

Electoral Services Customer Feedback Questionnaire

Analysis of Responses – April/May 2008

800 Surveys were sent out and 150 were returned which is a 19% response rate.

1. How did you access our service?

1	In person	7%
2	By telephone	7%
3	Internet	12%
4	Post	74%

2. For what did you require our service?

1	Register to vote	92%
2	Register for credit	1%
3	Apply for absent vote	4%
4	Inspect the register	0%
5	Other	3%

3. How often do you vote?

1	Always	32%
2	Most times	39%
3	Sometimes	10%
4	Rarely	3%
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	75
2	Telephone Voting	23
3	Text Voting	24
4	Internet Voting	78
5	Weekend Voting	35

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

1	Yes	46%
2	No	54%
3	Don't know or didn't answer	16%

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

MP	Yes	69%
	No	31%
Ward Councillors	Yes	58%
	No	42%

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

1	Excellent	38%
2	Good	46%
3	Adequate	15%
4	Poor	1%
5	Very Poor	nil