# The Voter Journey

<table>
<thead>
<tr>
<th></th>
<th>Election announced</th>
<th>Register to vote</th>
<th>Decide how to take part</th>
<th>Find the polling place</th>
<th>Learn how to mark a ballot</th>
<th>Get voter ID</th>
<th>Learn who is in office now</th>
<th>Learn what’s on the ballot</th>
<th>Mark the ballot</th>
<th>Check results</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Already registered to vote for previous election.</td>
<td>Receives ballot automatically, which is marked and put in drop box or turned into early voting location or at polling place on election day.</td>
<td>Has gone to the same polling place for years. It’s close to home, easy to get to, and well marked.</td>
<td>Already knows how to mark because the ballot design has been the same for years. Also, a ballot was sent in the mail, so our voter could practice.</td>
<td>No ID needed.</td>
<td>Familiar with the local representatives and reads about them in the news.</td>
<td>A voter guide arrives in the mail and has information about all of the candidates and ballot measures.</td>
<td>Practiced marking the ballot received in the mail and found no surprises on the ballot.</td>
<td>Gets notifications of election results from local election website.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th></th>
<th>moves often</th>
<th>no network to ask questions of</th>
<th>self-taught about the process</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Is registered, but moved out of that county. Now must update voter registration by printing, filling out, and mailing the voter registration form.</td>
<td>Did not receive information about early voting options either online or by mail and missed the deadline.</td>
<td>Has never been to this polling place before and it’s far from work. Upon arriving, there are no signs to indicate where to go.</td>
</tr>
</tbody>
</table>

## Typical obstacles voters encounter

- **Strict registration deadlines.**
- **Doesn’t have proper ID or supporting documentation (social security card, birth certificate, etc.).**
- **DMV is far away and expensive to get to.**
- **Confusing registration forms.**
- **Confusing online voter registration process.**
- **Data from DMV is slow to get to election department.**
- **Lost voting rights because of felony.**

- **Strict deadlines to vote by mail.**
- **Little or no information online or hard to find about early voting or voting by mail.**
- **Can only vote by mail for pre-approved reasons. Must print, fill out, and send in paper application to vote by mail.**
- **Long lines of more than 30 minutes.**
- **No or incorrect information on location online.**
- **No signage at polling place.**
- **Turned away from voting — not on voter rolls.**
- **Polling place changed.**
- **Expensive or hard to get to polling place.**

- **Lost voting rights because of felony.**
- **Doesn’t have supporting documentation (social security card, birth certificate, etc.).**
- **DMV is far away and expensive to get to.**
- **Doesn’t know that voter ID is required at the polling place.**

- **Has low civic literacy and is confused by levels of government.**
- **Misinformation and fake news has become common.**
- **Information is hard to understand.**
- **Too little or too much information is available.**
- **Information is difficult to sort through — doesn’t know what to trust.**

- **Can’t get to a polling place on election day or during the open hours.**
- **Has low civic literacy and is confused by levels of government.**
- **Ballot instructions are hard to read and understand.**
- **Ballot is not available in preferred language.**
- **Provisional ballot notice is hard to understand.**
- **Doesn’t have voter ID.**
- **Not on voter roll.**

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*Center for Civic Design*