



Voter Experience Survey November 2018

The November 2018 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 1,300 citizens who participated. 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	1,243	95%
I voted by mail	64	5%

Question 2: Did you encounter an issues when voting (or attempting to vote) by absentee or alternative ballot?

No	31	74%
Yes	11	26%

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

Not at all	607	50%
Less than 10 minutes	375	31%
10-30 minutes	170	14%
31 minutes to an hour	57	5%
More than an hour	16	1%
I don’t know	0	0%

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	1,127	93%
Yes	91	7%

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

No	1,188	98%
Yes	26	2%

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

Yes, by voting machine	21	84%
Yes, by provisional ballot	3	12%
No, not allowed to vote	1	4%

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

No	1,061	88%
Yes	151	12%

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

No	66	44%
Yes	85	56%

Were you then allowed to vote?

Yes, by voting machine	149	99%
Yes, by provisional ballot	1	<1%
No, not allowed to vote	1	<1%

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	1,131	93%
Yes	59	5%
Don’t know	21	2%



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

No	1,196	99%
Yes	14	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.	8	57%
I used the audio keypad/headphone device	1	7%
The voting machine was lowered	2	14%
I had to submit an alternative ballot.	0	0%
I did not receive any assistance.	1	7%
I received another form of assistance.	3	21%

Were you able to successfully vote?

No	0	0%
Yes	14	100%

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

No	41	3%
Yes	231	19%
N/A	930	77%

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

Excellent	789	66%
Good	285	24%
Fair	94	8%
Poor	34	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)	602	50%
3	475	39%
2	91	7%
1 (Not at all confident)	48	4%

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

Buying lunch at Wawa	2.28
Renewing a license at PennDOT	3.55
Being screened by TSA	3.80
Mailing a package at the post office	3.18
Voting at a polling site	1.97

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

4 (very confident)	602	50%
3	475	39%
2	91	7%
1 (not very confident)	48	4%



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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 issues when voting (or attempting to vote) by absentee or alternative ballot?

- I received two absentee ballots. I threw out the second one.
- My absentee ballot was returned to me with no explanation. With a lot of help and phone calls to city hall, it turned out that UPS had scanned the envelope upside down.
- I sent the form for an absentee ballot about a month prior to the election but never received the absentee ballot in the mail. So, I went to county elections office in City Hall picked one up there and filled it out in the office.
- I applied for my ballot and after a month they still had not sent it out. I had to call my county election office to ask them to send it out. I know several other people who ran into the same problem.
- I thought that it would be a quick and easy process to vote by absentee ballot but the wait time to process the application and receive the ballot was painstaking. Moreover, I never knew whether the ballot was received, I wish I would have been notified to be on the safe side.

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)?

- The line reached outside the room where the machines were located into an adjacent hallway, which is where a lady was passing out partisan flyers describing how to vote democratic with 3 button presses.
- No but immediately outside of the firehouse and felt like they were basically trying to accost you on the way in
- Yes, a woman was handing out a list of democratic endorse candidates
- But flyers for one of the major parties were laying on the table where you signed in. I think they were taken from people in the hall and then left by other voters, but they should have been cleared off and not left there by election personnel.
- None whatsoever. Courtesy in every direction.
- I've been voting in this community center (former school's gym) for many years. There are always people from each party standing at the doors (as I myself have) handing out flyers--always outside. This is the first time I've ever seen someone standing just inside the doors. It was raining. Having gotten a cold from being that person standing outside for hours, I do not begrudge her for standing just inside the door. She was the only one inside. Others were outside.
- Technically, just on the other side of the wall. But they were within 10 feet of the polling place. Handing out Wagner fliers.



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- there was a tv in the room and played political commercials. Voters protested and made them turn it off.

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

- The woman who oversaw the voting book noted that my name has a hyphen on my driver's license but not on my voter registration record. I don't know why this would be -- have been registered in Pennsylvania since I was old enough to vote, for over 20 years, and my name has been hyphenated all my life. However, she did not prevent me from voting or raise any concerns.
- My son whose lives with autism needs assistance in voting. I had to tell them of his challenge before letting me assist him. After I told them, I was able to provide assistance. I wish there was something near his name stating he needs assistance without identifying his exceptionality.
- I was not on the voters registration list due to an error by the Philadelphia Voter Registration Office. I had to vote on a provisional ballot.
- I was the Minority Inspector. A few people who thought they were registered were not in the book. When they called the BOE they were not listed there either, so no Provisional Ballot was given to them. The JOE said she couldn't give them a Provisional Ballot
- My polling place was changed just days before the election. I received a new voter registration card on Thursday before Tuesday's election. I received the letter notifying me of the change to my polling place after my new registration card came (Friday before Tuesday's election). While this isn't technically a problem with my registration, it is a huge problem to notify people only a few days before the election of a change like this.
- I didn't have any issues but as a polling volunteer I encountered almost a dozen people who's polling places have moved and they didn't know in advance.
- They turned my husband away, claiming his photo ID was not good enough because the address didn't match. Which isn't legal - address doesn't need to match on a photo ID.
- I received my absentee ballot after the deadline to turn it in so had to go in person. The election officers didn't know what to do.
- They refused to let me vote cause I didn't have a pen.
- I was required to sign an affirmation form before attempting to vote. My address has not changed and I voted in the last election. I did not vote in the primary because I am registered as an independent

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?

- They never turned on my unit. I had to go out and ask them to turn it on. They were also very unorganized. They insulted my name and when I handed the women my id I was mocked.
- There were no voting machines for my division when I arrived a couple minutes before 7:00 a.m. and a couple dozen of us lined up waiting. Some voters left. Election workers were getting the run-around. A neighbor and I kept making phone calls till we got a city commissioner on the phone. He walked the workers through how to let us cast provisional ballots.



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- When I showed up the voting machines for my district were not working so we all had to wait in line for a while as they tried to get them online. When they did only one of the two was working so we got backed up a little bit.
- Couldn't find the question. It was too far down on the ballot. I did find it eventually. No sample ballots were put up until the morning. Democratic committee people usually had the ballots on display earlier
- Not for me, but a number of people complained the printing was too small & it took great effort to read.
- My machine did not have the Green Party or libertarian party candidates
- I was required to use a provisional ballot and had to fill it out right in front of the polling person with no privacy. They could see my votes and took the envelope after. I will never know if my vote was actually counted.
- First time using the type of machine present. Bond questions were not in my field of vision due to width of the machine.

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 didn't happen to me personally, but I witnessed a poll worker not give someone a provisional ballot (which they were eligible for and the poll worker is required to provide). Instead they turned the voter away. The poll worker was rude throughout the process and the voter ended up crying. Another poll worker at this location was also rude to a different voter. A woman who was in a motorized chair was struggling to sign her name in the book and she accidentally knocked over some of the things on the poll worker's table. The poll worker then screamed so the entire room could hear, "Everyone keeps knocking my fucking shit over! I'm tired of it!"
- But it wasn't abt voting but whether there were paper ballots and how can I confirm my vote was accurate. Also, I wanted an "I voted" sticker, which they didn't have.
- I asked if there was one button for both governor and lieutenant governor and the judge of elections was not sure.
- Many mandarin speakers in division with no help from poll workers
- Three different wards were voting in my same polling place and there were no poll workers directing people to which the correct line was and no signs designating such



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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 1,300 survey participants – not the broader universe of voters.

Please contact Policy Director 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 November 2018 Respondents*

Zip Code

Philadelphia Responses	1,079	
Center	202	16%
North	130	10%
Northeast	142	11%
Northwest	222	17%
South	265	20%
West/Southwest	118	9%
Suburban County Responses	194	15%
Other/No data	31	2%
TOTAL	1,303	

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	35	3%
Black / African American	137	12%
Hispanic / Latino	33	3%
Native American	11	<1%
Pacific Islander	4	<1%
White / Caucasian	973	82%
Other race or ethnicity	26	2%
Multiracial	41	3%

Age

18-35	332	28%
36-55	396	33%
56-74	401	34%
75+	68	6%

Gender*

Female	709	59%
Male	456	38%
Transgender	4	<1%
Gender Non-Conforming/ Non Binary	15	1%
Choose not to answer	21	2%
Other	8	<1%

*Respondents were not required to include demographic information.

**Respondents could select multiple categories.