**Disability, the Voting Process, and the Digital Divide:**

**Report to the U.S. Election Assistance Commission**

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Executive Summary

Access to information on the voting process is critical in exercising the right to vote. People with disabilities may be at a disadvantage in finding this information due to their lower likelihood of access to the internet, where a large and increasing amount of election material is offered. This digital divide may contribute to their low levels of voter turnout, as documented in the “[Fact sheet: Disability and Voter Turnout in the 2020 Elections](https://www.eac.gov/sites/default/files/document_library/files/Fact_sheet_on_disability_and_voter_turnout_in_2020_0.pdf)” released with the EAC in July 2021.

To explore the role of the internet in accessing voting information for people with and without disabilities, we conducted a national survey in March and April of 2022 of representative samples of citizens with and without disabilities who are eligible to vote (not just those who voted in 2020). The disability sample includes people with various disabilities based on Census Bureau measures.

The results are contained in 23 tables that cover a variety of topics, including computer and internet use, sources of information on the voting process used in 2020, accessibility of information sources, preferred ways of getting an answer to a question about the voting process, trust in information sources, sources of information on candidates and issues, expectations about voting and information sources in 2022, and knowledge of rights for accessible information.

Some key results include:

* **People with disabilities are less likely to use computers or the internet.** They are less likely than those without disabilities to use computers or related devices (86% compared to 95%), to access the internet from any location (84% compared to 95%), and to have access to a printer (67% compared to 82%). The disability gap in internet use is most pronounced among people age 65 or older (70% compared to 82%) and those living in rural areas (79% compared to 95%).
* **Based on these data, 7.5 million eligible voters with disabilities do not use the internet, among the 47.2 million total eligible voters with disabilities.** If they had the same rate of internet use as people without disabilities, about 5.2 million more people with disabilities would use the internet.
* **Internet users with and without disabilities are more likely than non-users to have voted in 2020, and to plan to vote in 2022.** Voter turnout was 25 points higher among internet users than non-users in 2020, and they are 13 points more likely to say they will definitely vote in 2022. These gaps are maintained when holding constant the effects of demographic characteristics and geography, pointing to the potential of the internet to provide information and connections for political engagement.
* **People with disabilities are more likely to use non-internet-based sources for voting information.** Over two-thirds of people with disabilities (71%) used non-internet sources for information on the voting process and where to vote in 2020, compared to 61% of people without disabilities, while 34% and 37% (respectively) used internet sources. The most popular sources were printed mailings from the election office (25% compared to 24% for people without disabilities), television (25% compared to 16%), and talking to family members, friends, neighbors, or colleagues (17% compared to 15%).
* **Election office websites are seen as more accessible than other sources of voting information.** Based on responses, 97% of people with disabilities who used election office websites said they are accessible, compared with 73% for news and other websites and 88% for print mailings and newspapers. For news and other websites, accessibility ratings are lowest among people with hearing and vision impairments.
* **While general information is accessible on election websites, substantial digital accessibility gaps persist.** It is important to note that survey respondents were asked if election office websites were accessible for their needs, such as obtaining dates and other quick information. This differs from a technical analysis of ADA or Section 508 compliance of a website. Technical audits have found [significant issues with digital accessibility](https://www.deque.com/blog/digital-accessibility-in-2020-election/).
* **For questions about the voting process or where to vote, election office websites are the top choice for everyone, followed by talking to family members, friends, neighbors, or colleagues.** People with disabilities are, however, less likely than those without disabilities to choose election office websites (38% compared to 44%) and more likely to prefer talking to family members, friends, neighbors, or colleagues (32% compared to 24%), as well as printed mailings from the election office (28% compared to 18%) and television (24% compared to 12%). Based on these data, 18.1 million people with disabilities would prefer to get information on the voting process from election office websites, and 14.9 million from talking to family members, friends, neighbors, or colleagues.
* **About half of people with and without disabilities express high levels of trust in the voting information provided by election offices.** Other sources receive lower levels of trust from both groups.
* **Apart from information on the voting process and where to vote, people with disabilities were most likely to receive information on candidates and issues in 2020 from television and talking to family members, friends, neighbors, or colleagues.** People with disabilities were more likely than those without disabilities to obtain information on candidates and issues from television (49% compared to 35%) and from family members, friends, neighbors, or colleagues (41% compared to 35%).
* **People with disabilities are about as likely as those without disabilities to say they expect to vote in the national elections in 2022.** Just over half (54%) of people with disabilities say they will definitely vote, compared to 52% of people without disabilities. Based on these data, an estimated 25.4 million people with disabilities will definitely vote in 2022, and 9.1 million are very likely to vote.
* **To learn about the voting process and where to vote in 2022, people with disabilities are most likely to say they will rely on family members, friends, neighbors, or colleagues; television; and printed mailings from the election office.** People with disabilities are more likely than those without disabilities to expect to use television (37% compared to 28%), printed mailings from election offices (32% compared to 27%), and printed material from candidates or organizations (25% compared to 19%), and less likely to expect to use an election office website (30% compared to 36%).
* **About three-fourths of respondents believe that to the best of their knowledge, information on the voting process is required to be in an accessible format for people with disabilities.** This figure is slightly lower among people with disabilities than those without disabilities (73% compared to 79%).

Overall, the results point to several important consequences of the digital divide in internet access between people with and without disabilities. People with disabilities are less likely to use and prefer internet-based sources for voting information and more likely to favor non-internet-based sources such as television, radio, and printed mailings. This points to the importance of providing voting information in multiple formats to help ensure that citizens with disabilities can obtain the information they need to participate in elections fully. A broader policy implication is that efforts should be made to reduce the digital divide by expanding internet access for people with disabilities, particularly those who have low incomes or live in rural areas.

1. Survey Method Overview

With support from the Election Assistance Commission (EAC), Rutgers University worked with the survey firm SSRS to conduct a survey of voting-eligible citizens with and without disabilities in 2022. The survey has 2,426 respondents, stratified to include 1,186 citizens with disabilities and 1,240 citizens without disabilities. The oversampling of citizens with disabilities was done to secure a large enough sample for small margins of error and reliable breakdowns within the disability sample.

SSRS, which conducted the 2012 and 2020 surveys sponsored by the Election Assistance Commission, is a well-established survey firm and an American Association of Public Opinion Research (AAPOR) member. Like the previous surveys, the 2022 survey was conducted using representative samples combined with state-of-the-art techniques and AAPOR standards. A portion of the sample came from those who responded to the 2020 survey and indicated they would be willing to participate in future surveys. The survey samples are weighted to ensure that they closely reflect the underlying populations of U.S. citizens with and without disabilities.

Identification of disability is based on seven questions. The first six questions are used in the Census Bureau’s American Community Survey and Current Population Survey Voting and Registration Supplement. These questions identify mobility, vision, hearing, and cognitive impairments, as well as difficulty with self-care or going outside alone. As in the 2012 and 2020 surveys, we added a seventh broad question to capture other types of disability. For those identified with a disability, we asked several questions about the nature of the disability (condition, duration, and need for assistance).

The questions about computer and internet use are based on validated measures from the Current Population Survey’s Computer and Internet Use Supplement conducted by the Census Bureau in November 2019. Questions about access to voting information were newly created for this study since no existing surveys contain adequate measures.

2. Key results

The results are shown in 23 tables at the end of this document. In the discussion below, we focus only on what we see as the key results. The tables contain asterisks indicating which differences are statistically significant—that is, large enough to be outside the margin of sampling error so that a difference of zero can be statistically rejected at a confidence level of at least 95%. We have used several techniques to increase the accessibility of the tables.

Following is an overview of the survey results, organized by topic. The key results are in initial bolded sentences.

A. Demographic and Disability Characteristics

**The sample broadly reflects what we know about the disability population from many other data sources.**

* Using our disability measures, we estimate there are 47.2 million eligible voters with disabilities. This estimate builds on our [prior report](https://smlr.rutgers.edu/sites/default/files/Documents/Centers/Program_Disability_Research/Disability_electorate_projections_2020.pdf) estimating 38.3 million eligible voters with disabilities in 2020 using Census data with the six disability questions, plus an additional 8.9 million identified by our seventh broad question to capture other types of disabilities. There are an estimated 186.9 million eligible voters without disabilities.
* People with disabilities are disproportionately likely to be older and non-married, less likely to be Hispanic/Latino or Asian, less likely to have high school or college degrees, more likely to live in low-income households, and more likely to live in the South and rural areas (Table 1). They are similar, however, to people without disabilities in the gender breakdown.
* Within the disability sample (Table 2), mobility impairments are most common (50%), followed by cognitive (29%), hearing (20%), and vision impairments (15%). (Note that a person may fall into more than one of these categories.) Over two-thirds (70%) say they are limited in activities of daily living, and over one-third (38%) report needing help in activities of daily living. Almost half (47%) report “a lot” of difficulty in daily activities. These results are similar to the patterns in our 2012 and 2020 surveys.

B. Computer Use

**People with disabilities are less likely than those without disabilities to use computers or related devices and less likely to have access to a printer.**

* Close to six out of seven (86%) of people with disabilities use some form of computing device, compared to nineteen of twenty (95%) of people without disabilities (Table 3). This substantial disability gap exists for desktop computers, laptop or notebook computers, smartphones, and wearable internet-connected devices.
* These data show that 6.4 million eligible voters with disabilities do not use some form of computing device among the 47.2 million eligible voters with disabilities.
* About one in seven computer users with disabilities (15%) use software or hardware to increase their device’s accessibility, which is about twice the rate of those without disabilities (8%) (Table 3).
* There is a strong gap in printer access: one-third (33%) of people with disabilities do not have a printer at home or easy access to one, compared to only 18% of people without disabilities (Table 3).

C. Internet Use

**People with disabilities are less likely than those without disabilities to use the internet from any location. This disability gap exists across many segments but is most pronounced among people age 65 or older and those living in rural areas.**

* The results on internet use in Figure 1 and Table 4 are similar to the results on computer use: about six of seven people with disabilities (84%) use the internet from any location, compared to nineteen of twenty people without disabilities (95%). The disability gap exists across all measured locations for using the internet and is especially high for accessing the internet at work (a 42-point gap), which partly reflects the low employment rate of people with disabilities. Home is the most common location for accessing the internet among people with disabilities (80%) and people without disabilities (92%).
* Based on these data, 7.5 million eligible voters with disabilities do not use the internet, among the 47.2 million total eligible voters with disabilities. If they had the same rate of internet use as people without disabilities, about 5.2 million more people with disabilities would use the internet.
* Changes in access to the internet since the pandemic began are similar for people with and without disabilities. Close to one-fourth of both groups say their access has increased, while less than one-tenth say their access has decreased (Table 4).
* Among those using the internet, the sources of service are similar for people with and without disabilities, except that people with disabilities are less likely to use a data plan (Table 4).
* Among the small number who do not have home internet access except through a data plan, about half of people with and without disabilities say that high-speed internet is available, while just under three-fourths say that any type of internet service is available (high-speed, satellite, dial-up, or other) (Table 4).
* Table 5 looks closely at disability gaps in internet use across several characteristics. Internet use is low for all types of disabilities. Among people with disabilities, internet use is highest among those with cognitive impairments (82%) and those with more significant disabilities who need help with daily activities (83%) or have a lot of difficulty with daily activities (85%).
* The disability gap in internet use exists across most demographic categories (Table 5). People with disabilities are less likely than their counterparts without disabilities to use the internet among both women and men, Blacks, Whites, multiracial/other races, all educational categories except those without a high school degree (where internet use is the lowest for both groups), and people with the lowest and highest incomes. By age, however, the disability gap is largest among those age 65 or older: two-thirds (70%) of older people with disabilities use the internet compared to four-fifths (82%) of people without disabilities. Among those younger than 65, internet use is higher (95% and 98% for people with and without disabilities, respectively), and the disability gap is smaller.
* The disability gap in internet use also exists across most geographic categories (Table 6). The disability gap is large and significant in the Midwest, South, and West but small and not significant in the Northeast. The gap is largest in rural areas, where only four-fifths (79%) of people with disabilities use the internet, compared to 95% of people without disabilities. In addition, there is a substantial disability gap in center cities and elsewhere in the counties containing center cities, but no significant gap in suburban counties.
* Based on these data, 2.0 million people with disabilities who are not internet users live in central cities, 2.2 million live outside of cities but in counties with central cities, 0.9 million live in suburban counties in metro areas, and 2.2 million live in rural areas.
* When asked why they do not use the internet, the most common reason among people with and without disabilities is that they “don’t need it or not interested,” followed by “don’t know how to use it” (Table 7). Cost is the main reason among one-seventh (15%) of people with disabilities, compared to 6% of people without disabilities, which reflects the lower average incomes of people with disabilities.

D. Voting in 2020

**Consistent with the earlier EAC reports, people with disabilities were less likely than people without disabilities to report voting in 2020, and those who voted were more likely to report using a mail ballot.**

* While the reported registration rates were similar between people with and without disabilities, people with disabilities were 3.4 percentage points less likely to report voting in 2020 (Table 8). This figure is very similar to results from the 2020 survey sponsored by the Election Assistance Commission. The figure is lower than the 5.7-point gap reported in an [analysis of the 2020 Census Bureau data](https://www.eac.gov/sites/default/files/document_library/files/Fact_sheet_on_disability_and_voter_turnout_in_2020_0.pdf), but the difference between the estimated gaps in the two surveys is within the statistical margin of error.
* Among those who voted, people with disabilities were substantially more likely to have voted in 2020 using a mail ballot (45% compared to 37% among voters without disabilities) (Table 8).
* Internet users were substantially more likely than non-users to have voted in 2020 (81% compared to 56%) (Table 8). Limited to people with disabilities, the voting gap between internet users and non-users is 12 points (78% compared to 66%) (the sample of internet non-users without disabilities is too small for reliable analysis). These gaps are maintained when holding constant the effects of demographic characteristics and geography, suggesting the higher political participation of internet users may partly reflect greater access to voting information, among other factors.

E. Information on Voting Process in 2020

**People with disabilities were more likely than those without disabilities to use non-internet-based sources to obtain information on the voting process and where to vote in 2020, and less likely to use internet-based sources. The most popular sources were printed mailings from the election office, followed by television and talking to family members, friends, neighbors, or colleagues.**

* Almost three-fourths (71%) of people with disabilities said they received information on the voting process and where to vote in 2020 from non-internet-based sources, compared to three-fifths (61%) of people without disabilities (Figure 2 and Table 9). People with disabilities were slightly less likely to use internet-based sources (34%) than those without disabilities (37%).
* Based on these data, 28.9 million people with disabilities received information on the voting process from non-internet-based sources in 2020, while 13.8 million received such information from internet-based sources.
* Looking at specific information sources, one-fourth (25%) of people with disabilities said they received information on the voting process and where to vote from printed mailings from the election office, and one-fourth (25%) said that they received it from television, while one-sixth (17%) received it from family members, friends, neighbors, or colleagues, and one-seventh (14%) received it from an election office website (Table 9).
* This pattern was similar between people with and without disabilities, except that those with disabilities were significantly more likely to have used television (25% compared to 16% for those without disabilities), the printed newspaper (8% compared to 6%), and calling the election office (4% compared to 2%) (Table 9).
* Comparing internet users and non-users, it is not surprising that internet users were substantially more likely than non-users to use internet-based sources (election office websites, news and other websites, and social media) and less likely to use television (Table 9). It is interesting, however, that internet users were more likely than non-users to report talking to family members, friends, neighbors, or colleagues for voting information. This again suggests higher political engagement among internet users.
* Comparing by type and severity of disability, those with vision impairments were the least likely to use any internet-based source (35%), while non-internet-based sources were most used by people with mobility impairments (72%) or a lot of difficulty with daily activities (72%) (Table 10). Television was most likely to be relied on by people with cognitive and mobility impairments and those with a lot of difficulty in daily activities. There is no substantial variation in other specific information sources by type of disability.

F. Accessibility of Voting Information Sources in 2020

**Election office websites are seen as more accessible than other sources of voting information. Almost all people with and without disabilities who used election office websites rated them as accessible for their needs. While general information is accessible on election websites, substantial digital accessibility gaps persist according to technical audits. Among users of news and other websites, and print mailings and newspapers, people with disabilities were less likely than those without disabilities to say they were fully accessible. Accessibility ratings for election office websites, and print mailings and newspapers, do not vary substantially by type of disability but are lower for news and other websites among people with hearing and vision impairments.**

* Among those who used an election office website for information on the voting process or where to vote, nearly all said it was fully accessible (97% of people with disabilities and 93% without disabilities). Among the small number who said it was not fully accessible, the main complaint was that the material was not organized well (Table 11). The main alternative sources of information for those with accessibility problems were talking to family members, friends, neighbors, or colleagues, news websites, and social media.
* While general information is accessible on election websites, substantial digital accessibility gaps persist. It is important to note that survey respondents were asked if election office websites were accessible for their needs, such as obtaining dates and other quick information. This differs from a technical analysis of ADA or Section 508 compliance of a website. Technical audits have found [significant issues with digital accessibility](https://www.deque.com/blog/digital-accessibility-in-2020-election/).
* News and other websites received less favorable views from people with disabilities: three-fourths (73%) of those who used these websites said they were fully accessible, compared to almost all (93%) people without disabilities. Among people with disabilities who said the sites were not fully accessible, the main complaints were that the material was not organized well, the site required a subscription, or the writing was too small (Table 12).
* Print mailings and newspapers also received less favorable views from people with disabilities: only eight-ninths (88%) of those who used these sources said they were fully accessible, compared to almost all (96%) people without disabilities. Among people with disabilities who said these sources were not fully accessible, the main complaint was that the writing was too small, with several miscellaneous complaints about difficulty understanding the material and other issues (Table 13).
* The accessibility ratings for election office websites, and print mailings and newspapers, do not vary substantially by type and severity of disability (Table 14). Accessibility ratings of news and other websites are lowest among those with hearing and vision impairments, but it should be cautioned that these are based on very small samples.

F. Where People Would Prefer to Get Information on the Voting Process

**Election office websites are the most preferred source of information on the voting process and where to vote, followed by talking to family members, friends, neighbors, or colleagues. People with disabilities are less likely than those without disabilities to prefer election office websites and more likely to prefer talking to family members, friends, neighbors, or colleagues, or getting information from the election office through printed mailings or calls.**

* Approximately two-fifths of respondents would prefer to get information on the voting process and where to vote from election office websites(Figure 3 and Table 15). However, this figure is slightly lower among people with disabilities (38% compared to 44% for people without disabilities). People with disabilities are more likely than those without disabilities to prefer getting information from family members, friends, neighbors, or colleagues (32% compared to 24% for people without disabilities), printed mailings from the election office (28% compared to 18%), or television (24% compared to 12%). These disability differences are related to lower internet use among people with disabilities.
* Based on these data, 18.1 million people with disabilities would prefer to get information on the voting process from election office websites, 14.9 million from talking to family members, friends, neighbors, or colleagues, 13.0 million from printed mailings from the election office, 12.8 million from calling the election office, and 11.4 million from television. Clearly a large number of people with disabilities would prefer to use non-internet sources for voting information.
* Internet users are not surprisingly likelier than non-users to prefer internet-based options for gaining voting information, with the most popular option being election office websites (45%) (Table 15). Among internet non-users, the most popular options are television (29%), talking to family members, friends, neighbors, or colleagues (29%), printed mailings from the election office (23%), and calling the election office (20%).
* Comparing by type and severity of disability, election office websites are least popular among people with vision and cognitive impairments (29% and 31%, respectively). These two groups are the most likely to prefer talking to family members, friends, neighbors, or colleagues (37% for both groups), followed closely by those with a lot of difficulty in daily activities (36%) (Table 16).

F. Trust in Information Sources on Voting Process

**Only about half of people with and without disabilities express high levels of trust in the voting information provided by the election office. Other sources receive lower levels of trust.**

* Respondents were asked, “How much do you trust information on the voting process from . .” concerning the ten information sources listed in Table 17. The answer options were “great deal, quite a lot, some, very little, or not at all.”
* The percent saying that they trust information from the election office a “great deal” or “quite a lot” is similar between people with disabilities (49%) and those without disabilities (53%). The next source with the greatest trust among people with and without disabilities (29% and 28% respectively with high trust) was talking to family members, friends, neighbors, or colleagues (Table 17).
* Based on these data, 22.7 million people with disabilities have high trust in election offices, while 11.3 million have some trust and 11.5 million have little or no trust.
* Despite similar percentages with high trust in election offices, people with disabilities are more likely than those without disabilities to say they trust election offices “very little” or “not at all” (25% compared to 19%) (Table 17). They are also more likely than people without disabilities to have low trust in newspapers, news websites, radio, and talking to people through email or texts.
* People with disabilities are more likely than people without disabilities to have high trust in television (22% compared to 16%) (Table 17).
* Internet users were much more likely than internet non-users to have high trust in information from the election office (54% compared to 19% among non-users). Internet users were also more likely than non-users to have high trust in information from news websites, talking to people through email or texts, and printed newspapers. The highest trust among internet non-users was in talking to family members, friends, neighbors, or colleagues (25%), and television (24%).
* Comparing by disability type and severity, people with vision impairments are the least likely to have high trust in election offices (33%) (Table 18). People with hearing, vision, and mobility impairments, and those with a lot of difficulty in daily activities, also have low levels of trust in election offices relative to people without disabilities. Each of the disability groups shows lower trust in printed newspapers relative to people without disabilities, while people with cognitive and mobility impairments show relatively high trust in television.

G. Sources of Information on Candidates and Issues in 2020

**To decide who to vote for and how to vote on issues in 2020, people with and without disabilities were most likely to rely on television and talking to family members, friends, neighbors, or colleagues.**

* The previous information has focused on access to information on the voting process and where to vote. This section focuses on access to information regarding who to vote for and how to vote on issues.
* The most popular sources of information on candidates and issues in 2020 were television (used by 49% of people with disabilities and 35% of people without disabilities) and talking to family members, friends, neighbors, or colleagues (41% compared to 35%) (Table 19).
* Based on these data, 23.2 million people with disabilities obtained information on candidates and issues in 2020 from television, 19.1 million from talking to family members, friends, neighbors, or colleagues, 13.2 million from printed letters or newsletters from candidates or organizations, 12.3 million from news websites, and 12.1 million from printed mailings from the election office.
* People with disabilities were also more likely than those without disabilities to obtain information on candidates and issues using printed letters or newsletters from candidates or organizations, printed newspapers, radio, and emails or texts from political organizations (Table 19).
* Internet users were more likely than non-users to obtain information not just through internet-based methods but also by printed mailings from the election office, calling the election office, and talking to family members, friends, neighbors, or colleagues. Internet non-users were more likely than users to report not obtaining any information, reflecting their lower voter turnout (Table 19).
* Comparing by disability type and severity, television was the top source for information on who to vote for and how to vote on issues across all disability types and among those with a lot of difficulty in daily activities (Table 20). Talking to family members, friends, neighbors, or colleagues was next most popular among all disability groups, particularly among people with mobility impairments and those with a lot of difficulty in daily activities.

H. Expectation on Voting and Information Sources in 2022

**People with disabilities are about as likely as those without disabilities to say they expect to vote in the national elections in 2022. Both groups expect to talk to people they know to learn about the voting process and where to vote, while people with disabilities are more likely than those without disabilities to expect to use television, radio, and printed material and less likely to expect to use an election office website.**

* Just over half of people with and without disabilities (54% and 52%, respectively) say they will definitely vote in 2022, while one-fifth (20%) of people with disabilities and one-fourth (25%) of people without disabilities say they are “very likely” to vote (Table 21).
* Based on these data, 25.4 million people with disabilities say they will definitely vote in 2022, 9.1 million are very likely to vote, and 5.1 million are somewhat likely to vote.
* The main source people with and without disabilities expect to use for information on the voting process and where to vote in 2022 is talking to family members, friends, neighbors, or colleagues (Table 21). For people with disabilities, the following most important sources are television and printed mailings from the election office. In contrast, for people without disabilities, the next most important source is the election office website.
* Based on these data, 17.7 million people with disabilities expect to talk to family, friends, neighbors, or colleagues for information on the voting process in 2022, 17.5 million expect to use television, 15.2 million expect to use printed mailings from the election office, and 14.1 million expect to use an election office website.
* Just over half (53%) of internet users say they will definitely vote, compared to two-fifths (40%) of non-users (Table 21). This 13-point gap is similar (14 points) when limited to people with disabilities and is maintained when holding constant the effects of demographic characteristics and geography, suggesting the internet plays a role in political engagement. The most likely source of voting information for internet non-users is television (40%), and for internet users is an election office website (37%) (Table 21).
* Comparing by type and severity of disability, people with cognitive impairments are the least likely to say they will definitely vote (37%) and are the only disability group that is significantly below people without disabilities on this measure (Table 22). People who have a lot of difficulty in daily activities are the most likely to say they will obtain voting information from talking to family members, friends, neighbors, or colleagues (43%), while people with vision and mobility impairments are the most likely to say they will rely on television (45% and 43% respectively).

I. Knowledge of Disability Rights

**About three-fourths of respondents believe that information on the voting process is required to be in an accessible format for people with disabilities.**

* All respondents were asked, “To the best of your knowledge, is information on the voting process and where to vote, required to be in an accessible format for people with disabilities?” The percent responding “yes” was slightly lower among people with disabilities (73%) than among people without disabilities (79%), while people with disabilities were more likely to say they “don’t know” (18% compared to 14%) (Table 23).

J. Conclusion

The tremendous expansion of the internet over recent decades has made it easier for many people to obtain voting information, but the expansion has left many people with disabilities behind, especially those with lower incomes and those living in rural areas. It is encouraging that, for those who use the internet, almost all people with disabilities say that election office websites are fully accessible. However, many people with disabilities will not receive voting information if it is only provided online.

The internet clearly is a valuable source of information for those who have access, and it is essential to continue efforts to reduce the digital divide between people with and without disabilities. At the same time, the lack of internet access for many people with disabilities makes it important to provide voting information in multiple formats to help ensure that everyone can obtain the information they need to fully participate in elections.

|  |  |  |  |
| --- | --- | --- | --- |
| **Table 1: Demographic Characteristics and Geographical Distribution** | | |  |
|  | No disability | Disability |  |
| Total | 100.0% | 100.0% |  |
|  |  |  |  |
| Female | 49.5% | 54.3% |  |
| Male | 50.4% | 45.7% |  |
|  |  |  |  |
| Asian | 2.4% | 0.9% | \* |
| Black non-Hispanic/Latino | 11.0% | 13.2% |  |
| Hispanic/Latino | 14.2% | 10.3% | \* |
| Native American | 1.2% | 1.1% |  |
| White non-Hispanic/Latino | 66.8% | 69.8% |  |
| Multiracial or other race/ethnicity | 4.5% | 3.9% |  |
|  |  |  |  |
| Age 18-34 | 24.6% | 8.7% | \* |
| Age 35-49 | 34.8% | 20.7% | \* |
| Age 50-64 | 23.8% | 27.8% | \* |
| Age 65+ | 16.9% | 42.8% | \* |
|  |  |  |  |
| Married, spouse present | 45.6% | 35.0% | \* |
| Separated/divorced | 10.7% | 19.1% | \* |
| Widowed | 6.0% | 18.4% | \* |
| Never married | 37.7% | 27.5% | \* |
|  |  |  |  |
| No HS degree | 6.6% | 16.1% | \* |
| HS degree/GED | 26.4% | 33.0% | \* |
| Some college, no degree | 17.6% | 21.7% | \* |
| Associate's degree | 12.2% | 10.0% |  |
| Bachelor's degree | 23.1% | 12.0% | \* |
| Graduate degree | 14.0% | 7.2% | \* |
|  |  |  |  |
| Employed | 26.5% | 67.9% | \* |
|  |  |  |  |
| Household income <$25,000 | 17.1% | 40.3% | \* |
| Household income $25,000-$50,000 | 23.4% | 30.4% | \* |
| Household income $50,000-$100,000 | 30.6% | 18.5% | \* |
| Household income $100,000+ | 28.8% | 10.8% | \* |
|  |  |  |  |
| Northeast | 17.8% | 16.4% |  |
| Midwest | 22.2% | 21.0% |  |
| South | 36.1% | 41.7% | \* |
| West | 24.0% | 20.9% |  |
|  |  |  |  |
| Center city | 33.0% | 32.6% |  |
| Outside center city but in same county | 34.0% | 27.3% | \* |
| Suburban county in metro area | 16.7% | 18.1% |  |
| Rural | 16.3% | 22.0% | \* |
|  |  |  |  |
| Sample size | 1,240 | 1,186 |  |
| \* Disability gap is outside statistical margin of error at 95% confidence level | | | |

|  |  |
| --- | --- |
| **Table 2: Disability Characteristics** |  |
|  |  |
|  | Disability sample |
| Total | 100.0% |
|  |  |
| Hearing impairment | 20.3% |
| Totally deaf | 1.4% |
| Vision impairment | 15.2% |
| Totally blind | 2.1% |
|  |  |
| Cognitive impairment | 28.7% |
|  |  |
| Mobility impairment | 49.8% |
| Wheelchair user | 8.6% |
| Cane or crutches user | 30.7% |
|  |  |
| Difficulty dressing or bathing | 13.6% |
| Difficulty going outside alone | 31.0% |
|  |  |
| Limited in activities of daily living | 69.9% |
| Need help in activities of daily living | 37.5% |
|  |  |
| Level of difficulty with activities: |  |
| Hardly at all | 5.6% |
| A little | 13.3% |
| Some | 34.1% |
| A lot | 47.0% |
|  |  |
| Sample size | 1,186 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Table 3: Computer Use by Disability Status** | |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  | No disability | Disability | Disability gap | |
| Computer devices used: | | |  |  |  |  |
|  | Any device | | 95.0% | 86.4% | -8.6% | \* |
|  | Desktop computer | | 50.8% | 38.7% | -12.1% | \* |
|  | Laptop or notebook computer | | 71.1% | 49.7% | -21.4% | \* |
|  | Tablet or e-book reader | | 43.7% | 39.8% | -3.9% |  |
|  | Smartphone or cell phone connected to internet | | 90.8% | 78.8% | -12.1% | \* |
|  | Wearable internet-connected device | | 25.8% | 13.3% | -12.5% | \* |
|  |  |  |  |  |  |  |
| If any device, have software or hardware to  make device more accessible | | |  | | |  |
|  | Any software or hardware to increase accessibility | | 8.3% | 14.8% | 6.5% | \* |
|  | Screen reader | | 1.3% | 2.9% | 1.6% | \* |
|  | Voice recognition system | | 4.1% | 6.2% | 2.0% |  |
|  | Adapted keyboard | | 2.7% | 3.5% | 0.8% |  |
|  | Facial recognition | | 0.3% | 0.0% | -0.3% |  |
|  | Magnifier | | 0.0% | 0.4% | 0.4% |  |
|  | Camera | | 0.1% | 0.1% | 0.0% |  |
|  | Virtual assistant | | 0.2% | 0.0% | -0.2% |  |
|  | Something else | | 0.7% | 3.2% | 2.5% | \* |
|  |  |  |  |  |  |  |
| Printer access | | |  |  |  |  |
|  | Printer at home | | 64.6% | 51.6% | -13.0% | \* |
|  | No printer at home but easy access to one | | 17.3% | 15.3% | -2.1% |  |
|  | No access to a printer | | 18.0% | 33.1% | 15.1% | \* |
|  |  |  |  |  |  |  |
| Sample size | | | 1,239 | 1,182 |  |  |
| \* Disability gap is outside statistical margin of error at 95% confidence level | | | | |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Table 4: Internet Use by Disability Status** | |  |  |  |  |
|  |  | | No disability | Disability | Disability gap |  |
| Internet use | |  |  |  |  |  |
|  | Any location | | 95.1% | 84.0% | -11.1% | \* |
|  | At home | | 92.2% | 80.1% | -12.1% | \* |
|  | At work | | 63.9% | 22.4% | -41.5% | \* |
|  | At school | | 20.0% | 7.3% | -12.8% | \* |
|  | At a coffee shop or other business that offers Internet access | | 33.7% | 23.8% | -9.9% | \* |
|  | While traveling between places | | 70.6% | 48.9% | -21.6% | \* |
|  | At a library, community center, park, or other public place | | 32.1% | 28.5% | -3.6% |  |
|  | At someone else’s home | | 52.3% | 35.4% | -16.9% | \* |
|  | At some other location | | 39.4% | 32.1% | -7.3% | \* |
|  | No, but someone else in home uses internet | | 0.5% | 2.1% | 1.6% | \* |
|  | Sample size | | 1239 | 1183 |  |  |
| Access to internet changed since pandemic began | | |  |  |  |  |
|  | Increased | | 25.7% | 23.5% | -2.2% |  |
|  | Not changed | | 65.3% | 56.1% | -9.2% | \* |
|  | Decreased | | 4.7% | 7.3% | 2.7% | \* |
|  | Never had access to internet | | 4.3% | 13.1% | 8.8% | \* |
|  | Sample size | | 1231 | 1171 |  |  |
| If any internet use, have service through | | |  |  |  |  |
|  | Data plan | | 84.4% | 77.7% | -6.7% | \* |
|  | Company that sells Internet service | | 84.5% | 86.2% | 1.6% |  |
|  | Nonprofit organization, public agency, or cooperative | | 9.1% | 8.8% | -0.2% |  |
|  | Service for entire apartment building or housing unit | | 11.1% | 9.4% | -1.7% |  |
|  | Publicly available service provided at no charge | | 16.5% | 16.5% | -0.1% |  |
|  | Other method | | 11.6% | 11.4% | -0.1% |  |
|  | Sample size | | 1184 | 1038 |  |  |
| If no home access, can get access at home through: | | |  |  |  |  |
|  | High-speed internet | | 57.5% | 48.5% | -9.0% |  |
|  | Satellite internet service | | 39.4% | 34.3% | -5.1% |  |
|  | Dial-up service | | 21.7% | 25.8% | 4.0% |  |
|  | Other service for internet access | | 15.8% | 28.1% | 12.3% |  |
|  | Any internet service | | 72.8% | 71.1% | -1.7% |  |
|  | No access to any internet service | | 17.6% | 20.7% | 3.1% |  |
|  | Don't know if have access to internet service | | 9.6% | 8.2% | -1.4% |  |
|  | Sample size | | 86 | 48 |  |  |
| \* Disability gap is outside statistical margin of error at 95% confidence level | | | |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Table 5: Internet Use by Disability Type and Demographics** | | |  |  |
|  |  |  |  |  |  |
|  |  | Disability | No disability | Disability gap |  |
| Any internet use | |  |  |  |  |
|  | Hearing impairment | 75.0% | -- |  |  |
|  | Vision impairment | 75.1% | -- |  |  |
|  | Cognitive impairment | 82.3% | -- |  |  |
|  | Mobility impairment | 79.8% | -- |  |  |
|  | Difficulty with dressing or bathing | 75.4% | -- |  |  |
|  | Difficulty going outside alone | 81.6% | -- |  |  |
|  | Need help with daily activities | 83.1% | -- |  |  |
|  | A lot of difficulty with daily activities | 84.8% | -- |  |  |
|  |  |  |  |  |  |
|  | Female | 84.8% | 93.7% | -8.9% | \* |
|  | Male | 83.2% | 96.5% | -13.3% | \* |
|  |  |  |  |  |  |
|  | Asian | 79.6% | 95.9% | -16.3% |  |
|  | Black non-Hispanic/Latino | 83.9% | 96.1% | -12.2% | \* |
|  | Hispanic/Latino | 82.4% | 92.6% | -10.2% |  |
|  | Native American | 76.7% | 100.0% | -23.3% |  |
|  | White non-Hispanic/Latino | 85.1% | 95.2% | -10.2% | \* |
|  | Multiracial or other race/ethnicity | 85.7% | 100.0% | -14.3% | \* |
|  |  |  |  |  |  |
|  | No HS degree | 73.4% | 73.8% | -0.4% |  |
|  | HS degree/GED | 80.7% | 92.1% | -11.4% | \* |
|  | Some college, no degree | 87.3% | 97.0% | -9.7% | \* |
|  | Associate's degree | 89.5% | 97.3% | -7.9% | \* |
|  | Bachelor's degree | 83.3% | 94.4% | -11.1% | \* |
|  | Graduate degree | 94.8% | 99.6% | -4.8% | \* |
|  |  |  |  |  |  |
|  | Age 18-64 | 94.5% | 97.8% | -3.3% | \* |
|  | Age 65+ | 69.9% | 81.8% | -11.9% | \* |
|  |  |  |  |  |  |
|  | Employed | 95.9% | 98.3% | -2.4% |  |
|  | Not employed | 79.8% | 88.2% | -8.5% | \* |
|  |  |  |  |  |  |
|  | Household income <$25,000 | 78.7% | 87.6% | -8.8% | \* |
|  | Household income $25,000-$50,000 | 88.9% | 93.9% | -5.0% |  |
|  | Household income $50,000-$100,000 | 95.1% | 98.3% | -3.2% |  |
|  | Household income $100,000+ | 90.6% | 99.7% | -9.1% | \* |
| Sample size | | 1,186 | 1,240 |  |  |
| \* Disability gap is outside statistical margin of error at 95% confidence level | | | | |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Table 6: Internet Use by Geography** |  |  |  |  |
|  |  |  |  |  |  |
|  |  | Disability | No disability | Disability gap |  |
| Any internet use | |  |  |  |  |
|  | Northeast | 87.3% | 92.2% | -4.9% |  |
|  | Midwest | 82.2% | 94.7% | -12.6% | \* |
|  | South | 84.6% | 95.4% | -10.7% | \* |
|  | West | 82.2% | 97.2% | -15.0% | \* |
|  |  |  |  |  |  |
|  | Center city | 86.9% | 96.7% | -9.8% | \* |
|  | Outside center city but in same county | 82.9% | 95.7% | -12.8% | \* |
|  | Suburban county in metro area | 89.0% | 90.8% | -1.8% |  |
|  | Rural | 78.5% | 94.9% | -16.4% | \* |
| \* Disability gap is outside statistical margin of error at 95% confidence level | | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Table 7: Why No Internet Use** |  |  |  |  |
|  |  |  |  |  |  |
|  |  | Disability | No disability | Disability gap |  |
| If no internet use, why not | |  |  |  |  |
|  | Don't need it or not interested | 45.7% | 59.2% | -13.5% |  |
|  | Don’t know how to use it | 29.5% | 26.5% | 3.0% |  |
|  | Not worth the cost / Too expensive | 15.1% | 6.2% | 8.9% |  |
|  | Health/age-related issues | 8.3% | 0.0% | 8.3% | \* |
|  | Other reasons | 8.3% | 0.0% | 8.3% | \* |
|  | No computing device, or device inadequate or broken | 4.9% | 11.5% | -6.6% |  |
|  | Online privacy or cybersecurity concerns | 3.7% | 3.4% | 0.3% |  |
|  | Not available in area | 3.5% | 4.7% | -1.2% |  |
|  | Personal safety concerns | 3.1% | 6.6% | -3.4% |  |
|  | Household moved or is in the process of moving | 2.9% | 0.0% | 2.9% |  |
|  |  |  |  |  |  |
| Sample size | | 146 | 49 |  |  |
| \* Disability gap is outside statistical margin of error at 95% confidence level | | | | | |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Table 8: Voting in 2020** | |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | Disability | No disability | Disability gap | | Internet non-users | Internet users | Gap by internet use | |
| Registered to vote in 2020 | | | 86.1% | 86.7% | -0.6% |  | 66.6% | 88.2% | 21.7% | \* |
| Voted in 2020 | | | 76.0% | 79.4% | -3.4% |  | 55.5% | 80.6% | 25.1% | \* |
|  | Sample size | | 1186 | 1240 |  |  | 201 | 2221 |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
| Voting method if voted | | |  |  |  |  |  |  |  |  |
|  | Polling place | | 55.1% | 62.9% | -7.9% | \* | 59.9% | 61.5% | 1.6% |  |
|  | Mail ballot | | 44.9% | 37.1% | 7.9% | \* | 40.1% | 38.5% | -1.6% |  |
|  |  | Taken to polling place or election office | 10.8% | 9.5% | 1.3% |  | 12.1% | 9.6% | -2.4% |  |
|  |  | Mailed or taken to dropbox | 34.1% | 27.6% | 6.6% | \* | 28.1% | 28.9% | 0.8% |  |
|  | Sample size | | 929 | 1036 |  |  | 130 | 1835 |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
| Extra features or devices to help vote | | |  |  |  |  |  |  |  |  |
|  | If voted in polling place | |  |  |  |  |  |  |  |  |
|  |  | Any | 9.9% | 7.2% | 2.7% |  | 6.0% | 7.8% | 1.8% |  |
|  |  | Magnifier | 2.7% | 0.5% | 2.2% | \* | 0.9% | 0.9% | -0.1% |  |
|  |  | Large visual display | 2.5% | 2.0% | 0.6% |  | 3.7% | 2.0% | -1.7% |  |
|  |  | Special keypad | 0.6% | 0.9% | -0.3% |  | 0.0% | 0.8% | 0.8% | \* |
|  |  | Earphone | 2.2% | 1.0% | 1.2% |  | 0.0% | 1.3% | 1.3% | \* |
|  |  | Something else | 0.6% | 0.6% | 0.0% |  | 0.0% | 0.6% | 0.6% |  |
|  |  | Sample size | 481 | 609 |  |  | 69 | 1021 |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  | If voted with mail ballot | |  |  |  |  |  |  |  |  |
|  |  | Any | 6.0% | 1.4% | 4.6% | \* | 7.7% | 2.1% | -5.6% |  |
|  |  | Magnifier | 2.6% | 0.0% | 2.6% | \* | 4.1% | 0.4% | -3.7% |  |
|  |  | Large visual display | 0.8% | 0.0% | 0.8% |  | 0.0% | 0.2% | 0.2% |  |
|  |  | Special keypad | 0.2% | 0.5% | -0.3% |  | 0.0% | 0.4% | 0.4% |  |
|  |  | Earphone | 1.3% | 0.8% | 0.5% |  | 2.7% | 0.8% | -1.9% |  |
|  |  | Something else | 1.5% | 0.0% | 1.5% |  | 3.6% | 0.2% | -3.4% |  |
|  |  | Sample size | 431 | 397 |  |  | 56 | 772 |  |  |
| \* Gap is outside statistical margin of error at 95% confidence level | | | | | | |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Table 9: Sources of Information on Voting Process in 2020** | | | |  |  |  | |  |  |
|  |  |  |  |  |  |  | |  |  |
| Any information on voting process or where to vote in 2020: | Disability | No disability | Disability gap | | Internet non-users | Internet users | Gap by internet use | | |
| Any internet-based source | 33.9% | 37.2% | -3.3% |  | 6.9% | 38.3% | | 31.4% | \* |
| Any non-internet-based source | 71.2% | 61.1% | 10.1% | \* | 70.5% | 62.7% | | -7.8% |  |
|  |  |  |  |  |  |  | |  |  |
| Television | 25.0% | 15.6% | 9.4% | \* | 29.5% | 16.8% | | -12.8% | \* |
| Printed mailings from election office | 24.9% | 23.7% | 1.2% |  | 19.4% | 24.2% | | 4.8% |  |
| Talking in person to family members, friends, neighbors, or colleagues | 17.0% | 14.5% | 2.5% |  | 6.5% | 15.5% | | 8.9% | \* |
| Election office website | 13.6% | 12.6% | 0.9% |  | 2.2% | 13.4% | | 11.2% | \* |
| Social media or online community | 12.9% | 10.7% | 2.2% |  | 0.7% | 11.8% | | 11.1% | \* |
|  |  |  |  |  |  |  | |  |  |
| Printed newspaper | 8.4% | 5.8% | 2.6% | \* | 10.1% | 6.1% | | -4.0% |  |
| News website | 7.9% | 10.2% | -2.3% |  | 0.3% | 10.3% | | 10.0% | \* |
| Printed letters or newsletters from candidates or orgs. | 7.3% | 6.0% | 1.3% |  | 2.7% | 6.4% | | 3.7% | \* |
| Emails or texts from political organizations | 7.3% | 5.6% | 1.6% |  | 3.5% | 6.1% | | 2.6% |  |
| Radio | 5.7% | 4.3% | 1.4% |  | 4.5% | 4.6% | | 0.0% |  |
|  |  |  |  |  |  |  | |  |  |
| Other type of website | 5.7% | 9.3% | -3.6% | \* | 0.8% | 9.0% | | 8.2% | \* |
| Already knew | 5.6% | 9.1% | -3.5% | \* | 13.1% | 8.1% | | -5.0% |  |
| Calling election office | 4.3% | 2.1% | 2.2% | \* | 1.4% | 2.6% | | 1.2% |  |
| Communicating with people through email or texts | 3.6% | 2.9% | 0.7% |  | 0.2% | 3.2% | | 3.0% | \* |
| Polling place | 1.9% | 1.6% | 0.3% |  | 1.6% | 1.6% | | 0.1% |  |
|  |  |  |  |  |  |  | |  |  |
| Ballot | 1.8% | 1.4% | 0.4% |  | 1.7% | 1.5% | | -0.2% |  |
| In person at govt office | 1.3% | 2.2% | -0.9% |  | 1.8% | 2.0% | | 0.2% |  |
| Mail (unspecified) | 1.1% | 1.5% | -0.4% |  | 3.1% | 1.3% | | -1.8% |  |
| Other | 3.9% | 4.6% | -0.7% |  | 4.2% | 4.4% | | 0.3% |  |
| Don't know | 6.3% | 6.1% | 0.2% |  | 10.8% | 5.9% | | -4.9% |  |
|  |  |  |  |  |  |  | |  |  |
| Sample size | 1,047 | 1126 |  |  | 201 | 2221 | |  |  |
| \* Gap is outside statistical margin of error at 95% confidence level | | | | | |  | |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Table 10: Sources of Information on Voting Process in 2020, by Disability Type** | | | | | | | | |  |  |  |
| Any information on voting process or where to vote in 2020: | No disability | Impairment type | | | | | | | | Lot of difficulty in daily activities | |
| Hearing | | Vision | | Cognitive | | Mobility | |
| Any internet-based source | 37.2% | 29.8% |  | 27.9% |  | 35.0% |  | 30.7% | \* | 33.6% |  |
| Any non-internet-based source | 61.1% | 66.9% |  | 68.7% |  | 67.7% |  | 71.8% | \* | 71.9% | \* |
|  |  |  |  |  |  |  |  |  |  |  |  |
| Television | 15.6% | 18.5% |  | 23.1% |  | 25.1% | \* | 26.1% | \* | 24.5% | \* |
| Printed mailings from election office | 23.7% | 20.5% |  | 18.8% |  | 20.3% |  | 24.9% |  | 27.8% |  |
| Talking in person to family members, friends, neighbors, or colleagues | 14.5% | 9.8% |  | 16.9% |  | 19.2% |  | 15.7% |  | 18.2% |  |
| Election office website | 12.6% | 10.7% |  | 11.7% |  | 11.3% |  | 11.6% |  | 12.6% |  |
| Social media or online community | 10.7% | 5.5% | \* | 11.3% |  | 15.3% |  | 10.6% |  | 12.1% |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
| Printed newspaper | 5.8% | 8.5% |  | 7.5% |  | 7.1% |  | 8.3% |  | 7.6% |  |
| News website | 10.2% | 6.1% |  | 6.0% |  | 8.3% |  | 6.7% | \* | 8.1% |  |
| Printed letters or newsletters from candidates or organizations | 6.0% | 4.9% |  | 6.0% |  | 8.3% |  | 6.5% |  | 6.5% |  |
| Emails or texts from political orgs. | 5.6% | 4.3% |  | 5.7% |  | 7.0% |  | 7.6% |  | 7.7% |  |
| Radio | 4.3% | 4.3% |  | 3.5% |  | 5.0% |  | 4.6% |  | 5.3% |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
| Other type of website | 9.3% | 3.4% | \* | 2.6% | \* | 4.5% | \* | 4.9% | \* | 5.4% | \* |
| Already knew | 9.1% | 9.5% |  | 6.1% |  | 4.7% | \* | 6.5% |  | 5.9% | \* |
| Calling election office | 2.1% | 3.7% |  | 3.7% |  | 2.3% |  | 4.8% | \* | 3.8% |  |
| Communicating with people through email or texts | 2.9% | 4.2% |  | 3.5% |  | 4.2% |  | 3.3% |  | 3.4% |  |
| Polling place | 1.6% | 1.5% |  | 2.8% |  | 1.4% |  | 1.7% |  | 1.0% |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
| Ballot | 1.4% | 2.7% |  | 1.0% |  | 1.4% |  | 1.6% |  | 3.2% |  |
| In person at govt office | 2.2% | 1.0% |  | 2.8% |  | 1.3% |  | 1.4% |  | 1.8% |  |
| Mail (unspecified) | 1.5% | 0.6% |  | 0.8% |  | 0.8% |  | 1.7% |  | 0.0% | \* |
| Other | 4.6% | 5.2% |  | 0.3% | \* | 0.8% | \* | 3.8% |  | 2.7% |  |
| Don't know | 6.1% | 10.1% |  | 8.9% |  | 10.4% |  | 6.8% |  | 7.4% |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
| Sample size | 1126 | 186 |  | 138 |  | 264 |  | 508 |  | 462 |  |
| \* Difference from non-disability group is significant at 95% confidence level | | | | | | | | |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Table 11: Accessibility of Election Office Websites** | |  | |  |  |
|  |  |  |  | |  |  |
|  |  | Disability | No disability | | Disability gap |  |
| Accessibility of election office website (if used) | |  |  | |  |  |
|  | Yes, fully accessible | 97.0% | 92.8% | | 4.2% |  |
|  | Mostly, but not fully accessible | 1.8% | 4.6% | | -2.8% |  |
|  | Somewhat accessible | 1.1% | 1.8% | | -0.6% |  |
|  | Not accessible at all | 0.0% | 0.8% | | -0.8% |  |
|  | Sample size | 176 | 152 | |  |  |
|  |  |  |  | |  |  |
| If not fully accessible, problem was: | |  |  | |  |  |
|  | Writing was too small | 32.4% | 11.3% | | 21.1% |  |
|  | Hard to read by screen reader | 5.1% | 7.9% | | -2.8% |  |
|  | Language was too hard to understand | 5.1% | 6.5% | | -1.3% |  |
|  | Material not organized well | 81.1% | 71.9% | | 9.1% |  |
|  | Video not captioned at all | 5.1% | 3.0% | | 2.1% |  |
|  | Something else | 0.0% | 11.3% | | -11.3% |  |
|  | Sample size | 10 | 15 | |  |  |
|  |  |  |  | |  |  |
| If not fully accessible, where information was obtained | |  |  | |  |  |
|  | Election office website | 14.6% | 0.0% | | 14.6% |  |
|  | Calling election office | 9.5% | 12.6% | | -3.2% |  |
|  | Printed mailings from election office | 27.7% | 4.7% | | 23.1% |  |
|  | Printed letters or newsletters from candidates or organizations | 5.1% | 0.0% | | 5.1% |  |
|  | Talking in person to family members, friends, neighbors, or colleagues | 49.3% | 0.0% | | 49.3% | \* |
|  | Communicating with people through email or texts | 14.6% | 0.0% | | 14.6% |  |
|  | Emails or texts from political organizations. | 18.9% | 3.3% | | 15.6% |  |
|  | Social media or online community | 45.0% | 15.1% | | 29.8% |  |
|  | News website | 49.3% | 5.5% | | 43.8% | \* |
|  | Other type of website | 14.6% | 33.3% | | -18.8% |  |
|  | Television | 14.6% | 10.2% | | 4.3% |  |
|  | Radio | 5.1% | 8.3% | | -3.2% |  |
|  | Printed newspaper | 14.6% | 2.1% | | 12.5% |  |
|  | Other type of website | 9.5% | 4.8% | | 4.6% |  |
|  | None | 28.0% | 16.1% | | 11.9% |  |
|  | Sample size | 10 | 15 | |  |  |
| \* Disability gap is outside statistical margin of error at 95% confidence level | | | |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Table 12: Accessibility of News and Other Websites** |  |  | |  |  |
|  |  |  |  | |  |  |
|  |  | Disability | No disability | | Disability gap |  |
| Accessibility of news and other websites (if used) | |  |  | |  |  |
|  | Yes, fully accessible | 72.7% | 92.6% | | -19.9% | \* |
|  | Mostly, but not fully accessible | 16.3% | 6.7% | | 9.6% | \* |
|  | Somewhat accessible | 7.1% | 0.0% | | 7.1% | \* |
|  | Not accessible at all | 4.0% | 0.7% | | 3.2% |  |
|  | Sample size | 135 | 173 | |  |  |
|  |  |  |  | |  |  |
| If not fully accessible, problem was: | |  |  | |  |  |
|  | Writing was too small | 18.7% | 14.1% | | 4.6% |  |
|  | Hard to read by screen reader | 10.7% | 3.6% | | 7.1% |  |
|  | Language was too hard to understand | 13.0% | 4.9% | | 8.1% |  |
|  | Material not organized well | 35.7% | 38.2% | | -2.4% |  |
|  | Video not captioned at all | 12.2% | 14.1% | | -1.9% |  |
|  | Required subscription | 19.1% | 0.0% | | 19.1% | \* |
|  | Something else | 20.5% | 51.7% | | -31.2% |  |
|  | Sample size | 32 | 15 | |  |  |
|  |  |  |  | |  |  |
| If not fully accessible, where information was obtained | |  |  | |  |  |
|  | Election office website | 7.7% | 22.5% | | -14.7% |  |
|  | Calling election office | 1.2% | 0.0% | | 1.2% |  |
|  | Printed mailings from election office | 1.8% | 4.9% | | -3.1% |  |
|  | Printed letters or newsletters from candidates or organizations | 11.3% | 0.0% | | 11.3% |  |
|  | Talking in person to family members, friends, neighbors, or colleagues | 41.5% | 24.7% | | 16.8% |  |
|  | Communicating with people through email or texts | 1.8% | 0.0% | | 1.8% |  |
|  | Emails or texts from political organizations | 5.5% | 0.0% | | 5.5% |  |
|  | Social media or online community | 14.8% | 4.9% | | 9.9% |  |
|  | News website | 16.7% | 25.9% | | -9.2% |  |
|  | Other type of website | 8.2% | 19.8% | | -11.5% |  |
|  | Television | 24.4% | 14.3% | | 10.1% |  |
|  | Radio | 14.8% | 12.9% | | 1.9% |  |
|  | Printed newspaper | 8.8% | 19.2% | | -10.4% |  |
|  | Other | 0.0% | 15.5% | | -15.5% |  |
|  | Nowhere | 25.3% | 0.0% | | 25.3% | \* |
|  | Sample size | 32 | 15 | |  |  |
| \* Disability gap is outside statistical margin of error at 95% confidence level | | | |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Table 13: Accessibility of Print Mailings and Newspapers** | |  | |  |  |
|  |  |  |  | |  |  |
|  |  | Disability | No disability | | Disability gap |  |
| Accessibility of print mailings or newspapers (if used) | |  |  | |  |  |
|  | Yes, fully accessible | 88.0% | 96.0% | | -8.0% | \* |
|  | Mostly, but not fully accessible | 7.4% | 2.4% | | 5.1% | \* |
|  | Somewhat accessible | 3.1% | 0.1% | | 3.0% | \* |
|  | Not accessible at all | 1.4% | 1.5% | | -0.1% |  |
|  | Sample size | 385 | 368 | |  |  |
|  |  |  |  | |  |  |
| If not fully accessible, problem was: | |  |  | |  |  |
|  | Writing was too small | 10.9% | 11.4% | | -0.5% |  |
|  | Something else | 89.1% | 100.0% | | -10.9% | \* |
|  | Sample size | 36 | 11 | |  |  |
|  |  |  |  | |  |  |
| If not fully accessible, where information was obtained | |  |  | |  |  |
|  | Election office website | 14.3% | 36.4% | | -22.1% |  |
|  | Calling election office | 11.8% | 0.0% | | 11.8% |  |
|  | Printed mailings from election office | 22.4% | 13.6% | | 8.8% |  |
|  | Printed letters or newsletters from candidates or organizations | 12.4% | 0.0% | | 12.4% | \* |
|  | Talking in person to family members, friends, neighbors, or colleagues | 10.7% | 14.1% | | -3.4% |  |
|  | Communicating with people through email or texts | 8.6% | 0.0% | | 8.6% |  |
|  | Emails or texts from political organizations. | 8.1% | 0.0% | | 8.1% |  |
|  | Social media or online community | 12.1% | 0.0% | | 12.1% |  |
|  | News website | 13.7% | 5.5% | | 8.3% |  |
|  | Other type of website | 22.3% | 12.0% | | 10.2% |  |
|  | Television | 23.9% | 9.7% | | 14.2% |  |
|  | Radio | 10.3% | 8.1% | | 2.3% |  |
|  | Printed newspaper | 10.5% | 4.2% | | 6.3% |  |
|  | Other | 9.8% | 11.7% | | -1.8% |  |
|  | Nowhere | 15.1% | 36.5% | | -21.4% |  |
|  | Sample size | 44 | 13 | |  |  |
| \* Disability gap is outside statistical margin of error at 95% confidence level | | | |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Table 14: Accessibility of Voting Information Sources in 2020, by Disability Type** | | | | | | | | |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | No disability | Impairment type | | | | | | | | Lot of difficulty in daily activities | |
|  |  | Hearing | | Vision | | Cognitive | | Mobility | |
| Accessibility of election office website (if used) | |  |  |  |  |  |  |  |  |  |  |  |
|  | Yes, fully accessible | 92.8% | 99.3% | \* | 97.8% |  | 97.9% |  | 97.9% |  | 96.9% |  |
|  | Mostly, but not fully accessible | 4.6% | 0.7% |  | 0.0% |  | 1.2% |  | 0.8% |  | 1.9% |  |
|  | Somewhat accessible | 1.8% | 0.0% | \* | 2.2% |  | 0.9% |  | 1.3% |  | 1.2% |  |
|  | Not accessible at all | 0.8% | 0.0% |  | 0.0% |  | 0.0% |  | 0.0% |  | 0.0% |  |
|  | Sample size | 152 | 25 |  | 19 |  | 36 |  | 77 |  | 75 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| Accessibility of news or other website (if used) | |  |  |  |  |  |  |  |  |  |  |  |
|  | Yes, fully accessible | 92.6% | 41.9% | \* | 52.9% | \* | 67.9% | \* | 72.2% | \* | 71.4% | \* |
|  | Mostly, but not fully accessible | 6.7% | 17.8% |  | 24.6% |  | 13.8% |  | 16.8% |  | 13.1% |  |
|  | Somewhat accessible | 0.0% | 13.1% |  | 0.0% |  | 9.7% |  | 6.5% |  | 6.5% |  |
|  | Not accessible at all | 0.7% | 27.3% |  | 22.5% |  | 8.6% |  | 4.6% |  | 9.0% |  |
|  | Sample size | 173 | 16 |  | 14 |  | 35 |  | 56 |  | 58 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| Accessibility of print mailings or newspapers (if used) | |  |  |  |  |  |  |  |  |  |  |  |
|  | Yes, fully accessible | 96.0% | 86.4% |  | 87.5% |  | 85.4% | \* | 85.9% | \* | 86.5% | \* |
|  | Mostly, but not fully accessible | 2.4% | 9.9% |  | 6.3% |  | 9.7% |  | 10.1% | \* | 7.5% |  |
|  | Somewhat accessible | 0.1% | 3.6% |  | 2.8% |  | 3.3% |  | 1.8% |  | 4.2% |  |
|  | Not accessible at all | 1.5% | 0.0% |  | 3.5% |  | 1.5% |  | 2.2% |  | 1.8% |  |
|  | Sample size | 368 | 62 |  | 44 |  | 83 |  | 183 |  | 177 |  |
| \* Difference from non-disability sample is significant at 95% confidence level | | | | | | | | |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Table 15: Where Prefer to Get Information on Voting Process** | | | |  |  |  |  |  |  |
|  |  | Disability | No disability | Disability gap | |  | Internet non-users | Internet users | Gap by internet use |  |
| If question on voting process or where to vote, prefer to get answer through: | |  |  |  | |  |  |  |  |  |
|  | Election office website | 38.4% | 43.7% | -5.3% | | \* | 6.1% | 45.5% | 39.4% | \* |
|  | Talking in person to family members, friends, neighbors, or colleagues | 31.6% | 23.9% | 7.7% | | \* | 20.7% | 25.8% | 5.2% |  |
|  | Printed mailings from election office | 27.5% | 17.8% | 9.7% | | \* | 22.8% | 19.5% | -3.3% |  |
|  | Calling election office | 27.1% | 23.3% | 3.8% | |  | 22.2% | 24.3% | 2.0% |  |
|  | Television | 24.2% | 12.1% | 12.1% | | \* | 25.3% | 13.7% | -11.6% | \* |
|  |  |  |  |  | |  |  |  |  |  |
|  | News website | 15.5% | 16.2% | -0.6% | |  | 1.4% | 17.2% | 15.8% | \* |
|  | Printed newspaper | 14.0% | 8.0% | 6.0% | | \* | 13.6% | 8.9% | -4.7% |  |
|  | Social media or online community | 13.3% | 12.8% | 0.5% | |  | 4.8% | 13.6% | 8.7% | \* |
|  | Radio | 13.1% | 7.0% | 6.0% | | \* | 9.1% | 8.2% | -0.9% |  |
|  | Printed letters or newsletters from candidates or organizations | 12.6% | 6.5% | 6.1% | | \* | 10.6% | 7.5% | -3.1% |  |
|  | Other type of website | 11.6% | 13.7% | -2.0% | |  | 1.1% | 14.2% | 13.1% | \* |
|  |  |  |  |  | |  |  |  |  |  |
|  | Communicating through email or texts | 10.3% | 9.9% | 0.4% | |  | 1.3% | 10.6% | 9.4% | \* |
|  | Emails or texts from political orgs. | 9.3% | 5.7% | 3.6% | | \* | 1.8% | 6.8% | 5.0% | \* |
|  | Townhall | 2.5% | 2.8% | -0.4% | |  | 5.6% | 2.6% | -3.1% |  |
|  | Other | 3.7% | 3.0% | 0.6% | |  | 11.5% | 2.5% | -8.9% | \* |
|  | None or won't vote | 0.6% | 0.7% | -0.2% | |  | 0.4% | 0.7% | 0.3% |  |
|  | Sample size | 1186 | 1240 |  | |  | 201 | 2221 |  |  |
|  |  |  |  |  | |  |  |  |  |  |
| Were able to find info using preferred method in 2020 (if had preferred method) | |  |  |  | |  |  |  |  |  |
|  | Yes | 86.5% | 88.3% | -1.8% | |  | 72.6% | 88.9% | 16.3% | \* |
|  | No | 13.5% | 11.7% | 1.8% | |  | 27.4% | 11.1% | -16.3% | \* |
|  | Sample size | 1114 | 1164 |  | |  | 160 | 2118 |  |  |
|  | If "No": |  |  |  | |  |  |  |  |  |
|  | Didn't look for information | 17.9% | 15.1% | 2.8% | |  | 25.8% | 14.3% | -11.5% |  |
|  | Didn't vote | 4.4% | 9.0% | -4.6% | |  | 9.2% | 7.7% | -1.4% |  |
|  | Never sent material | 4.8% | 8.9% | -4.1% | |  | 0.0% | 9.0% | 9.0% | \* |
|  | Didn't know how/where to look | 4.2% | 2.3% | 1.9% | |  | 2.4% | 2.8% | 0.4% |  |
|  | Other problem | 26.8% | 24.6% | 2.2% | |  | 30.3% | 24.4% | -5.9% |  |
|  | No problem | 31.3% | 26.8% | 4.5% | |  | 7.8% | 30.8% | 23.0% | \* |
|  | Sample size | 115 | 82 |  | |  | 24 | 173 |  |  |
| \* Gap is outside statistical margin of error at 95% confidence level | | | | | | |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Table 16: Where Prefer to Get Information on Voting Process, by Disability Type and Severity** | | | | | | | | | | |  |
|  |  | No disability | Impairment type | | | | | | | | Lot of difficulty in daily activities | |
|  |  | Hearing | | Vision | | Cognitive | | Mobility | |
| If question on voting process or where to vote, prefer to get answer through: | |  |  |  |  |  |  |  |  |  |  |  |
|  | Election office website | 43.7% | 39.4% |  | 29.3% | \* | 30.7% | \* | 35.5% | \* | 37.2% | \* |
|  | Talking in person to family members, friends, neighbors, or colleagues | 23.9% | 23.1% |  | 36.9% | \* | 36.9% | \* | 33.8% | \* | 36.3% | \* |
|  | Printed mailings from election office | 17.8% | 21.7% |  | 21.4% |  | 21.1% |  | 30.7% | \* | 28.8% | \* |
|  | Calling election office | 23.3% | 26.7% |  | 31.2% |  | 19.8% |  | 28.5% | \* | 27.1% |  |
|  | Television | 12.1% | 17.6% |  | 26.6% | \* | 28.0% | \* | 28.9% | \* | 28.0% | \* |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | News website | 16.2% | 10.4% | \* | 15.3% |  | 17.5% |  | 16.7% |  | 16.9% |  |
|  | Printed newspaper | 8.0% | 12.8% |  | 16.4% | \* | 13.2% | \* | 16.6% | \* | 14.3% | \* |
|  | Social media or online community | 12.8% | 6.3% | \* | 16.5% |  | 20.0% | \* | 13.7% |  | 15.1% |  |
|  | Radio | 7.0% | 10.5% |  | 18.1% | \* | 12.7% | \* | 15.6% | \* | 13.7% | \* |
|  | Printed letters or newsletters from candidates or orgs. | 6.5% | 9.1% |  | 16.2% | \* | 11.2% |  | 14.7% | \* | 13.3% | \* |
|  | Other type of website | 13.7% | 9.6% |  | 12.0% |  | 11.4% |  | 12.4% |  | 11.9% |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Communicating with people through email or texts | 9.9% | 5.1% | \* | 11.6% |  | 14.1% |  | 11.0% |  | 12.0% |  |
|  | Emails or texts from political orgs. | 5.7% | 5.5% |  | 5.9% |  | 9.1% |  | 10.2% | \* | 8.2% |  |
|  | Townhall | 2.8% | 4.1% |  | 4.4% |  | 1.6% |  | 3.4% |  | 3.0% |  |
|  | Other | 3.0% | 3.3% |  | 7.6% |  | 4.7% |  | 4.0% |  | 3.6% |  |
|  | None or won't vote | 0.7% | 1.3% |  | 0.0% | \* | 0.0% | \* | 1.2% |  | 1.1% |  |
|  | Sample size | 1240 | 215 |  | 164 |  | 320 |  | 571 |  | 528 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| Were able to find info using preferred method in 2020 | |  |  |  |  |  |  |  |  |  |  |  |
|  | Yes | 88.3% | 86.0% |  | 84.2% |  | 79.2% | \* | 87.2% |  | 86.7% |  |
|  | No | 11.7% | 14.0% |  | 15.8% |  | 20.8% |  | 12.8% |  | 13.3% |  |
|  | Sample size | 1164 | 191 |  | 149 |  | 306 |  | 530 |  | 503 |  |
| \* Difference from non-disability sample is significant at 95% confidence level | | | | | | | | |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Table 17: Trust in Information Sources on Voting Process** | | | |  |  |  |  |  |
| How much trust in voting information from: | | Disability | No disability | Disability gap |  | Internet non-users | Internet users | Gap by internet use |  |
| Election office | |  |  |  |  |  |  |  |  |
|  | Great deal or quite a lot | 48.7% | 52.5% | -3.7% |  | 19.0% | 54.2% | 35.2% | \* |
|  | Some | 24.3% | 25.7% | -1.4% |  | 30.1% | 25.1% | -5.0% |  |
|  | Very little or not at all | 24.8% | 19.4% | 5.3% | \* | 36.6% | 19.3% | -17.3% | \* |
| Talking in person to family members, friends, neighbors, or colleagues | |  |  |  |  |  |  |  |  |
|  | Great deal or quite a lot | 29.0% | 28.2% | 0.8% |  | 25.3% | 28.6% | 3.3% |  |
|  | Some | 42.4% | 44.4% | -2.0% |  | 30.7% | 45.0% | 14.3% | \* |
|  | Very little or not at all | 27.1% | 26.0% | 1.1% |  | 30.8% | 25.9% | -4.9% |  |
| Television | |  |  |  |  |  |  |  |  |
|  | Great deal or quite a lot | 22.2% | 15.7% | 6.5% | \* | 23.6% | 16.5% | -7.1% |  |
|  | Some | 35.5% | 35.9% | -0.3% |  | 27.7% | 36.4% | 8.8% | \* |
|  | Very little or not at all | 41.5% | 45.4% | -3.9% |  | 38.0% | 45.1% | 7.2% |  |
| Printed newspaper | |  |  |  |  |  |  |  |  |
|  | Great deal or quite a lot | 21.3% | 28.0% | -6.7% | \* | 11.9% | 27.7% | 15.8% | \* |
|  | Some | 35.2% | 35.9% | -0.6% |  | 30.2% | 36.2% | 6.0% |  |
|  | Very little or not at all | 41.2% | 33.2% | 8.0% | \* | 38.4% | 34.6% | -3.8% |  |
| News websites | |  |  |  |  |  |  |  |  |
|  | Great deal or quite a lot | 17.4% | 19.7% | -2.3% |  | 10.0% | 19.9% | 10.0% | \* |
|  | Some | 34.3% | 37.2% | -2.8% |  | 14.1% | 38.3% | 24.2% | \* |
|  | Very little or not at all | 45.0% | 40.2% | 4.9% | \* | 52.0% | 40.3% | -11.7% | \* |
| Radio | |  |  |  |  |  |  |  |  |
|  | Great deal or quite a lot | 16.0% | 17.5% | -1.5% |  | 12.8% | 17.5% | 4.7% |  |
|  | Some | 34.7% | 37.6% | -2.9% |  | 26.4% | 37.8% | 11.4% | \* |
|  | Very little or not at all | 46.9% | 41.8% | 5.1% | \* | 49.3% | 42.4% | -6.9% |  |
| Printed letters or newsletters from candidates or organizations | |  |  |  |  |  |  |  |  |
|  | Great deal or quite a lot | 13.1% | 13.0% | 0.1% |  | 12.2% | 13.1% | 0.9% |  |
|  | Some | 37.9% | 37.5% | 0.3% |  | 29.7% | 38.2% | 8.5% |  |
|  | Very little or not at all | 47.1% | 48.0% | -0.9% |  | 45.7% | 48.0% | 2.3% |  |
| Talking to people through email, texts | |  |  |  |  |  |  |  |  |
|  | Great deal or quite a lot | 10.6% | 11.6% | -1.0% |  | 2.8% | 12.0% | 9.2% | \* |
|  | Some | 28.6% | 37.3% | -8.7% | \* | 16.9% | 37.0% | 20.0% | \* |
|  | Very little or not at all | 58.2% | 48.1% | 10.0% | \* | 58.8% | 49.5% | -9.3% |  |
| Social media or online community | |  |  |  |  |  |  |  |  |
|  | Great deal or quite a lot | 6.7% | 6.3% | 0.4% |  | 4.0% | 6.5% | 2.5% |  |
|  | Some | 23.4% | 23.4% | 0.0% |  | 14.7% | 24.1% | 9.4% | \* |
|  | Very little or not at all | 67.2% | 67.8% | -0.6% |  | 57.6% | 68.4% | 10.8% | \* |
| Other websites | |  |  |  |  |  |  |  |  |
|  | Great deal or quite a lot | 5.8% | 6.8% | -1.0% |  | 4.6% | 6.8% | 2.2% |  |
|  | Some | 30.3% | 34.3% | -4.0% |  | 8.9% | 35.3% | 26.5% | \* |
|  | Very little or not at all | 59.7% | 55.5% | 4.2% |  | 60.4% | 56.0% | -4.4% |  |
| Sample size | | 1,175 | 1,235 |  |  | 196 | 2,214 |  |  |
| \* Gap is outside statistical margin of error at 95% confidence level | | | | | |  |  |  |  |
| Percent distributions include "don't know" responses not reported above | | | | | |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Table 18: Trust in Information Sources on Voting Process, by Disability Type and Severity** | | | | | | | | | | | | |
|  |  | No disability | Impairment type | | | | | | | | Lot of difficulty in daily activities | |
| How much trust in voting information from: | | Hearing | | Vision | | Cognitive | | Mobility | |
| Election office | |  |  |  |  |  |  |  |  |  |  |  |
|  | Great deal or quite a lot | 52.5% | 42.4% | \* | 32.6% | \* | 38.7% | \* | 43.9% | \* | 43.8% | \* |
|  | Some | 25.7% | 25.9% |  | 28.8% |  | 29.2% |  | 28.1% |  | 24.4% |  |
|  | Very little or not at all | 19.4% | 26.2% |  | 33.7% | \* | 30.3% | \* | 25.8% | \* | 29.0% | \* |
| Talking in person to family members, friends, neighbors, or colleagues | |  |  |  |  |  |  |  |  |  |  |  |
|  | Great deal or quite a lot | 28.2% | 27.5% |  | 32.9% |  | 32.1% |  | 26.8% |  | 26.0% |  |
|  | Some | 44.4% | 34.3% | \* | 36.7% |  | 40.0% |  | 42.3% |  | 46.4% |  |
|  | Very little or not at all | 26.0% | 36.0% | \* | 26.2% |  | 26.5% |  | 28.9% |  | 25.6% |  |
| Television | |  |  |  |  |  |  |  |  |  |  |  |
|  | Great deal or quite a lot | 15.7% | 19.7% |  | 20.1% |  | 22.8% | \* | 25.2% | \* | 23.1% | \* |
|  | Some | 35.9% | 29.1% |  | 29.9% |  | 31.4% |  | 32.2% |  | 35.1% |  |
|  | Very little or not at all | 45.4% | 50.3% |  | 48.4% |  | 45.3% |  | 41.6% |  | 41.3% |  |
| Printed newspaper | |  |  |  |  |  |  |  |  |  |  |  |
|  | Great deal or quite a lot | 28.0% | 15.5% | \* | 20.5% |  | 17.8% | \* | 19.3% | \* | 22.1% | \* |
|  | Some | 35.9% | 28.6% |  | 29.5% |  | 38.1% |  | 33.9% |  | 32.5% |  |
|  | Very little or not at all | 33.2% | 51.9% | \* | 47.0% | \* | 42.6% | \* | 43.9% | \* | 43.4% | \* |
| News websites | |  |  |  |  |  |  |  |  |  |  |  |
|  | Great deal or quite a lot | 19.7% | 16.0% |  | 11.9% | \* | 19.8% |  | 14.4% | \* | 17.5% |  |
|  | Some | 37.2% | 24.8% | \* | 28.4% |  | 32.4% |  | 31.9% |  | 35.4% |  |
|  | Very little or not at all | 40.2% | 54.5% | \* | 53.1% | \* | 42.2% |  | 50.1% | \* | 44.1% |  |
| Radio | |  |  |  |  |  |  |  |  |  |  |  |
|  | Great deal or quite a lot | 17.5% | 12.1% |  | 19.1% |  | 16.6% |  | 15.1% |  | 17.1% |  |
|  | Some | 37.6% | 25.3% | \* | 25.9% | \* | 32.8% |  | 30.4% | \* | 34.8% |  |
|  | Very little or not at all | 41.8% | 57.8% | \* | 48.7% |  | 48.8% |  | 52.5% | \* | 46.3% |  |
| Printed letters or newsletters from candidates or organizations | |  |  |  |  |  |  |  |  |  |  |  |
|  | Great deal or quite a lot | 13.0% | 13.9% |  | 12.5% |  | 17.5% |  | 12.4% |  | 12.4% |  |
|  | Some | 37.5% | 19.0% | \* | 27.3% | \* | 33.9% |  | 36.7% |  | 39.2% |  |
|  | Very little or not at all | 48.0% | 62.5% | \* | 57.7% |  | 46.0% |  | 49.0% |  | 46.5% |  |
| Talking to people through email or texts | |  |  |  |  |  |  |  |  |  |  |  |
|  | Great deal or quite a lot | 11.6% | 9.5% |  | 12.2% |  | 17.3% | \* | 9.3% |  | 10.5% |  |
|  | Some | 37.3% | 19.7% | \* | 19.1% | \* | 30.3% | \* | 26.2% | \* | 29.1% | \* |
|  | Very little or not at all | 48.1% | 69.2% | \* | 62.3% | \* | 49.9% |  | 62.7% | \* | 58.4% | \* |
| Social media or online community | |  |  |  |  |  |  |  |  |  |  |  |
|  | Great deal or quite a lot | 6.3% | 8.6% |  | 6.2% |  | 11.0% |  | 6.4% |  | 5.8% |  |
|  | Some | 23.4% | 9.0% | \* | 26.8% |  | 29.6% |  | 23.5% |  | 25.9% |  |
|  | Very little or not at all | 67.8% | 76.7% | \* | 64.8% |  | 54.9% | \* | 67.2% |  | 65.6% |  |
| Other websites | |  |  |  |  |  |  |  |  |  |  |  |
|  | Great deal or quite a lot | 6.8% | 4.8% |  | 7.5% |  | 7.3% |  | 5.0% |  | 5.4% |  |
|  | Some | 34.3% | 22.8% | \* | 20.5% | \* | 32.2% |  | 28.4% | \* | 29.3% |  |
|  | Very little or not at all | 55.5% | 64.5% | \* | 65.1% | \* | 55.5% |  | 62.4% | \* | 62.2% | \* |
| Sample size | | 1,235 | 211 |  | 162 |  | 317 |  | 565 |  | 525 |  |
| Percent distributions include "don't know" responses not reported above | | | | | | |  |  |  |  |  |  |
| \* Difference from non-disability sample is significant at 95% confidence level | | | | | | | | |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Table 19: Sources of Information on Candidates and Issues in 2020** | | | | | |  |  |  |  |
|  |  |  |  |  |  | |  |  |  |
| Where obtained information on candidates and issues in 2020 | Disability | No disability | Disability gap |  | Internet non-users | | Internet users | Gap by internet use |  |
| Television | 49.1% | 35.0% | 14.1% | \* | 40.3% | | 37.7% | -2.6% |  |
| Talking in person to family members, friends, neighbors, or colleagues | 40.6% | 34.6% | 6.0% | \* | 24.0% | | 36.7% | 12.8% | \* |
| Printed letters or newsletters from candidates or organizations | 28.1% | 18.7% | 9.3% | \* | 18.3% | | 20.8% | 2.5% |  |
| News website | 26.1% | 30.0% | -4.0% |  | 2.2% | | 31.3% | 29.1% | \* |
| Printed mailings from election office | 25.7% | 18.8% | 6.9% | \* | 12.5% | | 20.9% | 8.3% | \* |
|  |  |  |  |  |  | |  |  |  |
| Printed newspaper | 23.0% | 18.8% | 4.2% | \* | 20.0% | | 19.6% | -0.4% |  |
| Radio | 22.0% | 16.5% | 5.5% | \* | 11.7% | | 18.1% | 6.4% | \* |
| Election office website | 21.4% | 22.3% | -0.9% |  | 2.2% | | 23.7% | 21.6% | \* |
| Social media or online community | 19.8% | 22.9% | -3.2% |  | 1.3% | | 23.9% | 22.7% | \* |
| Other type of website | 15.0% | 19.4% | -4.4% | \* | 0.6% | | 20.0% | 19.3% | \* |
|  |  |  |  |  |  | |  |  |  |
| Emails or texts from political orgs. | 11.8% | 8.6% | 3.2% | \* | 0.8% | | 9.9% | 9.1% | \* |
| Communicating with people through email or texts | 10.3% | 12.4% | -2.1% |  | 2.8% | | 12.7% | 9.9% | \* |
| Calling election office | 6.7% | 8.3% | -1.6% |  | 1.5% | | 8.5% | 6.9% | \* |
| Personal/independent research | 0.5% | 1.0% | -0.5% |  | 0.6% | | 0.9% | 0.2% |  |
| From candidates | 0.4% | 0.5% | -0.1% |  | 0.0% | | 0.5% | 0.5% |  |
| Debates/townhalls/rallies | 0.4% | 0.7% | -0.3% |  | 0.4% | | 0.6% | 0.2% |  |
|  |  |  |  |  |  | |  |  |  |
| Other | 5.5% | 5.8% | -0.3% |  | 8.2% | | 5.6% | -2.7% |  |
| None | 4.3% | 3.9% | 0.3% |  | 10.6% | | 3.5% | -7.1% | \* |
|  |  |  |  |  |  | |  |  |  |
| Sample size | 1,186 | 1,240 |  |  | 201 | | 2,221 |  |  |
| \* Gap is outside statistical margin of error at 95% confidence level | | | | | | |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Table 20: Sources of Information on Candidates and Issues in 2020, by Disability Type and Severity** | | | | | | | | | | | |
|  |  |  |  |  |  |  |  |  |  |  |  |
| Where obtained information on candidates and issues in 2020 | No disability | Impairment type | | | | | | | | Lot of difficulty in daily activities | |
| Hearing | | Vision | | Cognitive | | Mobility | |
| Television | 35.0% | 45.2% | \* | 46.6% | \* | 46.4% | \* | 56.2% | \* | 53.7% | \* |
| Talking in person to family members, friends, neighbors, or colleagues | 34.6% | 32.8% |  | 42.1% |  | 39.9% |  | 42.7% | \* | 45.3% | \* |
| Printed letters or newsletters from candidates or orgs. | 18.7% | 27.3% | \* | 22.3% |  | 24.4% |  | 29.6% | \* | 28.5% | \* |
| News website | 30.0% | 23.9% |  | 17.6% | \* | 19.1% | \* | 25.0% |  | 23.9% | \* |
| Printed mailings from election office | 18.8% | 26.7% | \* | 26.8% |  | 20.5% |  | 29.2% | \* | 28.9% | \* |
|  |  |  |  |  |  |  |  |  |  |  |  |
| Printed newspaper | 18.8% | 23.0% |  | 20.6% |  | 16.0% |  | 25.0% | \* | 20.8% |  |
| Radio | 16.5% | 19.2% |  | 24.3% |  | 22.2% |  | 24.0% | \* | 24.6% | \* |
| Election office website | 22.3% | 20.0% |  | 12.5% | \* | 16.1% | \* | 20.5% |  | 21.2% |  |
| Social media or online community | 22.9% | 13.6% | \* | 17.6% |  | 24.2% |  | 18.6% |  | 23.2% |  |
| Other type of website | 19.4% | 10.5% | \* | 8.6% | \* | 8.0% | \* | 13.9% | \* | 16.3% |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
| Emails or texts from political organizations | 8.6% | 8.3% |  | 10.6% |  | 10.8% |  | 12.1% |  | 12.8% |  |
| Communicating with people through email or texts | 12.4% | 6.7% | \* | 8.4% |  | 12.3% |  | 11.2% |  | 10.5% |  |
| Calling election office | 8.3% | 7.7% |  | 6.6% |  | 6.8% |  | 6.9% |  | 7.9% |  |
| Personal/independent research | 1.0% | 0.0% | \* | 0.3% |  | 0.1% | \* | 0.1% | \* | 0.9% |  |
| From candidates | 0.5% | 0.0% | \* | 0.0% | \* | 0.1% |  | 0.4% |  | 0.4% |  |
| Debates/townhalls/rallies | 0.7% | 0.0% | \* | 0.0% | \* | 0.8% |  | 0.5% |  | 0.4% |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
| Other | 5.8% | 4.5% |  | 5.0% |  | 5.1% |  | 4.9% |  | 6.3% |  |
| None | 3.9% | 8.4% |  | 2.8% |  | 4.9% |  | 3.7% |  | 2.2% |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
| Sample size | 1,240 | 215 |  | 164 |  | 320 |  | 571 |  | 528 |  |
| \* Difference from non-disability sample is significant at 95% confidence level | | | | | | | | |  |  |  |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Table 21: Expectations on Voting and Information Sources in 2022** | | | |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  | Disability | No disability | Disability gap | | Internet non-users | Internet users | Gap by internet use | |
| Expect to vote in 2022 | |  |  |  |  |  |  |  |  |
|  | Will definitely vote | 54.2% | 51.6% | 2.6% |  | 40.0% | 53.1% | 13.1% | \* |
|  | Very likely | 19.5% | 25.3% | -5.8% | \* | 24.9% | 24.0% | -0.9% |  |
|  | Somewhat likely | 10.9% | 11.1% | -0.3% |  | 6.2% | 11.5% | 5.3% | \* |
|  | Not very likely | 5.6% | 4.9% | 0.6% |  | 3.3% | 5.2% | 1.9% |  |
|  | Not at all likely | 8.4% | 6.5% | 1.9% |  | 19.4% | 5.9% | -13.5% | \* |
|  | Don't know | 1.4% | 0.5% | 0.8% |  | 6.2% | 0.3% | -5.9% |  |
|  |  |  |  |  |  |  |  |  |  |
| Expect to use sources to learn about voting process or where to vote in 2022 | |  |  |  |  |  |  |  |  |
|  | Talking in person to family members, friends, neighbors, or colleagues | 37.4% | 35.4% | 2.0% |  | 26.7% | 36.6% | 9.9% | \* |
|  | Television | 37.0% | 27.5% | 9.5% | \* | 39.8% | 28.7% | -11.1% | \* |
|  | Printed mailings from election office | 32.2% | 26.5% | 5.7% | \* | 20.2% | 28.2% | 8.0% | \* |
|  | Election office website | 29.9% | 36.2% | -6.3% | \* | 3.5% | 37.3% | 33.8% | \* |
|  | Printed letters or newsletters from candidates or organizations | 24.6% | 18.7% | 6.0% | \* | 18.9% | 20.0% | 1.1% |  |
|  | News websites | 22.3% | 26.2% | -3.9% |  | 6.3% | 26.9% | 20.6% | \* |
|  | Printed newspaper | 21.6% | 18.6% | 3.0% |  | 26.9% | 18.6% | -8.3% |  |
|  | Radio | 19.6% | 15.6% | 4.0% | \* | 15.0% | 16.6% | 1.6% |  |
|  | Social media or online community | 14.9% | 18.3% | -3.5% |  | 5.8% | 18.5% | 12.8% | \* |
|  | Calling election office | 14.3% | 15.0% | -0.7% |  | 8.4% | 15.4% | 7.0% | \* |
|  | Other websites | 12.7% | 16.4% | -3.7% | \* | 4.5% | 16.5% | 12.0% | \* |
|  | Talking to people through email or texts | 10.6% | 14.0% | -3.3% | \* | 3.7% | 14.1% | 10.3% | \* |
|  | Emails or texts from political organizations. | 10.5% | 9.5% | 1.1% |  | 1.4% | 10.3% | 8.9% | \* |
|  | Other | 3.3% | 5.3% | -2.0% | \* | 6.2% | 4.8% | -1.4% |  |
|  | None | 12.2% | 10.8% | 1.4% |  | 15.5% | 10.8% | -4.7% |  |
|  |  |  |  |  |  |  |  |  |  |
| Sample size | | 1,186 | 1240 |  |  | 196 | 2211 |  |  |
| \* Gap is outside statistical margin of error at 95% confidence level | | | | | |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Table 22: Expectations on Voting and Information Sources in 2022, by Disability Type and Severity** | | | | | | | | | | | | |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | No disability | Impairment type | | | | | | | | Lot of difficulty in daily activities | |
|  |  | Hearing | | Vision | | Cognitive | | Mobility | |
| Expect to vote in 2022 | |  |  |  |  |  |  |  |  |  |  |  |
|  | Will definitely vote | 51.6% | 52.3% |  | 47.5% |  | 36.6% | \* | 53.2% |  | 52.9% |  |
|  | Very likely | 25.3% | 23.6% |  | 20.5% |  | 25.2% |  | 20.3% |  | 20.3% |  |
|  | Somewhat likely | 11.1% | 5.3% | \* | 14.2% |  | 14.1% |  | 11.2% |  | 10.3% |  |
|  | Not very likely | 4.9% | 5.9% |  | 3.5% |  | 9.5% | \* | 3.5% |  | 7.0% |  |
|  | Not at all likely | 6.5% | 10.8% |  | 12.4% |  | 12.6% | \* | 9.4% |  | 8.2% |  |
|  | Don't know | 0.5% | 2.0% |  | 1.9% |  | 2.0% |  | 2.4% | \* | 1.3% |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| Expect to use sources to learn about voting process or where to vote in 2022 | |  |  |  |  |  |  |  |  |  |  |  |
|  | Talking in person to family members, friends, neighbors, or colleagues | 35.4% | 26.4% | \* | 40.8% |  | 35.8% |  | 38.9% |  | 42.9% | \* |
|  | Television | 27.5% | 33.9% |  | 45.4% | \* | 34.6% | \* | 43.4% | \* | 39.7% | \* |
|  | Printed mailings from election office | 26.5% | 27.1% |  | 30.3% |  | 22.8% |  | 36.1% | \* | 32.7% | \* |
|  | Election office website | 36.2% | 30.1% |  | 17.6% | \* | 23.0% | \* | 26.0% | \* | 27.0% | \* |
|  | Printed letters or newsletters from candidates or orgs. | 18.7% | 19.2% |  | 29.3% | \* | 21.2% |  | 27.6% | \* | 26.6% | \* |
|  | News websites | 26.2% | 17.6% | \* | 19.1% |  | 19.9% | \* | 23.2% |  | 22.2% |  |
|  | Printed newspaper | 18.6% | 19.4% |  | 24.0% |  | 17.9% |  | 24.6% | \* | 18.6% |  |
|  | Radio | 15.6% | 17.1% |  | 28.9% | \* | 22.1% | \* | 22.3% | \* | 20.5% |  |
|  | Social media or online community | 18.3% | 6.8% | \* | 19.2% |  | 21.9% |  | 16.3% |  | 16.1% |  |
|  | Calling election office | 15.0% | 11.0% |  | 13.6% |  | 11.9% |  | 16.1% |  | 13.3% |  |
|  | Other websites | 16.4% | 8.3% | \* | 6.3% | \* | 10.0% | \* | 12.5% |  | 13.4% |  |
|  | Talking to people through email or texts | 14.0% | 6.6% | \* | 13.7% |  | 15.8% |  | 12.3% |  | 11.2% |  |
|  | Emails or texts from political organizations. | 9.5% | 5.3% | \* | 9.7% |  | 9.7% |  | 11.5% |  | 9.8% |  |
|  | Other | 5.3% | 2.6% | \* | 4.6% |  | 3.7% |  | 3.9% |  | 4.3% |  |
|  | None | 10.8% | 14.4% |  | 11.1% |  | 13.1% |  | 12.0% |  | 11.7% |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| Sample size | | 1240 | 215 |  | 164 |  | 320 |  | 571 |  | 528 |  |
| \* Difference from non-disability sample is significant at 95% confidence level | | | | | | | | |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Table 23: Believe Voting Information Required to be Accessible** | | | |  |  |
|  |  |  |  |  | |  |
|  |  | Disability | No disability | Disability gap | |  |
| To best of knowledge, believe information on voting process is required to be in accessible format for people with disabilities | |  |  |  | |  |
|  | Yes | 73.2% | 78.9% | -5.6% | | \* |
|  | No | 8.4% | 6.9% | 1.5% | |  |
|  | Don't know | 18.4% | 14.2% | 4.1% | | \* |
|  |  |  |  |  | |  |
| Sample size | | 1,186 | 1,240 |  | |  |
| \* Gap is outside statistical margin of error at 95% confidence level | | | | | | |