

Electoral Services Customer Feedback Questionnaire

Analysis of Responses – March 2008

600 Surveys were sent out and 150 were returned which is a 25% response rate.

1. How did you access our service?

1	In person	13%
2	By telephone	16%
3	Internet	27%
4	Post	44%

2. For what did you require our service?

1	Register to vote	90%
2	Register for credit	4%
3	Apply for absent vote	6%
4	Inspect the register	0%
5	Other	0%

3. How often do you vote?

1	Always	40%
2	Most times	21%
3	Sometimes	12%
4	Rarely	12%
5	Never	15%

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	62
2	Telephone Voting	28
3	Text Voting	26
4	Internet Voting	70
5	Weekend Voting	34

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

1	Yes	43%
2	No	43%
3	Don't know or didn't answer	14%

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

MP	Yes	67%
	No	33%
Ward Councillors	Yes	40%
	No	60%

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

1	Excellent	26%
2	Good	53%
3	Adequate	20%
4	Poor	1%
5	Very Poor	nil