



Voter Experience Survey April 2016

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

I voted in person	1,062	99%
I voted by mail	6	<1%

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

No	4	71%
Yes	2	29%

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

Not at all	543	52%
Less than 10 minutes	388	37%
10-30 minutes	108	10%
31 minutes to an hour	7	<1%
More than an hour	5	<1%
I don't know	1	<1%

Question 4: 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)?

No	963	92%
Yes	85	8%

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

No	997	95%
Yes	49	5%

If Yes: Were you allowed to vote?

Yes, by voting machine	39	80%
Yes, by provisional ballot	8	16%
No, not allowed to vote	2	4%

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

No	906	87%
Yes	139	13%

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

No	48	35%
Yes	91	65%

Were you then allowed to vote?

Yes, by the voting machine	134	96%
Yes, by the provisional ballot	4	3%
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	947	91%
Yes	81	8%
Don't know	16	1%

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

No	1036	99%
Yes	7	<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	14%
I used the auto keypad/headphone device	0	0%
The voting machine was lowered	2	29%
I had to submit an alternative ballot.	0	0%
I did not receive any assistance.	4	57%



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Were you able to successfully vote?

(Continued from Question 8)

No	1	25%
Yes	6	75%

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

No	241	23%
Yes	46	5%
N/A	752	72%

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

Excellent	617	60%
Good	287	28%
Fair	90	9%
Poor	45	4%

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

4 (Very confident)	390	37%
3	442	42%
2	141	14%
1 (Not at all confident)	67	7%

Excerpts from Open-ended Responses

Were there any problems getting your absentee or alternative ballot?

- "I voted via provisional ballot and at first the judge of elections said I could not vote."
- "Required repeated requests (phone calls) to Board of Elections to receive absentee ballot application in the mail; did not receive absentee ballot until Friday, April 22 which was useless because it was due at the Board of Elections by 5pm on that day."

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

- "The woman checking me in said that I needed to have a PA license to vote. After I protested, because I've voted with my New Hampshire license before, she called someone and eventually let me vote."
- "Not actually with my registration; signature block noted no signature on file; poll worker insisted that I needed to show photo ID (although I've voted at the same location for more than 10 years)."
- "After I provided my registration, I was asked for my driver's license. I informed that poll worker that I was not obligated to produce it, and she accepted that, but I should not have been asked."
- "When we went to our polling place this morning at 9:00 am we were turned away because the voting booths were locked in a closet in the building. We were told no one had a key, among other problems the folks were having who were staffing the polls. We were able to vote tonight at 6:00 pm."
- "As it was my first time voting in PA, I needed ID?!? I had left my wallet at work, of course, but the poll workers were great; they allowed me to run home and get my health insurance card and a utility bill. A great voting experience."
- "I was required to show ID even though I had voted at this location and in this precinct in the prior election."



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- “They could not find my name in their book, although I had a voter registration card and registered back in January. I had to fill out an affidavit, which took 3 people to figure out how to complete. I was totally dissatisfied today.”

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?

- “Arrived at 7 am and polling place did not open until 7:10 am. Voting machines were not working. These old machines had issues the last three years. I waited an hour and then I decided to complete a provisional ballot.”
- “My write in function did not work. Two people entered my half-filled ballot booth to fix it. It took 20 mins for them to reset the booth so I could vote all over again.”
- “Machines were not working. I waited an hour to see if they could get them to work. I could not wait any longer and would not be able to come back at later time, so I completed a provisional ballot.”
- “The pressure sensor buttons under the paper were (hopefully!) properly lined up with the candidate names, however on pressing the buttons the red light indicating your choice was not lined up, and in some places crossed into an opposing candidates area of the paper.”
- “It wasn't set up at 7:45. They told me to come back in an hour. At 8:45, I was the first to vote.”

If you received any form of assistance please specify:

- “The people at the polling place didn't know how to lower the machine so that I could reach all of the buttons, so I had to ask one of them to just come into the machine with me and hit the appropriate buttons. It kind of ruins the entire point of a secret ballot. I'm sure my votes were cast as intended, and I didn't mind that I had to reveal my votes, but it was awkward and I felt disempowered when voting is supposed to be one of the most empowering things we can do in this country.”
- “Poll attendant helped me maneuver into booth and close curtain.”

Were the poll workers able to address any questions or issues you encountered in the voting process?

- “I pointed out that partisan voting materials should not be displayed or distributed inside a polling place; this was ignored.”
- “As we were standing in line, there were several questions asked about delegates and poll workers were helpful in answering them.”
- “There was a flyer for a candidate on a table inside the polling room. I advised an official that it was illegal and she removed it immediately and agreed that it should not have been there.”
- “One of the women was able to help me through the process, while the other became indignant when I asked her to stop trying to tell me who to vote for. In past years I've been a registered independent and each time these same women in Ward ## District ##...tell me "you can't vote". Even though I can still vote for the ballot questions, etc.”
- “They tried but could not help. They called someone who was not interested in my problem and said, ‘Oh well, guess you are not voting’.”
- “The poll workers were new at my polling place and apparently new to the job. They had little knowledge of what they needed to do, and had to call for assistance when the names of voters couldn't be found in the book. This is the reason I was in line about 25 minutes, and only the 10th person to vote at this polling place.”



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- “I was not asked for an ID, but my husband was. We’ve both voted there before. My husband is a naturalized citizen and speaks with an accent. I believe the poll workers discriminated against him. He was allowed to vote, but he should not have been required to show ID.”
- “The ‘judge’ at my polling place was gracious and informative about my ‘write in’ vote question. I never did that before.”

Administration and Methodology

Committee of Seventy’s April 2016 Voter Experience Survey was administered online with Survey Monkey and delivered via email and social media; it was also featured on seventy.org during the April 26 election and two days after. *Seventy greatly appreciates the support of its partner organizations in disseminating the survey – and to the more than 1,000 citizens who participated.*

NOTE: These results are not drawn from a random and representative sample of Philadelphia area voters. Despite the high number of respondents, only rough generalizations inferred about the experiences of the 1000+ survey participants – not the broader population of voters.

This tool was first deployed in November 2015, collecting 650 responses from city residents and another 50 from the suburbs. Most questions have been collected from similar studies conducted by other organizations and academics. Seventy intends to continue refining survey questions and broadening its distribution to mitigate bias and improve its usefulness. Responses were anonymous.

Responses by Geography

Philadelphia Responses*	890	
Center	154	14%
North	93	9%
Northeast	111	10%
Northwest	183	17%
South	222	21%
West/Southwest	127	12%
Suburban County Responses	169	16%
Other/No data	9	<1%
TOTAL	1068	

*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)