

# Electoral Services Customer Feedback Questionnaire

## Analysis of Responses - September 2007

**591 Surveys were sent out and 126 were returned which is a 21% response rate.**

1. How did you access our service?

1	In person	15%
2	By telephone	20%
3	Internet	17%
4	Post	48%

2. For what did you require our service?

1	Register to vote	69%
2	Register for credit	16%
3	Apply for absent vote	8%
4	Inspect the register	1%
5	Other	6%

3. How often do you vote?

1	Always	31%
2	Most times	23%
3	Sometimes	25%
4	Rarely	5%
5	Never	16%

4. Would you be more likely to vote if you could vote by any of the following means? Tick as many as you like.

1	Post/proxy	55
2	Telephone Voting	18
3	Text Voting	19
4	Internet Voting	56
5	Weekend Voting	31

Or would you prefer to vote at a polling station in the usual way?

1	Yes	37%
2	No	47%
3	Don't know or didn't answer	16%

5. Do you know the name of your local...?

MP	Yes	67%
	No	33%
Ward Councillors	Yes	48%
	No	52%

6. How do you rate the overall service you received from the Electoral Services Office?

1	Excellent	22%
2	Good	59%
3	Adequate	13%
4	Poor	5%
5	Very Poor	1%