

Electoral Services Customer Feedback Questionnaire

Analysis of Responses – February / March 2009

250 Surveys were sent out and 77 were returned which is a 31% response rate.

1. How did you access our service?

1	In person	10%
2	By telephone	10%
3	Internet	24%
4	Post	56%

2. For what did you require our service?

1	Register to vote	74%
2	Register for credit	10%
3	Apply for absent vote	13%
4	Inspect the register	1%
5	Other	2%

3. How often do you vote?

1	Always	43%
2	Most times	32%
3	Sometimes	6%
4	Rarely	6%
5	Never	13%

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	8
3	Text Voting	13
4	Internet Voting	38
5	Weekend Voting	28

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

1	Yes	39%
2	No	44%
3	Don't know or didn't answer	17%

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

MP	Yes	57%
	No	43%
Ward Councillors	Yes	38%
	No	62%

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

1	Excellent	28%
2	Good	48%
3	Adequate	22%
4	Poor	2%
5	Very Poor	0%