

# **Survey of Electors Following the December 12, 2022, By-election in Mississauga–Lakeshore (Ontario)**

## **Final Report**

### **Prepared for Elections Canada**

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**Ce rapport est aussi disponible en français.**

**Survey of electors following the December 12, 2022, by-election in Mississauga–Lakeshore**  
Final Report

Prepared for Elections Canada

Supplier name: Phoenix Strategic Perspectives Inc.

This public opinion research report presents the results of a telephone survey conducted to help evaluate the December 12, 2022, federal by-election in the electoral district of Mississauga–Lakeshore.

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# Table of Contents

- Executive Summary .....1
- Introduction .....5
  - Background and Objectives.....5
  - Methodology.....5
  - Notes to Reader .....6
- Detailed Findings.....7
  - Awareness of By-election and Knowledge of the Electoral Process .....7
  - Voter Participation .....17
  - Experience at the Polling Place .....20
  - Voter Identification .....25
  - Satisfaction with Voting Experience.....26
  - Fairness of the By-election and Trust in the Results.....30
- Profile of Survey Respondents .....32
- Appendix .....34
  - Annex 1: Methodological Details .....34
  - Annex 2: Survey Questionnaire.....38

## List of Figures

Figure 1: Awareness of by-election .....	7
Figure 2: Knowledge of election day registration.....	8
Figure 3: Knowledge of online voter registration.....	8
Figure 4: Awareness of voter identification requirements.....	9
Figure 5: Knowledge of voting methods.....	10
Figure 6: Receipt of VIC.....	11
Figure 7: Recall of EC advertisements .....	12
Figure 8: Other sources of recall of EC advertising.....	13
Figure 9: Informed of how, when and where to vote .....	14
Figure 10: Steps taken to find out if registered to vote .....	14
Figure 11: Methods used to find out if registered to vote .....	15
Figure 12: Voter participation in December 12, 2022, by-election .....	17
Figure 13: Main reasons for not voting – themes .....	18
Figure 14: Main reasons for not voting – breakdown .....	18
Figure 15: Methods used to vote.....	19
Figure 16: Time of day voted .....	20
Figure 17: Travel time to vote.....	21
Figure 18: Satisfaction with travel time to vote at polling station .....	22
Figure 19: Voting facilities [suitability] .....	22
Figure 20: Voting facilities [safety] .....	23
Figure 21: Length of time to vote .....	24
Figure 22: Brought VIC to vote .....	25
Figure 23: Ease of meeting voter identification requirements .....	25
Figure 24: Ease of using ballot .....	26
Figure 25: Ease of voting.....	27
Figure 26: Satisfaction with Elections Canada staff.....	28
Figure 27: Satisfaction with overall voting experience.....	28
Figure 28: Perceptions of Elections Canada’s fairness in running the by-election.....	30
Figure 29: Trust in accuracy of results .....	31

## Executive Summary

Elections Canada (EC) is an independent, non-partisan agency responsible for conducting Canadian federal general elections, by-elections, and referendums. Following the December 12, 2022, federal by-election in the electoral district of Mississauga–Lakeshore, Phoenix Strategic Perspectives Inc. (Phoenix SPI) conducted a survey of eligible electors on behalf of EC. Eligible electors were Canadian citizens, at least 18 years of age on polling day (December 12, 2022), who were residents of the electoral district (i.e. had an address of ordinary residence in the electoral district) from the first day of the by-election period until election day.

### 1. Research Purpose and Objectives

The purpose of the survey was to obtain reliable survey data to evaluate electors' opinions, attitudes and knowledge of the agency's services and various aspects of their experience. The objectives were to measure electors' opinions on various election-related issues and to assist in evaluating and refining Elections Canada's programs and services to the electorate. The results will be used to assist in evaluating and refining Elections Canada's programs and services to the electorate. They may also be used to help develop the Chief Electoral Officer's reports to Parliament.

### 2. Summary of Key Findings

#### Awareness of by-election and knowledge of the electoral process

- Almost all respondents (97%) said they were aware of the December 12, 2022, federal by-election that took place in their riding of Mississauga–Lakeshore.
- Two-thirds (66%) of electors said they are aware that electors can register at the polling place and then vote immediately after. Additionally, six in 10 (58%) indicated they are aware that electors can check, update or complete voter registration on EC's website.
- The vast majority of respondents know that electors have to present a proof of identity (96%) and address (89%) in order to vote in a Canadian federal election.
- When asked to identify the current ways to vote in the by-election, respondents were aware of the main voting methods, with nearly all (92%) identifying voting in-person at a polling station on election day. Following this, 72% identified voting at advance polls and 62% identified voting by mail.

#### Voter information and registration

- Over nine in 10 (94%) of those who were aware of the federal by-election said they received their voter information card (VIC). Nearly all electors who received a VIC reported it had the correct name (98%) and address (99%).
- Nearly two-thirds of those aware of the by-election (64%) recalled advertising from Elections Canada about where, when, and how to vote on at least one medium or format. Specifically, approximately one-quarter recalled advertising from EC on social media (24%) or on the radio or an audio platform (23%). Following this, approximately one in five recalled seeing or hearing advertising from EC when browsing or on a mobile application (22%) or in a local newspaper (20%).

- The vast majority of surveyed electors (95%) felt informed about when, where, and the ways to vote for the December 12, 2022, by-election, with 77% saying they felt very informed.
- Nearly one-quarter of electors aware of the by-election did something to make sure they were registered to vote: 18% checked to see if they were already registered, 3% said they registered to vote, and 2% updated their registration information.

### **Voter participation**

- Three-quarters (74%) of those who were aware of the by-election held on December 12, 2022, in their riding reported voting in it.<sup>1</sup>
- Among respondents who did not vote in the election, over half (57%) said they did not vote due to everyday life and health reasons. Slightly less than one-quarter (23%) did not vote due to political reasons and 6% did not vote due to electoral process-related reasons.
- A little more than half (54%) of electors who said they voted in the by-election reported doing so at a polling station on election day, while nearly four in 10 (39%) reported going to an advance polling station to vote. Very few reported voting at a local Elections Canada office (4%) or by mail (2%).

### **Polling place experience**

- Three-quarters (74%) of those who said they voted in person<sup>2</sup> reported doing so between noon and 8:30 p.m.
- Among those who voted in person, nearly nine in 10 (88%) said it took 10 minutes or less to travel to a polling station. For 58%, it took five minutes, and for 30% it took six to 10 minutes to travel to their polling station. Ninety-four percent said the distance to the polling station from their home was reasonable, with 76% saying it was very reasonable.
- There was widespread agreement among those who voted in person that the voting facilities were suitable (95%) and they felt safe during their visit (93%). This by-election was held at a time when COVID-19 health and safety measures were in place, including poll workers wearing masks, plexiglass barriers, hand sanitizer stations, and physical distancing markers.
- Nearly two-thirds (64%) of those who voted in the by-election said voting took them five minutes or less, with most of the rest saying it took them between six and 15 minutes (31%). Most (96%) said the time it took to vote was reasonable.

### **Voter identification**

- Ninety-one percent of those who received their VIC and voted in person brought it with them to the polling place, which would help facilitate their identification when voting.
- Virtually everyone who said they voted (99%) found it easy to meet the identification requirements, with 97% saying it was very easy.

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<sup>1</sup> Self-reported voter turnout is historically overreported in public opinion surveys. In this survey, self-reported turnout was 74%, while the turnout rate for the by-election among registered electors was 27.8%. Two factors may be responsible for the overrepresentation 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 that they voted to present themselves in a more positive light (social desirability bias).

<sup>2</sup> This includes voting at a polling station on election day, at an advance polling station, or at a local Elections Canada office.

### Satisfaction with voting experience

- There were a total of 40 candidates in the by-election, which required Elections Canada to use a modified large-format ballot paper with two columns of candidate names. This ballot design does not seem to have encumbered most voters: 84% of those who said they voted reported that it was easy to complete their ballot, including 63% who said it was very easy. Among those who found it difficult to complete the ballot, 95% said they had trouble completing the ballot because the list of candidates was too long, or it was difficult to find their choice of candidate on the list. Following this, 19% mentioned the ballot paper being too large to handle or difficult to fold.
- Almost all respondents (98%) who voted in the by-election were satisfied with the services provided by Elections Canada staff (with 87% saying they were very satisfied).
- The vast majority (95%) of those who voted also said that, overall, it was easy to vote, with 83% saying it was very easy.
- Ninety-five percent of those who voted were satisfied with their overall voting experience, with 79% saying they were very satisfied.

### Fairness of the by-election and trust in the results

- Eight in 10 respondents thought that Elections Canada ran the December 12, 2022, federal by-election fairly (including 68% who said they thought it was run very fairly).
- Nine in 10 said they had trust in the accuracy of the election results in their riding. Two-thirds (67%) expressed very high trust.

## 3. Methodology

A 15-minute random digit dial (RDD) telephone survey was conducted with a sample of eligible electors. The data collection was conducted from December 13 to 22, 2022. An overlapping dual-frame (landline and cell phone) sample was used to minimize coverage error: 70% of numbers were landline and 30% were wireless. Those who declined to participate in the survey when contacted by telephone were offered the option of completing the survey through an online self-administered questionnaire. As a result, 391 completed surveys were conducted over the telephone and nine were completed online. Based on a sample of this size (n=400), the overall results would have a maximum margin of error of  $\pm 4.9\%$ , 19 times out of 20. Maximum margins of error for subsamples would be larger. For a more complete description of the methodology, refer to Annex 1.

## 4. Political Neutrality Certification

I hereby certify as a Senior Officer of Phoenix SPI that the deliverables fully comply with the Government of Canada political neutrality requirements outlined in the *Communications Policy* of the Government of Canada and the *Procedures for Planning and Contracting Public Opinion Research*. Specifically, the deliverables do not contain any reference to electoral voting intentions, political party preferences, standings with the electorate, or ratings of the performance of a political party or its leader.



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Alethea Woods  
President  
Phoenix Strategic Perspectives Inc.

## **5. Contract Value**

The contract value was \$45,750.22 (including HST).



## Introduction

### Background and Objectives

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

As part of its evaluation program, the agency wanted to conduct a survey of eligible electors in the electoral district of Mississauga–Lakeshore, where a by-election was held on December 12, 2022. The purpose of the survey was to obtain reliable survey data to evaluate electors' opinions, attitudes and knowledge of the agency's services and various aspects of their experience.

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

- awareness of the election and different aspects of the voting process
- sources of information about the election
- experiences with registration, including the voter information card
- experiences with communications from EC
- experiences with voting in the by-election
- attitudes toward Elections Canada and the 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 be used to help in developing the Chief Electoral Officer's reports to Parliament.

### Methodology

A 15-minute random-digit-dial telephone survey was conducted with a sample of eligible electors. Eligible electors were Canadian citizens, at least 18 years of age on polling day (December 12, 2022), who were residents of the electoral district (i.e. had an address of ordinary residence in the electoral district) from the first day of the by-election period until election day. The data collection was conducted from December 13 to 22, 2022.

An overlapping dual-frame (landline and cell phone) sample was used to minimize coverage error: 70% of numbers were landline and 30% were wireless. Those who declined to participate in the survey when contacted by telephone were offered the option of completing the survey through an online self-administered questionnaire. Nine respondents participated using the online questionnaire. As a result, 391 completed surveys were conducted over the telephone and nine were completed online.

The survey data were weighted to accurately reflect the age and gender distribution of eligible electors. Based on a sample of this size, the overall results would have a maximum margin of error of  $\pm 4.9\%$ , 19 times out of 20. The maximum margins of error would be greater for results

pertaining to subgroups of the total sample. For a more complete description of the methodology, refer to Annex 1.

## Notes to Reader

- The survey research relies on self-reported voter turnout, which tends to be overreported in public opinion surveys. In this survey, self-reported turnout was 74%, while the turnout rate for the by-election among registered electors was 27.8%. A limitation of this research, therefore, is that it overrepresents voters in the survey sample. Two factors may be responsible for the overrepresentation 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 that they voted in order 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 to 100% due to rounding or multiple mentions.
- The number of respondents changes throughout the report because questions were often asked of a sub-sample of respondents. Accordingly, readers should be aware of this and exercise caution when interpreting results based on smaller numbers of respondents.
- Subgroup differences are identified in the report where applicable. When reporting variations, only differences that are significant at the 95% confidence level and that pertain to a subgroup sample size of  $n=30$  or greater are discussed in the report.
  - If one or more categories in a subgroup are not mentioned in a discussion of subgroup differences, it can be assumed that significant differences were found only among the categories reported.
  - If no subgroup differences are identified for a question, it can be assumed that there were no significant differences.

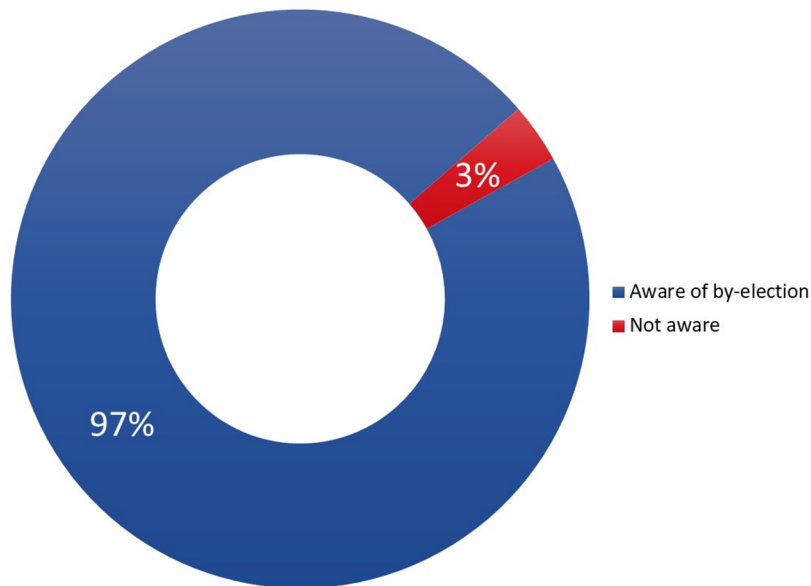
## Detailed Findings

### Awareness of By-election and Knowledge of the Electoral Process

#### Widespread awareness of December 12, 2022, federal by-election

Ninety-seven percent of electors surveyed said they were aware that a federal by-election took place on December 12, 2022, in their riding.

Figure 1: Awareness of by-election



Q6: Did you know that a federal by-election took place on December 12, 2022, in your riding? Base: n=400; all respondents.

Awareness of the by-election was lower among:

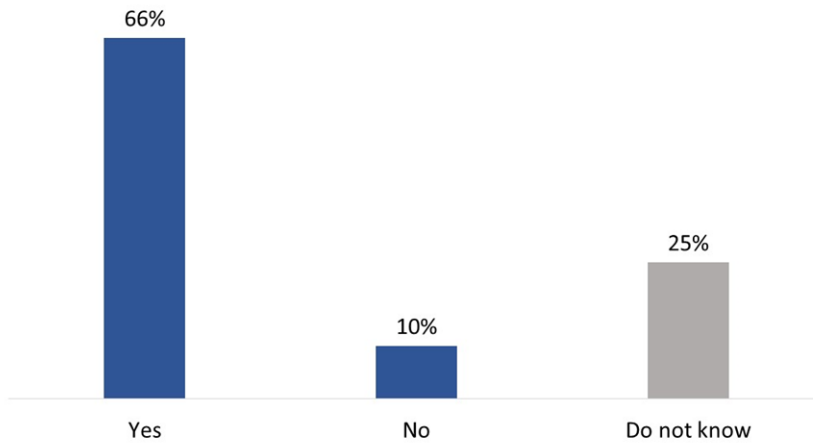
- men (94% recalled that a by-election took place versus 99% of women)
- electors aged 18 to 34 (93% versus 100% of electors aged 55 and older)
- employed electors (96% versus 99% of retired electors)

#### Two-thirds were aware they can register at the polling place and vote immediately

Two-thirds (66%) were aware that electors can register at the polling place and then vote immediately after. In contrast, one in 10 were not aware that this is possible, and one-quarter said they did not know one way or the other.

Figure 2: Knowledge of election day registration

*Can an elector register at the polling place and then vote immediately?*



Q7. If an elector is not registered on election day and wants to vote, can they register at the polling place and then vote immediately after? Base: n=400; all respondents.

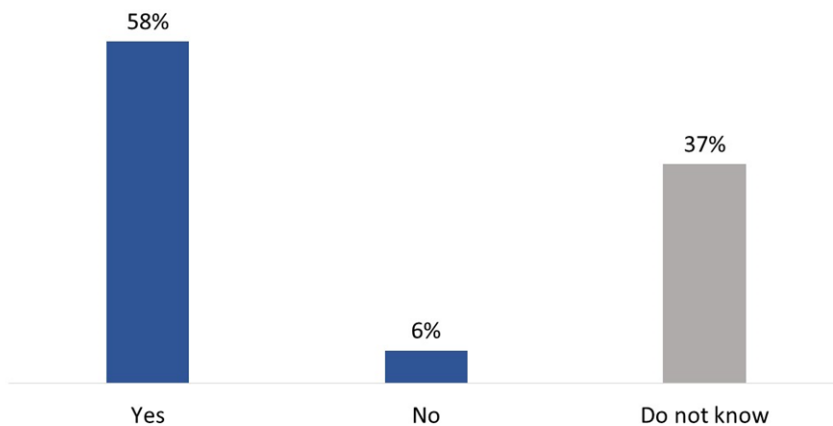
Those between the ages of 18 and 34 (57%) were less likely than electors aged 35 to 54 (74%) to be aware that electors can register at the polling place and vote immediately after.

**Over half aware of EC’s online voter registration service**

Over half (58%) of surveyed electors said it is possible for Canadian electors to check, update or complete their voter registration on Elections Canada’s website. Only 6% said that it is not possible, while just over one-third (37%) said they did not know one way or the other.

Figure 3: Knowledge of online voter registration

*Is it possible for Canadian electors to check, update or complete voter registration on EC’s website?*



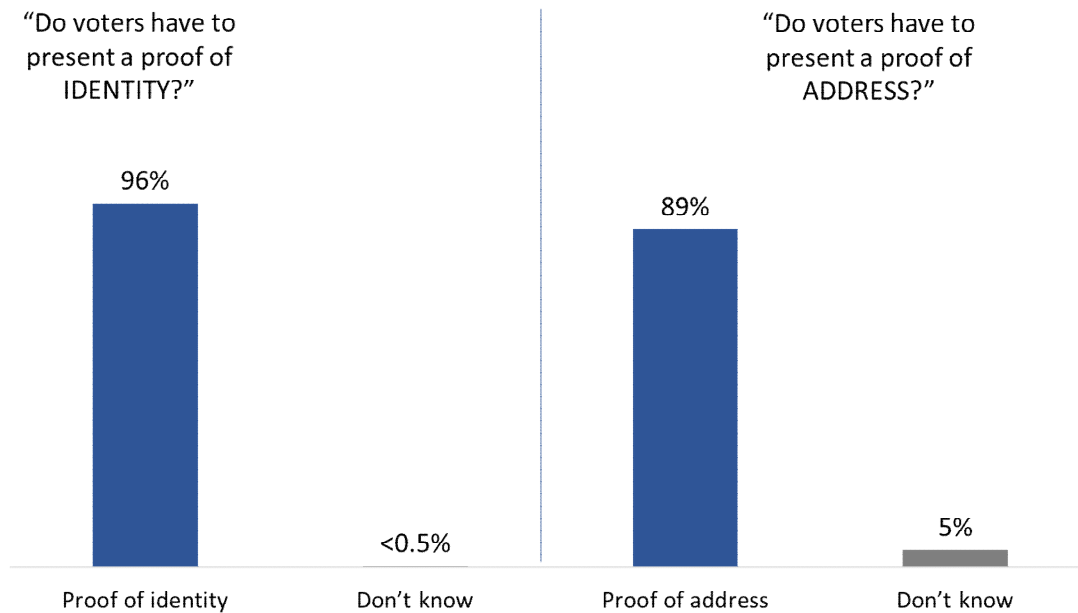
Q8. Is it possible for Canadian electors to check, update or complete their voter registration on Elections Canada’s website? Base: n=400; all respondents.

The likelihood of knowing it is possible for electors to check, update, or complete their voter registration on Elections Canada’s website decreased as age increased, from 73% of those aged 18 to 34, to 47% of those aged 55+.

**Widespread awareness of identification requirements**

The vast majority of respondents know that electors have to present a proof of identity (96%) and address (89%) in order to vote in a Canadian federal election.

Figure 4: Awareness of voter identification requirements



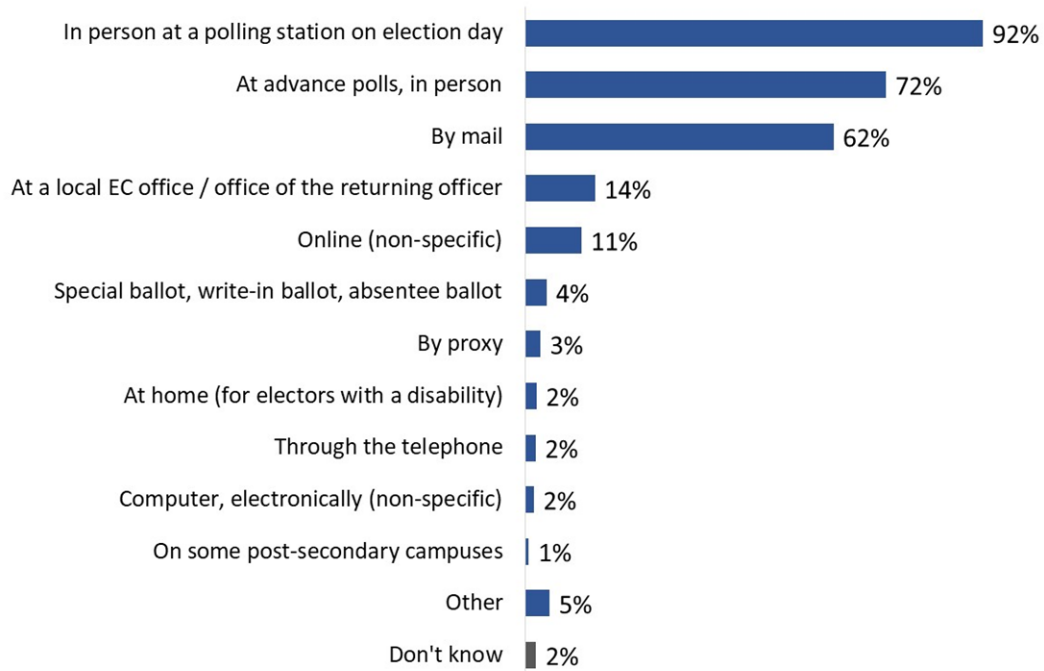
Q9. In order to vote in a Canadian federal election, do voters have to present a proof of IDENTITY?  
 Q10. In order to vote in a Canadian federal election, do voters have to present a proof of ADDRESS?  
 Base: n=400; all respondents.

**Electors were largely aware of the main voting methods**

All respondents were asked to identify the current ways that electors can vote in a federal election. The vast majority (92%) identified voting in person at a polling station on election day, followed by voting at advance polls in person (72%) and voting by mail (62%). Fourteen percent said it is possible to vote at a local Elections Canada office or the office of the returning officer before election day, and 11% said it is possible to vote online, although they did not specify how. All other responses were mentioned by smaller proportions as indicated in Figure 5.<sup>3</sup>

<sup>3</sup> It is currently not possible to vote online, through the telephone, by computer or electronically in a federal election.

Figure 5: Knowledge of voting methods



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=400; all respondents.

Notable subgroup differences include the following:

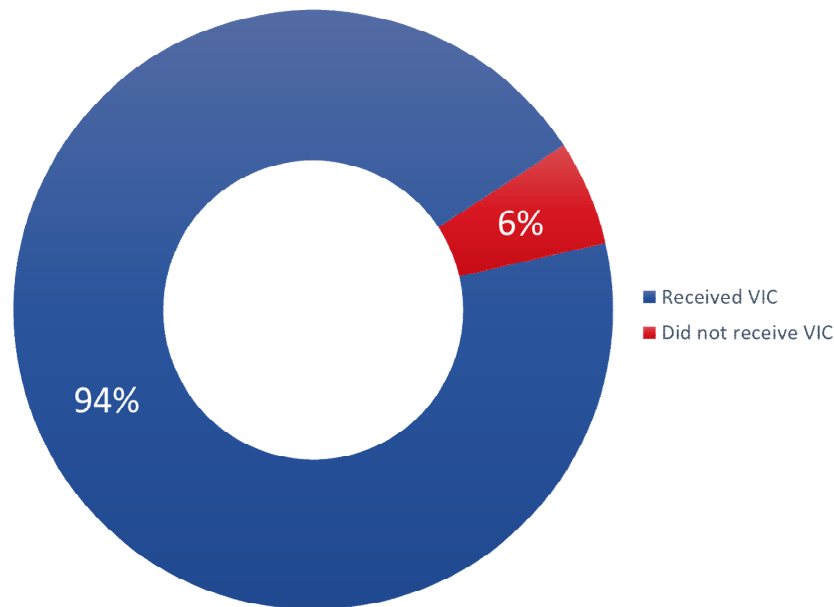
- Awareness of the possibility of voting at a polling station on election day was lower among electors who did not receive their VIC (68% versus 93% of those who did).
- Awareness of the possibility of voting at an advance polling station was lower among men (64% versus 79% of women), 18- to 34-year-olds (55%) compared to older electors (81% of those aged 55+ and 72% of 35- to 54-year-olds), and electors with high school or less education (61% versus 78% of university graduates).
- Awareness of the possibility of voting by mail was lower among electors 55+ (56%) compared to those aged 35 to 54 (69%), electors with high school or less education (47% versus 66% of university graduates), and electors who did not receive their VIC (41% versus 63% of those who did).

## Voter Information and Registration

### More than nine in 10 received a voter information card

More than nine in 10 (94%) of those aware of the federal by-election said they received a voter information card (VIC) addressed to them personally and telling them where and when to vote during the campaign. Nearly all electors who received a VIC reported it had the correct name (98%) and address (99%).

Figure 6: Receipt of VIC



Q12. During the campaign, did you receive a voter information card addressed to you personally and telling you where and when to vote? Base: n=389; those aware of the by-election.

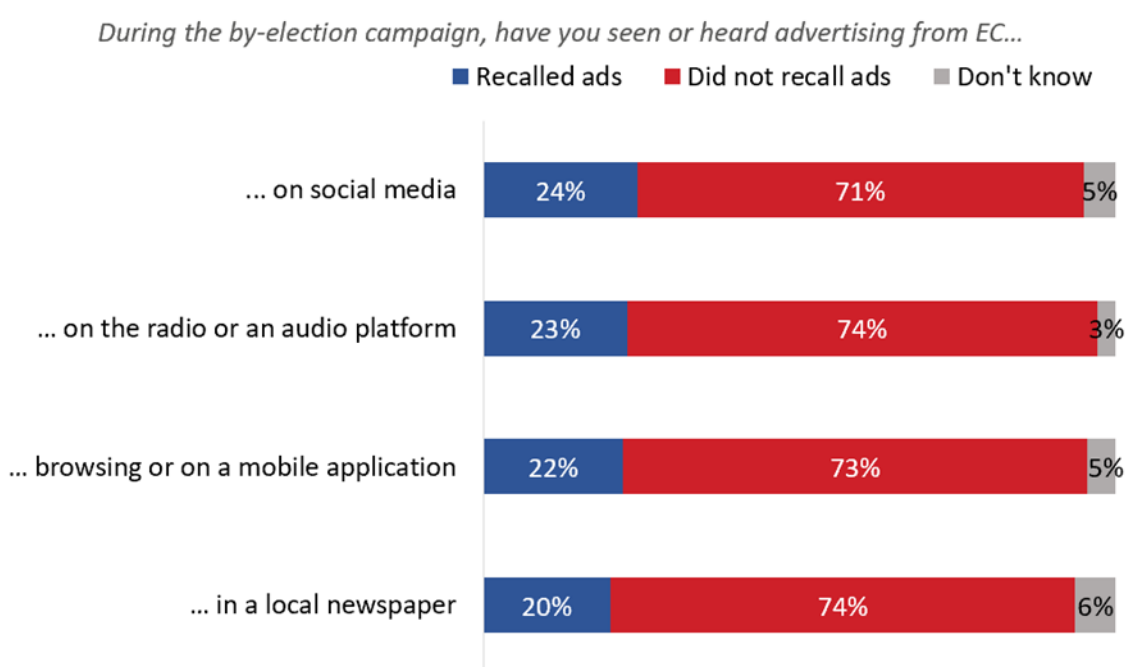
The following groups of electors were less likely to say they received a VIC:

- men (91%) compared to women (96%)
- those who did not vote in the 2021 federal general election (74%) compared to those who did vote (96%)

### Modest recall of EC advertisements

Respondents aware of the by-election (n=389) were asked if they recalled seeing or hearing advertising from Elections Canada about where, when, and how to vote. Nearly two-thirds (64%) recalled advertising on at least one medium or format. Specifically, approximately one-quarter recalled advertising from EC on social media (24%) or on the radio or an audio platform (23%). Following this, roughly one in five recalled advertising from EC when browsing or on a mobile application (22%) or reading a local newspaper (20%).

Figure 7: Recall of EC advertisements



Q16-Q19. During the federal by-election campaign, did you see or hear advertising from Elections Canada about where, when, and how to vote on....? Base: n=389; those aware of the by-election.

Notable subgroup differences include the following:

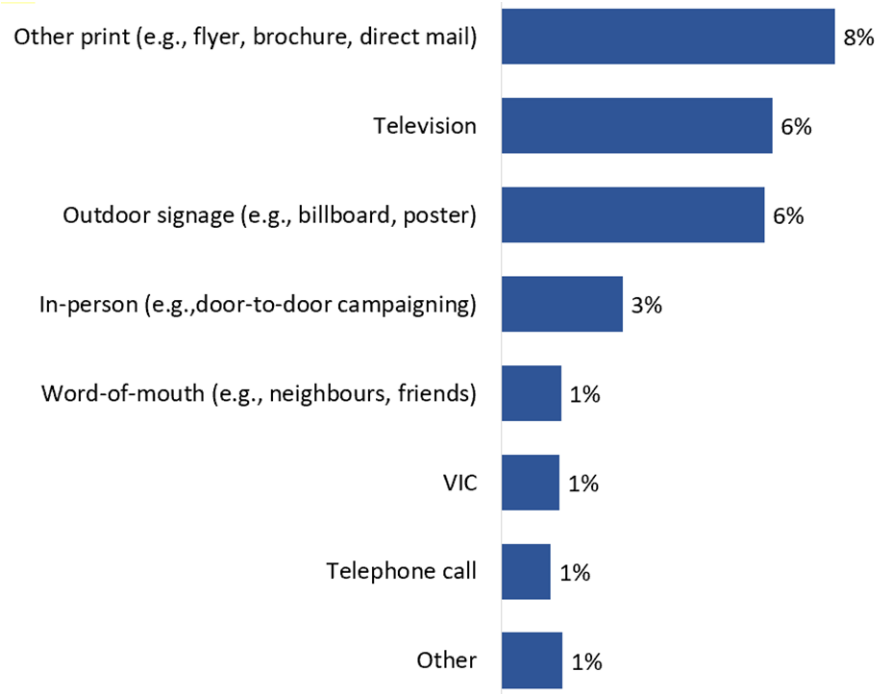
- Electors aged 18 to 34 (41%) were more likely to recall seeing advertisements from EC on social media than older electors aged 35 to 54 (24%) and 55+ (16%).
- Electors aged 18 to 34 (32%) were more likely than those aged 55+ (18%) to recall seeing advertising from EC while browsing or on a mobile application.
- Electors aged 55+ (29%) were more likely to recall seeing advertisements in local newspapers compared to electors aged 35 to 54 (8%).

One-quarter (25%) of electors aware of the by-election said they recalled seeing or hearing advertisements from EC in other formats. Figure 8 lists the other formats mentioned by respondents.<sup>4</sup>

<sup>4</sup> EC does not run ads on television or use telephone calls or in-person campaigning to advertise by-elections. In addition, a portion of the responses in the “other print” and “outdoor signage” categories may represent advertising from non-EC sources, such as candidates.



Figure 8: Other sources of recall of EC advertising

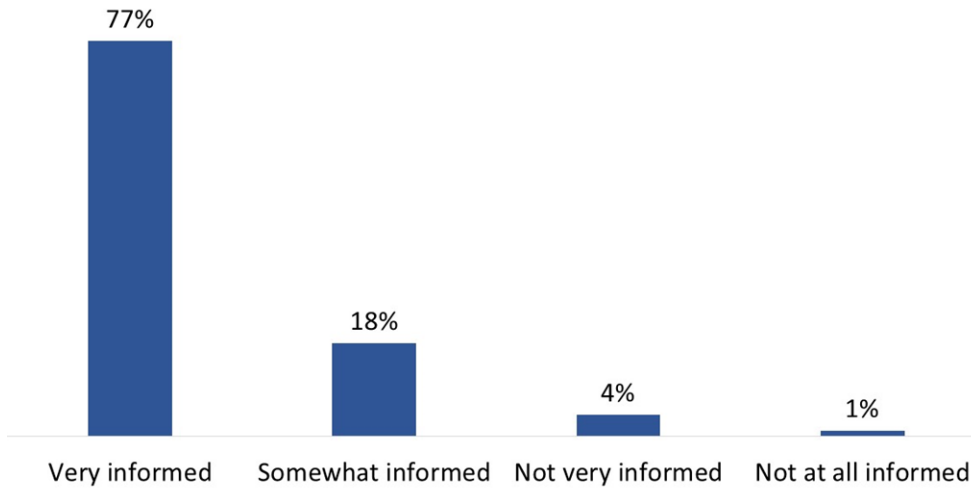


Q21: What other format did you see or hear advertising from Elections Canada about where, when, and how to vote during the by-election campaign? Base: n=389; those aware of the by-election.

**More than nine in 10 felt informed about how, when, and where to vote**

More than nine in 10 (95%) electors aware of the by-election felt informed about how, when, and where to vote for the December 12, 2022, federal by-election, with over three-quarters (77%) saying they felt very informed.

Figure 9: Informed of how, when, and where to vote



Q15. Overall, how well-informed do you feel you were about when, where, and how to vote in the by-election?

Base: n=389; those aware of the by-election.

Those who voted in the by-election (98%) were more likely to feel informed about the by-election than those who did not vote in it (86%), as were those who received their VIC (97%) compared to those who did not (55%).

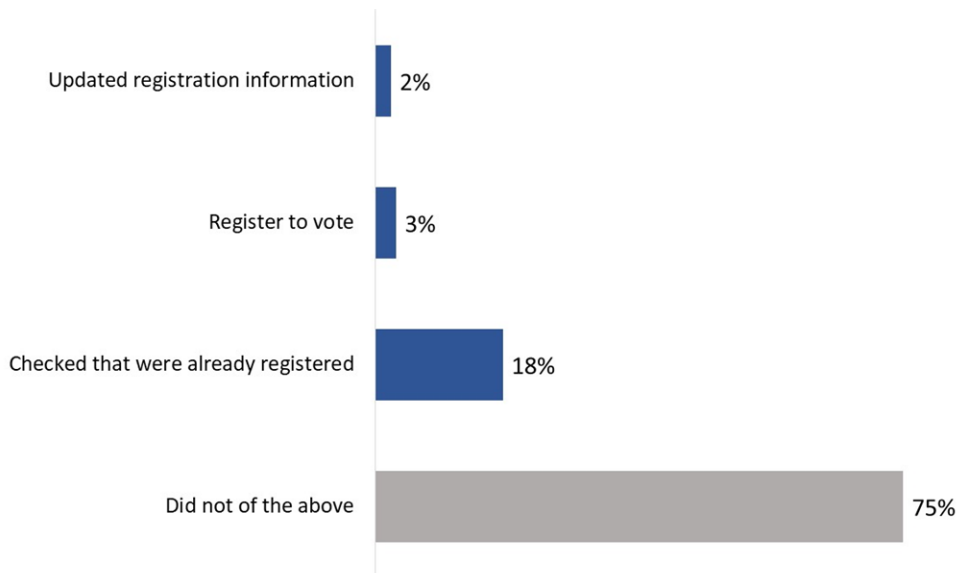
In addition, the following respondents were less likely to feel very informed:

- men (69%) compared to women (83%)
- electors between the ages of 35 and 54 (66%) compared to those aged 55+ (84%)
- electors who are employed (74%) compared to those who are retired (88%)

**Nearly a quarter of those aware of the by-election took action to make sure they were registered**

Nearly one-quarter of electors aware of the by-election did something to make sure they were registered to vote. Most people who said they took action checked that they were already registered (18%). Following this, much smaller proportions took the action of registering to vote recently (3%) or updating their registration information (2%). In contrast, three-quarters (75%) of electors aware of the by-election did nothing to find out whether they were registered to vote in the federal by-election (most likely because they were already registered to vote).

Figure 10: Steps taken to find out if registered to vote



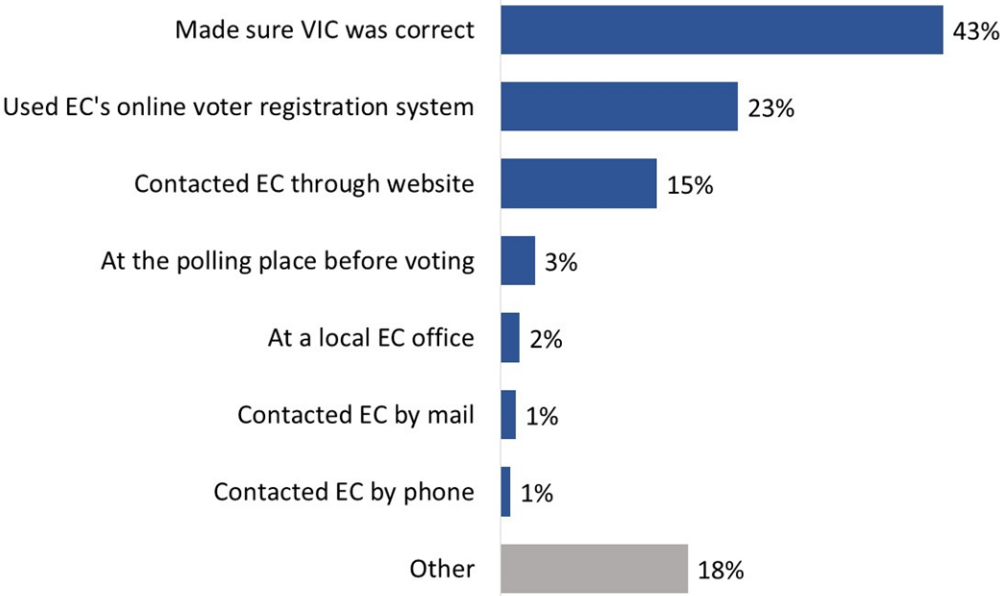
Q26: What, if anything, did you do to make sure you were registered to vote in this federal by-election? Did you...?  
 Base: n=389; those who said they were aware of the by-election. [Dk/nr: 1%]

The likelihood of saying they did nothing to check if they were registered to vote was lower among 18- to 34-year-olds (61%), compared to electors aged 35 to 54 (81%) and electors 55+ (78%).

**Just under half of those who checked their registration used their VIC to confirm registration**

Among those who said they checked their registration for the December 12, 2022, federal by-election (n=86), over four in 10 (43%) said they made sure their voter information card was correct. Additionally, nearly one-quarter (23%) said they used Elections Canada’s online voter registration system on its website. Following this, 15% said they contacted Elections Canada through their website. Other methods used to check if they were registered were mentioned in much smaller proportions, as illustrated in Figure 11.

Figure 11: Methods used to find out if registered to vote



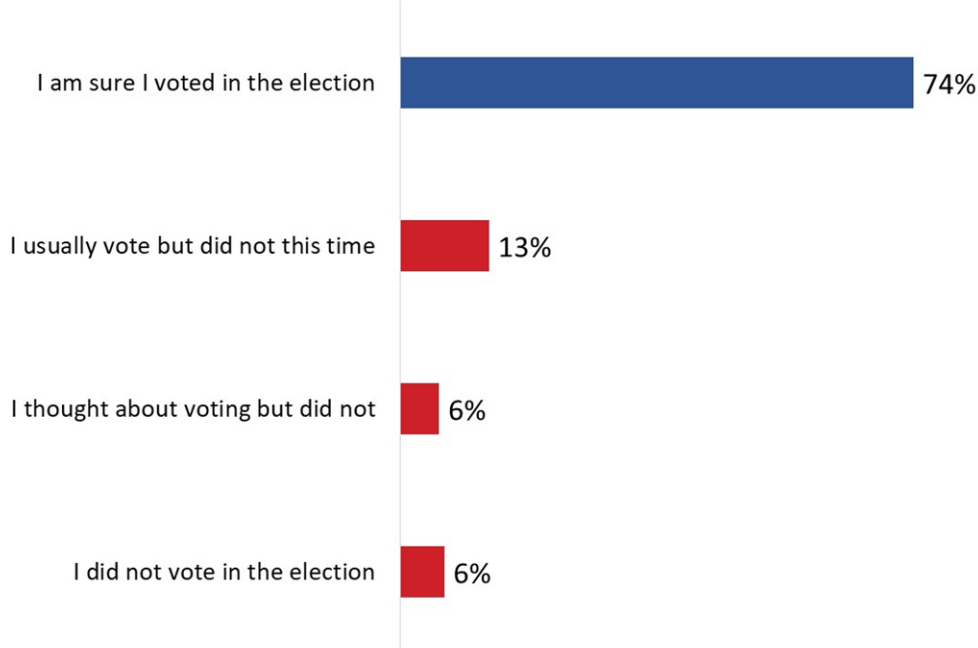
Q27: How did you make sure you were registered? [Multiple responses accepted] Base: n=86; those checked their registration. [Dk/nr: 7%]

## Voter Participation

### Three-quarters of electors reported voting in the by-election

Three-quarters (74%) of electors who were aware of the by-election held on December 12, 2022, in their riding said they voted in it.

Figure 12: Voter participation in December 12, 2022, by-election



Q28: Many people don't or can't vote for a variety of reasons. Which of the following statements describe you?  
 Base: n=389; those who said they were aware of the by-election. [Dk/nr: 1%]

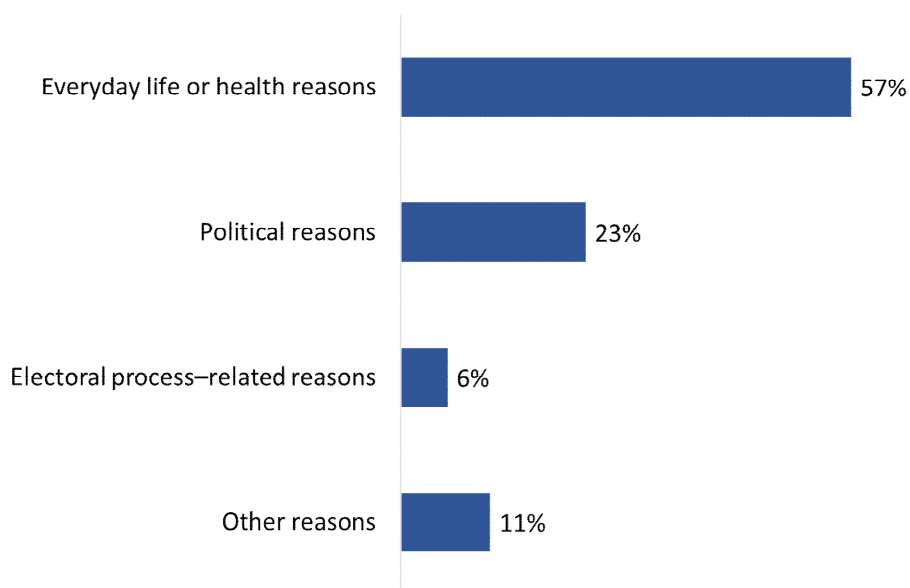
Electors less likely to report that they voted include:

- men (68%) compared to women (79%)
- 18- to 34-year-olds (53%) compared to 34- to 54-year-olds (70%) and electors aged 55+ (87%)
- those with a college diploma or some post-secondary education (67%) compared to university graduates (79%)

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

Of the respondents who said they did not vote in the by-election (n=84), almost six in 10 (57%) said they did not vote due to everyday life and health reasons. Approximately one-quarter (23%) reported not voting due to political reasons and 6% for reasons related to the electoral process. The "other reasons" category included forgetting to vote and religious or other beliefs, among others.

Figure 13: Main reasons for not voting – themes



Q29: What is the main reason you did not vote? Base: n=84 respondents who did not vote. [Dk/nr: 3%]

The table below provides a detailed breakdown of the reasons why surveyed electors did not vote during the December 12, 2022, federal by-election.

Figure 14: Main reasons for not voting – breakdown

Reasons for not voting	%
<b>Everyday life or health reasons</b>	<b>57%</b>
Too busy <sup>5</sup>	42%
Illness or disability	11%
Out of town	4%
<b>Political reasons</b>	<b>23%</b>
Felt voting would not make a difference	6%
Lack of information about campaign issues and parties' positions	6%
Not interested in politics	5%
Did not like candidates/parties/campaign	5%
Did not know who to vote for	1%
<b>Electoral process-related reasons</b>	<b>6%</b>
Lack of information about voting process (e.g., when/where to vote)	2%

<sup>5</sup> Of the respondents who were too busy to vote (n=23\*), more than half (57%) said they had other priorities that day. Smaller proportions said that something came up and made them change their plans (18%) or that they do not have time in their daily schedule to vote (17%). \*Exercise caution interpreting these findings due to the small sample size.

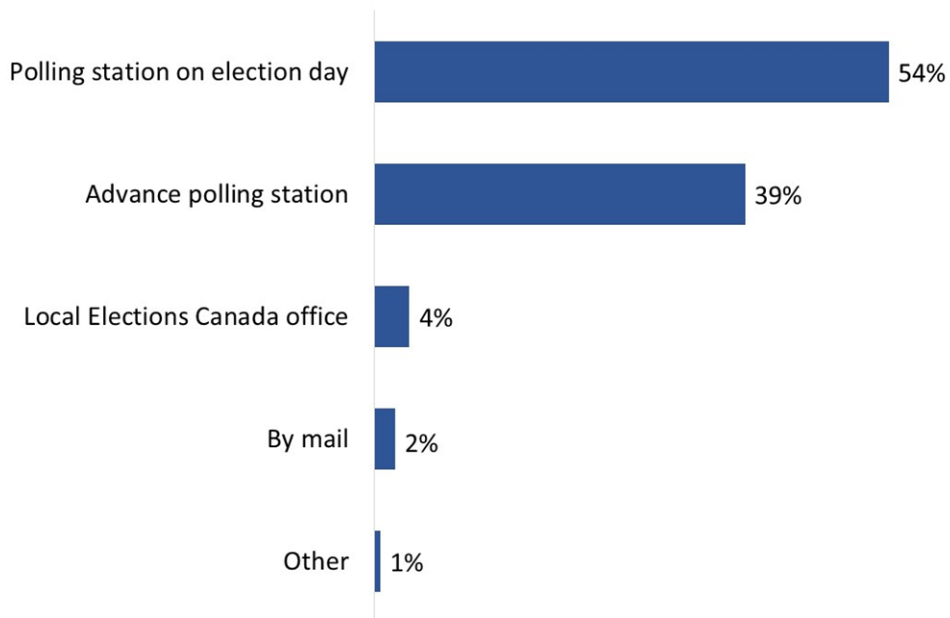
Reasons for not voting	%
Issues with VIC	1%
Transportation problem/polling station too far	1%
Polling place was not accessible	1%
<b>Other reasons</b>	<b>11%</b>
Forgot to vote	8%
Other reasons	4%

[Dk/nr: 3%]

**Most voted at a polling station on election day or at an advance polling station**

Over half (54%) of electors who said they voted in the by-election reported doing so at a polling station on election day, while nearly four in 10 (39%) reported going to an advance polling station to vote. Very few reported voting at a local Elections Canada office (4%) or by mail (2%).

Figure 15: Methods used to vote



Q33: Which method did you use to vote? Was it... Base: n=301; all respondents who voted.

Electors aged 35 to 54 were more likely to have voted on election day (65% versus 50% of those aged 55+), while those aged 55+ were more likely to have voted at advance polls (45% versus 27% of 35- to 54-year-olds).

## Experience at the Polling Place

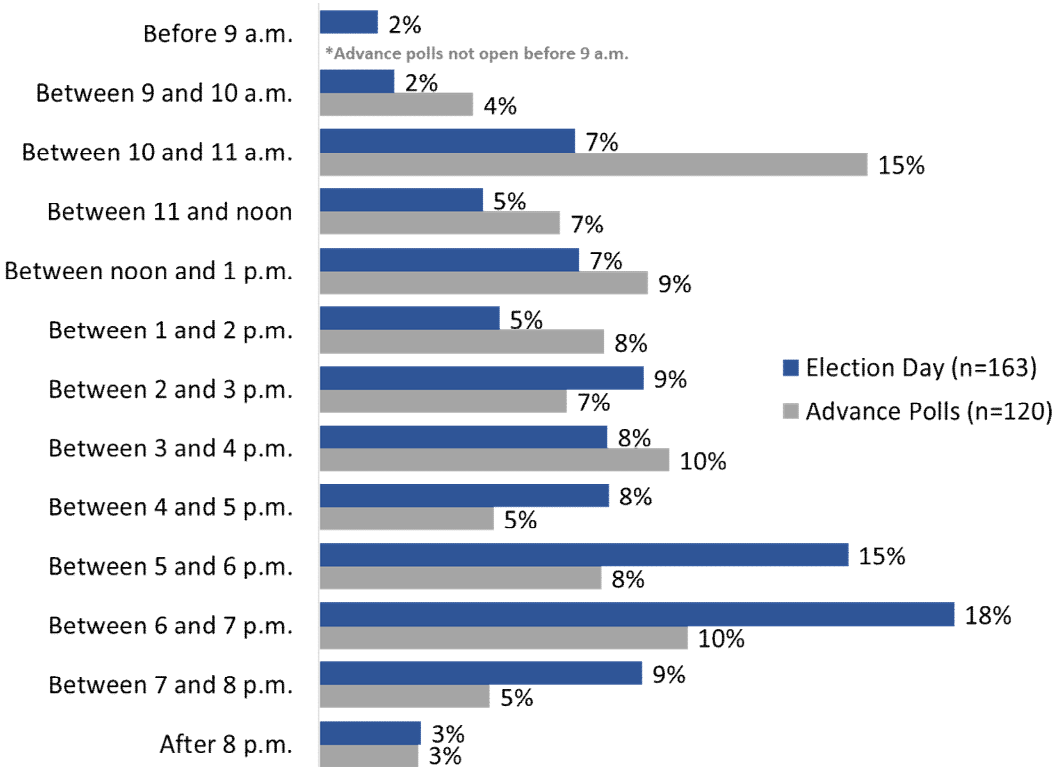
### Most surveyed electors voted in the afternoon or evening

Three-quarters (74%) of those who said they voted in person<sup>6</sup> (n=293) reported doing so between noon and 8:30 p.m.

Of the voters who voted on **election day** (n=163), almost three in 10 (29%) said they went to vote in the afternoon (between noon and 4:00 p.m.) and approximately half (52%) reported voting in the evening (from 4:00 p.m. until the closing of the polls). Fifteen percent reported voting in the morning (from the opening of the polls until noon). The rest (3%) could not recall what time it was when they went to vote.

Nearly two-thirds (64%) of those who voted at an **advance polling station** (n=120) on December 2, 3, 4, and 5, 2022, reported doing so in the afternoon (between noon and 4:00 p.m.) or the evening (from 4:00 p.m. until the closing of the polls). One-quarter (26%) reported voting in the morning (from the opening of the polls until noon) and the rest (10%) could not recall what time it was when they went to vote.

Figure 16: Time of day voted



Q34. Do you remember approximately what time it was when you went to vote? Base: respondents who voted on election day or at an advance poll.

<sup>6</sup> This includes voting at a polling station on election day, at an advance polling station, or at a local Elections Canada office.

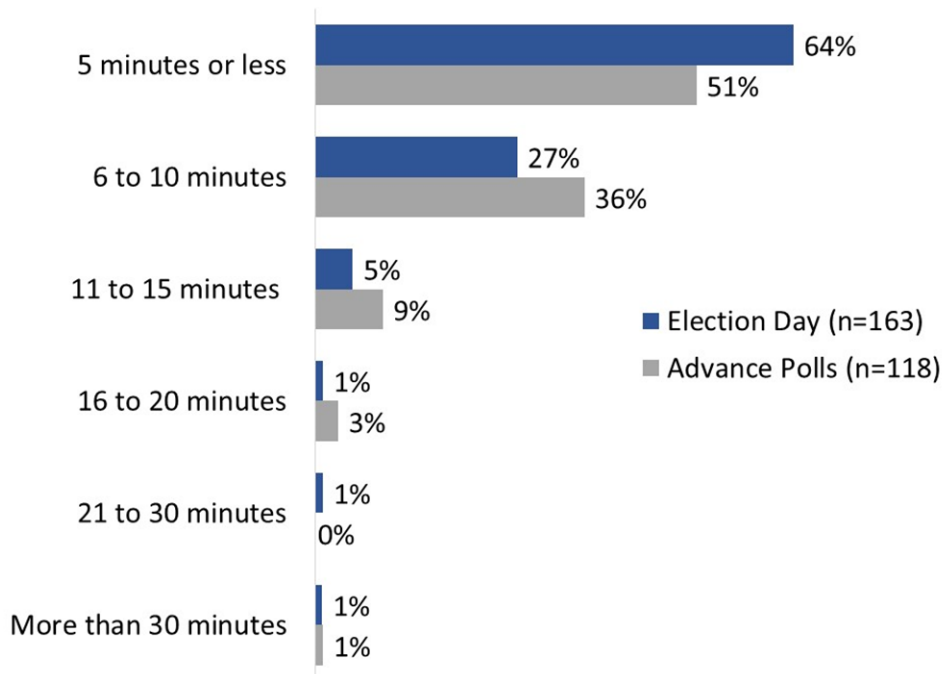


**Almost nine in 10 voters took 10 minutes or less to travel to the polling place**

Among those who voted in person (n=290)<sup>7</sup>, nearly six in 10 (58%) said it took five minutes or less to travel to the polling station, advance polling station, or local Elections Canada office, while three in 10 (30%) said it took between six and 10 minutes. Few reported that it took more than 10 minutes for them to travel to the polling place.

Figure 17 presents reported travel time by voting place: to a polling station on election day or to an advance polling station. Those who voted at a polling station on election day (64%) were more likely than those that voted at an advance polling station (51%) to say it took them five minutes or less to travel to the polling place.

Figure 17: Travel time to vote



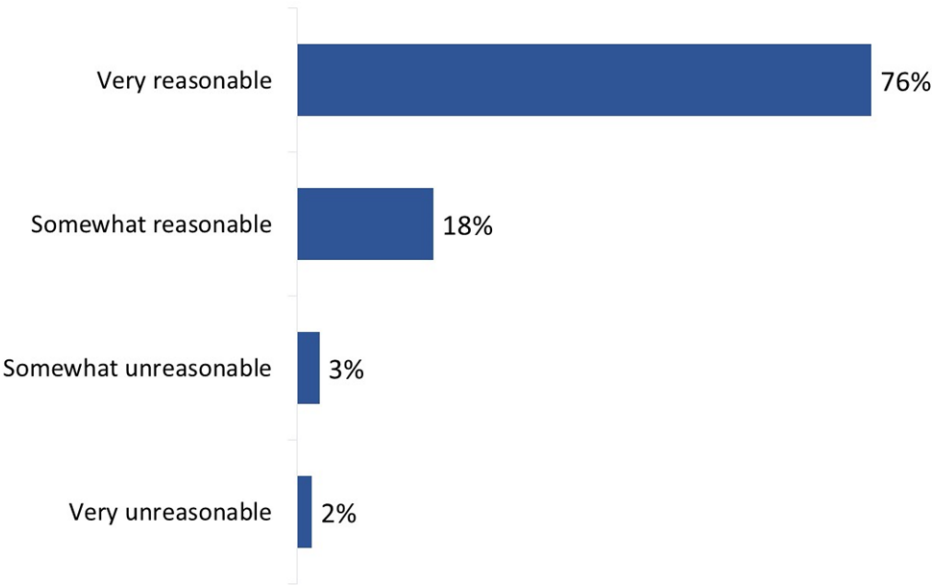
Q35. To the best of your knowledge, how long did it take you to travel to the polling station/advance polling station/local Elections Canada office? Base: respondents who voted at a polling station or advanced polling station and recalled what time of day they went to vote. (Election day n=163; advance polls n=118)

**More than nine in 10 voters found the distance to the polling station reasonable**

More than nine in 10 (94%) said the distance to the polling station from their home was reasonable, with 76% saying it was very reasonable.

<sup>7</sup> This includes voting at a polling station on Election Day, at an advance polling station, or at a local Elections Canada office.

Figure 18: Satisfaction with travel time to vote at polling station

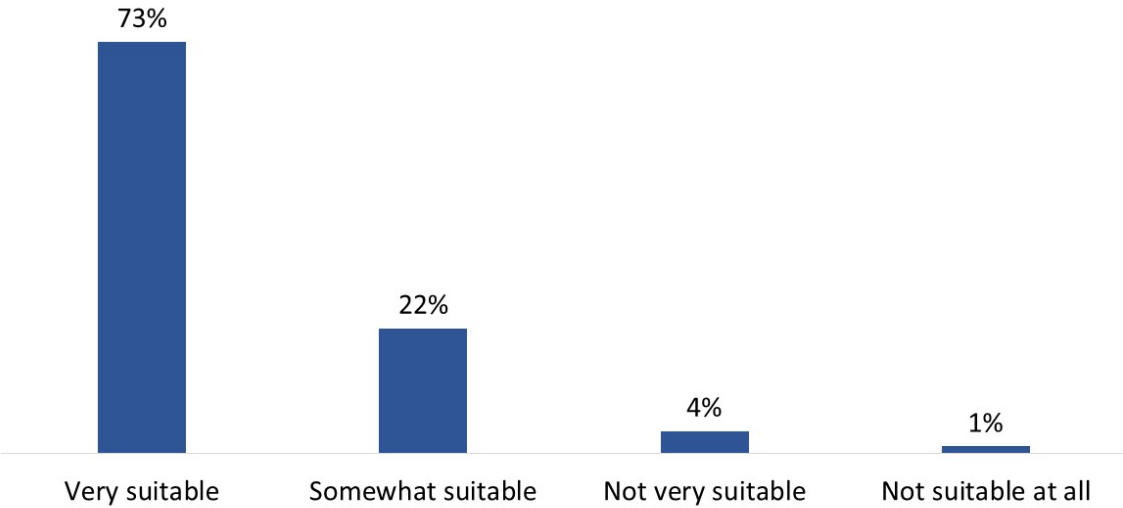


Q36. Was the polling station/advance polling station/local Elections Canada office a very reasonable, somewhat reasonable, somewhat unreasonable, or very unreasonable distance from your home? Base: n=293; respondents who voted at a polling station, advance polling station, or local Elections Canada office. [Dk/nr: 1%]

**Widespread agreement that the facilities were suitable**

Over nine in 10 (95%) who voted at a polling station, advance polling station, or local Elections Canada office said the building where they voted was at least somewhat suitable, with three-quarters (73%) saying it was very suitable.

Figure 19: Voting facilities [suitability]



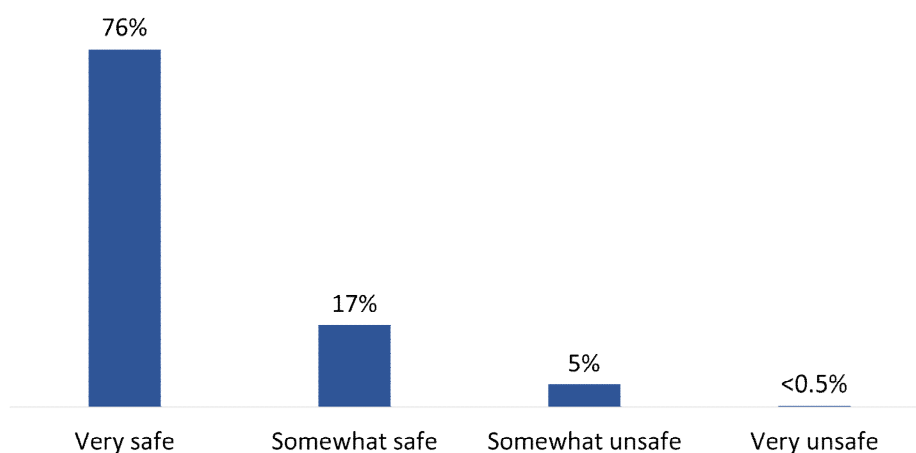
Q39. Would you say that the building where you voted was...? Base: n=293; respondents who voted at a polling station, advance polling station, or local Elections Canada office. [Dk/nr: 2%]

Electors with a disability (87%) were less likely than those without a disability (97%) to say the polling station was suitable.

### Vast majority agree health and safety measures made them feel safe

Ninety-three percent of those who voted at a polling station, advance polling station, or local Elections Canada office said the health and safety measures in place for COVID-19 made them feel safe during their visit.<sup>8</sup> Three-quarters (76%) felt very safe with the COVID-19 health and safety measures.

Figure 20: Voting facilities [safety]



Q40. Thinking about the health and safety measures for COVID-19 that were in place at the polling station/advance polling station/local Elections Canada office, would you say you felt very safe, somewhat safe, somewhat unsafe or very unsafe during your visit? Base: n=293; respondents who voted at a polling station, advance polling station, or local Elections Canada office. [Dk/nr: 2%]

Of those who felt unsafe (n=14), most attributed this feeling to the fact that not everyone at the facility was wearing a mask.<sup>9</sup> Other reasons included people not respecting physical distancing, having to share objects such as pencils, a perception that there were too many people in the building, and the impression that Elections Canada staff were not respecting health and safety guidelines.

### Most voters took five minutes or less to vote

Nearly two-thirds (64%) of those who voted in the by-election said voting took them five minutes or less, with most of the rest saying it took them between six and 15 minutes (31%).

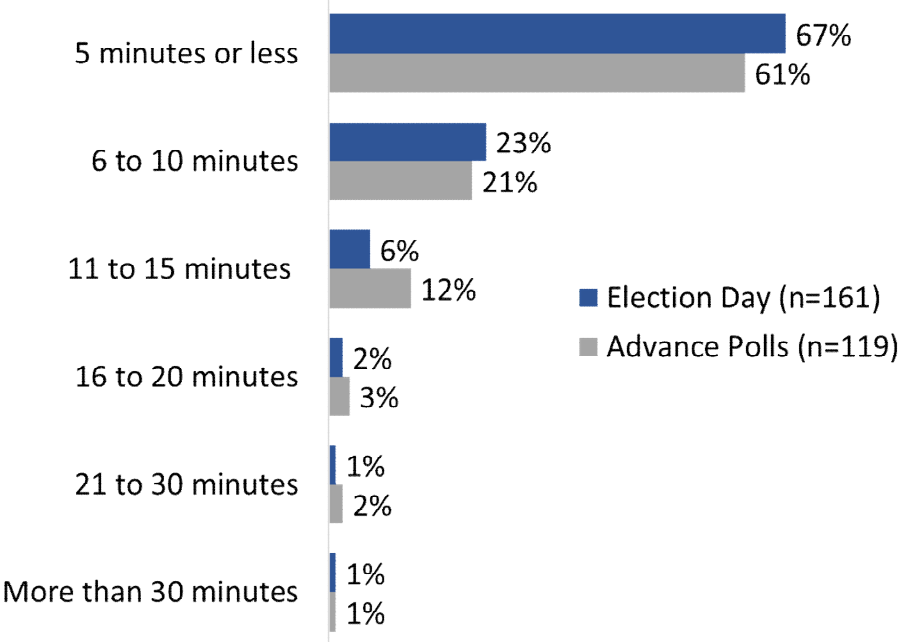
Figure 21 presents the estimated amount of time it took to vote once electors arrived at a polling station on either election day or an advance voting day. Two-thirds (67%) of those who voted at a

<sup>8</sup> This by-election was held at a time when COVID-19 health and safety measures were in place, including poll workers wearing masks, plexiglass barriers, hand sanitizer stations, and physical distancing markers.

<sup>9</sup> Elections Canada recommended that electors follow local public health measures, but masking in the polling place was not mandatory.

polling station on election day said it took five minutes or less compared to 61% of those who voted at an advance polling station.

Figure 21: Length of time to vote



Q42. To the best of your knowledge, how long did it take you to vote once you arrived at [polling station/advance polling station/local Elections Canada office]? Base: respondents who voted at a polling station or advanced polling station and recalled the experience. (Election day n=161; advance polls n=119)

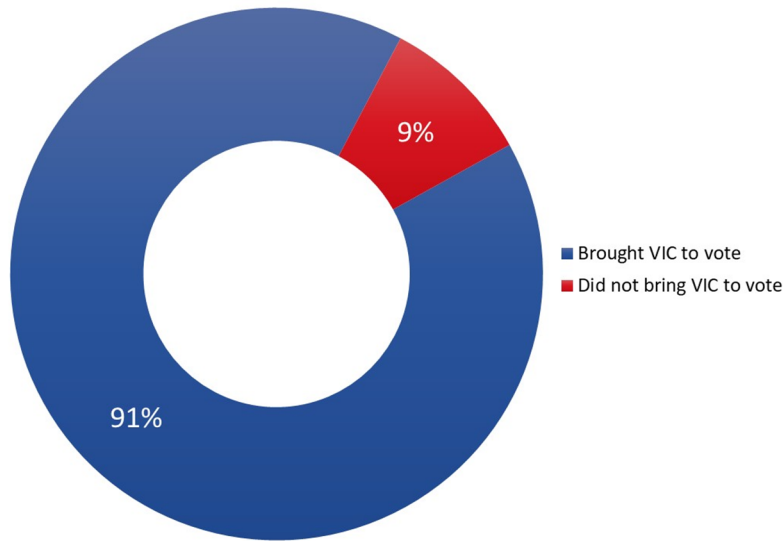
A strong majority (96%) of those who voted in person (n=290) said the time it took to vote was reasonable.

## Voter Identification

### Nine in 10 brought their VIC to vote

Ninety-one percent of electors who voted at an Elections Canada office, advance poll, or polling station on election day said they brought their VIC with them.

Figure 22: Brought VIC to vote

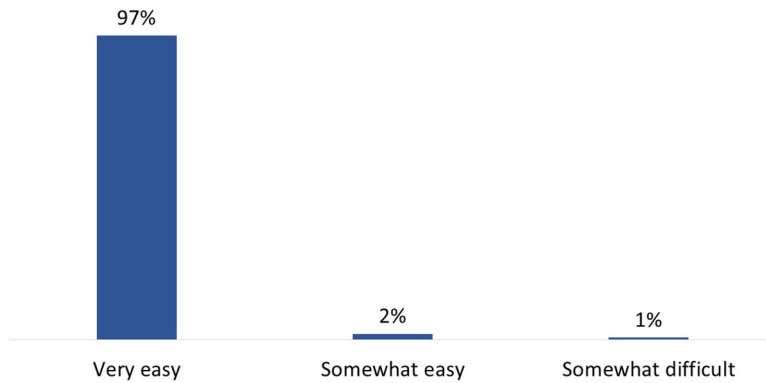


Q44. Did you bring your voter information card with you to the [polling station/advance polling station/local Elections Canada office]? Base: n=285; respondents who got their VIC and voted.

### Virtually all voters found it easy to meet the identification requirements

Virtually all (99%) respondents who voted in the by-election found it easy to meet the identification requirements, with 97% describing it as very easy.

Figure 23: Ease of meeting voter identification requirements



Q45. Overall, was it very easy, somewhat easy, somewhat difficult or very difficult to meet the identification requirements when you voted? Base: n=301; respondents who voted. [Dk/nr: <0.5%]

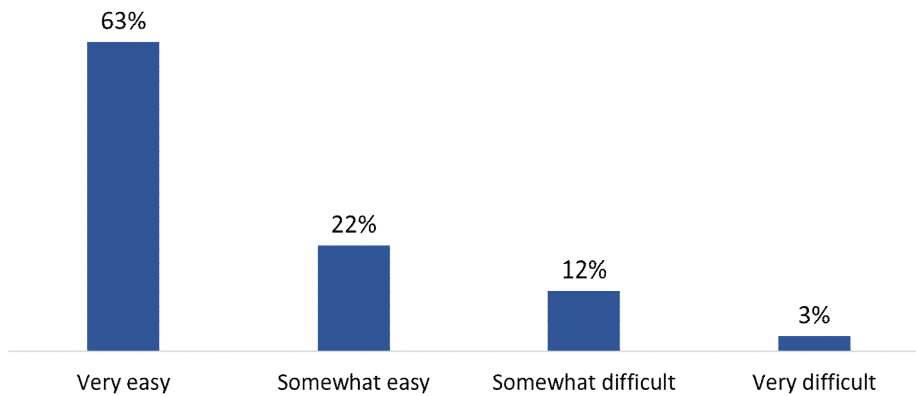
## Satisfaction with Voting Experience

### Vast majority said the ballot was easy to use

There were a total of 40 candidates in the by-election, which required Elections Canada to use a modified large-format ballot paper with two columns of candidate names.

Eighty-four percent of respondents who voted in the by-election said the ballot was at least somewhat easy to complete, with nearly two-thirds (63%) saying it was very easy. Fifteen percent said it was at least somewhat difficult to complete the ballot.

Figure 24: Ease of using ballot



Q48. Thinking about the paper ballot you used to vote in the by-election, was it very easy, somewhat easy, somewhat difficult or very difficult to complete your ballot? Base: n=301; respondents who voted and identified a voting method.

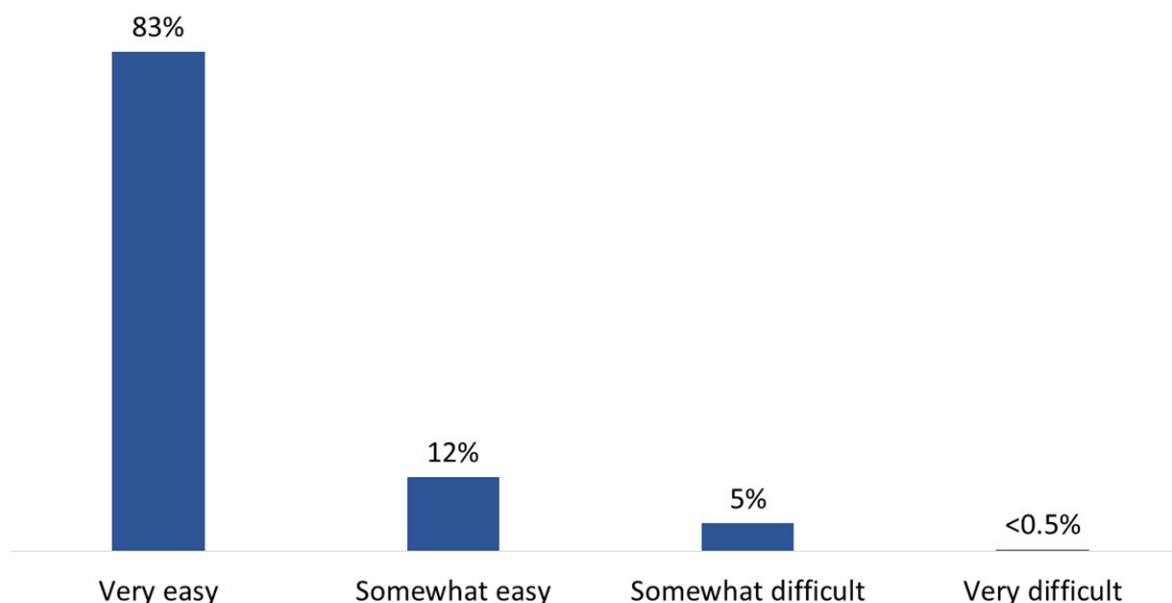
Electors with a disability (73%) were less likely than those without a disability (87%) to say it was easy to complete their ballot.

Among those who found it difficult to complete the ballot (n=46), 95% attributed this to the list of candidates being too long or having difficulty finding their choice of candidate on the list; 19% mentioned the ballot paper being too large to handle or difficult to fold.

### Widespread agreement that it was easy to vote

Ninety-five percent (95%) of those who said they voted in the by-election found it at least somewhat easy to vote, with over eight in 10 (83%) saying it was easy.

Figure 25: Ease of voting



Q50. Overall, was it very easy, somewhat easy, somewhat difficult or very difficult to vote? Base: n=301; respondents who voted and identified a voting method.

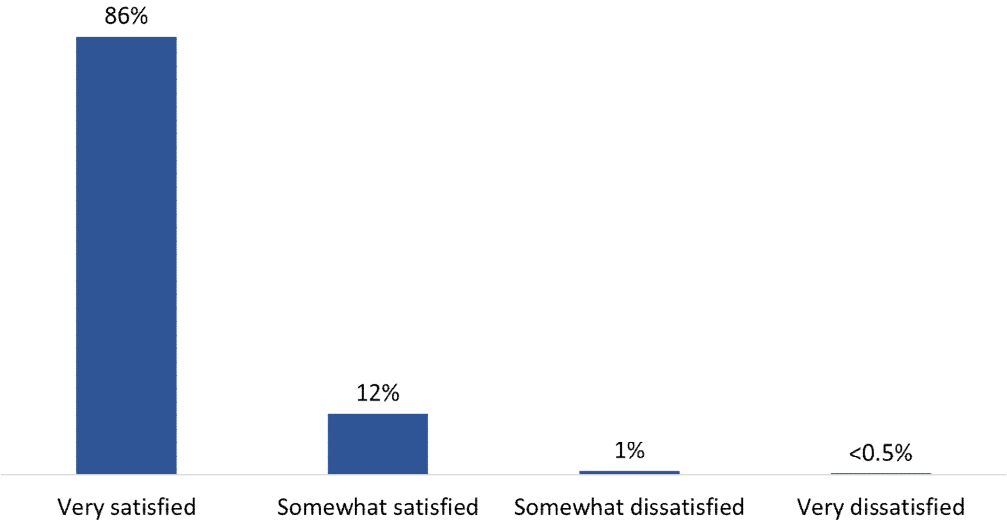
The following subgroups of electors were less likely to say it was very easy to vote:

- those with a college diploma or some post-secondary education (80%) and those who completed university (82%) compared to electors who have a high school or less education (94%)
- those who voted at a polling station on election day (78%) compared to those who voted at an advance polling station (88%)

### Virtually all voters were satisfied with Elections Canada staff

Virtually all (98%) of those who said they voted in the by-election were at least somewhat satisfied with the services provided by Elections Canada staff, with 86% saying they were very satisfied.

Figure 26: Satisfaction with Elections Canada staff

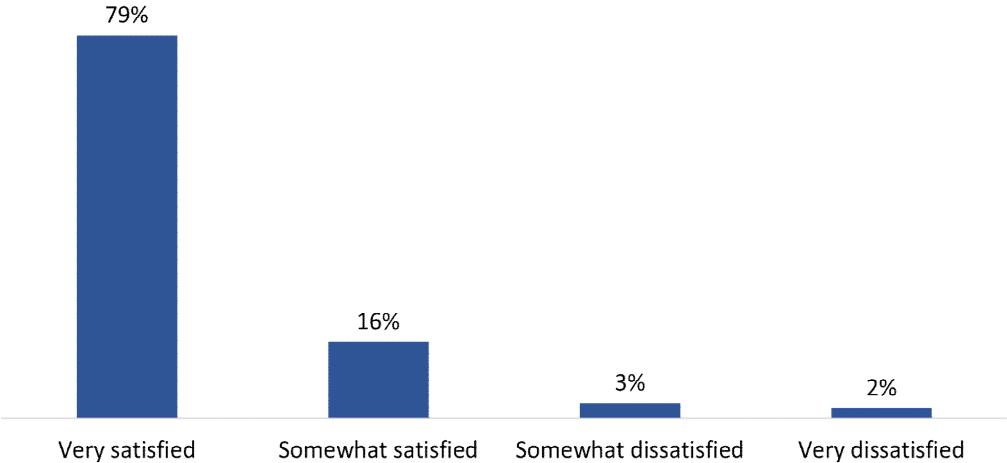


Q46. Overall, were you very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied with the services provided by Elections Canada staff when you voted? Base: n=293; respondents who voted in person.

**Widespread satisfaction with voting experience**

Over nine in 10 (95%) respondents who said they voted in the by-election were at least somewhat satisfied with their overall voting experience, with 79% saying they were very satisfied.

Figure 27: Satisfaction with overall voting experience



Q51. Overall, how satisfied were you with your voting experience? Would you say that you were...? Base: n=301; all respondents who voted. [Dk/nr: <1%]



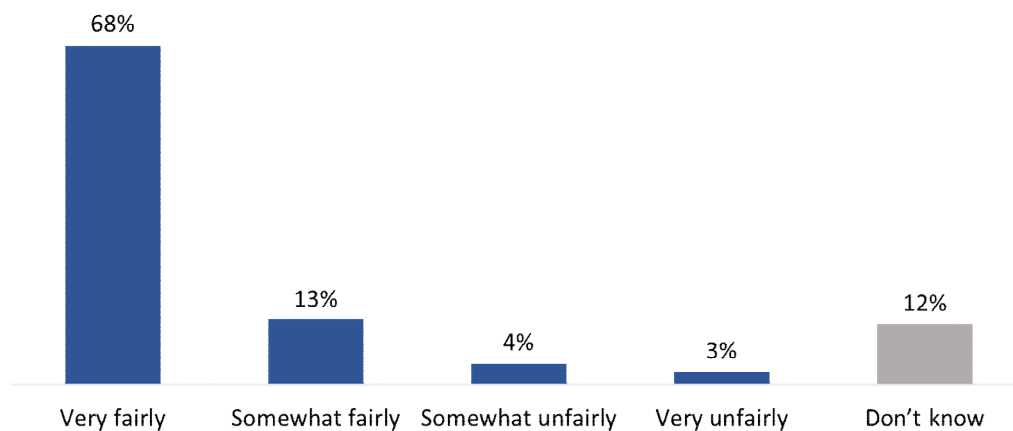
Those who voted at an advance polling station (85%) were more likely than those who voted on election day (74%) to say they were very satisfied with their voting experience.

## Fairness of the By-election and Trust in the Results

### Overwhelming agreement that Elections Canada ran the by-election fairly

Eight in 10 electors (80%) surveyed thought that Elections Canada ran the December 12, 2022, by-election at least somewhat fairly, with 68% saying very fairly.

Figure 28: Perceptions of Elections Canada's fairness in running the by-election



Q52. Thinking about the December 12 federal by-election, would you say that Elections Canada ran the election...?  
Base: n=400; all respondents. Prefer not to answer: <1%.

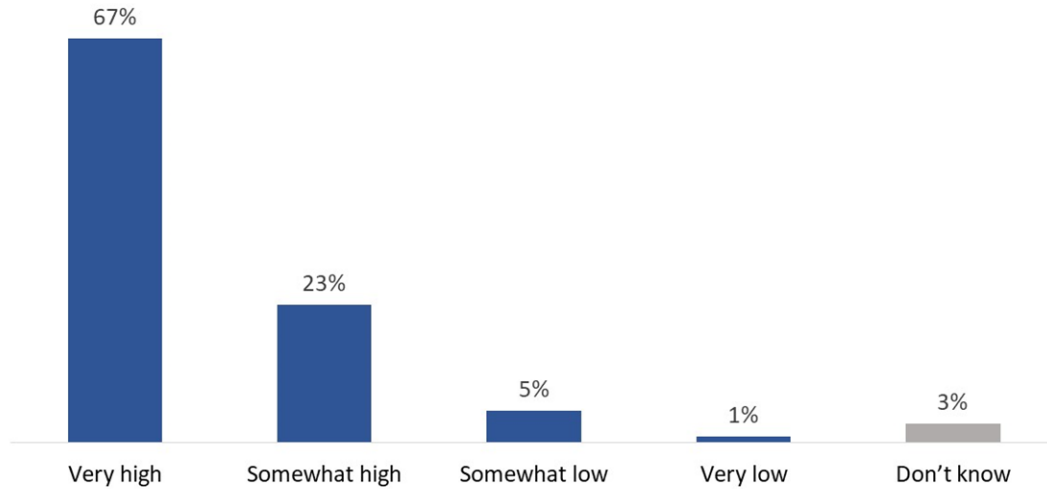
Electors under 55 years of age (57% of 18- to 34-year-olds and 59% of 35- to 54-year-olds compared to 79% of electors 55+) and those who did not vote in the by-election (41% compared to 79% of voters) were less likely to say Elections Canada ran the by-election very fairly.

Those who felt that Elections Canada ran the election somewhat or very unfairly (n=24) were asked if there is a specific reason for this opinion. Concerns about the electoral process itself were commonly mentioned, which included the following perceptions: a lack of information about the by-election and where to vote, the election period was too short, a lack of polling stations, and concerns about the number of candidates. Other reasons mentioned more than once included general concerns about media bias and/or lack of trust in elections or the electoral system.

### Vast majority trusted the accuracy of by-election results

Nine in 10 respondents (90%) trusted the accuracy of the election results, with two-thirds (67%) expressing a very high level of trust. A very small proportion of respondents (6%) had low trust in the accuracy of the results, while 3% said they did not know.

Figure 29: Trust in accuracy of results



Q54. What level of trust do you have in the accuracy of the election results in your riding? Is it...? Base: n=400; all respondents.

The following electors were less likely to have a very high level of trust in the accuracy of the election results:

- men (58%) compared to women (77%)
- 18- to 34-year-olds (60%) and 35- to 54-year-olds (61%) compared to electors aged 55 and older (76%)
- non-voters (55%) versus those who voted in the by-election (74%)

Those who indicated that they have low trust in the accuracy of the election results (n=24) were asked if there was a specific reason for their low trust. For the most part, respondents tended to mention that the outcome of the by-election was not what they expected or a general lack of trust in the government, politicians and/or civil servants. A handful of reasons related to the electoral process tended to mention doubts about ballots being marked using pencils or the accuracy of ballots being counted by hand instead of by machine.

## Profile of Survey Respondents

All surveys were completed in English. Eighty-nine percent of respondents identified English as the language they speak most often at home. The rest of the surveyed electors identified other languages, including French, among others.

Age	Weighted		Unweighted	
	n	%	n	%
18 to 34 years	98	25	64	16
35 to 54 years	120	30	110	28
55 years of age and older	182	45	226	57

Gender	Weighted		Unweighted	
	n	%	n	%
Man	192	48	195	49
Woman	207	52	204	51

Prefer not to say: n=1

Employment	Weighted		Unweighted	
	n	%	n	%
Employed	237	60	210	53
Retired	106	27	139	35
Student	13	3	10	3
Unemployed and looking for work	17	4	14	4
Homemaker	*	*	*	*
Permanently unable to work	*	*	*	*
Temporarily not working	*	*	*	*
Other	11	3	11	3

[\*] Indicates the cell count is too small to present.

Prefer not to say: n=1

Education	Weighted		Unweighted	
	n	%	n	%
Less than high school	--	--	--	--
Some high school	*	*	*	*
Completed high school	45	11	47	12
Some college	21	5	22	6
Completed college	77	19	74	19
Some university	30	8	28	7
Completed university	139	35	140	35
Post-graduate university	78	20	79	20
Other	*	*	*	*

[--] Indicates no value.

Prefer not to say: n=1

Household size	Weighted		Unweighted	
	n	%	n	%
Single-person household	74	19	84	21
Two people	125	31	141	35
Three	81	21	72	18
Four	83	21	72	18
Five or more	34	8	29	7

Prefer not to say: n=2

Disability	Weighted		Unweighted	
	n	%	n	%
No disability	304	76	297	74
Mild disability	63	16	68	17
Moderate disability	15	4	15	4
Severe/very severe disability	16	4	19	5

[\*] Indicates the cell count is too small to present.

Prefer not to say: n=1

Born in Canada	Weighted		Unweighted	
	n	%	n	%
Born in Canada	281	70	279	70
Born outside Canada	119	30	121	30

## Appendix

### Annex 1: Methodological Details

#### Sampling

An overlapping dual-frame (landline and cell phone) sample was used to minimize coverage error: 70% of numbers were landline and 30% were wireless. To ensure that the sample was representative and that the results reflected the distribution of electors by age and gender, the sampling frame was based on Statistics Canada census data and stratified by age.

The landline sample was supplied by ASDE, and the wireless sample was provided by Advanis. A probability sample was drawn from Advanis' proprietary General Population Random Sample (GPRS). This sample has been recruited via RDD using both wireless and landline telephone numbers as well as interactive voice response (IVR) calling and live interviewers. Using wireless RDD was not feasible given the incidence of wireless sample available in this electoral district.

Respondents were randomly selected using wireless and landline samples to reach younger electors and to ensure cell phone-only households were included in the sampling frame. In terms of the specific respondent in the household, interviewers asked to speak to an individual 18 years of age and older or a person in the household who had the most recent birthday. If that was not the initial individual answering the telephone, but another in the household, interviewers asked to speak to the eligible respondent. No selection procedures were used for the cell phone sample.

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

#### Pre-test

To pre-test the questionnaire, respondents were first administered the survey and then asked about the clarity of the questionnaire. The short debrief following the survey provided an opportunity for respondents to offer feedback on the questionnaire. In total, 28 pre-test interviews were conducted by telephone on December 13, 2022. Respondents had the choice of participating in the official language of their choice. 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 the questionnaire has been administered following previous by-elections, as well as the National Electors Study. There was only one area of concern—the survey length. For those aware of the by-election, the survey averaged 18.7 minutes (aware), and for those not aware, it averaged 10.6 minutes. Several questions were removed from the questionnaire before the fieldwork continued to bring the average interview length to 15 minutes.

## Data collection

All fieldwork was conducted using computer-assisted telephone interviewing (CATI) and computer-assisted web interviewing (CAWI) technology. In an effort to minimize non-response, those who declined to complete the survey over the telephone were given the option to complete the survey online. Nine respondents completed the online version. The remainder, 391 surveys, were conducted by telephone. Based on a sample of this size (n=400), the overall results would have a maximum margin of error of  $\pm 4.9\%$ , 19 times out of 20.

The following specifications applied:

- The survey was programmed in both French and English.
- Interviews averaged 14.81 minutes in length when conducted over the telephone and 10.37 minutes when completed online.
- All survey participants were informed that their participation is voluntary, and that information collected is protected under the authority of the *Privacy Act*. They were also informed that the anonymized database of all responses may be shared with external researchers who collaborate with Elections Canada under the strict condition that no personal information is ever distributed or made public.
- Calling was conducted at different times of the day and the week to maximize the opportunity to establish contact.
- Up to five call-backs were attempted to reach potential respondents before a sample record was retired.
- Interviewers mentioned in the introduction that the study was sponsored by Elections Canada.
- The fieldwork was conducted from December 13 to 22, 2022.

## Response Rate

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

	Landline	Wireless
<b>Total numbers attempted</b>	<b>41,026</b>	<b>1,070</b>
<b>Out-of-scope—invalid</b>	<b>20,113</b>	<b>77</b>
<b>Unresolved (U)</b>	<b>16,085</b>	<b>498</b>
No answer/answering machine	16,085	498
<b>In-scope—non-responding (IS)</b>	<b>3,822</b>	<b>263</b>
Language barrier/illness/incapable	142	2
Call-back (respondent not available)	17	1
Refusal (household)	2,584	121
Refusal (respondent)	1,056	135
Qualified respondent break-off/partial complete	23	4
<b>In-scope—responding units (R)</b>	<b>1,002</b>	<b>232</b>
Completed interview	275	125
Terminate—age stratum filled	695	25

Does not qualify—citizenship	2	1
Does not qualify—age	2	1
Does not qualify—not in riding	32	80
<b>Response rate<sup>10</sup></b>	<b>4.8%</b>	<b>23.3%</b>

### Survey weighting and non-response bias

The survey data were weighted via calibration to accurately reflect the age and gender distribution of eligible electors in the Mississauga–Lakeshore riding. Specifically, the nested census populations of men and women residing in each federal electoral district who were 18–24, 25–34, 35–44, 45–64, and 65 or older were compiled as the weighting frame. The survey results were then compared to the same age and gender proportions to generate survey weights that sum to the size of the sample of respondents. Any respondents who refused to provide their age and/or gender were given a neutral weight so as not to skew the weighting proportions. Weights were based on 2021 Statistics Canada census data.

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

	Weighted	Unweighted
Base	n=400	n=400
<b>Gender</b>		
Man	48%	49%
Woman	52%	51%
<b>Age</b>		
18 to 24	10%	8%
25 to 34	14%	9%
35 to 44	16%	11%
45 to 64	36%	40%
65 or older	24%	33%

Probability telephone surveys of the Canadian public often underrepresent younger Canadians and overrepresent older Canadians. In this survey, younger electors (those under 45 years of age) were underrepresented in the final survey sample and older electors (those 45 years of age and older) were overrepresented. The survey weights correct for this issue. This serves to reduce age-based bias resulting from uneven survey non-response should it be present, but it does not necessarily eliminate all non-response bias. Weighting respondents cannot correct for non-response bias that might be present if, for a given age, electors who responded to the survey differ in their views on the issues addressed in the study from those who did not respond to the survey. It is not known, however, whether there is any such difference.

<sup>10</sup> The response rate formula is as follows:  $[\text{Response Rate} = R / (U + IS + R)]$ . 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].





## Annex 2: Survey Questionnaire

### Introduction

**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 Elections Canada website is at elections.ca. 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).

### 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 is not available, arrange for call back.
- If person is not available over interview period, ask for person with next most recent birthday.
  - If the response rate is lower among younger Canadians, ask to speak to the youngest person in the household who is 18 years of age or older.
- If no one in household is a Canadian citizen or 18 years, thank and discontinue.
- If in doubt, confirm whether respondent would like to be interviewed in English or French.

### 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 person is not a Canadian citizen or 18 years, thank and discontinue.
- If in doubt, confirm whether respondent would like to be interviewed in English or French.

### Privacy

**Please note that this call may be recorded for quality control or training purposes. By taking part in this survey, you consent to the use of your answers for research and statistical purposes. Any personal information collected is subject to the federal *Privacy Act* and will be held in strict**

confidence. Elections Canada will not use your responses to identify you, and none of your opinions will be attributed to you personally in any way. The anonymous database of all responses may be shared with external researchers under the strict condition that no personal information is ever distributed or made public.

## Section 1: Screening/Quotas

### 1. ByResident

**Between November 6, 2022 and December 12, 2022 did you live in the federal riding of MISSISSAUGA-LAKESHORE?**

IF NO: Unfortunately, this survey must be completed by Canadian citizens who lived in this riding and were eligible to vote in the December 12, 2022 federal 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 (November 6, 2022 through December 12, 2022), and were eligible to vote in the December 12, 2022 federal 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 [TERMINATE AND GO TO THNK2]

### 2. Citizen

**May I confirm that you are a Canadian citizen?**

[If Landline] IF NO: This survey must be completed by Canadian citizens who were at least 18 years old on December 12, 2022. Would there be someone in your household who is a Canadian citizen and was at least 18 years old on 12 December, 2022? IF YES ASK TO SPEAK TO THAT PERSON.

01. Yes

02. No [TERMINATE AND GO TO THNK2]

98. Don't know [TERMINATE AND GO TO THNK2]

99. Prefer not to say [TERMINATE AND GO TO THNK2]

### 3. YOB

**In what year were you born?**

[DO NOT READ]

Record year: [4- digit number; min. 1905, max. 2022]

99. Prefer not to say

[Compute Age=2022-YOB]

**[If Age<18, TERMINATE AND GO TO THNK2]**

[Show if YOB=99]

#### 4. AgeGroup

**Would you be willing to indicate in which of the following age categories you belong?**

00. Under 18 [TERMINATE]

01. 18 to 24

02. 25 to 34

03. 35 to 44

04. 45 to 54

05. 55 to 64

06. 65 or older

[Do not read]

99. Prefer not to say [**TERMINATE AND GO TO THNK2**]

#### 5. 18inBy

**[Show if Age=18 or AgeGroup=01]**

**May I confirm that you were at least 18 years old on December 12, 2022?**

[If Landline] IF NO: This survey must be completed by Canadian citizens who were at least 18 years old on December 12, 2022. Would there be someone in your household who is a Canadian citizen and was at least 18 years old on December 12, 2022? IF YES ASK TO SPEAK TO THAT PERSON.

[DO NOT READ]

01. Yes

02. No GO TO THNK2

## Section 2: Electoral Awareness and Knowledge

**[Ask all]**

#### 6. AwareBy

**Did you know that a federal by-election took place on December 12, 2022 in your riding?**

[DO NOT READ]

01. Yes

02. No

98. Don't know

99. Prefer not to say

## KnowPreamble

***Now, I would like to ask you a few questions about voting in a federal by-election. Please answer to the best of your knowledge.***

[Randomize order of next 2 questions]

### 7. KnowReg\_Eday

**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?**

[If asked about registration: "Registration means that your name is on the list of electors."]

[DO NOT READ]

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

### 8. KnowReg\_Online

**Is it possible for Canadian electors to check, update or complete their voter registration on Elections Canada's website?**

[If asked about registration: "Registration means that your name is on the list of electors."]

[DO NOT READ]

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

[Rotate KnowID\_Identity and KnowID\_Address]

## KnowID

**In order to vote in a Canadian federal election, do voters have to present ...**

### 9. KnowID\_Identity

**A proof of IDENTITY?**

[DO NOT READ]

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

## 10. KnowID\_Address

### A proof of ADDRESS?

[DO NOT READ]

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

## 11. KnowWaystoVote\_phone

### 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 (December 12, 2022)
02. At advance polls, in person (December 2, 3, 4, or 5, 2022)
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. Special ballot, write-in ballot, absentee ballot (non-specific)
07. On some post-secondary campuses
08. Online (non-specific)
09. Through the telephone
10. Computer, electronically (non-specific)
11. By proxy
96. Other, please specify: [TEXT]
97. None of the above
98. Don't know
99. Prefer not to say

#### NOTES:

- “Ways to vote” means the different voting methods available in a federal election.
- If respondent simply says, “polling station”, probe “Could you please be more specific about when that would be?” (codes 01 and 02 use polling stations).
- If respondent simply says “before election day”, ask for clarification “Could you please be more specific about how you can vote before election day?” (codes 02, 03 and 04 can all be prior to election day).
- If respondent says “overseas, outside of Canada, at an embassy or consulate”: code as “By mail” (03).
- If respondent says “online”, probe to find out if they mean casting a vote online (code 08) (or if they mean applying online for a vote by mail kit (code 03)).

*If Aware By IS 02 OR 98 OR 99; GO TO ByFairness*

### Section 3: Aided recall of EC advertising and communications

#### InfoPreamble

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

#### 12. GotVIC

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. Prefer not to say

#### 13. VICcorrect\_name

*Show if GotVIC IS 01*

Was your name correct on the card you received?

[DO NOT READ]

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

#### 14. VICcorrect\_address

*Show if GotVIC IS 01*

And was your address correct on the card?

[DO NOT READ]

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

#### 15. FeelInformed\_Voting

Overall, how well informed do you feel you were about when, where and how to vote in the by-election?

READ SCALE

- 01. Very informed
- 02. Somewhat informed
- 03. Not very informed
- 04. Not at all informed

DO NOT READ

- 98. Don't know
- 99. Prefer not to say

**AdRecallA to E**

**During the federal by-election campaign, did you see or hear advertising from Elections Canada about where, when and how to vote...**

**ROTATE AdRecallA to AdRecallD**

**16. AdrecallA**

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

DO NOT READ

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

**17. AdRecallB**

**... when you were browsing websites 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. Prefer not to say

**18. AdRecallC**

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

DO NOT READ

- 01. Yes



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

**19. AdRecallD**

**... in a local newspaper?**

DO NOT READ

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

**20. AdRecallE other**

**... in any other format?**

DO NOT READ

- 01. Yes: [Specify formats]
- 02. No
- 98. Don't know
- 99. Prefer not to say

**Section 4: Registration**

**21. RegCheck**

**What, if anything, did you do to make sure you were registered to vote in this federal by-election?  
Did you...?**

[Read list; accept one response]

[If respondent gives multiple answers: code 01 ahead of 02 or 03, code 02 ahead of 03]

- 01. Register to vote recently
- 02. Update your registration information
- 03. Check that you were already registered

[DO NOT READ]

- 04. Did none of the above
- 98. Don't know
- 99. Prefer not to say

**22. RegMethod**

## How did you make sure you were registered?

[Show if RegCheck=01-03]

[Do not read. Code up to 3 responses.]

[If respondent says they went online/checked website, probe to clarify if this is code 03 or 04.]

01. Contacted Elections Canada by phone
02. Contacted Elections Canada by mail
03. Contacted Elections Canada through website
04. Used Elections Canada's online voter registration system on its website
05. At the polling place before voting
06. At a local Elections Canada office
07. [Show if GotVIC=01] I made sure my voter information card was correct
96. Other, please specify: [TEXT]
98. Don't know / don't remember
99. Prefer not to say

## Section 5: Voter participation

### 23. Voted

**Many people don't or can't vote for a variety of reasons. Which of the following statement describes you?**

01. I did not vote in the by-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 by-election

[DO NOT READ]

98. Don't know
99. Prefer not to say

### 24. ReasonDidNotVote

**Show if Voted 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 / away from home
03. Illness or disability (exclude illness related to COVID-19)

Pandemic-related reasons

- 04. Did not feel comfortable going to vote due to COVID-19
- 05. Needed to quarantine due to exposure to COVID-19 (include illness related to COVID-19)

Political reasons

- 06. Not interested in politics
- 07. Lack of information about campaign issues or parties' positions
- 08. Did not like the candidates, parties, or campaign
- 09. Felt voting would not make a difference
- 10. Did not know who to vote for

Electoral process-related reasons

- 11. Could not prove identity or address
- 12. Not on voters list
- 13. Transportation problem / polling station was too far
- 14. Lack of information about the voting process (e.g. when or where to vote)
- 15. Lineups were too long
- 16. Issues with the voter information card
- 17. Missed the mail-in ballot deadline
- 18. Tried to vote by mail but did not receive ballot in time
- 19. Polling place was not accessible
- 20. Voting process was not accessible

All other reasons

- 21. Forgot to vote
- 22. Religious or other beliefs
- 96. Other reason, please specify: [TEXT]
- 97. No particular reason
- 98. Don't know
- 99. Prefer not to say

**25. TooBusy\_Reason**

***Show if ReasonDidNotVote IS 01 (Too busy)***

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

[Randomize 01-03]

[READ]

- 01. There isn't time in my normal schedule to vote
- 02. Something came up and I had to change my plans
- 03. I had other priorities that day

[Do not read]

- 96. Other, please specify: [TEXT]
- 98. Don't know
- 99. Prefer not to say

## 26. OutofTown\_Reason

*Show if ReasonDidNotVote IS 02 (Out of town / away from home)*

**Were you away from home for work or personal reasons?**

[DO NOT READ]

- 01. Work
- 02. Personal reasons
- 96. Other, please specify: [TEXT]
- 98. Don't know
- 99. Prefer not to say

### **IF RESPONDENT ASKS WHY**

Elections Canada is working to improve its services for electors who are away from home on voting days.

## 27. OutofTown\_Planned

*Show if ReasonDidNotVote IS 02 (out of town / away from home)*

**Would you say that your travel was planned or unplanned?**

[DO NOT READ]

- 01. Planned
- 02. Unplanned
- 98. Don't know
- 99. Prefer not to say

### **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.

*If Voted IS 01, 02, 03, 98 OR 99; GO TO ByFairness*

## 28. VoteMethod

*Show if Voted IS 04*

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

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

- 01. At the polling station on election day on December 12, 2022?
- 02. At the advance polling station (on December 2, 3, 4, or 5, 2022)?
- 03. At the local Elections Canada office before election day?

- 04. By mail?
- 05. At home (if disabled)
- 96. Other, please specify: [TEXT]

[DO NOT READ]

- 98. Don't know
- 99. Prefer not to say

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 CAN APPLY ONLINE TO RECEIVE A BALLOT IN THE MAIL HOME.

## Section 6: Going to the Polling Place

*Show section if VoteMethod IS 01, 02, 03*

### 29. VoteTimeOfDay

**Do you remember approximately what time it was when you went to vote at the [Insert based on VoteMethod=01,02,03: polling station/advance polling station/local Elections Canada office]?**

DO NOT READ

READ ONLY IF NECESSARY; CODE ONLY ONE RESPONSE

- 01. [Hide always] Between 7 and 8 a.m.
- 02. [Show if VoteMethod=01] Between 8 and 9 a.m.
- 03. Between 9 and 10 a.m.
- 04. Between 10 and 11 a.m.
- 05. Between 11 a.m. 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. [Hide always] Between 9 and 9:30 p.m.
- 98. Don't know

99. Prefer not to say

### 30. TravelTime

To the best of your knowledge, how long did it take you to travel to the [Insert based on VoteMethod=01,02,03: polling station/advance polling station/local Elections Canada office]?

[DO NOT READ]

- 01. Record time in minutes: [NUMBER]
- 98. Don't know
- 99. Prefer not to say

### 31. TravelReasonable

Was the [Insert based on VoteMethod=01,02,03: polling station/advance polling station/local Elections Canada office] a very reasonable, somewhat reasonable, somewhat unreasonable, or very unreasonable distance from your home?

[DO NOT READ]

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

### 32. PollSuitable

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. Prefer not to say

### 33. VoteSafety

Thinking about the health and safety measures for COVID-19 that were in place at the [Insert based on VoteMethod=01,02,03: polling station/advance polling station/local Elections Canada office], would you say you felt very safe, somewhat safe, somewhat unsafe or very unsafe during your visit?

[Do not read]

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

### 34. VoteSafety\_Reason

*If VoteSafety=03 or 04*

**Could you briefly describe why you did not feel safe with the COVID-19 measures that were 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
- 96. Other, please specify: [TEXT]
- 97. No particular reason
- 98. Don't know
- 99. Prefer not to say

### 35. VoteTime

**To the best of your knowledge, how long did it take you to vote once you arrived at the [Insert based on VoteMethod=01,02,03: polling station/advance polling station/local Elections Canada office]?**

DO NOT READ; RECORD TIME IN MINUTES

- 01. Record time in minutes: [NUMBER]
- 98. Don't know
- 99. Prefer not to say

### 36. VoteTimeReasonable

*[Show if VoteTime=01 (i.e., if it's a number)]*

**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. Prefer not to say

## Section 7: Voter Identification

*[Show If GotVIC=01 and VoteMethod=01,02,03]*

### 37. BroughtVIC

Did you bring your voter information card with you to the [insert based on VoteMethod: 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 / don't remember
- 99. Prefer not to say

### 38. IDEase

*[Show if VoteMethod=01 to 96]*

Overall, was it very easy, somewhat easy, somewhat difficult or very difficult to meet the identification requirements when you voted?

[DO NOT READ]

NOTE: THIS QUESTION REFERS TO RESPONDENT'S OWN EXPERIENCE

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

## Section 8: Satisfaction with Voting Experience

*[Show if VoteMethod=01,02,03,05]*

### 39. ECStaffSat

Overall, were you very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied with the services provided by Elections Canada staff when you voted?

DO NOT READ



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

#### 40. ECStaffSat\_Reason

*If ECStaffSat IS 03 OR 04*

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

[open-ended]

- 97. No particular reason
- 98. Don't know
- 99. Prefer not to say

#### 41. BallotEase

*Show if VoteMethod IS 01 to 96*

**Thinking about the paper ballot you used to vote in the by-election, was it very easy, somewhat easy, somewhat difficult or very difficult to complete your ballot?**

[DO NOT READ]

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

#### 42. BallotEase\_Reason

*If BallotEase IS 03 OR 04*

**Why was it difficult to complete your ballot?**

[Do not read; accept multiple responses]

- 01. List of candidates was too long/hard to find my choice of candidate in the list
- 02. Ballot was difficult to read/understand
- 03. Ballot paper was too large to handle/difficult to fold
- 04. Ballot was hard to put in the ballot box
- 96. Other, please specify: [TEXT]
- 97. No particular reason
- 98. Don't know
- 99. Prefer not to say

**43. VoteEase**

*Show if VoteMethod IS 01 to 96*

**Overall, was it very easy, somewhat easy, somewhat difficult or very difficult to vote?**

[DO NOT READ]

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

**44. VoteSat**

*Show if VoteMethod=01-96*

**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. Prefer not to say

**Section 9: Trust and Confidence in EC**

[Ask all]

**45. ByFairness**

**Thinking about the December 12 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. Prefer not to say

#### 46. ByFairness\_Reason

*ByFairness IS 03 or 04*

**Is there a specific reason why you think Elections Canada ran the election unfairly?**

DO NOT READ

[Open-ended]

- 97. No particular reason
- 98. Don't know
- 99. Prefer not to say

#### 47. ByTrust

**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. Prefer not to say

#### 48. ByTrust\_Reason

*ByTrust IS 03 or 04*

**Is there a specific reason your trust in the accuracy of the election results is low?**

DO NOT READ

[Open-ended]

- 97. No particular reason
- 98. Don't know
- 99. Refusal

## Section 10: Background Characteristics

[Ask All]

These last few questions will allow us to compare the survey results among different groups of respondents. Your answers will remain anonymous and confidential.

### 49. Gender

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

READ LIST

- 01. Female
- 02. Male
- 96. Or please specify: [TEXT]
- 99. [DO NOT READ] Prefer not to say

### 50. LangAtHome

**What language do you speak most often at home?**

READ LIST

- 01. English
- 02. French
- 96. Or please specify. [TEXT]
- 99. [Do not read] Prefer not to say

### 51. Indigenous

**Are you First Nations, Métis or Inuk (Inuit)?**

**[DO NOT READ LIST; IF MULTIPLE IDENTITIES, ASK “WHICH DO YOU PRIMARILY IDENTIFY AS”]**

- 01. No, not First Nations, Métis or Inuk (Inuit)
- 02. Yes, First Nations
- 03. Yes, Métis
- 04. Yes, Inuit
  
- 99. Prefer not to answer

### 52. CanBorn

***Indigenous IS 01 (No, not FN, Métis or Inuit (Inuk))***

**Were you born in Canada?**

[Do not read]

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

### 53. CanYear

#### ***CanBorn IS 02 (Not born in Canada)***

**In what year did you come to live in Canada?**

[Do not read]

Record year: [4- digit number; validate that (CanYear >= YOB and CanYear<=2022) or CanYear=98-99]

- 98. Don't know / don't remember
- 99. Prefer not to say

### 54. Ethnicity

**What is your ethnic or cultural background?**

#### ***Indigenous IS 01 (No, not FN, Métis or Inuit (Inuk))***

[Do not read. Code only one reply.]

[Use 95 for multiple ethnicities that do not fall under one category; e.g., English-Chinese would be 95; German-Canadian would be 01.]

[If respondent will only say "Canadian", code as 01.]

[If unsure, code response in 96 "other"]

- 01. White (e.g. English Canadian, Québécois, French, German, Italian, Scottish, etc.)
- 02. South Asian (e.g., East Indian, Pakistani, Bangladeshi, Sri Lankan, Punjabi, Tamil)
- 03. Chinese (e.g. China, Hong Kong, Taiwan)
- 04. Black (e.g. Caribbean, West African, Central African, East African)
- 05. Filipino
- 06. Arab (e.g. North African, Egyptian, Palestinian, Lebanese, Iraqi, Jordanian, Syrian, Saudi)
- 07. Latin American (e.g. South American, Central American, Mexican, Cuban, Puerto Rican)
- 08. Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, Indonesian)
- 09. West Asian (e.g., Iranian, Afghan, Israeli, Turk, Kurdish)
- 10. Korean
- 11. Japanese
- 12. Jewish
- 95. Mixed background
- 96. Other group, please specify: [TEXT]
- 98. Don't know
- 99. Prefer not to say

### 55. Education

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

[Do not read – code one response only]

01. Some elementary
02. Completed elementary
03. Some high school
04. Completed high school
05. Some college/vocational/trade school/commercial/CEGEP
06. Completed 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)
96. Other, please specify: [TEXT]
97. Don’t know
99. Prefer not to answer

**56. Employment**

**What best describes your current employment status?**

[If asked to clarify: “Are you, for example, working full-time, or in school, or retired?”]

[Do not read]

01. Working full-time (35 or more hours per week)
02. Working part-time (less than 35 hours per week)
03. Self-employed
04. Unemployed, and looking for work
05. A student attending school
06. Training for a trade (e.g. apprenticeship)
07. Retired
08. A caregiver or homemaker
09. Not working due to illness/disability, or not looking for work
10. Temporarily not working (e.g. parental leave, seasonal worker, in the process of changing jobs)
96. Other, please specify: [TEXT]
99. Prefer not to answer

**DisabilityPreamble**

[Read] Elections Canada wants to ensure that its services are accessible to all Canadians who have the right to vote, including people who have difficulty doing some tasks or doing some daily activities.

**57. TaskDifficulty**

How much difficulty, if any, do you have with ... [Read first item]?

Do you have no difficulty, some, a lot, or you cannot do this at all? [Be sure to read this scale entirely at least once.]

What about ... [Read next item]? [Repeat for all. Do not repeat scale unless asked.]

[If asked why Elections Canada needs this information: "Elections Canada wants to ensure that its services are accessible to all Canadians who have the right to vote, including people who have difficulty doing some tasks or doing some daily activities."]

[GRID] [ROWS; ROTATE]

**\_Hearing** Hearing, even when using a hearing aid?  
**\_Seeing** Seeing, even when wearing glasses or contacts?  
**\_Mobility** Going up and down a flight of stairs without resting?  
**\_Dexterity** Using your fingers to grasp a small object like a pencil?

[COLUMNS]

[Do not read]

- 00. No difficulty
- 01. Some difficulty
- 04. A lot of difficulty
- 07. I cannot do this at all
- 98. Don't know
- 99. Prefer not to say

## 58. DailyDifficulty

Thinking about your daily activities, how much difficulty, if any, do you have with ... [Read first item]?

Do you have no difficulty, some, a lot, or you cannot do most activities because of this? [Be sure to read this scale entirely at least once.]

What about ... [Read next item]? [Repeat for all. Do not repeat scale unless asked.]

[If asked why Elections Canada needs this information: "Elections Canada wants to ensure that its services are accessible to all Canadians who have the right to vote, including people who have difficulty doing some tasks or doing some daily activities"]

[GRID] [ROWS; ROTATE]

**\_Pain** Chronic or recurring pain?  
**\_Cognitive** Learning, remembering or concentrating?  
**\_Mentalhealth** A mental health, psychological or emotional health condition?  
**\_Development** A developmental disability or disorder, for example Down syndrome or autism?

[COLUMNS]

[Do not read]

- 00. No difficulty
- 01. Some difficulty
- 04. A lot of difficulty
- 07. I cannot do most activities because of this
- 98. Don't know
- 99. Prefer not to say

[Sum the valid levels (i.e. values of 0,1,4,7) of all TaskDifficulty and DailyDifficulty variables to compute a total DisabilityScore with a range of 0 to 56.]

[98 and 99 responses count as missing but should not exclude other row responses from being counted toward the DisabilityScore. If all TaskDifficulty and DailyDifficulty responses are 98 or 99, then DisabilityScore would be missing.]

[If DisabilityScore=0-1, DisabilityLevel=00 "No disability"]  
[If DisabilityScore=2-3, DisabilityLevel=01 "Mild disability"]  
[If DisabilityScore=4-6, DisabilityLevel=02 "Moderate disability"]  
[If DisabilityScore=7-13, DisabilityLevel=03 "Severe disability"]  
[If DisabilityScore>=14, DisabilityLevel=04 "Very severe disability"]

## 59. HHsize

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

[DO NOT READ]

[NUMBER; Min. value 1, max. value 20]

- 99. Prefer not to say

## 60. VotedLastGE

***YOB IS MORE THAN 1900 AND LESS THAN OR EQUAL TO 2003***

**Finally, we would like to know if you voted in the September 20, 2021, federal general election?**

[READ]

- 01. Yes
- 02. No
- 97. Not eligible to vote in 2021

[DO NOT READ]

- 98. Don't know
- 99. Prefer not to say

## Conclusion

THNK



That concludes the survey. This survey was conducted on behalf of Elections Canada. Thank you very much for your thoughtful feedback. It is much appreciated.

If you have any questions about this survey, you can contact Elections Canada through their website at [elections.ca](https://elections.ca) or call toll-free at 1-800-463-6868.

If you have any reason to believe that your personal information is not being handled in accordance with the *Privacy Act*, you have a right to complain to the Privacy Commissioner of Canada.

[If asked for contact information for the Privacy Commissioner:]

Toll-free: 1-800-282-1376

TTY: (819) 994-6591

Web: Go to [www.priv.gc.ca](https://www.priv.gc.ca) and click “Report a concern”

## 61. THANK2

### ***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.**