Voter Experience Survey May 2018

The November 2017 Voter Experience Survey was administered online with Survey Monkey and distributed via email to Seventy's 14,000+ election news subscribers, through the organization's Twitter and Facebook accounts and on www.seventy.org. Paid Facebook promotion was targeted to Philadelphia residents, ages 18 to 65+. The survey was open from Monday, November 6 to Friday, November 10, available before Election Day for voters who submitted absentee or alternative ballots. Respondents were limited to one submission per IP address.

Seventy appreciates the support of the community, civic and media organizations who assisted in disseminating the survey – and to the more than 990 citizens who participated. Out of Philadelphia's approximately one million registered voters, more than 154,400 cast ballots in the May 15 primary election. To view previous survey results, visit www.seventy.org/get-involved/voter-experience-survey.

Question 1: Did you vote in person on Election Day or by mail?

I voted in person	985	99%
I voted by mail	10	1%

Question 2: Were there any problems getting your absentee or alternative ballot?

No	10	100%
Yes	0	0%

Question 3: Approximately how long did you wait in line to vote?

Not at all	796	81%
Less than 10 minutes	170	17%
10-30 minutes	12	1%
31 minutes to an hour	0	0%
More than an hour	1	<1%
I don't know	1	<1%

Question 4: Did you encounter any individuals canvassing or distributing partisan flyers, button or posters inside the polling place (i.e. the space or room where the voting machines are located)?

No	849	87%
Yes	122	13%

Question 5: Was there a problem with your voter registration when you tried to vote?

No	943	97%
Yes	27	3%

If Yes: Were you allowed to vote?
(Continued from Question 5)

Yes, by voting machine	24	89%
Yes, by provisional ballot	1	4%
No, not allowed to vote	2	7%

Question 6: Were you asked to show picture identification, such as a driver's license, at the polling place?

No	900	93%
Yes	69	7%

If Yes: Was this your first time voting at this particular polling place?

No	34	49%
Yes	36	51%

Were you then allowed to vote?

Yes, by voting machine	65	93%
Yes, by provisional ballot	3	3%
No, not allowed to vote	2	2%

Question 7: Did you encounter any problems with the voting equipment or the ballot that may have interfered with your ability to cast your vote as intended?

No	893	92%
Yes	65	7%
Don't know	10	1%

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Question 8: Did you need help or assistance voting due to a disability?

No	959	99%
Yes	9	1%

If Yes: How did you receive help or assistance voting at the polling place? (Check all that apply)

A person of my choosing assisted me.	1	11%
I used the audio keypad/ headphone device	0	0%
The voting machine was lowered	7	78%
I had to submit an alternative ballot.	0	0%
I did not receive any assistance.	1	11%
I received another form of assistance.	0	0%

Were you able to successfully vote?

No	1	11%
Yes	8	89%

Question 9: Were the poll workers able to address any question or issues you encountered in the voting process?

No	29	3%
Yes	221	23%
N/A	716	74%

Question 10: Please rate the job performance of the poll worker at the polling place where you voted.

Excellent	675	70%
Good	208	22%
Fair	52	5%
Poor	31	3%

Question 11: How confident are you that the current election process in Philadelphia (or in your particular county) produces fair outcomes?

4 (Very confident)	1,076	48%
3	930	42%
2	148	7%
1 (Not at all confident)	68	3%

Question 12: Please rank the following experiences from best (1) to worst (5) by customer service.

Buying lunch at wawa	3.67
Renewing a license at PennDOT	2.45
Being screened by TSA	2.02
Mailing a package at the post office	2.85
Voting at a polling site	4.12

Question 13: How confident are you that the current election process in your particular county produces accurate outcomes?

4 (very confident)	439	46%
3	391	41%
2	88	9%
1 (not very confident)	42	4%

Open-ended Responses

The open-ended responses listed below are verbatim as received from respondents. Identifiable information to individuals, polling sites and candidates has been redacted.

Did you encounter any individuals canvassing or distributing partisan flyers, buttons or posters inside the polling place (i.e., the space or room where the voting machines are located)?

- A gentleman stopped me and explained who was on the ballot for Democrats including Ward Committee People and could I please vote for these individuals.
- People were handing out flyers but they weren't ascertaining which district we were in but it was a problem later because they shuffled you in different directions based on what flyer you were holding.
- I didn't see who put them there, but there were Democratic party sample ballots on the voting table when polls opened at 7am. I removed them.
- Not inside, but directly outside the location blocking the sidewalk to enter the polling place. I had to force my way through a group of three or four people with flyers. One, sitting in a lawn chair right next to the entrance, was yelling at me about which button to press on the machine to vote for the candidate she was there to represent.
- It was so disgusting as a life long Democrats I've never been more ashamed of my party. People screaming numbers, blocking the sidewalk, not to mention all the trash on the street from all the pamphlets, we are the party who's going to save the environment right? So disappointed we can and MUST do better, if I was an independent or a first time voter I would have turned right around and went home
- Current committee person making last ditch promise to get recycling cans with lids.   Whispered in my ear prior to my entering voting booth
- A woman entered the voting booth with me, told me she was running for committeeperson, handed me a flyer for [Candidate], and physically selected her own name on the voting machine.
- I was dismayed to have my entrance to the building in which the policing place was located blocked by a republican candidate and two others with republican campaign buttons standing across the entrance lobby next to him. I was told that canvassing is permitted more than 10 feet away from the polling room so apparently this was in compliance. However, they were across the inside lobby of the building blocking my way until they chose to move upon being told I was not a republican. I would suggest that the rules relating to this type of interaction be reconsidered as it was intrusive and interfered with my ability to access the polling place.
- Folks were canvassing in the vestibule. This seemed excusable given the weather.

*Many respondents reported canvassers distributing campaign literature in a location (e.g. lobby, hallway) outside the room or space where the voting machines are located. Electioneering in such a location is legal as long as it occurs at least 10 feet away from the entrance to the voting room or space. Judges of Election are responsible for making sure this threshold is clear.

Was there a problem with your voter registration when you tried to vote?

- The voting machine was set up for someone was registered not as a democrat or republican so I only had the ballot questions initially. When I stated the issue with the machine, I was moved to a different machine. However, before the initial machine could be cleared, [Cadidate] pressed the VOTE button on the machine casting the vote for the limited choices I made on the ballot. Again the DA had to come in there and clear things up. Also, I have the entire thing on video. Call me if you'd like to know more [Phone number]

- When I got to the location, it was divided into 4 areas and nobody knew exactly which one I needed based on my address. Also, I was required to show identification even though I have voted from this address previously. The people staffing the other 3 areas all know me, they are my neighbors. The lady staffing the area I needed did not know me. I had to go home for identification
- I have had issues in the past there. The women who work there have NO clue what they are doing. In the last primary they made me fill out all this paper work because they couldn't find my name in the book. The woman literally looked at me and said "It's because it's all black people who run this." I come to find out, they are just old and didn't see it. My vote never went through. I almost had the same issue this time and I had to literally look for my name in the book myself. It was the same women. They SHOULD NOT be allowed to run voting books.
- I was interrogated and give a hard time because I didn't change my address after I moved 4 blocks. I didn't even realize I had to change it and that there was a different polling place for my location. It seemed like such a short distance to move. The woman interrogating me couldn't understand how I would move so often...I'm a graduate student and live in an apartment. There are a million reason why I would move apartments.
- I had my voter registration card and my personal information signature was there from previous election. However, I was asked for my ID and they supposedly couldn't find me. I had to point out my name (upside down for them). This was only after they inspected my registration card and realized I was registered Republican... they even announced it out loud. "You're registered Republican "
- One of the poll workers didn't seem to believe me when I told her my name, possibly because of my gender presentation. I told her my name and showed her my ID, but she kept looking at it and then at me and repeating my name incredulously. Thankfully, a younger male poll worker jumped in and reiterated my name. I appreciated that he recognized I was being misgendered and corrected it.

Did you encounter any problems with the voting equipment or the ballot that may have interfered with your ability to cast your vote as intended?

- We had a write-in candidate for committee. I was given a pen to write the name, but it is very hard to write at that high angle, and the paper was slick, making it difficult to actually have the name show up. Others had the same problem. Though I don't think she had any competition, I do hope inspectors could read what I wrote.
- The ballot did not look like the ballot from Committee of Seventy I did not recognize the names of people who were running for office.
- At first yes, but they quickly resolved a very minor issue. It was fixable.
- When I entered the booth, there was no red light indicating the machine was on. I had to go outside and inform a poll attendant who was not aware it was off. The same thing happened to the person who voted directly before me in the same booth. My concern is that if a voter was unaware there was supposed to be a red light indication of the machine being on, they may have thought they had submitted their vote when they had not (because the machine was off unbeknownst to them).
- At first only one of the three machines for my ward were working. A person working the polls was on the phone with someone to ask about getting it serviced, but they only told her that several machines throughout Philadelphia we're having problems and they were unsure if they could help. All three machines were working by the time it was my turn.

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- I didn't answer the ballot questions because I did not look to the right of the screen. Once my eyes scanned the list on the left, I thought I was done. I guess I ignored the right side of the voting booth screen because I am used to ignoring ads on the internet which often occupy the right side of the computer monitor.
- When I went In, I pressed buttons for my party people, but could not. I asked for assistance and it turned out the machine was set to the incorrect party. This issue was fixed, and I then voted successfully.

How did you receive help or assistance voting at the polling place? (If you received another form of assistance…)

Were the poll workers able to address any question or issue you encountered in the voting process? (If no, please specify the question or issue…)

- This voting place provides no privacy. They call out your party so everyone in the room knows how you're voting. It's been like this since I moved here in 2003. Makes voting very uncomfortable.
- They were unable to rectify the situation when I was permitted to select candidates from both parties, even though this is a closed primary and I am registered in one of the parties.
- No !! The person who prepared the machine for my vote was a fellow Committee Person, also running for reelection. When I entered to vote, only the questions were lit to vote. When I raised my concerns that the candidates side was not lit, there was no correction able to be made to my machine, per the usual poll worker. After pushing buttons to no avail, I reluctantly pushed the vote button, having voted only on the three questions.... Later that same machine was working correctly.
- Only one person knew how to instruct on write-in voting. There was no instruction on the voting machine.
- One of the poll workers told me that the address on my ID had to match the address on my voter registration or I had to have some other proof of address. As far as I know, this is not a requirement. I have an old address on my driver's license and did not have the change of address card with me. Thankfully one of the other poll workers told her it was fine. But I would have been frustrated if I had to go home and get the change of address card for what seems to be a made-up requirement.
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Methodology

The Voter Experience Survey was piloted in November 2015 to identify issues that the electorate may be encountering during the voting process. Most questions have been collected from academic studies conducted in other states and have been kept consistent each election season. Responses are anonymous.

These results are not drawn from a random and representative sample of Philadelphia-area voters. Despite the large number of respondents, only rough generalizations can be inferred about the experiences of the more than 2,200 survey participants – not the broader universe of voters.

Please contact **Policy Program Manager Patrick Christmas** at **pchristmas@seventy.org** with questions or feedback on the survey. Find past results online at: www.seventy.org/get-involved/voter-experience-survey.

Demographics of May 2018 Respondents*

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Zip Code

Philadelphia Responses	**1,966**	
Center	115	12%
North	74	7%
Northeast	77	8%
Northwest	149	15%
South	183	18%
West/Southwest	88	9%
Suburban County Responses	298	30%
Other/No data	11	1%
TOTAL	**995**	

__Center__ (19102, 19103, 19106, 19107, 19123, 19130), __North__ (19120, 19121, 19122, 19124, 19125, 19132, 19133, 19134, 19140), __Northeast__ (19111, 19114, 19115, 19116, 19135, 19136, 19137, 19149, 19152, 19154), __Northwest__ (19118, 19119, 19126, 19127, 19128, 19129, 19138, 19141, 19144, 19150), __South__ (19112, 19145, 19146, 19147, 19148), __West/Southwest__ (19104, 19131, 19139, 19142, 19143, 19151, 19153)

Race, Ethnicity or Origin**

Asian	21	2%
Black / African American	76	8%
Hispanic / Latino	23	2%
Native American	8	<1%
Pacific Islander	3	<1%
White / Caucasian	826	88%
Other race or ethnicity	20	2%
Multiracial	22	2%

Age

18-35	217	23%
36-55	336	36%
56-74	337	36%
75+	53	6%

Gender**

Female	576	61%
Male	350	37%
Transgender	6	<1%
Gender Non-Conforming/ Non Binary	17	1%
Choose not to answer	7	<1%
Other	0	0%

*Respondents were not required to include demographic information.
**Respondents could select multiple categories.

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