

# Electoral Services Customer Feedback Questionnaire

## Analysis of Responses – August 2008

**532 Surveys were sent out and 91 were returned which is a 17% response rate.**

1. How did you access our service?

1	In person	20%
2	By telephone	24%
3	Internet	20%
4	Post	36%

2. For what did you require our service?

1	Register to vote	81%
2	Register for credit	9%
3	Apply for absent vote	9%
4	Inspect the register	0%
5	Other	1%

3. How often do you vote?

1	Always	36%
2	Most times	22%
3	Sometimes	14%
4	Rarely	6%
5	Never	22%

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	41
2	Telephone Voting	9
3	Text Voting	5
4	Internet Voting	33
5	Weekend Voting	21

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

1	Yes	54%
2	No	46%
3	Don't know or didn't answer	19%

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

MP	Yes	66%
	No	44%
Ward Councillors	Yes	49%
	No	51%

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

1	Excellent	43%
2	Good	47%
3	Adequate	4%
4	Poor	2%
5	Very Poor	4%