

Electoral Services Customer Feedback Questionnaire

Analysis of Responses – January 2009

225 Surveys were sent out and 65 were returned which is a 29% response rate.

1. How did you access our service?

1	In person	17%
2	By telephone	17%
3	Internet	15%
4	Post	49%

2. For what did you require our service?

1	Register to vote	78%
2	Register for credit	14%
3	Apply for absent vote	4%
4	Inspect the register	0%
5	Other	4%

3. How often do you vote?

1	Always	39%
2	Most times	27%
3	Sometimes	11%
4	Rarely	6%
5	Never	17%

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	22
2	Telephone Voting	6
3	Text Voting	8
4	Internet Voting	32
5	Weekend Voting	14

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

1	Yes	43%
2	No	38%
3	Don't know or didn't answer	19%

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

MP	Yes	72%
	No	28%
Ward Councillors	Yes	54%
	No	46%

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

1	Excellent	27%
2	Good	62%
3	Adequate	7%
4	Poor	0%
5	Very Poor	4%