



RUTGERS

DISABILITY, THE VOTING PROCESS, AND THE DIGITAL DIVIDE

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**The U.S. Election
Assistance Commission (EAC)
commissioned Rutgers
University to conduct
this study.**

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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](#)” 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.

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.

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.

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 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.

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%).

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%).

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.



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.

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 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).

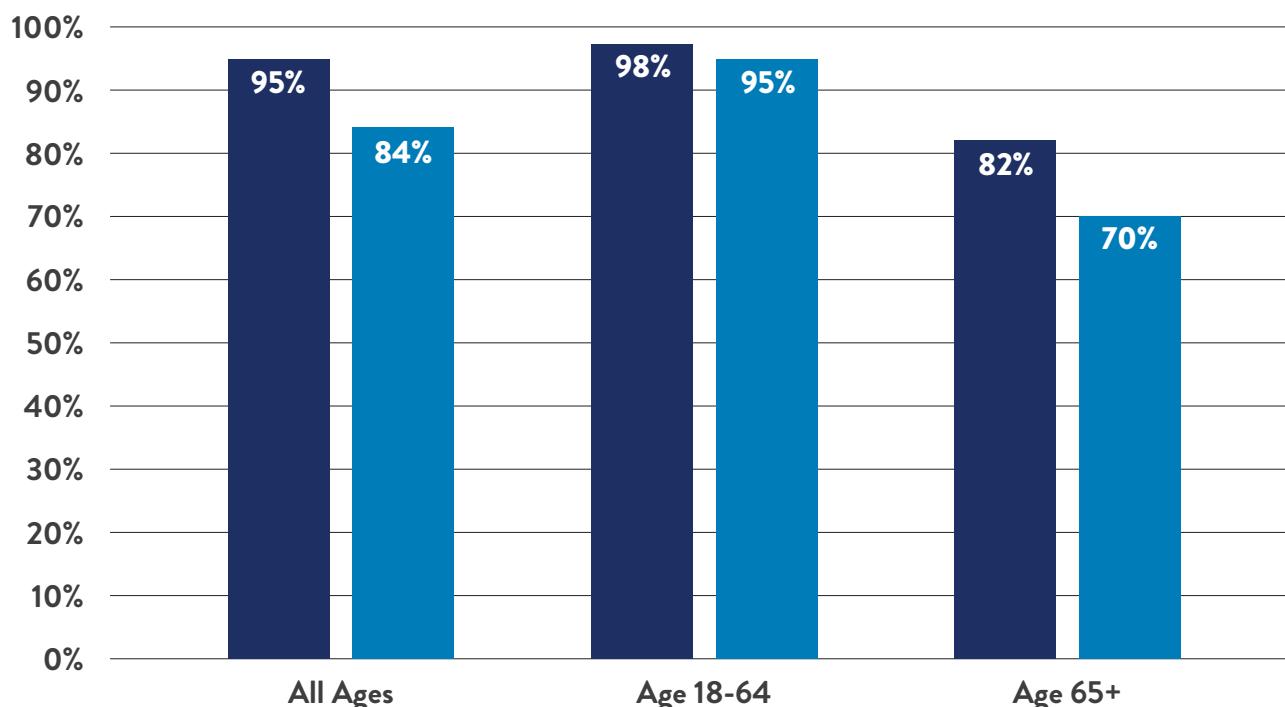
C. INTERNET USE



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.

FIGURE 1

INTERNET USE BY DISABILITY STATUS



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).

C. INTERNET USE

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, 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



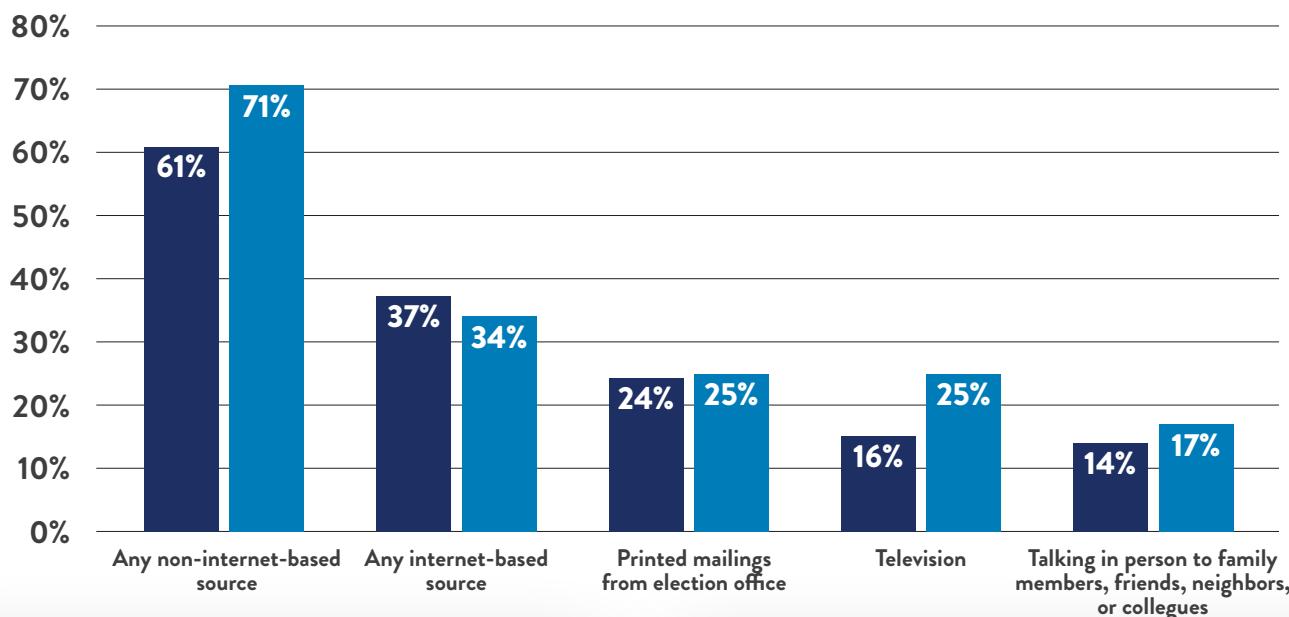
People with disabilities were more likely than those without disabilities to use non-internet-based sources to obtain information on the voting process and where to vote in 2020, and less likely to use internet-based sources. The most popular sources were printed mailings from the election office, followed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

FIGURE 2

MAIN SOURCES OF INFO ON VOTING PROCESS AND WHERE TO VOTE IN 2020

No Disability

Disability



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).

E. INFORMATION ON VOTING PROCESS IN 2020

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.

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.

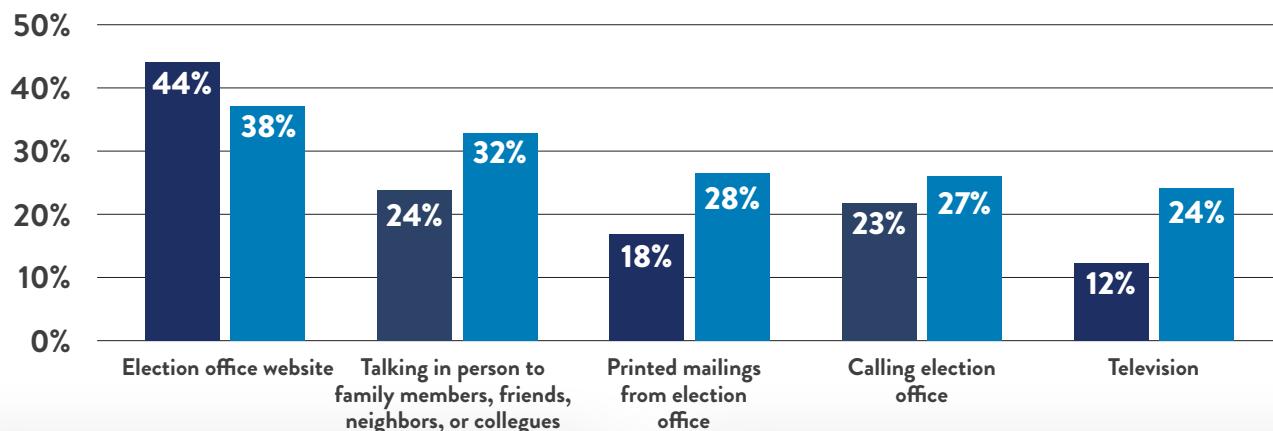
G. WHERE PEOPLE WOULD PREFER TO GET INFORMATION ON THE VOTING PROCESS

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.

FIGURE 3

TOP PREFERENCES FOR GETTING ANSWER TO QUESTION ABOUT VOTING PROCESS OR WHERE TO VOTE

 No Disability

 Disability


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).

H. 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.

I. 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.

J. 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).

K. 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).

L. 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	1,239	1,183		
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	1,231	1,171		



	No Disability	Disability	Disability Gap
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	1,184	1,038	
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

	No Disability	Disability	Disability Gap	
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%	*



	No Disability	Disability	Disability Gap	
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

	No Disability	Disability	Disability Gap	
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

	No Disability	Disability	Disability Gap
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%

* 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	1,186	1,240		201	2,221		
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	1,036		130	1,835		
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	1,021		
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

	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%

* Gap is outside statistical margin of error at 95% confidence level



TABLE 10: SOURCES OF INFORMATION ON VOTING PROCESS IN 2020, BY DISABILITY TYPE

	No Disability	Hearing	Vision	Impairment type		Mobility	Lot of difficulty in daily activities	
				Cognitive				
Any information on voting process or where to vote in 2020								
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	1,126	186	138	264	508		462	



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	

	Disability	No Disability	Disability Gap
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	



	Disability	No Disability	Disability Gap
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 type of website	9.8%	11.7%	-1.8%	
None	15.1%	36.5%	-21.4%	
Sample size	44	13		



TABLE 14: ACCESSIBILITY OF VOTING INFORMATION SOURCES IN 2020, BY DISABILITY TYPE

	No Disability	Hearing	Impairment type		Mobility	Lot of difficulty in daily activities	
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%	16.0%	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	



TABLE 15: WHERE PREFER TO GET INFO 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	1,186	1,240		201	2,221	
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	1,114	1,164		160	2,118	



	Disability	No Disability	Disability Gap	Internet non-users	Internet users	Gap by internet use
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	Hearing	Impairment type		Mobility	Lot of difficulty in daily activities
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%	*
Talking in person to family members, friends, neighbors, or colleagues	23.9%	23.1%	36.9%	*	36.9%	*
Printed mailings from election office	17.8%	21.7%	21.4%		21.1%	*
Calling election office	23.3%	26.7%	31.2%		19.8%	*
Television	12.1%	17.6%	26.6%	*	28.0%	*
News website	16.2%	10.4% *	15.3%		17.5%	16.7%
Printed newspaper	8.0%	12.8%	16.4%	*	13.2%	*
Social media or online community	12.8%	6.3% *	16.5%		20.0%	*
Radio	7.0%	10.5%	18.1%	*	12.7%	*
Printed letters or newsletters from candidates or orgs.	6.5%	9.1%	16.2%	*	11.2%	*
Other type of website	13.7%	9.6%	12.0%		11.4%	12.4%
Communicating with people through email or texts	9.9%	5.1% *	11.6%		14.1%	11.0%
Emails or texts from political orgs.	5.7%	5.5%	5.9%		9.1%	10.2% *
Townhall	2.8%	4.1%	4.4%		1.6%	3.4%
Other	3.0%	3.3%	7.6%		4.7%	4.0%
None or won't vote	0.7%	1.3%	0.0%	*	0.0%	*
Sample size	1,240	215	164		320	571
Were able to find info using preferred method in 2020						
Yes	88.3%	86.0%	84.2%		79.2% *	87.2%
No	11.7%	14.0%	15.8%		20.8%	12.8%
Sample size	1,164	191	149		306	530
						503

**TABLE 17: TRUST IN INFORMATION SOURCES ON VOTING PROCESS**

	Disability	No Disability	Disability Gap	Internet non-users	Internet users	Gap by internet use
How much trust in voting information from						
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%



	Disability	No Disability	Disability Gap	Internet non-users	Internet users	Gap by internet use	
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	Hearing	Impairment type			Mobility	Lot of difficulty in daily activities	
Vision	Cognitive						
How much trust in voting information from							
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%	



	No Disability	Hearing	Impairment type		Mobility	Lot of difficulty in daily activities
			Vision	Cognitive		
Talking to people through email, 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

	Disability	No Disability	Disability Gap	Internet non-users	Internet users	Gap by internet use
Where obtained information on candidates and issues in 2020						
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 organizations	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%
Yes	5.5%	5.8%	-0.3%	8.2%	5.6%	-2.7%
No	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**

	No Disability	Hearing	Impairment type		Mobility	Lot of difficulty in daily activities
Where obtained information on candidates and issues in 2020						
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	1,240		196	2,211	

* 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	Hearing	Vision	Cognitive	Mobility	Lot of difficulty in daily activities
Expect to vote in 2022						
Will definitely vote	51.6%	52.3%	47.5%	36.6%	*	53.2%
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%
Not at all likely	6.5%	10.8%	12.4%	12.6%	*	9.4%
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% *
Printed mailings from election office	26.5%	27.1%	30.3%	22.8%	36.1%	*
Election office website	36.2%	30.1%	17.6% *	23.0%	*	26.0% *
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%
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% *
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%
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	1,240	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