83%) than in the York Centre riding (75%).
- Identify as female (83%) than male (74%).
- Be retired (87%) than employed (78%).

Most voters voted in the afternoon or evening

Of all voters surveyed (n=523), 72% reported voting between noon and 8:30 p.m. Over one-third (36%) voted in the afternoon (between noon and 4 p.m.) or in the evening (from 4 p.m. until the close of polls).

Of the voters who voted on election day (n=293), one-quarter (26%) reported doing so in the morning (from when the polls open until noon), one-quarter (26%) said they voted in the afternoon (between noon and 4 p.m.), and 42% indicated that they voted in the evening (from 4 p.m. until the close of polls).

Figure 22: Time of Day Voted [Election Day]



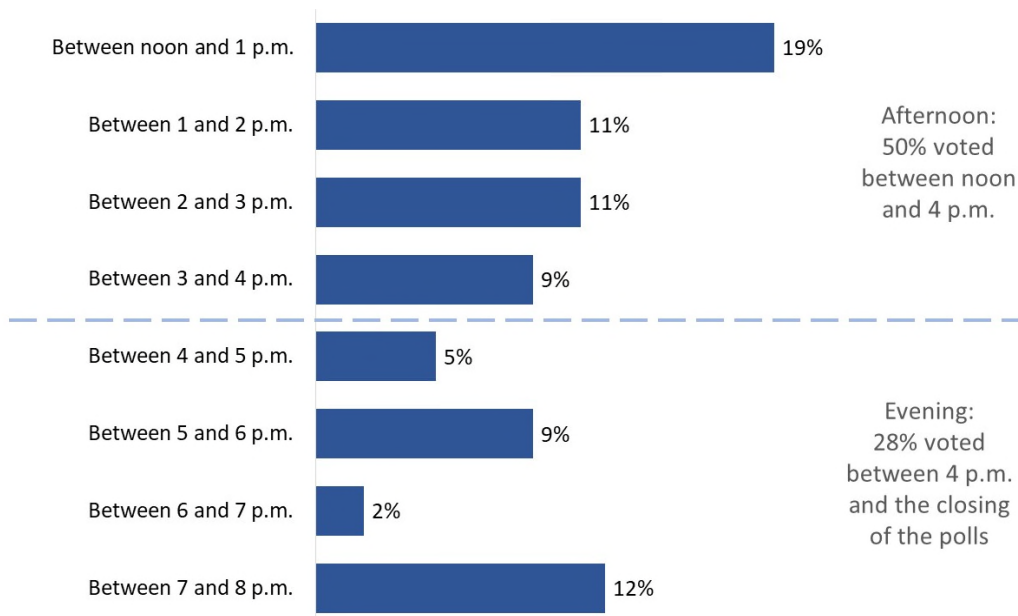
Q23. Do you remember approximately what time it was when you went to vote? Base: n= 293; respondents who voted on election day. [DK/NR: 6%.]

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

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

Half of those who voted at an advance polling station (n=230) on October 16, 17, 18, and 19, 2020 reported doing so in the afternoon (between noon and 4 p.m.). The single greatest proportion of these voters (19%) said they voted between noon and 1 p.m.

Figure 23: Time of Day Voted [Advance Polls]



Q23. Do you remember approximately what time it was when you went to vote? Base: n=230; respondents who voted at an advance poll. [DK/NR: 23%.]

*Election day poll hours: 12 p.m. to 8 p.m.

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

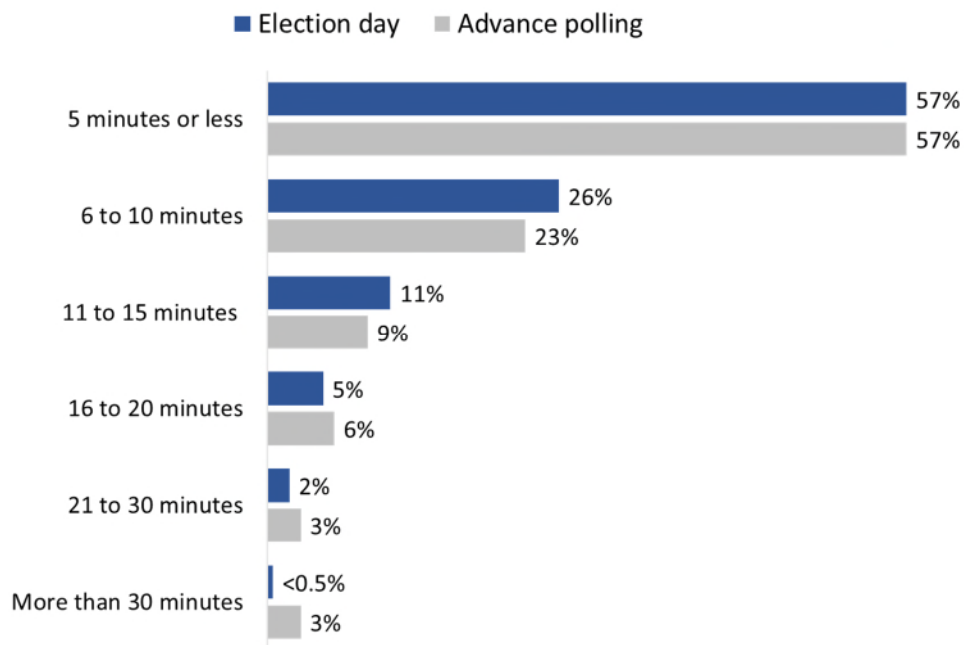
There are no subgroup differences to report.

Nearly six in 10 said it took five minutes or less to vote

Fifty-seven percent of respondents who voted in the by-election said that voting took them five minutes or less. This applied to electors who voted at a polling station on election day or at an advance poll. Most of the rest said that it took them somewhere between six and 15 minutes to vote, either on election day or at an advance poll.

The likelihood of saying it took less than five minutes to vote, whether on election day or at an advance poll, was higher among those who reside in the York Centre riding (63%) than in the Toronto Centre riding (50%).

Figure 24: Length of Time to Vote



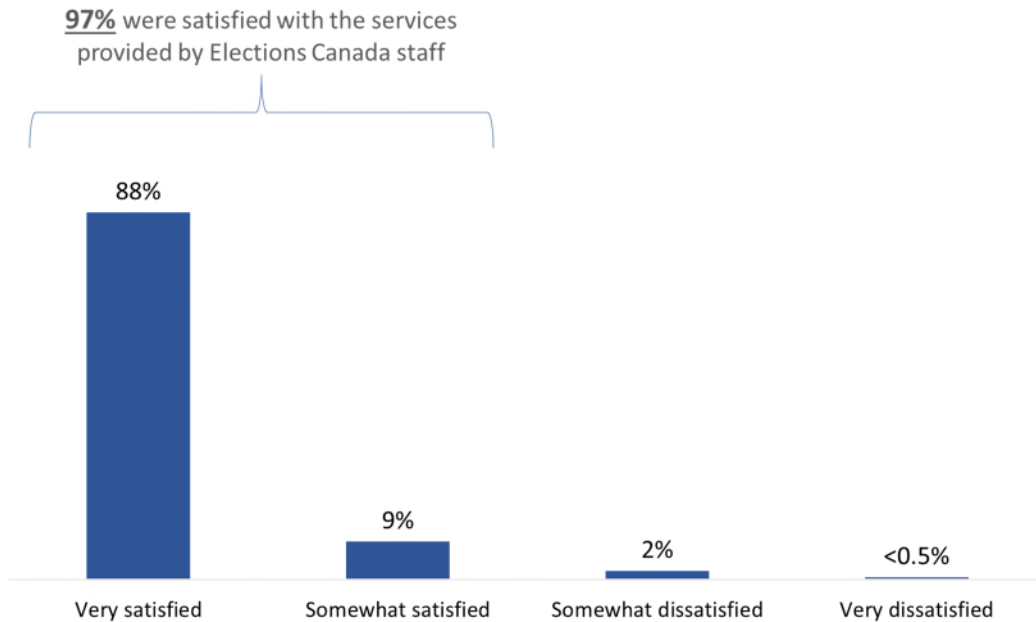
Q24. To the best of your knowledge, how long did it take you to vote at the polling station/advance polling station/local Elections Canada office? This does not include travel time. Base: n=528; respondents who voted at an advance poll or at a polling station on election day and recalled the time of day they voted.

Virtually all (97%) voters found the time taken to vote to be reasonable. There are no subgroup differences to report.

Satisfaction with Elections Canada staff was strong and widespread

Ninety-seven percent (97%) of those who voted at an advance poll, on election day, or in a local Elections Canada office were satisfied with the services provided by Elections Canada staff, including 88% who said they were *very* satisfied.

Figure 25: Satisfaction with Elections Canada Staff



Q28. Overall, how satisfied were you with the services provided by Elections Canada staff when you voted? Would you say they were ...? Base: n=528; respondents who voted at an advance poll, at a polling station on election day, or an EC office. [DK/NR: 1%.]

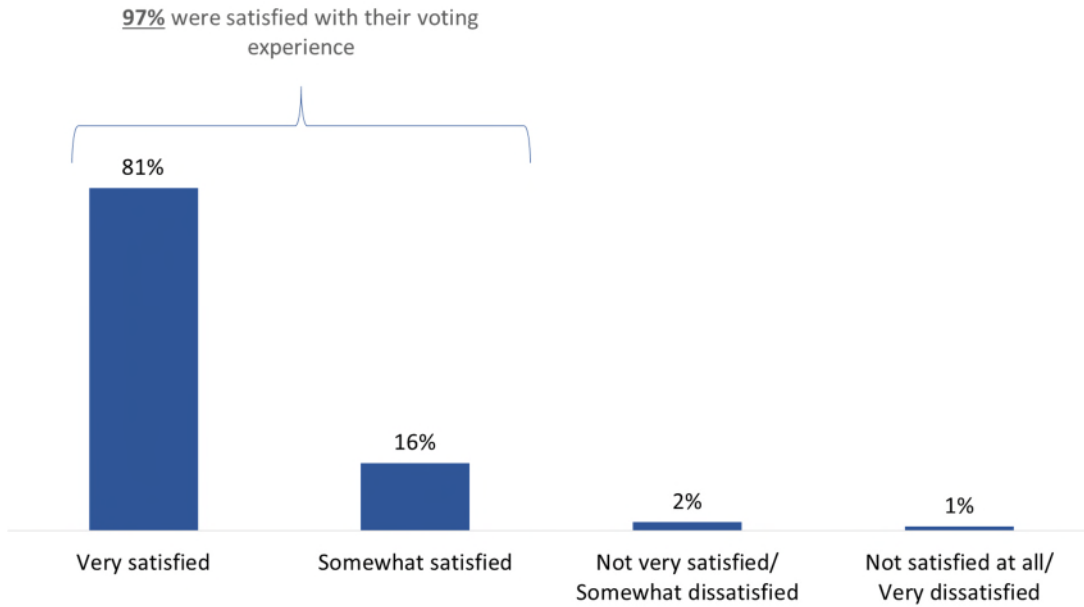
Voters who completed high school or less (98%) were more likely than voters with some post-secondary education or those who completed college (85%) and university graduates (88%) to say they were *very* satisfied with Elections Canada staff.

Almost all voters surveyed chose to be served in English (99%). All voters were satisfied with the service they received in their chosen official language.

Virtually all voters satisfied with voting experience

Nearly all (97%) respondents who voted in the by-election were satisfied with their overall voting experience, with 81% saying that they were very satisfied.

Figure 26: Satisfaction with Overall Voting Experience



Q36. Overall, how satisfied were you with your voting experience? Base: n=536; all respondents who voted. [DK/NR: 1%.]

Those who said they were very satisfied with their voting experience were more likely to feel informed (83%) about the federal by-election held on October 26, 2020, than those who felt uninformed (55%).

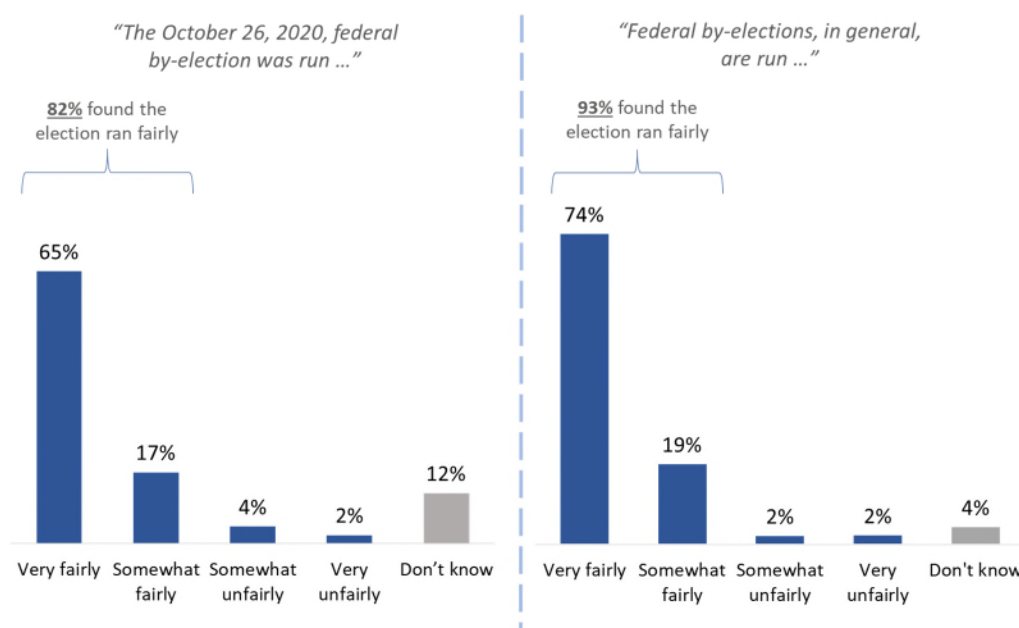
6. Fairness and Trust

Vast majority think Elections Canada ran the by-election fairly

Respondents were asked two variations of a question about the fairness with which Elections Canada runs federal by-elections. Half of survey respondents (n=408) were asked the following question: “Thinking about the *October 26, 2020*, federal by-election, would you say that Elections Canada ran the election ...?” The other half (n=396) was asked, “Thinking about federal by-elections *in general*, would you say that Elections Canada runs elections ...?”

The more specific formulation (i.e. focusing on the October 26, 2020 by-election) found the majority of respondents (82%) thought that Elections Canada ran the election fairly, with two-thirds (65%) saying *very* fairly. The more general formulation yielded more positive results overall. More than nine in 10 (93%) said that Elections Canada runs elections fairly, with three-quarters (74%) saying *very* fairly. In previous by-election surveys⁸ where this split-sample test was conducted, the main effect was that the more general formulation resulted in a noticeably lower proportion of electors saying that they did not know. The results from this by-election are consistent with those reported following the December 3, 2018, and February 25, 2019, by-elections.⁹

Figure 27: Perceptions of Elections Canada’s Fairness



Q37A [LEFT]. Thinking about the October 26, 2020, federal by-election, would you say that Elections Canada ran the election...? Base: n=408. SPLIT SAMPLE.
 Q37B [RIGHT]. Thinking about federal by-elections in general, would you say that Elections Canada runs elections ...? Base: n=396. SPLIT SAMPLE.

⁸ This test was included in the by-election surveys conducted following by-elections held on December 3, 2018, February 25, 2019, and May 6, 2019.

⁹ When administered following the May 6, 2019, by-election, fewer respondents who were asked the general formulation reported that Elections Canada runs elections *very* fairly compared to those who were asked the specific formulation. This was the first and so far only time that this effect has been evident.

With the first formulation, the following subgroups were more likely to think that the October 26, 2020, by-election was run *very* fairly:

- Those who identify as male (71% versus 59% female).
- University graduates (69% versus 49% of those with high school or less education).
- Those who are retired (78% versus 64% of those who are employed).
- Those aware of the by-election (69% versus 32% of those not aware).
- Those who voted in the by-election (77% versus 49% of non-voters).
- Those who felt informed about the by-election (73% versus 37% of those who did not).

With the second formulation, there were fewer subgroup differences of note:

- Electors aged 55+ (81%) were more likely than electors aged 35 to 54 (71%) to say they felt the election was run *very* fairly.
- Compared to non-voters (63%), those who voted in the by-election (80%) were more likely to think that the election was run *very* fairly.

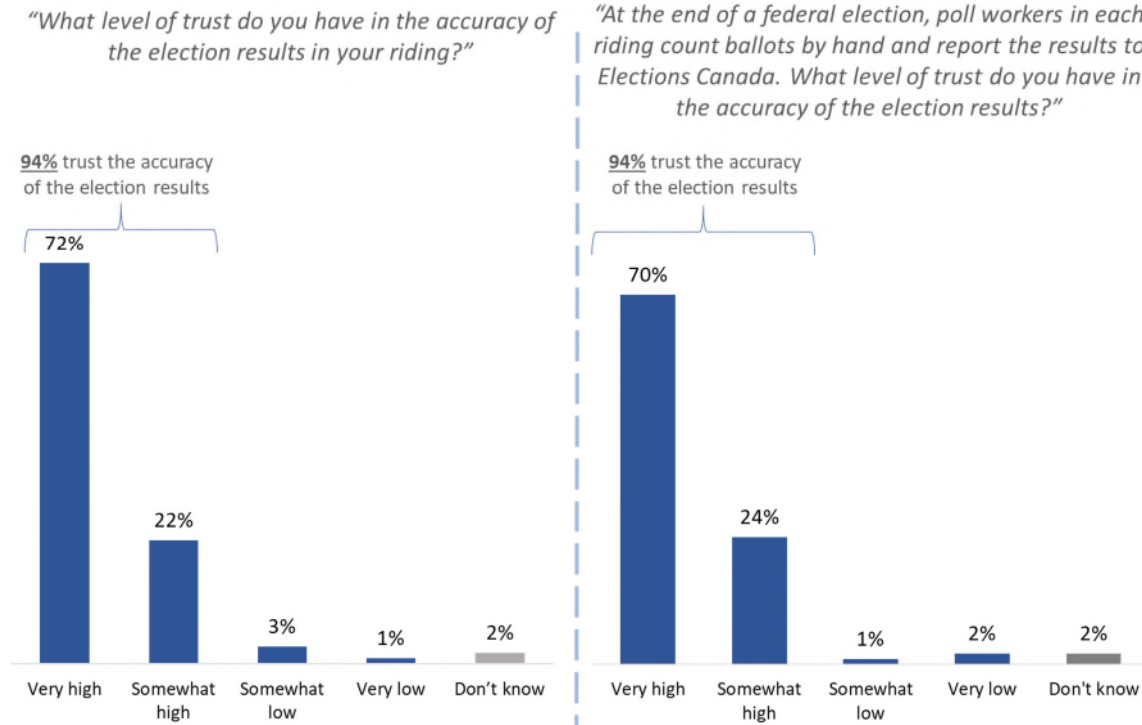
Majority trusts the accuracy of by-election results

A split-sample approach was also used to survey electors about trust in the accuracy of the by-election results. As in previous waves of the survey,¹⁰ half of respondents (n=397) were asked, “What level of trust do you have in the accuracy of the election results in your riding?” The other half (n=407) was asked a similar question: “What level of trust do you have in the accuracy of the election results?” but it was prefaced by the following preamble: “At the end of a federal election, poll workers in each riding count ballots by hand and report the results to Elections Canada.”

As figure 28 indicates, both formulations of the question yielded similar overall results. For each formulation, 94% said their level of trust is high, including seven in 10 who said it was *very* high – 72% who were asked the first formulation and 70% who were asked the second formulation. In previous waves of the survey, the first formulation of the question yielded higher proportions saying they have a *very* high level of trust in the election results. However, this wave yielded similar results with both questions.

¹⁰ This test was included in the by-election surveys conducted following by-elections held on December 3, 2018, February 25, 2019, and May 6, 2019.

Figure 28: Trust in Accuracy of Results



Q38A [LEFT]. What level of trust do you have in the accuracy of the election results in your riding? Base: n=397. SPLIT SAMPLE.
 Q38B [RIGHT]. At the end of a federal election, poll workers in each riding count ballots by hand and report the results to Elections Canada. What level of trust do you have in the accuracy of the election results? Is it ...? Base: n=407. SPLIT SAMPLE.

The following subgroups were more likely to have a *very high* level of trust in the accuracy of the election results:¹¹

- Those who reside in the Toronto Centre riding (80% versus 62% of those who reside in the York Centre riding).
- Electors who completed university (76% versus 67% with some post-secondary or who graduated college and 55% of those with high school or less education).
- Electors who were aware of the by-election (72% versus 61% of those unaware).
- Those who felt informed about the by-election (74% versus 57% of those who did not).
- Those who voted in the 2019 federal general election (74% versus 57% of non-voters).

¹¹ Subgroup reporting is based on the aggregate variable, a computed variable that merges the split samples.

Profile of Survey Respondents

Age	Weighted	
	N	%
<i>18 to 24</i>	79	10%
<i>25 to 34</i>	185	24%
<i>35 to 54</i>	237	31%
<i>55+</i>	257	34%
<i>Prefer not to answer* excluded from % column</i>	46	

Gender	Weighted	
	N	%
<i>Male</i>	390	49%
<i>Female</i>	400	50%
<i>Non-binary/transgender</i>	2	0.3%
<i>Prefer not to answer* excluded from % column</i>	12	

Employment Status	Weighted	
	n	%
<i>Employed</i>	516	66%
<i>Retired</i>	146	19%
<i>Student</i>	48	6%
<i>Unemployed and looking for work¹²</i>	56	7%
<i>Homemaker/caregiver</i>	13	2%
<i>Prefer not to answer* excluded from % column</i>	25	

Education¹³	Weighted	
	N	%
<i>Less than high school</i>	5	0.6%
<i>Some high school</i>	9	1%
<i>Completed high school</i>	69	9%
<i>Some college</i>	27	3%
<i>Completed college</i>	133	16%
<i>Some university</i>	49	6%
<i>Completed university</i>	306	38%
<i>Post-graduate university</i>	193	24%
<i>Don't know</i>	5	0.6%
<i>I prefer not to answer</i>	7	1%

¹² Nearly two-thirds (65%) of those who are unemployed report that they have been temporarily unemployed or laid off due to COVID-19.

¹³ Not included in the table – one respondent who indicated “Other.”

Household Income	Weighted	
	N	%
<i>Below \$30,000</i>	71	9%
<i>\$30,000 to just under \$60,000</i>	106	13%
<i>\$60,000 to just under \$90,000</i>	126	16%
<i>\$90,000 to just under \$110,000</i>	79	10%
<i>\$110,000 and over</i>	258	32%
<i>Don't know</i>	73	9%
<i>I prefer not to answer</i>	91	11%

Appendix

1. Methodological Details

Sampling

A dual-frame (landline and cell phone) sampling method was undertaken using random-digit dialling. The landline sample was supplied by ASDE. The wireless sample was supplied by Advanis.

To ensure that the sample was representative, and that the results reflected the distribution of electors by age and gender, the sample frame was based on Statistics Canada 2016 census data for Toronto Centre and York Centre ridings. Respondents were randomly selected using cellphone and landline samples in an effort to reach younger electors and to ensure that cellphone-only households were included in the sampling frame. Those reached via landline were asked to speak to the youngest eligible voter in the household in an effort to maximize the representation of younger electors in the survey sample.

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

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

Pre-test

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

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

In total, 20 pre-test interviews were conducted by telephone on October 27, 2020. Respondents had the choice of participating in the official language of their choice. In total, 10 pre-test interviews were completed in English in each riding. The pre-test interviews were digitally recorded and reviewed by Phoenix SPI team members and Elections Canada officials.

Overall, the questionnaire worked well, as was expected given that it had been administered following previous by-elections.

Data Collection

All fieldwork was conducted using computer-assisted telephone interviewing technology. In an effort to minimize non-response bias, those who declined to complete the survey over the telephone were given the option to complete the survey online. Although 11 electors agreed to complete the online survey, none of them did so. All completed surveys, therefore, were administered over the phone.

In total, 804 electors were interviewed by telephone. Based on a sample of this size, the overall results can be considered accurate to within $\pm 3.5\%$, 19 times out of 20.

The following specifications applied:

- The questionnaire was programmed using a computer-assisted telephone interviewing (CATI) and computer-assisted web interviewing (CAWI) system.
- The survey averaged 15 minutes to complete.
- Respondents were informed their participation was voluntary and that the information was administered in accordance with the *Privacy Act*.
- For both the landline and cell phone samples, calling was conducted during the day and evening as well as on weekends, abiding by the hours and call-back procedures stipulated in the *Standards for the Conduct of Government of Canada Public Opinion Research*.
- A minimum of eight call-backs were attempted to reach potential landline respondents before a sample record was retired. A minimum of five call-backs were attempted for the cell phone sample.

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

Response Rate

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

	Landline	Cell	Total
Total numbers attempted	16,938	970	17,908
Out of scope – invalid	1,825	44	1,869
Unresolved (U)	8,139	229	8,368
No answer/Answering machine	8,139	229	8,368
In scope – non-responding (IS)	5,596	217	5,813
Language barrier/illness/incapable	483	4	487
Call-back (respondent not available)	21	1	22
Refusal (household)	4,381	160	4,541

Refusal (respondent)	711	52	763
In scope – responding units (R)	1,378	480	1,858
Completed interview	555	249	804
Terminate quota filled	49	6	55
NQ – Does not qualify	774	225	999
Response rate	9.1%	51.8%	11.6%

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

Survey Weighting and Non-response Bias

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

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

	Unweighted	Weighted
Base	804	804
Gender		
Male	46%	49%
Female	52%	50%
Non-binary/transgender	0%	0%
Preferred not to answer	1%	1%
Age		
18 to 24	5%	10%
25 to 34	9%	23%
35 to 44	13%	17%
45 to 64	41%	29%
65 or older	26%	16%
Preferred not to answer	6%	6%

2. Survey Questionnaire

INTRO

PHONE INTRO

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

[IF ASKED]: The survey will take about 15 minutes to complete.

[IF ASKED ABOUT THE LEGITIMACY OF THE SURVEY]: If you would like to ensure that this survey is run by Elections Canada, you can call their toll-free number at 1-800-463-6868. Their hours of operation are Monday to Friday from 9:00 a.m. to 5:00 p.m. (Eastern time). You can also contact Alethea Woods from Phoenix Strategic Perspectives at 613-260-1700.

[IF ASKED ABOUT THE NATIONAL DO NOT CALL LIST]: Calls made for the purpose of market research, polls or surveys are not considered telemarketing calls. Organizations making these types of calls are not required to register with the National Do Not Call List. The National Do Not Call List toll-free telephone number is 1-866-580-3625.

[IF ASKED ABOUT ELECTIONS CANADA]: The toll-free telephone number for Elections Canada is 1-800-463-6868. Their hours of operation are Monday to Friday from 9:00 a.m. to 5:00 p.m. (Eastern time).

A. LANDLINE PROTOCOL

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

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

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

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

PRIV

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

SCR1

May I confirm that you are a Canadian citizen?

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

- 01 Yes
- 02 No GO TO THNK2

SCR2

May I confirm that you were at least 18 years old on October 26, 2020?

IF NO: This survey must be completed by Canadian citizens who were at least 18 years old on October 26, 2020. Would there be someone in your household who was at least 18 years old on October 26, 2020? IF YES, ASK TO SPEAK TO THAT PERSON.

- 01 Yes
- 02 No GO TO THNK2

SCR3 AGE

In what year were you born?

- 01 _____
- 00 Don't know/Refusal

SCR3B CHECK ELIGIBILITY 2019

SCR3 IS 2001

In what month and on what day were you born?

IF ASKED WHY: This is to verify whether you had been eligible to vote in a federal election prior to the October 26, 2020, by-election.

RECORD THE TWO ANSWERS

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

SCR4 RESIDENCE

Between September 23, 2020 and October 26, did you live in the federal riding of TORONTO CENTRE {OR} YORK CENTRE?

IF NO: Unfortunately, this survey must be completed by Canadian citizens who lived in this riding and were eligible to vote in the October 26, 2020, by-election. THANK AND DISCONTINUE.

IF ANSWERS SPONTANEOUSLY THAT LIVED IN RIDING FOR ONLY PART OF REVISION PERIOD: Unfortunately, this survey must be completed by Canadian citizens who lived in this riding for the entire revision period (September 23 through October 26, 2020), and were eligible to vote

in the October 26, 2020, by-election. THANK AND DISCONTINUE.

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

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

- 01 Yes
- 02 No GO TO THNK2

B. CELL PROTOCOL

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

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

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

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

PRIV

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

SCR1

May I confirm that you are a Canadian citizen?

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

- 01 Yes
- 02 No GO TO THNK2

SCR2

May I confirm that you were at least 18 years old on October 26, 2020?

IF NO: This survey must be completed by Canadian citizens who were at least 18 years old on October 26, 2020. THANK AND DISCONTINUE.

- 01 Yes
- 02 No GO TO THNK2

SCR3 AGE

In what year were you born?

01 _____

00 Don't know/Refusal

SCR3B CHECK ELIGIBILITY 2019

SCR3 IS 2001

In what month and on what day were you born?

IF ASKED WHY: This is to verify whether you had been eligible to vote in a federal election prior to the October 26, 2020, by-election.

RECORD THE TWO ANSWERS

SCR3 = Month: _____

SCR3A = Day: _____

00 Don't know/Refusal

SCR4 RESIDENCE

Between September 23 and October 26, 2020, did you live in the federal riding of TORONTO CENTRE {OR} YORK CENTRE?

IF NO: Unfortunately, this survey must be completed by Canadian citizens who lived in this riding and were eligible to vote in the October 26, 2020, by-election. THANK AND DISCONTINUE.

IF ANSWERS SPONTANEOUSLY THAT LIVED IN RIDING FOR ONLY PART OF REVISION PERIOD: Unfortunately, this survey must be completed by Canadian citizens who lived in this riding for the entire revision period (September 23 through October 26, 2020), and were eligible to vote in the October 26, 2020, by-election. THANK AND DISCONTINUE.

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

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

01 Yes

02 No GO TO THNK2

Q1 KNOW ELECTION

Did you know that a federal by-election took place on October 26, 2020, in your riding?

DO NOT READ

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

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

Q2 VOTED OR NOT

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

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

DO NOT READ

- 98 Don't know
- 99 Refusal

Q3 REASON NO VOTE

Q2 IS 01 or 02 or 03

What is the main reason you did not vote?

DO NOT READ – CODE 1 ANSWER

Everyday life or health reasons

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

Pandemic-related reasons

- 04 Did not feel safe/comfortable going to vote due to COVID-19
- 05 Did not believe an election should have taken place during the pandemic
- 06 Myself, or a loved one, had to quarantine due to COVID-19

Political reasons

- 07 Not interested in politics
- 08 Lack of information about campaign issues and parties' positions
- 09 Did not like candidates/parties/campaign

- 10 Felt voting would not make a difference
- 11 Did not know who to vote for

Electoral process-related reasons

- 12 Could not prove identity or address
- 13 Not on voters list
- 14 Transportation problem/polling station too far
- 15 Lack of information about the voting process (e.g. when/where to vote)
- 16 Lineups were too long
- 17 Issues with the voter information card
- 18 Missed the mail-in ballot deadline

All other reasons

- 19 Forgot to vote
- 20 Religious or other beliefs
- 21 Other reason (specify)
- 98 Don't know
- 99 Refusal

Q3A MISSING ID

Q3 IS 12 (Failed ID Requirements)

Which pieces of identification or documentation were you missing?

READ IF NECESSARY – CODE UP TO 3 ANSWERS

- 01 Document with your photo
- 02 Document with your name
- 03 Document with your address
- 04 No identification pieces
- 77 Other (specify)

DO NOT READ

- 98 Don't know
- 99 Refusal

Q3B OUT OF TOWN

Q3 IS 02 (Out of town)

Were you out of town for work or personal reasons?

- 01 Work
- 02 Personal reasons
- 03 Other (specify)

DO NOT READ

- 99 Refusal

IF RESPONDENT ASKS WHY

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

Q3C UNPLANNED

Q3 IS 02 (out of town)

Would you say that your travel was planned or unplanned?

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

IF RESPONDENT ASKS WHAT IS MEANT BY UNPLANNED

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

IF RESPONDENT ASKS WHY WE WANT TO KNOW

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

Q3D TOO BUSY FORCED CHOICE

IF Q3 IS 01

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

READ; ROTATE ITEMS

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

Q3E ILLNESS OR DISABILITY (COVID-19)

IF Q3 IS 03

I noted that you could not vote due to an illness or disability. Was this related to COVID-19 in any way?

READ

- 01 Yes
- 02 No
- DO NOT READ
- 99 Refusal

Q3F Pandemic-related reasons

IF Q3 IS 04

I noted that you did not vote for a pandemic-related reason. Is there anything that Elections Canada could have done to make you feel safer to vote during this pandemic?

[DO NOT READ]

- 01 Yes: specify: [TEXT]
- 02 No
- 99 Refusal

PQ4

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

Q4 VIC

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

DO NOT READ

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

Q5 NAME ON VIC

Q4 IS 01

Was your name correct on the card you received?

DO NOT READ

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

Q6 ADDRESS ON VIC

Q4 IS 01

And was your address correct on the card?

DO NOT READ

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

Q7 ENSURE REGISTRATION

Q4 IS 02 OR 98 OR 99

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

DO NOT READ. CODE UP TO 3 ANSWERS

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

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

PQ8

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

Q8 NEED TO BE REGISTERED

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

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

DO NOT READ

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

Q9A ELECTION DAY REGISTRATION

IF Q8 IS 01

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

DO NOT READ

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

Q9B ELECTION DAY REGISTRATION

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

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

DO NOT READ

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

Q10 REGISTER ONLINE

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

DO NOT READ

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

Q11

SPLIT SAMPLE 50/50

Q11 WAYS TO VOTE

To the best of your knowledge, what are the current ways that electors can vote in a federal election? DO NOT READ – SELECT ALL THAT APPLY (MULTIPLE MENTIONS). PROBE CAREFULLY TO AVOID SUGGESTING ANSWERS WHICH WOULD GIVE AWAY THE LIST. AFTER EACH ANSWER, PROBE "Anything else?"

- 01 In person at a polling station on election day
- 02 At advance polls, in person
- 03 By mail (either within Canada or outside Canada)
- 04 At a local Elections Canada office/office of the returning officer, before election day
- 05 At home (for electors with a disability)
- 06 Mobile polls (including for members of Canadian Forces, prisons, long-term care facilities)
- 97 Other, please specify
- 98 Don't know
- 99 Refusal

NOTES:

IF RESPONDENT SIMPLY SAYS "POLLING STATION," PROBE "Could you please be more specific – about when would that be?"

IF RESPONDENT SAYS "PRIOR TO ELECTION DAY," ASK FOR CLARIFICATION: "Could you please be more specific?" AS 02, 03 and 04 CAN BE PRIOR TO ELECTION DAY, SEE CHART.

IF RESPONDENT SAYS “ONLINE,” PROBE TO FIND OUT IF THEY REFER TO CASTING A VOTE ONLINE OR TO ORDERING A BALLOT KIT ONLINE TO VOTE BY MAIL.

IF RESPONDENT ASKS FOR CLARIFICATION REGARDING ANSWER B “AT THE LOCAL ELECTIONS CANADA OFFICE” say: “Whenever there is an election, the official in charge of conducting the election in a riding opens an office. That office is open to the public for the duration of the campaign. Is it possible to vote there?”

Ways	When	How
On Election Day	On Election Day (Monday October 26)	In person, at a polling station
Advance polls	A full week before the election, from Friday to Monday	In person, at a polling station
By mail	From the day the election is called until the Tuesday before the election	By getting a special ballot kit: - online through the EC website - at the local EC office - at any Canadian embassy, high commission, or consulate
At a local EC office/ office of the returning officer	From the day the election is called until the Tuesday before the election	Electors can vote at any time during the campaign by going to the local EC office. Common among those who are away for advance polls and polling day.
At home	From the day the election is called until the Tuesday before the election	EC offers voting at home in the presence of an election officer and a witness for voters with a disability or an illness. There are specific circumstances a voter must meet, uncommon.
Mobile polls	From the day the election is called until the Tuesday before the election	Mobile polls are set up with a returning officer to visit electors in difficult to reach locations such as Canadian Forces bases, prisons, long-term care facilities, and very remote communities.

Q11B WAYS TO VOTE

If someone wants to vote in a federal election, how can they do so? Anything else? DO NOT READ – SELECT ALL THAT APPLY (MULTIPLE MENTIONS). IF SOMEONE SAYS “You go in person/At the polling station” CODE AS 01 AND ASK Q11C.

- 01 In person at a polling station on election day
- 02 At advance polls, in person
- 03 By mail (either within Canada or outside Canada)

- 04 At a local Elections Canada office/office of the returning officer, before election day
- 05 At home (for electors with a disability)
- 06 Mobile polls (including for members of Canadian Forces, prisons, long-term care facilities)

- 97 Other, please specify
- 98 Don't know
- 99 Refusal

Q11C: WAYS TO VOTE 2

Now let's say someone wants to vote but is not available on election day, are there ways to cast a ballot ahead of time? IF SOMEONE JUST SAYS "Yes," ASK "OK, how would you do that?"

- 02 At advance polls, in person
- 03 By mail (either within Canada or outside Canada)
- 04 At a local Elections Canada office/office of the returning officer, before election day
- 05 At home (for electors with a disability)
- 06 Mobile polls (including for members of Canadian Forces, prisons, long-term care facilities)
- 07 No

- 97 Other, please specify
- 98 Don't know
- 99 Refusal

Q12 WHERE DID YOU VOTE

Q2 IS 04

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

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

- 01 At the polling station on election day on October 26, 2020?
- 02 At the advance polling station (on October 16, 17, 18, or 19, 2020)?
- 03 At the local Elections Canada office before election day?
- 04 By mail?
- 05 At home (if disabled)

DO NOT READ

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

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

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

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

Q12A VOTE BY MAIL

Q12 is 04

Why did you choose to vote by mail?

[OPEN-ENDED]

[NOTE TO INTERVIEWER: In this case, we are looking in particular for those who chose to vote by mail due to the COVID-19 pandemic, but do not prompt the respondent with this.]

Q13 EASY TO VOTE

Q2 IS 04

Q12 IS NOT 98 or 99

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

READ

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

DO NOT READ

- 98 Don't know
- 99 Refusal

Q14

SPLIT SAMPLE 50/50 BETWEEN Q14A and Q14B+Q15

Q14A PROOF ID ADDRESS

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

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

DO NOT READ

- 98 Don't know
- 99 Refusal

Q14B PROOF ID

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

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

DO NOT READ

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

Q15 PROOF ADDRESS

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

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

DO NOT READ

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

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

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

Q2 IS 01 or 02 or 03; GO TO PQ28

Q2 IS 04

Q16 EASY PROOF ID

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

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

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

Q17 DISTANCE TO POLL

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

DO NOT READ

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

Q18 DIFFICULTY REACHING BUILDING

INSERT BASED ON Q12 RESPONSE OF 1, 2 OR 3

1 = polling station

2 = advance polling station

3 = local Elections Canada office

Did you have any difficulty reaching the _____?

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

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

Q18B WHAT WAS DIFFICULT

Q18 IS 01

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

DO NOT READ – CODE UP TO 3 ANSWERS

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

Q19 BUILDING ADEQUATE

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

READ SCALE

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

DO NOT READ

- 98 Don't know
- 99 Refusal

Q20. PANDEMIC MEASURES

When thinking about the safety measures in place at the (answers underlined at Q12: 01 polling station, 02 advance polling station, or 03 local Elections Canada office) in response to the COVID-19 pandemic, would you say that they made you feel...

READ SCALE

- 01 Very safe
- 02 Somewhat safe
- 03 Somewhat unsafe
- 04 Very unsafe

DO NOT READ

- 98 Don't know
- 99 Refusal

Q20A

If Q20=03 or 04

Could you briefly describe the reasons for which you did not feel safe with regards to the COVID-19 measures in place?

DO NOT READ – CODE UP TO 3

- 01 Too many people in the building
- 02 EC staff was not respecting guidelines
- 03 Not everyone was wearing masks
- 04 No hand sanitizer available
- 05 People not respecting physical distancing
- 06 Had to share objects (pencils, tables, etc.)
- 07 No early voting hours available for electors at risk
- 08 No plexiglass in the building
- 77 Other (specify)
- 98 Don't know
- 99 Refusal

Q21 SIGNAGE

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

DO NOT READ

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

Q22 BRING VIC

IF Q4 IS 01

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

DO NOT READ. CODE ONE ANSWER ONLY

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

Q23 VOTE SCHEDULE

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

DO NOT READ

IF Q12 = 01 election day

READ ONLY IF NECESSARY; CODE ONLY ONE RESPONSE

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

IF Q12 = 02 Advance polls

READ ONLY IF NECESSARY; CODE ONLY ONE RESPONSE

- 01 NA: Opening hours start at 12 p.m.
- 02 NA: Opening hours start at 12 p.m.
- 03 NA: Opening hours start at 12 p.m.
- 04 NA: Opening hours start at 12 p.m.
- 05 NA: Opening hours start at 12.p.m.
- 06 Between noon and 1 p.m.
- 07 Between 1 and 2 p.m.
- 08 Between 2 and 3 p.m.
- 09 Between 3 and 4 p.m.

- 10 Between 4 and 5 p.m.
- 11 Between 5 and 6 p.m.
- 12 Between 6 and 7 p.m.
- 13 Between 7 and 8 p.m. inclusively
- 14 NA: Closing of the polls is at 8 p.m.
- 15 NA: Closing of the polls is at 8 p.m.
- 98 Don't know
- 99 Refusal

Q23A WEEKDAY OR WEEKEND

IF Q12 = 03 (Local EC Office)

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

DO NOT READ

- 01 Weekday
- 02 Weekend
- 99 Refusal

IF RESPONDENT DOES NOT REMEMBER, CODE UNDER WEEKDAY.

IF Q23A = 01 or 99 (Weekday or Refusal)

READ ONLY IF NECESSARY; CODE ONLY ONE RESPONSE

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

IF Q23A = 02 Weekend

READ ONLY IF NECESSARY; CODE ONLY ONE RESPONSE

- 01 NA: Opening hours start at 9 a.m.
- 02 NA: Opening hours start at 9 a.m.

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

Q24 VOTE DURATION

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

Q12: 01 polling station, 02 advance polling station, or 03 local Elections Canada office?

This does not include travel time.

DO NOT READ; RECORD TIME IN MINUTES

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

Q25 REASONABLE TIME

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

DO NOT READ. QUESTION REFERS TO TIME SPENT TO VOTE

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

Q26 OFFICIAL LANGUAGE

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

DO NOT READ. CODE ONE ANSWER ONLY

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

99 Refusal

Q27 SATISFIED LANGUAGE

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

DO NOT READ

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

Q28 SATISFIED SERVICES

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

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

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

Q28B – WHY DISSATISFIED

IF Q27 IS 03 OR 04

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

[open-ended]

[IF ASKED ABOUT COMPLAINTS MECHANISMS]: If you would like to lodge a complaint with Elections Canada, you can call their toll-free number at 1-800-463-6868. Their hours of operation are Monday to Friday from 9:00 a.m. to 5:00 p.m. (Eastern time). You can also use the contact form on their website at www.elections.ca and click on Contact us on the right-hand corner.

PQ29

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

Q29 WELL INFORMED

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

READ SCALE

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

DO NOT READ

- 98 Don't know
- 99 Refusal

Q30 & Q31 SPLIT SAMPLE 50/50 BETWEEN Q30A/D and Q31A/D

Q30A TO D ADVERTISING WHERE, WHEN, WAYS

During the by-election campaign, have you seen or heard advertising from Elections Canada about where, when, and how to vote:

ROTATE Q30A to Q30D

Q30A

...on social media such as Facebook, Instagram, or YouTube?

DO NOT READ

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

Q30B

... when you were browsing or on a mobile application?

DO NOT READ. INCLUDES MENTIONS OF ONLINE NEWSPAPERS AND ARTICLES, "ON MY PHONE," WEATHER NETWORK.

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

Q30C

... on the radio or an audio platform (such as Spotify)?

DO NOT READ

- 01 Yes
- 02 No

98 Don't know
99 Refusal

Q30D

... in a local newspaper?

DO NOT READ

01 Yes
02 No
98 Don't know
99 Refusal

Q30E OTHER

... in any other format?

DO NOT READ

01 Yes [Open-ended question]

Q31A TO D ADVERTISING COVID-19 SAFETY MEASURES

During the by-election campaign, have you seen or heard advertising from Elections Canada about COVID-19 safety measures in place at the polls:

ROTATE Q31A to Q31D

Q31A

...on social media such as Facebook, Instagram, or YouTube?

DO NOT READ

01 Yes
02 No
98 Don't know
99 Refusal

Q31B

... when you were browsing or on a mobile application?

DO NOT READ. INCLUDES MENTIONS OF ONLINE NEWSPAPERS AND ARTICLES, "ON MY PHONE," WEATHER NETWORK.

01 Yes
02 No
98 Don't know
99 Refusal

Q31C

... on the radio or an audio platform (such as Spotify)?

DO NOT READ

01 Yes

02 No

98 Don't know

99 Refusal

Q31D

... in a local newspaper?

DO NOT READ

01 Yes

02 No

98 Don't know

99 Refusal

Q31E OTHER

... in any other format?

DO NOT READ

01 Yes [Open-ended question]

Q31F RECALL EXPLAINED

IF Q31A/Q31D IS 01

What do you recall about the safety measures mentioned in the ads?

DO NOT READ

01 Poll workers will be wearing protective equipment

02 Hand sanitizer stations

03 Clear physical distancing markers (2 metres)

04 Only one poll worker per desk

05 Wear a mask

06 Single-use pencils

07 Other (specify)

98 Don't know

99 Refusal

Q32 EC WEBSITE

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

DO NOT READ

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

Q33 SATISFIED EC WEBSITE

Q32 IS 01

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

READ SCALE

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

Q34 CONTACT EC

Did you contact Elections Canada during the campaign?

DO NOT READ

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

Q35 SATISFIED CONTACT EC

Q34 IS 01

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

READ SCALE

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

Q36 SATISFIED VOTING

Q2 IS 04

SPLIT SAMPLE RANDOM ROTATE Q36A AND Q36B – PLEASE USE A FLAG VARIABLE FOR IDENTIFICATION OF 1st AND 2nd

Q36A BIPOLAR

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

READ SCALE

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

Q36B UNIPOLAR

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

READ SCALE

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

SPLIT SAMPLE 50/50 AS FOLLOWS:

1. Split sample Q37A and Q37B
2. Split sample Q38A and Q38B
3. Randomize the order of those two questions; half get Q37 first and half get Q38 first

PLEASE USE A FLAG VARIABLE FOR IDENTIFICATION OF THE SPLIT AND THE ORDER OF THE SPLIT (Q37 FIRST OR Q38 FIRST).

Q37A RAN FAIRLY THIS BY-ELECTION

Thinking about the October 26, 2020, federal by-election, would you say that Elections Canada ran the election...?

EMPHASIZE "ELECTIONS CANADA"

READ SCALE

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

DO NOT READ

- 98 Don't know
- 99 Refusal

Q37B RAN FAIRLY GENERAL

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

EMPHASIZE "ELECTIONS CANADA"

READ SCALE

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

DO NOT READ

- 98 Don't know
- 99 Refusal

Q37C WHY NOT TRUST

Q37A or 37B IS 03 or 04

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

DO NOT READ

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

Q38A TRUST RESULTS

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

READ SCALE

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

DO NOT READ

- 98 Don't know
- 99 Refusal

Q38 B TRUST RESULTS WITH INTRO

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

READ SCALE

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

DO NOT READ

- 98 Don't know
- 99 Refusal

Q38C WHY NOT TRUST

Q38A or Q38B IS 03 or 04

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

DO NOT READ

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

PS1

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

S1 GENDER

For the purposes of this survey, could you please provide your gender? READ LIST.

- 01 Male
- 02 Female
- 97 Or please specify. [TEXT]
- 99 [DO NOT READ] Refusal

S2 LANGUAGE

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

- 01 English
- 02 French
- 97 Or please specify. [TEXT]
- 98 Don't know

99 Refusal

S3A

Are you of First Nations, Métis, or Inuit descent? [DO NOT READ LIST; IF MULTIPLE IDENTITIES, ASK “WHICH DO YOU PRIMARILY IDENTIFY AS”]

- 01 First Nations
- 02 Métis
- 03 Inuit
- 04 No
- 98 Don't know
- 99 Refusal

S3 ETHNIC

S3A IS 04, 98, 99

What is your ethnic or cultural background? [DO NOT READ. ACCEPT ONLY ONE REPLY; USE 97 FOR MIXED/MULTIPLE ETHNICITIES.]

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

Group	<i>Includes</i>
01 White/Caucasian	English-Canadian, French-Canadian, Quebecois and non-visible minority (includes English, Irish, Scottish, German, French, Italian)
02 Chinese	China, Hong Kong, Taiwan
03 East Asian	Japanese, Korean
04 South Asian/East Indian	Bangladeshi, Bengali, Bruneian, Gujarati, East Indian, Indo Pakistani, Mauritian, Mayotte, Mongolian, Pakistani, Punjabi, Singhalese, Sri Lankan, Tamil
05 South East Asian	Vietnamese, Cambodian, Malaysian, Laotian, Indonesian, Singaporean, Burmese, Kampuchean, Thai
06 Filipino	
07 Black (Africa, Caribbean)	Angolan, Anguillian, Antiguan, Aruba/Netherlands Antilles, Bahamian, Barbadian, Belizean, Beninese, Bermudan, Botswanan, Burkinabe, Burundian, Cameroonian, Cape Verde Islands, Cayman Islands, Central African, Chadian, Comoros Islands, Congolais, Dominican, Equatorial Guinean, Ethiopian, Gabonese, Gambian, Ghanaian, Grenadian, Guadeloupian, Guinean, Guinea-Bissauan, Guyanese, Haitian, Ivorian, Jamaican, Kenyan, Lesothan, Liberian, Malagasy, Malawian, Malian, Martinican/French Guiana, Montserratian, Mozambican, Namibian, Nevisitian, Nigerois, Nigerian, Rwandan, Vicentian/Grenadines, Saint Lucian, Senegalese, Trinidadian, Tobagonian, West Indian, other Caribbean, other African

Group	<i>Includes</i>
08 Latin American	All Central and South American countries, Mexico, Cuba, Puerto Rico.
09 West Asian/North African/Arab	Afghan, Algerian, Armenian, Bahrain, Bhutanese, Egyptian, Iranian, Iraqi, Israeli, Jordanian, Kurdish, Kuwaiti, Lebanese, Libyan, Maghrebi origins, Mauritanian, Moroccan, Nepalese, Omani, Palestinian, Yemenite, Saudi Arabian, Syrian, Turk
10 Pacific Islands	Fijian, Melanesian, Micronesian, Polynesian, Tongan, Tuvaluan, Wake Island, Samoan, American Samoa, Coral Sea Islands Territory, Kiribatian, Nauruan, Norfolk Island, Northern Mariana Island, Tokelau, Pitcairn Islands, Trust Territory of the Pacific Islands, Vanuatuan, Wallis and Futuna Islands, Cook Islands, Johnston Atoll, Guam, Midway Islands, New Caledonian
97 Other visible minorities or mixed ethnicity, please specify	RECORD _____
98 Don't know	
99 Refusal	

[WEB LIST]

- Caucasian/European
- Latino/Hispanic
- Middle Eastern
- African
- Caribbean
- South Asian
- East Asian
- Other. Please specify: [TEXT]
- Prefer not to say

SPLIT SAMPLE 50/50

S3A IS 04, 98, 99

S4A VISIBLE MINORITY A

Are you a member of a visible minority group?

DO NOT READ

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

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

S4B VISIBLE MINORITY B

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

DO NOT READ

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

S5 COUNTRY BIRTH

In what country were you born?

INTERVIEWER: Specify place of birth according to current boundaries.

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

DO NOT READ – ONE ANSWER ONLY

- 01 Canada GO TO S6
- 02 China
- 03 Germany
- 04 India
- 05 Italy
- 06 Philippines
- 07 Poland
- 08 Portugal
- 09 United Kingdom
- 10 United States
- 11 Vietnam
- 97 Other (SPECIFY: _____)
- 98 Don't know GO TO S6
- 99 Refusal GO TO S6

S6 YEAR ARRIVED CANADA

S5 IS NOT 01 CANADA

In what year did you come to live in Canada?

RECORD 4-DIGIT YEAR

DO NOT READ

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

S7 DEMOCRACY IN HOME COUNTRY

S4 IS NOT 01 CANADA

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

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

- 98 Don't know
- 99 Refusal

S8 EDUCATION

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

DO NOT READ – CODE ONE ONLY

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

S9 OCCUPATION

What best describes your current employment status?

READ LIST – CODE MAX 2 RESPONSES

- 01 Working full-time [PHONE: READ IF ASKED "that is, 35 or more hours per week"]
- 02 Working part-time [PHONE: READ IF ASKED "that is, less than 35 hours per week"]
- 03 Self-employed
- 04 Unemployed, but looking for work
 - a. Are you temporarily unemployed or laid off due to COVID-19? YES/NO
- 05 A student attending school full-time
- 06 Retired
- 07 A caregiver or homemaker
- 97 Other [specify]
- 98 Don't know
- 99. [DO NOT READ] Refusal

S10 DISABILITY FUNCTIONAL

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

- 01 Never
- 02 Sometimes
- 03 Often
- 04 Always
- [DO NOT READ]
- 98 Don't know
- 99 Refusal

S11 DISABILITY ID

Do you identify as having a disability?

DO NOT READ

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

S12 MARITAL

What is your marital status? Are you...

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

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

S13 HOUSEHOLD SIZE

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

[DO NOT READ]

- 01 Record number of people: [NUMBER]
- 99 Refusal

S14 KIDS

S13 IS 2 OR MORE

How many people in your household are under 18 years old?

- 01. Record number of people: [NUMBER]
- 99. [DO NOT READ] Prefer not to answer

S14A KIDS_AGE

S14 IS 1 or more

What is the age of the youngest person in your household?

- 01. Record age in years: [NUMBER]
- 99. [DO NOT READ] Prefer not to answer

S15 INCOME

What was the total annual income of all members of your household combined, before taxes, in 2019? [READ LIST] [EMPHASIZE FOCUS ON TOTAL HOUSEHOLD INCOME]

- 01. Under \$30,000
- 02. \$30,000 to just under \$60,000
- 03. \$60,000 to just under \$90,000
- 04. \$90,000 to just under \$110,000
- 05. \$110,000 and above
- 99. [DO NOT READ] Refusal

S16 VOTE 2019

SCR3 IS MORE THAN 1900 AND LESS THAN 2001 OR SCR3 IS 2001 AND SCR3B IS LESS OR EQUAL TO October 21, 2001 OR SCR3 IS 00 OR SCR3B IS 00

Finally, we would like to know if you voted in the October 21, 2019, federal general election?

DO NOT READ

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

S17 POSTAL CODE

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

PROBE FOR FIRST THREE DIGITS IF REFUSAL

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

THNK

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

THNK2

NOT ELIGIBLE TO COMPLETE SURVEY

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