

Electoral Services Customer Feedback Questionnaire

Analysis of Responses – February 2008

418 Surveys were sent out and 80 were returned which is a 19% response rate.

1. How did you access our service?

1	In person	13%
2	By telephone	24%
3	Internet	13%
4	Post	50%

2. For what did you require our service?

1	Register to vote	70%
2	Register for credit	11%
3	Apply for absent vote	16%
4	Inspect the register	1%
5	Other	2%

3. How often do you vote?

1	Always	42%
2	Most times	15%
3	Sometimes	15%
4	Rarely	4%
5	Never	24%

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	37
2	Telephone Voting	10
3	Text Voting	7
4	Internet Voting	38
5	Weekend Voting	22

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

1	Yes	37%
2	No	45%
3	Don't know or didn't answer	18%

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

MP	Yes	72%
	No	28%
Ward Councillors	Yes	43%
	No	57%

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

1	Excellent	34%
2	Good	43%
3	Adequate	20%
4	Poor	3%
5	Very Poor	nil