

Voter Accessibility Survey Report

California Secretary of State

July 2012

This survey was designed to gather information from people with disabilities about the challenges they experience when voting. The survey data will help to determine if there is a need for new programs or modified services that expand voting opportunities for voters with disabilities.

Total Started Survey 374
Total Finished Survey 326 (87.2%)

1. Are you registered to vote in the State of California?

Yes	328	88.6%	
No	33	9.0%	
Don't Know	9	2.4%	
	answered question	370	
	skipped question	4	

2. If you are NOT a registered voter, what are some of the reasons that prevent you from registering to vote? (check all that apply)

Not a citizen	6	11.3%	
Don't know how to register to vote	7	13.2%	
Don't want to register to vote	9	17.0%	
Don't have time to fill out a voter registration form	3	5.7%	
Don't know where to get a voter registration form	7	13.2%	
I have a disability and need help to register	8	15.1%	
Other (please specify)	22	41.5%	
	answered question	53	
	skipped question	321	

3. If you are registered to vote, please check the response that most closely describes how often you vote.

I always vote when there is an election	202	63.6%	
I vote in most elections, but not all	84	26.4%	
I seldom vote	17	5.3%	
I never vote	15	4.7%	
	answered question	318	
	skipped question	56	

4. If you vote in all or most elections, how do you prefer to vote? Please check one response below.

I prefer to vote at my polling place	127	40.8%
I prefer to vote by mail	153	49.2%
I prefer to vote in person at the elections office	8	2.6%
I prefer to vote at an early voting site	5	1.6%
Other (please specify)	18	5.8%
	answered question	311
	skipped question	63

5. If you answered that you prefer to vote by mail, please check all of the following statements that apply.

I prefer to vote by mail because it is more convenient for me than voting at the polls	132	74.2%
I prefer to vote by mail because I can't leave my home unassisted	25	14.0%
I prefer to vote by mail because I have a disability and my polling place is not accessible to me	23	12.9%
I prefer to vote by mail because I can take more time with my ballot	91	51.1%
Other (please specify)	34	19.1%
	answered question	178
	skipped question	196

6. If you answered that you seldom or never vote, please check the statement that most closely describes why you seldom or never vote.

I can't vote because I am not registered to vote	3	6.0%
I can't vote because I don't know how to register to vote	1	2.0%
I cant vote because registering to vote is not accessible to me because I have a disability	7	14.0%
I don't vote because I don't know anything about the candidates or measures	10	20.0%
I don't vote because information about voting, candidates and issues is not accessible to me	3	6.0%
I don't vote because the issues are complicated and I find it overwhelming	19	38.0%
I don't vote because my polling place is not accessible to me because I have a disability	0	0.0%
I don't vote because voting machines are not accessible for my disability	2	4.0%
I don't vote because voting machines are too complicated to use	1	2.0%
I don't vote because voting by mail is not accessible to me because I have a disability	0	0.0%
Other (please specify)	4	8.0%
	answered question	50
	skipped question	324

7. How do you prefer to receive your election materials?

I like to have paper copies mailed to me	200	62.5%
I prefer to receive audio cassettes (if they are available in that format)	7	2.2%
I prefer to receive them on compact disc (CD) (if they are available in that format)	13	4.1%
I prefer to have them emailed to me	44	13.8%
I prefer to access them on-line (via the internet, if they are available in that format)	40	12.5%
Other (please specify)	16	5.0%
	answered question	320
	skipped question	54

8. Do you know how to find out where your polling place is located?

Yes	249	76.4%		
No	77	23.6%		
			answered question	326
			skipped question	48

9. Do you know how to find out if your polling place is accessible to voters with disabilities?

Yes	168	51.1%		
No	161	48.9%		
			answered question	329
			skipped question	45

10. Did you know that federal law requires polling places to be accessible to voters with disabilities?

Yes	263	79.7%		
No	67	20.3%		
			answered question	330
			skipped question	44

11. Did you know that federal law requires each polling place to have a voting machine that is accessible to voters with disabilities so that they can vote independently and privately?

Yes	226	69.1%		
No	101	30.9%		
			answered question	327
			skipped question	47

12. Have you ever voted on a voting machine that was designed to be accessible for voters with disabilities? (If you select "no" please skip to question number 14.)

Yes	78	24.2%		
No	244	75.8%		
			answered question	322
			skipped question	52

13. Which accessible voting machine did you use the last time you voted at a polling place?

Touchscreen voting machine	68	55.7%		
Machine that marked my paper ballot	54	44.3%		
			answered question	122
			skipped question	252

14. Describe your experience using the accessible voting machine. Please check all that apply.

It was convenient and useful	77	47.0%
It helped me vote in private	52	31.7%
It helped me vote independently	55	33.5%
It was slow and cumbersome	21	12.8%
It was not working	9	5.5%
I didn't know how to operate it	19	11.6%
Poll workers did not know how to operate it	22	13.4%
Other (please specify)	45	27.4%
	answered question	164
	skipped question	210

15. What is your age range?

18-30	56	17.4%
31-40	48	15.0%
41-50	70	21.8%
51-60	80	24.9%
61-70	52	16.2%
71-80	7	2.2%
81-90	8	2.5%
91 and older	0	0.0%
	answered question	321
	skipped question	53

16. What type of disability do you have?

Mobility - use a wheelchair or other mobility aid	92	28.8%
Dexterity	36	11.3%
Mental Health	67	21.0%
Developmental or intellectual	32	10.0%
Vision	60	18.8%
Hearing	46	14.4%
I do not have a disability	40	12.5%
Other (please specify)	49	15.4%
	answered question	319
	skipped question	55

17. What is your annual income range?

Under \$11,000	101	33.2%
\$12,000-\$32,000	81	26.6%
\$33,000-\$53,000	50	16.4%
\$54,000-\$74,000	32	10.5%
\$75,000-\$95,000	20	6.6%
More than \$95,000	20	6.6%
	answered question	304
	skipped question	70

18. What county do you live in? If you don't know which county you live in, what city do you live in?

answered question 309
 skipped question 65

19. Are you a woman or a man?

Woman	204	65.2%
Man	109	34.8%

answered question 313
 skipped question 61

20. How would you describe your ethnicity (or race)?

White	203	64.2%
African-American	12	3.8%
American Indian or Alaska Native	10	3.2%
Asian Indian	0	0.0%
Chinese	2	0.6%
Filipino	3	0.9%
Japanese	2	0.6%
Korean	1	0.3%
Vietnamese	3	0.9%
Other Asian (e.g., Hmong, Laotian, Cambodian, etc.)	2	0.6%
Native Hawaiian	0	0.0%
Guamanian or Chamoro	0	0.0%
Samoan	0	0.0%
Other Pacific Islander (e.g., Fijian, Tongan, etc.)	0	0.0%
Hispanic, Latino or Spanish origin (e.g., Mexican, Mexican-American, Chicano, Puerto Rican,	55	17.4%
Other (please specify)	23	7.3%

answered question 316
 skipped question 58

Other (please specify) Responses

2. If you are NOT a registered voter, what are some of the reasons that prevent you from registering to vote? (check all that apply)

DISABLED

I am disabled and have no viable transportation options available. On paper there seems to be programs available, but in fact, there are not.

I am her care provider and mother. She is old enough to vote, but not mentally competent to understand the issues.

Too disabled.

Disabled & can't stand in lines.

Disabled and memory not good.

I took this survey and was extremely disappointed it did not ask me any questions about parking or getting into the voting place. Perhaps that needs to be considered and valued for the information you are attempting to gather just as much of an impediment to voting as the device used. Parking far from the voting location and having to walk through locations to and from the actual voting location is a distance. Then I must stand in line, creeping along to access the table where the ballots and instructions are provided. All this occurs in a noisy stage of the multipurpose room impacts my ability to hear the person over the sound of the children, with my hearing loss. The voting impediments occur throughout the entire voting process from arrival to voting and leaving. And no questions were asked about the people who present the ballots or the tools for voting. There is discriminatory practice in that capacity as well. Just because someone does not have a visually identifying disability does not mean a disability does not exist. I am young. I have multiple sclerosis and a hearing loss as a result of a head-on motor vehicle collision. I have a placard for my vehicle but proximity is not consistent nor is it to the center of the quad where the voting occurs. Thank you for reading and please consider the questions for another survey. Perhaps this survey monkey only is aware of one type of animal in the forest. :)

I was disabled due to a work injury in Aug2000, w/Traumatic Brain Injury, the employer was illegally uninsured, & I fought C.I.G.A. & their 3rd party administrator, Broadspire Svcs., until Oct2007, to settle my case. During that time, I was treated worse than a dog! Insulted, lied to, on & on! When my case was decided, which I did without an attorney - I was rated @ 100% PT, Lifetime Future Medical! Yet, to this day, I have not been allowed ANY MEDICAL, authorization for new PTP within CIGA's MPN ignored for 3 years +, plus now after being awarded my choice of Dr by WCAB Judge last Oct2011, I've learned CIGA has told several possible new Dr's, who called to verify coverage & get authorization to see me, THAT MY CASE IS CLOSED & I HAVE NO MEDICAL COVERAGE FOR MY WORK INJURY! I have voiced my concerns, complained - within Work Comp law, & NO ONE LISTENS OR DOES ANYTHING! WHY SHOULD I REGISTER TO VOTE? I'VE BEEN TOLD, BASICALLY, I DON'T MATTER! I'M BEING ALLOWED TO HAVE MY HEALTH, DUE TO THIS TBI, GO ABSOLUTELY TO HELL! AND, CIGA IS ALLOWED TO PREVENT ME FROM RECEIVING MEDICAL CARE, AS IT WAS AWARDED IN MY SETTLEMENT! How's this... when the Secretary calls me, to tell me how he'll get my Future Medical & a new PTP for me, THEN I'LL REGISTER TO VOTE! My name is [REDACTED], my # is: [REDACTED].

It takes me longer than usual person to fill out paperwork and people who want me to register to vote are usually always in a hurry so they can sign others up, and are also impatient.

Disability and I vote mailing valued.

Doctor says can't which is wrong I can do it right

RELOCATED

I am not old enough to vote yet.

Other state

Moved to different location. Need to fill out new form.

I live in another state and am registered there.

Moved and my registration didn't follow. Haven't got a response to my inquiries.

Just moved here

OTHER

He has a conservatorship that includes that power.

The judge took away that right and my mom is my conservator.

Can't always vote on time.

I'm a felon.

4. If you vote in all or most elections, how do you prefer to vote? Please check one response below.

VOTE BY MAIL

I prefer the polling place, but because of health problems have signed up for vote by mail

i vote at polling place. I only now became aware of mail-in voteing

Absentee ballot.

I prefer a polling place, however, the area in which I live does not have enough registered voters to warrant one so I, without a choice, must vote via mail.

I vote by mail because there is never an assurance of wheelchair accessibility at polling sites. they may say there is but they lie. I hate supprises!!!

Now that I use a cane it's hard to walk 3 blocks and stand in a line. It would be easier to vote absentee than the way it is now.

Previously, I preferred to vote at my polling place. Now that I am disabled, I will vote by mail.

OPTIONS AT POLLING PLACES

I want the people there to learn aobut deafness. They have no idea how to communicate tot the deaf. All voter areas need a pencil and paper to write thigns for the deaf person, not ask if they can lip read !!

I have usually voted at the polls, but i am open to exploring another option (such as dropping my completed ballot off at a polling place, i feel more comfortable with that than maling it in)

I like to get my absentee ballot and take my time to vote thoughtfully. Then I drop it off at the polling place on election day.

Anywhere available

Audible voting machine

OTHER OPTIONS

The Rover come to my work, and I vote there.

Online voting please?

OTHER

Have not registered to vote

I dont' know how to read well.

Not a voter

5. If you answered that you prefer to vote by mail, please check all of the following statements that apply.

BUSY SCHEDULE

My job had prevented my vote at polling place.

Because of my busy schedule.

I work the polls and it's easier

HEALTH ISSUES

Health prevents me from going to poll.

I prefer to vote by mail because I have agoraphobia and I can't comfortably leave my house.

I need a CCTV to read my ballot. I'm visually impaired.

Some days, there is limited movement for my body, and it is easiest to vote by mail.

I also have limited mobility and it is easier.

I need assistance marking the ballot.

I prefer to vote by mail because transportation to my polling place is too difficult to manage.

Can do it while sitting down

I prefer to vote by mail because sometimes I have difficulty comprehending speech and it is easier not to try. I had to give up in the last election; the workers essentially turned me away since I couldn't understand and I was unable to vote.

With my hearing loss, I feel more comfortable not having to deal with people.

I usually cannot hear questions & instructions, & therefore prefer to vote at home.

I have equipment at home to help me read the ballot and voting materials

POLLING PLACE ISSUES

I have not received information about where my polling place is in an accessible format, and I am afraid to go there and find out that there is no accessible voting machine.

The polling place is too far from my home. I have to take two bus trips for one way costing me \$3 one-way.

Because hard to stand in long line and ballot machine is too low

I can't research anything or anyone while I vote. Also, there are no police.

I did not know that a large print ballot was available at the polling site.

Polling booth is tight, high, and uncomfortable for user of a wheelchair

OTHER

PERMANENT ABSENTEE.

I have more confidence in people than the "troubled" voting machines.

I don't drive.

Helpers embarrass me !

I can't read well.

I learned that the ballots which go through accessible voting machines are counted separately like absentee ballots which I find distressing since often such ballots are missed or counted later.

I prefer my mail but I lose it sometimes and have gone to vote instead. It's very accessible.

There is now only one way to vote in my area/City as far as I know. There are no mail boxes in the area where I live. Voters will not be able to get to the Post Office if they have no bus service or mail boxes.

6. If you answered that you seldom or never vote, please check the statement that most closely describes why you seldom or never vote.

My adult daughter does not vote because she doesnt have the mental capacity to understand

I do vote

I need help reading and voting

7. How do you prefer to receive your election materials?

AUDIO VERSION

I prefer CD, but if they could be made to play in the digital readers for the blind, it would be best.

Audio files like audiobook.com would like to download onto ipod and listen

VISUALLY IMPAIRED VERSION

I would like a to order a large print Voter Information Guide for succeeding elections but the website listed in the standard guide does not provide a means of doing so. The website that appears is some sort of targeted mail form. Please check it out and post the information which is specified in the Voter Guide. Incidentally, I tried to order a large print guide via the Hotline first, but I am elderly and the recording moved too rapidly for me to process accurately. The whole experience has been time consuming and frustrating which I'm sure was not Secretary Bowen's intent.

Braille

I like the paper information but it needs to be in Large Print format. My independent living program staff also works with me to explain what some propositions and words in them mean.

PAPER COPIES

At the polling Center

I would prefer to receive large print copies mailed to me.

I prefer paper copies, and I checked this box to explain why. I believe a paper trail is essential to a fair, accountable system. Computerized voting with no paper trail is too easily hacked.

By mail

ELECTRONICALLY

I enjoy both paper mailings and emails

I receive them both by email and mail. Both of these methods are sufficient for me.

I like the idea of accessing information online - would save paper, etc. Is there a cost-effective, legal way to offer to voters (perhaps once a year) the option to access voting information online (and thus NOT get the 'hard copies' sent to them).

At present they are mailed, but on-line copies would work fine.

OTHER

My adult daughter does not vote because she doesn't have the mental capacity to understand.

14. Describe your experience using the accessible voting machine. Please check all that apply.

NEVER USED ONE

I've never used one

No experience w/accessible voting machine

No experience

There was no such machine the last time I voted in person. I think it was sometime in the 1980s.

Did not use

I just turned 18 and I am not registerd yet

Did not use

Never used a machine

I haven't yet used an accessible voting machine to vote.

Never used a machine

I have never voted or used this machine.

Never used one

Have never used an accessible voting machine

I am quadriplegic and have no use of my arms or hands. I cannot use any voting machine whatsoever. I have my secretary, fill out the paper ballot and we go to the mailbox and mail it.0

I have never used it

I had my mom fill out the ballot for me seeing as is we go to the same voting poll together at the same time for elections.

Never used one

Have never seen one

I use an accessible talking voting machine

Haven't voted in years. Do so by mail.

Did not use one

BAD EXPERIENCE

STOP VOTING DUE TO TOO MANY PROPOSALS BEING CONFUSING

Poell worker watched me voating even after asking them to allow me my privacy.

Poll worker kept blabinh to me ho to operate it. I kept tellingh her I AM DEAF. She stopped and waked away. I left and did not vote

I was a tocuchscreen Tech at the Polling that I served. I disliked those

There was a nob that needed to be turned and my wrists hurt by the end. does not meet the "no pinching, grasping or twisting" of other accessible units

Sometimes it doesn't work.

Poll workers are idiots when it comes to establishing accessibility, even with a DVD of how to do so in their training kits, and the touch screen is always facing out to my balloting is not confidential.

I have used the accessible machine successfully only twice, the other times the machine got stuck in the middle of my vote, the machine did not work at all, the poll workers did not know who to turn it on, the poll workers did not know what to do when it did not work. But, no matter what I always ask to use the machine, because I am afraid that if I dont use it, they will think that we dont want to use it, and it will get taken away. kinda silly to be afraid of having something taken away that most of the time doesn't work, but that is just like a ton of other access issues, these are not perfect, but they are better than the hole puncher or pencil, we just need to fight for them to be better than they are!

Over the last few elections there have been many different reasons. I will never forget the time the poll worker brought me the punch card type gadget and it had a sample ballot using George Washington, Abe Lincoln, Thomas Jefferson! I insisted on getting a real ballot! I have cp and I am as smart as anybody. There have been times I have been so mad at poll workers that I spoke my answers to my attendant in a loud voice. In Oakland! I hate the paper ballots where you fill in a line, god forbid my hand will shake! I much prefer a touch screen with the paper ballot coming out of it. Once, in Oakland at a church, I could tell the poll worker was not going to put my ballot in the box. I sat there staring back at her, until she got the message that I was not leaving until I saw my ballot go into the box! for heavens sake, please teach poll workers that if a person has a severe disability, it does not mean they are stupid! I used to have more energy to do these kinds of things, but I have gotten so tired of stupid, ignorant, undereducated, poll workers, and inaccessibility, that I have begun to vote by mail. But this teaches nobody anything if we don't show up at the polling places - it's very important, I think, because so many times people are voting on taxes that affect hundreds of thousands of people with disabilities and their care providers. We need to be seen and heard. Thank you for the opportunity to tell you of my experiences. I know I am not alone in this issue.

GOOD EXPERIENCE

One time that was glitched, I understood the PC system. I re-do them over. And re-vote.

I was given a private place to vote in my wheelchair but the ballot was the same as everyone else to my knowledge.

Poll Worker was very nice, informative, and patient.

I have participated in a demo of the accessible voting machines and found it great.

My sister assisted me

PROBLEMS

In large print, not all candidates fit on one page, so it was hard to find the candidate I wanted to vote for. I wasn't finished voting, when the spindle re-wound itself and the paper split down the middle. It said my ballot had been cast, even though I wasn't done voting.

Too busy, or took too long for other users.....

I have been voting by mail for many years because it is easier and I don't drive and would have to walk. But I was concerned that no polling places were being made available for this election.

I arrived at 4pm. Poll workers had not checked it out. They had no idea how to operate it. The machine was open for all to see. There were no headphones (nor did the polling materials tell me to bring my own). It was a horrible experience.

The last time I went to a voting place (8-9 yrs ago) nearby my home was at another person's garage. There was no voting machine and I did not feel comfortable with privacy.

OTHER

I will separately send a summary of my voting experiences.

I didn't have a disability at the time

Your questionnaire doesn't make sense. You can't answer number 14 if you answer no for number 12. Might want to reconsider the instructions for number 12.

16. What type of disability do you have?

PHYSICAL DISABILITY

Muscular Duystrophy

Sensory

Multiple Sclerosis, wear a hearing aid

Multiple Sclerosis, and I wear a hearing aid

Physical

Mobility but do not use a wheel chair or other device, it is extremely difficult for me to stand for more than 5 minutes die to back problems and surgery

RA, Rheumatoid arthritis

My son is that disabled

I lack the ability to use my hands.

Mobility but not in a wheelchair

SPEECH

Speech

Speech impairment

I have no vocal cords and both hips are replaced

HEARING

Deaf

I noticed you *didn't ask about SPECIFICS re: hearing disability!!!! People with hearing disabilities need access to ALD's or CART if they have a question re: voting! One *easy* way to take care of this is via an iPad app - "dragon dictate" (FREE) - the app changes speech into text so that if a voter asks a question, the oral answer can be changed into text. Perhaps there is a way you can ensure that polling places are staffed by volunteers (one of which has an iPad/iPhone, etc. with an app like this) THE APP NEEDS *NO* 'CALIBRATION' - is absolutely easy to use. Or, at the very least, have paper and pencil available so voter can read answer to oral question.

Also loud noise and too much talking distract me.

NEUROLOGICAL

TBI, Traumatic Brain Injury

Seizure disorder

A moderate disability, slow learner,

Traumatic brain injury

Epilepsy

Learnng disability

I have in this moment issues in my dexterity, hope resolved

Learning

Learning Disability

An inability to process the ballot format. It is confusing. I have cognitive problems with each line being in a different language, makes it too hard to navigate and understand. I am sad that I won't be able to vote anymore

Memory

Learning disability

Dyslexia

Epilepsy

Phsycooses

Depression

HEALTH ISSUES

During treatments for cancer some days are good some are bad.

Back problems

Health

Breathing

4 cervical spine fusions caused by injury. Affects neck/head mobility and strength of arms/back supports for sitting and book supports/clipboards for reading/writing.

GI

Health

CP, Cerebral Palsy with low vision

Cerebral Palsy affecting physical activity

Arthritis, lupus, fibromyalgia

RA,OA, COPD, ASTHMA, AVN, Chronic Pain, Osteoporosis,

Immune

OTHER

I choose not to give more information

My son has a disability

None

18. What county do you live in? If you don't know which county you live in, what city do you live in?

Alameda: 25

Altadena: 1

Bakersfield: 1

Butte: 1

California: 1

CCC: 1

Contra Costa: 7

El Dorado: 2

Fresno: 7

Glendale: 1

Granite Bay: 1

Humboldt: 4

Houston, TX: 1

Imperial: 1

Kern: 16

Knox: 1

Long Beach: 1

Los Angeles: 76

Maricopa: 1

Marin: 4

Merced: 2

Modoc: 1

Nevada: 1

Oakland: 1

Orange: 10

Pasadena: 1

Placer: 2

Redding: 1

Riverside: 14

Sacramento: 39

San Benito: 1

San Bernardino: 3

San Diego: 21

San Francisco: 18

San Luis Obispo: 1

San Mateo: 4

Santa Barbara: 8

Santa Clara: 7

Santa Cruz: 4

Santa Monica: 1

Shasta: 10

Solano: 3

Sonoma: 8

Tehama: 2

Tracy: 1

Tulare: 5

USA: 23

Ventura: 2

Whittier: 1

Yolo: 1

20. How would you describe your ethnicity (or race)?

CAUCASIAN

Caucasian

Caucasian (my skin is not white--it's olive)

White of Spanish origin.

ITALIAN

Full blooded Italian But then again, what difference does ethnicity make in this survey? How does that contribute to the reliability or validity? I would be interested in seeing how access and ethnicity have any relationship in this survey for voter challenge if the voter has a disability. first and second generation American. Why is that never asked? European is the answer I should be able to give. Curiosity, if someone's great grandparents on both sides came from Africa, are they still considered African-American? I am Italian-american because my grandparents brought my Dad over from Italy and my Grandparents came here before they had my Mom So why is European not even listed? Why not have just a block like this for people to enter the ethnicity. Fuel for thought. Pretty important to consider the discrimination that exists in this survey is reflected throughout. And this survey is written to find out if voting access is an issue. by the way, the answers go away when you go to Prev and fortunately i came back...

European, Italian

Italian and welsh

MIXED

Honko-celic

Mix American

West Indian

Mixed race

Honko-celtic

Many races

Mixed: Mexican-American, White, and American Indian

Disabled American Jew

I am an american with some puerto rican mix

Half-Jewish daughter of Holocaust survivors.

Hispanic/Japanese

Mixed or multi-racial

Black/French

OTHER

Thank you

Decline to state

What difference does it make? I American, First and Only.

Irishman