



# Voters with Disabilities Election Report

"Having a disability is not the problem with voting, it is having the accessible equipment, accessible location, and the respect to do so."

~Nancy Ward, Oklahoma People First

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## BACKGROUND

Since 2000, Self Advocates Becoming Empowered (SABE), a national self advocacy organization led by people with intellectual and developmental disabilities (I/DD) for people with I/DD, has provided training and technical assistance to increase the number of voters with disabilities.



This national campaign has been led by three people with disabilities (Nancy Ward, OK; Tia Nelis, MD and Teresa Moore, AZ). Initially with support from the University Center for



Excellence and Developmental Disabilities in Oregon, The Kennedy Foundation, federal funding and the passage of the Help America Vote Act (HAVA) in 2002; SABE continues its work as the SABE Voter Project, formerly the National Technical Assistance Center (NTAC) on Voting and

Cognitive Access. Since 2013 SABE has partnered with the National Disability Rights Network (NDRN).

The purpose of the Project was to investigate issues around voting for people with I/DD; increase the number of voters and, to provide technical assistance to improve their voting experiences. In addition, the Project supported the efforts of the Protection and Advocacy (P&A) organizations across the country to build partnerships with Self Advocacy organizations to educate people with I/DD about their voting rights.

The purpose of the Project was to investigate issues around voting for people with I/DD; increase the number of voters and, to provide technical assistance to improve their voting experiences.

*~2016 Report*

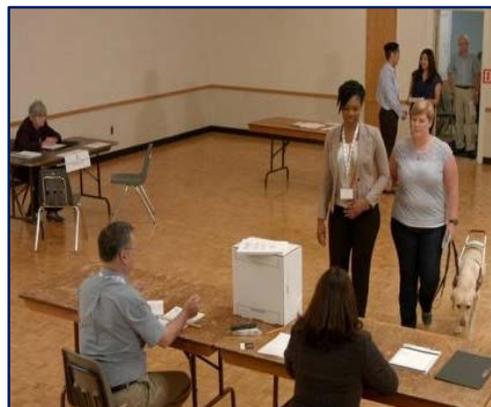
SABE began this campaign by asking the question **WHY**, why were people with I/DD are not voting?

Was it because they did not know they had the right to vote as a citizen of this country?

Was it because they did not know how to vote or what to expect?

Were there barriers like?

- Lack of transportation
- Not knowing if they could enter the polling location and voting area
- Could they use the equipment
- Fear
- Cultural reasons (Their families believed that their vote did not matter, so they were raised to think that way too)
- They tried to vote in the past and were told they could not vote because they could not read, or could not see, or could not understand how to use their ballot
- Guardianship being used to limit their rights to vote



Regardless of the exact reason why, SABE's Voter Project, knew the barriers to exercising one's right to vote had to be removed through:

- Policy changes
- Physical and cognitive accessibility
- Education for people with and without disabilities
- Knowledgeable Election Officials and Poll Workers, voters own, parental, and guardian attitudes
- Public and professional community awareness

SABE's Voter Project began by disseminating information to voters about their right to vote and how to vote; information to Boards of Election for Poll Workers to understand that people with I/DD could not be denied their right to vote; and ideas on how to improve physical and cognitive accessibility for voters. As the Vote Team traveled around the country teaching voters with I/DD about their right to vote, they taught about the "WHY" questions and from those answers created the SABE VOTER Toolkit.

Even with the passage of the Voting Rights Act in 1965; and the Americans with Disabilities Act in 1990; people with I/DD continued not to vote.  
~2016 Report

The Toolkit was written by people with I/DD for people with I/DD. The instructors are also people with I/DD along with their state P&A. The SABE VOTER Toolkit has been revised seven times since first released in 2002, and is available on the SABE website, [www.govoter.org](http://www.govoter.org) to read, to learn, and to teach others about voting. Many other resources, training videos, and current information about voting issues, and training opportunities are featured.

It was not until the passage of the Help America Vote Act (HAVA) in 2002 that more people with I/DD began voting. The Act outlined specific regulations that all elections must follow:

- Be held in accessible locations
- Use ballots that encourage people to vote rather than discourage
- Allow voters to cast their ballot privately and independently

This meant many changes for all the states. Congress recognized the challenge they placed on the states and allocated funding to help Secretary of State Offices and Election Officials across the country to meet these regulations.

The legal mandate to provide accessible equipment, ballots, polling locations, and voting areas along with the training of Election Staff and Poll Worker, slowly has been improving. Also, included in HAVA legislation was the allocation of money to the Administration on Intellectual and Developmental Disabilities (AIDD) to support the education and training of people with I/DD. AIDD awarded funds to the existing state Protection and Advocacy systems with the mandate to ensure that these voting rights were upheld.

Grants were funded to assist the P&As in meeting their objective through training and technical assistance. NDRN with SABE as a subcontractor and the Federation of the Blind were all funded to assist the P&As in meeting their goal.

This report is about how these partners have worked together to collect voting information and to evaluate if these changes have made a difference in the voting experiences and numbers of voters with I/DD.

In 2014 the SABE Voter Project approached P&As across the U.S. to use the same Voting Experience Survey to learn about the voting experiences of voters with I/DD. Twenty four P&As worked with SABE.

This report presents the findings of the "2016 Voter Experience Survey" completed by 761 voters with I/DD in 40 states about their voting experiences.  
~2016 Report

This report presents the findings of the "2016 Voter Experience Survey" completed by 761 voters with I/DD in 40 states about their voting experiences. The findings do have limitations because of the small sample size and the ever-changing disability groups that complete the survey. Each year P&A and self advocacy groups reach different

disability populations. Some years have more voters with physical disabilities or visual impairments and others have fewer. However, learning about the voting experiences of voters with I/DD is important and it continues to be challenging.

The findings in this report are from the perspective of these voters' experiences about:

- voting accessibility
- types of current and future voting equipment
- election information from their state/local Board of Election and about issues and candidates
- voting methods, they use and prefer



For purposes of this report, stand-alone percentages represent all voters' responses and those in parentheses the responses of new or first-time voters: % = All Voters and (%) = New Voters.

## APPROACH

The purpose of this report was to determine, from the voter's perspective, if they could cast a private and independent ballot, had the needed accessibility accommodations and could understand the ballots as mandated by HAVA legislation. This also included the physical accessibility of polling locations, equipment and the actual voting experience of the voters.

"Number of surveys measuring the personal experiences of voters was 761 collected from 40 states."  
~2016 Report

The Project's Vote Assessment Advisory Committee (VAAC) made up of representatives from the SABE Vote Team, interested P&As across the country, and interested self advocacy leaders (**Attachment A**). These groups asked voters if they would be willing to complete a survey about their personal voting experiences. Both P&As and self advocacy groups agreed to use the same survey instrument to collect this data.

The goal was to increase the number of voters surveyed, expand the geographic area and increase the number of New Voters. Throughout the report, comparisons have been made by New and Repeat Voters, by disability groups, and between the 2014 and 2016 survey results. Until 2014, each P&A collected voter accessibility data differently. Many P&As continue to do so.

In 2016, voters in 40 states completed the same survey.

Specific areas of interest were:

- Determining if one disability group over another had more voters and/or better voting experiences
- Availability of voter technology
- Assessing accessibility inside and outside the polling location
- Determining impact poll workers have on voting experiences
- Collecting different ways people voted and why
- Comparing if the voting experiences of people with I/DD changed from 2014 to 2016

One in 5 voters reported having an excellent voting experience.

*~2016 Report*

**Attachment B** is a copy of the 2016 Voter Experiences Survey. Twenty-three (23) P&As and self advocacy groups volunteered to participate in this study. The majority of the data collected was from five states: North Carolina (15%), Illinois (15%), Florida (14%), Ohio (11%) and Massachusetts (8%). **Table 1** lists the participating states along with the number of completed surveys.

Our goal was to collect 1000 Voter Experience surveys. Eight hundred ten (810) surveys were submitted but only 761 were used for this report. Forty-nine (49) participants did not answer all of the questions. Our outcome was less than our goal; but, the findings collected from the data are valuable in learning about the self-reported experiences of voters with I/DD.

## STRATEGY

With the support of NDRN, SABE's Voter Project continued to convene and expand the 2014 Vote Assessment Advisory Committee (VAAC) with interested P&A staff and representatives from self advocacy organizations.

The VAAC reviewed the 2014 Survey recommendations and made modifications to the 2016 Survey. The number of questions was reduced and new questions added to focus on absentee mail-in voting. It is the project's goal to continue to use this survey instrument to measure the outcomes for this Election and future Elections. The VAAC recommended a complete review of the survey after each use and to collect this data every two years.

Survey Monkey was used to collect and analyze the data. The survey was placed on Survey Monkey and linked to the P&As, self advocacy groups, SABE, NDRN and AIDD websites, Facebook pages and newsletters.



This provided voters a variety of sites to do the survey. By using Survey Monkey, voters with access to technology could independently or with assistance go to the site. The survey was also disseminated in hard copy. Many self advocacy groups had members complete the survey in group meetings. This approach was popular because assistance was immediately available if requested.

The survey was designed to be flexible, allowing participants to skip sections and make multiple choices. For example, if the voter used an Absentee Mail-in Ballot, they could skip the sections that asked about their experience using the voting machine and physical layout of the voting area. By having the survey available in print copies allowed voters another option if they were more comfortable using paper and pencil fill-in surveys. Surveys were collected by local and state Self Advocacy Groups and P&As and mailed directly to the Voter Project staff to input manually into Survey Monkey. Both collection methods worked well for voters.



## FINDINGS

### The findings are presented by sections:

- Voter Experience Survey
- Voting Equipment
- Absentee Mail-in Ballot
- Poll Workers
- Voter Education

### VOTER EXPERIENCE SURVEY

The findings are organized by the five categories listed above using the survey questions related to it and presented in graphs. Throughout this report comparisons are made between disability groups, All Voters and New Voters and whenever possible comparisons are made between the 2014 and 2016 reports. This is what we learned from voters with I/DD about their personal voting experiences.

#### **WHO ANSWERED THE SURVEY?**

For this survey, 810 voters responded but not every voter (49) completed all survey questions. The information gathered from the 761 complete surveys was collected primarily from five states: Florida – 14%, Illinois – 15%, Massachusetts – 8%, North Carolina-15%, and Ohio – 11%). The remaining 37% were completed from the other 35 states. **Table 1** lists all states who submitted surveys in 2014 and 2016 with New Voters separated from All Voters. Twenty three percent of the voters were first time voters.

**Table 1: Comparison of Voters By State and Year**

State	All Voters		New Voters	
	2014	2016	2014	2016
AL	0%	>1%	0%	0%
AK	0%	2%	0%	>1%
AR	0%	>1%	0%	>1%
AZ	7%	3%	4%	0%
CA	0%	2%	1%	2%
CO	0%	2%	0%	1%
DE	0%	1%	6%	0%
DC	0%	>1%	0%	>1%
FL	3%	14%	11%	9%
GA	7%	4%	6%	1%
ID	0%	2%	>1%	1%
IL	7%	15%	2%	11%
IN	0%	>1%	>1%	0%
IA	0%	>1%	0%	0%
KS	0%	>1%	0%	>1%
KY	1%	0%	0%	0%
LA	48%	1%	20%	>1%
ME	0%	2%	2%	3%
MD	3%	>1%	14%	>1%
MA	0%	8%	1%	7%
MI	0%	>1%	0%	>1%
MN	0%	>1%	>1%	0%
MS	0%	1%	0%	0%
MO	0%	>1%	>1%	0%
NE	0%	>1%	0%	0%
NH	3%	>1%	3%	0%
NJ	0%	>1%	1%	>1%
NM	0%	>1%	1%	0%
NY	0%	2%	1%	2%
NC	0%	15.5%	0%	15.5%
ND	0%	>1%	0%	0%
OH	0%	11%	1%	3%
OK	0%	2%	0%	3%
OR	0%	5%	0%	2%
PA	0%	>1%	1%	>1%
SC	0%	1%	>1%	1%
SD	0%	1%	0%	>1%
TN	>1%	0%	>1%	0%
TX	0%	>1%	1%	>1%
VT	0%	>1%	0%	0%
VA	0%	>1%	0%	>1%
WA	0%	>1%	0%	0%
WI	15%	0%	21%	0%

The surveys were completed by different disability groups: 28% (36%) intellectual disabilities, 36% (28%) physical disabilities, 9% (11%) autism, 9% (7%) mental health disorders, 5% (2%) visual and 4% (5%) hearing.

**Attachment C** provides a Profile of Voters by Disability and lists the number of voters with specific disabilities from each participating states. The largest numbers of Voters with intellectual disabilities were from NC (21%), MA (17%) and OH (12%). Voters with physical disabilities were primarily from FL (25%), IL (16%) and NC (15%). The majority of voters with mental health disorders came from IL (18%), OH (14%) and FL (8%).

Reaching voters with I/DD can be challenging because many of these voters are non-readers and require more support. The SABE Voter Project encouraged P&As and self advocacy groups to meet with voters needing extra support in groups where the survey could be read out loud and extra help could be provided, if needed.

**Table 2** lists the disability breakdown of voters. The category of “other” was used by participants who wanted to be more specific about their disability. Voters also had the option of not disclosing their disability.

**Table 2: Comparison of Voters by Disability and Year**

Disability	All Voters		New Voters	
	2014	2016	2014	2016
Intellectual*	33%	28%	65%	36%
Physical	32%	35%	19%	28%
Visual	22%	5%	3%	2%
Mental Health	15%	9%	6%	7%
Autism	7%	9%	6%	11%
Hearing	5% 4%	4%	10%	5%
Did not share**	---	7%	---	10%
Other***	11%	2%	6%	0%

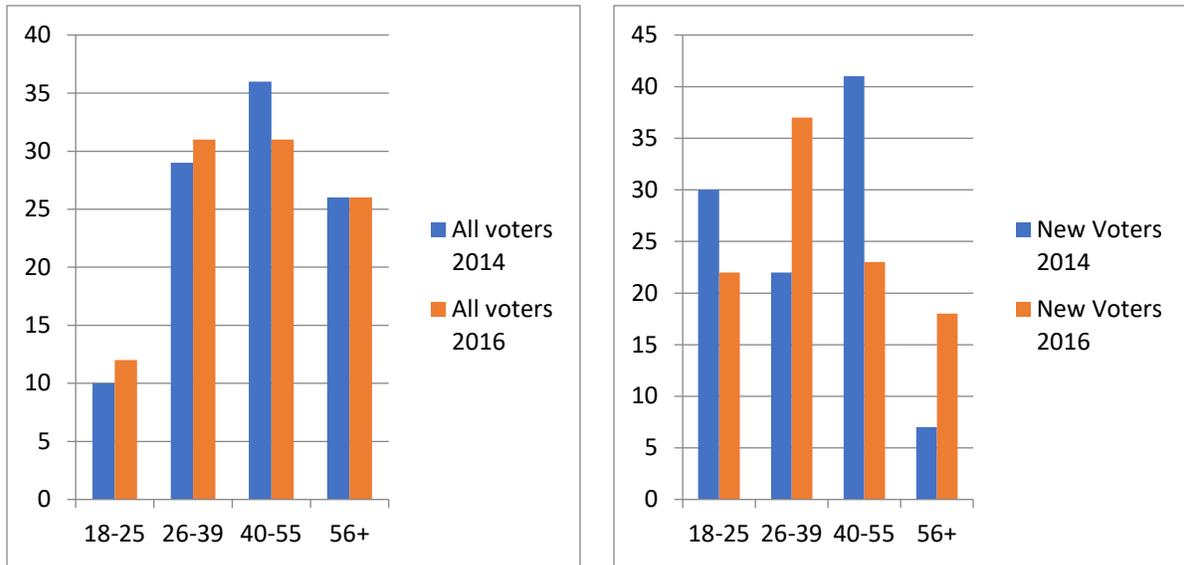
\* Includes Down Syndrome

\*\* **2016** was the first-year voters were given this option, in 2014 it was included in the Other category

\*\*\* Epilepsy, Traumatic Brain Injury, Multiple Sclerosis

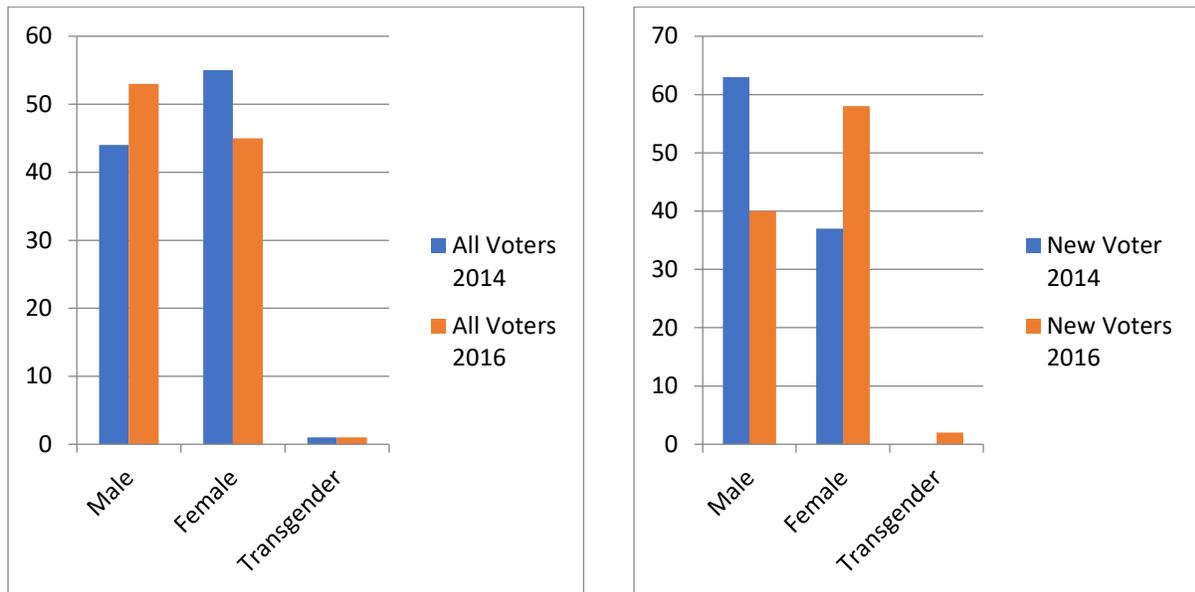
**Table 3** shows that the most voters between the ages of 18-25 were New Voters (22%) and most of voters between the ages of 56+ (26%) were repeat voters. It also shows that progress was made in recruiting more voters under the age of 39; 2016 showed 43% of all voters and 59% of new voters.

**Table 3: Comparison of Voters by Age and Year**



In this study, **Table 4** describes that 53% (40%) of the voters were male, and 45% (58%) female and 1% (2%) identified themselves as transgender.

**Table 4: Comparison of Voters by Gender and Year**



## HOW ACCESSIBLE WAS THE VOTING EXPERIENCE?

The 2016 survey included questions about polling place physical accessibility in six categories:

- Transportation
- Parking
- Accessible Entrance
- Route to Voting Area
- Ramp or Elevator not working or hard to use
- Voting Area



"Often the priorities of people with I/DD are not the same as those families, friends and providers they depend on to help them."

*~Voter, AZ*

**Transportation** to polling locations is often a problem for voters with I/DD because voting locations are not required to be on public transportation lines or within walking or wheelchair distance from a voter's home. Most voters must plan for

transportation to be provided by family, friends, or service providers. Sometimes, even planning does not guarantee the person will vote.

Twenty five percent 25% (28%) of voters drove themselves to vote. Most voters were transported by their service provider, family, or friends 33% (39%) as shown on **Table 5**. Relying on others for transportation can be an asset as well as a barrier for the voters.



Asset is the voter gets to vote. Barrier, the voter’s transportation is at the whim of another person. If an emergency arises or if that driver decided they did not feel like taking the voter to vote; regardless of the fact they promised and the voter is prepared and looking forward to voting, they do not get to vote. Often the priorities of people with I/DD are not the same as those of families, friends and providers they depend on to help them.

**Table 5: How did you get to the polling place?**

Transported by	All Voters		New Voters	
	2014	2016	2014	2016
Family or Friends	33%	21%	17%	22%
Service Provider	32%	12%	58%	17%
Own Car	18%	25%	13%	28%
Walked or Used Wheelchair	10%	9%	4%	6%
Public Transportation	8%	7%	8%	12%
Other*	---%	22%	---%	10%

\*New category for 2016, voters often are users of absentee mail-in ballots

To shorten the 2016 survey, the number of questions about physical accessibility was reduced by asking one question with multiple options. **Table 6** shows the responses. When voters with various types of disabilities were asked to identify specific accessibility problems, the number one problem was accessible parking followed by moving around in the voting area.

**Table 6: Did you experience any problems at your polling place?**

Accessibility Problem	All Voters		New Voters	
	2014	2016	2014	2016
Problems with Accessible Parking	6%	8%	0%	13%
Could not locate entrance	5%	4%	0%	8%
Could not locate voting area	8%	4%	4%	12%
Ramp or Elevator Broken or Difficult to Use	4%	3%	0%	6%
Not enough space for wheelchair in voting area	7%	3%	0%	>1%
No problems	---%	66%	---%	55%
Other*	---%	17%	---%	8%

\*includes those who voted absentee mail-in

Over two thirds of these voters did not find any accessibility problems. New voters reported more issues than repeat voters. More than 1 out of every 10 New Voters reported problems with accessible parking.

Over two thirds of voters did not find any accessibility problems.  
~2016 Report

Specific comments by voters about lack of accessibility indicated not enough accessible parking places with many of the spaces too far from the building entrance. Lack of signage to find polling place entrances and the voting areas were also an issue, especially for New Voters.

Respondents provided 136 comments about accessibility at the polling location.

- **34%** voted by mail and did not go to the polling location
- **10%** had problems with the voting machine (too high, not working, confusing)
- **9%** area too crowded (needed chairs, standing too long)
- **7%** problems with signage to find entrance and voting area
- **7%** parking lot too far or not enough accessible spots
- **6%** problems with poll workers (not familiar with equipment, impatient and rude)
- **6%** doors to enter the building (too heavy, too narrow, automatic opener not working, accessible door locked)

## VOTING METHODS USED BY VOTERS WITH I/DD

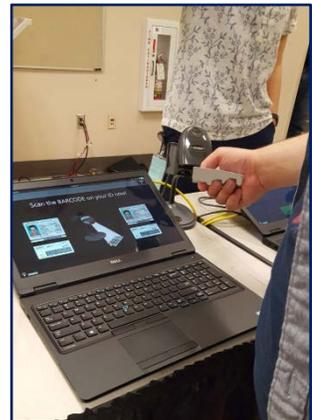
**Table 7** summarizes the voting methods used by the voters surveyed for this report. This report measured three voting methods: Absentee Mail-in 30% (30%), Polling Place on Election Day 43% (42%) and Early Voting 27% (28%).



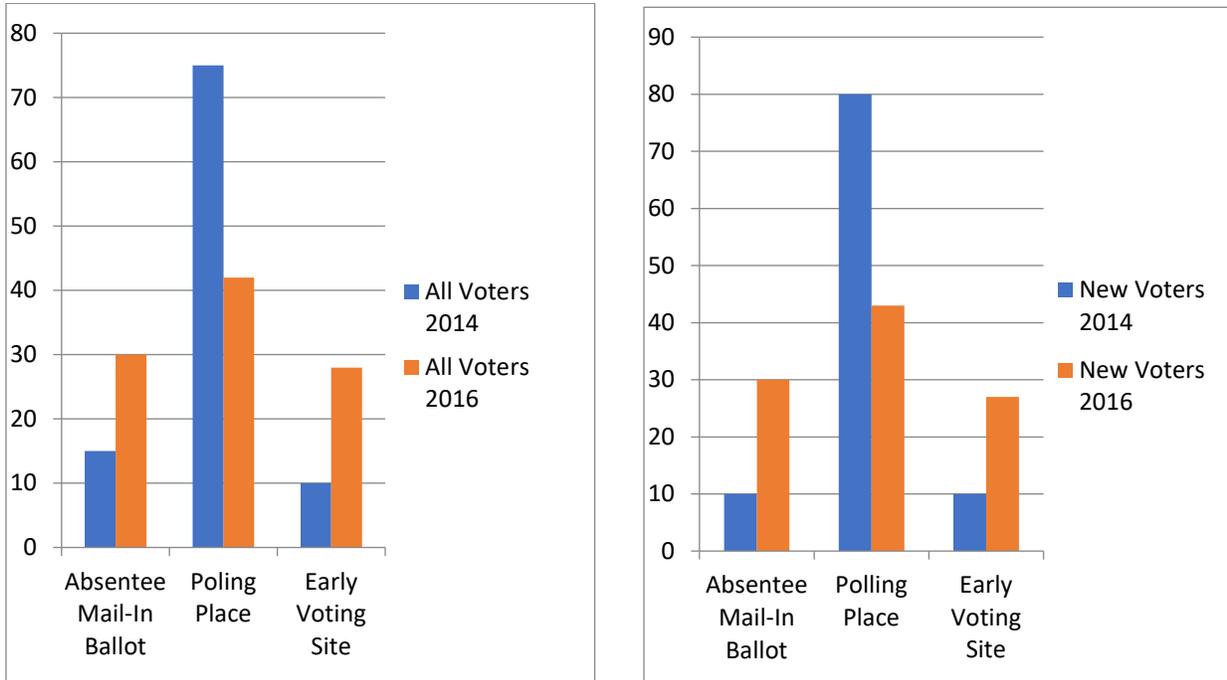
In the past, the most popular method of voting by voters with I/DD was at the polling place. This report shows a change. The use of Absentee Mail-in ballots was the most popular. It is not clear why. However, as this report shows, regardless of the voting method used there

are still barriers encountered by voters with I/DD.

hand reaching towards an id scannerAs reported in **Attachment C** the preferred method of voting for voters with intellectual disabilities was at the Polling Place (46%), for voters with physical disabilities Early Voting (38%) and voters with mental health disorders was at the Polling Place (60%).



**Table 7: Comparison of All Voters, New Voters with Disabilities by How They Voted**



When voters were asked, “How did you cast your ballot?” (**Table 8**), the majority said they voted independently 60% (45%). The next most popular was getting assistance from family or friends, 17% (19%), assistance from service provider staff 12% (28%) and last, asked the poll worker for assistance, 6% (5%). When the data was analyzed by disability groups the rankings remained the same. A new survey option of “getting assistance from service provider staff” was added because in 2014, many voters listed this as an option. Younger voters used their service provider more frequently than family or friends when voting.

**Table 8: How did you cast your ballot?**

Cast ballot...	All Voters		New Voters	
	2014	2016	2014	2016
Independently	62%	60%	48%	44%
Assistance from Friends or Family	21%	18%	24%	19%
Assistance from Service Provider Staff*	---%	12%	---%	28%
With assistance from Poll Worker	10%	6%	12%	5%
Some Other Way	6%	4%	16%	3%

\*This option is new based on feedback from voters

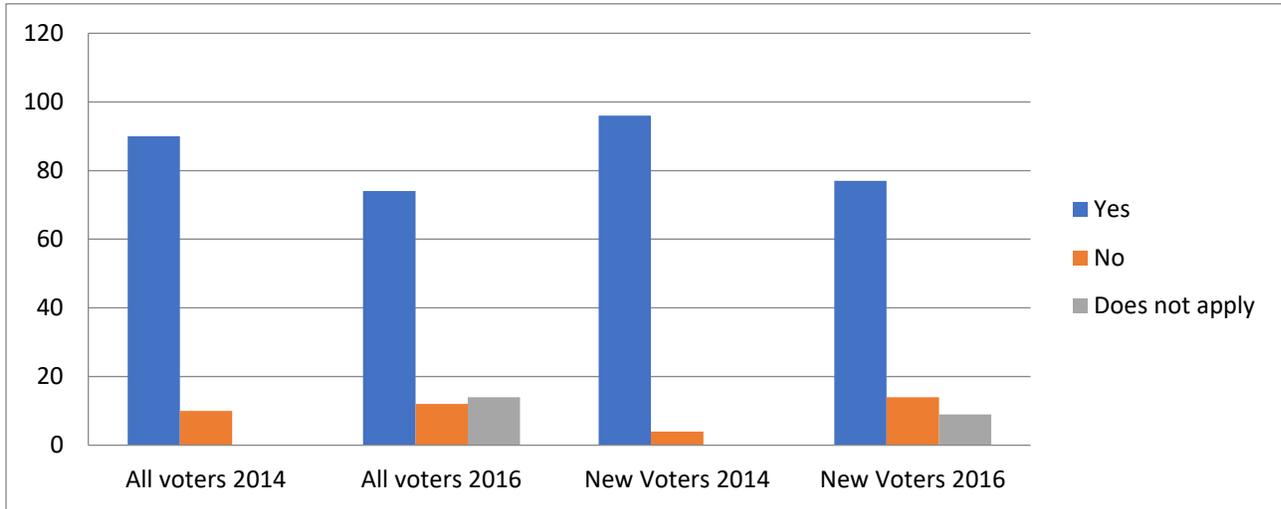
## **HOW DID VOTERS FEEL ABOUT THEIR VOTING EXPERIENCE?**

**Tables 9 and 10** present findings from voters on being able to vote privately and independently. Ten percent (12%, an increase from 2014) of the voters surveyed, indicated they did not feel they had privacy when using a voting machine.

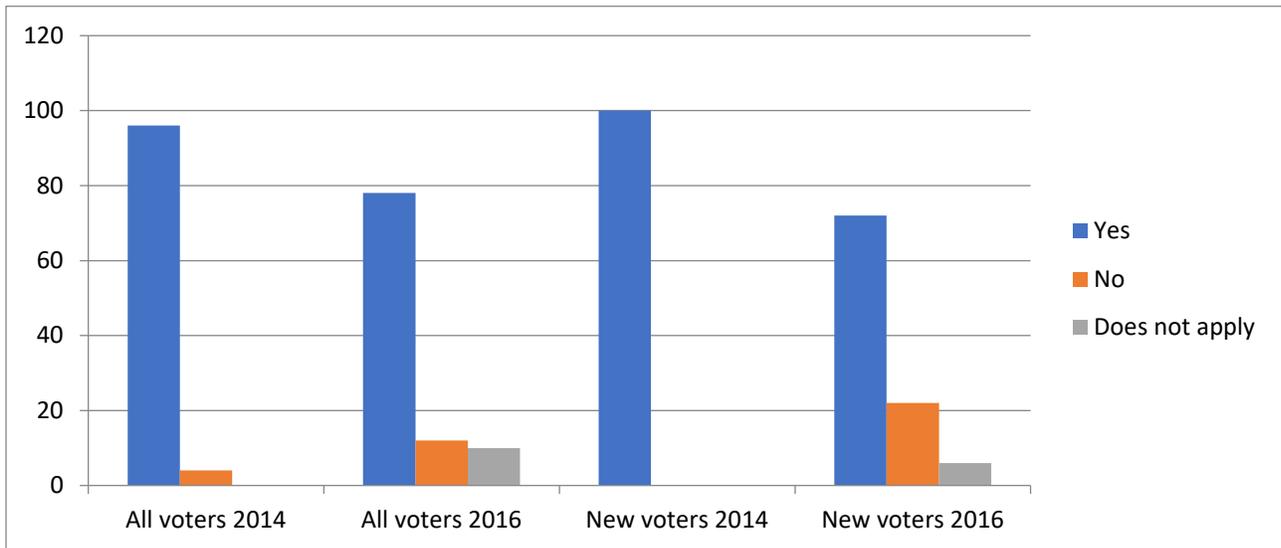
One out of ten voters felt privacy was not provided when they voted.  
~ 2016 Report

They reported other voters could see how they were marking their ballot. However, 78%, a substantial decrease from 96% in 2014, of the voters stated they could vote independently.

**Table 9: Were you able to vote privately (where no one else could see your ballot)?**



**Table 10: Were you able to vote independently (vote by yourself or with support that you choose?)**



"Initially I was denied access to (the polling area) because I use a service dog. Took 2.5 hours to sort out when able voters were in and out in under 10 minutes"  
~Voter, OH

When voters were asked, "Did they feel good about their voting experience?" 86% of the voters said yes. In 2014, the report findings were higher, 99%. The 2016 survey percentage seems more consistent with informal, verbal reports from voters with I/DD, and shared with SABE Voter staff during their trainings.

For the question, "What could have made your voting experience better?" voters made the following comments which were grouped by the author of this report:

- Had a good experience (19%)
- Did not personally feel prepared to vote on candidates and issues (18%)
- New Voters had problems reading and understanding the ballots (14%)
- More equipment availability and accessibility (12%)
- Improve the physical accessibility of the voting place (10%)
- Improve voter privacy and signage (4%)

Within those comments specific concerns were expressed about Poll Workers:

- Problems with Poll Worker (15%)
- Poll Workers lack of equipment knowledge (9%)
- Poll Workers lack of disability etiquette (7%)
- Poll Workers had problems registering voters (5%)

**Attachment C** provides a Profile of Voters by Specific Disabilities. These findings are similar to the overall findings in this report but

it is interesting to look at the data from the specific disability perspective. Voters with mental health disorders reported their voting experience as the least positive (18%), followed by voters with intellectual disabilities (13%) and then voters with physical disabilities (12%).

When voters with intellectual disabilities were asked what would have made their voting experience better, 21% said to have been better prepared on the candidates and issues, 15% if Poll Workers were more helpful and 13% reported the ballots needed to be easier to use and understand. The number one improvement voters with physical disabilities reported (16%) was physical accessibility into and around the polling location, then more and working accessible voting machines (14%) and lastly if poll workers were more helpful (11%).

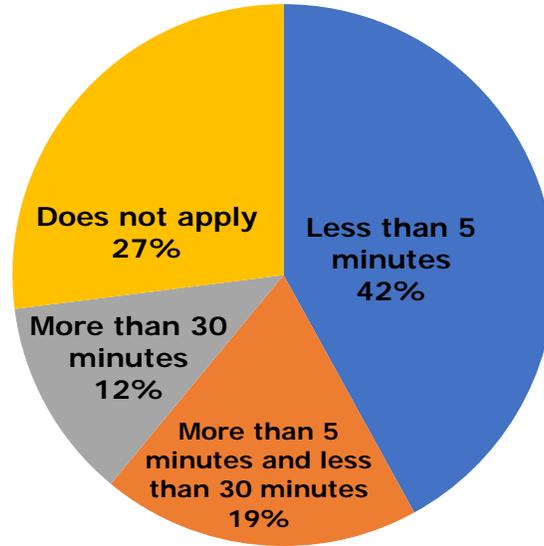


The length of time voters with and without disabilities waited in line to vote was high. Some voters with and without disabilities have problems standing for long periods of time and require a chair, but most times, chairs are not offered. One voter said: "There were some chairs. It was difficult to

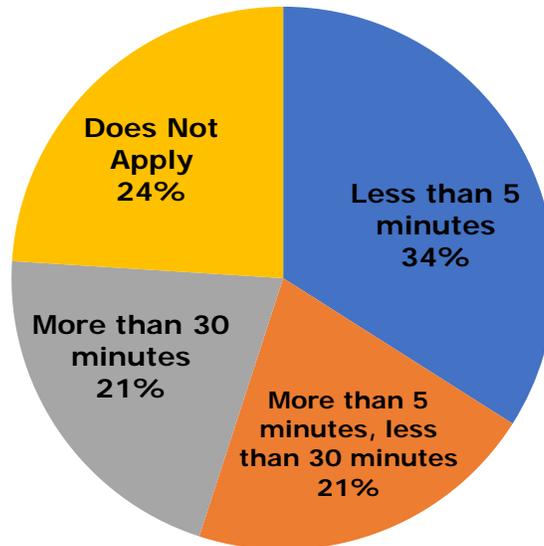
stand, but if you sat, people cut in front of you in line." Twelve percent (12%) of the all voters and 21% of New Voters reported they waited over 30 minutes. Some voters reported up to 3 hours waiting in line. Any voter waiting in line for more than 30 minutes is of concern especially if an accommodation is not offered, like a chair.

**Table 11: Length of Time Voters Waited in Line**

**2016 All Voters length of time**



**2016 New Voters length of time**



## **VOTING EQUIPMENT**

The most dramatic shift voters made between the 2014 and 2016 elections was in their method of voting. The method voters' use to cast their ballot often reflects their comfort level and trust with the voting process and equipment. Refer to **Table 7** to see the difference between the 2014 and 2016 findings. For example, the 2014 Election reported 75% voted at a polling place and in 2016 43%. Ten percent (10%) were Early Voters in 2014 and 27% in 2016. And, the use of Absentee Mail-in Ballots doubled between 2014 (15%) and 30% for 2016. However, as this report shows regardless of the voting method used there are still barriers voters with I/DD encountered.

When voters were asked, "Were you offered or did you request to use an accessible voting machine?" One third was offered the use of an accessible voting machine by Poll Workers. Half 48% (46%) of the voters were not asked if they wanted to use the accessible voting machine. Eleven percent (17%) of voters self-reported they did not know how to operate the accessible equipment.

Seventeen percent of the voters reported the accessible voting machine was not up and running when they arrived at their polling place. Wait time to use an accessible machine was less than 15 minutes for all voters. Some voters did comment that they were not even aware there were accessible voting machines.

In 2014, 33% of voters said the Poll Worker had to get someone else to help set up the accessible equipment, 17% did not know

"The accessible machine at my polling place was not working. It turned out to not be plugged in and no extension cord was available. It took almost 2 hours to fix that problem and allow me to vote. Even the machine was hard for me to use."

*~ Voter, ID*



how to activate the audio ballot, 5% did not know how to adjust the volume, and 5% could not find the headsets. Significantly, voters in 2016 reported improvement by Poll Workers in all problem areas with the accessible equipment down to 1%.

When voters were asked, "Did you experience any problems with the accessible voting machine while casting your ballot?" 25% (22%) of voters said no. Voters reported fewer problems with adjusting the audio speed (down to 1% from 11% in 2014). However, their ability to review their selections was still an issue especially for New Voters (2%).

The most frequently used accessible features were large print 5% (5%) and the audio, non-visual features, 7% (18%). One out of 10 voters with I/DD wanted to use an accessible voting machine.

"It took 20 minutes to start the machine and to prepare my ballot and the machine"  
~ Voter, MA

**Attachment D** is a Profile of Accessible Equipment Issues as Reported by Disability Groups. Voters with physical disabilities used the accessible voting machine most (30%, voters with intellectual disabilities 20% and voters with mental health disorders 10%). Also voters reporting there was not an accessible voting machine at their polling location were voters with physical disabilities (5%), voters with mental health disorders (4%) and voters with intellectual disabilities (2%). The most popular accessibility feature used by these groups were the audio by voters with physical disabilities (13%), large print by voters with intellectual disabilities (6%), physical disabilities (5%) and mental health disorders (3%).

## **ABSENTEE MAIL-IN BALLOTS**

Oregon, Washington and Colorado are currently the only state that vote solely by absentee mail-in ballot.  
*~2016 Report*

In 2014, 74% (68%) of voters, who used Absentee Mail-in ballots, did so, because they preferred to vote at home. Voters in 2016 reported 31% (28%) they liked voting at home. New Voters (33% in 2014 and 17% in 2016) specifically reported having problems understanding the ballot

because it is confusing, needs larger print, difficult to read, needs better instructions, and when asking for an accessible ballot it arrives late.

Also, the percentage of voters using the Absentee Mail-in Ballot because they felt that they could not vote privately at the polling place has decreased for new voters from 33% in 2014 and to 5% in 2016. Several voters commented that they would like the ballot on line so they can personalize their accessibility needs.

Oregon, Washington and Colorado are currently using only Absentee Mail-in ballots. California plans to switch to them by 2018. Other states in the pipeline to follow California are Arizona, Hawaii, Montana, Nebraska, New Jersey and Utah.

Project Vote Staff have followed the work of the Election Assistance Commission (EAC) about standards and certification for future election equipment. Their work prompted a new question to be added to the 2016 survey, "What is the easiest method for YOU to vote?" As Election Officials plan for voting in the future, having input from voters with I/DD should be useful. The survey

One out of 10 voters with I/DD wants to use the accessible voting machine.  
*~2016 Report*

shows that voters voting on Election Day at their polling place was 21% (27%), Absentee Mail-in Ballots 29% (31%), Early Voting 19% (15%) and a new choice was added to the list of options to vote at home using a tablet or computer 33% (42%). This new option was added based on informal conversations with the EAC about potential future options for voters. We were interested in what voters with I/DD thought about this option and clearly there was an interest. These numbers change very little when we analyze them by disability groups.

These findings serve as an incentive for Election Officials to work with disability groups to improve the Absentee Mail-in ballots and to explore the feasibility of a new option like voting at home using a tablet or computer.

## **POLL WORKERS**

Poll workers have the most important role in the voting experiences of voters with I/DD. When voters go to their polling location and the poll worker greets them with a smile and a good morning, they feel welcomed and included. Many voters with I/DD do not get that type of greeting. One out of every four voters with I/DD did not have a good experience with a Poll Worker. And, Poll Workers were reported by voters as a major barrier to having a good voting experience.

The training Poll Workers receive about disability etiquette and ways to meet the potential needs of voters with I/DD is different in each state. Many P&As and Secretary of State offices have produced excellent videos to help Poll Workers better understand working with voters who have a I/DD. But, we do not know how many local Boards of Elections use these videos during their Poll Worker training. Informal conversations with Poll Workers suggest that many of them never see these videos. The overall

Poll Worker training covers so much information that only a few minutes (if any) is dedicated to voters with I/DD.

One out of four voters with I/DD did not have a good voting experience with a Poll Worker.  
~2016 Report

**Table 12** answers the question; " How did the Poll Worker treat you?" In 2014, this survey question was asked by multiple questions, this year it was one question with multiple options. The purpose was to simplify the survey.

**Table 12: How did the Poll Workers treat you?**

Voter Feelings about Poll Workers	All Voters		New Voters	
	2014	2016	2014	2016
Treated professionally	---%	59%	---%	48%
Treated with respect	92%	47%	96%	47%
Felt rushed	4%	6%	0%	11%
Treated like I was a bother	5%	5%	4%	2%
Treated with patience	---%	26%	---%	21%
Treated like I could not vote	11%	7%	8%	9%
Does Not Apply*	---%	9%	---%	7%

\* Mail-in Absentee in voters

With the changes made to this survey question, the SABE Voter Project staff feel when voters answered the question they might have become confused with the options. The question of whether the Poll Worker was respectful showed a lower rating in 2016 than in previous years.

The 2014 survey reported 92% (96%) of voters with disabilities felt respected by Poll Workers and in 2016 only 47% felt respected.

One possible reason for this decrease might be a new option was added to the list about professionalism. Previously the only choice was “respect”. These two options could be interpreted very similarly by voters, so they might have only checked one or the other. This question will be reviewed to improve the data collected.

Fifty-nine percent of voters felt Poll Workers treated them professionally when they signed in to vote. New voters, however, did not feel as positive. Only 48% of New Voters reported being treated professionally. One out of every ten (11%) New Voters felt rushed by Poll Workers in 2016. The percentages for this question were much lower in the 2014 survey.

“My signature was questioned. I explained that due to my arthritis my signature changes. It took a while for them to call someone to ask what to do. I had a picture ID.”  
~Voter FL

Voters reported that 17% of the poll workers did not provide clear instructions on how to use the accessible voting machine; however, New Voters (2%) reported the instructions as clear. Less than 1% considered them too complicated. Percentages 62% (37%) in the Does Not Apply option was selected primarily by Absentee Mail-in voters.

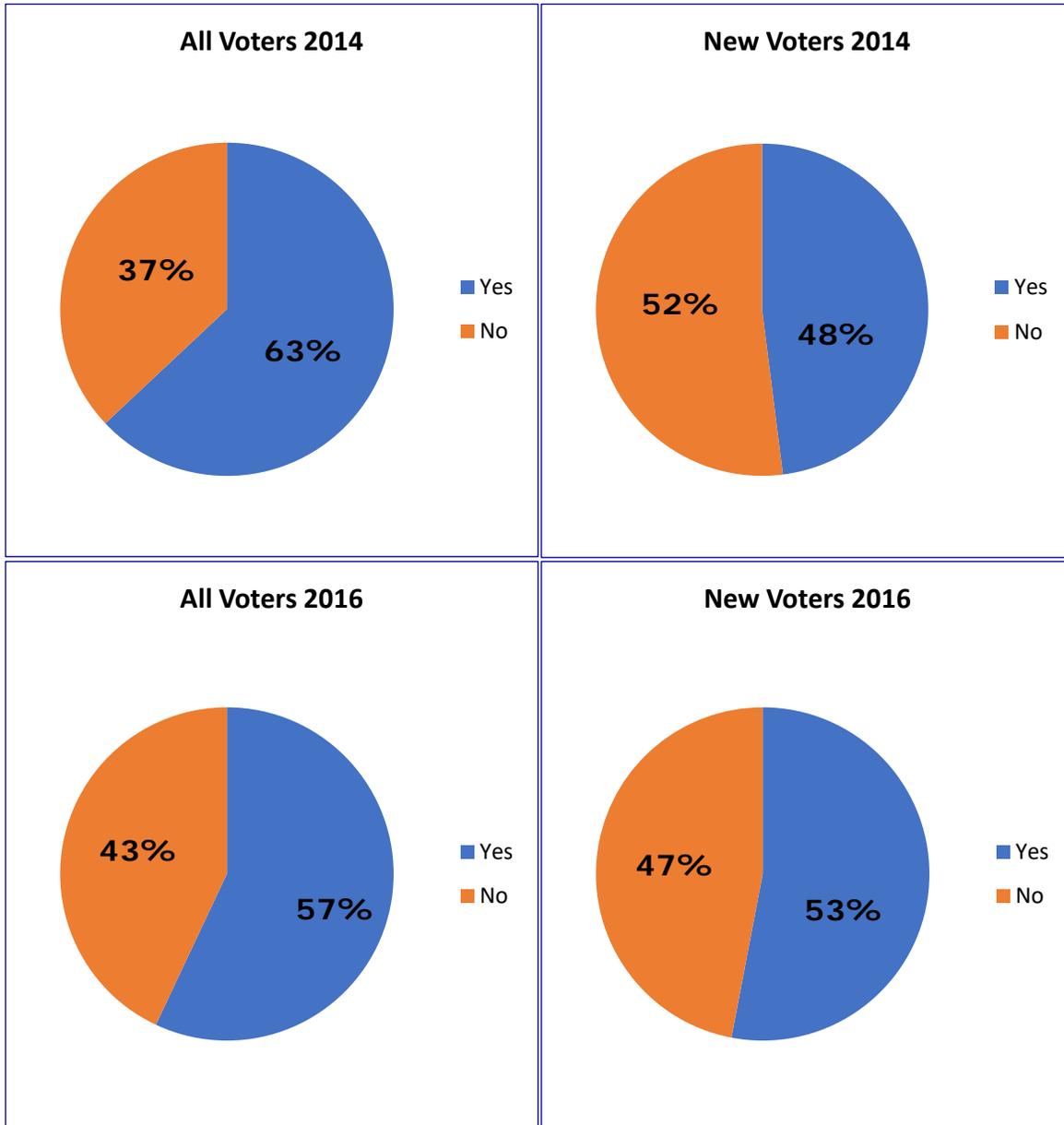
## **VOTER EDUCATION**

Voter education covered a range of topics like who to go to if you need help or have a problem voting, where to find information on candidates and issues and knowing how to use the voting equipment or get an Absentee Mail-in ballot. Voters now have more resources available to them but many voters with I/DD are not aware of them or how to get them. The results from these questions directly from voters should help local, state, and national resources evaluate the effectiveness of their current practices in disseminating information. Maybe changes in how information is disseminated will reach more voters with I/DD.

When voters were asked, "If they know who to call if they had any voting problems", 43% (47%) said no. Of the 164 voters who told us who they would go to for help: 1 in 2 voters (49%) would call their local Board of Elections, County Clerk, City Hall; about 1 in 3 voters (31%) would call Family, Friends, or Staff; 1 in 5 voters (20%) would call their state P&A and Voter Hotlines; and about 1 in 10 voters (9%) would get help from Poll Workers/Secretary of State Office. **Table 13** compares survey results from 2014 and 2016.

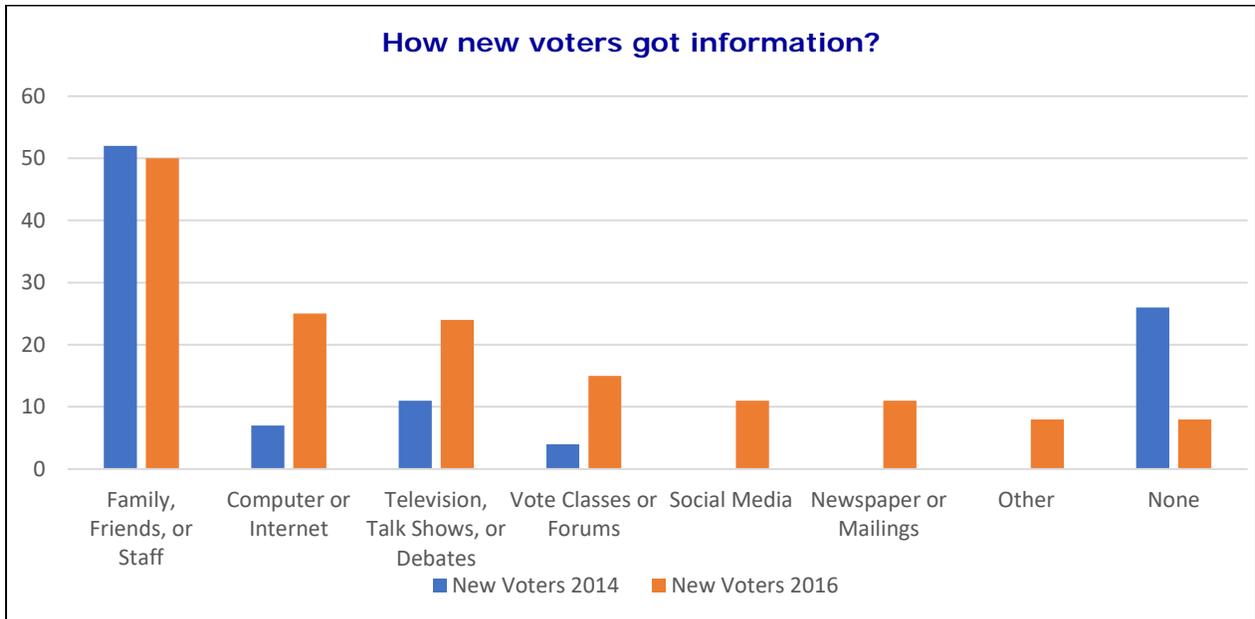
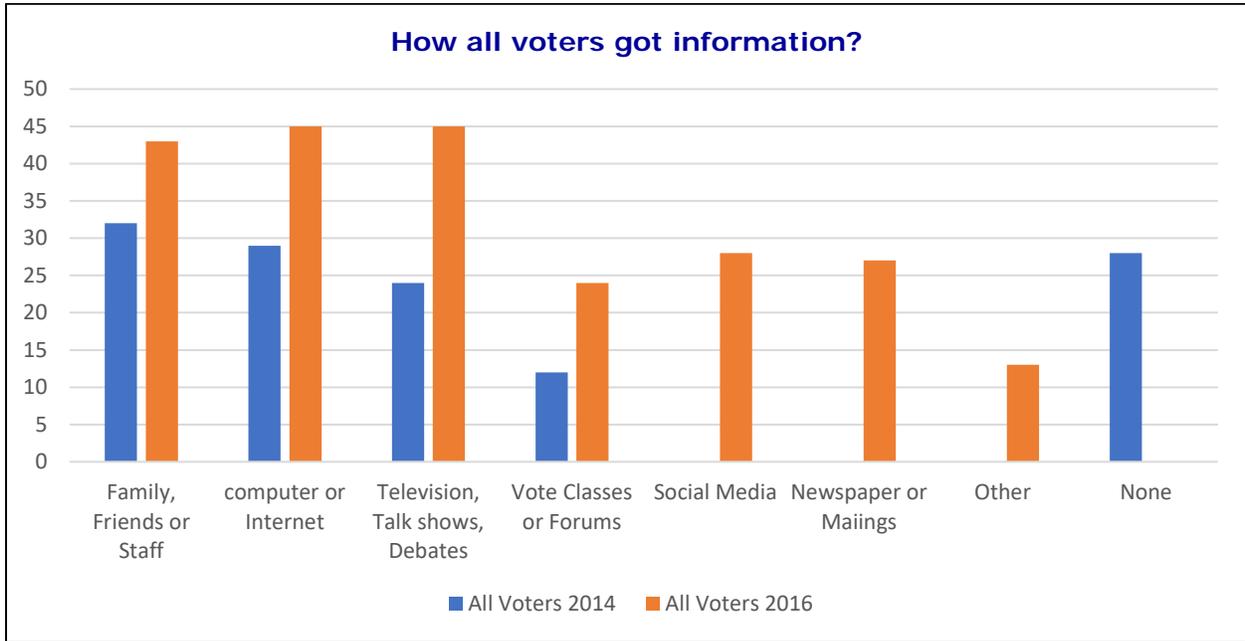
37% of All Voters in 2014 and 43% in 2016 did not know who to call if they had problems voting. New Voters in 2014 reported even a higher percentage, 52% and in 2016, 47% not knowing who to call.

**Table 13: Do you know who to call if you have any problems voting?**



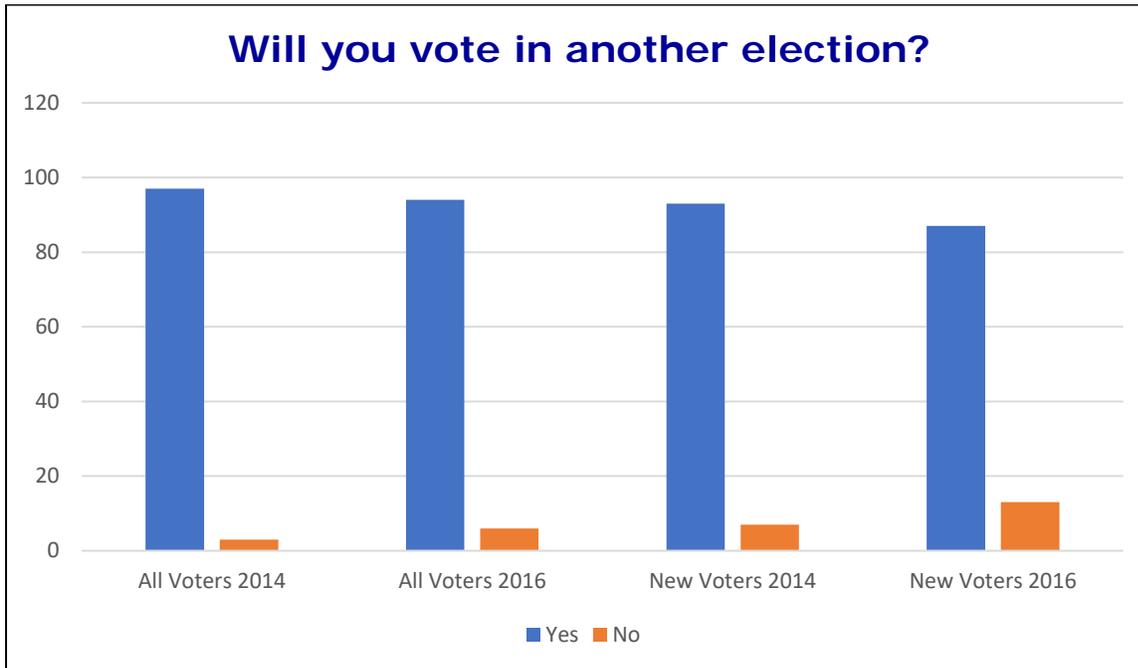
One **barrier** reported by voters to a good voting experience was their **own lack of education on candidates and issues**. One out of five voters said they had not studied the candidates or issues before voting. It is unclear whether voters did not know where to go to learn about candidates and issues or the information was not written or disseminated in a way they could understand or find it. Regardless, the media, boards of elections, candidates, P&As and self advocacy groups need to do a better job of getting information out. To help them and others, **Table 14** shows voters' response to: "How do you get information to help you when voting?" The most popular **way voters got information** was from **family, friends and their service provider staff** followed by the internet and television, talk shows and candidate debates. **Table 14** shows how voters found information about candidates and issues. In 2014, All Voters reported that 31% went to family and friends, 29% used the computer and internet, 24% watched TV debates and talk shows, 11% attended classes and forums on how to vote and about candidates and issues and 27% did not use any resources. In 2016, All Voters reported that 43% went to family and friends, 45% used the computer and internet, 45% watched TV debates and talk shows, 24% attended classes and forums on how to vote and about candidates and issues, 27% used social media, 22% read the newspaper and mailings, and 13% reported using other options. In 2014, New Voters reported that 51% went to family and friends, 7% used the computer and internet, 11% watched TV debates and talk shows, 4% attended classes and forums on how to vote and about candidates and issues and 26% did not use any resources. In 2016, All Voters reported that 50% went to family and friends, 23% used the computer and internet, 22% watched TV debates and talk shows, 13% attended classes and forums on how to vote and about candidates and issues, 6% used social media, 6% read the newspaper and mailings, 4% reported using other options and 4% did not use any resources.

**Table 14: How do you get information to help you when voting?**



**Table 15** show that 98% of All Voters in 2014 and 97% in 2016 will vote in another election. 96% of New Voters in 2014 and 92% in 2016 said they will vote in another election. **Table 15** shows 1 out of 10 New Voters said they will not vote in another election. Voters reason for this response is not clear but it does raise some questions. "If a voter had a bad experience voting", that could be a factor that influenced their willingness to vote in another election. Not many comments were given but from the ones provided; accessibility of equipment was the primary issue influencing their decision to not vote in another election.

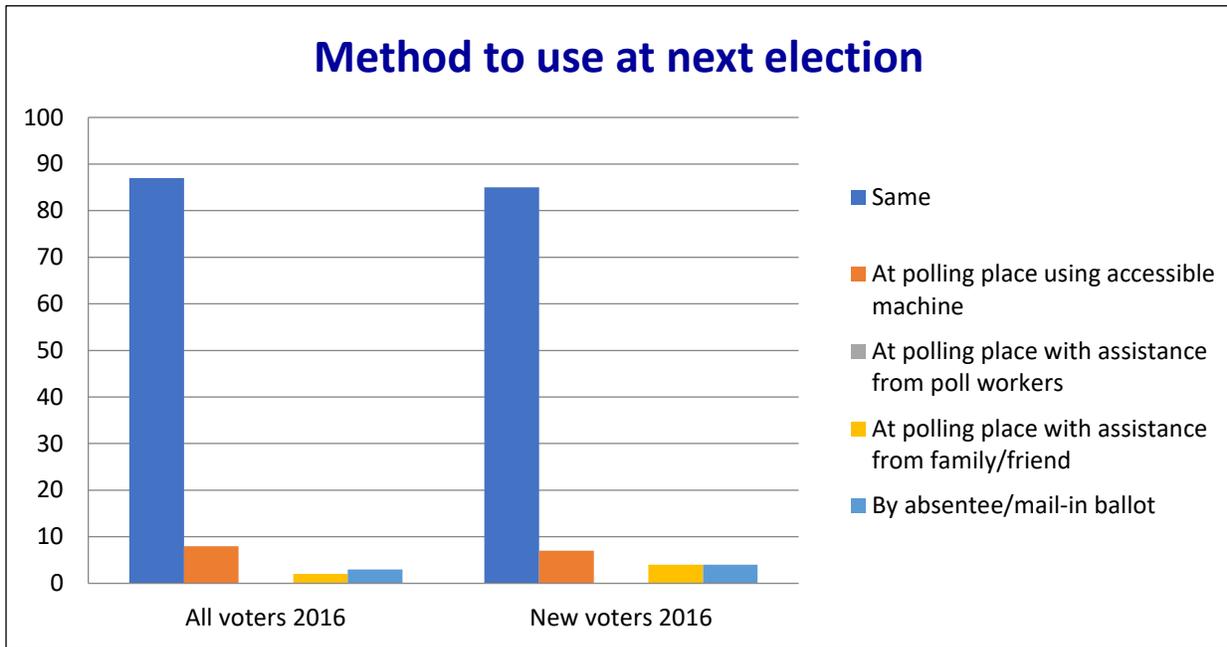
**Table 15: Will you vote in another election?**



**Table 16** shows that most voters, 87% (85%), said they would use the same method to vote in the next election. If not the same, 8% (7%) the voters would go to polling location and use an accessible voting machine, 2% (4%) voters would go to polling place with family/friend/staff to use the accessible voting machine, and 3% (4%) would vote by Absentee Mail-in Ballot.

This question will be rewritten because when voters had the option to select the same method, which many did, it was difficult for the SABE Vote Project staff to match that with the option they listed earlier on the survey. One recommendation is to rephrase the question to read "What method of voting will you use to vote in the next election?" and eliminate the choice of "same".

**Table 16: Would you use the same method or a different one to vote next election? If different, what method?**



## CONCLUSION

Every citizen in the United States has the right to vote and a voice in electing political leaders and laws. The challenge we face is to make voting available and accessible to all citizens. Many barriers continue to exist that prohibit voters with I/DD to exercise their rights. That is why collecting information from voters with I/DD about their voting experience is so important.

The unique design of this survey provides an opportunity for voters with I/DD to self-report their voting experiences. The findings serve as a guide to improve voting experiences and increase the number of voters with I/DD. By translating these findings into useful recommendations, we create more accessible polling places, more accessible equipment, and more understandable ballots so voters can vote privately and independently.

SABE promised participating voters that they would share their candid and specific responses with election officials who can improve planning and implementation for future elections.

**Accessibility:** The physical accessibility for voters with I/DD to get into polling locations and maneuver once inside is still a significant problem. Once inside, the accessible voting machines have not been dependable, not available or set up and running at many of the polls. The report shows that in some locations, Poll Workers have increased their skills on knowing how to turn on the equipment and set up accessible features like large print and headsets. With 20% of the population having some type of disability, this concern must continue to be a priority and addressed.

**Use of technology:** The voters' ability to know how to use technology is becoming more and more important and will soon become a requirement. It is used to register as well as change your address to vote, find voting locations, use voting equipment, get information from the internet about candidates and issues, and who to contact for help when experiencing difficulties with voting. SABE has developed a **My Technology Handbook**, <http://www.sabeusa.org/?s=technology+handbook> to teach people with I/DD information, skills, and safety when using technology.



**Poll Worker Training:** The most important person to ensure a successful voting experience for all voters, is the Poll Worker. The training they receive about disability etiquette and ways to meet the potential needs of voters with I/DD is very important. This information must be included and taught at each training event. Voters with I/DD should be included as members of the training team. Because the overall Poll Worker training covers so much information, only a few minutes (if any) is dedicated to voters with I/DD. This needs to change. Many state Secretary of State Offices and P&As have training resources already developed. We need to include them. Contact NDRN at [www.ndrn.org](http://www.ndrn.org) to connect with your state P&A .

**Information about candidates and issues:** Voters with I/DD tell us they get information about voting by watching television (including the debates), the internet, family and friends, the newspaper and mailers, and by attending meetings and forums. Secretary of State offices, Election officials, P&As, and the disability community should keep in mind, when marketing this type of information that it is easy to access, use, and understand.

**Absentee Mail-in Ballots:** Voters have reported using Absentee Mail-in Ballot more frequently. More and more states are using it as the sole option to vote and voters with I/DD are often electing to use this method. This increase should serve as an incentive for Secretary of State Offices and Election Officials to work with disability groups to improve the Absentee Mail-in ballot. Voters with I/DD have found ballots confusing, difficult to read, have small print and are hard to obtain in alternative formats.

**New voting methods:** Voters with I/DD have indicated an interest for future voting to be done at home using a computer or tablet. As states plan changes in voting methods, voters with I/DD should be a part of the discussion to assure the option is one they have access to and can use. This can prevent the creation of another voting barrier.

**Voting in the next election:** One out of ten New Voters with I/DD tell us they will not vote in another election. This is unacceptable because they have already told us in the past what needs to change. Examples are: A pleasant greeting, a little more help, a demonstration, clear instructions, and a private and accessible space to vote. Making these changes are not necessarily expensive, it is just making them a priority so more voters with I/DD can contribute.

**Improved voting experiences from 2014 – 2016:** No improvements, the issues are the same.

**Voters with I/DD:** SABE's responsibility is to assist and educate people with I/DD to prepare for the voting process. Voters with I/DD should keep in mind that voting is right, but it also has responsibilities. If voters need more assistance, choose a time of day on Election Day or early voting when the polls might not be as busy. Make sure you have the required

identification on you to sign-in to vote. Be patient with the Poll Workers and give them a chance to learn how best to meet you're voting needs. If staff brings you to vote, remind them not to take voters in large groups that can overwhelm Poll workers. SABE has a SABE Voter Toolkit that teaches voters with I/DD the voting process [www.govoter.org](http://www.govoter.org)

**Impact of HAVA Legislation:** Congress has been questioning the need to continue fiscal allocations to support the implementation for the 2002 HAVA legislation. **Table 17** compiles the information collected from this survey, SABE Voter staff created a Report Card on HAVA's three major goals. The U.S. Department of Education grading scale was used to calculate these grades. HAVA received grades from voters with I/DD that indicate that it has not fulfilled their task. Findings in this report support the need for continued funding and support of HAVA.

**Table 17: HAVA Legislation 2016 Report Card**

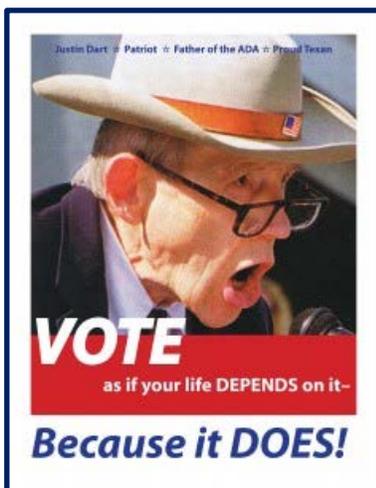
### **HAVA LEGISLATION REPORT CARD**

Requirements of HAVA Legislation graded by voters with I/DD, using the Department of Department of Education Grading Scale.

- D (66%) could vote in an accessible location**
- B (86%) could use and understand the ballots**
- C (75 %) could cast their ballot privately and independently**

## CLOSING STATEMENT

Our democracy states every citizen in this country has the right to vote. The challenge is making it happen. Norman Ornstein and Kristina Kopic said it best in their Ruderman White Paper *On Voting Accessibility for People With Disabilities* (2016): “It is unacceptable to have 20% of our population being treated as second-class citizens with their right to full participation in our democracy being routinely compromised. It is the duty of our democratic system to end this institutionalized discrimination against people with disabilities and focus on ensuring that each citizen has guaranteed access to a private and independent ballot in whichever manner they may choose to cast it.”



The findings in this report provide a firsthand evaluation by voters with I/DD of **how effective is this voting process**. As outlined in this report, we as a country have a long way to go to ensure full participation of all citizens in our democracy.

Currently in this country, much energy is being placed on voter fraud and hacking. If only a small percentage of that energy and money could be redirected to ensuring the 20% of our citizens with disabilities are not treated as second class citizens, our democratic process would be more accessible for all citizens. This responsibility must be shared by the voter by being prepared to vote, the local election officials by making all aspects of voting accessible and secure, and the democratic system by providing legislation and guidelines to make this happen.

## **ATTACHMENT A**

### **Voter Experience Survey**



## November 2016 Election: Voters with Disabilities Experience Survey

### Purpose

We need your help to learn more about your voting experience for the 2016 Election. The Help America Vote Act (HAVA) was passed to make sure everyone in this country could cast a private and independent vote. Now, we want to make sure the law is working. You can help by completing this survey. We have several ways for you to do that. You can go on-line at the Self Advocates Becoming Empowered website, [www.sabeusa.org](http://www.sabeusa.org) or your state Protection and Advocacy organization website. You can do this independently or with help from someone, you choose.

If you have any problems completing the survey using the internet, immediately contact Juliana Huerena [prinzjana17@gmail.com](mailto:prinzjana17@gmail.com) or (602) 502-7426.

Not everyone has access to a computer or the internet; so many self advocacy groups across the country are helping members complete the survey by filling it out by hand or at self advocacy meetings and conferences. Surveys completed by hand need to be returned to your state or local Self Advocacy group or your state Protection and Advocacy organization. You may also reach out to [mooreadvocacy@hotmail.com](mailto:mooreadvocacy@hotmail.com), (602) 725-3117.

If you have surveys completed by hand you can mail or email them to: Essie Pederson, 5242 Sunrise View Circle, Liberty Township, OH 45044 or [essie.pederson@gmail.com](mailto:essie.pederson@gmail.com).

Any problems making copies of the survey for meetings or postage to mail them to Essie; contact your state Protection and Advocacy organization or Teresa Moore, SABE Voter staff person at (602) 725-3117.

Every attempt has been made with this survey to take under consideration every states' voting rules and regulations. If we have failed to do so, please let us know. Just as it is important to know that YOURVOTE COUNTS, we need to know that you have the accessibility you need to MAKE IT COUNT.

Thank you, the SABE Voter Team

1. Do you have a disability?

Yes

No. Then you do not need to complete the survey.

2. If you are comfortable, please pick the type of disability. Please check all that apply.

Intellectual/Cognitive  
Autism  
Physical  
Visual  
Hearing  
Mental Health  
Not Comfortable answering  
Other, please explain

3. Was this your first time voting?

Yes  
No

4. Did you feel good about your voting experience?

Yes  
No

5. What could have made your voting experience better? This question is optional.

6. How did you complete and cast your ballot?

Independently  
With assistance of poll workers or judges  
With assistance of a family member or friend  
With my service provider staff  
Some other way, please explain

7. How did you vote?

Vote by mail or Absentee ballot  
Polling place on election day  
Early voting site

8. How did you get to the polling place?

Public transportation  
Para-transit  
Your own car  
Walked or Used my wheelchair  
Service Provider  
Family or Friend

Does not apply

9. Did you experience any problems with accessibility at your polling place: Check all that apply.

Accessible parking not available

Could not locate the entrance

Could not locate the voting area when inside the building

Ramp or elevator was not working or difficult to use

Could not easily move around the voting area in my wheelchair

No problems with accessibility

Other

If other, please explain.

10. How long did you wait in line until you signed in to vote?

Less than 5 minutes

More than 5 minutes and Less than 30 minutes

More than 30 minutes

Does not apply

If more than 30 minutes, how long did you wait?

11. How did the poll workers or judges make you feel or treat you? Check all that apply.

Was treated professionally

Was treated with respect

Was rushed

Was treated like I was a bother

Was treated with patience

Was treated like I could not vote by myself

Does not apply

Other, please explain

12. Were you able to vote privately (where no one else could see your ballot)?

Yes

No

Does not apply

If no, please explain.

13. Were you able to vote independently?

Yes

No Does not apply

If no, please explain.

14. Did the poll worker or judge offer you to use an accessible voting machine? Check all that apply.

Yes

No

I did not feel I needed one

I did not want to bother anyone

I did not know how to operate the accessible voting machine

I requested a Provisional or Affidavit ballot

There was not accessible voting machine at my polling place

The accessible voting was not up and running

Does not apply

Other, please explain.

15. How long did you wait to use the accessible voting machine?

Waited less than 15 minutes to use the accessible voting machine

Waited more than 30 minutes to use the accessible voting machine

No problems using the accessible voting machine

Does not apply

16. Did the poll workers or judges have any problems setting up or activating the accessible voting machine?

No

Could not find the headsets

Could not turn the screen on

Did not know how to activate the identification card

Did not know how to activate the audio features

Did not know how to adjust the volume

They had to get someone else to help

Does not apply

Other, please tell us.

17. Did the poll worker or judge give you clear instructions on how to use the accessible voting machine?

Yes

No

I did not need instructions on how to use the accessible voting machine

The instructions were too complicated or hard to understand

Does not apply

18. Did you experience any problems operating the accessible voting machine while casting your vote? If yes, what happened? Check all that apply.

No

I could not change my selections

I could not review my selections

I could not use the language I selected (i.e. Spanish, Chinese, etc...)

I could not adjust the audio speed

I could not adjust the volume

I was unable to turn the monitor on

Does not apply

Other, please explain.

19. When you used the accessible voting machine, did you use: (check all that apply)

Large print

Regular print

Audio

Non-visual

Sip and puff

Does not apply

Other, please explain.

20. Were you able to cast a secret ballot using an accessible voting machine? Check all that apply.

Yes

Did not use the accessible voting machine

No working accessible voting machine

The poll worker or judge could not find the headsets

The voting machine was not in a private area

I felt more comfortable with assistance

Does not apply

Other, please tell us what happened.

21. Tell us about your by mail or absentee voting experience. Check all that apply.

I like voting a home

I could not understand the ballot

The print of the ballot was too small

It was NOT my idea to use the by mail or absentee ballot

I used the by mail or absentee ballot because I was out of town or was not able to vote

on Election Day I used a by mail or absentee ballot because I felt that I could not vote privately if I went to a polling place

I had to use a by ail or absentee ballot because I had no supports to go to the polling place

Other, please explain.

22. If you could choose the easiest way for you to vote privately and independently, what would it be?

Mail or absentee ballot  
Early voting  
Polling place  
Polling place with an accessible voting machine  
Computer or tablet at the polling place  
Computer or tablet at home  
Other, please explain

23. Do you know who to call if you have problems voting?

Yes  
No  
If yes, who?

24. How did you get voting information?

Information from the internet  
Attended meeting or forums about candidates and issues  
Information from the television: debate, talk show, commercials  
Information from family and friends  
Information from the Newspaper  
Information from Social Media (Facebook, Twitter, YouTube ads)  
None  
Other, please explain.

25. Are there any languages, other than English, that you or your family speaks at home that would help you or them to understand the voting process better? If so, please list those languages.

26. Will you vote in another election?

Yes  
No  
If no, tell us why not?

27. For the next election, how will you cast your ballot?

Same  
At a polling place  
At a polling place using an accessible voting machine  
At a polling place using an accessible voting machine  
At a polling place with assistance from a poll worker or judge  
At a polling place with assistance from family or friend  
By mail or absentee ballot

Other, please tell us what you will change.

28. In what state or U.S. territory do you live?

29. What County or Parrish do you live in? For example, Butler County.

30. (Optional) How old are you?

Between 18-25

Between 26-39

Between 40-55

Between 56-66

Older than 67

31. (Optional) What is your gender?

Female

Male

Transgender

32. (Optional) Would you like a copy of the November 2016 Voter Experience Survey final report?

No

I will go to [www.sabeusa.org](http://www.sabeusa.org) website and search for it on the homepage

Yes

If yes, please provide your mailing address or email

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ELP/Updated 9-9-16

ELP/Updated 10-23-16

ELP/ Updated 11-10-16

ELP/Updated 1-23-17

## **ATTACHMENT C**

### **Voter Profile by Specific Disability**

## Attachment C: Voter Profile by Specific Disability

Question	Intellectual Disability (n 209 )	Physical Disability (n 271)	Mental Health (n 73)
<b>Voter and New Voter</b>			
	71% (29%)	82% (18%)	82% (18%)
<b>How was your voting experience?</b>			
Good	87%	88%	82%
Not so good	13%	12%	18%
<b>What would have made your voting experience better?</b>			
Better Prepared	21%	1%	2%
Poll Worker Problems	15%	11%	>1%
Good Experience	21%	22%	2%
Crowded	>1%	>1%	1%
Disliked Election Results	13%	10%	3%
Problems with Ballot	13%	>1%	----
Problems with Accessible Machine	1%	14%	>1%
Lack of Privacy	>1%	>1%	----
Physical Accessibility Problem	>1%	16%	>1%
<b>How did you cast your ballot?</b>			
Independently	45%	64%	82%
Poll Worker Assistance	9%	7%	4%
Family/Friend Assistance	23%	13%	5%
Service Provider Assistance	21%	11%	7%

Question	Intellectual Disability (n 209 )	Physical Disability (n 271)	Mental Health (n 73)
<b>How did you vote?</b>			
Absentee Mail-in Ballot	36%	27%	21%
Polling Place	46%	35%	60%
Early Voting	18%	38%	19%
<b>Any problems with accessibility?</b>			
Accessible Parking	6%	11%	8%
Locating Entrance	2%	3%	1%
Voting Area	5%	2%	5%
Elevator/Ramp	3%	3%	3%
Move Around	2%	5%	3%
No Problems	71%	61%	67%
<b>How Poll Worker Made You Feel?</b>			
Treated Professionally	56%	65%	56%
Respected	46%	55%	45%
Rushed	4%	2%	8%
A Bother	3%	5%	----
Patient	27%	27%	27%
Could Not Vote by Myself	10%	5%	7%
Does Not Apply	10%	9%	8%
<b>Could you vote privately?</b>			
Yes	75%	73%	75%
No	7%	13%	10%
Does Not Apply	18%	14%	15%
<b>Could you vote independently?</b>			
Yes	68%	83%	89%
No	17%	7%	----
Does Not Apply	15%	10%	11%
<b>Did Poll Worker give you clear instructions?</b>			

<b>Question</b>	<b>Intellectual Disability (n 209 )</b>	<b>Physical Disability (n 271)</b>	<b>Mental Health (n 73)</b>
Yes	13%	15%	7%
No	19%	17%	4%
Not Needed	4%	9%	1%
Hard to Understand	1%	1%	1%
Does Not Apply	64%	58%	86%
<b>How Was Your Absentee Mail-in Ballot Experience?</b>			
Like Voting at Home	33%	34%	28%
Could Not Understand the Ballot	14%	4%	4%
Print Too Small	4%	3%	3%
Not My Idea	7%	5%	6%
Was Out of Town	2%	2%	1%
Used Could Not Vote Privately at Polling Place	2%	1%	1%
No supports to go to Polling Place	3%	4%	1%
<b>What is the Easiest Way For You to Voter?</b>			
Absentee Mail-in	29%	34%	28%
Early Voting	17%	19%	25%
Polling Place	28%	15%	31%
Polling Place with Accessible Machine	11%	10%	1%
Computer/Tablet at Polling Place	1%	1%	----
Computer/Tablet at Home	11%	16%	10%
<b>How Do You Get Voting Information?</b>			

<b>Question</b>	<b>Intellectual Disability (n 209 )</b>	<b>Physical Disability (n 271)</b>	<b>Mental Health (n 73)</b>
Internet	30%	58%	52%
Meetings	27%	23%	21%
TV/Debates	43%	47%	49%
Family/Friends	44%	45%	38%
Newspaper	16%	33%	32%
Social Media	23%	32%	27%
None	9%	4%	8%
Other	14%	15%	13%
<b>Do You Know Who To Call If Have Voting Problem?</b>			
Yes	66%	54%	45%
No	34%	46%	55%
<b>Age</b>			
18-25	21%	6%	6%
26-39	33%	30%	21%
40-55	28%	31%	39%
55-66	13%	24%	33%
67+	6%	9%	3%
<b>Gender</b>			
Female	56%	54%	62%
Male	44%	45%	35%
Transgender	----	1%	3%
<b>What State Do You Live In?</b>			
Alabama	----	----	1%
Arizona	1%	4%	6%
Arkansas	----	3%	3%
California	3%	2%	3%
Colorado	3%	2%	----
District of Columbia	----	----	1%
Florida	5%	25%	8%
Georgia	2%	7%	3%

<b>Question</b>	<b>Intellectual Disability (n 209 )</b>	<b>Physical Disability (n 271)</b>	<b>Mental Health (n 73)</b>
Idaho	----	2%	1%
Illinois	8%	16%	18%
Louisiana	----	2%	----
Maine	4%	----	1%
Maryland	1%	----	----
Massachusetts	17%	3%	7%
New Hampshire	1%	----	----
New Jersey	1%	----	----
New York	1%	2%	4%
North Carolina	21%	15%	6%
Ohio	12%	5%	14%
Oklahoma	3%	----	3%
Oregon	8%	3%	7%
South Carolina	----	1%	3%
Pennsylvania	----	----	3%
South Dakota	----	----	3%
Wyoming	----	----	3%

## **ATTACHMENT D**

### **Accessible Equipment Issues by Specific Disability**

## Attachment D: Accessible Equipment Issues by Specific Disability

Question	Intellectual Disability (n 209)	Physical Disability (n 271)	Mental Health (n 73)
<b>Were You Offered Use an Accessible Voting Machine?</b>			
Yes	20%	30%	10%
No	36%	33%	26%
Did Not Feel I Needed One	15%	15%	32%
Did Not Want to Bother Anyone	1%	1%	1%
Did Not Know How to Operate	1%	1%	1%
Requested Provisional Ballot	----	1%	1%
No Accessible Machine	2%	5%	4%
Accessible Machine Not Running	----	2%	1%
Does Not Apply	37%	25%	44%
<b>How Long Did You Wait To Use Accessible Machine?</b>			
Less Than 15 Minutes	16%	16%	4%
More Than 30 Minutes	7%	4%	----
No Problems	6%	15%	5%
Does Not Apply	70%	64%	91%
<b>Did Poll Worker Have Any Problems Setting Up the Accessible Machine?</b>			
No	32%	35%	12%
Could Not Find Headset	2%	----	----

<b>Question</b>	<b>Intellectual Disability (n 209)</b>	<b>Physical Disability (n 271)</b>	<b>Mental Health (n 73)</b>
Could Not Turn on Screen	----	----	----
Did Not Know How to Activate ID Card	----	1%	----
Did Not Know How to Activate Audio	----	1%	----
Problem Adjusting the Volume	----	1%	----
Had to Get Help From Another Worker	1%	1%	1%
Does Not Apply	63%	56%	86%
Other	3%	7%	----
<b>Did You Have Any Problems Using the Accessible Machine?</b>			
No	18%	30%	15%
Could Not Change Selection	1%	1%	----
Could Not Review Selection	1%	1%	----
Could Not Use Language	2%	1%	----
Could Not Adjust Audio Speed	1%	1%	----
Could Not Adjust Volume	1%	1%	----
Unable to Turn on Monitor	1%	1%	----
Does Not Apply	77%	67%	85%
<b>What Features Did You Use on the Accessible Machine?</b>			
Large Print	6%	5%	3%

Question	Intellectual Disability (n 209)	Physical Disability (n 271)	Mental Health (n 73)
Regular Print	12%	12%	7%
Audio	2%	13%	1%
Sip and Puff	----	1%	----
Does Not Apply	78%	63%	89%
Other	2%	7%	----
<b>Could you Cast a Secret Ballot Using the Accessible Machine?</b>			
Yes	19%	29%	5%
Did Not Use Accessible Machine	2%	7%	5%
No Working Accessible Machine	1%	1%	1%
Poll Worker Could Not Operate	----	1%	----
Poll Worker Could Not Find Headset	2%	2%	----
Not in a Private Area	3%	3%	----
Felt More Comfortable with Assistance	4%	1%	1%
Does Not Apply	74%	58%	90%
Other	1%	5%	----