



Voter Experience Survey November 2015

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

I voted in person	697	99%
I voted by mail	6	1%

Question 2: How difficult was it to find your polling place?

Very easy	606	87%
Fairly easy	76	11%
Somewhat difficult	10	1%
Very difficult	5	1%

Question 3: Did you encounter any individuals campaigning or distributing partisan literature (i.e. flyers, buttons, posters) inside the polling place?

No	649	93%
Yes	48	7%

Question 4: Was there a problem with your voter registration when you tried to vote?

No	686	98%
Yes	11	2%

If yes: Were you allowed to vote?

Yes, by voting machine	10	91%
Yes, by provisional ballot	1	9%
No, not allowed to vote	0	0%

Question 5: Were you asked to show any form of identification at the polling place before voting?

No	617	89%
Yes	80	11%

If yes: was this your first time voting at this particular polling place?

No	37	46%
Yes	43	54%

Were you then allowed to vote?

Yes, by voting machine	80	100%
Yes, by provisional ballot	0	0%
No, not allowed to vote	0	0%

Question 6: 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	647	93%
Yes	40	6%
Don't Know	10	1%

Question 7: Were the poll works able to address any questions or issues you encountered in the voting process?

No	17	2%
Yes	140	20%
Not applicable	540	77%

Question 8: Please rate the job performance of the poll workers at the polling place where you voted:

Excellent	437	63%
Good	186	27%
Fair	61	9%
Poor	13	2%

Question 9: How confident are you that the current election process in Philadelphia produces fair election outcomes?

4	233	33%
3	321	46%
2	103	15%
1	40	6%

Total Responses 703 Philadelphia Residents 652

West/Southwest Phila.	78	12%
South Phila.	189	29%
Center City	154	24%
North Phila.	69	9%
Northwest Phila.	108	18%
Northeast Phila.	54	8%

**West/Southwest (19104, 19131, 19139, 19142, 19143, 19151, 19153), South (19112, 19145, 19146, 19147, 19148), Center (19102, 19103, 19106, 19107, 19123, 19130), North (19120, 19121, 19122, 19124, 19125, 19132, 19133, 19134, 19140), Northwest (19118, 19119, 19126, 19127, 19128, 19129, 19138, 19141, 19144, 19150), Northeast (19111, 19114, 19115, 19116, 19135, 19136, 19137, 19149, 19152, 19154)*



Excerpts from open-ended responses

Please specify what problem or problems you had with your voter registration:

- “My name was out of order... it took a while longer to vote than it should have because my name was not in alphabetical order”
- “I registered at Penn DOT in August, but my name was not in the book”
- “I changed my name a few years ago, which caused confusion to what I was listed as. It was resolved.”
- “The machines were not open until 7:45, and about 15 people were turned away.”
- “My polling place opened late, and there was confusion on how to open it. We had problems calling the city committee. The call going unanswered was a disgrace.”

Please specify what problem or problems you had with the voting equipment:

- “One of the two machines was not working!”
- “One of the voting machines was not working so the lines were very slow.”
- “Because of the proximity of candidates on the ballot, when I pushed for one candidate it registered for the one below. I checked my votes and caught the error.”
- “Some of the buttons were not very responsive. Had to push 4-5 times to record my votes.”
- “My vote did not initially register for a candidate. The problem was resolved with repeated effort.”
- “I arrived at 7:02 AM and the equipment was not set up. It was not set up at 7:20 when I had to leave.”
- “The lights were not aligned with the buttons, making it hard to tell when you had voted in a certain category.”
- “Only one machine was working which created a long line – about a 45 minute wait... the long line made me rush once I got in the machine.”
- “My mother and I were first and second in line when we entered at 7 AM. Voting machine was not turned on, and it took 15 minutes to work out the bugs before it started working.”

Please specify what question or issue poll workers were unable to address:

- “They told me I needed at state issued ID to vote for the first time when I tried to use my student ID. I had [a state ID] but I told her she had to accept my student photo ID and she refused.”
- “They made it clear they didn’t want to hear about my issue with the ballot.”
- “They wouldn’t answer when they would have the equipment set up, who was in charge, etc.”
- “How to write in a vote”

Administration

Seventy’s Voter Experience Survey was administered via Google Form and drafted from similar studies conducted by other organizations and academics. The survey was delivered by email, social media, partner organizations; it was featured on seventy.org during the election and several days after. Responses were anonymous. This survey is not a representative sample of Philadelphia voters, and only rough generalizations can be drawn from the results.

Demographics

18-35	230	33%	Female	390	57%
36-55	217	31%	Male	294	43%
56-74	219	32%			
75+	27	4%			

**Demographic questions were optional*